

Louisville Metro PD

Post Interaction Survey Results

August 2026



Post Interaction Survey

Louisville Metro Police Department

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Results Overview

A total of 1,106 post-interaction survey responses were collected in August 2026 following engagements with LMPD.

This summary outlines the scores of the four key aspects addressed in the survey:

Reliability

72%

of respondents felt the service was consistent and dependable.

Timeliness

89%

of respondents were satisfied with the time it took to handle their request.

Courtesy

90%

of respondents expressed satisfaction with officers' level of courtesy.

Satisfaction

74%

of respondents were satisfied with the provided service.

Scores presented in this report are subject to rounding and may deviate from values displayed in the Zencity platform by up to 1-2%.

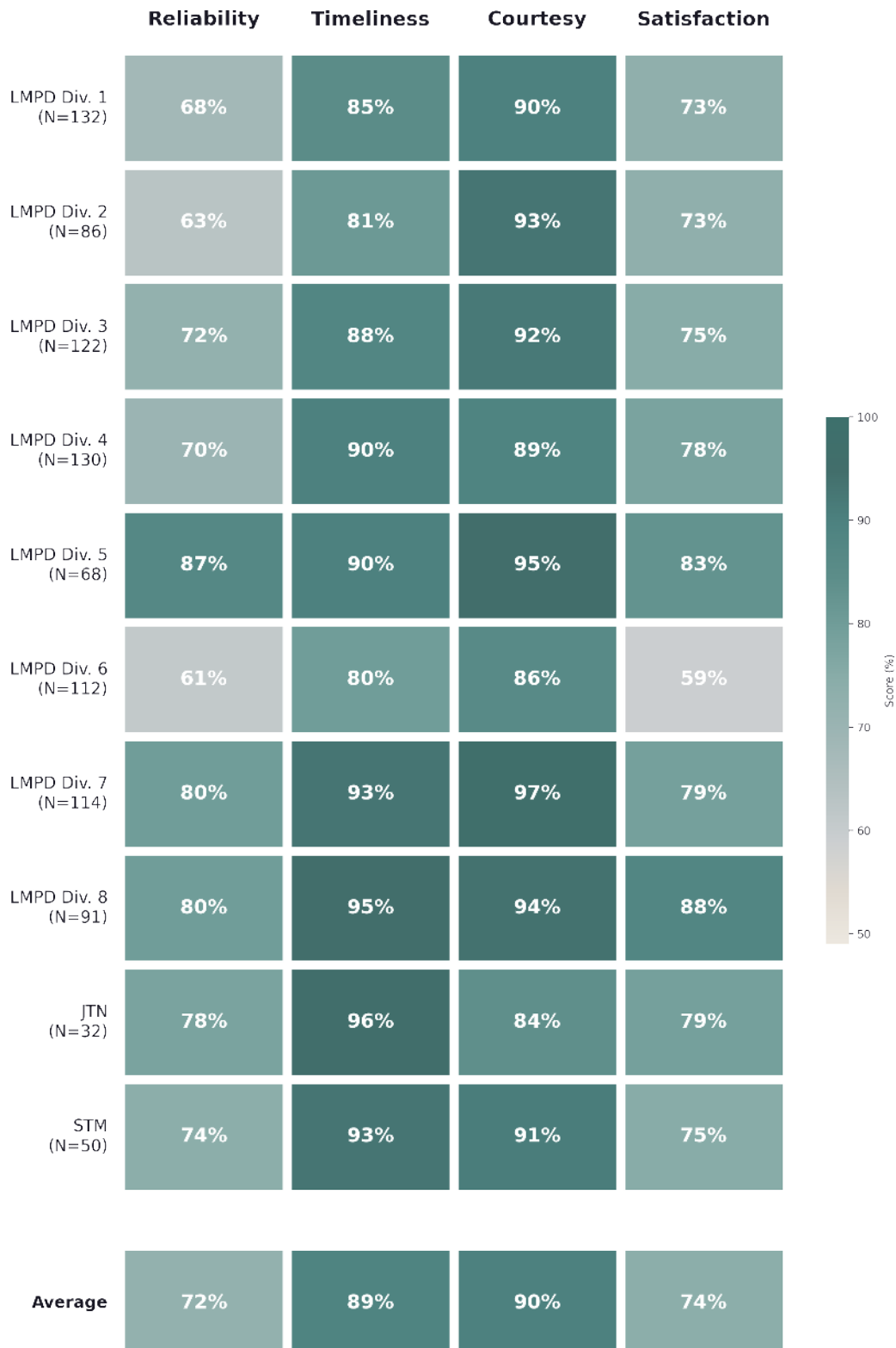
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Aspect Scores by Division



