

City Council

Agenda

Tuesday, December 3, 2019

City Hall

749 Main Street

7:00 PM

**Note: The time frames assigned to agenda items are estimates for guidance only.
Agenda items may be heard earlier or later than the listed time slot.**

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. APPROVAL OF AGENDA

4. PUBLIC COMMENTS ON ITEMS NOT ON THE AGENDA AND ON THE CONSENT AGENDA

Council requests that public comments be limited to 3 minutes. When several people wish to speak on the same position on a given item, Council requests they select a spokesperson to state that position.

5. CONSENT AGENDA

The following items on the City Council Agenda are considered routine by the City Manager and shall be approved, adopted, accepted, etc., by motion of the City Council and roll call vote unless the Mayor or a City Council person specifically requests that such item be considered under "Regular Business." In such an event the item shall be removed from the "Consent Agenda" and Council action taken separately on said item in the order appearing on the Agenda. Those items so approved under the heading "Consent Agenda" will appear in the Council Minutes in their proper order.

A. Approval of Bills

B. Approval of Minutes: November 19, 2019; November 21, 2019

C. Approval of Request for Proposals for 2020 Citizen Survey

D. Approve Changes to December Meeting Schedule

E. Approval of Request for Proposals for 2020 Performance Measures Refinement

F. Authorize Execution of Engagement Letter for Auditing Services with Eide Bailly, LLC

G. Approval for Purchase of Qwiksalt from Compass Materials

6. COUNCIL INFORMATIONAL COMMENTS ON PERTINENT ITEMS NOT ON THE AGENDA (Council general comments are scheduled at the end of the Agenda.)

7. CITY MANAGER'S REPORT

Citizen Information

If you wish to speak at the City Council meeting, please fill out a sign-up card and present it to the City Clerk.

Persons with disabilities planning to attend the meeting who need sign language interpretation, assisted listening systems, Braille, taped material, or special transportation, should contact the City Manager's Office at 303 335-4533. A forty-eight-hour notice is requested.

8. REGULAR BUSINESS

7:15 – 8:00 PM

A. DISCUSSION/DIRECTION/ACTION – ROCKY MOUNTAIN METROPOLITAN AIRPORT NOISE MITIGATION CONTRACT EXTENSION AND PLANNING

- Staff Presentation
- Public Comments (Please limit to three minutes each)
- Council Questions & Comments
- Action

8:00 – 8:05 PM

B. ORDINANCE NO. 1786, SERIES 2019 – AN ORDINANCE AMENDING THE LOUISVILLE MUNICIPAL CODE TO PROHIBIT THE SALE OF TOBACCO PRODUCTS, INCLUDING ELECTRONIC SMOKING DEVICES, TO PERSONS UNDER THE AGE OF TWENTY-ONE – 1st READING, SET PUBLIC HEARING 12/17/19

- City Attorney Introduction
- Action

9. CITY ATTORNEY'S REPORT

10. COUNCIL COMMENTS, COMMITTEE REPORTS, AND IDENTIFICATION OF FUTURE AGENDA ITEMS

- ECONOMIC VITALITY COMMITTEE
- FINANCE COMMITTEE
- LEGAL REVIEW COMMITTEE
- UTILITY COMMITTEE
- COLORADO COMMUNITIES FOR CLIMATE ACTION
- COMMUTING SOLUTIONS
- CONSORTIUM OF CITIES
- DOWNTOWN BUSINESS ASSOCIATION STREET FAIRE
- DENVER REGIONAL COUNCIL OF GOVERNMENTS
- JOINT INTEREST COMMITTEES (SUPERIOR & LAFAYETTE)
- REVITALIZATION COMMISSION
- XCEL ENERGY FUTURES

11. ADJOURN

11/14/2019 10:50
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City of Louisville, CO
DETAIL INVOICE LIST

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CASH ACCOUNT: 001000 101001		WARRANT: 111419	11/14/2019
VENDOR	VENDOR NAME	PURPOSE	AMOUNT
14621	CHAD ROOT	EXPENSE REPORT 10/1-10/25	334.08
99999	PEGGY S HUBBARD	UTILITY REFUND CLOSED ACC	240.00
99999	ROBERT T LEE	UTILITY REFUND 715 WILDRO	124.75
3735	PETTY CASH - TAMMY HAPPOLDT	PETTY CASH FRONT DESK	437.81
14863	THE SLIDING DOOR COMPANY	IT Office Glass Door Depo	2,932.34
=====		=====	=====
5 INVOICES		WARRANT TOTAL	4,068.98
=====		=====	=====

11/21/2019 11:07
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DETAIL INVOICE LIST

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CASH ACCOUNT: 001000 101001

WARRANT: 112119 11/21/2019

VENDOR	VENDOR NAME	PURPOSE	AMOUNT
14773	CHRIS NEVES	EXPENSE REPORT 11/14-11/1	51.24
1115	COLONIAL LIFE INSURANCE	#9711888 NOV 19 EMPLOYEE	173.68
11298	DELTA DENTAL OF COLORADO	#007562-0000 DEC 19 EMPLO	13,971.71
5255	FAMILY SUPPORT REGISTRY	Payroll Run 1 - Warrant 1	312.49
6455	KAISER PERMANENTE	05920-01-16 DEC 19 EMPLOY	157,224.64
7735	LINCOLN FINANCIAL GROUP	000010008469 DEC 19 LIFE/	7,214.56
7735	LINCOLN FINANCIAL GROUP	000010008469 DEC 19 LTD P	3,756.88
14824	MEAGAN BROWN	TRAVEL ADVANCE 12/1-12/5/	355.00
14862	OFFICE INTERIORS	Furniture Deposit Council	6,776.20
99999	GLITTER HEAD DESIGNS	SALES TAX PENALTY REFUND	30.00
99999	TWELVE DEGREE BREWING LLC	ELECTRICITY SALES TAX REF	697.41
99999	ROSATI'S CHICAGO PIZZA	SALES TAX REFUND JUL 19 -	8,150.00
11345	SAGE AND SAVORY CATERING	ON-BOARDING BOX LUNCHES 1	150.00
8442	VISION SERVICE PLAN	12 059727 0001 DEC 19 EMP	3,036.21
3875	XCEL ENERGY	OCT 19 GROUP ENERGY	60,074.48
3875	XCEL ENERGY	OCT 19 SPRINKLERS	95.92
3875	XCEL ENERGY	OCT 19 FLASHERS	5.74
3875	XCEL ENERGY	725.5 104TH ST TRAFFIC LI	25.18
3875	XCEL ENERGY	27.5 S 104TH ST TRAFFIC S	41.08
3875	XCEL ENERGY	OCT 19 METERED LIGHTS	639.19
3875	XCEL ENERGY	OCT 19 NON-METERED LIGHTS	85,894.46
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21 INVOICES		WARRANT TOTAL	348,676.07
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11/22/2019 15:59
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CASH ACCOUNT: 001000 101001		WARRANT: 120319	12/03/2019
VENDOR	VENDOR NAME	PURPOSE	AMOUNT
14870	70 SERVICES LLC	BIOHAZARD CLEAN UP PD	200.00
13547	A G WASSENAAR INC	2019 Geotechnical Service	2,170.00
13547	A G WASSENAAR INC	2019 Geotechnical Service	4,462.00
13547	A G WASSENAAR INC	Geotechnical Services 100	440.00
190	ACE EQUIPMENT & SUPPLY CO	LIFT REPAIR CS	840.00
14121	ACUSHNET COMPANY	Resale Merchandise	314.04
14623	ANOTHER MILESTONE LLC	CONTRACTOR FEES 36400-3	498.40
13556	AQUATIC CHEMICAL SOLUTIONS INC	Memory Square Pool Covers	11,586.66
13818	ARROWHEAD AWARDS INC	NAME BADGES LCC	17.00
14826	AUDIO VISUAL INNOVATIONS INC	Sound System Upgrade RSC	9,284.12
10801	BADGER METER INC	IR COMMUNICATION DEVICE O	125.92
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	24.75
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	16.49
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	41.24
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	27.50
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	71.50
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	24.75
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	27.50
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	17.60
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	22.00
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	38.47
500	BAKER AND TAYLOR	ADULT BOOKS AND MEDIA	19.25
14320	BEDDER SPREADERS	Playground Engineered Woo	11,711.00
13855	BIG AIR JUMPERS	Inflatables Nite at the R	637.00
13855	BIG AIR JUMPERS	Inflatables Nite at the R	633.50
13855	BIG AIR JUMPERS	Inflatables Nite at the R	431.00
640	BOULDER COUNTY	BUSINESS CARDS PD	247.26
640	BOULDER COUNTY	SPECIAL DUTY BSO OFFICERS	2,443.75
7706	BRANNAN SAND & GRAVEL CO LLC	2019 Asphalt	204.75
7706	BRANNAN SAND & GRAVEL CO LLC	2019 Asphalt	501.30
7706	BRANNAN SAND & GRAVEL CO LLC	2019 Asphalt	199.80
7706	BRANNAN SAND & GRAVEL CO LLC	2019 Asphalt	274.50
7706	BRANNAN SAND & GRAVEL CO LLC	2019 Road Base and Squeeg	386.62
7706	BRANNAN SAND & GRAVEL CO LLC	SQUEEGEE CREDIT	-249.85
7706	BRANNAN SAND & GRAVEL CO LLC	2019 Asphalt	585.90
7706	BRANNAN SAND & GRAVEL CO LLC	2019 Asphalt	121.00

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CASH ACCOUNT: 001000 101001		WARRANT: 120319	12/03/2019
VENDOR	VENDOR NAME	PURPOSE	AMOUNT
14406	BRET JOHNSON ARCHITECTURE	Tomeo House Repair Design	3,095.00
1122	BRETSA	LANGUAGE LINE	94.57
9838	BRIGHTVIEW LANDSCAPE SERVICES	Downtown Floral Display S	850.00
14403	CALLAWAY GOLF	Resale Merchandise	207.35
13733	CATHY BAHR TRANSLATION SERVICE	SPANISH INTERPRETER	120.00
248	CDW GOVERNMENT	DVD DRIVES PD	53.60
248	CDW GOVERNMENT	CABLES IT	123.50
11459	CENTURA HEALTH	SANE EXAM	600.00
14592	CF LESSEE LOB	CEC SOLAR LEASE #1133	5,728.67
4025	CINTAS FIRST AID AND SAFETY	FIRST AID SUPPLIES	182.40
4025	CINTAS FIRST AID AND SAFETY	BIOHAZARD BAGS WWTP	15.02
1120	COLORADO ANALYTICAL LABORATORI	BACTERIA TESTING	52.50
1120	COLORADO ANALYTICAL LABORATORI	BACTERIA TESTING	17.50
1120	COLORADO ANALYTICAL LABORATORI	LAB ANALYSIS FEES WWTP	99.00
1120	COLORADO ANALYTICAL LABORATORI	LAB ANALYSIS FEES WWTP	279.30
8900	COLORADO DEPT OF LABOR & EMPLO	STORAGE TANK REG #01157-0	35.00
11353	COLORADO LIBRARY CONSORTIUM	TUMBLEBOOKS	629.53
11353	COLORADO LIBRARY CONSORTIUM	PEBBLEGO	856.51
13162	CORE & MAIN LP	DISTRIBUTION PARTS	1,212.64
1635	DEMCO INC	Children's Library Furnit	2,883.94
1785	ECO-CYCLE INC	2019 Leaf Program Acct LU	5,125.00
12841	ECONOMIC & PLANNING SYSTEMS IN	URA TIF REVIEW - TERRACES	5,673.20
13084	ECONOMIC DEVELOPMENT COUNCIL O	2019 EDCC MEMBERSHIP	250.00
1915	EXQUISITE ENTERPRISES INC	NAME PLATES COUNCIL	92.00
1915	EXQUISITE ENTERPRISES INC	NAME PLATES COUNCIL	18.60
14622	FERTECH INDUSTRIES LLC	FERTILIZER APPLICATION GC	950.00
10623	FRONT RANGE LANDFILL INC	2019 Landfill Fees	1,074.00
7113	GALLS LLC	TOP CAP MEJIA	46.99
6847	GENERAL AIR SERVICE & SUPPLY	CYLINDER RENTAL OPS	80.60

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CASH ACCOUNT: 001000 101001 WARRANT: 120319 12/03/2019

VENDOR	VENDOR NAME	PURPOSE	AMOUNT
13347	GLOBAL EQUIPMENT COMPANY INC	OFFICE SUPPLIES FM	53.73
2310	GRAINGER	GAS ALERT DOCKING STATION	1,456.53
2310	GRAINGER	VOLTAGE DETECTOR FM	25.21
2310	GRAINGER	CROSS LINE LASER & FLOOR	94.20
2310	GRAINGER	AIR REGULATORS FM	132.69
2340	GREEN SPOT INC	OAK TREE SUNFLOWER PARK	1,050.00
11591	GROUND ENGINEERING CONSULTANTS	MATERIALS TESTING & INSPE	110.00
14472	HILL AND POLLOCK LLC	OCT 19 WATER LEGAL SERVIC	9,460.00
2475	HILL PETROLEUM	Fuel Golf Course	875.04
14815	HPM INC	Playground Replacement	16,800.00
10772	INTEGRATED SAFETY SERVICES LLC	SPRINKLER SYSTEM SERVICE	484.80
9761	INTERMOUNTAIN SWEEPER CO	CONTROL HEAD REPAIR UNIT	1,125.63
13817	ISRAEL ALVARADO	DJ Services Nite at the R	300.00
13817	ISRAEL ALVARADO	DJ Services Nite at the R	300.00
13817	ISRAEL ALVARADO	DJ Services Nite at the R	300.00
14439	JESSICA SCHWARTZ	ALA MEMBERSHIP SCHWARTZ	260.00
2780	KAISER LOCK & KEY SERVICE INC	DUPLICATE KEYS RSC	9.00
11075	LEFT HAND TREE & LANDSCAPE LLC	TREE PRUNING HERITAGE PAR	1,428.00
13356	LOHMILLER AND COMPANY	HVAC BLOWER ASSEMBLY RSC	394.47
9087	LORIS AND ASSOCIATES INC	Mgmt Services 2018 Wayfin	1,910.00
14872	MARTIN TERS DDS	ADULT PROGRAMMING	125.00
14873	MENTAL HEALTH PARTNERS	QPR TRAINING	180.00
6168	MOTION & FLOW CONTROL PRODUCTS	DUMP TRUCK PARTS	2,822.81
6168	MOTION & FLOW CONTROL PRODUCTS	DUMP TRUCK PARTS RETURNED	-615.75
11061	MOUNTAIN PEAK CONTROLS INC	SCADA TIE IN POWER MONITO	2,000.00
9668	MUNICIPAL CODE CORPORATION	MUNICIPAL CODE 72, UPDATE	2,182.16
11351	NEOPOST USA INC	POSTAGE METER AGREEMENT Q	134.85
14370	NORTHWESTERN UNIVERSITY	AGENCY PLAQUE ENGRAVED NA	10.00

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CASH ACCOUNT: 001000 101001 WARRANT: 120319 12/03/2019

VENDOR	VENDOR NAME	PURPOSE	AMOUNT
11342	OJ WATSON COMPANY INC	SPEED SENSOR UNIT 3204	396.10
11342	OJ WATSON COMPANY INC	PARTS UNIT 5342	54.50
99999	TERO MUTTILAINEN	ACTIVITY REFUND	74.00
99999	STEPHANIE PENA	ACTIVITY REFUND	495.00
99999	HIGH COUNTRY PIPE & UTILITY	BULK WATER METER REFUND	2,450.00
99999	INTEGRATED WATER SERVICES	BULK WATER METER REFUND	2,450.00
14381	PALEOWEST ARCHAEOLOGY	HISTORIC BUILDING SURVEY	2,746.25
14675	POINT AND PAY LLC	SEP 19 POINT & PAY FEES	4,235.28
14675	POINT AND PAY LLC	OCT 19 POINT & PAY FEES	5,952.58
700	PRAIRIE MOUNTAIN MEDIA	YAB ADVERTISEMENT	145.00
14160	PRECISE MRM LLC	GPS SOFTWARE & POOLED DAT	161.87
10883	PROCESS CONTROL DYNAMICS INC	WTP SCADA License Renewal	8,032.00
14394	PROS PLUS LLC	VOLLEYBALL REFEREE	45.00
14867	REBECCA L BENNETTI	WILLMAKER LEGAL SEMINAR 1	1,575.00
13419	ROADSAFE TRAFFIC SYSTEMS CORP	WHITE THERMOPLASTIC	1,256.90
4160	SAFE SYSTEMS INC	FIRE ALARM MONITORING LIB	247.44
4160	SAFE SYSTEMS INC	FIRE SYSTEM CS	562.00
14459	SAUNDERS CONSTRUCTION LLC	2019 Rec Center Construct	20,798.58
14459	SAUNDERS CONSTRUCTION LLC	Rec Center Hail Damage Ro	33,154.37
13644	SCHULTZ INDUSTRIES INC	2019 Landscape Maintenanc	12,417.64
14341	SCULPTURE SERVICES OF COLORADO	BRONZE SCULPTURE INSTALLA	450.00
14859	SHI INTERNATIONAL CORP	City Council Laptops Pens	150.76
14859	SHI INTERNATIONAL CORP	City Council Laptops	1,267.07
14859	SHI INTERNATIONAL CORP	City Council Laptop Warra	144.61
11395	SHRED-IT USA LLC	SHRED SERVICE RSC	130.86
14525	SIGNALSCAPE INC	INTERVIEW ROOM EQUIP SUPP	1,209.00
13673	STERLING TALENT SOLUTIONS	BACKGROUND CHECKS	338.26
14516	TARGET SPECIALTY PRODUCTS	Golf Course Fertilizer	3,600.00
7917	THE AQUEOUS SOLUTION INC	WINTERIZE MSP	15.27
7917	THE AQUEOUS SOLUTION INC	WINTERIZING CHEMICALS MSP	1,254.45

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DETAIL INVOICE LIST

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CASH ACCOUNT: 001000 101001 WARRANT: 120319 12/03/2019

VENDOR	VENDOR NAME	PURPOSE	AMOUNT
1047	THE DAVEY TREE EXPERT COMPANY	TREE REMOVAL 1514 MAIN ST	1,860.00
14868	THE LEADERSHIP FORUM INC	ILOVEFEEDBACK LEARNING KI	2,208.00
14868	THE LEADERSHIP FORUM INC	ILOVEFEEDBACK WORKSHOP	995.00
14869	TO GOLF INC	RESALE MERCHANDISE	546.00
14685	TRAFFIC ENGINEERS INC	Transportation Master Pla	5,314.49
14353	TRANSPARENT INFORMATION SERVIC	BACKGROUND CHECKS	584.75
14866	TROY R MILLER	HISTORIC ASSESSMENT 816 L	3,000.00
14065	TYLER TECHNOLOGIES INC	Tyler Bank Reconciliation	1,280.00
14065	TYLER TECHNOLOGIES INC	Executime Implementation	640.00
4765	UNCC	OCT 19 LOCATES #48760	497.00
13426	UNIQUE MANAGEMENT SERVICES INC	COLLECTION SERVICES	161.10
14532	UNITED REFRIGERATION INC	CO2 KIT FM	157.61
6509	USA BLUEBOOK	DRUM LEVEL GAUGE WTP	298.11
13891	VERIS ENVIRONMENTAL LLC	Biosolids Hauling	801.91
13891	VERIS ENVIRONMENTAL LLC	Biosolids Hauling	1,850.77
13891	VERIS ENVIRONMENTAL LLC	Biosolids Hauling	901.21
4900	VRANESH AND RAISCH LLP	OCT 19 WINDY GAP LEGAL SE	361.00
9511	WESTERN PAPER DISTRIBUTORS INC	JANITORIAL SUPPLIES RSC	1,152.17
9511	WESTERN PAPER DISTRIBUTORS INC	JANITORIAL SUPPLIES RSC	428.30
9511	WESTERN PAPER DISTRIBUTORS INC	JANITORIAL SUPPLIES PC	159.98
9511	WESTERN PAPER DISTRIBUTORS INC	JANITORIAL SUPPLIES CH	222.87
9511	WESTERN PAPER DISTRIBUTORS INC	BREAK ROOM SUPPLIES CH	41.48
9511	WESTERN PAPER DISTRIBUTORS INC	JANITORIAL SUPPLIES LIB	448.23
9511	WESTERN PAPER DISTRIBUTORS INC	JANITORIAL SUPPLIES LIB	50.03
9511	WESTERN PAPER DISTRIBUTORS INC	BREAK ROOM SUPPLIES LIB	267.54
9511	WESTERN PAPER DISTRIBUTORS INC	JANITORIAL SUPPLIES RSC	513.96
10884	WORD OF MOUTH CATERING INC	SR MEAL PROGRAM 11/11-11/	3,772.00
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150 INVOICES		WARRANT TOTAL	256,574.81
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City Council Meeting Minutes

**November 19, 2019
City Hall, Council Chambers
749 Main Street
7:00 PM**

Call to Order – Mayor Muckle called the meeting to order at 7:00 p.m.

Roll Call was taken and the following members were present:

City Council: ***Mayor Robert Muckle
Mayor Pro Tem Jeff Lipton
Councilmember Chris Leh
Councilmember Susan Loo
Councilmember Dennis Maloney
Councilmember Ashley Stolzmann

Councilmember Elect J. Caleb Dickinson
Councilmember Elect Deborah Fahey***

Absent: ***Councilmember Jay Keany***

Staff Present: ***Heather Balser, City Manager
Megan Davis, Deputy City Manager
Kevin Watson, Finance Director
Dave Hayes, Police Chief
Rob Zuccaro, Planning & Building Safety Director
Felicity Selvoski, Planner I
Meredyth Muth, City Clerk***

Others Present: ***Kathleen Kelly, City Attorney***

PLEDGE OF ALLEGIANCE

All rose for the pledge of allegiance.

APPROVAL OF AGENDA

Mayor Muckle called for changes to the agenda and hearing none, moved to approve the agenda, seconded by Councilmember Maloney. All in favor.

PUBLIC COMMENTS ON ITEMS NOT ON THE AGENDA AND ON THE CONSENT AGENDA

Peter Ruh, 2289 Wynonna Court, on the Board of the Steel Ranch HOA, stated he understands the underpass under the railroad tracks won't happen. He asked what will happen to the \$250K the developer gave the City for that underpass. He would like to know what the options are for that money. He noted the HOA has some infrastructure they just became responsible for and also the metro district has debt. He asked the money be put to another use in the Steel Ranch neighborhood.

Angie Layton, 619 West Juniper Court, thanked staff for facilitating a joint board tour of Nawatny Ridge. She noted there will be public meetings and she encouraged residents to stay informed.

APPROVAL OF THE CONSENT AGENDA

MOTION: Mayor Muckle noted a requested change in the November 4 minutes. He moved to approve the consent agenda with that change, seconded by Councilmember Loo. All in favor.

- A. Approval of Bills
- B. Approval of Minutes: November 4, 2019 – *amended*
- C. Approve a Special Meeting on November 25 at 2 pm
- D. Approval of Resolution No. 47, Series 2019, A Resolution Approving a Fifth Amendment to the Fifth Interim Agreement Between the Municipal Subdistrict, Northern Colorado Water Conservancy District Windy Gap Firing Project Water Activity Enterprise, and the City of Louisville for Participation in the Windy Gap Firing Project
- E. Approval of Resolution No. 48, Series 2019 – A Resolution Approving a Third-Interim Agreement Between the Northern Colorado Water Conservancy District Acting by and Through Its Southern Water Supply Project Water Activity Enterprise, and the City of Louisville for Participation in the Southern Water Supply Project, Eastern Phase
- F. Approval of Revocable License and Management Agreement By and Between the City of Louisville and Denver Urban Gardens

COUNCIL INFORMATIONAL COMMENTS ON PERTINENT ITEMS NOT ON THE AGENDA

Mayor Muckle noted the resolution for landmarking 816 Main Street later on the agenda. He was happy to see this landmarking and noted it has been a long time coming.

Mayor Muckle stated it has been a real honor to serve the residents of Louisville. He expressed it has been a pleasure working with staff and members of Council.

OATHS OF OFFICE FOR CITY COUNCIL MEMBERS

Presiding Municipal Judge David Thrower swore in Councilmember Maloney, Councilmember Fahey, Councilmember Dickinson and Mayor Stolzmann.

Mayor Muckle passed the gavel to Mayor Stolzmann. A short reception was held for the new members of Council.

CITY MANAGER'S REPORT

City Manager Balsler stated on Thursday, November 21 the downtown holiday lights will be turned on.

REGULAR BUSINESS

816 MAIN STREET LANDMARKING AND PRESERVATION GRANT

RESOLUTION NO. 49, SERIES 2019 – A RESOLUTION DESIGNATING 816 MAIN STREET A HISTORIC LANDMARK

RESOLUTION NO. 50, SERIES 2019 – A RESOLUTION APPROVING A PRESERVATION AND RESTORATION GRANT FOR WORK ON 816 MAIN STREET

Mayor Stolzmann introduced the item and asked if there are any disclosures. Seeing none she opened the public hearing.

Planner Selvoski stated this is a request to landmark 816 Main Street and for a Preservation and Restoration Grant for work on the historic structure. Selvoski noted the resolution in the packet had been updated to specifically note the neon sign is included in the landmark designation.

She reviewed the criteria for the landmarking noting the building meets the age criteria; as well as the criteria for architectural, social, and geographic significance. In addition, the physical integrity from the 1955 modifications has been retained.

She reviewed the grant request and how the funds will be used for preservation of the building, rehabilitation of the interior to bring the building up to current code, and restoration work on the sign.

The grant requests equal \$113,687.50; \$50,000 is a landmark incentive grant which is unmatched, \$63,687.25 matching grant. She noted the Historic Preservation Fund (HPF) currently has a \$2.4M balance.

Staff recommends approval of both the landmark and the grant.

Applicant presentation – None.

Public Comments – None.

Councilmember Lipton moved to approve Resolution No. 49, Series 2019, Fahey seconded.

Mayor Pro Tem Maloney added a friendly amendment that the resolution be approved as amended by the copy presented on the dais. Motioner and seconder agreed.

Voice vote all in favor.

Councilmember Lipton moved to approve Resolution No. 50, Series 2019, the grant; Councilmember Dickinson seconded.

Mayor Stolzmann closed the public hearing.

Vote: Motion carried by unanimous roll call vote.

ELECTION OF MAYOR PRO TEM

Mayor Stolzmann stated every two years the Council elects the Mayor Pro Tem.

Councilmember Lipton expressed his appreciation to Council for the opportunity to serve as Pro Tem for the last four years. He feels it should be rotated periodically. He nominated Councilmember Maloney as Mayor Pro Tem.

Councilmember Maloney accepted the nomination. There were no other nominations.

Voice vote: all in favor.

DISCUSSION/DIRECTION/ACTION – CITY COUNCIL COMMITTEE ASSIGNMENTS

Mayor Stolzmann made the following assignments for Council:

- City Council Finance Committee - Maloney (chair), Leh, Lipton
- City Council Utility Committee - Lipton (chair), Maloney, Fahey
- City Council Legal Review Committee - Leh (chair), Fahey, Ward 3
- Revitalization Commission - Lipton
- Boulder County Consortium of Cities - Dickinson, Ward 3
- Denver Regional Council of Governments - Stolzmann (primary)
Fahey (alternate)
- Colorado Communities for Climate Action (CC4CA) - Fahey
- Superior/Louisville Joint Interest Committee - Dickinson, Ward 3
- Lafayette/Louisville Joint Interest Committee - Dickinson, Ward 3

- Commuting Solutions - Leh
- Downtown Business Association Street Faire Committee - Lipton
- Economic Vitality Committee - Dickinson (chair), Maloney, Stolzmann
- Xcel Energy Futures Committee – Maloney, Stolzmann

Councilmember Leh asked if there needed to be action by Council to form the Economic Vitality Committee and what the role would be.

Mayor Stolzmann noted it was a new committee and those have traditionally been adopted from the mayor's appointments. She noted the Board will be looking for opportunities to be involved in the business community and develop clear policy to bring forward for Council consideration.

Councilmember Leh noted economic vitality is of importance to all of Council and he wanted to make sure the entire body gets to be heard. Mayor Stolzmann noted all the committees are important and need to report back to the Council for final decisions.

Councilmember Fahey asked if councilmembers not appointed could attend committee meetings. The answer was yes.

Councilmember Dickinson stated the Council will work on an economic vitality strategic plan and it will help define the duties of the Economic Vitality Committee.

DISCUSSION/DIRECTION/ACTION – BOARD AND COMMISSION APPLICATION REVIEW PROCESS

City Clerk Muth noted the City Council will need to make appointments to vacancies on the various boards and commissions by the end of 2019. The annual recruitment period for board and commission applicants ended earlier this month and the City Council has set a special meeting for Thursday, November 21 at 6 pm to review the applications. The Council can either appoint a committee to review the applications and make a recommendation to the full Council regarding which applicants to apply or the full Council can do that as a group.

Mayor Stolzmann asked which Council members would like to be a part of the committee to review the board vacancies. After discussion, members decided the entire Council would meeting to review the applications on November 21, 2019.

DISCUSSION/DIRECTION/ACTION –PROCESS TO FILL WARD III CITY COUNCIL VACANCY

City Clerk Muth stated with the recent election of Mayor Stolzmann to the position of Mayor the City Council has a vacancy for one of the two Ward III seats. The City Charter requires the City Council appoint someone to hold the seat until the next statewide

general election, November of 2020. The City will then hold an election November 3, 2020 for a person to fill the seat for the remaining one year of the term.

She reviewed the requirements to apply for the seat: be a citizen of the United States; be at least 18 years of age; be a registered elector; be a resident of Louisville and Ward III for one year immediately prior to the appointment.

Staff prepared a draft application for the process for Council consideration. In addition, staff included a list of possible questions to consider for the process. Staff recommends Council appoint a committee of two Councilors to review and suggest final questions for the application.

The City Charter does not give a specific timeline to fill the vacancy. Muth stated staff recommends the Council discuss the vacancy process and provide direction regarding final application questions and a timeline to fill the vacancy.

Mayor Pro Tem Maloney suggested the new member be appointed before the 2020 work plan discussion. He thought there should be fewer questions for the applicant and should address what Council will be facing in 2020.

Councilmember Dickinson thought the sooner they could be appointed, the better.

Councilmember Leh agreed but noted he has other commitments beginning December 18 but did want to be a part of the process. He agreed there could be fewer and more direct questions.

Mayor Stolzmann suggested she and Mayor Pro Tem Maloney work with staff on the questions so the announcement can get out and applications be accepted. City Manager Balsler noted the questions and meeting dates could be looked at to get this done in a timely manner. She noted there are meetings already scheduled where staff could get direction from Council concerning applications and interviewing.

CITY ATTORNEY'S REPORT

City Attorney Kelly welcomed new Councilors and looked forward to working with them.

COUNCIL COMMENTS, COMMITTEE REPORTS, AND IDENTIFICATION OF FUTURE AGENDA ITEMS

Mayor Stolzmann noted she will list committees here to report in the future.

Mayor Stolzmann noted the staff will be seated off the dais at future meetings to help manage the room.

Councilmember Lipton asked about liaisons to Advisory Boards. Mayor Stolzmann stated we are going back to no liaisons and the Council will have annual meetings with Boards. Committee Chairs are aware of the changes. Can go back to liaisons if we find it works better.

Councilmember Leh reported the Legal Committee will be making recommendations for a process for hiring a new Judge and Deputy Judge and bring back for consideration in December.

Councilmember Leh attended the Library Board of Trustees meeting last week and there was one concern from the Board about not having a Council liaison and only having input once a year. He noted there will be plenty of opportunities for input through staff and by inviting Council as needed.

Councilmember Fahey asked if Councilors can still attend Board meetings if they are interested. Mayor Stolzmann noted it was best if there were three members of Council there, one should leave to not have the appearance of a Council meeting. City Attorney Kelly cautioned to be mindful of any quasi-judicial matters being considered that might then come before Council; Council would not want to attend those.

ADJOURN

Members adjourned at 8:14 pm.

Ashley Stolzmann, Mayor

Meredyth Muth, City Clerk

City Council Meeting Minutes

**November 21, 2019
City Hall
749 Main Street
6:00 PM**

Call to Order – Mayor Stolzmann at 6:00 p.m. The following members were present:

City Council: ***Mayor Ashley Stolzmann
Mayor Pro Tem Dennis Maloney
Councilmember J. Caleb Dickinson
Councilmember Deborah Fahey
Councilmember Chris Leh (arrived 6:55 pm)
Councilmember Jeff Lipton***

Staff Present: ***Meredyth Muth, City Clerk***

REVIEW BOARD AND COMMISSION APPLICATIONS AND IDENTIFY APPLICANTS THE COUNCIL WISHES TO RECOMMEND FOR INTERVIEWS OR APPOINTMENT

Members discussed the applicants' qualifications and merits, deliberated about possible appointments, and determined which applicants to interview. Members decided two nights of interviews were not needed and asked to cancel the interview meeting scheduled for December 11.

ADJOURN

Members adjourned at 9:20 pm.

Ashely Stolzmann, Mayor

Meredyth Muth, City Clerk

**SUBJECT: APPROVAL OF REQUEST FOR PROPOSALS FOR 2020
CITIZEN SURVEY**

DATE: DECEMBER 3, 2019

**PRESENTED BY: EMILY HOGAN, ASSISTANT CITY MANAGER FOR
COMMUNICATIONS & SPECIAL PROJECTS
MEGAN DAVIS, DEPUTY CITY MANAGER
HEATHER BALSER, CITY MANAGER**

SUMMARY:

The City's most recent Citizen Survey was conducted in 2016 by the National Research Center (NRC). The 5-page survey was mailed to 2,000 randomly selected households with an online response option. Survey questions focused on quality of life in Louisville, sense of community and appearance, safety, transportation, affordable housing, recreational opportunities, quality of programs and services, funding priorities, public information and other policy issues (i.e. trash service, historic preservation, and retail/housing development).

The City typically conducts the Citizen Survey every four years, with 2020 as the next year for the survey to be completed. In addition to providing comprehensive feedback on the City's delivery of services and programs, the survey informs the Key Performance Indicators (KPIs), which measure the City's progress in achieving its goals and objectives.

In 2018 City Council discussed that the Citizen Survey could be conducted every 2 years instead of 4 years, which would allow for additional public input on timely community policy issues as well as provide more frequent trend data. A number of effectiveness measures in the KPIs reflect the results of the Citizen Survey to determine how well a program is meeting its goals and addressing the needs of residents. After engaging with NRC to initiate a 2-year survey in 2018, City Council decided not to move forward with the additional survey at that time. In the interim, staff collected data for KPI measurements utilizing customer surveys for each specific program area instead of relying on Citizen Survey data.

The 2020 survey is intended to provide updated data regarding community satisfaction with the City of Louisville. The questions contained in the prior Citizen Survey reflect how residents feel about life in Louisville. Staff has developed a draft/sample 2020 survey instrument that includes updates to the baseline questions from the 2016 Citizen Survey. Two versions are attached – attachment 3 provides a redline of the 2016 baseline satisfaction questions from the 2016 Citizen Survey. These changes reflect the categorization of questions by program area as well as department, the inclusion of key questions that were asked through the program-area customer surveys, updates to

reflect any changes in programs and services (such as the strategic plan and expanded programming), and the removal of redundant questions. Attachment 4 provides a clean version of the proposed 2020 baseline citizen satisfaction questions. These questions will serve as a starting point for the City's work with the selected consultant.

The 2016 survey instrument included a total of 21 questions (not including the optional demographic questions at the end of the survey), and the draft survey includes 16 questions. This leaves some opportunity for City Council to incorporate additional questions on specific policy issues; up to 5 policy questions if Council desires to keep the survey the same length. These questions and revisions may be finalized with City Council input and the help of the selected consultant.

On September 10, 2019, City Council directed staff to draft the Request for Proposals for the 2020 Citizen survey and provided feedback on the baseline survey questions. Staff has incorporated those comments and drafted the Request for Proposals. Potential policy questions to be discussed during the Citizen Survey process include:

- Transportation Master Plan (TMP) tax possibilities
- Smoking/vaping limitations
- Plastic bag tax/fee
- Renewable electricity
- Pitbull ban
- Affordable housing
- Additional dog park
- Broadband
- Herbicide use
- Historical Museum tax

The ideal timeline for the survey would be to conduct the survey and receive citizen responses in early 2020, in order to inform the 2021-22 biennial budget, as well as discussions about refining the City's KPIs. Staff would like to release an RFP to identify a qualified contractor in January 2020 in order to begin drafting of the 2020 Citizen Survey instrument.

FISCAL IMPACT:

The City has budgeted \$30,000 for the Citizen Survey in 2020.

PROGRAM/SUB-PROGRAM IMPACT:

The objectives for the Governance and Administration Sub-Program focus on a thorough understanding of the community's diverse interests and support for informed policy-making. The Citizen Survey aims to solicit input from the community and determine how well the City's programs are meeting goals and addressing the needs of residents, furthering the objectives of the Governance and Administration Sub-Program.

SUBJECT: RFP FOR 2020 CITIZEN SURVEY

DATE: DECEMBER 3, 2019

PAGE 3 OF 3

RECOMMENDATION:

Staff recommends approval of the Request for Proposals for the 2020 Citizen Survey and to proceed with beginning the Citizen Survey process in early 2020.

ATTACHMENT(S):

1. Draft 2020 Citizen Survey RFP
2. 2016 Citizen Survey and Responses
3. Potential 2020 Baseline Citizen Survey Questions – Redline Version
4. Potential 2020 Baseline Citizen Survey Questions – Clean Version

STRATEGIC PLAN IMPACT:

<input type="checkbox"/>	 Financial Stewardship & Asset Management	<input type="checkbox"/>	 Reliable Core Services
<input type="checkbox"/>	 Vibrant Economic Climate	<input type="checkbox"/>	 Quality Programs & Amenities
<input checked="" type="checkbox"/>	 Engaged Community	<input type="checkbox"/>	 Healthy Workforce
<input type="checkbox"/>	 Supportive Technology	<input type="checkbox"/>	 Collaborative Regional Partner

REQUEST FOR PROPOSALS FOR CITY OF LOUISVILLE 2020 CITIZEN SURVEY

The City of Louisville is accepting proposals from qualified contractors (“contractor”) to conduct the 2020 City of Louisville Citizen Survey. Please review the following pages for complete information on the request for proposal process.

Timeline of Activities and Proposal Format

- A pdf document delivered via email to EHogan@LouisvilleCO.gov. The City of Louisville will receive proposals in response to this RFP until 4:00 PM Mountain Time, “our clock” on January 17, 2020. Proposals received after that time will not be reviewed.
- Interviews of applicants selected by City on January 27, 2020.
- Anticipate final selection approximately January 31, 2020.
- Contract signed by City approximately February 4, 2020.

REQUEST FOR PROPOSALS FOR CITY OF LOUISVILLE 2020 CITIZEN SURVEY

Section 1. Summary of Request

Purpose – The City of Louisville is accepting proposals from qualified contractors to conduct a citizen survey used to measure citizen opinions about City services and City government as defined in the scope of work.

Survey Example – The survey is expected to be 5-7 pages in length and delivered to approximately 2,500-3,000 households. The 2016 survey is attached for reference.

Questions regarding the proposal can be directed to:

Emily Hogan City of Louisville 749 Main Street Louisville CO 80027	303.335.4528 EHogan@LouisvilleCO.gov
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Section 2. Scope of Work

The Scope of Work shall include but is not limited to the following:

- Survey management
- Instrument design and layout
- Suggested method of delivery (mail vs. phone)
- Sample procurement and file preparation
- Two meetings with staff and City Council representatives to review survey
- City Council study session regarding final survey
- Printing and mailing of surveys or phone delivery of survey
- Cleaning and coding of returned surveys
- Entry of data from completed surveys
- Preparation of report of results
- Cross tabulation of selected results for some sociodemographic subgroups
- National and regional comparisons
- Presentation of final results to City Council

Section 3. Standard Terms and Conditions

When preparing a proposal for submission in response to this RFP, contractors should be aware of the following terms and conditions which have been established by the City of Louisville:

- This request for proposals is not an offer to contract. The provisions in this RFP and any purchasing policies or procedures of the City are solely for the fiscal responsibility of the City, and confer no rights, duties or entitlements to any party submitting proposals. The City of Louisville reserves the right to reject any and all proposals, to consider alternatives, to waive any informalities and irregularities, and to re-solicit proposals.
- The City of Louisville reserves the right to conduct such investigations of and discussions with those who have submitted proposals or other entities as they deem necessary or appropriate to assist in the evaluation of any proposal or to secure maximum clarification and completeness of any proposal.
- The successful proposer shall be required to sign a contract with the City in a form provided by and acceptable to the City. The contractor shall be an independent contractor of the City.
- The City of Louisville assumes no responsibility for payment of any expenses incurred by any proponent as part of the RFP process.
- The following criteria will be used to evaluate all proposals:
 - The contractor's interest in the services which are the subject of this RFP, as well as their understanding of the scope of such services and the specific requirements of the City of Louisville.
 - The reputation, experience, and efficiency of the contractor.
 - The ability of the contractor to provide quality services within time and funding constraints.
 - The general organization of the proposal: Special consideration will be given to submittals which are appropriate, address the goals; and provide in a clear and concise format the requested information.
 - Such other factors as the City determines are relevant to consideration of the best interests of the City.

Section 4. Required Submittals

- Provide the name, address, and email address of contractor. If an entity, provide the legal name of the entity and the names of the entity's principal(s) who is proposed to provide the services.
- Provide a review of your qualifications and briefly explain how you plan to complete the required tasks.
- Provide references for your work.
- Provide the completed pre-contract certification and return with your proposal.

Thank you, we look forward to reviewing your proposal.

Pre-Contract Certification in Compliance with C.R.S. Section 8-17.5-102(1)

The undersigned hereby certifies as follows:

That at the time of providing this certification, the undersigned does not knowingly employ or contract with an illegal alien; and that the undersigned will participate in the E-Verify program or the Department program, as defined in C.R.S. §§ 8-17.5-101(3.3) and 8-17.5-101(3.7), respectively, in order to confirm the employment eligibility of all employees who are newly hired for employment to perform under the public contract for services.

Proposer:

By _____

Title: _____

Date

DISCLOSURE STATEMENT

Vendor must disclose any possible conflict of interest with the City of Louisville including, but not limited to, any relationship with any City of Louisville elected official or employee. Your response must disclose if a known relationship exists between any principal of your firm and any City of Louisville elected official or employee. If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a contract as a result of your response. This form must be completed and returned in order for your proposal to be eligible for consideration.

NO KNOWN RELATIONSHIPS EXIST

RELATIONSHIP EXISTS (Please explain relationship)

I CERTIFY THAT:

1. I, as an officer of this organization, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true as of the date; and

2. My organization shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

Printed or Typed Name

Title

Signature



City of Louisville, CO

2016 Citizen Survey

Report of Results

June 2016



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Executive Summary

Survey Background and Methods

The Louisville Citizen Survey gives residents the opportunity to rate their satisfaction with the quality of life in the city, the community's amenities and satisfaction with local government. The survey gathers community-wide feedback on what is working well and what is not and helps map out residents' priorities for community planning and resource allocation. It serves as a consumer report card for Louisville; providing a check-in with residents to make sure the City policies and services are on course. This is the fourth time National Research Center, Inc. (NRC) conducted the Louisville Citizen Survey and the seventh 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, 790 residents responded to the mailed questionnaire, giving a high response rate of 40%. The margin of error is plus or minus three percentage points around any given percentage for all survey respondents. Survey results were weighted so that the characteristics of gender, age, tenure (rent versus own), housing unit type (attached versus detached) and Council Ward are represented in proportions reflective of the entire city.

Comparisons are made between 2016 responses and those from prior years, when possible. Louisville's results also are compared to those of other jurisdictions around the nation as well as to those of other Front Range jurisdictions. These comparisons were made possible through NRC's national benchmark database. This database contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions.

Key Findings

Louisville residents continue to enjoy a high quality of life.

- Almost all respondents felt that the overall quality of life in Louisville was excellent or good (97%), which was similar to previous years. Compared to other jurisdictions across the nation and in Colorado's Front Range, Louisville's overall quality of life ratings were much higher than both benchmarks.
- Over 9 in 10 participants gave high marks to Louisville as a place to live and to raise children and three-quarters or more rated the community as a place to retire and to work as excellent or good. Evaluations of Louisville as place to retire decreased from 2012 to 2016, while all other ratings remained stable over time.
- Ratings for aspects of quality of life were much higher in Louisville than in national and Front Range comparison communities.
- Regarding community characteristics of Louisville, at least 9 in 10 respondents rated the overall image or reputation of Louisville, ease of walking, quality of overall natural environment and Louisville's overall appearance as excellent or good. Additionally, 8 in 10 highly rated opportunities to participate in special events, ease of bike travel, the sense of community, recreational opportunities, opportunities to participate in community matters and ease of car travel in the city.
- While most evaluations of characteristics of the community remained stable from 2012 to 2016, several changes were observed. Lower ratings were given in 2016 compared to 2012 to recreational opportunities, ease of car travel, openness and acceptance of the community, traffic flow on major streets, ease of bus travel, variety of housing options and availability of affordable quality housing. Opportunities to participate in community matters increased from 2012 to 2016.

- Most ratings for community characteristics were much higher when compared to the national and Front Range benchmarks. Only ratings for the variety of housing options and availability of affordable quality housing were much lower than jurisdictions elsewhere in the country and the Front Range.

Residents feel safe in their community.

- Almost all Louisville residents indicated they felt safe in and around the community during the day and a similar proportion felt safe from violent crime and in the downtown area and in their neighborhoods at night. At least 8 in 10 also reported they felt safe from property crimes and in Louisville's parks after dark.
- Compared to ratings in 2012, fewer residents felt safe in Louisville's parks after dark and from property crimes in 2016. Ratings for all other perceptions of safety were similar to 2012.
- All safety ratings were much higher those given by residents in other communities across the nation and in the Front Range.

The performance of the City of Louisville government performance is viewed favorably by residents.

- Three-quarters or more of participants felt that information about City Council, Planning Commission and other official City meetings, overall performance of the City government, the City's website, information about City plans and programs and availability of City government employees as excellent or good. About two-thirds rated the City's response to citizen complaints or concerns highly.
- Residents who had contact with a City employee gave positive reviews to their interactions, with at least 8 in 10 saying the employees' courtesy, knowledge, availability, responsiveness/promptness and their overall impression of the employee were excellent or good. Compared to 2012 evaluations, only the responsiveness/promptness of employees decreased in 2016, while all other ratings remained similar.
- Almost all evaluations of employee characteristics were higher or much higher than comparisons to both the nation and Front Range. Ratings for the courtesy of Louisville employees were similar to other jurisdictions in the Front Range.

Respondents think highly of City government services.

- About 9 in 10 Louisville residents rated the overall quality of City services as excellent or good, which was similar to ratings given in 2012 and 2008. Compared to other jurisdictions across the U.S. and compared to jurisdictions in Colorado's Front Range, Louisville's quality of services rating was much higher than both benchmarks.
- Most safety services were given favorable assessments, with the highest ratings given to 911 service, the overall performance of the police department and the visibility of patrol cars. When comparisons could be made, all ratings of police services were much higher than the national and Front Range benchmarks.
- Many services provided by the Parks and Recreation Department were given high marks by most respondents, including the adequacy of parks, bike paths, playing fields and playgrounds, maintenance of parks, maintenance of the trail system and the overall performance of the Parks and Recreation department. Current recreation programs for youth, maintenance and cleanliness of the Louisville Recreation Center and maintenance of the trail system were evaluated much higher than national comparisons.

- However, some declines in ratings of parks and recreation services were seen from 2012 to 2016, including maintenance and cleanliness of the Louisville Recreation Center, overall quality of the Senior Center, current recreation programs for adults and overall quality of the community Recreation Center.
- Of those who had an opinion about the Library and Museum, nearly all respondents gave favorable ratings to library programs, services, the building and the overall performance of the Public Library. Nine in 10 awarded high marks to Historical Museum programs and the overall performance of the museum.
- A number of services provided by the Louisville Public Works Department received favorable ratings, with about 9 in 10 respondents rating wastewater, quality of City water, storm drainage and the overall performance of the department as excellent or good.

Respondents prioritize maintaining streets and the appearance of Louisville.

- When asked to rate the importance of the City funding several projects in Louisville, about 9 in 10 indicated that maintaining, repairing and paving streets was essential or very important, while 8 in 10 prioritized maintaining the City's appearance/attractiveness. Less of a priority for residents were providing new outdoor multi-purpose turf fields or expanding the Historical Museum.
- When asked to select their top three priorities from the list of 15, maintaining, repairing and paving streets topped the list by far, with almost 6 in 10 residents selecting as one of their top three priorities. Maintaining the City's appearance/attractiveness, subsidizing affordable housing, encouraging sustainability, providing additional recreation facilities and amenities and using incentives to create business and employment opportunities were each selected as one of the three top priorities by about one-quarter of respondents.

Most Louisville residents support extending the Historical Preservation Tax, are on the fence about rezoning for housing and oppose to changing their trash service.

- Three-quarters of residents supported continuing the Historic Preservation sales tax until 2028 and over two-thirds supported extending the tax and dedicating a portion of the proceeds for operation costs for the Louisville Historical Museum.
- When asked about their level of support for rezoning the former Sam's Club for different types of residential housing. Six in 10 strongly or somewhat supported senior housing and about half supported subsidized or multifamily housing; however, about 4 in 10 were strongly opposed to subsidized or multifamily housing options.
- Respondents were also asked a similar question about different housing types in the US36/McCaslin area. While just over half supported each of the three housing options, about one-third were strongly opposed to each.
- When asked to indicate their level of support for decreasing the frequency of trash pickup from once a week to once every two weeks and increasing the frequency of compost pickup from every two weeks to once a week, over half of respondents were strongly opposed to decreasing trash service; only one-quarter of participant strongly or somewhat supported the change.

Survey Background

Survey Purpose

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

This is the fourth time National Research Center, Inc. (NRC) conducted the Louisville Citizen Survey and the seventh 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 beginning in March 2016 to 2,000 randomly selected households within the City of Louisville. Each household received three mailings. Completed surveys were collected over the following seven 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 2016 Louisville Citizen Survey, a five-page questionnaire and a pre-addressed, postage-paid return envelope. The survey instrument itself appears in *Appendix F: Survey Instrument*.

Of those households receiving the survey, 790 residents responded to the questionnaire either by mail or Web, giving a response rate of 40%. Survey results were weighted so that the characteristics of gender, age, tenure (rent versus own), housing unit type (attached versus detached) and Ward were represented in the proportions reflective of the entire city. (For more information see *Appendix E: 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 all respondents (790 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 A: Complete Set of Frequencies* and is discussed in the body of this report if it is 30% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

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 to Past Years

Because this survey was the seventh in a series of citizen surveys, the 2016 results are presented along with past ratings when available. Differences between 2016 and 2012 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.

In 2004, substantial changes were made to the survey instrument and implementation methodology. The surveys conducted in 2004, 2008, 2012 and 2016 used similar survey instruments and survey methodologies. Comparisons across these more recent years are more robust than comparisons to results from the surveys conducted in 1990, 1994 and 1999. In those first three survey iterations, the question wording and the response scales were often different than question wording and response scales used starting in 2004.

The report body notes any differences between the 2012 and 2016 survey instruments. These are minor changes in wording to clarify a question or note a change in a department name. Previous reports contain detailed notes on the more substantial differences between the 2008 and 2004 survey instruments compared to the 1990, 1994 and 1999 survey instruments. Most of the trend lines did not change markedly with the 2004 change in methods and question wording (about 60% of the ratings were similar, 10% went up and 30% went down). However, caution should be used in comparing the newer trend line (2004 to 2016) to the 1990, 1994 and 1999 results. The differences in ratings may be due to real change in practice or policy but also may be affected by the changes in how they were measured (the methods and question wording).

Comparing by Respondent Subgroups

Selected survey results were compared to certain demographic characteristics of survey respondents as well as by Ward. These crosstabulations are presented in *Appendix B: Comparison of Responses by Respondent Demographics*.

Comparing to Other Jurisdictions

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.

National and Front Range benchmark 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. Additional information on NRC's benchmarking database as well as jurisdictions to which Louisville is compared can be found in *Appendix D: Benchmark Comparisons*.

Where comparisons for quality ratings were available, the City of Louisville's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark and are discussed throughout the body of the report, when applicable. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of Louisville's rating to the benchmark where a rating is considered "similar" if it is within the margin of error (less than two points on the 100-point scale); "above" or "below" if the difference between Louisville's rating and the benchmark is greater than the margin of error (greater than two points but less than six points); and "much above" or "much below" if the difference between Louisville's rating and the benchmark is more than twice the margin of error (four points or greater). Comparison data for a number of items on the survey is not available in the benchmark database (e.g., some of the city services or aspects of government performance). These items are excluded from the benchmark tables.

Survey Results

Quality of Life and Community

The 2016 City of Louisville Citizen Survey included a number of questions that can be used to paint a picture of how residents view their community. Answers to questions about overall quality of life, specific community characteristics and feelings of safety, are the brush strokes that contribute to a picture of a vibrant community.

Quality of Life

Residents of Louisville continue to enjoy a high quality of life. Almost all respondents felt that the overall quality of life in Louisville was excellent or good (97%), a rating that was similar to previous years. Compared to other jurisdictions across the nation and communities in the Front Range, Louisville’s overall quality of life ratings were much higher than both benchmarks (please see *Appendix D: Benchmark Comparisons* for a complete list of comparisons).

Survey results were compared by respondent demographic characteristics as well as geographic area of residence (Council Ward). Homeowners and those living in detached units were more likely to give positive ratings to the overall quality of life in the city than were renters and those living in attached units (see *Appendix B: Comparison of Responses by Respondent Demographics*). No differences were observed by ward.

Figure 1: Overall Quality of Life in Louisville

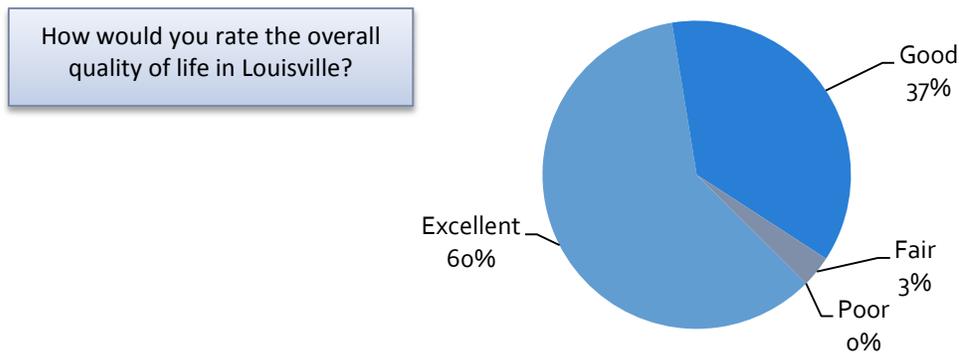
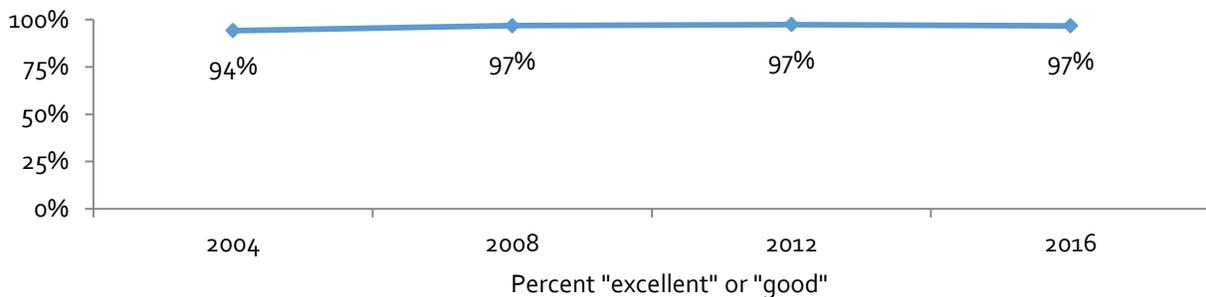


Figure 2: Overall Quality of Life Compared by Year



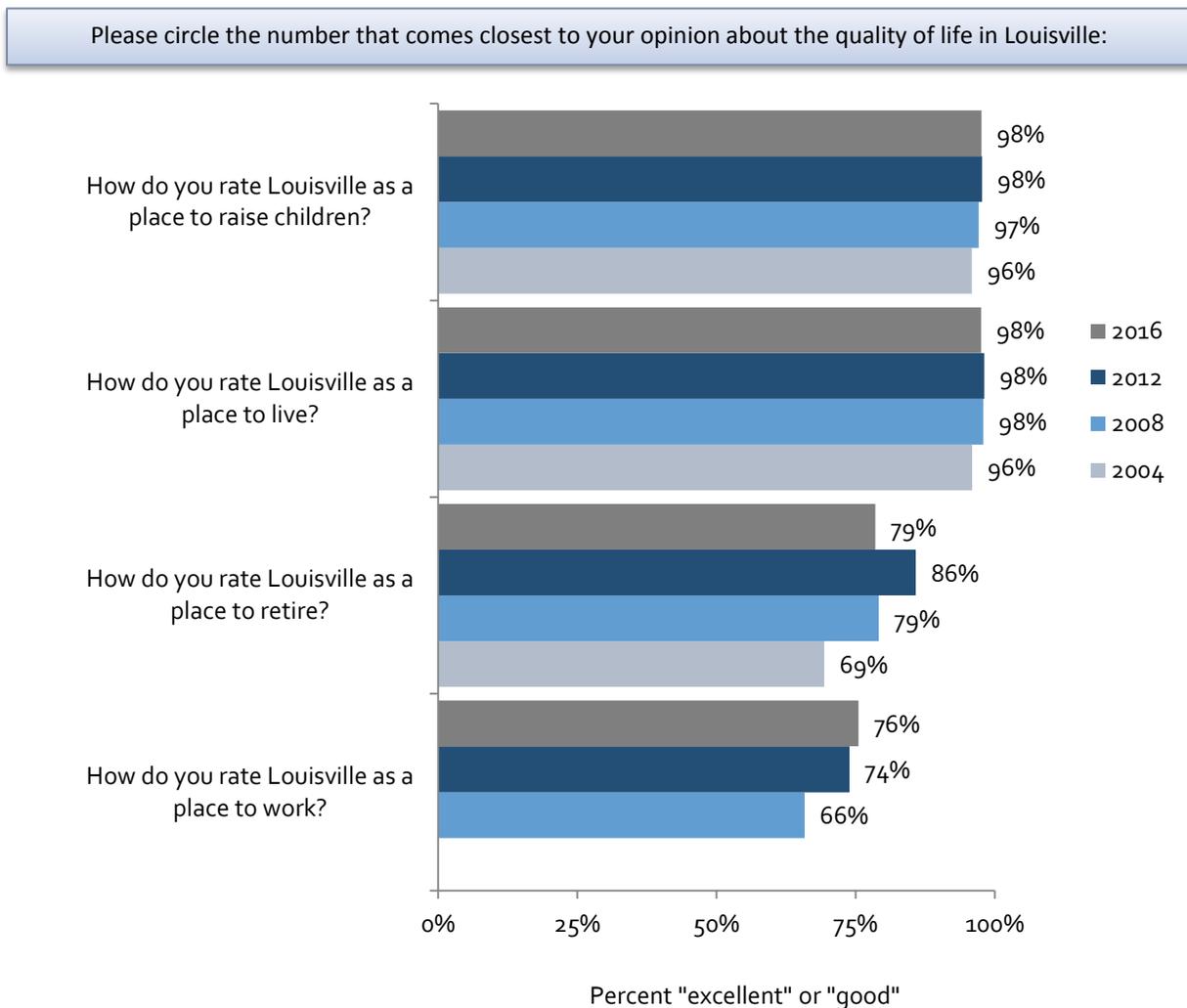
Regarding other aspects that contribute to a high quality of life, over 9 in 10 participants gave high marks to Louisville as a place to live and to raise children. At least three-quarters of respondents rated the community as a place to retire and to work as excellent or good. Evaluations of Louisville as place to retire decreased from 2012 to 2016, while all other ratings remained stable over time.

It should be noted that about one-third of respondents selected “don’t know” when rating Louisville as a place to work. Ratings shown in the body of the report are for those who had an opinion. (For a full set of responses, including “don’t know,” see *Appendix A: Complete Set of Frequencies*.)

Ratings for these measures were much higher in Louisville than in national and Front Range comparison communities (see *Appendix D: Benchmark Comparisons*).

When ratings of aspects of quality of life were compared by respondent demographics, homeowners were more likely to give positive evaluations to the city as a place to live and as a place to raise children than were their counterparts, while those living in Ward 1 tended to give less positive ratings to these aspects than did those living in the other wards (see *Appendix B: Comparison of Responses by Respondent Demographics* for more details).

Figure 3: Aspects of Quality of Life Compared by Year



Community Characteristics

A wide variety of characteristics contribute to how residents view and experience their community. In the Louisville survey, respondents were asked to evaluate the quality of 18 specific characteristics of their city.

Overall, residents gave high marks to many of the 18 characteristics of Louisville. At least 9 in 10 respondents rated the overall image or reputation of Louisville (96%), ease of walking (91%), quality of overall natural environment (90%) and Louisville's overall appearance (90%) as excellent or good (see the table on the following page.) Additionally, 8 in 10 highly rated opportunities to participate in special events, the sense of community, recreational opportunities, opportunities to participate in community matters and ease of car travel in the city. Two-thirds or more evaluated opportunities to attend cultural activities, traffic flow and openness and acceptance of the community as excellent or good and less than 6 in 10 awarded high marks to shopping opportunities (58%), variety of housing options (42%), employment opportunities (41%) and availability of affordable quality housing (17%).

About half of the ratings for community characteristics were similar to those given in 2012; however, ratings for recreational opportunities, ease of car travel, openness and acceptance of the community, traffic flow on major streets, ease of bus travel, variety of housing options and availability of affordable quality housing were lower in 2016 compared to 2012. Positive evaluations for opportunities to participate in community matters increased from 2012 to 2016.

At least one-third of respondents selected "don't know" when rating the quality of employment opportunities and ease of bus travel (see *Appendix A: Complete Set of Frequencies* for a full set of responses, including "don't know").

Most ratings for community characteristics were much higher when compared to the national and Front Range benchmarks. Evaluations of shopping opportunities were similar to communities across the nation as well as the Front Range and ratings for the variety of housing options and availability of affordable quality housing were much lower than jurisdictions elsewhere in the country and the Front Range (see *Appendix D: Benchmark Comparisons*).

Younger respondents (18-34) were more likely to give excellent or good ratings to shopping opportunities and ease of car travel than older residents. Middle-aged residents (35-54) tended to give lower quality evaluations to shopping opportunities, the variety of housing options and ease of bus travel in Louisville. Renters were more likely than homeowners to give positive assessments to ease of bus travel. Overall, those living in detached housing units tended to give higher marks to most community characteristics than did those living in attached units. Residents from Ward 2 were more likely to give excellent or good assessments to the sense of community, ease of bicycle travel and ease of walking in the city than were those from other wards (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 4: Community Characteristics Compared by Year

Please rate Louisville as a community on each of the items listed below: (Percent excellent or good)	2016	2012	2008	2004	1999	1994	1990
Overall image or reputation of Louisville	96%	98%	95%	NA	NA	NA	NA
Ease of walking in Louisville	91%	92%	90%	88%	NA	NA	NA
Quality of overall natural environment in Louisville	90%	92%	87%	NA	NA	NA	NA
Overall appearance of Louisville	90%	89%	89%	85%	NA	NA	NA
Ease of bicycle travel in Louisville	89%	88%	89%	79%	NA	NA	NA
Opportunities to participate in special events and community activities	87%	87%	73%	NA	NA	79%	NA
Sense of community	87%	92%	82%	76%	NA	NA	NA
Recreational opportunities	84%	90%	85%	80%	NA	NA	NA
Opportunities to participate in community matters	84%	78%	75%	NA	NA	40%	NA
Ease of car travel in Louisville	82%	88%	88%	76%	NA	NA	NA
Openness and acceptance of the community towards people of diverse backgrounds	70%	81%	67%	68%	NA	NA	NA
Traffic flow on major streets	69%	80%	78%	61%	NA	NA	NA
Opportunities to attend cultural activities	68%	69%	60%	49%	NA	41%	NA
Ease of bus travel in Louisville	60%	67%	67%	62%	NA	NA	NA
Shopping opportunities	58%	53%	46%	60%	NA	NA	NA
Variety of housing options	42%	68%	61%	NA	NA	NA	NA
Employment opportunities	41%	39%	33%	25%	NA	NA	NA
Availability of affordable quality housing	17%	42%	39%	30%	NA	32%	NA

Safety in Louisville

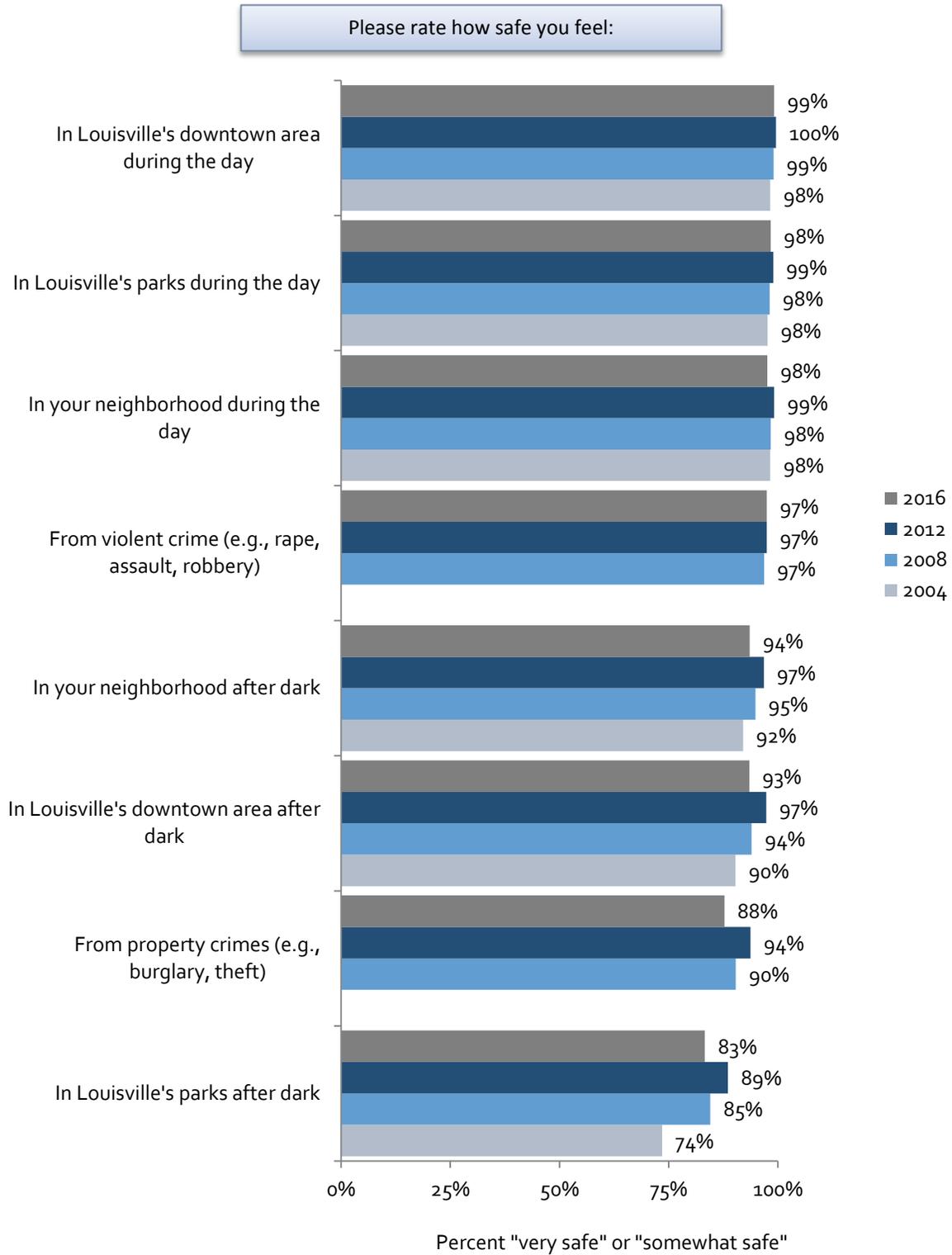
Almost all Louisville residents indicated they felt safe in the downtown area, parks and in their neighborhoods during the day and a similar proportion felt safe from violent crime, in the downtown area and in their neighborhoods at night. At least 8 in 10 also reported they felt safe from property crimes and in Louisville's parks after dark.

Compared to ratings in 2012, fewer residents felt safe in Louisville's parks after dark and from property crimes in 2016. All other ratings of perceptions of safety were similar to 2012.

All safety ratings were much higher those given by residents in other communities across the nation and in the Front Range (see *Appendix D: Benchmark Comparisons*).

Few differences in safety ratings were observed by respondent demographics. Feelings of safety in Louisville's downtown after dark tended to decrease with age and length of residency. Those living in detached units felt safer in Louisville's parks after dark than did those living in attached units. No differences were observed by ward (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 5: Ratings of Safety from Crime and in Public Areas Compared by Year



City Services and Departments

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

Quality of Services

About 9 in 10 Louisville residents rated the overall quality of City services as excellent or good, which was similar to ratings awarded in 2012 and 2008.

Compared to other jurisdictions across the U.S. and those in Colorado's Front Range, Louisville's overall quality of services rating was much higher than both benchmarks (see *Appendix D: Benchmark Comparisons*).

When looking at ratings compared by respondent demographics, younger residents (18-34), newer residents (lived in the city five years or less) and renters tended to award higher marks to the overall quality of City services than did their counterparts (see *Appendix B: Comparison of Responses by Respondent Demographics*). No differences were observed by ward.

Figure 6: Overall Quality of City Services

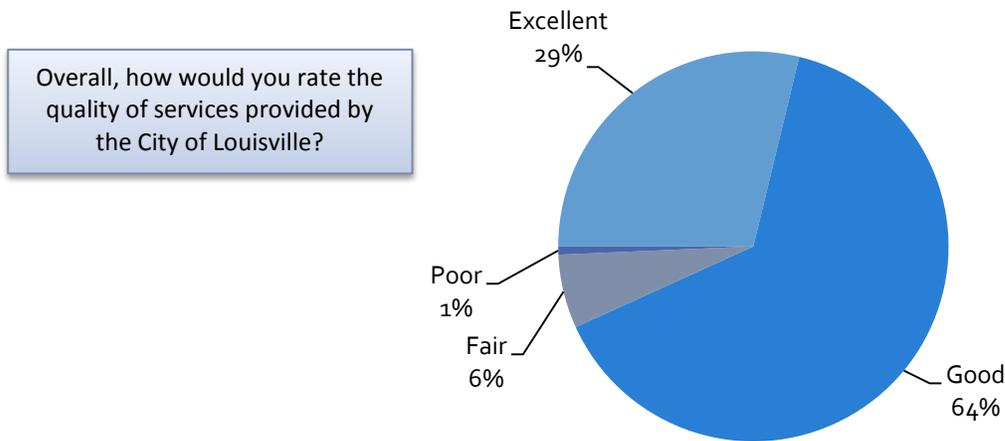
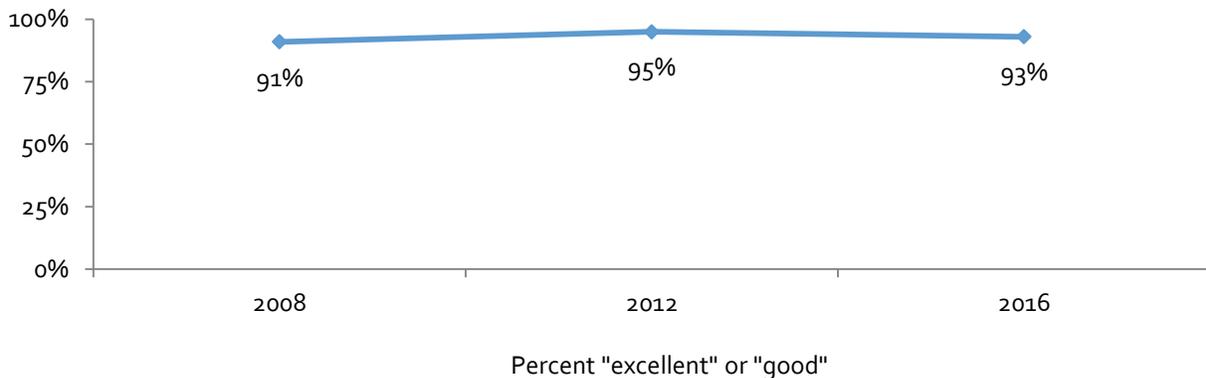


Figure 7: Overall Quality of Services Compared by Year



Government Performance

Three-quarters or more of participants said that information about City Council, Planning Commission and other official City meetings, overall performance of the City government, the City’s website, information about City plans and programs and availability of City employees was excellent or good. About two-thirds rated the City’s response to citizen complaints or concerns highly and over half awarded high marks to programming on Louisville cable TV.

In 2016, most ratings for government performance were similar to those given in previous years. Evaluations of overall performance, City response to citizen complaints or concerns and programming on cable TV decreased since 2012.

At least 4 in 10 respondents said “don’t know” when evaluating the city’s response to citizen complaints or concerns, the availability of city employees and programming on Louisville cable TV, municipal channel 8 (see *Appendix A: Complete Set of Frequencies*).

Of the four items that could be compared to the national and Front Range benchmarks, ratings for information about City plans and programs, the City website and overall performance of Louisville government were higher or much higher than the averages. Programming on Louisville cable TV was rated lower than other communities across the nation (a comparison to the Front Range was not available, see *Appendix D: Benchmark Comparisons*).

Females, those living in detached units and those living in the community for 11 to 15 years tended to give more positive reviews to the information provided about City plans and programs than did their counterparts. Males and younger respondents (less than 55 years old) tended to give less favorable ratings to the programming on Louisville cable TV (Channel 8) than did females and older respondents (see *Appendix B: Comparison of Responses by Respondent Demographics*). No differences were observed by ward.

Figure 8: Government Performance 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: (Percent excellent or good)	2016	2012	2008	2004
Information about City Council, Planning Commission and other official City meetings	80%	78%	73%	74%
Overall performance of Louisville City government	78%	84%	76%	75%
Louisville Web site (www.louisvilleco.gov)	78%	78%	71%	75%
Information about City plans and programs	75%	74%	67%	69%
Availability of City Employees	75%	79%	74%	66%
City response to citizen complaints or concerns	67%	74%	66%	65%
Programming on Louisville cable TV, municipal channel 8	57%	66%	66%	60%

Public Safety Services

Survey participants were also asked to evaluate the Louisville Police Department (see the figure on the following page). About 9 in 10 rated 911 service, overall performance of the department and the visibility of patrol cars highly. Close to 8 in 10 awarded excellent or good ratings for enforcement of traffic regulations and two-thirds evaluated municipal code enforcement positively. While ratings for enforcement of traffic regulations decreased since 2012, all other ratings remained stable over time.

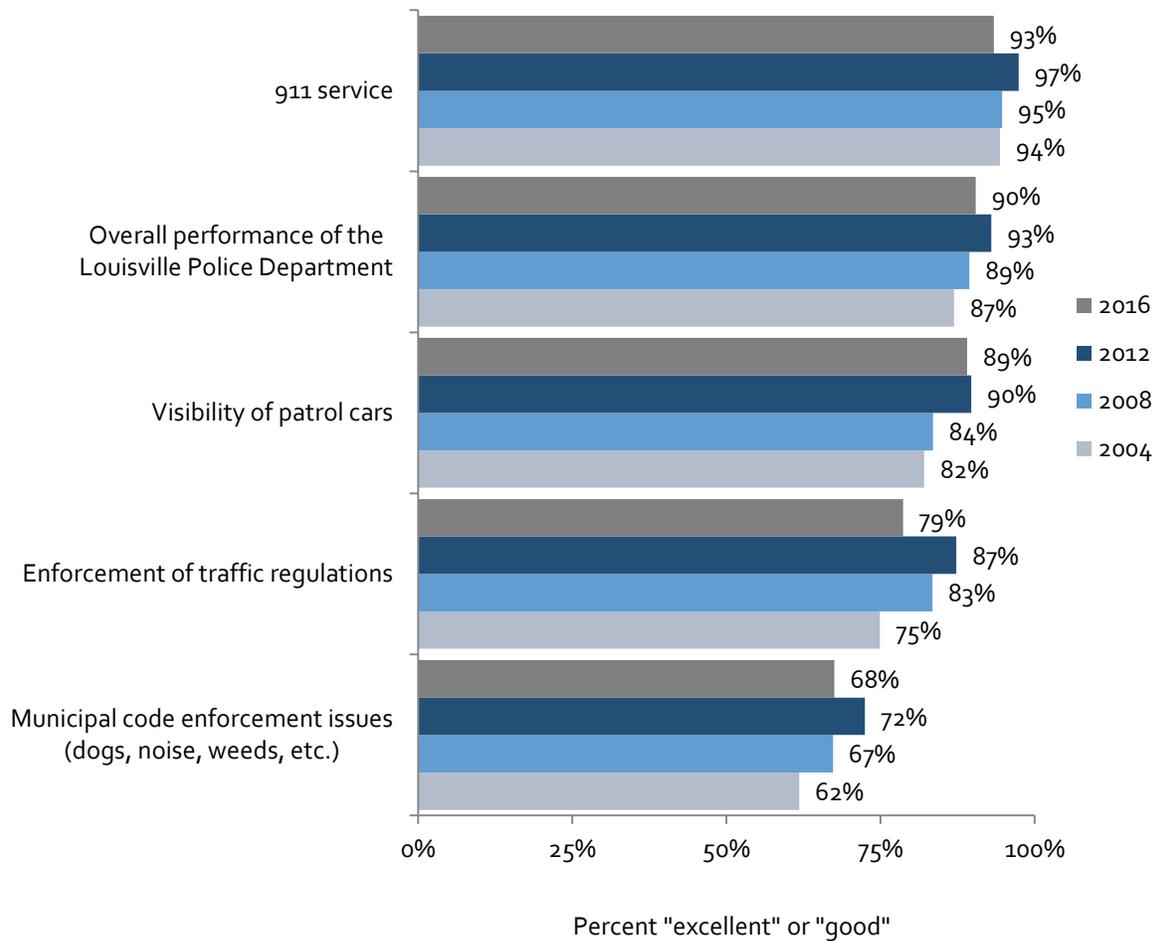
About 6 in 10 respondents said “don’t know” when rating the quality of 911 services (see *Appendix A: Complete Set of Frequencies*).

When comparisons could be made, all ratings for police were much higher than the national and Front Range benchmarks (see *Appendix D: Benchmark Comparisons* for all comparisons).

When comparing results by demographics, younger residents (18-34) gave more positive marks to the visibility of patrol cars than older residents. Those living in detached housing units were more likely to give excellent or good ratings to the enforcement of traffic regulations than were those living in attached units (see *Appendix B: Comparison of Responses by Respondent Demographics*). No differences were observed by ward.

Figure 9: Ratings for the Louisville Police Department Compared by Year

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Police Department:



Planning and Building Safety Department

Between 60% and 71% of those with an opinion rated the aspects of the Louisville Planning and Building Safety Department as excellent or good. Public input on planning issues was rated most positively, while the building permit process received less favorable ratings (see the figure on the following page).

It should be noted that at least 40% of respondents selected “don’t know” when assessing the quality of each of the planning and building safety services (see *Appendix A: Complete Set of Frequencies* for a full set of responses, including “don’t know”).

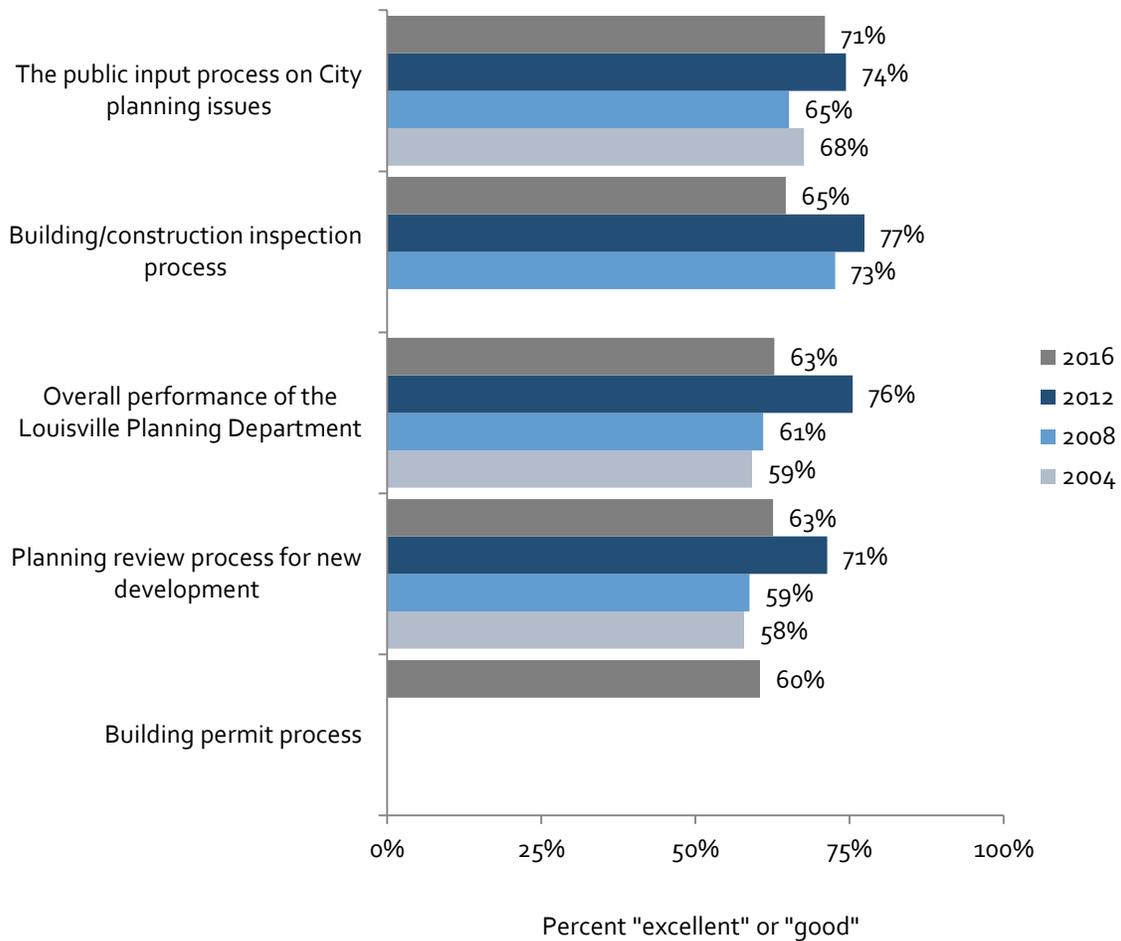
Ratings for the Planning and Building Safety Department tended to decrease since the last survey iteration, including building/construction inspection process (77% excellent or good in 2012 vs %65 in 2016), planning review process for new development (from 71% to 63%) and overall performance of the department (76% to 63%). Some of the difference in opinions could be at least partially attributable to changes in question wording.

The only item that could be compared to the benchmark database was the overall performance of the Louisville Planning Department. This rating was much higher the national benchmark (see *Appendix D: Benchmark Comparisons*). A Front Range comparison was not available.

Males, those living in attached units and households without children tended to give lower quality ratings to the public input process on City planning issues than did females, those living in detached units and households with children (see *Appendix B: Comparison of Responses by Respondent Demographics*). No differences were observed by ward.

Figure 10: Ratings for the Louisville Planning and Building Safety Department Compared by Year

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Planning and Building Safety Department:



In 2012, “building/construction inspection process” was worded “building inspection.”

Parks and Recreation

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

Survey respondents were asked to rate the quality of 14 services provided by the Parks and Recreation Department and at least two-thirds gave positive reviews to all aspects (ranging from 67% to 91% excellent or good). About 9 in 10 scored the adequacy of parks, bike paths, playing fields and playgrounds, maintenance of parks and maintenance of the trail system as excellent or good. Eight in 10 gave high marks to the following services: overall performance of the department, current programs for seniors and youth, maintenance of open space and medians and street landscaping, the maintenance and cleanliness of the Recreation Center, the overall quality of the Senior Center and the quality of the Coal Creek Golf Course.

Four services were rated lower in 2016 than in 2012: maintenance and cleanliness of the Louisville Recreation Center, overall quality of the Senior Center, current recreation programs for adults and overall quality of the community Recreation Center. All other 2016 ratings for the Parks and Recreation Department were similar to those given in 2012.

At least 40% of respondents said “don’t know” when rating the quality of the following parks and recreation services: current recreation programs for youth, current programs and services for seniors, overall quality of the Louisville Senior Center and overall quality of the Coal Creek Golf Course (see *Appendix A: Complete Set of Frequencies*).

Six of the 14 Parks and Recreation Department services could be compared to national benchmarks (see *Appendix D: Benchmark Comparisons*). Current recreation programs for youth, maintenance and cleanliness of the Louisville Recreation Center and maintenance of the trail system were evaluated much higher and the overall quality of the Louisville Recreation Center, Senior Center and Coal Creek Golf Course were each rated lower or much lower than communities elsewhere. Of the two comparisons that could be made to other Front Range communities, ratings for the maintenance of the trail system was similar to other jurisdictions, while the overall quality of the Recreation Center was much lower.

Ratings of parks and recreation services were compared by respondent demographics and Council Ward. Respondents age 55 years or older tended to give more positive evaluations to current recreation programs for adults and the overall quality of the recreation center, while those 18 to 34 gave more positive assessments to the maintenance of parks, maintenance of open space and maintenance of medians and street landscaping. Residents living in the city for more than 15 years, households without children and households with older adults were less likely to give excellent or good ratings to the maintenance of parks, open space, trails and street landscaping than were their counterparts (see *Appendix B: Comparison of Responses by Respondent Demographics*). No differences were observed by ward.

Figure 11: Ratings for the Louisville Parks and Recreation Department Compared by Year

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Parks and Recreation Department: (Percent excellent or good)	2016	2012	2008	2004
Adequacy of parks, bike paths, playing fields and playgrounds	91%	94%	91%	86%
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas, etc.)	90%	NA	NA	NA
Maintenance of the trail system	90%	90%	92%	85%
Overall performance of the Louisville Parks and Recreation Department	89%	91%	88%	84%
Current programs and services for seniors	87%	91%	89%	86%
Maintenance of open space	87%	87%	87%	85%
Current recreation programs for youth	85%	88%	88%	86%
Maintenance of medians and street landscaping	84%	NA	NA	NA
Maintenance and cleanliness of the Louisville Recreation Center	83%	91%	88%	85%
Overall quality of the Louisville Senior Center	81%	87%	89%	86%
Overall quality of the Coal Creek Golf Course	80%	76%	75%	71%
Current recreation programs for adults	77%	87%	79%	77%
Recreation fees in Louisville	75%	73%	64%	55%
Overall quality of the Louisville Recreation Center	67%	87%	82%	82%

In 2012, “overall quality” for the Recreation Center, Senior Center and Coal Creek Golf Course was worded “overall performance.”

Public Library

Of those who had an opinion, nearly all Louisville residents gave favorable ratings to library programs, services, the building and the overall performance of the Public Library. Nine in 10 awarded high marks to library services online, Internet and computer services, Historical Museum programs and the overall performance of the museum. At least 8 in 10 also gave positive scores to the Historical Museum campus and library materials and collections. All of these ratings remained stable over time.

Most aspects of the library or museum received “don’t know” responses from between 40% and 65% of respondents (see *Appendix A: Complete Set of Frequencies* for a full set of responses, including “don’t know”).

National benchmark comparisons were available for three of the seven (services at the library, materials and collections and overall performance) and each were higher or much higher than other communities. The overall performance of the Louisville Public Library was compared to the Front Range benchmark and was evaluated much higher (see *Appendix D: Benchmark Comparisons*).

Several differences were found when looking at evaluations of the library and museum by respondent demographics. Older respondents (35 years or older), females and those living in detached housing units were more likely to give positive evaluations to the to the internet and computer services at the library than were others. Females tended to give higher marks to the library’s online services and the Louisville Historical Museum campus than did males. Residents living in Ward 2 gave more positive reviews to the services at the library than those living in Wards 1 and 3 (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 12: Ratings for the Louisville Public Library and Historical Museum Compared by Year

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Public Library and Historical Museum and their services: (Percent excellent or good)	2016	2012	2008	2004
Louisville Public Library programs (e.g., story time, One Book program, etc.)	98%	96%	93%	83%
Services at the Louisville Public Library (e.g., reference desk check out, etc.)	98%	97%	92%	83%
Louisville Public Library building	97%	97%	96%	NA
Overall performance of the Louisville Public Library	96%	96%	94%	80%
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	93%	93%	NA	NA
Internet and computer services at the Louisville Public Library	92%	93%	90%	76%
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters)	90%	NA	NA	NA
Overall performance of the Louisville Historical Museum	89%	NA	NA	NA
Louisville Historical Museum campus	88%	NA	NA	NA
Louisville Public Library materials and collections	85%	84%	77%	62%

In 2016, the word “building” was added to the item “Louisville Public Library.”

Public Works

Most services offered by the Louisville Public Works Department received favorable ratings from a majority of residents. About 9 in 10 residents rated wastewater, quality of City water, storm drainage and the overall performance of the department as excellent or good. Most respondents also awarded positive marks for street lighting (82%), access on sidewalks/crosswalks for disabled persons (82%), bike lanes (71%), street sweeping (71%) and street maintenance in Louisville (70%). Half of participants evaluated snow removal/street sanding highly.

Most ratings for public works services remained stable from 2012 to 2016, except for street sweeping, street maintenance in Louisville, street maintenance in neighborhoods and snow removal/street sanding, which decreased since the last survey was conducted.

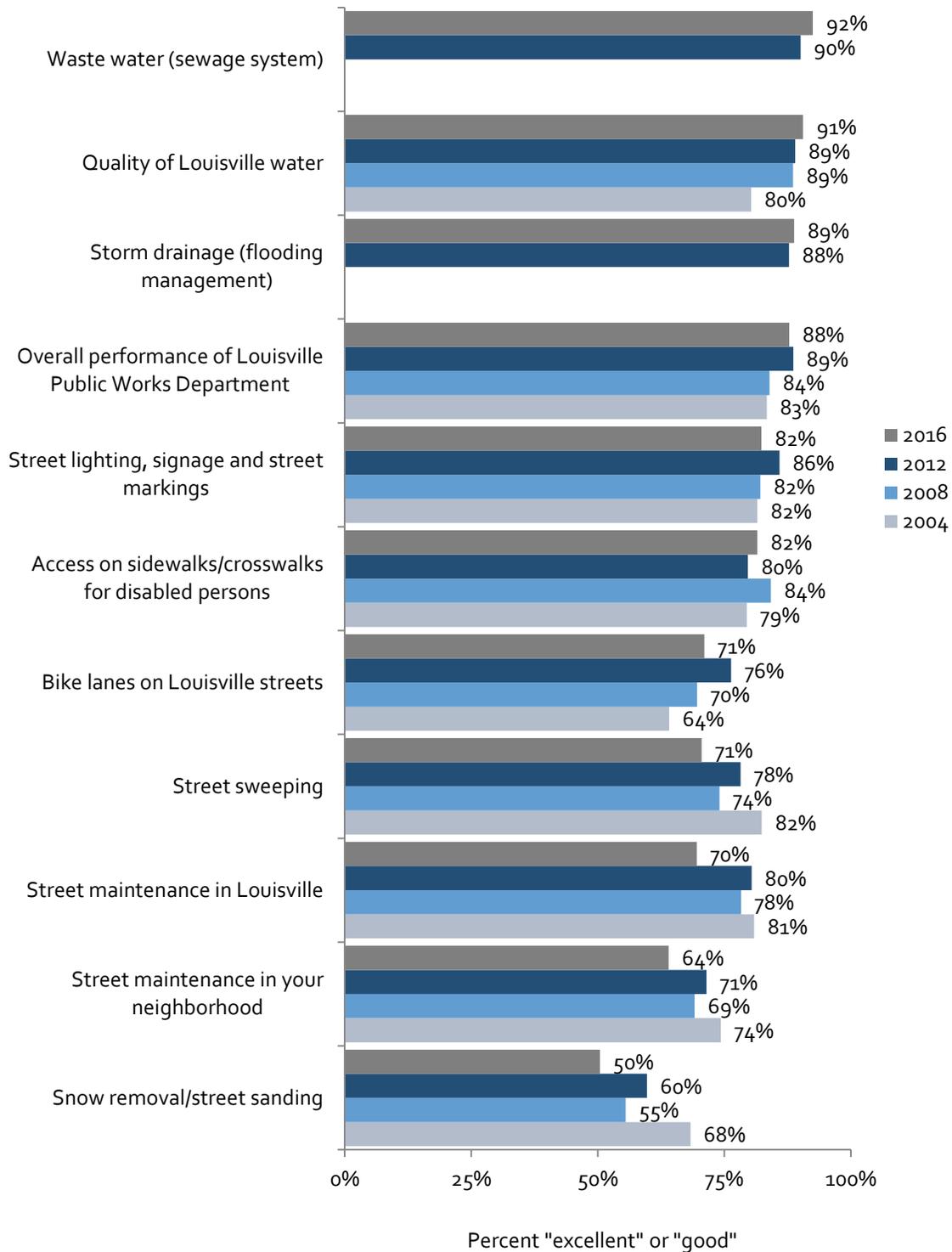
One-third of respondents selected “don’t know” when rating the quality of access on sidewalks/crosswalks for disabled persons (see *Appendix A: Complete Set of Frequencies* for a full set of responses, including “don’t know”).

