

WORK SESSION AGENDA

CITY COUNCIL WORK SESSION
TUESDAY
OCTOBER 12, 2021

COUNCIL CHAMBERS
211 WEST ASPEN AVENUE
3:00 P.M.

ATTENTION

IN-PERSON AUDIENCES AT CITY COUNCIL MEETINGS HAVE RESUMED WITH LIMITED CAPACITY

The meetings will continue to be live streamed on the city's website
(<https://www.flagstaff.az.gov/1461/Streaming-City-Council-Meetings>)

*****PUBLIC COMMENT*****

WE ARE NO LONGER USING TELEPHONE COMMENTS

All verbal public comments will be given through a virtual public comment platform

If you want to provide a verbal comment during the Council Meeting, use the link below to join the virtual public comment room.

VIRTUAL PUBLIC COMMENT WAITING ROOM

Written comments may be submitted to publiccomment@flagstaffaz.gov. All comments submitted via email will be considered written comments and will be documented into the record as such.

AGENDA

1. Call to Order

NOTICE OF OPTION TO RECESS INTO EXECUTIVE SESSION

Pursuant to A.R.S. §38-431.02, notice is hereby given to the members of the City Council and to the general public that, at this work session, the City Council may vote to go into executive session, which will not be open to the public, for legal advice and discussion with the City's attorneys for legal advice on any item listed on the following agenda, pursuant to A.R.S. §38-431.03(A)(3).

2. Pledge of Allegiance and Mission Statement

MISSION STATEMENT

The mission of the City of Flagstaff is to protect and enhance the quality of life for all.

3. ROLL CALL

NOTE: One or more Councilmembers may be in attendance telephonically or by other technological means.

MAYOR DEASY
VICE MAYOR DAGGETT
COUNCILMEMBER ASLAN
COUNCILMEMBER MCCARTHY

COUNCILMEMBER SALAS
COUNCILMEMBER SHIMONI
COUNCILMEMBER SWEET

4. Public Participation

Public Participation enables the public to address the council about items that are not on the prepared agenda. Public Participation appears on the agenda twice, at the beginning and at the end of the work session. You may speak at one or the other, but not both. Anyone wishing to comment at the meeting is asked to fill out a speaker card and submit it to the recording clerk. When the item comes up on the agenda, your name will be called. You may address the Council up to three times throughout the meeting, including comments made during Public Participation. Please limit your remarks to three minutes per item to allow everyone to have an opportunity to speak. At the discretion of the Chair, ten or more persons present at the meeting and wishing to speak may appoint a representative who may have no more than fifteen minutes to speak.

5. Review of Draft Agenda for the October 19, 2021 City Council Meeting

Citizens wishing to speak on agenda items not specifically called out by the City Council may submit a speaker card for their items of interest to the recording clerk.

6. Proclamation: Housing America Month

7. Proclamation: Domestic Violence Awareness Month

8. Flagstaff Resident Survey Results

For information only.

9. Discussion and Direction on American Rescue Plan Act Local Recovery Funding continued from September 7, 2021 Council meeting.

Staff is seeking Council discussion and direction for allocating the American Rescue Plan Act (ARPA) Local Recovery Funding (LRF) of \$13,252,816.00 which the City of Flagstaff will receive.

10. Public Participation

11. Informational Items To/From Mayor, Council, and City Manager; future agenda item requests

12. Adjournment

CERTIFICATE OF POSTING OF NOTICE

The undersigned hereby certifies that a copy of the foregoing notice was duly posted at Flagstaff City Hall on _____, at _____ a.m./p.m. in accordance with the statement filed by the City Council with the City Clerk.

Dated this _____ day of _____, 2021.

Stacy Saltzburg, MMC, City Clerk

CITY OF FLAGSTAFF

STAFF SUMMARY REPORT

To: The Honorable Mayor and Council
From: Sarah Langley, Management Analyst
Date: 09/30/2021
Meeting Date: 10/12/2021



TITLE

Flagstaff Resident Survey Results

STAFF RECOMMENDED ACTION:

For information only.

EXECUTIVE SUMMARY:

The Flagstaff Resident Survey serves as a consumer report card for the City of Flagstaff, providing residents the opportunity to rate their satisfaction with the quality of life in the city, the community's amenities and local government itself. The survey also permits residents to share their priorities for community planning and resource allocation.

INFORMATION:

The Flagstaff Resident Survey was administered by mail to 2,000 randomly selected households in Flagstaff. Each selected household received three mailings beginning in March 2021. Completed surveys were collected over the following six weeks. Of the 2,000 surveys mailed, 88 were returned because they could not be delivered as addressed. Of the 1,912 households that received a survey, 434 completed the survey, providing a response rate of 23%. Comparisons of the City of Flagstaff survey results are made to benchmark ratings from resident surveys conducted across the nation as well as in selected peer communities. Additionally, comparisons are made between the 2021 survey results and prior survey years, when available. Differences of seven percentage points or more between results from 2021 and 2013 can be considered meaningfully different. Key findings of the 2021 survey results include:

- Flagstaff residents continue to experience a high quality of life.
- Affordability and availability of housing remain barriers to homeownership and staying within the community.
- Mobility and transportation options are highly regarded by residents, with high usage rates of the Mountain Line bus service and the Flagstaff Urban Trail System.
- Perceptions of City services were favorable and fared well when compared to ratings given in other communities.
- Residents generally feel safe in the community but express concerns over certain types of crime and discrimination.
- Residents' assessments of Flagstaff government performance were less positive than other survey items, with some aspects declining over time.

Attachments: Flagstaff Citizen Survey Report of Results FINAL

Flagstaff Citizen Survey Presentation



City of Flagstaff

Resident Survey 2021 Report of Results

Prepared by:



Polco



NRC

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Executive Summary

Survey Background and Methods

The Flagstaff Resident Survey serves as a consumer report card for the City of Flagstaff, providing residents the opportunity to rate their satisfaction with the quality of life in the city, the community's amenities and local government itself. The survey also permits residents to share their priorities for community planning and resource allocation. The baseline Flagstaff Resident Survey was conducted in 2000. This was the tenth iteration of the survey.

The 2021 survey used random sampling to select 2,000 households to receive survey mailings. Of the 2,000 surveys mailed beginning in March 2021, 88 were returned because they could not be delivered as addressed. Of the 1,912 households that received a survey, 434 completed the survey, providing a response rate of 23%. The margin of error is no greater than plus or minus five percentage points around any given percent based on community-wide estimates. Comparisons of the City of Flagstaff survey results are made to benchmark ratings from resident surveys conducted across the nation as well as in selected peer communities.

Additionally, comparisons are made between the 2021 survey results and prior survey years, when available. Differences of seven percentage points or more between results from 2021 and 2013 can be considered meaningfully different. However, it is important to note that prior to 2013, Flagstaff survey data were collected by telephone. Changes in the method of survey data collection (from interviewer-administered to self-administered (e.g., mail or web) or vice versa) can impact survey ratings, so differences over time should be interpreted cautiously.

Key Findings

Flagstaff residents continue to experience a high quality of life.

- ◆ Flagstaff residents rated their overall quality of life highly; 82% said it was “excellent” or “good.” This evaluation was similar to ratings given in the national and peer communities’ benchmark comparisons and increased from 2013 to 2021.
- ◆ About 9 in 10 respondents rated Flagstaff as a place to live and as a place to visit as “excellent” or “good”, while about 8 in 10 were pleased with their neighborhood as a place to live and Flagstaff as a place to raise children. These items were rated similar to the national and peer community benchmarks except for Flagstaff as a place to visit, which was much higher than both averages.
- ◆ When asked how they thought Flagstaff had changed as a place to live in the time they had lived in the city, 15% thought that the city had become a better place to live, half thought it had stayed about the same, and one-third thought it was a worse place to live. The proportion of residents who thought the city had become a better place to live decreased from previous survey iterations, while the proportion who thought it was worse increased.
- ◆ When asked how likely they would be to remain in Flagstaff for the next five years, three-quarters said they were “very” or “somewhat” likely, which was similar to the national and peer communities’ benchmarks and to the rating given in 2013.

Affordability and availability of housing remain barriers to home ownership and staying within the community.

- ◆ Two-thirds of survey participants who did not already own their own home reported that the main obstacle to home ownership was the availability of homes for sale in their price

range, and roughly 2 in 10 reported that they didn't know how to get started, indicated that they didn't want to rent, lacked the down payment necessary to purchase a home, or were unable to qualify for a loan. Compared to 2013, respondents in 2021 were more likely to indicate that they didn't know how to get started, and less likely to report that they lacked the down payment necessary or that they were unable to qualify for a loan.

- ◆ When asked how likely or unlikely they would be to leave the community because housing costs too much, in 2021 about 6 in 10 respondents indicated that they were very or somewhat likely to leave. This was an increase since this question was first asked in 2013.
- ◆ Respondents were asked to write in their own words what they believed was the one thing that the City could do to most improve their quality of life in Flagstaff. Near the top of the list, 2 in 10 respondents made a comment related to housing affordability. In a separate question, when asked what they thought the top three priorities should be for the City of Flagstaff when spending public money, about one-quarter remarked on housing affordability.

Mobility and transportation options are highly regarded by residents, with high usage rates of the Mountain Line bus service and the Flagstaff Urban Trail System.

- ◆ In a set of new questions on the 2021 survey, Flagstaff residents were asked to rate a number of transportation-related characteristics in the city. About 7 in 10 residents gave excellent or good ratings to the overall ease of getting around. About 6 in 10 gave positive scores to ease of travel by bus in Flagstaff and ease of travel by car, by bicycle and by walking. Where comparisons were available, these ratings were all similar to the national and peer community benchmarks except for ease of travel by bus, which was higher.
- ◆ When asked how well the current transportation system meets their needs, Flagstaff residents gave a favorable rating in 2021. Eighty-three percent of respondents said the transportation system meets their needs “very” or “somewhat” well; this was similar to ratings given in 2013.
- ◆ When asked to write in their own words the one thing the City could do to improve their quality of life the most, 2 in 10 residents identified items related to improving mobility, transportation, traffic, and roads. In a separate question, when asked what they thought the top three priorities should be for the City of Flagstaff when spending public money, 57% of respondents wrote a comment related to mobility, transportation, traffic, or roads; this was the most-frequently mentioned priority.
- ◆ While street maintenance was the lowest-rated City service (46% “excellent” or “good”), it was rated similar to the national and peer communities benchmarks and increased from 2013 to 2021.
- ◆ About 15% of respondents had used the Flagstaff Urban Trail System (FUTS) once or twice in the past 12 months, 25% had used it 3-12 times, and 12% had used it 13-26 times. One-third of residents reported using FUTS more than 26 times in the past 12 months; only 15% had not used it at all.
- ◆ A new question on the 2021 survey asked residents to rate the level of priority of various modes of transportation. Survey respondents were most likely to rate automobile or pedestrian transportation as the highest priority or a high priority (69% combined each), followed by bicycle transportation (66%), public transit (61%), and airport/air travel (33%).

Perceptions of City services were favorable and fared well when compared to ratings given in other communities.

- ◆ Respondents were asked to rate the quality of 19 different City services. At the top of the list, with at least 83% rating each as excellent or good, were the fire department, garbage collection services, sewer services, parks, libraries, and water services.
- ◆ Fourteen services could be compared to ratings given by residents in the national and selected peer communities' benchmarks. Compared to national and peer averages, Flagstaff's ratings were similar except for recycling services, which was rated lower, and traffic signals, which was similar to the nationwide average but higher than the peer average.
- ◆ Compared to 2013, ratings for most services in 2021 remained stable or increased. Ratings in 2021 increased for traffic signals, snow removal operations, and street maintenance, while ratings decreased for recycling services, sustainability and environmental programs, heritage preservation, and streetscapes.
- ◆ Ratings of the overall quality of City services were positive, with 73% rating it as "excellent" or "good." This rating was similar to the national and peer communities benchmark comparisons and similar to the rating given in 2013.

Residents generally feel safe in the community but express concerns over certain types of crime and discrimination.

- ◆ About 8 in 10 survey respondents in 2021 rated the overall feeling of safety in Flagstaff as excellent or good; this rating was similar to the rating given in 2013 and similar to the national and peer community benchmark comparisons.
- ◆ A new question on the 2021 survey asked respondents to select three community issues from a list of 25 possible options that they felt were the biggest issues in the community requiring additional attention and resources. About 3 in 10 respondents identified disorderly conduct/public intoxication/noise violations or homeless or transient-related problems as a top issue, while 2 in 10 noted traffic issues, driving under the influence, drug abuse, or domestic violence as one of the top three issues to address.
- ◆ Another new question on the 2021 survey asked residents how often, if at all, they had personally experienced a variety of different types of discrimination in the past 12 months. Respondents were most likely to report having experienced discrimination due to their political affiliation; about one-quarter had experienced this some or most of the time. Roughly 1 in 10 respondents reported feeling discrimination at least some of the time due to their age, gender, or race.

Residents' assessments of Flagstaff government performance were less positive than other survey items, with some aspects declining over time.

- ◆ For the second time in 2021, respondents were asked a new question regarding the quality of government performance within a number of categories ranging from overall confidence in the representation residents receive to the job Flagstaff government does at welcoming citizen involvement. Between 35% and 42% of residents gave excellent or good ratings to each of these aspects of government performance in 2021.
- ◆ Compared to 2013, ratings decreased in 2021 for the overall direction of the City, being honest, and the value of services for taxes paid.
- ◆ When compared to other communities across the nation and to peer communities, Flagstaff government performance ratings tended to be similar or lower.

Survey Background

Survey Purpose

The Flagstaff Resident Survey provides residents the opportunity to rate the quality of life in the city, as well as service delivery and their satisfaction with city government. Residents are also invited to share their priorities for community planning and resource allocation.

The focus on the quality of service delivery and the level of support for potential programs or initiatives lays the groundwork for tracking community opinions about the core responsibilities of Flagstaff City government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government provides to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

National Research Center, Inc. (NRC) was selected again in 2021 to administer Flagstaff's Resident Survey. The 2021 survey is the tenth iteration, with the baseline study conducted in 2000.

Survey Methods

The Flagstaff Resident Survey was administered by mail to 2,000 randomly selected households in Flagstaff. Each selected household received three mailings beginning in March 2021. Completed surveys were collected over the following six weeks. The first mailing was a prenotification postcard announcing the upcoming survey. The second and third mailings contained a letter from the Mayor inviting the household to participate in the 2021 Flagstaff Resident Survey, a five-page questionnaire and postage-paid envelope. The cover letters contained a web link where respondents could complete the survey online, if desired. The survey instrument appears in *Appendix G: Survey Materials*.

About 4% of the mailings were returned as undeliverable because they either had an invalid address or were received by vacant housing units. Of the 1,912 households that received the survey, 434 completed a survey, providing a response rate of 23%.

Survey results were weighted so that the gender, age, and housing tenure (rent versus own) of respondents were represented in the proportions reflective of the entire city. (For more information see *Appendix F: Survey Methodology*.)

How the Results are Reported

For the most part, the “percent positive” is reported in the report body tables and charts. The percent positive is the combination of the top two most positive response options (e.g., “excellent” or “good” and “strongly support” or “somewhat support”).

On many of the survey questions, respondents could select “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Responses to Survey Questions*. 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.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response

does not total to exactly 100%, it is due to the practice of rounding percentages to the nearest whole number.

Responses to any open-ended questions and “other” responses appear verbatim in *Appendix C: Verbatim Responses to Open-ended Survey Questions*.

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 percent confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent reported for all respondents (434). For comparisons among smaller subgroups, the margin of error rises. For example, a subgroup with 100 respondents would have a margin of error of plus or minus 10%.

Comparing Survey Results by Subgroups

Select survey results were compared by certain demographic characteristics of survey respondents and by the four areas in which respondents lived. Some comparisons are discussed throughout the body of the report and are presented in tabular form in *Appendix E: Responses to Survey Questions by Respondent Geographic Location and Demographics*.

Comparing Survey Results Over Time

Comparisons were made between the 2021 survey results and prior survey years, when a similar question was asked. Differences of seven percentage points or more between results from 2021 and 2013 can be considered meaningfully different.

However, it is important to note that prior to 2013, Flagstaff survey data were collected by telephone. In 2013, the City switched data collection modes from telephone to mail. Research is clear that a change in the method of survey data collection, by itself, will result in a change in results if the shift is from telephone administration to self-administration (e.g., mail or web) or vice versa. The change is attributed to the different environment that a survey respondent confronts when providing answers to a person on the telephone compared to offering private anonymous opinions via mail or web. Questions by phone elicit more positive, optimistic, and socially desirable responses than do the same questions asked on a written self-administered questionnaire. The self-administered questionnaire brings out more candid responses. Important historical differences are noted in the appropriate tables and figures.

Comparing Survey Results to Other Communities

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.

Comparisons of Flagstaff’s results were made in this report to both the entire national benchmark database as well as selected peer cities, handpicked by the City of Flagstaff in collaboration with NRC. Peer cities were selected by City staff for having a number of characteristics similar to those of Flagstaff (population size, walk score, percent population age 20-24, percent nonwhite/POC population, and median household income). Benchmark comparisons have been provided when similar questions on the Flagstaff survey are included in NRC’s database and there are at least five jurisdictions in which the question was asked. Additional information on NRC’s benchmarking database, as well as a list of jurisdictions to which Flagstaff is compared, can be found in *Appendix D: Benchmark Comparisons*.

Where comparisons for quality ratings were available, the City of Flagstaff's results were 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 Flagstaff'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 Flagstaff'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 Flagstaff's rating and the benchmark is more than twice the margin of error. Data for a number of items on the survey was not available in the benchmark database (e.g., some of the services or aspects of the community or quality of life). These items were excluded from the benchmark tables.

Survey Results

Quality of Life and Community

The 2021 Resident Survey assessed various aspects of quality of life and community in Flagstaff. Respondents were asked to indicate their likelihood of remaining in Flagstaff for the next five years followed by two questions that gauged perceptions about any changes in the city as a place to live and the quality of life in neighborhoods. Respondents also provided feedback about what they believed the City could do to most improve their quality of life.

Quality of Life

Flagstaff residents were asked to rate the overall quality of life in the city. Generally, survey respondents gave favorable ratings to the overall quality of life in Flagstaff, with 27% rating it was excellent and 54% rating it as good. Fourteen percent felt the overall quality of life in the city was fair and only 4% felt it was poor. Ratings of the overall quality of life in Flagstaff were compared to ratings given by residents in other communities across the nation and to a custom subset of peer communities (see *Appendix D: Benchmark Comparisons* for more detail on the benchmarks). Flagstaff received a rating similar to the national and custom benchmark comparisons. Compared to 2013, residents in 2021 were more likely to rate the overall quality of life in the city as excellent or good.

Figure 1: Overall Quality of Life in Flagstaff, 2021

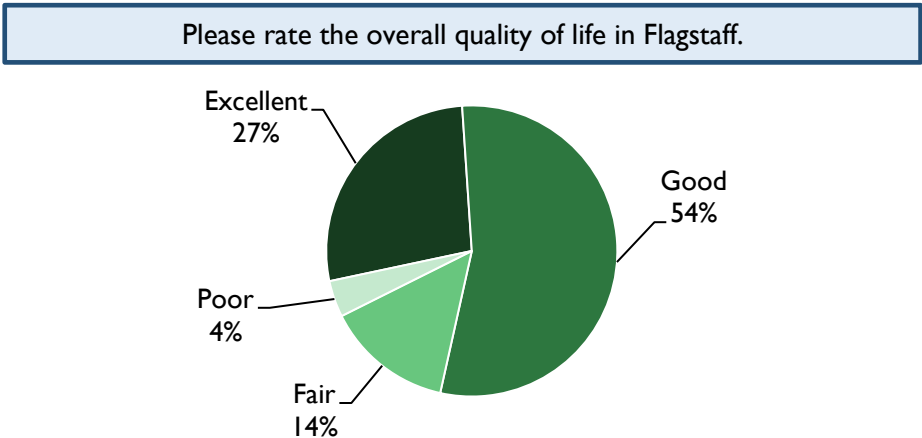
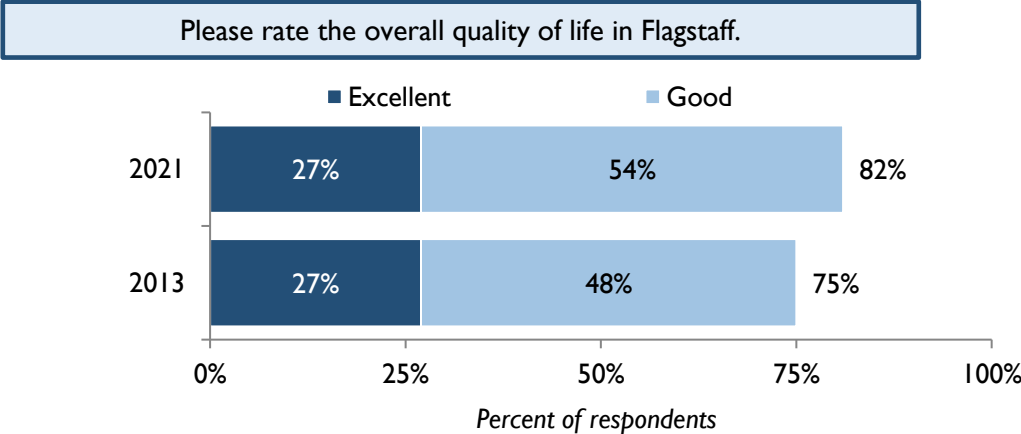


Figure 2: Overall Quality of Life by Year



Quality of Community

Nearly 9 in 10 residents reported that Flagstaff as a place to live was excellent or good, 12% reported it as fair, and 2% reported it as poor. When compared to ratings given by residents in other communities across the nation and in peer communities, Flagstaff’s rating was similar (see *Appendix D: Benchmark Comparisons*). Survey respondents in 2021 gave similar ratings to the city as a place live as in 2013.

Figure 3: Flagstaff as a Place to Live, 2021

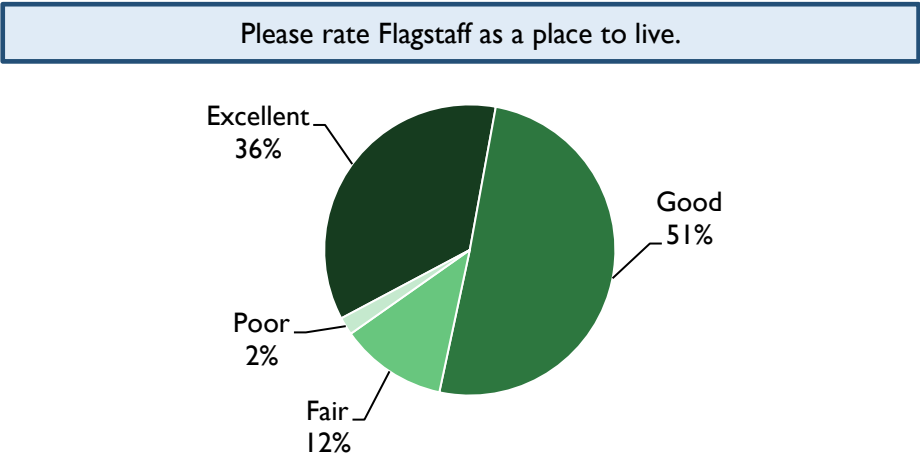
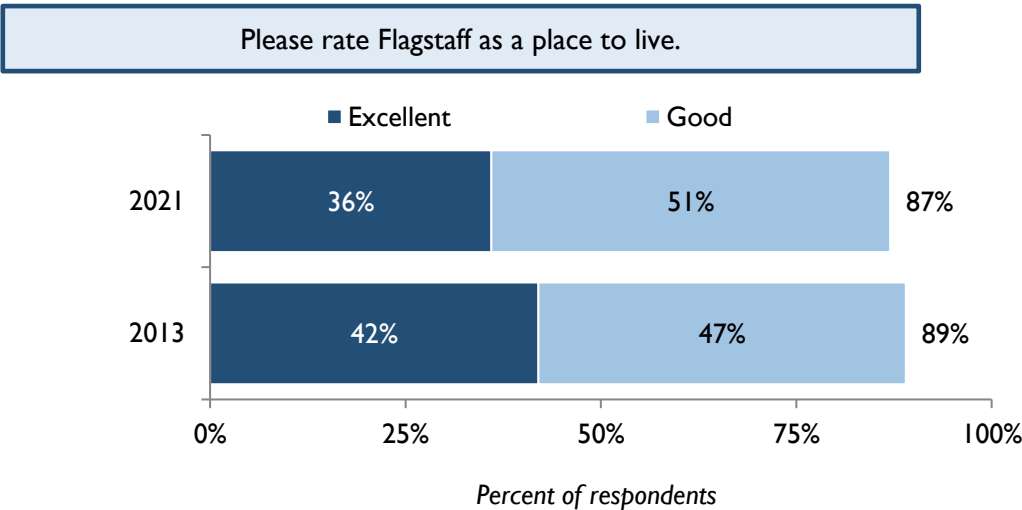
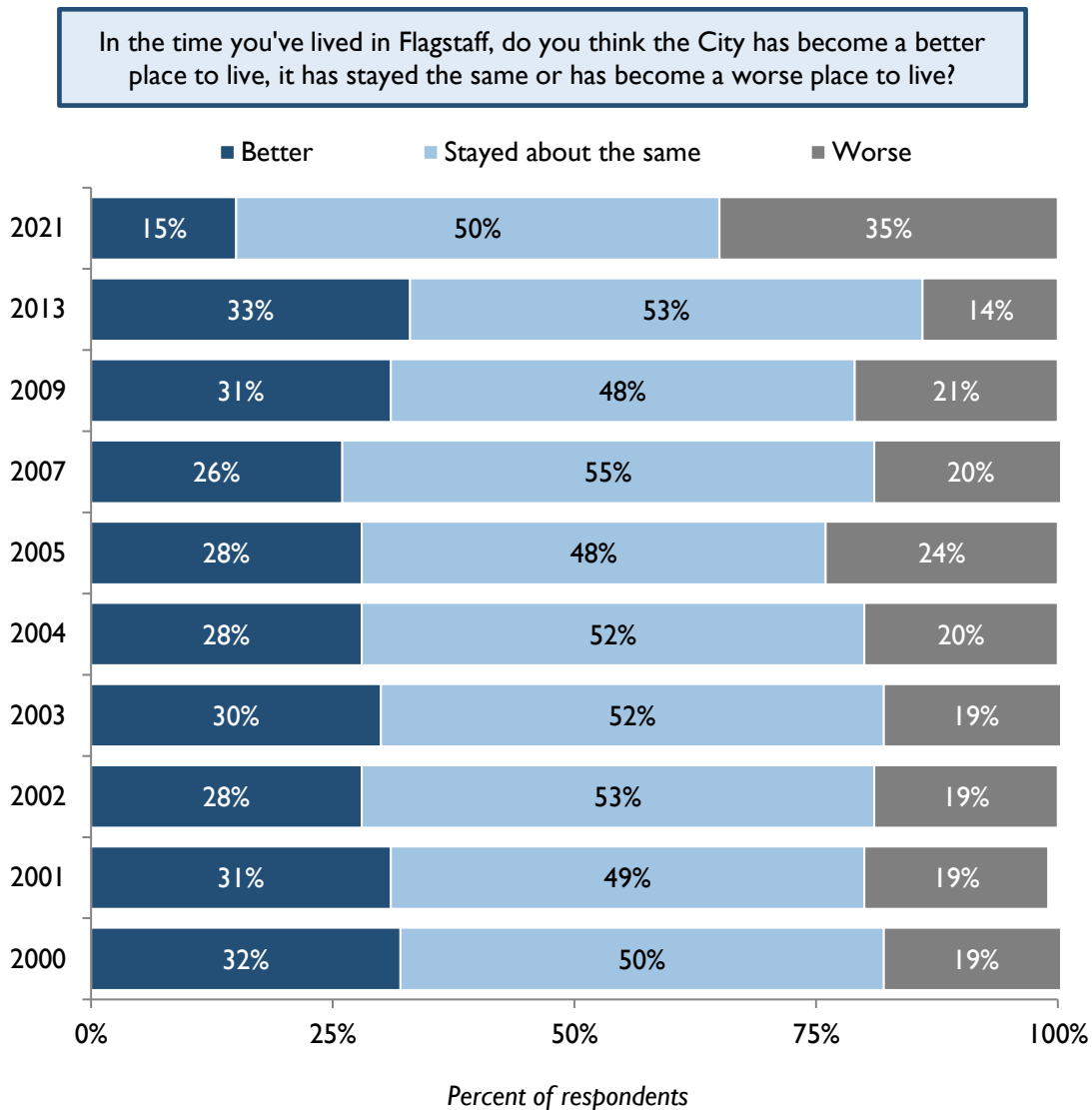


Figure 4: Flagstaff as a Place to Live by Year



When asked how they thought Flagstaff had changed as a place to live in the time they had lived in the city, 15% thought that the city had become a better place to live, half thought it had stayed about the same, and one-third thought it was a worse place to live. The proportion of residents who thought the city had become a better place to live decreased from previous survey iterations, while the proportion who thought it was worse increased.

Figure 5: Flagstaff as a Place to Live Over Time Compared by Year

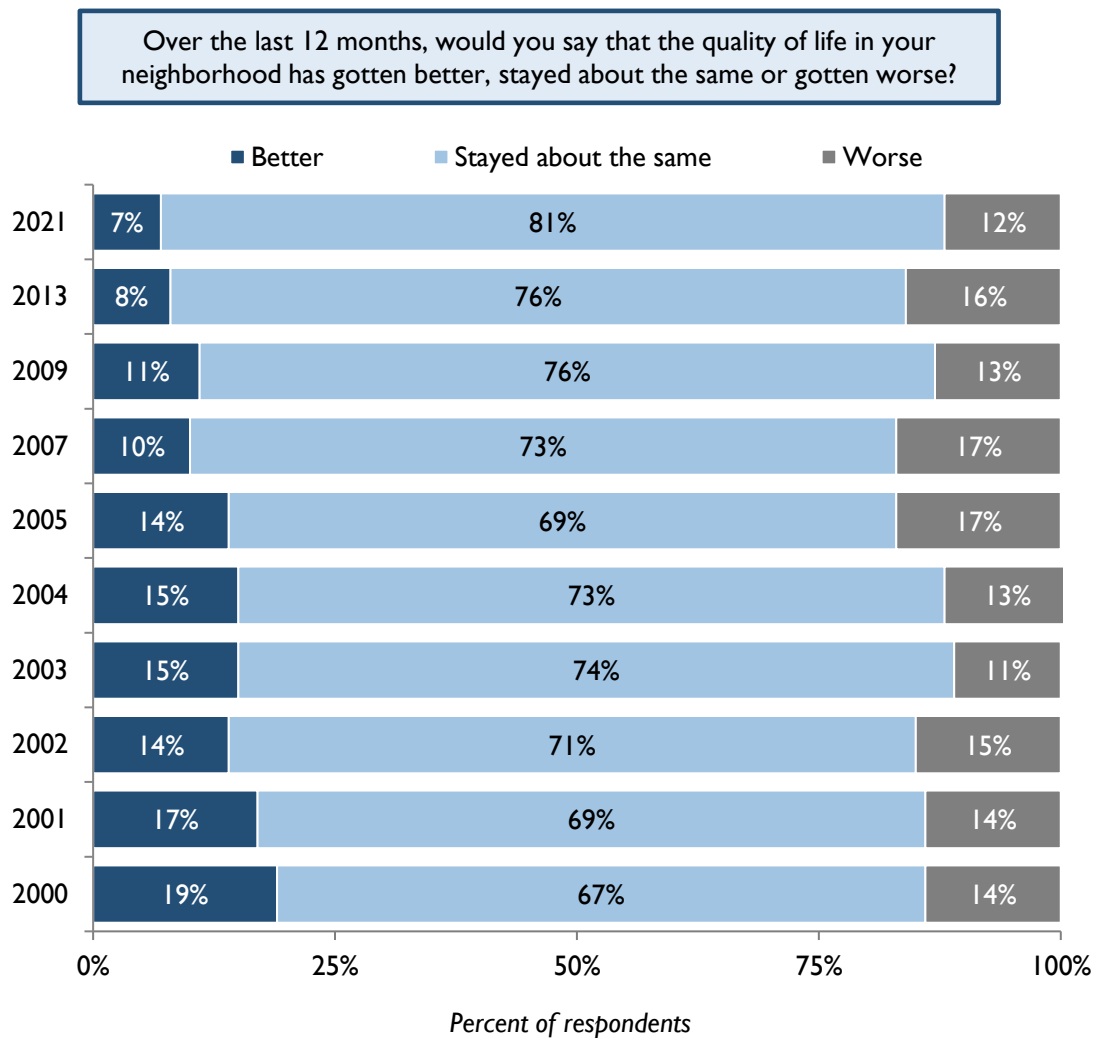


In 2009 and prior, response options included "both better and worse." For ease of comparisons, the percent who selected "both better and worse" were removed from the percentages in this figure.

Survey respondents also were asked to assess any change in the quality of life in their neighborhood over the last 12 months. Compared to the city as a place to live (Figure 5), respondents were less likely to feel the quality of life in their neighborhood had changed (Figure 6).

Eight in 10 residents believed that the quality of life in their neighborhood had stayed about the same in the 12 months prior to the survey. About as many respondents felt the quality of life in their neighborhood had become worse (12%) in the last 12 months as felt it had become better (7%). This assessment of the change in the quality of neighborhoods was similar to 2013.

Figure 6: Quality of Life in Your Neighborhood Compared by Year



In 2009 and prior, response options included "both better and worse." For ease of comparisons, the percent who selected "both better and worse" were removed from the percentages in this figure.

Flagstaff residents gave mostly positive ratings to various aspects of quality of life in the community. At least 8 in 10 residents said that Flagstaff was an excellent or good place to visit (93%) and place to raise children (80%) and their neighborhood was an excellent or good place to live (82%). Flagstaff as a place to retire and work received less favorable ratings, with about half of residents giving positive ratings to each of these.

Ratings of the quality of community in Flagstaff were compared to benchmark ratings given by residents in the national and peer communities' benchmarks (see *Appendix D: Benchmark Comparisons* for more detail on the benchmarks). All of these items were rated similar to the national and peer community benchmarks except for Flagstaff as a place to visit, which was much higher than both averages, and Flagstaff as a place to work, which was similar to the national benchmark but lower than the peer community benchmark.

Figure 7: Aspects of Quality of Life by Year

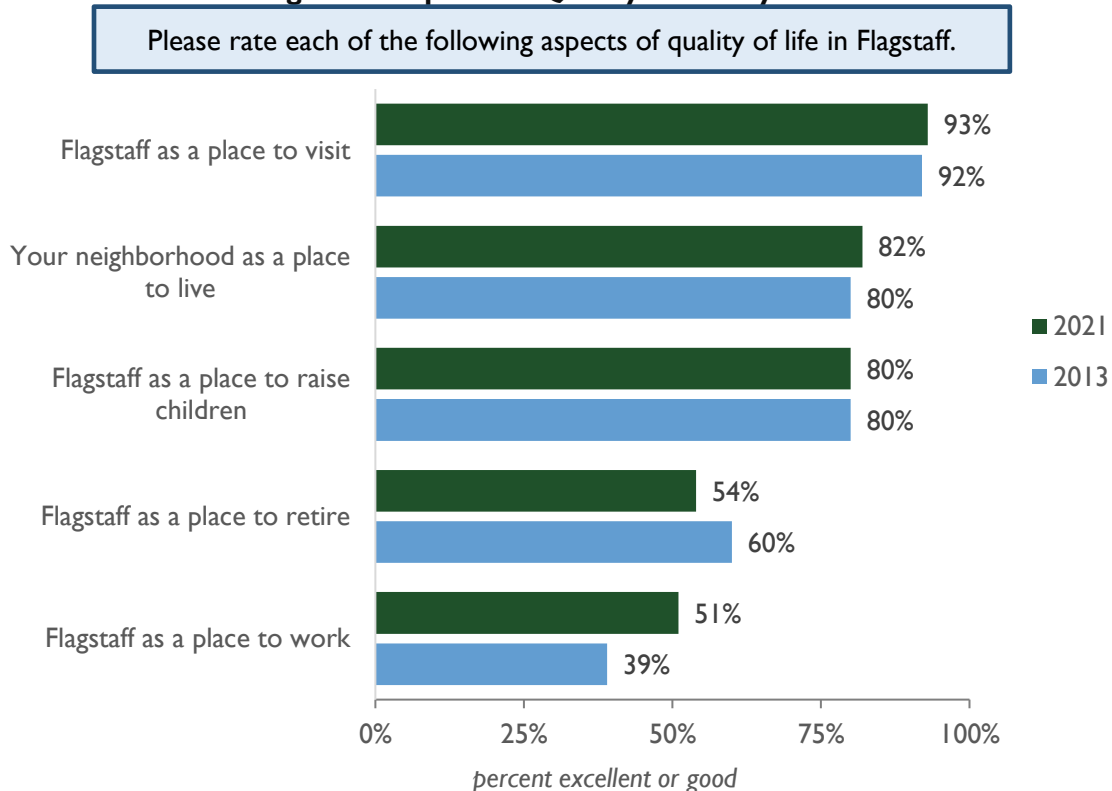


Figure 8: Quality of Community Benchmarks

	Comparison to national benchmark	Comparison to peer communities benchmark
Your neighborhood as a place to live	Similar	Similar
Flagstaff as a place to raise children	Similar	Similar
Flagstaff as a place to work	Similar	Lower
Flagstaff as a place to visit	Much higher	Much higher
Flagstaff as a place to retire	Similar	Similar

Respondents were asked how likely or unlikely they would be to remain in Flagstaff for the next five years. Three-quarters of respondents reported that they were very or somewhat likely to remain in Flagstaff for the next five years. Eleven percent of respondents said they were somewhat unlikely to remain in Flagstaff for the next five years and 12% were very unlikely. Flagstaff residents reported a similar likelihood of remaining in their community for the next five years when compared to residents in the national and peer communities' benchmark (see *Appendix D: Benchmark Comparisons*). The proportion of respondents who were likely to stay in Flagstaff for the next five years remained stable from 2013 to 2021.

Figure 9: Likelihood of Remaining in Flagstaff, 2021

Please indicate how likely or unlikely you are to remain in Flagstaff for the next five years.

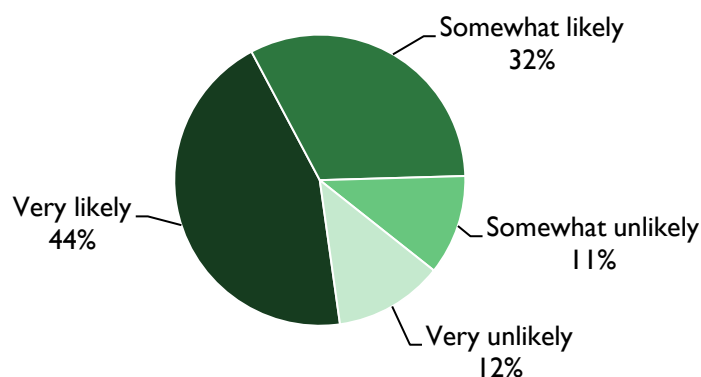
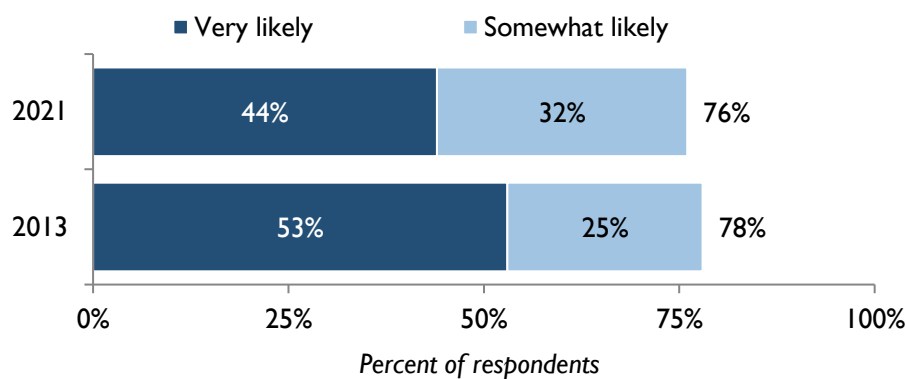


Figure 10: Likelihood of Remaining in Flagstaff by Year

Please indicate how likely or unlikely you are to remain in Flagstaff for the next five years.



Community Characteristics

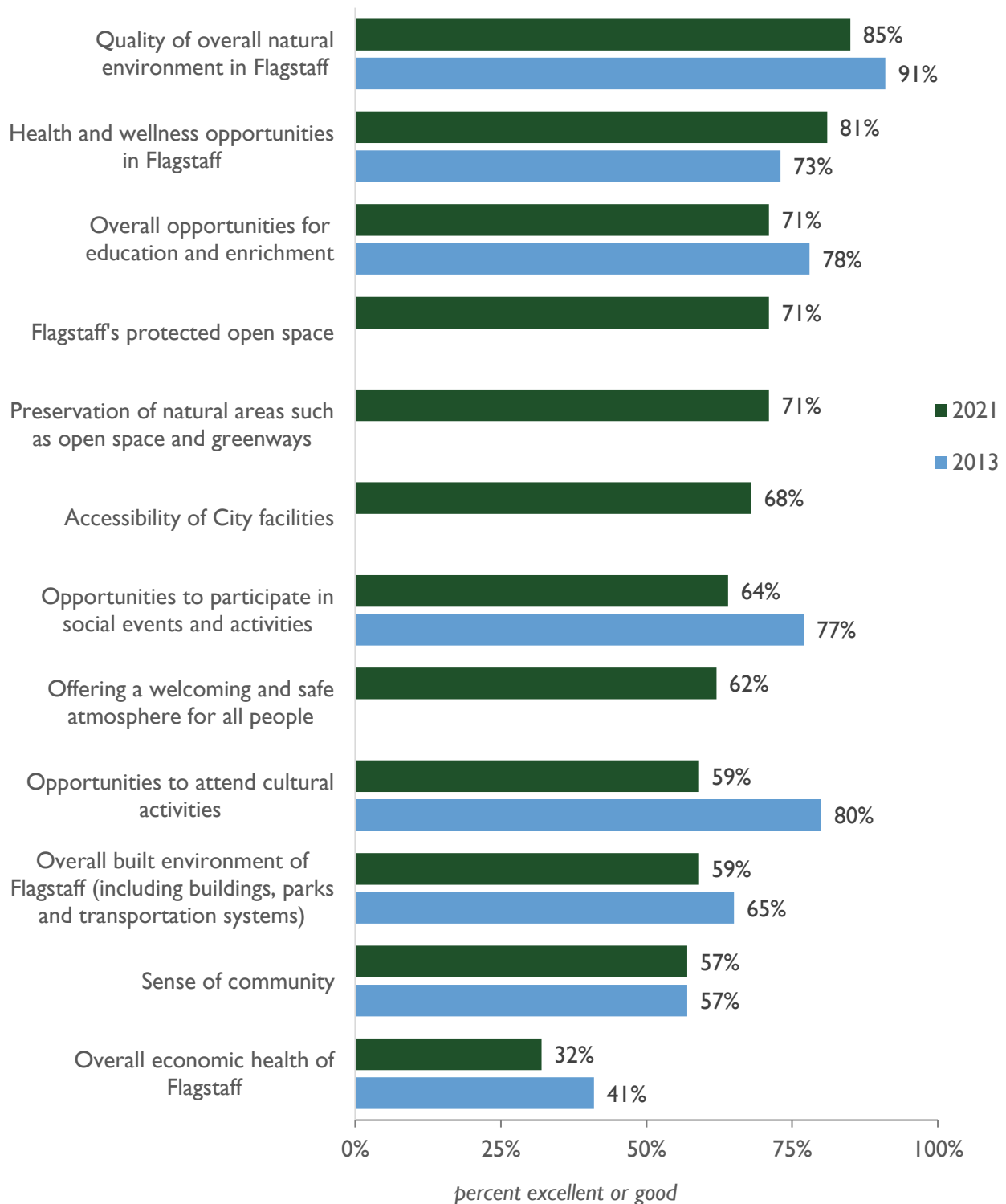
Flagstaff residents rated a variety of community characteristics related to Flagstaff as a whole. At least 8 in 10 respondents gave positive ratings to the quality of the overall natural environment in the city and to health and wellness opportunities. About 7 in 10 gave favorable marks to overall opportunities for education and enrichment, Flagstaff's protected open space, preservation of natural areas, and the accessibility of City facilities. About 6 in 10 residents were pleased with opportunities to participate in social events and activities, offering a safe and welcoming atmosphere for all people, the overall built environment of Flagstaff, opportunities to attend cultural activities, and sense of community. Only about 32% of respondents rated the overall economic health of Flagstaff as excellent or good.

