



Recreation Community Feedback 2024

Data Trends

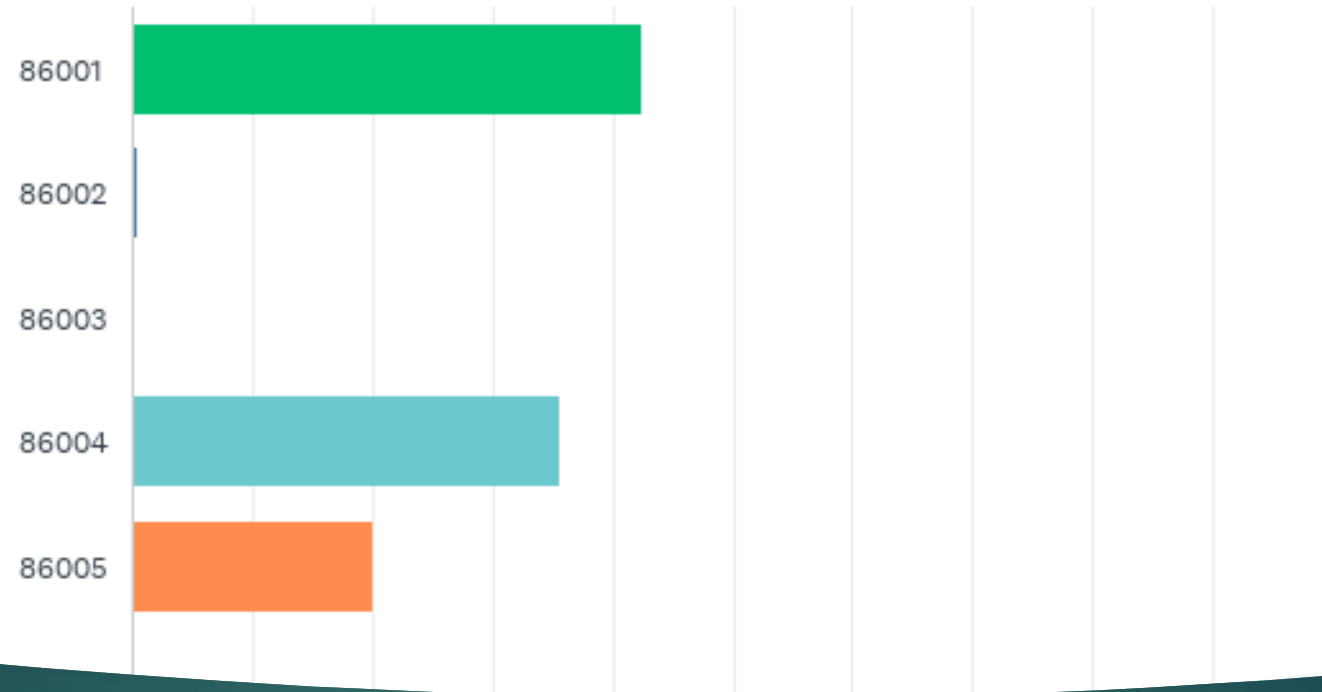
TOTAL RESPONSES: 676

COMPLETION RATE: 100%

TYPICAL TIME SPENT: 3M:56S

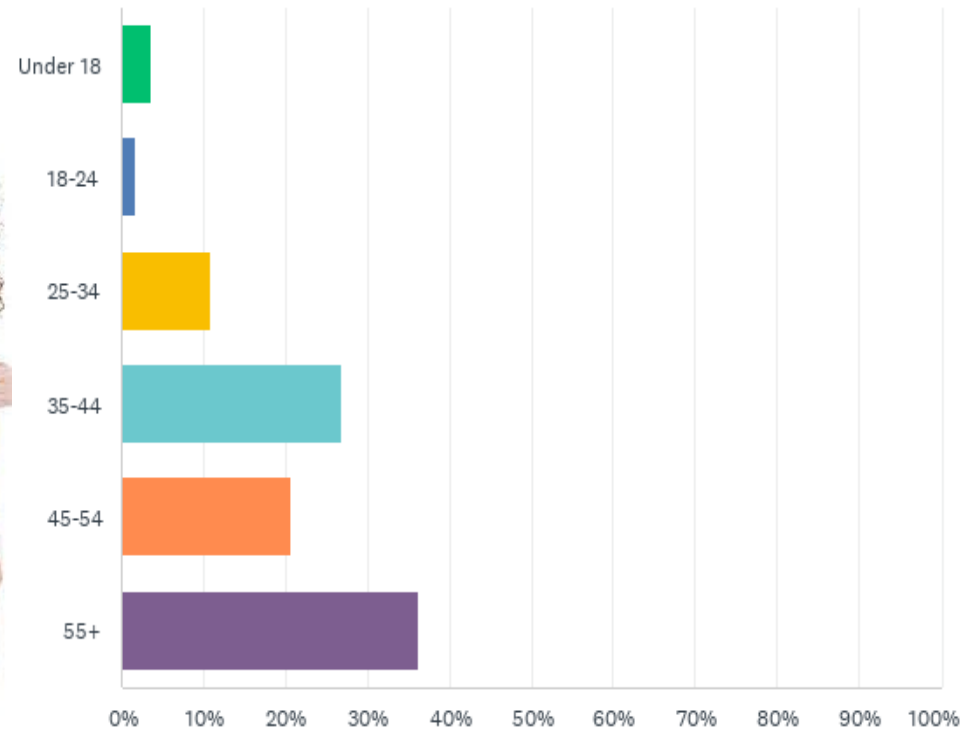
MOST SKIPPED QUESTION: Q16

Q1 Please tell us your zip code:

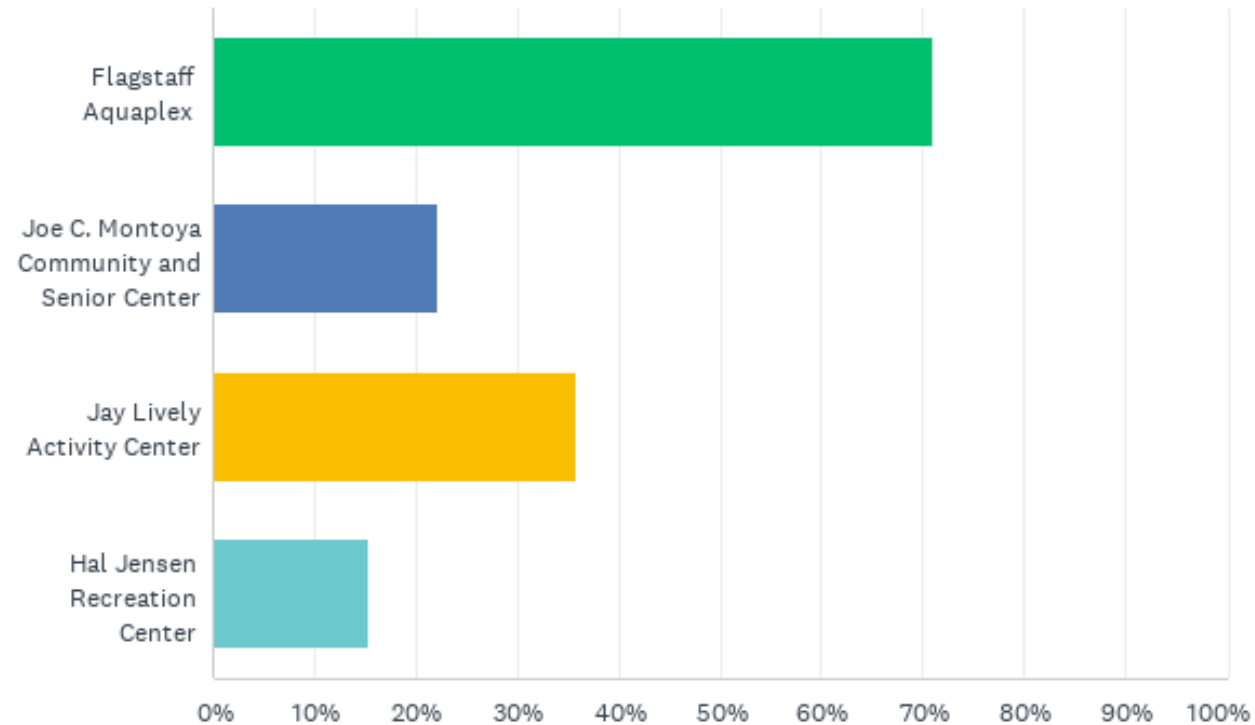


Residents Vs. Non-Residents

Age Group

