

# City of Flagstaff 2013 Resident Survey

Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please rate each of the following aspects of quality of life in Flagstaff:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Flagstaff as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Flagstaff as a place to raise children .....	1	2	3	4	5
Flagstaff as a place to work.....	1	2	3	4	5
Flagstaff as a place to visit .....	1	2	3	4	5
Flagstaff as a place to retire.....	1	2	3	4	5
The overall quality of life in Flagstaff.....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Flagstaff.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit .....	1	2	3	4	5
Quality of overall natural environment in Flagstaff.....	1	2	3	4	5
Overall "built environment" of Flagstaff (including buildings, parks and transportation systems) .....	1	2	3	4	5
Health and wellness opportunities in Flagstaff.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Opportunities to attend cultural activities .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Overall economic health of Flagstaff .....	1	2	3	4	5
Sense of community .....	1	2	3	4	5
Overall image or reputation of Flagstaff.....	1	2	3	4	5

**3. Please indicate how likely or unlikely you are to do each of the following:**

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Flagstaff to someone who asks .....	1	2	3	4	5
Remain in Flagstaff for the next five years .....	1	2	3	4	5

**4. In the time you've lived in Flagstaff, do you think the City has become a better place to live, it has stayed about the same or has become a worse place?**

- Better
  Stayed about the same
  Worse
  Don't know

**5. Over the last 12 months, would you say that the quality of life in your neighborhood has gotten better, stayed about the same or gotten worse?**

- Better
  Stayed about the same
  Worse
  Don't know

**6. What is the ONE thing the City can do to most improve your quality of life in Flagstaff?**

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**7. Which ONE of the following statements best represents your feelings about making purchases?**

- I want to get the lowest price, even if I have to shop outside of Flagstaff or online  
 I am willing pay up to 5% more to make a purchase in Flagstaff  
 I am willing pay up to 15% more to make a purchase in Flagstaff

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**8. In the last 12 months, how many times, if ever, have you or another household member done each of the following?**

	<i>Never</i>	<i>Once or twice</i>	<i>3-12 times</i>	<i>13-26 times</i>	<i>More than 26 times</i>	<i>Don't know</i>
Driven out of the city to buy something you couldn't find in Flagstaff .....	1	2	3	4	5	6
Used the Internet to buy something that you couldn't find in Flagstaff .....	1	2	3	4	5	6

**9. If you or another household member used the Internet at least once in the last 12 months to buy something online that you couldn't find in Flagstaff, what kinds of things were purchased? (Please select all that apply.)**

- |  |  |  |
|--|--|--|
| <input type="radio"/> I did not buy anything on the Internet | <input type="radio"/> Recreation equipment   | <input type="radio"/> Furniture  |
| <input type="radio"/> Electronics                            | <input type="radio"/> Groceries              | <input type="radio"/> Entertainment (e.g., digital media, Netflix, electronic books) |
| <input type="radio"/> Medication                             | <input type="radio"/> Automotive supplies    | <input type="radio"/> Other  |
| <input type="radio"/> Apparel/Clothes                        | <input type="radio"/> Health/beauty supplies |  |
|  | <input type="radio"/> Art                    |  |

**10. In the last 12 months, how often, if ever, have you done each of the following?**

	<i>Never</i>	<i>Once or twice a year</i>	<i>Several times a year</i>	<i>Monthly</i>	<i>Weekly</i>	<i>Don't know</i>
Flown from Flagstaff Pulliam Airport .....	1	2	3	4	5	6
Driven to the Phoenix Metropolitan area to fly .....	1	2	3	4	5	6

**11. If you fly from Phoenix instead of Flagstaff, where are you typically flying to?** \_\_\_\_\_

**12. What one city or region would you most like to see air service to/from Flagstaff?** \_\_\_\_\_

**13. In the last 12 months, how frequently, if ever, have you or another household member used the bus service, Mountain Line?**

- Never    Once or twice    3-12 times    13-26 times    More than 26 times    Don't know