Ratings of 10 of the 12 community characteristics were compared to benchmark ratings given by residents across the country and in Flagstaff's peer communities (see *Appendix D: Benchmark Comparisons*). Ratings for all of these community characteristics were similar to the national and peer benchmarks except for overall economic health, which was lower than both benchmarks, and ease of travel by bus, which was similar to the national average but higher than the peer average. Ratings of the overall feeling of safety in Flagstaff and sense of community were similar. Benchmark comparisons were not available for recreation opportunities and for accessibility of City facilities.

Where comparisons over time were available, community characteristics ratings tended to remain stable. Ratings increased from 2013 to 2021 for health and wellness opportunities, but decreased for overall opportunities for education and enrichment, opportunities to participate in social events and activities, opportunities to attend cultural activities, and overall economic health. (It is important to note that closures associated with the COVID-19 pandemic may have had an impact on these ratings.)

Figure 11: Community Characteristics by Year

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



Flagstaff's protected open space, preservation of natural areas, accessibility of City facilities, and offering a safe and welcoming atmosphere for all people were new questions on the 2021 survey.

Figure 12: Community Characteristics Benchmarks

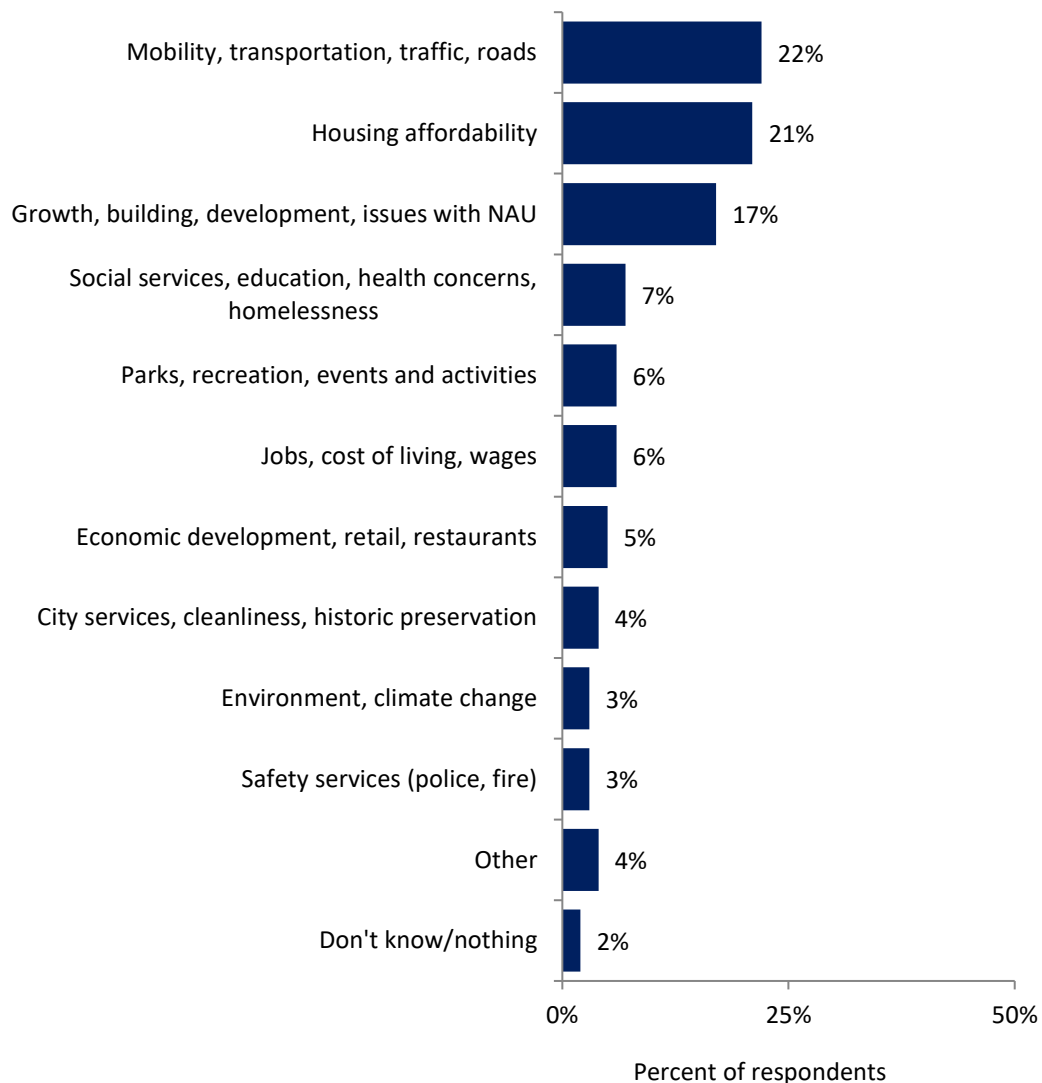
	Comparison to national benchmark	Comparison to peer communities benchmark
Preservation of natural areas such as open space and greenways	Similar	Similar
Flagstaff's protected open space	Similar	Similar
Quality of overall natural environment in Flagstaff	Similar	Similar
Overall "built environment" of Flagstaff (including buildings, parks and transportation systems)	Similar	Similar
Overall opportunities for education and enrichment	Similar	Similar
Opportunities to attend cultural activities	Similar	Similar
Opportunities to participate in social events and activities	Similar	Similar
Overall economic health of Flagstaff	Lower	Lower
Sense of community	Similar	Similar
Offering a welcoming and safe atmosphere for all people	Similar	NA

Quality of Life Improvements

Respondents were given the option to write in their own words what they believed was the one thing the City could do to most improve their quality of life in Flagstaff. Out of the 434 survey respondents, 378 wrote in a response to the open-ended question. At the top of the list, 2 in 10 respondents identified items related to improving mobility, transportation, traffic, and roads, or made a comment related to housing affordability. Seventeen percent of residents who wrote in a response commented on growth, building or development. Fewer than 1 in 10 respondents wrote in a response related to a different topic area. (These responses, including “other,” can be found verbatim in *Appendix C: Verbatim Responses to Open-ended Survey Questions*.)

Figure 13: Suggested City Actions to Improve Quality of Life, 2021

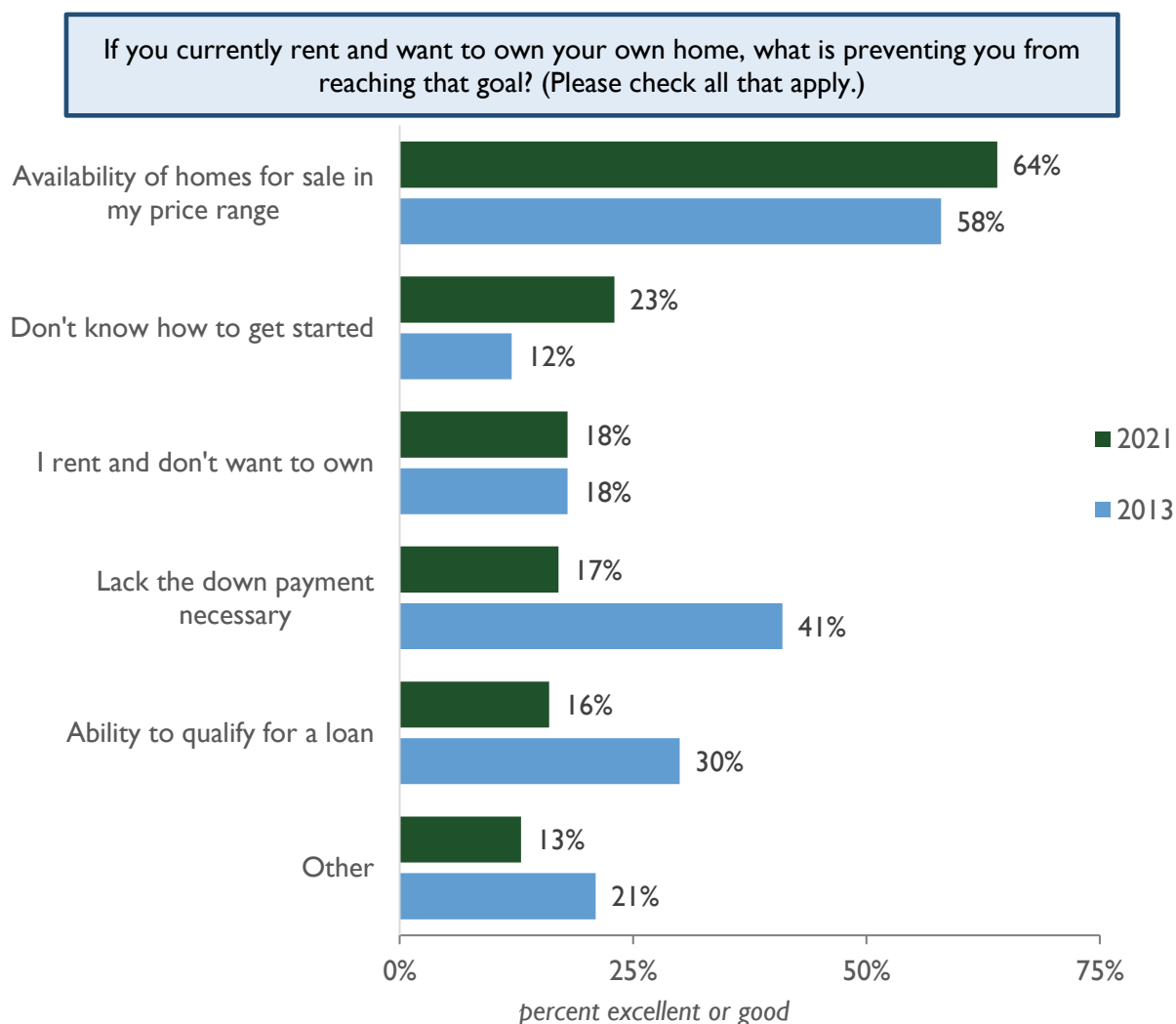
What is the ONE thing the City can do to most improve your quality of life in Flagstaff?



Housing Concerns

Residents were asked to indicate again in 2021 what was preventing them from owning their own home if they currently rented and wanted to own their home. About 4 in 10 respondents (42%) reported already owning their own home (for all response options, see *Appendix B: Responses to Survey Questions*). Of those who reported not owning their home, two-thirds of respondents reported that the main obstacle to ownership was the availability of homes for sale in their price range. Roughly 2 in 10 reported that they didn't know how to get started, indicated that they didn't want to rent, lacked the down payment necessary to purchase a home, or were unable to qualify for a loan. Compared to 2013, respondents in 2021 were more likely to indicate that they didn't know how to get started, and less likely to report that they lacked the down payment necessary or that they were unable to qualify for a loan.

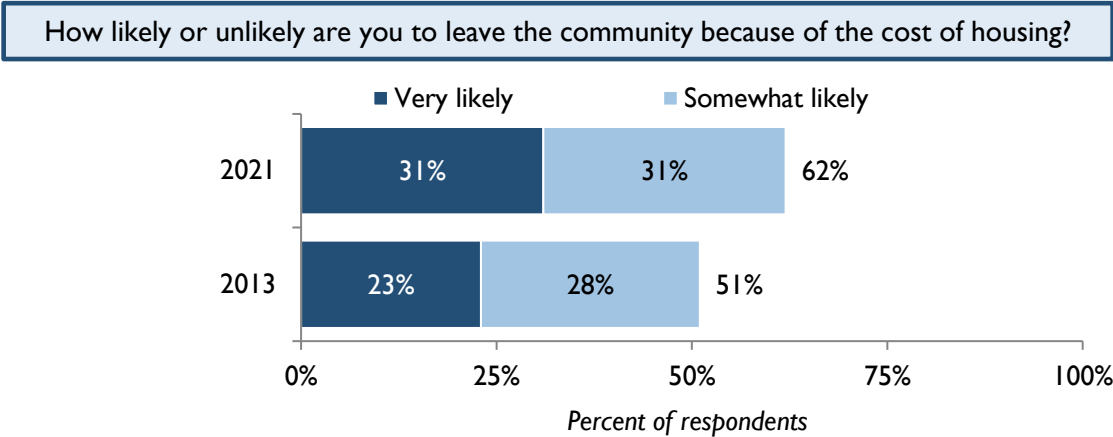
Figure 14: Barriers to Home Ownership for Renters by Year



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

When asked how likely or unlikely they would be to leave the community because housing costs too much, in 2021 about 6 in 10 respondents indicated that they were very or somewhat likely to leave. This was an increase since this question was first asked in 2013.

Figure 15: Likelihood of Leaving Community Due to Housing Costs

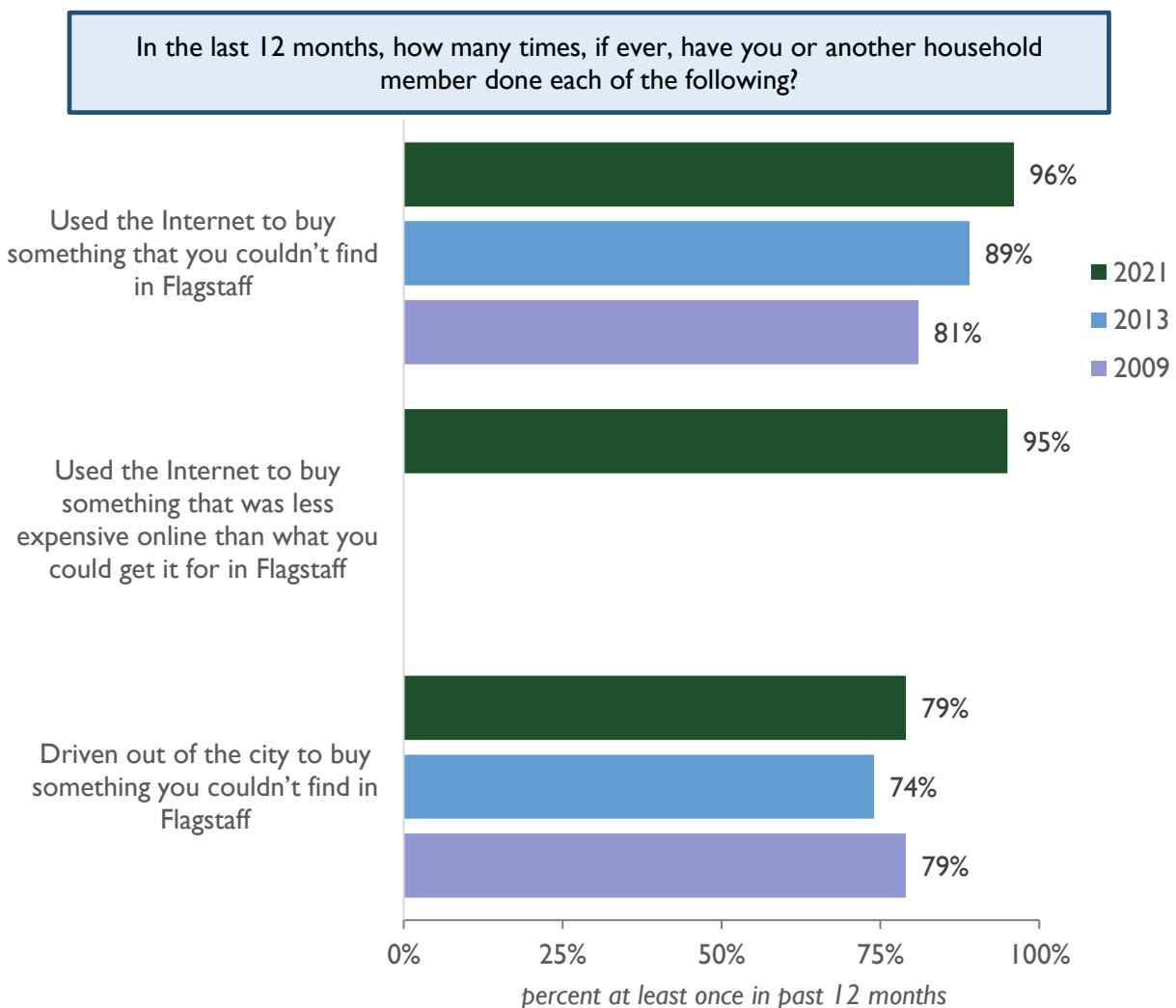


Shopping in Flagstaff

As in previous years, survey respondents were asked to indicate how often they had used the Internet or driven out of the city to buy something they could not find in Flagstaff. Virtually all residents reported having used the Internet at least once in the last 12 months to buy something they were unable to find in Flagstaff. Ninety-five percent of residents had used the Internet to buy something that was less expensive online than it was in Flagstaff, and 79% had driven out of the city to buy something they couldn't find in Flagstaff. These rates were similar to those observed in past years.

Differences between the 2013 and 2009 survey results may be due to changes in the question wording and scale.

Figure 16: Frequency of Shopping Outside of Flagstaff Compared by Year



"Used the Internet to buy something that was less expensive online than what you could get it for in Flagstaff" was a new question on the 2021 survey. In 2009, the scale was very often, sometimes, not very often or never. In 2013, the scale was never, once or twice, 3-12 times, 13-26 times or more than 26 times.

Transportation Systems

In a set of new questions on the 2021 survey, Flagstaff residents were asked to rate a number of transportation-related characteristics in the city. About 7 in 10 residents gave excellent or good ratings to the overall ease of getting around. About 6 in 10 gave positive scores to ease of travel by bus in Flagstaff and ease of travel by car, by bicycle and by walking. Where comparisons were available, these ratings were all similar to the national and peer community benchmarks except for ease of travel by bus, which was higher.

Figure 17: Transportation Characteristics, 2021

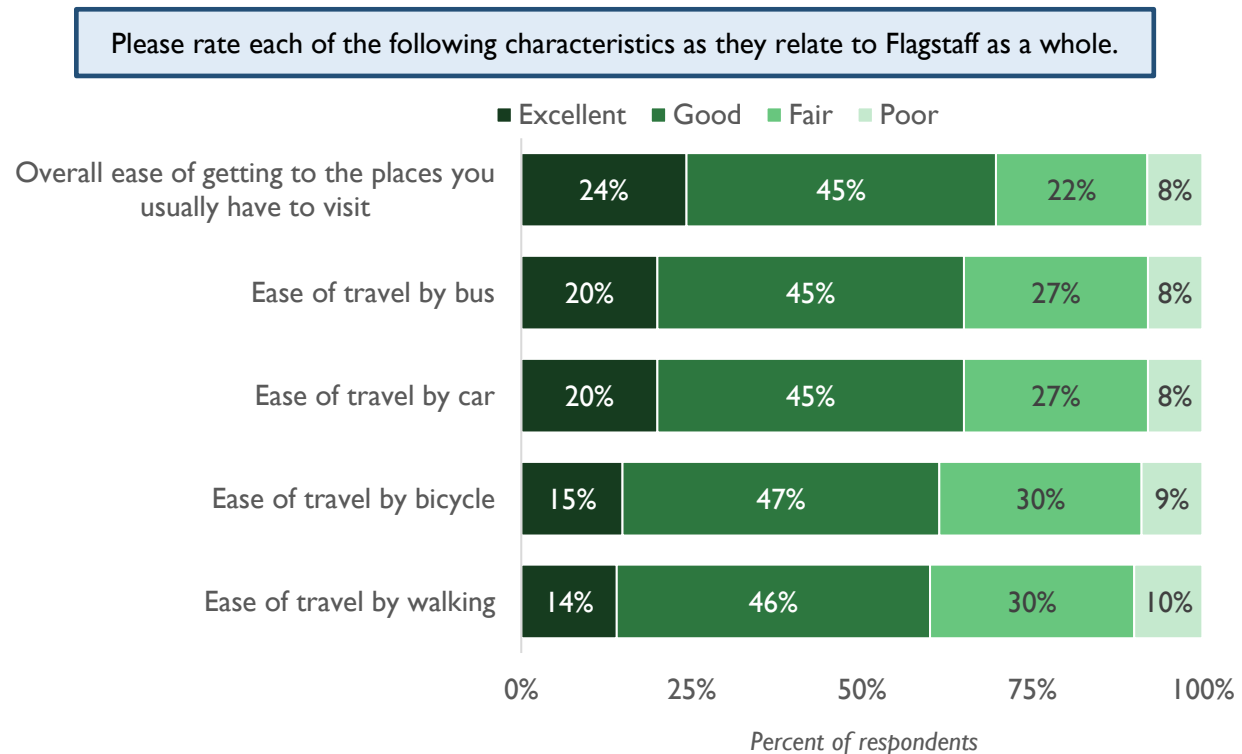


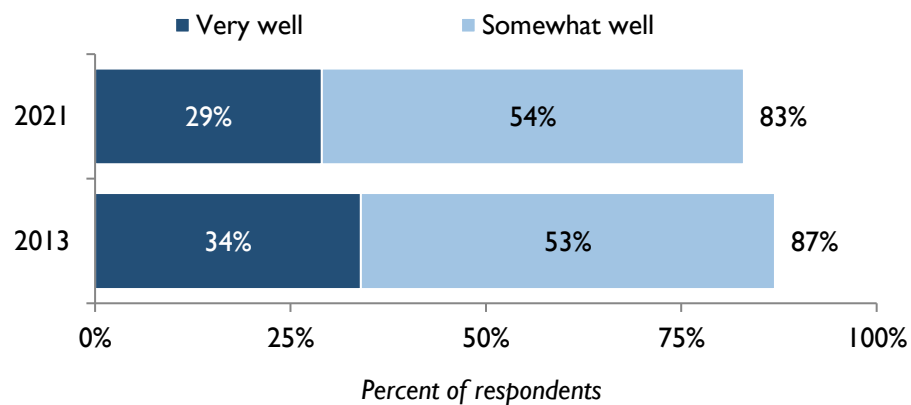
Figure 18: Transportation Characteristics Benchmarks

	Comparison to national benchmark	Comparison to peer communities benchmark
Ease of travel by bicycle	Similar	Similar
Ease of travel by walking	Similar	Similar
Ease of travel by bus	Much higher	Higher
Ease of travel by car	Similar	Similar

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. When asked how well the current transportation system meets their needs, Flagstaff residents gave a favorable rating in 2021. Eighty-three percent of respondents said the transportation system meets their needs “very” or “somewhat” well; this was similar to ratings given in 2013.

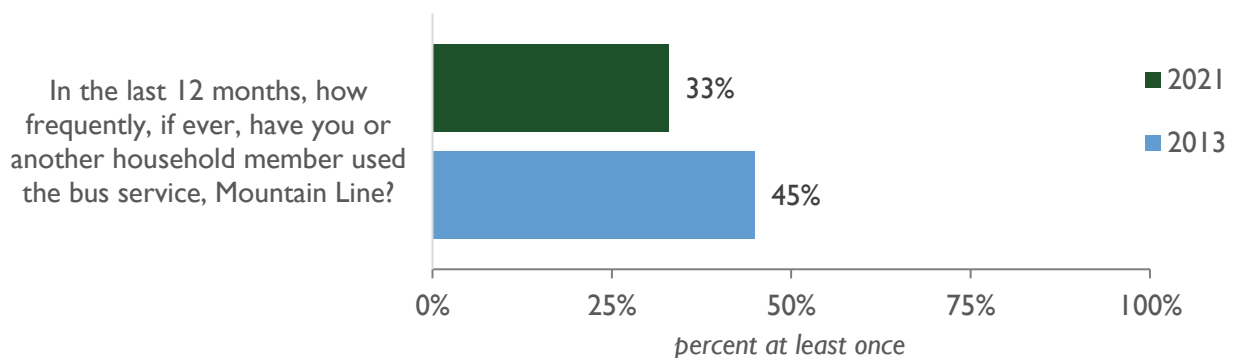
Figure 19: How Well Transportation System Meets Needs by Year

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?



About 3 in 10 residents reported that they or a household member had used the Mountain Line bus service at least once in the past 12 months. This was a decrease from reported bus usage in 2013.

Figure 20: Frequency of Mountain Line Use

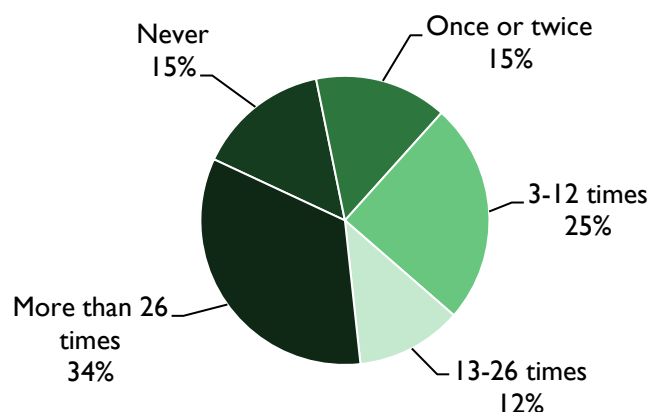


Flagstaff Urban Trail System

A new set of questions on the 2021 survey asked residents about their use of the Flagstaff Urban Trail System (FUTS). About 15% of respondents had used FUTS once or twice in the past 12 months, 25% had used it 3-12 times, and 12% had used it 13-26 times. One-third of residents reported using FUTS more than 26 times in the past 12 months; only 15% had not used it at all.

Figure 21: Frequency of Flagstaff Urban Trail System Use, 2021

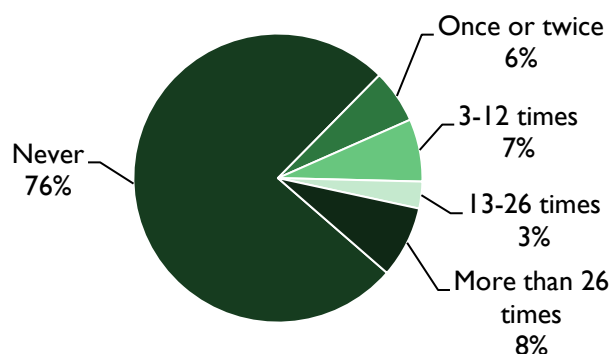
In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System?



Survey respondents were also asked about their use of FUTS specifically to commute to work. A strong majority of respondents (76%) had not used FUTS to commute to work, although about 1 in 10 had used it for this purpose at least 26 times in the past 12 months.

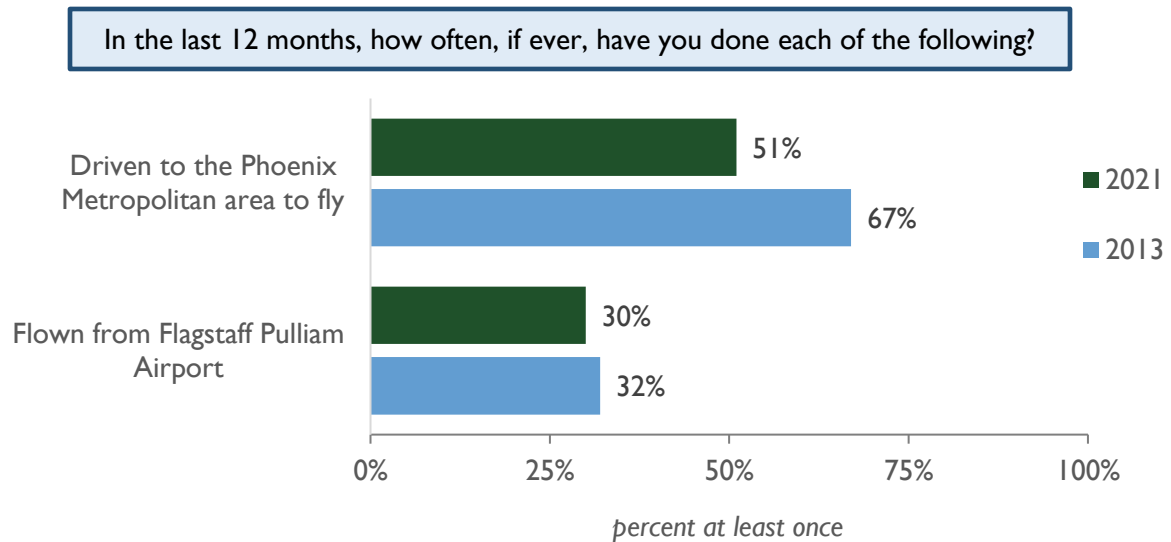
Figure 22: Frequency of Flagstaff Urban Trail System Use for Work Commuting, 2021

In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System to commute to work?



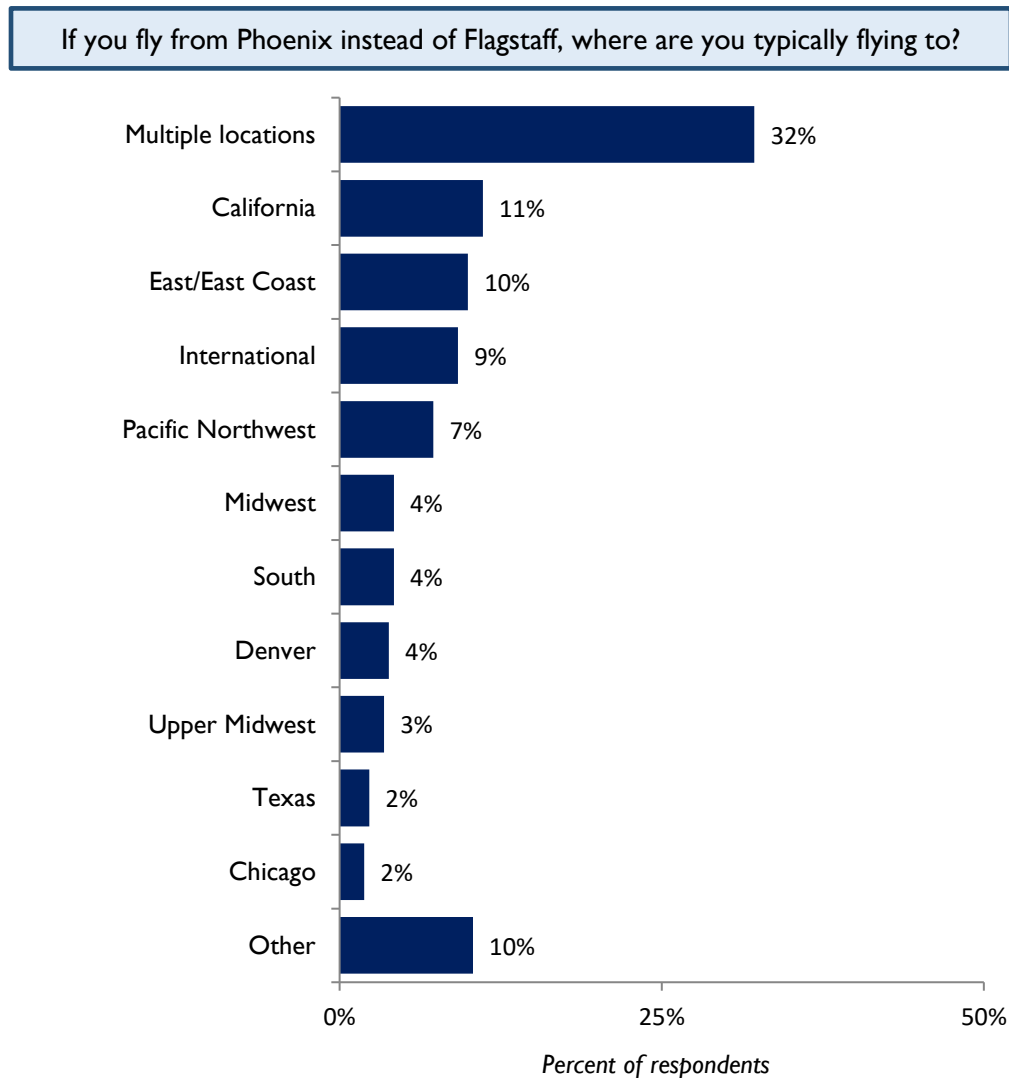
Survey respondents were again asked to indicate how often in the 12 months prior to the survey they had driven to the Phoenix Metropolitan area to fly and how often they had flown from Flagstaff Pulliam Airport. About half of residents had driven to the Phoenix Metropolitan Airport to fly, while about 3 in 10 had flown from Flagstaff Pulliam Airport. While the proportion of residents who had driven to Phoenix in order to fly decreased from 2013 to 2021, it is important to note that the COVID-19 pandemic likely had an impact on residents' flying behaviors in the 12 months prior to the survey.

Figure 23: Frequency of Air Travel by Year



Survey respondents were then asked to indicate, in their own words, where they typically fly to if they fly from Phoenix instead of Flagstaff. The responses written-in by residents were reviewed and categorized into groups. One-third of respondents who answered this question listed multiple destinations in their response; of those who only mentioned one destination, California (11%), the East/East Coast (10%), and international flights (9%) were the most frequent travel destinations when flying from Phoenix. All other destinations were mentioned by 7% or fewer respondents. Ten percent of responses were categorized into “other” destinations due to the variation and infrequency among responses. The written responses can be found verbatim in *Appendix C: Verbatim Responses to Open-ended Survey Questions*.

Figure 24: Destinations When Flying From Phoenix

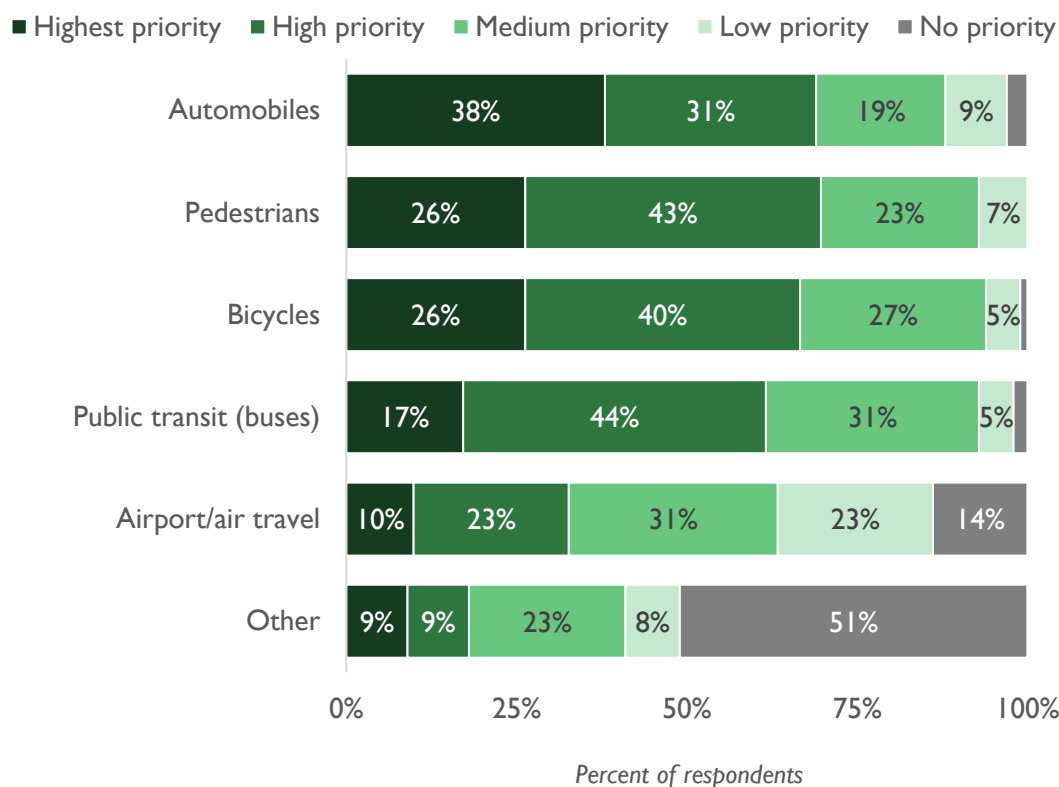


Transportation Priorities

Another new question on the 2021 survey asked residents to rate the level of priority of various modes of transportation. Survey respondents were most likely to rate automobile or pedestrian transportation as the highest priority or a high priority (69% combined each), followed by bicycle transportation (66%), public transit (61%), and airport/air travel (33%). Residents could also select an “other” response and write in an alternate form of transportation to prioritize; the verbatim responses to “other” for this question can be found in *Appendix C: Verbatim Responses to Open-ended Survey Questions*.

Figure 25: Transportation Priorities, 2021

In planning for transportation, how much priority should be given to each of the following? (Please choose only ONE for your highest priority.)



City Government

Overall Quality of City Services

Residents were given the opportunity to rate the quality of City services overall. Seventy-three percent rated the overall quality of City services as excellent or good while 27% rated them as fair or poor. This rating was similar to what was reported in 2013. When compared to ratings given by residents nationwide and in peer communities, Flagstaff's rating was similar (see *Appendix D: Benchmark Comparisons*).

Figure 26: Overall Quality of Flagstaff City Services, 2021

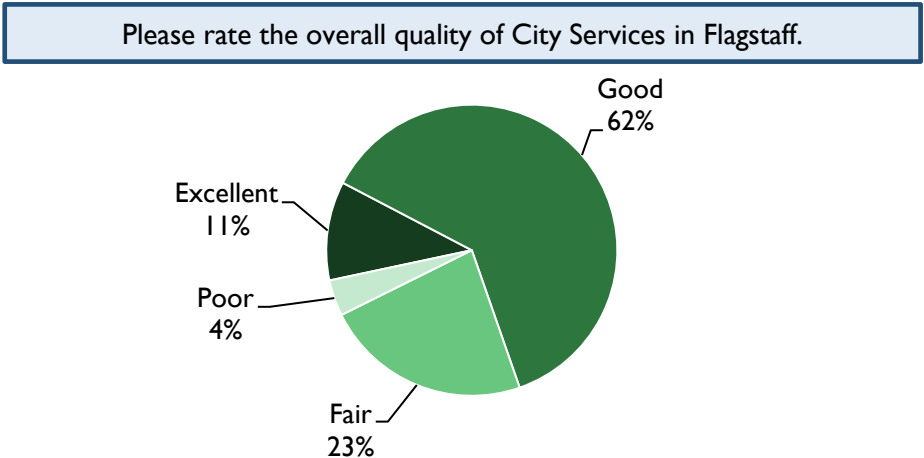
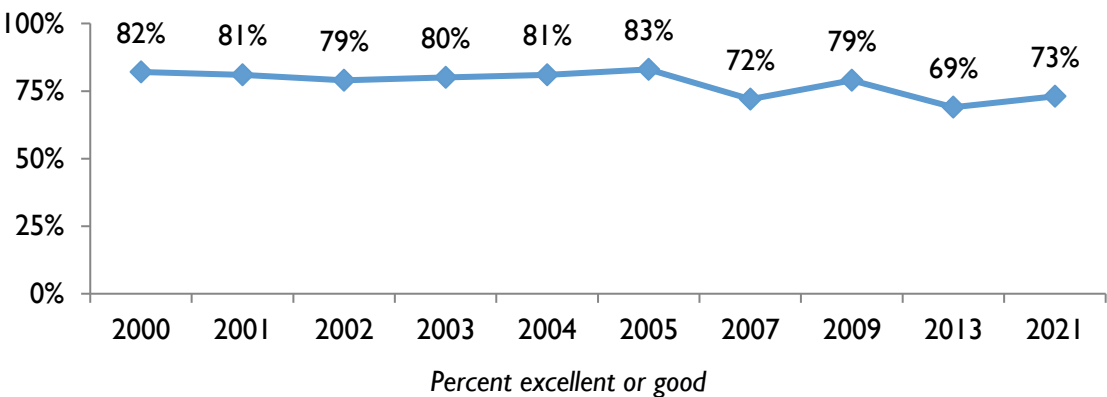


Figure 27: Overall Quality of Flagstaff City Services Compared by Year



Perceptions of City Services

Respondents were asked to rate the quality of 19 different City services. At the top of the list (see Figure 28), with 95% rating it as excellent or good, was the fire department followed by garbage collection services (87%), sewer services (87%), parks (87%), libraries (86%) and water services (83%). Services receiving relatively lower evaluations included streetscapes (52% excellent or good) and street maintenance (46%).

Fourteen services could be compared to ratings given by residents in the national and selected peer communities' benchmarks (see *Appendix D: Benchmark Comparisons*). Compared to national and peer averages, Flagstaff's ratings were similar except for recycling services, which was rated lower, and traffic signals, which was similar to the nationwide average but higher than the peer average.

Compared to 2013, ratings for most services in 2021 remained stable or increased. Ratings in 2021 increased for traffic signals, snow removal operations, and street maintenance, while ratings decreased for recycling services, sustainability and environmental programs, heritage preservation, and streetscapes. Differences in ratings between 2013 and 2009 may be due in part to the changes in the survey administration modes (from phone in 2009 to mail and web in 2013, see *Appendix F: Survey Methodology*).

Figure 28: Quality of Flagstaff City Services Compared by Year

Please rate the quality of each of the following services provided in Flagstaff.	2021	2013	2009	2007	2005	2004	2003	2002	2001	2000
Fire department	95%	96%	97%	98%	98%	95%	98%	95%	96%	97%
Garbage collection services	87%	90%	92%	87%	90%	90%	87%	86%	89%	88%
Sewer services	87%	82%	90%	88%	91%	87%	85%	83%	87%	86%
Parks	87%	84%	85%	81%	82%	85%	81%	80%	83%	80%
Libraries	86%	89%	91%	91%	92%	90%	88%	91%	90%	88%
Water services	83%	81%	89%	85%	88%	85%	79%	78%	81%	86%
Police department	71%	74%	87%	79%	85%	79%	82%	83%	79%	82%
Utility billing services	75%	73%	NA	NA	NA	NA	NA	NA	NA	NA
Mountain Line (bus service throughout Flagstaff)	73%	77%	NA	NA	NA	NA	NA	NA	NA	NA
Traffic signals	68%	56%	61%	41%	40%	49%	42%	29%	32%	38%
Snow removal operations	63%	52%	55%	57%	68%	64%	71%	67%	67%	60%
Recreation programs	65%	70%	77%	66%	69%	72%	68%	60%	65%	61%
Public art	53%	58%	NA	NA	NA	NA	NA	NA	NA	NA
Recycling services	55%	68%	NA	NA	76%	NA	NA	75%	78%	80%
Planning and building services	49%	51%	42%	38%	44%	38%	43%	38%	41%	NA
Sustainability and environmental programs	52%	70%	NA	NA	NA	NA	NA	NA	NA	NA
Heritage preservation	49%	70%	NA	NA	NA	NA	NA	NA	NA	NA
Streetscapes (making street medians and sides of streets attractive)	52%	63%	NA	NA	NA	NA	NA	NA	NA	NA
Street maintenance	46%	33%	46%	41%	51%	56%	53%	45%	49%	53%

Percent "excellent" or "good."

In 2009 and prior, "Recycling services" and "Sustainability and environmental programs" was one item and was worded as "Recycling and Environmental Programs" so a comparison could not be made to the 2013 results. However, in 2005, 2002, 2001 and 2000, the survey asked specifically about "recycling programs" so comparisons have been made to the 2013 item "Recycling services."