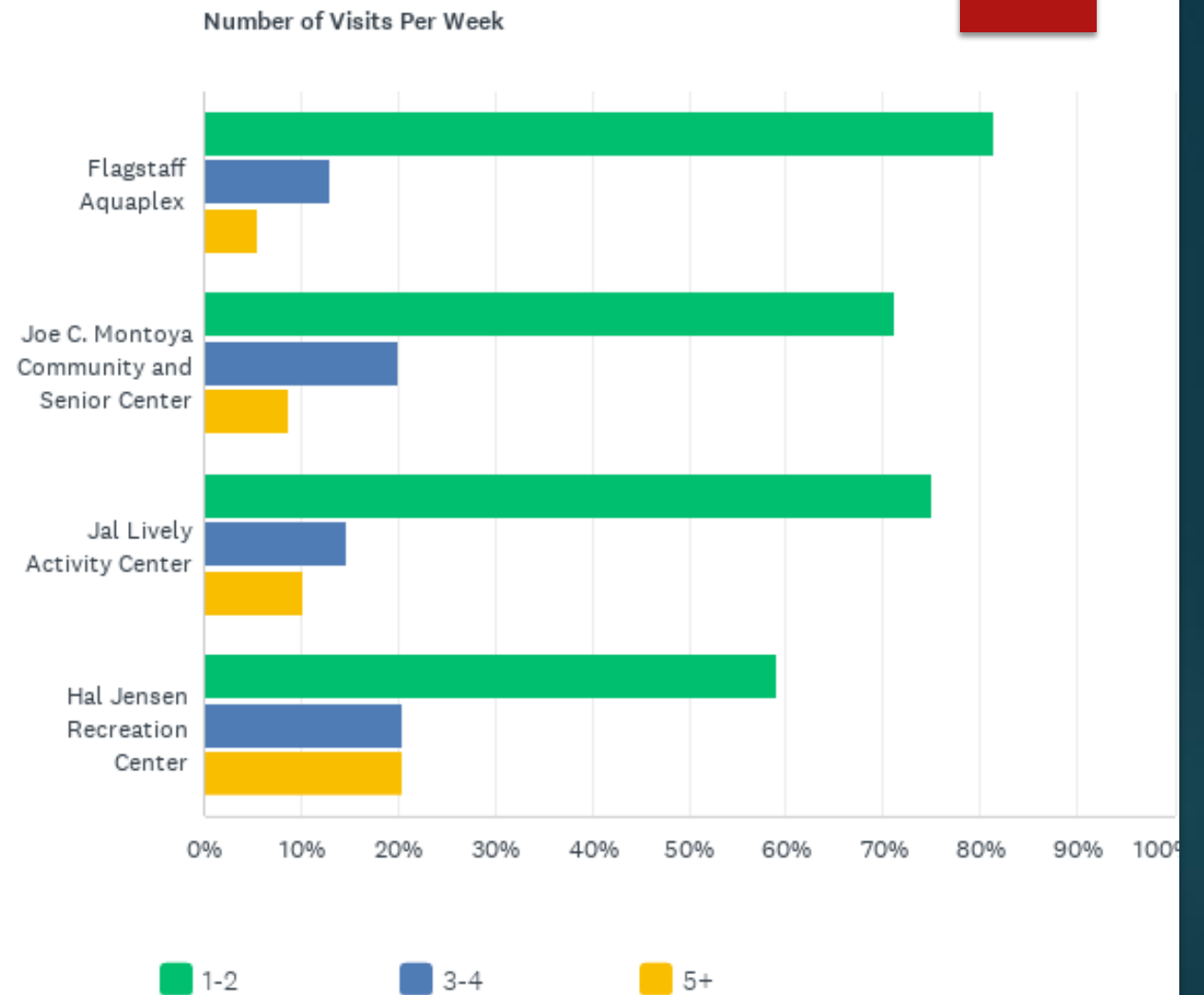


Which City of Flagstaff Recreation Facility do you use?