Eight of the 11 services could be compared to the national benchmark and five could be compared to the Front Range benchmark. Most of these services received ratings much higher than the national and Front Range benchmarks, except for snow removal/sanding, which was given a rating much lower than both the benchmarks and the quality of bike lanes, which was similar to the national benchmark. Comparisons to Front Range communities for bike lanes could not be made (see *Appendix D: Benchmark Comparisons*).

In general, ratings of street maintenance (in neighborhoods and in the City), street sweeping and storm drainage decreased as length of residency increased. Younger respondents (18-34) and renters tended to give more positive marks to street sweeping than did older respondents. Residents from Ward 1 tended to give lower ratings to snow removal and street sanding than did those from other wards (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 13: Ratings for Public Works Department Compared by Year

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



City Employees

At least 8 in 10 Louisville residents gave favorable scores to their interactions with City employees, including the employees’ courtesy, knowledge, availability, responsiveness/promptness and their overall impression of the employee they contacted. Compared to 2012 evaluations, only the responsiveness/promptness of employees decreased in 2016, while all other ratings remained similar. However, this could be due, in part, to changes in question wording from 2012 to 2016.

About 4 in 10 respondents selected “don’t know” when asked to evaluate the characteristics of City employees (see Appendix A: Complete Set of Frequencies) for a full set of responses, including “don’t know”). However, it is likely that a large proportion of those selecting “don’t know” did not have contact with a City employee.

While ratings for the availability of City employees could not be compared to the benchmarks, almost all other evaluation of employee characteristics were higher or much higher than comparisons to both the nation and Front Range. Ratings for the courtesy of Louisville employees were similar to other jurisdictions in the Front Range (see Appendix D: Benchmark Comparisons).

A few differences were seen in ratings of employee characteristics by respondent demographics. Females and households with older adults were more likely to give positive assessments to the courtesy of the employee with whom they interacted than did males and households without older adults. Households with children and homeowners tended to give lower ratings to the availability of the employee in their most recent contact than did their counterparts. Ward 3 residents were more likely to give favorable reviews to the employee’s knowledge and courtesy than were those living in other wards (see Appendix B: Comparison of Responses by Respondent Demographics).

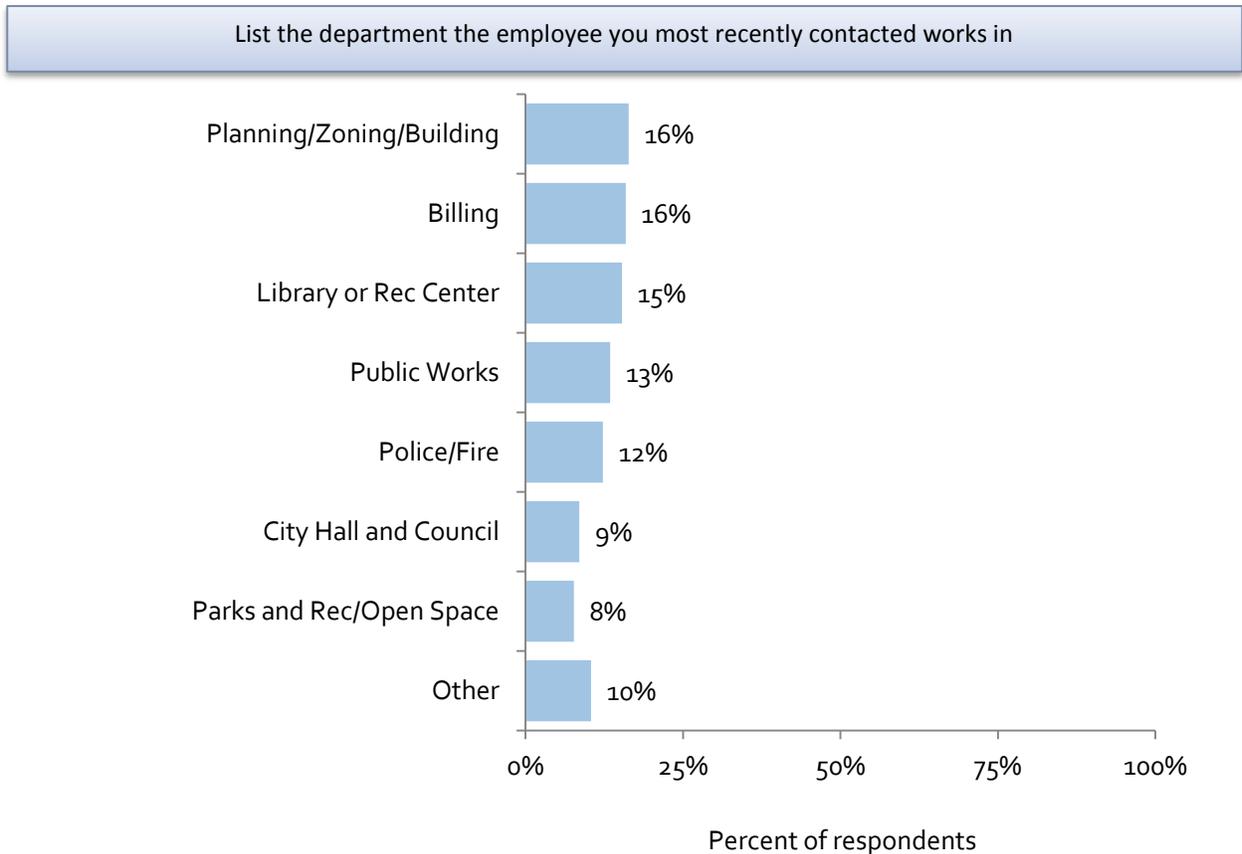
Figure 14: Ratings for the Louisville Employees Compared by Year

If you have had any email, in-person or phone contact with a City of Louisville employee in the last 12 months, what was your impression of the employee in your most recent contact? (Percent excellent or good.)	2016	2012	2008	2004
Courtesy	90%	92%	86%	88%
Knowledge	89%	92%	89%	88%
Overall impression	85%	89%	84%	87%
Availability	84%	NA	NA	NA
Responsiveness/promptness	83%	89%	84%	86%

In 2016, a question asking if respondents had contact with a City employee in the 12 months prior the survey preceded this question. Therefore, ratings of employee characteristics were asked only of those who had contact. The wording for this question in 2012 was “What was your impression of the employee in your most recent contact?” In 2012, the item “responsiveness/promptness” was worded “responsiveness.”

Residents who had reported they had contacted a City of Louisville employee were asked to write in their own words the department with which they had contact. Responses were grouped into themes and categorized. The most frequently contacted departments as reported by respondents were planning/zoning/building, billing, the library or recreation center and public works. About 12% had contacted the police or fire department, while less than 1 in 10 had interacted with City Hall and Council or the parks and recreation/open space department. A list of the “other” departments contacted can be found in *Appendix C: Verbatim Responses to Open-ended Survey Questions*.

Figure 15: Department Contacted



Information Sources

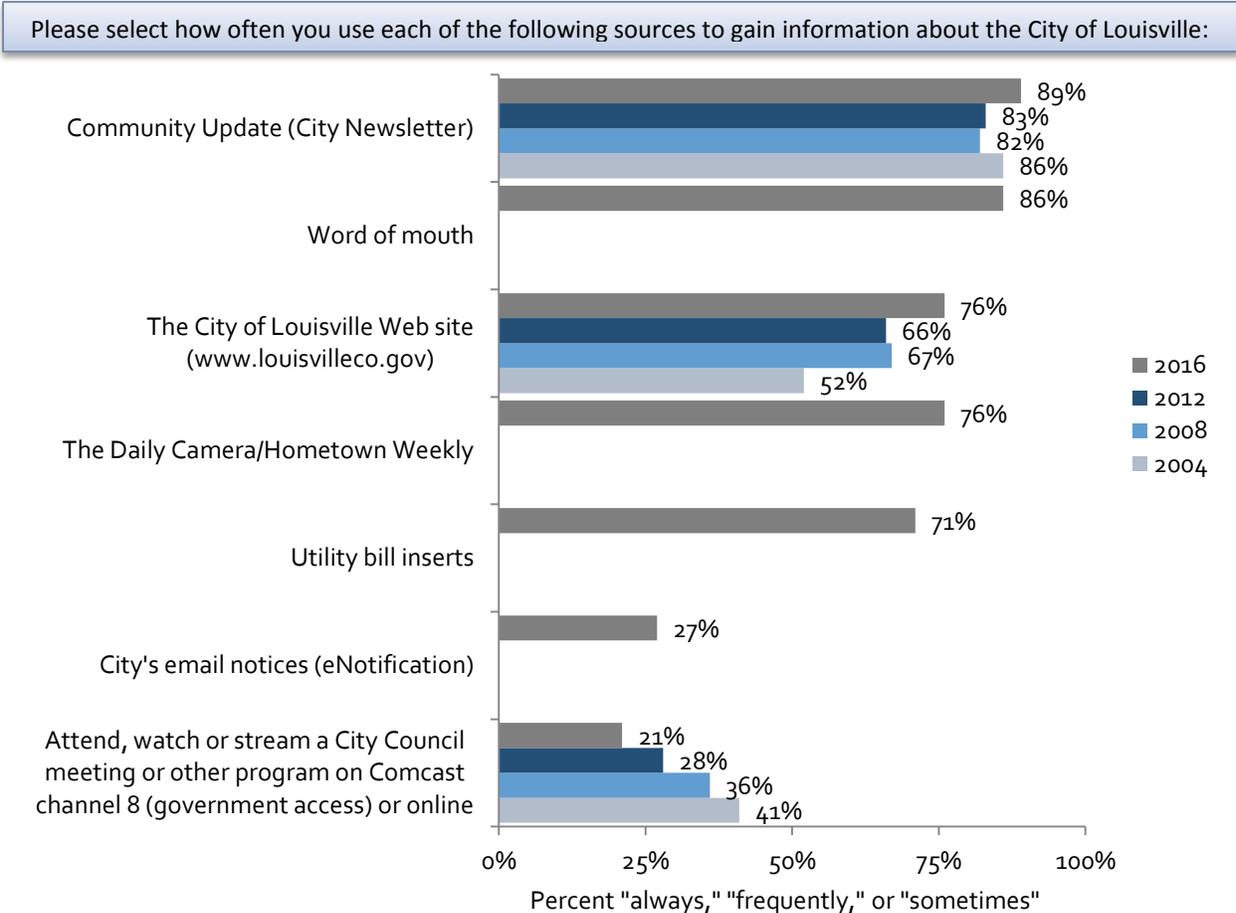
Frequency of Use

Survey respondents were asked how frequently they used a variety of sources to gain information about the City of Louisville. Almost 9 in 10 reported they used *Community Update*, the City newsletter, at least sometimes and 8 in 10 relied on word of mouth. At least 7 in 10 had accessed the City’s website, the *Daily Camera/Hometown Weekly* or utility inserts to gain information. One-quarter or less reported that they sometimes, frequently or always used the Louisville’s email notices or attended, watched or streamed a City Council meeting.

Fewer residents reported using City Council meetings on Channel 8 or online to get City information in 2016 than in 2012, but more residents indicated they had used the City’s website or *Community Update* to gain information in 2016 than in 2012.

Use of information sources varied by respondent subgroups. Overall, use of the various sources for information about the City was higher as age increased, among homeowners, those who lived in detached housing units, those who had lived in the city for a longer period of time and households with older adults. Respondents from Ward 2 were more likely to have used each source than were those in Wards 1 and 3 (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 16: Frequency of Use of Information Sources Compared by Year



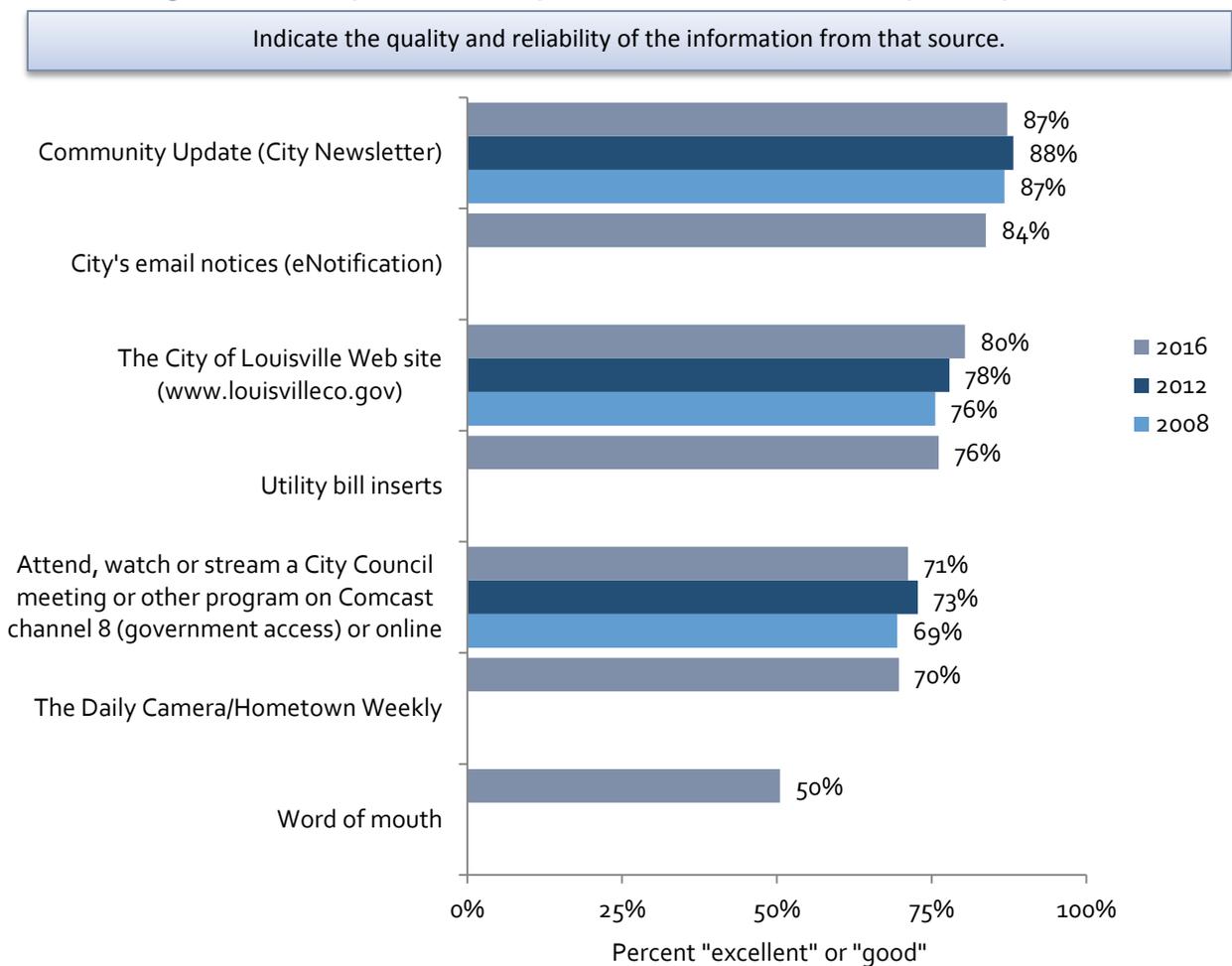
In 2016, the wording “streaming through the City’s website” was added to “Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access). In 2012, “The Daily Camera/Hometown Weekly” was separated into two items.

Quality and Reliability

Respondents were also asked to rate the quality and reliability of the information from each source. The City newsletter, *Community Update*, was thought to be an excellent or good source of information about the City by 87% and about 8 in 10 or more awarded high marks to the City’s email notices and website. Only about half of residents rated word of mouth as at least good in terms of quality and reliability. All ratings for these items were similar to 2012 evaluations.

When evaluating the quality of the various information sources, at least 7 in 10 residents selected “don’t know” for attending, watching or streaming a City Council meeting on Channel 8 and City email notices (see *Appendix A: Complete Set of Frequencies* for a full set of responses, including “don’t know”). However, it is likely that a large proportion of those selecting “don’t know” do not use the source to get information about the City.

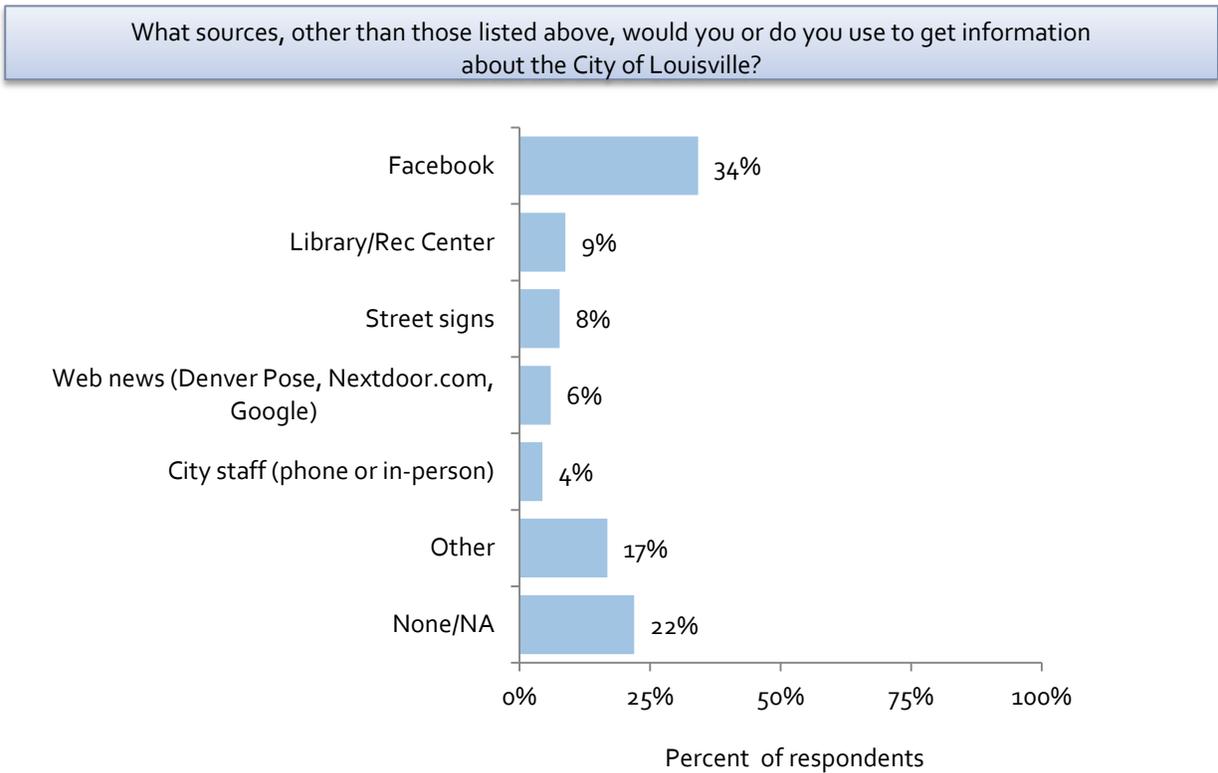
Figure 17: Quality and Reliability of Information Sources Compared by Year



In 2016, the wording “streaming through the City’s website” was added to “Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access). In 2012, “The Daily Camera/Hometown Weekly” was separated into two items.

When asked to write in any other sources of information they used to gain information about the City, about one-third of those providing a response reported that they used Facebook, while less than 1 in 10 utilized other sources (all responses to open-ended questions can be found in *Appendix C: Verbatim Responses to Open-ended Survey Questions*).

Figure 18: Other Information Sources

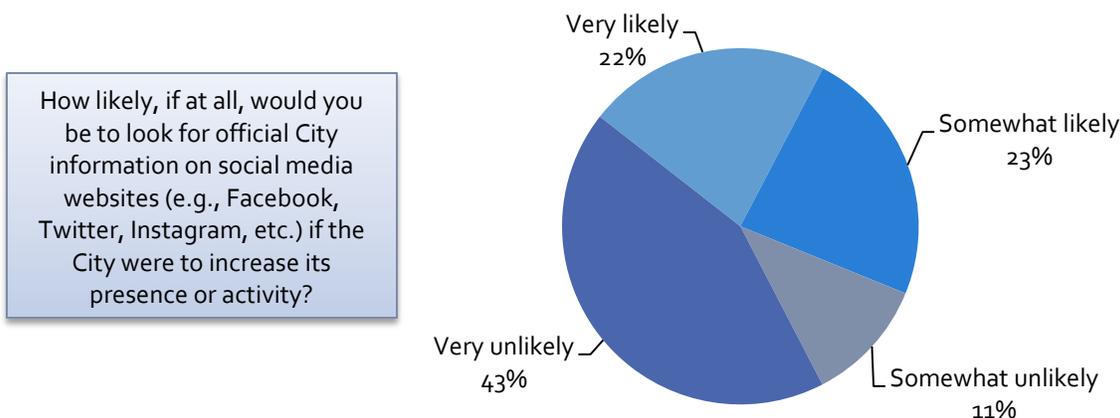


Social Media Use

On the 2016 survey, participants were asked how likely they would be to use social media to look for official City information. About half of resident indicated they would be at least somewhat likely to use Facebook, Twitter or Instagram to gain information; 4 in 10 reported being very unlikely.

The likelihood of use of social media websites to look for official City information decreased as age increased. Females, renters, residents with a shorter tenure in the city (five years or less), households with three or four members, households with children and households without older adults were more likely to say they would look for City information on social media websites (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 19: Likelihood of Social Media Use



Resident Participation

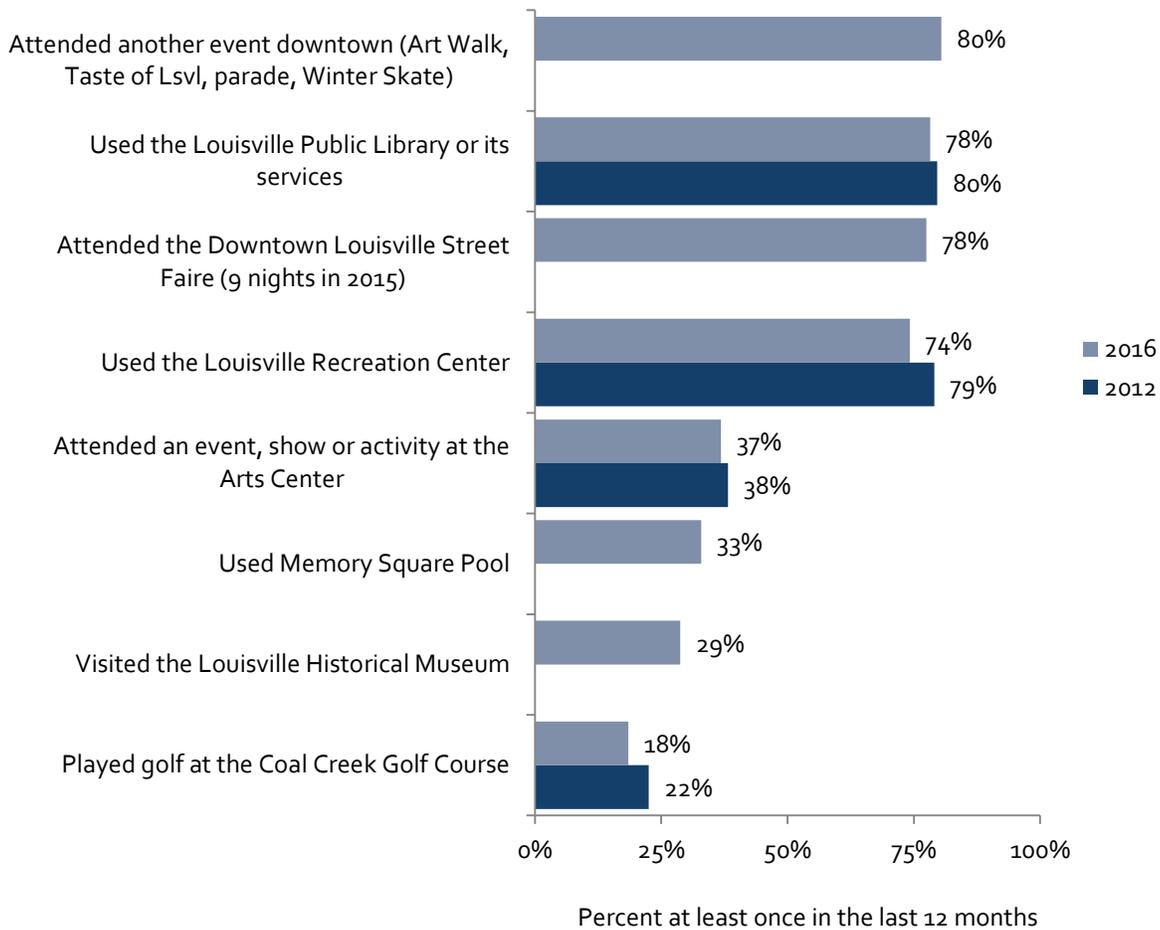
Survey respondents were active in their community, with at least three-quarter saying that they had attended an event downtown (such as Art Walk, Taste of Louisville or a parade), used the public library or its services and attended the Downtown Louisville Street Faire. About one-third or less had attended an event, show or activity at the Arts Center, used Memory Square Pool, visited the Historical Museum or played golf at the golf course at least once in the past 12 months prior to the survey. These rates of participation were similar to rates reported in 2012.

When comparing rates of resident participation, Louisville residents reported much higher use of the public library and the recreation center compared to residents across the nation and the Front Range.

Overall, those 35 to 54, homeowners, households with five or more members, households with children, and those who had lived in the community for 11 to 15 years participated at higher rates than did their counterparts. Residents living in Ward 2 were more likely to use the recreation center, while residents living in Ward 1 were least likely (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 20: Resident Participation in Louisville Activities Compared by Year

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Louisville?



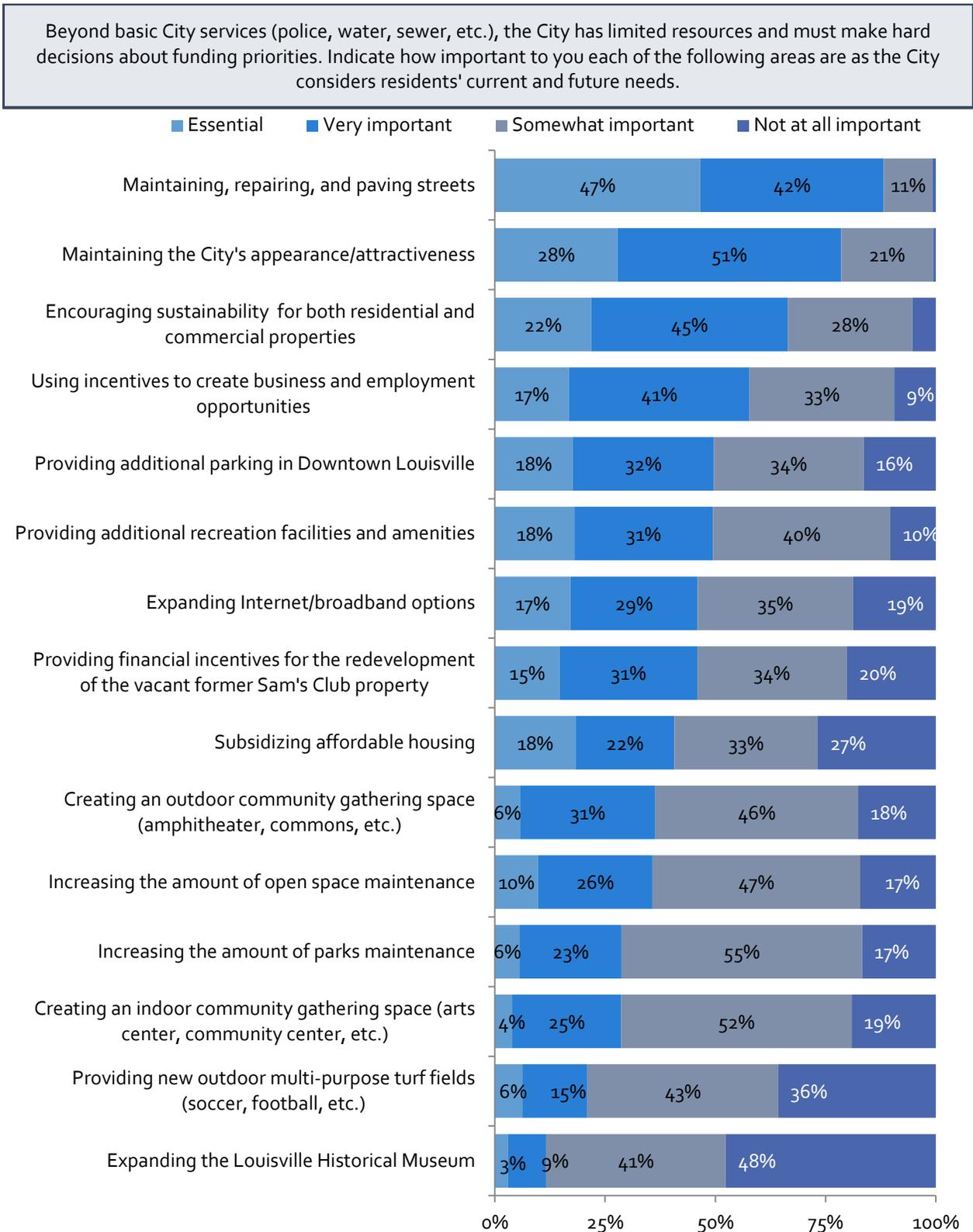
Planning and Policy Topics

Funding Priorities

To help the City prioritize potential projects, in 2016, residents were asked to rate the importance of funding several projects in Louisville (see the figure on the following page). About 9 in 10 indicated that maintaining, repairing and paving streets was essential or very important, while 8 in 10 prioritized maintaining the City's appearance/attractiveness. Two-thirds of participants rated encouraging sustainability as a priority for the City. Less than 2 in 10 thought that providing new outdoor multi-purpose turf fields or expanding the Historical Museum were essential or very important priorities. About half of respondents said that expanding the Historical Museum was not at all important.

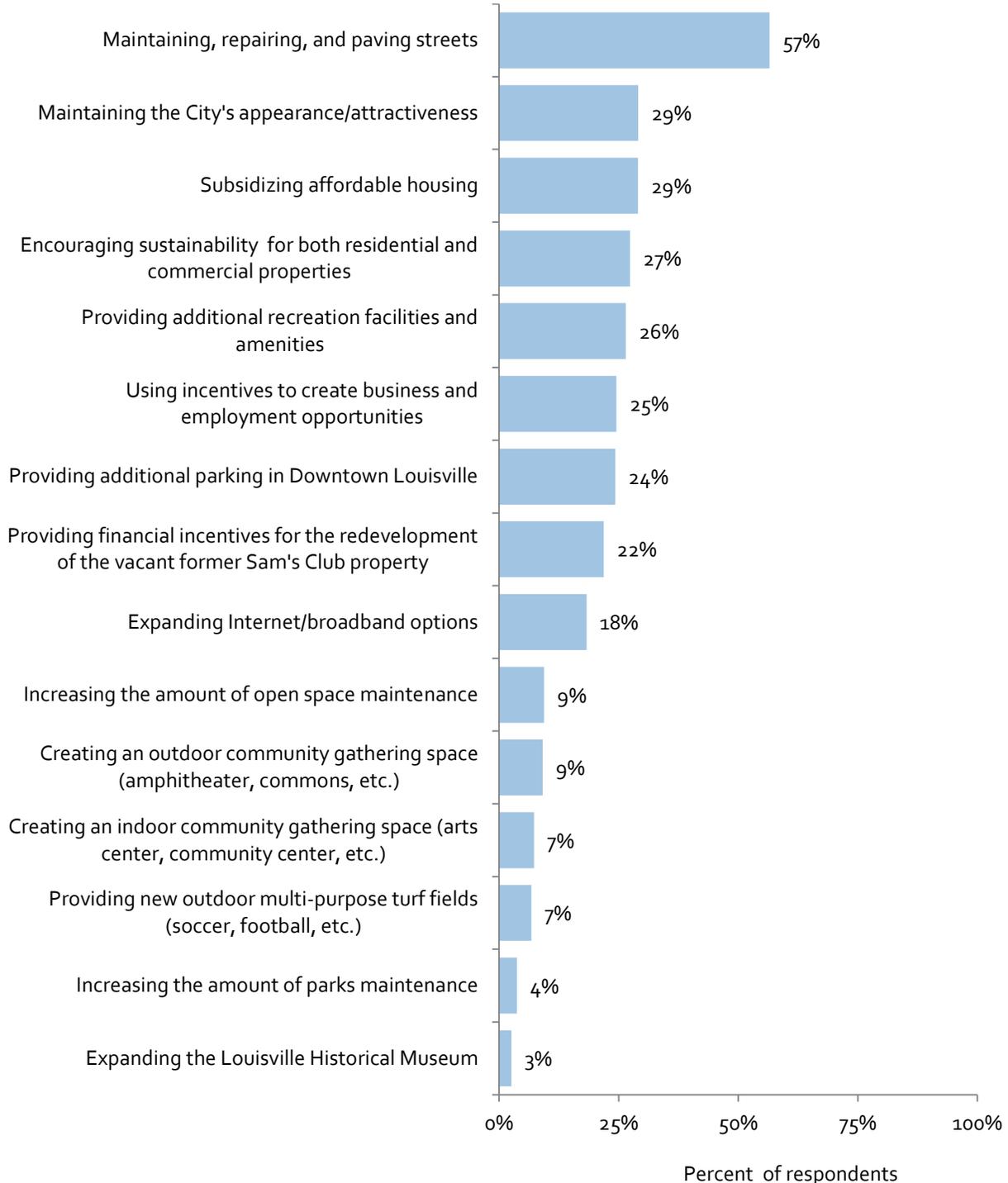
The importance of the various funding priorities varied by respondent demographic characteristics and Ward of residence. Older residents (55 or older), those who had lived in the city for more than 15 years, smaller households (1-2 members), households without children and households with older adults were more likely to indicate that additional parking Downtown was essential or very important. Middle-aged residents (35-54), females, homeowners, those living in detached units, larger households and households with children were more likely to feel that providing additional recreation facilities and amenities was a priority for the city. Ward 3 residents tended to give higher importance ratings to outdoor community gathering spaces, incentives to create businesses and employment opportunities, providing financial incentives for redevelopment of the former Sam's Club and subsidizing affordable housing than residents from other wards (see *Appendix B: Comparison of Responses by Respondent Demographics* for more information).

Figure 21: City Funding Priorities



In addition to rating the importance of each potential priority, respondents were asked to select their top three from the list of 15 projects provided. Of all of the potential projects for the City of Louisville to fund, maintaining, repairing and paving streets was indicated to be one of respondents' top three priorities by almost 6 in 10 residents, while about one-quarter or more chose maintaining the City's appearance/attractiveness, subsidizing affordable housing, encouraging sustainability, providing additional recreation facilities and amenities and using incentives to create business and employment opportunities.

Figure 22: Top Three City Funding Priorities



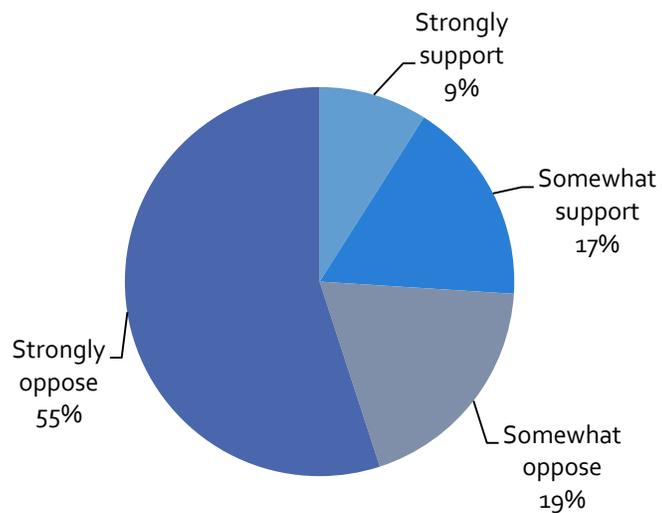
Changes to Trash Service

Residents of Louisville were also asked to indicate their level of support for decreasing the frequency of trash pickup from once a week to once every two weeks while increasing the frequency of compost pickup from every two weeks to once a week. Over half of respondents indicated they were strongly opposed to decreasing trash service and only one-quarter of participant strongly or somewhat supported the change.

Respondents who were most likely to support the changes to the City’s trash service were female, renters, those living in attached units, households with one or two members, households without children and Ward 3 residents (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 23: Level of Support for Decreasing Frequency of Trash Pick-up

Currently, the City’s trash service (through Western Disposal) provides once per week trash pickup and compost and recycling pickup every two weeks. To what extent would you support or oppose changing the service to once per week compost pickup and trash pickup every two weeks (leaving recycling pickup every two weeks)?



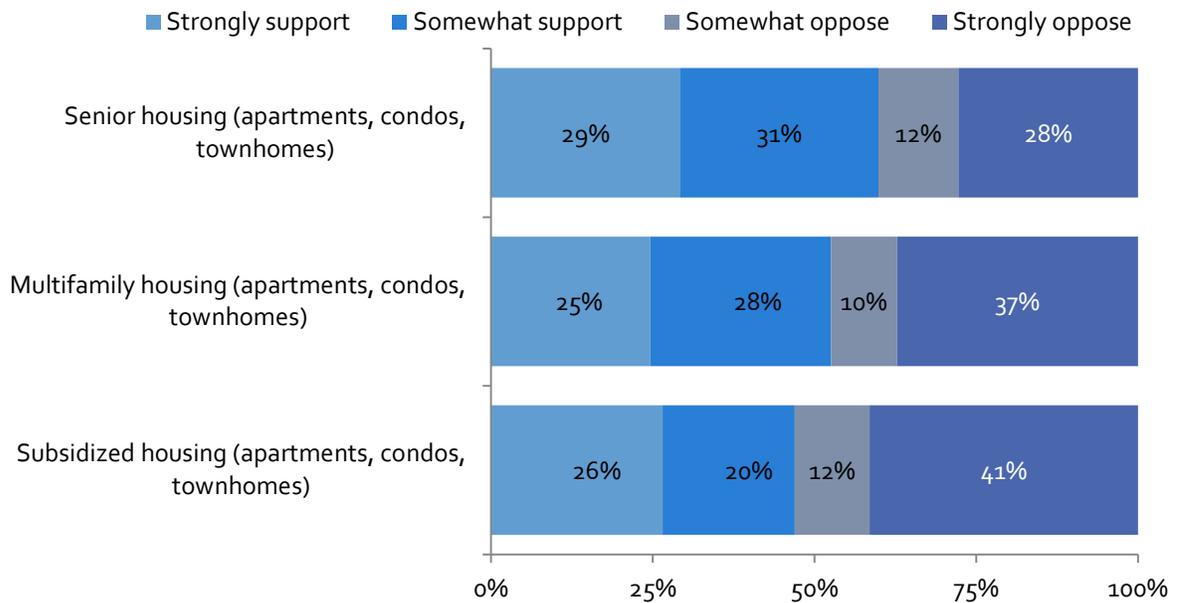
Priorities for Redevelopment

Louisville residents were asked to rate their level of support for or opposition to rezoning the former Sam’s Club for different types of residential housing. Six in 10 indicated they would strongly or somewhat support senior housing and about half would support subsidized or multifamily housing; however, about 4 in 10 were strongly opposed to subsidized or multifamily housing options.

Levels of support for the various types of housing at the former Sam’s Club site differed by respondent characteristics. Younger residents (18-34), renters, shorter-term residents, households with fewer members and those without children were more supportive of including multifamily and subsidized housing at the former Sam’s Club site than were their counterparts. Older residents (55 or older), females, those living in attached units, households with one or two members, households with children and those with older adults were more in favor of including senior housing at the former Sam’s Club. No differences were observed by ward (see Appendix B: Comparison of Responses by Respondent Demographics).

Figure 24: Level of Support for Housing Options for Former Sam's Club Area

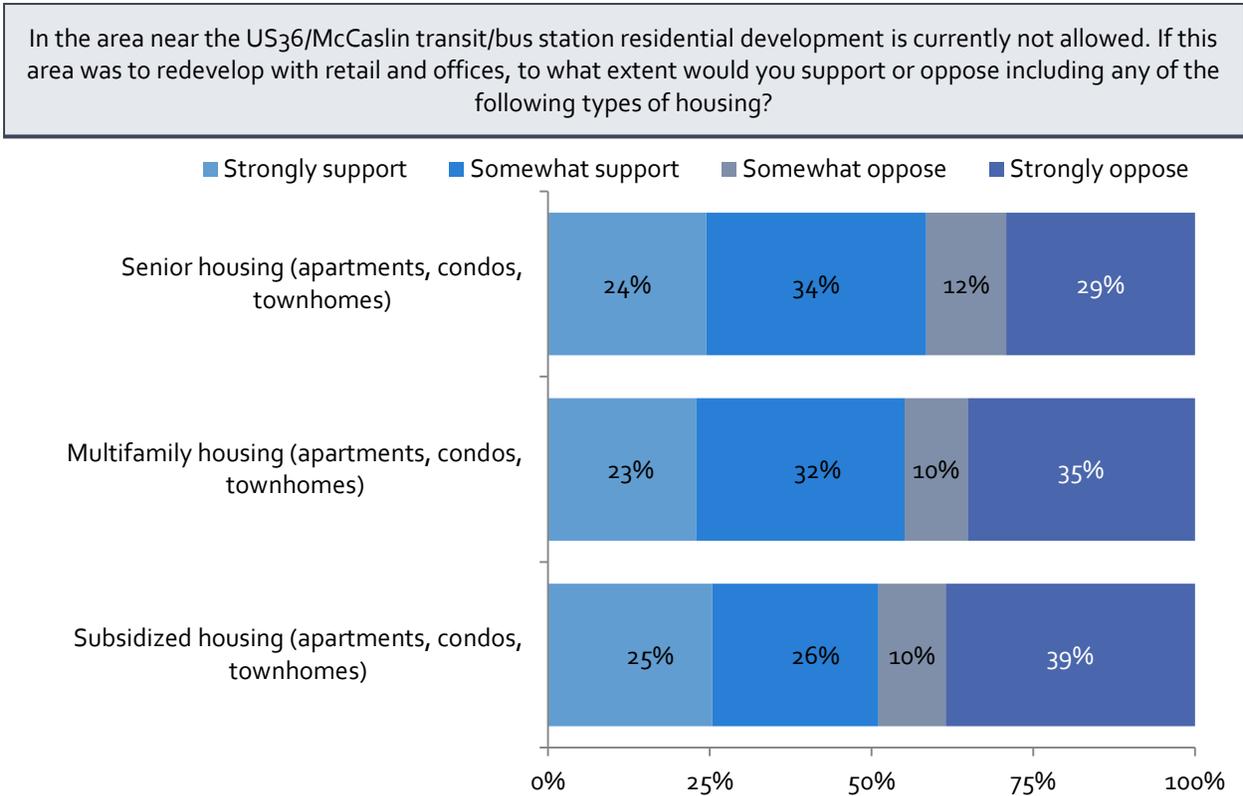
Most of the land zoned for residential uses in Louisville has been built out. In the former Sam's Club shopping area residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing?



Respondents were also asked if they would support or oppose different housing types in the US36/McCaslin area. The largest amount of support was for senior housing in the US36/McCaslin area, with 58% saying they would strongly or somewhat support this type of housing, followed by multifamily housing (55%). However, about one-quarter of residents voiced strongly support senior, subsidized or multifamily housing near the transit/bus station, but about one-third were strongly opposed to each of the three housing options.

The respondent subgroups that were more supportive of including the various types of housing at the former Sam’s Club site also were supportive of the same types of development at the US 36/McCaslin transit station (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 25: Level of Support for Housing Options for US36/McCaslin Area



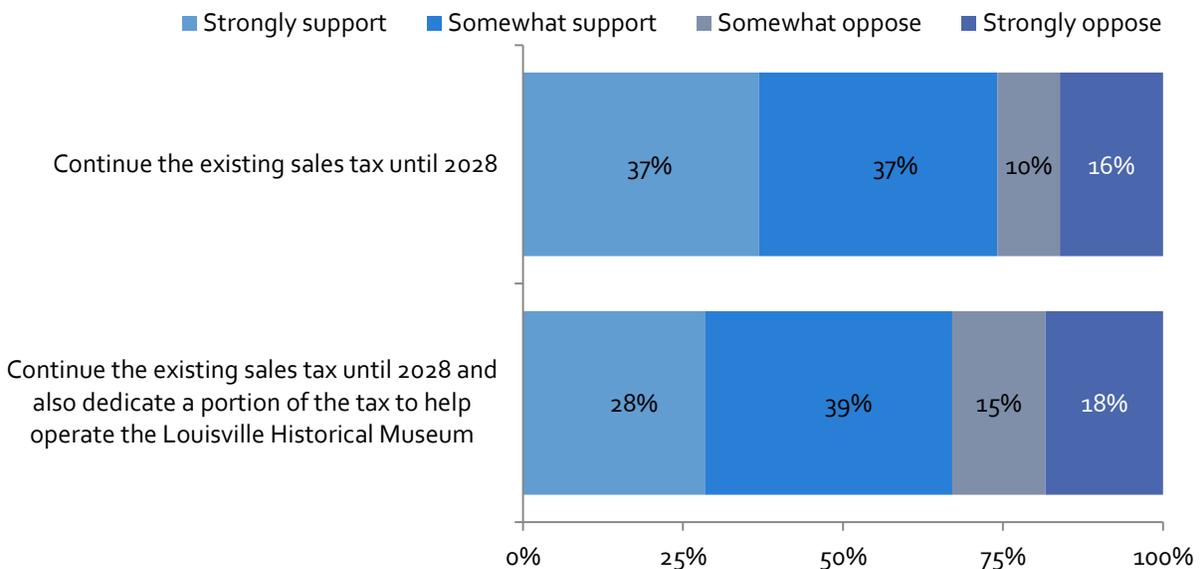
Historic Preservation Tax Extension

Survey participants were asked if they would support extending the Historic Preservation Tax for another 10 years, which is set to expire in 2018. Over one-third strongly supported continuing the sales tax until 2028 and another 37% would somewhat support the measure; less than 2 in 10 strongly opposed it. Similarly, over two-thirds of respondents would at least somewhat support extending the tax and dedicating a portion of the proceeds for operation costs for the Louisville Historical Museum; only 2 in 10 were strongly opposed to this option.

Female residents, renters and households with fewer members were more likely to support the continuation of the existing historic preservation tax and the continuing the tax while dedicating a portion of it to help operate the museum (see *Appendix B: Comparison of Responses by Respondent Demographics*).

Figure 26: Level of Support for Historic Preservation Tax Options

The City of Louisville currently has a Historic Preservation Tax, which is a dedicated sales tax (0.125 cents on every dollar spent). Revenue from this tax is used to help property owners rehabilitate and preserve historic landmarks which contribute to the character of Historic Old Town Louisville. This tax was approved by voters in 2008 and is set to expire in 2018. To what extent would you support or oppose each of the following options to continue the tax?



Appendix A: Complete Set of Frequencies

Frequencies Excluding “Don’t Know” Responses

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

Table 1: Question 1

Please circle the number that comes closest to your opinion about the quality of life in Louisville:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
How do you rate Louisville as a place to live?	69%	N=544	28%	N=222	2%	N=19	0%	N=1	100%	N=785
How do you rate Louisville as a place to raise children?	75%	N=495	22%	N=146	2%	N=15	0%	N=1	100%	N=657
How do you rate Louisville as a place to retire?	43%	N=242	36%	N=201	17%	N=96	4%	N=25	100%	N=565
How do you rate Louisville as a place to work?	36%	N=179	40%	N=200	20%	N=98	5%	N=24	100%	N=501
How do you rate the overall quality of life in Louisville?	60%	N=466	37%	N=285	3%	N=25	0%	N=1	100%	N=777

Table 2: Question 2

Please rate Louisville as a community on each of the items listed below:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Sense of community	42%	N=322	45%	N=346	12%	N=89	2%	N=12	100%	N=769
Openness and acceptance of the community towards people of diverse backgrounds	25%	N=174	45%	N=312	24%	N=167	5%	N=36	100%	N=689
Overall appearance of Louisville	34%	N=263	56%	N=439	9%	N=71	1%	N=7	100%	N=780
Opportunities to attend cultural activities	20%	N=150	47%	N=345	26%	N=192	6%	N=46	100%	N=733
Shopping opportunities	12%	N=95	45%	N=351	35%	N=274	7%	N=55	100%	N=774
Opportunities to participate in special events and community activities	36%	N=269	51%	N=381	11%	N=83	2%	N=14	100%	N=747
Opportunities to participate in community matters	32%	N=227	52%	N=369	14%	N=103	2%	N=13	100%	N=712
Recreational opportunities	41%	N=313	44%	N=339	13%	N=101	2%	N=19	100%	N=772
Employment opportunities	10%	N=49	31%	N=155	45%	N=224	14%	N=71	100%	N=499
Variety of housing options	9%	N=65	33%	N=239	38%	N=277	20%	N=144	100%	N=726
Availability of affordable quality housing	4%	N=27	13%	N=89	36%	N=242	47%	N=319	100%	N=677
Ease of car travel in Louisville	30%	N=237	52%	N=404	14%	N=112	3%	N=25	100%	N=778
Ease of bus travel in Louisville	20%	N=99	40%	N=202	29%	N=147	12%	N=59	100%	N=507

Please rate Louisville as a community on each of the items listed below:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ease of bicycle travel in Louisville	46%	N=323	44%	N=307	9%	N=64	1%	N=10	100%	N=705
Ease of walking in Louisville	50%	N=387	41%	N=317	7%	N=57	2%	N=12	100%	N=773
Traffic flow on major streets	20%	N=156	49%	N=383	25%	N=197	6%	N=48	100%	N=784
Quality of overall natural environment in Louisville	35%	N=274	55%	N=425	9%	N=70	1%	N=7	100%	N=777
Overall image or reputation of Louisville	61%	N=476	35%	N=269	4%	N=31	0%	N=1	100%	N=777

Table 3: Question 3

Please rate how safe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
From violent crime (e.g., rape, assault, robbery)	81%	N=636	16%	N=128	2%	N=14	0%	N=4	0%	N=2	100%	N=783
From property crimes (e.g., burglary, theft)	43%	N=339	44%	N=348	8%	N=59	4%	N=29	1%	N=7	100%	N=782
In your neighborhood during the day	86%	N=671	12%	N=94	2%	N=14	0%	N=2	0%	N=2	100%	N=784
In your neighborhood after dark	63%	N=493	30%	N=237	5%	N=35	2%	N=13	0%	N=2	100%	N=780
In Louisville's downtown area during the day	89%	N=688	10%	N=80	1%	N=4	0%	N=0	0%	N=2	100%	N=774
In Louisville's downtown area after dark	65%	N=478	29%	N=214	6%	N=41	1%	N=6	0%	N=1	100%	N=740
In Louisville's parks during the day	85%	N=648	14%	N=106	1%	N=9	0%	N=0	1%	N=4	100%	N=766
In Louisville's parks after dark	42%	N=276	41%	N=271	12%	N=78	4%	N=28	1%	N=3	100%	N=657

Table 4: Question 4

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	
City response to citizen complaints or concerns	20%	N=89	47%	N=210	25%	N=109	8%	N=35	100%	N=444
Information about City Council, Planning Commission and other official City meetings	24%	N=151	56%	N=356	16%	N=101	4%	N=26	100%	N=634
Information about City plans and programs	22%	N=147	53%	N=354	19%	N=126	6%	N=42	100%	N=668
Availability of City Employees	25%	N=107	50%	N=215	22%	N=93	4%	N=17	100%	N=432
Programming on Louisville cable TV, municipal channel 8	15%	N=25	42%	N=72	32%	N=55	12%	N=20	100%	N=172
Louisville Web site (www.louisvilleco.gov)	17%	N=95	61%	N=340	18%	N=101	4%	N=24	100%	N=559
Overall performance of Louisville City government	14%	N=92	64%	N=425	20%	N=130	2%	N=12	100%	N=659

Table 5: Question 5

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Police Department:	Excellent		Good		Fair		Poor		Total	
Visibility of patrol cars	40%	N=303	49%	N=373	8%	N=60	3%	N=24	100%	N=759
911 service	56%	N=178	37%	N=117	6%	N=19	1%	N=2	100%	N=315
Enforcement of traffic regulations	29%	N=179	50%	N=306	16%	N=101	5%	N=30	100%	N=616
Municipal code enforcement issues (dogs, noise, weeds, etc.)	21%	N=117	47%	N=260	23%	N=126	10%	N=55	100%	N=557
Overall performance of the Louisville Police Department	38%	N=268	52%	N=366	8%	N=57	1%	N=10	100%	N=701

Table 6: Question 6

Please circle the number that comes closest to your opinion about the following areas of Louisville Planning and Building Safety Department:	Excellent		Good		Fair		Poor		Total	
The public input process on City planning issues	21%	N=99	50%	N=230	23%	N=108	6%	N=26	100%	N=462
Planning review process for new development	19%	N=76	44%	N=179	24%	N=99	13%	N=54	100%	N=407
Overall performance of the Louisville Planning Department	16%	N=68	47%	N=199	25%	N=108	12%	N=50	100%	N=426
Building permit process	18%	N=53	43%	N=127	28%	N=84	11%	N=34	100%	N=298
Building/construction inspection process	20%	N=58	45%	N=133	26%	N=75	10%	N=29	100%	N=295

Table 7: Question 7

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	
Current recreation programs for youth	31%	N=145	54%	N=251	13%	N=59	2%	N=11	100%	N=467
Current recreation programs for adults	25%	N=142	51%	N=289	20%	N=113	3%	N=19	100%	N=563
Current programs and services for seniors	36%	N=130	51%	N=183	11%	N=39	2%	N=6	100%	N=358
Recreation fees in Louisville	26%	N=163	49%	N=303	21%	N=130	4%	N=25	100%	N=621
Overall quality of the Louisville Recreation Center	19%	N=127	47%	N=308	27%	N=176	6%	N=41	100%	N=652
Overall quality of the Louisville Senior Center	29%	N=77	51%	N=135	16%	N=43	3%	N=8	100%	N=264
Overall quality of the Coal Creek Golf Course	22%	N=63	57%	N=162	17%	N=49	3%	N=8	100%	N=281
Maintenance and cleanliness of the Louisville Recreation Center	32%	N=204	51%	N=320	15%	N=91	2%	N=14	100%	N=629
Adequacy of parks, bike paths, playing fields and playgrounds	44%	N=329	47%	N=350	8%	N=56	1%	N=7	100%	N=743
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas, etc.)	41%	N=305	49%	N=367	8%	N=60	1%	N=11	100%	N=744
Maintenance of open space	40%	N=298	47%	N=346	10%	N=77	3%	N=19	100%	N=739
Maintenance of the trail system	44%	N=319	46%	N=336	9%	N=64	1%	N=7	100%	N=725
Maintenance of medians and street landscaping	29%	N=221	55%	N=413	14%	N=104	3%	N=19	100%	N=757
Overall performance of the Louisville Parks and Recreation Department	33%	N=246	56%	N=422	10%	N=76	1%	N=9	100%	N=753

Table 8: Question 8

Please circle the number that comes closest to your opinion about the Louisville Public Library and Historical Museum and their services:	Excellent		Good		Fair		Poor		Total	
Louisville Public Library programs (e.g., story time, One Book program, etc.)	59%	N=247	39%	N=164	2%	N=10	0%	N=0	100%	N=420
Services at the Louisville Public Library (e.g., reference desk check out, etc.)	64%	N=363	34%	N=192	2%	N=13	0%	N=2	100%	N=569
Internet and computer services at the Louisville Public Library	44%	N=178	48%	N=192	8%	N=30	0%	N=1	100%	N=401
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	55%	N=251	38%	N=173	7%	N=33	0%	N=0	100%	N=457
Louisville Public Library materials and collections	33%	N=181	51%	N=278	14%	N=79	1%	N=5	100%	N=544
Louisville Public Library building	63%	N=380	35%	N=212	3%	N=16	0%	N=0	100%	N=607
Overall performance of the Louisville Public Library	56%	N=325	40%	N=232	3%	N=19	0%	N=1	100%	N=577
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters)	40%	N=109	49%	N=132	10%	N=26	1%	N=2	100%	N=269
Louisville Historical Museum campus	37%	N=102	51%	N=141	11%	N=29	1%	N=3	100%	N=275
Overall performance of the Louisville Historical Museum	41%	N=117	48%	N=139	11%	N=31	0%	N=1	100%	N=288

Table 9: Question 9

Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville Public Works Department:	Excellent		Good		Fair		Poor		Total	
Street maintenance in your neighborhood	17%	N=132	47%	N=354	26%	N=200	10%	N=72	100%	N=758
Street maintenance in Louisville	16%	N=120	54%	N=405	25%	N=188	6%	N=42	100%	N=754
Street sweeping	17%	N=121	53%	N=369	24%	N=164	6%	N=41	100%	N=694
Snow removal/street sanding	12%	N=90	38%	N=290	31%	N=237	18%	N=137	100%	N=754
Street lighting, signage and street markings	22%	N=162	61%	N=457	16%	N=118	2%	N=14	100%	N=752
Waste water (sewage system)	29%	N=187	63%	N=398	7%	N=42	1%	N=6	100%	N=632
Storm drainage (flooding management)	26%	N=171	63%	N=413	10%	N=67	1%	N=6	100%	N=657
Bike lanes on Louisville streets	22%	N=153	49%	N=345	25%	N=177	4%	N=26	100%	N=701
Access on sidewalks/crosswalks for disabled persons	24%	N=122	57%	N=290	15%	N=76	3%	N=17	100%	N=505
Quality of Louisville water	42%	N=312	48%	N=357	8%	N=56	2%	N=13	100%	N=738
Overall performance of Louisville Public Works Department	22%	N=162	66%	N=487	12%	N=86	1%	N=4	100%	N=738

Table 10: Question 10

Overall, how do you rate the quality of services provided by the City of Louisville?	Excellent		Good		Fair		Poor		Total	
Overall, how do you rate the quality of services provided by the City of Louisville?	29%	N=213	64%	N=476	6%	N=45	1%	N=5	100%	N=739

Table 11: Question 11

If you have had any email, in-person or phone contact with a City of Louisville employee in the last 12 months, what was your impression of the employee in your most recent contact? (Rate each characteristic below.)	Excellent		Good		Fair		Poor		Total	
Knowledge	46%	N=180	43%	N=170	6%	N=24	5%	N=21	100%	N=395
Responsiveness/promptness	47%	N=188	36%	N=142	9%	N=37	8%	N=30	100%	N=397
Availability	47%	N=187	37%	N=144	9%	N=34	7%	N=28	100%	N=394
Courtesy	57%	N=226	33%	N=133	5%	N=21	5%	N=19	100%	N=399
Overall impression	49%	N=194	36%	N=145	9%	N=35	6%	N=23	100%	N=397

Table 12: Question 11a

List the department the employee you most recently contacted works in	Percent	Number
City Hall and Council	9%	N=25
Library or Rec Center	15%	N=45
Billing	16%	N=47
Planning/Zoning/Building	16%	N=48
Parks and Rec/Open Space	8%	N=23
Police/Fire	12%	N=36
Public Works	13%	N=40
Other	10%	N=31
Total	100%	N=294

Table 13: Question 12

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Louisville?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Played golf at the Coal Creek Golf Course	82%	N=621	11%	N=81	5%	N=41	1%	N=8	1%	N=10	100%	N=762
Used the Louisville Public Library or its services	22%	N=166	15%	N=113	28%	N=213	18%	N=136	18%	N=136	100%	N=763
Used the Louisville Recreation Center	26%	N=197	16%	N=126	22%	N=164	13%	N=99	23%	N=177	100%	N=762
Used Memory Square Pool	67%	N=509	14%	N=107	13%	N=100	3%	N=24	2%	N=18	100%	N=760
Visited the Louisville Historical Museum	71%	N=541	23%	N=178	4%	N=31	1%	N=4	1%	N=6	100%	N=759
Attended the Downtown Louisville Street Faire (9 nights in 2015)	22%	N=171	35%	N=264	40%	N=307	1%	N=9	1%	N=10	100%	N=761
Attended an event, show or activity at the Arts Center	63%	N=482	28%	N=217	7%	N=54	0%	N=4	1%	N=6	100%	N=763
Attended another event downtown (Art Walk, Taste of Lsvl, parade, Winter Skate)	20%	N=149	37%	N=283	40%	N=303	3%	N=23	1%	N=5	100%	N=763

Table 14: Question 13

Beyond basic City services (police, water, sewer, etc.), the City has limited resources and must make hard decisions about funding priorities. Indicate how important to you each of the following areas are as the City considers residents' current and future needs.	Essential		Very important		Somewhat important		Not at all important		Total	
Maintaining, repairing, and paving streets	47%	N=349	42%	N=312	11%	N=83	1%	N=6	100%	N=750
Encouraging sustainability (in buildings, energy and water use, recycling, etc.) for both residential and commercial properties	22%	N=160	45%	N=327	28%	N=207	5%	N=39	100%	N=733
Creating an indoor community gathering space (arts center, community center, etc.)	4%	N=29	25%	N=181	52%	N=384	19%	N=140	100%	N=735
Creating an outdoor community gathering space (amphitheater, commons, etc.)	6%	N=42	31%	N=226	46%	N=338	18%	N=130	100%	N=735
Providing additional recreation facilities and amenities	18%	N=133	31%	N=230	40%	N=295	10%	N=76	100%	N=734
Expanding Internet/broadband options	17%	N=125	29%	N=211	35%	N=258	19%	N=137	100%	N=731
Using incentives to create business and employment opportunities	17%	N=124	41%	N=301	33%	N=241	9%	N=69	100%	N=735
Maintaining the City's appearance/attractiveness	28%	N=205	51%	N=373	21%	N=154	1%	N=5	100%	N=737
Providing additional parking in Downtown Louisville	18%	N=132	32%	N=238	34%	N=254	16%	N=122	100%	N=746
Providing financial incentives for the redevelopment of the vacant former Sam's Club property	15%	N=110	31%	N=232	34%	N=252	20%	N=151	100%	N=745
Increasing the amount of open space maintenance	10%	N=72	26%	N=191	47%	N=347	17%	N=126	100%	N=737
Increasing the amount of parks maintenance	6%	N=42	23%	N=169	55%	N=400	17%	N=123	100%	N=733
Providing new outdoor multi-purpose turf fields (soccer, football, etc.)	6%	N=46	15%	N=108	43%	N=316	36%	N=261	100%	N=731
Expanding the Louisville Historical Museum	3%	N=22	9%	N=63	41%	N=300	48%	N=350	100%	N=735
Subsidizing affordable housing	18%	N=137	22%	N=167	33%	N=243	27%	N=200	100%	N=746

Table 15: Question 13a

What are the top issues for the City Council to invest in today? (Please select up to three responses.)	Percent	Number
Maintaining, repairing, and paving streets	57%	N=402
Encouraging sustainability (in buildings, energy and water use, recycling, etc.) for both residential and commercial properties	27%	N=195
Creating an indoor community gathering space (arts center, community center, etc.)	7%	N=52
Creating an outdoor community gathering space (amphitheater, commons, etc.)	9%	N=65
Providing additional recreation facilities and amenities	26%	N=189
Expanding Internet/broadband options	18%	N=130
Using incentives to create business and employment opportunities	25%	N=175
Maintaining the City's appearance/attractiveness	29%	N=207
Providing additional parking in Downtown Louisville	24%	N=173
Providing financial incentives for the redevelopment of the vacant former Sam's Club property	22%	N=156
Increasing the amount of open space maintenance	9%	N=67
Increasing the amount of parks maintenance	4%	N=26
Providing new outdoor multi-purpose turf fields (soccer, football, etc.)	7%	N=48
Expanding the Louisville Historical Museum	3%	N=18
Subsidizing affordable housing	29%	N=207
Total	100%	N=712

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

Table 16: Question 14

	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Currently, the City's trash service (through Western Disposal) provides once per week trash pickup and compost and recycling pickup every two weeks. To what extent would you support or oppose changing the service to once per week compost pickup and trash p	9%	N=61	17%	N=118	19%	N=128	55%	N=373	100%	N=680

Table 17: Question 15

The City of Louisville currently has a Historic Preservation Tax, which is a dedicated sales tax (0.125 cents on every dollar spent). Revenue from this tax is used to help property owners rehabilitate and preserve historic landmarks which contribute to the character of Historic Old Town Louisville. This tax was approved by voters in 2008 and is set to expire in 2018. To what extent would you support or oppose each of the following options to continue the tax?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Continue the existing sales tax until 2028	37%	N=262	37%	N=264	10%	N=69	16%	N=114	100%	N=710
Continue the existing sales tax until 2028 and also dedicate a portion of the tax to help operate the Louisville Historical Museum	28%	N=199	39%	N=271	15%	N=102	18%	N=129	100%	N=701

Table 18: Question 16

Most of the land zoned for residential uses in Louisville has been built out. In the former Sam’s Club shopping area residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Multifamily housing (apartments, condos, townhomes)	25%	N=185	28%	N=210	10%	N=77	37%	N=280	100%	N=752
Subsidized housing (apartments, condos, townhomes)	26%	N=198	20%	N=153	12%	N=87	41%	N=311	100%	N=749
Senior housing (apartments, condos, townhomes)	29%	N=220	31%	N=230	12%	N=93	28%	N=208	100%	N=750

Table 19: Question 17

In the area near the US36/McCaslin transit/bus station residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Multifamily housing (apartments, condos, townhomes)	23%	N=166	32%	N=234	10%	N=70	35%	N=256	100%	N=727
Subsidized housing (apartments, condos, townhomes)	25%	N=174	26%	N=176	10%	N=71	39%	N=265	100%	N=687
Senior housing (apartments, condos, townhomes)	24%	N=178	34%	N=248	12%	N=90	29%	N=213	100%	N=728

Table 20: Question 18

Following is a list of information sources. Please select how often you use each of the following sources to gain information about the City of Louisville.	Always		Frequently		Sometimes		Never		Total	
	%	N	%	N	%	N	%	N	%	N
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	0%	N=2	2%	N=19	18%	N=139	79%	N=612	100%	N=772
Community Update (City Newsletter)	32%	N=246	33%	N=254	24%	N=184	11%	N=83	100%	N=767
The Daily Camera/Hometown Weekly	21%	N=160	25%	N=193	30%	N=230	24%	N=186	100%	N=769
The City of Louisville Web site (www.louisvilleco.gov)	7%	N=56	19%	N=150	49%	N=379	24%	N=184	100%	N=768
City's email notices (eNotification)	6%	N=43	9%	N=71	12%	N=94	73%	N=551	100%	N=760
Utility bill inserts	23%	N=175	23%	N=175	26%	N=196	29%	N=219	100%	N=766
Word of mouth	13%	N=98	34%	N=261	39%	N=300	14%	N=106	100%	N=765

Table 21: Question 18a

Following is a list of information sources. Indicate the quality of the information from that source.	Excellent		Good		Fair		Poor		Total	
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	7%	N=13	64%	N=108	22%	N=37	7%	N=12	100%	N=169
Community Update (City Newsletter)	25%	N=156	62%	N=393	12%	N=76	1%	N=4	100%	N=630
The Daily Camera/Hometown Weekly	11%	N=59	59%	N=315	27%	N=146	3%	N=17	100%	N=536
The City of Louisville Web site (www.louisvilleco.gov)	17%	N=87	64%	N=335	17%	N=90	2%	N=13	100%	N=524
City's email notices (eNotification)	23%	N=44	61%	N=116	14%	N=26	3%	N=5	100%	N=191
Utility bill inserts	21%	N=106	55%	N=277	21%	N=105	3%	N=15	100%	N=503
Word of mouth	8%	N=44	43%	N=237	42%	N=235	7%	N=39	100%	N=555

Table 22: Question 19

What sources, other than those listed above, would you or do you use to get information about the City of Louisville?	Percent	Number
Facebook	34%	N=74
Street signs	8%	N=17
Library/Rec Center	9%	N=19
Web news (Denver Post, Nextdoor.com, Google)	6%	N=13
City staff (phone or in-person)	4%	N=10
Other	17%	N=36
None/NA	22%	N=48
Total	100%	N=216

Table 23: Question 20

How likely, if at all, would you be to look for official City information on social media websites (e.g., Facebook, Twitter, Instagram, etc.) if the City were to increase its presence or activity?	Percent	Number
Very likely	22%	N=166
Somewhat likely	23%	N=176
Somewhat unlikely	11%	N=84
Very unlikely	43%	N=324
Total	100%	N=750

Table 24: Question 21

Comments	Percent	Number
Development and affordable housing	22%	N=41
Responses to Question 20	41%	N=78
Recreation, open space, programs	14%	N=26
Positive comments	6%	N=12
Other	18%	N=35
Total	100%	N=192

Table 25: Question D1

How many years have you lived in Louisville?	Percent	Number
Less than 1 year	10%	N=78
1-5 years	25%	N=197
6-10 years	18%	N=137
11-15 years	10%	N=78
More than 15 years	37%	N=292
Total	100%	N=783

Table 26: Question D2

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	74%	N=578
House attached to one or more houses (e.g., a duplex or townhome)	7%	N=58
Building with two or more apartments or condominiums	18%	N=137
Mobile home	0%	N=3
Other	1%	N=6
Total	100%	N=782

Table 27: Question D3

Do you rent or own your home?	Percent	Number
Rent	27%	N=209
Own	73%	N=572
Total	100%	N=781

Table 28: Question D4

What is your gender	Percent	Number
Female	51%	N=396
Male	49%	N=380
Total	100%	N=776

Table 29: Question D5

In which category is your age?	Percent	Number
18-24 years	2%	N=15
25-34 years	21%	N=163
35-44 years	22%	N=173
45-54 years	24%	N=183
55-64 years	16%	N=124
65-74 years	9%	N=74
75 years or older	6%	N=47
Total	100%	N=778

Table 30: Question D6

How many people (including yourself) currently live in your household?	Percent	Number
1	18%	N=141
2	33%	N=256
3	21%	N=159
4	23%	N=173
5 or more	5%	N=40
Total	100%	N=770

Table 31: Question D7

Do any children 17 or under live in your household?	Percent	Number
No	60%	N=468
Yes	40%	N=312
Total	100%	N=781

Table 32: Question D8

Are you or any other members of your household aged 60 or older?	Percent	Number
No	75%	N=583
Yes	25%	N=198
Total	100%	N=781

Frequencies Including “Don’t Know” Response

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

Table 33: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
How do you rate Louisville as a place to live?	69%	N=544	28%	N=222	2%	N=19	0%	N=1	0%	N=1	100%	N=786
How do you rate Louisville as a place to raise children?	64%	N=495	19%	N=146	2%	N=15	0%	N=1	15%	N=120	100%	N=777
How do you rate Louisville as a place to retire?	31%	N=242	26%	N=201	12%	N=96	3%	N=25	27%	N=212	100%	N=776
How do you rate Louisville as a place to work?	23%	N=179	26%	N=200	13%	N=98	3%	N=24	35%	N=272	100%	N=773
How do you rate the overall quality of life in Louisville?	60%	N=466	37%	N=285	3%	N=25	0%	N=1	0%	N=3	100%	N=780

Table 34: Question 2

Please rate Louisville as a community on each of the items listed below:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sense of community	41%	N=322	44%	N=346	11%	N=89	2%	N=12	2%	N=13	100%	N=781
Openness and acceptance of the community towards people of diverse backgrounds	22%	N=174	40%	N=312	21%	N=167	5%	N=36	12%	N=93	100%	N=782
Overall appearance of Louisville	34%	N=263	56%	N=439	9%	N=71	1%	N=7	0%	N=1	100%	N=781
Opportunities to attend cultural activities	19%	N=150	44%	N=345	25%	N=192	6%	N=46	6%	N=50	100%	N=783
Shopping opportunities	12%	N=95	45%	N=351	35%	N=274	7%	N=55	1%	N=6	100%	N=780
Opportunities to participate in special events and community activities	34%	N=269	49%	N=381	11%	N=83	2%	N=14	5%	N=36	100%	N=783
Opportunities to participate in community matters	29%	N=227	47%	N=369	13%	N=103	2%	N=13	9%	N=72	100%	N=784
Recreational opportunities	40%	N=313	43%	N=339	13%	N=101	2%	N=19	2%	N=13	100%	N=785
Employment opportunities	6%	N=49	20%	N=155	29%	N=224	9%	N=71	36%	N=282	100%	N=780
Variety of housing options	8%	N=65	31%	N=239	36%	N=277	18%	N=144	7%	N=55	100%	N=780
Availability of affordable quality housing	3%	N=27	11%	N=89	31%	N=242	41%	N=319	13%	N=103	100%	N=780
Ease of car travel in Louisville	30%	N=237	52%	N=404	14%	N=112	3%	N=25	0%	N=3	100%	N=781

Please rate Louisville as a community on each of the items listed below:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of bus travel in Louisville	13%	N=99	26%	N=202	19%	N=147	8%	N=59	35%	N=274	100%	N=780
Ease of bicycle travel in Louisville	41%	N=323	39%	N=307	8%	N=64	1%	N=10	10%	N=77	100%	N=782
Ease of walking in Louisville	50%	N=387	41%	N=317	7%	N=57	2%	N=12	1%	N=8	100%	N=781
Traffic flow on major streets	20%	N=156	49%	N=383	25%	N=197	6%	N=48	0%	N=1	100%	N=785
Quality of overall natural environment in Louisville	35%	N=274	55%	N=425	9%	N=70	1%	N=7	0%	N=3	100%	N=780
Overall image or reputation of Louisville	61%	N=476	34%	N=269	4%	N=31	0%	N=1	1%	N=8	100%	N=785

Table 35: Question 3

Please rate how safe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
From violent crime (e.g., rape, assault, robbery)	81%	N=636	16%	N=128	2%	N=14	0%	N=4	0%	N=2	0%	N=2	100%	N=785
From property crimes (e.g., burglary, theft)	43%	N=339	44%	N=348	8%	N=59	4%	N=29	1%	N=7	1%	N=4	100%	N=786
In your neighborhood during the day	85%	N=671	12%	N=94	2%	N=14	0%	N=2	0%	N=2	0%	N=2	100%	N=786
In your neighborhood after dark	63%	N=493	30%	N=237	5%	N=35	2%	N=13	0%	N=2	1%	N=6	100%	N=785
In Louisville's downtown area during the day	88%	N=688	10%	N=80	1%	N=4	0%	N=0	0%	N=2	1%	N=11	100%	N=785
In Louisville's downtown area after dark	61%	N=478	27%	N=214	5%	N=41	1%	N=6	0%	N=1	5%	N=43	100%	N=783
In Louisville's parks during the day	82%	N=648	13%	N=106	1%	N=9	0%	N=0	0%	N=4	2%	N=19	100%	N=785
In Louisville's parks after dark	35%	N=276	34%	N=271	10%	N=78	4%	N=28	0%	N=3	16%	N=130	100%	N=787

Table 36: Question 4

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	
	%	N	%	N	%	N	%	N	%	N	%	N
City response to citizen complaints or concerns	11%	N=89	27%	N=210	14%	N=109	5%	N=35	43%	N=334	100%	N=777
Information about City Council, Planning Commission and other official City meetings	19%	N=151	46%	N=356	13%	N=101	3%	N=26	19%	N=144	100%	N=778
Information about City plans and programs	19%	N=147	46%	N=354	16%	N=126	5%	N=42	14%	N=108	100%	N=776
Availability of City Employees	14%	N=107	28%	N=215	12%	N=93	2%	N=17	44%	N=345	100%	N=776
Programming on Louisville cable TV, municipal channel 8	3%	N=25	9%	N=72	7%	N=55	3%	N=20	78%	N=602	100%	N=774
Louisville Web site (www.louisvilleco.gov)	12%	N=95	44%	N=340	13%	N=101	3%	N=24	28%	N=214	100%	N=773
Overall performance of Louisville City government	12%	N=92	55%	N=425	17%	N=130	2%	N=12	15%	N=118	100%	N=777

Table 37: Question 5

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Police Department:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Visibility of patrol cars	39%	N=303	48%	N=373	8%	N=60	3%	N=24	3%	N=22	100%	N=781
911 service	23%	N=178	15%	N=117	2%	N=19	0%	N=2	59%	N=463	100%	N=779
Enforcement of traffic regulations	23%	N=179	39%	N=306	13%	N=101	4%	N=30	21%	N=160	100%	N=777
Municipal code enforcement issues (dogs, noise, weeds, etc.)	15%	N=117	33%	N=260	16%	N=126	7%	N=55	29%	N=222	100%	N=779
Overall performance of the Louisville Police Department	34%	N=268	47%	N=366	7%	N=57	1%	N=10	10%	N=76	100%	N=776

Table 38: Question 6

Please circle the number that comes closest to your opinion about the following areas of Louisville Planning and Building Safety Department:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The public input process on City planning issues	13%	N=99	30%	N=230	14%	N=108	3%	N=26	40%	N=315	100%	N=777
Planning review process for new development	10%	N=76	23%	N=179	13%	N=99	7%	N=54	47%	N=366	100%	N=774
Overall performance of the Louisville Planning Department	9%	N=68	26%	N=199	14%	N=108	7%	N=50	45%	N=344	100%	N=770
Building permit process	7%	N=53	16%	N=127	11%	N=84	4%	N=34	62%	N=478	100%	N=775
Building/construction inspection process	7%	N=58	17%	N=133	10%	N=75	4%	N=29	62%	N=481	100%	N=776

Table 39: Question 7

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Current recreation programs for youth	19%	N=145	32%	N=251	8%	N=59	1%	N=11	40%	N=313	100%	N=779
Current recreation programs for adults	18%	N=142	37%	N=289	15%	N=113	2%	N=19	28%	N=214	100%	N=778
Current programs and services for seniors	17%	N=130	23%	N=183	5%	N=39	1%	N=6	54%	N=420	100%	N=778
Recreation fees in Louisville	21%	N=163	39%	N=303	17%	N=130	3%	N=25	20%	N=154	100%	N=775
Overall quality of the Louisville Recreation Center	16%	N=127	40%	N=308	23%	N=176	5%	N=41	16%	N=127	100%	N=779
Overall quality of the Louisville Senior Center	10%	N=77	17%	N=135	6%	N=43	1%	N=8	66%	N=513	100%	N=777
Overall quality of the Coal Creek Golf Course	8%	N=63	21%	N=162	6%	N=49	1%	N=8	64%	N=492	100%	N=773
Maintenance and cleanliness of the Louisville Recreation Center	26%	N=204	41%	N=320	12%	N=91	2%	N=14	19%	N=149	100%	N=779
Adequacy of parks, bike paths, playing fields and playgrounds	42%	N=329	45%	N=350	7%	N=56	1%	N=7	4%	N=33	100%	N=776
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas, etc.)	39%	N=305	47%	N=367	8%	N=60	1%	N=11	5%	N=36	100%	N=780
Maintenance of open space	38%	N=298	44%	N=346	10%	N=77	2%	N=19	5%	N=39	100%	N=778
Maintenance of the trail system	41%	N=319	43%	N=336	8%	N=64	1%	N=7	7%	N=51	100%	N=776
Maintenance of medians and street landscaping	28%	N=221	53%	N=413	13%	N=104	2%	N=19	3%	N=22	100%	N=778
Overall performance of the Louisville Parks and Recreation Department	32%	N=246	54%	N=422	10%	N=76	1%	N=9	3%	N=27	100%	N=780

Table 40: Question 8

Please circle the number that comes closest to your opinion about the Louisville Public Library and Historical Museum and their services:	Excellent		Good		Fair		Poor		Don't know		Total	
Louisville Public Library programs (e.g., story time, One Book program, etc.)	32%	N=247	21%	N=164	1%	N=10	0%	N=0	45%	N=342	100%	N=762
Services at the Louisville Public Library (e.g., reference desk check out, etc.)	48%	N=363	25%	N=192	2%	N=13	0%	N=2	25%	N=194	100%	N=763
Internet and computer services at the Louisville Public Library	23%	N=178	25%	N=192	4%	N=30	0%	N=1	47%	N=360	100%	N=762
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	33%	N=251	23%	N=173	4%	N=33	0%	N=0	40%	N=305	100%	N=762
Louisville Public Library materials and collections	24%	N=181	37%	N=278	10%	N=79	1%	N=5	29%	N=219	100%	N=763
Louisville Public Library building	50%	N=380	28%	N=212	2%	N=16	0%	N=0	20%	N=155	100%	N=762
Overall performance of the Louisville Public Library	43%	N=325	31%	N=232	3%	N=19	0%	N=1	24%	N=178	100%	N=755
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters)	14%	N=109	17%	N=132	3%	N=26	0%	N=2	65%	N=490	100%	N=759
Louisville Historical Museum campus	13%	N=102	19%	N=141	4%	N=29	0%	N=3	64%	N=485	100%	N=760
Overall performance of the Louisville Historical Museum	15%	N=117	18%	N=139	4%	N=31	0%	N=1	62%	N=472	100%	N=760

Table 41: Question 9

Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville Public Works Department:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Street maintenance in your neighborhood	17%	N=132	46%	N=354	26%	N=200	9%	N=72	1%	N=9	100%	N=767
Street maintenance in Louisville	16%	N=120	53%	N=405	25%	N=188	5%	N=42	1%	N=11	100%	N=765
Street sweeping	16%	N=121	48%	N=369	22%	N=164	5%	N=41	9%	N=68	100%	N=763
Snow removal/street sanding	12%	N=90	38%	N=290	31%	N=237	18%	N=137	2%	N=12	100%	N=766
Street lighting, signage and street markings	21%	N=162	60%	N=457	16%	N=118	2%	N=14	1%	N=10	100%	N=762
Waste water (sewage system)	24%	N=187	52%	N=398	5%	N=42	1%	N=6	17%	N=133	100%	N=765
Storm drainage (flooding management)	23%	N=171	54%	N=413	9%	N=67	1%	N=6	13%	N=102	100%	N=759
Bike lanes on Louisville streets	20%	N=153	45%	N=345	23%	N=177	3%	N=26	8%	N=64	100%	N=765
Access on sidewalks/crosswalks for disabled persons	16%	N=122	38%	N=290	10%	N=76	2%	N=17	34%	N=258	100%	N=763
Quality of Louisville water	41%	N=312	47%	N=357	7%	N=56	2%	N=13	4%	N=28	100%	N=766
Overall performance of Louisville Public Works Department	21%	N=162	64%	N=487	11%	N=86	0%	N=4	3%	N=26	100%	N=764

Table 42: Question 10

Overall, how do you rate the quality of services provided by the City of Louisville?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall, how do you rate the quality of services provided by the City of Louisville?	28%	N=213	64%	N=476	6%	N=45	1%	N=5	1%	N=11	100%	N=750

Table 43: Question 11

If you have had any email, in-person or phone contact with a City of Louisville employee in the last 12 months, what was your impression of the employee in your most recent contact? (Rate each characteristic below.)	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	27%	N=180	26%	N=170	4%	N=24	3%	N=21	40%	N=265	100%	N=659
Responsiveness/promptness	29%	N=188	22%	N=142	6%	N=37	5%	N=30	40%	N=260	100%	N=657
Availability	29%	N=187	22%	N=144	5%	N=34	4%	N=28	40%	N=260	100%	N=654
Courtesy	35%	N=226	20%	N=133	3%	N=21	3%	N=19	39%	N=257	100%	N=656
Overall impression	30%	N=194	22%	N=145	5%	N=35	4%	N=23	39%	N=256	100%	N=653

Table 44: Question 11a

List the department the employee you most recently contacted works in	Percent	Number
City Hall and Council	7%	N=25
Library or Rec Center	13%	N=45
Billing	13%	N=47
Planning/Zoning/Building	14%	N=48
Parks and Rec/Open Space	6%	N=23
Police/Fire	10%	N=36
Public Works	11%	N=40
Other	9%	N=31
Don't know/NA	17%	N=60
Total	100%	N=354

Table 45: Question 12

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Louisville?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Played golf at the Coal Creek Golf Course	82%	N=621	11%	N=81	5%	N=41	1%	N=8	1%	N=10	100%	N=762
Used the Louisville Public Library or its services	22%	N=166	15%	N=113	28%	N=213	18%	N=136	18%	N=136	100%	N=763
Used the Louisville Recreation Center	26%	N=197	16%	N=126	22%	N=164	13%	N=99	23%	N=177	100%	N=762
Used Memory Square Pool	67%	N=509	14%	N=107	13%	N=100	3%	N=24	2%	N=18	100%	N=760
Visited the Louisville Historical Museum	71%	N=541	23%	N=178	4%	N=31	1%	N=4	1%	N=6	100%	N=759
Attended the Downtown Louisville Street Faire (9 nights in 2015)	22%	N=171	35%	N=264	40%	N=307	1%	N=9	1%	N=10	100%	N=761
Attended an event, show or activity at the Arts Center	63%	N=482	28%	N=217	7%	N=54	0%	N=4	1%	N=6	100%	N=763
Attended another event downtown (Art Walk, Taste of Lsvl, parade, Winter Skate)	20%	N=149	37%	N=283	40%	N=303	3%	N=23	1%	N=5	100%	N=763

Table 46: Question 13

Beyond basic City services (police, water, sewer, etc.), the City has limited resources and must make hard decisions about funding priorities. Indicate how important to you each of the following areas are as the City considers residents' current and future needs.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Maintaining, repairing, and paving streets	47%	N=349	42%	N=312	11%	N=83	1%	N=6	100%	N=750
Encouraging sustainability (in buildings, energy and water use, recycling, etc.) for both residential and commercial properties	22%	N=160	45%	N=327	28%	N=207	5%	N=39	100%	N=733
Creating an indoor community gathering space (arts center, community center, etc.)	4%	N=29	25%	N=181	52%	N=384	19%	N=140	100%	N=735
Creating an outdoor community gathering space (amphitheater, commons, etc.)	6%	N=42	31%	N=226	46%	N=338	18%	N=130	100%	N=735
Providing additional recreation facilities and amenities	18%	N=133	31%	N=230	40%	N=295	10%	N=76	100%	N=734
Expanding Internet/broadband options	17%	N=125	29%	N=211	35%	N=258	19%	N=137	100%	N=731
Using incentives to create business and employment opportunities	17%	N=124	41%	N=301	33%	N=241	9%	N=69	100%	N=735
Maintaining the City's appearance/attractiveness	28%	N=205	51%	N=373	21%	N=154	1%	N=5	100%	N=737
Providing additional parking in Downtown Louisville	18%	N=132	32%	N=238	34%	N=254	16%	N=122	100%	N=746
Providing financial incentives for the redevelopment of the vacant former Sam's Club property	15%	N=110	31%	N=232	34%	N=252	20%	N=151	100%	N=745
Increasing the amount of open space maintenance	10%	N=72	26%	N=191	47%	N=347	17%	N=126	100%	N=737
Increasing the amount of parks maintenance	6%	N=42	23%	N=169	55%	N=400	17%	N=123	100%	N=733
Providing new outdoor multi-purpose turf fields (soccer, football, etc.)	6%	N=46	15%	N=108	43%	N=316	36%	N=261	100%	N=731
Expanding the Louisville Historical Museum	3%	N=22	9%	N=63	41%	N=300	48%	N=350	100%	N=735
Subsidizing affordable housing	18%	N=137	22%	N=167	33%	N=243	27%	N=200	100%	N=746

Table 47: Question 13a

What are the top issues for the City Council to invest in today? (Please select up to three responses.)	Percent	Number
Maintaining, repairing, and paving streets	57%	N=402
Encouraging sustainability (in buildings, energy and water use, recycling, etc.) for both residential and commercial properties	27%	N=195
Creating an indoor community gathering space (arts center, community center, etc.)	7%	N=52
Creating an outdoor community gathering space (amphitheater, commons, etc.)	9%	N=65
Providing additional recreation facilities and amenities	26%	N=189
Expanding Internet/broadband options	18%	N=130
Using incentives to create business and employment opportunities	25%	N=175
Maintaining the City's appearance/attractiveness	29%	N=207
Providing additional parking in Downtown Louisville	24%	N=173
Providing financial incentives for the redevelopment of the vacant former Sam's Club property	22%	N=156
Increasing the amount of open space maintenance	9%	N=67
Increasing the amount of parks maintenance	4%	N=26
Providing new outdoor multi-purpose turf fields (soccer, football, etc.)	7%	N=48
Expanding the Louisville Historical Museum	3%	N=18
Subsidizing affordable housing	29%	N=207
Total	100%	N=712

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

Table 48: Question 14

	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Currently, the City's trash service (through Western Disposal) provides once per week trash pickup and compost and recycling pickup every two weeks. To what extent would you support or oppose changing the service to once per week compost pickup and trash p	8%	N=61	15%	N=118	16%	N=128	48%	N=373	13%	N=98	100%	N=778

Table 49: Question 15

The City of Louisville currently has a Historic Preservation Tax, which is a dedicated sales tax (0.125 cents on every dollar spent). Revenue from this tax is used to help property owners rehabilitate and preserve historic landmarks which contribute to the character of Historic Old Town Louisville. This tax was approved by voters in 2008 and is set to expire in 2018. To what extent would you support or oppose each of the following options to continue the tax?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Continue the existing sales tax until 2028	35%	N=262	35%	N=264	9%	N=69	15%	N=114	5%	N=35	100%	N=745
Continue the existing sales tax until 2028 and also dedicate a portion of the tax to help operate the Louisville Historical Museum	26%	N=199	35%	N=271	13%	N=102	17%	N=129	9%	N=68	100%	N=768

Table 50: Question 16

Most of the land zoned for residential uses in Louisville has been built out. In the former Sam's Club shopping area residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Multifamily housing (apartments, condos, townhomes)	24%	N=185	27%	N=210	10%	N=77	36%	N=280	3%	N=25	100%	N=777
Subsidized housing (apartments, condos, townhomes)	26%	N=198	20%	N=153	11%	N=87	40%	N=311	3%	N=26	100%	N=775
Senior housing (apartments, condos, townhomes)	28%	N=220	30%	N=230	12%	N=93	27%	N=208	4%	N=27	100%	N=778

Table 51: Question 17

In the area near the US36/McCaslin transit/bus station residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Multifamily housing (apartments, condos, townhomes)	21%	N=166	30%	N=234	9%	N=70	33%	N=256	6%	N=47	100%	N=774
Subsidized housing (apartments, condos, townhomes)	24%	N=174	24%	N=176	10%	N=71	36%	N=265	6%	N=45	100%	N=732
Senior housing (apartments, condos, townhomes)	23%	N=178	32%	N=248	12%	N=90	27%	N=213	6%	N=48	100%	N=776

Table 52: Question 18

Following is a list of information sources. Please select how often you use each of the following sources to gain information about the City of Louisville.	Always		Frequently		Sometimes		Never		Total	
	%	N	%	N	%	N	%	N	%	N
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	0%	N=2	2%	N=19	18%	N=139	79%	N=612	100%	N=772
Community Update (City Newsletter)	32%	N=246	33%	N=254	24%	N=184	11%	N=83	100%	N=767
The Daily Camera/Hometown Weekly	21%	N=160	25%	N=193	30%	N=230	24%	N=186	100%	N=769
The City of Louisville Web site (www.louisvilleco.gov)	7%	N=56	19%	N=150	49%	N=379	24%	N=184	100%	N=768
City's email notices (eNotification)	6%	N=43	9%	N=71	12%	N=94	73%	N=551	100%	N=760
Utility bill inserts	23%	N=175	23%	N=175	26%	N=196	29%	N=219	100%	N=766
Word of mouth	13%	N=98	34%	N=261	39%	N=300	14%	N=106	100%	N=765

Table 53: Question 18a

Following is a list of information sources. Indicate the quality of the information from that source.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	2%	N=13	17%	N=108	6%	N=37	2%	N=12	74%	N=471	100%	N=640
Community Update (City Newsletter)	22%	N=156	56%	N=393	11%	N=76	1%	N=4	11%	N=76	100%	N=706
The Daily Camera/Hometown Weekly	9%	N=59	46%	N=315	21%	N=146	2%	N=17	21%	N=142	100%	N=678
The City of Louisville Web site (www.louisvilleco.gov)	13%	N=87	49%	N=335	13%	N=90	2%	N=13	23%	N=158	100%	N=683
City's email notices (eNotification)	7%	N=44	18%	N=116	4%	N=26	1%	N=5	71%	N=463	100%	N=655
Utility bill inserts	16%	N=106	40%	N=277	15%	N=105	2%	N=15	27%	N=183	100%	N=686
Word of mouth	6%	N=44	35%	N=237	34%	N=235	6%	N=39	19%	N=128	100%	N=683

Table 54: Question 19

What sources, other than those listed above, would you or do you use to get information about the City of Louisville?	Percent	Number
Facebook	34%	N=74
Street signs	8%	N=17
Library/Rec Center	9%	N=19
Web news (Denver Post, Nextdoor.com, Google)	6%	N=13
City staff (phone or in-person)	4%	N=10
Other	17%	N=36
None/NA	22%	N=48
Total	100%	N=216

Table 55: Question 20

How likely, if at all, would you be to look for official City information on social media websites (e.g., Facebook, Twitter, Instagram, etc.) if the City were to increase its presence or activity?	Percent	Number
Very likely	21%	N=166
Somewhat likely	23%	N=176
Somewhat unlikely	11%	N=84
Very unlikely	42%	N=324
Don't know	3%	N=23
Total	100%	N=772

Table 56: Question 21

Comments	Percent	Number
Development and affordable housing	22%	N=41
Responses to Question 20	41%	N=78
Recreation, open space, programs	14%	N=26
Positive comments	6%	N=12
Other	18%	N=35
Total	100%	N=192

Table 57: Question D1

How many years have you lived in Louisville?	Percent	Number
Less than 1 year	10%	N=78
1-5 years	25%	N=197
6-10 years	18%	N=137
11-15 years	10%	N=78
More than 15 years	37%	N=292
Total	100%	N=783

Table 58: Question D2

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	74%	N=578
House attached to one or more houses (e.g., a duplex or townhome)	7%	N=58
Building with two or more apartments or condominiums	18%	N=137
Mobile home	0%	N=3
Other	1%	N=6
Total	100%	N=782

Table 59: Question D3

Do you rent or own your home?	Percent	Number
Rent	27%	N=209
Own	73%	N=572
Total	100%	N=781

Table 60: Question D4

What is your gender	Percent	Number
Female	51%	N=396
Male	49%	N=380
Total	100%	N=776

Table 61: Question D5

In which category is your age?	Percent	Number
18-24 years	2%	N=15
25-34 years	21%	N=163
35-44 years	22%	N=173
45-54 years	24%	N=183
55-64 years	16%	N=124
65-74 years	9%	N=74
75 years or older	6%	N=47
Total	100%	N=778

Table 62: Question D6

How many people (including yourself) currently live in your household?	Percent	Number
1	18%	N=141
2	33%	N=256
3	21%	N=159
4	23%	N=173
5 or more	5%	N=40
Total	100%	N=770

Table 63: Question D7

Do any children 17 or under live in your household?	Percent	Number
No	60%	N=468
Yes	40%	N=312
Total	100%	N=781

Table 64: Question D8

Are you or any other members of your household aged 60 or older?	Percent	Number
No	75%	N=583
Yes	25%	N=198
Total	100%	N=781

Appendix B: 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 grey shading.