Figure 29: City Services Benchmarks

	Comparison to national benchmark	Comparison to peer communities benchmark
Fire department	Similar	Similar
Garbage collection services	Similar	Similar
Libraries	Similar	Similar
Parks	Similar	Similar
Police department	Similar	Similar
Planning and building services	Similar	Similar
Recreation programs	Similar	Similar
Recycling services	Lower	Lower
Sewer services	Similar	Similar
Water services	Similar	Similar
Utility billing services	Similar	Similar
Snow operations	Similar	Similar
Street maintenance	Similar	Similar
Traffic signals	Similar	Higher

Safety Concerns

Flagstaff residents assessed the overall feeling of safety in the city as a whole. About 8 in 10 survey respondents in 2021 rated the overall feeling of safety as excellent or good; this rating was similar to the rating given in 2013 and similar to the national and peer community benchmark comparisons.

Figure 30: Overall Feeling of Safety in Flagstaff, 2021

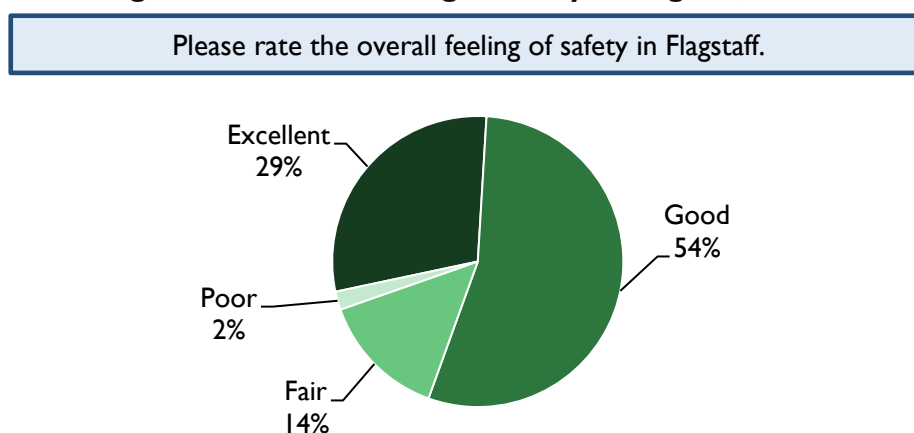
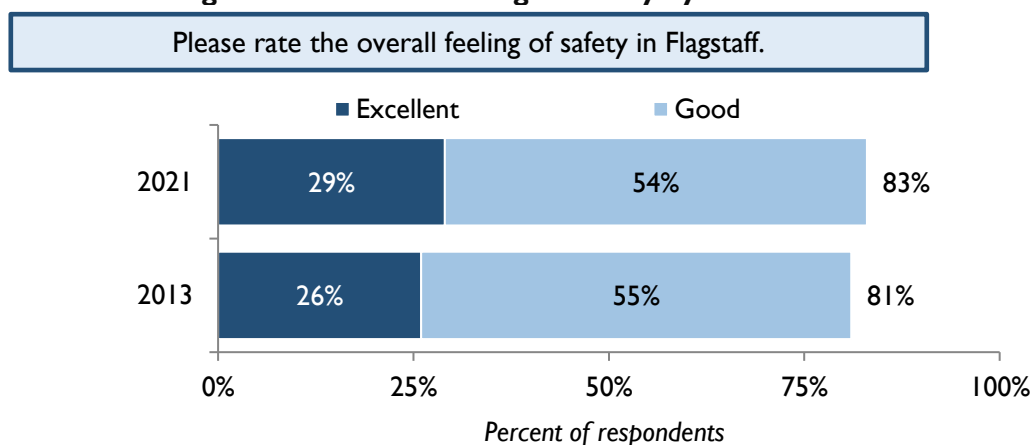


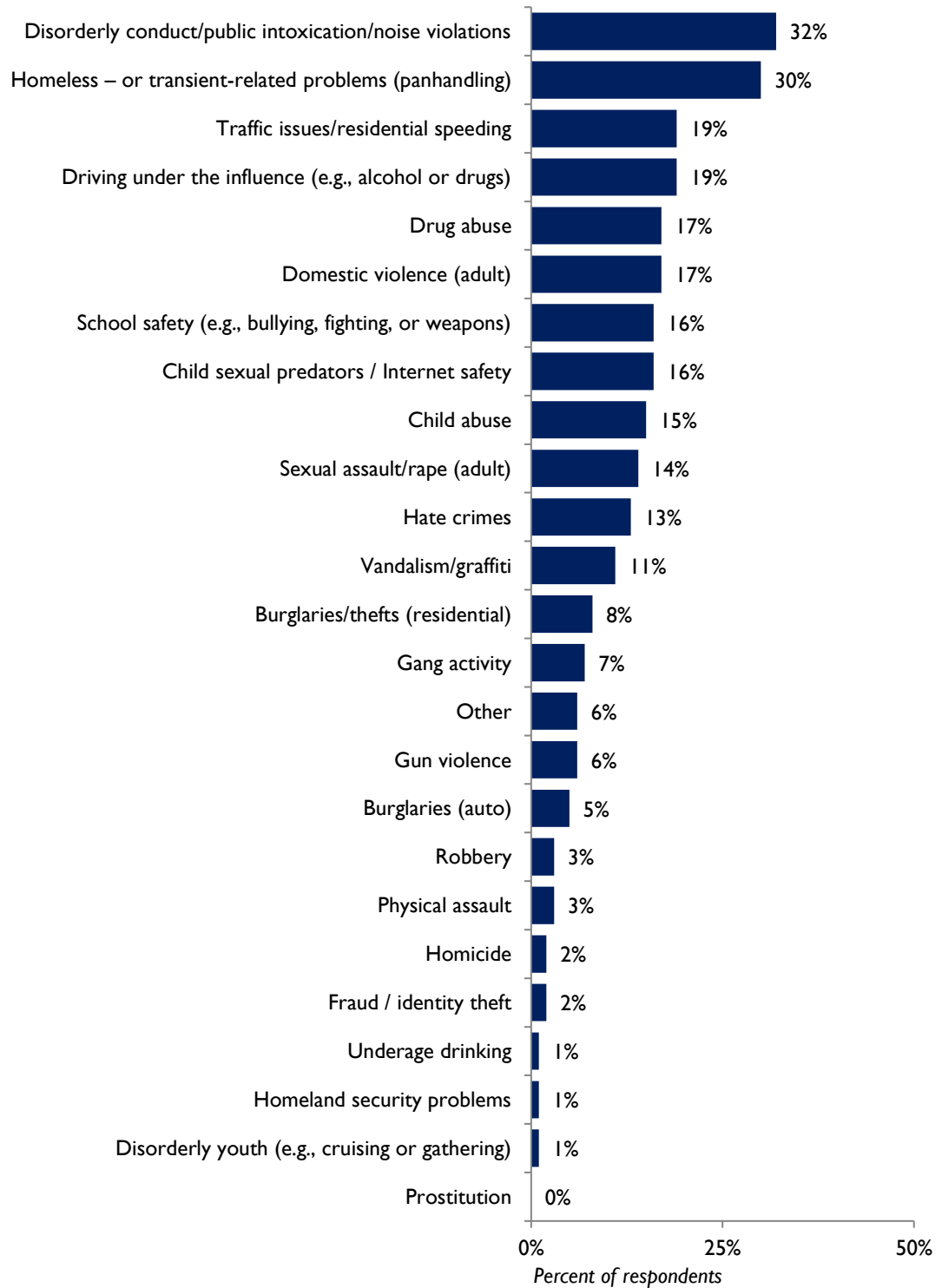
Figure 31: Overall Feeling of Safety by Year



A new question on the 2021 survey asked respondents to select three community issues from a list of 25 possible options that they felt were the biggest issues in the community requiring additional attention and resources (see Figure 32 on the following page). About 3 in 10 respondents identified disorderly conduct/public intoxication/noise violations or homeless or transient-related problems as a top issue, while 2 in 10 noted traffic issues, driving under the influence, drug abuse, or domestic violence as one of the top three issues to address. At least 1 in 10 residents thought that school safety, child sexual predators, child abuse, sexual assault/rape, hate crimes, or vandalism/graffiti were one of the top three community issues.

Figure 32: Biggest Safety Issues in Community, 2021

Recognizing that all of the below items are important, and that the Police Department will not neglect any of these, which three (3) items do you feel like are the biggest issues in our community that require additional attention and resources? (Please select only three.)

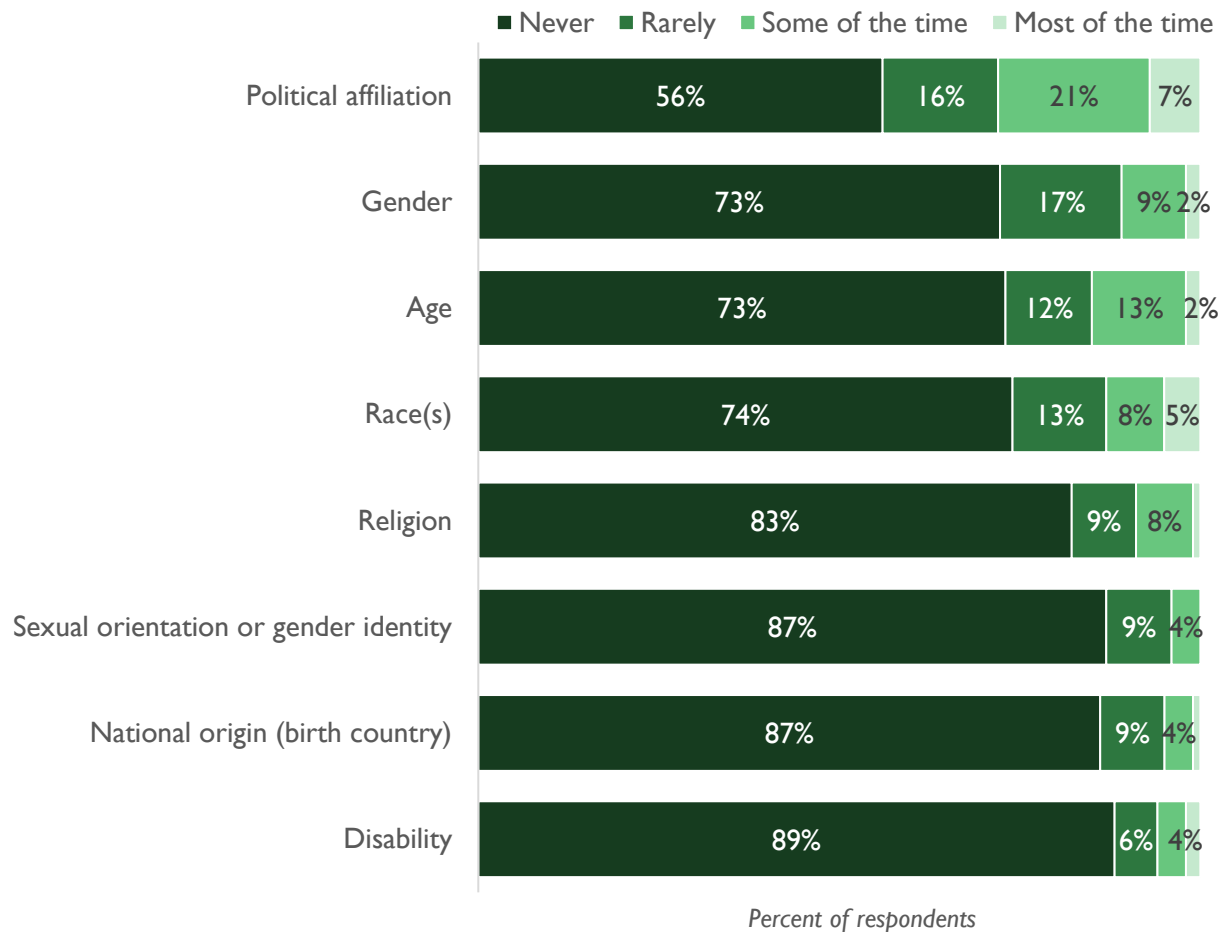


Total may exceed 100% as respondents could select up more than one answer.

Another new question on the 2021 survey asked residents how often, if at all, they had personally experienced a variety of different types of discrimination in the past 12 months. Respondents were most likely to report having experienced discrimination due to their political affiliation; about one-quarter had experienced this some or most of the time. Roughly 1 in 10 respondents reported feeling discrimination at least some of the time due to their gender, age, or race.

Figure 33: Personal Experience with Discrimination, 2021

To what extent, if at all, have YOU personally experienced discrimination based on each of the following in your local community in the past 12 months?



Interactions with the City

Survey respondents were asked how often in the 12 months prior to the survey they used the City's website, visited City Hall or called City Hall, and then were asked to rate the quality of customer service during their interactions. About 64% of respondents had used the City's website or online services at least once in the last 12 months, while 20% had called City Hall and only 15% had visited City Hall. Compared to 2013, residents were less likely in 2021 to have visited City Hall, though this change could be at least partially attributed to closures associated with the COVID-19 pandemic.

At least 6 in 10 respondents rated their interactions with each of these three City resources as excellent or good; residents were more likely in 2021 than in 2013 to rate the customer service quality of the City website or online services as excellent or good, and less likely in 2021 to positively rate their interactions visiting or calling City Hall.

Figure 34: Frequency of Using City Resources by Year

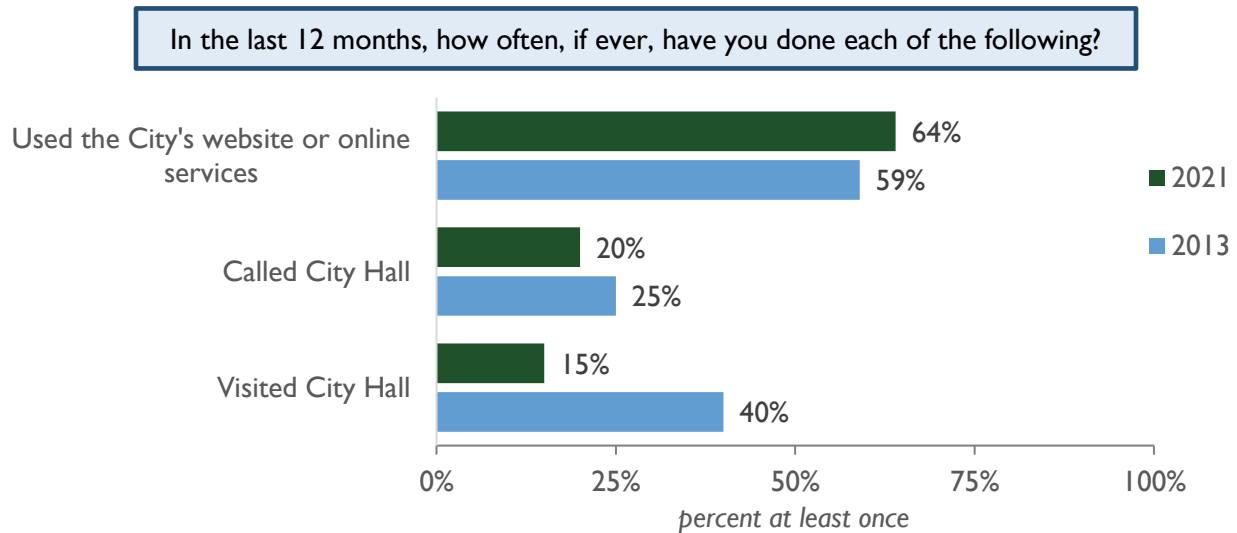
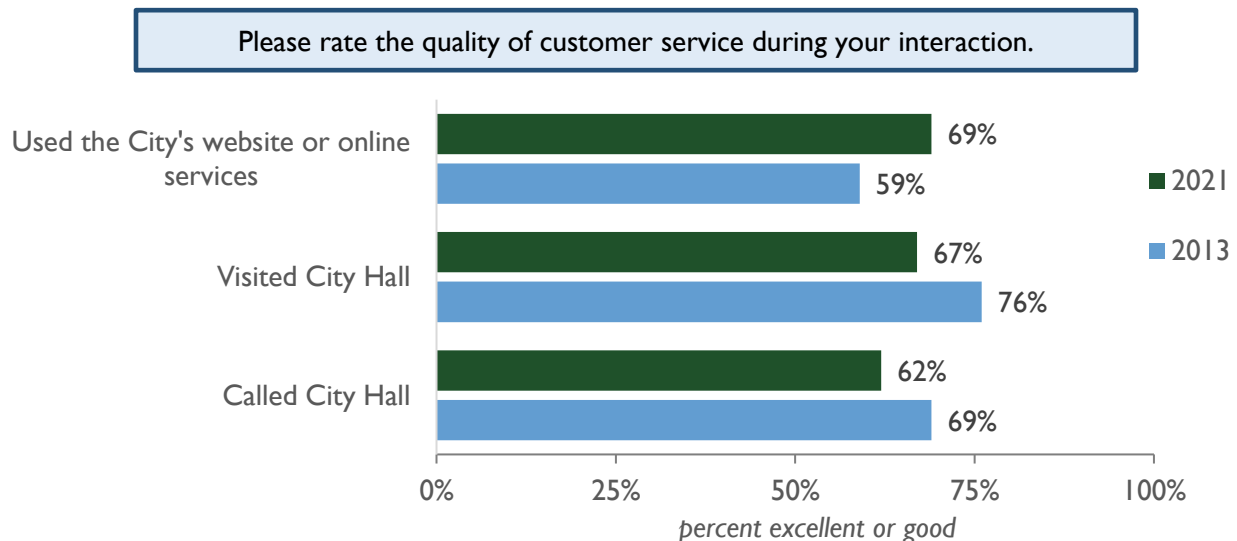


Figure 35: Quality of Customer Service Interaction by Year



Government Performance

For the second time in 2021, respondents were asked a new question regarding the quality of government performance within a number of categories ranging from overall confidence in the representation residents receive to the job Flagstaff government does at welcoming citizen involvement. Between 35% and 42% of residents gave excellent or good ratings to each of these aspects of government performance in 2021. Compared to 2013, ratings decreased in 2021 for the overall direction of the City, being honest, and the value of services for taxes paid.

When compared to other communities across the nation and to peer communities, Flagstaff government performance ratings tended to be similar or lower (see *Appendix D: Benchmark Comparisons* for more information on the benchmark data).

Figure 36: Aspects of Government Performance by Year

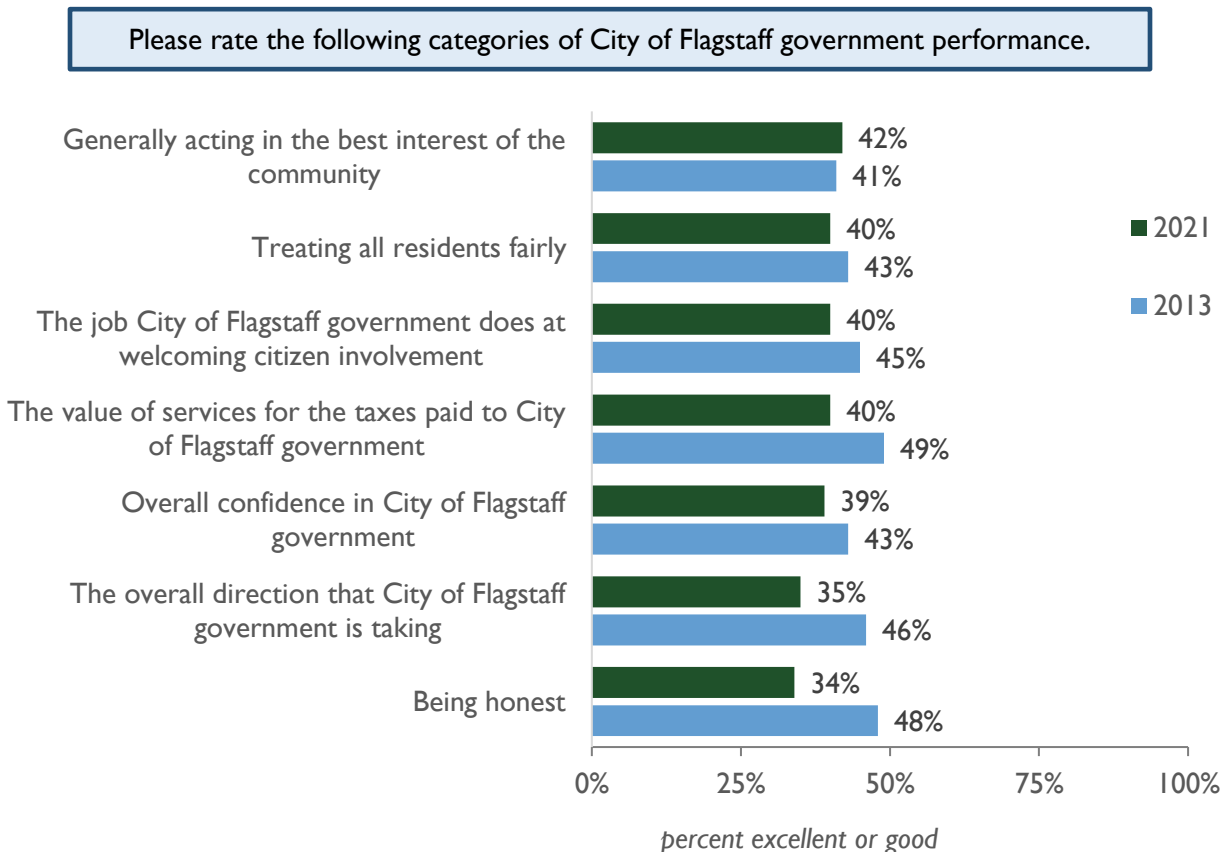


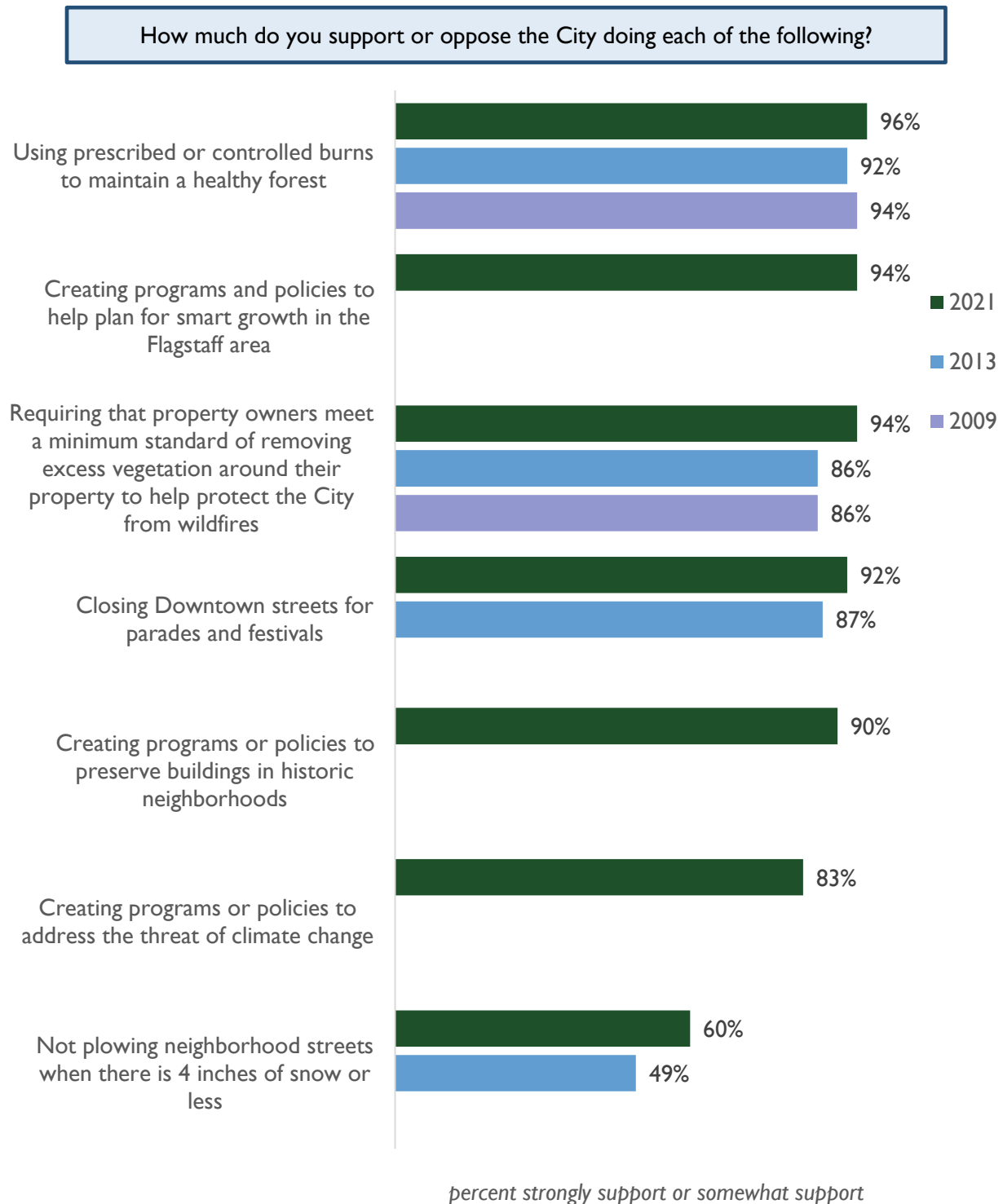
Figure 37: Government Performance Benchmarks

	Comparison to national benchmark	Comparison to peer communities benchmark
The value of services for the taxes paid to City of Flagstaff government	Similar	Similar
The overall direction that City of Flagstaff government is taking	Lower	Lower
The job City of Flagstaff government does at welcoming citizen involvement	Similar	Similar
Overall confidence in City of Flagstaff government	Similar	Similar
Generally acting in the best interest of the community	Lower	Similar
Being transparent	Lower	NA
Treating all residents fairly	Lower	Similar

Level of Support for City Actions

Respondents were asked to what extent they would support or oppose the City government taking a number of actions, from using prescribed or controlled burns to maintain a healthy forest to closing Downtown streets for parades and festivals. Overwhelmingly, respondents were in favor of using prescribed or controlled burns to maintain a healthy forest (96% strongly or somewhat support), creating programs and policies for smart growth (94%), requiring that property owners meet standards to remove vegetation for wildfire protection (94%), and closing Downtown streets for parades and festivals (92%). More than 8 in 10 residents supported creating programs or policies for historic preservation or to address the threat of climate change. Residents voiced the least amount of support for not plowing neighborhood streets when there are four or less inches of snow, though 6 in 10 still expressed support for this action.

Four of the eight proposed actions could be compared to 2013 ratings. The level of support for not plowing neighborhood streets with less than four inches of snow and for requiring that property owners meet a minimum standard of removing excess vegetation around their property increased from 2013 to 2021; other levels of support remained stable over time.

Figure 38: Support for City Actions by Year

**In 2009, this item was asked on a scale of strongly agree, somewhat agree, somewhat disagree and strongly disagree. For comparison purposes, the percent “strongly” or “somewhat” agree is shown in the figure above.*

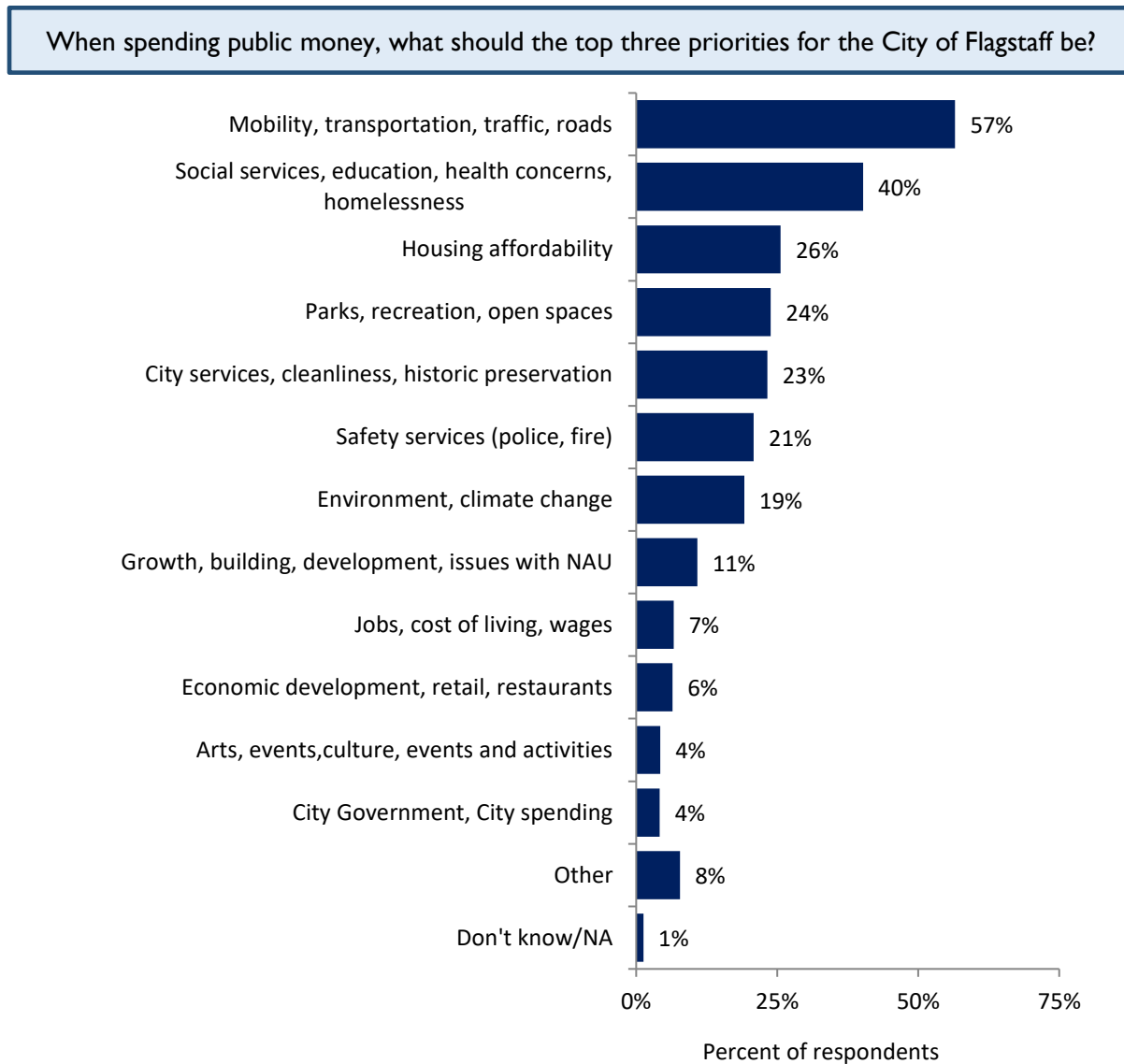
***In 2009, this item was asked on a scale of yes or no. For comparison purposes, the percent “yes” is shown in the figure above.*

Public Spending Priorities

A new question on the 2021 survey asked residents to write, in their own words, what they thought the top three priorities should be for the City of Flagstaff when spending public money.

Respondents could write in up to three responses for this question; of the 434 survey participants, 377 wrote in at least one response. A majority of respondents (57%) wrote a comment related to mobility, transportation, traffic, or roads, while 4 in 10 commented on social services, education, health concerns (including COVID-19) and homelessness. About one-quarter remarked on housing affordability, parks/recreation/open spaces, or city services/cleanliness. Two in 10 made a comment related to safety services or the environment/climate change. About 1 in 10 residents or less wrote in a comment on a different topic area (the full list of verbatim responses can be found in *Appendix C: Verbatim Responses to Open-ended Survey Questions*.)

Figure 39: Top Three Priorities for Spending Public Money, 2021



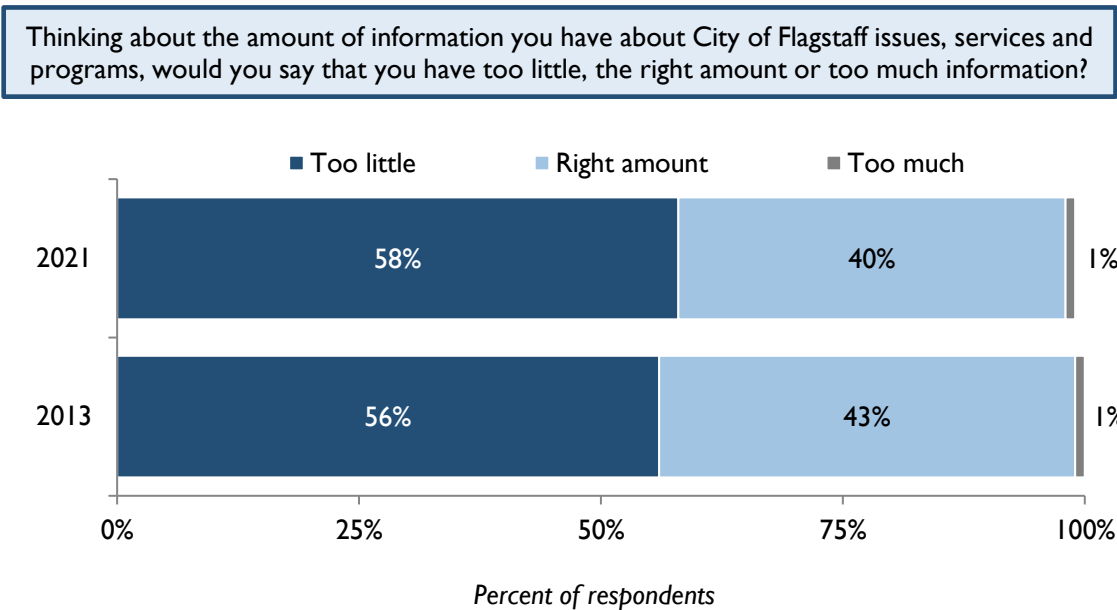
Total may exceed 100% as respondents could select up more than one answer.

Information Sources

Two questions on the survey were aimed at understanding what sources residents utilize for getting information about the City and whether they receive the right amount of information.

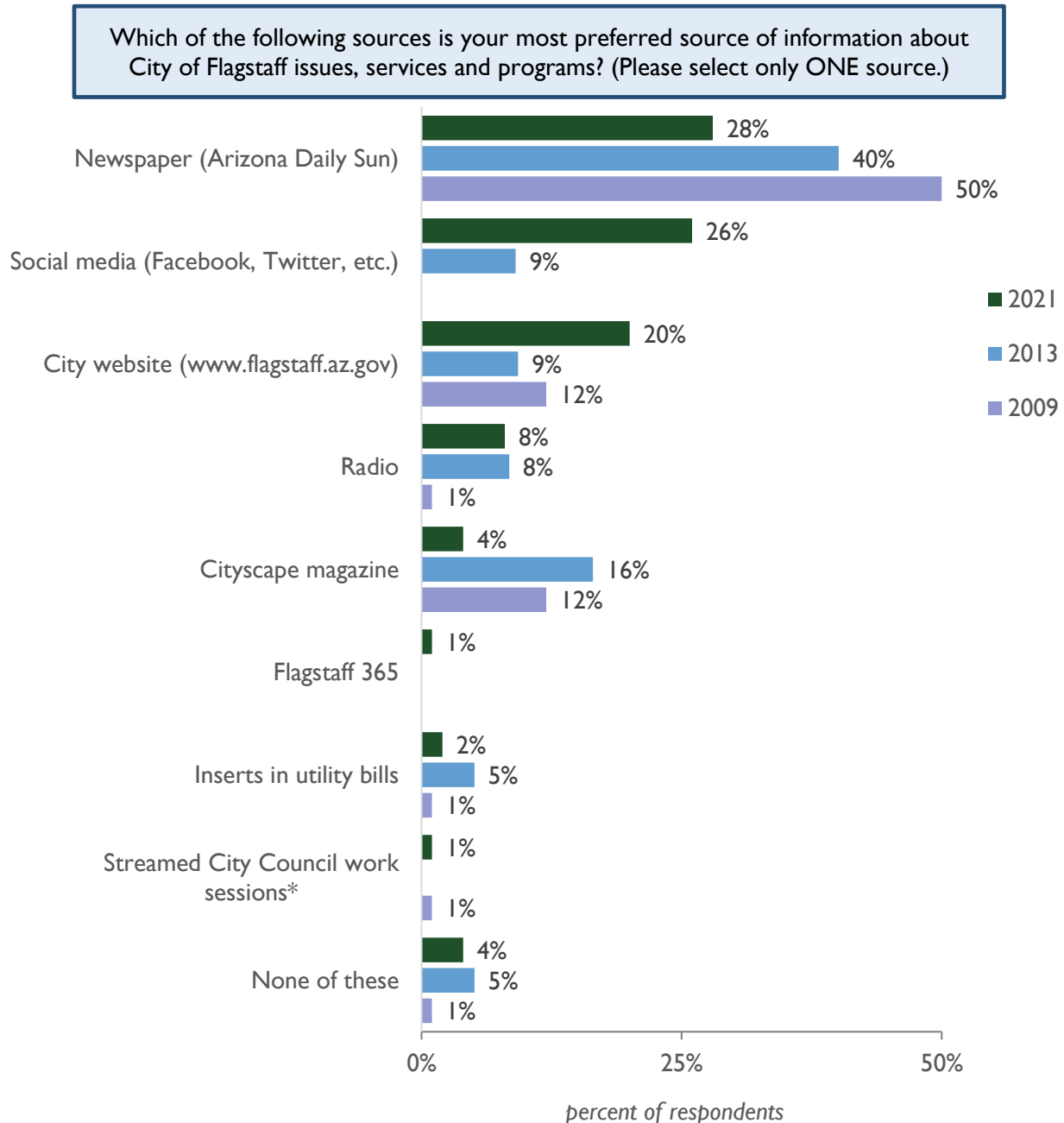
A majority of survey respondents in 2021 reported that the amount of information they have about City issues, services and programs is too little (58%) and only 1% reported the amount being too much. Four in 10 residents felt they had the “right amount” of information about City issues, services and programs. These proportions were similar to those seen in 2013.

Figure 40: Amount of Information About City Issues, Services and Programs by Year



The sources of information most preferred by residents to get information about Flagstaff were the Arizona Daily Sun newspaper (28%), social media (26%), the City website (20%), and radio (8%). Fewer respondents reported the Arizona Daily Sun and Cityscape magazine as their most preferred information source in 2021 compared to 2013, while a greater number in 2021 reported using social media and the City website.

Figure 4I: Preferred Information Sources Compared by Year



The 2013 question included more response options and asked about residents' "preferred" source instead of their most "valuable" (as in 2009); in 2009, this question was asked only of those who said they felt they had enough information available about the City.

*In 2009 this item was "Televised City Council work sessions."

Appendix A: Respondent Characteristics

Characteristics of the survey respondents are displayed in the tables on the following pages of this appendix.

Table 1: Question 26

How many years have you lived in Flagstaff?	Percent	Number
Less than one year	6%	N=27
1-5 years	31%	N=134
6-10 years	14%	N=62
11-20 years	16%	N=71
More than 20 years	32%	N=138
Total	100%	N=433

Table 2: Question 27

Are you a full-time or part-time resident of Flagstaff?	Percent	Number
Full-time	93%	N=401
Part-time	7%	N=31
Total	100%	N=432

Table 3: Question 28

Do you own or rent your home?	Percent	Number
Own	46%	N=201
Rent	54%	N=231
Total	100%	N=432

Table 4: Question 29

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)?	Percent	Number
Less than \$300 per month	4%	N=16
\$300 to \$599 per month	7%	N=29
\$600 to \$999 per month	19%	N=79
\$1,000 to \$1,499 per month	28%	N=117
\$1,500 to \$2,499 per month	34%	N=143
\$2,500 or more per month	8%	N=35
Total	100%	N=419

Table 5: Question 30

Do any children 17 or under live in your household?	Percent	Number
Yes	51%	N=221
No	49%	N=210
Total	100%	N=431

Table 6: Question 31

In which category is your age?	Percent	Number
18-24 years	17%	N=75
25-34 years	26%	N=112
35-44 years	16%	N=69
45-54 years	16%	N=68
55-64 years	9%	N=39
65-74 years	11%	N=46
75 years or older	5%	N=21
Total	100%	N=430

Table 7: Question 32

What is the highest grade of school or year of college that you have completed?	Percent	Number
Grade school	0%	N=1
High school degree or GED	7%	N=28
Some college/ Associate's degree	27%	N=115
Bachelor's degree	34%	N=148
Post-bachelor's degree/Graduate degree	32%	N=137
Total	100%	N=429

Table 8: Question 33

Are you of Hispanic, Latino, or Spanish origin?	Percent	Number
Yes	15%	N=65
No	85%	N=360
Total	100%	N=425

Table 9: Question 34

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Percent	Number
American Indian or Alaska Native	10%	N=42
Asian, Asian Indian or Pacific Islander	4%	N=17
Black or African American	3%	N=14
White	83%	N=346
Other race	6%	N=27
Total	100%	N=417

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

Table 10: Question 35

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.)	Percent	Number
Up to \$9,999	6%	N=24
\$10,000 to \$24,999	16%	N=66
\$25,000 to \$49,999	18%	N=75
\$50,000 to \$74,999	16%	N=65
\$75,000 to \$99,999	13%	N=55
\$100,000 to \$149,999	16%	N=68
\$150,000 or more	14%	N=58
Total	100%	N=411

Table 11: Question 36

What is your gender?	Percent	Number
Female	50%	N=212
Male	49%	N=208
Identify another way	1%	N=3
Total	100%	N=423

Appendix B: Responses to Survey Questions

The following pages contain a complete set of responses to each question on the 2021 survey. When a “don’t know” response was permitted for any given question, there are two tables for each question: the first table shows the responses excluding “don’t know” responses, and the second table includes “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents.