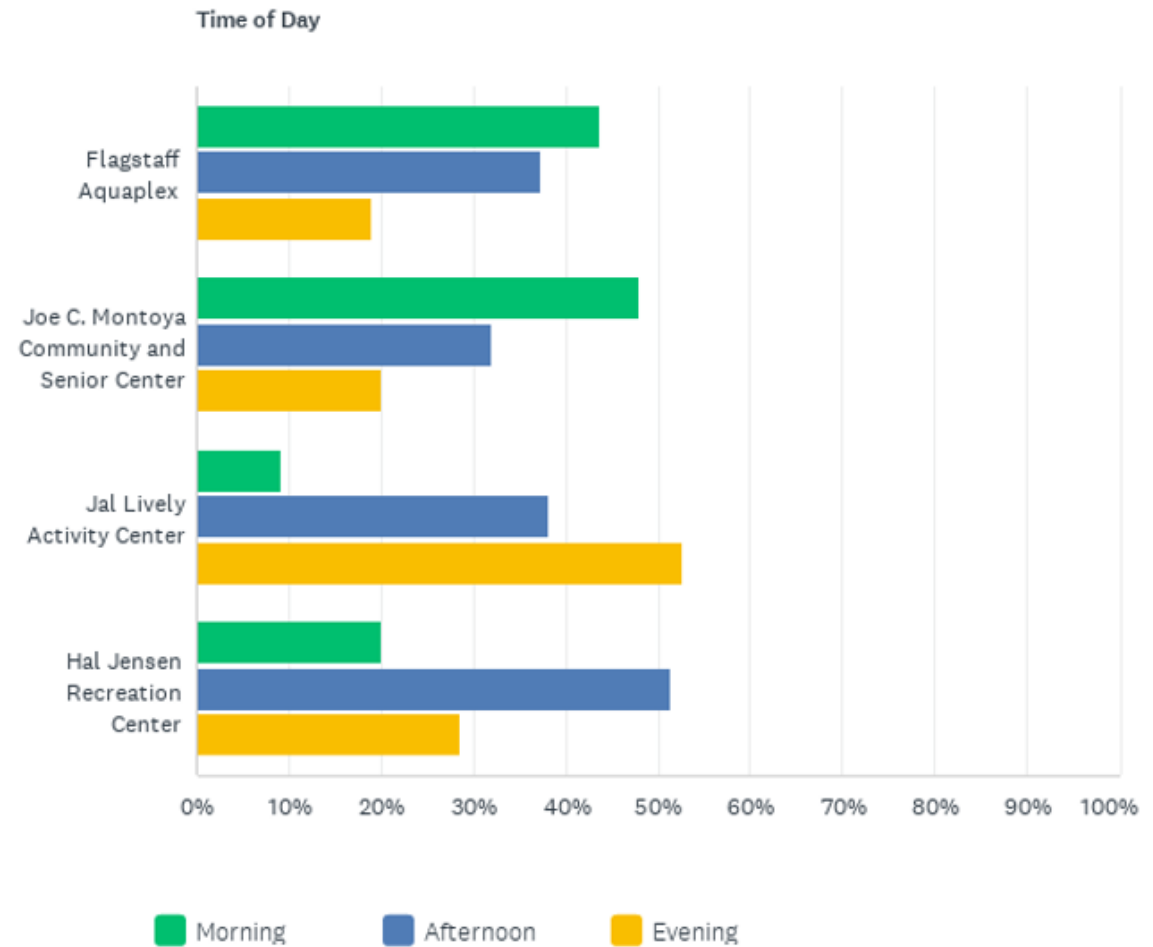
Number of Visits Per Week

- ▶ Aquaplex: 1-2 times
- ▶ Joe C. Montoya: 1-2 times
- ▶ Jal Lively: 1-2 times
- ▶ Hal Jensen: 1-2 times