Demographic Characteristics

Table 65: Aspects of Quality of Life by Respondent Characteristics

Please circle the number that comes closest to your opinion about the quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
How do you rate Louisville as a place to live?	97%	98%	98%	98%	97%	96%	98%	98%	97%	98%
How do you rate Louisville as a place to raise children?	96%	99%	97%	97%	99%	94%	99%	98%	95%	98%
How do you rate Louisville as a place to retire?	84%	74%	82%	82%	75%	84%	77%	77%	82%	79%
How do you rate Louisville as a place to work?	81%	73%	75%	77%	73%	74%	76%	74%	78%	76%
How do you rate the overall quality of life in Louisville?	94%	97%	98%	98%	96%	93%	98%	97%	94%	97%

Table 66: Aspects of Quality of Life by Respondent Characteristics

Please circle the number that comes closest to your opinion about the quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
How do you rate Louisville as a place to live?	98%	98%	100%	97%	98%	97%	100%	97%	98%	98%	97%	98%
How do you rate Louisville as a place to raise children?	97%	99%	100%	97%	98%	97%	100%	97%	98%	98%	96%	98%
How do you rate Louisville as a place to retire?	84%	77%	68%	77%	82%	74%	88%	81%	74%	77%	82%	79%
How do you rate Louisville as a place to work?	79%	66%	70%	78%	75%	76%	69%	77%	72%	76%	74%	76%
How do you rate the overall quality of life in Louisville?	96%	97%	97%	97%	97%	96%	100%	96%	97%	96%	98%	97%

Table 67: Select Community Characteristics by Respondent Characteristics

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Sense of community	84%	88%	88%	90%	84%	84%	88%	89%	80%	87%
Openness and acceptance of the community towards people of diverse backgrounds	67%	69%	76%	72%	68%	68%	71%	72%	65%	70%
Overall appearance of Louisville	91%	90%	89%	92%	87%	93%	89%	90%	91%	90%
Opportunities to attend cultural activities	63%	65%	75%	70%	65%	63%	69%	66%	71%	68%
Shopping opportunities	65%	52%	60%	61%	53%	66%	54%	55%	65%	58%
Opportunities to participate in special events and community activities	84%	90%	87%	89%	85%	84%	88%	89%	83%	87%
Opportunities to participate in community matters	79%	87%	84%	84%	84%	78%	86%	87%	74%	84%
Recreational opportunities	84%	84%	85%	85%	84%	82%	85%	86%	79%	84%
Employment opportunities	47%	36%	44%	42%	40%	39%	41%	39%	45%	41%
Variety of housing options	48%	37%	45%	40%	44%	37%	44%	44%	35%	42%
Availability of affordable quality housing	13%	15%	23%	19%	16%	11%	19%	18%	15%	17%
Ease of car travel in Louisville	88%	83%	76%	81%	83%	83%	82%	84%	77%	82%
Ease of bus travel in Louisville	67%	52%	65%	62%	56%	68%	57%	61%	56%	60%
Ease of bicycle travel in Louisville	93%	90%	86%	89%	90%	90%	89%	92%	83%	89%
Ease of walking in Louisville	89%	93%	89%	93%	89%	89%	91%	93%	85%	91%
Traffic flow on major streets	68%	68%	70%	68%	68%	66%	70%	71%	62%	69%
Quality of overall natural environment in Louisville	93%	90%	88%	91%	88%	86%	91%	91%	86%	90%
Overall image or reputation of Louisville	97%	96%	95%	97%	95%	94%	96%	97%	92%	96%

Table 68: Select Community Characteristics by Respondent Characteristics

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Sense of community	87%	86%	87%	87%	86%	88%	87%	86%	88%	86%	89%	87%
Openness and acceptance of the community towards people of diverse backgrounds	69%	71%	64%	73%	67%	75%	62%	68%	74%	69%	75%	70%
Overall appearance of Louisville	91%	88%	87%	90%	90%	91%	79%	90%	90%	91%	88%	90%
Opportunities to attend cultural activities	68%	64%	56%	72%	72%	62%	69%	71%	63%	65%	74%	68%
Shopping opportunities	64%	57%	52%	53%	61%	54%	57%	58%	56%	57%	59%	58%
Opportunities to participate in special events and community activities	88%	91%	89%	85%	86%	90%	78%	86%	90%	88%	85%	87%
Opportunities to participate in community matters	86%	88%	81%	80%	83%	85%	91%	81%	88%	85%	82%	84%
Recreational opportunities	83%	89%	85%	83%	86%	83%	85%	84%	85%	84%	85%	84%
Employment opportunities	43%	38%	39%	41%	41%	42%	34%	40%	42%	42%	38%	41%
Variety of housing options	41%	45%	40%	42%	44%	40%	36%	45%	38%	42%	43%	42%
Availability of affordable quality housing	14%	18%	16%	20%	18%	17%	14%	18%	15%	16%	21%	17%
Ease of car travel in Louisville	86%	83%	86%	77%	81%	85%	75%	80%	86%	84%	77%	82%
Ease of bus travel in Louisville	61%	68%	49%	57%	61%	58%	68%	59%	59%	58%	63%	60%
Ease of bicycle travel in Louisville	93%	89%	88%	87%	88%	92%	87%	89%	91%	91%	86%	89%
Ease of walking in Louisville	94%	91%	92%	87%	89%	93%	95%	89%	95%	92%	88%	91%
Traffic flow on major streets	71%	67%	71%	66%	66%	74%	56%	65%	74%	69%	67%	69%
Quality of overall natural environment in Louisville	90%	92%	94%	88%	88%	92%	97%	88%	93%	91%	87%	90%
Overall image or reputation of Louisville	98%	96%	97%	93%	95%	96%	98%	95%	97%	96%	95%	96%

Table 69: Safety Ratings by Respondent Characteristics

Please rate how safe you feel: (Percent rating positively e.g., very safe/somewhat safe)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
From violent crime (e.g., rape, assault, robbery)	100%	97%	97%	98%	98%	97%	97%	98%	98%	97%
From property crimes (e.g., burglary, theft)	90%	86%	90%	88%	88%	88%	87%	88%	87%	88%
In your neighborhood during the day	98%	97%	98%	98%	97%	99%	97%	97%	99%	98%
In your neighborhood after dark	94%	94%	93%	93%	94%	94%	93%	95%	91%	94%
In Louisville's downtown area during the day	100%	99%	99%	99%	99%	99%	99%	99%	99%	99%
In Louisville's downtown area after dark	97%	94%	90%	94%	93%	94%	93%	94%	91%	93%
In Louisville's parks during the day	100%	98%	98%	98%	99%	99%	98%	98%	99%	98%
In Louisville's parks after dark	85%	85%	79%	82%	85%	82%	83%	85%	75%	83%

Table 70: Safety Ratings by Respondent Characteristics

Please rate how safe you feel: (Percent rating positively e.g., very safe/somewhat safe)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
From violent crime (e.g., rape, assault, robbery)	100%	98%	95%	96%	98%	98%	98%	97%	98%	98%	97%	97%
From property crimes (e.g., burglary, theft)	90%	84%	81%	89%	90%	86%	80%	89%	86%	87%	91%	88%
In your neighborhood during the day	100%	93%	100%	97%	98%	97%	95%	97%	98%	97%	98%	98%
In your neighborhood after dark	97%	91%	96%	91%	94%	93%	95%	93%	94%	94%	92%	94%
In Louisville's downtown area during the day	100%	99%	100%	98%	99%	99%	98%	99%	99%	99%	99%	99%
In Louisville's downtown area after dark	97%	96%	91%	90%	94%	94%	94%	94%	93%	95%	91%	93%
In Louisville's parks during the day	100%	98%	96%	98%	99%	98%	98%	98%	98%	98%	98%	98%
In Louisville's parks after dark	86%	85%	80%	81%	83%	84%	87%	81%	86%	85%	80%	83%

Table 71: Government Performance Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the performance of the following areas of the City of Louisville Administration: (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
City response to citizen complaints or concerns	75%	63%	69%	65%	69%	69%	67%	69%	58%	67%
Information about City Council, Planning Commission and other official City meetings	83%	79%	80%	84%	76%	82%	79%	80%	78%	80%
Information about City plans and programs	68%	78%	75%	79%	71%	73%	75%	77%	67%	75%
Availability of City Employees	74%	72%	78%	77%	73%	71%	75%	77%	60%	75%
Programming on Louisville cable TV, municipal channel 8	45%	50%	67%	66%	47%	55%	57%	55%	60%	57%
Louisville Web site (www.louisvilleco.gov)	77%	76%	81%	81%	74%	81%	77%	77%	79%	78%
Overall performance of Louisville City government	74%	80%	79%	81%	76%	77%	79%	79%	75%	78%

Table 72: Government Performance Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the performance of the following areas of the City of Louisville Administration: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
City response to citizen complaints or concerns	72%	75%	69%	61%	66%	69%	73%	67%	67%	67%	68%	67%
Information about City Council, Planning Commission and other official City meetings	81%	83%	86%	76%	82%	77%	94%	80%	80%	80%	79%	80%
Information about City plans and programs	81%	71%	86%	68%	75%	74%	86%	73%	78%	76%	71%	75%
Availability of City Employees	78%	73%	80%	72%	72%	78%	82%	73%	77%	73%	77%	75%
Programming on Louisville cable TV, municipal channel 8	58%	53%	50%	58%	58%	54%	100%	60%	50%	52%	66%	57%
Louisville Web site (www.louisvilleco.gov)	81%	70%	75%	79%	78%	78%	69%	79%	76%	77%	82%	78%
Overall performance of Louisville City government	82%	76%	85%	74%	78%	80%	81%	76%	82%	78%	80%	78%

Table 73: Police Department Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Police Department: (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Visibility of patrol cars	95%	87%	89%	89%	90%	88%	89%	90%	87%	89%
911 service	91%	91%	97%	95%	92%	94%	93%	94%	92%	93%
Enforcement of traffic regulations	83%	76%	80%	78%	79%	75%	80%	81%	72%	79%
Municipal code enforcement issues (dogs, noise, weeds, etc.)	72%	66%	67%	71%	64%	66%	67%	69%	63%	68%
Overall performance of the Louisville Police Department	94%	89%	90%	91%	90%	89%	91%	92%	87%	90%

Table 74: Police Department Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Police Department: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Visibility of patrol cars	90%	89%	92%	87%	89%	88%	100%	89%	89%	89%	90%	89%
911 service	91%	95%	95%	93%	93%	92%	100%	94%	93%	91%	98%	93%
Enforcement of traffic regulations	82%	81%	76%	76%	77%	80%	85%	78%	80%	78%	82%	79%
Municipal code enforcement issues (dogs, noise, weeds, etc.)	72%	62%	72%	66%	65%	70%	70%	66%	70%	68%	67%	68%
Overall performance of the Louisville Police Department	93%	92%	90%	88%	91%	90%	97%	91%	90%	90%	92%	90%

Table 75: Planning and Building Department Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the following areas of Louisville Planning and Building Safety Department: (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
The public input process on City planning issues	67%	74%	69%	75%	66%	66%	72%	74%	59%	71%
Planning review process for new development	64%	64%	60%	65%	59%	63%	62%	65%	53%	63%
Overall performance of the Louisville Planning Department	67%	60%	65%	64%	61%	60%	63%	65%	54%	63%
Building permit process	62%	56%	65%	60%	60%	63%	60%	62%	52%	60%
Building/construction inspection process	65%	62%	67%	65%	64%	63%	65%	66%	53%	65%

Table 76: Planning and Building Department Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the following areas of Louisville Planning and Building Safety Department: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
The public input process on City planning issues	75%	77%	71%	66%	68%	75%	77%	68%	76%	72%	70%	71%
Planning review process for new development	71%	66%	56%	58%	63%	64%	55%	60%	66%	63%	62%	63%
Overall performance of the Louisville Planning Department	73%	65%	55%	57%	64%	63%	51%	62%	64%	62%	66%	63%
Building permit process	54%	67%	58%	61%	66%	56%	48%	65%	55%	57%	69%	60%
Building/construction inspection process	59%	72%	63%	64%	67%	62%	59%	67%	62%	62%	71%	65%

Table 77: Parks and Recreation Department Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the following areas of the Louisville Parks and Recreation Department: (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Current recreation programs for youth	81%	84%	88%	87%	83%	85%	85%	85%	86%	85%
Current recreation programs for adults	66%	74%	86%	82%	70%	77%	76%	77%	75%	77%
Current programs and services for seniors	88%	90%	85%	90%	84%	87%	87%	88%	86%	87%
Recreation fees in Louisville	72%	75%	78%	81%	69%	70%	76%	78%	60%	75%
Overall quality of the Louisville Recreation Center	72%	57%	80%	67%	67%	74%	65%	64%	77%	67%
Overall quality of the Louisville Senior Center	87%	75%	82%	79%	82%	84%	80%	81%	80%	81%
Overall quality of the Coal Creek Golf Course	83%	77%	80%	84%	76%	91%	76%	81%	77%	80%
Maintenance and cleanliness of the Louisville Recreation Center	86%	80%	87%	81%	85%	85%	82%	83%	84%	83%
Adequacy of parks, bike paths, playing fields and playgrounds	93%	91%	91%	93%	90%	94%	90%	91%	93%	91%
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas, etc.)	95%	91%	87%	91%	89%	93%	89%	90%	92%	90%
Maintenance of open space	92%	89%	81%	87%	87%	92%	85%	86%	89%	87%
Maintenance of the trail system	95%	92%	85%	91%	89%	94%	89%	90%	90%	90%
Maintenance of medians and street landscaping	89%	84%	79%	87%	80%	90%	81%	84%	85%	84%
Overall performance of the Louisville Parks and Recreation Department	92%	90%	85%	91%	86%	93%	87%	89%	87%	89%

Table 78: Parks and Recreation Department Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the following areas of the Louisville Parks and Recreation Department: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Current recreation programs for youth	86%	88%	79%	84%	91%	82%	78%	90%	81%	84%	87%	85%
Current recreation programs for adults	76%	76%	70%	78%	81%	73%	66%	80%	71%	74%	85%	77%
Current programs and services for seniors	90%	91%	85%	85%	88%	86%	100%	87%	89%	91%	82%	87%
Recreation fees in Louisville	75%	78%	72%	74%	77%	75%	62%	77%	73%	73%	80%	75%
Overall quality of the Louisville Recreation Center	68%	63%	56%	70%	76%	60%	48%	75%	58%	62%	80%	67%
Overall quality of the Louisville Senior Center	88%	88%	68%	79%	81%	78%	91%	82%	78%	82%	81%	81%
Overall quality of the Coal Creek Golf Course	80%	76%	77%	82%	79%	79%	89%	80%	80%	80%	80%	80%
Maintenance and cleanliness of the Louisville Recreation Center	81%	88%	78%	84%	85%	82%	82%	84%	83%	82%	87%	83%
Adequacy of parks, bike paths, playing fields and playgrounds	92%	92%	92%	90%	92%	92%	85%	92%	92%	92%	89%	91%
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas, etc.)	95%	89%	91%	86%	91%	90%	92%	90%	92%	92%	87%	90%
Maintenance of open space	94%	87%	89%	80%	86%	88%	93%	85%	91%	90%	79%	87%
Maintenance of the trail system	95%	93%	95%	83%	89%	91%	97%	88%	94%	93%	82%	90%
Maintenance of medians and street landscaping	87%	85%	90%	79%	82%	87%	82%	81%	88%	86%	79%	84%
Overall performance of the Louisville Parks and Recreation Department	91%	88%	93%	86%	87%	91%	92%	86%	93%	90%	85%	89%

Table 79: Library and Museum Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Louisville Public Library programs (e.g., story time, One Book program, etc.)	96%	98%	98%	98%	97%	98%	97%	98%	98%	98%
Services at the Louisville Public Library (e.g., reference desk check out, etc.)	96%	98%	97%	98%	97%	95%	98%	99%	94%	98%
Internet and computer services at the Louisville Public Library	85%	93%	95%	95%	89%	90%	93%	94%	86%	92%
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	89%	93%	94%	96%	89%	95%	92%	93%	91%	93%
Louisville Public Library materials and collections	80%	86%	84%	86%	82%	85%	84%	85%	83%	85%
Louisville Public Library building	94%	99%	97%	98%	97%	99%	97%	98%	97%	97%
Overall performance of the Louisville Public Library	94%	97%	97%	97%	96%	98%	96%	97%	95%	96%
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters)	86%	89%	92%	91%	88%	92%	88%	91%	85%	90%
Louisville Historical Museum campus	85%	91%	86%	92%	84%	91%	87%	89%	84%	88%
Overall performance of the Louisville Historical Museum	86%	89%	90%	92%	86%	91%	88%	90%	85%	89%

Table 8o: Library and Museum Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Louisville Public Library programs (e.g., story time, One Book program, etc.)	97%	97%	99%	98%	98%	97%	100%	98%	97%	97%	98%	98%
Services at the Louisville Public Library (e.g., reference desk check out, etc.)	99%	99%	96%	96%	96%	99%	100%	97%	99%	97%	98%	98%
Internet and computer services at the Louisville Public Library	93%	95%	92%	91%	91%	93%	100%	92%	93%	91%	95%	92%
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	92%	97%	88%	92%	93%	93%	92%	93%	92%	92%	94%	93%
Louisville Public Library materials and collections	84%	92%	77%	83%	82%	87%	78%	84%	85%	85%	84%	85%
Louisville Public Library building	97%	99%	98%	97%	97%	98%	100%	97%	98%	97%	97%	97%
Overall performance of the Louisville Public Library	95%	99%	93%	97%	97%	96%	100%	97%	96%	96%	97%	96%
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters)	93%	80%	93%	91%	92%	89%	77%	91%	88%	89%	93%	90%
Louisville Historical Museum campus	93%	83%	91%	87%	87%	89%	90%	87%	90%	89%	86%	88%
Overall performance of the Louisville Historical Museum	91%	84%	87%	90%	90%	89%	79%	90%	88%	89%	88%	89%

Table 81: Public Works Department Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Street maintenance in your neighborhood	67%	61%	68%	65%	63%	64%	64%	63%	67%	64%
Street maintenance in Louisville	69%	68%	73%	70%	69%	74%	68%	69%	72%	70%
Street sweeping	80%	66%	71%	72%	69%	82%	67%	69%	76%	71%
Snow removal/street sanding	50%	48%	54%	52%	48%	54%	49%	51%	50%	50%
Street lighting, signage and street markings	81%	83%	82%	86%	79%	85%	82%	83%	82%	82%
Waste water (sewage system)	91%	94%	91%	92%	94%	93%	92%	94%	87%	92%
Storm drainage (flooding management)	97%	88%	85%	86%	91%	89%	89%	90%	86%	89%
Bike lanes on Louisville streets	74%	70%	70%	70%	72%	74%	70%	72%	68%	71%
Access on sidewalks/crosswalks for disabled persons	80%	85%	79%	78%	85%	84%	80%	82%	81%	82%
Quality of Louisville water	93%	89%	92%	91%	91%	91%	91%	91%	89%	91%
Overall performance of Louisville Public Works Department	93%	86%	87%	91%	85%	94%	85%	87%	90%	88%

Table 82: Public Works Department Ratings by Respondent Characteristics

Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Street maintenance in your neighborhood	70%	64%	67%	58%	68%	60%	64%	66%	61%	64%	66%	64%
Street maintenance in Louisville	75%	74%	74%	62%	71%	68%	71%	69%	70%	69%	70%	70%
Street sweeping	80%	74%	64%	63%	72%	70%	68%	71%	70%	71%	70%	71%
Snow removal/street sanding	47%	60%	55%	48%	50%	52%	46%	51%	50%	50%	52%	50%
Street lighting, signage and street markings	83%	83%	83%	81%	81%	84%	86%	82%	83%	83%	82%	82%
Waste water (sewage system)	96%	91%	96%	89%	92%	93%	94%	92%	94%	93%	93%	92%
Storm drainage (flooding management)	93%	91%	88%	85%	88%	90%	94%	88%	91%	90%	85%	89%
Bike lanes on Louisville streets	75%	64%	68%	71%	70%	74%	62%	70%	73%	72%	68%	71%
Access on sidewalks/crosswalks for disabled persons	86%	73%	81%	81%	84%	79%	82%	81%	82%	83%	77%	82%
Quality of Louisville water	89%	85%	91%	94%	89%	92%	90%	91%	91%	90%	92%	91%
Overall performance of Louisville Public Works Department	94%	81%	88%	85%	89%	87%	92%	88%	89%	89%	86%	88%

Table 83: Overall Services Rating by Respondent Characteristics

Overall, how would you rate the quality of services provided by the City of Louisville? (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Overall, how do you rate the quality of services provided by the City of Louisville?	98%	93%	91%	95%	92%	97%	92%	93%	93%	93%

Table 84: Overall Services Rating by Respondent Characteristics

Overall, how would you rate the quality of services provided by the City of Louisville? (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Overall, how do you rate the quality of services provided by the City of Louisville?	97%	90%	95%	91%	92%	95%	95%	92%	95%	94%	90%	93%

Table 85: Louisville Employee Ratings by Respondent Characteristics

If you have had any email, in-person or phone contact with a City of Louisville employee in the last 12 months, what was your impression of the employee in your most recent contact? (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Knowledge	82%	90%	89%	87%	90%	88%	89%	89%	86%	89%
Responsiveness/promptness	80%	82%	85%	84%	82%	89%	81%	83%	85%	83%
Availability	84%	84%	84%	86%	83%	92%	82%	83%	90%	84%
Courtesy	84%	91%	92%	93%	87%	90%	90%	90%	88%	90%
Overall impression	80%	85%	87%	86%	85%	89%	84%	85%	85%	85%

Table 86: Louisville Employee Ratings by Respondent Characteristics

If you have had any email, in-person or phone contact with a City of Louisville employee in the last 12 months, what was your impression of the employee in your most recent contact? (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Knowledge	90%	85%	89%	89%	90%	85%	100%	91%	85%	88%	91%	89%
Responsiveness/promptness	83%	81%	85%	83%	87%	80%	74%	86%	80%	81%	89%	83%
Availability	89%	77%	86%	84%	88%	81%	75%	88%	80%	83%	87%	84%
Courtesy	90%	91%	92%	89%	92%	87%	96%	91%	88%	88%	96%	90%
Overall impression	84%	87%	88%	84%	89%	81%	92%	88%	83%	83%	92%	85%

Table 87: Participation Ratings by Respondent Characteristics

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Louisville? (Percent rating positively e.g., at least once or twice)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Played golf at the Coal Creek Golf Course	28%	15%	16%	16%	21%	18%	18%	18%	20%	18%
Used the Louisville Public Library or its services	63%	86%	78%	80%	76%	76%	79%	78%	78%	78%
Used the Louisville Recreation Center	63%	80%	73%	75%	73%	62%	78%	80%	57%	74%
Used Memory Square Pool	15%	50%	22%	33%	34%	15%	39%	40%	11%	33%
Visited the Louisville Historical Museum	25%	27%	35%	27%	31%	29%	29%	29%	27%	29%
Attended the Downtown Louisville Street Faire (9 nights in 2015)	77%	82%	71%	74%	81%	73%	79%	80%	69%	78%
Attended an event, show or activity at the Arts Center	29%	34%	46%	38%	35%	29%	40%	39%	29%	37%
Attended another event downtown (Art Walk, Taste of Lsvl, parade, Winter Skate)	73%	86%	77%	83%	78%	72%	83%	83%	74%	80%

Table 88: Participation Ratings by Respondent Characteristics

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Louisville? (Percent rating positively e.g., at least once or twice)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Played golf at the Coal Creek Golf Course	18%	16%	23%	19%	19%	20%	11%	18%	19%	19%	18%	18%
Used the Louisville Public Library or its services	73%	83%	92%	77%	71%	85%	95%	70%	91%	79%	77%	78%
Used the Louisville Recreation Center	69%	74%	89%	75%	63%	85%	91%	63%	91%	74%	73%	74%
Used Memory Square Pool	23%	45%	53%	32%	13%	52%	72%	14%	60%	37%	22%	33%
Visited the Louisville Historical Museum	22%	32%	32%	32%	29%	30%	25%	29%	29%	27%	34%	29%
Attended the Downtown Louisville Street Faire (9 nights in 2015)	74%	78%	88%	77%	74%	83%	83%	74%	82%	81%	68%	78%
Attended an event, show or activity at the Arts Center	26%	29%	50%	47%	36%	38%	29%	36%	37%	33%	48%	37%
Attended another event downtown (Art Walk, Taste of Lsvl, parade, Winter Skate)	77%	80%	94%	80%	74%	88%	90%	74%	90%	82%	75%	80%

Table 89: Funding Priority Ratings by Respondent Characteristics

Beyond basic City services (police, water, sewer, etc.), the City has limited resources and must make hard decisions about funding priorities. Indicate how important to you each of the following areas are as the City considers residents' current and future needs. (Percent rating positively e.g., essential/very important)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Maintaining, repairing, and paving streets	83%	86%	95%	88%	88%	86%	89%	88%	90%	88%
Encouraging sustainability (in buildings, energy and water use, recycling, etc.) for both residential and commercial properties	63%	67%	69%	73%	60%	78%	62%	62%	79%	66%
Creating an indoor community gathering space (arts center, community center, etc.)	28%	27%	32%	28%	29%	30%	28%	28%	31%	29%
Creating an outdoor community gathering space (amphitheater, commons, etc.)	49%	34%	30%	36%	37%	49%	32%	35%	42%	36%
Providing additional recreation facilities and amenities	41%	56%	46%	54%	45%	41%	52%	53%	40%	49%
Expanding Internet/broadband options	52%	48%	39%	43%	49%	53%	44%	45%	50%	46%
Using incentives to create business and employment opportunities	58%	58%	58%	58%	57%	58%	58%	59%	55%	58%
Maintaining the City's appearance/attractiveness	73%	78%	85%	75%	81%	71%	81%	81%	71%	79%
Providing additional parking in Downtown Louisville	45%	41%	66%	50%	49%	50%	50%	48%	53%	50%
Providing financial incentives for the redevelopment of the vacant former Sam's Club property	45%	45%	49%	47%	45%	45%	46%	47%	42%	46%
Increasing the amount of open space maintenance	36%	33%	41%	35%	36%	45%	32%	35%	38%	36%
Increasing the amount of parks maintenance	23%	28%	35%	28%	29%	36%	26%	28%	30%	29%
Providing new outdoor multi-purpose turf fields (soccer, football, etc.)	20%	24%	18%	19%	23%	22%	21%	22%	19%	21%
Expanding the Louisville Historical Museum	12%	9%	16%	11%	12%	17%	9%	10%	17%	12%
Subsidizing affordable housing	53%	34%	42%	47%	35%	69%	30%	31%	68%	41%

Table 90: Funding Priority Ratings by Respondent Characteristics

Beyond basic City services (police, water, sewer, etc.), the City has limited resources and must make hard decisions about funding priorities. Indicate how important to you each of the following areas are as the City considers residents' current and future needs. (Percent rating positively e.g., essential/very important)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Maintaining, repairing, and paving streets	84%	94%	89%	88%	91%	85%	83%	91%	83%	86%	95%	88%
Encouraging sustainability (in buildings, energy and water use, recycling, etc.) for both residential and commercial properties	76%	67%	61%	58%	68%	65%	55%	65%	68%	67%	66%	66%
Creating an indoor community gathering space (arts center, community center, etc.)	30%	26%	34%	27%	27%	31%	28%	28%	30%	28%	30%	29%
Creating an outdoor community gathering space (amphitheater, commons, etc.)	46%	39%	35%	26%	36%	36%	46%	35%	38%	39%	30%	36%
Providing additional recreation facilities and amenities	49%	48%	55%	49%	43%	55%	67%	42%	60%	52%	43%	49%
Expanding Internet/broadband options	51%	44%	39%	43%	45%	47%	39%	45%	47%	49%	35%	46%
Using incentives to create business and employment opportunities	57%	56%	60%	59%	57%	58%	56%	57%	59%	59%	54%	58%
Maintaining the City's appearance/attractiveness	82%	75%	84%	76%	79%	79%	75%	78%	79%	78%	81%	79%
Providing additional parking in Downtown Louisville	44%	44%	37%	61%	56%	44%	40%	58%	37%	44%	67%	50%
Providing financial incentives for the redevelopment of the vacant former Sam's Club property	41%	49%	48%	49%	48%	44%	43%	47%	45%	46%	46%	46%
Increasing the amount of open space maintenance	38%	40%	26%	34%	39%	33%	25%	40%	30%	35%	39%	36%
Increasing the amount of parks maintenance	32%	27%	16%	30%	32%	24%	33%	32%	24%	28%	32%	29%
Providing new outdoor multi-purpose turf fields (soccer, football, etc.)	26%	17%	14%	21%	16%	25%	37%	16%	29%	23%	17%	21%
Expanding the Louisville Historical Museum	12%	9%	11%	13%	14%	9%	7%	13%	10%	10%	16%	12%
Subsidizing affordable housing	49%	41%	31%	35%	49%	33%	28%	47%	32%	41%	40%	41%

Table 91: Support for Changing Trash Service by Respondent Characteristics

(Percent rating positively e.g., strongly support/somewhat support)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Currently, the City's trash service (through Western Disposal) provides once per week trash pickup and compost and recycling pickup every two weeks. To what extent would you support or oppose changing the service to once per week compost pickup and trash	24%	27%	28%	31%	22%	36%	23%	25%	35%	26%

Table 92: Support for Changing Trash Service by Respondent Characteristics

(Percent rating positively e.g., strongly support/somewhat support)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Currently, the City's trash service (through Western Disposal) provides once per week trash pickup and compost and recycling pickup every two weeks. To what extent would you support or oppose changing the service to once per week compost pickup and trash	23%	37%	29%	23%	34%	20%	8%	31%	20%	26%	26%	26%

Table 93: Support for Historic Preservation Tax Options by Respondent Characteristics

The City of Louisville currently has a Historic Preservation Tax, which is a dedicated sales tax (0.125 cents on every dollar spent). Revenue from this tax is used to help property owners rehabilitate and preserve historic landmarks which contribute to the character of Historic Old Town Louisville. This tax was approved by voters in 2008 and is set to expire in 2018. To what extent would you support or oppose each of the following options to continue the tax? (Percent rating positively e.g., strongly support/somewhat support)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Continue the existing sales tax until 2028	77%	76%	71%	78%	70%	82%	71%	72%	80%	74%
Continue the existing sales tax until 2028 and also dedicate a portion of the tax to help operate the Louisville Historical Museum	69%	66%	68%	71%	62%	77%	63%	64%	76%	67%

Table 94: Support for Historic Preservation Tax Options by Respondent Characteristics

The City of Louisville currently has a Historic Preservation Tax, which is a dedicated sales tax (0.125 cents on every dollar spent). Revenue from this tax is used to help property owners rehabilitate and preserve historic landmarks which contribute to the character of Historic Old Town Louisville. This tax was approved by voters in 2008 and is set to expire in 2018. To what extent would you support or oppose each of the following options to continue the tax? (Percent rating positively e.g., strongly support/somewhat support)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Continue the existing sales tax until 2028	79%	78%	76%	67%	76%	75%	56%	74%	75%	76%	69%	74%
Continue the existing sales tax until 2028 and also dedicate a portion of the tax to help operate the Louisville Historical Museum	70%	70%	63%	64%	70%	67%	41%	68%	66%	67%	67%	67%

Table 95: Support for Housing Options for Former Sam's Club Area by Respondent Characteristics

Most of the land zoned for residential uses in Louisville has been built out. In the former Sam's Club shopping area residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing? (Percent rating positively e.g., strongly support/somewhat support)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Multifamily housing (apartments, condos, townhomes)	71%	49%	45%	55%	51%	74%	45%	46%	72%	53%
Subsidized housing (apartments, condos, townhomes)	61%	43%	43%	53%	42%	74%	37%	39%	69%	47%
Senior housing (apartments, condos, townhomes)	52%	58%	69%	66%	53%	64%	58%	57%	69%	60%

Table 96: Support for Housing Options for Former Sam's Club Area by Respondent Characteristics

Most of the land zoned for residential uses in Louisville has been built out. In the former Sam's Club shopping area residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing? (Percent rating positively e.g., strongly support/somewhat support)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Multifamily housing (apartments, condos, townhomes)	69%	46%	47%	42%	59%	47%	38%	56%	48%	54%	47%	53%
Subsidized housing (apartments, condos, townhomes)	58%	46%	41%	38%	54%	42%	26%	51%	41%	49%	42%	47%
Senior housing (apartments, condos, townhomes)	68%	51%	53%	58%	66%	54%	51%	63%	55%	57%	67%	60%

Table 97: Support for Housing Options for US36/McCaslin Area by Respondent Characteristics

In the area near the US36/McCaslin transit/bus station residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing? (Percent rating positively e.g., strongly support/somewhat support)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Multifamily housing (apartments, condos, townhomes)	73%	53%	45%	56%	54%	73%	49%	50%	72%	55%
Subsidized housing (apartments, condos, townhomes)	68%	48%	44%	57%	46%	75%	43%	45%	69%	51%
Senior housing (apartments, condos, townhomes)	51%	60%	62%	64%	53%	63%	57%	56%	65%	58%

Table 98: Support for Housing Options for US36/McCaslin Area by Respondent Characteristics

In the area near the US36/McCaslin transit/bus station residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing? (Percent rating positively e.g., strongly support/somewhat support)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Multifamily housing (apartments, condos, townhomes)	71%	54%	45%	44%	58%	54%	39%	56%	54%	58%	47%	55%
Subsidized housing (apartments, condos, townhomes)	62%	51%	47%	42%	54%	51%	34%	53%	49%	54%	43%	51%
Senior housing (apartments, condos, townhomes)	67%	53%	54%	54%	62%	56%	49%	60%	57%	58%	61%	58%

Table 99: Use of Information Sources by Respondent Characteristics

Please select how often you use each of the following sources to gain information about the City of Louisville. (Percent rating positively e.g., at least sometimes)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	11%	17%	34%	19%	22%	13%	24%	23%	13%	21%
Community Update (City Newsletter)	80%	92%	93%	91%	88%	78%	93%	93%	78%	89%
The Daily Camera/Hometown Weekly	66%	78%	80%	76%	76%	69%	78%	79%	67%	76%
The City of Louisville Web site (www.louisvilleco.gov)	70%	86%	67%	74%	79%	59%	83%	83%	58%	76%
City's email notices (eNotification)	13%	33%	30%	31%	24%	15%	32%	33%	12%	27%
Utility bill inserts	46%	78%	79%	70%	73%	40%	83%	85%	31%	71%
Word of mouth	82%	89%	85%	89%	83%	84%	87%	89%	79%	86%

Table 100: Use of Information Sources by Respondent Characteristics

Please select how often you use each of the following sources to gain information about the City of Louisville. (Percent rating positively e.g., at least sometimes)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	7%	16%	29%	34%	25%	17%	14%	24%	16%	17%	33%	21%
Community Update (City Newsletter)	81%	93%	94%	94%	87%	90%	94%	88%	91%	88%	93%	89%
The Daily Camera/Hometown Weekly	68%	84%	78%	79%	74%	77%	82%	73%	80%	75%	79%	76%
The City of Louisville Web site (www.louisvilleco.gov)	73%	82%	86%	74%	68%	84%	84%	70%	86%	80%	64%	76%
City's email notices (eNotification)	23%	28%	37%	28%	25%	31%	25%	25%	31%	27%	27%	27%
Utility bill inserts	51%	82%	84%	82%	62%	81%	82%	64%	82%	69%	78%	71%
Word of mouth	83%	91%	90%	86%	82%	91%	88%	82%	92%	88%	82%	86%

Table 101: Information Source Ratings by Respondent Characteristics

Indicate the quality and reliability of the information from that source. (Percent rating positively e.g., excellent/good)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	75%	68%	73%	71%	70%	79%	69%	68%	84%	71%
Community Update (City Newsletter)	81%	91%	87%	88%	87%	87%	87%	89%	82%	87%
The Daily Camera/Hometown Weekly	72%	66%	74%	77%	62%	80%	67%	69%	72%	70%
The City of Louisville Web site (www.louisvilleco.gov)	81%	78%	85%	86%	74%	92%	77%	80%	81%	80%
City's email notices (eNotification)	81%	86%	81%	85%	82%	82%	84%	85%	77%	84%
Utility bill inserts	65%	75%	83%	81%	71%	71%	77%	79%	51%	76%
Word of mouth	59%	47%	51%	58%	42%	53%	49%	52%	46%	50%

Table 102: Information Source Ratings by Respondent Characteristics

Indicate the quality and reliability of the information from that source. (Percent rating positively e.g., excellent/good)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	89%	58%	72%	70%	74%	68%	60%	72%	69%	70%	73%	71%
Community Update (City Newsletter)	88%	88%	90%	86%	88%	87%	79%	87%	87%	89%	83%	87%
The Daily Camera/Hometown Weekly	73%	67%	71%	68%	72%	69%	54%	71%	67%	70%	68%	70%
The City of Louisville Web site (www.louisvilleco.gov)	83%	80%	75%	80%	82%	80%	74%	82%	78%	81%	80%	80%
City's email notices (eNotification)	88%	80%	89%	80%	84%	84%	88%	83%	85%	84%	83%	84%
Utility bill inserts	67%	80%	75%	81%	78%	76%	68%	75%	77%	75%	79%	76%
Word of mouth	53%	55%	44%	47%	51%	50%	51%	49%	52%	50%	51%	50%

Table 103: Likelihood of Social Media Use by Respondent Characteristics

(Percent rating positively e.g., very likely/somewhat likely)	Age			Gender		Rent or own		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	Rent	Own	Detached	Attached	
How likely, if at all, would you be to look for official City information on social media websites (e.g., Facebook, Twitter, Instagram, etc.) if the City were to increase its presence or activity?	67%	48%	26%	50%	42%	52%	43%	44%	49%	46%

Table 104: Likelihood of Social Media Use by Respondent Characteristics

(Percent rating positively e.g., very likely/somewhat likely)	Length of residency				Number of household members			Presence of children		Presence of older adults		Overall
	Five years or less	6 to 10 years	11 to 15 years	More than 15 years	1-2	3-4	5 or more	No	Yes	No	Yes	
How likely, if at all, would you be to look for official City information on social media websites (e.g., Facebook, Twitter, Instagram, etc.) if the City were to increase its presence or activity?	59%	47%	45%	31%	39%	56%	26%	41%	52%	53%	23%	46%

Geographic Area of Residence Comparisons

Table 105: Aspects of Quality of Life by Respondent Geographic Area

Please circle the number that comes closest to your opinion about the quality of life in Louisville: (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
How do you rate Louisville as a place to live?	96%	99%	99%	98%
How do you rate Louisville as a place to raise children?	96%	100%	98%	98%
How do you rate Louisville as a place to retire?	78%	81%	77%	79%
How do you rate Louisville as a place to work?	74%	77%	77%	76%
How do you rate the overall quality of life in Louisville?	96%	99%	96%	97%

Table 106: Select Community Characteristics by Respondent Geographic Area

Please rate Louisville as a community on each of the items listed below: (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Sense of community	84%	92%	86%	87%
Openness and acceptance of the community towards people of diverse backgrounds	71%	73%	68%	70%
Overall appearance of Louisville	90%	89%	91%	90%
Opportunities to attend cultural activities	67%	65%	70%	68%
Shopping opportunities	57%	56%	60%	58%
Opportunities to participate in special events and community activities	86%	87%	88%	87%
Opportunities to participate in community matters	82%	85%	84%	84%
Recreational opportunities	82%	86%	86%	84%
Employment opportunities	38%	41%	44%	41%
Variety of housing options	44%	42%	39%	42%
Availability of affordable quality housing	22%	13%	15%	17%
Ease of car travel in Louisville	74%	89%	88%	82%
Ease of bus travel in Louisville	62%	60%	56%	60%
Ease of bicycle travel in Louisville	85%	94%	92%	89%
Ease of walking in Louisville	87%	95%	92%	91%
Traffic flow on major streets	64%	73%	71%	69%
Quality of overall natural environment in Louisville	88%	92%	91%	90%
Overall image or reputation of Louisville	94%	97%	98%	96%

Table 107: Safety Ratings by Respondent Geographic Area

Please rate how safe you feel: (Percent rating positively e.g., very safe/somewhat safe)	Area			Overall
	Ward 1	Ward 2	Ward 3	
From violent crime (e.g., rape, assault, robbery)	98%	97%	97%	97%
From property crimes (e.g., burglary, theft)	86%	87%	91%	88%
In your neighborhood during the day	98%	98%	97%	98%
In your neighborhood after dark	94%	92%	95%	94%
In Louisville's downtown area during the day	99%	99%	99%	99%
In Louisville's downtown area after dark	93%	91%	95%	93%
In Louisville's parks during the day	98%	98%	98%	98%
In Louisville's parks after dark	82%	82%	87%	83%

Table 108: Government Performance Ratings by Respondent Geographic Area

Please circle the number that comes closest to your opinion about the performance of the following areas of the City of Louisville Administration: (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
City response to citizen complaints or concerns	63%	69%	72%	67%
Information about City Council, Planning Commission and other official City meetings	81%	75%	84%	80%
Information about City plans and programs	73%	74%	78%	75%
Availability of City Employees	74%	74%	76%	75%
Programming on Louisville cable TV, municipal channel 8	56%	64%	51%	57%
Louisville Web site (www.louisvilleco.gov)	79%	77%	77%	78%
Overall performance of Louisville City government	77%	78%	81%	78%

Table 109: Police Department Ratings by Respondent Geographic Area

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Police Department: (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Visibility of patrol cars	88%	92%	88%	89%
911 service	94%	93%	92%	93%
Enforcement of traffic regulations	78%	83%	75%	79%
Municipal code enforcement issues (dogs, noise, weeds, etc.)	68%	69%	66%	68%
Overall performance of the Louisville Police Department	88%	92%	92%	90%

Table 110: Planning and Building Department Ratings by Respondent Geographic Area

Please circle the number that comes closest to your opinion about the following areas of Louisville Planning and Building Safety Department: (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
The public input process on City planning issues	67%	74%	74%	71%
Planning review process for new development	56%	67%	67%	63%
Overall performance of the Louisville Planning Department	58%	67%	66%	63%
Building permit process	61%	57%	63%	60%
Building/construction inspection process	69%	58%	65%	65%

Table 111: Parks and Recreation Department Ratings by Respondent Geographic Area

Please circle the number that comes closest to your opinion about the following areas of the Louisville Parks and Recreation Department: (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Current recreation programs for youth	85%	83%	88%	85%
Current recreation programs for adults	75%	80%	75%	77%
Current programs and services for seniors	87%	91%	85%	87%
Recreation fees in Louisville	70%	77%	79%	75%
Overall quality of the Louisville Recreation Center	68%	67%	65%	67%
Overall quality of the Louisville Senior Center	76%	82%	84%	81%
Overall quality of the Coal Creek Golf Course	79%	76%	83%	80%
Maintenance and cleanliness of the Louisville Recreation Center	82%	86%	82%	83%
Adequacy of parks, bike paths, playing fields and playgrounds	90%	93%	92%	91%
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas, etc.)	89%	91%	91%	90%
Maintenance of open space	84%	88%	90%	87%
Maintenance of the trail system	90%	90%	91%	90%
Maintenance of medians and street landscaping	85%	82%	84%	84%
Overall performance of the Louisville Parks and Recreation Department	88%	90%	88%	89%

Table 112: Library and Museum Ratings by Respondent Geographic Area

Please circle the number that comes closest to your opinion about the Louisville Public Library and Historical Museum and their services: (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Louisville Public Library programs (e.g., story time, One Book program, etc.)	96%	98%	99%	98%
Services at the Louisville Public Library (e.g., reference desk check out, etc.)	96%	100%	98%	98%
Internet and computer services at the Louisville Public Library	92%	92%	94%	92%
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	92%	92%	95%	93%
Louisville Public Library materials and collections	85%	82%	86%	85%
Louisville Public Library building	97%	97%	99%	97%
Overall performance of the Louisville Public Library	96%	96%	97%	96%
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters)	86%	89%	95%	90%
Louisville Historical Museum campus	85%	90%	92%	88%
Overall performance of the Louisville Historical Museum	87%	88%	92%	89%

Table 113: Public Works Department Ratings by Respondent Geographic Area

Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville Public Works Department: (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Street maintenance in your neighborhood	63%	64%	66%	64%
Street maintenance in Louisville	71%	68%	69%	70%
Street sweeping	73%	66%	72%	71%
Snow removal/street sanding	44%	51%	58%	50%
Street lighting, signage and street markings	85%	82%	80%	82%
Waste water (sewage system)	94%	90%	93%	92%
Storm drainage (flooding management)	90%	89%	88%	89%
Bike lanes on Louisville streets	69%	76%	69%	71%
Access on sidewalks/crosswalks for disabled persons	78%	87%	81%	82%
Quality of Louisville water	92%	92%	88%	91%
Overall performance of Louisville Public Works Department	88%	84%	91%	88%

Table 114: Overall Services Rating by Respondent Geographic Area

Overall, how would you rate the quality of services provided by the City of Louisville? (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Overall, how do you rate the quality of services provided by the City of Louisville?	93%	93%	94%	93%

Table 115: Louisville Employee Ratings by Respondent Geographic Area

If you have had any email, in-person or phone contact with a City of Louisville employee in the last 12 months, what was your impression of the employee in your most recent contact? (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Knowledge	86%	85%	95%	89%
Responsiveness/promptness	81%	83%	86%	83%
Availability	81%	82%	90%	84%
Courtesy	85%	92%	95%	90%
Overall impression	82%	85%	90%	85%

Table 116: Participation Ratings by Respondent Geographic Area

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Louisville? (Percent rating positively e.g., at least once or twice)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Played golf at the Coal Creek Golf Course	15%	19%	23%	18%
Used the Louisville Public Library or its services	79%	78%	78%	78%
Used the Louisville Recreation Center	69%	84%	73%	74%
Used Memory Square Pool	29%	39%	32%	33%
Visited the Louisville Historical Museum	29%	24%	32%	29%
Attended the Downtown Louisville Street Faire (9 nights in 2015)	74%	79%	81%	78%
Attended an event, show or activity at the Arts Center	38%	35%	37%	37%
Attended another event downtown (Art Walk, Taste of Lsvl, parade, Winter Skate)	79%	79%	83%	80%

Table 117: Funding Priority Ratings by Respondent Geographic Area

Beyond basic City services (police, water, sewer, etc.), the City has limited resources and must make hard decisions about funding priorities. Indicate how important to you each of the following areas are as the City considers residents' current and future needs. (Percent rating positively e.g., essential/very important)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Maintaining, repairing, and paving streets	88%	87%	90%	88%
Encouraging sustainability (in buildings, energy and water use, recycling, etc.) for both residential and commercial properties	69%	61%	68%	66%
Creating an indoor community gathering space (arts center, community center, etc.)	25%	29%	33%	29%
Creating an outdoor community gathering space (amphitheater, commons, etc.)	31%	38%	42%	36%
Providing additional recreation facilities and amenities	45%	54%	52%	49%
Expanding Internet/broadband options	44%	42%	52%	46%
Using incentives to create business and employment opportunities	52%	58%	65%	58%
Maintaining the City's appearance/attractiveness	75%	86%	76%	79%
Providing additional parking in Downtown Louisville	50%	46%	53%	50%
Providing financial incentives for the redevelopment of the vacant former Sam's Club property	39%	48%	53%	46%
Increasing the amount of open space maintenance	38%	32%	36%	36%
Increasing the amount of parks maintenance	31%	26%	28%	29%
Providing new outdoor multi-purpose turf fields (soccer, football, etc.)	18%	21%	25%	21%
Expanding the Louisville Historical Museum	13%	8%	13%	12%
Subsidizing affordable housing	42%	31%	48%	41%

Table 118: Support for Changing Trash Service by Respondent Geographic Area

Currently, the City's trash service (through Western Disposal) provides once per week trash pickup and compost and recycling pickup every two weeks. To what extent would you support or oppose changing the service to once per week compost pickup and trash pickup every two weeks (leaving recycling pickup every two weeks)? (Percent rating positively e.g., strongly support/somewhat support)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Currently, the City's trash service (through Western Disposal) provides once per week trash pickup and compost and recycling pickup every two weeks. To what extent would you support or oppose changing the service to once per week compost pickup and trash	27%	19%	32%	26%

Table 119: Support for Historic Preservation Tax Options by Respondent Geographic Area

The City of Louisville currently has a Historic Preservation Tax, which is a dedicated sales tax (0.125 cents on every dollar spent). Revenue from this tax is used to help property owners rehabilitate and preserve historic landmarks which contribute to the character of Historic Old Town Louisville. This tax was approved by voters in 2008 and is set to expire in 2018. To what extent would you support or oppose each of the following options to continue the tax? (Percent rating positively e.g., strongly support/somewhat support)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Continue the existing sales tax until 2028	70%	74%	79%	74%
Continue the existing sales tax until 2028 and also dedicate a portion of the tax to help operate the Louisville Historical Museum	63%	69%	71%	67%

Table 120: Support for Housing Options for Former Sam's Club Area by Respondent Geographic Area

Most of the land zoned for residential uses in Louisville has been built out. In the former Sam's Club shopping area residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing? (Percent rating positively e.g., strongly support/somewhat support)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Multifamily housing (apartments, condos, townhomes)	49%	53%	57%	53%
Subsidized housing (apartments, condos, townhomes)	46%	44%	50%	47%
Senior housing (apartments, condos, townhomes)	58%	62%	60%	60%

Table 121: Support for Housing Options for US36/McCaslin Area by Respondent Geographic Area

In the area near the US36/McCaslin transit/bus station residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing? (Percent rating positively e.g., strongly support/somewhat support)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Multifamily housing (apartments, condos, townhomes)	52%	55%	59%	55%
Subsidized housing (apartments, condos, townhomes)	46%	52%	57%	51%
Senior housing (apartments, condos, townhomes)	58%	62%	56%	58%

Table 122: Use of Information Sources by Respondent Geographic Area

Please select how often you use each of the following sources to gain information about the City of Louisville. (Percent rating positively e.g., at least sometimes)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	19%	21%	23%	21%
Community Update (City Newsletter)	85%	96%	89%	89%
The Daily Camera/Hometown Weekly	72%	79%	78%	76%
The City of Louisville Web site (www.louisvilleco.gov)	68%	87%	76%	76%
City's email notices (eNotification)	23%	30%	32%	27%
Utility bill inserts	62%	84%	73%	71%
Word of mouth	84%	88%	88%	86%

Table 123: Information Source Ratings by Respondent Geographic Area

Indicate the quality and reliability of the information from that source. (Percent rating positively e.g., excellent/good)	Area			Overall
	Ward 1	Ward 2	Ward 3	
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or online	69%	74%	71%	71%
Community Update (City Newsletter)	87%	88%	87%	87%
The Daily Camera/Hometown Weekly	69%	66%	75%	70%
The City of Louisville Web site (www.louisvilleco.gov)	82%	81%	78%	80%
City's email notices (eNotification)	79%	91%	82%	84%
Utility bill inserts	75%	77%	77%	76%
Word of mouth	50%	49%	53%	50%

Table 124: Likelihood of Social Media Use by Respondent Geographic Area

(Percent rating positively e.g., very likely/somewhat likely)	Area			Overall
	Ward 1	Ward 2	Ward 3	
How likely, if at all, would you be to look for official City information on social media websites (e.g., Facebook, Twitter, Instagram, etc.) if the City were to increase its presence or activity?	45%	48%	44%	46%

Appendix C: Verbatim Responses to Open-ended Survey Questions

All write-in responses are presented below verbatim, meaning spelling and grammar has not been corrected.

Question 11a: List the department the employee you most recently contacted works in:

- 911
- 1st Responders/police.
- Administration.
- Administration.
- animal control I think also a judge in the court.
- Arborist questions (dying big trees).
- Arborist.
- Ardor specialist.
- Bill pay.
- Billing (water/trash).
- Billing for Water & material disposal.
- Billing for Water etc.
- Billing, Rec Center.
- Billing.
- Billing.
- Billing.
- Billing/Water & sewer bill.
- Bldg.
- Building and zoning.
- Building Code dept.
- Building new heater insp.
- Building Permit & Planning.
- Building permit.
- Building permit.
- Building permits.
- Building permits/inspections.
- Building Planning.
- Building safety.
- Building.
- Building.
- Building.
- Building.
- Building/permits.
- Called about Water/sewer bill.
- Can't recall!
- Can't recall.
- city clerk - dog licensing.
- city clerk XXXX.
- city council.
- city council.
- city Forrester.
- City hall Re: birth certification female (XXXX?).
- city Hall reception.
- city Hall.
- city manager.
- city manager.
- city manager.
- city manager.
- city manager/arts admin.
- City manager's office- no follow up was received.
- city of Louisville utilities.
- city to Pay Utility bill.
- Code enforcement- does not enforce dog off leash law.
- Code enforcement Louisville police.
- Code enforcement non-emergency dogs-barking.
- Code enforcement, animal control.
- Code enforcement.
- Code enforcement.
- Code enforcement.
- Code enforcement.
- Code enforcement/Fire dept.
- County clerk- very lazy!
- County courthouse.
- courthouse.
- Dept of Planning & bldg safety.
- Deputy city manager.
- dog catcher.

- No one contacted.
- None lately.
- None.
- None.
- not sure.
- Oh dear- someone on the council I wrote to!
- open space.
- open space.
- open space.
- open space/Parks.
- park & Rec / XXXX.
- park & Recreation dept.
- park reservations.
- Park.
- Parks - open space.
- Parks & open space on Davidson Mesa.
- Parks & open space.
- Parks & Rec dept.
- Parks & Rec.
- Parks & recreation.
- Parks & recreation.
- Parks & recreation.
- Parks about pesticides & herbicides.
- Parks and recreation.
- Parks.
- Parks.
- Parks.
- Parks/open space.
- Parks/open space.
- Parks/Rec.
- Parks/works with trees.
- Pay Water bill.
- Permit Residential remodel.
- Permit, police.
- permit.
- Permit/inspection.
- permits for Building decks.
- permits.
- permits.
- permits.
- permits-for fence.
- Permitting (construction).
- Pet License renewal- not sure depart.
- Photo contest & catalog production.
- Planning & Building safe.
- Planning & Building safety division.
- Planning & Building safety.
- Planning & Building.
- Planning & zoning (Permit).
- Planning dot shed non-compliant for city works.
- Planning office.
- Planning.
- Planning/Building.
- Police - Library - Rec Museum.
- Police dept.
- Police officer.
- police.
- Police/court house.
- Police/Fire.
- Police/senior Center.
- Public Library.
- Public Library.

- Water/Public works.
- Water-accounting.
- XXXX, open space.
- XXXX (Forester).
- XXXX @ Rec Center.
- XXXX in Reception area when paying H2O/trash bill.

Question 19: What sources, other than those listed above, would you or do you use to get information about the City of Louisville?

- "0027" FB : Quality is poor.
- "Oh Oh two seven" Louisville FB page, open space FB page.
- ? unknown.
- 0027 Facebook page.
- 0027 Facebook page.
- 0027 Facebook.
- 80027 Facebook page.
- 80027 feed - Facebook.
- 9 News.
- Auto phone message about parades & arts events.
- Billboards in coffee shops, etc.
- Boulder weekly, yellow scene, Denver post.
- Bulletin Board Louisville library.
- Bulletin Boards in cafes and stores.
- Call city hall.
- Call city.
- Call the department I need.
- Calling on phone.
- Certainly not the daily comers.
- Channel 9 news.
- Cheilitis magazines, Sr. services.
- Citizens Action Committee.
- City employees.
- City offices.
- Colorado public radio.
- Come to city offices and converse with staff.
- Council members.
- County & Cdot websites.
- Crime updates.
- Denver post.
- Denver post.
- Denver post.
- Don't know of any.
- Don't know.
- Driving around/neighbors.
- Email notification thru Nextdoor Neighbor.com.
- Email to HOA's & let them distribute to homeowners. Better communications with fire department- street closures, etc..
- Emails would be good.
- Facebook - Oh Oh group.
- Facebook - Oh Oh two seven.
- Facebook "80027" group.
- Facebook -"Oh Oh 27 site".
- Facebook "Oh Oh 27" Group.
- Facebook (80027).
- Facebook 0027 group.
- Facebook 80027 page.
- Facebook 80027 page.
- Facebook group "80027" fair quality & reliability.
- Facebook group- The Oh Oh.
- Facebook groups, Denver post, street signage for events.
- Facebook groups.
- Facebook Oh Oh 27 group.
- Facebook- Oh Oh 27.
- Facebook pages.
- Facebook- The 0027.
- Facebook- the Oh Oh 27.
- Facebook Twitter.
- Facebook-"0027".
- Facebook-"Oh-Oh-two-seven."
- Facebook, Instagram.
- Facebook, Next Door.
- Facebook.
- Facebook/0027 website.
- Facebook/social media.
- FB - 80027 page.

- Oh on two seven Facebook group.
- On the Oh Oh 27 facebook group.
- Other business owners.
- Outdoor signage.
- Phone call to City Hall.
- Phone call.
- Phone, paper & newsletters & word of mouth.
- Posters around town.
- Postings at Rec Center.
- Postings downtown along Main St. & in the library.
- Postings in the library.
- Rec Center Boards.
- Rec center catalog.
- Rec Center catalogue.
- Rec Center, library.
- Recreation Center brochure & Facebook.
- Recreation Center.
- RSS feed - Advertised on website.
- Sandwich board notices along the streets.
- Schools, local businesses.
- Search web.
- Shop owners.
- Signs and the monitors at the Rec Center.
- Signs around town (e.g. farmers mkt, summer concerts, etc).
- Signs on streets/corners.
- Signs on the street.
- Signs posted along open space/trails.
- Signs posted at rec center.
- Signs posted on properties (notices, etc).
- Signs posted on the roadside about community meetings.
- Social media (Oh-Oh Two-Seven FB page; Twitter).
- Social media i.e. Facebook.
- Social media, postings downtown.
- Social media.
- Social media.
- Some business owners.
- Staff.
- Street notices.
- Street signs/flags; library.
- Television.
- Text message, facebook.
- Texts.
- That's plenty any more would be overwhelming.
- The 0027 Facebook page.
- The community weekly & Denver post.
- The corner signs promoting city meetings- well done! Notices E library effective, too.
- The Denver post (sometimes) prints/delivers info about Louisville.
- The Facebook group "Oh Oh two seven".
- The library is the primary place I go. And also the playgrounds. Due to family circumstances I don't follow info mailed out. Was disappointed when my mom moved here no affordable housing for seniors available.
- The mail.
- The planning meeting signs postal on corners.
- The Recreation Center catalog.
- TV & Radio news.
- TV or newsletter.
- Twitter, Facebook, website.
- Twitter.
- Unknown.
- Vic's.
- Visits to downtown M.
- Walking around town.
- Website 80027, Linkedin (for professionals), digital billboard that blends into the landscape (not obnoxious)- can be programmed remotely to change info often.
- Would use social media.
- Yellow pages or community guide & business directory.
- Zhexs[?].

Question 21: Comments:

- "Blast" type info on city services e.g.
- #1 source today.
- (1) A parking solution that actually allows residents to park at their own homes is

essential in the downtown business area. Some do not have alley access parking or driveways that can be parked in without blocking the sidewalk. i.e. Permit parking.(2) Trash pickup every other week in nonsense. Some don't compost everything.

- (1) Need extra room for seniors. (a)Rec center. (2) Need to relocate prairie dogs/rabbits north of wells range. (3) Need stop light. (a)Pine and via Rapid.
- 0027 Facebook is great!
- 1. Re: Rec Center overcrowding- Superior residents should pay non-resident fees. 2. Re: Sam's Club development - Commercial use for youth activity center.
- 3-4 yrs ago, I would have listed everything as excellent, instead of small charming town, with additional housing projects it is becoming overcrowded & city not prepared for what they created, roads are congested, not enough schools or water [?] hospital downtown too busy.
- Add more time to the left arrow at South Boulder Road and McCaslin Blvd.
- Already do.
- Always go to website! Social media doesn't seem as reliable & current.
- Am 91, crippled, very hard of hearing. Use the Lafayette library regularly.
- Any future construction should only be allowed on previously built up land. Leave the fields, farms, and open spaces as they are.
- As long as it is accurate!
- Bumping the sidewalks out was a bad idea. Tearing out the wild sweet peas was appalling.
- Can you post on snap chat and there are too many loose dogs.
- Charging for 911 service (fire/rescue) is outrageous!! No snow removal on side streets is embarrassing.
- City Council makes bad decisions on spending, expenses, property purchase.
- City starting to get too crowded/ no more apartments or multi-family housing-

concerned about impact on school class size.

- Code enforcement needs to enforce dog off leash law between 7am-8am & 6pm-7pm & weekends.
- Concerned about the residential development increases which I do not support.
- Development of residential (especially Hi-Density) is ruining Louisville. It is losing its unique character and becoming like all other generic towns.
- Do not have a computer.
- Do not subsidize a Sam's Club redev. Require upgrade of Albertsons to 2010, or do not renew their exclusive license.
- Do not use social media websites.
- Do you/we want that information made public to everyone? Will you be inundated with non-residents?
- Don't ever use social media.
- Don't expose my privacy to social media!
- Don't have cable or a web-site.
- Don't have computer.
- Don't use a blog or allow comments!
- Don't use social media.
- Don't use social media.
- Don't use those social media sites.
- Don't.
- Email (or paper) is best. It reaches a wider audience. I do not support social media.
- Emergency information- i.e. blizzard, flooding, crime.
- Enforce your dog off leash law!
- Enough with building homes & apartments! There is going to be so much traffic & congestion at S. Boulder Rd & 95th in the very near future!
- Facebook (preferred).
- Facebook- already use street fair posts.
- Facebook especially.
- Facebook might be useful, but not the others particularly. E.g. etc. Whatever that might mean.
- Facebook- not twitter or instagram.
- Facebook or Instagram only.
- Facebook would be most useful for me.

- Facebook!
- FB is becoming a news source.
- FB.
- Following on Facebook would give me info and updates.
- For community events like movie night in park, etc. A community calendar would be great.
- For multi family living, - I would want a safe place for children to play-
- Forget Sam's Club site. Focus on crap along S. Boulder Rd: Parco & Crummy Apartments; Rundown vacant stores @ Hwy 42!!
- General. When contractors are hired by the city please supervise their work- there has been damage done to private property by them. No response from contractors.
- Have only lived here a couple of months.
- I am disabled so can't take part of a lot that Louisville has to offer. Too much multifamily housing.
- I do not currently use social media. Facebook might be a good idea, though, since that would be available to the public.
- I don't do social media.
- I don't like to have to go to multiple sites to find information using social media has to be well thought out so those that don't use it can still find the same info elsewhere.
- I don't participate with social media, but I am not opposed.
- I don't use any of those social media sites.
- I don't use social media in this way. I like traditional media.
- I don't use social media.
- I don't use these social media outlets, by choice.
- I don't use these websites.
- I don't use-or want to have to use-social media.
- I grew up in Louisville until I went to college, then moved back last September. In total, have lived 19 years in Louisville .
- I have none of the above and never want to get them.
- I live in Balfour Retirement Community so somewhat isolated from "real" world.
- I loathe social media. Just keep the website up to date!
- I look living in Louisville & would like to stay as I age, but it's hard to downsize my house & stay in Louisville. Need smaller, net zero housing.
- I love living in Louisville! It's better than Boulder!
- I really wish the city would stop building high density housing and ruining what make Louisville a great place!
- I use a water filter so unsure of water quality. I get lost on bike/walk paths & so request street signs when paths (inter section 00) cross a magic street.
- I use Twitter & Instagram & Facebook everyday.
- I used to live in Louisville in my house from 2003-2009 when my children were young & just recently moved back to a townhome town.
- I want more bike trails. The police should ticket people for off leash dogs.
- I would encourage the city to invest in a better outdoor recreational swimming pool.
- I would like to see light reduction policies in neighborhoods- give us back the evening sky & get neighbors to use motion detectors not garage lights.
- I would love to see a small dog area at a dog park!
- I would love to see the weight room at the Rec Center gym set a face lift/expansion.
- I would recommend Facebook.
- I wouldn't look for info on SM. But if it pops up u would notice it.
- If I'm wondering about an issue I will check the city's website but I suppose news alerts/announcements would be good. Twitter.
- If Louisville's demographic becomes "younger", then social media makes sense, it's likely we'll be getting some google employees living in Louisville, so we should be using social media.
- If something big is happening.
- I'm not sure where the police officer/cars hang out... McCaslin and South Boulder

- road have a lot of speeders... seems like a good way to make money!
- Jay Keany has been very helpful with postings on the local Facebook pages.
 - Keep city business professional. Social media is not professional. Police & fire services are top notch in our town, keep it up!!
 - Lafayette is a model to follow on this. I've found their updates to be useful.
 - Less money on trails and parks, more on open space -we passed box primarily for open space. Limit scrapes through ordinance.
 - Louisville is a great place to live. Lack of ranch style single family housing (Not patio homes) is a problem.
 - Louisville is becoming too crowded. Stop allowing development. Louisville is losing in character stop allowing scrape offs.
 - Louisville is close to a perfect town. Now if I could afford to buy a house here.
 - Louisville is not very diverse bk it is too expensive to live here. Downfall- the cost to live here.
 - Louisville is quickly becoming homogenized and is losing it's soul with all the building and the type of people it attracts.
 - Louisville is very wonderful city to live and everything is close by. I enjoy rec center the most.
 - Louisville leaders need to know: Don't block the mountains, don't overcrowd the city, give us open spaces!
 - Louisville, co. Great place to live years ago but a circus now.
 - Love the senior center.
 - Love to see the Rec Center have better hours (later access).
 - Managing issues related to Louisville's growth/demographic shift are important to keeping Louisville a high desirable place to love.
 - Might bring our community even closer.
 - More adult recreation options for team sports would be nice (soccer, basketball, ultimate frisbee).
 - More info in my Facebook feed please.
 - More summer camp at Rec Center-availability!!! Expand swim area-lazy river-children's are (Lafayette much better).
 - Most likely Facebook.
 - Moved to Louisville in 1993 from Boulder. We love it here!
 - Mr. Muckle needs to keep the sidewalks in front of his personal property cleared of unsightly overgrowth of weeds etc.
 - Need a youth center for teenagers. Too many lawns out of control, or filled w/ junk.
 - Never use social media.
 - Never.
 - New website is a big disappointment. Especially Planning Dept.
 - No computer! And no interest in getting one.
 - No more residential building. Traffics in S. Bldr is terrible. Many shops & have to go to Bldr or Lafay. for goods & services gently better biz in Lville.
 - Non-compostable trash could get very stinky over 2 wks ex(baby diapers) and we do have babies that use disposable.
 - None- To much social media. We did not choose website for social media.
 - None.
 - Not big into social media in general (caveat).
 - Not on social media due to privacy concerns.
 - On facebook especially.
 - Once or twice a year.
 - Other family members may use Facebook. Not twitter or instagram.
 - Overall this city is awesome, but I have concern about how the influx of new families to Louisville, Boulder, Lafayette & Erie will impact our quality of life, traffic etc. Lets work together to make smart decisions for the future.
 - Please add a small dog park/enclosure for safety of small dogs. Please enforce leash law especially on bike paths and parks. Leash law on bike paths, in parks & every

where need to be enforced. It is dangerous to have all the loose dogs. TY

- Please consider demolishing the old Sam's Club property and putting in park space, etc. or a public outdoor pool!!
- Please do not bring King Soopers to McCaslin. Please find a developer that will do high density mixed use. I would love a brewery there too.
- Please fix the potholes an McCaslin Blvd. in front of HR block. They are terrible on my car.
- Please no more new housing developments.
- Please provide more info on FB.
- Please think about providing more affordable housing options. We need the diversity in this town.
- Probably would be a good idea as many residents have these. I just don't use social media so I wouldn't pay attention this way.
- Questions 16 & 17 are poor questions because it all depends on what is proposed (density quantity etc.)
- Recreation for young children is sorely lacking in winter, as you can see during overcrowded library story hour. Please find space for indoor playroom or family center-as Westminster and Broomfield have done!
- Right now, I get updates via the Oh Oh 27 Facebook page- If it's happening in Louisville, someone posts about it (including when that guy was smashing into cars in old town).
- Sadly, Louisville is turning into a mini-Boulder so its loosing some of its charm & the values are changing negatively.
- See attached new homes. Stop building!! The roads are already much busier than 5 yrs ago. Leave the church it brings so much to the community & 100's of people who go. It is a community center. It was vacant for at least a yr before the church!!
- Slow down growth- this growth in ridiculous!
- Snow removal in Louisville is terrible. That is the worst part of this city. Also very little

affordable housing-esp for seniors. And most other pools in the area are better for little kids so we don't use the Rec Center.

- Social media is helpful.
- Social media is what is wrong w/ America and the world. It is sad but our country is close to doomed... I feel sorry for the youth.
- Some of us don't do social media.
- Spending \$25 million+ for a new Rec Center for a community of 20,000 people is irresponsible.
- Thanks for wanting input.
- The city currently lacks sufficient housing for young professionals or entry-level workers. Not against senior housing, but young workers & families should get housing priority.
- The city has been severely overdeveloped in a short period of time. All these condos/town homes will ruin Louisville's unique advantages and community character. For shame!
- The city of Louisville is great!
- The city website is not that easy to navigate, would be nice to be able to store info for paying utility bills (address, credit card) Library- store library card numbers.
- The city would have to do it so it's accurate. There's a Facebook group with our zip code, but i don't follow because I hear its more gossip than news.
- The government which governs least, governs best!!!
- The Lsvl Rec Center could much better serve seniors (50+) users in improving cleanliness of pool, steam room, hot tub, locker rooms, etc by limiting/isolating services/location/sections to adults only- No young children day. No potty issues! Noise issues! crowding issues.
- The main road are maintained well, but residential roads have lots of cracks/pot holes. The Rec Center needs an expansion/update.
- The more you build, the more you want to raise rent on prices greed IS SO strong.

- The peace and quiet that made Louisville a comfortable place to live is pretty much gone. Sad to see the place crowded and frenetic.
- The quality of life in Louisville has gone down in the last 4 yrs. due to traffic restricted access to services and businesses in downtown. Louisville; high density houses & huge loss of open areas in the city.
- The question says "look for". That sounds like the way a website to pull data. Works-searchable to answer specific questions. Social media pushes data.
- The Rec Center needs more programs for tweens (10-12 years) and younger teens. These ages are left out (except for sports).
- The urns for hot chocolate at winter skate need replacing to ones with thermostates. My son leg was burned and scarred this last winter.
- This city's civil servants do an excellent job. This has been a great place to live!
- Too much residential development! Getting too much traffic. We have become too successful.
- Twitter & Facebook are a great way to keep us informed.
- Twitter waw be good.
- Use Facebook "0027" to post announcements.
- Very happy living & retiring in Louisville.
- We are new residents to Louisville although we have lived in the area for years. After moving to North-end I have become dismayed/disappointed in the level of high density housing at NE, Balfour, Kestrel & Steel Ranch that Louisville has approved. I do not feel there is adequate street infrastructure for services to support this level of growth!
- We could use more teen activities.
- We have enough multifamily housing. It detracts from Louisville anxieties. Please no more.
- We like oh oh 27.
- We love Louisville! What a wonderful place to live!
- We need more of a hometown feel and not a media or marketing strategy.
- We need to figure out a way to stop train from blowing horn... It is impacting value of properties near tracks.
- We would also support weekly recycling but overall every other week trash is strongly supported.
- What is up with the black hole storage tech?
- Where are we suppose to worship? At a Rec Center? On Friday downtown?
- Why have stop signs in residential areas police do no care. Why use/have valid plates, most out of state & new cars have expired plates rich folks do not care.
- Would ask relatives eg, Mayor.
- Would be nice.
- Would like more senior housing that is more affordable for low income seniors.
- Would like to see funding allocated to beautifying the fencing on the Appia and the trailer homes park at S Boulder Rd.
- Would like to see Louisville bring back the Louisville triathlon.
- Would love to see senior housing- single-level patio homes & condos.
- You do not have any Hispanic police supervisors. Why?
- You should replace the entire building department. They are rude and thankless.

Appendix D: Benchmark Comparisons

Comparing Louisville's Results to the Benchmarking Database

Jurisdictions use the comparative information provided by benchmarks 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. 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, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than police protection. More illuminating is how residents’ ratings of police service compare to opinions about police service in other communities and to resident ratings over time.

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 rate police services lower than ratings given by residents in other cities with objectively “worse” departments. Benchmark data can help that police department – or any city department – to understand how well citizens think it is doing.

NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC’s work¹. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Jurisdictions in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all jurisdictions in the database or to a subset of jurisdictions (within a given region or population category such as Front Range jurisdictions), as in this report. 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.

While benchmarks help set the basis for evaluation, citizen opinion should be used in conjunction with other sources of data about budget, population demographics, personnel, and politics to help managers know how to respond to comparative results.

Interpreting the Results

Ratings are compared when similar questions are included in NRC’s database, and there are at least five communities in which the question was asked. Where comparisons are available, three numbers are provided

¹ 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.

in the table. The first column is Louisville’s “percent positive” rating (e.g., “excellent” or “good,” “very safe” or “somewhat safe”). The second column is the rank assigned to Louisville’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The fourth column shows the comparison of Louisville’s rating to the benchmark.

Where comparisons for quality ratings were available, the City of Louisville’s results were generally noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much lower” or “much higher”). These labels come from a statistical comparison of Louisville’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “higher” or “lower” if the difference between Louisville’s rating and the benchmark is greater than, but less than twice, the margin of error; and “much higher” or “much lower” if the difference between Louisville’s rating and the benchmark is more than twice the margin of error.

National Benchmark Tables

Table 125: Aspects of Quality of Life Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
How do you rate Louisville as a place to live?	98%	15	357	Much higher
How do you rate Louisville as a place to raise children?	98%	3	349	Much higher
How do you rate Louisville as a place to retire?	79%	49	331	Much higher
How do you rate Louisville as a place to work?	76%	66	323	Much higher
How do you rate the overall quality of life in Louisville?	97%	10	413	Much higher

Table 126: Community Characteristics Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	87%	7	278	Much higher
Openness and acceptance of the community towards people of diverse backgrounds	70%	40	261	Much higher
Overall appearance of Louisville	90%	57	326	Much higher
Opportunities to attend cultural activities	68%	86	267	Much higher
Shopping opportunities	58%	133	267	Similar
Opportunities to participate in special events and community activities	87%	9	232	Much higher
Opportunities to participate in community matters	84%	6	244	Much higher
Recreational opportunities	84%	25	274	Much higher
Employment opportunities	41%	92	282	Much higher
Variety of housing options	42%	206	250	Much lower
Availability of affordable quality housing	17%	252	272	Much lower
Ease of car travel in Louisville	82%	24	271	Much higher
Ease of bus travel in Louisville	60%	18	92	Much higher
Ease of bicycle travel in Louisville	89%	1	267	Much higher
Ease of walking in Louisville	91%	10	263	Much higher
Traffic flow on major streets	69%	34	316	Much higher
Quality of overall natural environment in Louisville	90%	61	250	Much higher
Overall image or reputation of Louisville	96%	5	313	Much higher

Table 127: Safety from Crime and in Public Areas Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
From violent crime (e.g., rape, assault, robbery)	97%	1	124	Much higher
From property crimes (e.g., burglary, theft)	88%	2	124	Much higher
In your neighborhood during the day	98%	28	320	Much higher
In your neighborhood after dark	94%	1	171	Much higher
In Louisville's downtown area during the day	99%	7	272	Much higher
In Louisville's downtown area after dark	93%	2	140	Much higher
In Louisville's parks during the day	98%	1	12	Much higher
In Louisville's parks after dark	83%	1	11	Much higher

Table 128: Quality of City Administration Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Information about City plans and programs	75%	91	264	Much higher
City response to citizen complaints or concerns	67%	NA	NA	NA
Programming on Louisville cable TV, municipal channel 8	57%	10	13	Lower
Louisville Web site (www.louisvilleco.gov)	78%	10	43	Higher
Overall performance of Louisville City government	78%	4	10	Much higher

Table 129: Quality of Louisville Public Safety Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Visibility of patrol cars	89%	1	27	Much higher
Enforcement of traffic regulations	79%	23	343	Much higher
Municipal code enforcement issues (dogs, noise, weeds, etc.)	68%	53	331	Much higher
Overall performance of the Louisville Police Department	90%	90	404	Much higher

Table 130: Quality of Louisville Planning and Building Safety Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall performance of the Louisville Planning Department	63%	4	12	Much higher

Table 131: Quality of Louisville Parks and Recreation Department Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Current recreation programs for youth	85%	4	12	Much higher
Current programs and services for seniors	87%	NA	NA	NA
Overall quality of the Louisville Recreation Center	67%	156	258	Lower
Overall quality of the Louisville Senior Center	81%	6	9	Much lower
Overall quality of the Coal Creek Golf Course	80%	5	8	Lower
Maintenance and cleanliness of the Louisville Recreation Center	83%	3	7	Much higher
Maintenance of open space	87%	NA	NA	NA
Maintenance of the trail system	90%	6	22	Much higher
Overall performance of the Louisville Parks and Recreation Department	89%	NA	NA	NA

Table 132: Quality of Louisville Public Library Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services at the Louisville Public Library (e.g., reference desk check out, etc.)	98%	1	6	Much higher
Internet and computer services at the Louisville Public Library	92%	NA	NA	NA
Louisville Public Library materials and collections	85%	2	9	Higher
Louisville Public Library building	97%	NA	NA	NA
Overall performance of the Louisville Public Library	96%	17	314	Much higher

Table 133: Quality of Louisville Public Works Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Street maintenance in Louisville	70%	56	387	Much higher
Street sweeping	71%	108	291	Much higher
Snow removal/street sanding	50%	212	266	Much lower
Street lighting, signage and street markings	82%	2	7	Much higher
Waste water (sewage system)	92%	1	8	Much higher
Storm drainage (flooding management)	89%	7	330	Much higher
Access on sidewalks/crosswalks for disabled persons	91%	2	17	Much higher
Bike lanes on Louisville streets	71%	5	7	Similar

Table 134: Overall Quality of City Services Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall, how do you rate the quality of services provided by the City of Louisville?	93%	33	401	Much higher

Table 135: Quality of City Employees Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Knowledge	89%	41	141	Higher
Responsiveness/promptness	83%	43	142	Higher
Courtesy	90%	8	35	Much higher
Overall impression	85%	32	336	Much higher

Table 136: Participation in Activities in Louisville Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Used the Louisville Public Library or its services	78%	23	216	Much higher
Used the Louisville Recreation Center	74%	12	216	Much higher

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 2010 population according to the U.S. Census.