Table 12: Question 1 excluding "don't know"

Please rate each of the following aspects of quality of life in Flagstaff.	Excellent		Good		Fair		Poor		Total	
Flagstaff as a place to live	36%	N=154	51%	N=217	12%	N=50	2%	N=8	100%	N=429
Your neighborhood as a place to live	36%	N=156	46%	N=198	16%	N=67	2%	N=9	100%	N=430
Flagstaff as a place to raise children	32%	N=110	48%	N=163	16%	N=56	4%	N=13	100%	N=343
Flagstaff as a place to work	13%	N=53	38%	N=152	30%	N=122	19%	N=78	100%	N=405
Flagstaff as a place to visit	57%	N=237	36%	N=150	6%	N=25	1%	N=6	100%	N=418
Flagstaff as a place to retire	20%	N=69	34%	N=116	31%	N=107	14%	N=49	100%	N=342
The overall quality of life in Flagstaff	27%	N=117	54%	N=235	14%	N=61	4%	N=18	100%	N=432

Table 13: Question 1 including "don't know"

Please rate each of the following aspects of quality of life in Flagstaff.	Excellent		Good		Fair		Poor		Don't know		Total	
Flagstaff as a place to live	36%	N=154	51%	N=217	12%	N=50	2%	N=8	0%	N=0	100%	N=429
Your neighborhood as a place to live	36%	N=156	46%	N=198	16%	N=67	2%	N=9	0%	N=0	100%	N=430
Flagstaff as a place to raise children	26%	N=110	38%	N=163	13%	N=56	3%	N=13	20%	N=88	100%	N=431
Flagstaff as a place to work	12%	N=53	35%	N=152	28%	N=122	18%	N=78	6%	N=27	100%	N=432
Flagstaff as a place to visit	55%	N=237	35%	N=150	6%	N=25	1%	N=6	3%	N=14	100%	N=432
Flagstaff as a place to retire	16%	N=69	27%	N=116	25%	N=107	12%	N=49	20%	N=84	100%	N=426
The overall quality of life in Flagstaff	27%	N=117	54%	N=235	14%	N=61	4%	N=18	0%	N=0	100%	N=432

Table 14: Question 2 excluding "don't know"

Please rate each of the following characteristics as they relate to Flagstaff as a whole.	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Flagstaff	29%	N=127	54%	N=235	14%	N=61	2%	N=9	100%	N=432
Overall ease of getting to the places you usually have to visit	24%	N=104	45%	N=194	22%	N=97	8%	N=36	100%	N=431
Ease of travel by bicycle	15%	N=50	47%	N=157	30%	N=99	9%	N=29	100%	N=334
Ease of travel by walking	14%	N=57	46%	N=191	30%	N=123	10%	N=43	100%	N=414
Ease of travel by bus	20%	N=52	46%	N=118	28%	N=71	6%	N=16	100%	N=257
Ease of travel by car	20%	N=83	45%	N=190	27%	N=114	8%	N=36	100%	N=423
Preservation of natural areas such as open space and greenways	24%	N=104	46%	N=197	20%	N=84	9%	N=39	100%	N=423
Flagstaff's protected open space	23%	N=90	48%	N=187	21%	N=84	8%	N=32	100%	N=393
Quality of overall natural environment in Flagstaff	39%	N=165	47%	N=200	12%	N=51	3%	N=11	100%	N=428
Overall built environment of Flagstaff (including buildings, parks and transportation systems)	8%	N=36	51%	N=214	31%	N=131	10%	N=41	100%	N=422
Health and wellness opportunities in Flagstaff	38%	N=157	42%	N=173	14%	N=59	5%	N=21	100%	N=410
Overall opportunities for education and enrichment	24%	N=97	47%	N=189	25%	N=101	4%	N=15	100%	N=403
Opportunities to attend cultural activities	16%	N=60	43%	N=163	34%	N=130	7%	N=25	100%	N=378
Opportunities to participate in social events and activities	15%	N=60	49%	N=194	29%	N=117	6%	N=25	100%	N=396
Accessibility of City facilities	10%	N=38	58%	N=207	22%	N=78	10%	N=35	100%	N=358
Overall economic health of Flagstaff	4%	N=15	28%	N=114	51%	N=203	17%	N=68	100%	N=400
Sense of community	14%	N=59	43%	N=177	33%	N=135	10%	N=41	100%	N=412
Offering a welcoming and safe atmosphere for all people	18%	N=76	44%	N=187	31%	N=133	6%	N=27	100%	N=424

Table 15: Question 2 including "don't know"

Please rate each of the following characteristics as they relate to Flagstaff as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Flagstaff	29%	N=127	54%	N=235	14%	N=61	2%	N=9	0%	N=0	100%	N=432
Overall ease of getting to the places you usually have to visit	24%	N=104	45%	N=194	22%	N=97	8%	N=36	0%	N=0	100%	N=431
Ease of travel by bicycle	15%	N=50	47%	N=157	30%	N=99	9%	N=29	0%	N=0	100%	N=334
Ease of travel by walking	14%	N=57	46%	N=191	30%	N=123	10%	N=43	0%	N=0	100%	N=414
Ease of travel by bus	20%	N=52	46%	N=118	28%	N=71	6%	N=16	0%	N=0	100%	N=257
Ease of travel by car	20%	N=83	45%	N=190	27%	N=114	8%	N=36	0%	N=0	100%	N=423
Preservation of natural areas such as open space and greenways	24%	N=104	46%	N=197	20%	N=84	9%	N=39	0%	N=0	100%	N=423
Flagstaff's protected open space	23%	N=90	48%	N=187	21%	N=84	8%	N=32	0%	N=0	100%	N=393
Quality of overall natural environment in Flagstaff	39%	N=165	47%	N=200	12%	N=51	3%	N=11	0%	N=1	100%	N=429
Overall built environment of Flagstaff (including buildings, parks and transportation systems)	8%	N=36	50%	N=214	31%	N=131	10%	N=41	1%	N=5	100%	N=427
Health and wellness opportunities in Flagstaff	37%	N=157	40%	N=173	14%	N=59	5%	N=21	5%	N=19	100%	N=430
Overall opportunities for education and enrichment	23%	N=97	44%	N=189	24%	N=101	3%	N=15	6%	N=26	100%	N=428
Opportunities to attend cultural activities	14%	N=60	38%	N=163	30%	N=130	6%	N=25	12%	N=52	100%	N=430
Opportunities to participate in social events and activities	14%	N=60	45%	N=194	27%	N=117	6%	N=25	8%	N=34	100%	N=430
Accessibility of City facilities	10%	N=38	58%	N=207	22%	N=78	10%	N=35	0%	N=0	100%	N=358
Overall economic health of Flagstaff	4%	N=15	26%	N=114	47%	N=203	16%	N=68	7%	N=30	100%	N=430
Sense of community	14%	N=59	41%	N=177	32%	N=135	9%	N=41	4%	N=15	100%	N=427
Offering a welcoming and safe atmosphere for all people	18%	N=76	44%	N=187	31%	N=133	6%	N=27	0%	N=0	100%	N=424

Table 16: Question 3 excluding "don't know"

Please indicate how likely or unlikely you are to remain in Flagstaff for the next five years.	Percent	Number
Very likely	44%	N=184
Somewhat likely	32%	N=133
Somewhat unlikely	11%	N=46
Very unlikely	12%	N=51
Total	100%	N=413

Table 17: Question 3 including "don't know"

Please indicate how likely or unlikely you are to remain in Flagstaff for the next five years.	Percent	Number
Very likely	43%	N=184
Somewhat likely	31%	N=133
Somewhat unlikely	11%	N=46
Very unlikely	12%	N=51
Don't know	4%	N=18
Total	100%	N=432

Table 18: Question 4 excluding "don't know"

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 to live?	Percent	Number
Better	15%	N=62
Stayed the same	50%	N=210
Worse	35%	N=148
Total	100%	N=420

Table 19: Question 4 including "don't know"

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 to live?	Percent	Number
Better	14%	N=62
Stayed the same	49%	N=210
Worse	34%	N=148
Don't know	3%	N=11
Total	100%	N=431

Table 20: Question 5 excluding "don't know"

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?	Percent	Number
Better	7%	N=28
Stayed the same	81%	N=335
Worse	12%	N=52
Total	100%	N=414

Table 21: Question 5 including "don't know"

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?	Percent	Number
Better	6%	N=28
Stayed the same	77%	N=335
Worse	12%	N=52
Don't know	4%	N=19
Total	100%	N=433

Table 22: Question 6 excluding "don't know"

In the last 12 months, how many times, if ever, have you or another household member done each of the following?	Never		Once or twice		3-12 times		13-26 times		More than 26 times		Total	
Driven out of the city to buy something you couldn't find in Flagstaff	21%	N=91	35%	N=148	34%	N=141	6%	N=27	3%	N=14	100%	N=421
Used the Internet to buy something that you couldn't find in Flagstaff	5%	N=20	12%	N=50	36%	N=151	22%	N=94	26%	N=112	100%	N=426
Used the Internet to buy something that was less expensive online than what you could get it for in Flagstaff	6%	N=27	14%	N=59	26%	N=111	28%	N=115	25%	N=106	100%	N=419

Table 23: Question 6 including "don't know"

In the last 12 months, how many times, if ever, have you or another household member done each of the following?	Never		Once or twice		3-12 times		13-26 times		More than 26 times		Don't know		Total	
Driven out of the city to buy something you couldn't find in Flagstaff	21%	N=91	35%	N=148	33%	N=141	6%	N=27	3%	N=14	2%	N=7	100%	N=429
Used the Internet to buy something that you couldn't find in Flagstaff	5%	N=20	12%	N=50	35%	N=151	22%	N=94	26%	N=112	1%	N=3	100%	N=429
Used the Internet to buy something that was less expensive online than what you could get it for in Flagstaff	6%	N=27	14%	N=59	26%	N=111	28%	N=115	25%	N=106	0%	N=0	100%	N=419

Table 24: Question 7 excluding "don't know"

In the last 12 months, how often, if ever, have you done each of the following?	Never		Once or twice a year		Several times a year		Monthly		Weekly		Total	
Flown from Flagstaff Pulliam Airport	70%	N=303	20%	N=84	9%	N=38	1%	N=4	0%	N=0	100%	N=430
Driven to the Phoenix Metropolitan area to fly	49%	N=211	31%	N=133	19%	N=82	1%	N=4	0%	N=1	100%	N=430

Table 25: Question 7 including "don't know"

In the last 12 months, how often, if ever, have you done each of the following?	Never		Once or twice a year		Several times a year		Monthly		Weekly		Don't know		Total	
Flown from Flagstaff Pulliam Airport	70%	N=303	20%	N=84	9%	N=38	1%	N=4	0%	N=0	0%	N=1	100%	N=431
Driven to the Phoenix Metropolitan area to fly	49%	N=211	31%	N=133	19%	N=82	1%	N=4	0%	N=1	0%	N=1	100%	N=431

Table 26: Question 9 excluding "don't know"

In the last 12 months, how frequently, if ever, have you or another household member used the bus service, Mountain Line?	Percent	Number
Never	67%	N=286
Once or twice	12%	N=50
3-12 times	7%	N=31
13-26 times	6%	N=26
More than 26 times	8%	N=34
Total	100%	N=427

Table 27: Question 9 including "don't know"

In the last 12 months, how frequently, if ever, have you or another household member used the bus service, Mountain Line?	Percent	Number
Never	66%	N=286
Once or twice	12%	N=50
3-12 times	7%	N=31
13-26 times	6%	N=26
More than 26 times	8%	N=34
Don't know	1%	N=4
Total	100%	N=431

Table 28: Question 10 excluding "don't know"

In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System?	Percent	Number
Never	15%	N=62
Once or twice	15%	N=64
3-12 times	25%	N=105
13-26 times	12%	N=51
More than 26 times	34%	N=145
Total	100%	N=428

Table 29: Question 10 including "don't know"

In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System?	Percent	Number
Never	14%	N=62
Once or twice	15%	N=64
3-12 times	24%	N=105
13-26 times	12%	N=51
More than 26 times	34%	N=145
Don't know	1%	N=3
Total	100%	N=431

Table 30: Question 11 excluding "don't know"

In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System to commute to work?	Percent	Number
Never	76%	N=315
Once or twice	6%	N=25
3-12 times	7%	N=28
13-26 times	3%	N=14
More than 26 times	8%	N=34
Total	100%	N=418

Table 31: Question 11 including "don't know"

In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System to commute to work?	Percent	Number
Never	73%	N=315
Once or twice	6%	N=25
3-12 times	6%	N=28
13-26 times	3%	N=14
More than 26 times	8%	N=34
Don't know	3%	N=13
Total	100%	N=430

Table 32: Question 12 excluding "don't know"

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?	Percent	Number
Very well	29%	N=112
Somewhat well	54%	N=211
Not too well	14%	N=55
Not at all	3%	N=11
Total	100%	N=390

Table 33: Question 12 including "don't know"

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?	Percent	Number
Very well	26%	N=112
Somewhat well	49%	N=211
Not too well	13%	N=55
Not at all	3%	N=11
Don't know	10%	N=42
Total	100%	N=432

Table 34: Question 13

In planning for transportation, how much priority should be given to each of the following? (Please choose only ONE for your highest priority.)	Highest priority		High priority		Medium priority		Low priority		No priority		Total	
Pedestrians	26%	N=108	43%	N=175	23%	N=95	7%	N=30	0%	N=2	100%	N=410
Bicycles	26%	N=109	40%	N=164	27%	N=113	5%	N=21	1%	N=5	100%	N=413
Automobiles	38%	N=157	31%	N=129	19%	N=79	9%	N=37	3%	N=14	100%	N=416
Public transit (buses)	17%	N=70	44%	N=182	31%	N=128	5%	N=22	2%	N=7	100%	N=409
Airport/air travel	10%	N=40	23%	N=95	31%	N=125	23%	N=93	14%	N=56	100%	N=409
Other	9%	N=13	9%	N=13	23%	N=31	8%	N=10	51%	N=71	100%	N=138

Table 35: Question 14 - Frequency

Please indicate how frequently, if at all, you have done each of the following in the last 12 months.	Frequently		Sometimes		Never		Total	
Called City Hall	0%	N=2	19%	N=83	80%	N=342	100%	N=427
Visited City Hall	2%	N=7	13%	N=57	85%	N=360	100%	N=424
Used the City's website or online services	15%	N=65	49%	N=209	36%	N=154	100%	N=428

Table 36: Question 14 - Quality excluding "don't know"

Please rate the quality of customer service during your interaction.	Excellent		Good		Fair		Poor		Total	
Called City Hall	24%	N=20	40%	N=32	24%	N=19	12%	N=10	100%	N=82
Visited City Hall	20%	N=12	52%	N=31	18%	N=11	9%	N=5	100%	N=59
Used the City's website or online services	10%	N=23	59%	N=141	28%	N=65	3%	N=8	100%	N=237

Table 37: Question 14 - Quality including "don't know"

Please rate the quality of customer service during your interaction.	Excellent		Good		Fair		Poor		Don't know		Total	
Called City Hall	24%	N=20	39%	N=32	23%	N=19	12%	N=10	2%	N=2	100%	N=84
Visited City Hall	19%	N=12	50%	N=31	17%	N=11	9%	N=5	5%	N=3	100%	N=62
Used the City's website or online services	9%	N=23	56%	N=141	26%	N=65	3%	N=8	7%	N=17	100%	N=254

Table 38: Question 15 excluding "don't know"

Please rate the quality of each of the following services provided in Flagstaff.	Excellent		Good		Fair		Poor		Total	
Fire department	61%	N=164	34%	N=90	5%	N=13	0%	N=0	100%	N=267
Garbage collection services	40%	N=165	47%	N=191	9%	N=38	3%	N=14	100%	N=409
Libraries	40%	N=125	46%	N=145	13%	N=41	1%	N=4	100%	N=315
Parks	38%	N=155	49%	N=197	11%	N=43	2%	N=8	100%	N=402
Police department	36%	N=120	35%	N=118	18%	N=60	10%	N=34	100%	N=333
Planning and building services	9%	N=20	41%	N=94	31%	N=72	19%	N=45	100%	N=231
Recreation programs	17%	N=45	48%	N=129	28%	N=76	7%	N=20	100%	N=270
Recycling services	12%	N=46	43%	N=159	31%	N=117	14%	N=51	100%	N=373
Sustainability and environmental programs	12%	N=36	40%	N=118	36%	N=107	12%	N=37	100%	N=298
Sewer services	27%	N=84	60%	N=184	12%	N=36	1%	N=4	100%	N=307
Water services	28%	N=100	56%	N=200	14%	N=51	2%	N=9	100%	N=359
Utility billing services	22%	N=80	53%	N=196	19%	N=69	7%	N=25	100%	N=371
Snow removal operations	22%	N=94	41%	N=173	23%	N=99	13%	N=56	100%	N=423
Street maintenance	11%	N=47	35%	N=145	34%	N=142	19%	N=80	100%	N=414
Traffic signals	15%	N=61	54%	N=222	21%	N=86	10%	N=40	100%	N=408
Streetscapes (making street medians and sides of streets attractive)	10%	N=39	42%	N=169	34%	N=135	15%	N=59	100%	N=401
Public art	16%	N=59	36%	N=134	36%	N=133	11%	N=41	100%	N=367
Heritage preservation	12%	N=34	38%	N=108	39%	N=111	12%	N=35	100%	N=288
Mountain Line (bus service throughout Flagstaff)	23%	N=59	48%	N=121	22%	N=55	7%	N=16	100%	N=252
Overall quality of City services	11%	N=43	62%	N=249	23%	N=94	4%	N=15	100%	N=402

Table 39: Question 15 including "don't know"

Please rate the quality of each of the following services provided in Flagstaff.	Excellent		Good		Fair		Poor		Don't know		Total	
Fire department	39%	N=164	21%	N=90	3%	N=13	0%	N=0	37%	N=158	100%	N=425
Garbage collection services	39%	N=165	45%	N=191	9%	N=38	3%	N=14	4%	N=16	100%	N=425
Libraries	29%	N=125	34%	N=145	10%	N=41	1%	N=4	26%	N=109	100%	N=424
Parks	37%	N=155	47%	N=197	10%	N=43	2%	N=8	5%	N=21	100%	N=423
Police department	28%	N=120	28%	N=118	14%	N=60	8%	N=34	22%	N=91	100%	N=424
Planning and building services	5%	N=20	22%	N=94	17%	N=72	11%	N=45	45%	N=191	100%	N=422
Recreation programs	11%	N=45	31%	N=129	18%	N=76	5%	N=20	35%	N=146	100%	N=416
Recycling services	11%	N=46	38%	N=159	28%	N=117	12%	N=51	11%	N=48	100%	N=421
Sustainability and environmental programs	9%	N=36	28%	N=118	25%	N=107	9%	N=37	29%	N=123	100%	N=421
Sewer services	20%	N=84	43%	N=184	8%	N=36	1%	N=4	27%	N=116	100%	N=423
Water services	23%	N=100	47%	N=200	12%	N=51	2%	N=9	15%	N=65	100%	N=424
Utility billing services	19%	N=80	46%	N=196	16%	N=69	6%	N=25	13%	N=54	100%	N=425
Snow removal operations	22%	N=94	41%	N=173	23%	N=99	13%	N=56	0%	N=2	100%	N=425
Street maintenance	11%	N=47	34%	N=145	34%	N=142	19%	N=80	2%	N=8	100%	N=422
Traffic signals	15%	N=61	53%	N=222	20%	N=86	9%	N=40	3%	N=11	100%	N=419
Streetscapes (making street medians and sides of streets attractive)	9%	N=39	40%	N=169	32%	N=135	14%	N=59	4%	N=18	100%	N=419
Public art	14%	N=59	32%	N=134	32%	N=133	10%	N=41	13%	N=53	100%	N=420
Heritage preservation	8%	N=34	26%	N=108	27%	N=111	8%	N=35	31%	N=131	100%	N=418
Mountain Line (bus service throughout Flagstaff)	14%	N=59	29%	N=121	13%	N=55	4%	N=16	39%	N=163	100%	N=414
Overall quality of City services	11%	N=43	61%	N=249	23%	N=94	4%	N=15	2%	N=9	100%	N=411

Table 40: Question 16 excluding "don't know"

Please rate the following categories of City of Flagstaff government performance.	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to City of Flagstaff government	6%	N=22	34%	N=117	38%	N=130	22%	N=76	100%	N=344
The overall direction that City of Flagstaff government is taking	6%	N=20	28%	N=94	40%	N=132	26%	N=84	100%	N=330
The job City of Flagstaff government does at welcoming citizen involvement	8%	N=23	32%	N=94	43%	N=125	18%	N=52	100%	N=295
Overall confidence in City of Flagstaff government	6%	N=24	33%	N=124	39%	N=147	23%	N=86	100%	N=381
Generally acting in the best interest of the community	8%	N=29	34%	N=128	33%	N=125	25%	N=95	100%	N=376
Being honest	6%	N=19	28%	N=84	42%	N=127	25%	N=75	100%	N=305
Treating all residents fairly	7%	N=23	33%	N=102	34%	N=107	26%	N=79	100%	N=311

Table 41: Question 16 including "don't know"

Please rate the following categories of City of Flagstaff government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to City of Flagstaff government	5%	N=22	28%	N=117	31%	N=130	18%	N=76	18%	N=75	100%	N=419
The overall direction that City of Flagstaff government is taking	5%	N=20	22%	N=94	31%	N=132	20%	N=84	21%	N=89	100%	N=419
The job City of Flagstaff government does at welcoming citizen involvement	6%	N=23	23%	N=94	30%	N=125	13%	N=52	29%	N=120	100%	N=415
Overall confidence in City of Flagstaff government	6%	N=24	30%	N=124	35%	N=147	21%	N=86	9%	N=37	100%	N=417
Generally acting in the best interest of the community	7%	N=29	30%	N=128	30%	N=125	23%	N=95	10%	N=43	100%	N=419
Being honest	5%	N=19	20%	N=84	30%	N=127	18%	N=75	27%	N=113	100%	N=418
Treating all residents fairly	5%	N=23	25%	N=102	26%	N=107	19%	N=79	25%	N=105	100%	N=416

Table 42: Question 17 excluding "don't know"

How much do you support or oppose the City doing each of the following?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Not plowing neighborhood streets when there is 4 inches of snow or less	25%	N=103	35%	N=148	21%	N=86	19%	N=79	100%	N=416
Using prescribed or controlled burns to maintain a healthy forest	77%	N=313	19%	N=78	3%	N=10	1%	N=5	100%	N=406
Requiring that property owners meet a minimum standard of removing excess vegetation around their property to help protect the City from wildfires	58%	N=233	36%	N=144	3%	N=12	3%	N=11	100%	N=399
Closing Downtown streets for parades and festivals	56%	N=222	36%	N=141	6%	N=25	1%	N=5	100%	N=393
Creating programs or policies to address the threat of climate change	63%	N=256	20%	N=80	8%	N=31	9%	N=38	100%	N=405
Creating programs or policies to preserve buildings in historic neighborhoods	49%	N=195	41%	N=162	7%	N=27	3%	N=14	100%	N=398
Creating programs and policies to help plan for smart growth in the Flagstaff area	65%	N=260	29%	N=116	3%	N=13	3%	N=11	100%	N=399
Requiring new construction to match the character of Flagstaff	54%	N=214	28%	N=110	12%	N=48	7%	N=27	100%	N=399
Working to preserve more open space within the city	67%	N=270	27%	N=111	3%	N=14	2%	N=10	100%	N=404

Table 43: Question 17 including "don't know"

How much do you support or oppose the City doing each of the following?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Not plowing neighborhood streets when there is 4 inches of snow or less	24%	N=103	35%	N=148	20%	N=86	19%	N=79	2%	N=7	100%	N=423
Using prescribed or controlled burns to maintain a healthy forest	74%	N=313	18%	N=78	2%	N=10	1%	N=5	4%	N=16	100%	N=423
Requiring that property owners meet a minimum standard of removing excess vegetation around their property to help protect the City from wildfires	55%	N=233	34%	N=144	3%	N=12	3%	N=11	5%	N=21	100%	N=420
Closing Downtown streets for parades and festivals	53%	N=222	34%	N=141	6%	N=25	1%	N=5	6%	N=27	100%	N=420
Creating programs or policies to address the threat of climate change	63%	N=256	20%	N=80	8%	N=31	9%	N=38	0%	N=0	100%	N=405
Creating programs or policies to preserve buildings in historic neighborhoods	49%	N=195	41%	N=162	7%	N=27	3%	N=14	0%	N=0	100%	N=398
Creating programs and policies to help plan for smart growth in the Flagstaff area	65%	N=260	29%	N=116	3%	N=13	3%	N=11	0%	N=0	100%	N=399
Requiring new construction to match the character of Flagstaff	54%	N=214	28%	N=110	12%	N=48	7%	N=27	0%	N=0	100%	N=399
Working to preserve more open space within the city	67%	N=270	27%	N=111	3%	N=14	2%	N=10	0%	N=0	100%	N=404

Table 44: Question 20

Recognizing that all of the below items are important, and that the Police Department will not neglect any of these, which three (3) items do you feel like are the biggest issues in our community that require additional attention and resources? (Please select only three.)	Percent	Number
Burglaries (auto)	5%	N=20
Burglaries/thefts (residential)	8%	N=32
Child abuse	15%	N=63
Child sexual predators / Internet safety	16%	N=66
Disorderly conduct/public intoxication/noise violations	32%	N=132
Disorderly youth (e.g., cruising or gathering)	1%	N=6
Domestic violence (adult)	17%	N=72
Driving under the influence (e.g., alcohol or drugs)	19%	N=77
Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs)	17%	N=72
Fraud / identity theft	2%	N=10
Gang activity	7%	N=30
Gun violence	6%	N=24
Hate crimes	13%	N=53
Homeland security problems	1%	N=6
Homeless – or transient-related problems (panhandling)	30%	N=124
Homicide	2%	N=8
Physical assault	3%	N=11
Prostitution	0%	N=0
Robbery	3%	N=12
School safety (e.g., bullying, fighting, or weapons)	16%	N=67
Sexual assault/rape (adult)	14%	N=59
Traffic issues/residential speeding	19%	N=79
Underage drinking	1%	N=6
Vandalism/graffiti	11%	N=44
Other	6%	N=24

Total may exceed 100% as respondents could select up to three items.

Table 45: Question 21 excluding "don't know"

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?	Percent	Number
Too little	58%	N=223
Right amount	40%	N=154
Too much	1%	N=5
Total	100%	N=382

Table 46: Question 21 including "don't know"

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?	Percent	Number
Too little	53%	N=223
Right amount	36%	N=154
Too much	1%	N=5
Don't know	10%	N=42
Total	100%	N=423

Table 47: Question 22

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.)	Percent	Number
Newspaper (Arizona Daily Sun)	28%	N=119
Cityscape magazine	4%	N=17
Social media (Facebook, Twitter, etc.)	26%	N=111
City website (www.flagstaff.az.gov)	20%	N=86
Flagstaff 365	1%	N=5
Radio	8%	N=35
Streamed City Council work sessions	1%	N=4
Inserts in utility bills	2%	N=8
Other	5%	N=21
None of these	4%	N=19
Total	100%	N=424

Table 48: Question 23 excluding "don't know"

How likely or unlikely are you to leave the community because housing costs too much?	Percent	Number
Very likely	31%	N=126
Somewhat likely	31%	N=129
Somewhat unlikely	16%	N=66
Very unlikely	22%	N=88
Total	100%	N=410

Table 49: Question 23 including "don't know"

How likely or unlikely are you to leave the community because housing costs too much?	Percent	Number
Very likely	30%	N=126
Somewhat likely	30%	N=129
Somewhat unlikely	16%	N=66
Very unlikely	21%	N=88
Don't know	4%	N=17
Total	100%	N=427

Table 50: Question 24

If you currently rent and want to own your own home, what is preventing you from reaching that goal? (Please check all that apply.)	Percent	Number
I already own	42%	N=171
I rent and don't want to own	10%	N=42
Availability of homes for sale in my price range	37%	N=150
Other	7%	N=30
Don't know how to get started	13%	N=53
Lack the down payment necessary	10%	N=41
Ability to qualify for a loan	9%	N=38

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

Table 51: Question 25

To what extent, if at all, have YOU personally experienced discrimination based on each of the following in your local community in the past 12 months?	Never		Rarely		Some of the time		Most of the time		Total	
Age	73%	N=313	12%	N=49	13%	N=57	2%	N=8	100%	N=427
Gender	73%	N=308	17%	N=72	9%	N=36	2%	N=8	100%	N=425
Race(s)	74%	N=315	13%	N=55	8%	N=36	5%	N=20	100%	N=426
National origin (birth country)	87%	N=369	9%	N=36	4%	N=18	1%	N=2	100%	N=426
Religion	83%	N=350	9%	N=37	8%	N=33	1%	N=3	100%	N=424
Political affiliation	56%	N=240	16%	N=67	21%	N=89	7%	N=29	100%	N=426
Disability	89%	N=378	6%	N=24	4%	N=16	2%	N=7	100%	N=426
Sexual orientation or gender identity	87%	N=369	9%	N=38	4%	N=17	0%	N=1	100%	N=426

Appendix C: Verbatim Responses to Open-ended Survey Questions

Following are verbatim responses to the open-ended question on the 2021 survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order and where the responses were categorized they are presented by category.

Question 10: If you fly from Phoenix instead of Flagstaff, where are you typically flying to?

- A CITY NOT DALLAS OR DENVER.
- Alaska
- Alaska.
- ALASKA.
- all over
- All over (Boston, Hawaii, San Francisco).
- Another regional airport
- ANOTHER STATE.
- Any direct flight for work
- anywhere ,because it is likely cheaper to do so by enough difference that I am willing to drive instead of spening \$150+ to fly for 40 minutes
- Anywhere else.
- Anywhere in the US
- Anywhere.
- Atlanta, GA.
- Back east- Georgia.
- Back East/ Florida.
- Baltimore/Washington, DC
- BOSTON - OHIO.
- Boston, North Carolina
- Burbank, CA.
- CA or Hawaii.
- CA.
- CA.
- CA/ CO.
- Calf, Tex.
- California
- California
- california
- California
- California or the East Coast
- California.
- CALIFORNIA.
- CALIFORNIA.
- Chicago
- Chicago, IL
- Chicago, Illinois
- Chicago, Philadelphia.
- Chicago.
- Chicago.
- Cities served direct from PHX and not Denver or Dallas
- Colorado
- Colorado.
- COLORADO/ BOSTON.
- Colorado/ Oregon.
- Columbus, OH
- conferences within USA
- Dallas, Houston, International (via DFW or LAX)
- Dallas, Texas or Birmingham, Alabama
- Dallas, TX
- Dallas.
- Denver
- DENVER, MINNEAPOLIS.
- DENVER.
- Denver.
- DENVER.
- Denver.
- DENVER.
- DENVER.
- Depends.
- Destinations east.
- Detroit, New York City.
- Dixon,Ca.
- Domestic & International.

- Domestically - 4 states.
- East
- East Coast
- East coast
- East Coast
- east coast
- EAST COAST OR DALLAS.
- EAST COAST WEST COAST.
- East Coast, Hawaii.
- East Coast.
- EAST COAST.
- East Coast.
- EAST COAST.
- East Coast.
- EAST COAST.
- EAST COAST.
- East Coast/ Mid West.
- East coast/ Mid west/ Europe.
- East.
- East.
- EASTCOAST/ EUROPE.
- Eugene, OR
- Europe
- Europe, East Coast.
- Europe.
- Europe.
- Europe.
- Europe.
- Everywhere.
- Florida, Hawaii
- Fargo, ND.
- FL and NY, OH.
- FL, NM, TX.
- FL.
- Florida or Colorado
- FLORIDA.
- Florida.
- Florida.
- Florida. We fly from Vegas too. It's cheaper generally.
- Flying from Phoenix is never the first choice, it's simply the result of cost.
- GA, WA
- GA/ SC.
- Georgia
- Greece, UK, Norway, Iceland, Alaska, Hawaii
- Hawaii
- Hawaii & East coast.
- HAWAII, CALIFORNIA.
- Hawaii.
- Hawaii.
- Houston, TX
- I am typically flying out of PHX more so because flights out of Flagstaff being more expensive/flight times not matching well with connections. Most of the time I can fly from Flag to PHX and then on to my destination. With that being said I love flying out of Flagstaff when I can. I prefer to, if possible, as it is super convenient and I've always had good experiences there. Having the Flagstaff airport is an amazing resource and with the new flights to Denver and Dallas it has really opened up some great options.
- I haven't flown for a year. I can fly to Oregon from Flagstaff. I rarely go anywhere else.
- I used to fly to Alaska where I used to live but I moved here in NOV. 2020. I also used Phx as a point to travel abroad after visiting my family in Flag
- ID, FL, OH
- Idaho
- Indianapolis, IN
- International
- International
- International
- International
- International
- International destinations, pacific NW
- International travel
- INTERNATIONAL.
- IOWA.
- it varies
- LA educational conferences.
- LA, Atlanta.
- LA.
- LAS VEGAS, SFO.
- Las Vegas.
- Last 12 months are an exception. Typically I fly from Phoenix to Dallas (mainly) or elsewhere because it is cheaper

- LAX
- LAX
- London, UK
- Long Beach CA, San Francisco
- Los Angeles (Lax).
- LOS ANGELES.
- Louisiana.
- MA, TX.
- many places
- Mexico
- Mexico.
- Miami, Portland.
- Michigan.
- Michigan.
- Midwest
- MIDWEST & EAST.
- Midwest.
- MIDWEST.
- Minneapolis but I have not flown at all in the last 12 months
- MINNEAPOLIS.
- Minneapolis. Before Covid, I flew out of both Flagstaff and Phoenix.
- Minnesota.
- Montana
- Mostly anywhere
- Mpls or Rochester, MN.
- N/A Boston.
- Nashville, TN
- National.
- NE USA
- NEBRASKA.
- NEBRASKA.
- New York
- Newyork.
- Not flying much because of Pandemic, usually fly to Idaho or Washington, sometimes California
- NY or CA.
- NYC or Boston.
- Ohio or New York/ New Jersey
- Ohio, Hawaii
- Ohio, Kansas City
- one off time to Michigan
- Oregon
- Oregon - Texas.
- OREGON, COLORADO, CANCUN.
- Oregon, Florida.
- Oregon.
- Oregon.
- Other states or country.
- Other US cities and india
- Out of country.
- out of state
- out of state ie. Texas, Hawaii or Ohio
- Out of state.
- OUT OF STATE.
- out of the country
- out of the country
- Outside country/ Mexico.
- Overseas
- overseas
- Pennsylvania
- Peoria, IL (from Phoenix-Mesa)
- Places I can't fly to directly out of Flagstaff.
- Portland OR.
- Portland Oregon
- Portland, OR
- PORTLAND, WASHINGTON DC.
- Portland/ San Francisco.
- pre-covid I flew to Denver, and to Phx to catch another plane
- Puerto Rico.
- Random.
- RENO NAVADA.
- Reno, NV.
- S.W areas.
- Sacramento, CA
- Sacramento.
- Salt lake city utah.
- Salt lake, California, Mexico.
- Same - Vancouver.
- San Diego
- San Diego, CA
- San Diego.
- San Diego.
- San Jose, California
- San Luis Obispo
- Santa Barbara, CA.
- sba
- SEA/TAC
- Seattle
- Seattle
- Seattle
- Seattle

- Seattle, Hawaii, etc.
- Seattle, Japan, Dallas, Austin
- Seattle, Washington
- Seattle.
- SF Bay Area.
- SLC
- Somewhere for vacation
- somewhere in the east
- Somewhere that offers a cheaper and more convenient direct flight from Sky Harbor
- St. Louis, MO.
- Texas
- TEXAS OR LONDON, UK.
- Texas.
- typically South of the border
- Vacation - Mexico.
- Vacation areas.
- Vacations anywhere
- Varies
- VARIES.
- Various
- Various locations.
- VARIOUS.
- Various.
- Vegas, California.
- Vegas.
- Virginia.
- Virginia.
- Washington DC
- Washington state
- Washington State
- Washington.
- We go somewhere different every time
- West coast cities.
- West coast or Midwest states
- WISCONSIN.
- work events back east fun events everywhere. My travel companion is in Phoenix

Question 18: What is the ONE thing the City can do to most improve your quality of life in Flagstaff?

Mobility, transportation, traffic, roads

- Address car traffic congestion
- Address road conditions i.e. Potholes, uneven roadways, street maintenance.
- ALTERNATE ROUTE THROUGH DOWNTOWN.
- As a person in a wheelchair, the ramps unto sidewalks are inaccable due to street [?] us. ramp height.
- Bike lanes out of the country club area into town along Bolter.
- Bring bus line to Western Flag, build more moderate income apts (Quickly).
- Build a parallel alternative to Milton.
- Build another railroad overpass.
- Build another train track crossing (Milton is a mess!).
- BUY PROPERTIES AND WIDEN ROADS/ HOW STUPID CAN THE CITY BE?
- Complete more FUTS -- for me, specifically the one from Switzer Canyon to Downtown, which was supposed to be completed over a year ago.
- Connect all sidewalks and protect them from cars/other blockages
- Continue to support multi-use trail systems, especially for mountain biking and motorized trails
- Decrease traffic on 180 & Milton, improve access & availability to downtown parking.
- Do something about the traffic.
- Enhance parking downtown.
- Expand public transit and bike friendly areas
- Fix Milton traffic.

- Fix roads.
- Fix the bad traffic congestion.
- Fix the roads!
- Fix the transportation issue on 66 in West Flag (roads).
- fix those darn potholes
- Fix traffic issues.
- I'm at a loss, really... Possibly limit vehicle traffic on Milton and Route 66, but not sure that's realistic.
- Improve bike ability in all parts of flagstaff
- Improve the sensitivity of traffic lights so they change quicker, especially early morning when no one else is out.
- IMPROVE TRAFFIC FLOW.
- Improve traffic flow.
- Improve traffic on Milton Ave.
- IMPROVE TRAFFIC.
- Improve transportation.
- improved bicycle access
- Improving traffic through town.
- Increase bus access - 1.5 miles is too far to walk.
- Inforce snow removal parking ordinance in all neighborhoods & speeding.
- Install protected left turns at stop lights, especially those on Milton Rd
- Invest in safe streets w/ sidewalks!
- Limit biking in woods.
- LIVE IN COMMERCIAL AREA OWN APARTMENTS W/ PLUMBING BUSINESS ACROSS STREET WHO KEEP PILES OF JUNK IN YARD - EYESORE. THEY TAKE ALL PARKING.
- Manage congested traffic.
- more bike lanes on the west/central side, especially on the 66 past home depot, that road is so dangerous and unlit its even hard to cross via car
- More bike lanes throughout town
- MORE CROSS WALKS.
- More frequent buses and more bus routes
- More intentional and controlled development (more public transportation stops, less NAU centered development, affordable city pool)
- MORE URBAN WALKING - BUT FEELING SECURE.
- Not closing main streets during peak hour.
- overpass for the train more roundabouts instead of traffic lights
- Pedestrian transit - sidewalks, bike lanes - when going point-to-point in the city not on trails
- provide free downtown parking for residents.
- PROVIDE MORE AUDIBLE CROSSWALK SIGNALS.
- Public transport availability and keeping city populated/lively
- Quiet the trains!! Esp. at night & early AM.
- Quit Filling in all the open spaces, address traffic congestion on Milton and Butler.
- Reduce traffic congestion.
- Reduce traffic.
- Removal of wall on Dortha street so that pedestrians, bicyclists & automobiles may use it.
- Remove Jersey barriers from my yard & neighborhood.
- Resolve traffic issues on Milton and Butler
- SIDEWALKS!! ESPECIALLY ON 4TH STREET!!!!

- Smartly planning for and increasing biking and walking paths
- Solve our traffic problems, esp. from floods of Phx tourists!
- Stop with all the unnecessary roadwork and fix things like potholes first instead of expanding
- The city of Flag needs to improve chair accessibility because it sucks home.
- To add to mountain line service area Flag has grown especially railroad area and on.
- To make traffic through town easier.
- Traffic flow & maintaining traffic areas.
- Traffic management, promoting more Public transport Bike commuter and pedestrian development
- TRAFFIC ON MILTON.
- Traffic solutions on the westside.
- Traffic.
- TRANSPORTATION : ROADS, PATHS, SIDEWALKS FOR PEDS/ BIKES/ CARS/ BUSES.
- UPDATE THE AIRPORT.
- Upgrade bicycle route markings throughout the city.
- WE DESPERATELY NEEDS MORE AND WELL MARKED BIKE LANES ON OUR CITY STREETS, IT IS SO POOR AND SO FEW AT THE PRESENT.
- We understand that this is a "low light" city but for the visually impaired it is difficult to navigate sometimes perhaps side walk that light up or low (under 12" along the paths). We had these along our sidewalks in solar-powered night lights - very pretty & low light offered on the path for walking at night.
- Widen Butler road as noted.
- Work on the traffic flow issues, especially as related to the west side from tracks to W Rt 66 and Milton to I-17.

Housing affordability

- ADDRESS AFFORDABLE HOUSING.
- Affordable housing
- Affordable housing
- affordable housing that is attractive, convenient, accessible and doesn't overcrowd the residents
- Affordable housing!
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable Housing/Rent Assistance
- apartments are expensive and property managers/staff are hard to get a whole of when trying to find place to rent - pandemic no excuse. (I'm happy where I'm renting at now)
- Apply the rules and taxes to Vacation rental by owner property that presently apply to hotels, homeowners and long term rentals. Enforce traffic codes specifically speeding and blocking of intersections.
- Cheaper housing for students.
- Cost of housing - Rent and buying
- Cost of living is very high so it keeps people away
- Create a rental cost limit for landlords
- CREATE AFFORDABLE HOUSING.
- ENCOURAGE MORE LOWER INCOME HOUSING.

- Find a way to reduce rent
- Get affordable housing!!
- GET RID OF LAND DEV., CODE, COST OF HOUSING.
- Housing is Expensive!!!!!!
- Housing is SOOO expensive in Flagstaff. If the city could help bring housing that is affordable and not over half a million dollars.
- Housing is too expensive.
- Housing, at a lower price.
- Housing. We are fine. Our daughter, a teacher, may never be able to afford a home in Flag b/c prices are so high.
- Implement Rent Control
- Increasing affordable housing and limiting the number of multiple home owners.
- Less airBnBs/VRBOs, affordable housing
- Limit number of homes that become vacation rentals.
- Limiting amount of homes/property purchased by non-residents.
- Lower housing, water, electricity, gas costs.
- Lower rent prices
- LOWER RENT. LOWER RENT. LOWER RENT LOWER RENT
- Make housing affordable & tax summer housing.
- Make housing more affordable for non-students and first-time homeowners
- Make it more affordable to live here. Housing extremely high.
- Make more opportunities for people to buy a house, (affordable rates for housing) Or pay scales that allow people to have more purchase power.
- Manage short term rentals & enforce codes! Look out for locals!
- More affordable housing - we are losing workforce.
- More affordable housing opportunities
- More affordable housing.
- More affordable housing.
- More affordable rental opportunities.
- More housing opportunities.
- More low and affordable housing options.
- New housing opportunities
- Reduce non-owner occupied vacation rentals in the city to provide more housing options.
- Reduce out of town home purchasing ("foreign tax on house purchase) so home prices go down.
- Regulate Airbnb & second home buyers. "Affordable housing".
- Rent control.
- support affordable family housing
- The best thing the city could do for our family is to make housing affordable. As locals who grew up here and work here full time with college degrees it is nearly impossible to find affordable housing options that aren't "government" housing programs.
- Work to improve housing affordability.

Growth, building, development, issues with NAU

- Beautification projects (hiding freeway visibility, median beautification, incentivizing decrepit buildings to be torn down (buffet restaurant on Milton on NAU campus))

- Build more housing - Remove restrictive zoning regulations, upzone single family homes, remove parking requirements, reject 'preserving the character of a neighborhood' as sufficient reason to prevent the construction of new and denser housing
- careful planning for building-very disappointed with all the super tall off campus student housing
- don't allow it to be overrun by students and people from Phoenix
- Drastically slow growth!!
- Improve sustainability FASTER
- Improve zoning and general regulation. For example, off-campus dorms are okay but shouldn't be so big and negatively impact parking. Having to get a permit for chickens is ridiculous. People are overregulated and big housing developments are underregulated.
- less development in forested areas.
- less student housing
- Limit high density off-campus student housing
- Limit new construction of luxury student housing
- LOVE this question! Maintain the inevitable pace of growth ... BUT, work towards developing a sense of what the city is about and who we are as a community. We can't lose the soul of FLG, we have to share the stoke to everyone that moves here or develops here.
- NOT ALLOW HIGH DENSITY MEG-HOUSING such as the HUB. This is a great eyesore on Milton. It is ugly, too high, too boxy, too cheapy made on the exterior, and looks like an above-ground basement with absolutely no saving grace for architectural design. A pathetic example of PHXing FLG. IT NEVER SHOULD HAVE BEEN ALLOWED TO BE BUILT.
- Only permit construction that fits Flagstaff. The private NAU student high rise housing developments are out of character.
- Quit building more high rise buildings
- Reduce all the student housing
- Reduce the number of student housing
- Require new commercial construction to adhere to more stringent guidelines & give back to the city
- restrict building height
- Restrict height of new buildings to 3 stories
- Restrict multi-unit building in the downtown area.
- Restrict the growth of the NAU campus from impinging upon downtown Flagstaff
- Stop allowing massive high rise buildings.
- Stop allowing student housing off of the NAU campus!
- Stop approving huge student housing building!!!!
- Stop building enormous student housing rentals for NAU.
- Stop building expensive apartments for students & provide affordable or free shelter for the homeless population
- Stop building massive student housing!!!!
- STOP building so much student housing! And don't make them so tall, they block the beautiful peaks!!!!
- Stop building student housing and focus on housing for the permanent residents of Flagstaff.
- Stop building student housing and start building affordable housing for the current residents!!!! Stop making tall buildings that make it hard to admire the San Francisco Peaks. Don't Phoenix Flagstaff!! The downtown parking should be free for Flagstaff residents.
- Stop building ugly student housing. Start making housing actually affordable.