**14. The transportation system in our region consists of roads, buses, sidewalks, Flagstaff Urban Trails System (FUTS) trails and bike facilities. Overall, how well, if at all, does the current transportation system meet your travel needs?**

- Very well    Somewhat well    Not too well    Not at all    Don't know

**15. Please rate the quality of each of the following services provided in Flagstaff.**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Fire department .....	1	2	3	4	5
Garbage collection services .....	1	2	3	4	5
Libraries .....	1	2	3	4	5
Parks.....	1	2	3	4	5
Police department .....	1	2	3	4	5
Planning and building services.....	1	2	3	4	5
Recreation programs .....	1	2	3	4	5
Recycling services .....	1	2	3	4	5
Sustainability and environmental programs.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Water services .....	1	2	3	4	5
Utility billing services .....	1	2	3	4	5
Snow removal operations .....	1	2	3	4	5
Street maintenance .....	1	2	3	4	5
Traffic signals .....	1	2	3	4	5
Streetscapes (making street medians and sides of streets attractive) .....	1	2	3	4	5
Public art.....	1	2	3	4	5
Heritage preservation .....	1	2	3	4	5
Mountain Line (bus service throughout Flagstaff).....	1	2	3	4	5
<b>Overall quality of City services.....</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

**16. How important, if at all, is each of the following public safety issues for the City?**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Enforcing traffic laws .....	1	2	3	4	5
Providing neighborhood police patrols.....	1	2	3	4	5
Preparing the City for emergencies .....	1	2	3	4	5
Providing crime prevention programs .....	1	2	3	4	5
Investigating criminal activity .....	1	2	3	4	5
Maintaining emergency response time for police, fire, ambulance .....	1	2	3	4	5

**17. Please indicate how frequently, if at all, you have done each of the following in the last 12 months. Then, please rate the quality of customer service during your interaction.**

	<i>Frequently</i>	<i>Sometimes</i>	<i>Never</i>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Called City Hall .....	1	2	3	1	2	3	4	5
Visited City Hall .....	1	2	3	1	2	3	4	5
Used the City's website or online services.....	1	2	3	1	2	3	4	5

**18. Please rate the following categories of City of Flagstaff government performance:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to City of Flagstaff government.....	1	2	3	4	5
The overall direction that City of Flagstaff government is taking.....	1	2	3	4	5
The job City of Flagstaff government does at welcoming citizen involvement .....	1	2	3	4	5
Overall confidence in City of Flagstaff government.....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest .....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5

**19. Considering budget constraints, what single service would you recommend the City reduce or eliminate to balance the budget?**

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**20. In November 2012, Flagstaff voters approved a \$10 million bond to fund the Flagstaff Watershed Protection Project (FWPP, previously known as "Question 405: Forest Health and Water Supply Protection Project") which will plan and implement forest treatments designed to reduce the risk of severe wildfire and subsequent post fire impacts such as flooding. How familiar are you, if at all, with the Flagstaff Watershed Protection?**

- Very familiar     
  Somewhat familiar     
  A little bit familiar (heard of it)     
  Not at all familiar

**21. What do you think will be the outcomes of the Flagstaff Watershed Protection Project? Please select up to three options below.**

- The impact will be minimal or negative
- Protection of city water resources (quality and quantity)
- The money will be used efficiently
- Reduction of the risk of post-fire catastrophic flooding
- This investment will help avoid future costs to the Flagstaff community
- Reduction of the risk of catastrophic fire
- The City and Forest Service will waste the money
- Poor air quality due to smoke effects of restoration
- Too few trees in the forest
- Other \_\_\_\_\_