Time of Day Per Facility

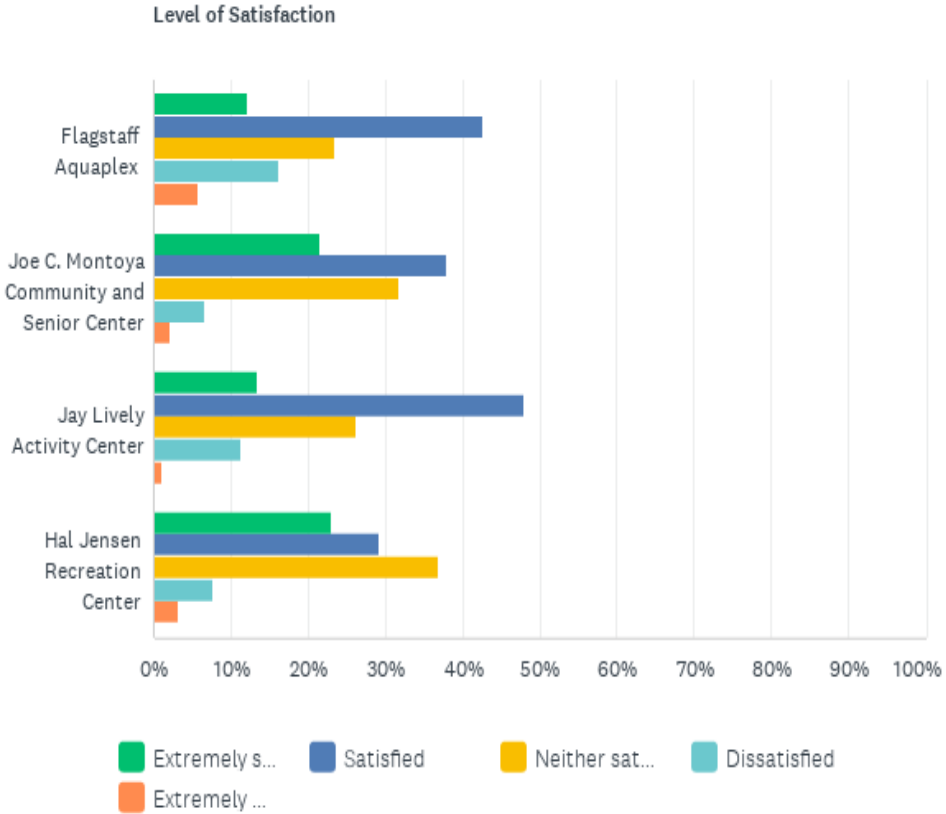
- ▶ Aquaplex: Morning
- ▶ Joe C. Montoya: Morning
- ▶ Jal Lively: Evening
- ▶ Hal Jensen: Afternoon