- Stop catering to NAU and second home owners exclusively. There's more to Flagstaff than NAU students and visitors!
- STOP LETTING NAU TAKEOVER THE CITY.
- stop out of town developers from taking over Flagstaff space
- Stop permitting all the large sore eyesight buildings
- Stop so much development!!! It's ruining Flagstaff.
- stop the University growth and influence on ALL of the city planning. Do not allow NAU to buy up the entire town and make high rise buildings that ruin all of the views and open space that i moved to flagstaff to enjoy.
- Take a break from all the construction
- There is no such thing as only ONE thing to improve. Say NO to building the student hub high rises and to some how expand Route 66/Milton by moving the train tracks to the outskirts of the city limits to therefore decrease traffic. Bring in companies into existent vacant buildings (ie the old Albertson's and Walgreens Warehouse) to provide more jobs. Promote the increase in salaries while decreasing the cost of living in Flagstaff so that our town is no longer called, "Poverty with a View". To make our town "look" better, it would be wonderful to get rid of the old hotels along Route 66 and put in better companies and/or shopping centers and/or expand medical offices in this area. To cut down on the pandering that goes on at nearly every single street corner and in front of every grocery store.
- too much student housing, especially height of buildings.
- Try to maintain the quality of life and moderate the construction of high rise apartments
- Work on improving the East side of Flastaff more.

Social services, education, health concerns, homelessness

- address the public intoxicant problem, Flagstaff is over run with intoxicated people that cause additional problems and strain the healthcare system
- Create a solution for the public intoxicant problem.
- Deal with homeless and transients.
- Do something about the homeless, drug: "riff raff all around city. Bad and scary to be around.
- Encourage/ Educate tourists to follow Covid compliance & not litter so much.
- End mask wearing!!!
- Ensure that there are equal rights for all citizens.
- Handle the homeless population downtown. They're basically given free reign to be publicly under the influence and make going downtown uncomfortable, even during daylight hours on weekends.
- Help the homeless population and implement police reform.
- measures to stop homeless/transient people harassing citizens while walking downtown
- More housing for homeless/ transients.
- More programs for senior citizens to become involved with 1. Social 2. Community.
- More senior services.
- Not so many homes less people
- Open everything up. No mask mandate.
- Provide housing for the mentally unstable and financially unable.
- Reduce homelessness and residential camping in forest.
- Support efforts for homeless rehabilitation & affordable housing.
- SUPPORT SCHOOLS.
- Support Services for Senior Citizens

- Take care of its residents. Show concern, act on community issues.
- Un mask Flagstaff - let people choose!!!

Parks, recreation, events, and activities

- after pandemic, more recreational events
- Conserve open space.
- continue to perserve our natural surroundings
- Develop outdoor spaces (parks and trails)
- End Covid restrictions / open Aquaplex.
- Expand children's recreation programs, camps, and drop-in childcare
- Expand parks and trails.
- Free & low cost activities/ events. Neighborhood based activities.
- Have more free open recreation.
- I love the open spaces and parks...I would love to see this continue on.
- Keeping natural areas intact.
- MORE FAMILY FRIENDLY PARKS IN BETTER PLAYROUNDS.
- More greenspace.
- More parks w/ lights to continue enjoying them in the evening.
- More recreation/parks.
- Open the Aquaplex!
- Preserve green spaces
- Protect & improve open space & parks & bike trails.
- Protect and preserve natural areas, wildlife & native plants.
- Provide large, grassy, open dog parks where dogs can run and play
- sponsoring events and programs for adults between 25-40
- There are almost no options for open field space to play soccer, football, ultimate frisbee, etc. that don't require a field reservation which is prohibitive from small groups of people to just get together and play pick up games. Every field seems to always be being used for local youth sports, city leagues, or are for university students only. I don't want to see any of those organized sports suffer because I believe they are very important, but being able to have open space that can actually be used for pick up games that can't be reserved and allow people to not worry about being kicked off a field would do well to keep young people engaged and enjoying the outdoor spots in Flagstaff.

Jobs, cost of living, wages

- Address our HIGH COST OF LIVING
- Better jobs.
- Bring in more high-paying jobs & industry, avoid more development w/out long-term planning.
- Cheaper cost of living
- Cost of living
- Cost of living!
- Cost of living.
- COST OF LIVING; AFFORDABLE HOUSING.
- Do not inflate minimum wages to increase costs and close small businesses.
- Do what is best for the working people of Flagstaff
- Get rid of \$15 an hour minimum wage.
- Have job pay = housing cost

- I worry about the high cost of water bills. With the pandemic we have been forced to remember cleanliness - especially in high density living situations. For 2 people who have limited water use our monthly bill is over \$70 - What are we doing to ensure that water services are available and affordable for all residents, especially those in high density surroundings?
- Increase wages
- Keep taxes down.
- LOWER COST OF LIVING!!!! Flagstaff has been taken over by second home owners thus, pushing out locals.
- Lower cost of living.
- Lower minimum wage.
- Lower taxes.
- Lower taxes.
- Lower the cost of living.
- Make min wage same as state.
- More high paying job opportunities so my boyfriend can work here and live here full time
- MORE JOB OPPORTUNITY'S.
- Moving in next few years. Cost of living is way too high.
- Reduce cost of living
- Reduce cost of living.
- REDUCE TAXES, HAVE MORE AFFORDABLE HOUSING FOR LOW INCOME PEOPLE & ITEM CAN AFFORD TO BUY.

Economic development, retail, restaurants

- Attempt to maintain/ support local small business to keep Flagstaff affordable & "charming" rather than bring in big corporate business.
- Attract businesses to fill in the gaps that require its occupants to go out of town to find products.
- ATTRACT HIGH END RESTAURANTS, THEATRE AND CORCO.
- Bring back farmers market, craft fairs, public gathering. Those fearful can stay home. There is no community w/o events, isolation breeds distrust. Be brave.
- Create a 4th street commercial center with pedestrian access.
- Get a lowes big box store.
- Get a Trader Joes.
- Incentives for small business
- Let business come in for growth & mitigate traffic on Milton Road.
- More ethnically diverse restaurants, free parking for full time residents.
- More new businesses to bring in jobs that are not service oriented.
- Protect small business - keep the community feel in our beautiful college town.
- reduce requirements for existing nonconforming businesses
- Small business incentives
- Stop wasting time; votes on "Social Ideas and take use of business.
- Support retail diversity downtown, limit alcohol growth.
- TRADER JOE'S!
- Trader Joe's.

City services, cleanliness, historic preservation

- Better snow removal in neighborhoods.

- better snow removal on sidewalks, encourage more downtown businesses (shops are empty) by removing street meters
- Clean sidewalks of snow.
- CLEAN UP OR REMOVE TRAILER PARKS.
- Clean up run down neighborhoods - add requirement.
- Keep the snowplow from dumping snow in my driveway.
- Maintain constant supply of excellent water.
- modify residential snow plows such that snow from street isn't deposited in front of each driveway!
- Open all city facilities & services and start putting covid behind us!!!
- Organize Litter pick ups in areas around the community!
- Pick up trash.
- Preserve neighborhoods - especially historic & southside.
- Protect what makes this place = history.
- Stop plowing city street snow into my driveway. Residents living on a cul-de-sac have the snow piled into the middle and city workers come and scoop it into a dump truck and haul it away. They drive by peoples driveways and plowed in mail boxes without so much as a brush up while heading up the street to clear another cul-de-sac. THIS REALLY SUCKS FOR FOLKS LIKE ME @ 75 YEARS OLD. STOP PLUGGING UP MY DRIVEWAY!!!!

Environment, climate change

- Address climate change/prepare for climate change.
- Address the effects of climate change.
- Address threat of climate change.
- Better recycling programs.
- Climate action
- Close and shutdown Snowbowl. Toxicity will be in water.
- DROP CLIMATE CHANGE AGENDA.
- Fuel reduction (forest thinnings) from the rim to Flagstaff.
- Preserve the environment.
- Reduce noise pollution (example: more signs notifying trucks that engine breaking is prohibited and enforcing it! This is totally out of control the past year)
- Stop selling water to Snowbowl.
- support climate change initiatives

Safety services (police, fire)

- Address and do something about the city being over run with public intoxicants!!!
- Crack down on graffiti.
- Defund police, reallocate funds to community programs and services.
- I'M NOT AN ASSHOLE BUT I REALLY WISH WE HAD LESS PANHANLERS AND LESS DRUNK HUBOS. THAT'S THE ONLY MAJOR ISSUE I SEE IN MY NARROW WORLD VIEW.
- Pay your Wildland Firefighters more than minimum wage. The work they do is exhausting physical labor that requires extensive training and bravery. They must remain on call 24/7 for 6 months and are not paid for their "days off" during which they are expected to be able to answer a call. These are hardworking men and women who risk their lives and push themselves physically and mentally and they make just as much as a high schooler flipping burgers. It's extremely disrespectful to the firefighters themselves and to the work they perform. The city seems concerned about the risk of wildfire (as evident in questions posed above) and willing to pass legislature to change vegetation allowed on private property and

to allow prescribed burns, but is the city willing to honor the men and women who work tirelessly in this field with an increased wage? We will see.

- Fire management
- continue to keep the city safe
- Stop impaired/aggressive pan-handers
- Work with the hospital to pay paramedics at Guardian Medical Transport more so we can afford to live and work comfortably in Flag.
- Fire safety
- Make sure police treat everyone fairly.

Other

- Being inclusive of all members of the community
- Better communicating - hard to find info w/out going to multiple sources.
- Concentrate on local issues
- Cultural Openness.
- DON'T SEND OUT SURVEYS LIMITING MANY QUESTION TO "IN THE LAST TWELVE MONTHS" WHEN THE WORLD HAS SPENT THE LAST YEAR IN "LOCK-DOWN".
- Enable citizens to live as they wish.
- Get Purina to stop brewing their vile smells.
- Less regulation.
- Loquela Ciudad pueda hacer
- New Mayor other than Mr. Deasy
- Plan to better control visitors from Phx/Valley.
- Protect freedom.
- Quiet wasting money on stupid projects. An (stop kissing ASS to liberal snowfalls).
- Rd the senior apts. of these manager sandstone highlands using chemicals to spray in people's vents.
- Remove Paul Deasy as Mayor.
- stop the leftist, "progressive", socialist, destructive bias of the city council
- Stop wasting time on senseless proclamations.
- Treat people right all races.
- Vote out the "liberal" style of Govt. & elect people who have common sense! Get rid of B.S. on G. Warming & housing crisis.

Don't know/nothing

- Don't know.
- Don't know.
- I'm pretty happy.
- Keep up the good work!
- N/A.
- Smile.
- There is nothing the city can do. Snow, cold & thin air are the main problems I have in Flagstaff.

Question 19: When spending public money, what should the top three priorities for the City of Flagstaff be?

Mobility, transportation, traffic, roads

- Accessibility. (Provide downtown w/ portable ramps or something).
- Addressing bottlenecking issues with traffic in highly visited tourist areas i.e. Snowbowl.
- Addressing traffic on Milton.
- Affordable housing (subsidy?).
- airport should fly to more places
- Alleviate Route 66/Milton traffic and stop building student hub/high rises.
- Alternate routes to Snowbowl/Humphreys that go around downtown
- Better travel - Roads - too much traffic.
- Bike - Pedestrian access.
- Bike & Bus (Trolly)? Transport.
- Bike lanes
- Bike/pedestrian infrastructure
- BROADEN AIRPORT SERVICE. (WOULD MUCH RATHER FLY OUT OF FLG THAN AUX. IN ADDITION TO DACIAS AND DENVER CITIES LIKE CHICAGO OR NY (NON-STOP WOULD BE GOOD).
- BUILD NEW ROADS.
- City buses.
- City streets downtown along the route - well maintained w/out potholes. - & all parking areas clearly marked.
- City Traffic Engineer could do his job. Both with better traffic management, putting a stop to street markings that make no sense, and stop his discriminatory practices preventing citizens from trying to slow traffic in one neighborhood while turning a blind eye to countless others.
- Completing the overpass from Route 66 to Lone Tree Road as soon as possible
- Continual Improvement of public transport
- Cover all bus stops with wind/snow shelters!
- Create a parking structure downtown.
- Create more free parking downtown.
- CREATING A "RING ROAD" APPROACH TO ALLOW HEAVY TRAFFIC THE ABILITY TO AVOID THE OBSOLETE TRAFFIC STRUCTURE THAT NOW EXISTS.
- CREATING A REALISTIC APPROACH TO TRAFFIC CONTROL/COORDINATION.
- Decreased traffic congestion.
- Do not kick the car down the road.
- DO SOMETHING ABOUT THE TRAFFIC MESS.
- Downtown parking access - parking garages(s). Drop the meters - locals have to support business - pay to play.
- EASE OF TRANSPORTATION -- THERE IS BAD TRAFFIC FOR SUCH A SMALL CITY
- Ease traffic congestion.
- Erect a dead end sign at Talley and Adirondack to keep traffic from coming to the end of our circle and then turning around, dangerous to pedestrians at this time.
- Expand bus service.
- Expand futs.
- expand public transportation
- expanding FUTS

- Expanding public transportation
- extend bus routes
- Extend sidewalks and bike paths on west side, too many gaps along US 66
- Fix city streets, including areas normally neglected (lower socioeconomic areas)
- Fix Milton Rd so much traffic.
- Fix Milton Road to accommodate the traffic. In 2009 city council had a transportation committee, but now in 2021, nothing has changed to accommodate the increased traffic volume on Milton Rd.
- Fix roads.
- Fix roads.
- Fix sidewalk accessibility in winter or all the time.
- Fix streets
- Fix the streets.
- Fix the transportation Infrastructure.
- fix traffic congestion on Milton rd. : find alternative route for ski traffic thru town.
- Fixing and Maintaining Roads and Freeways
- Fixing Road Potholes.
- Fixing roads.
- Fixing roads.
- Fixing Roads.
- FIXING THE TRAFFIC PROBLEMS.
- Fixing two many streets at the same time what it hard to get to town.
- FUTS
- FUTS INVESTMENTS.
- FUTS-Urban Trail System
- Highway and street flow.
- HIKING / BIKING TRAILS AND ACCESS.
- Improve accessibility/frequency of transit (buses) services
- Improve bus service, more frequent buses etc.
- Improve roads.
- Improve safety of bicycle transportation
- Improve streets transportation.
- Improve the roadways and signal lights
- IMPROVE TRAFFIC CONTROL & ROAD MAINTENCE.
- Improve traffic flow
- Improve traffic flow to avoid congestions
- Improve traffic issues.
- Improve transportation.
- Improve Urban trail system.
- Improve walkability downtown (perhaps some pedestrian malls)
- Improved pedestrian and bicycle access
- Increase routes of bus line.
- INFRASTRUCTURE I.E. ROADS ETC.
- Invest in public transit
- Las Carreteras Engenerar
- Less traffic.
- Maintain paint on streets so that lines are visible at all times to keep traffic safe
- MAINTAIN ROADS.

- Maintaining & improving roads & streets.
- Maintaining sidewalks & streets.
- Maintaining signal lights for autos & pedestrians.
- Maintaining/updating roads & transportation (adding more bike lanes) to upkeep and improve getting around
- Make interconnected bike trails that bypass lights (4-weigh see building layout).
- Make U a no vehicle campus.
- Making developers include adequate parking spaces when they build.
- Making sidewalks for pedestrians.
- Making smart choices for road expansion to ease traffic flow.
- More airlines/routes
- more bike lanes / make downtown more bike safe
- MORE FUTS TRAILS!
- MORE ON RAMPS/ OFF RAMPS TO I-40 (& I-17 @ LAKE MARY RO) ALSO --> NOT ENOUGH WAYS TO GET ACROSS TRAIN TRACKS WITHOUT STOPPING.
- More stop lights for walking pedestrians.
- MORE STREET BIKE LANES.
- Mountain line.
- Need more & better parking.
- Non vehicle transportation - bikes/ bus for commuting.
- PARKING ISSUES.
- Paved bike path.
- pavements (freeway)
- Pedestrian - commercial areas.
- PEDESTRIAN SAFETY ESP. 4TH STREET
- POT HOLES!!!
- Protected left turns at stop lights
- PROVIDE AN ALTERTE ROUTE TO SNOWBOWL OTHER THAN HWY 180.
- provide for growth in city vehicle transportation
- PROVIDE MORE PUBLIC PARKING (DOWNTOWN).
- Public transport (buses, trails, etc)
- Public transport.
- Public Transport.
- Public transportation
- Public transportation
- Public transportation.
- PUBLIC TRANSPORTATION.
- Public transportation.
- Quiet trains.
- RE - ROUTING MILTON TRAFFIC, ADD BYPASSES.
- Reducing congestion of downtown traffic
- Reducing the congestion on Milton. Creating some better, alternative routes to other parts of the city so that Milton is not always so full of traffic, especially when tourists are coming through the city.
- Remove cement corridor in street on Dorothea Ave
- Repair (roads).
- Repair roads.
- Repair streets.

- Repair the streets.
- Reprioritize the transportation system to make car travel more difficult
- Reroute road to snowbowl away from downtown (clogs milton)
- residents should have an allotment of free downtown parking passes per year.
- Retrofit neighborhoods w/ sidewalks.
- Revitalization of the Rte 66 consider from downtown to East Flag.
- Road access - New Rds overpasses.
- Road improvements to alleviate traffic congestion on Milton Rd.
- road management/building construction management
- Road Maintenance
- Road maintenance here is substandard. my neighborhood has many streets with multiple open cracks and utility ditches repaired so that the fill in isn't level with street surface.
- Road maintenance.
- Road maintenance.
- Road repair
- Road repair
- ROAD REPAIR.
- Road repairs/traffic
- road repair-specifically on major streets running more than 5 miles
- Roads
- roads
- Roads
- Roads & streets in good condition.
- Roads (improvement, repairs and flow)
- Roads and addressing traffic congestion
- Roads, infrastructure.
- Roads.
- Roads.
- ROADS.
- Roads.
- ROADS.
- Roads.
- Roads.
- Roads.
- Roads.
- Roads.
- Roads.
- Roads.
- Roads.
- Roads.
- Safe biking lanes.
- Safer & more pedestrian & bike corridors.
- SAFER TRAFFIC, LESS GRID LOCK.
- Sidewalks
- Sidewalks.
- Sidewalks.
- Smart transportation planning and development
- Stop wasting money and energy remaning streets that have been here forever.....Agassiz!!
- Street & sidewalks/public transportation.
- Street improvement.
- Street improvements.

- Street Maintenance - pot Holes, cinders removal, etc.
- Street maintenance & repair.
- Street maintenance.
- Street maintenance.
- Street maintenance.
- Street maintenance.
- Streets
- Streets
- Streets
- STREETS & SYNC LIGHTS (REPAIR OF STREETS).
- Streets & utilities.
- streets and utilities
- Streets maintenance & better traffic flow.
- streets, snow removal
- Streets.
- Streets.
- Streets.
- STREETS.
- Streets: "roads becoming way to jammed w/careless visitors.
- Sustainable transportation
- The airport is lovely but when I was flying I almost always traveled to PHX because the airlines were the worst here.
- Traffic
- Traffic - Build the new overpass.
- TRAFFIC - TOURIST RELATED.
- Traffic (Milton / Rt 66/Hwy 180).
- Traffic congestion.
- Traffic control
- traffic control
- Traffic control, especially during ski season on Hwy 180.
- Traffic flow cars, buses & bicycles.
- Traffic flow in downtown & West Flagstaff.
- Traffic flow on Milton.
- Traffic flow.
- Traffic flow.
- Traffic flow.
- Traffic issues
- Traffic issues.
- Traffic light modernization. They're currently on a timer and result in terrible bottlenecks. Modern in-street traffic sensors which adjust in real time are required to handle the significant increase in congestion the city is experiencing.
- Traffic management
- Traffic solutions - building growth outpaced street sufficiently.
- TRAFFIC.
- Traffic.
- Traffic.
- Traffic/ roads.

- Trails.
- Transport
- Transportation
- Transportation
- Transportation "roads".
- Transportation for Elderly and Disabled
- Transportation infrastructure.
- Transportation related solutions
- Transportation system.
- Transportation.
- Transportation.
- Transportation/Commute within city.
- Try to resolve traffic issues.
- UPDATE THE AIRPORT.
- Upgrade sidewalks and Urban trails
- Upkeep of trails - forestry.
- Working towards solving traffic issues (Milton, 180 towards Snowbowl)

Social services, education, health concerns, homelessness

- Address the unsheltered populations needs with substantive programs and projects not more studies
- ADDRESS THE HOMELESS - TRANSIENT - RELATED PROBLEMS.
- Assist elderly! (widows) in maintaining property.
- Better homes for the homeless.
- Better relationships with the native population.
- Better the systems for the homeless.
- Block watch encourage residents to get involved.
- Care for health of homeless.
- Closing education gaps
- COMBAT DRUGS & ADDICTION (DON'T ENCOURAGE IT THROUGH POLICY).
- Community art/social involvement
- Community building in neighborhoods & interest groups.
- Community Improvement.
- Community supported
- Community Wellness
- Community.
- Continuing COVID vaccine support. Coconino Co. & city have done great so far.
- COVID awareness
- Creating a culturally safe and sensitive community
- Diversity.
- Education
- Education
- Education
- education
- Education
- Education
- Education - arts.
- Education - Teacher pay, building upkeep.

- Education & public safety.
- Education & schools.
- Education (doesn't apply to me anymore, but should be a priority)
- EDUCATION (PUBLIC K-12).
- Education (schools).
- Education for diversity.
- education including non traditional options
- EDUCATION SERVICES.
- Education!!
- Education, not to include U
- Education, public schools
- Education.
- Education.
- Education.
- Education.
- Education.
- Employment for Senior Citizens
- Equal allocations to public schools... Coc. HS seems underfunded.
- Fighting homelessness with housing programs
- Financial aid programs for residents
- Finding a solution to the homeless intoxicant problem that doesn't involve just using EMS to take them to FMC.
- Flagstaff shelter services - give them money for more locations.
- FOOD BANKS.
- FUSD/Education
- Getting all students vaccinated prior to returning to in person learning
- Getting homeless off streets in summer.
- Handling homelessness and vagrancy downtown.
- health care
- Health.
- Healthcare
- help homeless
- Help the homeless population.
- Help the un-sheltered population
- Homeless
- Homeless - bigger shelter for winter times
- Homeless resources
- Homeless resources.
- HOMELESS SHELTERS.
- Homeless.
- Homelessness & issues that go hard & hard w/ it.
- Homelessness.
- Homelessness.
- Hospitals.
- housing & social issues for homeless
- Housing for the mental unstable and financially unable.
- How will the spending improve inclusion & climate?
- Improve education

- Increase pay for public school teachers
- Invest in public education and teacher salaries
- ISSUES OF SOCIAL JUSTICE, SOCIAL EQUITY.
- K-12 EDUCATION and cultural opportunities
- Maybe improve public education? Not sure cuz I didn't go to high school hear
- mental health
- Mental health & homeless issues.
- Mental health assistance to students
- More assistance to the destitute natives of the community.
- More community involvement.
- More opportunities for kids and youth programs and services
- More support for the homeless and destitute
- Opportunities for education and enrichment.
- Pandemic relieve.
- Pay teachers more.
- Programs & services for citizens, esp. low income & elderly (library & recreation).
- Programs and projects that elevate parity for the indigenous population
- Programs for Mental Health/ substance abuse to stop recidivism - a small number of people constantly using disproportionate services expense.
- Provide a mental institution or place to house adults with issues.
- Provide more money and relief for disadvantaged minorities.
- Providing services for those in need, especially those with children that want to live in Flagstaff
- Public (Mental) Health
- Public Education
- Public health
- Public health
- Public health & reopening business.
- Public schools - stop sending money to the fans for schools.
- Public schools.
- REMOVING HOMELESS.
- Safe housing.
- Save the YMCA.
- Scholarships/ waivers for little kids sports activities.
- School facilities.
- School system.
- schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools
- Schools.
- Schools.
- Schools.
- Schools.
- Schools.

- Schools/ Education.
- Schools; supporting local school district.
- Serving underserved communities
- Shelter services.
- Social programs (Rent Relief, Shelters, etc.).
- Social services
- SOCIAL SERVICES FOR THE WORKING POOR.
- Social services for transient population
- SUPPORT EARLY - CHILDHOOD INTERVENTION.
- SUPPORT F.V.S.D.
- Support for homeless.
- Support programs that help struggling families
- Support the schools!
- Take funding from the police department and invest more in homeless services
- nature/health of flagstaff.
- Unhoused populations (providing housing).
- Upgrade schools to meet Covid 19 restrictions.

Housing affordability

- Accessibility - new buildings, improvements.
- Affordable family housing
- Affordable higher density more sustainable housing.
- Affordable Housing
- Affordable housing
- Affordable housing
- affordable housing
- AFFORDABLE HOUSING
- Affordable housing
- affordable housing
- Affordable housing
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- Affordable housing

- Affordable Housing
- Affordable housing - for residents not out of town student.
- AFFORDABLE HOUSING #1.
- AFFORDABLE HOUSING (BUT THAT NICE NEVER HAPPEN!).
- Affordable housing opportunities - home ownership
- Affordable housing projects (using existing housing or single story new housing)
- Affordable housing solutions
- affordable housing support
- Affordable housing support.
- AFFORDABLE HOUSING.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- AFFORDABLE HOUSING.
- AFFORDABLE HOUSING.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable Housing.
- Affordable housing.
- Affordable housing.
- AFFORDABLE SINGLE FAMILY HOUSING (LESS APPARTMENTS!).
- Better housing
- Building more low income housing.
- City planning/ Housing Affordability.
- Cleanup housing.
- Cost of housing
- cost of living- subsidized housing
- Creating low income housing
- Creating more affordable housing
- Help beginning and struggling families w/ housing needs.
- Helping the cost of rents to go down.
- Housing
- Housing
- Housing
- Housing
- Housing
- HOUSING - AFFORDABILITY.
- Housing (affordable).
- Housing / public housing
- Housing Affordability
- Housing purchase assistance/down payment assistance for first-time buyers
- Housing.
- Housing.

- Income/housing affordability (\$\$\$).
- Keeping Flagstaff affordable for local residence.
- Low and affordable housing.
- Low income housing
- Low income housing - not high density monstrosities.
- Low income housing.
- LOW INCOME HOUSING.
- Lower cost of living (rent).
- Lower income housing.
- Make housing affordable.
- Moratorium on Airbnb in Flagstaff.
- More affordable way to buy a home for single parents.
- more money for true affordable housing
- No further low income housing expenditure.
- Promote affordable housing
- Reduce dev. costs - affordable housing.
- Reduce housing costs
- Rental units/ houses that are affordable.
- Social justice and affordable housing
- STOPPING AFFORDABLE HOUSING PROGRAMS.
- Subsidized housing for low income families.
- Subsidizing affordable housing for low income residents and first time home buyers
- Trying to create better housing options for more lower income people. Flagstaff is very expensive to own property and is hard for new home buyers to break into the market. The housing options for non-students is not doing well to keep young people in Flagstaff and frankly is too expensive for what Flagstaff has to offer.
- Use vacant buildings instead of building new and leaving empty buildings to rot!
- Work to address cost of housing/housing crisis experienced by so many residents

Parks, recreation, open spaces

- Additional open space areas that all can enjoy.
- Address car traffic congestion
- Address road conditions i.e. Potholes, uneven roadways, street maintenance.
- Aquaplex Q - make would be great).
- Beautiful open spaces.
- better city support in working/family neighborhoods all the good parks are in wealthy neighborhoods NOTHING at all in Christmas Tree next to nothing or poorly maintained in Sunnyside
- Better park east side.
- BUILD A NICE PARK FOR THE RESIDENTS AND KIDS ON THE SOUTHSIDE AND CREATE ORECO RAMS FOR KIDS.
- BUILD A RECREATION CENTER ON THE SOUTHSIDE ON O' LARGE YARD BUTLER AND ADULTS.
- Caring for the forest lands.
- City parks.
- City Parks.
- Conservation of open spaces.
- Continue to invest in parks & recreation/ cultural & heritage preservation.

- Green space.
- GREEN SPACES.
- Improve and preserve parks and open spaces including improving downtown pond (add paved paths, benches, more open space, vendor areas instead of construction debris and abandoned buildings - the pond, as an example, could be such a jewel but it's kind of run down eye sore); other parks have seen similar neglect
- IMPROVE/ ENHANCE PUBLIC ACCESS TO TURAL ENVIRONMENT.
- Indoor play place/trampoline park / community rec. center.
- Indoor youth sports complex.
- Keep open spaces open
- Keeping open space.
- Keeping open space/ natural lands.
- Kid-friendly things.
- Maintaining natural spaces, making roadsides prettier (esp. rt 66 on the west side of town)
- Maintaining natural surroundings/reduce climate impact
- Mark all paths/nature trails with clear signs esp. for visitors.
- More activity centers for residents & youth.
- More open spaces.
- More parks and trails
- MORE RECREATION ACTIVITIES FOR ADULTS...CONCERTS RODEO EVENTS.
- MORE RECREATION FOR KIDS.
- More recreational places
- Open space
- Open space and sustainability
- OPEN SPACE PRESERVATION.
- Open space preservation.
- Open space.
- Open space.
- Open space.
- Open space/ trail development.
- Open spaces.
- Open spaces.
- Open spaces/ parks.
- Park & Rec .
- Parks
- Parks
- Parks
- parks
- Parks
- Parks
- Parks & Rec
- Parks and green spaces
- Parks and Open Space
- Parks and preservation of open spaces.
- Parks and Recreation
- Parks.
- Parks.
- Parks.

- Parks/Recreation Programs.
- PICKLE BALL OUTDOOR / INDOOR COURTS.
- Preservation of land.
- Preservation of natural areas - protected open space.
- Preservation of natural areas of open space & greenways.
- Preservation of open space for outdoor recreation
- Preservation of parks & state trust land.
- Preserve natural beauty.
- Preserve open space.
- Preserve open spaces within and close by the city.
- Preserve open spaces.
- Preserve/increase outdoor spaces
- Preserving green spaces/Flagstaff culture
- Preserving natural areas, or mitigating impacts where development will occur.
- Preserving natural open spaces
- Preserving open space, enhancing parks and other outdoor recreation facilities
- preserving open spaces
- Preserving the natural environment in and around Flagstaff
- Protect open spaces and animal habitats.
- PUBLIC RECREATION - FUTS.
- Public space.
- RECREATION & EDUCATION SERVICES/ PROGRAMS.
- Recreation
- Recreation
- recreation
- Recreation improvement/ sustainability. i.e. trailheads etc.
- Recreation.
- Recreational areas not just green belts.
- Save Buffalo park & Anderson mesa.
- Snow play/ skiing traffic crowding.
- UPDATING GREEN SPACES.
- Use funds to obtain more open space

City services, cleanliness, historic preservation

- Address flooding & sandbags everywhere between 4th st & High school.
- Addressing water supply issues
- Basic services for all
- Beautification Keep too!
- Beautification of Downtown
- beautification/greening projects
- Better infrastructure supporting better internet access, buried cables, OTA TV, Radio, HD Radio
- Buy another Oshkosh to carry away the snow from in front of our mailboxes and driveways.
- City cleanup and beautician
- clean air/water
- Clean streets and public spaces
- Clean up Downtown - N & S of tracks.
- Cleaning up city.

- Clearing cinders off sidewalks and BIKE LANES
- Completely plow snow on neighborhood streets. Plows have berms in front of driveways & only plow one side of street.
- Continue to keep the city clean and safe
- Control the massive high rises, clean up city ie. 14th street.
- delivery of city services (water, trash, snow removal, etc)
- Downtown clean & tidy.
- Downtown cleanup and beautification.
- Emergency generators @ Halie mary to ensure water supply not compromised.
- Flood control & street improvement in south Flag.
- Flooding potential.
- Fuel treatments in the urban wildland interface.
- Heritage preservation
- Historic preservation.
- Historical Preservation
- Historical preservation
- Improved snow removal.
- Infrastructure
- Infrastructure
- Infrastructure
- Infrastructure
- Infrastructure
- Infrastructure (do not let what happened in TX happen here). Needs cut & require businesses to do so.
- infrastructure improvement
- Infrastructure maintenance.
- Infrastructure maintenance.
- Infrastructure maintenance. (roads, utilities, etc).
- Infrastructure maintenance
- Infrastructure of city
- Infrastructure, roads, water lines, sewer, city facilities.
- Infrastructure.
- Infrastructure.
- Infrastructure.
- Infrastructure.
- Infrastructure.
- Invest in infrastructure for roadways, sewer, water and public works.
- Keep infrastructure intact/updated.
- Keep storm drains and gutters clean, sunnyside is a mess.
- Keeping character of our city.
- Keeping clean & safe.
- Keeping Flag clean and maintained.
- keeping flagstaff nice and preserving open spaces/keeping historic buildings in place
- Keeping Flagstaff's character - avoid more high rise off campus apts.
- Libraries, public.
- Library
- Library east side.

- LIBRARY/ RECREATION SERVICES.
- Litter/ trash on freeways, etc.
- maintain
- Maintain community spaces
- Maintain Flagstaff
- Maintain or upgrade existing infrastructure.
- Maintain traditional Flagstaff atmosphere instead of a hodgepodge city
- Maintain water supply.
- Maintaining/improving infrastructure necessary to provide basic services, including securing Flagstaff's future water supply.
- Maintenance
- Maintenance of city infra structure
- Maintenance of what the city has currently.
- More efficient, prompt snow removal.
- More snow removal in private areas.
- More street lights
- Neighborhood beautification/upkeep
- Neighborhood snow removal.
- Preservation of historic places.
- Preserve southside neighborhood.
- Preserving the soul of Flagstaff.
- Provide reliable utilities (safe water, reliable sewer, trash collection, etc)
- Provide services so everyone can enjoy living in Flagstaff.
- Pubic services
- public access to places like the library
- public services
- Public services
- Public services like water, sewer, streets, library
- Public services.
- Public space
- Public works
- Public works
- Public works.
- Quality of services combined with affordability
- Required maintenance (Water, sewage roads, signals, public restrooms.)
- SALT THE WINTER ROADS!! CINDERS DON'T HELP AND ROADS ARE UNSAFE!
- Secure water availability.
- Services.
- Snow maintenance
- Snow plans.
- Snow plowing
- Snow plowing for any accumulation.
- Snow plowing.
- Snow removal
- Snow removal of all streets.
- THINNING / CLEANING SURROUNDING FOREST.
- To maintain or restore the mountain town character of Flag.
- Trash pickup (city streets).

- TRASH/ ROADSIDE CLEAN - UP.
- Water Services
- water supply
- Water.
- Water.
- Water.
- Water.
- Water/Sewer.

Safety services (police, fire)

- better law enforcement re public intoxication. our parks/public spaces/forests/mass transit are unsafe and becoming unusable
- citizen safety
- Code enforcement.
- Continuing work to reduce fire risk (forest management, becoming FireWise community, etc.)
- Creating a "Fire Wise" community.
- Defund the police, redistribute funds toward improving infrastructure, recycling programs, clean energy/solar panels
- Demilitarization of the police
- Emergency services.
- ENFORCE LAWS. 4.STOP PANDERING TO SPECIAL INTEREST GROUPS.
- ENFORCE TRANSIENT/ PANHANDLING LAWS.
- Enhancement of continuing education for city police and fire response and practices.
- Finance emergency funds.
- Fire & police.
- Fire dept.
- Fire Dept.
- Fire prevention/ Fire department.
- Fire protection.
- Fire suppression and mitigation.
- Fire, Police
- Fire.
- Fire.
- Fire.
- Fire/Emergency services.
- Fire/EMS/FPD
- Fires.
- Forest safety & compliance by tourists.
- FUNDING FOR FIRE, POLICE & EMERGENCY SERVICES (INCREASED COMPENSATION).
- GET THE STREET DRUNKS OUT OF THE CITY.
- Graffiti issues around 4th st.
- Implement police reform and end brutality.
- Increase pay for wildland firefighters!
- Law and order.
- Law enforcement.
- Law Enforcement.
- Managing intoxicated folks out and about

- More minority recruitment for police dept.
- MORE POLICE.
- Neighborhood police for traffic- speed, stop signs,
- No panhandling.
- Parks with security.
- Police
- Police & Fire dept.
- Police & Fire.
- Police department
- Police dept.
- police reform, our cops quietly are the deadliest in the state and our newspapers, city council and representatives turn a blind eye and deaf ear
- Police services.
- Police support - i.e. mental health situations & street alcoholic.
- Police.
- Police.
- Police.
- Police.
- Police.
- Police/ Fire depts.
- Police/ Fire.
- Police/Fire dept.
- Proactive wildfire suppression
- Provide exceptional public safety (properly staffed and equipped Police and Fire Depts)
- Public safety
- Public safety
- public safety
- Public safety
- Public safety
- Public safety (police, fire dept, etc)
- Public safety (police, fire, building safety, support homeless shelter, etc.)
- Public safety (police, fire, EMS, wild land-urban interface/ fresh initiatives
- Public safety health & welfare.
- PUBLIC SAFETY INCREASE - MORE POLICE.
- PUBLIC SAFETY THAT ADDRESSES SOCIAL JUSTICE/ ISSUES.
- PUBLIC SAFETY.
- PUBLIC SAFETY.
- Public safety.
- Public safety.
- Public safety.
- PUBLIC SAFETY.
- PUBLIC SAFETY.
- Public Safety. Police and Fire
- Public welfare & safety.
- Raises for police officers, Fire depts, teachers.
- SAFER STREETS/ NO DESTRUCTIVE RIOTS OR PROTESTS.
- Safety
- Safety

- Safety
- safety
- Safety services (Police, Fire).
- Safety.
- Safety.
- Safety.
- Safety.
- Stricter law enforcement on homeless, pan handlers.
- STRONG POLICE & FIRE DEPARTMENTS ALLOWED TO DO THEIR JOBS.
- Support law enforcement agencies.
- Support the police/ fire department.
- teach the police to not be so violent, racist, macho. Every minor car accident should NOT result in a ticket!!

Environment, climate change

- Actual sustainability measures.
- addressing climate change
- Climate action
- Climate adaptation
- climate change
- Climate Change
- climate change abatement
- Climate change action.
- Climate change impacts.
- Climate change initiatives
- Climate change issues
- climate change mitigation and adaptation
- Climate change mitigation carbon neutral initiatives/ clean energy.
- Climate change mitigation.
- Climate change reversal.
- CLIMATE CHANGE, IMPROVED RECYCLING, ELECTRIC CHARGING STATION.
- Climate change.
- Climate change.
- CLIMATE CHANGE.
- Climate change.
- Climate mitigation.
- Climate strategies incorporated into development plans and approvals
- Combat climate change
- combat climate change
- Combat climate change
- Conservation, recycling, preserving environment.
- Conserving the forest.
- Conserving water & other natural resources
- Does it protect natural resources for citizens (e.g., water supply, etc.)
- Drought/water conservation education.
- Environment
- Environment.
- Environmental (recycling, reducing waste, reusing)

- Environmental concerns & green practices.
- Environmental Resiliency and Sustainability
- Environmental sustainable, responsible, and conscious growth and development (public transportation, composting, planned/mixed use zoning, etc)
- Everything that will help mitigate climate change-bus, bike, pedestrian, solar, no plastic bags (they're made from plastic), forest fire actions-all those and whatever else needed
- Expand recycling service.
- Finance climate change interventions.
- forest management
- Forest thinning - Fore mitigation.
- Green initiatives
- Help with climate change.
- Invest in renewable energy with citizens
- Keep the city running efficiently.
- Making Flag more green, maybe offer tax benefits for electric vehicles
- Monies to ensure a forest industry is developed at camp vajo.
- Plantar harboles
- Preservation - culture, community, environment, character.
- Preserve nature woods & water.
- Preserving trees/ forests.
- Pressure corporations in Flagstaff to better address impact on climate change
- Protect Climate (note: controlled burns don't actually help prevent fires!)
- Protect the environment (Open space, wild fire protection...).
- Recycle as much as possible.
- Recycling
- Recycling - glass? 4) Disproportionate incarceration of native people.
- Recycling centers.
- Recycling.
- Reduce overall carbon footprint
- Reducing tourist waste, emissions, excessive water use, and litter.
- SAVE THE NATURAL ENVIRONMENT- WE'RE LOSING TOO MANY TREES.
- Spend money on climate change prevention
- Sustainability
- Sustainability
- Sustainability and climate change action
- Sustainability efforts/ climate efforts.
- Sustainability.
- Sustainable and environmental efforts
- Sustainable infrastructure, e.g bike lanes, green buildings, public transport, public WiFi, etc.
- Sustainable resource investment (recycled water)
- The environment.
- Updating recycling centers/ recycling education.
- Water conservation
- Water conservation & wildfire forest/ urban interface safety.
- Water sources.
- Water sustainability.

Growth, building, development, issues with NAU

- Better long-term planning (roads & housing, esp.)
- Better planning for new buildings, neighborhoods, etc.
- Better planning on future construction project
- Building on existing infrastructure downtown (rather than sprawling outward)
- City planning and appearance
- Control developers, unrestrained growth.
- Control of building
- Controlled growth within a master plan
- CONTROLLING NEW DEVELOPMENT/FAILED STUDENT HOUSING.
- Controlling U growth - too much now let dorms be built somewhere else.
- CURTAIL U EXPANSION.
- encouraging development of downtown and eastside including local shops and housing
- Ensuring that no more apartments for student housing are built.
- growing the size of the city and so we are less isolated
- Improving impoverished neighborhoods.
- improving relationships with U- college town gatherings
- LESS GROWTH, IT IS OUT OF CONTROL.
- Less housing for U students.
- less money on big u housing
- limit city growth
- Limit new big condo sites / construction.
- Limit new construction.
- Make buildings more efficient - less power use.
- Making less dorms for students more low income homes for familys.
- New construction
- NEW CONSTRUCTION WHILE [?].
- Not more housing.
- Planning building services.
- Planning for growth.
- Prioritize zoning/ coding to minimize the HUGE housing complexes, especially near downtown!
- Promote home construction by instituting efficiency, reasonable requirements like insulation
- quit building apts for u
- Require new buildings to be fully electric
- restrict growth of U housing
- Review and tighten zoning
- REVISE ZONING & BUILDING.
- shrinking U
- Slow down growth.
- Smart planning - urban development - stop focusing on street housing.
- Spread of urban area should be limited/downtown access improved.
- Stop permitting such tall buildings!
- Stop spread of the city, if you are going to buildup.
- Sustainable growth, JW Powell extension/ connection, building bike lanes/ paths.
- Use of existing structure instead building new.
- Way too much University housing going up. Blocking beautiful views.

- Zoning to protect downtown area

Jobs, cost of living, wages

- Address income inequality, like minimum wage.
- Affordable living.
- Attract higher paying industries & business.
- Bring better jobs/pay for the citizenry to Flagstaff
- Bring clean business to Flagstaff to provide employment opportunity that doesn't depend on U or tourism.
- Bring in sustainable reputable companies to provide good paying jobs so that Flagstaff is no longer poverty with a view. It would be awesome to have a very good competing hospital with FMC so that they no longer have a monopoly on Flagstaff citizens.
- Bringing more corporations and better jobs to Flg.
- Cost of living - Housing.
- Cost of living/wage gap for the cost of living
- Creating more opportunities for the working residents of Flagstaff instead of the University. I believe the university is an important part of Flagstaff, but over the past few years it seems to much priority has been given to what the University wants (all the new high rise student housing) rather than what the actual residents of Flagstaff needs. The increased high density housing for students has only added to congestion on the roads and made parking worse. Those high density living spaces are more catered to the students and I don't see many working families living in those places, especially because the rent is high and those businesses like to raise the rent each year without fail.
- Dedicated staff salaries.
- Do whatever you can to stop increasing property taxes.
- Economic development
- Economic growth apart from U & hospitality only.
- Fordable price.
- Good jobs that will allow U graduates to stay and prosper in Flagstaff.
- Help for low income citizens
- Helping to create better paying jobs
- Hire local contractors
- Housing for people who are working in the city (Wages high enough to pay for housing).
- Incentivize to attract more professional job opportunities rather than low paying positions
- Jobs.
- Jobs.
- Keep utilities as inexpensive as possible.
- Living wages.
- Local jobs!
- Low Income/affordable housing.
- Lower cost of living cost (apts. for lower income).
- Make Flagstaff affordable
- Promote better wages/ cost of living in Flagstaff too high for many.
- Provide better pay for educators/policemen.
- Reduced taxes.
- Refund taxpayers for the school shutdown due to COVID.
- Resiliency and economic prosperity
- Solicit potential business for better jobs for Flagstaff.