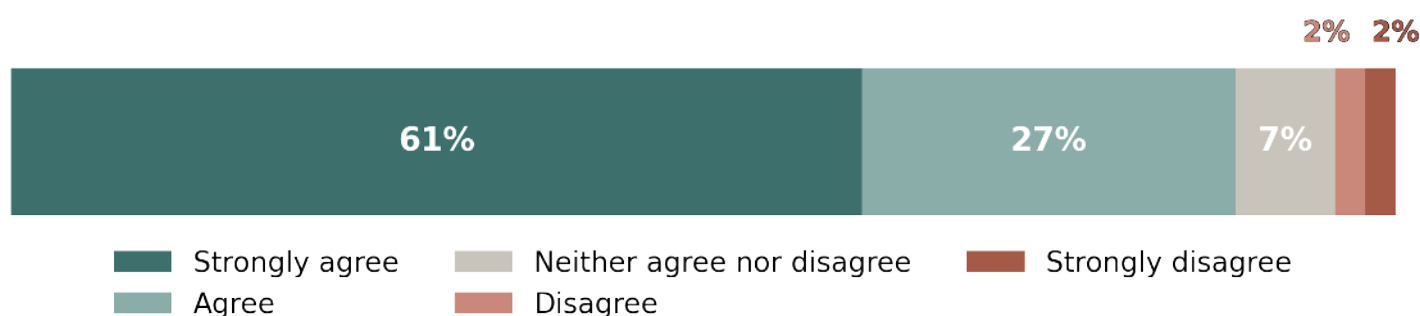
* Divisions with fewer than 30 respondents are excluded from this analysis.

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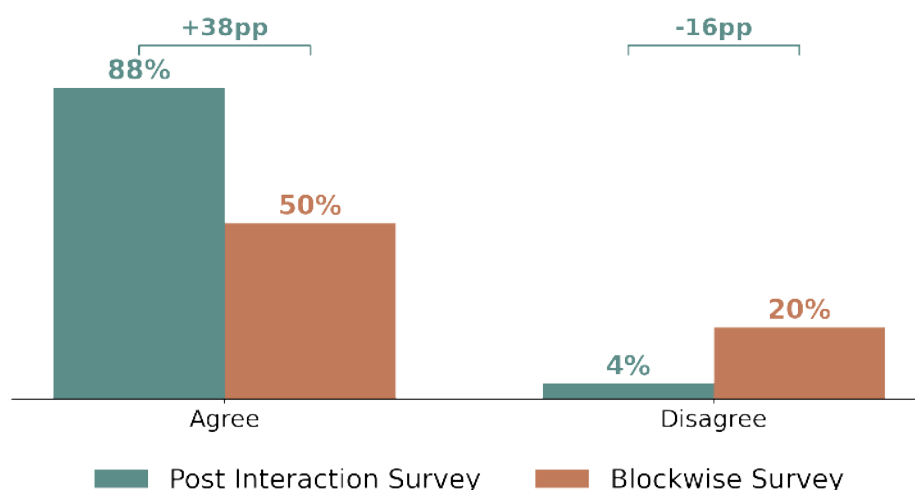
Courtesy Perception

PI Q6 (Courtesy Aspect): Police representatives listened to me and took into account what I had to say



Comparison to Blockwise Survey

BW Q: LMPD officers listen to and take into account the concerns of local residents.