Adams County, CO..... 441,603	Albert Lea city, MN18,016	Altoona city, IA 14,541
Airway Heights city, WA..... 6,114	Alexandria city, VA139,966	American Canyon city, CA 19,454
Albany city, OR 50,158	Algonquin village, IL 30,046	Ames city, IA 58,965
Albemarle County, VA..... 98,970	Aliso Viejo city, CA..... 47,823	Andover CDP, MA 8,762

Ankeny city, IA	45,582	Bryan city, TX	76,201	Coronado city, CA	18,912
Ann Arbor city, MI	113,934	Burien city, WA	33,313	Corvallis city, OR	54,462
Annapolis city, MD	38,394	Burleson city, TX.....	36,690	Creve Coeur city, MO	17,833
Junction city	35,840	Cabarrus County, NC	178,011	Cross Roads town, TX.....	1,563
Apple Valley town, CA.....	69,135	Cambridge city, MA	105,162	Crystal Lake city, IL	40,743
Arapahoe County, CO.....	572,003	Cannon Beach city, OR	1,690	Dacono city, CO	4,152
Arkansas City city, AR.....	366	Canton city, SD.....	3,057	Dade City city, FL	6,437
Arlington city, TX	365,438	Cape Coral city, FL	154,305	Dakota County, MN	398,552
Arlington County, VA	207,627	Cape Girardeau city, MO...	37,941	Dallas city, OR.....	14,583
Arvada city, CO	106,433	Carlisle borough, PA	18,682	Dallas city, TX	1,197,816
Asheville city, NC	83,393	Carlsbad city, CA.....	105,328	Danville city, KY	16,218
Ashland city, OR.....	20,078	Carroll city, IA	10,103	Dardenne Prairie city, MO	11,494
Ashland town, VA.....	7,225	Cartersville city, GA	19,731	Davenport city, IA	99,685
Aspen city, CO.....	6,658	Cary town, NC	135,234	Davidson town, NC	10,944
Athens-Clarke County unified		Casa Grande city, AZ	48,571	Dayton city, OH	141,527
government,	115,452	Casper city, WY	55,316	Decatur city, GA.....	19,335
Auburn city, AL	53,380	Castine town, ME.....	1,366	Del Mar city, CA	4,161
Auburn city, WA	70,180	Castle Pines North city, CO	10,360	Delray Beach city, FL.....	60,522
Augusta CCD, GA	134,777	Castle Rock town, CO	48,231	Denison city, TX	22,682
Aurora city, CO.....	325,078	Cedar Rapids city, IA	126,326	Denton city, TX	113,383
Austin city, TX	790,390	Centennial city, CO	100,377	Denver city, CO	600,158
Bainbridge Island city, WA	23,025	Centralia city, IL.....	13,032	Derby city, KS	22,158
Baltimore city, MD	620,961	Chambersburg borough, PA	20,268	Des Peres city, MO	8,373
Bartonville town, TX.....	1,469	Chandler city, AZ	236,123	Destin city, FL	12,305
Battle Creek city, MI	52,347	Chanhassen city, MN	22,952	Dorchester County, MD....	32,618
Bay City city, MI	34,932	Chapel Hill town, NC.....	57,233	Dothan city, AL	65,496
Baytown city, TX	71,802	Charlotte city, NC	731,424	Douglas County, CO.....	285,465
Bedford city, TX	46,979	Charlotte County, FL.....	159,978	Dover city, NH.....	29,987
Bedford town, MA.....	13,320	Charlottesville city, VA.....	43,475	Dublin city, CA	46,036
Bellevue city, WA	122,363	Chattanooga city, TN.....	167,674	Duluth city, MN.....	86,265
Bellingham city, WA	80,885	Chesterfield County, VA..	316,236	Duncanville city, TX.....	38,524
Beltrami County, MN.....	44,442	Chippewa Falls city, WI	13,661	Durham city, NC.....	228,330
Benbrook city, TX.....	21,234	Citrus Heights city, CA	83,301	Eagle town, CO	6,508
Bend city, OR	76,639	Clackamas County, OR ...	375,992	East Baton Rouge Parish, LA	440,171
Benicia city, CA	26,997	Clarendon Hills village, IL....	8,427	East Grand Forks city, MN ..	8,601
Bettendorf city, IA.....	33,217	Clayton city, MO	15,939	East Lansing city, MI	48,579
Billings city, MT	104,170	Clearwater city, FL.....	107,685	Eau Claire city, WI	65,883
Blaine city, MN	57,186	Cleveland Heights city, OH	46,121	Eden Prairie city, MN.....	60,797
Bloomfield Hills city, MI	3,869	Clinton city, SC	8,490	Edgerton city, KS	1,671
Bloomington city, MN	82,893	Clive city, IA.....	15,447	Edgewater city, CO	5,170
Blue Springs city, MO	52,575	Clovis city, CA.....	95,631	Edina city, MN.....	47,941
Boise City city, ID	205,671	College Park city, MD.....	30,413	Edmond city, OK	81,405
Boone County, KY	118,811	College Station city, TX.....	93,857	Edmonds city, WA.....	39,709
Boulder city, CO	97,385	Colleyville city, TX.....	22,807	El Cerrito city, CA	23,549
Bowling Green city, KY	58,067	Collinsville city, IL	25,579	El Dorado County, CA	181,058
Bozeman city, MT	37,280	Columbia city, MO	108,500	El Paso city, TX.....	649,121
Brentwood city, MO	8,055	Columbia city, SC.....	129,272	Elk Grove city, CA.....	153,015
Brentwood city, TN	37,060	Columbia Falls city, MT.....	4,688	Elk River city, MN.....	22,974
Brighton city, CO.....	33,352	Columbus city, WI.....	4,991	Elko New Market city, MN..	4,110
Bristol city, TN.....	26,702	Commerce City city, CO....	45,913	Elmhurst city, IL	44,121
Broken Arrow city, OK.....	98,850	Concord city, CA	122,067	Encinitas city, CA	59,518
Brookfield city, WI.....	37,920	Concord town, MA.....	17,668	Englewood city, CO.....	30,255
Brookline CDP, MA.....	58,732	Cookeville city, TN.....	30,435	Erie town, CO.....	18,135
Broomfield city, CO	55,889	Coon Rapids city, MN.....	61,476	Escambia County, FL.....	297,619
Brownsburg town, IN.....	21,285	Copperas Cove city, TX	32,032	Estes Park town, CO.....	5,858

Fairview town, TX.....	7,248	Hillsborough town, NC.....	6,087	Lakeville city, MN.....	55,954
Farmington Hills city, MI...	79,740	Holland city, MI.....	33,051	Lakewood city, CO.....	142,980
Fayetteville city, NC.....	200,564	Honolulu County, HI.....	953,207	Lakewood city, WA.....	58,163
Fishers town, IN.....	76,794	Hooksett town, NH.....	13,451	Lane County, OR.....	351,715
Flower Mound town, TX..	64,669	Hopkins city, MN.....	17,591	Larimer County, CO.....	299,630
Forest Grove city, OR.....	21,083	Hopkinton town, MA.....	14,925	Las Cruces city, NM.....	97,618
Fort Collins city, CO.....	143,986	Hoquiam city, WA.....	8,726	Las Vegas city, NV.....	583,756
Fort Smith city, AR.....	86,209	Horry County, SC.....	269,291	Lawrence city, KS.....	87,643
Fort Worth city, TX.....	741,206	Hudson city, OH.....	22,262	League City city, TX.....	83,560
Fountain Hills town, AZ....	22,489	Hudson town, CO.....	2,356	Lee's Summit city, MO.....	91,364
Franklin city, TN.....	62,487	Hudsonville city, MI.....	7,116	Lehi city, UT.....	47,407
Fredericksburg city, VA....	24,286	Huntersville town, NC.....	46,773	Lenexa city, KS.....	48,190
Fremont city, CA.....	214,089	Hurst city, TX.....	37,337	Lewis County, NY.....	27,087
Friendswood city, TX.....	35,805	Hutchinson city, MN.....	14,178	Lewisville city, TX.....	95,290
Fruita city, CO.....	12,646	Hutto city, TX.....	14,698	Libertyville village, IL.....	20,315
Gahanna city, OH.....	33,248	Hyattsville city, MD.....	17,557	Lincoln city, NE.....	258,379
Gaithersburg city, MD.....	59,933	Independence city, MO...	116,830	Lindsborg city, KS.....	3,458
Galveston city, TX.....	47,743	Indian Trail town, NC.....	33,518	Littleton city, CO.....	41,737
Gardner city, KS.....	19,123	Indianola city, IA.....	14,782	Livermore city, CA.....	80,968
Geneva city, NY.....	13,261	Iowa City city, IA.....	67,862	Lombard village, IL.....	43,165
Georgetown city, TX.....	47,400	Issaquah city, WA.....	30,434	Lone Tree city, CO.....	10,218
Gilbert town, AZ.....	208,453	Jackson County, MI.....	160,248	Long Grove village, IL.....	8,043
Gillette city, WY.....	29,087	James City County, VA.....	67,009	Longmont city, CO.....	86,270
Glendora city, CA.....	50,073	Jefferson City city, MO.....	43,079	Longview city, TX.....	80,455
Glenview village, IL.....	44,692	Jefferson County, CO.....	534,543	Los Alamos County, NM...	17,950
Globe city, AZ.....	7,532	Jefferson County, NY.....	116,229	Louisville city, CO.....	18,376
Golden city, CO.....	18,867	Jerome city, ID.....	10,890	Lynchburg city, VA.....	75,568
Golden Valley city, MN.....	20,371	Johnson City city, TN.....	63,152	Lynnwood city, WA.....	35,836
Goodyear city, AZ.....	65,275	Johnston city, IA.....	17,278	Macomb County, MI.....	840,978
Grafton village, WI.....	11,459	Jupiter town, FL.....	55,156	Madison city, WI.....	233,209
Grand Blanc city, MI.....	8,276	Kalamazoo city, MI.....	74,262	Manhattan Beach city, CA.	35,135
Grand Island city, NE.....	48,520	Kansas City city, KS.....	145,786	Mankato city, MN.....	39,309
Grass Valley city, CA.....	12,860	Kansas City city, MO.....	459,787	Maple Grove city, MN.....	61,567
Greeley city, CO.....	92,889	Keizer city, OR.....	36,478	Maple Valley city, WA.....	22,684
Green Valley CDP, AZ.....	21,391	Kenmore city, WA.....	20,460	Maricopa County, AZ....	3,817,117
Greenville city, NC.....	84,554	Kennedale city, TX.....	6,763	Martinez city, CA.....	35,824
Greenwich town, CT.....	61,171	Kennett Square borough, PA	6,072	Maryland Heights city, MO	27,472
Greenwood Village city, CO	13,925	Kettering city, OH.....	56,163	Matthews town, NC.....	27,198
Greer city, SC.....	25,515	Key West city, FL.....	24,649	McAllen city, TX.....	129,877
Guilford County, NC.....	488,406	King County, WA.....	1,931,249	McDonough city, GA.....	22,084
Gunnison County, CO.....	15,324	Kirkland city, WA.....	48,787	McKinney city, TX.....	131,117
Gurnee village, IL.....	31,295	Kirkwood city, MO.....	27,540	McMinnville city, OR.....	32,187
Hailey city, ID.....	7,960	Knoxville city, IA.....	7,313	Medford city, OR.....	74,907
Haines Borough, AK.....	2,508	La Mesa city, CA.....	57,065	Menlo Park city, CA.....	32,026
Hallandale Beach city, FL...	37,113	La Plata town, MD.....	8,753	Mercer Island city, WA....	22,699
Hamilton city, OH.....	62,477	La Porte city, TX.....	33,800	Meridian charter township, MI	39,688
Hanover County, VA.....	99,863	La Vista city, NE.....	15,758	Meridian city, ID.....	75,092
Harrisonburg city, VA.....	48,914	Lafayette city, CO.....	24,453	Merriam city, KS.....	11,003
Harrisonville city, MO.....	10,019	Laguna Beach city, CA.....	22,723	Mesa County, CO.....	146,723
Hayward city, CA.....	144,186	Laguna Hills city, CA.....	30,344	Miami Beach city, FL.....	87,779
Henderson city, NV.....	257,729	Laguna Niguel city, CA....	62,979	Miami city, FL.....	399,457
Herndon town, VA.....	23,292	Lake Oswego city, OR.....	36,619	Middleton city, WI.....	17,442
High Point city, NC.....	104,371	Lake Stevens city, WA.....	28,069	Midland city, MI.....	41,863
Highland Park city, IL.....	29,763	Lake Worth city, FL.....	34,910	Milford city, DE.....	9,559
Highlands Ranch CDP, CO	96,713	Lake Zurich village, IL.....	19,631	Milton city, GA.....	32,661

Minneapolis city, MN.....	382,578	Park City city, UT	7,558	Roselle village, IL.....	22,763
Mission Viejo city, CA	93,305	Parker town, CO	45,297	Rosemount city, MN	21,874
Modesto city, CA.....	201,165	Parkland city, FL	23,962	Rosenberg city, TX	30,618
Monterey city, CA.....	27,810	Pasadena city, CA.....	137,122	Roseville city, MN.....	33,660
Montgomery County, VA..	94,392	Pasco city, WA.....	59,781	Roswell city, GA	88,346
Monticello city, UT	1,972	Pasco County, FL.....	464,697	Round Rock city, TX	99,887
Monument town, CO.....	5,530	Pearland city, TX.....	91,252	Royal Oak city, MI	57,236
Mooresville town, NC	32,711	Peoria city, AZ	154,065	Saco city, ME	18,482
Morristown city, TN.....	29,137	Peoria city, IL	115,007	Sahuarita town, AZ	25,259
Morrisville town, NC	18,576	Peoria County, IL	186,494	Sammamish city, WA.....	45,780
Moscow city, ID	23,800	Petoskey city, MI	5,670	San Anselmo town, CA.....	12,336
Mountain Village town, CO.	1,320	Pflugerville city, TX.....	46,936	San Antonio city, TX.....	1,327,407
Mountlake Terrace city, WA	19,909	Phoenix city, AZ.....	1,445,632	San Carlos city, CA	28,406
Muscatine city, IA	22,886	Pinal County, AZ	375,770	San Diego city, CA.....	1,307,402
Naperville city, IL.....	141,853	Pinehurst village, NC.....	13,124	San Francisco city, CA	805,235
Needham CDP, MA	28,886	Piqua city, OH.....	20,522	San Jose city, CA	945,942
New Braunfels city, TX	57,740	Pitkin County, CO	17,148	San Juan County, NM	130,044
New Brighton city, MN	21,456	Plano city, TX.....	259,841	San Marcos city, CA	83,781
New Hanover County, NC	202,667	Platte City city, MO.....	4,691	San Marcos city, TX.....	44,894
New Orleans city, LA	343,829	Plymouth city, MN.....	70,576	San Rafael city, CA	57,713
New Smyrna Beach city, FL	22,464	Pocatello city, ID.....	54,255	Sandy Springs city, GA	93,853
Newberg city, OR	22,068	Polk County, IA.....	430,640	Sanford city, FL	53,570
Newport Beach city, CA....	85,186	Pompano Beach city, FL ..	99,845	Sangamon County, IL.....	197,465
Newport News city, VA ..	180,719	Port Huron city, MI.....	30,184	Santa Clarita city, CA	176,320
Newton city, IA.....	15,254	Port Orange city, FL.....	56,048	Santa Fe County, NM	144,170
Noblesville city, IN.....	11,969	Portland city, OR	583,776	Santa Monica city, CA	89,736
Nogales city, AZ	20,837	Post Falls city, ID.....	27,574	Sarasota County, FL.....	379,448
Norfolk city, VA.....	242,803	Prince William County, VA	402,002	Savage city, MN	26,911
North Port city, FL	57,357	Prior Lake city, MN	22,796	Scarborough CDP, ME.....	4,403
North Richland Hills city, TX	63,343	Provo city, UT	112,488	Schaumburg village, IL.....	74,227
Northglenn city, CO	35,789	Pueblo city, CO.....	106,595	Scott County, MN	129,928
Novato city, CA	51,904	Purcellville town, VA.....	7,727	Scottsdale city, AZ	217,385
Novi city, MI	55,224	Queen Creek town, AZ.....	26,361	Seaside city, CA	33,025
O'Fallon city, IL.....	28,281	Radnor township, PA	31,531	SeaTac city, WA	26,909
O'Fallon city, MO.....	79,329	Ramsey city, MN.....	23,668	Sevierville city, TN	14,807
Oak Park village, IL.....	51,878	Rapid City city, SD	67,956	Shawnee city, KS	62,209
Oakland city, CA.....	390,724	Raymore city, MO.....	19,206	Sheboygan city, WI	49,288
Oakland Park city, FL	41,363	Redmond city, WA.....	54,144	Shoreview city, MN	25,043
Oakley city, CA.....	35,432	Rehoboth Beach city, DE	1,327	Shorewood city, MN	7,307
Ogdensburg city, NY	11,128	Reno city, NV.....	225,221	Shorewood village, IL.....	15,615
Oklahoma City city, OK ..	579,999	Reston CDP, VA.....	58,404	Shorewood village, WI	13,162
Olathe city, KS	125,872	Richmond city, CA	103,701	Sierra Vista city, AZ.....	43,888
Old Town city, ME	7,840	Richmond Heights city, MO	8,603	Sioux Center city, IA.....	7,048
Olmsted County, MN.....	144,248	Rifle city, CO.....	9,172	Sioux Falls city, SD	153,888
Olympia city, WA	46,478	Rio Rancho city, NM	87,521	Skokie village, IL	64,784
Orland Park village, IL	56,767	River Falls city, WI.....	15,000	Snellville city, GA	18,242
Oshkosh city, WI	66,083	Riverdale city, UT.....	8,426	Snowmass Village town, CO	2,826
Oshtemo charter township, MI	21,705	Riverside city, CA.....	303,871	South Kingstown town, RI	30,639
Otsego County, MI	24,164	Riverside city, MO.....	2,937	South Lake Tahoe city, CA	21,403
Overland Park city, KS.....	173,372	Rochester Hills city, MI.....	70,995	South Portland city, ME ...	25,002
Oviedo city, FL	33,342	Rock Hill city, SC.....	66,154	Southborough town, MA....	9,767
Paducah city, KY	25,024	Rockford city, IL.....	152,871	Southlake city, TX	26,575
Palm Coast city, FL	75,180	Rockville city, MD	61,209	Sparks city, NV.....	90,264
Palo Alto city, CA.....	64,403	Rogers city, MN	8,597	Spokane Valley city, WA ..	89,755
Papillion city, NE	18,894	Rolla city, MO	19,559	Spring Hill city, KS.....	5,437

Springboro city, OH.....	17,409	Thornton city, CO	118,772	West Des Moines city, IA ..	56,609
Springfield city, MO	159,498	Thousand Oaks city, CA ..	126,683	West Richland city, WA	11,811
Springfield city, OR	59,403	Tigard city, OR.....	48,035	Western Springs village, IL	12,975
Springville city, UT	29,466	Tracy city, CA	82,922	Westerville city, OH	36,120
St. Augustine city, FL.....	12,975	Tualatin city, OR	26,054	Westlake town, TX	992
St. Charles city, IL.....	32,974	Tulsa city, OK	391,906	Westminster city, CO	106,114
St. Cloud city, FL	35,183	Twin Falls city, ID	44,125	Weston town, MA	11,261
St. Cloud city, MN	65,842	Tyler city, TX.....	96,900	Wheat Ridge city, CO	30,166
St. Joseph city, MO.....	76,780	Umatilla city, OR	6,906	White House city, TN	10,255
St. Louis County, MN.....	200,226	Upper Arlington city, OH ...	33,771	Wichita city, KS	382,368
St. Louis Park city, MN	45,250	Urbandale city, IA	39,463	Williamsburg city, VA.....	14,068
Stallings town, NC.....	13,831	Vail town, CO.....	5,305	Wilmington city, NC.....	106,476
State College borough, PA	42,034	Vancouver city, WA	161,791	Wilsonville city, OR	19,509
Steamboat Springs city, CO	12,088	Vernon Hills village, IL.....	25,113	Winchester city, VA.....	26,203
Sterling Heights city, MI .	129,699	Vestavia Hills city, AL.....	34,033	Windsor town, CO	18,644
Sugar Grove village, IL.....	8,997	Victoria city, MN	7,345	Windsor town, CT	29,044
Sugar Land city, TX	78,817	Virginia Beach city, VA....	437,994	Winnetka village, IL.....	12,187
Summit city, NJ.....	21,457	Wake Forest town, NC	30,117	Winston-Salem city, NC .	229,617
Summit County, UT.....	36,324	Walnut Creek city, CA	64,173	Winter Garden city, FL	34,568
Sunnyvale city, CA.....	140,081	Washington County, MN.	238,136	Woodbury city, MN	61,961
Surprise city, AZ	117,517	Washington town, NH	1,123	Woodland city, CA	55,468
Suwanee city, GA	15,355	Washoe County, NV.....	421,407	Woodland city, WA	5,509
Tacoma city, WA	198,397	Watauga city, TX	23,497	Wrentham town, MA.....	10,955
Takoma Park city, MD	16,715	Wauwatosa city, WI	46,396	Yakima city, WA.....	91,067
Tamarac city, FL.....	60,427	Waverly city, IA.....	9,874	York County, VA	65,464
Temecula city, CA	100,097	Weddington town, NC	9,459	Yorktown town, IN	9,405
Tempe city, AZ.....	161,719	Wentzville city, MO	29,070	Yountville city, CA.....	2,933
Temple city, TX	66,102	West Carrollton city, OH ...	13,143		
The Woodlands CDP, TX ..	93,847	West Chester borough, PA	18,461		

Front Range Benchmark Tables

Table 137: Aspects of Quality of Life Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
How do you rate Louisville as a place to live?	98%	2	27	Much higher
How do you rate Louisville as a place to raise children?	98%	1	28	Much higher
How do you rate Louisville as a place to retire?	79%	6	29	Much higher
How do you rate Louisville as a place to work?	76%	7	29	Much higher
How do you rate the overall quality of life in Louisville?	97%	3	33	Much higher

Table 138: Community Characteristics Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	87%	1	23	Much higher
Openness and acceptance of the community towards people of diverse backgrounds	70%	4	20	Much higher
Overall appearance of Louisville	90%	5	22	Much higher
Opportunities to attend cultural activities	68%	9	18	Much higher
Shopping opportunities	58%	13	22	Similar
Opportunities to participate in special events and community activities	87%	1	14	Much higher
Opportunities to participate in community matters	84%	1	16	Much higher
Recreational opportunities	84%	5	22	Much higher
Employment opportunities	41%	9	25	Much higher
Variety of housing options	42%	13	16	Much lower
Availability of affordable quality housing	17%	17	18	Much lower
Ease of car travel in Louisville	82%	3	23	Much higher
Ease of bus travel in Louisville	60%	3	9	Much higher
Ease of bicycle travel in Louisville	89%	1	23	Much higher
Ease of walking in Louisville	91%	1	22	Much higher
Traffic flow on major streets	69%	3	21	Much higher
Quality of overall natural environment in Louisville	90%	7	18	Much higher
Overall image or reputation of Louisville	96%	1	23	Much higher

Table 139: Safety from Crime and in Public Areas Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
From violent crime (e.g., rape, assault, robbery)	97%	1	11	Much higher
From property crimes (e.g., burglary, theft)	88%	1	11	Much higher
In your neighborhood during the day	98%	3	22	Much higher
In your neighborhood after dark	94%	1	14	Much higher
In Louisville's downtown area during the day	99%	2	18	Much higher
In Louisville's downtown area after dark	93%	1	11	Much higher

Table 140: Quality of City Administration Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Information about City plans and programs	75%	4	14	Much higher
Louisville Web site (www.louisvilleco.gov)	78%	1	6	Much higher

Table 141: Quality of Louisville Public Safety Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Enforcement of traffic regulations	79%	3	24	Much higher
Municipal code enforcement issues (dogs, noise, weeds, etc.)	68%	3	23	Much higher
Overall performance of the Louisville Police Department	90%	4	26	Much higher

Table 142: Quality of Louisville Parks and Recreation Department Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the Louisville Recreation Center	67%	15	19	Much lower
Maintenance of the trail system	90%	3	5	Similar

Table 143: Quality of Louisville Public Library Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall performance of the Louisville Public Library	96%	1	22	Much higher

Table 144: Quality of Louisville Public Works Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Street maintenance in Louisville	70%	2	28	Much higher
Street sweeping	71%	5	21	Much higher
Snow removal/street sanding	50%	19	27	Much lower
Storm drainage (flooding management)	89%	4	20	Much higher
Access on sidewalks/crosswalks for disabled persons	91%	1	5	Much higher

Table 145: Overall Quality of City Services Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall, how do you rate the quality of services provided by the City of Louisville?	93%	4	28	Much higher

Table 146: Quality of City Employees Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Knowledge	89%	6	17	Much higher
Responsiveness/promptness	83%	5	14	Higher
Courtesy	90%	5	6	Similar
Overall impression	85%	5	28	Much higher

Table 147: Participation in Activities in Louisville Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Used the Louisville Public Library or its services	78%	3	14	Much higher
Used the Louisville Recreation Center	74%	4	13	Much higher

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 2010 population according to the U.S. Census.

Arapahoe County, CO.....	572,003	Greenwood Village city, CO	13,925
Arvada city, CO	106,433	Highlands Ranch CDP, CO	96,713
Aurora city, CO.....	325,078	Jefferson County, CO.....	534,543
Boulder city, CO	97,385	Lafayette city, CO.....	24,453
Brighton city, CO.....	33,352	Lakewood city, CO.....	142,980
Broomfield city, CO	55,889	Larimer County, CO	299,630
Castle Pines North city, CO.....	10,360	Littleton city, CO	41,737
Castle Rock town, CO	48,231	Lone Tree city, CO	10,218
Centennial city, CO.....	100,377	Longmont city, CO	86,270
Commerce City city, CO	45,913	Louisville city, CO	18,376
Dacono city, CO	4,152	Monument town, CO	5,530
Denver city, CO	600,158	Northglenn city, CO.....	35,789
Douglas County, CO	285,465	Parker town, CO	45,297
Edgewater city, CO	5,170	Pueblo city, CO	106,595
Englewood city, CO.....	30,255	Thornton city, CO	118,772
Erie town, CO	18,135	Westminster city, CO.....	106,114
Fort Collins city, CO.....	143,986	Windsor town, CO	18,644
Golden city, CO	18,867		
Greeley city, CO	92,889		

Appendix E: Survey Methodology

Survey Instrument Development

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 2016 citizen survey instrument for Louisville was developed by starting with the version from the previous implementation in 2012. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2016 questionnaire. In an iterative process between City staff, elected officials appointed to the survey committee and NRC staff, a final five-page questionnaire was created.

Selecting Survey Recipients

Approximately 2,000 Louisville households were selected to participate in the survey. 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 list. Additionally, the voter ward for each address was tracked to enable further breakdowns of survey results. 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 and Response

Households received three mailings each, beginning in March 2016. Completed surveys were collected over the following seven 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 2016 Citizen Survey, a questionnaire and postage-paid envelope. The cover letters included a web address for the survey in case respondents preferred to complete the survey online. 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 1,965 households that received a survey, 790 completed the survey (including 66 completed online), providing a response rate of 40%. The response rates by voter ward ranged from 38% to 45% (details appear in the following table).

Table 14.8: 2016 Survey Response Rates

	Number of surveys mailed	Number of completed surveys	Number of households receiving a survey (minus undeliverables)	Response rate
Ward 1	939	350	924	38%
Ward 2	481	213	473	45%
Ward 3	580	227	568	40%
Overall	2000	790	1965	40%

95% Confidence Intervals

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

While the 95 percent confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for all respondents (790), results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise. For each subgroup from the survey, the margin of error is higher: as much as plus or minus 18% for a sample size of 30 to plus or minus 7% for 200 completed surveys.

Survey Processing (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once cleaned and numbered, all surveys were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Data from the web surveys were automatically entered into an electronic dataset and, therefore, generally require little cleaning. The web data were downloaded, cleaned as necessary and then merged with the data from the mail survey to create one complete dataset.

Weighting the Data

The demographic characteristics of the survey respondents were compared to those found in the 2010 U.S. Census estimates for adults in the city. Survey 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 survey respondents were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, tenure (rent versus own), housing unit type and Ward. 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 respondents reflective of the larger population of the community. This is done by: 1) reviewing the respondent 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. 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 below.

Table 149: City of Louisville Weighting Table 2016

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent	27%	18%	27%
Own	73%	82%	73%
Detached*	74%	76%	74%
Attached*	26%	24%	26%
Gender and Age			
Female	51%	59%	51%
Male	49%	41%	49%
Age 18-34	23%	8%	23%
Age 35-54	46%	38%	46%
Age 55 and over	31%	54%	31%
Female 18-34	11%	5%	11%
Female 35-54	24%	23%	24%
Female 55 and over	16%	31%	16%
Male 18-34	12%	3%	12%
Male 35-54	22%	15%	22%
Male 55 and over	15%	23%	15%
Ward			
Ward 1	42%	44%	42%
Ward 2	28%	27%	28%
Ward 3	30%	29%	30%

* ACS 2005-2010

Analyzing the Data

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 and geographic 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 (see Appendix B: Comparison of Responses by Respondent Demographics).

Appendix F: Survey Instrument

The following is a copy of the survey instrument.

2016 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:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
How do you rate Louisville 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 Louisville as a community on each of the items listed below:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 special events and community activities	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
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
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 you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
From violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
From property crimes (e.g., burglary, theft)	1	2	3	4	5	6
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

4. 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 & 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.louisvilleco.gov)	1	2	3	4	5
Overall performance of Louisville City government.....	1	2	3	4	5

5. Please circle the number that comes closest to your opinion about the following areas related to the Louisville Police Department:

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The public input process on City planning issues	1	2	3	4	5
Planning review process for new development	1	2	3	4	5
Overall performance of the Louisville Planning Department.....	1	2	3	4	5
Building permit process.....	1	2	3	4	5
Building/construction inspection process	1	2	3	4	5

7. 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 quality of the Louisville Recreation Center	1	2	3	4	5
Overall quality of the Louisville Senior Center.....	1	2	3	4	5
Overall quality of the Coal Creek Golf Course	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 parks (e.g., landscaping, turf areas, playgrounds, picnic areas, etc.).....	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 medians and street landscaping	1	2	3	4	5
Overall performance of the Louisville Parks and Recreation Department	1	2	3	4	5

8. Please circle the number that comes closest to your opinion about the Louisville Public Library and Historical Museum and their services:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Louisville Public Library programs (e.g., story time, One Book program, etc.).....	1	2	3	4	5
Services at the Louisville Public Library (e.g., reference desk, check out, etc.)	1	2	3	4	5
Internet and computer services at the Louisville Public Library	1	2	3	4	5
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.).....	1	2	3	4	5
Louisville Public Library materials and collections	1	2	3	4	5
Louisville Public Library building	1	2	3	4	5
Overall performance of the Louisville Public Library.....	1	2	3	4	5
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters).....	1	2	3	4	5
Louisville Historical Museum campus	1	2	3	4	5
Overall performance of the Louisville Historical Museum.....	1	2	3	4	5

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

	<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
Waste water (sewage system).....	1	2	3	4	5
Storm drainage (flooding management)	1	2	3	4	5
Bike lanes on Louisville streets	1	2	3	4	5
Access on sidewalks/crosswalks for disabled persons	1	2	3	4	5
Quality of Louisville water.....	1	2	3	4	5
Overall performance of Louisville Public Works Department	1	2	3	4	5

10. Overall, how do you rate the quality of services provided 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

11. If you have had any email, in-person or phone contact with a City of Louisville employee in the last 12 months, what was your impression of the employee in your most recent contact? (Rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness/promptness	1	2	3	4	5
Availability	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

11a. List the department the employee you most recently contacted works in: _____

12. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Louisville?

	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>
Played golf at the Coal Creek Golf Course	1	2	3	4	5
Used the Louisville Public Library or its services.....	1	2	3	4	5
Used the Louisville Recreation Center	1	2	3	4	5
Used Memory Square Pool.....	1	2	3	4	5
Visited the Louisville Historical Museum.....	1	2	3	4	5
Attended the Downtown Louisville Street Faire (9 nights in 2015).....	1	2	3	4	5
Attended an event, show or activity at the Arts Center	1	2	3	4	5
Attended another event downtown (Art Walk, Taste of Lsvl, parade, Winter Skate) ...	1	2	3	4	5

13. Beyond basic City services (police, water, sewer, etc.), the City has limited resources and must make hard decisions about funding priorities. First, indicate how important to you each of the following areas are as the City considers residents' current and future needs. Then please select up to three (3) issues the City Council should invest in today.

	Essential	Very important	Somewhat important	Not at all important	Please select 3 top issues
Maintaining, repairing, and paving streets	1	2	3	4	<input type="checkbox"/>
Encouraging sustainability (in buildings, energy and water use, recycling, etc.) for both residential and commercial properties	1	2	3	4	<input type="checkbox"/>
Creating an <u>indoor</u> community gathering space (arts center, community center, etc.)	1	2	3	4	<input type="checkbox"/>
Creating an <u>outdoor</u> community gathering space (amphitheater, commons, etc.)	1	2	3	4	<input type="checkbox"/>
Providing additional recreation facilities and amenities	1	2	3	4	<input type="checkbox"/>
Expanding Internet/broadband options	1	2	3	4	<input type="checkbox"/>
Using incentives to create business and employment opportunities	1	2	3	4	<input type="checkbox"/>
Maintaining the City's appearance/attractiveness	1	2	3	4	<input type="checkbox"/>
Providing additional parking in Downtown Louisville	1	2	3	4	<input type="checkbox"/>
Providing financial incentives for the redevelopment of the vacant former Sam's Club property	1	2	3	4	<input type="checkbox"/>
Increasing the amount of open space maintenance	1	2	3	4	<input type="checkbox"/>
Increasing the amount of parks maintenance	1	2	3	4	<input type="checkbox"/>
Providing new outdoor multi-purpose turf fields (soccer, football, etc.) ...	1	2	3	4	<input type="checkbox"/>
Expanding the Louisville Historical Museum	1	2	3	4	<input type="checkbox"/>
Subsidizing affordable housing	1	2	3	4	<input type="checkbox"/>

14. Currently, the City's trash service (through Western Disposal) provides once per week trash pickup and compost and recycling pickup every two weeks. To what extent would you support or oppose changing the service to once per week compost pickup and trash pickup every two weeks (leaving recycling pickup every two weeks)?

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

15. The City of Louisville currently has a Historic Preservation Tax, which is a dedicated sales tax (0.125 cents on every dollar spent). Revenue from this tax is used to help property owners rehabilitate and preserve historic landmarks which contribute to the character of Historic Old Town Louisville. This tax was approved by voters in 2008 and is set to expire in 2018. To what extent would you support or oppose each of the following options to continue the tax?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Continue the existing sales tax until 2028	1	2	3	4	5
Continue the existing sales tax until 2028 and also dedicate a portion of the tax to help operate the Louisville Historical Museum	1	2	3	4	5

16. Most of the land zoned for residential uses in Louisville has been built out. In the former Sam's Club shopping area residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Multifamily housing (apartments, condos, townhomes)	1	2	3	4	5
Subsidized housing (apartments, condos, townhomes)	1	2	3	4	5
Senior housing (apartments, condos, townhomes)	1	2	3	4	5

17. In the area near the US36/McCaslin transit/bus station residential development is currently not allowed. If this area was to redevelop with retail and offices, to what extent would you support or oppose including any of the following types of housing?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Multifamily housing (apartments, condos, townhomes)	1	2	3	4	5
Subsidized housing (apartments, condos, townhomes)	1	2	3	4	5
Senior housing (apartments, condos, townhomes)	1	2	3	4	5

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

	Always	Frequently	Sometimes	Never	Excellent	Good	Fair	Poor	Don't know
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or streaming through the City's website	1	2	3	4	1	2	3	4	5
<i>Community Update</i> (City Newsletter)	1	2	3	4	1	2	3	4	5
<i>The Daily Camera/Hometown Weekly</i>	1	2	3	4	1	2	3	4	5
The City of Louisville website (www.louisvilleco.gov).....	1	2	3	4	1	2	3	4	5
City's email notices (eNotification)	1	2	3	4	1	2	3	4	5
Utility bill inserts	1	2	3	4	1	2	3	4	5
Word of mouth	1	2	3	4	1	2	3	4	5

19. What sources, other than those listed above, would you or do you use to get information about the City of Louisville?

20. How likely, if at all, would you be to look for official City information on social media websites (e.g., Facebook, Twitter, Instagram, etc.) if the City were to increase its presence or activity?

- Very likely
 Somewhat likely
 Somewhat unlikely
 Very unlikely
 Don't know

21. Comments: _____

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. 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

D6. How many people (including yourself) currently live in your household? _____ people

D7. Do any children 17 or under live in your household?

- No
 Yes

D8. Are you or any other members of your household aged 60 or older?

- No
 Yes

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

2020 DRAFT Louisville Citizen Survey Questions

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 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

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

- 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 special events and community activities 1 2 3 4 5
 - Opportunities to participate in community matters 1 2 3 4 5
 - Recreational opportunities 1 2 3 4 5
 - Employment opportunities 1 2 3 4 5
 - Variety of housing options 1 2 3 4 5
 - Availability of affordable quality housing 1 2 3 4 5
 - 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
 - Quality of overall natural environment in Louisville 1 2 3 4 5
 - ~~Overall image or reputation of Louisville 1 2 3 4 5~~

Please rate how safe you feel:

Very safe/ Somewhat safe/ Neither safe nor unsafe/ Somewhat unsafe/Very unsafe/ Don't know

- ~~safe safe nor unsafe unsafe unsafe know~~
- From violent crime (e.g., rape, assault, robbery) 1 2 3 4 5 6
 - From property crimes (e.g., burglary, theft) 1 2 3 4 5 6
 - 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~~

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
- City response to citizen complaints or concerns 1 2 3 4 5
 - Information about City Council, Planning Commission & other official City meetings..... 1 2 3 4 5
 - Information about the City's strategic plan and budget~~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.louisvilleco.gov) 1 2 3 4 5
 - Customer service (knowledgeable, available, responsive, courteous) 1 2 3 4 5
 - Overall performance of Louisville City government 1 2 3 4 5

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Police Department and Public Safety:

	Excellent	Good	Fair	Poor	Don't know
Visibility of patrol cars	1	2	3	4	5
<u>911 service</u>	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
<u>Information about community safety, including crime prevention</u>	1	2	3	4	5
<u>Response to emerging community issues, such as opioids, mental health, etc.</u>	1	2	3	4	5
<u>Customer service (knowledgeable, available, responsive, courteous)</u>	1	2	3	4	5
Overall performance of the Louisville Police Department	1	2	3	4	5

Please circle the number that comes closest to your opinion about the following areas of Community Design and the Louisville Planning and Building Safety Department:

	Excellent	Good	Fair	Poor	Don't know
<u>A well-connected community that is easy to walk, bike or drive in.</u>					
<u>Preservation of the historic character of old town</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
Overall performance of the Louisville Planning Department	1	2	3	4	5
Building permit process	1	2	3	4	5
Building/construction inspection process	1	2	3	4	5
<u>Building permit process related to 2018 hail damage</u>	1	2	3	4	5
<u>Customer service (knowledgeable, available, responsive, courteous)</u>	1	2	3	4	5

Please circle the number that comes closest to your opinion about the following areas of the Louisville Recreation and Senior Center and Coal Creek Golf Course~~Parks and Recreation Department~~:

	Excellent	Good	Fair	Poor	Don't know
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 <u>Center</u> fees in Louisville	1	2	3	4	5
Overall quality of the Louisville Recreation Center	1	2	3	4	5
Overall quality of the Louisville Senior Center	1	2	3	4	5
Overall quality of the Coal Creek Golf Course	1	2	3	4	5
Maintenance and cleanliness of the Louisville Recreation Center	1	2	3	4	5
Overall performance of the Louisville Parks and Recreation <u>and Senior Center</u> Department	1	2	3	4	5
<u>Overall performance of the Louisville Coal Creek Golf Course</u>	1	2	3	4	5

Please circle the number that comes closest to your opinion about the following areas of the Louisville Parks and Open Space Departments:

Adequacy of parks, bike paths, playing fields and playgrounds	1	2	3	4	5
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas, etc.)	1	2	3	4	5
Maintenance of open space <u>(e.g. trash bins, trailheads, habitat, etc.)</u>	1	2	3	4	5
Maintenance of the trail system	1	2	3	4	5
Maintenance of medians and street landscaping	1	2	3	4	5
<u>Maintenance of Louisville Cemetery</u>	1	2	3	4	5
<u>Customer service (knowledgeable, available, responsive, courteous)</u>	1	2	3	4	5

Please circle the number that comes closest to your opinion about the Louisville Public Library and Historical Museum and their services:

	Excellent	Good	Fair	Poor	Don't know
Louisville Public Library programs (e.g., story time, One Book program, etc.)	1	2	3	4	5
Services at the Louisville Public Library (e.g., reference desk 169 k out, etc.)	1	2	3	4	5

Internet and computer services at the Louisville Public Library	1 2 3 4 5
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	1 2 3 4 5
Louisville Public Library materials and collections	1 2 3 4 5
Louisville Public Library building	1 2 3 4 5
<u>Customer service at Library (knowledgeable, available, responsive, courteous)</u>	<u>1 2 3 4 5</u>
Overall performance of the Louisville Public Library.....	1 2 3 4 5
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, <u>expanded/new programming</u>)	1 2 3 4 5
Louisville Historical Museum campus (<u>including expanded hours</u>)	1 2 3 4 5
<u>Archival materials (historic photographs, newspapers, etc.)</u>	
<u>Customer service at Historical Museum (knowledgeable, available, responsive, courteous)</u>	<u>1 2 3 4 5</u>
Overall performance of the Louisville Historical Museum	1 2 3 4 5

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

	Excellent	Good	Fair	Poor	Don't know
Street maintenance in your neighborhood (<u>e.g. paving and concrete replacement</u>)					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
Waste water (sewage system)	1	2	3	4	5
Storm drainage (flooding management)	1	2	3	4	5
<u>Quality of Louisville water</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
<u>Solid waste/trash service (trash, recycle, compost)</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
<u>Fees for water, sewer and trash</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
<u>Customer service (knowledgeable, available, responsive, courteous)</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
<u>Overall performance of Louisville Public Works Department</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>

Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville's Transportation System:

	Excellent	Good	Fair	Poor	Don't know
Bike lanes on Louisville streets					1 2 3 4 5
Access on <u>and to</u> sidewalks/crosswalks for disabled persons					1 2 3 4 5
<u>Access to public transit</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Quality of Louisville water	1	2	3	4	5
Overall performance of Louisville's <u>Transportation System</u> Public Works Department					1 2 3 4 5

Overall, how do you rate the quality of services provided by the _____ Excellent Good Fair Poor Don't know
City of Louisville?

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Louisville?

	Once or Never	3 to 12 twice	13 to 26 times	More than 26 times
Played golf at the Coal Creek Golf Course	1	2	3	4 5
Used the Louisville Public Library or its services	1	2	3	4 5
Used the Louisville Recreation Center	1	2	3	4 5
Used Memory Square Pool	1	2	3	4 5
Visited the Louisville Historical Museum	1	2	3	4 5
Attended the Downtown Louisville Street Faire (9 nights in 2015)	1	2	3	4 5
Attended an event, show or activity at the Arts Center	1	2	3	4 5
<u>Attended a City event in Louisville (Fourth of July, Fall Festival, Drive in Movie)</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4 5</u>
Attended another event downtown (Art Walk, Taste of Lsvl, parade, Winter Skate) ...	1	2	3	4 5

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

Always Frequently Sometimes Never _____ Excellent Good Fair Poor Don't know

Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or streaming through the City's website	1 2 3 4	1 2 3 4 5					
Community Update (City Newsletter)	1 2 3 4		1 2 3 4 5				
<u>City of Louisville eNewsletter</u>		1 2 3 4		1 2 3 4 5			
The Daily Camera/Hometown Weekly.....	1 2 3 4		1 2 3 4 5				
The City of Louisville website (www.louisvilleco.gov)			1 2 3 4			1 2 3 4 5	
<u>City's online engagement site (www.engagelouisvilleco.org)</u>			1 2 3 4			1 2 3 4 5	
City's email notices (eNotification)	1 2 3 4		1 2 3 4 5				
Utility bill inserts	1 2 3 4		1 2 3 4 5				
Word of mouth	1 2 3 4		1 2 3 4 5				

What sources, other than those listed above, would you or do you use to get information about the City of Louisville?

How likely, if at all, would you be to look for official City information on social media websites (e.g., Facebook, Twitter, Instagram, etc.) if the City were to increase its presence or activity?

Very likely Somewhat likely Somewhat unlikely Very unlikely Don't know

Comments: _____

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. 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

D6. How many people (including yourself) currently live in your household? _____ people

D7. Do any children 17 or under live in your household?

- No
- Yes

D8. Are you or any other members of your household aged 60 or older?

- No
- Yes

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center[RF](#)

2020 DRAFT Louisville Citizen Survey Questions

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 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

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

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

Please rate how safe you feel:

Very safe/ Somewhat safe/ Neither safe nor unsafe/ Somewhat unsafe/Very unsafe/ Don't know

From violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
From property crimes (e.g., burglary, theft)	1	2	3	4	5	6
In your neighborhood	1	2	3	4	5	6
In Louisville's downtown area	1	2	3	4	5	6
In Louisville's parks.....	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:

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

Please circle the number that comes closest to your opinion about the following areas related to the Louisville Police Department and Public Safety:

	Excellent	Good	Fair	Poor	Don't know
Visibility of patrol cars	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

Information about community safety, including crime prevention	1 2 3 4 5
Response to emerging community issues, such as opioids, mental health, etc.	1 2 3 4 5
Customer service (knowledgeable, available, responsive, courteous)	1 2 3 4 5
Overall performance of the Louisville Police Department	1 2 3 4 5

Please circle the number that comes closest to your opinion about the following areas of Community Design and the Louisville Planning and Building Safety Department:

Excellent Good Fair Poor Don't know

A well-connected community that is easy to walk, bike or drive in.	
Preservation of the historic character of old town	
The public input process on City planning issues	1 2 3 4 5
Planning review process for new development	1 2 3 4 5
Overall performance of the Louisville Planning Department	1 2 3 4 5
Building permit process	1 2 3 4 5
Building/construction inspection process	1 2 3 4 5
Building permit process related to 2018 hail damage	1 2 3 4 5
Customer service (knowledgeable, available, responsive, courteous)	1 2 3 4 5

Please circle the number that comes closest to your opinion about the following areas of the Louisville Recreation and Senior Center and Coal Creek Golf Course:

Excellent Good Fair Poor Don't know

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 Center fees in Louisville	1 2 3 4 5
Overall quality of the Louisville Recreation Center	1 2 3 4 5
Overall quality of the Louisville Senior Center	1 2 3 4 5
Overall quality of the Coal Creek Golf Course	1 2 3 4 5
Overall performance of the Louisville Recreation and Senior Center.....	1 2 3 4 5
Overall performance of the Louisville Coal Creek Golf Course.....	1 2 3 4 5

Please circle the number that comes closest to your opinion about the following areas of the Louisville Parks and Open Space Departments:

Adequacy of parks, bike paths, playing fields and playgrounds	1 2 3 4 5
Maintenance of parks (e.g., landscaping, turf areas, playgrounds, picnic areas, etc.)	1 2 3 4 5
Maintenance of open space (e.g. trash bins, trailheads, habitat, etc.)	1 2 3 4 5
Maintenance of the trail system	1 2 3 4 5
Maintenance of medians and street landscaping	1 2 3 4 5
Maintenance of Louisville Cemetery	1 2 3 4 5
Customer service (knowledgeable, available, responsive, courteous)	1 2 3 4 5

Please circle the number that comes closest to your opinion about the Louisville Public Library and Historical Museum and their services:

Excellent Good Fair Poor Don't know

Louisville Public Library programs (e.g., story time, One Book program, etc.)	1 2 3 4 5
Services at the Louisville Public Library (e.g., reference desk, check out, etc.)	1 2 3 4 5
Internet and computer services at the Louisville Public Library	1 2 3 4 5
Louisville Public Library services online at www.louisville-library.org accessed from home or elsewhere (e.g., book holds, access databases, research, etc.)	1 2 3 4 5
Louisville Public Library materials and collections	1 2 3 4 5
Louisville Public Library building	1 2 3 4 5
Customer service at Library (knowledgeable, available, responsive, courteous)	1 2 3 4 5
Overall performance of the Louisville Public Library.....	1 2 3 4 5
Louisville Historical Museum programs (e.g., lectures, walking tours, newsletters, expanded/new programming)	1 2 3 4 5
Louisville Historical Museum campus (including expanded hours)	1 2 3 4 5
Archival materials (historic photographs, newspapers, etc.)	
Customer service at Historical Museum (knowledgeable, available, responsive, courteous)	1 2 3 4 5

Overall performance of the Louisville Historical Museum 1 2 3 4 5

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

	Excellent	Good	Fair	Poor	Don't know
Street maintenance in your neighborhood (e.g. paving and concrete replacement)	1	2	3	4	5
Street sweeping	1	2	3	4	5
Snow removal/street sanding	1	2	3	4	5
Street lighting, signage and street markings	1	2	3	4	5
Waste water (sewage system)	1	2	3	4	5
Storm drainage (flooding management)	1	2	3	4	5
Quality of Louisville water	1	2	3	4	5
Solid waste/trash service (trash, recycle, compost)	1	2	3	4	5
Fees for water, sewer and trash	1	2	3	4	5
Customer service (knowledgeable, available, responsive, courteous)	1	2	3	4	5
Overall performance of Louisville Public Works Department	1	2	3	4	5

Please circle the number that comes closest to your opinion about the performance of the following areas of Louisville's Transportation System:

	Excellent	Good	Fair	Poor	Don't know
Bike lanes on Louisville streets	1	2	3	4	5
Access on and to sidewalks/crosswalks.....	1	2	3	4	5
Access to public transit	1	2	3	4	5
Overall performance of Louisville's Transportation System.....	1	2	3	4	5

Overall, how do you rate the quality of services provided by the City of Louisville? Excellent Good Fair Poor Don't know
1 2 3 4 5

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Louisville?

	Never	Once or 2 times	3 to 12 times	13 to 26 times	More than 26 times
Played golf at the Coal Creek Golf Course	1	2	3	4	5
Used the Louisville Public Library or its services	1	2	3	4	5
Used the Louisville Recreation Center	1	2	3	4	5
Used Memory Square Pool	1	2	3	4	5
Visited the Louisville Historical Museum	1	2	3	4	5
Attended the Downtown Louisville Street Faire.....	1	2	3	4	5
Attended an event, show or activity at the Arts Center	1	2	3	4	5
Attended a City event in Louisville (Fourth of July, Fall Festival, Drive in Movie)	1	2	3	4	5
Attended another event downtown (Art Walk, Taste of Lsvl, parade, Winter Skate) ...	1	2	3	4	5

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

	Always	Frequently	Sometimes	Never	Excellent	Good	Fair	Poor	Don't know
Attend, watch or stream a City Council meeting or other program on Comcast channel 8 (government access) or streaming through the City's website	1	2	3	4	1	2	3	4	5
<i>Community Update</i> (City Newsletter)	1	2	3	4	1	2	3	4	5
City of Louisville eNewsletter	1	2	3	4	1	2	3	4	5
<i>The Daily Camera/Hometown Weekly</i>	1	2	3	4	1	2	3	4	5
The City of Louisville website (www.louisvilleco.gov)	1	2	3	4	1	2	3	4	5
City's online engagement site (www.engagelouisvilleco.org)	1	2	3	4	1	2	3	4	5
City's email notices (eNotification)	1	2	3	4	1	2	3	4	5
Utility bill inserts	1	2	3	4	1	2	3	4	5
Word of mouth	1	2	3	4	1	2	3	4	5

What sources, other than those listed above, would you or do you use to get information about the City of Louisville?

How likely, if at all, would you be to look for official City information on social media websites (e.g., Facebook, Twitter, Instagram, etc.) if the City were to increase its presence or activity?

Very likely Somewhat likely Somewhat unlikely Very unlikely Don't know

Comments: _____

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. 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

D6. How many people (including yourself) currently live in your household? _____ people

D7. Do any children 17 or under live in your household?

- No
- Yes

D8. Are you or any other members of your household aged 60 or older?

- No
- Yes

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center

SUBJECT: APPROVE CHANGES TO DECEMBER MEETING SCHEDULE

DATE: DECEMBER 3, 2019

PRESENTED BY: MEREDYTH MUTH, CITY CLERK

SUMMARY:

Staff suggests Council amend the December meeting schedule as follows:

- Cancel the special meeting on December 11 as a second night of Board interviews is not needed.
- Move the start time of the December 12 meeting to 5 pm.
- Approve a Special Meeting on December 16 at 5 pm for Ward III Council Applicants

FISCAL IMPACT:

None

RECOMMENDATION:

Approve changes to the December meeting schedule.

ATTACHMENT(S):

None

**SUBJECT: APPROVAL OF REQUEST FOR PROPOSALS FOR 2020
PERFORMANCE MEASURES REFINEMENT**

DATE: DECEMBER 3, 2019

**PRESENTED BY: EMILY HOGAN, ASSISTANT CITY MANAGER FOR
COMMUNICATIONS & SPECIAL PROJECTS
HEATHER BALSER, CITY MANAGER**

SUMMARY:

City staff is planning to solicit proposals for consultant services to refine the City's performance measures. The existing Key Performance Indicators (KPIs) were first adopted in 2016 with a program-based budget and have been used for two biennial budget cycles (2017/2018 and 2019/2020).

The City is interested in reviewing and refining the KPIs for the 2021/2022 budget based on best practices for performance measures, metrics from similar communities and input from City staff to provide meaningful information when measuring performance, making budgetary decisions and identifying operational efficiencies.

BACKGROUND:

The City adopted its first program-based budget in 2016. The budget was organized into 10 program areas and 38 sub-programs. To measure the City's progress in achieving the goals and objectives of the programs and sub-programs, the City adopted Key Performance Indicators (KPIs) for each sub-program.

The KPIs include workload measures that show the quantity or volume of products, services or efforts involved; efficiency measures that demonstrate the resources used to accomplish an outcome, level of productivity or cost per unit; and effectiveness measures that indicate how well a sub-program is accomplishing the goals and objectives of each program and sub-program.

Refining the performance measures creates an opportunity to review the vision and goals for the program, identify current challenges with the KPIs, educate staff on the purpose of KPIs and solicit input on what information is used to make decisions, consider best practices for performance measures and metrics from similar communities and improve the final product used by City Council during the budget process while supporting the Strategic Plan.

The Finance Committee reviewed the draft Request for Proposals on July 19, 2019 and recommended approval.

FISCAL IMPACT

Funding for this item (\$10,000) was included in the 2019 budget (101141-540910). Staff is recommending an additional \$20,000 be included in the 2020 budget to cover the total estimated cost of the project.

PROGRAM/SUB-PROGRAM IMPACT:

The goal for the Governance and Administration Sub-Program focuses on ensuring inclusive, responsive, transparent, friendly, fiscally responsible, effective and efficient governance, administration and support. Establishing measures that evaluate the performance of the organization in these areas furthers the City’s ability to meet this goal.

RECOMMENDATION

Staff recommends approval of the Request for Proposals for the 2020 Performance Measures Refinement and to proceed with beginning the process in early 2020.

ATTACHMENT(S):

- 1. Draft 2020 Performance Measures Refinement Request for Proposals

STRATEGIC PLAN IMPACT:

<input type="checkbox"/>	 Financial Stewardship & Asset Management	<input checked="" type="checkbox"/>	 Reliable Core Services
<input type="checkbox"/>	 Vibrant Economic Climate	<input checked="" type="checkbox"/>	 Quality Programs & Amenities
<input type="checkbox"/>	 Engaged Community	<input type="checkbox"/>	 Healthy Workforce
<input type="checkbox"/>	 Supportive Technology	<input type="checkbox"/>	 Collaborative Regional Partner



Request for Proposals

2020 PERFORMANCE MEASURES REFINEMENT

**City of Louisville, City Manager's Office
749 MAIN STREET, LOUISVILLE, CO 80027
PH: (303) 335-4528
www.louisvilleco.gov**

Project Number: 101141-540910

PROPOSALS DUE: FRIDAY, JANUARY 17, 2020 BY 10 A.M.

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ATTACHMENTS

Appendix A – Draft Professional Services Agreement

PROPOSED PROJECT SCHEDULE

Daily Camera.....	Jan. 2, 2020
Rocky Mountain E-Purchasing.....	Jan. 2
First Publication.....	Jan. 2
Second Publication.....	Jan. 9
Last Day for Questions.....	Jan. 9
Questions Answered.....	Jan. 14
Proposals Due.....	Jan. 17
Selection Committee – Interviews.....	Jan. 28
Final Package due.....	May. 1

1. CITY INFORMATION

Situated between Denver and Boulder, the City of Louisville, Colorado receives national attention for being one of the best places to live in the United States. The City has a population of approx. 21,000 residents and provides a wide range of services and amenities. As a home rule municipality with more than 400 employees to serve its citizenry, the City delivers core services and operates several public facilities like the Louisville Public Library, Recreation/Senior Center, Historical Museum, Center for the Arts and Coal Creek Golf Course. About 26% of the City’s land area is dedicated to open space, parks and public spaces that the City maintains. This includes 32 miles of trails spread throughout the community. The mix of large industry with sole proprietor retail operations and home-based businesses also make for a healthy local economy.

The City adopted its first program-based budget in 2016. The intent of this change was to make it easier for the public to understand where the City invests their taxes and fees to provide services and for City Council to evaluate how efficiently and effectively the City uses those resources to achieve the objectives of each sub-program. The budget was organized into 10 program areas and 38 sub-programs.

To measure the City’s progress in achieving the goals and objectives of the programs and sub-

programs, the City adopted Key Performance Indicators (KPIs). These include workload measures that show the quantity or volume of products, services or efforts involved; efficiency measures that demonstrate the resources used to accomplish an outcome, level of productivity or cost per unit; and effectiveness measures that indicate how well a program is accomplishing the goals and objectives of each program and sub-program.

The City is interested in refining the existing KPIs for the City’s program-based budget based on best practices for performance measures, metrics from similar communities and input from City staff to provide meaningful information when measuring performance in meeting program goals and sub-program objectives, making budgetary decisions and identifying operational efficiencies. Refined KPIs are to be used for the 2021/2022 budget. KPIs have already been adopted for 2019/2020.

2. INVITATION

The City of Louisville is inviting proposals from highly qualified firms (“Respondents”) with special expertise, qualifications and background necessary to provide professional guidance in refining the City’s performance measures.

Scope of Services

The selected firm must be able to provide the following services including, but not limited to:

1. Develop vision/goals (i.e. measure what matters) for performance measures program with input and direction from City Manager’s Office staff.
2. Review best practices for performance measures and metrics from similar communities and compare against the City’s KPIs.
3. Review existing KPIs and consider measures that should be collected to ensure that the City achieves its program goals and can track performance over time. Program areas will be evaluated in a sequence that will align with planned organizational assessments in several City departments, as the updated KPIs could help inform that process.
4. Review work completed by Information Technology Department around dashboards and data analytics and incorporate into revised KPIs.
5. Provide recommendations for KPIs for capital projects completion/planning (i.e. on-time delivery, on-budget, etc.).
6. Consider opportunities to streamline or restructure KPIs to meet best practices and create common language for staff.
7. Consider ways to incorporate the City’s new Strategic Plan in the KPIs. The KPIs inform how the City is meeting its Critical Success Factors.
8. Meet with City departments/divisions over two days to educate on the purpose of performance measures and solicit input on which data should be collected to measure

- performance in meeting program goals and sub-program objectives to make budgetary decisions and identify operational efficiencies.
9. Develop final recommendations for KPI refinement based on research on best practices and metrics from other communities and input from staff.
 10. Facilitate discussion with City Council at one public meeting about recommended changes or improvements to performance measures program.
 11. Deliverables: final report that includes vision/goals of performance measures program, summary of best practices and metrics from similar communities, final recommendations for KPI refinement, guidance on how to use KPIs as part of the budget process and recommendations for future onboarding and training for staff and review cycle for KPIs.
 12. Estimated budget for project: \$20,000-\$30,000.

Submittal Instructions

If you have any questions about the RFP, please contact Emily Hogan and Megan Davis in the City Manager's Office at 303.335.4533 or ehogan@louisvilleco.gov and mdavis@louisvilleco.gov. Submittals are due at the City of Louisville for time and date recording on or before January 17, 2020 at 10 a.m.

Deliver five (5) bound copies of your submittal and an electronic version on a disc or flash drive, submitted in a sealed envelope, clearly marked as **2020 PERFORMANCE MEASURES REFINEMENT**, to the City Manager's Office, 749 Main Street, Louisville CO 80027.

All RFPs must be received and time and date recorded by authorized City staff by the above due date and time. Sole responsibility rests with the Respondents to see that their RFP response is received on time at the stated location. Any responses received after due date and time will be returned to the Respondents.

The City of Louisville reserves the right to reject any and all responses, to waive any informalities or irregularities therein, and to accept the proposal that, in the opinion of the City, is in the best interest of the City of Louisville. Due to the complexity of work required, selection of a firm will not be based solely upon the lowest responsible bid but will also take into account experience gained from work on similar projects and an understanding of the project goals and approach to the project.

Digital copies of the Bidding Documents will be available beginning January 2, 2020 on-line through Rocky Mountain Bid System and linked through the City of Louisville's website at <http://www.louisvilleco.gov/business/bidding-opportunities>.

Terms and Conditions

1. Each Respondent shall furnish the information required in the proposal.
2. The Contract/Purchase Order will be awarded to the Respondent whose submittal,

conforming to the Request for Proposals, will be most advantageous to the City of Louisville, price and other factors considered.

3. The City of Louisville reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received, and to accept any portion of or all items proposed if deemed in the best interest of the City of Louisville to do so.
4. No submittal shall be withdrawn for a period of thirty (30) days subsequent to the opening of RFPs without the consent of the City's delegated representative.
5. A signed purchase order or contract furnished to the selected firm results in a binding contract without further action by either party.
6. Late or unsigned RFPs will not be accepted or considered. It is the responsibility of Respondents to ensure that the RFP arrives at the City of Louisville no later than the time indicated in the "Request for Proposal."
7. The proposed price shall be exclusive of any Federal or State taxes from which the City of Louisville is exempt by law.
8. Any interpretation, correction or change of the RFP documents will be made by Addendum. Interpretations, corrections and changes of the RFP documents made in any other manner will not be binding, and Respondents shall not rely upon such interpretations, corrections and changes. The City will not be responsible for oral clarification.
9. Confidential/Proprietary Information: RFPs submitted in response to this "Request for Proposal" and any resulting contract are subject to the provisions of the Colorado Public (Open) Records Act, 24-72-201 et.seq., C.R.S., as amended. Any restrictions on the use or inspection of material contained within the proposal and any resulting contract shall be clearly stated in the RFP itself. Confidential/proprietary information must be readily identified, marked and separated/packaged from the rest of the proposal. **Co-mingling of confidential/proprietary and other information is NOT acceptable. Neither a proposal, in its entirety, nor proposed price information will be considered confidential/proprietary. Any information that will be included in any resulting contract cannot be considered confidential.**
10. The City reserves the right to modify the Scope of Services and request revisions to proposals prior to entering into a written contract.

3. EVALUATION CRITERIA

Please respond to the evaluation criteria with comments that are concise and to the point. The City will evaluate and finalists will be selected and invited to continue the process by making formal presentations to a selection committee. The best fit will be recommended to City Council authorizing the City to enter into a professional services agreement. The selection committee will evaluate and score the submittals using a weighted average based upon;

- A. Statement of Interest (SOI). In up to two (2) pages, express your interest in the project, specifically addressing;
 1. Specialized experience in the development of performance measures.

2. Analysis/identification of issues – identify constraints as well as opportunities.
 3. Goals – identify how your project goals meet or exceed the City’s project goals.
- B. Project Approach
1. Examples of similar projects – quality finished projects.
 2. Innovative solutions – discuss project alternatives, and/or opportunities to add value to the project.
 4. On-time and budget – accountability for time, budget and value engineering if needed.
 5. Availability.
 6. Provide a detailed project schedule highlighting critical path and mile stones for completion of the project.
- C. Project Team Listing
1. Provide a listing of team members that will be involved in the process, relevant experience and other material that is pertinent and concise.
- D. References
1. Submit three references for similar projects completed within the last three years along with contacts for the project.
- E. Cost Proposal
1. A not-to-exceed amount for all phases of the Scope of Services.

4. SUBMITTAL

Please submit the following information in the order listed below:

1. Name of your company/organization
2. Type of Organization: (Corporation, Partnership, etc.)
3. Address
4. Names and Address of Project Team or Firm
5. Contact Person(s)
6. Telephone, Fax, E-mail
7. Statement of Interest
8. Project Approach
9. Project Team Listing
10. References
11. Cost Proposal

5. SIGNATURE PAGE

Failure to complete, sign and return this signature page with your proposal may be cause for rejection.

Contact Information	Response
Company Name	
Name and Title of Primary Contact Person	
Company Address	
Phone Number	
Email Address	
Company Website if applicable	

By signing below I certify that:

I am authorized to bid on my company's behalf.

I am not currently an employee of the City of Louisville.

Signature of Person Authorized to Bid on

Date Firm's Behalf

Note: If you cannot certify the above statements, please explain in the space provided below.

**SUBJECT: AUTHORIZE EXECUTION OF ENGAGEMENT LETTER FOR
 AUDITING SERVICES WITH EIDE BAILLY, LLC**

DATE: DECEMBER 3, 2019

PRESENTED BY: KEVIN WATSON, FINANCE DEPARTMENT

SUMMARY:

On June 30, 2017, the Finance Department issued a Request for Proposals (RFP) for Auditing Services. On or before August 4, 2017, the City received proposals from five firms. A Finance Department review team evaluated each proposal based on the criteria outlined within the RFP. Based upon the review team's evaluation of both the technical proposals and the cost proposals, the Finance Committee recommended the City award the seven-year bid to Eide Bailly, LLP, which was later approved by the City Council on October 17, 2017.

FISCAL IMPACT:

The 2019 audit cost was bid at \$47,400, approximately 2% larger than 2018. This amount assumes one major Federal Program subject to the Single Audit Act. These audit fees will be distributed to the City's largest operating funds – the General Fund and the Utility Funds.

RECOMMENDATION:

Staff recommends the Council authorize the execution of an engagement letter for professional auditing services with Eide Bailly, LLC.

ATTACHMENT(S):

1. Proposed Engagement Letter dated November 1, 2019



November 1, 2019

Honorable Mayor and Members of the City Council
City of Louisville
749 Main Street
Louisville, Colorado

The following represents our understanding of the services we will provide to the City of Louisville, Colorado.

You have requested that we audit the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information of the City of Louisville (the "City"), as of December 31, 2019, and for the year then ended, and the related notes, which collectively comprise the City's basic financial statements. We are pleased to confirm our acceptance and our understanding of this audit engagement by means of this letter. Our audit will be conducted with the objective of our expressing an opinion on each opinion unit applicable to those basic financial statements.

Accounting principles generally accepted in the United States of America (U.S. GAAP), as promulgated by the Governmental Accounting Standards Board (GASB) require that certain information be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the GASB, who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. As part of our engagement, we will apply certain limited procedures to the required supplementary information (RSI) in accordance with auditing standards generally accepted in the United States of America (U.S. GAAS). These limited procedures will consist primarily of inquiries of management regarding their methods of measurement and presentation and comparing the information for consistency with management's responses to our inquiries. We will not express an opinion or provide any form of assurance on the RSI. The following RSI is required by U.S. GAAP. This RSI will be subjected to certain limited procedures but will not be audited:

- Management's Discussion and Analysis
- Budgetary Comparison Schedule – General Fund
- Budgetary Comparison Schedule – Open Space & Parks Fund
- Notes to RSI

Supplementary information other than RSI will accompany the City's basic financial statements. We will subject the following supplementary information to the auditing procedures applied in our audit of the basic financial statements and perform certain additional procedures, including comparing and reconciling the supplementary information to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and additional procedures in accordance with U.S. GAAS. We intend to provide an opinion on the following supplementary information in relation to the basic financial statements as a whole:

- Combining nonmajor fund financial schedules
- Other budgetary schedules
- Local highway user report

Also, the document we submit to you will include the following other additional information that will not be subjected to the auditing procedures applied in our audit of the basic financial statements:

- Introductory section
- Statistical section

Auditor Responsibilities

We will conduct our audit in accordance with U.S. GAAS. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the basic financial statements are free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the basic financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the basic financial statements, whether due to fraud or error, misappropriation of assets, or violations of laws, governmental regulations, grant agreements, or contractual agreements.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the basic financial statements. If appropriate, our procedures will therefore include tests of documentary evidence that support the transactions recorded in the accounts, tests of the physical existence of inventories, and direct confirmation of cash, investments, and certain other assets and liabilities by correspondence with creditors and financial institutions. As part of our audit process, we will request written representations from your attorneys, and they may bill you for responding. At the conclusion of our audit, we will also request certain written representations from you about the basic financial statements and related matters.

Because of the inherent limitations of an audit, together with the inherent limitations of internal control, an unavoidable risk that some material misstatements (whether caused by errors, fraudulent financial reporting, misappropriation of assets, or violations of laws or governmental regulations) may not be detected exists, even though the audit is properly planned and performed in accordance with U.S. GAAS.

In making our risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the basic financial statements in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. However, we will communicate to you in writing concerning any significant deficiencies or material weaknesses in internal control relevant to the audit of the basic financial statements that we have identified during the audit. Our responsibility as auditors is limited to the period covered by our audit and does not extend to any other periods.

We cannot provide assurance that unmodified opinions will be expressed. Circumstances may arise in which it is necessary for us to modify our opinions or add emphasis-of-matter or other-matter paragraphs. If our opinions on the basic financial statements are other than unmodified, we will discuss the reasons with you in advance. If, for any reason, we are unable to complete the audit or are unable to form or have not formed opinions, we may decline to express opinions or to issue a report as a result of this engagement.

Compliance with Laws and Regulations

As previously discussed, as part of obtaining reasonable assurance about whether the basic financial statements are free of material misstatement, we will perform tests of the City's compliance with the provisions of applicable laws, regulations, contracts, and agreements. However, the objective of our audit will not be to provide an opinion on overall compliance and we will not express such an opinion.

Management Responsibilities

Our audit will be conducted on the basis that management and, when appropriate, those charged with governance, acknowledge and understand that they have responsibility:

- a. For the preparation and fair presentation of the basic financial statements in accordance with accounting principles generally accepted in the United States of America;
- b. For the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of basic financial statements that are free from material misstatement, whether due to error fraudulent financial reporting, misappropriation of assets, or violations of laws, governmental regulations, grant agreements, or contractual agreements; and
- c. To provide us with:
 - i. Access to all information of which management is aware that is relevant to the preparation and fair presentation of the basic financial statements such as records, documentation, and other matters;
 - ii. Additional information that we may request from management for the purpose of the audit; and
 - iii. Unrestricted access to persons within the entity from whom we determine it necessary to obtain audit evidence.
- d. For including the auditor's report in any document containing basic financial statements that indicates that such basic financial statements have been audited by the entity's auditor;
- e. For identifying and ensuring that the entity complies with the laws and regulations applicable to its activities;
- f. For adjusting the basic financial statements to correct material misstatements and confirming to us in the management representation letter that the effects of any uncorrected misstatements aggregated by us during the current engagement and pertaining to the current period under audit are immaterial, both individually and in the aggregate, to the basic financial statements as a whole; and
- g. For acceptance of nonattest services, including identifying the proper party to oversee nonattest work;
- h. For maintaining adequate records, selecting and applying accounting principles, and safeguarding assets.
- j. For informing us of any known or suspected fraud affecting the entity involving management, employees with significant role in internal control and others where fraud could have a material effect on the financials; andFor the accuracy and completeness of all information provided.

With regard to the supplementary information referred to above, you acknowledge and understand your responsibility (a) for the preparation of the supplementary information in accordance with the applicable criteria, (b) to provide us with the appropriate written representations regarding supplementary information, (c) to include our report on the supplementary information in any document that contains the supplementary information and that indicates that we have reported on such supplementary information, and (d) to present the supplementary information with the audited basic financial statements, or if the supplementary information will not be presented with the audited basic financial statements, to make the audited basic financial statements readily available to the intended users of the supplementary information no later than the date of issuance by you of the supplementary information and our report thereon.

As part of our audit process, we will request from management and, when appropriate, those charged with governance, written confirmation concerning representations made to us in connection with the audit.

Reporting

We will issue a written report upon completion of our audit of the City's basic financial statements. Our report will be addressed to the governing body of the City. We cannot provide assurance that unmodified opinions will be expressed. Circumstances may arise in which it is necessary for us to modify our opinions, add an emphasis-of-matter or other-matter paragraph(s), or withdraw from the engagement.

Other

We understand that your employees will prepare all confirmations we request and will locate any documents or support for any other transactions we select for testing.

If you intend to publish or otherwise reproduce the basic financial statements and make reference to our firm, you agree to provide us with printers' proofs or masters for our review and approval before printing. You also agree to provide us with a copy of the final reproduced material for our approval before it is distributed.

Provisions of Engagement Administration, Timing and Fees

During the course of the engagement, we may communicate with you or your personnel via fax or e-mail, and you should be aware that communication in those mediums contains a risk of misdirected or intercepted communications.

Kimberley K. Higgins is the engagement partner for the audit services specified in this letter. Responsibilities include supervising services performed as part of this engagement and signing or authorizing another qualified firm representative to sign the audit report. We expect to begin our audit in December 2019, with final fieldwork beginning in April 2020, and to issue our report no later than May 31, 2020.

Our professional fee for the audit will not exceed \$47,400. Our fees are based on the amount of time required at various levels of responsibility, plus actual out-of-pocket expenses. Invoices are payable upon presentation. We will notify you immediately of any circumstances we encounter that could significantly affect this initial fee estimate. Whenever possible, we will attempt to use the City's personnel to assist in the preparation of schedules and analyses of accounts. This effort could substantially reduce our time requirements and facilitate the timely conclusion of the audit. Further, we will be available during the year to consult with you on financial management and accounting matters of a routine nature.

In addition, we will be compensated for any time and expenses, including time and expenses of legal counsel, we may incur in conducting or responding to discovery requests or participating as a witness or otherwise in any legal, regulatory, or other proceedings as a result of our Firm's performance of these services. You and your attorney will receive, if lawful, a copy of every subpoena we are asked to respond to on your behalf and will have the ability to control the extent of the discovery process to control the costs you may incur.

Should our relationship terminate before our audit procedures are completed and a report issued, you will be billed for services to the date of termination. All bills are payable upon receipt. A service charge of 1% per month, which is an annual rate of 12%, will be added to all accounts unpaid 30 days after billing date. If collection action is necessary, expenses and reasonable attorney's fees will be added to the amount due.

As GASB has been very busy with issuance of statements we will continue to offer consulting on understanding and implementing the 9 new standards that are up and coming for 2019 and 2020. Consulting fees for GASB statement implementations that you may need help with, are as follows:

Other GASB Statement Implementations and Understanding	\$185 - \$300/hour
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Other consulting services as needed will be provided, upon request, utilizing our industry specialists at the following hourly rates:

Other consulting, as requested	\$185-\$300/hour
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Other Matters

During the course of the audit, we may observe opportunities for economy in, or improved controls over, your operations. We will bring such matters to the attention of the appropriate level of management, either orally or in writing.

We may use third party service providers and/or affiliated entities (including Eide Bailly Shared Services Private Limited) (collectively, "service providers") in order to facilitate delivering our services to you. Our use of service providers may require access to client information by the service provider. We will take reasonable precautions to determine that they have the appropriate procedures in place to prevent the unauthorized release of confidential information to others. We will remain responsible for the confidentiality of client information accessed by such service provider and any work performed by such service provider.

You agree to inform us of facts that may affect the basic financial statements of which you may become aware during the period from the date of the auditor's report to the date the financial statements are issued.

We agree to retain our audit documentation or work papers for a period of at least eight years from the date of our report.

At the conclusion of our audit engagement, we will communicate to City Council and Management the following significant findings from the audit:

- Our view about the qualitative aspects of the entity's significant accounting practices;
- Significant difficulties, if any, encountered during the audit;
- Uncorrected misstatements, other than those we believe are trivial, if any;
- Disagreements with management, if any;
- Other findings or issues, if any, arising from the audit that are, in our professional judgment, significant and relevant to those charged with governance regarding their oversight of the financial reporting process;
- Material, corrected misstatements that were brought to the attention of management as a result of our audit procedures;
- Representations we requested from management;
- Management's consultations with other accountants, if any; and
- Significant issues, if any, arising from the audit that were discussed, or the subject of correspondence, with management.

The audit documentation for this engagement is the property of Eide Bailly LLP and constitutes confidential information. However, we may be requested to make certain audit documentation available to regulators pursuant to authority given to it by law or regulation, or to peer reviewers. If requested, access to such audit documentation will be provided under the supervision of Eide Bailly LLP's personnel. Furthermore, upon request, we may provide copies of selected audit documentation to regulators. The regulator may intend, or decide, to distribute the copies of information contained therein to others, including other governmental agencies.

Government Auditing Standards require that we provide, upon request, a copy of our most recent external peer review report and any subsequent review reports to the party contracting for the audit. Accordingly, we will provide a copy of our most recent peer review report at your request.

DISPUTE RESOLUTION

The following procedures shall be used to resolve any disagreement, controversy or claim that may arise out of any aspect of our services or relationship with you, including this engagement, for any reason ("Dispute"). Specifically, we agree to first mediate.

Mediation

All Disputes between us shall first be submitted to non-binding mediation by written notice ("Mediation Notice") to the other party. In mediation, we will work with you to resolve any differences voluntarily with the aid of an impartial mediator. The mediator will be selected by mutual agreement, but if we cannot agree on a mediator, one shall be designated by the American Arbitration Association ("AAA").

The mediation will be conducted as specified by the mediator and agreed upon by the parties. The parties agree to discuss their differences in good faith and to attempt, with the assistance of the mediator, to reach an amicable resolution of the Dispute. Mediation will be conducted with the parties in person in Denver, Colorado.

Each party will bear its own costs in the mediation. The fees and expenses of the mediator will be shared equally by the parties.

Either party may commence suit on a Dispute after the mediator declares an impasse.

Governing Law and Venue

We both agree to submit any unresolved Dispute to trial by a federal or state court venued in Denver, Colorado. This agreement shall be governed by and construed in accordance with the laws of the State of Colorado (regardless of the laws that might be applicable under the principles of conflict of law) as to all matters including without limitation, matters of validity, construction, effect, and performance.

LIMITATION OF DAMAGES AND NO PUNITIVE DAMAGES

The exclusive remedy available to you in any adjudication proceeding shall be the right to pursue claims for actual damages that are directly caused by acts or omissions that are breaches by us of our duties under this agreement and/or under applicable professional standards, such damages will be limited to no more than two times fees paid under this agreement. In no event shall we be liable to you for any punitive or exemplary damages, or for attorneys' fees.

TIME LIMITATION

The nature of our services makes it difficult, with the passage of time, to gather and present evidence that fully and fairly establishes the facts underlying any Dispute. We both agree that, notwithstanding any statute of limitations that might otherwise apply to a Dispute, it is reasonable that you may not bring any legal proceeding against us unless it is commenced within twenty-four (24) months ("Limitation Period") after the date when we deliver our report, return or other deliverable under this agreement to you, regardless of whether we do other services for you or that may relate to the audit.

The Limitation Period applies and begins to run even if you have not suffered any damage or loss, or have not become aware of the existence or possible existence of a Dispute.

INDEMNITY

You agree that none of Eide Bailly LLP, its partners, affiliates, officers or employees (collectively "Eide Bailly") shall be responsible for or liable to you for any misstatements in your financial statements that we may fail to detect as a result of knowing representations made to us, or the concealment or intentional withholding of information from us, by any of your owners, directors, officers or employees, whether or not they acted in doing so in your interests or for your benefit, and to hold Eide Bailly harmless from any claims, losses, settlements, judgments, awards, damages and attorneys' fees from any such misstatement, provided that the services performed hereunder were performed in accordance with professional standards, in all material respects.

If a claim is brought against you by a third-party that arises out of or is in any way related to the services provided under this engagement, you agree to indemnify Eide Bailly LLP, its partners, affiliates, officers and employees against any losses, including settlement payments, judgments, damage awards, punitive or exemplary damages, and the costs of litigation (including attorneys' fees) associated with the services performed hereunder provided that the services were performed in accordance with professional standards, in all material respects.

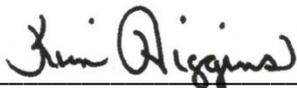
ASSIGNMENTS PROHIBITED

You agree that you will not and may not assign, sell, barter or transfer any legal rights, causes of actions, claims or Disputes you may have against Eide Bailly LLP, its partners, affiliates, officers and employees, to any other person or party, or to any trustee, receiver or other third party.

Please sign and return the attached copy of this letter to indicate your acknowledgment of, and agreement with, the arrangements for our audit of the basic financial statements including our respective responsibilities.

We appreciate the opportunity to be your certified public accountants and look forward to working with you and your staff.

Respectfully,



Kimberley K. Higgins, CPA
Partner

RESPONSE:

This letter correctly sets forth our understanding.

Acknowledged and agreed on behalf of the City of Louisville by:

Name: _____

Title: _____

Date: _____

SUBJECT: APPROVAL FOR PURCHASE OF QWIKSALT FROM COMPASS MINERAL

DATE: DECEMBER 3, 2019

PRESENTED BY: KURT KOWAR, P.E., PUBLIC WORKS DIRECTOR

SUMMARY:

The Operations Division recommends additional funds be added to the 2019 Purchase Requisition for Compass Mineral for the purchase of Complex Chloride (Qwiksalt) in order to continue providing safe roadways during snow storm events. Qwiksalt is a key component of snow removal operations on major roads, arterials roads, collector roads and problem spots. This product provides effective de-icing capabilities and helps keep our roads safe.

Compass Mineral is the only supplier for Qwiksalt, which provides the same results at a much lower price. Qwiksalt is also not treated with other chemicals making it safer for the environment.

FISCAL IMPACT:

Compass Minerals quote is on a per ton delivered price basis for \$79.80/ton. Compass Minerals is the only supplier of Qwiksalt and therefore represented as a sole source purchase.

The Operations Division requested a change order for an additional \$20,000 November 04, 2019, which was approved. The Operations Division is again asking for another \$20,000 to be added to the 2019 budget. The current 2019 budget for Qwiksalt is \$95,000 (includes the additional \$20,000 that was asked for in the original change order) which has again been exhausted. Staff is proposing a budget amendment for an additional \$20,000. With approval, the fiscal impact for 2019 will be a total of \$115,000.00.

Original Budget	\$ 75,000
1st Change Order	\$20,000
2nd Change Order	\$20,000
2019 Fiscal Impact	\$115,000

PROGRAM/SUB-PROGRAM IMPACT:

Safe traveling conditions for pedestrians and motorists; cost effective snow and ice control services; assist police, Fire and Emergency Medical Services in fulfilling their duties; safe passable streets, school bus routes and hard surface trails; safe access to

SUBJECT: APPROVAL OF PURCHASE OF QWIKSALT

DATE: DECEMBER 03, 2019

PAGE 2 OF 2

City facilities; and snow cleared within 24 hours from sidewalks that are the City's responsibility.

A safe well-maintained, effective and efficient multi-modal transportation system at a reasonable cost.

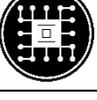
RECOMMENDATION:

Approve Operations Manager to initiate a purchase of Qwiksalt within the 2019 budget year.

ATTACHMENTS:

- 1. Compass Mineral 2019-2020 Agreement pdf

STRATEGIC PLAN IMPACT:

<input type="checkbox"/>	 Financial Stewardship & Asset Management	<input checked="" type="checkbox"/>	 Reliable Core Services
<input type="checkbox"/>	 Vibrant Economic Climate	<input type="checkbox"/>	 Quality Programs & Amenities
<input type="checkbox"/>	 Engaged Community	<input type="checkbox"/>	 Healthy Workforce
<input type="checkbox"/>	 Supportive Technology	<input type="checkbox"/>	 Collaborative Regional Partner



Sold-To ("Buyer"):

Micheal Cleveland
City of Louisville
1600 Empire Rd
Louisville, CO 80027

Date: October 04, 2019
Document: 161253
Tel: (303) 335-4757
Fax: (303) 335-4550
Email: michaelc@louisvilleco.gov
Customer #: H910608
Preferred: Email

Compass Minerals America Inc. ("Seller") / Quotation for bulk de-icing salt (the "Product")

Quantity (TN)	Delivery Location	Price Per Ton (USD)
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500 900 Reserve: 0	City of Louisville 739 So. 104th Street (NW Corner of 104th st. & Dillon Rd.) Louisville, CO 80027 Destination #: H966723 Delivery Lead Time: 3 days	79.80 Deliver	Depot: Denver - UPDS Product: BULK QWIKSALT (85051) Mode of Transport: DUMP (END OR BOTTOM) Distance: 14.3 Miles
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~Subject to prior sale
~ An active order must be placed a minimum of one day prior to shipment.

Buyer commits to purchasing 70% of the total Quantity listed above and to commence receiving deliveries of the Product no later than December 31. Seller may decline any orders for any reason impacting its ability to ship the Product, including (but not limited to) the availability of the Product, conditions at the terminal or production facilities, or weather conditions. The Buyer will be invoiced for any tons not taken up to the 70% (unless Seller has declined to deliver those tons).

Price(s) effective through Tuesday, 31 Mar 2020

Buyer agrees to pay Seller for the Product in accordance with the price and payment terms stated above and on the reverse side of this Quotation. In the event of any direct conflict between the terms stated above and the terms on the reverse side of this Quotation, the terms stated above will

Terms are NET 30 days from shipment with approved credit.

- * This Quotation is open for acceptance for 30 days following date of issue, and supersedes any and all previous proposals and contracts. This Quotation must be signed indicating acceptance to be valid.
- * Delivered price(s) via dump and based on full truck load quantities.
- * Seller does not commit to a specific delivery lead time. Any lead time or amount specified above is an estimated target only. Product availability is at Seller's discretion and may take into account the delivery dates, pick-up dates and quantities of past purchases.
- * Product is for bulk end use only and is not intended for blending or packaging without prior consent.
- * Applicable taxes extra
- * Compass Minerals America Inc. has no obligation to store the Product after 31 Mar 2020, but if it chooses to make storage available it will be for a fee of \$5 per month per ton.

Thank you for the opportunity to quote on your bulk de-icing salt needs.



 Joel Gerdes
 Sales Manager 800-323-1641 x 9360
 Compass Minerals America Inc.

Accepted By:
 Signature: 
 Title: Operations Manager
 Name: Michael Cleveland
 Date: 10/4/2019

Please sign and return by fax to 913-338-7945 or e-mail highwaygroup@compassminerals.com or by mail
Order placement and inquiries Monday through Friday - 7:00 am to 5:00 pm.

Terms and Conditions of Sale

1. PARTIES. "Seller" is identified in the "Remit To", "From", or similar section of the invoice, quotation, order or similar document issued by Seller to which these Terms and Conditions of Sale relate or are attached, or "Seller" is as otherwise defined in such document. "Buyer" is identified in the "Sold To" or similar section of the invoice, quotation, order or similar document issued by Seller to which these Terms and Conditions of Sale relate or are attached. "Product" is described and identified in the invoice, quotation, order or similar document issued by Seller to which these Terms and Conditions of Sale relate or are attached. All applicable invoices, orders, quotations and these Terms and Conditions of Sale are referred to collectively as this "Agreement".

2. OFFER. No terms in Buyer's bid, purchase order or other form shall be binding upon Seller. Seller rejects additional/different terms in such Buyer's documents. SELLER'S OFFER IS EXPRESSLY LIMITED TO AND CONDITIONED UPON BUYER'S ACCEPTANCE OF THIS AGREEMENT.

3. PRICES, TAXES, EXCEPT AS OTHERWISE SPECIFIED IN THIS AGREEMENT, PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. AMOUNTS DUE WILL BE INVOICED, UNLESS OTHERWISE SPECIFIED IN THIS AGREEMENT. AT SELLER'S PRICE IN EFFECT ON THE SCHEDULED DATE OF SHIPMENT. Prices on the invoicing document are net of all applicable discounts and promotional allowances. References to "tons" mean short tons (2000 lbs.) unless otherwise specified. Any tax or other governmental charges now or hereafter levied upon production, severance, manufacture, delivery, storage, consumption, sale, use or shipment of the Product are not included in Seller's price and Buyer is solely responsible for all such taxes and charges.

4. CANCELLATION. Orders, deliveries and pick-ups may be canceled by Buyer only upon: (a) written or oral notice to Seller and accepted in writing by Seller, and (b) payment to Seller of reasonable cancellation charges to be solely determined by Seller.

5. PAYMENT, CREDIT, PAST DUE ACCOUNTS. Buyer will make payment to Seller at the time and in the currency specified on Seller's quotation or invoicing document. Seller may in its sole judgment, require such other payment terms as Seller deems appropriate, including full or partial payment in advance of shipment or by letter of credit. Credit payment terms must have the prior approval of Seller's Credit Department and must be specified in writing on Seller's invoicing document. Whenever reasonable grounds for insecurity arise with respect to due payment from Buyer or with respect to Buyer's financial condition generally, Seller reserves the right to stop shipment on notification to Buyer and to demand payment in advance or at the time of delivery or pick-up or require reasonable assurance of payment, and in the absence thereof to cancel, without liability, further deliveries of the Product. A finance charge of the lesser of 1.5% per month (18% APR) or the highest rate permitted by law will be assessed on all past due accounts. Interest charged on a past due invoice will be assessed from the date of the invoice. Amounts owed by Buyer for which there is no dispute will be paid without set-off for any amounts that Buyer may claim are owed by Seller. Buyer agrees to reimburse Seller for all attorney fees and court costs in connection with default of these payment terms by Buyer.

6. DELAYS. All orders, deliveries and pick-ups are subject to Seller's ability to make the Product available at the time and in the quantities specified, and Seller shall not be liable for damages for failure to make the Product available in whole or in part or at any specific time. Seller shall not be liable for delays or defaults in delivery or making the Product available for pick-up caused by forces or events not reasonably within Seller's control (such forces and events include, without limitation, delays or defaults by carriers; extreme cold weather; partial or total failure of Seller's intended production, transportation or delivery facilities, floods, fires, storms, or other acts of God, war, an act of public enemy, or civil disturbance; strikes, lock-outs, shortages of labor or raw materials and supplies (including fuel); acts or omissions of Buyer; action of any governmental authority, or any other force majeure event). Buyer shall be liable for any added expenses incurred by Seller because of Buyer's delay in furnishing requested information to Seller, delays resulting from changes requested by Buyer, or delay in unloading shipments at the delivery point that are the fault of Buyer.

7. SHIPMENT COSTS/TRANSPORTATION MATTERS. Unless otherwise specified on Seller's invoicing document, all transportation charges, including, without limitation, Seller's and carrier's charges for notification prior to delivery, demurrage, switching, detention, delay in unloading, diversion, or reconsignment shall be the sole responsibility of Buyer. Buyer will assume title and risk of loss concurrently in accordance with Seller's invoicing document. ON PASSAGE OF TITLE, BUYER IS THEN RESPONSIBLE FOR PROPER PROTECTION OF THE PRODUCT AND COMPLIANCE WITH ALL LAWS, RULES AND REGULATIONS APPLICABLE TO THE STORAGE, USE, AND HANDLING OF THE PRODUCT AND WILL INDEMNIFY SELLER AGAINST ALL CLAIMS FOR PERSONAL INJURIES OR PROPERTY DAMAGE ARISING FROM THE STORAGE, USE OR HANDLING OF THE PRODUCT. Claims for damage or shortage in transit must be made by Buyer against the carrier. Buyer has the responsibility to inspect shipments before or during unloading to identify any such damage or shortage and see that appropriate notation is made on the delivery tickets or an inspection report furnished by the local agent of the carrier in order to support a claim. If railcars are used to deliver the Products, upon transfer of the Product's risk of loss to Buyer, Buyer is solely responsible for the care, condition, damage or loss of railcars until the railcars are released empty by Buyer to the rail carrier. Without Seller's prior written approval, neither Buyer nor any of its employees or agents will divert or export any such railcar to anywhere outside the continental U.S. Even with such approval, Buyer remains fully responsible for and shall promptly reimburse Seller for all claims, losses, costs, expenses, liabilities, penalties, demands and taxes directly caused by or incidental to such use of the railcars by Buyer.

8. WARRANTY/TIME FOR MAKING CLAIMS. Seller warrants only that it will convey good title to the Product Buyer receives and that, at the time of shipment, the Product will conform to the published specifications of Seller. Seller's specifications are subject to change at any time without notice to Buyer. NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED, IS MADE BY SELLER AND SELLER HEREBY DISCLAIMS ALL SUCH OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. Buyer must notify Seller of any claim with respect to the Product, the warranty, or any other claim under this Agreement within thirty (30) days of receipt of the Product or such claim is waived. In the event of an alleged breach hereof by Seller, the sole remedy available to Buyer on account of any defect in the Product shall be limited to the replacement of such defective Product by Seller. In the event the remedy provided herein shall be deemed to have failed its essential purpose, then Buyer shall be entitled only to a refund of the amounts paid to Seller attributable to such defective Product that Buyer receives. Subject to the notification of claim provision above, no action for breach of the contract for sale or otherwise with respect to the Product will be commenced more than one (1) year after such cause of action accrues.

9. LIMITATION OF LIABILITY. TO THE FULLEST EXTENT PERMITTED BY LAW, SELLER'S LIABILITY FOR ANY CLAIM ARISING UNDER OR IN CONNECTION WITH THIS AGREEMENT WILL BE LIMITED TO THE NET PURCHASE PRICE ACTUALLY PAID TO SELLER ATTRIBUTABLE TO THE PRODUCT INVOLVED. IN NO EVENT SHALL SELLER BE LIABLE TO BUYER OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES FOR ANY CLAIM, EVEN IF SUCH CLAIM IS THE RESULT OF SELLER'S OWN NEGLIGENCE. Buyer assumes all risks and liability for any damage, loss, or penalty resulting from the use of the Product delivered hereunder in manufacturing processes of Buyer or in combination with other substances or otherwise.

10. INDEMNIFICATION. TO THE FULLEST EXTENT PERMITTED BY LAW, BUYER SHALL INDEMNIFY, HOLD HARMLESS AND DEFEND SELLER AND ITS AFFILIATES AND THEIR RESPECTIVE PRESENT OR FUTURE EMPLOYEES, OFFICERS, DIRECTORS, SHAREHOLDERS, INSURERS, AGENTS AND REPRESENTATIVES (COLLECTIVELY "INDEMNIFIED PARTIES") FROM ALL CLAIMS, LIABILITIES, DAMAGES, DEATH (INCLUDING, WITHOUT LIMITATION, DEATH OF SELLER'S EMPLOYEES), SUITS, PROCEEDINGS, COSTS AND EXPENSES (INCLUDING, WITHOUT LIMITATION, REASONABLE ATTORNEYS' FEES), FINES, AND PENALTIES (COLLECTIVELY, "LOSSES"), IN CONNECTION WITH THIS AGREEMENT REGARDLESS OF CAUSE ("BUYER'S INDEMNIFICATION OBLIGATION"). TO THE FULLEST EXTENT PERMISSIBLE BY LAW, BUYER'S INDEMNIFICATION OBLIGATION APPLIES EVEN IF LOSSES ARE THE RESULT OR ALLEGED RESULT OF THE NEGLIGENCE, ACTIVE OR OTHERWISE, OF THE INDEMNIFIED PARTIES.

11. SECURITY INTEREST. Buyer grants to Seller, and Seller retains, a security interest in the Product and the proceeds thereof, until the purchase price therefor is fully paid. Seller may file any financing statements and give notice of such security interest to third parties as Seller may determine to be necessary to perfect such security interest.

12. VALID CONTRACT. Buyer warrants and represents that (a) this Agreement is a valid and enforceable contract, (b) proper authorization has been obtained for Buyer to enter into this Agreement, and (c) each individual executing this Agreement on behalf of Buyer is properly authorized to bind Buyer to the terms of this Agreement. Buyer agrees that Seller negotiated and dealt with Buyer in good faith in entering into this Agreement, and that the Product price determined by this Agreement is fair and reasonable. Payment for Products received through the notice date will not limit, in any respect, Seller's ability to recover additional amounts from Buyer for damages incurred as a result of Buyer's breach of this Agreement or the warranties and representations made by Buyer in this Agreement.

13. PROCUREMENT AND BIDDING. Buyer warrants and represents that Buyer has fully complied with all procurement and bidding laws, rules, regulations and procedures, if applicable. In the event Buyer claims that this Agreement, the underlying transaction or any provision thereof is invalid or void due to Buyer's failure to comply with any applicable requirements under state or local laws related to procurement or bidding, or in the event Buyer fails to obtain any authorization required to enter into this Agreement, Buyer agrees that it will timely submit payment, at the price stated in this Agreement, for all Products received through and including the date that it provides written notice to Seller of such failure. In the event that Buyer provides written notice to Seller of failure to comply with applicable laws related to procurement or bidding, or in the event Buyer fails to obtain any authorization required to enter into this Agreement, the parties agree that Seller will immediately cease performing under this Agreement and will provide Buyer with no further Products unless and until both parties agree in a writing separate from this Agreement.

14. EXPORT CONTROLS AND REGULATION. With regard to any Product that is of U.S. origin, Buyer acknowledges that export or reexport of any product provided by Seller is subject to U.S. export regulations. Buyer represents and warrants that it is not on, or associated with any organization on the U.S. Department of Commerce's Bureau of Industry and Security's Denied Persons List or Unverified List; or any prohibited party list maintained by the U.S. Department of the Treasury's Office of Foreign Assets Control, the U.S. Department of Commerce, or the U.S. Department of State. Buyer shall not export or reexport any Compass Minerals products to any prohibited party or to any restricted country.

15. LEGAL COMPLIANCE. Buyer and its employees, representatives, and agents will: (a) comply with all applicable federal, state, provincial, local and foreign laws and regulations of any governments, governmental bodies or regulatory agencies including, without limitation, export control laws, the U.S. Foreign Corrupt Practices Act and the U.S. Patriot Act, as amended from time to time (collectively, the "Laws"); (b) will not subject Seller to any claim, penalty or loss of benefits under the Laws, and (c) will cooperate with Seller in any audit or inspection relating to the Laws. Upon Seller's request, Buyer will deliver a certificate to Seller in a form provided by Seller, certifying such matters as requested by Seller, as required by the Laws, or pertaining to Buyer's intended use of the Product as represented to Seller.

16. MISCELLANEOUS. Matters arising out of or in connection with the Agreement or a sale contemplated in connection with this Agreement will be governed by the laws of the state of Kansas, USA without regard to conflicts of law rules, and Buyer and Seller consent to the jurisdiction of Johnson County, Kansas courts. The United Nations Convention on the International Sale of Goods shall not apply to the transactions under this Agreement. The parties have expressly required that this Agreement and all documents and notices relating hereto be drafted in English. Buyer shall not assign this Agreement without Seller's prior written consent. This Agreement constitutes the entire agreement regarding the subject matter hereof; no modification may be made, unless in writing and signed by the parties, and no acknowledgment or acceptance of Buyer's purchase order or other forms containing different, additional, or conflicting terms shall have force or effect. Seller's failure to enforce any provision of this Agreement will not be a waiver of its right to enforce such provision or any other provision then or thereafter. Any provision intended to survive including, without limitation, Sections 7 through 15 (inclusive) shall survive this Agreement's termination or expiration and the consummation of the transactions contemplated hereunder. In the event any provision or part of this Agreement is found to be invalid or unenforceable by a court of competent jurisdiction, only that particular provision or part so found, and not the entire Agreement, will be inoperative.

**SUBJECT: DISCUSSION/DIRECTION – ROCKY MOUNTAIN
METROPOLITAN AIRPORT NOISE MITIGATION CONTRACT
EXTENSION AND FUTURE PLANNING**

DATE: DECEMBER 3, 2019

**PRESENTED BY: EMILY HOGAN, ASSISTANT CITY MANAGER FOR
COMMUNICATIONS & SPECIAL PROJECTS
MEGAN DAVIS, DEPUTY CITY MANAGER**

SUMMARY:

The City of Louisville has partnered with the Town of Superior in a noise mitigation project for the Rocky Mountain Metropolitan Airport (RMMA). Following a number of complaints from residents about noise from RMMA, the City and Town hired aviation consultant ABCx2, which has specialized experience in working with communities and airports to address noise issues. The following work has been completed to-date by the consultants:

- Task 1 - Baseline Assessment
 - The baseline assessment helped to understand current conditions and identify opportunities for improvement. The consultants looked at airport facilities and airfield layout, airspace and flight procedures, annual operations, traffic levels and fleet mix, the existing noise abatement program, land uses and zoning around the airport and reviewed complaint data and community concerns.
- Task 2 - Community Engagement
 - The City conducted an online survey that asked residents to provide input on airport noise and its impact on their quality of life. 649 individuals visited the site and 167 participated in the survey. Superior conducted a similar survey and had 987 responses.
 - City staff with the consultants held a public workshop on July 24th to provide an update on the project, answer questions and gather additional input related to the draft mitigation strategies. Over 75 people attended the meeting, held jointly by the City and Town.
 - Lastly, the City and Town hosted a joint public meeting of its City Council and Board of Trustees on September 30th in which the consultants presented their recommended strategies.
- Task 3 - Industry Engagement
 - The consultants held multiple meetings with RMMA and FAA traffic control tower personnel. A flight training forum was also held in February. The event was intended to engage industry stakeholders and encourage

participation in the process. A number of initiatives and strategies were identified to reduce noise impacts. An industry advisory group was established to keep this effort moving forward.

- RMMA is implementing voluntary quiet hours, and currently developing new educational materials to encourage awareness of the noise program and to support voluntary compliance by industry partners. The City will share this information with residents when it's available.
- Task 4 - Strategy Development
 - The consultants worked with partner stakeholders to develop a list of short, medium and long-term strategies intended to reduce noise impacts on the community. These strategies are organized by five focus areas: flight operations/procedures/policies, community outreach/engagement, industry outreach/engagement, land use planning/zoning/development and regional collaboration.