- Sustainable economic development/good jobs.
- Taxes.
- Universal basic income and affordable cost of living.

Economic development, retail, restaurants

- A balance between supporting business and non-commercial activities.
- Attract more business.
- BEING PRO BUSINESS.
- Bring in local businesses for their input
- BRING STORES TO FLAGSTAFF THAT FIT: COSTCO & TRADER Joes.
- Bringing in business that will benefit the residents of Flagstaff - COSTCO, Trader Joes, etc
- BUILD A GROCERY STORE ON THE SOUTHSIDE.
- building community (small businesses, community events, parades, etc.)
- Business development/bring more jobs in
- Economic Development to bring companies into Flagstaff to provide high paying jobs.
- Encourage local business rather than national stores.
- Helping businesses
- Helping local businesses thrive and not use.
- I like that you're encouraging (incentivising) new businesses to locate in Flagstaff! Great job!
- Improve infrastructure for small business - more business parks, maybe a well designed food truck park on 66, create a climate for business success
- Local businesses.
- Maintaining a health small business atmosphere.
- More competitive shopping options.
- Permit another grocery store in E Flagstaff. Safeway is exploitatively expensive and other stores are at least 30+min drive round trip from Smokerise neighborhood
- promote business, the free market
- Promote, recruit and support small local businesses
- Protect small business.
- Recruiting businesses to come to Flagstaff.
- Reduce number of chains in the town (encouraging small businesses)
- Restaurants.
- Small business support
- Small business support -> fill strip malls non-functioning - motels of RR 66 with interesting commercial spaces.

Arts, events, culture, events and activities

- Arts
- Children community events/sports.
- Creating venues and opportunities for children's/families entertainment or recreation.
- Cultural offerings
- Culture
- Dont market to Phx visitors - too many.
- Establish a city arts center
- Free youth activities and free transportation.
- Increase cultural events/venue
- Managing tourism - kids not in school, but tourists all over town & bars.

- Maintaining cultural, historical and natural elements
- More amusement/entertaining for kids.
- More kid activities
- More public art murals, generation provided joy, celebrate life, when enthusiastic we think better.
- More publishing of cultural activities.
- Not promoting tourism or relocating here.
- Promoting public events on a local level (aside from social media)
- Public Art.
- Supporting cultural events of all kinds.
- Youth activities "festival at sewer".

City Government, City spending

- A reasonably balanced budget.
- Are we looking far enough into the future to make sure our spending is forward looking
- Avoiding waste
- Balanced budget.
- Capital improvements
- Conservative spending
- Decrease regulations and speed up permit process.
- Does it help ensure the economic viability of flagstaff
- efficiency. (Do we need to spent this much/ more if there's a lot of value)
- Fiscal responsibility.
- inclusive & transparent government
- Keep city government small.
- Keep increase in government salaries within reason.
- Limit wasteful spending.
- provide an annual financial statement reflecting the overall financial health of the city government
- Reduce regulatory burden on the public and city staff.
- Reduce waste of public money.
- Spend less.
- Spend within the budget.
- Stop spending time & money on proclamations & things we can't control.
- Stop stupid projects council wasted money on.
- stop waste and corruption
- stop wasting money
- Transparency.

Other

- Being responsive to needs of citizens
- Bonus from Flag citizens directly to emergency healthcare workers ie. nurses!
- Do not listen to Nimby's.
- Dose this help the working people of Flagstaff
- En lo Que hagafalta
- Finite project completion
- Fiscally responsible.
- Get rid of unleashed dogs/ dogs in restaurants.

- Good sourcing, competitive bidding.
- Improvements
- Instead of doing just large furniture pickup and toss why you can't find a way to cad a public space to give it a new home.
- Is this necessary?
- long term investment
- Needs rather than wants.
- Not on multiple mailing for this [?] wasteful.
- Prescribed bonus.
- QUALITY OF LIFE FOR RESIDENTS (EASE OF MOVEMENT THRU TOWN).
- Quality of life improvements
- Quality of life.
- RESIDENTS.
- Screen managers of apt's for gang affiliation.
- stop idiotic, leftist agenda
- Study then implement meaningful ways of addressing.
- Take better care of local needs.
- Teach kids truth.
- Technology - new computers for libraries and other services.
- Thoughtful
- What benefits current residents.
- Will it help people
- Will this add value to our community?
- Workforce housing.

Don't know/NA

- ?
- Don't know.
- Don't know.
- I dont know
- Thoughtful.

Appendix D: Benchmark Comparisons

Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational 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” resident 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 community 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 libraries. More illuminating is how residents’ ratings of police services compare to opinions about police services 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.

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

Comparison Data

NRC has designed 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 work^{1, 2}. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Communities 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 subsets of jurisdictions (within a given region or population category or that meet select criteria outlined by the community). Comparisons of Flagstaff’s results were made in this report to selected peer communities, handpicked by the City of Flagstaff in collaboration with NRC. The method used when selecting peer cities to compare to Flagstaff was based several criteria: population size, walk score, percent population age 20-24, percent nonwhite/POC population, and median household income.

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.

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.

² 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.

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 and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The City of Flagstaff's survey results were compared to the list of peer communities selected by the City.

Interpreting the Results

Average ratings were compared when questions similar to those asked in the Flagstaff survey were included in NRC's database, and there were at least five peer jurisdictions in which the question was asked. Where comparisons were available, three numbers are provided in the tables starting on the next page. The first column is Flagstaff's "percent positive" (e.g., the percent of respondents providing an "excellent" or "good" rating). The second column is the rank assigned to Flagstaff's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of Flagstaff's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Flagstaff's results were 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 Flagstaff'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 Flagstaff's rating and the benchmark is greater than margin of error but less than twice the margin of error; and "much higher" or "much lower" if the difference between Flagstaff's rating and the benchmark is more than twice the margin of error.

Comparisons for a number of items on the survey were 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.

National Benchmarks

Table 52: Quality of Community Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Flagstaff as a place to live	87%	203	362	Similar
Your neighborhood as a place to live	82%	182	304	Similar
Flagstaff as a place to raise children	80%	211	362	Similar
Flagstaff as a place to work	51%	275	348	Similar
Flagstaff as a place to visit	93%	21	292	Much higher
Flagstaff as a place to retire	54%	250	349	Similar
The overall quality of life in Flagstaff	82%	224	398	Similar

Table 53: Community Characteristics Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Flagstaff	84%	181	345	Similar
Ease of travel by bicycle	62%	106	306	Similar
Ease of travel by walking	60%	191	306	Similar
Ease of travel by bus	66%	16	250	Much higher
Ease of travel by car	65%	166	305	Similar
Preservation of natural areas such as open space and greenways	71%	69	262	Similar
Flagstaff's protected open space	71%	71	252	Similar
Quality of overall natural environment in Flagstaff	85%	87	282	Similar
Overall "built environment" of Flagstaff (including buildings, parks and transportation systems)	59%	178	272	Similar
Overall opportunities for education and enrichment	71%	109	273	Similar
Opportunities to attend cultural activities	59%	141	291	Similar
Opportunities to participate in social events and activities	64%	123	273	Similar
Overall economic health of Flagstaff	32%	251	277	Lower
Sense of community	57%	203	302	Similar
Offering a welcoming and safe atmosphere for all people	62%	42	65	Similar

Table 54: Likelihood of Remaining in Flagstaff Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Please indicate how likely or unlikely you are to remain in Flagstaff for the next five years.	76%	245	281	Similar

Table 55: Overall City Services Benchmark

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of City services	73%	246	367	Similar

Table 56: City Services Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Fire department	95%	39	337	Similar
Garbage collection services	87%	99	320	Similar
Libraries	86%	145	300	Similar
Parks	87%	103	301	Similar
Police department	71%	274	389	Similar
Planning and building services	49%	146	294	Similar
Recreation programs	65%	205	300	Similar
Recycling services	55%	296	327	Lower
Sewer services	87%	95	292	Similar
Water services	83%	88	289	Similar
Utility billing services	75%	107	245	Similar
Snow operations	63%	147	255	Similar
Street maintenance	46%	168	330	Similar
Traffic signals	69%	29	269	Similar

Table 57: Aspects of Government Performance Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of City services	73%	246	367	Similar
The value of services for the taxes paid to City of Flagstaff government	40%	299	361	Similar
The overall direction that City of Flagstaff government is taking	35%	291	314	Lower
The job City of Flagstaff government does at welcoming citizen involvement	40%	251	315	Similar
Overall confidence in City of Flagstaff government	39%	231	276	Similar
Generally acting in the best interest of the community	42%	242	279	Lower
Being transparent	34%	60	66	Lower
Treating all residents fairly	40%	237	276	Lower

Jurisdictions Included in National Benchmark Comparisons

Listed below are the jurisdictions included in the national benchmark comparisons provided for the City of Flagstaff followed by the 2017 population according to the American Community Survey.

Adams County, CO.....	487,850	Bettendorf city, IA.....	35,293
Airway Heights city, WA.....	8,017	Billings city, MT.....	109,082
Albany city, OR.....	52,007	Bloomington city, IN.....	83,636
Albemarle County, VA.....	105,105	Bloomington city, MN.....	85,417
Albert Lea city, MN.....	17,716	Boise City city, ID.....	220,859
Alexandria city, VA.....	154,710	Bonner Springs city, KS.....	7,644
Allegan County, MI.....	114,145	Boulder city, CO.....	106,271
Ankeny city, IA.....	56,237	Bowling Green city, KY.....	64,302
Ann Arbor city, MI.....	119,303	Brookline CDP, MA.....	59,246
Apache Junction city, AZ.....	38,452	Brooklyn Center city, MN.....	30,885
Arapahoe County, CO.....	626,612	Brooklyn city, OH.....	10,891
Arlington city, TX.....	388,225	Broomfield city, CO.....	64,283
Asheville city, NC.....	89,318	Brownsburg town, IN.....	24,625
Ashland city, OR.....	20,733	Buffalo Grove village, IL.....	41,551
Ashland town, MA.....	17,478	Burlingame city, CA.....	30,401
Ashland town, VA.....	7,554	Cabarrus County, NC.....	196,716
Athens-Clarke County, GA.....	122,292	Cambridge city, MA.....	110,893
Auburn city, AL.....	61,462	Canandaigua city, NY.....	10,402
Aurora city, CO.....	357,323	Cannon Beach city, OR.....	1,517
Austin city, TX.....	916,906	Cañon City city, CO.....	16,298
Avon town, IN.....	16,479	Cape Coral city, FL.....	173,679
Avondale city, AZ.....	81,590	Carlsbad city, CA.....	113,147
Azusa city, CA.....	49,029	Cartersville city, GA.....	20,235
Bainbridge Island city, WA.....	23,689	Cary town, NC.....	159,715
Baltimore County, MD.....	828,637	Cedar Hill city, TX.....	48,149
Basehor city, KS.....	5,401	Cedar Park city, TX.....	70,010
Batavia city, IL.....	26,499	Cedar Rapids city, IA.....	130,330
Battle Creek city, MI.....	51,505	Centennial city, CO.....	108,448
Baytown city, TX.....	76,205	Chandler city, TX.....	2,896
Beaumont city, CA.....	43,641	Chanhassen city, MN.....	25,108
Bellingham city, WA.....	85,388	Chapel Hill town, NC.....	59,234
Bethlehem township, PA.....	23,800	Chardon city, OH.....	5,166

Charles County, MD	156,021	Elbert County, CO	24,553
Charlotte County, FL	173,236	Elgin city, IL	112,628
Charlottesville city, VA	46,487	Elk Grove city, CA	166,228
Chattanooga city, TN	176,291	Elmhurst city, IL	46,139
Chesterfield County, VA	335,594	Englewood city, CO	33,155
Clayton city, MO	16,214	Erie town, CO	22,019
Clearwater city, FL	112,794	Escambia County, FL	309,924
Clive city, IA	17,134	Estes Park town, CO	6,248
Clovis city, CA	104,411	Euclid city, OH	47,698
College Park city, MD	32,186	Farmers Branch city, TX	33,808
College Station city, TX	107,445	Farmersville city, TX	3,440
Colleyville city, TX	25,557	Farmington Hills city, MI	81,235
Collinsville city, IL	24,767	Fate city, TX	10,339
Columbia city, MO	118,620	Fayetteville city, GA	17,069
Commerce City city, CO	52,905	Fayetteville city, NC	210,324
Conshohocken borough, PA	7,985	Ferguson township, PA	18,837
Coolidge city, AZ	12,221	Fernandina Beach city, FL	11,957
Coon Rapids city, MN	62,342	Flagstaff city, AZ	69,903
Coronado city, CA	24,053	Flower Mound town, TX	71,575
Corvallis city, OR	56,224	Forest Grove city, OR	23,554
Cottonwood Heights city, UT	34,214	Fort Collins city, CO	159,150
Coventry Lake CDP, CT	2,932	Franklin city, TN	72,990
Coventry town, CT	12,458	Frederick town, CO	11,397
Cupertino city, CA	60,687	Fremont city, CA	230,964
Dacono city, CO	4,929	Frisco town, CO	2,977
Dakota County, MN	414,655	Fruita city, CO	13,039
Dallas city, OR	15,413	Gahanna city, OH	34,691
Dallas city, TX	1,300,122	Gaithersburg city, MD	67,417
Danvers town, MA	27,527	Galveston city, TX	49,706
Danville city, KY	16,657	Gardner city, KS	21,059
Darien city, IL	22,206	Gilbert town, AZ	232,176
Davidson town, NC	12,325	Gillette city, WY	31,783
Dayton city, OH	140,939	Glen Ellyn village, IL	27,983
Dayton town, WY	815	Glendora city, CA	51,891
Dearborn city, MI	95,295	Golden city, CO	20,365
Decatur city, GA	22,022	Golden Valley city, MN	21,208
DeLand city, FL	30,315	Goodyear city, AZ	74,953
Denison city, TX	23,342	Grand Rapids city, MI	195,355
Denton city, TX	131,097	Grand Traverse County, MI	91,222
Denver city, CO	678,467	Greeley city, CO	100,760
Des Moines city, IA	214,778	Greenville city, NC	90,347
Des Peres city, MO	8,536	Greer city, SC	28,587
Destin city, FL	13,421	Gulf Breeze city, FL	6,251
Dothan city, AL	67,784	Gunnison County, CO	16,215
Dover city, NH	30,901	Haltom City city, TX	44,059
Dublin city, OH	44,442	Hamilton city, OH	62,216
Durham city, NC	257,232	Hamilton town, MA	7,991
Durham County, NC	300,865	Hampton city, VA	136,255
Dyer town, IN	16,077	Hanover County, VA	103,218
Eagan city, MN	66,102	Hastings city, MN	22,620
Eau Claire city, WI	67,945	Henderson city, NV	284,817
Eden Prairie city, MN	63,660	High Point city, NC	109,849
Eden town, VT	1,254	Highland Park city, IL	29,796
Edina city, MN	50,603	Highlands Ranch CDP, CO	105,264
Edmond city, OK	89,769	Homer Glen village, IL	24,403
Edmonds city, WA	41,309	Honolulu County, HI	990,060
El Cerrito city, CA	24,982	Hopkinton town, MA	16,720
El Paso de Robles (Paso Robles) city, CA	31,409	Horry County, SC	310,186

Huntley village, IL	26,265	Maple Grove city, MN	68,362
Huntsville city, TX	40,727	Maplewood city, MN	40,127
Hutchinson city, MN	13,836	Maricopa County, AZ	4,155,501
Hutto city, TX	22,644	Marin County, CA	260,814
Independence city, IA	6,013	Marion city, IA	38,014
Independence city, MO	117,369	Mariposa County, CA	17,658
Iowa City city, IA	73,415	Marshalltown city, IA	27,440
Issaquah city, WA	35,629	Marshfield city, WI	18,326
Jackson city, MO	14,690	Marysville city, WA	66,178
Jackson County, MI	158,989	Maui County, HI	164,094
Jefferson Parish, LA	437,038	McKinney city, TX	164,760
Jerome city, ID	11,306	McMinnville city, OR	33,211
Johnson City city, TN	65,598	Mecklenburg County, NC	1,034,290
Johnston city, IA	20,172	Mercer Island city, WA	24,768
Jupiter town, FL	62,373	Meridian charter township, MI	41,903
Kalamazoo city, MI	75,833	Mesa city, AZ	479,317
Kansas City city, KS	151,042	Mesquite city, TX	144,118
Kansas City city, MO	476,974	Miami city, FL	443,007
Kent city, WA	126,561	Middleton city, WI	18,951
Kerrville city, TX	22,931	Middletown town, RI	16,100
King City city, CA	13,721	Milford city, DE	10,645
Kingman city, AZ	28,855	Milton city, GA	37,556
Kirkland city, WA	86,772	Minneapolis city, MN	411,452
Kirkwood city, MO	27,659	Minnetrista city, MN	7,187
La Mesa city, CA	59,479	Missoula County, MT	114,231
La Plata town, MD	9,160	Missouri City city, TX	72,688
La Vista city, NE	17,062	Moline city, IL	42,644
Lake Forest city, IL	18,931	Monroe city, MI	20,128
Lake in the Hills village, IL	28,908	Montgomery city, MN	2,921
Lake Zurich village, IL	19,983	Montgomery County, MD	1,039,198
Lakeville city, MN	61,056	Montrose city, CO	18,918
Lakewood city, CO	151,411	Moorpark city, CA	36,060
Lakewood city, WA	59,102	Moraga town, CA	17,231
Lancaster County, SC	86,544	Morristown city, TN	29,446
Las Cruces city, NM	101,014	Morrisville town, NC	23,873
Las Vegas city, NV	621,662	Morro Bay city, CA	10,568
Lawrenceville city, GA	29,287	Moscow city, ID	24,833
Lehi city, UT	58,351	Mountlake Terrace city, WA	20,922
Lenexa city, KS	52,030	Naperville city, IL	146,431
Lewisville city, TX	103,638	Napoleon city, OH	8,646
Lincolnwood village, IL	12,637	Needham CDP, MA	30,429
Lindsborg city, KS	3,313	Nevada City city, CA	3,112
Little Chute village, WI	11,006	Nevada County, CA	98,838
Littleton city, CO	45,848	New Braunfels city, TX	70,317
Livermore city, CA	88,232	New Brighton city, MN	22,440
Lombard village, IL	43,776	New Concord village, OH	2,561
Lone Tree city, CO	13,430	New Hope city, MN	20,909
Longmont city, CO	91,730	Newport News city, VA	180,775
Los Alamos County, NM	18,031	Newton city, IA	15,085
Los Altos Hills town, CA	8,490	Niles village, IL	29,823
Loudoun County, VA	374,558	Noblesville city, IN	59,807
Louisville city, CO	20,319	Norcross city, GA	16,474
Lower Merion township, PA	58,500	Norfolk city, NE	24,352
Lynchburg city, VA	79,237	North Mankato city, MN	13,583
Lynnwood city, WA	37,242	North Port city, FL	62,542
Manassas city, VA	41,379	North Yarmouth town, ME	3,714
Manhattan city, KS	55,427	Northglenn city, CO	38,473
Mankato city, MN	41,241	Novi city, MI	58,835

O'Fallon city, IL.....	29,095
Oak Park village, IL.....	52,229
Oakdale city, MN.....	27,972
Oklahoma City city, OK.....	629,191
Olmsted County, MN.....	151,685
Orland Park village, IL.....	59,161
Orleans Parish, LA.....	388,182
Oshkosh city, WI.....	66,649
Oswego village, IL.....	33,759
Overland Park city, KS.....	186,147
Paducah city, KY.....	24,879
Palm Coast city, FL.....	82,356
Palo Alto city, CA.....	67,082
Palos Verdes Estates city, CA.....	13,591
Panama City Beach city, FL.....	12,461
Papillion city, NE.....	19,478
Paradise Valley town, AZ.....	13,961
Park City city, UT.....	8,167
Parker town, CO.....	51,125
Pasco city, WA.....	70,607
Pasco County, FL.....	498,136
Payette city, ID.....	7,366
Pearland city, TX.....	113,693
Peoria city, IL.....	115,424
Pflugerville city, TX.....	58,013
Philadelphia city, PA.....	1,569,657
Pinehurst village, NC.....	15,580
Pitkin County, CO.....	17,747
Plano city, TX.....	281,566
Pleasant Hill city, IA.....	9,608
Plymouth city, MN.....	76,258
Port Orange city, FL.....	60,315
Port St. Lucie city, FL.....	178,778
Portage city, MI.....	48,072
Powell city, OH.....	12,658
Powhatan County, VA.....	28,364
Prairie Village city, KS.....	21,932
Pueblo city, CO.....	109,122
Puyallup city, WA.....	39,637
Queen Creek town, AZ.....	33,298
Raleigh city, NC.....	449,477
Ramsey city, MN.....	25,853
Raymore city, MO.....	20,358
Redmond city, OR.....	28,492
Redmond city, WA.....	60,712
Reno city, NV.....	239,732
Richfield city, MN.....	35,993
Richmond city, CA.....	108,853
Richmond Heights city, MO.....	8,466
Rio Rancho city, NM.....	93,317
River Falls city, WI.....	15,256
Riverside city, CA.....	321,570
Roanoke County, VA.....	93,419
Rochester city, NY.....	209,463
Rock Hill city, SC.....	70,764
Rockville city, MD.....	66,420
Roeland Park city, KS.....	6,810
Rohnert Park city, CA.....	42,305

Rosemount city, MN.....	23,474
Rosenberg city, TX.....	35,867
Roseville city, CA.....	130,705
Roseville city, MN.....	35,624
Round Rock city, TX.....	116,369
Royal Palm Beach village, FL.....	37,665
Sacramento city, CA.....	489,650
Sammamish city, WA.....	62,877
San Carlos city, CA.....	29,954
San Diego city, CA.....	1,390,966
San Jose city, CA.....	1,023,031
Sangamon County, IL.....	198,134
Santa Fe city, NM.....	82,980
Santa Fe County, NM.....	147,514
Savage city, MN.....	30,011
Schaumburg village, IL.....	74,427
Schertz city, TX.....	38,199
Scott County, MN.....	141,463
Scottsdale city, AZ.....	239,283
Sedona city, AZ.....	10,246
Sevierville city, TN.....	16,387
Shakopee city, MN.....	40,024
Shawnee city, KS.....	64,840
Shawnee city, OK.....	30,974
Shoreline city, WA.....	55,431
Shorewood village, IL.....	16,809
Sierra Vista city, AZ.....	43,585
Silverton city, OR.....	9,757
Sioux Falls city, SD.....	170,401
Skokie village, IL.....	64,773
Snoqualmie city, WA.....	12,944
Snowmass Village town, CO.....	2,827
Somerset town, MA.....	18,257
South Bend city, IN.....	101,928
South Jordan city, UT.....	65,523
South Portland city, ME.....	25,431
Spearfish city, SD.....	11,300
Springville city, UT.....	32,319
St. Augustine city, FL.....	13,952
St. Charles city, IL.....	32,730
St. Cloud city, MN.....	67,093
St. Croix County, WI.....	87,142
St. Joseph city, MO.....	76,819
St. Louis County, MN.....	200,294
St. Lucie County, FL.....	298,763
State College borough, PA.....	42,224
Steamboat Springs city, CO.....	12,520
Sugar Land city, TX.....	86,886
Sunnyvale city, CA.....	151,565
Surprise city, AZ.....	129,534
Suwanee city, GA.....	18,655
Tacoma city, WA.....	207,280
Takoma Park city, MD.....	17,643
Tempe city, AZ.....	178,339
Temple city, TX.....	71,795
Texarkana city, TX.....	37,222
The Woodlands CDP, TX.....	109,608
Thousand Oaks city, CA.....	128,909

Tinley Park village, IL	57,107
Tracy city, CA	87,613
Trinidad CCD, CO	10,819
Tualatin city, OR	27,135
Tulsa city, OK	401,352
Tustin city, CA	80,007
Twin Falls city, ID	47,340
Unalaska city, AK	4,809
Urbandale city, IA	42,222
Vail town, CO	5,425
Vernon Hills village, IL	26,084
Victoria city, MN	8,679
Vienna town, VA	16,474
Walnut Creek city, CA	68,516
Warrensburg city, MO	19,890
Washington County, MN	250,979
Washoe County, NV	445,551
Waunakee village, WI	13,284
Wauwatosa city, WI	47,687
Wentzville city, MO	35,768

West Bend city, WI	31,656
West Chester township, OH	62,804
West Des Moines city, IA	62,999
Westerville city, OH	38,604
Westminster city, CO	111,895
Westminster city, MD	18,557
Wheat Ridge city, CO	31,162
White House city, TN	11,107
Wichita city, KS	389,054
Williamsburg city, VA	14,817
Wilmington city, NC	115,261
Wilsonville city, OR	22,789
Windsor town, CO	23,386
Winter Garden city, FL	40,799
Woodbury city, MN	67,648
Woodinville city, WA	11,675
Wyandotte County, KS	163,227
Wyoming city, MI	75,124
Yountville city, CA	2,978

Peer Communities Benchmarks

Table 58: Quality of Community Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Flagstaff as a place to live	87%	12	23	Similar
Your neighborhood as a place to live	82%	7	18	Similar
Flagstaff as a place to raise children	80%	11	22	Similar
Flagstaff as a place to work	51%	18	21	Lower
Flagstaff as a place to visit	93%	3	15	Much higher
Flagstaff as a place to retire	54%	14	18	Similar
The overall quality of life in Flagstaff	82%	12	23	Similar

Table 59: Community Characteristics Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Flagstaff	84%	9	21	Similar
Ease of travel by bicycle	62%	5	18	Similar
Ease of travel by walking	60%	10	18	Similar
Ease of travel by bus	66%	3	16	Higher
Ease of travel by car	65%	6	18	Similar
Preservation of natural areas such as open space and greenways	71%	4	14	Similar
Flagstaff's protected open space	71%	4	15	Similar
Quality of overall natural environment in Flagstaff	85%	4	15	Similar
Overall "built environment" of Flagstaff (including buildings, parks and transportation systems)	59%	9	14	Similar
Overall opportunities for education and enrichment	71%	9	14	Similar
Opportunities to attend cultural activities	59%	14	17	Similar
Opportunities to participate in social events and activities	64%	9	13	Similar
Overall economic health of Flagstaff	32%	13	14	Lower
Sense of community	57%	9	15	Similar
Offering a welcoming and safe atmosphere for all people	62%	NA	NA	NA

Table 60: Likelihood of Remaining in Flagstaff Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Please indicate how likely or unlikely you are to remain in Flagstaff for the next five years.	76%	11	15	Similar

Table 61: Overall City Services Benchmark

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of City services	73%	13	21	Similar

Table 62: City Services Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Fire department	95%	1	21	Similar
Garbage collection services	87%	6	17	Similar
Libraries	86%	10	17	Similar
Parks	87%	7	16	Similar
Police department	71%	11	20	Similar
Planning and building services	49%	6	15	Similar
Recreation programs	65%	13	17	Similar
Recycling services	55%	17	18	Lower
Sewer services	87%	7	16	Similar
Water services	83%	7	20	Similar
Utility billing services	75%	5	13	Similar
Snow operations	63%	4	15	Similar
Street maintenance	46%	5	15	Similar
Traffic signals	69%	1	16	Higher

Table 63: Aspects of Government Performance Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of City services	73%	13	21	Similar
The value of services for the taxes paid to City of Flagstaff government	40%	13	19	Similar
The overall direction that City of Flagstaff government is taking	35%	15	16	Lower
The job City of Flagstaff government does at welcoming citizen involvement	40%	14	17	Similar
Overall confidence in City of Flagstaff government	39%	12	14	Similar
Generally acting in the best interest of the community	42%	12	14	Similar
Being transparent	34%	NA	NA	NA
Treating all residents fairly	40%	12	14	Similar

Jurisdictions Included in Peer Benchmark Comparisons

Listed below are the jurisdictions included in the peer communities benchmark comparisons provided for the City of Flagstaff followed by the 2017 population according to the American Community Survey. These communities were selected by City staff based on several criteria: population size, walk score, percent population age 20-24, percent nonwhite/POC population, and median household income.

Ames city, IA	65,005
Ann Arbor city, MI	119,303
Asheville city, NC	89,318
Auburn city, AL	61,462
Avondale city, AZ	81,590
Baytown city, TX	76,205
Bellingham city, WA	85,388
Bend city, OR	87,167
Bloomington city, IN	83,636
Bowling Green city, KY	64,302
Cedar Rapids city, IA	130,330
Chapel Hill town, NC	59,234
College Station city, TX	107,445
Corvallis city, OR	56,224
Des Moines city, IA	214,778
Eau Claire city, WI	67,945
Flagstaff city, AZ	69,903
Fort Collins city, CO	159,150
Greenville city, NC	90,347
Henderson city, NV	284,817
Iowa City city, IA	73,415
Kalamazoo city, MI	75,833
Lynchburg city, VA	79,237
Manhattan city, KS	55,427
Oshkosh city, WI	66,649
Santa Fe city, NM	82,980
St. Cloud city, MN	67,093
St. Joseph city, MO	76,819

Appendix E: Responses to Survey Questions by Respondent Geographic Location and Demographics

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by geographic area and by select demographic characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. 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 the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an uppercase letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no uppercase letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in **Error! Reference source not found.** on the following page, respondents in Area 3 (C) gave significantly higher ratings to Flagstaff as a place to work than respondents in Areas 1 (A), Area 2 (B), Area 4 (D), and Area 5 (E) as denoted by the “A B D E” listed in the cell of the ratings for Area 3. In another example, in **Error! Reference source not found.** on page **Error! Bookmark not defined.**, residents who were Hispanic and/or another race, lived in Flagstaff part-time, rented their homes, were age 18-34, or had lived in Flagstaff for five years or less were less likely than their counterparts to give positive ratings to Flagstaff as a place to raise children.

Geographic Subgroup Comparisons

Table 64: Question 1: Quality of Life Compared by Geographic Area

Please rate each of the following aspects of quality of life in Flagstaff. (Percent "excellent" or "good".)	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Flagstaff as a place to live	87%	84%	87%	89%	85%	87%
Your neighborhood as a place to live	84% B	69%	97% A B E	89% B E	76%	82%
Flagstaff as a place to raise children	93% B D E	78%	98% B D E	70%	70%	80%
Flagstaff as a place to work	46%	48%	64% B	49%	49%	51%
Flagstaff as a place to visit	94%	91%	97%	93%	89%	93%
Flagstaff as a place to retire	54%	52%	66% E	57%	44%	54%
The overall quality of life in Flagstaff	82%	79%	86% E	88% E	73%	82%

Table 65: Question 2: Community Characteristics Compared by Geographic Area

Please rate each of the following characteristics as they relate to Flagstaff as a whole. (Percent "excellent" or "good".)	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall feeling of safety in Flagstaff	87%	89%	83%	79%	82%	84%
Overall ease of getting to the places you usually have to visit	71%	76% C	62%	70%	64%	69%
Ease of travel by bicycle	57%	61% E	72% E	75% A E	43%	62%
Ease of travel by walking	75% C E	66% C E	49%	63% E	46%	60%
Ease of travel by bus	70%	75% E	57%	67%	55%	66%
Ease of travel by car	54%	71% A	65%	65%	63%	65%
Preservation of natural areas such as open space and greenways	62%	64%	66%	83% A B C	73%	71%
Flagstaff's protected open space	64%	63%	62%	84% A B C	74%	71%
Quality of overall natural environment in Flagstaff	79%	89%	84%	86%	86%	85%
Overall built environment of Flagstaff (including buildings, parks and transportation systems)	51%	67% A E	58%	68% A E	47%	59%
Health and wellness opportunities in Flagstaff	82%	80%	80%	89% E	71%	81%
Overall opportunities for education and enrichment	77%	69%	75%	74%	63%	71%
Opportunities to attend cultural activities	68% D E	60%	77% B D E	48%	48%	59%
Opportunities to participate in social events and activities	79% D E	71% D E	75% D E	52%	51%	64%
Accessibility of City facilities	71%	69%	72%	65%	67%	68%
Overall economic health of Flagstaff	38%	33%	41% E	30%	24%	32%
Sense of community	64%	56%	64%	50%	56%	57%
Offering a welcoming and safe atmosphere for all people	67%	60%	68%	60%	60%	62%

Table 66: Question 3: Likelihood of Remaining in Flagstaff Compared by Geographic Area

Percent "very likely" or "somewhat likely"	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Please indicate how likely or unlikely you are to remain in Flagstaff for the next five years.	84% D E	93% C D E	71%	69%	66%	76%

Table 67: Question 6: Buying Behaviors Compared by Geographic Area

In the last 12 months, how many times, if ever, have you or another household member done each of the following? (Percent "at least once").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Driven out of the city to buy something you couldn't find in Flagstaff	72%	75%	80%	75%	91% A B D	79%
Used the Internet to buy something that you couldn't find in Flagstaff	95%	94%	94%	95%	99%	95%
Used the Internet to buy something that was less expensive online than what you could get it for in Flagstaff	94%	94%	92%	90%	98% D	94%

Table 68: Question 7: Airport Preferences Compared by Geographic Area

In the last 12 months, how often, if ever, have you done each of the following? (Percent "at least once").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Flown from Flagstaff Pulliam Airport	26%	31%	27%	28%	34%	30%
Driven to the Phoenix Metropolitan area to fly	48%	58% C	32%	54% C	57% C	51%

Table 69: Question 9: Use of Mountain Line Compared by Geographic Area

Percent "at least once"	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	
	(A)	(B)	(C)	(D)	(E)	(A)
In the last 12 months, how frequently, if ever, have you or another household member used the bus service, Mountain Line?	25%	40% A C	13%	40% C	38% C	33%

Table 70: Question 10: Use of Flagstaff Urban Trail System Compared by Geographic Area

Percent "at least once"	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	
	(A)	(B)	(C)	(D)	(E)	(A)
In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System?	90%	80%	86%	92% B E	79%	85%

Table 71: Question 11: Use of Flagstaff Urban Trail System to Commute to Work Compared by Geographic Area

Percent "at least once"	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	
	(A)	(B)	(C)	(D)	(E)	(A)
In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System to commute to work?	41% B C E	24% C	10%	29% C	19%	24%

Table 72: Question 12: Ratings of Flagstaff Urban Trail System Compared by Geographic Area

Percent "very well" or "somewhat well"	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
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?	77%	91% A C E	71%	89% C	80%	83%

Table 73: Question 13: Transportation Priorities Compared by Geographic Area

In planning for transportation, how much priority should be given to each of the following? (Please choose only ONE for your highest priority.) (Percent rating "highest priority" or "high priority").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Pedestrians	74%	67%	58%	77% C	66%	69%
Bicycles	82% B C E	55%	64%	77% B E	56%	66%
Automobiles	61%	75%	67%	71%	65%	69%
Public transit (buses)	57%	63%	59%	64%	63%	62%
Airport/air travel	33%	30%	35%	33%	35%	33%
Other	40% B D E	15%	21%	12%	15%	19%

Table 74: Question 14: Frequency of Interaction with City Compared by Geographic Area

Please indicate how frequently, if at all, you have done each of the following in the last 12 months. (Percent "frequently" or "sometimes").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Called City Hall	31% C E	22%	17%	18%	14%	20%
Visited City Hall	20% C	22% C E	5%	17% C	11%	15%
Used the City's website or online services	75% C E	70% C	54%	63%	59%	64%

Table 75: Question 14: Quality of Interaction with City Compared by Geographic Area

Please rate the quality of customer service during your interaction. (Percent rating "excellent" or "good").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Called City Hall	63%	55%	96% B D	47%	67%	62%
Visited City Hall	76%	56%	39%	63%	100% B C D	67%
Used the City's website or online services	49%	75% A	81% A	68% A	76% A	69%

Table 76: Question 15: Quality of City Services Compared by Geographic Area

Please rate the quality of each of the following services provided in Flagstaff. (Percent rating "excellent" or "good").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Fire department	86%	98% A	95% A	97% A	99% A	95%
Garbage collection services	90% D	92% D	94% D	75%	89% D	87%
Libraries	87%	78%	91% B	91% B	81%	86%
Parks	86%	80%	94% B	90% B	88%	87%
Police department	77%	74%	72%	62%	75%	71%
Planning and building services	45%	43%	51%	55%	55%	49%
Recreation programs	71%	53%	64%	70% B	68%	65%
Recycling services	47%	65% A D	61% D	43%	57%	55%
Sustainability and environmental programs	58%	56%	51%	40%	55%	52%
Sewer services	82%	86%	91%	93%	82%	87%
Water services	80%	91%	86%	80%	80%	83%
Utility billing services	70%	77%	81%	70%	74%	75%
Snow removal operations	54%	61%	65%	73% A	59%	63%
Street maintenance	33%	46%	53% A	48%	48%	46%
Traffic signals	52%	68% A	69% A	80% A	69% A	69%
Streetscapes (making street medians and sides of streets attractive)	55%	47%	54%	59% E	44%	52%
Public art	54%	61% E	55%	51%	43%	53%

Please rate the quality of each of the following services provided in Flagstaff. (Percent rating "excellent" or "good").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Heritage preservation	43%	56% D	57%	38%	54%	49%
Mountain Line (bus service throughout Flagstaff)	76%	77% E	65%	76%	60%	72%
Overall quality of City services	64%	66%	86% A B E	77%	71%	73%

Table 77: Question 16: Flagstaff Government Performance Compared by Geographic Area

Please rate the following categories of City of Flagstaff government performance. (Percent rating "excellent" or "good").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
The value of services for the taxes paid to City of Flagstaff government	40%	36%	53% B E	41%	35%	40%
The overall direction that City of Flagstaff government is taking	39%	24%	48% B E	36%	30%	35%
The job City of Flagstaff government does at welcoming citizen involvement	52% E	38%	49% E	37%	27%	40%
Overall confidence in City of Flagstaff government	39%	31%	52% B	39%	36%	39%
Generally acting in the best interest of the community	38%	29%	55% B	41%	49% B	42%
Being honest	33%	31%	49% B D	24%	38%	34%
Treating all residents fairly	44%	32%	50% B D	31%	50% B D	40%

Table 78: Question 17: Support for City Actions Compared by Geographic Area

How much do you support or oppose the City doing each of the following? (Percent rating "strongly support" or "somewhat support").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Not plowing neighborhood streets when there is 4 inches of snow or less	76% D E	66% D	71% D E	46%	53%	60%
Using prescribed or controlled burns to maintain a healthy forest	100% C	98% C	90%	96% C	95%	96%
Requiring that property owners meet a minimum standard of removing excess vegetation around their property to help protect the City from wildfires	89%	92%	97% A	95%	98% A	94%
Closing Downtown streets for parades and festivals	92%	93%	96%	89%	94%	92%
Creating programs or policies to address the threat of climate change	77%	81%	82%	89% A	84%	83%
Creating programs or policies to preserve buildings in historic neighborhoods	80%	85%	91% A	92% A	98% A B	90%
Creating programs and policies to help plan for smart growth in the Flagstaff area	93%	93%	91%	96%	96%	94%
Requiring new construction to match the character of Flagstaff	83%	85%	76%	78%	84%	81%
Working to preserve more open space within the city	92%	92%	95%	95%	97%	94%

Table 79: Question 21: Amount of City Information Compared by Geographic Area

Percent rating "right amount" or "too much"	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
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?	49% D	46%	52% D E	32%	33%	42%

Table 80: Question 23: Likelihood of Leaving Community Compared by Geographic Area

Percent rating "very likely" or "somewhat likely"	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
How likely or unlikely are you to leave the community because housing costs too much?	40%	59% A	59% A	72% A	72% A	62%

Table 81: Question 25: Personal Experience of Discrimination Compared by Geographic Area

To what extent, if at all, have YOU personally experienced discrimination based on each of the following in your local community in the past 12 months? (Percent "never").	Geographic Area					Overall
	Area 1	Area 2	Area 3	Area 4	Area 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Age	75%	71%	70%	68%	83% D	73%
Gender	73%	70%	76%	70%	75%	73%
Race(s)	79%	68%	84% B	71%	72%	74%
National origin (birth country)	88%	84%	95% B D	80%	91% D	87%
Religion	83%	75%	74%	88% B C	91% B C	83%
Political affiliation	52%	52%	54%	62%	60%	56%
Disability	87%	90%	91%	87%	90%	89%
Sexual orientation or gender identity	84%	88%	81%	88%	90%	87%

Demographic Subgroup Comparisons

Table 82: Question 1: Quality of Life Compared by Demographic Characteristics

Please rate each of the following aspects of quality of life in Flagstaff. (Percent "excellent" or "good".)	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Flagstaff as a place to live	87%	86%	88% B	74%	92% B	81%	87%	86%	86%	85%	90%	87%	86%	87%	87%
Your neighborhood as a place to live	86% B	72%	83%	72%	92% B	74%	78%	87% A	80%	79%	89%	86% C	84%	76%	82%
Flagstaff as a place to raise children	83% B	73%	82% B	54%	92% B	68%	80%	80%	69%	85% A	90% A	73%	80%	86% A	80%
Flagstaff as a place to work	50%	50%	50%	63%	56% B	46%	44%	57% A	49%	49%	56%	58% B	45%	48%	51%
Flagstaff as a place to visit	96% B	85%	93%	86%	97% B	89%	92%	94%	90%	95%	93%	94%	93%	90%	93%
Flagstaff as a place to retire	58%	47%	54%	56%	54%	54%	53%	55%	62% B	40%	58% B	62%	50%	51%	54%
The overall quality of life in Flagstaff	86% B	73%	82%	81%	89% B	75%	84%	80%	83%	79%	83%	89% B C	78%	76%	82%

Table 83: Question 2: Community Characteristics Compared by Demographic Characteristics

Please rate each of the following characteristics as they relate to Flagstaff as a whole. (Percent "excellent" or "good".)	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Overall feeling of safety in Flagstaff	85%	81%	85% B	71%	90% B	78%	81%	87%	77%	90% A	88% A	80%	83%	89% A	84%
Overall ease of getting to the places you usually have to visit	75% B	55%	71% B	48%	71%	67%	75% B	64%	69%	70%	68%	74%	70%	63%	69%
Ease of travel by bicycle	61%	63%	62%	56%	58%	66%	53%	68% A	60%	67%	55%	70% B	53%	62%	62%
Ease of travel by walking	54%	72% A	60%	57%	61%	59%	57%	61%	52%	69% A	62%	58%	58%	64%	60%
Ease of travel by bus	65%	67%	66%	61%	67%	65%	67%	65%	58%	75% A	69%	61%	58%	78% A B	66%
Ease of travel by car	70% B	56%	66%	52%	62%	67%	67%	63%	67%	63%	62%	69% C	71% C	53%	65%
Preservation of natural areas such as open space and greenways	75% B	65%	70%	76%	71%	71%	70%	72%	67%	77%	70%	84% B C	68%	59%	71%
Flagstaff's protected open space	73%	66%	69%	85%	71%	70%	72%	71%	67%	76%	70%	85% B C	68%	58%	71%
Quality of overall natural environment in Flagstaff	86%	87%	86%	82%	85%	86%	89%	84%	87%	88%	80%	92% B	79%	84%	85%
Overall uilt environmentof Flagstaff (including buildings, parks and transportation systems)	60%	57%	60%	47%	58%	60%	62%	57%	56%	68% A C	52%	65% B	53%	58%	59%