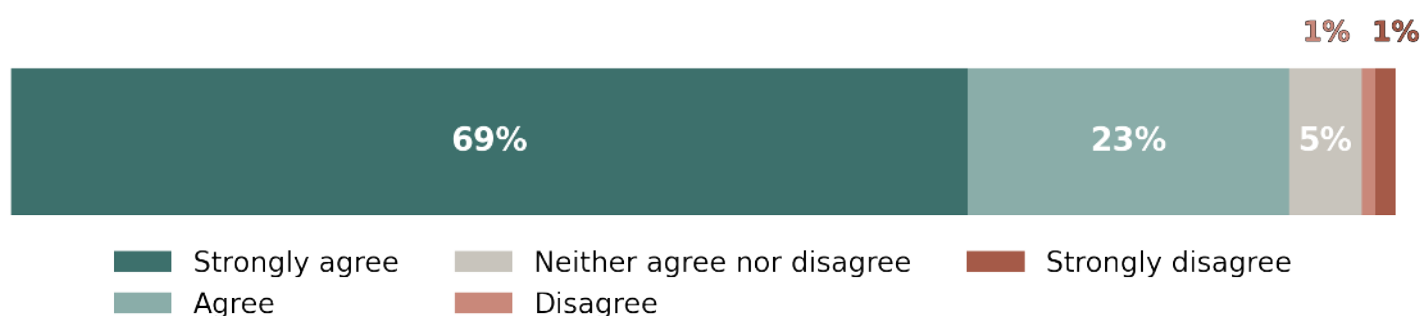


88% of PI respondents felt heard by officers vs. 50% in the Blockwise Survey (+38pp). Additionally, fewer PI respondents felt unheard (4%) than in the community (20%). **Officers appear more attentive in individual encounters than community-wide reputation; leveraging these positive personal experiences will be key to closing the public perception gap.**



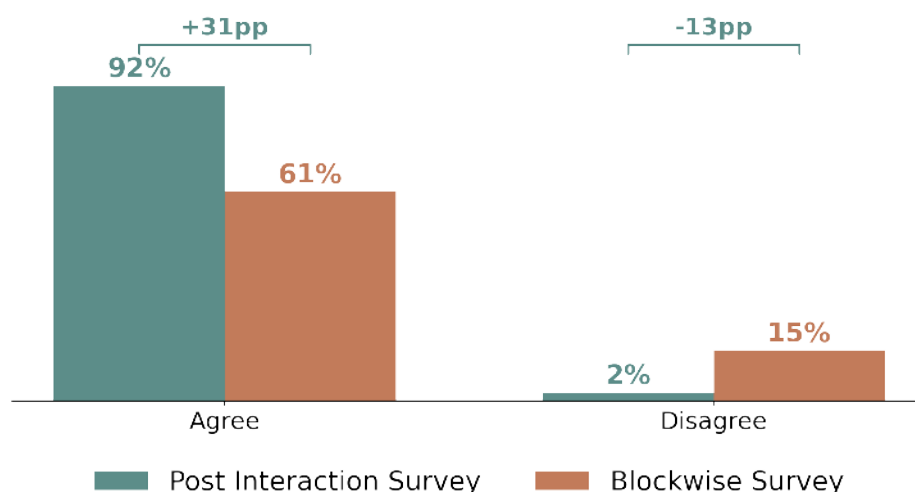
Courtesy Perception

PI Q7 (Courtesy Aspect): Police representatives I interacted with treated me with respect



Comparison to Blockwise Survey

BW Q: LMPD officers treat local residents with respect.