The consultants and staff also implemented extensive public outreach efforts by providing project information on the City's website at <http://www.louisvilleco.gov/residents/rocky-mountain-metropolitan-airport>, and through the City's online engagement platform, Engage Louisville, at <https://www.engagelouisvilleco.org/airport-noise-mitigation>. The webpage also includes a link for residents to share noise complaints with the airport, a link to ask questions about the noise mitigation project and Frequently Asked Questions about RMMA and its operations.

NEXT STEPS:

The consultants have completed the work outlined in the initial scope for the project and provided recommended strategies to reduce community impacts. In order to continue these efforts and implement some of the recommended strategies, staff proposes that the City move forward with Phase II of the project. Tasks for the next phase could include:

- Prioritize changes to flight operations and procedures/practices that would provide the greatest noise reduction impacts within the City and Town with a focus on flight school operations.
- Continue to work in cooperation with airport stakeholders to implement realistic noise abatement solutions (i.e. voluntary/regulatory changes, scoping/outlining steps to fully implement solutions, working with RMMA to develop an implementation plan for solutions, including policy changes, roles, marketing, education, outreach, etc., developing metrics/measures to monitor effectiveness of solutions).
- Work with the City and Town, RMMA, FAA, and other stakeholder governments to establish a Community Roundtable (i.e. advise City and Town on actions

needed to establish roundtable, provide guidance regarding potential roles/bylaws for roundtable, provide input to roundtable on noise mitigation strategies under implementation).

Prior to the joint meeting on September 30th, the regional FAA office hosted a meeting with RMMA and asked local jurisdictions to join. Based on the feedback received at the meeting, the FAA recommended that the parties consider forming a community roundtable to address noise concerns. It was suggested that all neighboring communities must be involved in order to ensure that all communities have a voice and agree to proposed changes.

City and Town staff met with RMMA on November 8th to discuss how a potential roundtable might work and the resources needed to establish and manage a roundtable. RMMA has scheduled a meeting with the Centennial Airport, which participates in an airport noise roundtable with neighboring communities, to gather additional information. City staff have begun outreach with neighboring communities to gauge interest in participation.

Lastly on a separate but related note, the FAA recently proposed the Denver Metroplex project, which could adjust flight patterns in an effort to allow for more direct and efficient routing of aircraft into and out of Denver. The FAA released the final Environmental Assessment for the proposal and a 32-day comment period starting November 18th through December 20th is available. The FAA will review and consider comments before making a decision whether to implement the project. The City sent a letter to the FAA on September 24th regarding this matter and expressing support for two recommendations. Additional information on this project can be found at www.metroplexenvironmental.com/denver_metroplex/denver_introduction.html.

PROGRAM/SUB-PROGRAM IMPACT:

One of the objectives of the Public Information & Involvement Sub-Program is giving residents the opportunity to get involved and influence decision-making. The noise mitigation project incorporates resident input and develops solutions to address concerns. It also incorporates a collaborative approach with a regional partner to address an issue of mutual interest, which is a Critical Success Factor from the City's Strategic Plan.

FISCAL IMPACT:

Based on the previous work completed by ABCx2, staff estimates that an investment of \$40,000 over the next year will advance the implementation of Phase II of the noise mitigation project. The City has agreed to split the cost of the project with the Town of Superior (\$20,000 each). Funding for this item will be included in a future budget amendment in 2020. This funding does not include additional resources that may be needed to establish and manage a community roundtable.

RECOMMENDATION:

Staff is seeking feedback from City Council on the scope of work for Phase II of the noise mitigation project and direction on whether the City should proceed with implementation of airport noise mitigation efforts with ABCx2.

ATTACHMENT(S):

1. Baseline Assessment
2. Draft Scope of Work for Phase II
3. Airport Noise Survey Results
4. ABCx2 Final Presentation
5. Implementation Strategy Recommendations
6. Joint Louisville/Superior Meeting Summary
7. City Letter on Metroplex Project
8. Letter from FAA Dated 11/19/19

STRATEGIC PLAN IMPACT:

<input type="checkbox"/>	 Financial Stewardship & Asset Management	<input type="checkbox"/>	 Reliable Core Services
<input type="checkbox"/>	 Vibrant Economic Climate	<input type="checkbox"/>	 Quality Programs & Amenities
<input checked="" type="checkbox"/>	 Engaged Community	<input type="checkbox"/>	 Healthy Workforce
<input type="checkbox"/>	 Supportive Technology	<input checked="" type="checkbox"/>	 Collaborative Regional Partner

RMMA Baseline Assessment *Summary Report*

May 2019



Executive Summary

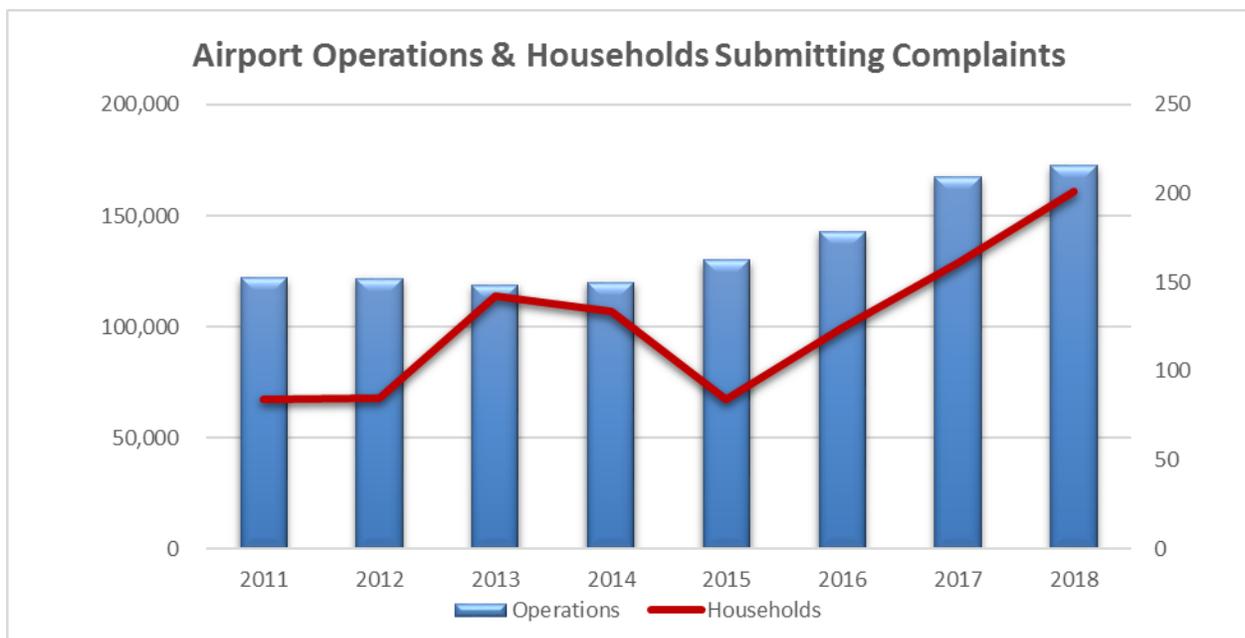
This report provides a summary of the key findings and conclusions of the baseline assessment conducted to by ABCx2 in an effort to identify solutions to address the increasing overflights and noise impacts affecting communities surrounding the Rocky Mountain Metropolitan Airport (RMMA).

The baseline assessment was one of the first tasks in a work plan developed by the consulting team. The assessment was conducted to help understand the existing conditions at the airport and impacted communities. The operational analyses included a look at annual operations and trends, types of operations (i.e. itinerant versus local), operator types, aircraft types, airspace, flight patterns and procedures, and a focused look at the sources of aircraft activity directly impacting the Town of Superior and the City of Louisville. The analysis also included a review of land-uses and zoning around the airport.

Results of the baseline assessment indicate that operations at RMMA have been steadily trending upward, and both airport and Federal Aviation Administration (FAA) forecasts suggest this growth will continue. The long-term plans for the airport include both aeronautical and non-aeronautical development, which will facilitate additional flight activity and potentially increased overflights and noise impacts for close-in communities.

A historical analysis of land-use and zoning around the airport revealed efforts by the Airport and Jefferson County to encourage zoning and development around the airport that would be compatible with the anticipated overflight activity and subsequent aircraft noise exposure. In many cases, residential development close to the airport and within critical zones (where the final approach and initial climb phases of flight occur), was discouraged. An Airport Influence Area (AIA) was established and published by Jefferson County to further encourage transparency and to discourage non-compatible development in areas that would be exposed to the greatest impacts.

Aviation easements were encouraged as a prerequisite for residential development within the AIA. However, growth of the airport has exceeded early (community) expectations, resulting in increased community concerns and noise complaints. The figure below shows the number of airport operations (take-offs and landings) and the number of households submitting complaints by year. The data clearly shows an increase in operations since 2014, along with an increase in the number of households submitting complaints.



The work conducted during the baseline assessment included collection and review of community input, collaboration with the airport, FAA air traffic control, and representatives from Superior and Louisville. An initial list of strategies to address noise impacts has been developed. This list includes operational procedures, policies and practices, in addition to community and industry outreach and engagement. This list will be refined and expanded as the work progresses. Ultimately, strategies will be categorized by implementation schedule (i.e. immediate, medium-term, and long-range) and prioritized. The ABCx2 team will work with the appropriate community and industry stakeholders on planning and implementation.



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Introduction

The Rocky Mountain Metropolitan Airport (RMMA) in Broomfield, CO, is bounded by rising terrain to the west and a mix of land-uses to the north, east, and south. The area around the airport includes non-compatible development including residential areas and schools. The airport is becoming increasingly busy, with significant growth in operations over the last 5 years. Forecasts suggest growth at RMMA will continue.

As operations increase, noise and other impacts associated with aircraft overflights is also increasing, raising concerns of nearby residents. The Town of Superior and the City of Louisville have hired ABCx2, LLC (consultants) to help identify strategies to address this growing issue.

The consultants were tasked with strengthening collaboration between the Airport, Jefferson County (owner/operator the Airport), and Superior and Louisville. The increased collaboration will help to identify and implement strategies aimed at reducing impacts attributed to the growth of RMMA.

The approach proposed by ABCx2 started with an assessment of existing conditions including an analysis of annual operations, flight procedures and airspace, land-uses and zoning, and the existing noise abatement program at the airport. The result of this work is summarized in this Baseline Assessment Summary Report. The report will provide a starting point for exploring new policies, practices, and procedures, aimed at reducing the community impacts associated RMMA. Results of this work are also intended to encourage airport growth be sustainable, helping maintain the quality of life for residents living in proximity to RMMA.

Background / History

The Rocky Mountain Metropolitan Airport (RMMA) is located along the northern boundary of Jefferson County. It is surrounded by residential development with the Town of Superior to the northwest, Louisville to the north, Broomfield on the east and west, and Westminster to the south.

The airport which was opened in 1960 is owned and operated by Jefferson County. Originally named Jefferson County Airport, the name was changed to Rocky Mountain Metropolitan Airport in 2006, reflecting its growth and changing role in the region.

Airport Roles: Local, Regional, National

The Federal Aviation Administration (FAA) is tasked with maintaining a plan for developing and operating a system of public-use airports in the United States. This plan is referred to as the National Plan of Integrated Airports (NPIAS) and is intended to meet the nation’s needs for civil aeronautics and national defense. In support of this mandate, the FAA provides technical and/or financial support to airports, however, the FAA does not regulate who may use the airport (i.e. which airlines or general aviation aircraft operators. Rather, the FAA is responsible for working with airport operators, state and local governments, and other stakeholders to “ensure effective planning of a safe and efficient system of airports to support the needs of the civil aviation industry” (FAA National Plan of Integrated Airport Systems, 2019-2023). Airports within the NPIAS are eligible for federal funding under the Airport Improvement Program (AIP).

Airports within the NPIAS fall into one of four categories:

- Commercial Service-Primary
- Commercial Service-Nonprimary
- Reliever Airport
- General Aviation Airport

Airports serving general aviation primarily (including RMMA) are also categorized based on activity level. The five roles include:

- National
- Regional
- Local
- Basic, and
- Unclassified

RMMA is classified as a Reliever Airport with a National role. National airports are those located in metropolitan areas near major business centers. This is the largest category of general aviation facility and considered critical to the regional and national economy, while providing access to the National Airspace System (NAS).

The “Reliever Airport” category indicates the airport relieves congestion at a commercial service airport and provides local and regional access to the NAS. In the context of RMMA, the airport is a reliever to Denver International Airport. Front Range Airport in Aurora and Centennial Airport in Centennial are also classified as reliever airports for Denver International.

Governance

RMMA is owned and operated by Jefferson County. Jefferson County is governed by a Board of County Commissioners which provides strategic direction to the airport. An Airport Advisory Board provides input to the Commission and airport management. The official role of the Airport Advisory Board is to;

“Advise the Board of County Commissioners regarding airport matters including serving as a feedback mechanism regarding the Airport, build awareness of the Airport and its role in the economic health of the region, develop Airport advocacy, educate users/tenants/neighbors about operating guidelines, create opportunities to engage the public, and ensure good neighbor practices by the Airport.”

The Airport Advisory Board is made up of seven members plus an alternate. Members include: two neighboring business owners, two Jefferson County residents, one neighboring property owner, one neighboring jurisdiction, and one airport tenant. Day-to-day management and operation of the airport is overseen by an Airport Manager and staff.

Aviation is highly regulated and RMMA is subject to regulatory and operational requirements imposed by the FAA, State of Colorado (Department of Transportation) and Jefferson County. Aircraft and flight operations are regulated primarily by the FAA.

Airport Facilities

RMMA is made up of three runways. The “primary” runway, 12L-30R, is 9000 feet in length and 100 feet wide. The “parallel” runway, 12R-30L is 7000 long and 75 feet wide. The “crosswind” runway, 3-21, is 3,600 feet long and 75 feet wide. Runway designations are based on their magnetic heading rounded to the nearest 10° with the last number dropped. A runway oriented with a 300° compass heading is designated 30. A runway oriented with a 30° heading would be designated as Runway 3.

A letter-designation is used when there are multiple runways with the same heading. For example, if an aircraft is landing on Runway 30, they will fly a heading of 300 degrees and since there are two parallel runways, the “R” is used to designate the runway on the right side. The runway on the left side is designated with an “L”, Runway 30L.

The airfield also includes a set of taxiways, which provide access between the runways and the ramps (or terminal), aircraft parking, and other airport facilities and services.

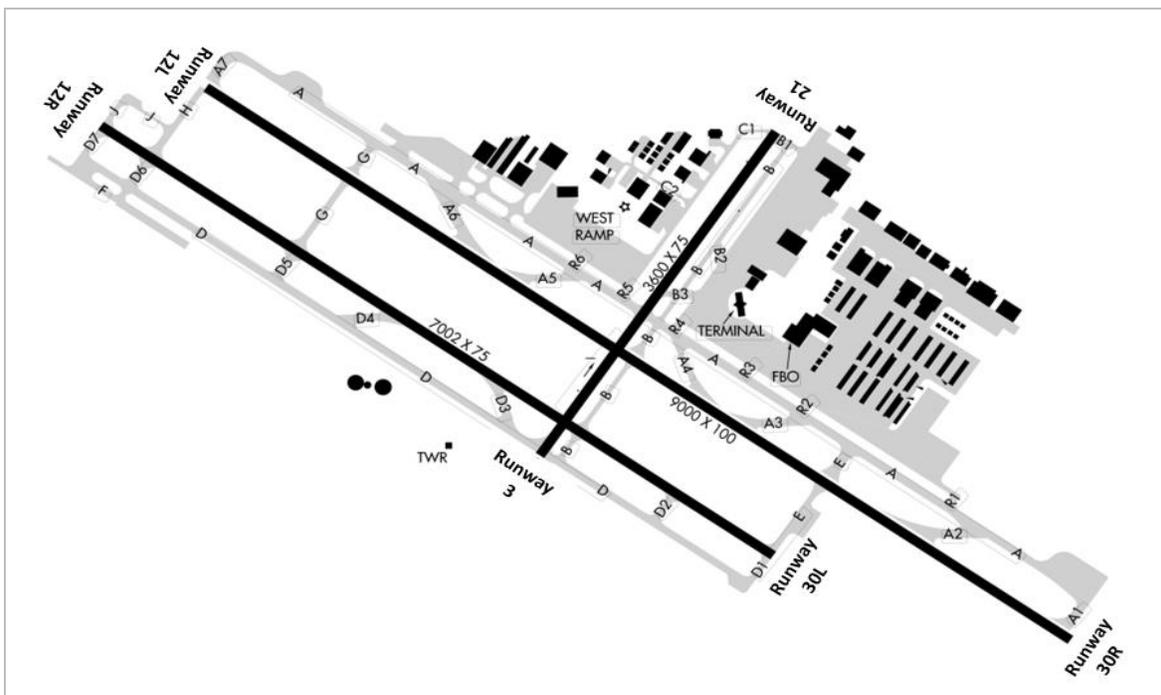


Figure 1. RMMA Airport Layout. (Adapted from RMMA Airport Diagram, Federal Aviation Administration)

Navigational Aids

Navigational aids on the airfield help guide pilots to the airport and during approach and landing. All runways at RMMA are equipped with Precision Approach Path Indicators (PAPI) systems, which provide visual guidance to pilots during approach and landing. The PAPI consists of four lights adjacent to the runway at the approach end. The system provides the pilot with information about the aircraft position relative to the intended approach path (i.e. aircraft is above or below the approach path).

An Instrument Landing System (ILS) is installed on Runway 30R. An ILS provides highly accurate course, distance, and glidepath information. An ILS is especially important during poor weather conditions where visibility is limited. There is also a VOR/DME approach procedure to Runways 30L and 30R and RNAV (GPS) approaches available to Runways 30L, 30R, and 12L.

Key Airport Tenants and Businesses

Flight Training

Airport operations can be classified in a number of ways. Local versus itinerant operations refer to the origin or destination of the flight. Flights that remain in the “local” area, that is, in proximity to the airport are classified as “local” operations. “Itinerant” operations are those that originate from outside the local airport (i.e. at another airport) or departures that leave the local area.

Local operations are common with flight training operations. These include touch-and-goes, low approaches, and airport pattern operations. General aviation activity makes up the majority of operations at RMMA and flight training represents the bulk of those operations. For 2018, local operations (i.e. touch-and-goes) made up 56% of total operations. Figure 2 shows that the majority of operations at RMMA in 2018 were “local operations”, likely primarily touch-and-goes which is consistent with the concerns and complaints from the community.

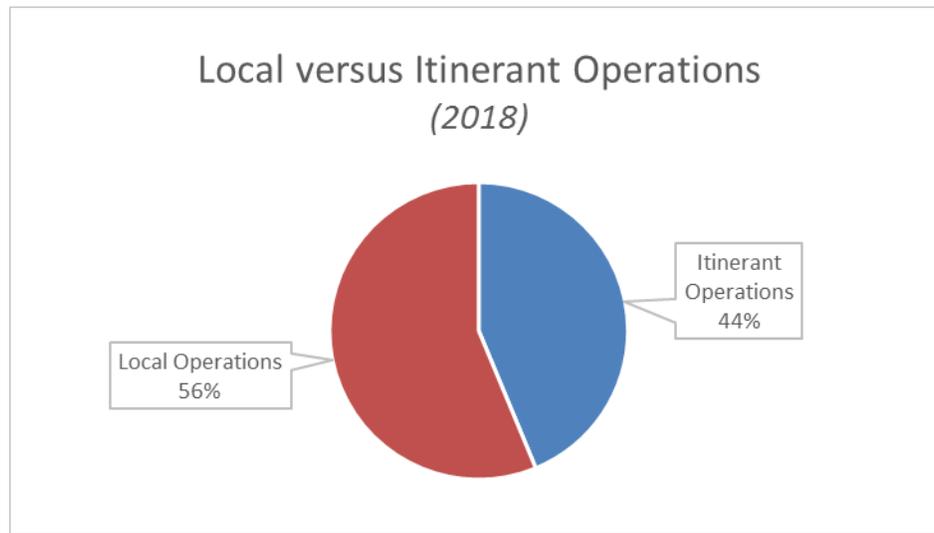


Figure 2. Local versus Itinerant Operations (2018)

Currently there are five flight schools on the airport. These include both fixed-wing (airplane) and helicopter training facilities:

- McAir Aviation
- Teebird Enterprises
- Western Air Flight Academy
- Rocky Mountain Flight School
- Colorado Heli-Ops

Fixed Base Operators (FBOs)

Fixed base operators (FBOs) provide a variety of aircraft services. Typical services include aircraft fuel, maintenance, aircraft rental, flight charters, flight instruction, aircraft parking, and hangar space. RMMA currently hosts two FBOs:

- Signature Flight Support
- Sheltair

Air Charter Services

RMMA is also home to a number of air charter services. These companies provide passenger services to airports across the United States and internationally. Flight charter operators based at RMMA include:

- Mountain Aviation
- Denver Air Connection

Other Airport Businesses

In addition to the companies mentioned, there are many additional businesses providing aviation-related services, support businesses, as well as non-aviation organizations. According to the Airport's website, there are close to 70 businesses and tenants located on the airport.

Airspace

RMMA is located approximately 20 miles west of Denver International Airport (DEN) just outside the boundary of DEN's Class B airspace. Figure 3 (below) highlights the airspace around RMMA, Denver Airport to the east, and significant terrain to the west of RMMA. The terrain to the west has a significant impact on flight operations in and out of the airport and limits the flexibility air traffic controllers have in managing the airspace around the airport.



Figure 3: Regional Airspace. (Source: www.vfrmap.com)

RMMA operates within Class D airspace when the air traffic control tower is open (6AM-10PM daily). When the control tower is closed, the airspace reverts to Class G at which time, air traffic services are limited.

“Ground control” and “Tower” air traffic services are provided by the FAA at the air traffic control tower based on the airport. These services are for aircraft on the airport surface or within the airport’s airspace. “Approach” and “Departure” control services are provided by DEN TRACON (air traffic facility located at DEN). These pertain to aircraft further out but heading to or from RMMA. Air traffic facilities at both RMMA and Denver International work together to manage aircraft operations in the area. Flight paths for aircraft flying to and from RMMA may be impacted by DEN air traffic. Arrival and departure procedures associated with DEN bring aircraft to and from Denver in the airspace above RMMA. This activity can also impact operations at RMMA.

Annual Operations

Total (Annual) Operations

An “airport operation” can be a landing or a take-off. Training operations such as “touch-and-goes” represent both a landing and a take-off, therefore a touch-and-go represents two airport operations. Operations at RMMA have grown over the last five years (2013-2018) and FAA forecasts suggests this growth will continue. A nine-year review of the annual operations at RMMA is included in the table.

Calendar Year	Itinerant					Local			Total Operations
	Air Carrier	Air Taxi	General Aviation	Military	Total	Civil	Military	Total	
2010	9	3,766	56,422	624	60,821	58,441	1,101	59,542	120,363
2011	5	4,601	55,145	538	60,289	58,583	481	59,064	119,353
2012	43	5,819	52,792	690	59,344	58,674	947	59,621	118,965
2013	26	5,279	51,573	868	57,746	55,637	1,234	56,871	114,617
2014	82	5,136	53,268	1,293	59,779	53,032	2,681	55,713	115,492
2015	8	5,524	54,464	1,183	61,179	62,272	2,018	64,290	125,469
2016	108	6,093	64,889	1,270	72,360	67,619	1,737	69,356	141,716
2017	11	5,973	66,042	1,087	73,113	90,411	2,243	92,654	165,767
2018	429	5,987	66,981	1,136	74,533	93,125	2,682	95,807	170,340

Table 1: RMMA Operations Data. Source: Federal Aviation Administration Ops-Net.

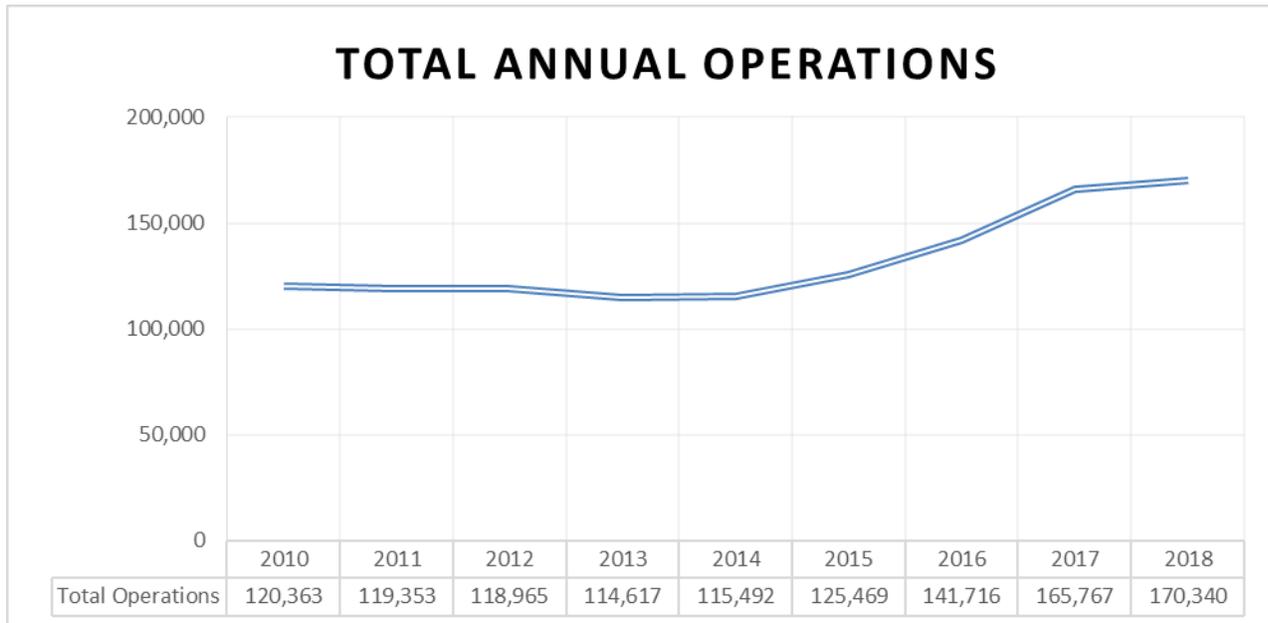


Figure 4. Total Annual Operations, 2010-2018

Itinerant versus Local Operations

The FAA quantifies airport operations as either “itinerant” or “local.” Itinerant operations include arrivals originating at other airports or outside the local airport traffic pattern and departures by aircraft leaving the local airport traffic pattern (i.e. flying to another airport). Local operations are those conducted within the airport traffic pattern (i.e. touch-and-goes, practice approaches, and low approaches). Local operations are a common component of flight training and a dominant percentage of the operations at RMMA. A review of annual operations at RMMA shows slow but consistent growth in itinerant operations and faster growth in local operations. This training (and practice) is required by Federal Aviation Regulations for both new pilots as well as those getting advanced training and for maintaining their pilot certifications. Practice landings and taking-offs must also be conducted during nighttime conditions (between sunset and sunrise).

FAA categorizes itinerant operations by operator category including air carrier (scheduled passenger service), air taxi (unscheduled/charter), general aviation, and military. Local operations are classified as civil or military.

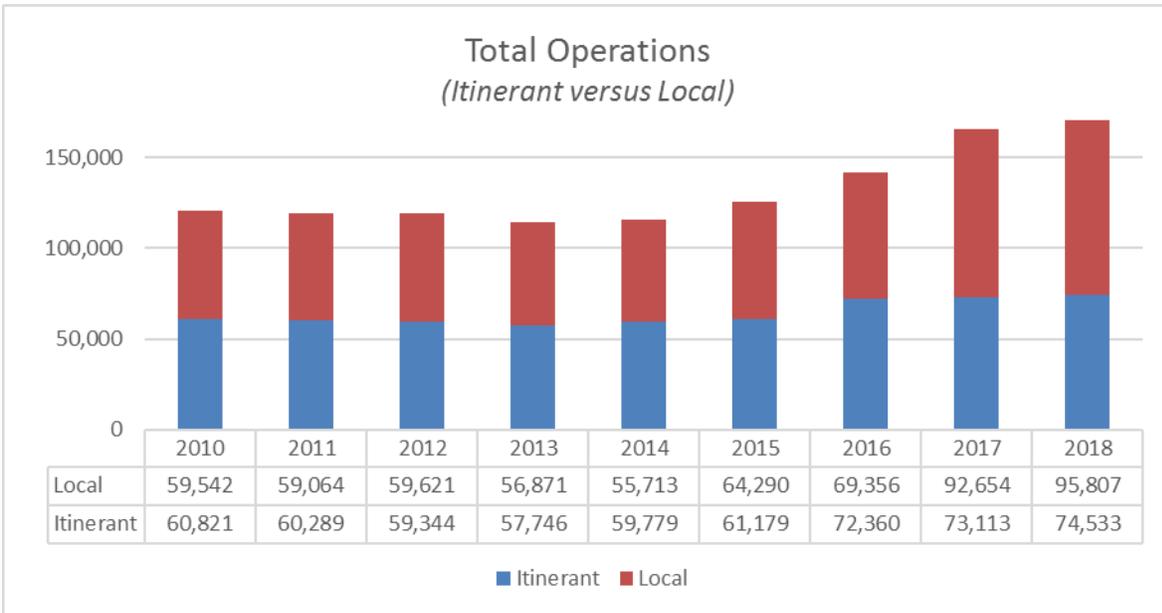


Figure 5: Total Operations – Local versus Itinerant

Total operations are trending upward with local operations growing at a faster rate than itinerant operations. Itinerant operations by each operator type are shown in Figure 6. The graph shows the majority of itinerant operations at RMMA are conducted by general aviation.

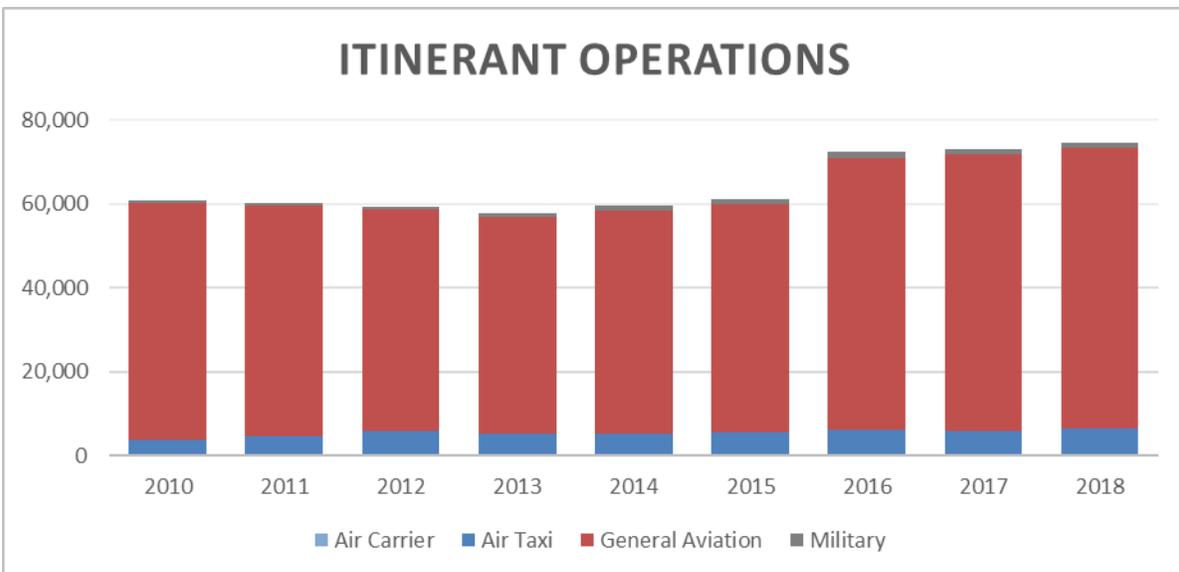


Figure 6. Itinerant operations by aircraft category. (Source, FAA Ops-Net data)

Local operations are also growing as shown in Figure 7 below. General aviation operations make up the majority of local operations and while the number of military operations seems to be growing, it remains a small percentage compared to civil operations.

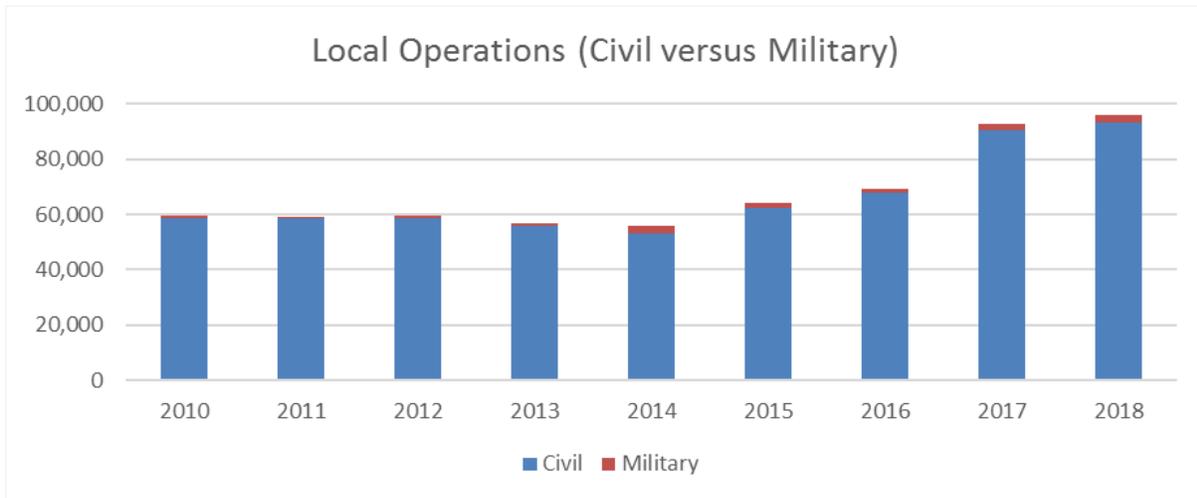


Figure 7. Local operations, civil versus military. (Source, FAA Ops-Net data).

Most of the military operations occurring at RMMA are “local” operations.

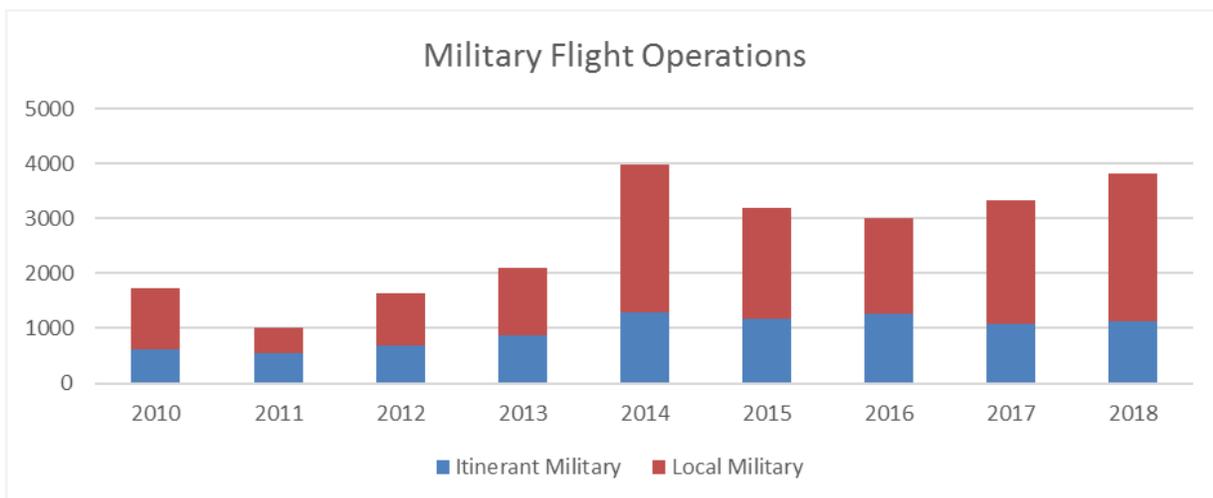


Figure 8. Military flight operations. (Source, FAA Ops-Net data)

Based Aircraft

Over 70% of aircraft based at RMMA are small, single-engine, general aviation aircraft. These are common with flight training and consistent with the high level of flight training activity at the airport. Multi engine aircraft and jet aircraft make up 25% of the fixed-wing aircraft, and helicopters make up the remaining 5%.

Aircraft Type	Based Aircraft	Percentage
Single Engine	300	70%
Multi Engine	55	13%
Jet	50	12%
Helicopter	20	5%
Total	425	100%

Table 2. RMMA based aircraft. Source: FAA, RMMA Airport 5010 (2017 data)

For illustrative purposes, samples of each fixed-wing aircraft category are depicted below.

Sample Aircraft Types

<u>Single Engine</u>	
	
<u>Multi-Engine</u>	
	
<u>Jet</u>	
	

Figure 9. Sample aircraft types by category. Source: Cessna Aircraft.

Flight Patterns and Procedures

Runway Selection

Runway 30R-12L is designated as the “primary” runway, meaning when conditions allow, this is the main runway to be used. At 9,000 feet in length, Runway 30R-12L is the longest runway at RMMA and the runway used most often by aircraft landing or departing the airport. Training and “local” operations are typically conducted on the shorter parallel runway, 30L-12R.

Runway selection is based primarily on wind conditions. Aircraft typically take-off and land into the wind. Small aircraft and those conducting touch-and-go activities will often use the shorter parallel runway (30L-12R). This enables safe and efficient use of the airport and airspace with training and practice operations on the parallel and arriving and departing aircraft (itinerant) using the Primary runway. While these are typical conditions, training activity (i.e. touch-and-goes) may be conducted on the primary runway. Similarly, based on conditions, air traffic control may have arrivals and departures use the parallel runway. In most cases, larger and faster aircraft such as turboprop and jet aircraft will use the primary runway due to its extra length.

As noted, air traffic controllers determine the runway to be used based primarily on wind speed and direction. When wind speeds are 5 knots (5.8 miles per hour) or above and wind direction is between 210 degrees and 30 degrees, Runways 30L and 30R will typically be used. When wind speed is 5 knots or above and wind direction is between 30 degrees and 210 degrees, Runway 12L and 12R will typically be used. It should be noted that these are generalities and other factors can play a role in runway selection. For example, if the winds are variable (changing), air traffic control may not change the runways in use. Runway use is usually based on sustained conditions.

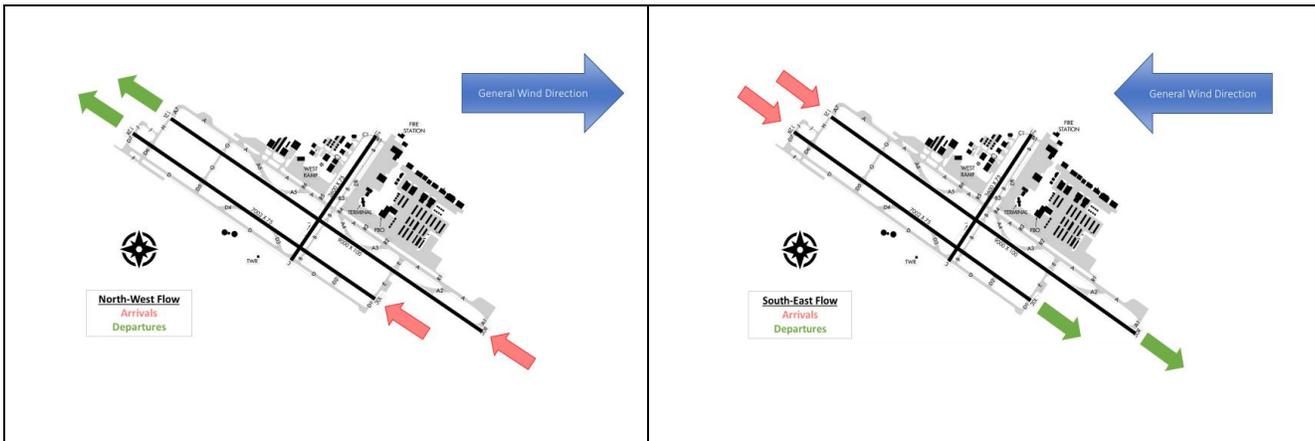


Figure 10. Operational flows are based (primarily) on wind conditions (speed and direction).

The crosswind runway, 3-21, is often used by helicopters. This allows access into and out from the airport with minimal impacts to the fixed-wing flight patterns. Fixed-wing use of the crosswind runway is less common and dictated primarily by higher wind conditions.

Local Operations

“Local” operations are those conducted within the airport traffic pattern (i.e. touch-and-goes, practice approaches, and low approaches). Local operations are a common component of flight training and represent the majority of operations at RMMA. A review of annual operations at RMMA shows slow but consistent growth in itinerant operations and faster growth in local operations. This training (and practice) is required by Federal Aviation Regulations for both new pilots as well as those getting advanced training and for maintaining their pilot certifications. Landing and taking-off must also be conducted during nighttime conditions (between sunset and sunrise) as required by Federal Aviation Regulations.

The flight patterns associated with local operations can vary based on a wide number of factors and conditions. Factors include the aircraft type and weight, pilot technique, weather and wind conditions, and the number and mix of aircraft types in the pattern. More aircraft in the pattern will generally result in a larger pattern to ensure appropriate spacing among aircraft.

Figure 11 (below) is intended to illustrate the general concept of a local (airport) traffic pattern. Airport traffic patterns are typically rectangular running parallel to the runway being used. When conducting touch-and-goes, as an example, the aircraft takes off, turns to fly parallel to the runway, then turns again to line up for landing. The examples are not to scale and for illustrative purposes only. As noted, the actual pattern(s) flown will depend on a number of factors and will vary. The figure below illustrates local traffic patterns for Runways 12R and 30L.



Figure 11. Generalized examples of “closed-traffic patterns. Actual conditions will vary.

Itinerant Operations

As is the case with local operations, the flight patterns associated with itinerant operations have commonalities and differences. When taking off, all fixed-wing aircraft depart maintaining runway heading during the initial climb. The altitude and/or distance from the runway at which the aircraft turns depends on many factors. Typically, aircraft will climb to between 400-500’ above ground level (AGL) before turning. This can vary based on a number of variables and conditions. Aircraft type and weight dictate aircraft performance which impacts how quickly aircraft climb. Weather also plays a role. Higher outside temperatures reduce performance, as can wind speed and direction. Pilot technique and air traffic instructions may also play a role. These variables result in variations in flight patterns for aircraft arrivals and departures. However, the initial take-off and climb and the final approach portion of landings are generally consistent. The distance from the runway that the aircraft makes it’s turn depends on how quickly it can ascend.

Slower, heavier aircraft may maintain runway heading for longer before turning, than will lighter, faster aircraft.

Standard Instrument Departures (SIDs)

Due to terrain west of the airport, departures using Runways 12L and 12R (southeast) are typically assigned a heading by air traffic control between 350° clockwise to 150°. Departures using 30L and 30R are typically assigned a heading between 350° clockwise to 113

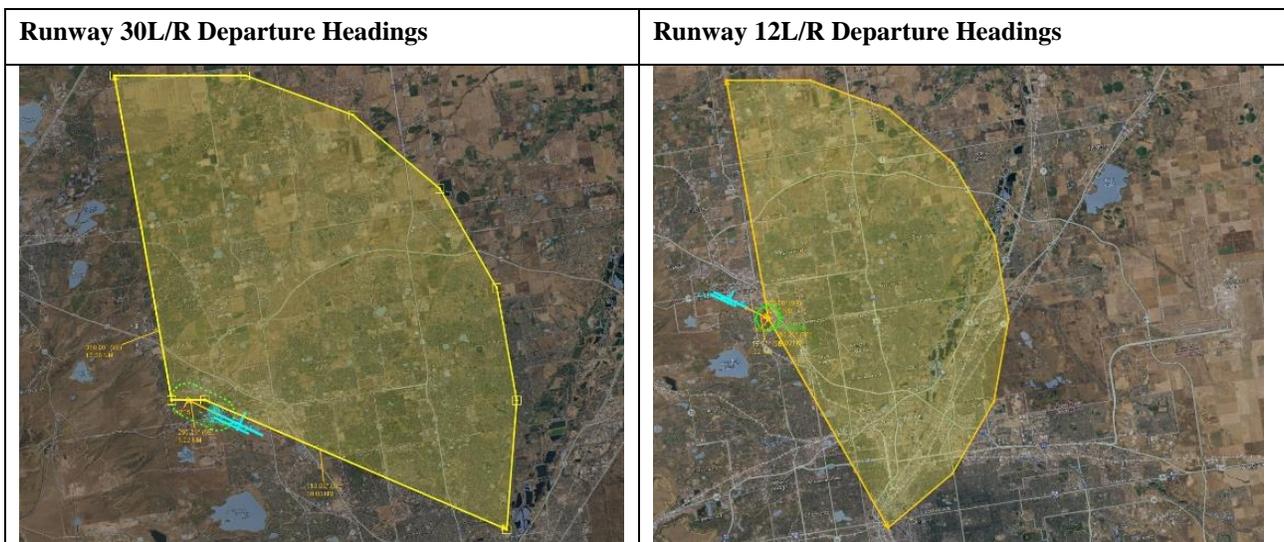


Figure 12. Departure headings will typically be within the range of yellow depicted based upon the runway used.

Figure 13 is an example of a flight procedure used by pilots. The COORZ departure is used by departures heading west. However, the graphic circled above indicates departures off of Runways 30L and 30R (northwest) make an immediate turn to the east. Departures off of 12L and 12R (southeast) following runway heading until assigned a heading by air traffic control. All of the published departure procedures for RMMA utilize the same general pattern initially. Factors that can influence the heading assigned by air traffic include intended destination, wind and weather conditions, and other air traffic in the area. With terrain to the west and DEN airspace to the east, managing operations in and out of RMMA can be a complex task.

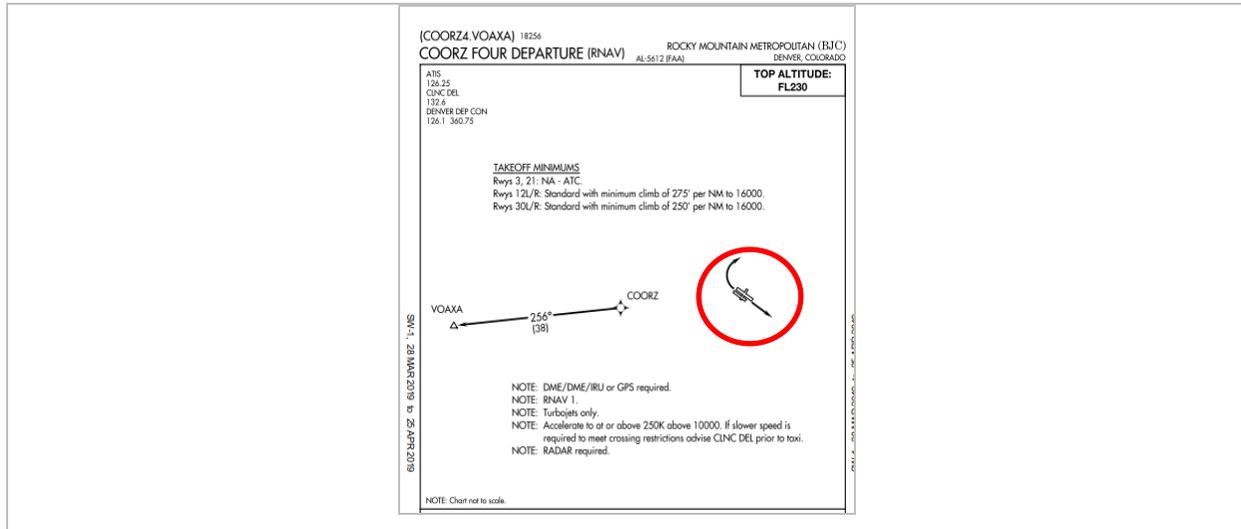


Figure 13. Excerpt - sample published flight procedure. (Source, FAA)

The graphics below are intended to illustrate how the flight procedures apply to RMMA.



Figure 14. Departure heading range with published procedure overlaid.

Standard Terminal Arrival Routes (STARs)

Arrival procedures transition aircraft from cruise altitude down to the approach into the airport. There are several arrival procedures serving DEN which are shared with other general aviation airports in the area. Typically, these terminate around 9,000 feet and miles from the airport. Due to the altitude, aircraft on these procedures have minimal noise impact on the communities surrounding RMMA. However, aircraft on these arrival procedures can impact air traffic instructions to aircraft at lower altitudes and closer to RMMA.

Instrument Approach Procedures

Airport approach procedures take aircraft from the arrival phase of flight through to landing. For RMMA this is typically from around 9,000 down to the runway. Most of the instrument approach procedures into RMMA include a final approach path of approximately six miles. Final approach is where the aircraft lines up with the runway. This gives pilot ample time to prepare the aircraft for a safe landing. Instrument approach procedures are typically used by itinerant aircraft flying to RMMA from another airport. Aircraft performing touch-and-goes and other “local operations” may use a shorter final approach. As is the case with other phases of flight, the length of the final approach, flight path, altitude, and speed, may vary based on a multitude of factors including aircraft type, windspeed and direction, pilot technique, type of approach, and other air traffic.

Overflights of Superior and Louisville

Of particular interest are the conditions leading to overflights of Superior and Louisville. An analysis was done to provide general information about the operations and conditions most likely to result in overflights of Superior and Louisville. The information provided is not intended to be all-inclusive or to describe every scenario in which an aircraft will overfly Superior or Louisville. Instead, it is intended to provide general information about the typical conditions under which overflights may be expected.

Superior

The Rock Creek Community is located along the extended centerline of Runway 30L and 30R (and 12R and 12L). Due to the community’s proximity to the airport overflights are common.

Closed traffic operations (i.e. touch-and-goes) often result in overflight of Rock Creek. Based on the standard airport traffic pattern, aircraft in the closed-traffic pattern will normally fly in proximity to Rock Creek when Runway 30L and 30R or 12L and 12R are in use. Conditions such as the number of aircraft in the pattern increase the likelihood of overflying Rock Creek because the pattern will be larger when accommodating more aircraft. When smaller numbers of

aircraft are in the pattern (i.e. 1-3) it is possible for Rock Creek to be avoided in certain conditions (i.e. cold weather, strong headwind, higher performing aircraft, etc.).

Aircraft departing under Instrument Flight Rules (IFR) using Runway 30L and 30R frequency overfly Superior. Typically, aircraft maintain runway heading until reaching 400-500 feet before turning north and departing the area. IFR aircraft landing on Runway 12L and 12R will also typically overfly Superior. Aircraft are typically either flying a visual approach or a GPS approach which curves in from the northwest. This results in overflights of Superior to a final approach within 2 miles of the runway end.

Louisville

Louisville is approximately 3 miles north of the airport and not aligned with the runways. Aircraft using on visual approaches to Runway 12L or 12R may overfly Louisville. Aircraft departures using Runway 30L or 30R are likely to overfly Louisville resulting in noise impacts. An analysis of flight procedures and flight operation suggests jet departures are a common source of overflights for Louisville.

Because Louisville is not below the extended centerline for the runways at RMMA, typical approaches (straight-in visual approaches and instrument approaches) do not overfly Louisville. There is one RNAV (GPS) approach procedure to the airport (Runway 12L). Use of that procedure will bring aircraft in over Louisville, but this procedure is less common than visual approaches in good weather (clear skies and good visibility).

Land-Use / Zoning

The airport is located in the City of Broomfield and surrounded by multiple cities, towns, and counties, each with their own land-use and zoning authority. The RMMA Airport Master Plan update, completed in 2008, cites the efforts by the Airport and Jefferson County to encourage land-use planning within the region that would be compatible with the airport and airport operations.

The document also notes that as far back as 2008, zoning and land-use development surrounding the airport were a concern. This is because much of the proposed, or expected development, included residential development, even in areas with exposure to aircraft noise and overflight activity, both of which was expected to increase.

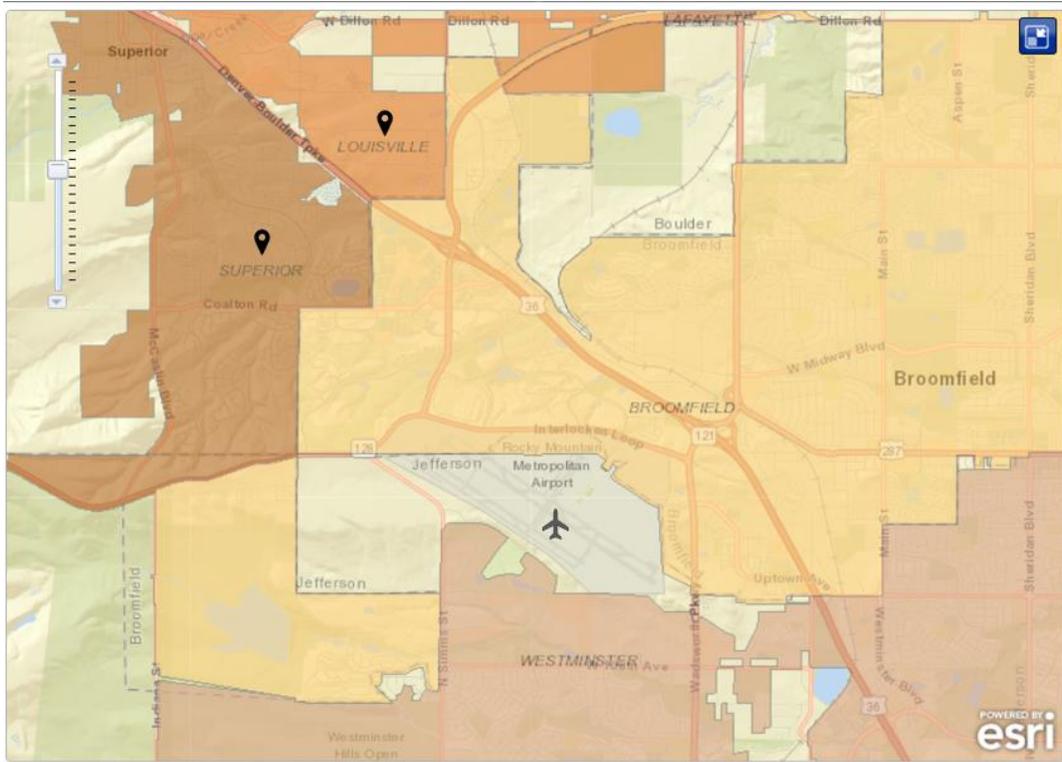


Figure 15. Regional map with RMMA and locations of Superior and Louisville

In 1984, Jefferson County published a Land-Use plan identifying areas adjacent to the airport that would be exposed to high levels of overflight activity and aircraft noise. This area is defined as the Airport Influence Area (AIA). The purpose of designating an AIA is to inform local land-use jurisdictions of the likelihood of overflight activity and aircraft noise, and to encourage compatible development in these areas. The following is an excerpt from the land-use plan:

“Ensure that land use in the Airport Influence Area is compatible with the general aviation function of the Jefferson County Airport and does not expose people or property to harm or damage from aircraft accidents or high noise levels”.

Jefferson County appears to have recognized the potential for residential encroachment and the impacts associated with non-compatible development close to the airport and flight corridors. This was reinforced in the 2011 master plan update, which included publication of the Airport Influence Area and Critical Zones. See map in Figure 16.

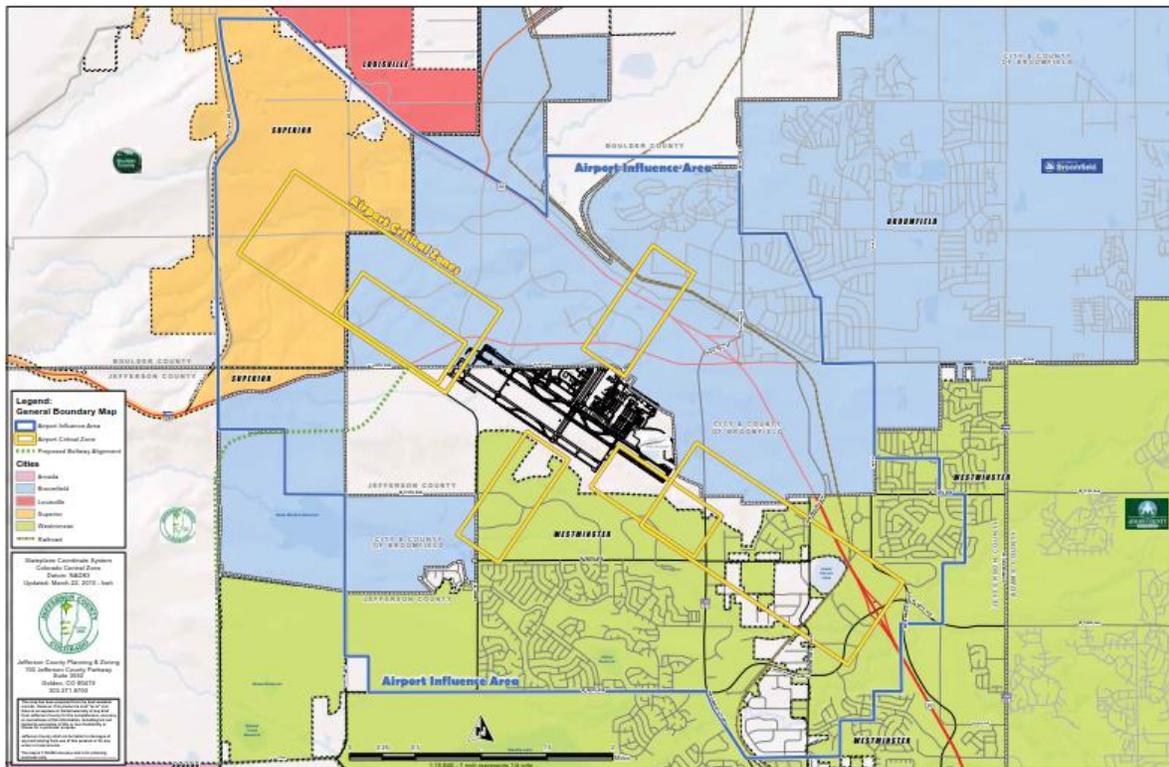


Figure 16. Land-Use / zoning in proximity to RMMA. (Source: RMMA 2011 Master Plan Update)

The RMMA Airport Influence Area (AIA) encompasses the land around the airport where aircraft overflights, noise, and other potential impacts associated with aircraft operations are likely. Officially, Jefferson County defines the Airport Influence Area as:

“a planning boundary around an airport which includes property within the environs of the Airport, where particular land uses either are influenced by or will influence the operation of the airport, in either a positive or negative manner. The boundary considers factors such as noise contours, traffic pattern areas, approach zones, and runway protections zones.”

Airport Influence Areas are common in land-use planning around the United States. The terminology can vary but the definition and application are generally the same. The intent is usually to encourage and in some cases mandate, land-use planning and development that is compatible with aircraft overflight activity, noise, and other potential impacts associated with aircraft operations. Often, noise-sensitive development (i.e. residential development) is discouraged or prohibited in these areas. When residential development is permitted, it often requires aviation noise and impact disclosures, avigation easements, or other forms of mitigation as a requirement for permit approval and/or home purchase. In such cases, the intent is to ensure prospective home-buyers are aware of the potential for aircraft overflight, noise, and associated impacts.

Jefferson County requires home builders within the AIA (and within the county) to grant an avigation easement prior to development approval. The easements become attached to the deed and are included in title documentation and is intended to ensure homebuyers are aware of the exposure to aircraft overflights and noise. Jefferson County's authority is limited to development within the, so outside their jurisdiction they may only make recommendations.

Portions of the Town of Superior are located within the RMMA Airport Influence Area, including all of Rock Creek. The Town of Superior mandated granting of an avigation easement to Jefferson County as a condition of residential development in the area which is now the Rock Creek community. In addition to Rock Creek, there are large portions of Broomfield and Westminster within these areas. Louisville is not inside the RMMA AIA or critical zones.

Overflight activity and noise exposure is especially prominent along the extended centerlines for airport runways. These can extend as far as ten miles from the runway end and are the areas where final approach and landing as well as initial take-off and climb out occur. Operations are typically concentrated in these areas.

Rock Creek Development, Superior

A large portion of the Town of Superior is located within the RMMA AIA. The Rock Creek community is the portion of Superior that receives the most overflight activity. As noted, this is due to the close proximity to the airport and in particular, it's location along the extended centerline of the runway. The Rock Creek Community is located below the approach paths to Runways 12L and 12R and departure paths for Runways 30L and 30R. Rock Creek is also overflown by aircraft in the traffic pattern.

The Rock Creek community is also situated within the Airport Critical Zones, which is the area along the ends of the runway where aircraft overflights and noise impacts are likely to be highest.

Both the Airport and Jefferson County appear to have made an effort to collaborate with local land-use jurisdictions to encourage compatible land-uses around the airport, especially in locations expected to experience the greatest impacts from aircraft overflights and noise.

Designation of the RMMA Airport Influence Area and Airport Critical Zones are intended to inform land-use authorities, developers, and prospective home-buyers of the potential impacts associated with the airport. According to Airport records including the Airport Master Plan updates, the Airport and Jefferson County work collaboratively with neighboring towns and counties regarding land-use and zoning.

Avigation easements are required for residential development in many of the areas surrounding the Airport. While there are legal implications associated with avigation easements, the greatest value is often seen as the opportunity to disclose, and ensure an understanding of the potential impacts by developers and prospective home-buyers when considering building or purchasing a home in locations known to be susceptible to aircraft noise and other impacts. Examples of notifications and media coverage related to the proposed development of the Rock Creek community is included in the appendices.

Community Feedback

Total Complaints

Both airport operations and noise complaints have been steadily increasing over the last 8 years (2011-2018).



Figure 17. Annual operations and annual complaints. (Source, RMMA).

The rise in complaints from 2017 to 2018 raised questions regarding the cause of the growth in complaints. A deeper look into the complaint data revealed that in 2017, a single household was responsible for nearly 50% of the annual noise complaints. Of the 1,735 submissions in 2018, 865 came from a single household in Superior.

Figure 19 shows the number of complaint submissions and the number of households submitting those complaints.

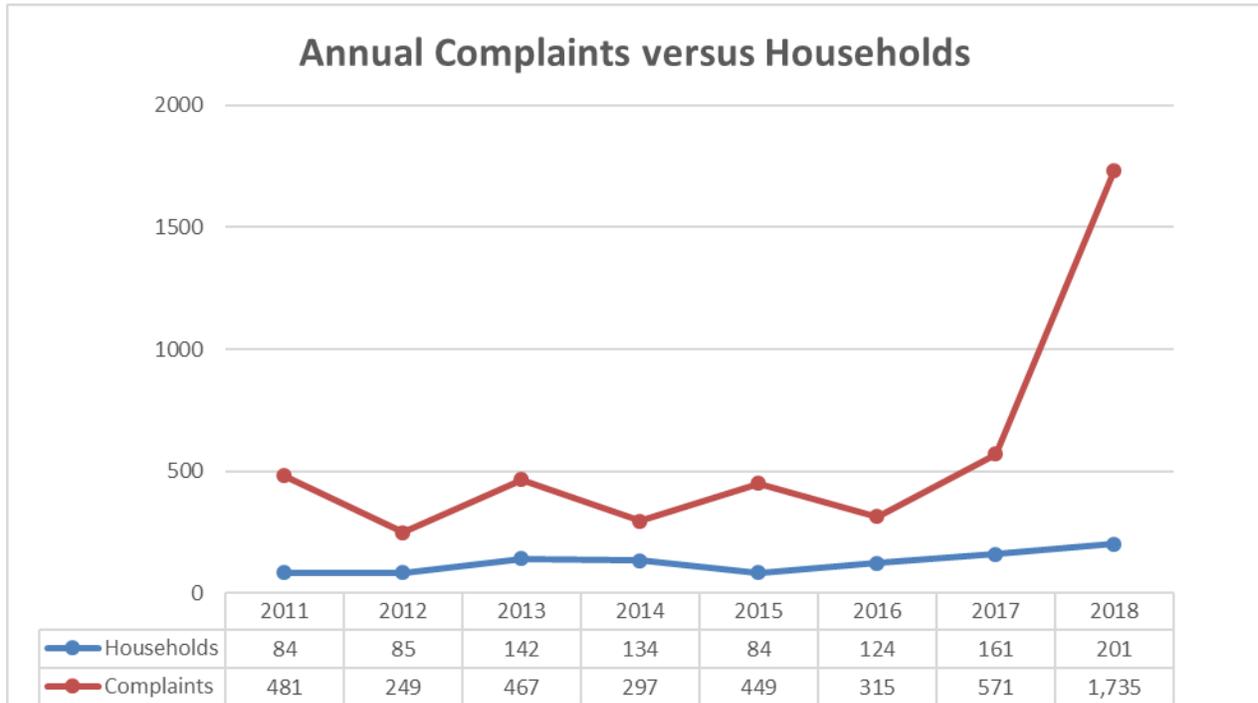


Figure 18. Annual complaints and number of households submitting complaints. (Source, RMMA).

Complaints by Town / City

The level and volume of complaints typically correlates, to some degree, to the level of noise exposure and/or overflight activity in a specific area. Complaints are usually higher in areas closest to the airport, where aircraft are typically low(er) and the frequency of overflights is higher. These factors combined typically result in higher noise exposure and therefore more complaints.

On the other hand, residents that are informed about the airport and expected overflight activity levels and who choose to live close to an airport are often those who are less sensitive to overflights and noise. Sensitivity to aircraft noise varies greatly among individuals and often, residents within a community may be highly annoyed while others in the same area experience no annoyance at all. Because of this, noise complaints should be viewed as a source of information but not a direct indication of exposure or impact.

Over the study period, noise complaint volumes were relatively flat until 2018. Average monthly submissions ranged from 3 to 316. Superior had the highest average with 316. That included 1,734 complaints in 2018, up from 571 submissions the prior year, with 50% coming from a single household. Louisville accounted for the second highest volume of complaints with an average of 103 per month over the 8-year study period.

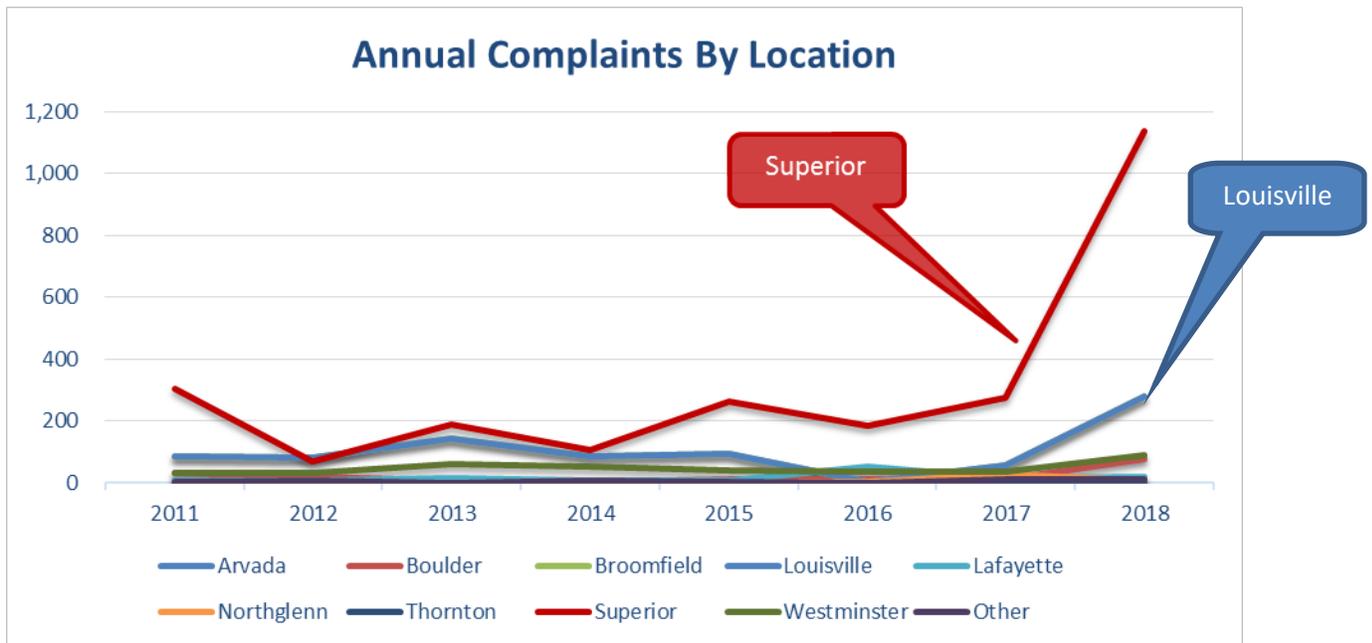


Figure 19. Complaints by location. (Source: RMMA)

Complaints by Aircraft Category

The airport provides complaint data on their website going back to 2011. The data includes complaint by aircraft type, broken down by quarter. A review of the reports (2011-2018) revealed that in some quarters, jet operations caused the majority of complaints, but most of the time, propeller aircraft were the major issue for residents.

A more detailed review of complaint data for 2016-2018 revealed the majority of complaints each year were associated with propeller aircraft operations. Figure 21 (below) shows the complaints by aircraft type. The values are based on percentage of total complaints.

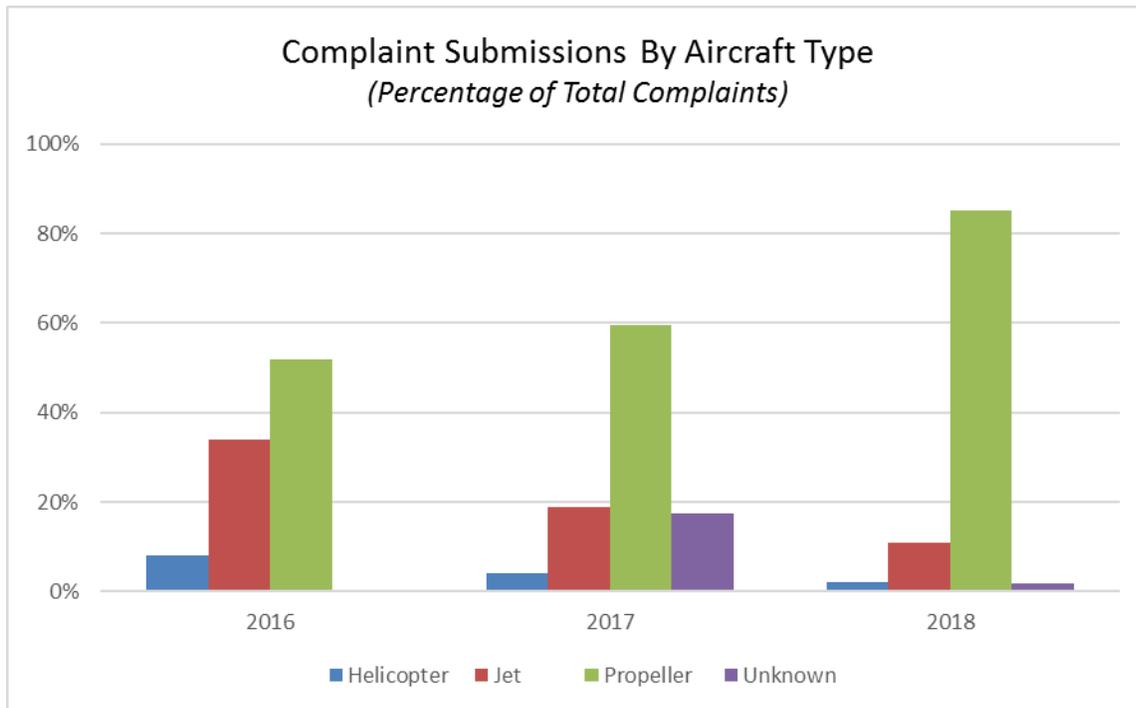


Figure 20. Complaint submissions by aircraft type

It should be noted, 2018 data includes the 865 complaints submitted by a single household, all of which were attributed to propeller aircraft.

Airport Noise Program (Existing)

Overview

The Airport’s existing noise program (RMMA Fly Quiet) is intended to, “balance the needs of our community” and to “minimize noise from aircraft operations and reduce any negative effects on the surrounding areas.” (Source: Jefferson County website, <https://www.jeffco.us/1694/Fly-Quiet-Program>).

Airports do not have the authority to regulate flight operations, however they may recommend procedures and practices intended to reduce community noise impacts. The RMMA Fly Quiet program includes the following recommendations to pilots:

- Avoid flying over noise-sensitive areas when practical.
- Fly high and tight patterns, not low approaches.
- Follow the PAPI.
- Maintain pattern altitude of 6,500 feet for singles and 7,000 feet for twins, jets, and helicopters.
- No intersection takeoffs.
- Runway 30R is designated the “calm wind runway” under the recommended noise abatement procedures.
- Engine maintenance run-ups are not allowed between 10 p.m. and 6 a.m., except in an emergency. (Note: engine run-ups may be regulated by the airport).

While not mandatory (except for the restrictions on engine run-ups), these recommendations can be effective in reducing noise impacts. In support of encouraging awareness and participation in the Fly Quiet program, the airport staff visit flight schools and other tenants advising them of the noise program elements and the importance of minimizing noise impacts to the extent possible.

Airport noise program information is also disseminated via the Airport’s website which includes program elements as well as a map noting “noise sensitive areas” which should be avoided when possible. Reference to the airport’s noise abatement program and a contact phone number for noise program information is also referenced in the Airport Facility Directory which provides airport information to pilots. (See Figure 21).

Regional Economic and Social Impacts

The core focus of this analysis was on the negative impacts of RMMA and the associated aircraft operations with the ultimate goal of identifying strategies to reduce those impacts on the community. However, it is important to recognize the positive impacts, both economic and social, for the state, region, and local area.

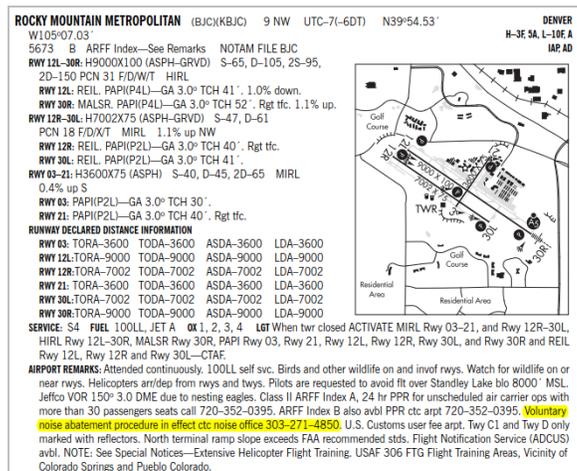


Figure 21. Excerpt from Airport Facility Directory

Some of the greatest positive local and regional impacts of an airport are economic in nature. Airports can act as a regional economic engine promoting both economic and job growth.

According to a study sponsored by the Colorado Department of Transportation, RMMA is directly responsible for more than 800 jobs. Those are jobs attributed to the airport itself (airport management and staff) and airport tenants (flight schools, Federal Aviation Administration, restaurants, etc.). That’s over 800 individual jobs contributing millions of payroll dollars to local residents and ultimately the local economy.

Access to convenient air service is often a consideration for corporate relocation. Corporate aviation facilities for Ball Corporation, Level 3 Communications, Leprino Foods and Pilatus are based at RMMA.

In addition to economic impacts, airports provide facilities that support public safety agencies including law enforcement and the military. RMMA is home to a U.S. Forest Service Tanker Base which supports the Forest Service’s role fighting wildfires.

The economic benefits associated with tourism is another benefit of a local airport. According to the Colorado Department of Transportation, 141,000 visitors arrive in Colorado via RMMA.



These visitors spend money in the local area on food, lodging, transportation, and in retail stores strengthening the local economy. In addition to money spent on local businesses, RMMA operations are linked to the generation of close to \$13 million in state and local tax revenues annually.



Disclaimer

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Appendices

Appendix 1

Letter from Airport to Town of Superior regarding Final Development Plan for Rock Creek dated (December 11, 1986)

Appendix 2

Letter from Airport to Town of Superior regarding proposed residential development in proximity to airport and flight corridors. (April 25, 1989)

Appendix 3

Letter from Airport to Town of Superior regarding proposed residential development in proximity to airport and flight corridors. (January 21, 1997)

Appendix 4

Newspaper article: “*Superior expansion near airport is risky, Jeffco officials warn.*”

Appendix 1



December 11, 1986

Ms. Laura Belsten
Manager
Town of Superior
206 West Coal Creek Drive
Louisville, Colorado 80027

Dear Ms. Belsten:

We have received a copy of the Final Development Plan for the proposed Rock Creek Ranch Planned Unit Development. We would like to thank the Town of Superior for this opportunity to express our comments and concerns regarding this matter.

I have enclosed with this letter a copy of our land use map that has been developed as part of our current Airport Master Plan update. This plan has been proposed by our Airport Consultants and accepted by the Jefferson County Airport Authority. The land use plan has not yet been formally approved by the FAA as of this date since this will not occur until the entire master plan update is complete. Our comments regarding the Rock Creek Development are based on this enclosed plan.

The Rock Creek Development site lies totally within the Airport Influence Area, and therefore, we would ask that the Town of Superior require the developer to grant an Avigation Easement (copy enclosed) to the Airport over all of the property. This easement will better inform future dwelling owners of the noise, vibration levels, nuisance and safety hazards that they can expect during the day and night from the overflight of aircraft. This will also help to protect the Town of Superior as well as the Airport from complaints regarding the same. The Cities of Broomfield and Westminster, and Boulder and Jefferson County routinely require a grant of the easement as a part of their platting process of ground in our Influence Area.

We recommend that no residential development be allowed to take place within the Airport's Critical Zones, as designated on the land use map. Also within these areas, no public buildings such as schools, day care centers, churches, etc. should be permitted.

The map furnished us by the developer detailing the proposed development has four school sites shown on it. We have concerns about these school locations, particularly the school site shown in Area 17. This site is located in line with the extended centerline of our future runway. The school's location should be offset as far as possible from this extended centerline. The remaining schools all appear to be very near the Instrument Runway Critical Zone for our primary

Ms. Laura Belsten
Town of Superior
December 11, 1986
Page 2

runway. We would recommend that these schools be kept as far from this Zone as possible. Again, it should be noted that any buildings, including these schools, will be impacted by the noise and vibration levels associated with the aircraft flight patterns over this site. Also, any future aircraft accidents are more likely to occur in and near this area than most other locations surrounding the Airport.

We would concur with the recommendations outlined in the Rock Creek PUD proposal regarding restricting heights of objects in accordance with Federal Aviation Regulation Part 77.

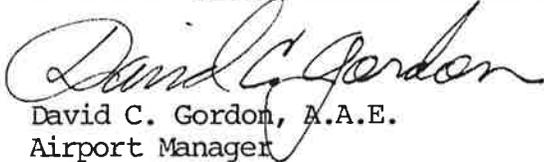
We would further recommend, in accordance with our land use plan, that a 200' x 2000' "clear strip" be established off of the end of our future runway clear zone. Within this area no buildings of any kind should be permitted. This area should be reserved for such uses as parking lots, streets, open space, retention ponds, drainage areas, etc. The purpose of this strip is to provide an obstruction-free area to accommodate potential off-airport crashes. This provides a greater margin of safety for both the pilot and passengers as well as to persons on the ground. Actual locations of crashes over the Airport's history shows that this area of concern has a true basis.

In conclusion, we feel that careful consideration with regard to the impacts that Jeffco Airport will have on this property should be given. We feel that this is the appropriate time to evaluate this development to ensure that the rights of future home owners are protected as well as preserving compatible and safe land use controls that can be enjoyed by all parties concerned.

We appreciate this opportunity to review this development plan, and we will be available to answer any questions or concerns you may have regarding these comments.

Sincerely,

JEFFERSON COUNTY AIRPORT AUTHORITY



David C. Gordon, A.A.E.
Airport Manager

DCG:sh

cc: Ted Asti, Mayor
Richard Scheidenhelm, Attorney, with Avigation Easement
George Graber, Airport Attorney

Appendix 2



April 25, 1989

Mr. Frederick G. Fox, AICP
Planning Consultant for the Town of Superior
101 Park Place
Superior, CO 80027

Dear Mr. Fox:

On behalf of the Jefferson County Airport Authority, I would like to offer the following comments regarding the Town of Superior Comprehensive Plan Final Draft.

To begin with I would like to mention that the plan appears to be very complete and well written. It is obvious that considerable time and effort has gone into the preparation of this plan. Although the Plan makes reference and given consideration to the Airport in several different sections, we feel that more information both specific and general regarding the airport needs to be included in the plan which I will discuss in this letter.

Because of the Airport's close proximity to both the Superior Corporate and Planning area Boundaries, we feel that it is very important that off airport impacts to these areas be clearly defined to better ensure compatible land use will develop in the future. As such we would ask that the following recommendations be added and made a part of the final Comprehensive Plan:

1. On page six, paragraph two, reference should also be included to indicate the location of Superior in relationship to the Jefferson County Airport.
2. On pages 13 and 14, reference to the Airport is made regarding the various areas and zones off of the end of runways and surrounding the Airport. This information is accurately stated and we appreciate this being included in the Plan. We would ask that this section go even a step further by stressing the importance of ensuring that Superior planners follow and adopt these Airport land use recommendations. It is not clear if in fact these recommendations will actually be utilized.

This section also makes a statement that all lands within the Airport Influence Zone will have aviation easements. How exactly will this be accomplished? It should also be noted that according to the Rock Creek PUD plan the Master Developer agrees to grant an Aviation Easement over the entire Rock Creek Ranch development within 14 months after recordation of the Final Development Plan. To our knowledge this has not yet been done. Also, it might be appropriate to include a Sample Aviation Easement somewhere in the Plan, possibly as an attachment or appendix. This would better help the reader of the document to better understand the actual purpose of the easement. (A sample Aviation Easement is attached for your reference).

3. Of primary interest to the Airport regarding the Comprehensive Plan involves the actual Land Use Plan. The Overall Schematic Land Use Plan Map 4-1 should have the Airports Influence Area, Critical Zones and Clear Zones shown since these areas are of extreme importance when making any land use decisions.

Also, the proposed land uses which fall within the above described zones and areas concern us. The majority of this area has proposed land uses which include primarily "mixed use". According to your plan mixed use areas are comprised of residential, commercial or light industrial. Based upon the Airport Land Use Plan, any residential uses within these areas are considered to be an incompatible for reasons of noise and safety, and therefore should not be included as an approved use. There also is a portion of land that lies within the northern corner of the Airport's Critical Zone that is proposed to be solely residential. Again, this is an inappropriate and incompatible in terms of land use for this area.

We would strongly urge the Town to reconsider their proposed land uses within these areas and propose a type of land use which will better serve both the Airport and the Town of Superior. The most compatible uses would include open space, commercial and industrial. It should be noted that in addition to the obvious noise impacts that will likely be experienced within these areas as a result of aircraft overflight, past Airport records have substantiated the fact that a high percentage of off airport accidents involving aircraft have occurred in this location.

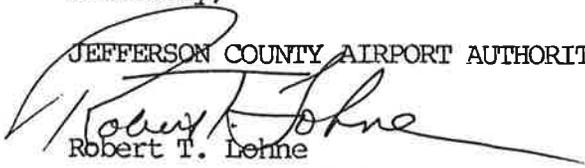
In conclusion, the Jefferson County Airport looks forward to working and growing in a compatible manner with the Town of Superior.

We feel that the recommendations we have offered in this letter are consistent with and accurately represent the goals and objections of the Town's proposed Comprehensive Plan and will result in a more complete and useful document. We sincerely appreciate all of the considerations that the Superior Plan has given to the Airport with regard to land use, however due to the potential growth that Superior can expect over the next twenty years, it is very important that all parties involved with the planning process have as complete and total understanding of the impacts that the Airport may have on the Town in the future.

I have no further comments at this time. I would however, like to thank the Town for allowing us this opportunity to review the proposed Plan. Furthermore, I will be available to discuss this matter with you in more detail at your convenience should you desire.

Sincerely,

JEFFERSON COUNTY AIRPORT AUTHORITY



Robert T. Lehne
Assistant Airport Manager

RTL:tl

Enclosure



JEFFCO AIRPORT
Denver's Corporate Choice

January 21, 1997

Town of Superior
c/o Mr. Fred Fox
Foxfire Community Planning and Development
13743 E. Mississippi Avenue, No. 102
Aurora, Colorado 80012

RE: Rock Creek PUD Amend. Nos. 14 -18

Dear Mr. Fox:

We have reviewed the proposed PUD amendments that were referred to us earlier. PUD Amendments 15 and 17 are of major concern to this airport. We notice that high-density residential development is proposed to be added within these areas.

Airport Management

David C. Gordon, A.A.E.
Airport Manager

Robert T. Lohne, A.A.E.
Assistant Airport Manager

Airport Authority Commissioners

Dr. David D. Callender
Edward N. Haase
Roy Halladay
Michael R. McGinnis
Jim Thyfault

Alternate
Robert A. Hartwig, Jr.

Amendments 15 and 17 are located within the airport's "Critical Zone." As you know, the greatest concentration of air traffic occurs within these zones and noise associated with the overflight of aircraft will take place during all hours of the day and night. In addition, the potential for accidents are greatest within these areas. Within this specific area, residential development of any kind is not recommended or supported by us and is, in fact, considered highly incompatible. We therefore strongly urge the Town to reconsider making any changes to the Comprehensive Plan which would allow for the residential use which is being proposed.

The majority of the noise complaints that are received by our office are generated from the Town of Superior. The addition of high-density residential use will only result in even more unhappy citizens who would live in property that is within a defined high noise impact area of the Jeffco Airport. The Jeffco Airport has seen considerable amount of development take place over the last few years and this is likely to continue well into the future.

And finally, we ask that the PUD disclose the airport's presence and impact it will have on the future property owners of Rock Creek. A

11755 Airport Way
Terminal Building
Broomfield, Colorado 80021

Phone: (303) 466-2314
Fax: (303) 438-2017

FAA Control Tower • ILS on 29R
Surface Runways: 29R-11L (9,000')
29L-11R (7,000') 02-20 (3,600')

Page Two, Town of Superior

requirement to properly notify the public of this should also be a condition of approval.

Thank you for allowing us this opportunity to review and comment on this proposed rezoning issue.

Sincerely,

JEFFERSON COUNTY AIRPORT AUTHORITY

A handwritten signature in black ink, appearing to read "David C. Gordon".

David C. Gordon, A.A.E.
Airport Manager

cc:

Jefferson County Airport Authority
Jefferson County Commissioners
Boulder County Commissioners
Governor, State of Colorado
Boulder Daily Camera
Louisville Times
Lafayette News

Superior expansion near airport is risky, Jeffco officials warn

By SALLY McGRATH
Camera Staff Writer

SUPERIOR — Jefferson County Airport officials once again are warning of dangers to Superior residents if the town approves more housing close to the Broomfield airport.

Airport officials' latest warnings come in response to a request by Rock Creek Ranch developer Richmond Homes that the town amend its Comprehensive Plan to allow construction of as many as 421 multifamily housing units, including condominiums, on five parcels of land now zoned for commercial development. Two of the parcels at Coalton Road and Rock Creek Parkway are in the airport's "critical zone," an area off the end of the runways.

The airport occupies 1,800 acres southeast of Superior and the Rock Creek Ranch subdivision.

"The greatest concentration of air traffic occurs within these zones, and noises associated with aircraft will take place during all hours of the day and night," warned airport manager Dave Gordon. "And the potential for accidents is greatest within these areas."

Superior Town Manager Bruce Williams said Tuesday the Town Board will consider Jeffco's concerns, along with everyone else's, as it reviews Richmond's rezoning proposal. He refused to comment further. A public hearing on the request tentatively has been set for March 4. The meeting will be at Town Hall, 124 E. Coal Creek Drive. This is the latest round in an ongoing battle between airport officials and the town, which in the last 18 months has approved more than 300 houses south

"The greatest concentration of air traffic occurs within these zones, and noises associated with aircraft will take place during all hours of the day and night . . . the potential for accidents is greatest within these areas."

— Dave Gordon, airport manager

of Coalton Road within a mile of the airport's main runway. Some of the houses will be under airspace where planes often turn to gain altitude after taking off, airport officials say.

Safety and noise issues also arose last year and prompted the town to investigate the safety of allowing housing in the airport's critical zone. After reviewing Federal Aviation Administration records, Town Board members concluded safety was not a great enough concern to stop development.

Gordon said the new housing will prompt more noise complaints from Superior residents, who already file more against the regional airport than any other area. Of 419 noise complaints registered against Jeffco last year, 156 were from Superior residents, Gordon said.

At minimum, Gordon said, Richmond should notify homebuyers they are moving into homes subject to airport noise.

Daily Camera 2-5-97

Task 1: Prioritization of noise abatement recommendations

Discussion with the Town/City should be conducted to prepare prioritization. Review of the strategies described in the recommendations.

Propose a workshop with representatives from the Town/City. Briefing by ABCx2 including review of the strategies proposed, discussion of benefits, challenges, implementation plan, timeframes, organizational roles, and costs.

Estimated Hours: Workshop – 2-3 hours
Preparation and documentation – 15-20 hours

Deliverables

- Workshop
- Summary Report
- Briefing materials for Flight Training Task Group

Delivery Dates: January/February pending participant availability

Task 2: Participation on RMMA Noise Task Force

ABCx2 to continue participation on RMMA Noise Task Force providing technical and subject-matter expertise, advocating for the noise-impacted communities within Superior and Louisville, encouraging industry awareness and focus on aircraft noise impacts and implementation of policies, practices, and procedures to reduce impacts.

ABCx2 participation will include on-site or dial-in, depending on meeting content and client pre-approval will be required for on-site participation.

A meeting with the Task Force will follow the prioritization workshop with Superior and Louisville. The priorities established will be included in a briefing to the Task Force with the intent that it be incorporated into the work-planning and prioritization of the task force's efforts. This initial meeting will be on-site and scheduled for the day following the Strategy Prioritization Workshop.

Estimated Hours

- Prep for Prioritization Briefing – 5-10 hours (Applies only to the Prioritization Meeting)
- Prep for other meetings – 1-5 hours (will vary) (Per Meeting)
- Task Force Meetings – 1-3 hours (meeting length) (Per Meeting)
- Summary Reports – 2-4 hours (Per Meeting)

Note: *Bullet 1 above (Prep for Prioritization Briefing) applies to an initial briefing of the task force focusing on prioritization of program elements moving forward. This will include input provided by the Town/City collected during the prioritization workshop described in Task 1.*

Deliverables

- Summary reports following each meeting
- Advocacy and support at meetings
- Other deliverables to be determined

Delivery Dates: Summary reports within 10 business days following each meeting

Task 3: Develop roadmap for development of aircraft noise roundtable

ABCx2 will provide a written report including a roadmap describing the critical steps in establishing an aircraft noise roundtable. The report will focus on the development of a roundtable and particularly the interests of Superior and Louisville as the clients. Content of the roadmap (document) will be based on the specific needs of the clients, but may include:

- Potential roles, goals, and mission
- Strategy to encourage engagement from other local, county, state, and federal, governments
- Briefing materials (PowerPoint) for potential participants
- Identification of strategies for incentivizing participation and shared funding

ABCx2 recommends that development of a charter to include a roundtable mission, meeting frequency, meeting location(s), establishment of working groups, funding and budgeting, etc., should be conducted after the roundtable is established. This will encourage support by participants and buy-in.

Estimated Hours: Report - 20-30 hours
Presentation / Briefing (*optional*) 20-30 (plus travel)

Deliverables

- Draft written report including roadmap with steps for initial establishment of roundtable
- Final report (following client input/feedback)
- Presentation/briefing (*optional*)

Delivery Dates: Draft Report - 30 days from approval to proceed
Final Report – 7 days after client comments received
Presentation/briefing (*optional*) - 30 days from approval to proceed

Task 4: Review Denver Metroplex Environmental Assessment (EA) and identify implications for Superior, Louisville, and other communities surrounding Rocky Mountain Metropolitan Airport (RMMA).

The Federal Aviation Administration has indicated that changes associated with the Denver Metroplex project will result in changes in airspace and/or flight procedures at Denver International, Rocky Mountain Metropolitan Airport, and a number of other airports in the Denver metropolitan area. The changes associated with the Metroplex project may affect the airspace and flight operations at and around RMMA.