Please rate each of the following characteristics as they relate to Flagstaff as a whole. (Percent "excellent" or "good".)	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Health and wellness opportunities in Flagstaff	84% B	73%	82% B	59%	84%	78%	77%	83%	78%	85%	80%	81%	86% C	75%	81%
Overall opportunities for education and enrichment	75% B	63%	72%	57%	72%	70%	73%	70%	65%	75%	77% A	72%	70%	72%	71%
Opportunities to attend cultural activities	63% B	52%	60%	48%	62%	56%	61%	57%	51%	64% A	66% A	52%	62%	63%	59%
Opportunities to participate in social events and activities	66%	60%	65%	57%	68%	60%	68%	60%	58%	71% A	67%	58%	66%	69%	64%
Accessibility of City facilities	73% B	60%	70% B	42%	74% B	63%	68%	69%	62%	76% A	69%	66%	68%	71%	68%
Overall economic health of Flagstaff	32%	32%	33%	19%	37%	28%	28%	38% A	23%	35% A	45% A	31%	25%	40% B	32%
Sense of community	61%	51%	60% B	24%	63% B	52%	63%	53%	47%	69% A	60% A	58%	60%	54%	57%
Offering a welcoming and safe atmosphere for all people	67% B	54%	63% B	44%	71% B	55%	62%	63%	56%	66%	68%	59%	67%	61%	62%

Table 84: Question 3: Likelihood of Remaining in Flagstaff Compared by Demographic Characteristics

Percent "very likely" or "somewhat likely"	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Please indicate how likely or unlikely you are to remain in Flagstaff for the next five years.	79% B	70%	80% B	29%	88% B	66%	78%	74%	63%	85% A	88% A	61%	85% A	85% A	76%

Table 85: Question 6: Buying Behaviors Compared by Demographic Characteristics

In the last 12 months, how many times, if ever, have you or another household member done each of the following? (Percent "at least once").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Driven out of the city to buy something you couldn't find in Flagstaff	78%	80%	78%	87%	80%	77%	80%	76%	82% C	83% C	65%	78%	85% C	72%	79%
Used the Internet to buy something that you couldn't find in Flagstaff	96%	94%	95%	97%	97%	94%	95%	96%	94%	99% C	93%	94%	98%	95%	95%
Used the Internet to buy something that was less expensive online than what you could get it for in Flagstaff	95%	92%	94%	94%	95%	92%	94%	93%	94%	97% C	89%	92%	96%	93%	94%

Table 86: Question 7: Airport Preferences Compared by Demographic Characteristics

In the last 12 months, how often, if ever, have you done each of the following? (Percent "at least once").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Flown from Flagstaff Pulliam Airport	33% B	21%	29%	33%	36% B	24%	26%	34%	31%	32%	26%	32%	29%	28%	30%
Driven to the Phoenix Metropolitan area to fly	49%	54%	50%	65%	52%	50%	52%	50%	57% C	54% C	38%	56%	49%	47%	51%

Table 87: Question 9: Use of Mountain Line Compared by Demographic Characteristics

Percent "at least once"	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
In the last 12 months, how frequently, if ever, have you or another household member used the bus service, Mountain Line?	26%	48% A	31%	65% A	16%	48% A	32%	33%	40% C	33% C	20%	41% B C	27%	29%	33%

Table 88: Question 10: Use of Flagstaff Urban Trail System Compared by Demographic Characteristics

Percent "at least once"	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System?	88% B	81%	86%	82%	88%	84%	84%	88%	86% C	91% C	77%	84%	89%	84%	85%

Table 89: Question 11: Use of Flagstaff Urban Trail System to Commute to Work Compared by Demographic Characteristics

Percent "at least once"	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System to commute to work?	25%	25%	25%	14%	20%	28%	17%	32% A	27% C	32% C	11%	23%	29%	22%	24%

Table 90: Question 12: Ratings of Flagstaff Urban Trail System Compared by Demographic Characteristics

Percent "very well" or "somewhat well"	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
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?	85%	80%	83%	84%	86%	81%	85%	82%	81%	88%	81%	85%	82%	82%	83%

Table 91: Question 13: Transportation Priorities Compared by Demographic Characteristics

In planning for transportation, how much priority should be given to each of the following? (Please choose only ONE for your highest priority.) (Percent rating "highest priority" or "high priority").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Pedestrians	69%	69%	70%	60%	66%	72%	77% B	63%	65%	71%	76%	80% B C	65%	59%	69%
Bicycles	69%	62%	68% B	46%	68%	65%	68%	66%	64%	69%	69%	67%	71%	60%	66%
Automobiles	67%	71%	69%	61%	74% B	64%	67%	70%	66%	61%	82% A B	58%	68%	82% A B	69%
Public transit (buses)	58%	71% A	61%	64%	53%	69% A	64%	59%	63%	59%	61%	64%	60%	61%	62%
Airport/air travel	35%	29%	31%	51% A	39% B	27%	33%	32%	26%	38% A	38% A	34%	26%	39% B	33%
Other	21%	14%	20%	4%	34% B	12%	20%	18%	13%	25%	28%	15%	20%	25%	19%

Table 92: Question 14: Frequency of Interaction with City Compared by Demographic Characteristics

Please indicate how frequently, if at all, you have done each of the following in the last 12 months. (Percent "frequently" or "sometimes").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Called City Hall	18%	21%	21% B	6%	29% B	12%	18%	21%	9%	23% A	33% A B	7%	21% A	34% A B	20%
Visited City Hall	14%	18%	16%	6%	20% B	11%	13%	15%	6%	22% A	22% A	8%	14%	25% A B	15%
Used the City's website or online services	67%	59%	65%	49%	79% B	52%	65%	64%	58%	71% A	66%	54%	74% A	67% A	64%

Table 93: Question 14: Quality of Interaction with City Compared by Demographic Characteristics

Please rate the quality of customer service during your interaction. (Percent rating "excellent" or "good").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Called City Hall	73% B	42%	61%	100%	67%	53%	60%	67%	42%	65%	70%	70%	63%	60%	62%
Visited City Hall	69%	61%	66%	100%	73%	59%	64%	68%	45%	60%	90% A B	73%	71%	63%	67%
Used the City's website or online services	66%	77%	67%	96% A	71%	66%	72%	68%	60%	69%	83% A	67%	67%	73%	69%

Table 94: Question 15: Quality of City Services Compared by Demographic Characteristics

Please rate the quality of each of the following services provided in Flagstaff. (Percent rating "excellent" or "good").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Fire department	95%	96%	95%	100%	95%	95%	97%	93%	100% B	91%	95%	98%	92%	96%	95%
Garbage collection services	89%	83%	88% B	74%	93% B	82%	86%	89%	80%	90% A	95% A	81%	87%	94% A	87%
Libraries	88%	83%	85%	96%	84%	87%	87%	86%	84%	86%	90%	88%	85%	85%	86%
Parks	91% B	80%	88%	83%	89%	86%	90%	84%	87%	86%	91%	91% B	83%	88%	87%
Police department	75%	66%	73% B	53%	83% B	61%	74%	71%	59%	75% A	87% A	70%	63%	80% B	71%
Planning and building services	48%	53%	46%	94% A	42%	57% A	47%	54%	59% B	43%	44%	59%	48%	44%	49%
Recreation programs	67%	60%	64%	77%	62%	67%	62%	67%	69%	58%	68%	68%	68%	59%	65%
Recycling services	53%	60%	54%	65%	62% B	48%	50%	61% A	48%	57%	64% A	49%	46%	70% A B	55%
Sustainability and environmental programs	53%	50%	51%	71%	57% B	46%	49%	55%	47%	57%	53%	51%	49%	55%	52%
Sewer services	90%	82%	86%	98%	90%	84%	82%	91% A	89%	87%	84%	95% B	79%	87%	87%
Water services	83%	84%	82%	94%	87%	80%	80%	87%	82%	82%	87%	87% B	73%	90% B	83%
Utility billing services	75%	72%	74%	81%	79% B	70%	75%	75%	70%	73%	84% A	75%	70%	79%	75%
Snow removal operations	64%	63%	62%	85% A	62%	64%	58%	69% A	62%	61%	70%	68%	62%	58%	63%
Street maintenance	45%	50%	45%	59%	45%	47%	44%	50%	47%	41%	53%	51%	41%	46%	46%

Please rate the quality of each of the following services provided in Flagstaff. (Percent rating "excellent" or "good").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Traffic signals	69%	72%	68%	85%	65%	73%	71%	69%	74% B	62%	71%	81% B C	63%	62%	69%
Streetscapes (making street medians and sides of streets attractive)	53%	50%	53%	38%	56%	48%	50%	54%	47%	55%	57%	45%	55%	57% A	52%
Public art	53%	51%	53%	42%	53%	52%	62% B	44%	51%	52%	58%	48%	49%	62% A B	53%
Heritage preservation	52%	43%	51%	30%	54%	44%	53%	47%	41%	51%	60% A	44%	49%	53%	49%
Mountain Line (bus service throughout Flagstaff)	77% B	64%	73%	56%	81% B	65%	75%	70%	62%	81% A	77% A	69%	66%	79%	72%
Overall quality of City services	76% B	67%	74%	61%	76%	70%	72%	74%	71%	71%	80%	77% B	66%	75%	73%

Table 95: Question 16: Flagstaff Government Performance Compared by Demographic Characteristics

Please rate the following categories of City of Flagstaff government performance. (Percent rating "excellent" or "good").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
The value of services for the taxes paid to City of Flagstaff government	45% B	33%	42%	28%	41%	40%	49% B	34%	35%	42%	46%	46%	40%	36%	40%
The overall direction that City of Flagstaff government is taking	37%	30%	36%	20%	35%	35%	39%	32%	28%	37%	42% A	37%	38%	29%	35%
The job City of Flagstaff government does at welcoming citizen involvement	42%	36%	42% B	17%	40%	39%	46%	34%	30%	46% A	45% A	38%	37%	43%	40%
Overall confidence in City of Flagstaff government	39%	39%	39%	33%	37%	40%	40%	39%	36%	38%	44%	46%	34%	36%	39%
Generally acting in the best interest of the community	42%	41%	42%	40%	39%	44%	45%	40%	43%	38%	44%	47% C	45%	33%	42%
Being honest	34%	35%	35% B	10%	33%	35%	34%	35%	31%	35%	38%	31%	33%	36%	34%
Treating all residents fairly	42%	37%	42%	23%	41%	40%	38%	44%	40%	34%	50% B	41%	42%	38%	40%

Table 96: Question 17: Support for City Actions Compared by Demographic Characteristics

How much do you support or oppose the City doing each of the following? (Percent rating "strongly support" or "somewhat support").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Not plowing neighborhood streets when there is 4 inches of snow or less	63%	55%	59%	71%	73% B	50%	59%	62%	45%	71% A	74% A	51%	64% A	69% A	60%
Using prescribed or controlled burns to maintain a healthy forest	95%	98%	96%	98%	95%	97%	95%	97%	97%	96%	94%	95%	97%	97%	96%
Requiring that property owners meet a minimum standard of removing excess vegetation around their property to help protect the City from wildfires	96%	92%	94%	98%	91%	98% A	95%	93%	97% B	92%	93%	98% C	94%	91%	94%
Closing Downtown streets for parades and festivals	94%	89%	94% B	70%	95% B	90%	94%	91%	90%	97% A C	90%	90%	94%	93%	92%
Creating programs or policies to address the threat of climate change	83%	85%	82%	98% A	74%	90% A	90% B	77%	94% B C	72%	78%	95% B C	84% C	66%	83%
Creating programs or policies to preserve buildings in historic neighborhoods	90%	91%	89%	100%	85%	94% A	90%	89%	91%	90%	89%	94% C	93% C	82%	90%
Creating programs and policies to help plan for smart growth in the Flagstaff area	95%	93%	94%	96%	93%	95%	94%	94%	97%	92%	92%	97% C	94%	91%	94%

How much do you support or oppose the City doing each of the following? (Percent rating "strongly support" or "somewhat support").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Requiring new construction to match the character of Flagstaff	85% B	73%	83% B	52%	85%	78%	85% B	77%	75%	84% A	88% A	76%	88% A	80%	81%
Working to preserve more open space within the city	93%	97%	94%	100%	92%	96%	97% B	91%	98% B C	92%	90%	97% C	94%	91%	94%

Table 97: Question 21: Amount of City Information Compared by Demographic Characteristics

Percent rating "right amount" or "too much"	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
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?	45% B	33%	43%	26%	47% B	36%	38%	46%	30%	53% A	47% A	26%	45% A	56% A	42%

Table 98: Question 23: Likelihood of Leaving Community Compared by Demographic Characteristics

Percent rating "very likely" or "somewhat likely"	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full- time	Part- time	Own	Rent	Female	Male	18- 34	35- 54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
How likely or unlikely are you to leave the community because housing costs too much?	56%	80% A	61%	79%	28%	91% A	62%	63%	91% B C	46% C	33%	75% B C	63% C	47%	62%

Table 99: Question 25: Personal Experience of Discrimination Compared by Demographic Characteristics

To what extent, if at all, have YOU personally experienced discrimination based on each of the following in your local community in the past 12 months? (Percent "never").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full- time	Part- time	Own	Rent	Female	Male	18- 34	35- 54	55+	5 years or less	6-20 years	More than 20 years	(A)
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Age	76% B	66%	74%	67%	76%	71%	69%	78% A	71%	84% A C	63%	75%	77%	68%	73%
Gender	75%	67%	71%	91% A	79% B	67%	59%	86% A	70%	73%	76%	73%	73%	72%	73%
Race(s)	89% B	42%	75%	68%	81% B	67%	71%	75%	72%	72%	80%	79% C	73%	69%	74%
National origin (birth country)	93% B	73%	86%	96%	92% B	82%	87%	86%	86%	87%	88%	90%	82%	87%	87%
Religion	85%	79%	82%	97% A	83%	83%	82%	83%	86%	78%	82%	93% B C	79%	75%	83%

To what extent, if at all, have YOU personally experienced discrimination based on each of the following in your local community in the past 12 months? (Percent "never").	Race/ethnicity		Type of resident		Housing tenure		Gender		Age			Length of residency			Overall
	White, not Hispanic	Hispanic and/or other race	Full-time	Part-time	Own	Rent	Female	Male	18-34	35-54	55+	5 years or less	6-20 years	More than 20 years	
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(C)	
Political affiliation	58%	53%	55%	72%	52%	60%	54%	59%	64% B	48%	55%	66% B C	54%	47%	56%
Disability	91%	86%	90%	80%	93% B	85%	92%	86%	90%	91%	84%	91%	90%	85%	89%
Sexual orientation or gender identity	88%	83%	87%	90%	93% B	81%	88%	86%	85%	86%	90%	92% B	83%	85%	87%

Appendix F: Survey Methodology

Survey Instrument Development

General resident surveys, such as this one, ask residents their perspectives about the quality of life in the city, use of City amenities, opinions on policy issues facing the City and assessments of City service delivery. The Flagstaff Citizen Survey was administered by mail in 2021 for the second time, with the first mail administration occurring in 2013. (Prior to 2013, the Flagstaff survey was administered by telephone.) The 2021 resident survey instrument for Flagstaff was developed by starting with the version from the previous implementation in 2013. While most questions from the 2013 survey were preserved, a list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2021 questionnaire. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

Selecting Survey Recipients

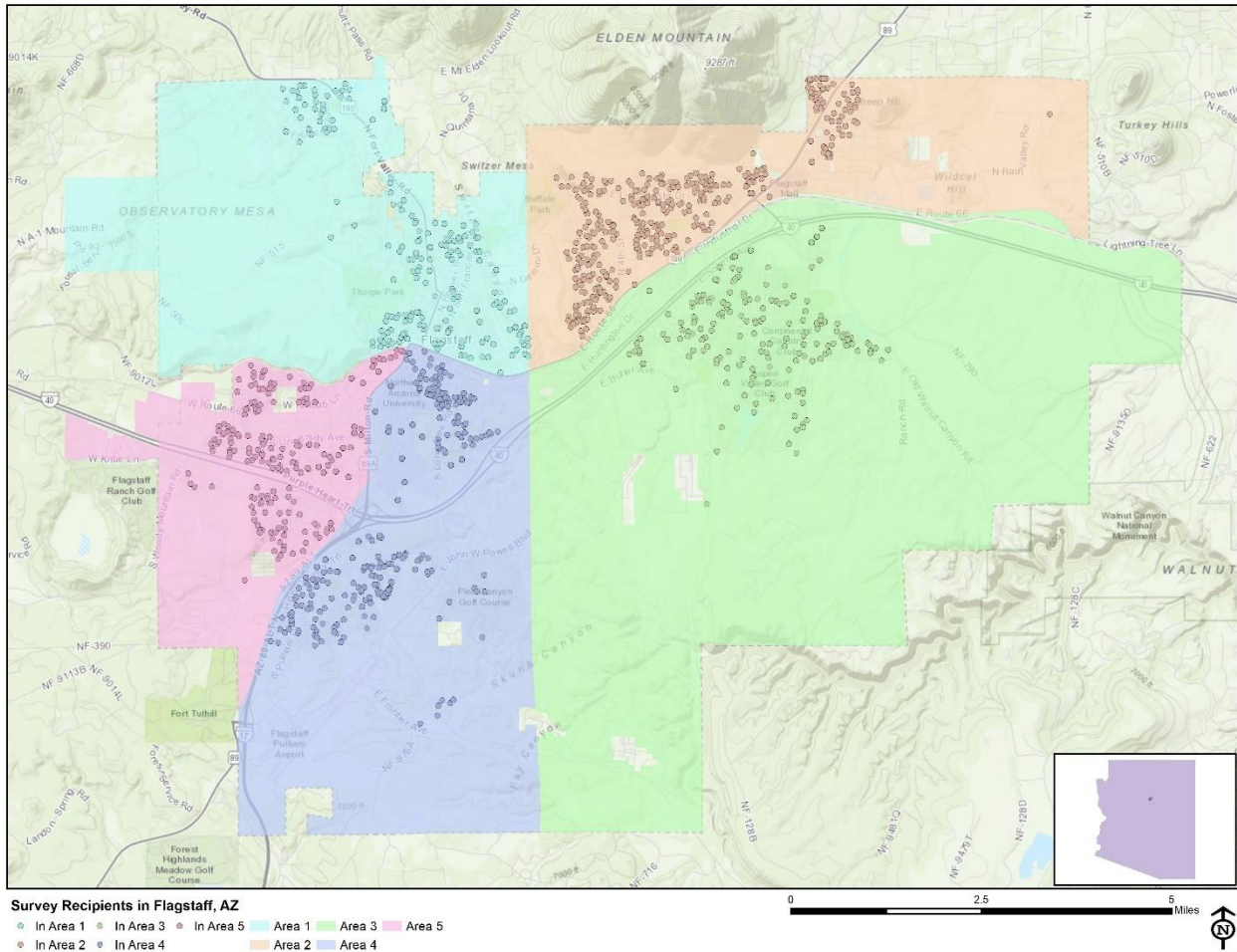
“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. All households located in the City of Flagstaff were eligible for the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data to randomly select the households that could receive the survey.

A larger list than needed was selected so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. All addresses determined to be outside the city boundaries were eliminated from the list. From the remaining addresses determined to be inside the city boundaries, a total of 2,000 households was randomly selected to receive survey mailings. The City was divided into five geographic areas based on the proportion of housing units in each area (using 2017 American Community Survey data) and the area in which each selected household was located was identified. (Please see the next page for a map of the mail sample areas.)

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 method³.

³ The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.

Table 100: Geographic Areas in Flagstaff Used for Comparison of Survey Results



Survey Administration and Response

Households received three mailings, one week apart, beginning on March 10, 2021. Completed surveys were collected over the following six weeks. The first mailing was a prenotification postcard announcing the upcoming survey. The other two mailings contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid envelope. Respondents also were given the opportunity to complete the questionnaire online by following a web link provided in the letter. About 4% of the postcards were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,912 households that received the survey, 434 respondents completed the survey, providing a response rate of 23%. The table on the following page shows the response rates by geographic area.

Table 101: Response Rate by Area

Area	Number Mailed	Number Undeliverable	Number Returned	Response Rate
1	253	16	237	65
2	443	13	430	111
3	312	16	296	59
4	574	20	554	112
5	418	23	395	87
Overall	2,000	88	1,912	434

Confidence Interval and Margin of Error

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 sample size, and indicates that in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than five percentage points (434 surveys) in either direction from what would have been obtained had responses been collected from all City of Flagstaff adults. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite our best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the 95 percent confidence level for the survey is generally no greater than plus or minus five percentage points around any given percent reported for all respondents (434), results for subgroups will have wider confidence intervals. For comparisons among subgroups, the margin of error rises to approximately plus or minus 10% for sample sizes of 100 and to plus or minus 14% for sample sizes of 50.

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 online surveys were automatically collected on the Polco platform and stored while respondents answered the questions. The online survey data were downloaded, cleaned as necessary and appended to the mail survey data to create a final, complete dataset.

Survey Analysis

Weighting the Data

The demographic characteristics of the survey respondents were compared to those of the 2010 Census and the 2017 American Community Survey. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. Several different weighting “schemes” are tested to ensure the best fit for the data. Survey results were weighted using the 2010 Census and 2017 ACS population norms to reflect the appropriate representation of resident characteristics in the city overall. The variables used for weighting were gender, age, race, and housing tenure (rent versus own). The results of the weighting scheme are presented in the table below.

Table 102: Flagstaff 2021 Resident Survey Weighting Table

Characteristic	Population Norm ⁴	Unweighted Data	Weighted Data
Housing			
Own home	45%	69%	46%
Rent home	55%	31%	54%
Race and Ethnicity			
White	77%	80%	77%
Not white	23%	20%	23%
Hispanic	16%	12%	15%
Not Hispanic	84%	88%	85%
Gender and Age			
Female	50%	56%	50%
Male	50%	44%	50%
18-34 years of age	46%	19%	43%
35-54 years of age	32%	29%	32%
55+ years of age	22%	52%	25%
Females 18-34	22%	12%	21%
Females 35-54	16%	16%	16%
Females 55+	12%	28%	13%
Males 18-34	23%	7%	23%
Males 35-54	16%	13%	16%
Males 55+	11%	24%	11%
Geographic Area			
1	13%	18%	15%
2	22%	27%	23%
3	17%	17%	16%
4	25%	20%	25%
5	22%	19%	21%

⁴ Source: 2010 Census/2017 ACS

Analyzing the Data

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, when frequency distributions are presented in the report, the percent positive (i.e., “excellent” or “good,” “strongly support” or “somewhat support,” “very likely” or “somewhat likely”) is used. The complete set of frequencies for each survey question is included in *Appendix B: Responses to Survey Questions*.

Also included are results by the geographic area in which the respondents lived in and by the demographic characteristics of the respondents (*Appendix E: Responses to Survey Questions by Respondent Geographic Location and Demographics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. 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.

Appendix G: Survey Materials

The following pages contain the mailing materials and survey instrument for the 2021 Flagstaff Resident Survey.

Dear Flagstaff Resident,

Your household has been randomly selected to participate in a resident survey about the City of Flagstaff. You can go online and complete the survey at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

You will also receive a copy of the survey next week in the mail with instructions for completing and returning it. Please be assured that your answers will be kept anonymous.

If you have any questions about the survey, please call 928-606-9289.

Thank you in advance for helping us with this important project!

Sincerely,



Paul Deasy
Mayor/Alcalde

Estimado Residente de Flagstaff,

Su hogar ha sido seleccionado para participar en una encuesta anónima de residentes sobre la Ciudad de Flagstaff. Puede completar la encuesta en línea en español en:

<https://polco.us/xxplaceholder>

Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. La Ciudad conducirá una encuesta separada que está abierta a todos los residentes dentro de unas semanas.

Usted también recibirá por correo una copia de la encuesta la próxima semana con instrucciones para completar y devolver la encuesta.

Si tiene alguna pregunta sobre la encuesta, por favor llame al 928-606-9289.

¡Gracias de antemano por su ayuda con este proyecto importante!

Atentamente,

Dear Flagstaff Resident,

Your household has been randomly selected to participate in a resident survey about the City of Flagstaff. You can go online and complete the survey at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

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¡Gracias de antemano por su ayuda con este proyecto importante!

Atentamente,



City of Flagstaff
211 West Aspen Avenue
Flagstaff, Arizona 86001

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Flagstaff
211 West Aspen Avenue
Flagstaff, Arizona 86001

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Flagstaff
211 West Aspen Avenue
Flagstaff, Arizona 86001

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO.94



City of Flagstaff

Dear Flagstaff Resident:

The City of Flagstaff wants to know what you think about our community and city government. Your participation in this survey is very important – especially since **your household is one of only 2,000 households being surveyed.**

Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

In order to get a scientifically reliable sample of Flagstaff residents, please have the adult household member (18 years or older) who most recently had a birthday complete this survey. This will ensure that we get a good mix of responses from both males and females in a wide range of age groups.

Please spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. If you have any questions about this survey please contact Jessica Drum at 928-606-9289.

Please help us make Flagstaff a great place to live! Thank you for your help and participation.

Sincerely,

Paul Deasy
Mayor

A través de este documento, la Ciudad le da a usted una oportunidad importante para decirnos lo que piensa de los servicios que le proporcionamos y su opinión de la calidad de vida aquí en Flagstaff. Se seleccionó su hogar al azar para participar en esta encuesta. Si usted no puede completar la encuesta incluida en inglés, por favor llámenos al número 928-606-9289 para pedir una copia de la encuesta en español. También puede completar la encuesta en línea en español en: **<https://polco.us/xxplaceholder>**

Todas sus respuestas se mantendrán completamente anónimas. ¡Deseamos sus opiniones! Favor de devolver la encuesta en el sobre pre-pagado adjunto. ¡Muchas gracias!



City of Flagstaff

Dear Flagstaff Resident:

About a week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Flagstaff wants to know what you think about our community and city government.

Your participation in this survey is very important – especially since **your household is one of only 2,000 households being surveyed.** Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

In order to get a scientifically reliable sample of Flagstaff residents, please have the adult household member (18 years or older) who most recently had a birthday complete this survey. This will ensure that we get a good mix of responses from both males and females in a wide range of age groups.

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Todas sus respuestas se mantendrán completamente anónimas. ¡Deseamos sus opiniones! Favor de devolver la encuesta en el sobre pre-pagado adjunto. ¡Muchas gracias!

City of Flagstaff 2021 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.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Ease of travel by bicycle.....	1	2	3	4	5
Ease of travel by walking.....	1	2	3	4	5
Ease of travel by bus	1	2	3	4	5
Ease of travel by car	1	2	3	4	5
Preservation of natural areas such as open space and greenways.....	1	2	3	4	5
Flagstaff's protected open space	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
Recreation 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
Accessibility of City facilities	1	2	3	4	5
Overall economic health of Flagstaff	1	2	3	4	5
Sense of community	1	2	3	4	5
Offering a welcoming and safe atmosphere for all people	1	2	3	4	5

3. Please indicate how likely or unlikely you are to remain in Flagstaff for the next five years.

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

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 to live?

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

	<u>Never</u>	<u>Once or twice</u>	<u>3-12 times</u>	<u>13-26 times</u>	<u>More than 26 times</u>	<u>Don't know</u>
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
Used the Internet to buy something that was less expensive online than what you could get it for in Flagstaff	1	2	3	4	5	6

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

	<u>Never</u>	<u>Once or twice</u>	<u>Several times</u>	<u>Monthly</u>	<u>Weekly</u>	<u>Don't know</u>
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

8. If you fly from Phoenix instead of Flagstaff, where are you typically flying to? _____

9. 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

10. In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System?

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

11. In the last 12 months, how frequently, if ever, have you or another household member used the Flagstaff Urban Trail System to commute to work?

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

12. 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

13. In planning for transportation, how much priority should be given to each of the following? (Please choose only ONE for your highest priority.)

	<u>Highest Priority</u>	<u>High Priority</u>	<u>Medium Priority</u>	<u>Low Priority</u>	<u>No Priority</u>
Pedestrians.....	1	2	3	4	5
Bicycles	1	2	3	4	5
Automobiles.....	1	2	3	4	5
Public transit (buses).....	1	2	3	4	5
Airport/air travel	1	2	3	4	5
Other _____	1	2	3	4	5

14. 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.

	<u>Frequently</u>	<u>Sometimes</u>	<u>Never</u>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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

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

	Excellent	Good	Fair	Poor	Don't know
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 programs (e.g., climate action, recycling, community gardens, litter clean-ups, energy efficiency)	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 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
Overall quality of City services	1	2	3	4	5

16. Please rate the following categories of City of Flagstaff government performance.

	Excellent	Good	Fair	Poor	Don't know
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 transparent	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

17. How much do you support or oppose the City doing each of the following?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Plowing neighborhood streets only when there is more than 4 inches of snow	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
Closing Downtown streets for parades and festivals	1	2	3	4	5
Creating programs or policies to address the threat of climate change	1	2	3	4	5
Creating programs or policies to preserve buildings in historic neighborhoods	1	2	3	4	5
Creating programs and policies to help plan for smart growth in the Flagstaff area	1	2	3	4	5
Requiring new construction to match the character of Flagstaff	1	2	3	4	5
Working to preserve more open space within the city	1	2	3	4	5

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

19. When spending public money, what should the top three priorities for the City of Flagstaff be?

- 1) _____
- 2) _____
- 3) _____

20. Recognizing that all of the below items are important, and that the Police Department will not neglect any of these, which three (3) items do you feel like are the biggest issues in our community that require additional attention and resources? (Please select only three.)

- | | |
|---|--|
| <input type="checkbox"/> Burglaries (auto) | <input type="checkbox"/> Hate crimes |
| <input type="checkbox"/> Burglaries/thefts (residential) | <input type="checkbox"/> Homeland security problems |
| <input type="checkbox"/> Child abuse | <input type="checkbox"/> Homeless – or transient- related problems (panhandling) |
| <input type="checkbox"/> Child sexual predators / Internet safety | <input type="checkbox"/> Homicide |
| <input type="checkbox"/> Disorderly conduct / public intoxication / noise violations | <input type="checkbox"/> Physical assault |
| <input type="checkbox"/> Disorderly youth (e.g., cruising or gathering) | <input type="checkbox"/> Prostitution |
| <input type="checkbox"/> Domestic violence (adult) | <input type="checkbox"/> Robbery |
| <input type="checkbox"/> Driving under the influence (e.g., alcohol or drugs) | <input type="checkbox"/> School safety (e.g., bullying, fighting, or weapons) |
| <input type="checkbox"/> Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs) | <input type="checkbox"/> Sexual assault / rape (adult) |
| <input type="checkbox"/> Fraud / identity theft | <input type="checkbox"/> Traffic issues / residential speeding |
| <input type="checkbox"/> Gang activity | <input type="checkbox"/> Underage drinking |
| <input type="checkbox"/> Gun violence | <input type="checkbox"/> Vandalism / graffiti |
| | <input type="checkbox"/> Other |

21. 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

22. 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.)

- | | |
|--|---|
| <input type="radio"/> Newspaper (Arizona Daily Sun) | <input type="radio"/> Radio |
| <input type="radio"/> Cityscape magazine | <input type="radio"/> Streamed City Council work sessions |
| <input type="radio"/> Social media (Facebook, Twitter, etc.) | <input type="radio"/> Inserts in utility bills |
| <input type="radio"/> City website (www.flagstaff.az.gov) | <input type="radio"/> Other |
| <input type="radio"/> Flagstaff 365 | <input type="radio"/> None of these |

23. How likely or unlikely are you to leave the community because of the cost of housing?

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

24. If you currently rent and want to own your own home, what is preventing you from reaching that goal? (Please check all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> I already own | <input type="checkbox"/> Don't know how to get started |
| <input type="checkbox"/> I rent and don't want to own | <input type="checkbox"/> Lack the down payment necessary |
| <input type="checkbox"/> Availability of homes for sale in my price range | <input type="checkbox"/> Ability to qualify for a loan |
| <input type="checkbox"/> Other: _____ | |

25. To what extent, if at all, have YOU personally experienced discrimination based on each of the following in your local community in the past 12 months?

	<u>Never</u>	<u>Rarely</u>	<u>Some of the time</u>	<u>Most of the time</u>
Age	1	2	3	4
Gender.....	1	2	3	4
Race(s)	1	2	3	4
National origin (birth country).....	1	2	3	4
Religion.....	1	2	3	4
Political affiliation	1	2	3	4
Disability.....	1	2	3	4
Sexual orientation or gender identity.....	1	2	3	4

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.

26. How many years have you lived in Flagstaff?

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

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

- ☐ Full-time
- ☐ Part-time

28. Do you own or rent your home?

- ☐ Own
- ☐ Rent

29. 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

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

- ☐ Yes
- ☐ No

31. In which category is your age?

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

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

- ☐ Grade school
- ☐ High school degree or GED
- ☐ Some college/ Associate's degree
- ☐ Bachelor's degree
- ☐ Post-bachelor's degree/Graduate degree

33. Are you of Hispanic, Latino, or Spanish origin?

- ☐ Yes
- ☐ No

34. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

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

35. 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
- ☐ \$10,000 to \$24,999
- ☐ \$25,000 to \$49,999
- ☐ \$50,000 to \$74,999
- ☐ \$75,000 to \$99,999
- ☐ \$100,000 to \$149,999
- ☐ \$150,000 or more

36. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Identify another way

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



City of Flagstaff

2021 Resident Survey



Polco



NRC

What is the Flagstaff Resident Survey?

Statistically valid survey

Scorecard of community livability

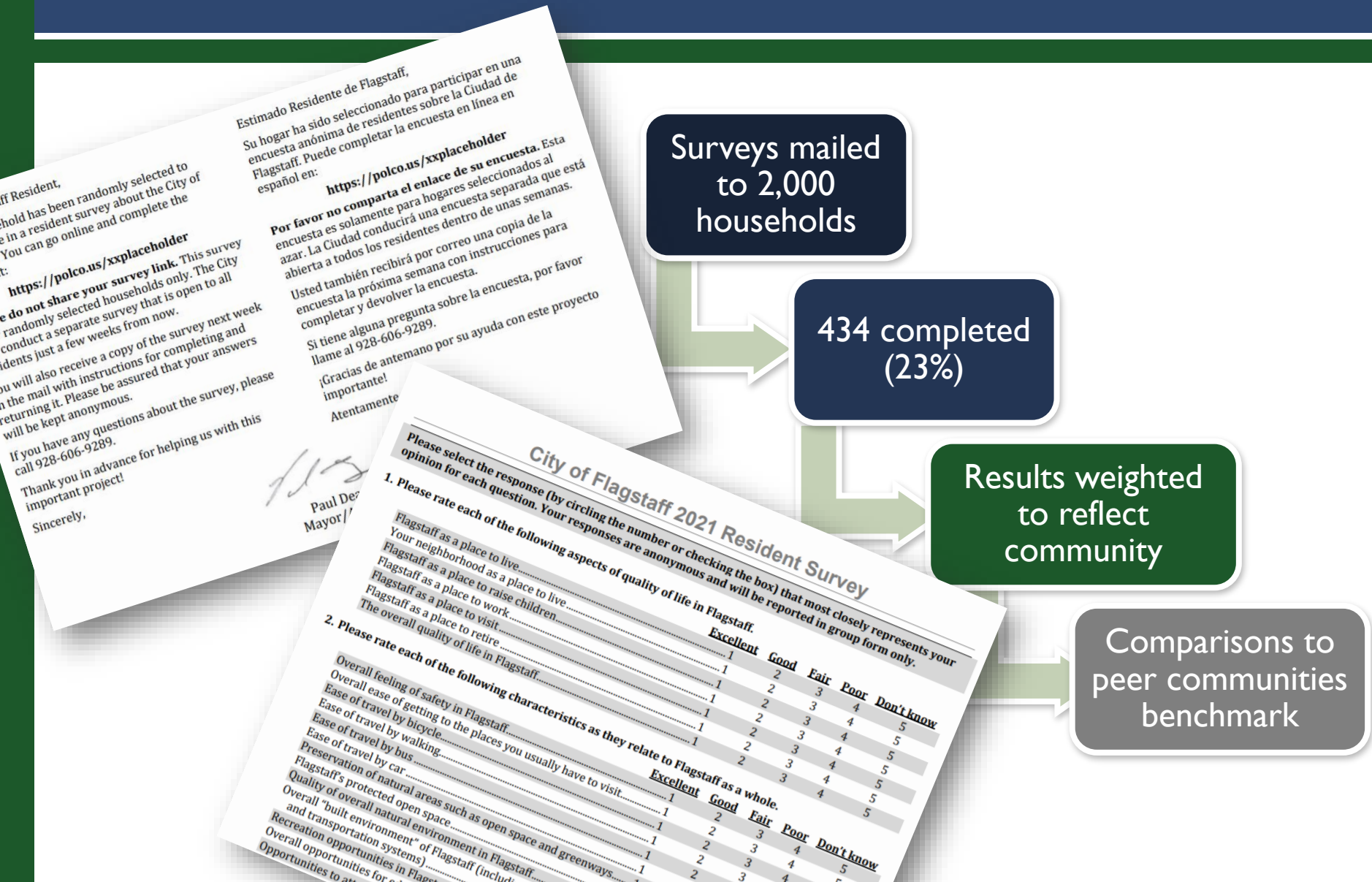
Feedback on City services and employees

Resident opinion about community issues

Guide for future planning and development

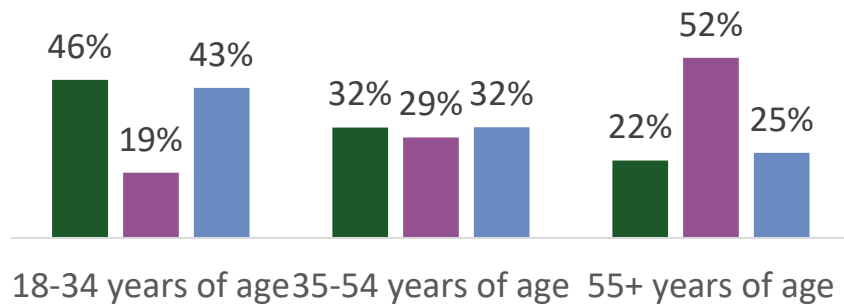


How was the survey administered?

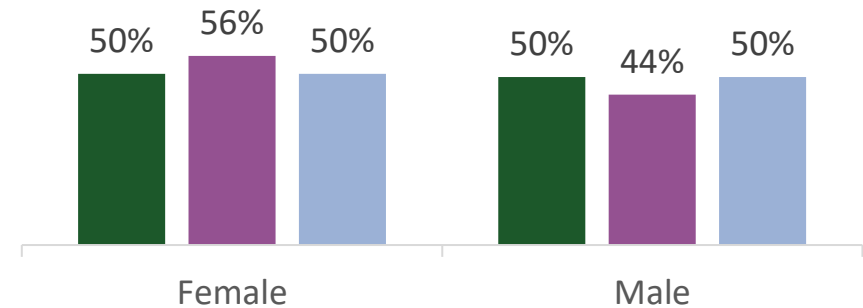


How was the survey “weighted”?

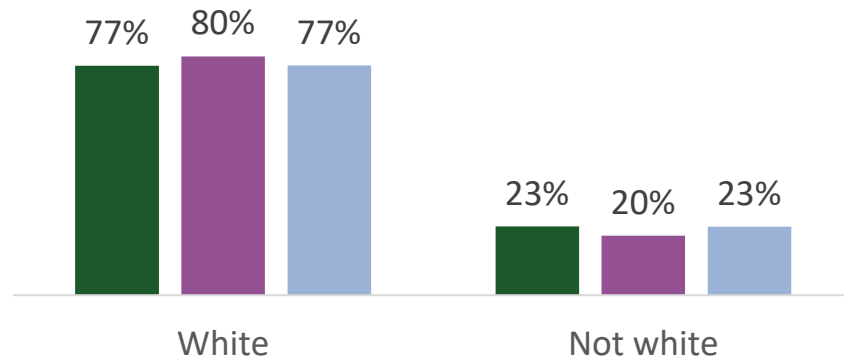
Respondent Age



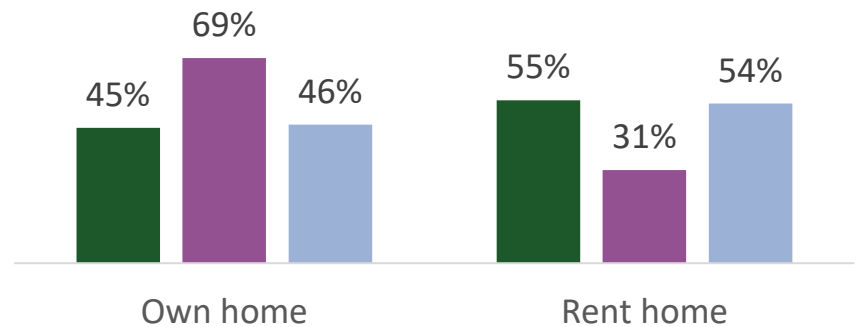
Respondent Sex



Race/Ethnicity



Housing Tenure



■ Population Norm ■ Unweighted Data ■ Weighted Data

■ Population Norm ■ Unweighted Data ■ Weighted Data

How does “weighting” work?

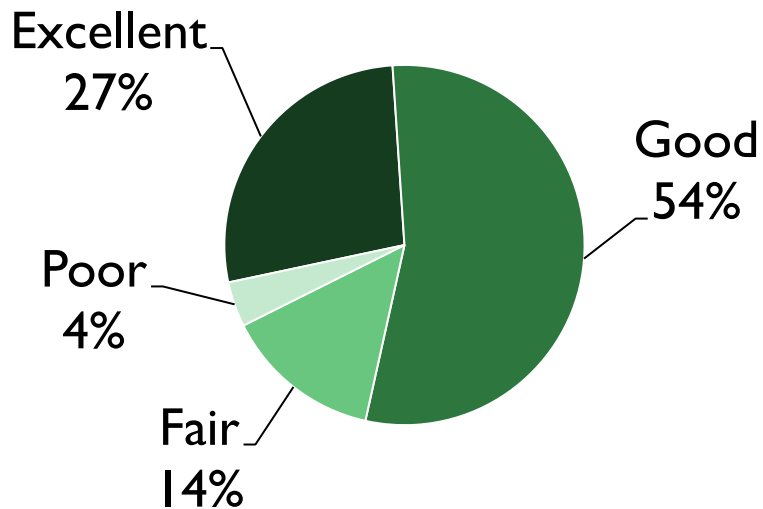
Example of Weighting Data (Statistical Adjustments to Rebalance the Data)

Characteristic	Percent in Population	Percent in Sample	Weight to bring to 50%	Unwt'd Rating of Parks	Parks rating with proper weights
Female	50%	70%	0.714	80	$(80 * .50)$
Male	50%	30%	1.666	40	$(40 * .50)$
TOTAL	100%	100%	----	68	60

Key Finding #1:

Flagstaff residents continue to experience a high quality of life.

