

## LOUISVILLE FIRE PROTECTION DISTRICT CITIZEN SURVEY RESULTS

Please rate each of the following characteristics as they relate to the LFPD	Excellent	Good	Fair	Poor	% Responding
Overall value of the fire dept to the community	77%	21%	2%	0%	92
Overall appearance of fire dept apparatus	76%	24%	1%	0%	94
Overall appearance of fire dept staff & responders	68%	30%	2%	0%	81
Overall appearance of district facilities	67%	31%	2%	0%	93
Overall support to local businesses or residents	65%	32%	3%	1%	68
Overall support of community events and activities	64%	32%	3%	1%	75
Overall response times to your emergencies	64%	30%	4%	1%	48
Overall image or reputation of the LFPD	63%	34%	3%	0%	84
Overall rating of the fire department	62%	36%	2%	1%	87
Overall presence of dept & members in community	52%	40%	6%	1%	78
Overall accessibility to employees & board members	50%	37%	10%	2%	38
Opportunities to become LFD volunteer firefighter	48%	43%	7%	2%	39

The following data is from only those respondents who indicated that the LFD has responded to their residence.

Please rate each of the following characteristics as they relate to the LFPD	Excellent	Good	Fair	Poor	% Responding
Overall value of the fire dept to the community	81%	17%	1%	1%	28%
Overall appearance of fire dept apparatus	79%	21%	1%	0%	29%
Overall appearance of fire dept staff & responders	71%	27%	1%	0%	26%
Overall appearance of district facilities	70%	29%	1%	0%	29%
Overall support to local businesses or residents	69%	28%	3%	0%	21%
Overall support of community events and activities	67%	29%	3%	1%	23%
Overall response times to your emergencies	65%	30%	4%	1%	15%
Overall image or reputation of the LFPD	67%	30%	3%	0%	26%
Overall rating of the fire department	63%	34%	2%	1%	27%
Overall presence of dept & members in community	54%	39%	6%	1%	23%
Overall accessibility to employees & board members	50%	37%	9%	4%	12%
Opportunities to become LFD volunteer firefighter	49%	41%	7%	2%	12%

Please rate how protected (safe) or unprotected (unsafe) you feel from the following:	Very safe	Safe somewhat	Neither safe or unsafe	Very unsafe	% Responding
Business fires	64%	27%	8%	1%	78
Residential Fires	63%	32%	5%	1%	94
Assisted living facility fires	63%	27%	8%	1%	62
Hazmat fires	57%	32%	10%	2%	78
Natural disasters	40%	40%	17%	3%	75
Terrorist incidents	40%	34%	22%	4%	67

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Please rate the quality of each of the following services or activities we provide	Excellent	Good	Fair	Poor	% Responding
Fire suppression	59%	37%	3%	1%	58
Ambulance services	58%	38%	4%	0%	61
Response to inquiries and complaints	51%	40%	7%	2%	37
Fire Marshal's office	47%	43%	8%	2%	24
Public education programs	46%	43%	9%	2%	54
Overall performance of LFPD government	46%	45%	7%	2%	54
Building inspections	44%	46%	8%	2%	33
Website	44%	42%	13%	1%	25
Public information	43%	43%	11%	3%	60
Public input/access to LFPD business/planning	34%	47%	13%	6%	37
City of Louisville Survey – Fire Services	60%	37%	3%	0%	Unknown
City of Louisville Survey – Ambulance Services	53%	42%	4%	1%	Unknown

Please rate your impressions of the following characteristics of LFPD employees and volunteer members	Excellent	Good	Fair	Poor	% Responding
Courtesy	69%	28%	3%	1%	63
Responsiveness	67%	30%	3%	1%	58
Overall impression	63%	34%	3%	1%	65
Knowledge	62%	35%	3%	1%	60

As the District completes implementation of its comprehensive plan, to what extent do you support or oppose each of the following development questions or characteristics in the LFPD	Strongly Support/ Agree	Somewhat Support/ Agree	Somewhat Oppose/ Disagree	Strongly Oppose/ Disagree	% Responding
Response times within natl standards	79%	18%	3%	1%	92
Important to maintain Louisville specific fire dept	79%	17%	2%	1%	92
Build stations where they can meet above standards	60%	32%	6%	2%	91
Important to maintain station in old town	55%	32%	9%	4%	79
Have amb response times improved since LFD took over	53%	39%	6%	2%	27
Support 5,000 sq ft sprinkler ordinance - new structures	43%	38%	12%	7%	85
Consider \$5/month tax increase to support round the clock career staffing	38%	39%	13%	10%	92
Important to maintain mostly volunteer dept	29%	46%	19%	6%	70

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As the District completes implementation of its comprehensive plan, to what extent do you support or oppose each of the following development questions or characteristics in the LFPD	Strongly Support/ Agree	Somewhat Support/ Agree	Somewhat Oppose/ Disagree	Strongly Oppose/ Disagree	% Responding
Maintaining low property tax more important than building a new fire station	22%	30%	33%	14%	86
Support bond to build new station	20%	44%	21%	15%	88
Maintaining low property tax more important than quick response times	15%	26%	35%	25%	89
Consider joining LFD to maintain low tax rate	13%	21%	15%	50%	71
Establish special improvement district tax	38%	39%	12%	10%	81
Should LFD provide prescribed burns	39%	45%	10%	5%	86

How important, if at all, is each of the following questions	Essential	Very Important	Somewhat Important	Not at all Important	% Responding
Smoke/carbon monoxide detectors important in homes	62%	28%	9%	1%	96
Important to meet natl response time guidelines	50%	37%	12%	2%	94
Important to work or do business in sprinklered bldg	34%	37%	25%	4%	96
Important for LFD to maintain family's quality of life	32%	38%	25%	6%	96
How important is it that each fire station be staffed with a minimum number of 3 firefighters, 24/7	27%	38%	29%	6%	93
Important for LFD to reduce ISO	21%	42%	33%	4%	89
Important to maintain volunteer fire dept	13%	24%	41%	22%	94
Important for dist to televise board meetings	9%	14%	41%	36%	96

Please select how often you use the following sources of information about the LFPD	Always	Frequently	Sometimes	Never	% Responding
District newsletter	18%	18%	28%	36%	97
Louisville Times	13%	18%	33%	36%	98
Boulder Daily Camera	12%	18%	28%	42%	97
District volunteer members or employees	3%	7%	19%	71%	97
LFD website	2%	2%	13%	83%	96
District board meetings	1%	1%	6%	92%	96