In an effort to identify potential impacts, ABCx2 will complete the following steps:

- Review draft environmental documents to determine potential implications to RMMA and surrounding communities.
- Identify changes in overflights and aircraft noise associated with changes in arrival and departure procedures for Denver International Airport
- Identify changes in overflights and aircraft noise associated with changes in arrival and departure procedures for Rocky Mountain Metropolitan Airport
- Identify changes in flight procedures or airspace that may limit or otherwise affect implementation of strategies proposed to reduce community noise impacts for communities surrounding RMMA

Estimated Hours: Draft Report 20-30 hours
Presentation / Briefing (*optional*) 20-30 (plus travel)

Deliverables

- Draft Report
- Final Report
- Presentation / Briefing (*optional*)

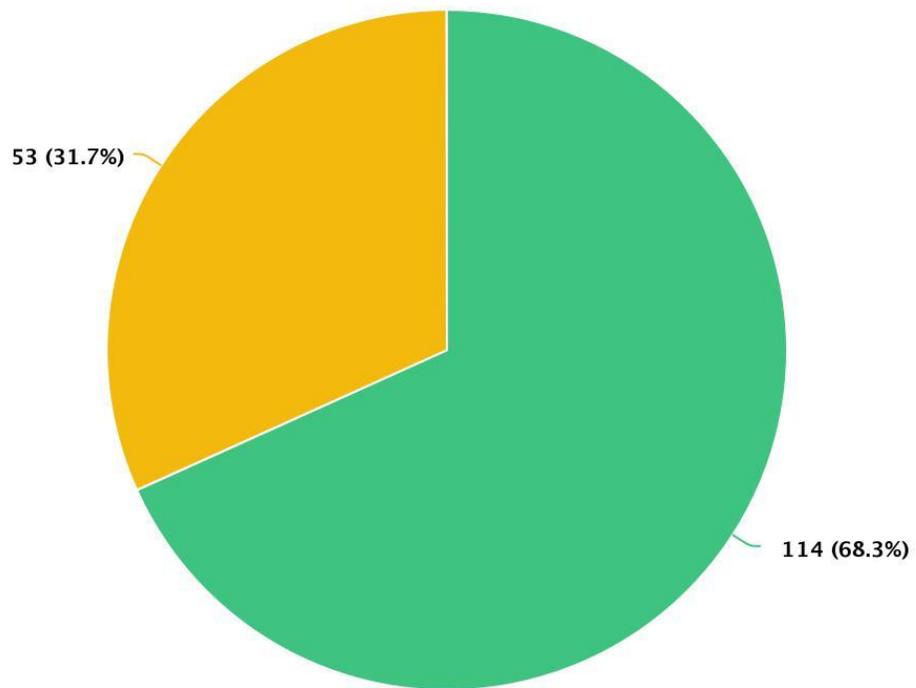
Delivery Dates: Draft Report - 45 days from approval to proceed
Final Report - 15 days after client comments received
Presentation / Briefing (*optional*) - 45 days from approval to proceed

Regarding travel, “Presentations” or “Briefings” include providing a walk-through of deliverables and technical reports developed by ABCx2. These can be conducted via telecon/webinar or on-site. Staff hours for development of the material will be the same whether it is delivered remotely (webinar) or on-site, but additional cost will be incurred for on-site which may include additional time and travel expenses.

Whenever possible, ABCx2 will try to maximize value of each visit by combining meetings/events while we are on-site. As an example, we will try to schedule task force meetings or other community/industry meetings and events during the same trip. All travel and meeting/events will be subject to pre-approval by the client(s).



Is aircraft noise a concern for you?

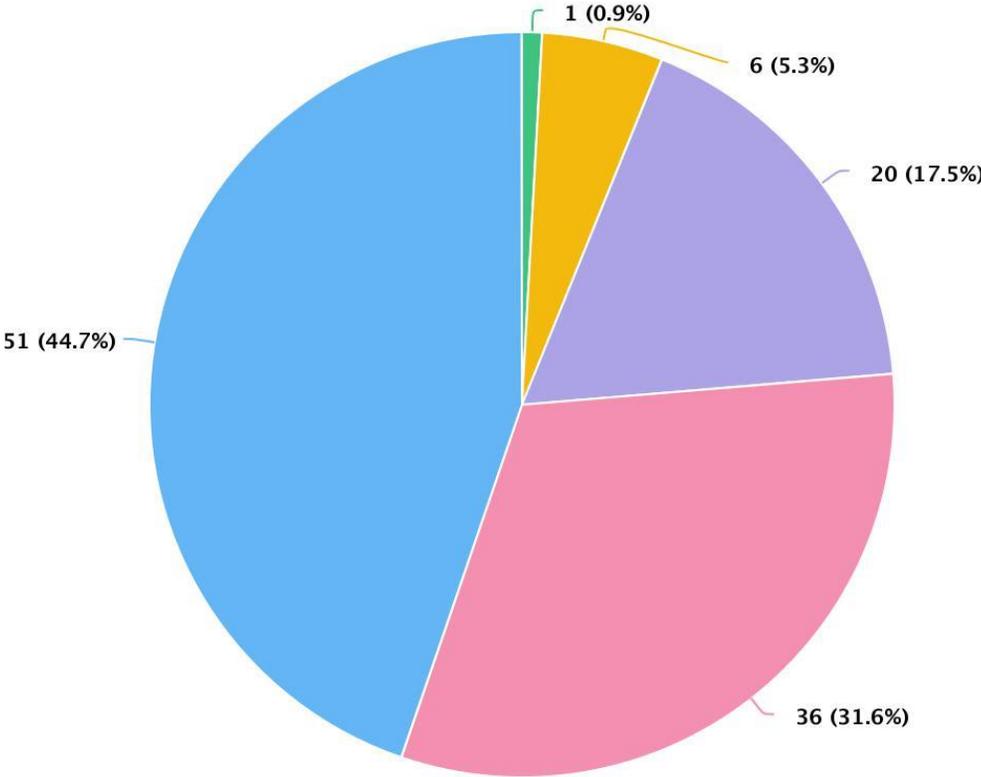


Question options

(Click items to hide)

- Yes
- No

If you answered "Yes" to question 1, how would you rate the level of concern/impact on your quality...

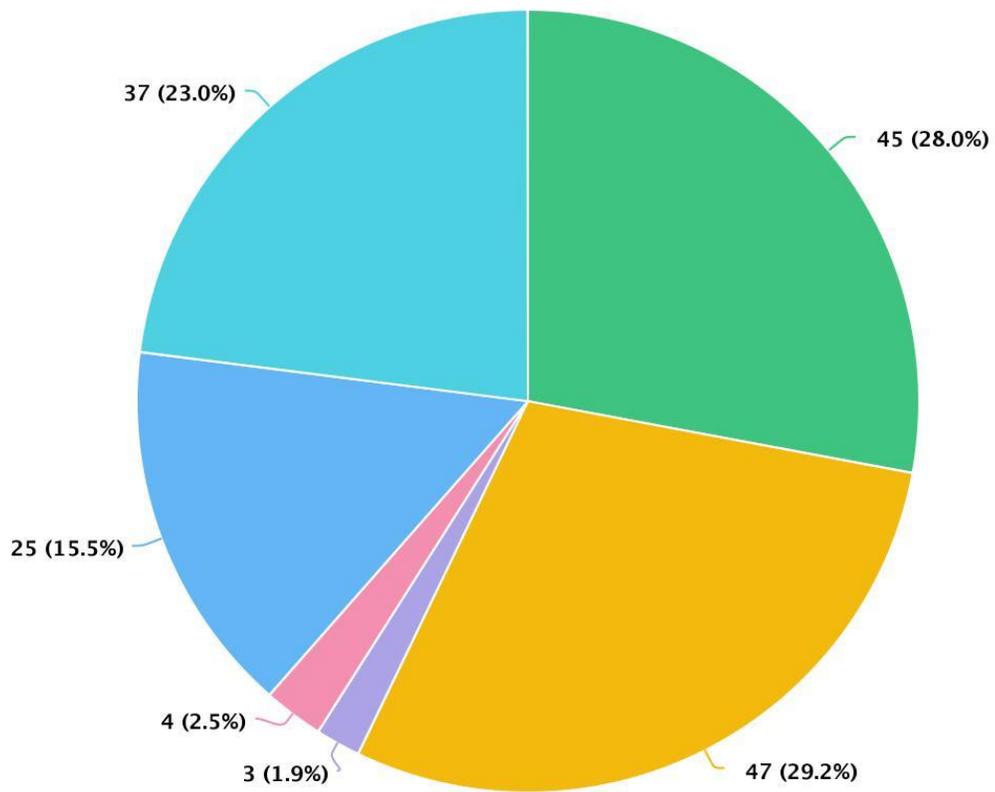


Question options

(Click items to hide)

- 1
- 2
- 3
- 4
- 5

What aircraft types are the most bothersome?

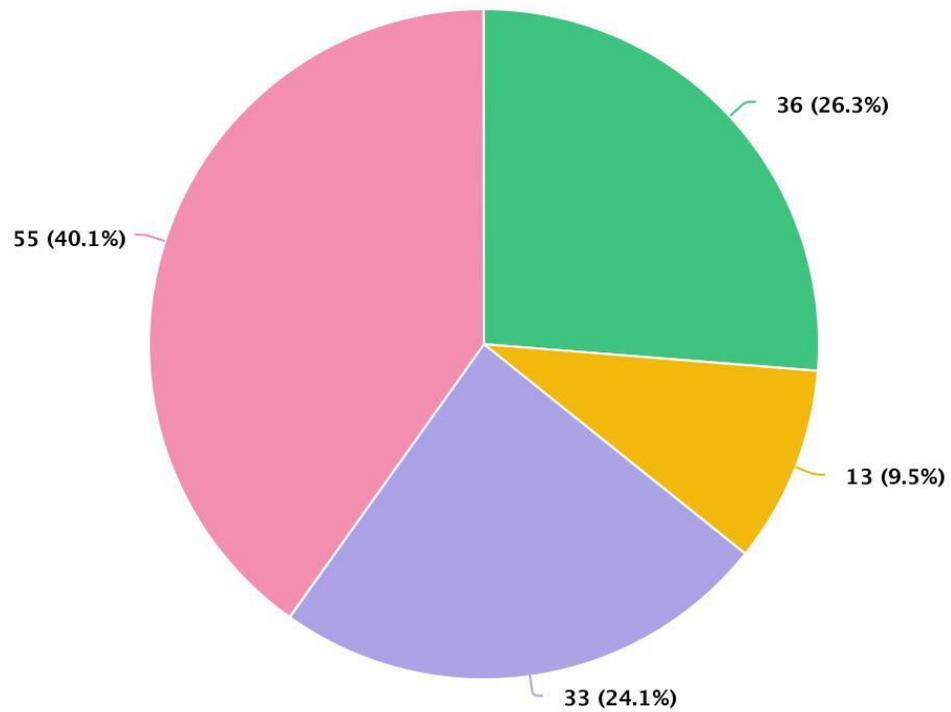


Question options

(Click items to hide)

- Jet aircraft
- Propeller aircraft
- Helicopters
- Military aircraft (airplane and/or helicopter)
- Unknown
- Other

During what time of the day are aircraft overflights/noise the greatest issue?

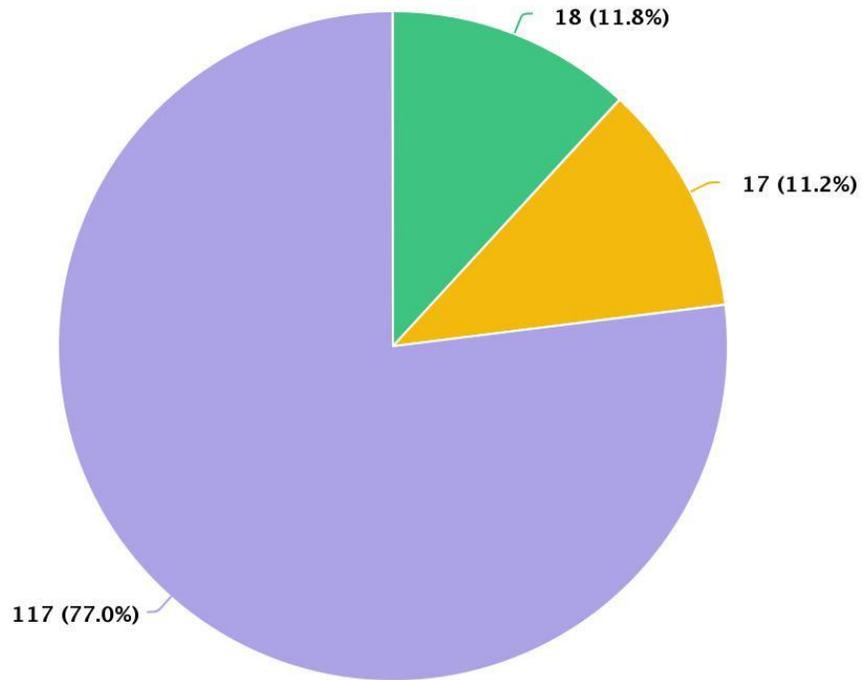


Question options

(Click items to hide)

- Morning/daytime (7 am-5 pm)
- Evening/nighttime (5-11 pm)
- Late night/early morning (11 pm-7 am)
- All day

Are the aircraft/aviation impacts worse during certain days of the week?

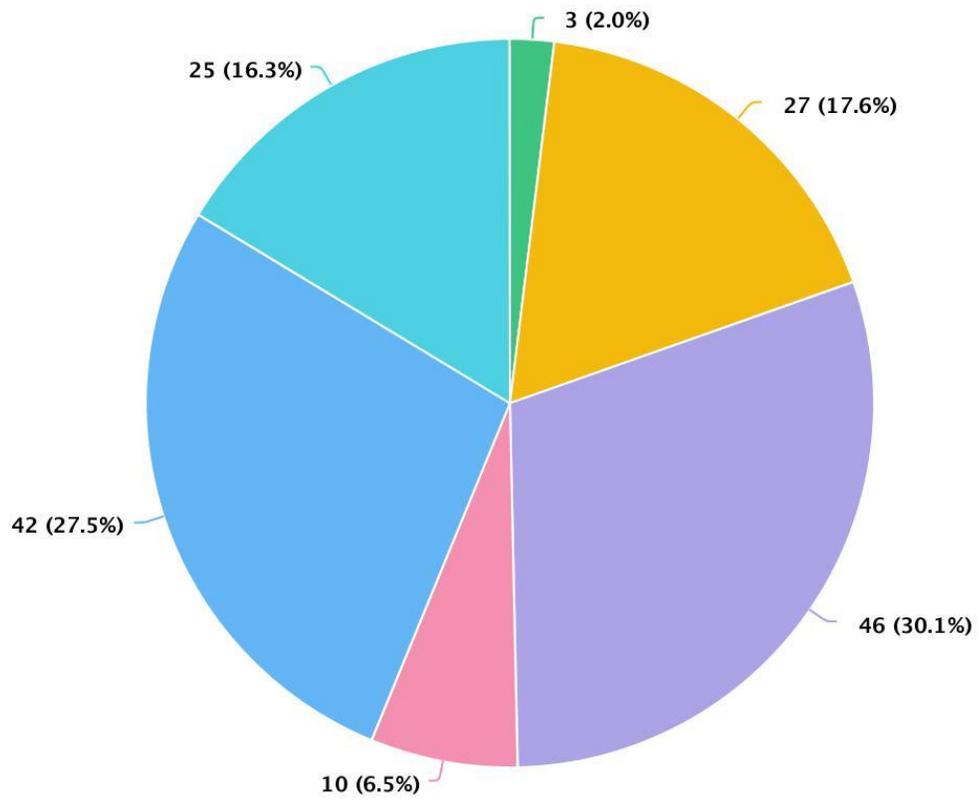


Question options

(Click items to hide)

- Weekdays are the worst
- Weekends are the worst
- I don't notice a difference - weekdays versus weekends

What type of operations have the most impact?

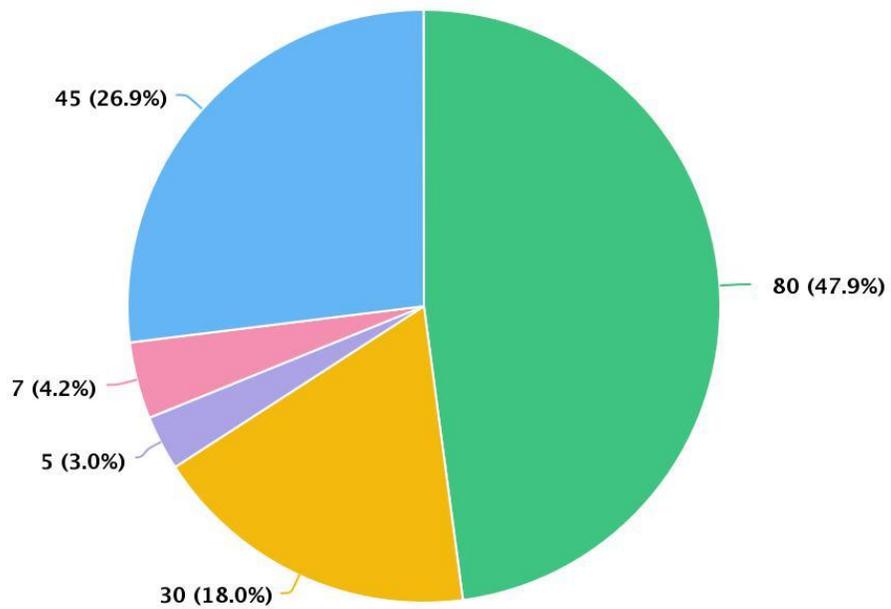


Question options

(Click items to hide)

- Arrivals (flights toward the airport)
- Departures (flights from the airport)
- Both arrivals and departures
- Touch-and-goes
- Not sure
- Other

How often are you disturbed by aircraft noise?

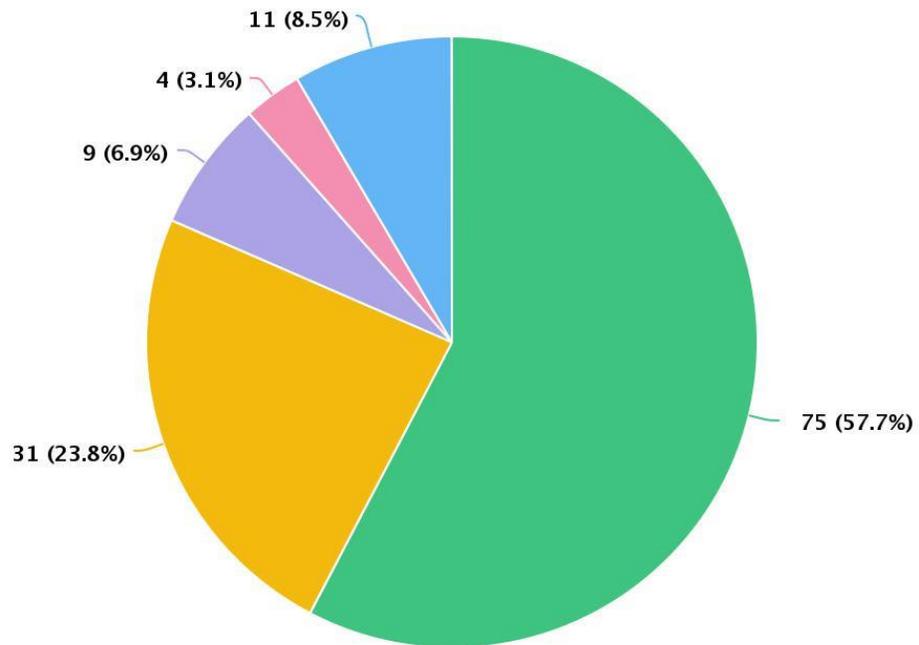


Question options

(Click items to hide)

- Every day
- A couple of times per week
- A few times per month
- A few times per year
- Never

What is your primary concern?

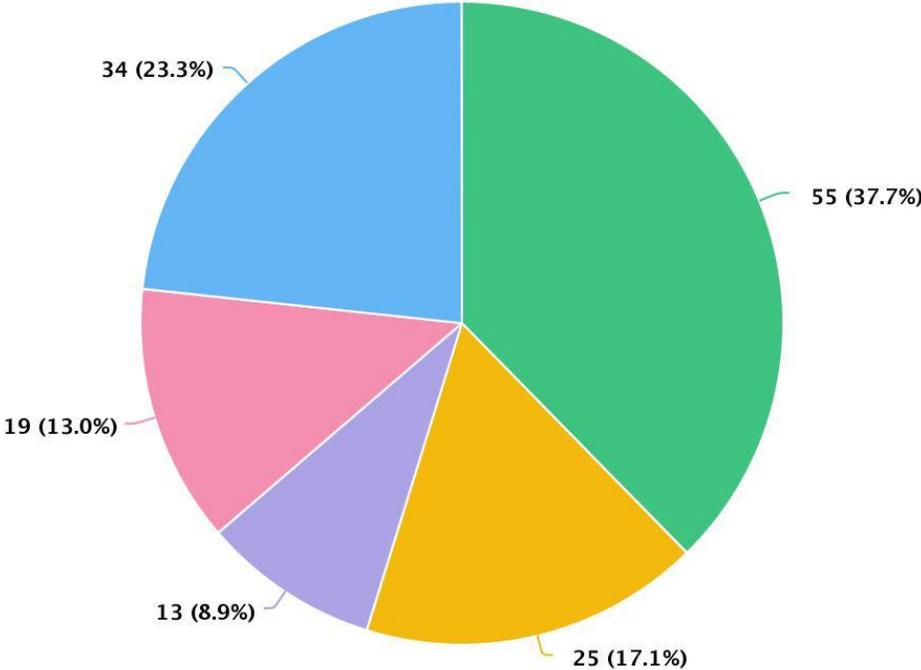


Question options

(Click items to hide)

- The aircraft are too loud
- The overflights are too frequent
- The airplanes are too low
- I have concerns about safety/fear of crashes
- I have environmental concerns (i.e. air pollution, climate impacts, etc.)

What is the nature of the impact?

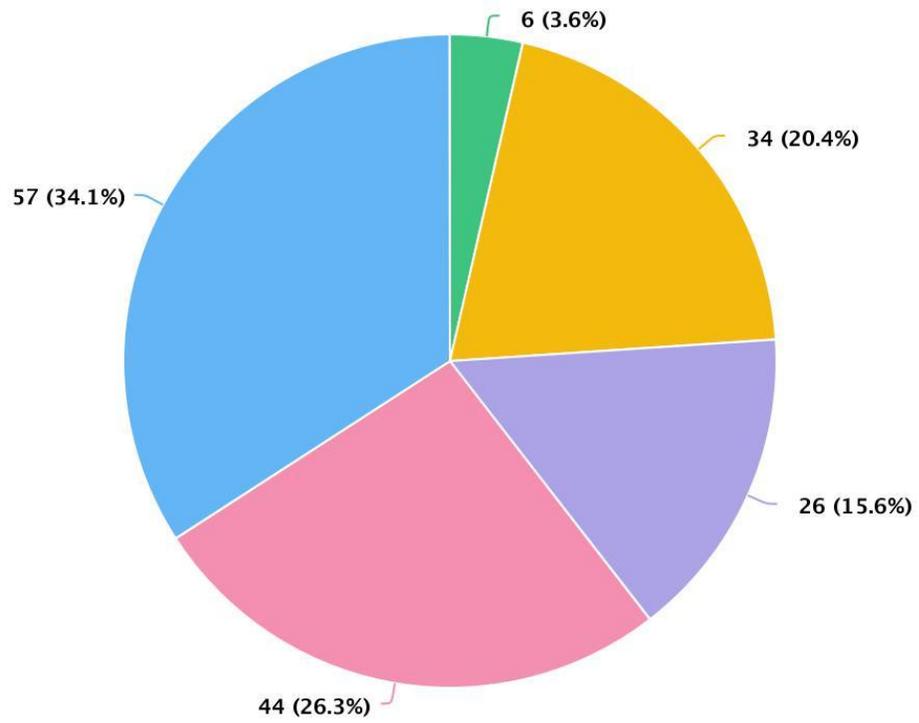


Question options

(Click items to hide)

- Distracting/annoying
- Disrupts sleep
- Disrupts indoor activity (i.e. conversation, television, etc.)
- Disrupts outdoor activity
- Other

How long have you lived in the neighborhood?

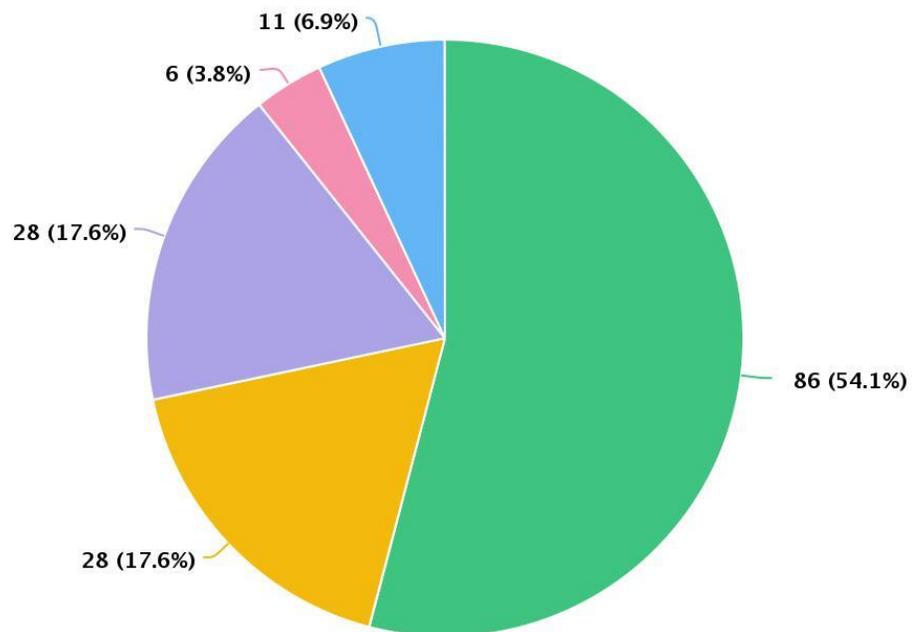


Question options

(Click items to hide)

- Less than 1 year
- 1-5 years
- 5-10 years
- 10-20 years
- 20+ years

Have the aircraft noise issues/impacts changed?

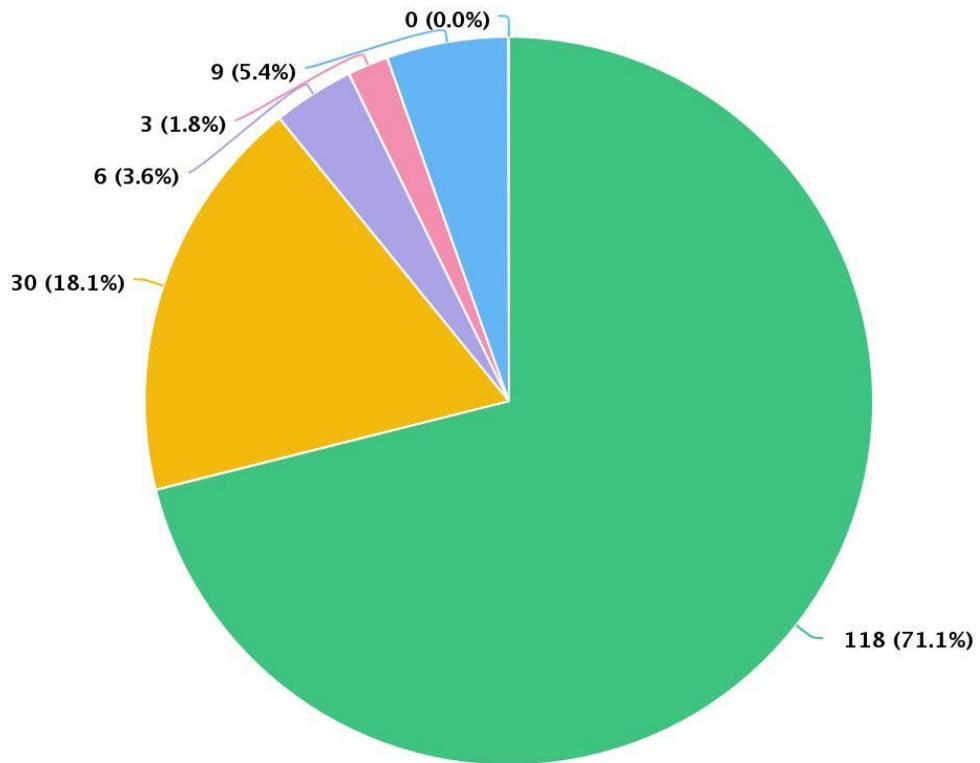


Question options

(Click items to hide)

- They are much worse
- They are a little worse
- They have not changed
- There has been slight improvement
- There has been significant improvement

What city do you live in?

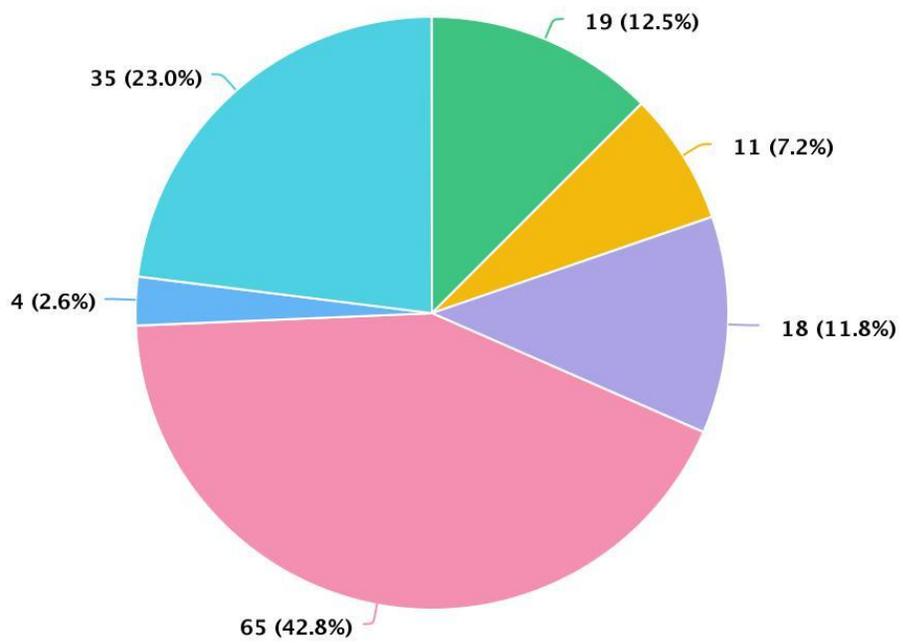


Question options

(Click items to hide)

- Louisville
- Superior
- Broomfield
- Westminster
- Other
- Boulder

What strategies would be the most beneficial for your neighborhood?

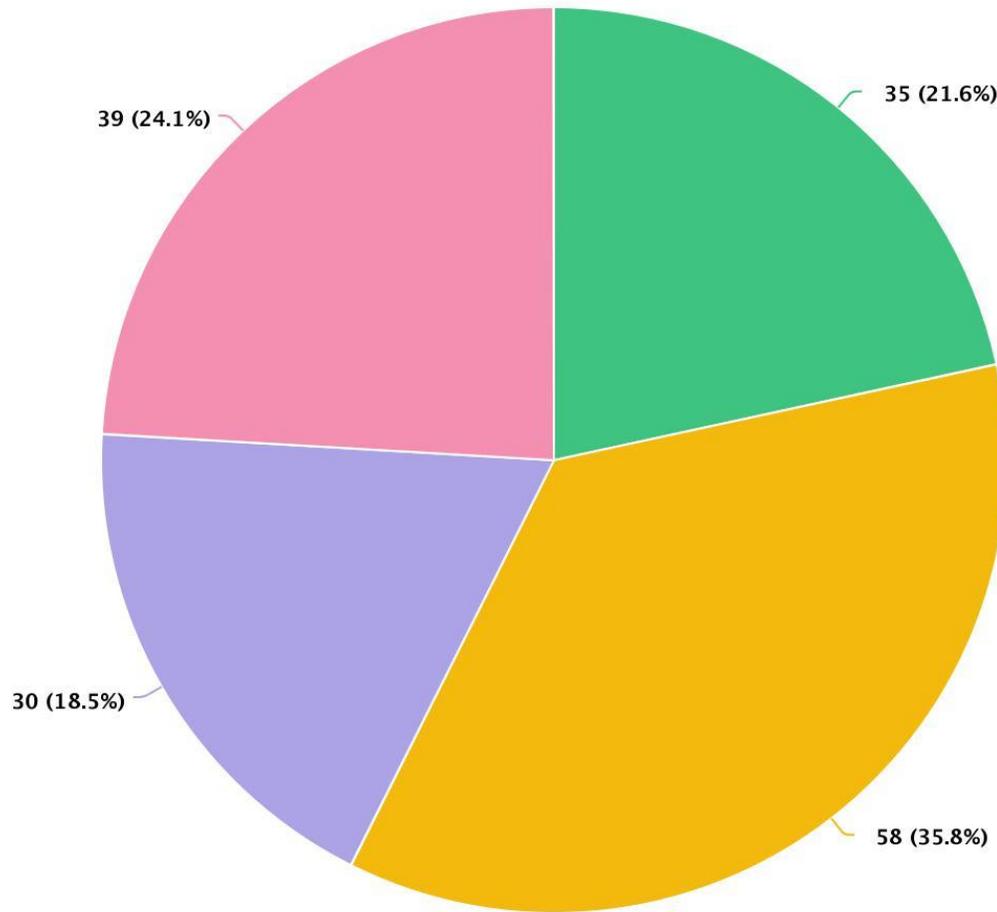


Question options

(Click items to hide)

- Increase altitudes
- Reduce/discourage nighttime operations
- Use other runways
- Reduce number of overflights
- Increase airport/community engagement
- Other

How can the city/town improve community engagement related to airport and aircraft issues?

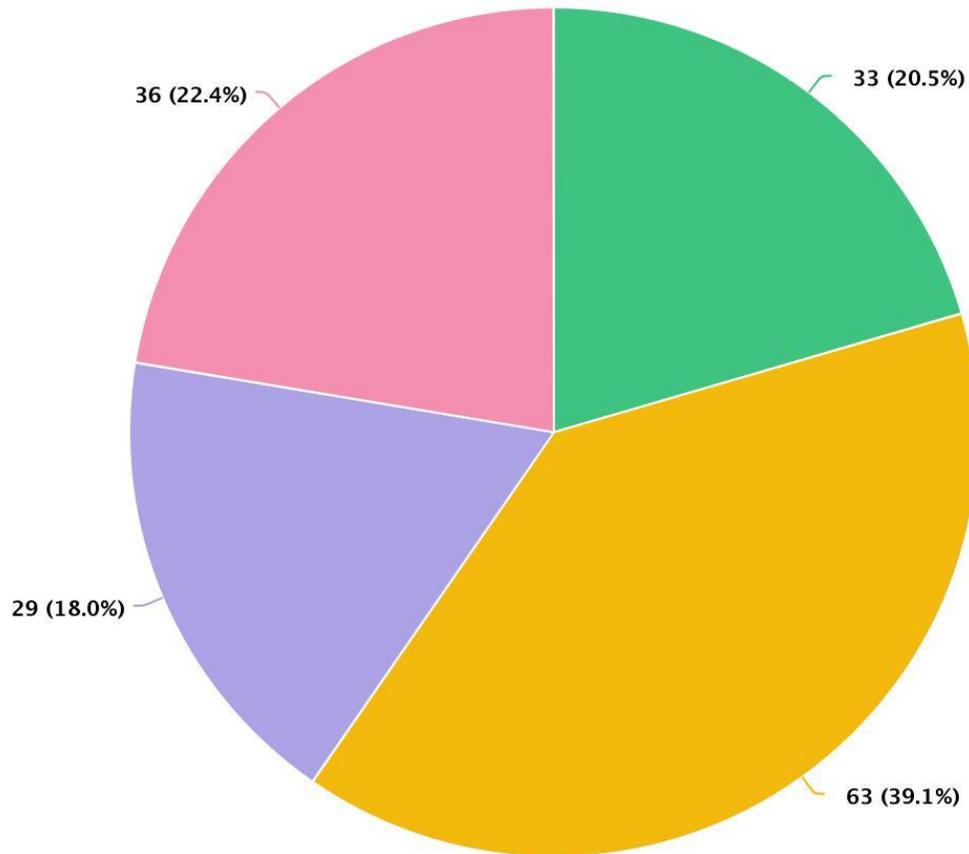


Question options

(Click items to hide)

- More effort should be made to provide information to the communities
- There should be more opportunities for the community to provide input
- The current engagement opportunities are adequate
- I have no opinion on this matter

How can the airport improve community engagement related to airport and aircraft issues?



Question options

(Click items to hide)

- More effort should be made to provide information to the communities
- There should be more opportunities for the community to provide input
- The current engagement opportunities are adequate
- I have no opinion on this matter



AGENDA

JOINT STUDY SESSION CITY OF LOUISVILLE CITY COUNCIL AND TOWN OF SUPERIOR BOARD OF TRUSTEES

Monday, September 30th
7:00 – 9:00pm

Louisville Recreation and Senior Center
Brooks/Crown Room
900 Via Appia Way, Louisville, CO 80027

Discussion Item: Rocky Mountain Metro Airport Noise Mitigation Study Findings

- 1) Introductions - Mayor Robert Muckle and Mayor Clint Folsom
- 2) Presentation of Final Recommendations – ABCx2, James Allerdice and Jason Schwartz
 - a. Council and Board – Questions and comments
- 3) Next steps and closing - Mayor Robert Muckle and Mayor Clint Folsom

ATTACHMENTS

FINAL REPORT PRESENTATION

FINAL REPORT – STRATEGY RECOMMENDATIONS

RESULTS FROM ENGAGE LOUISVILLE SURVEY

Welcome!

Joint Study Session

RMMA Noise Mitigation Study Findings



Agenda

- Project Objectives
- Process
- Stakeholders
- Recommendations
- Current Status and Next Steps
- Discussion / Q&A

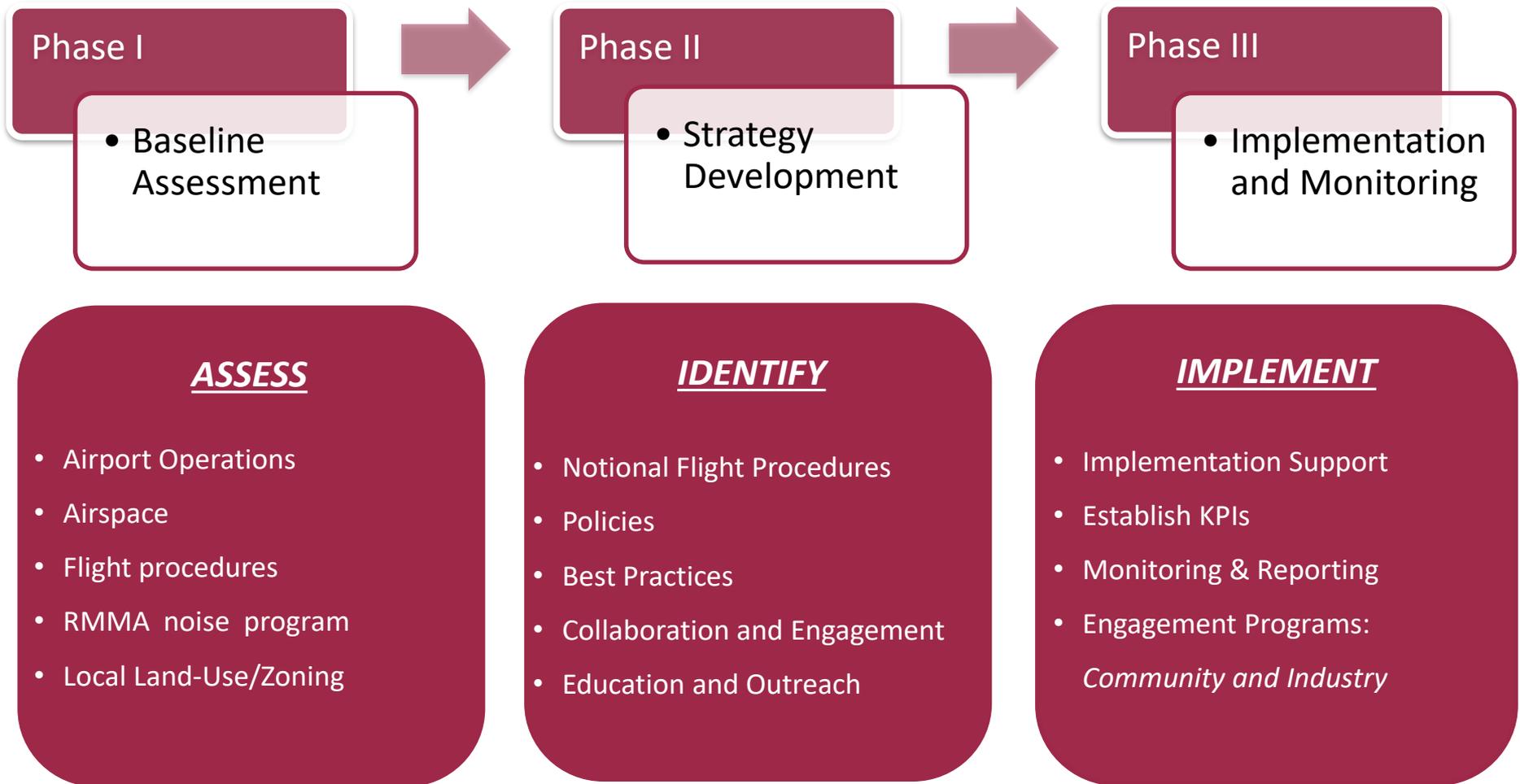
Objectives

Strategies to Reduce
Community Impacts

Community
Engagement Support

Aviation Industry
Engagement Support

Our Process



Stakeholders



Federal Aviation Administration's Role



Vision

We strive to reach the next level of **safety, efficiency, environmental responsibility** and global leadership. We are accountable to the American public and our stakeholders.

Mission

Our continuing mission is to provide the **safest, most efficient aerospace system** in the world.

Recommendations by Focus Area

- Flight Operations / Procedures / Practices
- Community Outreach and Engagement
- Industry Outreach and Engagement
- Land-Use Planning, Zoning and Development
- Regional Collaboration

Flight Operations / Procedures / Practices

Single-Engine Piston



Multi-Engine / Turboprops



Jets



Helicopters

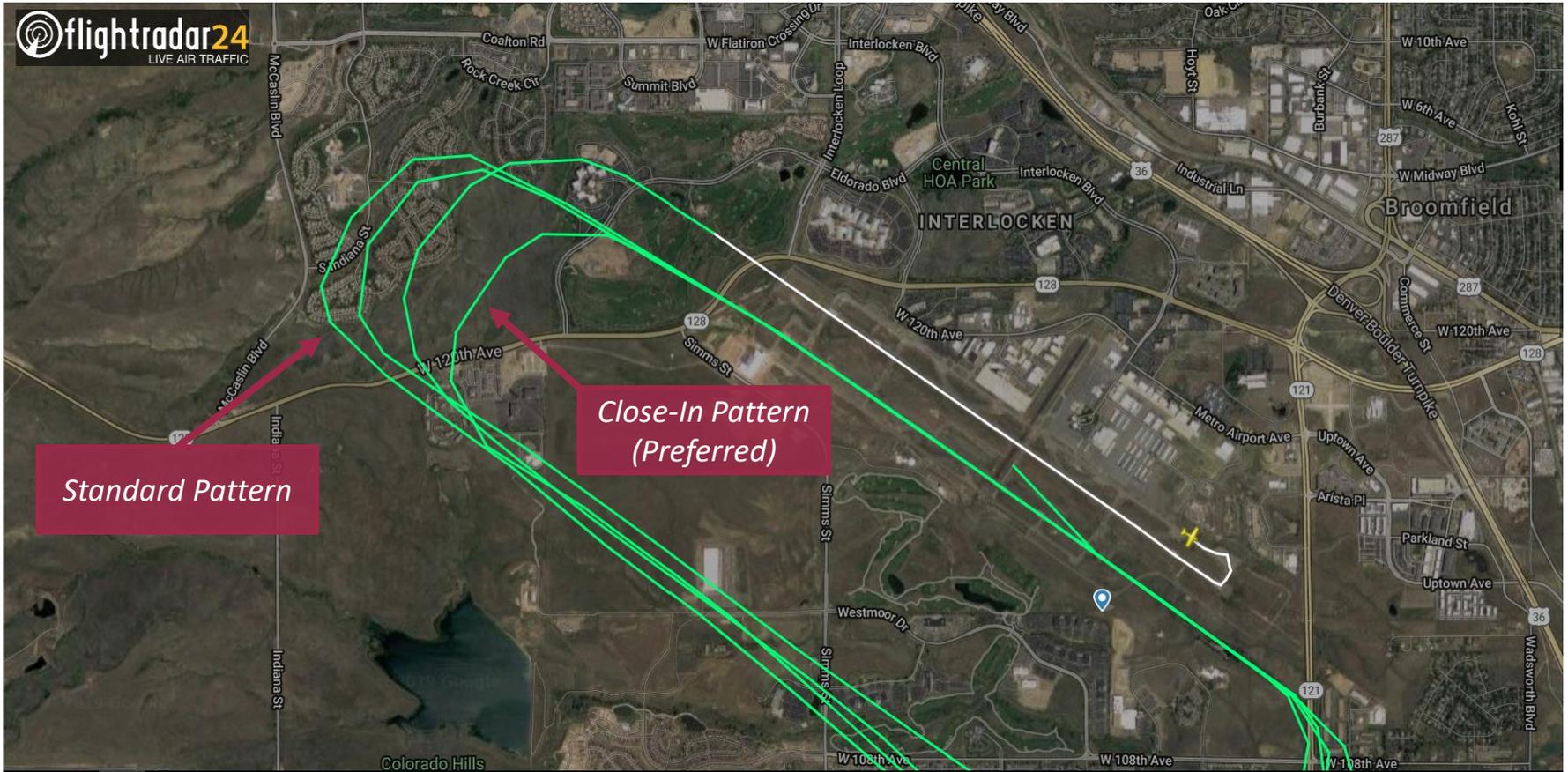


Flight Operations / Procedures / Practices

- Reduce noise at the source
 - Encourage the use of quieter operating procedures (lower RPM, prop pitch settings, aircraft manufacturer recommendations)
- Route aircraft away from dense residential areas
 - Community-friendly flight routes
 - Development of instrument flight rules (IFR) approach and departure procedures
 - Development of visual flight rules (VFR) approach and departure procedures
 - Specialized routes to/from flight training areas to the north
 - Use of reporting points for VFR traffic
 - Early turns/close-in patterns (i.e. touch-and-goes, departures, approaches)
- Increase aircraft altitudes when near/over residential areas
 - Increase airport traffic pattern altitude
 - Increase departures ascent rate
 - Increase altitude on approach
- Reduce nighttime operations
 - Discourage operations during late-night/early morning hours
 - Discourage touch-and-goes during late-night/early morning hours

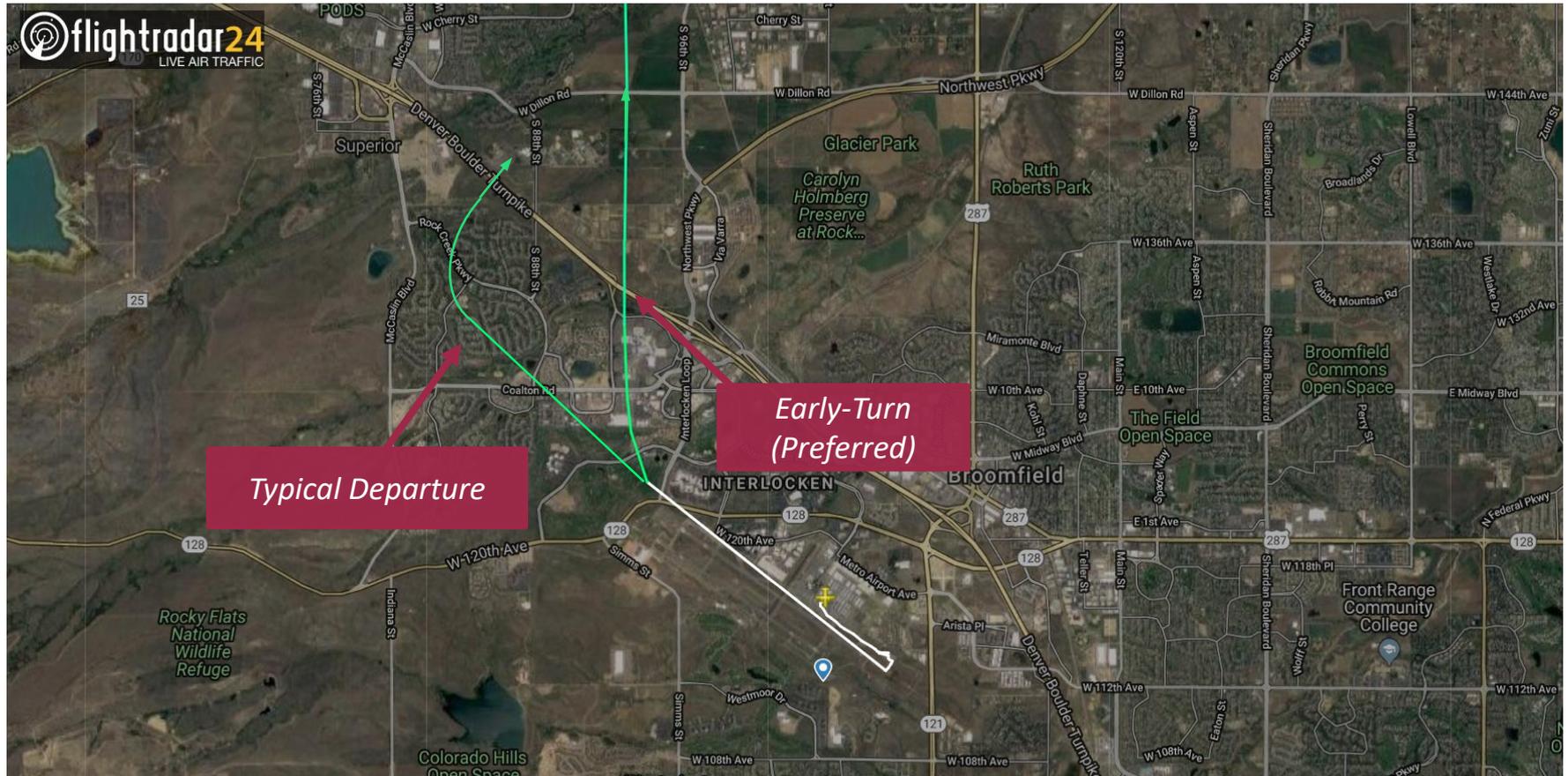
Flight Operations / Procedures / Practices

Encourage close-in (tight) patterns for touch-and-go operations



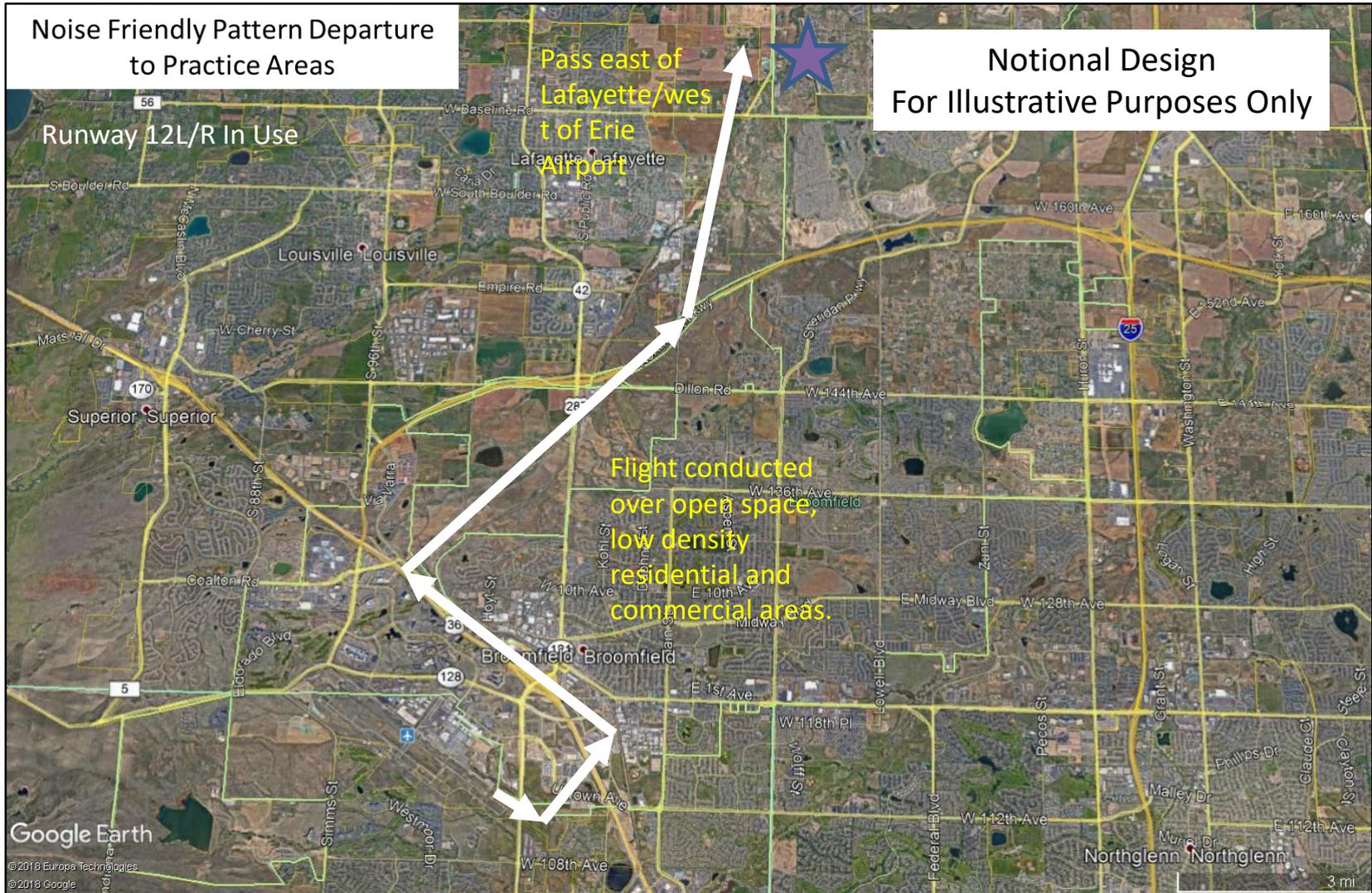
Flight Operations / Procedures / Practices

Departures – Early turns to avoid noise-sensitive areas



Flight Operations / Procedures / Practices

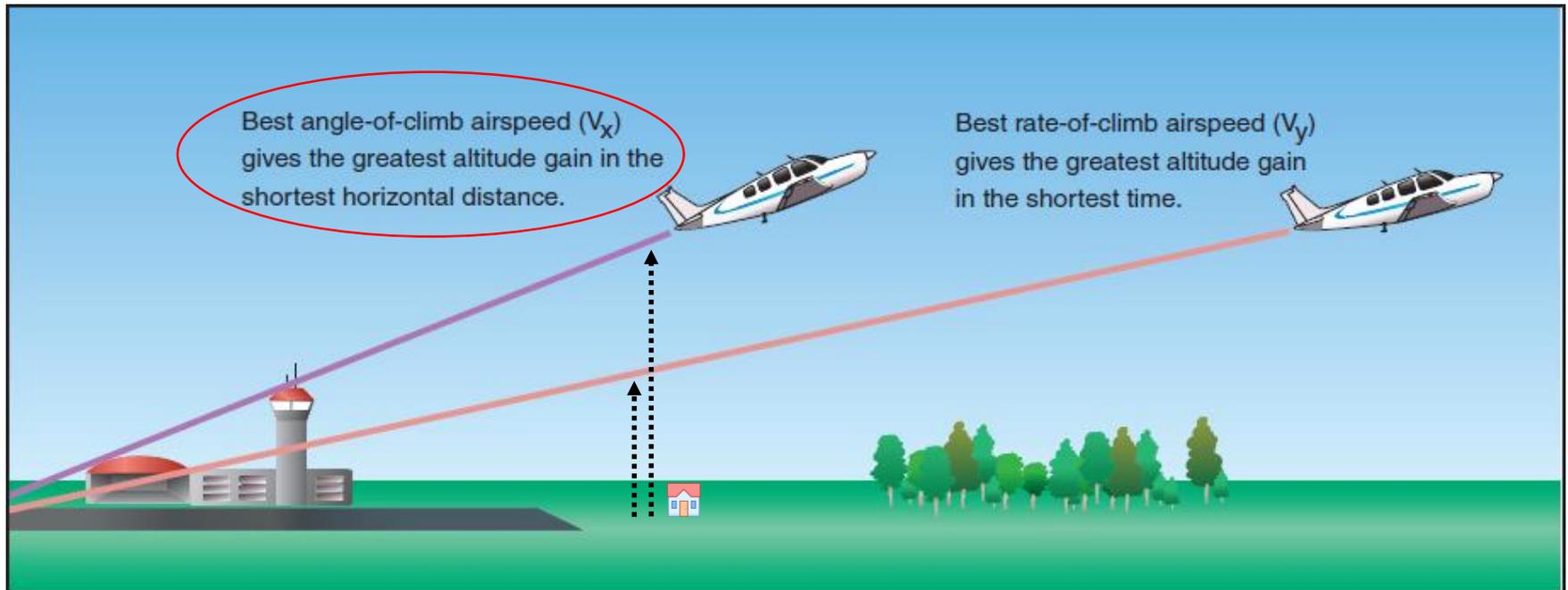
Departures – Noise Friendly Departure Route to Practice Area



Flight Operations / Procedures / Practices

Optimized Departure Profile - Best Angle of Climb

- Climb as quickly as possible to maximize altitude before reaching noise-sensitive areas.
- On approach, maintain maximum practicable altitude and remain on (or above) glide path.



Flight Operations / Procedures / Practices

Discourage late-night/early-morning operations

Voluntary Restraint from Flying

- Permitted under federal aviation regulations if voluntary
- All Operations (11PM-7AM)*
- Training / Touch-and-Go Operations (10PM-8AM)*



**Time periods selected for illustrative purposes only.*

Community Outreach and Engagement

- Expand Superior and Louisville web content about the airport, aircraft noise, impact mitigation project (ongoing), and contact information for Town/City and airport
- Expand Airport's website to include a "Community" section addressing noise issues and providing noise program information.
- Establish a community noise working group, committee, etc. to be hosted by Airport, Town/City/County, or combination

Industry Engagement and Collaboration

- Include noise abatement in flight training curriculum
- Flight Instructor briefings
- Noise program brochures (electronic and paper distribution).
- Pilot forums and briefings
- Expand information on airport website regarding clarity on noise-sensitive areas around RMMA and the practices and procedures for reducing noise impacts
- On-airport signage
- Air traffic controller briefings
- Technical working group to review/collaborate on program elements

Land-Use Planning and Zoning

- Consider existing and future noise exposure/flight patterns when addressing zoning and land-use planning
- Enact zoning/code requirements for non-compatible development in Airport Influence Area and/or Airport Critical Zones
- Review and comment on planned airport development
- Coordinate local zoning/development changes with Airport to understand potential impacts
- Update website to include Airport Influence Area and flight paths and patterns

Regional Collaboration and Planning

- Establish planning meetings with Superior, Louisville, Boulder and Jefferson Counties and the Airport to discuss development plans, community concerns, etc.
- Coordinate review of airport and local (off-airport) land-use planning encouraging compatibility
- Establish a Regional Planning Forum to coordinate airport and local land-use planning
- Collaboration with Congressional delegation

Current Status

- Airport has established and Industry Task Force for ongoing identification, evaluation, and implementation of strategies to reduce aircraft noise impacts.
- ABCx2 supporting the development of new arrival and departure procedures
- Expanded pilot education and outreach efforts are in development
- Airport will host quarterly meetings with flight schools, air traffic control, and industry task force to discuss/address noise issues
- Voluntary nighttime curfew is under consideration

Next Steps

- Prioritization of measures (by Town of Superior and City of Louisville)
- Development of implementation plan

DISCUSSION / Q&A



Thank You!





Phase II – Strategy Recommendations

Summary Report

September 2019



Executive Summary

In late 2018, ABCx2 was engaged by the Town of Superior to help identify solutions to the growing impact of aircraft noise attributed to operations at the Rocky Mountain Metropolitan Airport (RMMA). ABCx2 initiated work in November of 2018 and the City of Louisville joined the effort in early 2019.

The consulting team's approach was broken into three phases. Phase I focused on assessing existing conditions including airspace, flight procedures, airport fleet mix, operation levels, etc. This also involved researching community issues and concerns, complaint records, and community input provided to the Airport, Superior, and Louisville. The baseline assessment also included direct community and industry engagement efforts.

Phase II of this effort involved developing a portfolio of strategy recommendations to be implemented by the key stakeholders. These include the Town of Superior, City of Louisville, Jefferson County, Boulder County, the Airport, Airport Tenants, and the Federal Aviation Administration (FAA). While these recommendations will not silence the aircraft operating in and out of RMMA, nor are they expected to eliminate 100% of the community concerns over aircraft operations, they are intended to help both the airport and the surrounding communities co-exist, and to help maintain the quality of life within the region. At the same time, these efforts are intended to help the airport operate in a sustainable and community-friendly way.

The strategic recommendations are broken down into five individual, but interdependent functional areas:

- Flight Procedures, Practices, and Policies
- Community Outreach and Engagement
- Industry Outreach and Engagement
- Land-Use Planning and Development
- Regional Collaboration

Each functional area is described in detail in the report, as are the specific recommendations identified by the consulting team. The multifaceted and comprehensive strategies contained in this document should not be construed to be all encompassing. Rather, this document should be viewed as a starting point for discussions among local and regional stakeholders representing both aviation and community stakeholders as they will be ultimately responsible for acceptance and implementation of the strategies selected and approved. Additionally, this report is intended to be considered a “living” document allowing for new strategies and concepts as well as modifications to those presented, as conditions change, and new technologies and other opportunities arise.

Noise abatement takes dedication, patience, the desire to collaborate and a willingness to compromise in an effort to find solutions to very complex issues. These initial steps and the willingness of so many stakeholders and stakeholder groups to support the effort can serve as a catalyst for future progress toward a more positive quality of life for the citizens of Superior and Louisville.

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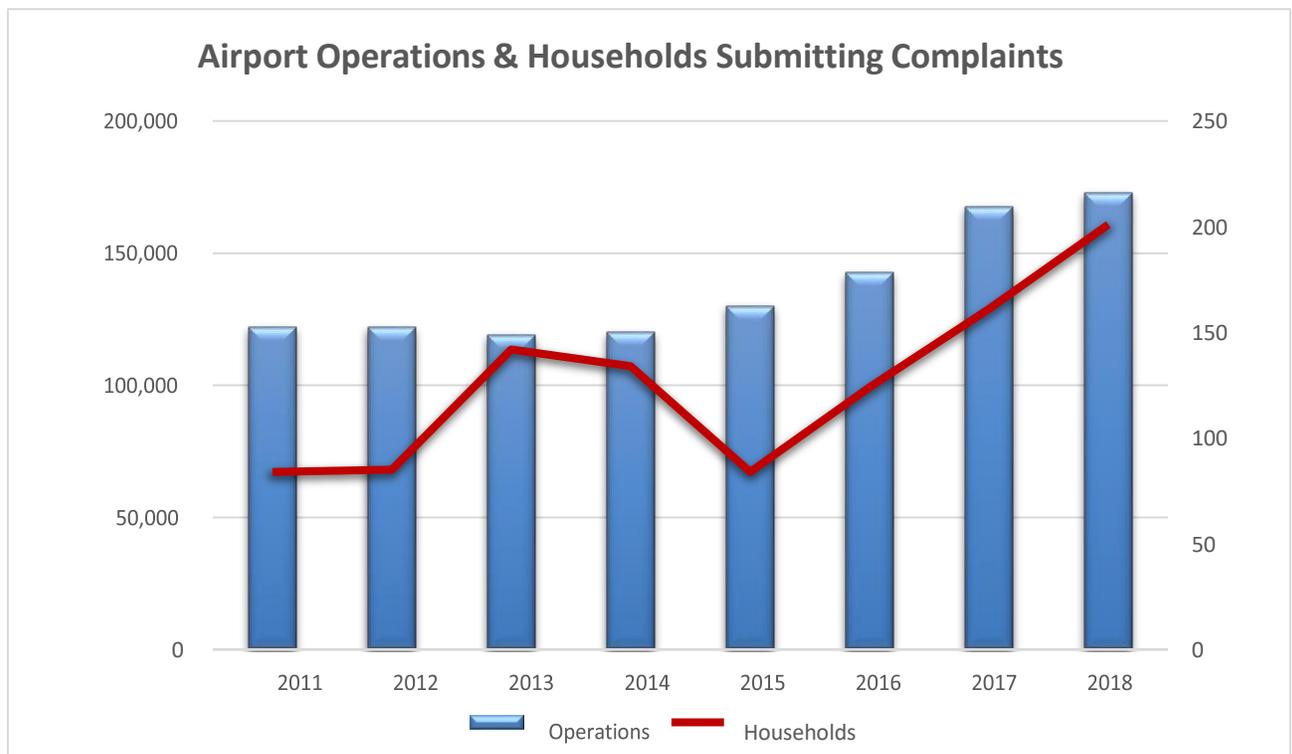
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Introduction

The Rocky Mountain Metropolitan Airport (RMMA) has been experiencing significant growth in operations over the last several years. Federal Aviation Administration (FAA) and industry forecasts suggest this growth will continue both locally and nationwide.

RMMA serves as a reliever airport to Denver International Airport (DEN), hosting much of the general aviation within the region. DEN is simply too busy with large, commercial traffic to efficiently accommodate all the general aviation activity in the area. RMMA is one of several airports in the area serving general aviation activity including business aviation, transient military, flight training, etc.

As operations at RMMA increase, so too are residents' concerns resulting in a growing number of complaints. The Town of Superior reached out to the consulting firm ABCx2, to help address these issues.



This project kicked-off in November of 2018 with three initial objectives:

- Identify ways to reduce the aircraft noise impacts associated with Rocky Mountain Metropolitan Airport
- Help the Town establish collaborative relations with the Airport
- Help the Town more effectively engage the community regarding aviation operations and aircraft noise

The process was broken down into three phases. Phase I (Baseline Assessment) involved assessing the historical and existing conditions to gain a better understanding of the operational conditions, community impacts, and community concerns. Phase II (Strategy Development) consisted of the development of recommendations to help reduce community impacts. Finally, Phase III (Implementation) involves the implementation of recommendations by the responsible stakeholder or organization (i.e. Town of Superior, City of Superior, Jefferson County, Boulder County, the Airport, the Airport Authority (Jefferson County), and the FAA).

Both Phase I and Phase II involved extensive collaboration among the community and industry stakeholders. Activity details are provided within this report. The information collected was essential in the development of recommendations that are feasible (have a high likelihood of implementation) and effective (will address the communities' concerns).

The step in this effort requires selection and prioritization of the recommendations presented. Many of the recommendations can be deployed within the short-term (1-6 months) or medium term (6-12 months). A small number of the recommendations will require much more time and significant funding. As an example, this would include the development of instrument approach or departure procedures to be flown by business aviation aircraft. While these strategies may be effective, the project team suggests an initial focus on the short- and medium-term recommendations which can be implemented more quickly and at a significantly lower cost.

Project Overview and Process

The consulting team proposed a 3-phased approach for addressing the needs of Superior and Louisville. See Figure 1 below. Phase I focused on assessing the current and historical conditions to help the team understand the community impacts and priorities, and to understand the operational conditions and constraints. This included a review of community input and public comments, review of flight operations (aircraft types, flight patterns, local and regional airspace, flight procedures, etc.), and a review of land-use and zoning both on and off the airport. Phase I helped identify focus areas for strategy development in Phase II.

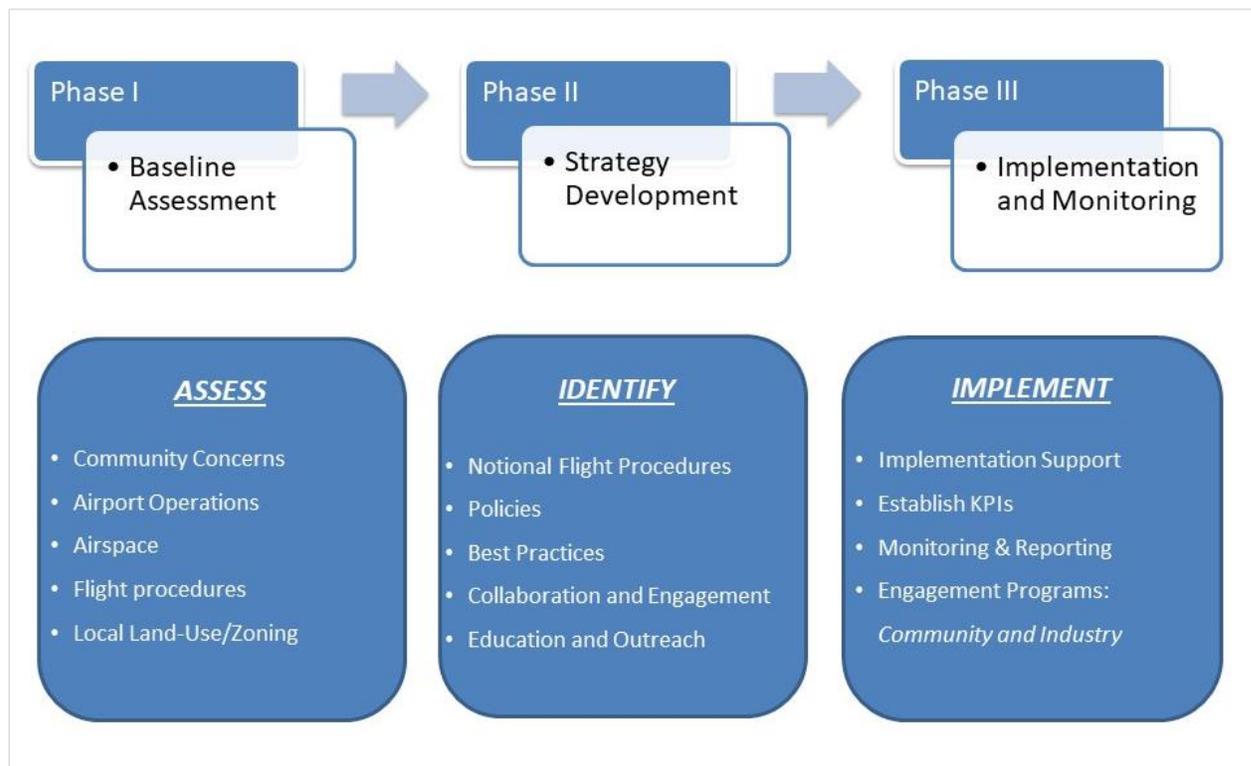


Figure 1 - Project Approach (Three-Phases)

Phase II – Strategy Development focused on identifying specific policies, practices, and procedures intended to reduce the community impacts associated with flight operations

at RMMA. A portfolio of strategies was developed and broken down into five strategic areas. The strategies identified, evaluated, and recommended, are based on the current conditions (i.e. existing community concerns, flight operations, land-uses, etc.).

- Flight Operations and Procedures
- Community Outreach and Engagement
- Industry Outreach and Engagement
- Local Land-Use Planning and Development
- Regional Collaboration and Planning

Identification of strategy recommendations was conducted using a multistep process. Initial brainstorming was led by the ABCx2 team based on input from Superior staff and the Board of Trustees, community input, and the findings in the baseline assessment. Phase I included the facilitation of a Flight Training Workshop which included representation from RMMA management, the RMMA Air Traffic Control Tower, RMMA flight schools, flying clubs, and other airport businesses, and the Aircraft Owners and Pilots Association (AOPA). The workshop included a brainstorming session which resulted in a number of strategies included in this report. Many of the strategies were developed including new and revised operational procedures, recommended practices and policies, and enhanced pilot education and outreach. Strategies identified through the initial brainstorming sessions were then compiled in a list for further analysis and consideration.

The final step in the compilation of strategies was based on a global inventory of airport noise programs and noise abatement best practices. This included a review of noise programs focusing primarily on general aviation airports (similar to RMMA) but did include larger, commercial service airports as well. Noise programs at more than 75 airports were reviewed for this analysis. Program elements with potential benefits and applicability to RMMA were added to the list of potential strategies for further review.

Primary recommendations from each focus area are discussed below. It is understood that conditions change over time. FAA forecasts suggest continued growth in operations nationwide and ABCx2, expects this to apply to RMMA. Changes in total operations, fleet mix, operation types (i.e. flight training, charter operations, etc.), and land-uses and development on and around the airport, may lead to new opportunities to further expand or enhance the strategies employed to improve compatibility between the airport and surrounding communities.

What We Heard – Community and Industry Engagement

Community Engagement

- **There are too many operations and too much noise.**
 - Aircraft are too low.
 - The aircraft are too loud.
 - There are too many flights.
 - The number of operations is rapidly growing.
 - There are too many training flights.
 - There should be limits on operations (i.e. when aircraft fly (curfews), where aircraft fly, total operations, aircraft types and sizes, limits on growth, etc.).
 - There are concerns about the safety of aircraft flying low over homes.
- **Not enough is being done to reduce airport noise impacts.**
 - Most of the flights are over “my” neighborhood. They avoid overflights of Jefferson County.
 - The airport is not doing anything to reduce community noise impacts.
 - The town/city/county needs to do more.
 - There needs to be more community involvement.
 - Nothing is done with complaints to the airport/town/city/county.
 - The flight schools/pilots aren’t even aware of the noise program.
 - No one told us there would be airplanes flying over our home.

Industry Engagement

“Industry” engagement focused on key groups within the aviation industry. Represented groups included: Airport management and staff, RMMA Airport Advisory Board, RMMA Air Traffic Control Tower, airport-based businesses including flight schools, fixed-based operators, aircraft maintenance and service providers, and local pilots.

The purpose of the industry engagement included these objectives:

- 1) To better understand the history and future of RMMA with a focus on operations and community impacts.
- 2) Discuss community impacts and resident concerns attributed to aircraft operations.
- 3) Identify the existing noise abatement program measures; both operational and outreach elements.
- 4) Initiate identification of new/expanded strategies for reducing aircraft noise impacts based on existing and future conditions.
- 5) Encourage collaboration among industry stakeholders.

Engagement with industry continued throughout the process and remained positive and productive. The Airport, Airport Advisory Board, and the FAA Air Traffic Control Tower were particularly supportive. The Airport has since developed a Technical Advisory Group including most participants from the Flight Training Forum. This group has already initiated work toward development and implementation of operational procedures and practices which will reduce noise impacts for nearby residents.

Overview of Strategic Areas

The mitigation strategies identified were organized into five strategic areas: Flight Operations and Procedures, Community Outreach and Engagement, Industry Outreach and Engagement, Local Land-Use Planning and Development, and Regional Planning and Collaboration. While flight operations and procedural changes are the most direct approach to reducing noise exposure, long-term resolution of the issues identified will require a more holistic and comprehensive approach. The recommendations contained

herein represent those remaining after multiple rounds of screening. Screening criteria included regulatory review (is this consistent with current federal, state, and local regulations), will it negatively impact safety, effectiveness, and cost (is it cost-effective?). Recommendations from each strategic area are described in detail in the following sections. Screening of the recommendations included input from the appropriate stakeholder groups to ensure acceptability to those ultimately responsible for implementation. As an example, flight procedures under consideration were reviewed with FAA air traffic control (ATC). Acceptance by ATC would be required as ATC is ultimately responsible for directing aircraft in flight and the overall management of the airspace. Recommendations that conflicted with ATC's mandate would ultimately not be used, therefore, these were rejected from the final recommendations.

Flight Operations and Procedures

Flight procedures and operational practices make up the majority of the recommendations identified by the project team. A specific focus was placed on training operations as this class of operation was identified as a primary source of community noise impacts and subsequent concerns. The ultimate goal of the operational procedures is to reduce noise-exposure for airport-adjacent and nearby communities. In general, these strategies focus on:

- Routing aircraft away from residential areas when possible
- Increasing altitudes when overflying noise-sensitive/residential areas
- Reducing nighttime operations

Operations, regulatory requirements, and noise impacts vary by aircraft category. General recommendations were developed as well as recommendations based on specific aircraft categories (single-engine piston, multi-engine and turboprops, jets, and helicopters). Most operations and community concerns were attributed to flight-training operations, most of which involve single-engine piston aircraft.



Figure 2. Aircraft Categories. (Source of Photos: Wikipedia)

Strategies – General

- Noise-abatement arrival and departure routes (lateral paths)
- Noise-abatement profiles for approaches and departures (vertical paths)
- Design and implement noise-optimized arrival and departure procedures
- Design and implement noise-optimized profiles for approaches and departures
- Preferential runway use (daytime / nighttime)
- Discourage nighttime operations
- Early turns to avoid residential areas
- Design and implement “local” procedures for operations to and from the primary training areas, north of RMMA
- Design and implement “local” procedures for operations to the east, west, and south
- Design and implement preferential ingress/egress routes for RMMA (piston & turboprops)
- Establish “reporting points” for arrivals not utilizing “local” procedures

- Voluntary restraint from flying during late-night and early morning hours
- Avoid overflight of noise sensitive areas when possible (consistent with ATC instructions and safety)
- Approaches: Intercept approach path (i.e. PAPI or ILS) at highest altitude practicable
- Approaches: Remain at or above runway approach path (i.e. PAPI or ILS)
- Assess effectiveness of changes to preferential/calm wind runway use program

Single Engine Piston

- Encourage close-in (tight) patterns for touch-and-go operations
- Implement optimized “departure” profiles: Best angle of climb – climb to 400’-500’ then initiate crosswind turn
- Expedite crosswind turn when operating within airport traffic pattern
- On takeoff, climb at best angle of climb until you cross the airport threshold, then switch to best-rate climb
- Depart from the runway end, rather than intersections, to give you the greatest altitude when leaving the airport threshold and flying over surrounding communities
- When possible, use low-energy, high profile descents. (AOPA recommendation - Low Power / Low Drag)
- Encourage close-in (tight) patterns for touch-and-go operations
- Encourage awareness and application of Aircraft Owners and Pilots Association’s (AOPA) Noise Awareness Steps which can reduce community noise impacts (See Appendix I)

Multi-Engine / Turboprops / Jets

- Follow Fly Quiet procedures provided by aircraft manufacturer
- When aircraft-specific procedures are unavailable, utilize **NBAA Noise Abatement Recommendations**. (See Appendix II)
- Use minimum reverse thrust consistent with safety for runway conditions and available length

Helicopters

- Minimize overflight of residential areas when possible
- When overflying residential areas, maintain as much altitude as possible
- Utilize existing preferential routes for helicopters
- Avoid low-altitude overflight of residential areas to the extent practicable (consistent with ATC instructions and safety)
- Follow Fly Neighborly Guidelines established by HAI and endorsed by FAA and FAA Safety Team (See Appendix III)

Community Outreach and Engagement

Working more effectively with the community and concerned residents was one of the initial goals of the project. While effective engagement does not reduce aircraft noise exposure, understanding the residents' concerns is critical to effectively addressing them. Effective community outreach and engagement requires bi-directional communication. There must be opportunities for residents to express concerns and to get information about the efforts to address their concerns. It is also important to provide general information about aviation operations, regulations, stakeholder roles and authority, etc., in order to establish realistic expectations about what can and cannot be done to address concerns.

RMMA maintains a website with information geared toward the general public and local residents in particular. While there is some information available, the depth and scope of the information provided (for the community) is limited. Recommendations may be

presented to the Airport about opportunities to expand information available on their website focused on community interests. In addition to expanding the Airport's website, the Town of Superior and City of Louisville can also leverage their websites, social media, and other online resources to provide more information of interest to residents.

Goals

- Provide additional and more meaningful opportunities for residents to express concerns and to get information.
- Increase public understanding of airport operations, regulations, stakeholder roles, and what can and cannot be done and why. What is being done to reduce noise impacts?
- Seek input from the community regarding which strategies which are working, and which are not, and recommendations on how to improve.

Strategies

- Expand Superior and Louisville web content concerning:
 - The airport
 - Aviation stakeholder responsibilities and authority
 - Aircraft noise impact mitigation project (ongoing)
 - Contact information for Town/City and airport
 - Content should include Frequently Asked Questions (FAQ) to address common topics

- In addition to expanding the content on Superior and Louisville’s websites, expand the Airport’s website to include more community-focused information including information about the noise program, information about the Airport Influence Area and Airport Critical Zones, basic flight information, aviation stakeholder roles and responsibilities, and complaint process information. Airport flight patterns (closed-traffic) and typical arrival and departure corridors should be clearly depicted. This should include contact information for the appropriate agencies for concerns related to aircraft noise, aviation safety, etc.
- Superior or Louisville should train and dedicate staff (or outside contract support) to provide timely, accurate, information to residents with questions and concerns about aircraft and airport noise issues. Individuals tasked with this should have at least a basic knowledge of aviation and airport noise and an ongoing relationship with the airport staff to enable coordination and information sharing.
- Establish a community noise working group, committee, roundtable, etc., to be hosted by the Airport, Town/City/County, or combination. Such a working group should provide a formal channel for reviewing and addressing community concerns. Make up of the roundtable should include representation from the community, local governments, the Airport, Jefferson County (Airport Authority) and airport tenants/users.
- Community forums or informational sessions could be hosted by the airport or the Town/City. Ideally, this would be a collaborative effort involving both the Town/City and the Airport. Public meetings scheduled on a quarterly basis provides the community with the opportunity to express concerns and access to accurate information dispelling myths and addressing misunderstandings which often exacerbate airport/community conflicts. Roundtable meetings are typically more formal and focused on roundtable business with some time for public comment. Forums would be more informal information sharing where the community can express concerns and ask questions, and the Town/City/Airport can provide information.

- The Airport should establish a “Noise Alerts” system to notify the community about conditions or events expected to change operations or noise impacts. Similar programs are deployed at airports across the country as a way to provide advance notice to residents of special conditions or events that may temporarily increase noise impacts.
- Information about the complaint management process should be provided online, describing for residents how complaints are processed and what is done with the information. Confirmation of complaint receipt and follow-up with an explanation of findings is highly recommended.
- Newsletters / Noise Updates would provide another opportunity to inform the community of progress concerning the noise program expansion efforts. Newsletters can be published by the airport electronically with minimal cost. These could also be distributed through the Superior or Louisville websites and other outreach channels (i.e. mailing lists, social media, etc.) to ensure residents are aware of the efforts and progress. Additionally, content could be curated for specific homeowner associations’ newsletters and websites reaching residents with information of interest to their community.

Industry Outreach and Engagement

Goals

- Inform flight schools, pilots (local and visiting) air traffic control, etc., about the community impacts associated with aircraft operations and noise.
- Expand awareness of practices and procedures to reduce noise impacts.
- Expand awareness of the airport Fly Quiet Program and encourage participation.
- Involve industry in expansion and improvement of the airport noise program.

Strategies

- Develop/enhance flight training curriculum to include noise abatement and Fly Quiet Program awareness to encourage compliance. Include RMMA-specific information as well as noise abatement information in general.
- Develop training curriculum for flight instructors (i.e. train the trainer) and provide training on at least a quarterly basis. Training should be developed for new flight instructors in addition to refresher training.
- Develop noise abatement awareness training curriculum for air traffic controllers. Training should be developed for new controllers in addition to refresher training - provided annually at a minimum.
- Host pilot forums to promote awareness of the RMMA noise abatement program. Pilot forums should be promoted to encourage both local/RMMA-based pilots as well as regional pilots who frequently visit RMMA. Forums may be hosted by the Airport or airport tenants. Forums could also be paired with FAA Safety Team (FAAST) Workshops.
- Expand information on airport website regarding clarity on noise-sensitive areas around RMMA and the practices and procedures for reducing noise impacts.
- Develop a technical working group to include air traffic control, airport staff, Airport Advisory Board, flight schools, other airport businesses. The technical advisory group will focus on technical review of new and refined noise program measures.

Local Land-Use Planning and Development

Goals

- Enable informed decision-making in local land-use planning, zoning, and development, to encourage development that is compatible with the airport and flight operations.
- Encourage compatible land-use planning, zoning, and development in proximity to the airport and areas exposed to high noise exposure and overflights (i.e. Airport Influence Area and Critical Zones).
- Encourage transparency and informed decision-making for developers, real estate brokers, and homebuyers.

Strategies

- Consider existing and future noise exposure/flight patterns when addressing zoning and land-use planning.
- Review and comment on planned airport development to encourage compatibility between long-term development plans of airport and local communities.
- Coordinate local zoning/development changes with Airport to understand potential impacts.
- Update website to include Airport Influence Area and flight paths and patterns. Include content for prospective homebuyers about the airport, flight patterns, etc., to encourage transparency and informed decision-making.
- Ensure long-term local land-use development is compatible with long-term development plans of airport.
- Revise development and building codes to prohibit or discourage noise-sensitive development within the Airport Critical Zones.

- Revise zoning ordinances to require noise disclosure for home sales within Airport Influence Area.

Regional Collaboration and Planning

Goals

- Encourage a collaborative approach to regional land-use planning to leverage benefits of the airport while minimizing community impacts.
- Encourage collaboration among municipal and county governments, land-use authorities, and the airport.
- Pursue win-win approaches to local land-use and zoning, and airport development that supports economic development within the region and improves the quality of life regionally and locally.

Strategies

- Establish (quarterly) meetings with Superior, Louisville, Boulder and Jefferson Counties and the Airport to discuss development plans, community concerns, etc.
- Coordinate review of airport and local (off-airport) land-use planning to encourage compatibility.
- Establish a Regional Planning Forum to coordinate airport and local land-use planning.
- Elected Officials Working Sessions. These would focus on collaborating on development of high-level strategic direction/vision for local communities and the airport. Representation should include Superior, Louisville, Jefferson County (County administration and Airport Authority), Boulder County, etc. The focus would be on establishing long-term policy, direction, prioritization, etc., and direction to staff. These would be held on a scheduled basis (i.e. quarterly or semi-annually).

- **Compatibility Roundtable / Working Group.** This group would have a tactical focus, executing or implementing the direction/vision established through the Elected Officials Working Sessions. Representation would be made up of City Managers, Planners, Economic Development, Community Relations, etc., from Superior, Louisville, Jefferson County, Boulder County, and the airport. Meetings should be scheduled on a bi-monthly or quarterly basis. Focuses for this group would be implementing strategies to address the vision established by the Elected Officials through the working sessions. Specific areas may include long and short-term land use planning and development (on and off airport), airport noise program, airport master planning, regional planning and development. Working together will encourage development that encourages compatibility between the airport and airport users and surrounding communities.
- **Technical Advisory Committee (Noise Task Force).** The Technical Advisory Committee (Noise Task Force) grew out of the Flight Training Forum held at the Airport as part of the baseline assessment. The proposed make-up of this group includes airport staff, air traffic control, flight schools, FBOs, flying clubs, and subject-matter experts (SMEs) advocating on behalf of the community (i.e. ABCx2). The focus of this group would be to develop specific procedures, policies, and other operational noise mitigation program measures. Recommended meeting frequency is monthly or bi-monthly.
- **Airport Community Roundtables (Advisory Committees, etc.)** are common across the US. Community Roundtables provide a formal platform for community members to address concerns and to get information about airport operations, noise, etc. Community roundtables are typically made up of a mix of community and industry representatives. Community representatives may be elected officials, city/town staff, residents, or a combination. Industry representatives typically include the airport, air traffic control, and airport tenants. Roundtables work closely with the community to understand resident concerns and to help identify solutions.

Logistics

Collaboration among key stakeholders including those representing the industry and the local communities are critical in encouraging compatible development, successful and sustainable growth of the airport, and sustainable growth and development and quality of life for the community. Recognizing the importance of collaboration, many airports across the US and abroad have working groups, committees, roundtables, etc., to facilitate the exchange of information among stakeholder groups. Often there are multiple groups fulfilling distinct roles and leveraging the available resources. One such model is depicted in Appendix IV. This presents a graphical representation of working groups and roundtables that could address the existing local and regional needs based on the input received and observations made during this process.

Though this is one of virtually unlimited options and models, the proposal seeks to leverage stakeholder and individual roles, authority, and interests, while providing the opportunity for synergistic thinking and representation of a broad range of interests. Communication would flow among the groups to inform decision-making at all levels. While this may not be the path taken, it is intended to provide a starting point for discussion with local and regional stakeholders in an effort to find a model that best serves those involved.

Appendices

- Appendix I - Aircraft Owners and Pilots Association - Noise Awareness Steps
- Appendix II - National Aviation Business Association – Noise Abatement Program
- Appendix III - Helicopter Association International – Fly Neighborly Program
- Appendix IV – Community Survey and Workshop Comments & Responses
- Appendix V – FAA Guide to Low Flying Aircraft

Appendix I

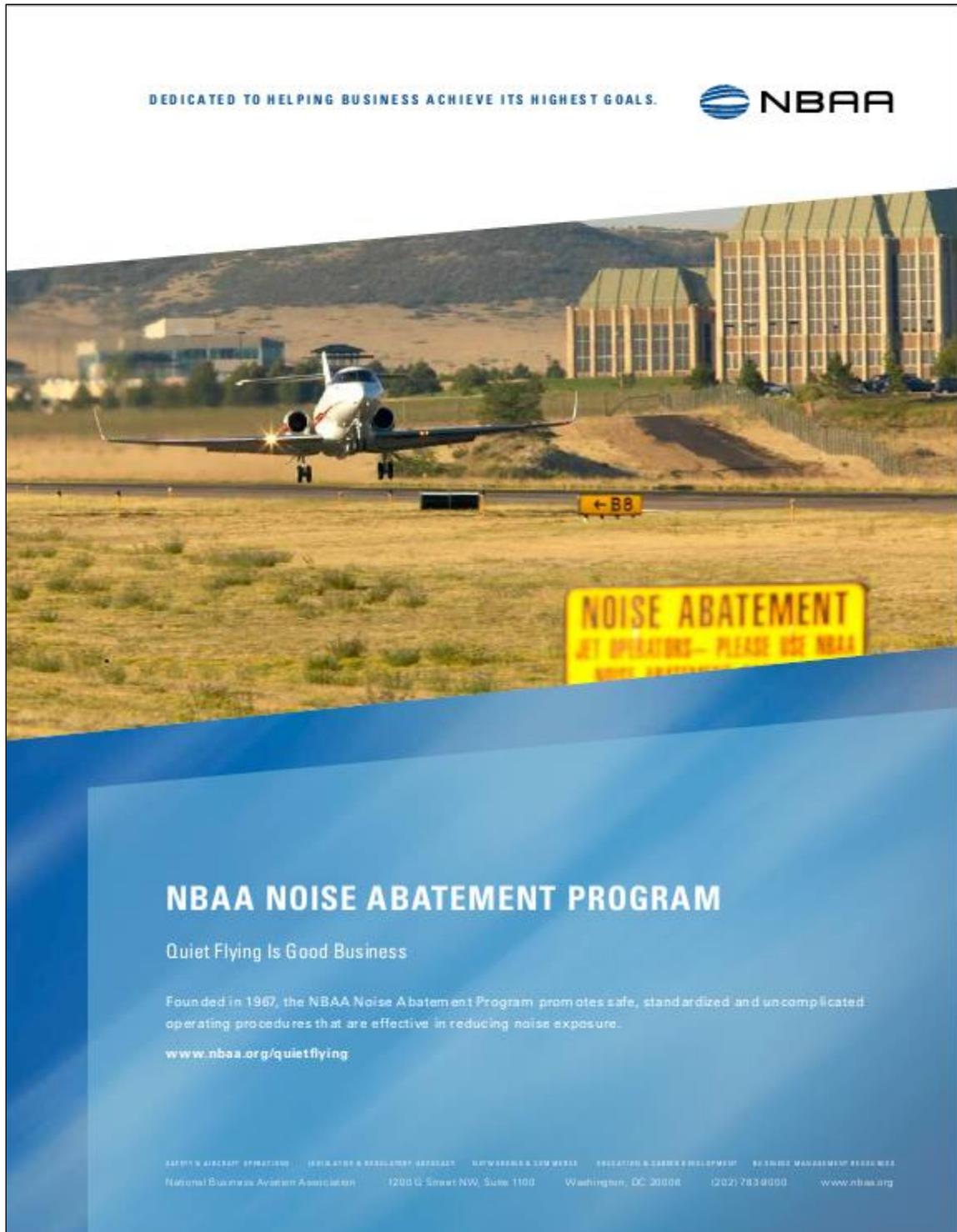
Aircraft Owners and Pilots Association - Noise Awareness Steps

- If practical, avoid noise-sensitive areas. Make every effort to fly at or above 2,000 feet over such areas when overflight cannot be avoided.
- Consider using a reduced power setting if flight must be low because of cloud cover, overlying controlled airspace or when approaching the airport of destination. Propellers generate more noise than engines; flying with the lowest practical RPM setting will reduce aircraft noise substantially.
- Perform stalls, spins, and other practice maneuvers over uninhabited terrain.
- Familiarize yourself and comply with airport noise abatement procedures.
- On takeoff, gain altitude as quickly as possible without compromising safety. Begin takeoffs at the start of a runway, not at an intersection.
- Use the Precision Approach Path Indicator (PAPI). This will indicate a safe glide path and allow a smooth, quiet descent.
- Retract the landing gear either as soon as a landing straight ahead on the runway can no longer be accomplished or as soon as the aircraft achieves a positive rate of climb. If practical, maintain best-angle-of-climb airspeed until reaching 50 feet or an altitude that provides clearance from terrain or obstacles. Then accelerate to best-rate-of-climb airspeed. If consistent with safety, make the first power reduction at 500 feet.
- Fly a tight landing pattern to keep noise as close to the airport as possible. Practice descent to the runway at low power settings and with as few power changes as possible.
- If possible, do not adjust the propeller control for flat pitch on the downwind leg; instead, wait until short final. This practice not only provides a quieter approach, but also reduces stress on the engine and propeller governor.
- Avoid low-level, high-powered approaches, which not only create high noise impacts, but also limit options in the event of engine failure.
- Flying between 10 p.m. and 6 a.m. should be avoided whenever possible.