Overall Quality of Life



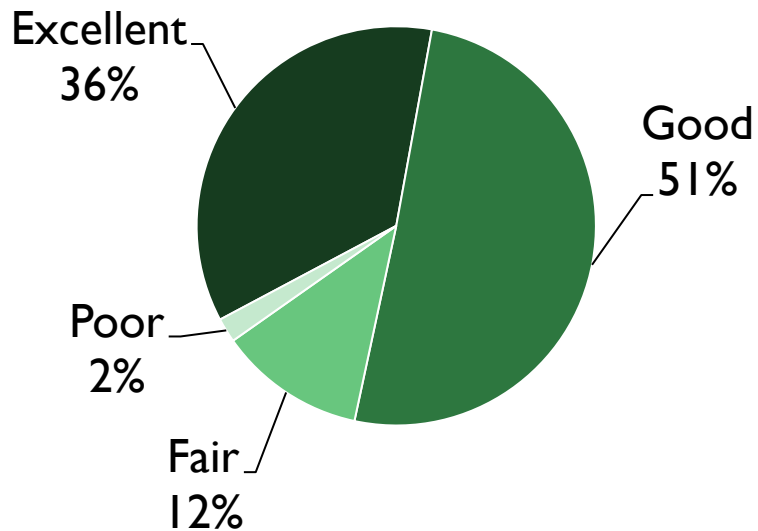
76%

“very” or “somewhat”
likely to remain in Flagstaff

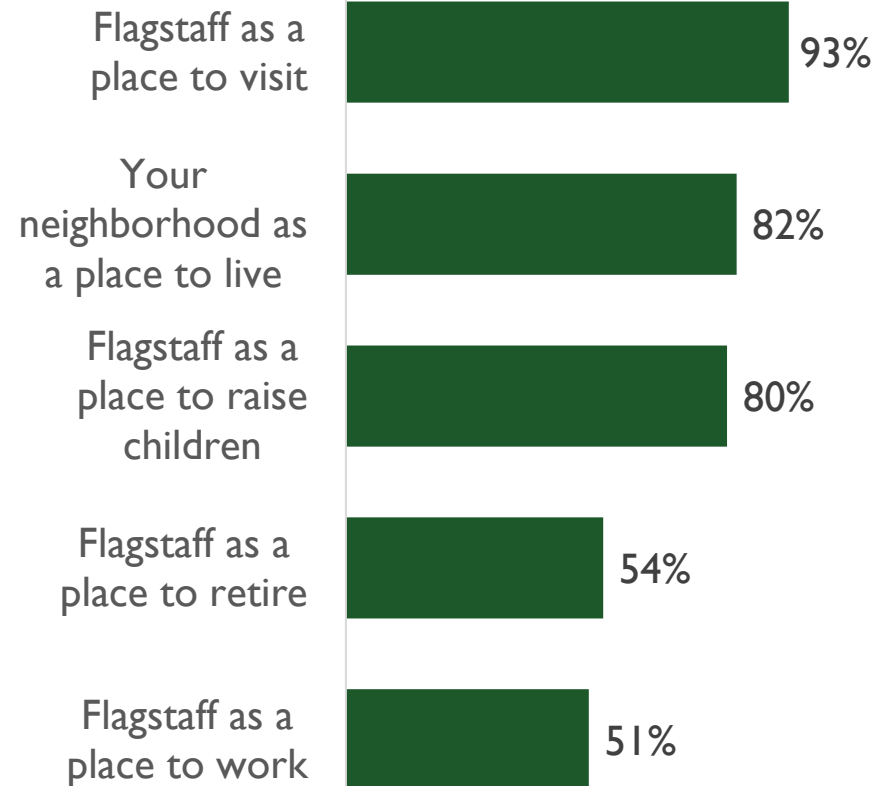


Quality of Community

Flagstaff as a Place to Live



Aspects of Quality of Life



Percent excellent or good

Top-rated Community Characteristics

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



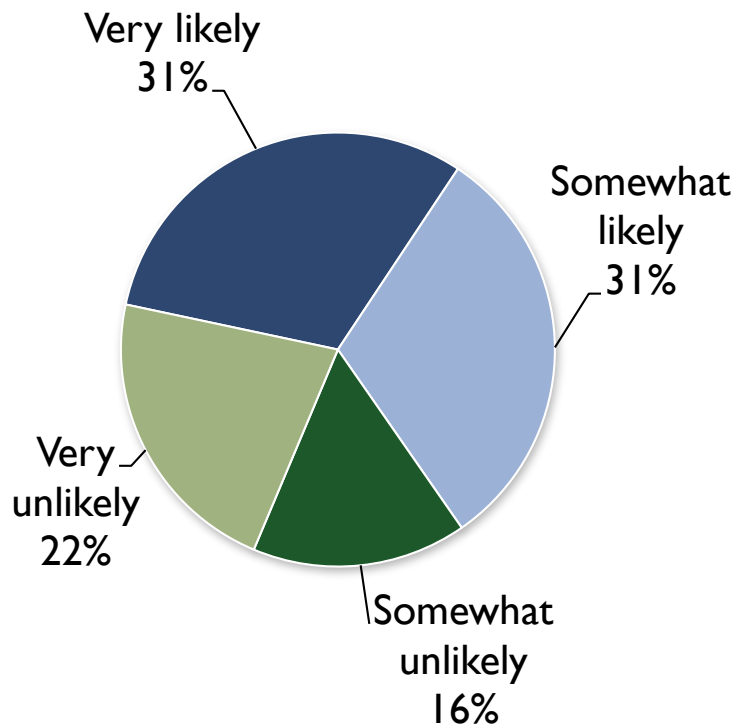
Percent excellent or good

Key Finding #2:

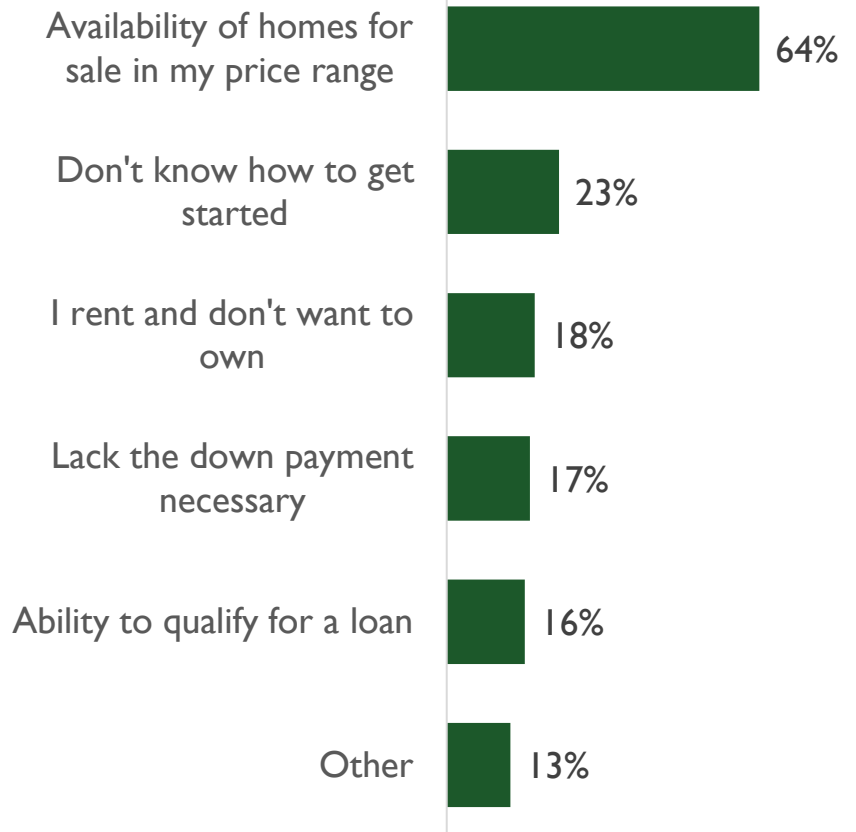
Affordability and availability of housing remain barriers to home ownership and staying within the community.

Housing Concerns

Likelihood of Leaving Community Due to Housing Costs



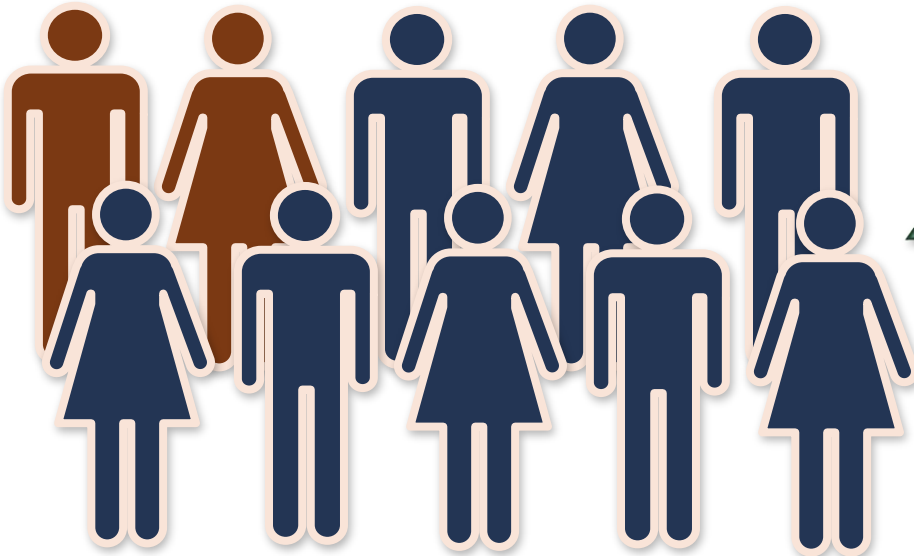
Barriers to Home Ownership



In Their Own Words...

ONE thing the City
can do to most
improve your quality
of life? #2 response:
Housing affordability

Top 3 priorities for
the City of Flagstaff
when spending public
money? #3 response:
Housing affordability

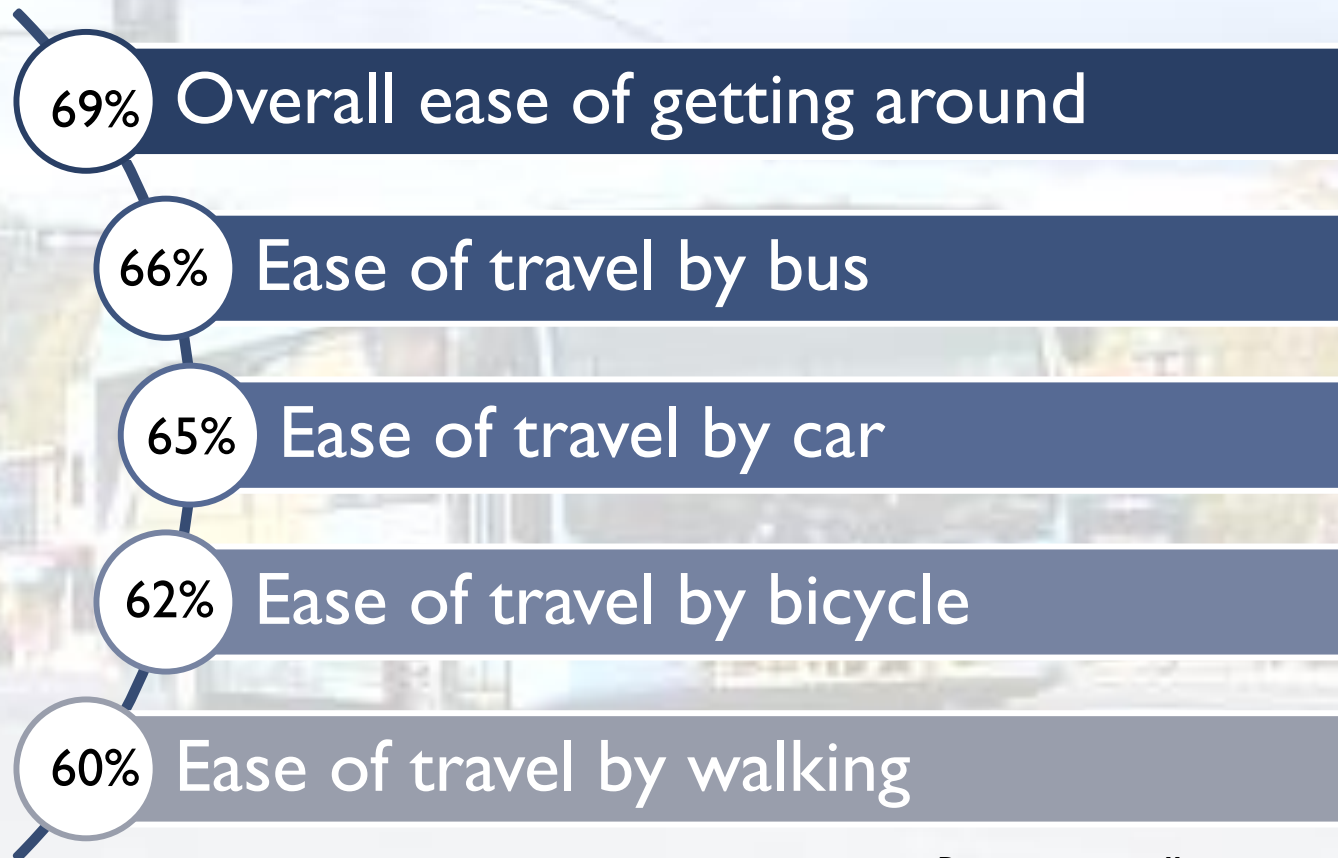


Key Finding #3:

Mobility and transportation options are highly regarded by residents, with high usage rates of the bus and trail systems.

Transportation Characteristics

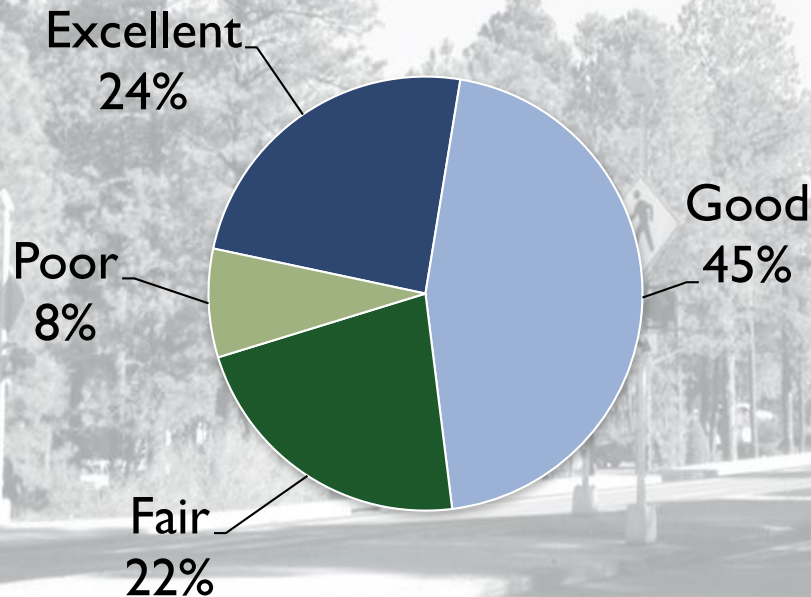
Please rate each of the following characteristics as they relate to Flagstaff as a whole:



Percent excellent or good

Travel Through the City

Overall ease of getting to the places you usually have to visit:



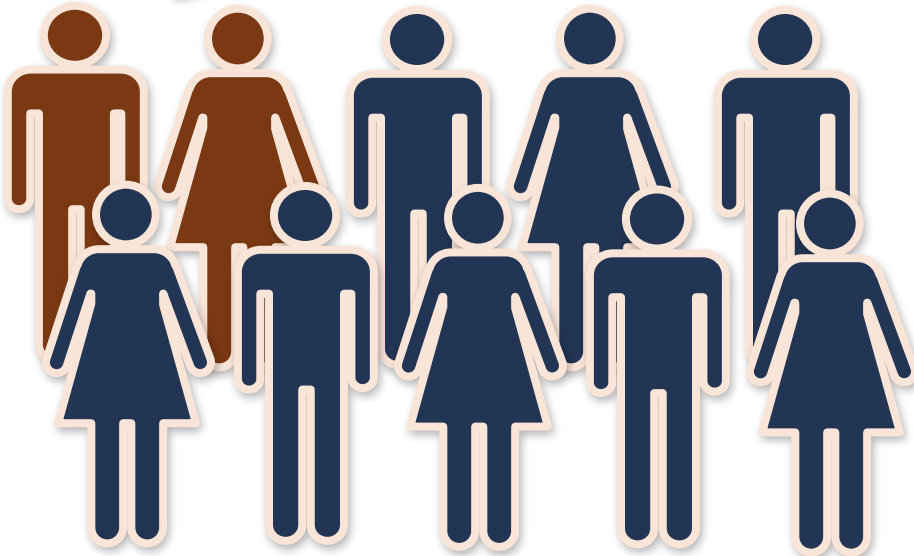
How well the City's transportation system meets needs

83%

“very” or “somewhat” well

In Their Own Words...

ONE thing the City can do to most improve your quality of life? #1 response: improving mobility, transportation, traffic, and roads

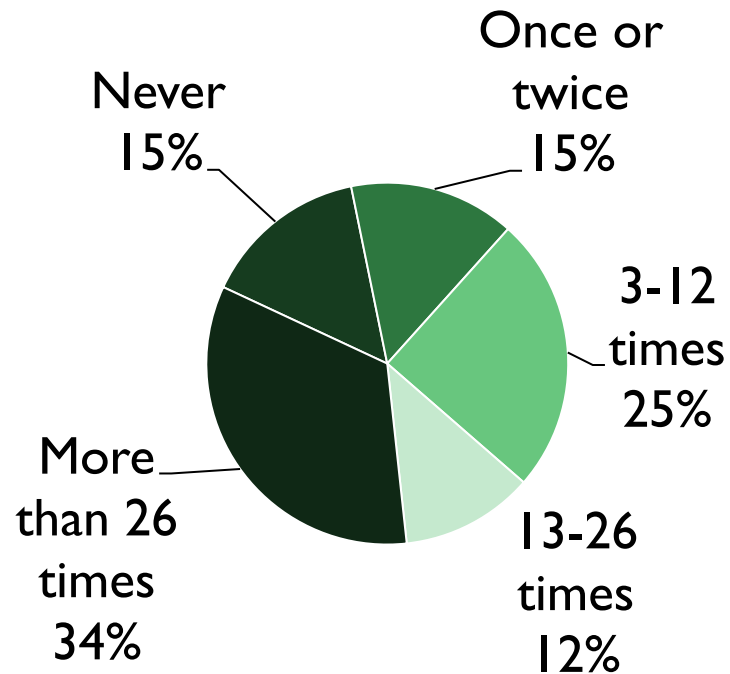


Top 3 priorities for the City of Flagstaff when spending public money?

#1 response (57%):
mobility, transportation,
traffic, or roads

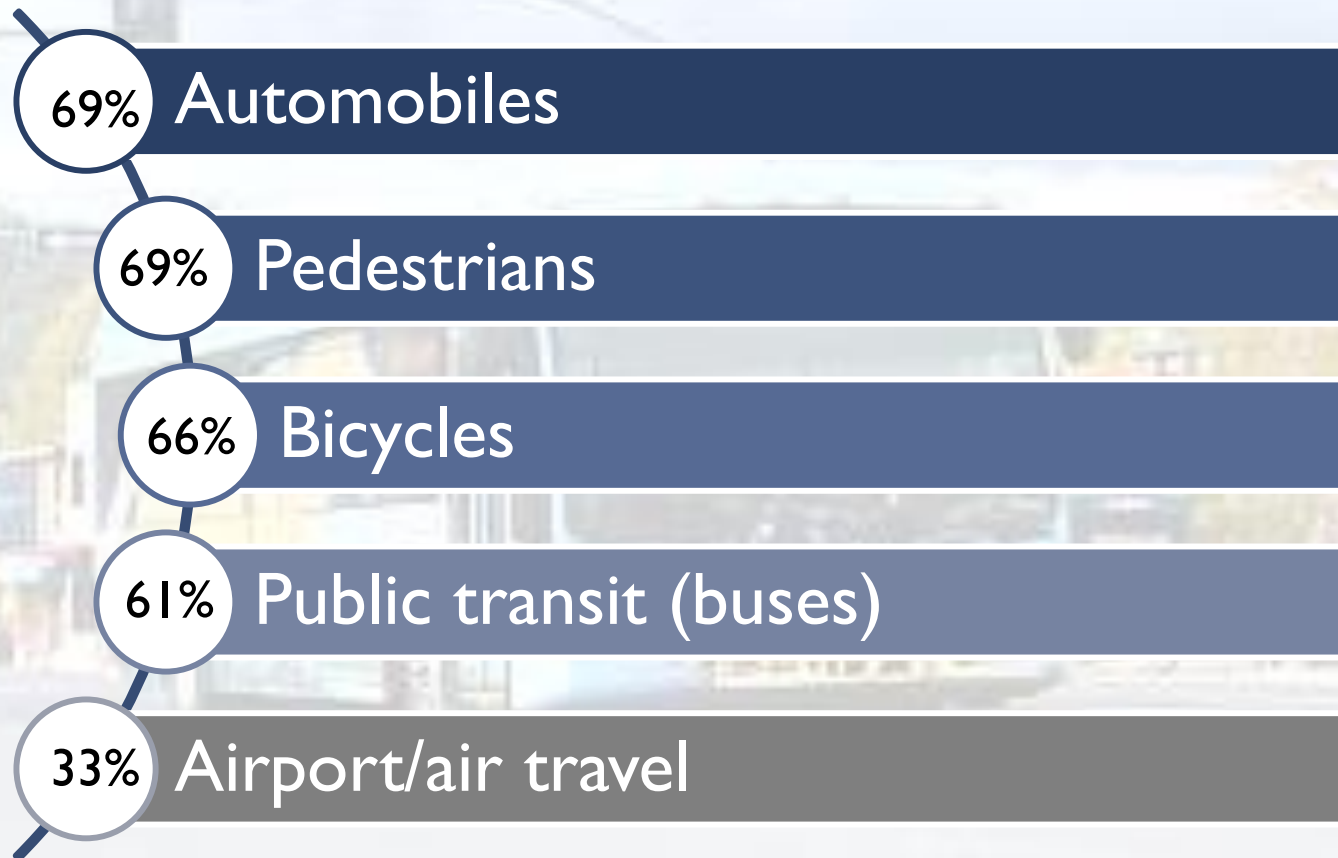
Flagstaff Urban Trails System

Use of FUTS in previous 12 months



Transportation Priorities

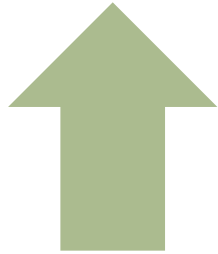
In planning for transportation, how much priority should be given to each of the following?



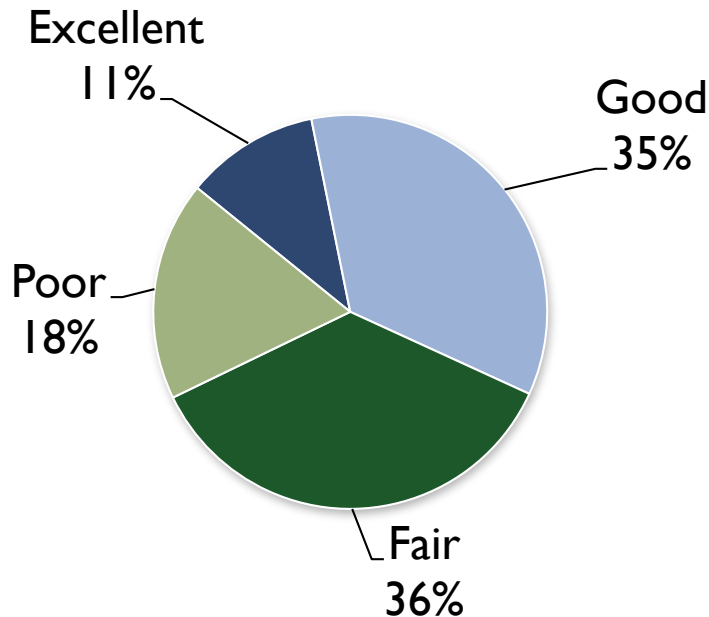
Percent highest priority or high priority

Street Maintenance

46%



Percent excellent or good



Key Finding #4:

Perceptions of City services were favorable and fared well when compared to ratings given in other communities.

Service Ratings

Overall Quality of City Services

2021

73%

Percent excellent or good

TOP-RATED SERVICES: *at least 83% excellent or good*

Fire department

Solid waste

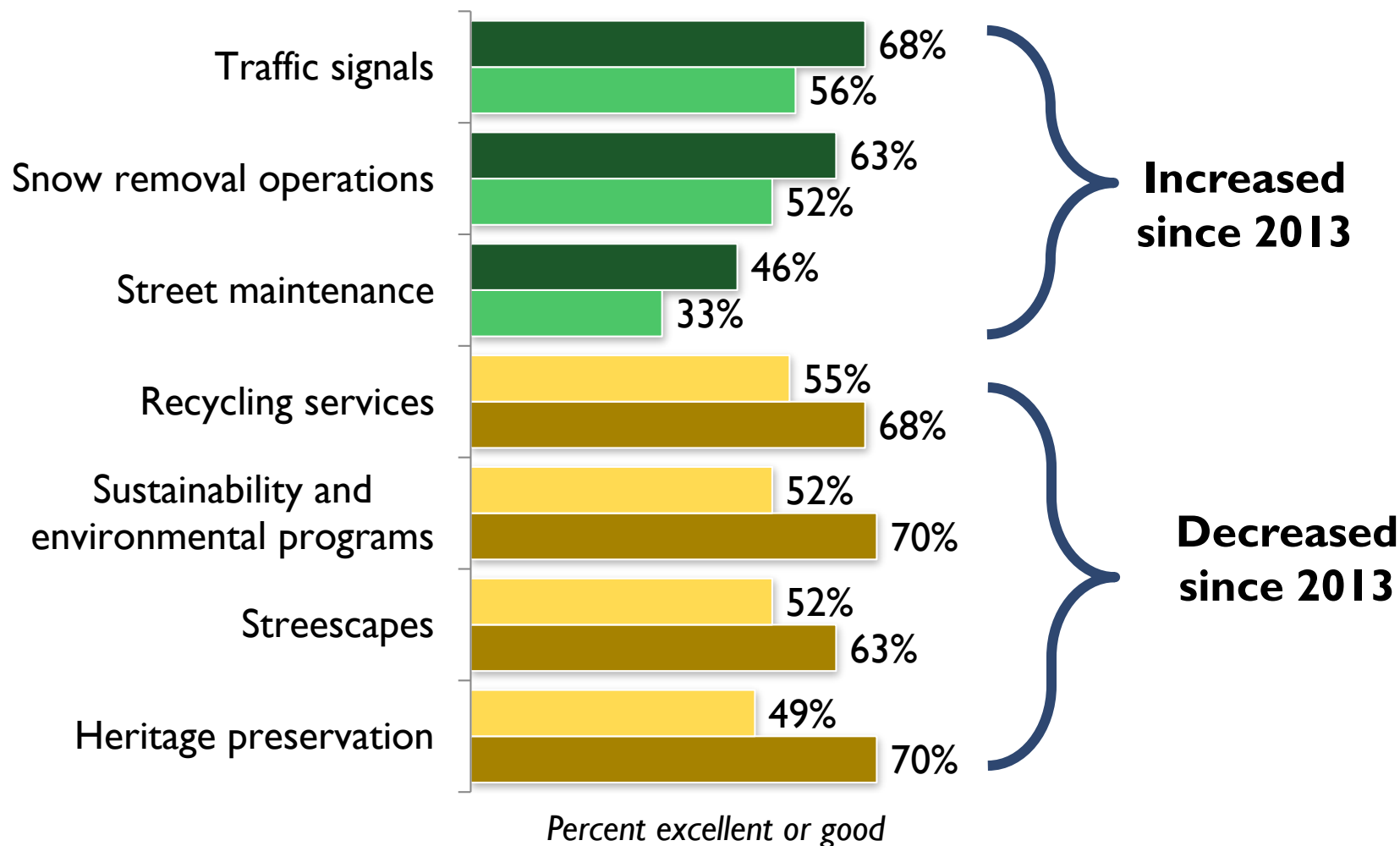
Wastewater

Parks

Libraries

Water services

Service Rating Changes over Time

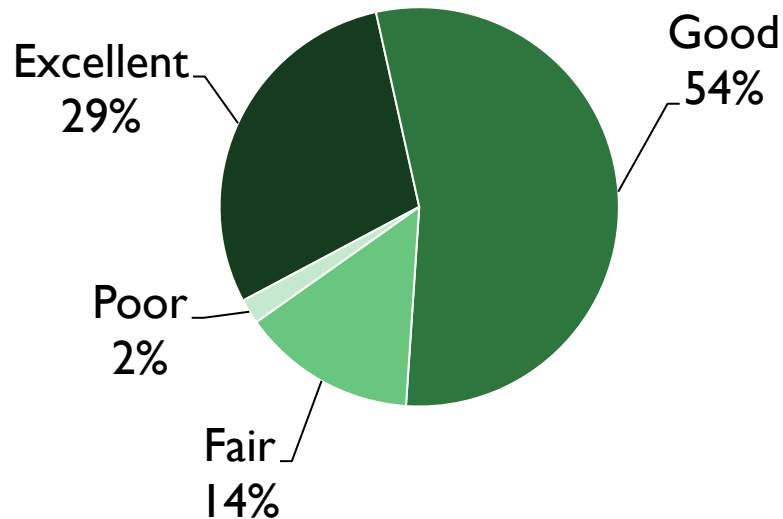


Key Finding #5:

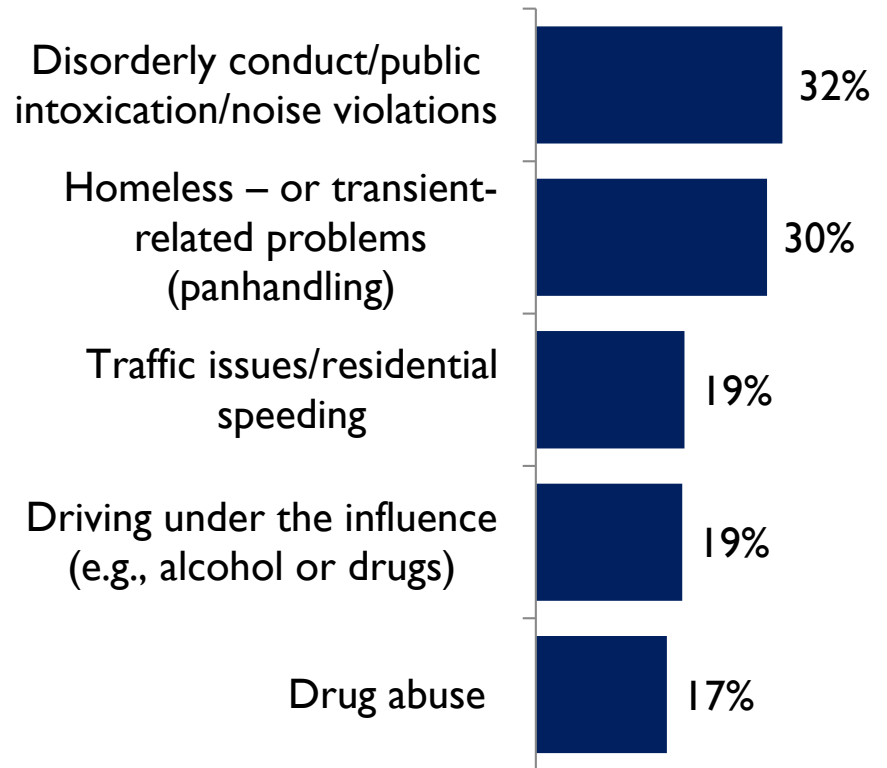
Residents generally feel safe in the community but express concerns over certain types of crime and discrimination.

Safety in Flagstaff

Overall Feeling of Safety



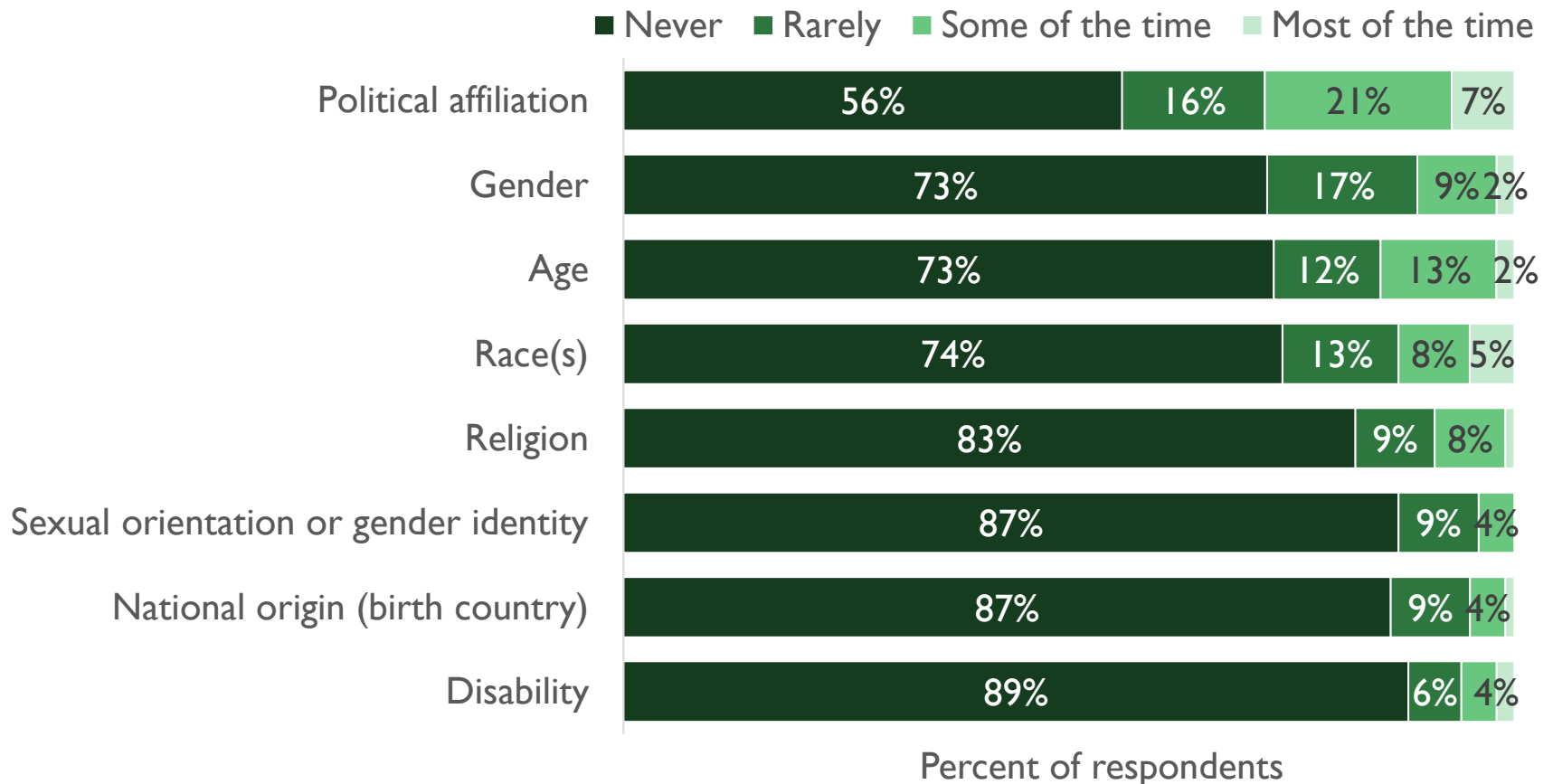
Biggest Safety Issues



Percent of respondents

Types of Discrimination

To what extent, if at all, have YOU personally experienced discrimination based on each of the following in your local community in the past 12 months?



Key Finding #6:

Residents' assessments of Flagstaff government performance were less positive than other survey items, with some aspects declining over time.

Government Performance



Summary of Key Findings

1. High overall quality of life

2. Housing affordability is a barrier to home ownership

3. Mobility/transportation options highly regarded by residents

4. City services are rated highly

5. Residents feel safe, but have some concerns about crime

6. Government performance ratings have room for improvement

Questions?

Thank you!



CITY OF FLAGSTAFF STAFF SUMMARY REPORT

To: The Honorable Mayor and Council
From: Rick Tadder, Management Services Director
Co-Submitter: Stacey Brechler-Knaggs, Grants and Contracts Manager
Date: 10/01/2021
Meeting Date: 10/12/2021



TITLE

Discussion and Direction on American Rescue Plan Act Local Recovery Funding continued from September 7, 2021 Council meeting.

STAFF RECOMMENDED ACTION:

Staff is seeking Council discussion and direction for allocating the American Rescue Plan Act (ARPA) Local Recovery Funding (LRF) of \$13,252,816.00 which the City of Flagstaff will receive.

EXECUTIVE SUMMARY:

On September 7, 2021, City staff presented as allocation of the ARPA Local Recovery Funding to City Council based on the Budget Team's preliminary draft proposal. Staff received feedback from City Council on recommendations to reallocate funding and asked staff to bring back another discussion on the funding.

The budget Team has worked the last several weeks to bring back a balanced plan based on City Council recommendation and developed the revised proposal for tonight's discussion.

INFORMATION:

The American Rescue Plan Act (ARPA) for State and Local Recovery Fund (SLFRF) provides a substantial infusion of resources to help turn the tide on the pandemic, address its economic fallout and lay the foundation for a strong and equitable recovery. The ARPA funds provide substantial flexibility for each government to meet local needs—including support for households, small businesses, impacted industries, essential workers, and the communities hit hardest by the crisis. These funds may also be used to make necessary investments in water, sewer, and broadband infrastructure.

On May 10, 2021, the United States Treasury released an Interim Final Rule (IFR) related to the guidance for eligible use of ARPA funds. There was a 60-day comment period that closed on July 16, 2021. After reviewing comments, the Treasury will issue a Final Rule which may differ slightly from the previous rule. The release of the Interim Final Rule gave the City of Flagstaff more guidance on what we can use the funds for within our city and community.

The US Treasury also released Frequently Asked Questions (FAQs) which provides further understanding of how cities can apply the Interim Final Rule. In addition, the US Treasury has created a Compliance and Reporting Guidance document which we are beginning to review.

The US Treasury has not released the Final Rule for ARPA Local Recovery Funding as of October 5, 2021, and the latest FAQ was released on July 19, 2021. The Final Rule and additional FAQ will provide much-needed guidance on programs and revenue loss calculations.

For information, guidance, and frequently asked questions on the American Rescue Plan Act for State and Local Recovery Fund please visit the US Treasury website:

<https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments/state-and-local-fiscal-recovery-funds>

Attachments: [Presentation](#)
[List of ARPA Local Funding Categories](#)

American Rescue Plan Act Local Recovery Funds - Update

Council Meeting - October 12, 2021





ARPA Local Recovery Funds

Continued Discussion and Focus

- Focused and balanced funding
- One-time funding resources
- Partnerships
- Function as pass through – not admin for many
- Community support to assist in rebound
- Internal support



Budget Team Revised Proposal

Alternate Care

1. \$2,400,000 – Support for an alternate care facility/services
2. \$75,000 – Community ambassadors to assist with mental health and substance use services



Budget Team Revised Proposal

Housing Assistance

3. \$1,500,000 – Investing in housing assistance programs



Budget Team Revised Proposal

Support of Non-Profit Agencies

4. \$400,000 – Congregate care services such as shelters
5. \$150,000 – Arts and science grants/support
6. \$350,000 – Non-profit food support
7. \$150,000 – Other non-profit support



Budget Team Revised Proposal

Support of Small Businesses Impacted by Pandemic

8. \$600,000 – Small business grants and job training assistance
9. \$350,000 – Support for tourism related industries
10. \$125,000 – Local event support, permits and fees



Budget Team Revised Proposal

Education and Vaccination Outreach

11. \$250,000 – Assistance with early learning opportunities
12. \$350,000 – Facility construction for advancing economic opportunities, such as STEAM and/or related programs
13. \$10,000 – Vaccination outreach, promotion



Budget Team Revised Proposal

City Services

- 14. \$100,000 – Support for rehiring vacancies, promote Team Flagstaff
- 15. \$700,000 – Support of divisions with high vacancies such as premium pay for public safety
- 16. \$250,000 – Administration of the ARPA Local Recovery
- 17. \$1,500,000 – Cybersecurity for Water Services plants

Revenue Loss

\$3,922,816 – Revenue loss replacement



Budget Team Revised Proposal

Summary

Areas of Allocations	Proposed Amounts
Housing Assistance and Alternate Care	\$ 3,975,000
Support of Non-Profit Agencies	\$ 1,175,000
Support of Businesses Impacted by Pandemic	\$ 950,000
Education and Vaccination Outreach	\$ 610,000
City Services	\$ 2,550,000
Revenue Loss Replacement	\$ 3,992,816
Total ARPA Local Recovery Funds	\$ 13,252,816

Council Discussion



	Category	Partnership Opportunity	Partner Programs In Place
1	Expenditure Category: Public Health		
1.1	COVID-19 Vaccination	X	
1.2	COVID-19 Testing		X
1.3	COVID-19 Contact Tracing		X
1.4	Prevention in Congregate Settings (Nursing Homes, Prisons/Jails, Dense Work Sites, Schools, etc.)	X	
1.5	Personal Protective Equipment		
1.6	Medical Expenses (including Alternative Care Facilities)		
1.7	Capital Investments or Physical Plant Changes to Public Facilities that respond to the COVID-19 public health emergency		
1.8	Other COVID-19 Public Health Expenses (including Communications, Enforcement, Isolation/Quarantine)		
1.9	Payroll Costs for Public Health, Safety, and Other Public Sector Staff Responding to COVID-19		
1.10	Mental Health Services	X	
1.11	Substance Use Services	X	
1.12	Other Public Health Services	X	
2	Expenditure Category: Negative Economic Impacts		
2.1	Household Assistance: Food Programs		
2.2	Household Assistance: Rent, Mortgage, and Utility Aid	X	
2.3	Household Assistance: Cash Transfers		
2.4	Household Assistance: Internet Access Programs		
2.5	Household Assistance: Eviction Prevention	X	X
2.6	Unemployment Benefits or Cash Assistance to Unemployed Workers		
2.7	Job Training Assistance (e.g., Sectoral job-training, Subsidized Employment, Employment Supports or Incentives)		
2.8	Contributions to UI Trust Funds*		
2.9	Small Business Economic Assistance (General)	X	
2.10	Aid to nonprofit organizations	X	
2.11	Aid to Tourism, Travel, or Hospitality		
2.12	Aid to Other Impacted Industries		
2.13	Other Economic Support		
2.14	Rehiring Public Sector Staff		
3	Expenditure Category: Services to Disproportionately Impacted Communities		
3.1	Education Assistance: Early Learning	X	
3.2	Education Assistance: Aid to High-Poverty Districts		
3.3	Education Assistance: Academic Services	X	
3.4	Education Assistance: Social, Emotional, and Mental Health Services		
3.5	Education Assistance: Other		
3.6	Healthy Childhood Environments: Child Care		
3.7	Healthy Childhood Environments: Home Visiting		
3.8	Healthy Childhood Environments: Services to Foster Youth or Families Involved in Child Welfare System		
3.9	Healthy Childhood Environments: Other		
3.10	Housing Support: Affordable Housing		
3.11	Housing Support: Services for Unhoused persons		
3.12	Housing Support: Other Housing Assistance		
3.13	Social Determinants of Health: Other		
3.14	Social Determinants of Health: Community Health Workers or Benefits Navigators		
3.15	Social Determinants of Health: Lead Remediation		
3.16	Social Determinants of Health: Community Violence Interventions		
4	Expenditure Category: Premium Pay		
4.1	Public Sector Employees		
4.2	Private Sector: Grants to other employers		
5	Expenditure Category: Infrastructure		
5.1	Clean Water: Centralized wastewater treatment		
5.2	Clean Water: Centralized wastewater collection and conveyance		
5.3	Clean Water: Decentralized wastewater		
5.4	Clean Water: Combined sewer overflows		
5.5	Clean Water: Other sewer infrastructure		
5.6	Clean Water: Stormwater		
5.7	Clean Water: Energy conservation		
5.8	Clean Water: Water conservation		
5.9	Clean Water: Nonpoint source		
5.10	Drinking water: Treatment		
5.11	Drinking water: Transmission & distribution		
5.12	Drinking water: Transmission & distribution: lead remediation		
5.13	Drinking water: Source		
5.14	Drinking water: Storage		
5.15	Drinking water: Other water infrastructure (including broadband for cyber security measures)		
5.16	Broadband: "Last Mile" projects		
5.17	Broadband: Other projects		
6	Expenditure Category: Revenue Replacement		
6.1	Provision of Government Services		
7	Administrative and Other		
7.1	Administrative Expenses		
7.2	Evaluation and data analysis		
7.3	Transfers to Other Units of Government		
7.4	Transfers to Nonentitlement Units (States and Territories only)		