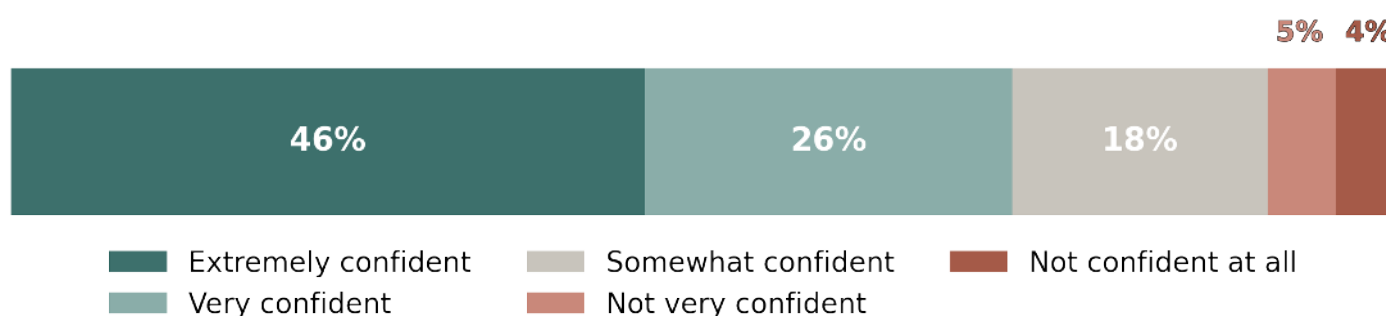


92% of PI respondents felt treated with respect vs. 61% in the Blockwise Survey (+31pp). Additionally, fewer PI respondents felt disrespected (2%) than in the community (15%). **Respectful conduct in individual encounters has yet to fully shape broader community perceptions — converting these positive interactions into a public-facing narrative can be an opportunity to elevate the Department's overall reputation.**



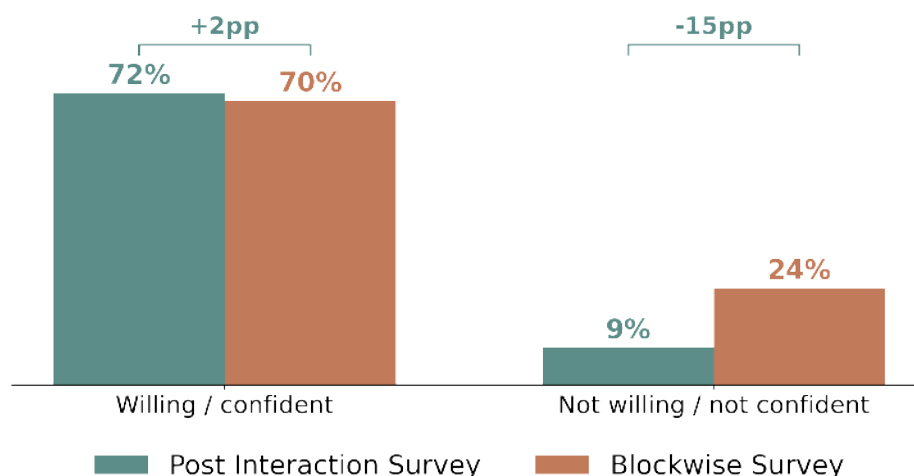
Reliability Perception

PI Q12 (Reliability Aspect): How confident are you in the ability of the Louisville Metro PD to assist you in the future?



Comparison to Blockwise Survey

BW Q: How willing would you be to contact LMPD if you were a victim of crime or were worried about something?



72% of PI respondents expressed confidence in future police assistance vs. 70% in the Blockwise Survey — a minimal difference. Additionally, fewer PI respondents expressed low confidence (9%) than in the community (24%).

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Full Questionnaire

General Questions

- Q1: What was the reason for your interaction with the Louisville Metro PD?
- Q2: Did you interact with the Louisville Victim Services Unit (VSU)?
- Q4: What was the initial outcome of your complaint?
- Q8: Were you provided with information on how to obtain a copy of your report?
- Q9: Were you advised on how to provide additional information, if necessary?

Reliability Aspect

- Q12: How confident are you in the ability of the Louisville Metro PD to assist you in the future?

Timeliness Aspect

- Q5: How quickly did you receive the initial response to your complaint?

Courtesy Aspect

- Q6: Police representatives listened to me and took into account what I had to say.
- Q7: Police representatives I interacted with treated me with respect.

Satisfaction Aspect

- Q3: How satisfied were you with this interaction? (with the VSU)
- Q10: How helpful was the assistance you received from the Louisville Metro?
- Q11: To what extent was the issue you reported or were involved in resolved to your satisfaction?
- Q13: Overall, how satisfied are you with the Louisville Metro PD?