Note: *These are general recommendations; some may not be advisable for every aircraft in every situation. No noise reduction procedure should be allowed to compromise flight safety.*

Appendix II

National Aviation Business Association – Noise Abatement Program



DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS. 

NBAA NOISE ABATEMENT PROGRAM

Quiet Flying Is Good Business

Founded in 1967, the NBAA Noise Abatement Program promotes safe, standardized and uncomplicated operating procedures that are effective in reducing noise exposure.

www.nbaa.org/quietflying

SAFETY & AIRCRAFT OPERATIONS | LEGISLATION & REGULATORY AFFAIRS | AIRWORTHINESS & MAINTENANCE | EDUCATION & CAREER DEVELOPMENT | BUSINESS MANAGEMENT SERVICES

National Business Aviation Association | 1200 G Street NW, Suite 1100 | Washington, DC 20006 | (202) 783-9000 | www.nbaa.org

NBAA NOISE ABATEMENT PROGRAM

Quiet Flying Is Good Business

NBAA has long believed that quiet flying is good business. NBAA's Noise Abatement Program has been in existence since 1967, establishing objectives and operating procedures that have served the business aviation community well and have proven to be effective in reducing aircraft noise impacts and subsequently, community opposition to business aviation.

NBAA's updated Noise Abatement Program was developed with modern aircraft performance and air traffic control (ATC) requirements in mind. With this revision, NBAA continues to provide operators with guidance to reduce noise impacts that is suited to the current operating environment, as well as new tools for aircraft operators and airports to address the noise concerns of adjacent communities.

The updated program includes:

- Noise abatement best practices for flight crews.
- Updates to NBAA's "close-in" noise abatement departure procedure and approach and landing procedures.
- Noise abatement guidance for other aviation stakeholders, including airports and air traffic control facilities.

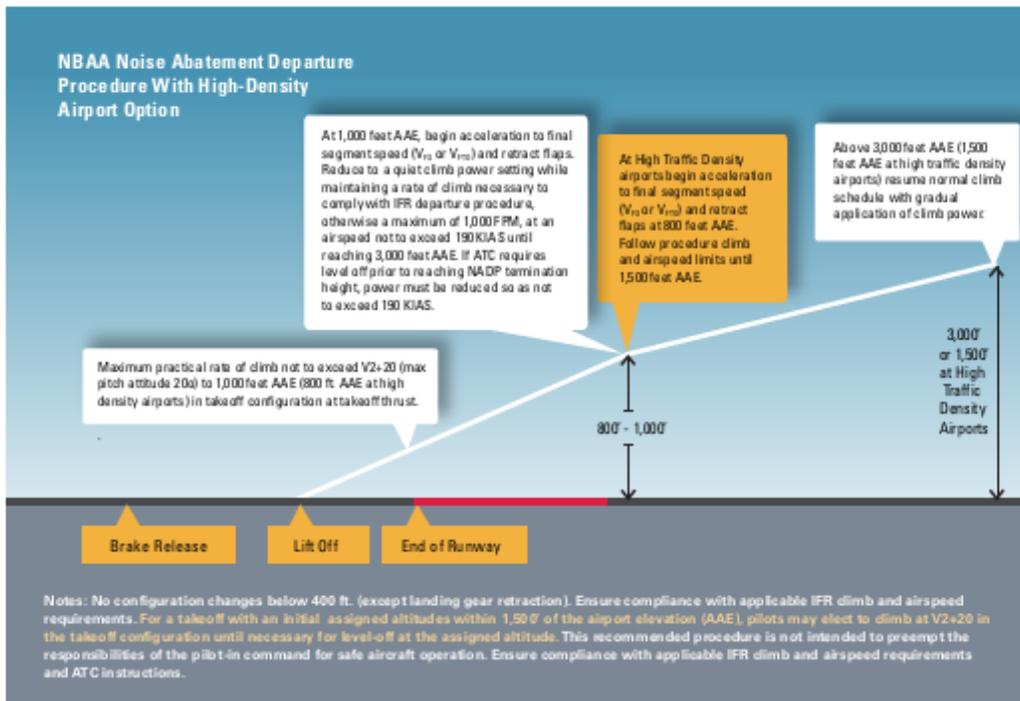
NOISE ABATEMENT BEST PRACTICES FOR FLIGHT CREWS

Pilots should always be mindful of noise impacts at airports. Even the "quietest" modern aircraft may disturb those that live near the airport. Care should be taken to minimize the aircraft's noise profile whenever possible by utilizing noise abatement best practices at all airports, especially during night-time and early-morning hours when aircraft operations may be especially disturbing.

- During the flight-planning process, flight crews should familiarize themselves with the airport's noise abatement policies and any applicable noise abatement procedures (NAPs) for the airport they will be using. These may include:
 - Preferential runway use
 - Preferential approach and departure paths
 - Preferred terminal arrival and departure procedures for noise abatement
 - Other noise-related policies (maximum noise limits, curfews, usage of reverse thrust, engine run-up policies, etc.)
- Contact the airport's Noise Management or Operations department for more information on local noise policies and procedures.
- When available, pilots should utilize their company's recommended departure/arrival NAPs or those recommended by the aircraft manufacturer for their specific aircraft.
- Flight safety and ATC instructions and procedures always have priority over any NAP. NAPs should be executed in the safest manner possible and within all FAA-mandated operating requirements.
- Proper pre-departure and pre-arrival crew briefings are essential to ensuring the safe and effective execution of NAPs.
- When airport or aircraft-specific procedures are unavailable, NBAA provides recommended noise abatement procedures suitable for any aircraft type and airport operating environment (see below).

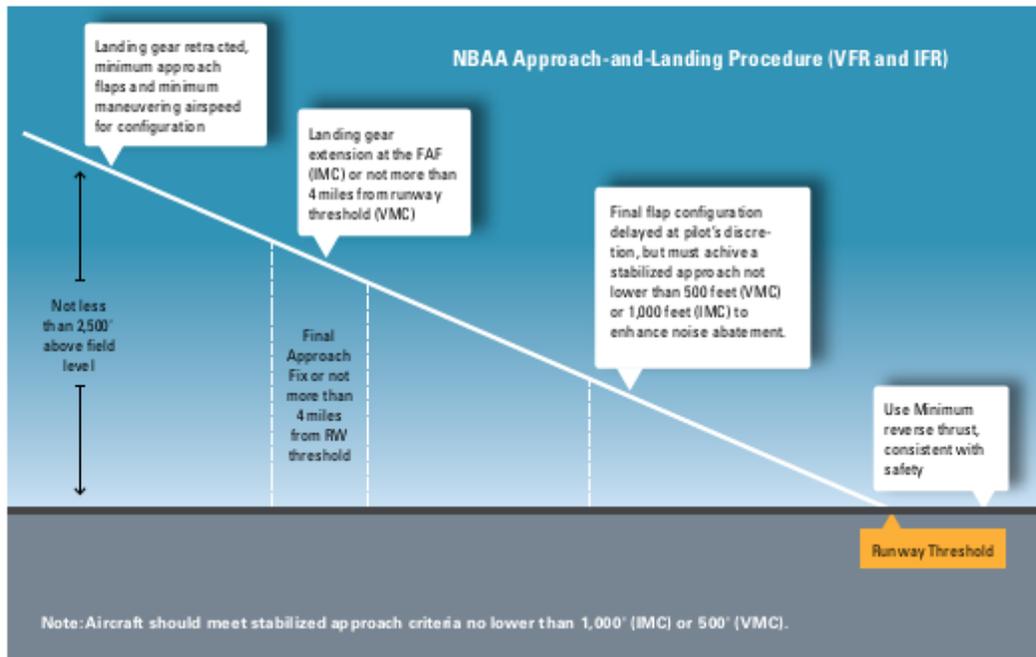
NBAA-RECOMMENDED NOISE ABATEMENT DEPARTURE PROCEDURE WITH HIGH-DENSITY AIRPORT OPTION

1. Climb at maximum practical rate not to exceed V_2+20 KIAS (maximum pitch, attitude 20 degrees) to 1,000 feet AAE (800 ft. AAE at high-density-traffic airports) in takeoff configuration at takeoff thrust.
2. Between 800 and 1,000 feet AAE, begin acceleration to final segment speed (VFS or VFTO) and retract flaps. Reduce to a quiet climb power setting while maintaining a rate of climb necessary to comply with IFR departure procedure, otherwise a maximum of 1,000 FPM, at an airspeed not to exceed 190 KIAS, until reaching 3,000 feet AAE or 1,500 feet AAE at high-density-traffic airports. If ATC requires level off prior to reaching NADP termination height, power must be reduced so as not to exceed 190 KIAS.
3. Above 3,000 feet AAE (1,500 feet at high-density airports) resume normal climb schedule with gradual application of climb power.
4. Ensure compliance with applicable IFR climb and airspeed requirements at all times.



NBAA-RECOMMENDED APPROACH AND LANDING PROCEDURE (VFR AND IFR)

1. Inbound flight path should not require more than a 25 degree bank angle to follow noise abatement track.
2. Observe all airspeed limitations and ATC instructions.
3. Initial inbound altitude for noise abatement areas will be a descending path from 2,500 feet AGL or higher. Maintain minimum maneuvering airspeed with gear retracted and minimum approach flap setting.
4. During IMC, extend landing gear at the final approach fix (FAF), or during VMC no more than 4 miles from runway threshold.
5. Final landing flap configuration should be delayed at the pilot's discretion; however, the pilot must achieve a stabilized approach not lower than 500 feet during VMC or 1,000 feet during IMC. The aircraft should be in full landing configuration and at final approach speed by 500 feet AGL to ensure a stable approach.
6. During landing, use minimum reverse thrust consistent with safety for runway conditions and available length.



COLLABORATION, EDUCATION AND OUTREACH

Effective aircraft noise management requires a collaborative effort between aircraft operators, ATC and airport operators. Minimizing noise impacts is in the best interest of all stakeholders.

Aircraft Operators

- The noise abatement best practices recommended by NBAA are suggested as a national standard for business aircraft operators. They are intended for use at any airport and for any aircraft. They should be used when airport-specific or aircraft-specific procedures are unavailable.
- NBAA members should engage their local airport, particularly with regard to noise issues. Where necessary, support should be provided to assist airport management in adopting procedures which meet the objectives of the NBAA Noise Abatement Program as they relate to operational safety and usability. Every effort should be made to tailor procedures to the specifics of each airport in order to provide the maximum noise reduction consistent with safe and efficient operations.
- When applicable, pilots are encouraged to provide feedback on local NAPs to ATC, the airport operator and local pilot groups.
- Pilot training for business aircraft should include the importance of noise abatement and noise abatement procedures in all types of ratings and ATR flight checks.

Airports

- Specific information should be developed by airport management and made available to pilots and controllers through publication of easily attainable flight manuals, NOTAMS, AIMS, letters to airmen, ATIS messages, charts and explanatory pamphlets. This information should include:
 - Approach and departure paths over least noise-sensitive areas
 - Preferential runway usages, if applicable
 - Use of NBAA's noise abatement best practices
 - General map showing surrounding area and marking places of specific sensitivity, such as residential areas, schools and hospitals
- Airports should provide communities with data to demonstrate current and historic airport noise levels and highlight continued efforts by the airport and aviation industry to minimize noise impacts.
- Airport approach and takeoff paths should be designated on all official zoning maps. This should be done for all airports, existing or proposed, in order that land-use zoning, development and real estate activity are conducted with full awareness of the confines of such areas. Additionally, the land use permitted in these areas should be specified in zoning regulations and building codes in order to protect inhabitants.
- Airport management should investigate the optimal use of visual and electronic approach aids, which can aid noise abatement procedures at an airport. Improvements in both approach aids and runway facilities encourage aircraft to approach over the least noise-sensitive areas.
- Jet aircraft run-up areas should be developed for least noise disturbances to airport tenants and local communities. Blast fences, ground run-up enclosures, etc., should be provided and used where necessary.

- Airport management should evaluate the airport's natural terrain and consider ways in which improvements to landscaping might improve noise conditions around the airport.
- Airport management should post signs in pilot information centers, as well as at conspicuous places along airfield entry points (e.g., walk-through and drive-through gates), the taxiways or runway areas, giving the pilots a last reminder that they are in a noise-sensitive area calling for use of noise abatement procedures.
- Airport management should develop education programs to inform pilots and air traffic controllers as to the need for and procedures associated with noise abatement and good community relations. A more thorough understanding by the pilots and the controllers as to what the procedures are, as well as the reasons behind them, is the key to success.
- Preferential runway use systems that are safe and do not unnecessarily restrict the flow of air traffic should be established at all airports having a need for them.

Air Traffic Control

- The airport and ATC management should conduct a procedures review to recommend and implement new airport noise awareness programs. The recommendations should add a statement such as "use noise abatement procedures" to all ATC clearances issued by control tower operators.
- Control tower operators should be permitted to give any needed special attention to jet aircraft that may, for purposes of noise abatement, be required to land or takeoff using a different runway than the one in use by smaller aircraft.
- Control tower operators should develop procedures that will separate high-performance aircraft from low-performance aircraft as much as possible.
- The air traffic control procedures should keep aircraft more than 3,000 feet AGL over noise-sensitive areas to the extent that this can be accomplished without excessive derogation of air traffic flow.
- It is recommended that high-performance aircraft within reasonable operating limits and consistent with noise abatement policies remain at the highest possible altitude as long as possible when arriving and climb to the requested altitude filed by the pilot as soon as possible after departing.
- SIDs should include references to the use of noise abatement procedures.

About NBAA

Founded in 1947 and based in Washington, DC, the National Business Aviation Association (NBAA) is the leading organization for companies that rely on general aviation aircraft to help make their businesses more efficient, productive and successful. Contact NBAA at (800) FYI-NBAA or info@nbaa.org. Not a Member? Join today by visiting www.nbaa.org/join.

Released in 2015, this updated NBAA Noise Abatement Program was developed in conjunction with industry experts on NBAA's Access Committee. Learn more about the NBAA Access Committee at www.nbaa.org/committees/access.

Appendix III

Helicopter Association International – Fly Neighborly Program

Fly Neighborly

Helicopter Noise Abatement Recommendations

Level Flight:

-  Accelerations are quieter than decelerations
-  Straight flight is quieter than turning flight

Turning Flight:

-  Turning away from the advancing blade (especially when decelerating) is quieter than turning into the advancing blade
-  Level turns are quieter than descending turns

Descending Flight:

-  Straight-in flight is quieter than turning flight
-  Steeper approaches are quieter than shallow approaches

Decelerations:

-  Level flight decelerations are quieter than descending or turning flight decelerations

Maneuvering:

-  Smooth and gentle control inputs are quieter than rapid control inputs

These recommendations are flight tested and scientifically vetted by the U.S. Department of Transportation and NASA to support Fly Neighborly Goals.

Take the Fly Neighborly training at: <https://go.usa.gov/xQPCW>

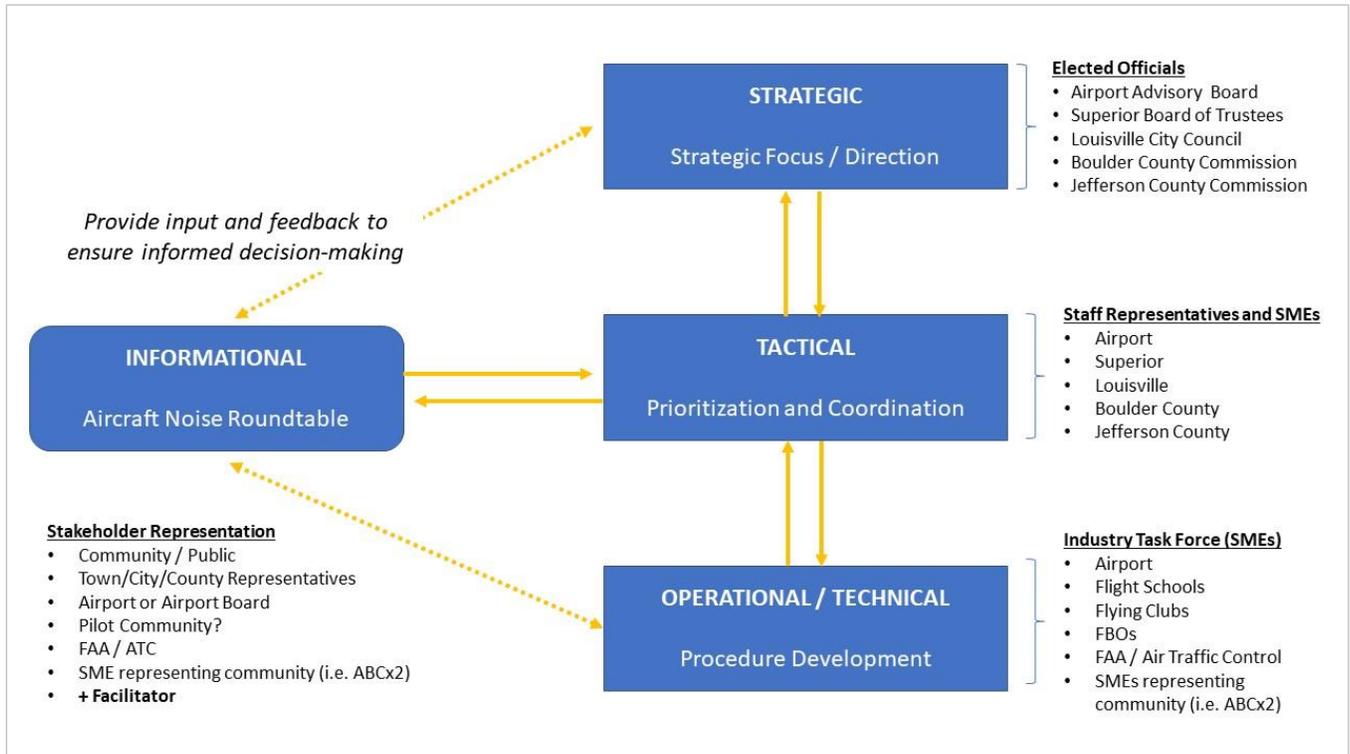


Fly Neighborly procedures/recommendations should be executed in the safest manner possible and followed only to the extent that safety is not compromised.



Appendix IV

Notional Engagement Model



Appendix V

FAA Guide to Low Flying Aircraft

The Federal Aviation Administration (FAA) is the government agency responsible for aviation safety. We welcome information from citizens that will enable us to take corrective measures including legal enforcement action against individuals violating Federal Aviation Regulations (CFR). It is FAA policy to investigate citizen complaints of low-flying aircraft operated in violation of the CFR that might endanger persons or property.

Remember that the FAA is a safety organization with legal enforcement responsibilities. We will need facts before we conduct an investigation. To save time, please have this information ready if you witness another low-flying aircraft. Please keep your notes: we may request a written statement. Here is the type of information we need:

- Identification – Can you identify the aircraft? Was it military or civil? Was it a high or low wing aircraft? What was the color? Did you record the registration number which appears on the fuselage or tail? (On U.S. registered aircraft, that number will be preceded with a capital "N".)
- Time and Place – Exactly when did the incident(s) occur? Where did this happen? What direction was the aircraft flying?
- Altitude – How high or low was the aircraft flying? On what do you base your estimate? Was the aircraft level with or below the elevation of a prominent object such as a tower or building?

Once we have the appropriate facts, personnel from the Flight Standards District Office (FSDO) will attempt to identify the offending aircraft operator. We can do this in several ways. For example, we can check aircraft flight records with our air traffic control information and/or sightings from other observers, such as local law enforcement officers. We may need to trace and contact the registered aircraft owner, since the owner and operator may be two different people.

Following is Title 14 of the Code of Federal Regulations, Section 91.119 of the General Operating and Flight Rules, which specifically prohibits low flying aircraft.

91.119 Minimum safe altitudes; general

Except when necessary for takeoff or landing, no person may operate an aircraft below the following altitudes:

- (a) Anywhere – An altitude allowing, if a power unit fails, an emergency landing without undue hazard to persons or property on the surface.
- (b) Over congested areas – Over any congested area of a city, town, or settlement, or over any open-air assembly of persons, an altitude of 1,000 feet above the highest obstacle within a horizontal radius of 2,000 feet of the aircraft.
- (c) Over other than congested areas – An altitude of 500 feet above the surface except over open water or sparsely populated areas. In that case, the aircraft may not be operated closer than 500 feet to any person, vessel, vehicle, or structure.
- (d) Helicopters – Helicopters may be operated at less than the minimums prescribed in paragraph (b) or (c) of this section if the operation is conducted without hazard to persons or property on the surface. In addition, each person operating a helicopter shall comply with routes or altitudes specifically prescribed for helicopters by the Administrator.

Helicopter operations may be conducted below the minimum altitudes set for fixed-wing aircraft. The reason: they have unique operating characteristics, the most important of which is their ability to execute pinpoint emergency landings during power-out emergencies. Furthermore, the helicopter's increased use by law enforcement and emergency medical service agencies requires added flexibility.

For more information, or to report a low-flying aircraft, please contact your local FSDO. For a list of FSDO's pertaining to your area, visit:

https://www.faa.gov/about/office_org/field_offices/fsdo/

ABCx2 Responses to Survey and Workshop Comments

Executive Summary

A Bang the Table Online Survey was conducted by The City of Louisville between June 13, 2019 and July 14, 2019. The survey was open to the public. The intent of the survey was to ascertain the impact of airport noise on the communities of Louisville and Superior and to gather recommendations for noise mitigation from community members.

We received a total of 211 responses from the online survey that included comments or recommendations.

In addition to the online survey, a Community Workshop was held on July 24, 2019 at City Hall in Louisville. The meeting was conducted utilizing a Power Point Presentation that explained the current project underway at Louisville and Superior to address the concerns of the communities regarding airport noise. The Power Point also addressed high level strategies that have been considered by the consulting team to mitigate airport noise.

At the end of the presentation by the consultants, a question and answer session was held where attendees were able to ask questions, make comments, and/or recommendations.

Upon reviewing the comments from both the survey and the workshop, the consultants have noted several concerns as well as several recommendations concerning mitigating airport noise. To adequately address all the comments, we have broken down our responses into several sections:

The following sections were comments (S-1 through S-114) concerning the question:
Q16 Do you have any other recommendations or suggestions for how we can reduce the impacts of Rocky Mountain Metropolitan Airport operations on our community?

Section A. - Rocky Mountain Metropolitan Airport – RMMA Comments

Section B. - Superior Comments

Section C - Louisville Comments

Section D. – Other Communities or Community Not Identified - Comments

Section E. – General Comments

The following sections were comments (S-115 through S-211) concerning the question:
Q17 Please provide any additional comments, suggestions, questions, feedback.

Section F. - Rocky Mountain Metropolitan Airport – RMMA Comments

Section G. - Superior Comments

Section H - Louisville Comments

Section I. – Other Communities or Community Not Identified - Comments

Section J. – General Comments

The following section was comments (W-1 through W-52) that were gathered from the Community Workshop held at the Louisville City Hall on July 24, 2019.

Section K: Workshop Comments

Process

First, all comments were de-identified and separated into sections as outlined above.

Then, we parsed through the comments to separate general comments from recommendations. Comments and recommendations were then separated into the individual communities from where they were made, if such community could be identified. If no community could be identified, the comments were grouped together in the “Other Community: Section. We then addressed comments/recommendations made by several individuals that had to do directly with the airport itself or its operations. Finally, we addressed general comments. In this manner, we covered all of the comments that were received from the people who responded to the survey or attended the community workshop.

The consultants then moved on to responses to individual comments and/or topics. Several comments received had multiple recommendations. To address all the recommendations received, a single response may cover several comments with similar subject matter. Each recommendation received a response, however, there were numerous comments that contained no recommendation and no response was given. Responses are numbered and cross referenced with comments/recommendations.

Addressing airport noise impacts to the communities is necessary to come to a common understanding of the existing rules, regulations and procedures and how to mitigate the impact of airport noise upon the community. The consultants have been tasked to provide strategies to address the noise impacts and propose realistic and implementable mitigations to those impacts. Therefore, it is most definitely our responsibility to evaluate the responses received through these two venues to ensure the broadest possible set of solutions

is being considered and to parse them down into meaningful and measurable mitigations that can reasonably and safely be implemented. Mitigations should address the projected traffic demands and not impact the safety or efficiency at RMMA but must address any adverse impact to the surrounding communities.

Numerous comments received were related to concerns over recent increases in noise from aircraft flying Touch & Go patterns. This type of noise typically impacts the residents of Rock Creek the most and is of great concern to those residents. Superior residents also expressed concerns about the safety of aircraft flying low over their houses on arrival and departure.

Another large block of comments concerns aircraft transitioning to and from the Practice Areas to the north. These transitions can account for hundreds of flights per day and can cause a persistent annoyance for residents that underlie the flight path.

Other concerns were expressed about helicopter and jet aircraft overflights. But these comments were noticeably fewer than those concerning aircraft conducting touch & go's and low flying propeller aircraft.

There were also numerous comments received in support of the airport and its operations, citing both the positive economic impact of the airport and the enjoyment that many respondents get from watching the aircraft and having an airport close by.

The following responses to the comments received will address, at a high level, several of the strategies that the consulting team will be proposing to mitigate the concerns of the respective communities. Some of these strategies are already being discussed by the Noise Task Force recently convened by the airport to consider several recommendations already proposed by the consulting team.

Survey Comments & Recommendations

Section A. - Rocky Mountain Metropolitan Airport – RMMA Comments with Responses

(S-1) We need to actually get pilots to respect the noise sensitive areas A map of daily flights shows no respect or understanding of this map We cannot allow the airport to upgrade to passenger traffic – (R-1)(R-2)

(S-2) I was surprised at the amount of anger there was in a class I was in last Friday. Someone was saying that one of the local airports was building more runways. So, there will be more noise. - (R-3)

(S-3) Reduce night flights. Stop low-flying helicopters that are not emergency. – (R-4)(R-5)

(S-6) The Airfield Operations currently has a fly quiet pattern that can and should be used, (Short crosswind turn, over the open space and not the residential area.) when its necessary to use the West Traffic Pattern. The bulk of the training traffic should be using the East Traffic. Also, no early morning, (before 6 am, which there are training flights often by 0500h) or late-night training flights. They can go to nearby, less populated airfields for the touch and go pattern work. This is how training is conducted at many airports. – (R-4)(R-6)(R-7)

(S-8) Do not allow flights before 8am on weekdays and 9am on the weekends. Reroute flights over less populated areas AND/OR reduce the amount of air traffic to another airport that is more remote. Reduce number of flights, period! Either require flights to be at higher altitudes when they fly over local communities or simply reroute them elsewhere. Do not allow noisy types of planes to use this airport. Our communities have chosen the live here for the quality of life, and we pay a premium to do so. The noise from these aircrafts is crazy and has become a HUGE, NOISY and CONSISTENT PROBLEM. – (R-1)(R-4)(R-8)(R-9)

(S-12) Quieter engines, less fly overs especially prop planes, fly higher, stagger the days when they fly over(maybe every fifth day). Vary flight paths, even a three-block space makes a huge difference in noise It seems like they circle around community park - (R-1)

(S-13) I do not think that airport noise requires mitigation at this time. The airport and the economic impact it has is an asset in our community. The impact of the airport in our northern Denver suburban community is overwhelmingly positive. – (NR)

(S-14) Don't have training flights early in the morning. – (R-4)

(S-15) Flight path should go over Jefferson County, including Rocky Flats and surrounding undeveloped area. The tower is visible from all of the areas near the airport so flight training does not need to go over populated areas. It seems particularly dangerous for beginning pilots to be allowed to fly over homes, schools and hospitals. There is adequate undeveloped areas such as Rocky Flats for new pilots to practice over. – (R-1)(R-10)

(S-16) The goals of the airport community to continue to expand their operations are incompatible with the concerns of the local residents for a safe, peaceful, and healthy place to call home. As a homeowner who would prefer to stay here, I recommend we make every effort to close the airport down. – (R-11)

(S-17) Use shorter runway and have the airplanes fly over highway 36 and the open space in Broomfield and Jefferson Counties where the airport resides. – (R-1)(R-7)

(S-18) Please reduce number of flights, require increased altitudes, and have they use different runways and flight paths. It's getting much worse and ruining outdoor activity and waking us up at night. – (R-1)(R-7)(R-8)(R-9)

(S-20) Decrease the number of flights, change the flight pattern to go over less densely populated areas. Move the airport to less populated area. It really seems unfair that the pleasure of a few individuals that enjoy flying impact so many residence. – (R-1)(R-8)

(S-27) RMMA needs to get serious about their Fly Quiet "Program". They don't promote it to the airport tenants. Flight school aircraft should bypass Louisville and Lafayette on their way to and from their training areas between Erie and Greeley. As at Centennial Airport, an Airport Community Noise Roundtable should be established with RMMA that will meet monthly. Also as at Centennial, microphones and a web tracking system of noise generation by aircraft should be installed around RMMA. – (R-1)(R-12)(R-14)

(S-29) Regulate/tax ban loud aircraft. Only allow modern, less noisy, less polluting aircraft at this airport. – (R-15)

(S-31) Re-route aircraft to fly over nonresidential areas; if this airport is owned/operated in Jefferson County, then flight patterns should be inconveniencing their residents instead of those in Boulder County – (R-1)

(S-33) Airport growth should be stopped below current levels. Flights should focus on flying in Jeffco airspace – (R-8)

(S-38) Limit the size of the aircraft to propellers and small executive jets and use the OTHER runways, please!!! – (R-7)(R-8)

(S-39) I've recently noticed that the flight path has changed to come almost directly over our house. Look at what they do at John Wayne airport...limiting takeoff/departures to a shorter day. – (R-4)

(S-42) This survey only allows single answers when many questions could have multiple responses. Work directly with the faa on the growth of this airport. It has quietly increased run way capacity and flight volume over the years with seemingly little input from the communities it impacts. – (R-8)

(S-43) Get Flight school to change its routes. Sell airport property to developers. – (R-1)(R-16)

(S-44) Limit early morning and evening arrivals/departures for jets, involve the community more, actually implement some community suggestions when possible.(R-4)(R-13)

(S-45) Require flight schools to have come to a complete stop. Frequently it's the same 1 or 2 aircraft 10-15 times in a hour that is causing the noise. – (R-17)

(S-54) More information on how flight path decisions are made by the pilots/airport – (R-1)(R-7)(R-13)

(S-55) change flight path? – (R-1)

(S-57) - Don't allow planes that produce noise and pollution to use this airport. Usually older and larger Jets - Don't allow larger planes to land at this airport. - No to commercial airplanes – (R-2)(R-8)

(S-62) Eliminate flights after 11 p.m. and before 6 a.m. Limit number of total flights during the day. Require flying at higher altitude. – (R-4)(R-8)(R-9)(R-18)

(S-64) The airport is in a different city in a different county that don't care about Louisville and Superior. The FAA needs to be engaged in the process since they route the air traffic and make a concerted effort to route air traffic over open space, not neighborhoods. The expansion efforts of the airport should have to be approved by those affected. increasing 737s should not be allowed -- this was supposed to be a regional airport for small planes. – (R-1)(R-2)(R-7)

(S-65) keep flights on high altitude over residential area – (R-9)

(S-66) Less operation before 6am Restrictions on the number of departures/touch and gos – (R-4)(R-8)

(S-68) Quieter planes. No military fighter jets. – (R-8)

(S-71) Maybe changing flight patterns? Touch and go's seem to occur over and over again in the same exact flight pattern right over our house. Doesn't bother me right away but some days it just doesn't stop! – (R-7)

(S-73) Small prop planes are usually ok, it's the Jets taking off and landing that are loud, so not implementing their plan of increasing jet traffic would be helpful. – (R-2)

(S-75) No jets and limit the operations from 7am-6pm on weekdays; 8am-6pm on weekends. – (R-2)(R-4)

(S-81) Rocky Mountain should redirect flight patterns over their own county. They also should complete a noise mitigation plan for all older aircraft. We need a timeline as in a five year plan. Otherwise we will be having this same discussion in 20 years. – (R-7)(R-19)

(S-94) Partner with aviation groups to expose the community to general aviation – (R20)

(S-98) Such high volumes of aircraft should not fly over residential neighborhoods and schools. Many are too low, including propeller ones. Maybe flight paths should be created to fly over Rocky Flats. – (R-1)(R-9)

(S-99) The public needs to be further educated on airport operations and that airports are vital to public safety. – (R-21)

(S-105) RMMA needs to embrace a model similar to that employed by Centennial Airport. Right now we are just getting lip service. – (R-13)(R-22)

(S-109) Take best practices from many other metro areas such as Santa Monica, CA. Shorten runways back to agreed upon easements. Restrict touch & go flights that are less necessary than A- B flights. Instruct flight schools not to fly over populous neighborhoods and avoid flying in evening or on weekends. – (R-1)(R-4)(R-8)(R-23)

(S-111) At least half of all departures and arrivals should be to or from the south. – (R-7)(R-24)

(S-112) Reduce number of flights, increase altitude and discourage night time flights. Implement noise ordinance and quiet hours, for example 10pm - 8am. Can air traffic be directed more over open space or commercial zones around the airport instead over residential areas? – (R-1)(R-4)(R-8)(R-9)(R-18)

(S-113) Reduce night operations – (R-4)

Section B. - Superior Comments with Responses

(S-7) It's frustrating that the questions above only provide the option to give one answer. Planes should fly higher and less frequently. It often seems like the same planes just buzz back and forth across our town and the open spaces for pleasure, or perhaps for training, but they're not actually going anywhere. The benefit that this may provide to the small number of people in the plane does not justify the impact on the thousands of people below. (R-1)(R-8)(R-9)(R-18)

(S-22) I experience periods when aircraft fly low near enough for the noise to bother and the aircraft are spaced a few minutes apart for hours. I need to sleep during the day and can hear these planes despite wearing very good ear plugs. Some planes are so low and loud I fear they will hit my home. Quieter engines help. More time between planes helps. (R-8)(R-9)(R-19)

(S-24) The flight school planes should not be allowed to fly over the rock creek neighborhood. They need to take off and turn prior to the neighborhood and Boulder County boundary. The planes should be assessed for noise output. Some are not very loud and do not cause concern while others should definitely be muffled or updated at the very least to reduce noise impacts. (R-1)(R-6)(R-19)

(S-114) Change the flight paths so that there are fewer planes flying over my home every day. (R-1)(R-6)

(S-41) Change flight patterns to go further South and west on takeoffs and landings so aircraft is at higher elevation when going over the city. This would help the low-flying problem and the noise problem. (R-1)(R-6)(R-18)

(S-46) Have the planes stay over Rte 36 / Sports Stable / Open space going westbound on takeoff, not over our neighborhood which is more to the northwest. (R-1)(R-6)

(S-97) The flight schools (my guess) are causing the problem...constantly circling Superior. The Cessna 172 type planes aren't that loud (usually) but there is one yellow ex-military trainer who circles the neighborhood on weekends. Very loud plane and did it for three solid hours last weekend. There's another guy with a very loud white and blue Bonanza who does the same. This morning, someone has been doing touch and go circles since before 6:30 and has been circling constantly. These pilots can go somewhere else and circle. (R-4)(R-19)

(S-107) Aircraft should take off in the opposite direction so as not to fly over my house. Limit the number of departures and arrivals. Limit any expansion of the airport. (R-2)(R-7)(R-8)

(S-108) It seems that the flight school planes take the same route over Rock Creek. Can they at least consider different flight plans so that one area of the neighborhood doesn't have an inordinate

amount of flights overhead? The constant drone of these planes is very irritating. Especially if you like to enjoy your outside deck and all you hear for hours is planes overhead! (R-1)(R-6)

Section C - Louisville Comments with Responses

(S-9) The number of flights had increased from no issue to everyday being woken up due to jet and propeller aircraft over the 35 years I have been in Louisville. This needs to be quieter to preserve our community. (NR)

(S-23) Flights go primarily over Superior and Louisville. Why can't they fly over Broomfield and Jefferson counties instead. (R-1)

(S-50) Stop flying directly over Louisville-go west or east between cities. (R-1)

(S-51) I rarely heard aircraft fly over my house until the last year or so. Now there are planes all day long and many of them are very low over my home and the noise has increased. They rarely flew over Louisville in the past, why change now? When homeowners buy homes things like airport noise is considered. Life has been peaceful and quiet for over 20 years for us and now the noise is irritating. (R-1)

(S-56) I live in Coal Creek Ranch in Louisville and we love seeing the planes fly overhead, especially the military ones! There has never been noise that bothered us so much that we would complain. (NR)

(S-59) The number of flights has increased dramatically over the last 5 years. The noise causes disruption inside & outside our Louisville home, all hours of the day & evenings. (NR)

(S-60) Rocky mountain airport has increased the number of flights dramatically in recent years. We are not even close to the airport and the noise is out of hand. I can't even read books outloud to my kids because its so loud they can't hear me over the airplane noise and sometimes they pass directly overhead once every 10 minutes. It's extreme. The Airport should not be allowed to hold the entire community's quiet enjoyment of their homes hostage for rich jet owners and airport operators. We do not need all these flights. It's highly disturbing and I live FAR from the airport in Louisiville, but it seems like flights literally fly directly over my house dozens of times a day. (R-1)

(S-72) Surely there should be mitigation on the amount of flights over any area. I count flights passing by my house every 1-3 minutes. This is a joke! I'll lived in Louisville for over 6 years and it makes me want to leave the community. When you don't even have to set your alarm in the morning because of the nonstop air noise there's a problem and the city needs to step up to fix it!!! (R-1)

(S-74) I have no concerns about aircraft volume or noise over Louisville. (NR)

Section D. – Other Communities or Community Not Identified - Comments with Responses

(S-21) I would like to see communities pushing for more restrictions on flight operations to minimize noise, something closer to what is required of planes operating out of Boulder Municipal Airport. However, enforcement of RMMA's existing voluntary noise abatement rules might go a long way in reducing noise in my neighborhood. My neighborhood is pretty far from the airport but sees many low flying planes. (R-25)

(S-28) Stop the single engine planes from circling and repetitive passes along the east side of Davidson Mesa. You can hear the same plane making multiple passes along the east side of Mesa crossing the neighborhoods along Coyote Run open space. (R-1)

(S-32) I live on the Davidson Mesa and the planes fly very low directly over my house at all hours of day and night. I can't hold conversations because of the noise. They fly continuously at least 1 every 10 minutes. (R-1)

(S-70) I live in Lafayette. I have no issues with the airport. I was instructed to do this survey by a friend just to quiet her busy body nonsense. Continue business as usual, folks. Have a nice day. (NR)

(S-85) I live in Arvada on the east side of the airport (NR)

(S-103) The number of airplanes traveling over my home seems to be increasing quite significantly. They are loud, low and frequent. Furthermore, there seems to many larger planes in this flight pattern. We moved here for the open space and natural setting and we are hindered by the amount of aircraft overhead to actually be outside and enjoy the area. I am also very concerned about the air quality impacts from all of these airplanes, especially on my children. I did not move to this affluent area to face negative air quality impacts and noise from increased air traffic directly overhead. This is destroying the high quality of life of this neighborhood. (NR)

(S-106) Less flights and perhaps detour departures over less populated areas. (R-1)(R-8)

(S-110) The airplane noise is really annoying. It wakes us up. It is having an impact on our quality of life. We don't have peace in our own home. Enough meetings and talking. Please do something. (R-22)

Section E. – General Comments

(S-4) Ideas to brainstorm: Pass noise regulation legislation and enforce. Move the airport away from population centers or use routes that fly planes away from our homes. Pilots could endeavor to fly less and switch to carbon neutral transportation. Private jet owners could have more conference calls/reduce flying to attend meetings. Move closer to where you work so pollute our skies less. Fly higher and faster with new gen aircraft that has noise mitigating and lower carbon emissions technologies. Reduce use and cancel any and all expansion plans until operations are quiet and carbon neutral. (R-1)(R-8)(R-11)(R-15)(R-25)

(S-5) Restrictions similar to California airports like John Wayne and Santa Monica. Quiet hours where flights are not allowed unless it's an emergency Prescribed flight patterns that don't overfly residential areas Restrictions on the type of aircraft - decibel levels and commercial flights. (R-4)

(S-10) Set minimum altitudes and noise abatement corridors with vigorous penalties that are regularly and uniformly enforced. (R-1)(R-9)

(S-11) Put mufflers on the propeller planes. Have silent hours, for example before 9:00 a.m. and after 10:00 p.m. Close the flight schools. Do not allow expansion to more commercial traffic and large 737 jets. (R-2)(R-4)(R-19)

(S-19) We have lived here for 18 years and have never been worried about airport noise or train noise or music noise. This is a neighborhood dogs bark, kids scream, trains blow their whistle and music plays from downtown in the summer. (NR)

(S-25) Force flights into pathways that are NOT above residential areas. Fine pilots, aircraft owners, and the airport authority when they stray from required pathways. (R-1)(R-25)

(S-26) Reduce number of flight school flights. Require noise reduction on every plane. (R-8)(R-19)

(S30) Love the sound. (NR)

(S-34) There are no obvious impacts. (NR)

(S-35) I don't have a problem with aircraft, noise, or overflights. (NR)

(S-36) I really feel the flight schools need to be held accountable. Leasing 25 year old planes that are old, probably dangerous to fly, extremely loud should not be allowed to invade our neighborhoods beginning before 6AM lasting into the evening. (R-4)

(S-37) Fly over uninhabited areas (R-1)

(S-40) Not sure what govt can do.. If they own the land and are zoned for the anticipated increase, this outreach will have no real effect, except to waste time, money and precious resources. It was a small airport with X number of flights and we knew that when we moved into our home. I never expected to have regular flights and helicopters... Soon, if their plans to expand are approved, we will have more and bigger planes constantly overhead. What will that do to our " small town community" and the value of our homes? (R-2)

(S-47) Explain to people complaining that the airport was here long before they were. It was in existence and operating when they moved here. They chose to live by the airport, not the other way around. (NR)

(S-48) Leave the airport alone. It provides a public service. The complainers are a (vocal) minority and should not drive policy. (NR)

(S-49) I understand that air operations are FAA managed and thus local effects are not paramount. It is unfortunate that the airport is in Jeffco but the FAA routes take-offs over Boulder County/Louisville. (R-7)(R-24)

(S-52) I am not bothered at all by the airport impact. It has been there and operating for the 35 years I have lived here and I do not have concerns. I am directly under the northbound flight path and am not bothered by aircraft. This is part of the urban environment and people need to learn to deal. (NR)

(S-53) The fundamental problem is that while Jefferson County enjoys all the benefits of the economic development of the airport, Boulder County and to a lesser extent Broomfield county resident bare all the costs in terms of noise pollution and danger. Jeffco simply has no incentive to do anything because the residents they represent aren't impacted. This is exacerbated by federal law limiting local control of flights. A law Congress passed in the middle of the night in the 90's after massive lobbying by airplane manufactures which took local control away from airports. Ultimately, the only thing that will have an impact is a committed number of community members involved in a massive lawsuit - which should be supported if not spearheaded by Superior and Louisville. It would take years but a number of communities across the country have had success engaging in this process. As long as Jeffco gets no complaints from its residents - which it never will - either by luck or design, they have no incentive to do anything. Aggressive legal action is the only option (R-26)

(S-58) Yes, there is no evidence that touch-and-gos actually improve pilot performance. We should encourage flight schools to train over open space - including Rocky Flats. (R-1)(R-10)

(S-61) Remind citizens that the airport was here first. Remind pilots to observe FARs and be courteous when overflying communities while taking off and landing. (R-12)

(S-63) We are very lucky to have such a high-quality business airport nearby. The airport has been in operation much longer than most of the houses in Louisville and Superior have been around, and there is NO major problem with noise. Honestly, the road noise from US36, South Boulder Road, McCaslin Blvd, etc is much more noticeable and constant than the airport noise. And trains through town are VERY noisy and disruptive at all hours of the day and night...much worse than any aircraft. The airport is JUST FINE. (NR)

(S-67) I hear airplanes overhead but since we've lived here for over 35 years it has never been an issue. (NR)

(S-69) Totally a biased questionnaire. Many questions do not allow for an answer that equates to no issue with the airport or its speculated noise. Most questions assume there is a problem... Do you really know how to put together a statistically relevant and unbiased survey. How can you get paid to put together something that skews just about all answers towards there being a problem. Are you really going to roll this up into a PowerPoint and present to the city indicating it represents the opinions of the surveyed... With a clear conscience? Go back to school and learn how to do a survey correctly! (NR)

(S-76) The impact we've noticed recently is increased helicopter flight at low altitude. Apparent training flights on cloudy days have been run that produce noise loud enough to damage hearing if it lasted longer. Sound waves can be felt as strong percussion on ears. (R-5)

(S-77) Do not allow aircraft to have full throttle while over neighborhoods. Take offs with full throttle are extremely loud. (R-28)

(S-78) Being respectful of community airspace, working to keep the quiet peaceful atmosphere of our town, and making informed, thoughtful decisions based in community spirit, respect for people's living space and peace as well as thoughtful to a healthful environment (which includes clean air, freedom from constant noise pollution and wildlife care). Please work to have the least negative impact and be respectful of communities well beings (not just profit and convenience). Thank you. (-22)

(S-79) Stop trying... it's a great facility, and people should have thought more fully on their decision to move near an airport in the first place, and should consider moving away if it really bothers them. Heck... maybe someone wants to get away so badly that they'll make me a good deal on their place. (NR)

(S-80) I would like to see the amount of planes flying over reduced and sent another direction. Its constant. There was a plane that flew over our house with a banner 2 days in a row (4 flyovers each day) advertising a contractor for hail damage. We can't have a conversation because its so loud. I've lived here for 30 years and its only been a problem the last few years. (R-1)(R-8)

(S-82) Homes were built long after the airport. I do not notice any issues and the times I do hear the noise its fun to look and see what is overhead. (NR)

(S-83) I'm not worried about the noise from the airport. It's only noticeable on Saturday mornings during nice weather. It was here long before us and we knew about it when we bought our home. We need to spend our time on more pressing issues such as better traffic flow, bike paths, and what the effect of opening up the entire Rocky Flats area to development. (NR)

(S-84) There airport has long been there and has grown with the community. The sound of planes is the sound of our community's success and should be savored. If individuals have an issue with airplane noise in their homes, perhaps their city can help them pay for further sound deadening in their homes. The airport is not the problem. The problem is people who bought homes near an airport and are unhappy about their decision. (NR)

(S-86) The airport is a vital piece of our economy and citizens should educate themselves about the benefits of such a great airport. (NR)

(S-87) Don't move to an area close to an airport if noise is a concern to you. (NR)

(S-88) I LOVE living so close to the airport. I wish there were more military aircraft at RMMA. (NR)

(S-89) the noise from the airport is not an issue. The airport has been here a lot longer, and you don't need to start changing things just because some people don't like the noise of airplanes. (NR)

(S-90) No need. I am frequently near the airport even tho I live in Colorado springs. The noise level is perfectly reasonable and requires no improvement. The airport is a tremendous community asset, generates significant revenue, and should not be getting attached by a tremendously biased survey. You should be ashamed of yourselves. (NR)

(S-91) Communicate to potential home buyers that the property is near the airport BEFORE they buy (R-16)(R-21)

(S-92) Yes, if a person does not like the noise, they should move away. The airport is vital to our area, and people that have issues with it should move to Loveland. (NR)

(S-93) yes if you do not like the sounds of airplanes or the airport why did you move close to one the air port has been there for many years do not cry over the sounds if you can not stand the sounds move (NR)

(S-95) The airport is fine, I have no problems with it. Barking dogs and inconsiderate neighbors are a bigger concern of mine then overflying aircraft. (NR)

(S-96) They don't bother me. I used to enjoy the Air Force training flyovers. Glad we can be helpful during forest fires. (NR)

(S-100) It doesn't bother me at all. (NR)

(S-101) County could buy up homes or condem houses in the route of aircraft (NR)

(S-102) Realize where our homes are located prior to purchasing them. We moved into the airports area, treat our elders with respect! (NR)

(S-104) I think RMM Airport is great and has done wonderful things for our community and economic well-being. (NR)

Section F. - Rocky Mountain Metropolitan Airport – RMMA Comments with Responses

(S-124) I do not think that airport noise requires mitigation at this time. The airport and the economic impact it has is an asset in our community. The impact of the airport in our northern Denver suburban community is overwhelmingly positive. (NR)

(S-136) While I understand the use of this airport for transportation or business, small-plane pleasure flying is not appropriate in this area. It benefits a very few people and has detrimental effect on a great many people who spend time outside. (R-8)

(S-142) Airport should be significantly scaled back. It is now surrounded by more valuable urban development. This is a very serious problem that must be addressed by reducing impact of airport. Airport is of limited value. (R-29)

(S-146) Yearly airshows are great. (NR)

(S-151) During air show, low flying military jets cause percussion that knocks pictures off my walls. Limit size of airplanes that can fly in or else change direction of runways away from residential areas. Change routes to fly over open space. (R-1)(R-7)(R-8)(R-24)

(S-168) Engagement is not the issue because the airport doesn't seem to care how they negatively impact the neighborhoods. They need to be fined, or we need to find ways to legally keep them from degrading our community more. (R-22)

(S-176) Any previous attempts that I've seen with the community voicing complaints to the airport and/or pilots have been met with rudeness and arrogance. That does not help the situation at all. (R-13)(R-22)

(S-181) NO JETS! and limit the operations from 7am-6pm on weekdays; 8am-6pm on weekends. (R-4)(R-8)

(S-182) The airport cannot be allowed to continue to expand and add larger aircraft with more and more flights. There has to be a limit and they must be good neighbors. There seems to be an attitude of "tough, you live next to an airport"! I've lived in Louisville 25 years, and for years the airport/noise was tolerable... Allowing the airport to continue increasing flights, larger aircraft and noise is not being good neighbors. (R-2)(R-29)

(S-188) The airport has been operational now since the late 50's. Aviation and the airport are growing. I new it was here over 20 years ago when purchased our home. I think the airport is great and I don't mind any of the noise! (NR)

(S-189) This is a very one-sided survey clearly angry at airports and noise from them. It is a resident's choice on where to live, and almost every airport was in place before the housing. (NR)

(S-190) I love living across from RMMA. I love seeing all the planes and jets, and wish there were more military aircraft there. My 3 yr old LOVES airplanes too and we always look up when we hear one coming/going. (NR)

(S-192) See above. Lay off the airport, it represents freedom small business and entrepreneurial spirit. (NR)

(S-194) As an aviation enthusiast, I love seeing and hearing aircraft overhead. RMMA has been here far longer than most of us have and it brings tons of benefits to the area. I wish this study wasn't so biased (NR)

(S-205) I do not have any issues with the aircraft types, noises, or overflights of our areas. This airport is the lifeblood of your community and provides many more economic benefits than most people realize; look at the Colorado Division of Aeronautics impact studies if you doubt what I'm saying. Aviation is important and should be supported, not ridiculed or vilified. Also, this is the most biased survey I've ever seen! You should be ashamed of your lack of fairness to all parties! (NR)

(S-208) Regulate flight school traffic. Volumes have increased to intolerable levels, especially with the Pilatus mfg and repair facility installation. Fly over open spaces, not houses, and perhaps respect noise ordinances (evening quiet hours). I respect commercial travel traffic, but not constant, circling prop planes buzzing along that create continuous noise. One should add up the cumulative of 14 prop planes circling for 2 hrs with no break vs a jet engine that passes by in under 1 minute. (R-1)(R-4)(R-8)

Section G. - Superior Comments with Responses

(S-116) I moved to my home in Superior BECAUSE of the airport and it's location. I find it very interesting that the towns are spending our taxpayer dollars by hiring a consultant because of noise complaints about an airport that has existed for decades -- far longer than any resident of the town has lived in the area. In addition, I attended the community outreach meeting at the airport about this issue, where it was explained that in actuality aircraft operations are LESS than they were previously (though they've increased in the past few years. (NR)

(S127) The airport has broken at least two out of the five aviation easement agreements and the HOA for Rock Creek has every right to sue the airport for such egregious behavior. Louisville and Superior need to be included in all discussions pertaining to future airport construction and flight plans. (R-13)

(S-132) The planes start at 6:45 am and are so loud it wakes us up even with windows shut. We cannot enjoy time in our beautiful yard, the planes repeatedly pass over in groups of up to 3 every few minutes. If the planes were updated to be less loud that would help. If the planes turned out earlier and were not flying over the houses that would also help. The planes flying over the houses are many times much too low. My kids get scared that one might crash into the house. We are collecting data on frequency, time, altitude and noise along with videos because we know this is not safe and also likely not legal. A business operating out of JeffCo should not have such a huge negative impact on Boulder County residents who in no way benefit from tax revenue of these operations. They should be taking off and flying over Jefferson County. (R-1)(R-4)(R-6)(R-9)(R-19)(R-26)

(S-170) Please stop wasting taxpayer dollars on this. See comments above. There are many other sources of much more disruption and noise than the very nice local airport. Let's not become like Boulder, where residents complain that jet noise from planes 15,000-feet up and higher is somehow "reverberating" through their neighborhoods and should be re-routed elsewhere (NIMBY), which would of course increase greenhouse gas emissions by using less-than-efficient routing for planes. If you need to spend our dollars on something for our town, please look at how to attract businesses into the many vacant buildings we have available so we have a sustainable tax base well into the future. (NR)

(S-204) As the Town of Superior continues to grow in popularity and development, regularly increasing aircraft noise and disruption is not conducive to the quality of life this town is striving to provide to residents. Please remove jet aircraft from consideration for this RMMA. Growing an airport in a growing affluent suburban area is not the right direction at this time. (R-8)(R-29)

Section H - Louisville Comments with Responses

(S-122) Louisville and southern Boulder County are suffering the constant noise but not receiving any of the economic benefit of the increased flight operations at RMMA. (R-26)

(S-128) I'm a little shocked that the city of Louisville is spending time on this, it just shows how the demographic is changing. My children and I have run out of the house many times to spot the fighter jet or cool helicopter. Louisville needs to spend time supporting its local businesses and protecting those who would have lived here for a long time from the super wealthy and super sensitive newcomers who want to change this lovely community into a gated one. Keep small homeowners safe from developers who only care about profit and not about the neighborhood. (NR)

(S135) The impact of these flights on citizens is all encompassing - not merely a single choice: the noise is distracting, is irritating, disrupts sleep, forces conversations both indoors AND outdoors to stop until the noise ceases and we can hear each other again. AND the environmental impacts of all that fuel/combustion emissions being released is very severe to our homes. Louisville will no longer be a desirable place to live, home sales/values will drop resulting in less of a tax base, and city coffers will be vastly reduced if we do not control/eliminate this hazard before it becomes worse.. (R-4)(R-11)(R-29)

(S-140) Daily from 6 am to 8pm departing and arriving propeller planes are loud and annoying, mostly flying directly over our neighborhood at Mesa Point. (R-1)(R-4)

(S-144) Too many of these questions are written from the point of view of "How does the airport annoy you." The airport does NOT annoy me. If it did, I would not have purchased where I did. Aircraft traffic has not changed substantially since 1993 when I moved to Louisville. (NR)

(S-145) The flight schools cross cross in all directions. Sometimes I have as many as 5 coming and going in all directions. Not ok. Start having these planes head south out of RMMA. Louisville should not be held hostage to a flight school company. This is our home for almost 40 years, and it's sad and distressing to watch this unfolding over us. Sounds like a lawnmower over our neighborhood all day long. Not to mention the environmental issues. What happens when one crashes into our home? (R-1)

(S-153) The route the planes fly must have changed over the past few years. They fly directly over us now and they didn't before. We live near the top of McCaslin and south boulder road, on Sagebrush Drive. It would be nice if the plane routes moved somewhere else (R-1)

(S-156) Most of the time it sounds like a pilot is gunning the engine to gain altitude, but they never climb sharp, they cruise out and let the boulder valley floor drop from under them which means they stay lower over Louisville / Avista hospital. Shakes our house every time they fly our way, very disruptive. (R-28)

(S-157) This seems to mainly be a Superior issue, why after all these years is Louisville engaging on the subject? It would seem like there are issues that are much closer to home that Louisville should be addressing. (NR)

(S-162) This survey is poorly constructed. In each question I answered other, I did so because multiple answers are equally valid. There should have been an option to provide multiple answers. For example, the question In regard to impact - the answer is all of the above. There are days I simply can't be outside, I am unable to sleep with my windows open, etc. My concerns run the gamut from noise, to altitudes, to a military jet crashing in a densely populated suburban development. This survey isn't accurately capture the data you are looking for, This survey has not been adequately promoted. I found out about it by accident. Given Louisville's involvement, this should have Ben promoted via email for those that receive utility bill notifications that way. Notice should have been mailed to every community member, and it should have been mentioned in the community newsletter. It also should have been posted via social media via the 2 very active Facebook groups - The Original 80027 and Oh Oh Anything Goes (R-21)

(S-166) Please do not make this Jeffco airport into something bigger. This is a heavy residential area & we did not move to Louisville to live under an airflight pattern. The planes used to be small prop planes, busy on Saturdays only. Now it is a huge air traffic, large jets, incredible noise in our neighborhood. (R-29)

(S-171) I was part of a small group of community leaders -- Mayor Sisk, Malcolm Fleming, Councilmen -- who went out to the airport 10+ years ago (?) to meet with the airport manager to ask that the flights over Louisville be reduced and that pilots be told not to fly over the neighborhoods. We were told to call the complaint line. I did it daily for 3 months with no results, as did many other people. Please do not tell us to do that again. The FAA doesn't get those complaints and they're the ones in control. (R-13)(R-22)

(S-180) Louisville is becoming extremely noisy from flights! It's hard to sleep or have conversations outside! Just in the time I've done this survey I've clocked at least 1 plane a minute! What are these flights even for??? We can't possibly need to have that many planes flying that frequently. (R-4)(R-8)

(S-210) Flight schools and training should take place in Jefferson County since it is a Jeff Co airport. It appears 90% of flights are routed over Louisville, which is way disproportionate. Do not allow all flights to route directly over downtown Louisville. To be fair out of 360 compass degrees it should only be 1 of every 360 flights routed over downtown Louisville. (R-1)

Section I. – Other Communities or Community Not Identified - Comments with Responses

(S-129) The constant drone of airplane noise is really annoying! It seems like I can never get rid of it; I hear while talking walks, working in my yard, while reading inside my closed up house, laying in bed trying to go to sleep at night. (R-1)

(S-130) I am frustrated by the density of air traffic in this area. It is exceptionally dense and exceptionally loud. I have never been in another area where so many small airports crowd the sky with frequent, noisy flights. I would like to see a regional reduction in air traffic. Please buy land in eastern Colorado somewhere and move all this traffic away from the dense population center.

(S-131) I am frustrated by the density of air traffic in this area. It is exceptionally dense and exceptionally loud. I have never been in another area where so many small airports crowd the sky with frequent, noisy flights. I would like to see a regional reduction in air traffic. Please buy land in eastern Colorado somewhere and move all this traffic away from the dense population center. (R-29)

(S-133) An aircraft passes over my home every 5-7 minutes (I timed it)! That is unacceptable. The noise has made it difficult to enjoy time in my backyard and can be heard throughout my home. These planes are low and extremely distracting to enjoying quality of life in my neighborhood. (R-9)

(S-158) City: Lafayette (NR)

(S-159) I don't understand the amount of complaints about this. We spend a lot of time and with windows open, we hardly notice anything. (NR)

(S-167) This used to be a small airport with some airshows. Now it's getting more jets and more traffic. Its loud and disruptive. Airplane noise can be as early as 7am and as late as 10:30pm. Noise can be heard in the house. Planes tend to circle back over our house after takeoff or circle back for landing approaches. (R-3)(R-29)

(S-169) Our family lives directly under one of the primary Rocky Mountain flight paths on the edge of Davidson Mesa. We accept the aircraft traffic, and find it to be unobtrusive almost always. We also recognize that the airport was here long before our subdivision and our house. It is astounding to see the tempest in a teapot that surrounds the air traffic. It is simply not that big of a deal. Further, this survey is horrible - beyond the first question, all answers are negatively biased. It is very disappointing to see this quality of survey come out of our city. (NR)

(S-178) This morning I was woken up at 6:37 due to a low flying prop plane that was circling, maybe touch and goes? Either way, it was very loud and continuous right over our house. (R-4)

(S-179) I've never minded the propellor plane traffic, and always felt that people who complained about the airport traffic were too sensitive. But lately the jet traffic has been terribly disruptive. (NR)

(S-183) Too many over flights and planes in the air has a direct correlation with decreased health and well being due to noise and air pollution, disruption of daily life and mental health, and can be a constant and inescapable irritant. Please be respectful and contentious in regards to communities and all living creatures. Thank you. (NR)

(S-184) I suggest all the complainers spend a Saturday morning at the terminal watching the planes come and go. Or have a weekday lunch at the Blue Sky Bistro in the terminal. Great food, and nice friendly folks. I regularly go to the airport for exactly these reasons. In fact, my office is on the south edge of the airport and I regularly find excuses to go outside just so I can see what's flying around the airport on a given day. Also, although I currently live in Lafayette, I am very close to Erie airport. I am woken up every morning by the sound of planes flying over and I absolutely love it. I often step outside just to see what type of plane it is. (R20)

(S-199) Although I purchased my home less than a year ago, when I was complaining to a neighbor about the frequent low flyovers and resulting noise, she informed me that she has lived here 25 years and shared with me her similar concerns. She said, "It used to be much quieter here." (NR)

(S-200) More information should be provided to the public about airport operations so that they can be educated on the facts of living or moving near an airport. This airport has been in operation since 1960 and provides jobs, services and public safety operations to a large portion of Colorado. Some examples include aerial firefighting operations, medevac and flight for life maintenance and refueling. Citizens looking to buy homes in areas that are near airports need to understand before they purchase that airports have aircraft and that they may occasionally make noise. The city needs to be proactive in educating citizens about the benefits off and services provided by the aviation industry to help mitigate the conflicts that arise from that lack of education. I have lived in boulder and Westminster and currently work in Louisville and at no time has aircraft overflight been an issue. If anyone who has ever flown on a plane, needed fast medical attention, ordered packages off of Amazon or wanted a massive forest fire put out, they need to realize those operations take place here locally and those pilots are trained here in our state. (R-21)

(S-203) Noise is not an issues. A handful of people is blowing the issue out of control The airport and related aircraft noise has been the center of the Broomfield area for many years. Homeowners/buyers are responsible for researching the area in which they plan to reside, and planning for things such as airports, train stations, etc. We as the more recent neighbors to the area are in no right to alter the operations at hand. (NR)

(S-207) We have noticed a big increase in air traffic since 2013. Not sure what changes the airport made but if we would have known what was coming we never would have spent thousands of dollars investing in a beautiful back deck which we now cannot enjoy. (R-21)

(S-209) We can not sleep well with all this noise. I'm getting sick (literally) because of this noise. (R-4)

Section J. – General Comments

(S-115) This survey forces you to choose one option in several questions when actually all points apply. All types of planes have become bothersome. I am worried about all the impacts on the list. All activities on the list of my daily life have been disrupted (NR)

(S-117) Enlist FAA, federal, state and local reps to support non-private jet owning public who are flying less and striving to reduce their carbon footprints and change tax laws to those designed to reduce rather than favor private plane ownership. Citizens continue to voice complaints to RMMA and officials listed above. (R-27)

(S-118) The airfield operations need to be responsible for the negative externalities. The flights are low and slow, and they are using the Altitude (Density Altitude) and temperatures as an excuse to fly low and slow over the heavily populated residential area. The noise is completely unbearable and often at a frequency of 1 training plane overflight every 30 seconds. The other huge concern is the fact that these aircraft are in a very vulnerable state of flight, over the houses and if any kind of power failure is experienced, it will land in the homes. (I am a former Military and Corporate Pilot) Aircraft are climbing out to the North, at a very slow, low profile and could NOT maintain a glide to clear the homes. (R-9)(R-28)

(S-119) I selected “other” a few times because I wasn’t given the option to select more than one answer. The noise disrupts indoor *and* outdoor activities. The planes should fly higher *and* less frequently. The flights are too low, too loud *and* too frequent. The options for other questions were equally frustrating. I selected “every day” because the next option was just 2 of every 7 days, which was too small. As for what should be done, I do have “an opinion on the matter,” but it’s not about how information should be shared: it’s that actions should be taken. Explaining to the community why there’s noise, no matter how that’s done, doesn’t reduce the noise. (R-22)

(S-120) This survey was annoying in that it limited my responses to one per question. The noise is a BIG problem from the aircraft. And it starts BEFORE 7am. I often hear it before 6, and frequently before 7. The aircraft are too loud, too frequent, and very often too low. This is all kinds of aircraft (I guess taking off as I see them mostly flying north.) They wake me up, even with the windows closed. The problem has gotten much worse in the last 2-3 years. (R-1)(R-4)(R-8)(R-9)

(S-121) It’s taken a long time to act on this, irs been an issue for more than 2 years (NR)

(S-123) It’s only getting worse. We experience planes starting at 6:00 am and they fly over continuously until around 9:00. Then it backs off to about 4/hr. And continue until 10:45 pm. You can’t talk on the phone, sleep in, even hear the tv. We have a swamp cooler, so to survive the heat, have to windows open. (R-4)

(S-125) Many of both takeoff and landing flights go over or very near Avista Hospital at low altitudes. The flight paths for both landings and takeoffs should be directed over areas without homes, schools or hospitals because the altitude for both is low and is dangerous and very noisy. (R-1)

(S-126) I'm concerned with both propeller and jet aircraft. Arrivals, departures and touched goes are all bothersome. The aircraft are too loud, too low and too frequent. Given the inexperience of many of the pilots and the age of many of the aircraft, safety and pollution issues are also of concern. The noise is particularly disruptive if we're outside or have the windows open. I'm also concerned about the effect on property values. Not long ago, while attending an open house on my block, I overheard a young couple - prospective buyers - comment on the noise before deciding to look for a quieter location. I doubt that "more information" is the answer to the problem. My neighbors and I are well aware of the increase in air traffic and the members of the airport community are well aware of our concerns. But as I learned during a recent Airport Advisory meeting, they just don't care. The consensus clearly was that people should have known better than to build houses near an airport and that, as there was nothing we could do about it, they had no reason to change their behavior. They treated the issue of our concerns – particularly the letters of complaint and the airport manager's recent appearance before the Superior Trustees - as a joke. Unfortunately, it seems the two sides are simply at odds. The area has outgrown its ability to accommodate an airport in its midst. There are now so many people (voters) and so many properties that are negatively affected by the noisy toys of the relative few that we should move to shut the airport down. (R-8)(R-9)(R-11)(R-19)(R-22)

(S-134) Type of bothersome aircraft: jet, propeller and helicopter. Nature of impact: distracting/annoying, disrupts indoor activity and disrupts outside activity. Strategies to be beneficial to neighborhood: increase altitudes, decrease number of overflights, discourage nighttime operations. I have noticed that from the 1990's to now, the flights do seem to have increased in altitude and thus the noise is lessened, but still is disruptive. I have great concern about the Broomfield airport's plans to allow larger, commercial jets and to run 24 hour operations. (R-2)(R-4)(R-8)(R-9)(R-18)

(S-137) The consultants should poll companies and businesses in Superior, Louisville, and Lafayette for their use of RMMA for company flights. I volunteer to be a member of an Airport Community Noise Roundtable. (R-13)

(S-138) Jet noise is increasing. 9 AM Monday there are continuous take offs. (NR)

(S-139) I love hearing the airport noise. It has not bothered my family or dogs. The airport was here longer than lots of these people. They knew that it was here and if they didn't want it then they shouldn't have bought homes here or they should move. (NR)

(S-141) Reduce the nber of flights, fly at a higher altitude, get rid of helicopters. (R-8)(R-9)(R-18)

(S-143) Almost every question assumes the respondent has a problem with aircraft noise. Is this survey simply to provide biased data to back up pre-determined conclusions? (NR)

(S-147) Seems like the older jet & propeller planes are the loudest... some newer jets are obviously quieter. Helicopters are not as frequent and of short duration. Busiest times seem to be Friday-Monday as corporate jets fly in/out and I assume for sports events at CU too. How about providing a plane identifier chart so that we can at least tell what kind of planes are going over... more as a game of interest/curiosity (R-19)(R-30)

(S-148) 1. There are meetings for community input, but at them we keep hearing there is nothing that can be changed! And we should get used to the noise because it's only going to get worse as airport operations increase. It doesn't seem like the airport operations will change at all. Are the meetings just to pacify us? More meetings won't help if we keep getting the same answers. 2. We are bothered by both jet and propeller noise. Choosing both was not an option on the above question. 3. We have lived in our house since 1979 and the airport noise has never been a problem until the last few years. The flight paths go right over our house now! 4. I'm just curious about the flight paths of a Jefferson County airport affecting mostly people in Boulder County! There are never any Jeffco county people at the meetings I've attended. Since Jeffco gets the tax dollars, how about moving flight patterns over that County! (R-1)(R-26)

(S-149) Some of the noise is being generated by DIA flight paths that are also low and frequent. I can count the number of Southwest and other similar flights that cross my yard from DIA daily. They are so low I can see details of the planes. It's so frequent that I can no longer work from my deck. The jets taking off in the evening from rm are so frequent I have to close windows in the summer after 10:30 p.m. especially on Sundays. This effort will require more than community input and may require congressional assistance to work with the faa to balance the rights of airports with the rights of citizens to maintain a certain level of noise mitigation. (R-4)(R-27)

(S-150) I would have selected multiple options on some of the questions, in terms of the ways this impacts our lives. All of these apply: The aircraft are too loud The overflights are too frequent The airplanes are too low And all of these apply: Distracting/annoying Disrupts sleep Disrupts indoor activity (i.e. conversation, television, etc.) Disrupts outdoor activity We already know the problem is almost entirely the flight schools. It is a nonstop parade of lowflying, rumbling, clunker prop plans over my house, one after another. Morning to night. I can be inside my house with the windows closed and sometimes I cannot hear someone speaking to me in the same room. It is terrible. I log onto a flight tracking app on my phone and I see it is the same routes going right over my house every day. They come in or take off, go north and do a bunch of practice maneuvers and come back. It's a parade of them all day, making indoor life and especially enjoying our deck or backyard, nearby nature resources, totally miserable. (R-1)(R-22)

(S-152) During air show, low flying military jets cause percussion that knocks pictures off my walls. Limit size of airplanes that can fly in or else change direction of runways away from residential areas. Change routes to fly over open space. anything about air zone restrictions, but on the map, it seems they could fly even just 5 or so miles further west and avoid the neighborhoods, and increase altitude. That won't eliminate the noise completely, but would surely make it more tolerable. Or fly aircraft with better noise suppression. (R-1)(R-7)(R-8)(R-9)(R-24)

(S-154) I've noticed more noise in the past year mainly from the jets across all hours. (NR)

(S-155) Flight schools and the airport needs to be better neighbors. (R-22)

(S-160) Since I started this survey, several I have heard several planes. It's now 4:15 pm. Plane crashes into our homes are quiet a worry. Very rarely do we hear a large jet fly over, they are very high in the sky and not continuous. And the number of those flights has not seemed to increase significantly over the past 25 years. Therefore not irritating. (NR)

(S-161) I am really disturbed that our tax dollars are going to be wasted on this due to people who chose to live here after the airport has been operational. Ridiculous. It's even more ridiculous that the cities and towns surrounding the airport are caving in and wasting tax dollars on this. Please stop. Further, any restrictions placed on the airport or the companies operating out of there will, in general, make them less competitive to other airports in the area. That will hurt all of these communities. (NR)

(S-163) Regular flights at sleep times have been the most bothersome. These flights should be addressed separately. For example, there used to be a 4a flight every weekday that would walk me up. Through some research, I found it was a privately-hired flight for work commuting to Montana. Eventually the company lost that contract or it would still be operating. It never should have been approved. (R-4)

(S-164) I enjoy the aircraft, but sometimes they do seem to be flying very low. (R-9)

(S-165) It seems like people just want to complain about things in today's world. I am sure there are valid complaints, but airport noise is a non-issue for my family (and for my neighbors). (NR)

(S-172) have only noticed a marginal increase in air traffic (and honestly, I don't think I actually have noticed), but a massive increase in online / social media complains :-). Good luck. (NR)

(S-173) I'm a voice over actor and record audiobooks. For my last book I had to record from 10pm-4am to get long chunks of time without airplane noise. (When that happens I have to stop recording which, as you can imagine, ruins both the flow and the sound) (R-4)

(S-174) The survey should have allowed more than one answer, or ranked concerns. (NR)

(S-175) People need to understand that the airport has been in the same location for a long time, we don't live in a bubble. As a side note we also hear the trains as we are 1/2 mile from the tracks and are not bothered by that either. (NR)

(S-177) The majority of the people who complain about the airport settled here after the airport was put in place. Growth at RMMA has been slower than most metro airports in the US. Statistically... 99% of the complaints come from 1% of the households... and that somehow justifies putting all this time and resources into a survey. How stupid can we be? All of Rock Creek buyers acknowledged in their closing that the airport existed and they signed... now somehow they think they can bitch until things go their way? Accept what you signed up for.... Or move. (NR)

(S-185) At the very least, I think there should be a cap put on the decibel level planes are allowed. I read where a lot of the planes are older and a lot noisier. I also read where they want to expand the airport. Please don't let them. I can only hope you guys will take some action. (R-19)(R-29)

(S-186) I was just in Saratoga, Wy and the planes coming and going are much quieter. The flight schools, transportation companies, etc. need to invest in quieter planes. In the last 20 years they have shown zero interest in maintaining a reasonable quality of life. Assuming the former Storage Tek site might have a "corporate campus" the use of Rocky Mountain Airport will likely increase. (R-19)

(S-187) Find a diplomatic way to tell the complainers to chill. (NR)

(S-191) Please stop making very one-sided surveys. There is no way to respond to the survey in a way that shows you don't think airport noise is an issue. This is a very unfair survey. There is no problem with airport noise currently. (NR)

(S-193) This survey is poorly constructed in that nearly all the questions assume that everyone is negatively impacted by aircraft noise: there are no options that apply to those of us who do not find airplanes a nuisance. (NR)

(S-195) The airport has been in this location for a very long time— longer than most of the people that live in close proximity to the airport. The city needs to stop allowing construction that infringes upon airport operations. Also, this survey is ridiculous. The survey should allow for open and honest feedback. Instead, this survey is skewed to arrive at predetermined conclusions, and the people that authorized these questions should have a little integrity and just come out and say that they don't like the airport. This survey is a waste of financial resources for the city. If you need help crafting a survey that will generate honest, unbiased feedback, please email me and I will provide my services. (S-196) Aircraft noise brings me life (R-16)

(S-197) The survey is poorly conducted and unscientific. It provides leading questions that steer answers towards answers that support an anti-airport bias. (NR)

(S-198) Offer a free round trip on a private jet to any of the airports in US they can reach. (R-20)

(S-201) The airplane noise doesn't bother me at all and many of these questions had no option for this. (NR)

(S-202) Noise is not an issue. A handful of people is blowing the issue out of control (NR)

(S-206) Jefferson County seems indifferent to the concerns of adjacent counties. (NR)

(S-211) What aircraft types are the most bothersome? Both Propeller and Jets are bothersome when they are loud. Especially when there is one after another landing, taking off, sometimes it feels like highway over us. What type of operations have the most impact? Arrivals (flights toward the airport) Departures (flights from the airport) Both arrivals and departures Touch-and-goes - All of the above, plus flights in training repeatedly circling above houses. What is your primary concern? The aircraft are too loud The overflights are too frequent The airplanes are too low I have concerns about safety/fear of crashes I have environmental concerns (i.e. air pollution, climate impacts, etc.) - All of the above. What is the nature of the impact? Distracting/annoying Disrupts sleep Disrupts indoor activity (i.e. conversation, television, etc.) Disrupts outdoor activity - All of the above. (NR)

Workshop Comments

- W-1 There is a sentiment that the airport doesn't care (R-22)
- W-2 Larger and larger planes 727/737 are coming in (R-2)
- W-3 Safety in general (NR)
- W-4 Operations projections and Impact on Safety are a concern (R-29)
- W-5 The change over the last 3 years specifically (R-29)
- W-6 Violating FAA rules of low altitude — what are the take off and landing heights? (R-9)
- W-7 Quality of Life is being diminished (NR)
- W-8 Controlling growth (R-29)
- W-9 Flight pattern changes because of change of runway length has affected community negatively (R-1)(R-6)
- W-10 More DIA flights (NR)
- W-11 Flights are coming north into Boulder County more often rather than south (R-1)(R-7)(R-24)
- W-12 Ways to make tighter turns? (R-6)
- W-13 Why do planes have the right to fly over homes? - Airspace does not belong to homeowners (R-1)(R-6)(R-7)(R-24)
- W-14 How do residents get a fair hearing? — Consultant are taking complaints and they say they care (R-13)
- W-15 Who licenses and who is making money off of flight schools? Target the influencers and money makers (NR)
- W-16 Property taxes and home values are impacted (NR)
- W-17 Where are the pressure points? — Please follow the money — Who are the influencers? Jefferson County Commissioners? How do we get a hearing from them? (R-31)
- W-18 Avigation Easements in Rock Creek? Through Town's attorney, this is being looked at
- W-19 Noise suppression on aircrafts? (R-19)
- W-20 How will we know if the strategies will be successful? Measurement and monitoring -- Resident complaints going down
- W-21 Systems to monitor could be installed but are expensive - Flight Quiet Programs are worth looking into? (R-12)(R-14)
- W-22 Runway patterns - Rotation? Preferential runway use, flipping them? (R-7)(R-24)
- W-23 Nighttime – What is considered nighttime? (R-4)
- W-24 How can we strengthen language? Rules are there. Congress would be the one to change the rules. (R-27)

- W-25 Are we trying to reduce operations? No. We are focused on reducing impacts (R-29)
- W-26 Master Plan from Airport – How can we be a part of it? Speak into it? (R-13)(R-32)
- W-27 Noise information needs to be more prominently displayed on RMMA website (R-21)
- W-28 Financial Incentive to help noise for flight schools? — Yes, they would consider it (R-33)
- W-29 How do we influence elections in neighboring counties? (NR)
- W-30 What about taking flight schools out of the airport? (R-34)
- W-31 What about Grant assurances? How can we alter, change these incentives to keep flying, airport growing? (R-29)
- W-32 What can the cities do? Can they build towers, other buildings to help? (NR)
- W-33 What about noise levels? Can we tackle this with noise data? What about instantaneous noise rather than long-term? Noise levels set by FAA based on direction from Congress issue. (R-14)
- W-34 Can we encourage flight simulators? (R-35)
- W-35 Is the Sport Stable bringing in extra air traffic with hockey teams? (NR)
- W-36 Lead concentrations (from gasoline or other sources) concerns in and around the airport? (NR)
- W-37 When will we notice impact change? 6 months for low hanging fruit — Trustees will determine priorities of strategies
- W-38 What other impact realities can we be looking at? environmental, impact to wildlife, etc? (NR)
- W-39 How do we engage more with Jefferson County? (R-31)
- W-40 450 million dollar impact economically to region from airport (NR)
- W-41 “Thank you for doing this for us” - to consultant from resident (NR)
- W-42 “Thank you. You did a great job” - to consultant from resident (NR)
- W-43 “I do appreciate your help” - to consultant from resident (NR)
- W-44 “I feel a debt of gratitude to our elected officials” resident (NR)
- W-45 Who would you approach at a national level? (R-27)
- W-46 Look into Polis amendment to FAA to restore local control (R-27)
- W-47 Check with state general assembly (R-27)
- W-48 Chronic impact of noise over time? Bring in that data as a health factor — useful with policy (R-35)
- W-49 EPA office? (NR)
- W-50 Global climate chaos and continuous burning of fossil fuels is another issue (NR)
- W-51 Demand for pilots is high (NR)

- W-52 What is the effect on ozone levels? (NR)
- W-53 We have been working on this for a year. Nothing seems to be done. (R-22)
- W-54 How was the environmental study done and what are the guidelines? (NR)
- W-55 Why does the airport have to grow for growth sake? (R-29)
- W-56 What is a reliever airport? (R-36)
- W-57 There is a \$450m economic impact (NR)
- W-58 Where has this worked? (R-37)
- a. When the consultant goes away does it stick or does it slide back to what it was like? (R-13)(R-22)
- W-59 It is interesting that the RMMA did not do this on their own (R-22)
- W-60 Jeffco Manager and Airport Manager made it clear they don't care (R-22)
- W-61 Concerned with larger and larger planes are coming in (R-2)(R-8)
- W-62 What are operations projections? What is projected growth? (R-38)
- W-63 The issue is not the aircrafts alone but the change in traffic (NR)
- W-64 Quality of life is diminished (NR)
- W-65 The change in volume but also the change in pattern (R-1)(R-6)
- W-66 Interaction about DIA and RMMA and Jeffco and DIA has increased (NR)
- W-67 Possible low hanging fruit is to change the route (R-1)
- W-68 Look at training area from 2002 - 2017; there were no problems. Now it is a huge problem (NR)
- W-69 Use both runways, make tighter turns and go from 6:00 am - 10:00 pm (R-4)(R-6)(R-7)(R-24)
- W-70 What gives planes the right to fly over my house? (R-39)
- W-71 Planes are flying under the minimum altitudes. Why? (R-9)
- W-72 We've been fighting noise pollution for 2 decades. In 2000 the County put together a board. BCCAN learned there is a lot of finger pointing. (NR)
- W-73 Follow up on Commissioners work from 2000 and understand if the outputs are being enforced (R-35)
- W-74 What is driving the expansion is someone is making money. What about stakeholders here? Who licenses them and who make money off the schools?
- W-75 Homeowner property values are impacted (NR)
- W-76 How can we measure the flights (R-14)
- W-77 Why can't the aircraft the takeoff pattern so that one area is not so heavily impacted? (R-7)(R-24)

- W-78 What is the strategy to reduce night time operations? (R-4)
- W-79 What is meant by night time? (R-4)
- W-80 Can we make a time line? (NR)
- W-81 FAA regulation has night time from dusk to dawn. (NR)
- W-82 Using words like "preferred" rather than "reinforcements" and "laws" and "rules" (NR)
- W-83 A lot of the discussion is about mitigate what there is. Will the airport have to get approval for expansion? (R-29)
- W-84 Currently the only attempt to curb noise at the airport is the noise abatement program, but there is not link or clear posting of it on their site. (R-21)
- W-85 Talk is cheap; let's see results (R-22)
- W-86 There are multiple hanger clubs. Are you going to meet with them? (R-22)
- W-87 There was one flight that flew hundreds of miles of Superior one day. Is there any way to get bad actors down? (NR)
- W-88 A lot of us have complaints but don't submit them. We don't have facts about the flight paths and the decibel levels we are hearing. (R-14)
- W-89 All the growth is taking away from what makes Colorado special (NR)
- W-90 Polis amendment for aviation would have restored local control to regulate the airports (NR)
- W-91 FAA operates from a perspective that they have to grow to meet demand (NR)
- W-92 There is extreme demand for more pilots (NR)
- W-93 Are curfews possible?
- a. No, they are not allowed (R-8)
- W-94 Who is the approving body for the flight schools, airport expansion, etc.?
- a. JeffCo (NR)
- W-95 Navigation easement at Rock Creek – have you looked at this and do you have recommendations on this?
- a. Yes – not attorney. The growth of the airport is not consistent with the easement, however there is nothing that he believes can actually restrict the airport growth. His opinion is that there may not be legal recourse for the residents, but he cannot speak legally. (NR)
- W-96 Is there noise mitigation for the actual airplanes?
- a. They have not found muffling for aircraft but are looking at what might be done to incentivize quieter fleets. (R-19)
- W-97 Centennial airport has a voluntary program that has been successful at mitigating

- noise. Can we do the same?
- a. We can – the RM airport has to agree to the voluntary program.
- W-98 Strategies to address jets taking off as well as the small propeller jets? A. Yes
- W-99 If one or more of these solutions are adopted, how do you know if they are effective/successful? How are the strategies measured and who measures them?
- a. There are programs that can be put in place to measure the success of programs.
- W-100 How can we reduce nighttime operations? (R-4)
- a. Education of flight schools for better times to practice night flying.
 - b. Provide preferential routes for nighttime flights.
- W-101 Can we request the airport rotate the launching pad so that the impacts are split between areas? (R-7)(R-24)
- a. Yes, can flip the runway, runway rotation
- W-102 What makes you think that they are going to do any of these actions? (R-22)
- a. Pilots are human, they are our neighbors, etc. they want to reduce community complaints as well.
- W-103 What about the flight schools – are the doing more flight schools to bump up the numbers so that it looks like it's a busier airport.
- a. Flight training is a detractor to the corporate clients. They actually want more corporate clients. Can't discriminate against any businesses that want to come into the airport. (R-34)
- W-104 Has Superior considered incentives for the flight schools to get rid of noisy planes?
- a. They would be willing to provide some funding to help contribute to addressing the noise issues.
- W-105 Are you educating the cities about restoring local control through ANCA – airport noise control act. The grant agreements make the airports powerless. (R-21)
- W-106 What about safety measures? (NR)
- W-107 Safety is not the best strategy to get at noise impacts. There is little correlation between the two. Websites of the airport and flight schools – the info doesn't appear to be on there at this point. Is that a part of the strategy?
- a. Yes, there will a strategy to get uniform info on web pages, etc.
- W-108 Is there a way to move the flight school flights elsewhere, as they are low-value flights? (R-34)
- W-109 What can we do to prevent them from flying within our limits? High towers? (R-39)
- W-110 Is there data about instantaneous noise available, and noise levels? (R-14)

- W-111 Can we encourage flight simulators instead of actual flight time for training?
- a. Possibly, not sure what the requirements of actual vs. simulated flight time is. (R-35)
- W-112 When are there opportunities in various planning processes to provide input on these issues? (R-32)
- a. For any project with federal funding, which would likely be any capital improvement at the airport, NEPA is required which includes noise impacts.
- b. Also during master planning, if there is a new terminal, etc. there would be public input.
- W-113 What questions should we be asking our congress people? What state and federal organizations can help? (R-27)
- a. Noise – national org helping address air noise
- b. Congressional members
- c. State level advocates
- d. They will include these contacts in their report to the communities.

Responses

All comments are cross referenced with the responses to which they correspond. A single response may address several different comments/recommendations. Some comments have no recommendations and stand on their own or are not within the scope of this project. Therefore, there is no response required and these comments will be annotated with (NR).

(R-1) Consultants have recommended new ingress/egress routes to/from the airport that avoid flying over high density residential areas and concentrate traffic flowing to/from the practice areas along routes that contain low density residential, commercial or industrial land use.

(R-2) There are currently no specific plans for commercial air carrier service at the airport. However, the Airport Master Plan acknowledges the possibility that some time in the future an air carrier may want to provide services at RMMA. The consultants have found no evidence to indicate that the airport is actively seeking commercial air carrier service. (R-3) Currently, there are no plans to build additional runways at RMMA.

(R-4) The Consultants are currently working with the RMMA Noise Task Force to introduce language into the RMMA Fly Quiet Program encouraging pilots to avoid operations at the airport between the hours of 10:00pm and 6:00am. This would be a voluntary compliance initiative as Federal Aviation Regulations severely limit implementation of mandatory “access restrictions” such as curfews at public airports.

(R-5) Under Federal Aviation Regulations, fixed-wing aircraft must remain at least 1,000 feet above congested areas (i.e. flying over a city or town), and 500 feet over other areas. Helicopters are not subject to these requirements. Also, worth noting, these requirements do not apply to fixed-wing aircraft during take-off or landing phases of flight. See Appendix VI.

(R-6) The Consultants are currently working with the RMMA Noise Task Force to introduce language into the RMMA Fly Quiet Program encouraging pilots to turn crosswind as soon as possible to avoid overflying residential areas. This is not always possible due to several factors including, aircraft performance, density altitude, and other traffic and safety considerations.

(R-7) The general runway use system at RMMA is to assign the longest runway (12L/30R) to itinerant traffic and the shorter runway (12R/30L) to local traffic. Tough & Go traffic may be assigned 12L/30R during periods of light traffic, but this is not the norm. Most airports with similar runway configurations operate in a similar fashion. This tends to segregate traffic into like types of aircraft thereby reducing the risk of aircraft conflicts.

(R-8) Operators of public-use airports (such as RMMA) may not impose limits on the types of aircraft or number of operations conducted at the airport for the purpose of noise abatement. Nighttime curfews, limitations on touch-and-go or flight training operations, or limitations based on the size or type of aircraft is prohibited unless imposed for the purposes of safety.

(R-9) When citing FAR 91.119, it is common to overlook the first sentence. “Except when necessary for takeoff and landing...” Most low flying aircraft in the vicinity of RMMA are in the process of takeoff or landing and therefore are exempt from the minimum altitudes in the FAR. For all other instances of low flying aircraft, see – FAA Guide to Low Flying Aircraft – Appendix VI

(R-10) Most aircraft performing practice maneuvers such as steep turns, turns about a point and stall maneuvers utilize practice areas north of RMMA in the vicinity of Longmont. Maneuvers such as the ones listed above are considered acrobatic flight and are not authorized within Class D Airspace (the area within 5 miles of RMMA) or over congested areas.

(R-11) Closing down the airport is outside the control of both Louisville and Superior. Jefferson County is the owner/operator of the airport and our goal is to work collaboratively with Jefferson County leadership and Airport staff to encourage compatibility among airport operations and surrounding communities.

(R-12) RMMA has established a Noise Task Force to evaluate the recommendations evolving out of the Superior/Louisville noise initiative. As part of the implementation of Fly Quiet recommendations approved by the Noise Task Force, briefings and periodic training of tenants and flight schools, as well as getting the word out to surrounding airports whose tenants and flight schools also use RMMA, is a high priority.

(R-13) Establishment of a Noise Roundtable is one of the strategies that the Consultants will recommend in their final report to Superior/Louisville.

(R-14) An airport flight tracking system is normally deployed at larger commercial airports that operate mostly jet aircraft. A system such as this may be cost prohibitive at RMMA, however, there are other more cost-effective alternatives that could be employed at the airport and/or by the municipalities to track aircraft and help to assess noise impact to their respective communities.

(R-15) The Federal Aviation Administration has sole authority over certifying aircraft operated in the United States. This includes consideration and certification of allowable noise levels. Federal regulations prohibit assessing charges (including taxes) or limits in airport access based on noise level.

(R-16) The Consultants recommendations include collaborative land-use development which will encourage compatibility between the airport and surrounding communities. Jefferson County as the owner/operator of the airport controls the land on-which the airport sits. As a public-use airport, federal approval would be required in order to close it.

(R-17) Utilizing stop and go landings instead of touch and go landings is a possible strategy that could be implemented to reduce the overall number of flights per hour in the airspace. Ultimately, this is an air traffic control call and it would be up to the FAA to implement. The current mode of thinking in the FAA today is capacity enhancement, not restricting capacity. Therefore, we believe the likelihood of this strategy being implemented at RMMA to be very low.

(R-18) There was a recommendation put forth to the Noise Task Force to raise the altitude of the traffic pattern use by single engine propeller aircraft to 1000 feet above the ground from the current 800 feet above the ground. However, due to the cascading effect of larger aircraft having to move their pattern altitudes higher, it would ultimately infringe on Denver International's airspace. Therefore, any request to raise the pattern altitude must be approved by the Denver Metroplex team. This coordination is currently underway, but we do not anticipate a favorable outcome.

