

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 car	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
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5
Flagstaff 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 public 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

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. 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

11. 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>
Automobiles.....	1	2	3	4	5
Pedestrians.....	1	2	3	4	5
Bicycles.....	1	2	3	4	5
Public transit (buses).....	1	2	3	4	5
Other _____	1	2	3	4	5

12. 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

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

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

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

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

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

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
Not plowing neighborhood streets when there is 4 inches of snow or less.....	1	2	3	4	5
Using prescribed or controlled burns to maintain a healthy forest.....	1	2	3	4	5
Requiring that property owners meet a minimum standard of removing excess vegetation around their property to help protect the City from wildfires.....	1	2	3	4	5
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 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

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

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

1) _____

2) _____

3) _____

18. 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.)

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

19. 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

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

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

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

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

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

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

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.

23. 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

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

- Full-time
- Part-time

25. Do you own or rent your home?

- Own
- Rent

26. 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

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

- Yes
- No

28. 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

29. 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

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

- Yes
- No

31. 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

32. 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

33. What is your gender?

- Female
- Male
- Other

**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**