



Louisville Fire Protection District

895 W. Via Appia
Louisville, CO 80027
Office: 303-666-6595 Fax: 303-666-7659
www.louisvillefire.com
"Our Family Serving Your Family"

CONTACTS: Tim Parker

Fire Chief

303-666-6595

tparker@louisvillefire.com

Shawn Stark

Public Information Officer

303-918-4413

sstark@louisvillefire.com

Fire department mails community surveys

LOUISVILLE, CO, March 17, 2009 ... The Louisville Fire Department wants to know what its customers think about fire protection and emergency medical services.

Six thousand randomly selected taxpayers will find four-page surveys in their mailboxes in early April that pose questions about the quality of fire protection, their general feelings about public safety and their expectations for fire department performance and service. The surveys will be mailed to households, businesses and stakeholders within the Louisville Fire Protection District, which includes the City of Louisville and surrounding unincorporated areas.

"This is a rare opportunity for the department to receive feedback from the customers we serve," said Chief Tim Parker. "Most importantly, the results of this survey will help determine what the customer expects and will shape the future of our fire protection and emergency service levels."

Most of the questions ask respondents to give their opinions by circling a number (1-5) that best describes their impression, rating or feeling. Respondents will remain anonymous.

The fire department hopes to see 30 percent to 40 percent of the surveys returned in self-addressed, postage-paid envelopes or dropped off at Station 2, 895 Via Appia. Responses will be used to shape future public safety policies and priorities.

The Louisville Fire Department provides fire suppression and prevention, rescue and emergency medical services to 25,000 people in Louisville and unincorporated Boulder County.