**22. To what extent do you support or oppose the City doing each of the following?**

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Not plowing neighborhood streets when there is 4 inches of snow or less .....	1	2	3	4	5
Using prescribed or controlled burns to maintain a healthy forest .....	1	2	3	4	5
Requiring that property owners meet a minimum standard of removing excess vegetation around their property to help protect the City from wildfires .....	1	2	3	4	5
Banning plastic bags at stores in Flagstaff .....	1	2	3	4	5
Charging a per bag fee for plastic bags at stores in Flagstaff.....	1	2	3	4	5
Closing Downtown streets for parades and festivals.....	1	2	3	4	5
Changing City Hall hours to four, 10-hour days (open Monday-Thursday, closed on Friday) .....	1	2	3	4	5
Eliminating the City news magazine, Cityscape .....	1	2	3	4	5

**23. The condition of City streets can be rated on a scale of 0 to 100, where at least 70 is an “acceptable” condition. Because of declining revenues, the City has not been able to devote the resources necessary to maintain all City streets at an acceptable condition. A majority of Flagstaff streets are in the range of 60 and below. In order to bring all streets up to an acceptable condition, \$50 million would be required. While the City Council has increased funding to address the condition of City streets, it is not enough to bring our roads to an acceptable condition. The current local sales tax rate is 1.72%. To what extent do you support or oppose an increase of 0.28% in sales tax (for a total sales tax of 2.00%), which would be dedicated to street improvements in Flagstaff?**

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

**24. How familiar are you, if at all, with the Flagstaff Regional Plan?**

- Very familiar
- Somewhat familiar
- A little bit familiar (heard of it)
- Not at all familiar

**25. The Flagstaff Regional Plan is a development and preservation guide for the City and its surrounding region. How likely or unlikely are you to approve the plan at the upcoming election in May 2014?**

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

**26. If you currently rent and want to own your own home, what is preventing you from reaching that goal?**

- I already own
- I rent and don't want to own
- Availability of homes for sale in my price range
- Ability to qualify for a loan
- Don't know how to get started
- Lack the down payment necessary
- Other

**27. How likely or unlikely are you to leave the community because housing costs too much?**

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

**28. How familiar, if at all, are you with each of the following?**

	<i>Very familiar</i>	<i>Somewhat familiar</i>	<i>Not at all familiar</i>	<i>Don't know</i>
The services provided at the Flagstaff Visitor Center .....	1	2	3	4
Flagstaff365 (www.Flagstaff365.com) .....	1	2	3	4

**29. Thinking about the amount of information you have about City of Flagstaff issues, services and programs, would you say that you have too little, the right amount or too much information?**

- Too little     
  Right amount     
  Too much     
  Don't know

**30. Which of the following sources is your most preferred source of information about City of Flagstaff issues, services and programs? (Please select only ONE source.)**

- Newspaper (Arizona Daily Sun)     
  Flagstaff 365     
  Inserts in utility bills  
 Cityscape magazine     
  Radio     
  Other  
 Social Media (Facebook, Twitter, etc.)     
  Streamed City Council work sessions     
  None of these  
 City website     
  Other television program

**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 Flagstaff?**

- Less than one year   
  11-20 years  
 1-5 years               
  More than 20 years  
 6-10 years

**D2. Are you a full-time or part-time resident of Flagstaff?**

- Full-time  
 Part-time

**D3. Do you own or rent your home?**

- Own  
 Rent

**D4. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month

**D5. Do any children 17 or under live in your household?**

- Yes  
 No

**D6. In which category is your age?**

- 18-24 years               
  55-64 years  
 25-34 years               
  65-74 years  
 35-44 years               
  75 years or older  
 45-54 years

**D7. What is the highest grade of school or year of college that you have completed?**

- Grade school  
 High school degree  
 Some college/ Associate's degree  
 Bachelor's degree  
 Post-bachelor's degree

**Please respond to both questions D8 and D9:**

**D8. Are you of Hispanic, Latino, or Spanish origin?**

- Yes  
 No

**D9. What do you consider your primary race to be?**

- American Indian or Alaska Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other Race

**D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Up to \$9,999               
  \$75,000 to \$99,999  
 \$10,000 to \$24,999     
  \$100,000 to \$149,999  
 \$25,000 to \$49,999     
  \$150,000 or more  
 \$50,000 to \$74,999

**D11. What is your gender?**

- Female  
 Male

**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**