(R-19) Recommendations on community-friendly routes are included in the recommendations to be presented by the Consultants. Regarding the use of older aircraft, the Federal Aviation Administration has sole authority over the certification of aircraft operated in the United States. This includes the noise levels permitted for each aircraft category. Once approved by the FAA, use of such aircraft may not be restricted by airport operators or local government.

(R-20) There is a recommendation to conduct an open house to allow residents to come to the airport and learn about aviation and possibly even get a ride in an airplane to show residents what pilots have to think about while conducting flights to/from RMMA. This recommendation was briefly discussed at the first meeting the airport had with the consultants and received a warm reception. The Consultants will ensure that this recommendation is carried forward in the proposed strategies in the final report to Superior/Louisville and relayed to the airport.

(R-21) One of the strategies the Consultants will be recommending concerns outreach and public education through social media and other means. This would apply to both the airport and the municipalities.

(R-22) When the Consultants first met with RMMA officials, we presented several strategies and recommendations to the airport and discussed the potential to address several issues considered "low hanging fruit" which could potentially be implemented in the short term. In response to these recommendations, the airport manager, on his own initiative, established a Noise Task Force, comprised of flight schools and other industry technical experts, to address those issues. The Noise Task Force will meet on a quarterly basis to review recommendations and plan for implementation of those recommendations approved by the Noise Task Force. We view this as a very positive step and are encouraged by what we have seen so far.

(R-23) The Consultants are compiling a list of Best Practices that will be included in our Strategy Recommendations.

(R-24) The Consultants addressed take-off direction in the first Noise Task Force meeting held on July 24, 2019 at RMMA. The designated Calm Wind Runway at RMMA is 30L/R. This is due to the prevailing winds at the airport being from the northwest. We asked about implementing an alternating runway use plan. This met with resistance due to the added amount of runway changes that would be required. The feedback from the FAA was that runway changes increase risk. Keeping runway changes to a minimum reduces risk. Since the prevailing wind is from the northwest, utilizing runways 30L/R as the calm wind runway reduces the likelihood of having to change runways when the wind increases above a calm wind.

(R-25) Federal Regulations limit airport and airport operators' authority with respect to restricting flight operations or airport access. Airport noise programs often called, "Fly Quiet" program are voluntary per federal regulation. The Consultants report will include strategies to expand and enhance the RMMA Fly Quiet Program and to incentivize pilot participation. (S-21)(S-25)

(R-26) The State of Colorado conducted an assessment of the economic impact of its airports. The report notes that RMMA is responsible for over 750 local jobs (within the region), over \$28 million in payroll, and over \$77 million in economic impact to the region. The economic impacts are not limited to Jefferson County. The state's report can be found here: https://www.codot.gov/programs/aeronautics/PDF_Files/2013_EconImpact/2013-cdot-eis-rocky-mountain-metropolitan-airport.pdf

(R-27) The Town and City are working with our Federal Delegation to seek support for our efforts to reduce the community impacts of aircraft operations.

(R-28) RMMA has established a Noise Task Force to evaluate the recommendations evolving out of the Superior/Louisville noise initiative. One of the recommendations being discussed is various noise friendly climb profiles.

(R-29) Airport growth is driven primarily by demand and the goal of the airport is to meet the local demand for air travel and general aviation services.

(R-30) There are several commercially available aircraft recognition guides.

(R-31) There are currently efforts underway to engage Jefferson County, Boulder County and several municipalities in a joint effort to address airport impacts (positive & negative).

(R-32) Airport Master Plans require public input and/or environmental studies that require public input.

(R-33) There have been discussions around providing financial incentives for noise reduction/noise impact measures. These discussions will continue as part of this effort.

(R-34) Flight Schools are an important tenant at the Airport and neither the Airport nor Jefferson County (the Airport Operator/Authority) have expressed the desire to remove the flight schools.

(R-35) Recommendation carried forward to final report (See Notes Below)

(R-36) A Reliever Airport is defined as an airport intended to relieve the (high) demand on a primary commercial airport by providing additional capacity to an area. In the case of RMMA, it is a reliever to Denver International Airport where capacity is limited for general aviation operations such as flight training and business aviation.

(R-37) The approach the consultants are taking has worked at airports around the US. The goal of the consultants is to help build collaborative relationships between the Airport and surrounding communities including Jefferson County, Boulder County, the Town of Superior and City of Louisville. They are also developing a list of operational recommendations and programs to

expand community outreach and industry engagement. There may be ongoing technical support needed by the consultants and if so, we will ensure that is available.

(R-38) The projected growth in operations at RMMA is expected to continue. This was addressed in the Baseline Report developed by the Consultants and is available upon request.

(R-39) The FAA is responsible for all the airspace within the United States. The airspace at RMMA is designated Class D Airspace within 5 nautical miles of RMMA from the surface up to but not including 8,000 feet MSL. Flight within all types of airspace are governed by the FARs.

Note – Use both R-7 & R-24 responses as appropriate

Note – We should acknowledge the very many positive comments about the airport.

Note- We should address the opinion of Survey Bias expressed several times in our report.

Note – Workshop Comment - Chronic impact of noise over time? Bring in that data as a health factor — useful with policy

Note - Encourage more use of flight simulators than actual flying – We will add this to our recommended strategies.

Note - Follow up on Commissioners work from 2000 and understand if the outputs are being enforced

**Summary
Joint Study Session
City of Louisville City council and
Town of Superior Board of Trustees**

**Monday, September 30, 2019
7:00 – 9:00 pm**

**Louisville Recreation and Senior Center
Brooks/Crown Room
900 Via Appia Way
Louisville, CO 80027**

Mayor Muckle and Mayor Folsom called the meeting to order at 7:00 pm

Louisville City Council Present: Mayor Bob Muckle
Council member Jay Keany
Council member Chris Leh
Council member Susan Loo
Council member Dennis Maloney
Council member Ashley Stolzmann

Superior Trustees Present: Mayor Clint Folsom
Mayor Pro Tem Mark Lacis
Trustee Sandie Hammerly
Trustee Ken Lish
Trustee Kevin Ryan
Trustee Neal Shah
Trustee Laura Skladzinski

Discussion Item: Rocky Mountain Metro Airport Noise Mitigation Study Findings

Mayor Folsom and Mayor Muckle said the Town of Superior and City of Louisville have been working together since 2019 to understand the airport noise issue and identify opportunities to mitigate impacts to the communities. ABCx2, a consultant, has been hired and tonight, ABCx2 will present their report and an analysis and recommendations.

Extensive community outreach has been conducted and hundreds of emails have been received by Council and Trustees. Council and Trustees understand the problem. The goal tonight is to hear the report and for Council/Trustees to ask questions of the consultant.

Mayor Folsom introduced James Allerdice and Jason Schwartz of ABCx2

Allerdice and Schwartz said a baseline study was commissioned more than a year ago to identify problems and create strategies to improve quality of life. They reviewed the presentation/slides attached to this summary.

Council and Trustee – Questions and comments

Mayor Folsom - What transpired today at a meeting with the FAA?

FAA regional office offered to have conversation with Rocky Mountain Metro Airport (RMMA) and asked local jurisdictions to join. The takeaway is that the FAA is sensitive to any change that moves noise to another community. They want community consensus. All communities must have a voice and agree to change. They recommend a roundtable. They have a process and communities sign on. The conversation was difficult at times; the FAA speaks in another language – aviation speak. They look at statutes and laws and look to see if actions fall within the parameters of statute/per law based on scientific measure. This is different than how residents look at noise issues. The FAA does not typically come to smaller airports but the fact that they came means they recognize there is an issue.

Council member Maloney – The work is based on what we know right now. We will have to make some priority decisions – decisions that make the greatest impact on our communities. What about the future of the airport?

Historical data shows trends that traffic will grow. The question will be, how can the airport manage growth and minimize impact on community. Growth is likely.

Trustee Lish – Residents need relief. Recommendations are by focus area but community outreach, planning outreach aren't going to give relief. Operations – what can be implemented that will be timely?

Night time operations, early turnout and ingress/egress, climb rates – these are low hanging fruit. And easily implementable. We are close to consensus on evening hours. Not as close on early hours. Longer term items – ingress/egress are being discussed but will likely be thrown to roundtable as it will impact other communities. Corporate traffic – we have recommendations we can make for flight operations.

Trustee Skladzinski – Change management is important but not as important as flight operations. That is her priority. Voluntary nighttime flight hours – how can we get them to comply? We want more than strategies, how do we get airport and their clients to comply?

The bottom line is education. Flight schools need to understand impacts. We need to get to the implementation piece. We need to ensure these items are part of curriculum. Encourage flight schools to comply.

Council member Stolzmann - Early turn – is this low hanging fruit? And looking ahead to expansion; what is the review process? Is there no review for expansion but a two year review to change it?

Yes, early turns are low hanging fruit. If a grant is issued there is a federal action which triggers environmental action. Talk to airport, review master plan – there will be a public process. Reviews are triggered by deferral action. Whether federal outreach is required depends on what the expansion is.

Trustee Ryan – We were cautioned by the FAA. FAA was invited today but declined to attend this meeting, they declined to attend a future Superior meeting. Roundtables cost money. Superior and Louisville do not have money to run roundtables. FAA will not contribute, saying it is a conflict, and said they are federally prohibited to participate financially. He encourages everyone to continue to call airport to report noise. The FAA is dismissive. The task force member was dismissive. He encourages residents to contact congressional representatives, Neguse and Perlmutter. The FAA is not engaging in a neighborly way. It is discouraging. Get congressional reps involved. Every complaint needs to be logged by airport complaint line. FAA receives those reports. Call the complaint line.

Council member Leh – Congressman Neguse’s staff had fairly promising steps to be taken. Was there any interchange from the Congressman’s office and any suggestion of those steps?

(Response from Kim Redd, Neguse staff member) She is logging complaints to the congressman. He will figure out what to do at the federal level. He is part of quiet skies caucus. She is pulling together info for Congressman Neguse.

Mayor Pro Tem Lacis - Safety of arrival of planes is key. He is looking for actionable steps. 1000 ft is stated safe elevation? Who should we be calling?

Call airport noise complaint line, they will relay to FAA. What constitutes low flying airplane? Except as required for takeoff and landing the altitude should be 1000 ft. The takeoff instrument flight rules are climbing out at that rate, they are operating within law. Valid point is, if someone is in practice area at 500 ft. that is not how they are intended to fly. Arrival or departure, doing minimum climb are legal. Flying around at 500 ft is not legal.

Mayor Pro Tem Lacis - According to the data pulled, most traffic is attributable to flight schools. There were two, now there are four. Is one school an offender? Can we reach out to newer flight schools and hit some of the low hanging fruit. Is this an opportunity?

We have seen significant growth, and the pattern gets longer and wider. We’d like to see the tower limit flights and keep wider pattern to keep flights separated. Flight schools –Part of the outreach would be to communicate to them they are impacting the community. Is there data showing one flight school is over representative of the problems? No, but we can outreach to all schools. What we are tasked to do – is do what we can within the law. We do not want to set your expectations that we can do something that we cannot do. All these programs are voluntary. Education is key to mitigate impact.

Mayor Muckle – Are there things the airports cannot do without the FAA taking action?

There is discrepancy as to what the flying altitude is between airport and FAA. Roundtable will provide connectivity.

Trustee Skladzinski - She supports collaboration. The increase in flights mean wider pattern. Less planes means less revenue for schools; do you think education will help with no incentive? They have real dollars on the table.

Implementation would mean tighter patterns during touch and gos. When able, tighten the pattern with less planes.

Trustee Ryan - There is a charge every time a plane takes off and lands, do these airports charge for touch and gos? Pilots are better trained with more touch and gos. What if the airport adopted a charge for touch and gos?

To his knowledge, airports don't charge for touch and gos.

Council member Loo – One of our neighbors to the east is suing DIA for noise. Have municipalities been successful in lawsuits or is that a foolish route to go down?

Phoenix airport altered the flight paths which resulted in more aircraft closer to a historic district. Court determined FAA did not follow their own procedures and ordered them to go back to what they were doing before. Since that ruling, the FAA has completely revamped how they get community input. Lawsuits against FAA are very difficult to win. They are diligent in following their own rules. If you go toward litigation, it is hard to win against FAA. We understand asking for voluntary compliance is not satisfying, but it is the way to go.

Trustee Hammerly - If we told you to go forth immediately with education, how soon till we would see relief? 3 to 6 months?

We would work with them to amend curriculum, and if we got funding, it is boots on the ground.

Trustee Hammerly - Are there people at RMMA that will assist or just consultants?

Their staff has committed time to these issues. Consultants cannot speak for airport. RMMA has started the outreach, tower briefings. We're encouraged by the internal task force they have established.

Mayor Muckle – Does the tower control touch and go? How much power does tower have?

Tower has say as to what happens in airspace. We can encourage them to do it.

Council member Loo - Consultants sound positive about establishing a relationship with RMMA, is that correct?

We have established a positive working relationship with RMMA.

Council member Loo – encourages a continued positive working relationship.

Next Steps and closing –

Mayor Robert Muckle and Mayor Clint Folsom said they would like feedback from the community related to the report. They will have conversations with their staff about next steps.

Meeting adjourned at 8:57 pm

Submitted by Dawn Burgess



COLORADO • SINCE 1878

Administrator Steve Dickson
Federal Aviation Administration
800 Independence Avenue, SW
Washington DC, 20591

RE: City of Louisville, Colorado – Requests to modify aircraft routes

September 24, 2019

Dear Administrator Dickson,

On behalf of the Louisville City Council and residents, we are reaching out in regard to the air flight noise pollution problem over Louisville, Colorado and other parts of Boulder County. The current noise levels negatively affect the public health and environment of those living in the impacted areas. While we are aware there have been opportunities to provide feedback through the EA process, and that the Federal Aviation Administration (FAA) has submitted its proposal as to how to address these issues, we do not believe the FAA proposal adequately solves the noise problem.

As such, we are writing to advocate that the following two recommendations be adopted and implemented:

1. Shift the RALFI waypoint (east of Boulder on the ZIMMR flight path) approximately 0.7 nautical miles south; and shift the IPALE waypoint (on the COORZ flight path south of the RALFI) approximately 0.7 nautical miles south. This is made possible by reducing the departure angle between COORZ and CONNR from 17 degrees to 15 degrees.
2. Shift the ZIMMR another 1.3 miles south (for a total southward shift of 2 miles for ZIMMR). This would then involve shifting the COORZ, CONNR and BAYLR flight paths 1.3 miles south.

It is our belief, and those of the experts with whom we have consulted, that these small changes would make a significant difference in alleviating the jet noise problem over the City of Louisville and other parts of Boulder County.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Robert P. Muckle'.

Robert P. Muckle
Mayor



U.S. Department
of Transportation
**Federal Aviation
Administration**

Northwest Mountain Region
Office of the Regional Administrator

2200 S. 216th Street
Des Moines, WA 98198

NOV 19 2019

The Honorable Robert Muckle
Mayor of Louisville
749 Main Street
Louisville, CO 80027

Dear Mayor Muckle:

Thank you for your letter dated September 24, 2019, advocating two recommendations for flight paths in the proximity of Boulder, Louisville, and Nederland, Colorado.

The Federal Aviation Administration (FAA) appreciates constructive input from elected officials and the public. In addition to your recommendations, we also received many thoughtful comments on the Denver Metroplex Draft Environmental Assessment (EA). After the conclusion of the public comment period for the Draft EA, the FAA reviewed all comments from the public, and feedback from airports, agencies, and elected representatives related to proposed procedure designs. Comments were correlated with the applicable proposed procedures, and analysis was conducted to determine whether community concerns could be addressed through design modifications while still meeting the purpose and need of the Denver Metroplex Project. Comments received during the comment period reflected your recommendations and were considered in our analysis.

Recommendation 1: Shift the RALFI waypoint (east of Boulder on the ZIMMR flight path) approximately 0.7 nautical miles south; and shift the IPALE waypoint (on the COORZ flight path south of RALFI) approximately 0.7 nautical miles south. This is made possible by reducing the departure angle between COORZ and CONNR from 17 degrees to 15 degrees.

FAA Response: The FAA completed a comprehensive analysis of the proposal to amend the flight procedure design of the proposed ZIMMR Standard Instrument Departure (SID). The FAA modified the proposed ZIMMR SID by moving the location of the RALFI waypoint 0.7 nautical miles to the south and east from the original location on the proposed ZIMMR SID. The new location of the RALFI waypoint creates a lateral shift of approximately 2.0 nautical miles south of the location of the existing flight path of the published FOOOT SID.

Regarding moving the IPALE waypoint, the FAA reviewed the proposal while also considering the effects of weather and winds in the area. Rapidly changing atmospheric conditions and convective activity over the Front Range requires air traffic control to build in a greater margin of safety than the minimum separation standards for aircraft. The FAA determined the proposal would reduce the built-in margin of safety, thus limiting the procedures for air traffic control to efficiently manage air traffic on the proposed COORZ SID and CONNR SID; therefore, we did not move the waypoint.

Recommendation 2: Shift ZIMMR another 1.3 miles south (for a total southward shift of 2 miles for ZIMMR). This would then involve shifting the COORZ, CONNR, and BAYLR flight paths 1.3 miles south.

FAA Response: As stated in the response to Recommendation 1, the effects of weather and winds, in addition to rapidly changing atmospheric conditions and convective activity over the Front Range, requires air traffic control to build in a greater margin of safety than the minimum separation standards for aircraft. The FAA determined the proposed COORZ SID, CONNR SID, and BAYLR SID procedures, as designed, provide greater compatibility with airspace sector designs and existing and proposed air traffic routes. Moreover, the FAA designed the proposed BAYLR SID to avoid overflying the noise sensitive areas in downtown Denver, including the City Park and the Denver Zoo. Any further action taken would be a new federal action subject to its own environmental review in accordance with the National Environmental Policy Act, other special purpose laws, regulations, and FAA Orders.

The Final EA is available to the public at: <http://www.metroplexenvironmental.com/>.

Thank you for this opportunity to review and respond to your concerns.

Sincerely,



David C. Suomi
Regional Administrator
Northwest Mountain Region

SUBJECT: **ORDINANCE NO. 1786, SERIES 2019 – AN ORDINANCE AMENDING THE LOUISVILLE MUNICIPAL CODE TO PROHIBIT THE SALE OF TOBACCO PRODUCTS, INCLUDING ELECTRONIC SMOKING DEVICES, TO PERSONS UNDER THE AGE OF TWENTY-ONE – 1st READING, SET PUBLIC HEARING 12/17/19**

DATE: **DECEMBER 3, 2019**

PRESENTED BY: **MEGAN DAVIS, DEPUTY CITY MANAGER**

SUMMARY:

At the November 4, 2019 City Council Special Meeting, Council requested that staff draft for Council consideration an ordinance to raise the minimum age for tobacco sales, including e-cigarettes and vaping products, to 21 within the City of Louisville.

In 2019 the Colorado State Legislature approved SB19-1033, allowing local governments to set more stringent regulations than state law regarding the access to cigarettes, tobacco and nicotine products, including vaping devices. Since its passage, at least 20 communities in Colorado have passed local ordinances limiting access to tobacco and vaping devices to adults over the age of 21, another 18 have implemented a licensing program for tobacco sales, 8 have increased prices of tobacco products through local taxes and 4 have banned the sales of flavored tobacco products. Ordinance 1786 would raise the legal age within the City of Louisville for the sale of any tobacco or nicotine product from 18 to 21.

BACKGROUND:

According to the 2017 National Youth Risk Behavior Survey, Colorado has a higher prevalence of vaping use among high schoolers than the national average, with a state rate of 26.2% of high schoolers vs. 13.2% nationally. Boulder Valley School District students use nicotine vaping products at an even higher rate than those students in other districts across the state, according to the Healthy Kids Colorado study, with 33% of BVSD high school students consuming tobacco vapor regularly (30 days) and 46% having tried vaping.

The National Institute of Medicine reported that raising the tobacco sale age to 21 will have a substantial positive impact on public health and save lives, finding that raising the tobacco sale age will significantly reduce the number of adolescents and young adults who start smoking, reduce smoking-caused deaths, and immediately improve the health of adolescents, young adults and young mothers who would be deterred from smoking, as well as their children.

In October, 2019, the cities of Boulder and Lafayette, Town of Superior and City and County of Broomfield all raised the age for sale to and/or purchase of tobacco and vaping products to 21. Some of these communities also approved additional measures to restrict access to tobacco products, including vaping products, and to support funding for enforcement, education, and cessation.

A table of municipal policies around tobacco and vaping within our region is below.

Community/ municipality	Purchase/possess/ consume age of 21 and over for all tobacco products (including vaping/e- cigarettes)	Flavor ban (on vaping and/or all tobacco	Licensing requirement for vaping and/or tobacco retailers	Tax on vaping and/or tobacco products
City of Boulder	Yes	Yes – vaping products	No	Yes – vaping products only, 40% tax
City and County of Broomfield	Yes	No	Yes – all tobacco	No
City of Lafayette	Yes	No	No	No
Town of Superior	Yes	No	No	No
City of Longmont	--	--	--	--
Town of Erie	--	--	--	--

Boulder County Public Health (BCPH) is working to establish a collaborative approach by communities across the region to develop comprehensive tobacco related ordinances that will best protect the health of the community, particularly youth. On Thursday, November 21 BCPH held a county-wide community forum on vaping and tobacco regulation, and provided the following four recommendations for local action. The presentation from the meeting is attached.

1. Licensing and enforcement
2. Increase sales age to 21 for all products
3. Flavor ban on all products
4. Increase taxes on all products

If approved, Ordinance 1786, would implement number two on the above list. The ordinance modifies Title 9 of the Louisville Municipal Code, by adding new language, Chapter 9.78 to “protect the health, safety and welfare of persons under the age of twenty-one(21) by prohibiting the sale of tobacco, e-cigarettes, vaporizers and similar products to persons under the age of twenty-one (21).”

The ordinance before you does not include the language found in some other “T-21” policies regarding minors in possession. The City staff discussed the option of including language that prohibits individuals under the age of 21 from possessing or purchasing tobacco products. Staff determined for the following reasons the minor in possession language should not be included at this time:

- We do not have the additional enforcement resources necessary to support this.
- There are currently few or no cessation resources to connect people with when they are cited for possession.
- There is limited state and federal regulatory oversight around e-cigarettes and vaping products, and many young people have now become addicted to nicotine. This criminalizes that addiction.
- With limited state oversight around tobacco use, particularly vaping, there is inconsistency in regulations across municipalities. Individuals under 21 may lawfully purchase tobacco in another community and bring it to the City of Louisville, where (if minors in possession were included) possession would be illegal.

FISCAL IMPACT:

There would be additional education and enforcement services necessary to support this ordinance, but staff determined this will be within the current capacity of our Police Department existing resources.

PROGRAM/SUB-PROGRAM IMPACT:

This ordinance supports the City’s Public Safety and Justice Program area, by helping to ensure a safe community.

RECOMMENDATION:

Staff recommends approval of Ordinance 1786 as it will help protect the health, safety, and welfare of Louisville residents, particularly youth and teens, by increasing the age at which individuals can legally purchase and possess tobacco and vaping products. City Council may provide direction to staff regarding future discussion on any other tobacco-related measures if desired.

ATTACHMENT(S):

1. Ordinance 1786, Series 2019
2. SB19-1033
3. Boulder County Public Health PowerPoint on Tobacco
4. CDC factsheet on e-cigarettes

STRATEGIC PLAN IMPACT:

<input type="checkbox"/>	 Financial Stewardship & Asset Management	<input type="checkbox"/>	 Reliable Core Services
<input checked="" type="checkbox"/>	 Vibrant Economic Climate	<input type="checkbox"/>	 Quality Programs & Amenities
<input type="checkbox"/>	 Engaged Community	<input checked="" type="checkbox"/>	 Healthy Workforce
<input type="checkbox"/>	 Supportive Technology	<input type="checkbox"/>	 Collaborative Regional Partner

**ORDINANCE NO. 1786
SERIES 2019**

**AN ORDINANCE AMENDING THE LOUISVILLE MUNICIPAL CODE TO PROHIBIT
THE SALE OF TOBACCO PRODUCTS, INCLUDING ELECTRONIC SMOKING
DEVICES, TO PERSONS UNDER THE AGE OF TWENTY-ONE**

WHEREAS, the City of Louisville is a Colorado home rule municipal corporation duly organized and existing under laws of the State of Colorado and the City Charter; and

WHEREAS, House Bill 19-1033, effective July 1, 2019, authorizes the City to prohibit minors from purchasing “any cigarettes, tobacco products, or nicotine products” and to “impose requirements more stringent” than those provided by State law; and

WHEREAS, national data shows that about 95 percent of adult smokers begin smoking before they turn 21, and about three-quarters of adult smokers first try smoking before age 18, with four out of five smokers becoming regular, daily smokers before they turn 21, making the 18-21 age range a critical time when many smokers transition to regular use of cigarettes; and

WHEREAS, the Centers for Disease Control and Prevention reported a more than 800 percent increase in electronic cigarette use among middle school and high school students between 2011 and 2015, with 1.5 million more youth e-cigarette users in 2018 than 2017, and those youth who were using e-cigarettes were using them more often; and

WHEREAS, Boulder Valley School District high school students are using e-cigarettes at higher rates (33 percent) than the State of Colorado (26 percent) and higher than the national rate (13 percent), according to the Colorado Department of Public Health and Environment’s 2017 Healthy Kids Colorado survey; and

WHEREAS, a survey of 37 states found that Colorado had the highest level of vaping among high school students and Colorado high school student use was double the national average; and

WHEREAS, according to the Preventing Tobacco Addiction Foundation, 350 teens become regular smokers each day in the United States, most procuring their tobacco and e-cigarette products from their 18 to 20-year old peers; and

WHEREAS, the U.S. Surgeon General reports that nicotine has been proven to lead to lifelong addiction for youth and negatively impacts adolescent brain development, including affecting working memory and attention; and

WHEREAS, a March 2015 report by the Institute of Medicine concluded that raising the tobacco sale age to 21 will have a substantial positive impact on public health and save lives, finding that raising the tobacco sale age will significantly reduce the number of adolescents and young adults who start smoking; reduce smoking-caused deaths; and immediately improve the

health of adolescents, young adults and young mothers who would be deterred from smoking, as well as their children; and

WHEREAS, by raising the minimum legal age to purchase tobacco products, including electronic smoking devices and related products, to 21 instead of 18, legal purchasers will be less likely to be in the same social networks as high school students and, therefore, less able to sell or give cigarettes to them; and

WHEREAS, the City Council finds that this ordinance furthers and is necessary for the protection of the public health, safety and welfare.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF LOUISVILLE, COLORADO:

Section 1. Title 9 of the Louisville Municipal Code is hereby amended by the addition of a new Chapter 9.78 to read as follows:

**Chapter 9.78
Tobacco Products**

Sec. 9.78.010. Intent.

It the intent of this Article to protect the health, safety and welfare of persons under the age of twenty-one (21) years by prohibiting the sale of tobacco, e-cigarettes, vaporizers and similar products to persons under the age of twenty-one (21).

Sec. 9.78.020. Definitions.

For purposes of this Article, the following words shall have the meaning ascribed hereafter:

Electronic smoking device means an electronic or battery-operated device that provides a vapor of nicotine or any other substance and the use or inhalation of which simulates smoking. This term shall include every variation and type of such devices whether they are manufactured, distributed, marketed, or sold as an electronic cigarette, electronic cigar, electronic cigarillo, electronic pen, electronic pipe, electronic hookah, vape pen, vape mod or any other product name or descriptor for such devices and includes any product intended for use with an electronic smoking device, including refills, cartridges, and component parts of a product whether or not marketed or sold separately. “Electronic smoking device” does not include an inhaler, nebulizer, or vaporizer that is approved by the federal Food and Drug Administration (“FDA”) for the delivery of medication.

Tobacco paraphernalia means any item designed or marketed for the consumption, use, or preparation of a tobacco product.

Tobacco product means:

(1) Any product containing, made, or derived from tobacco or that contains nicotine or synthetic nicotine that is intended for human consumption or is likely to be consumed whether smoked, heated, chewed, absorbed, dissolved, inhaled, snorted, sniffed, or ingested by any other means, including, but not limited to cigarettes, cigars, little cigars, chewing tobacco, pipe tobacco, snuff or snus, but excluding any product made from or derived from tobacco and approved by the FDA for use in connection with cessation of smoking.

(2) Any electronic smoking device; or

(3) Any tobacco paraphernalia.

Tobacco retailer means any person who sells, offers for sale, or does or offers to exchange for any form of consideration, any tobacco product.

Sec. 9.78.030. Prohibited sale of tobacco products.

(a) It is unlawful for any person to sell, exchange, give, deliver, gift, loan, furnish or cause or permit to be sold, exchanged, delivered, loaned or otherwise furnished and/or transferred any tobacco product to any person who is under the age of twenty-one (21).

(b) Each tobacco product retailer shall display a warning sign having a minimum height of five inches and width of eight inches in a prominent place within the establishment, reading as follows:

**WARNING
IT IS ILLEGAL FOR ANY PERSON TO SELL TOBACCO, E-
CIGARETTES AND VAPORIZER PRODUCTS TO ANY PERSON
UNDER TWENTY-ONE YEARS OF AGE**

Sec. 9.78.040. Violations; penalty.

Any person who violates any provision of this Chapter shall be subject to the penalty provided in Section 1.28.010 of this Code.

Section 2. If any portion of this ordinance is held to be invalid for any reason, such decision shall not affect the validity of the remaining portions of this ordinance. City Council

hereby declares that it would have passed this ordinance and each part hereof irrespective of the fact that any one part be declared invalid.

Section 3. The repeal or modification of any provision of the Municipal Code of the City of Louisville by this ordinance shall not release, extinguish, alter, modify, or change in whole or in part any penalty, forfeiture, or liability, either civil or criminal, which shall have been incurred under such provision, and each provision shall be treated and held as still remaining in force for the purpose of sustaining any and all proper actions, suits, proceedings, and prosecutions for the enforcement of the penalty, forfeiture, or liability, as well as for the purpose of sustaining any judgment, decree, or order which can or may be rendered, entered, or made in such actions, suits, proceedings, or prosecutions.

Section 4. All other ordinances or portions thereof inconsistent or conflicting with this ordinance or any portion hereof are hereby repealed to the extent of such inconsistency or conflict.

INTRODUCED, READ, PASSED ON FIRST READING, AND ORDERED PUBLISHED this 3rd day of December, 2019.

Ashley Stolzmann, Mayor

ATTEST:

Meredyth Muth, City Clerk

APPROVED AS TO FORM:

Kelly, PC, City Attorney

PASSED AND ADOPTED ON SECOND AND FINAL READING this 17th day of December, 2019.

Ashley Stolzmann, Mayor

ATTEST:

Meredyth Muth, City Clerk

An Act

HOUSE BILL 19-1033

BY REPRESENTATIVE(S) Tipper and Kennedy, Arndt, Bird, Caraveo, Duran, Galindo, Gonzales-Gutierrez, Jaquez Lewis, Kipp, Lontine, McCluskie, Mullica, Roberts, Becker, Froelich, Snyder; also SENATOR(S) Fields and Priola, Court, Gonzales.

CONCERNING A LOCAL GOVERNMENT'S AUTHORITY TO REGULATE PRODUCTS CONTAINING NICOTINE.

Be it enacted by the General Assembly of the State of Colorado:

SECTION 1. In Colorado Revised Statutes, 18-13-121, amend (3) as follows:

18-13-121. Furnishing cigarettes, tobacco products, or nicotine products to minors. (3) Nothing in this section prohibits a statutory or home rule municipality, COUNTY, OR CITY AND COUNTY from enacting an ordinance OR RESOLUTION that prohibits a ~~person under eighteen years of age~~ MINOR from purchasing any cigarettes, tobacco products, or nicotine products or imposes requirements more stringent than provided in this section.

SECTION 2. In Colorado Revised Statutes, 25-14-301, amend

(3)(c) and (4) as follows:

25-14-301. Possession of cigarettes, tobacco products, or nicotine products by a minor prohibited - definitions. (3) As used in this section, unless the context otherwise requires:

(c) "Tobacco product" ~~shall have~~ HAS the same meaning as ~~set forth~~ in "CIGARETTE, TOBACCO PRODUCT, OR NICOTINE PRODUCT", AS DEFINED IN section 18-13-121 (5). ~~C.R.S.~~

(4) Nothing in this section ~~shall be construed to prohibit any~~ PROHIBITS A statutory or home rule municipality, COUNTY, OR CITY AND COUNTY from enacting an ordinance OR RESOLUTION that prohibits the possession of cigarettes, ~~or tobacco products, OR NICOTINE PRODUCTS~~ by a ~~person who is under eighteen years of age~~ MINOR or imposes requirements more stringent than provided in this section.

SECTION 3. In Colorado Revised Statutes, **add** article 30 to title 29 as follows:

ARTICLE 30
Regulation of Cigarettes, Tobacco Products, and
Nicotine Products

29-30-101. Regulation of cigarettes, tobacco products, and nicotine products. THE CITY COUNCIL OF A STATUTORY OR HOMERULE CITY OR THE TOWN COUNCIL OF A STATUTORY TOWN MAY ADOPT AN ORDINANCE TO REGULATE THE POSSESSION OR PURCHASING OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS, AS DEFINED IN SECTION 18-13-121 (5), BY A MINOR OR TO REGULATE THE SALE OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS TO MINORS.

SECTION 4. In Colorado Revised Statutes, 30-15-401, **amend** (1.5) as follows:

30-15-401. General regulations - definitions. (1.5) In addition to any other powers, the board of county commissioners has the power to adopt a resolution or an ordinance ~~prohibiting minors from possessing~~ TO REGULATE THE POSSESSION OR PURCHASING OF cigarettes, ~~or tobacco products, OR NICOTINE PRODUCTS~~, as defined by section ~~39-28.5-101 (5)~~,

~~C.R.S.~~ 18-13-121 (5), BY A MINOR OR TO REGULATE THE SALE OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS TO MINORS.

SECTION 5. In Colorado Revised Statutes, 39-22-623, amend (1) introductory portion and (1)(a)(II)(A) as follows:

39-22-623. Disposition of collections - definition. (1) The proceeds of all ~~moneys~~ MONEY collected under this ~~article~~ ARTICLE 22, less the reserve retained for refunds, shall be credited as follows:

(a) (II) (A) Effective July 1, 1987, an amount equal to twenty-seven percent of the gross state cigarette tax shall be apportioned to incorporated cities and incorporated towns ~~which~~ THAT levy taxes and adopt formal budgets and to counties. For the purposes of this section, a city and county ~~shall be~~ IS considered as a city. The city or town share shall be apportioned according to the percentage of state sales tax revenues collected by the department of revenue in an incorporated city or town as compared to the total state sales tax collections that may be allocated to all political subdivisions in the state; the county share shall be the same as that which the percentage of state sales tax revenues collected in the unincorporated area of the county bears to total state sales tax revenues ~~which~~ THAT may be allocated to all political subdivisions in the state. The department of revenue shall certify to the state treasurer, at least annually, the percentage for allocation to each city, town, and county, and ~~such~~ THE DEPARTMENT SHALL APPLY THE percentage for allocation so certified ~~shall be applied by said department~~ in all distributions to cities, towns, and counties until changed by certification to the state treasurer. In order to qualify for distributions of state income tax ~~moneys~~ MONEY, units of local government are prohibited from imposing ~~fees, licenses, or taxes~~ on any person as a condition for engaging in the business of selling cigarettes. ~~or from attempting in any manner to impose a tax on cigarettes.~~ For purposes of this paragraph (a) SUBSECTION (1)(a)(II), the "gross state cigarette tax" means the total tax before the discount provided for in section 39-28-104 (1) FOR ANY CITY, TOWN, OR COUNTY THAT WAS PREVIOUSLY DISQUALIFIED FROM THE APPORTIONMENT SET FORTH IN THIS SUBSECTION (1)(a)(II)(A) BY REASON OF IMPOSING A FEE OR LICENSE RELATED TO THE SALE OF CIGARETTES, THE CITY, TOWN, OR COUNTY IS ELIGIBLE FOR ANY ALLOCATION OF MONEY THAT IS BASED ON AN APPORTIONMENT MADE ON OR AFTER THE EFFECTIVE DATE OF THIS SUBSECTION (1)(a)(II)(A), AS AMENDED, BUT NOT FOR AN ALLOCATION OF MONEY THAT IS BASED ON AN APPORTIONMENT MADE

BEFORE THE EFFECTIVE DATE OF THIS SUBSECTION (1)(a)(II)(A), AS AMENDED.

SECTION 6. In Colorado Revised Statutes, amend 39-28-112 as follows:

39-28-112. Taxation of cigarettes, tobacco products, or nicotine products by municipalities, counties, and city and counties - definitions.

(1) ~~No provision of This article shall be construed to~~ ARTICLE 28 DOES NOT prevent the A STATUTORY OR HOME RULE MUNICIPALITY, COUNTY, OR CITY AND COUNTY IN THIS STATE FROM imposing, levying, and collecting of any SPECIAL SALES tax upon sales of cigarettes, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS, or upon the occupation or privilege of selling cigarettes, ~~by any city or town in this state~~ TOBACCO PRODUCTS, OR NICOTINE PRODUCTS, nor ~~shall the provisions of~~ DOES this article be interpreted to ARTICLE 28 affect any existing authority of local municipalities GOVERNMENTS to impose a SPECIAL SALES tax on cigarettes, TOBACCO PRODUCTS, AND NICOTINE PRODUCTS to be used for local and ~~municipal~~ GOVERNMENTAL purposes.

(2) (a) EACH COUNTY IN THE STATE IS AUTHORIZED TO LEVY, COLLECT, ENFORCE, AND ADMINISTER A COUNTY SPECIAL SALES TAX UPON ALL SALES OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS UNDER THE FOLLOWING CIRCUMSTANCES:

(I) A COUNTY MAY LEVY, COLLECT, ENFORCE, AND ADMINISTER A COUNTY SPECIAL SALES TAX UPON ALL SALES OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS PURSUANT TO THIS SUBSECTION (2) IN THE UNINCORPORATED AREAS OF THE COUNTY;

(II) A COUNTY MAY LEVY, COLLECT, ENFORCE, AND ADMINISTER A COUNTY SPECIAL SALES TAX UPON ALL SALES OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS PURSUANT TO THIS SUBSECTION (2) IN THE MUNICIPALITIES WITHIN THE BOUNDARIES OF THE COUNTY, IN WHOLE OR IN PART, THAT DO NOT LEVY A MUNICIPAL SPECIAL SALES TAX ON THE SALE OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS. THE COUNTY MAY LEVY A SPECIAL SALES TAX IN A MUNICIPALITY PURSUANT TO THIS SUBSECTION (2)(a)(II) ONLY UNTIL THE MUNICIPALITY OBTAINS VOTER APPROVAL TO LEVY A MUNICIPAL SPECIAL SALES TAX ON CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS. IF THE MUNICIPALITY OBTAINS

SUCH VOTER APPROVAL, THE COUNTY SPECIAL SALES TAX AUTHORIZED BY THIS SUBSECTION (2)(a)(II) IS INVALID WITHIN THE CORPORATE LIMITS OF THE MUNICIPALITY UNLESS THE COUNTY ENTERS INTO AN INTERGOVERNMENTAL AGREEMENT WITH THE MUNICIPALITY PURSUANT TO SUBSECTION (2)(a)(III) OF THIS SECTION THAT AUTHORIZES THE COUNTY TO CONTINUE TO LEVY, COLLECT, ENFORCE, AND ADMINISTER THE SPECIAL SALES TAX ON CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS WITHIN THE CORPORATE LIMITS OF THE MUNICIPALITY.

(III) A COUNTY MAY LEVY, COLLECT, ENFORCE, AND ADMINISTER A COUNTY SPECIAL SALES TAX UPON ALL SALES OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS PURSUANT TO THIS SUBSECTION (2) IN EACH MUNICIPALITY WITHIN THE BOUNDARIES OF THE COUNTY, IN WHOLE OR IN PART, THAT LEVIES A MUNICIPAL SPECIAL SALES TAX ON THE SALE OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS, IF THE GOVERNING BODY OF THE COUNTY AND THE GOVERNING BODY OF THE MUNICIPALITY ENTER INTO AN INTERGOVERNMENTAL AGREEMENT PERTAINING TO THE COUNTY'S LEVY, COLLECTION, ENFORCEMENT, AND ADMINISTRATION OF A COUNTY SPECIAL SALES TAX UPON ALL SALES OF ALL CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS WITHIN THE CORPORATE LIMITS OF THE MUNICIPALITY. AN INTERGOVERNMENTAL AGREEMENT PURSUANT TO THIS SUBSECTION (2)(a)(III) MAY INCLUDE A PROVISION FOR THE APPORTIONMENT OF A SPECIFIED PERCENTAGE OF THE GROSS COUNTY CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS SPECIAL SALES TAX REVENUE COLLECTED BY THE COUNTY TO THE MUNICIPALITY.

(b) NOTWITHSTANDING SECTION 29-2-103 (2), A COUNTY MAY LEVY, COLLECT, ENFORCE, AND ADMINISTER A SPECIAL SALES TAX PURSUANT TO THIS SUBSECTION (2) IN LESS THAN THE ENTIRE COUNTY WHEN THE COUNTY SATISFIES ONE OR MORE OF THE CONDITIONS OF THIS SUBSECTION (2).

(c) NO SPECIAL SALES TAX SHALL BE LEVIED PURSUANT TO THIS SUBSECTION (2) UNTIL THE PROPOSAL HAS BEEN REFERRED TO AND APPROVED BY THE ELIGIBLE ELECTORS OF THE COUNTY IN ACCORDANCE WITH ARTICLE 2 OF TITLE 29. ANY PROPOSAL FOR THE LEVY OF A SPECIAL SALES TAX IN ACCORDANCE WITH THIS SUBSECTION (2) SHALL BE SUBMITTED TO THE ELIGIBLE ELECTORS OF THE COUNTY ONLY ON THE DATE OF THE STATE GENERAL ELECTION OR ON THE FIRST TUESDAY IN NOVEMBER OF AN ODD-NUMBERED YEAR. ANY ELECTION ON THE PROPOSAL MUST BE

CONDUCTED BY THE COUNTY CLERK AND RECORDER IN ACCORDANCE WITH THE "UNIFORM ELECTION CODE OF 1992", ARTICLES 1 TO 13 OF TITLE 1.

(3) IF A COUNTY LEVIES, COLLECTS, ENFORCES, AND ADMINISTERS A SPECIAL SALES TAX IN A MUNICIPALITY THAT HAS ALREADY OBTAINED VOTER APPROVAL TO LEVY A MUNICIPAL SPECIAL SALES TAX ON THE SALE OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS, THE COUNTY SPECIAL SALES TAX IS INVALID WITHIN THE CORPORATE LIMITS OF THE MUNICIPALITY UNLESS THE COUNTY ENTERS INTO AN INTERGOVERNMENTAL AGREEMENT WITH THE MUNICIPALITY PURSUANT TO SUBSECTION (2)(a)(III) OF THIS SECTION THAT AUTHORIZES THE COUNTY TO CONTINUE TO LEVY, COLLECT, ENFORCE, AND ADMINISTER THE SPECIAL SALES TAX ON CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS WITHIN THE CORPORATE LIMITS OF THE MUNICIPALITY.

(4) (a) EACH MUNICIPALITY IN THE STATE IS AUTHORIZED TO LEVY, COLLECT, ENFORCE, AND ADMINISTER A MUNICIPAL SPECIAL SALES TAX UPON ALL SALES OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS.

(b) A SPECIAL SALES TAX SHALL NOT BE LEVIED PURSUANT TO SUBSECTION (4)(a) OF THIS SECTION UNTIL THE PROPOSAL HAS BEEN REFERRED TO AND APPROVED BY THE ELIGIBLE ELECTORS OF THE MUNICIPALITY IN ACCORDANCE WITH ARTICLE 10 OF TITLE 31. ANY PROPOSAL FOR THE LEVY OF A SPECIAL SALES TAX IN ACCORDANCE WITH SUBSECTION (4)(a) OF THIS SECTION MUST BE SUBMITTED TO THE ELIGIBLE ELECTORS OF THE MUNICIPALITY ON THE DATE OF THE STATE GENERAL ELECTION, ON THE FIRST TUESDAY IN NOVEMBER OF AN ODD-NUMBERED YEAR, OR ON THE DATE OF A MUNICIPAL BIENNIAL ELECTION. ANY ELECTION ON THE PROPOSAL MUST BE CONDUCTED BY THE CLERK OF THE MUNICIPALITY IN ACCORDANCE WITH THE "COLORADO MUNICIPAL ELECTION CODE OF 1965", ARTICLE 10 OF TITLE 31.

(5) IF A COUNTY OR MUNICIPALITY OBTAINED APPROVAL FROM THE ELIGIBLE ELECTORS OF THE COUNTY OR MUNICIPALITY PRIOR TO THE EFFECTIVE DATE OF THIS SUBSECTION (5), TO LEVY, COLLECT, ENFORCE, AND ADMINISTER A SPECIAL SALES TAX ON THE SALE OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS, THE SPECIAL SALES TAX IS VALID AND THE COUNTY OR MUNICIPALITY IS AUTHORIZED TO CONTINUE TO LEVY, COLLECT, ENFORCE, AND ADMINISTER THE SPECIAL SALES TAX; EXCEPT THAT, IN THE CASE OF A COUNTY, THE COUNTY IS AUTHORIZED TO CONTINUE

TO LEVY, COLLECT, ENFORCE, AND ADMINISTER THE SPECIAL SALES TAX SO LONG AS THE COUNTY COMPLIES WITH SUBSECTION (2) OF THIS SECTION. IF A COUNTY LEVIES, COLLECTS, ENFORCES, AND ADMINISTERS A SPECIAL SALES TAX IN A MUNICIPALITY THAT HAS ALREADY OBTAINED VOTER APPROVAL TO LEVY A MUNICIPAL SPECIAL SALES TAX ON THE SALE OF CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS, THE COUNTY SPECIAL SALES TAX IS INVALID WITHIN THE CORPORATE LIMITS OF THE MUNICIPALITY UNLESS THE COUNTY ENTERS INTO AN INTERGOVERNMENTAL AGREEMENT WITH THE MUNICIPALITY PURSUANT TO SUBSECTION (3) OF THIS SECTION THAT AUTHORIZES THE COUNTY TO CONTINUE TO LEVY, COLLECT, ENFORCE, AND ADMINISTER THE SPECIAL SALES TAX ON CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS WITHIN THE CORPORATE LIMITS OF THE MUNICIPALITY.

(6) (a) NOTWITHSTANDING ARTICLE 2 OF TITLE 29, A SPECIAL SALES TAX IMPOSED BY A COUNTY OR MUNICIPALITY PURSUANT TO THIS SECTION SHALL NOT BE COLLECTED, ADMINISTERED, OR ENFORCED BY THE DEPARTMENT OF REVENUE, BUT SHALL INSTEAD BE COLLECTED, ADMINISTERED, AND ENFORCED BY THE COUNTY OR MUNICIPALITY IMPOSING THE SPECIAL SALES TAX.

(b) A COUNTY OR MUNICIPALITY IN WHICH A SPECIAL SALES TAX IS IMPOSED PURSUANT TO THIS SECTION MAY AUTHORIZE A RETAILER SELLING CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS TO RETAIN A PERCENTAGE OF THE SPECIAL SALES TAX COLLECTED PURSUANT TO THIS SECTION TO COVER THE EXPENSES OF COLLECTING AND REMITTING THE SPECIAL SALES TAX TO THE COUNTY OR MUNICIPALITY. THE COUNTY OR MUNICIPALITY SHALL DETERMINE THE PERCENTAGE THAT A RETAILER MAY RETAIN PURSUANT TO THIS SUBSECTION (6)(b).

(7) A COUNTY OR MUNICIPALITY IN WHICH THE ELIGIBLE ELECTORS HAVE APPROVED A SPECIAL SALES TAX PURSUANT TO THIS SECTION MAY CREDIT THE REVENUES COLLECTED FROM THE SPECIAL SALES TAX TO THE GENERAL FUND OF THE COUNTY OR MUNICIPALITY OR TO ANY SPECIAL FUND CREATED IN THE COUNTY'S OR MUNICIPALITY'S TREASURY. THE GOVERNING BODY OF A COUNTY OR MUNICIPALITY MAY USE REVENUES COLLECTED FROM THE SPECIAL SALES TAX IMPOSED PURSUANT TO THIS SECTION FOR ANY PURPOSE AS DETERMINED BY THE GOVERNING BODY.

(8) AS USED IN THIS SECTION, UNLESS THE CONTEXT OTHERWISE

REQUIRES:

(a) "CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE PRODUCTS" HAS THE SAME MEANING AS SET FORTH IN SECTION 18-13-121 (5).

(b) "SPECIAL SALES TAX" MEANS A SALES TAX IMPOSED BY A LOCAL GOVERNMENT THAT IS SEPARATE FROM A GENERAL SALES TAX IMPOSED PURSUANT TO SECTION 29-2-102 OR 29-2-103, AS APPLICABLE, AND MAY BE IMPOSED IN ADDITION TO THE TAXES IMPOSED PURSUANT TO THIS PART 1.

SECTION 7. In Colorado Revised Statutes, amend 39-28.5-109 as follows:

39-28.5-109. Taxation by cities and towns. ~~No provision of This article shall be construed to~~ ARTICLE 28.5 DOES NOT prevent the A STATUTORY OR HOME RULE MUNICIPALITY, COUNTY, OR CITY AND COUNTY FROM imposing, levying, and collecting ~~of any SPECIAL SALES tax upon sales of CIGARETTES, tobacco products, OR NICOTINE PRODUCTS, AS THAT TERM IS DEFINED IN SECTION 18-13-121 (5), or upon the occupation or privilege of selling such CIGARETTES, TOBACCO PRODUCTS, OR NICOTINE products. by any city or town in this state, nor shall the provisions of This article be interpreted to~~ ARTICLE 28.5 DOES NOT affect any existing authority of local municipalities GOVERNMENTS to impose a SPECIAL SALES tax on CIGARETTES, tobacco products, OR NICOTINE PRODUCTS, IN ACCORDANCE WITH SECTION 39-28-112, to be used for local and municipal GOVERNMENTAL purposes.

SECTION 8. Effective date. This act takes effect July 1, 2019.

SECTION 9. Safety clause. The general assembly hereby finds,

determines, and declares that this act is necessary for the immediate preservation of the public peace, health, and safety.



KC Becker
SPEAKER OF THE HOUSE
OF REPRESENTATIVES



Leroy M. Garcia
PRESIDENT OF
THE SENATE

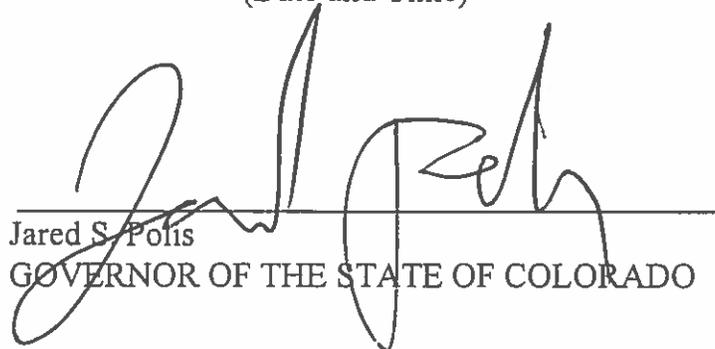


Marilyn Eddins
CHIEF CLERK OF THE HOUSE
OF REPRESENTATIVES



Cindi L. Markwell
SECRETARY OF
THE SENATE

APPROVED March 28, 2019 at 2:35 p.m.
(Date and Time)



Jared S. Polis
GOVERNOR OF THE STATE OF COLORADO



Reducing Youth Access to Tobacco Products: A Boulder County Collaborative



BOULDER COUNTY
PUBLIC HEALTH
Opportunity for a healthy life.

Why We're Here Tonight

- All youth, regardless of where they live in Boulder County, deserve the same protections from tobacco.
- Goal:
 1. Discuss common strategies
 2. Form a task force to execute the work

TEPP's Community Assessment Helped Prioritize Our Work

Tobacco Retail Licensing



Raise the Minimum Age for Tobacco Sales to 21



Raise the Price of Tobacco Products



Ban Flavored Tobacco Products

Smoke-free Protection Expansion



Include E-Cigarettes as Part of Smoking Restrictions



Make Restaurant and Bar Patios Smoke-free



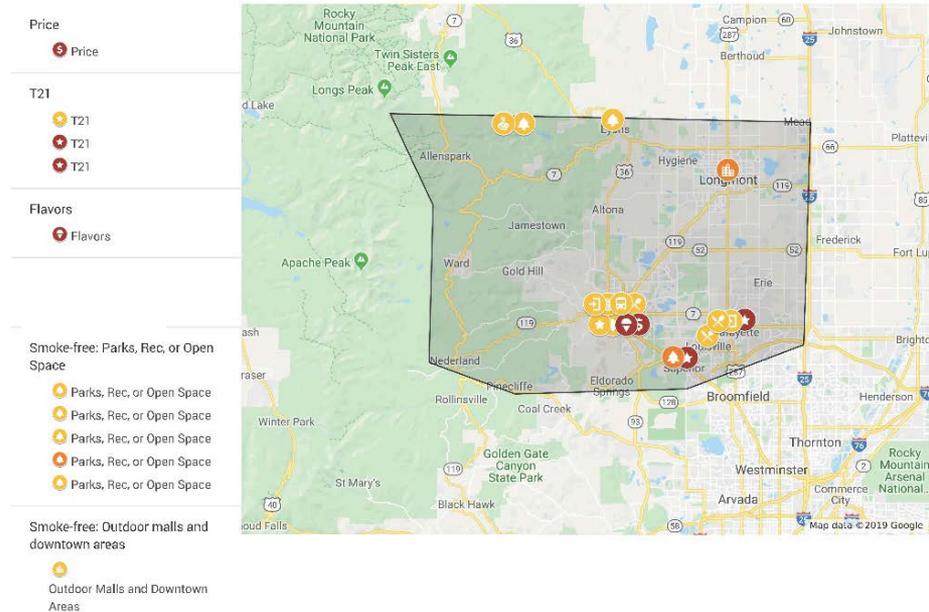
Make Parks, Trails, and Open Spaces Smoke-free

Colorado Communities Are Taking Action

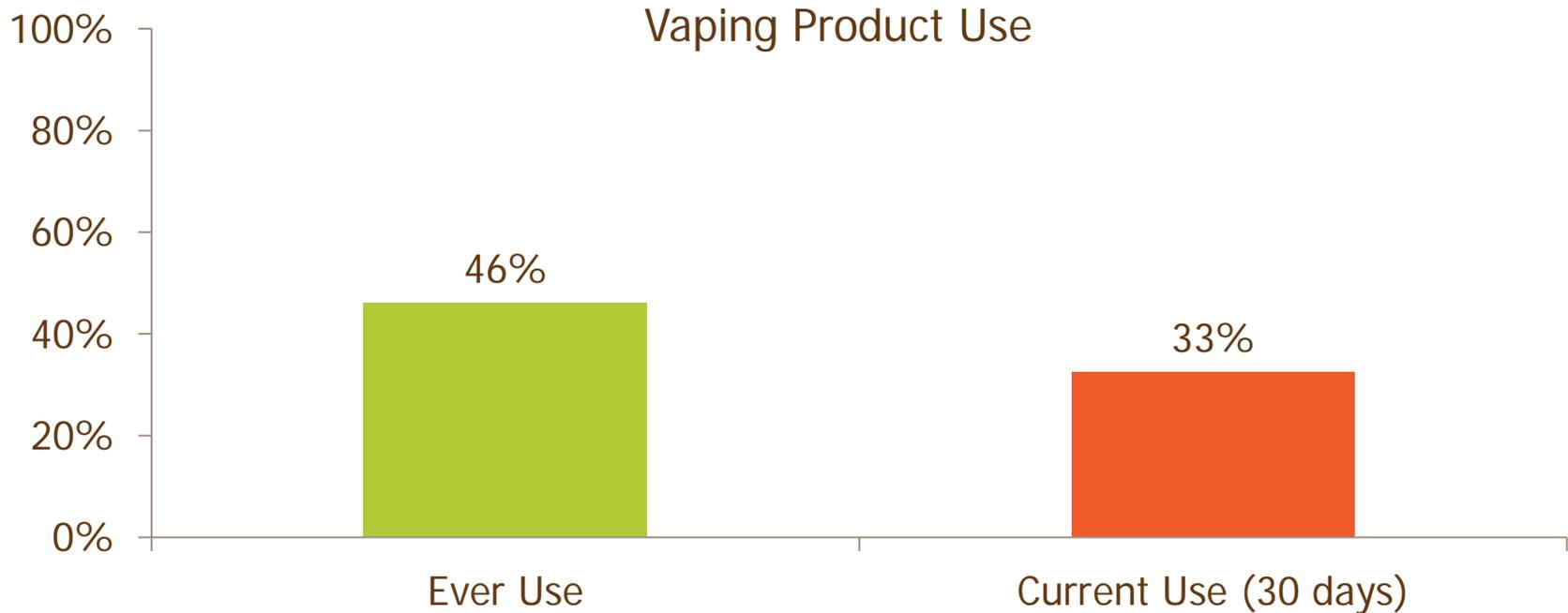
- Raising minimum legal sales age to 21 (20)
- Licensing and Enforcement (18)
- Increasing Price (8)
- Banning Flavors (4)

Communities in Boulder County Are Taking Action

Tobacco Regulations in Boulder County

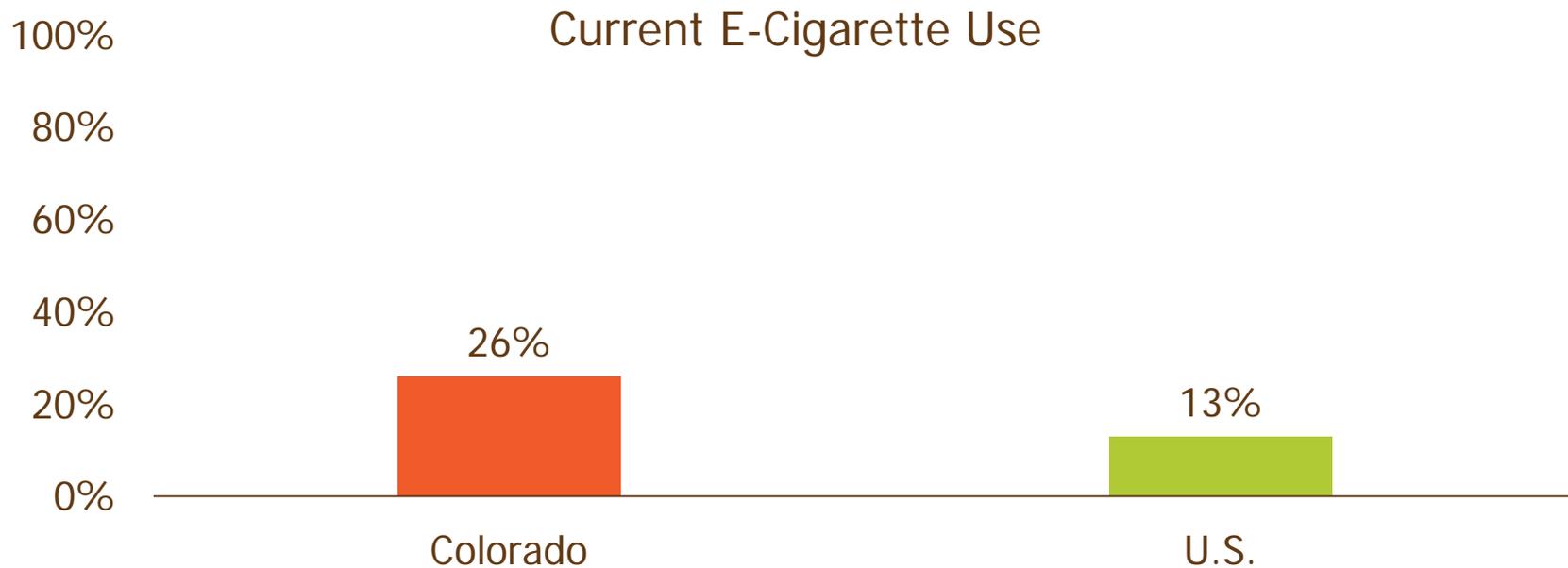


Our High School Students Are Vaping



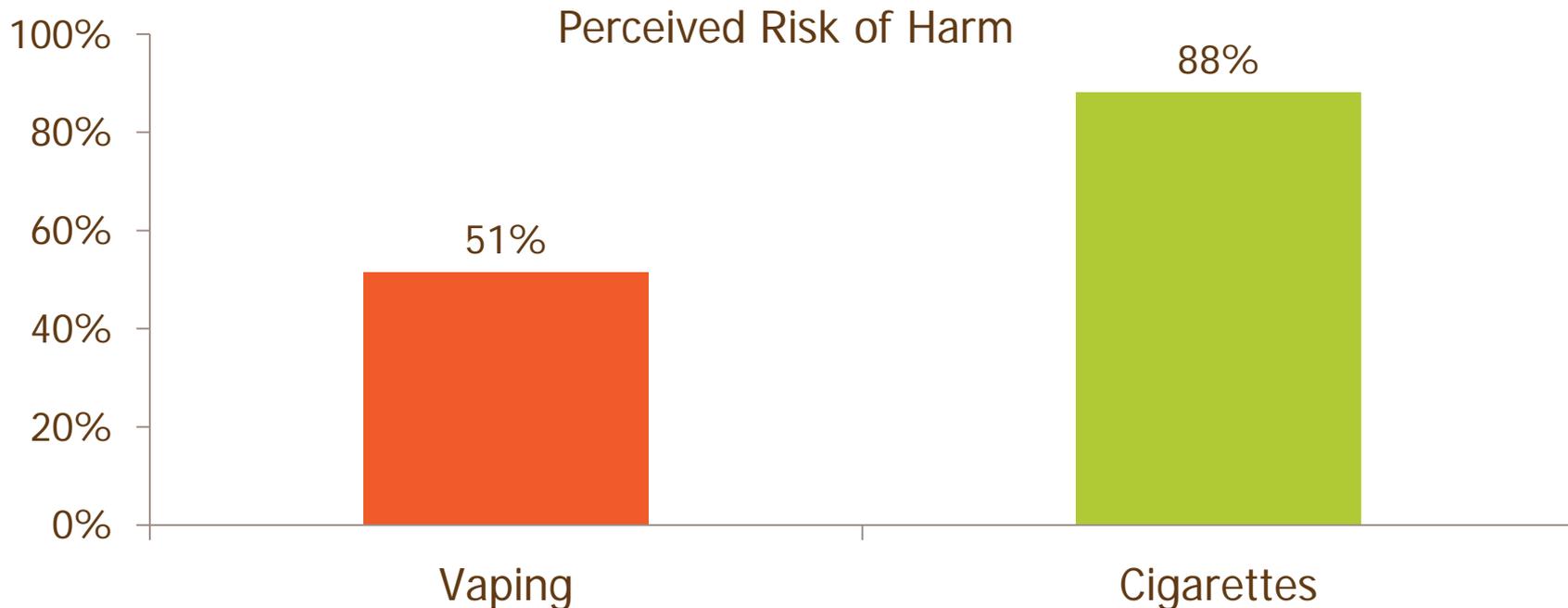
396

Colorado's Youth Vaping Prevalence is Higher than the National Average



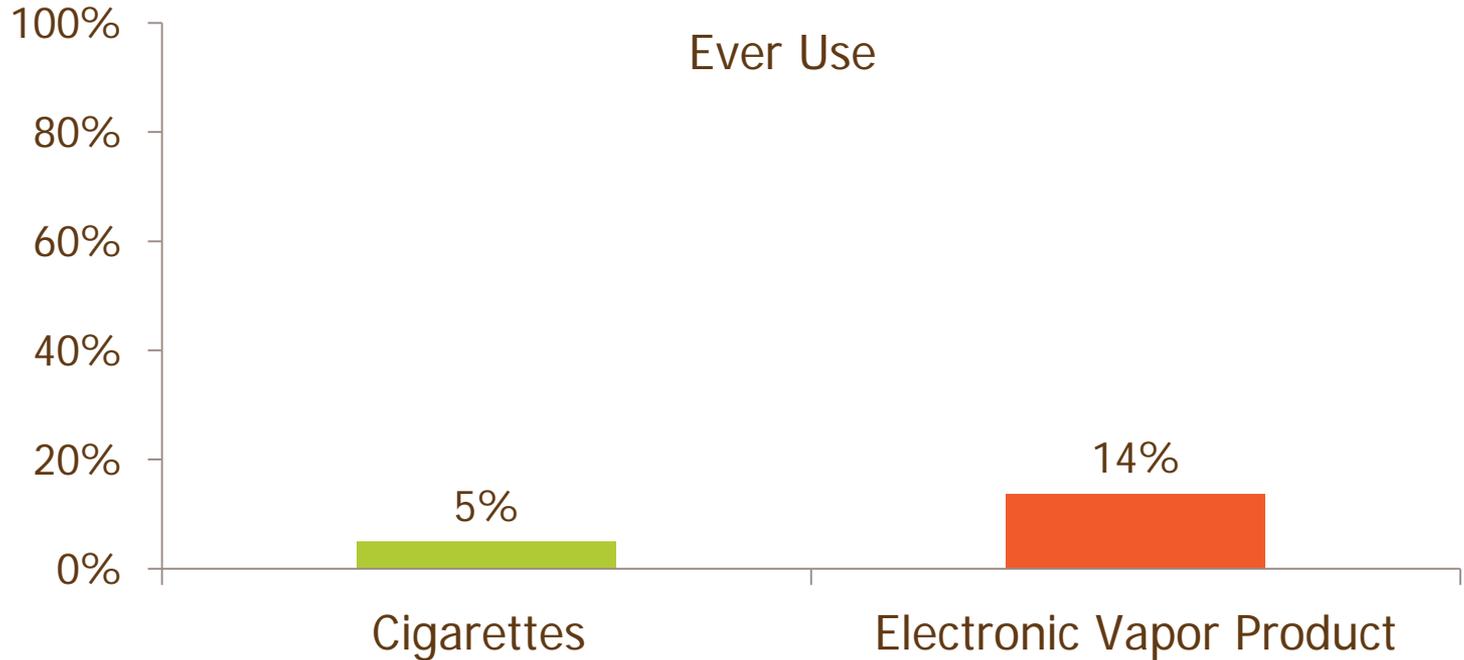
397

Youth Perceive Cigarettes Riskier than Vaping



398

Our Middle School Students Are Experimenting



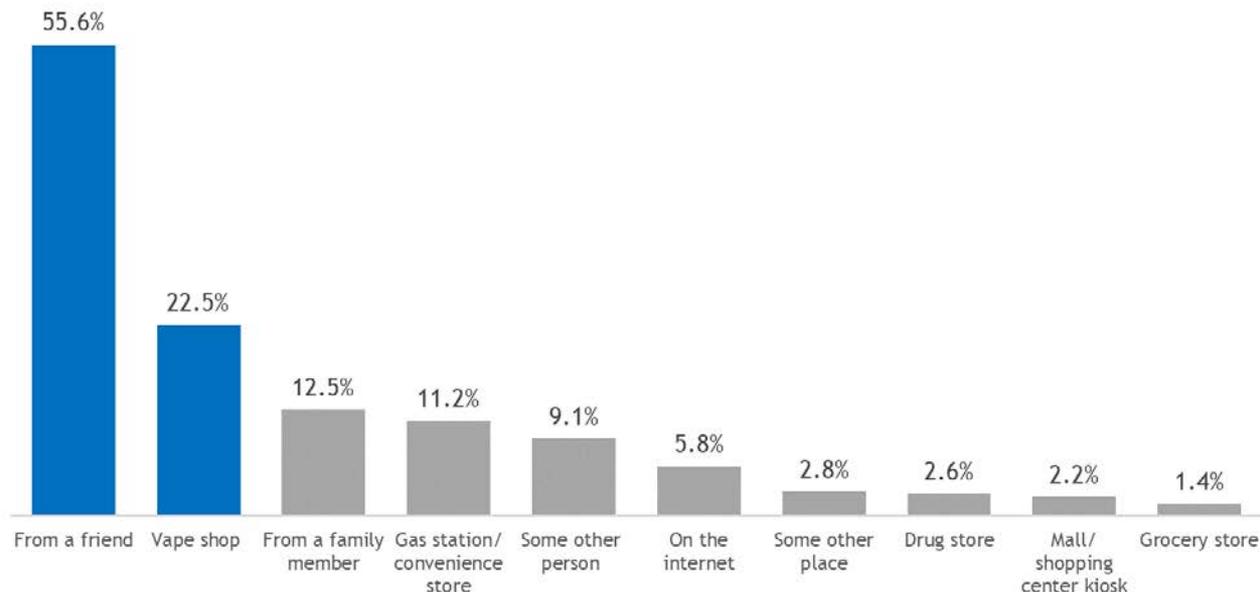
399

Access to Products is Related to Use

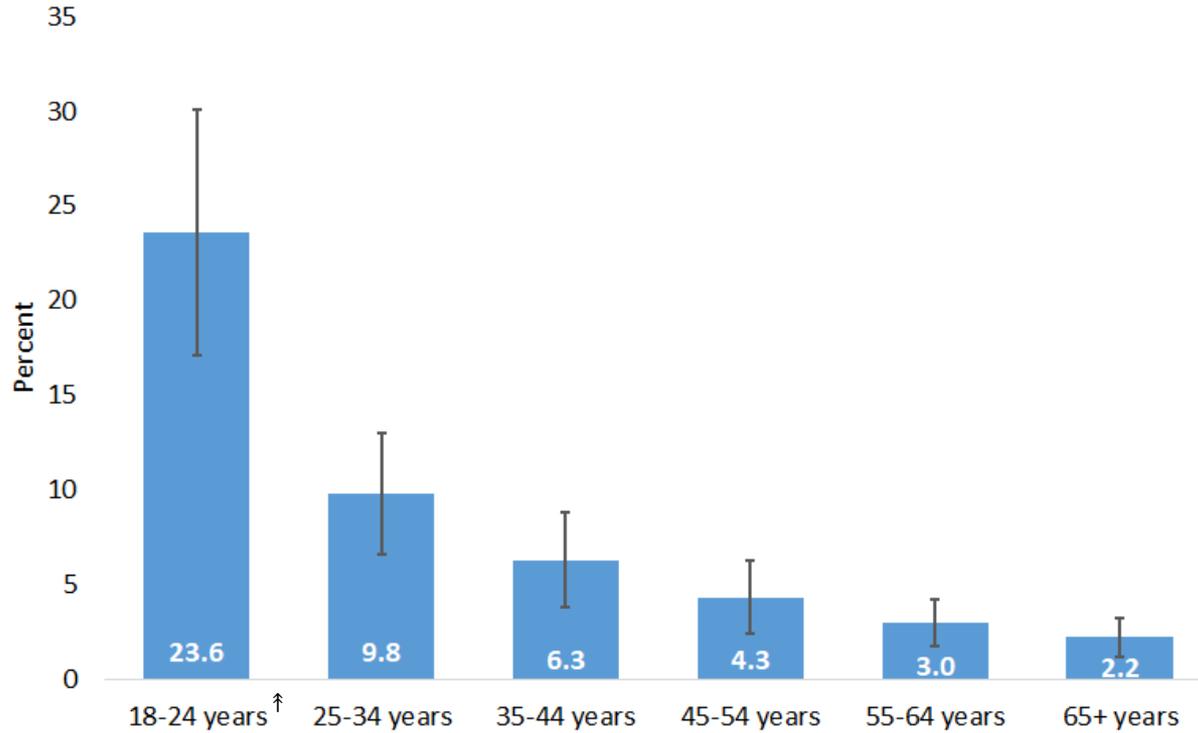
- Reported easy access to e-cigarettes is significantly higher among Colorado students in lower poverty schools, students in older grades, and male students.
- After controlling for demographic factors, Colorado students who reported easy access to e-cigarettes were **over 5 times more likely to be current e-cigarette users** than students who reported that access was sort of or very hard.

Youth Users are Getting E-cigarettes From a Variety of Sources

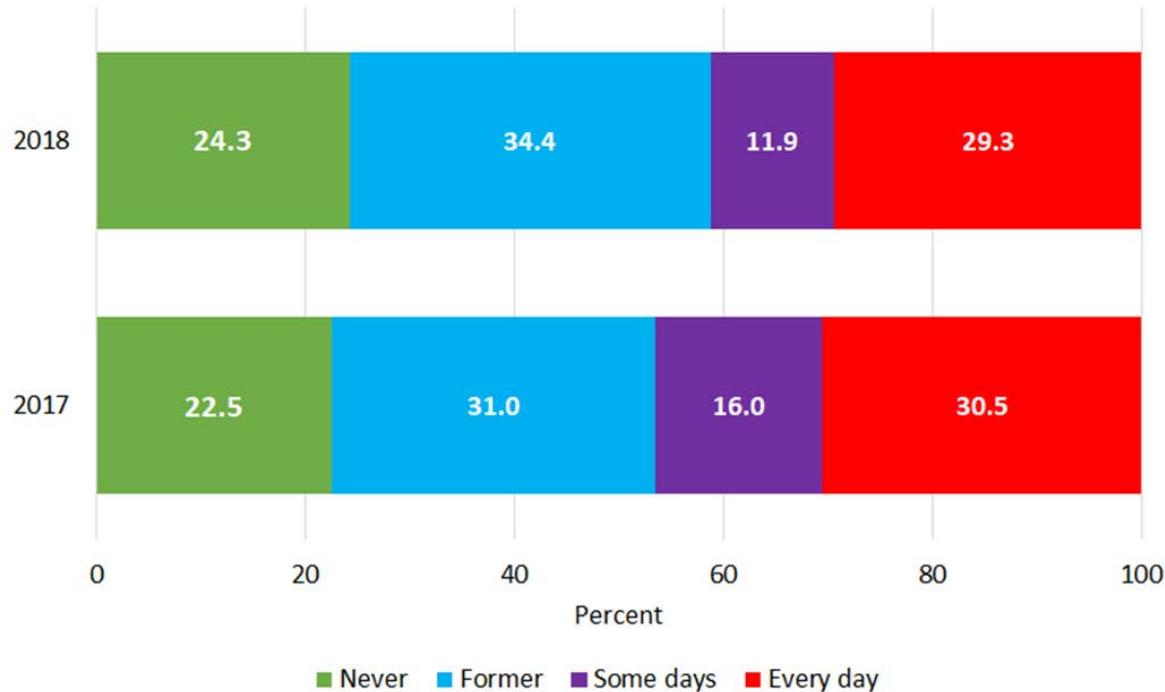
Where current e-cigarette users report getting e-cigarettes in the past 30 days (select all that apply)



Current E-cigarette Use by Age



Smoking Status Among Current E-cigarette Users



403

Young Adult E-cigarette Users are More Likely to be Never Smokers

- Young adults (18-24) make up almost 40% of Colorado adult e-cigarette users.
- Nearly half (45.5%) of all young adult e-cigarette users have never smoked cigarettes.
- In older populations, the majority of e-cigarette users are former or current cigarette users.

Discussion Questions

- What questions do you have about the data?
- What surprised you the most?

Licensing Tobacco/Nicotine Retailers Works

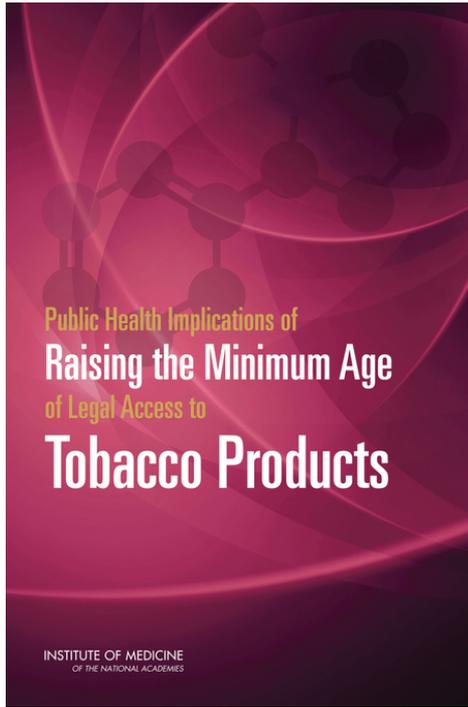


- Limits youth access
- Creates self-financing to fund enforcement

Enforcement Models

- Local Public Health Department
- Police Department
- Other Municipal Department (Department of Safety and Inspections)
- Private company (JBS International) contracted by Food and Drug Administration (FDA)
- Nonprofit community organization (Community Action Service and Advocacy)
- Code Enforcement

Increasing Minimum Legal Sales Age to 21 Works



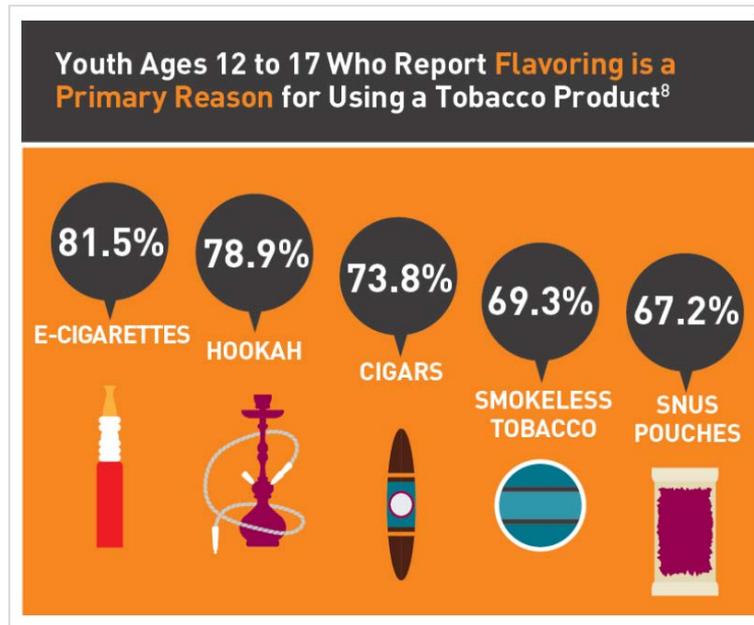
The Institute of Medicine concluded that raising the tobacco sales age to 21 will have a positive impact on public health and save lives.

Why Should we be Concerned about Minors in Possession?



1. Diverts attention from effective strategies.
2. Lays the blame for tobacco use on youth.
3. Enforcement is not equal.
4. Many youth are addicted. Penalizing youth may deter them from seeking support.
5. Relieves the industry of responsibility for its marketing practices.

Youth Report Flavor as a Primary Reason for Using Tobacco Products



Restricting Flavored Tobacco Products Works

2009 ban on
flavored
cigarettes

58% reduction
in cigarettes
smoked by
youth smokers

2009 NYC law
restricting sale
of flavored
tobacco

87% decrease
in product
sales

Increasing Price on Tobacco & Nicotine Products Works

10%
PRICE
INCREASE



RESULTS

IN

5 - 15%
DECREASE
IN YOUTH
SMOKING

3 - 7%
DECREASE
IN ADULT
SMOKING⁵

A County-Wide Approach

- Licensing retailers with adequate enforcement
- Increase minimum sales age to 21
- Ban the sale of all flavored products at all locations
- Increase the price of all tobacco products

Discussion Question

- What questions do you have about the strategies presented?

Benefits of Youth Access Strategies

Tobacco Retailer Licensing: The backbone of a comprehensive approach

- Proven to regulate businesses, ensure compliance, provides penalties if violated
- Proven to increase accountability and reduces sales to youth
- Licensing requires an annual fee, which funds administration and enforcement

Increase Minimum Legal Sales Age to 21 for ALL Tobacco Products:

- 75% of current smokers age 15-17 report obtaining products from social sources
- Almost 90% of adult cigarette smokers started before 18 years old

Restrict ALL Flavored Tobacco Products:

- Banning all flavored tobacco products, including mint and menthol, protects youth and targeted communities
- 4 out of 5 youth who were current users reported that they used a flavored product
- Restricting flavors for all tobacco products is important to ensure that youth don't switch from e-devices to other flavored tobacco products

Raise the Price of ALL Tobacco Products:

- Proven to reduce youth initiation and use of tobacco products
- Youth and individuals with low SES (who have historically been targeted by the tobacco industry) are especially sensitive to price, and this works to reduce those tobacco-related disparities

Smoke and Vapor Free Expansion:

- Reduces secondhand smoke and aerosol exposure
- Norms non-use of tobacco products

Instructions

1. At your table, review the half sheet of paper provided that highlights the strategies just discussed.
2. Take 15 minutes to answer the discussion questions below as a group.
3. Identify someone to share out with the larger group.

Table Discussion Questions

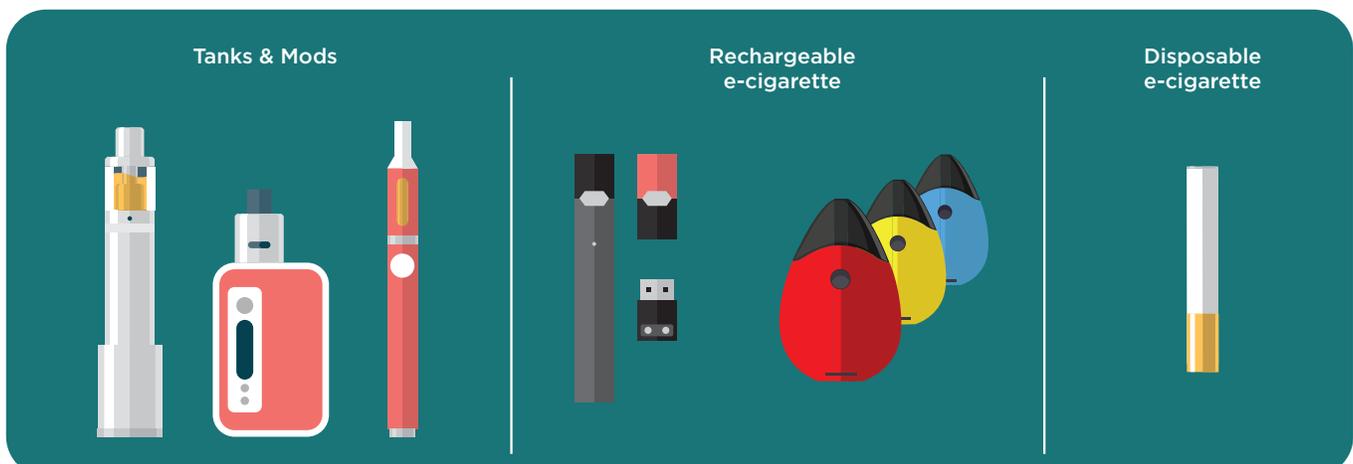
- What strategy(ies) is most feasible in your community?
 - What has your community already done or interested in doing?
- How do you feel about a coordinated approach across the county?
 - What makes you nervous or excited?
- What opportunities do you see with the strategies you identified?
 - What barriers might exist?
- What other ideas do you have to coordinate efforts across our county?

ELECTRONIC CIGARETTES WHAT'S THE BOTTOM LINE?

- » E-cigarettes have the potential to benefit adult smokers who are not pregnant if used as a complete substitute for regular cigarettes and other smoked tobacco products.
- » E-cigarettes are not safe for youth, young adults, pregnant women, or adults who do not currently use tobacco products.
- » While e-cigarettes have the potential to benefit some people and harm others, scientists still have a lot to learn about whether e-cigarettes are effective for quitting smoking.
- » If you've never smoked or used other tobacco products or e-cigarettes, don't start.

WHAT ARE E-CIGARETTES?

- » E-cigarettes are known by many different names. They are sometimes called “e-cigs,” “e-hookahs,” “mods,” “vape pens,” “vapes,” “tank systems,” and “electronic nicotine delivery systems.”
- » Some e-cigarettes are made to look like regular cigarettes, cigars, or pipes. Some resemble pens, USB sticks, and other everyday items.
- » E-cigarettes produce an aerosol by heating a liquid that usually contains nicotine—the addictive drug in regular cigarettes, cigars, and other tobacco products—flavorings, and other chemicals that help to make the aerosol. Users inhale this aerosol into their lungs. Bystanders can also breathe in this aerosol when the user exhales into the air.
- » E-cigarettes can be used to deliver marijuana and other drugs.



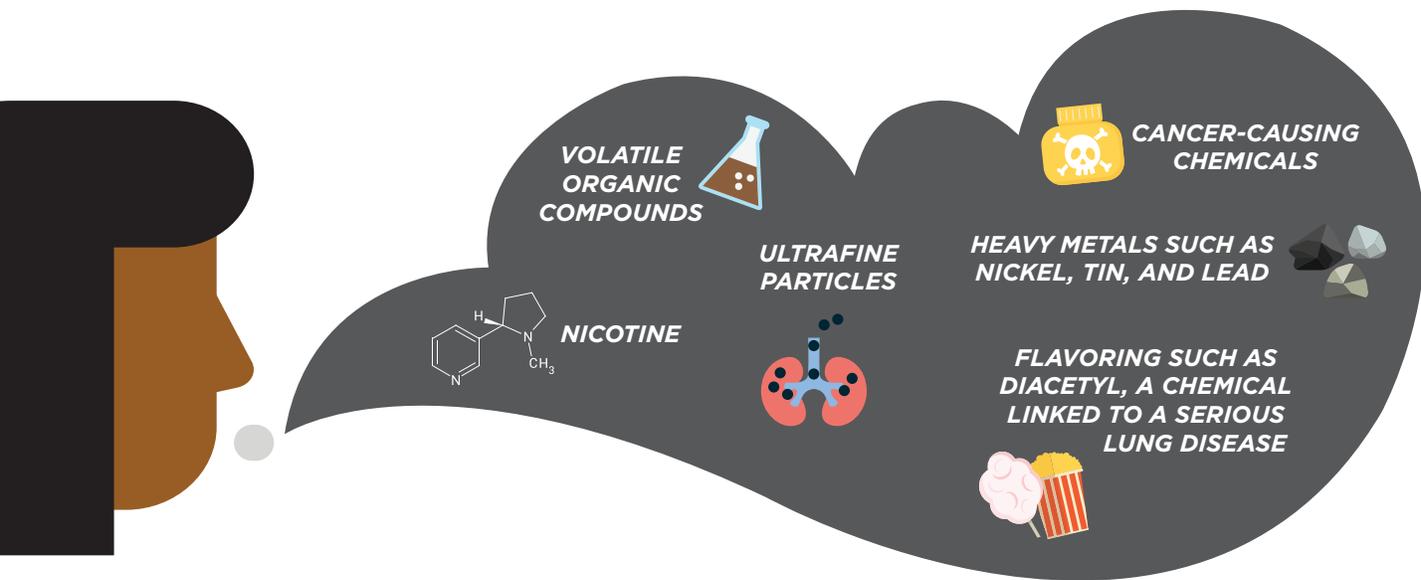
CS298852-A



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention

WHAT IS IN E-CIGARETTE AEROSOL?

THE E-CIGARETTE AEROSOL THAT USERS BREATHE FROM THE DEVICE AND EXHALE CAN CONTAIN HARMFUL AND POTENTIALLY HARMFUL SUBSTANCES:



It is difficult for consumers to know what e-cigarette products contain. For example, some e-cigarettes marketed as containing zero percent nicotine have been found to contain nicotine.

ARE E-CIGARETTES LESS HARMFUL THAN REGULAR CIGARETTES?



VS



YES, but that doesn't mean e-cigarettes are safe.

E-cigarette aerosol generally contains fewer toxic chemicals than the deadly mix of 7,000 chemicals in smoke from regular cigarettes. However, e-cigarette aerosol is not harmless. It can contain harmful and potentially harmful substances, including nicotine, heavy metals like lead, volatile organic compounds, and cancer-causing agents.

WHAT ARE THE HEALTH EFFECTS OF USING E-CIGARETTES?

SCIENTISTS ARE STILL LEARNING ABOUT THE LONG-TERM HEALTH EFFECTS OF E-CIGARETTES. HERE IS WHAT WE KNOW NOW.

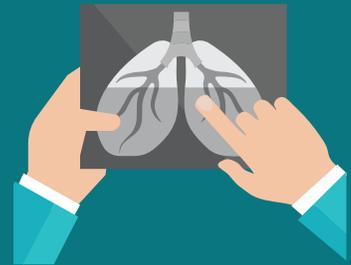
1 Most e-cigarettes contain nicotine, which has known health effects

- » Nicotine is highly addictive.
- » Nicotine is toxic to developing fetuses.
- » Nicotine can harm adolescent brain development, which continues into the early to mid-20s.
- » Nicotine is a health danger for pregnant women and their developing babies.



2 Besides nicotine, e-cigarette aerosol can contain substances that harm the body.

- » This includes cancer-causing chemicals and tiny particles that reach deep into lungs. However, e-cigarette aerosol generally contains fewer harmful chemicals than smoke from burned tobacco products.

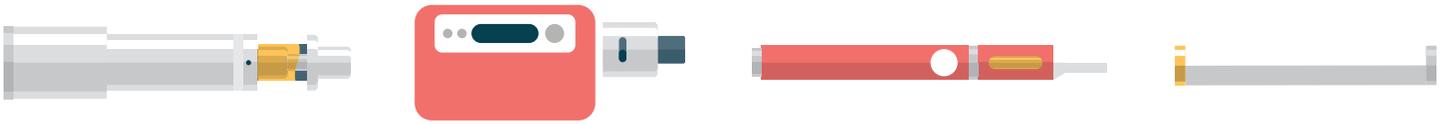


3 E-cigarettes can cause unintended injuries.

- » Defective e-cigarette batteries have caused fires and explosions, some of which have resulted in serious injuries.
- » In addition, acute nicotine exposure can be toxic. Children and adults have been poisoned by swallowing, breathing, or absorbing e-cigarette liquid.



CAN E-CIGARETTES HELP ADULTS QUIT SMOKING CIGARETTES?



E-CIGARETTES ARE NOT CURRENTLY APPROVED BY THE FDA AS A QUIT SMOKING AID.

The U.S. Preventive Services Task Force, a group of health experts that makes recommendations about preventive health care, concluded that the evidence is insufficient to recommend e-cigarettes for smoking cessation in adults, including pregnant women.



HOWEVER, e-cigarettes may help non-pregnant adult smokers if used as a complete substitute for all cigarettes and other smoked tobacco products.

TO DATE, THE FEW STUDIES ON THE ISSUE ARE MIXED.

Evidence from two randomized controlled trials found that e-cigarettes with nicotine can help smokers stop smoking in the long term compared with placebo (non-nicotine) e-cigarettes.

A recent CDC study found that many adults are using e-cigarettes in an attempt to quit smoking. However, most adult e-cigarette users do not stop smoking cigarettes and are instead continuing to use both products (“dual use”). Because smoking even a few cigarettes a day can be dangerous, quitting smoking completely is very important to protect your health.

WHO IS USING E-CIGARETTES?

E-CIGARETTES ARE THE MOST COMMONLY USED TOBACCO PRODUCT AMONG YOUTH.

IN THE U.S., YOUTH ARE MORE LIKELY THAN ADULTS TO USE E-CIGARETTE



In 2018, more than

3.6 MILLION

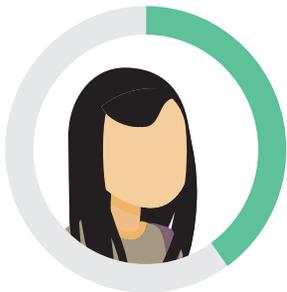
U.S. middle and high school students used e-cigarettes in the past 30 days, including:

4.9%

MIDDLE SCHOOL STUDENTS

20.8%

HIGH SCHOOL STUDENTS



AMONG CURRENT E-CIGARETTE USERS AGED 45 YEARS AND OLDER in 2015, most were either current or former regular cigarette smokers, and 1.3% had never been cigarette smokers.

IN CONTRAST, AMONG CURRENT E-CIGARETTE USERS AGED 18-24 YEARS, 40.0% had **NEVER BEEN** regular cigarette smokers

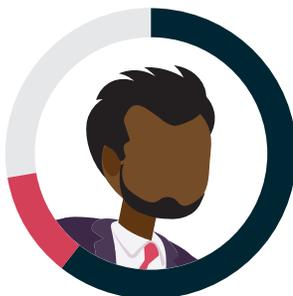
IN 2015, AMONG ADULT E-CIGARETTE USERS OVERALL:

29.8%

were former regular cigarette smokers

11.4%

had never been regular cigarette smokers



58.8%

were current regular cigarette smokers

ADULTS

In 2017, **2.8%** of U.S. adults were current e-cigarette users