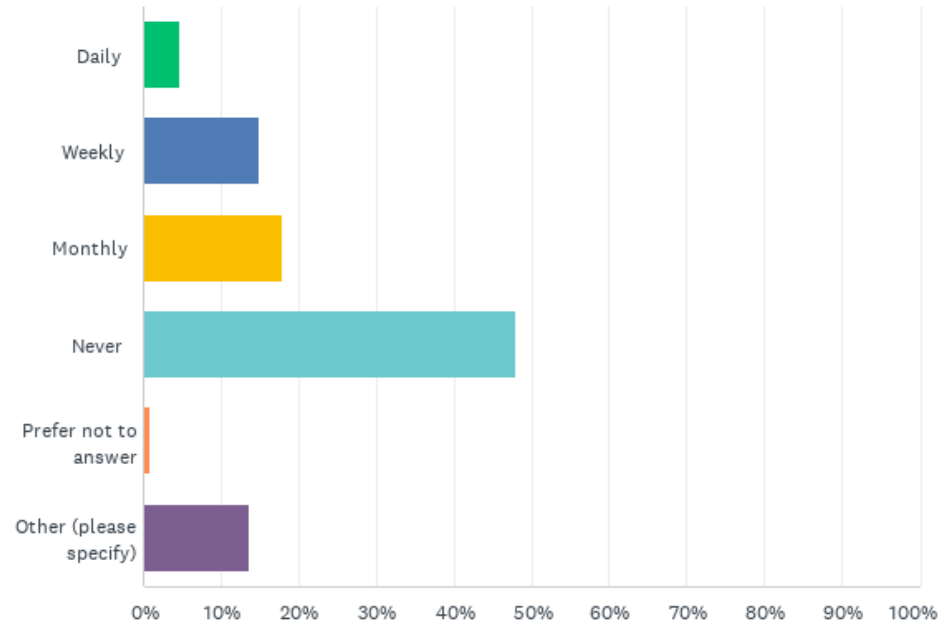
Facility Satisfaction



Q5 How satisfied are you with our Recreation Facilities?



Q6 How often do you participate in our structured recreational activities and programs?



Q7 How would you rate the quality of our structured recreational activities and programs?

3.7★
average rating

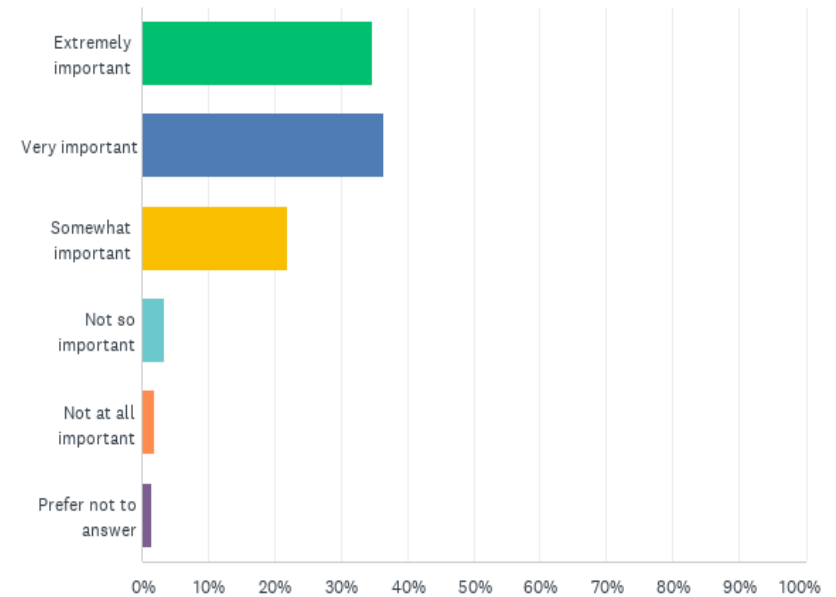


Rating/Quality of Recreational
Activities & Programs

Updating Amenities & Equipment



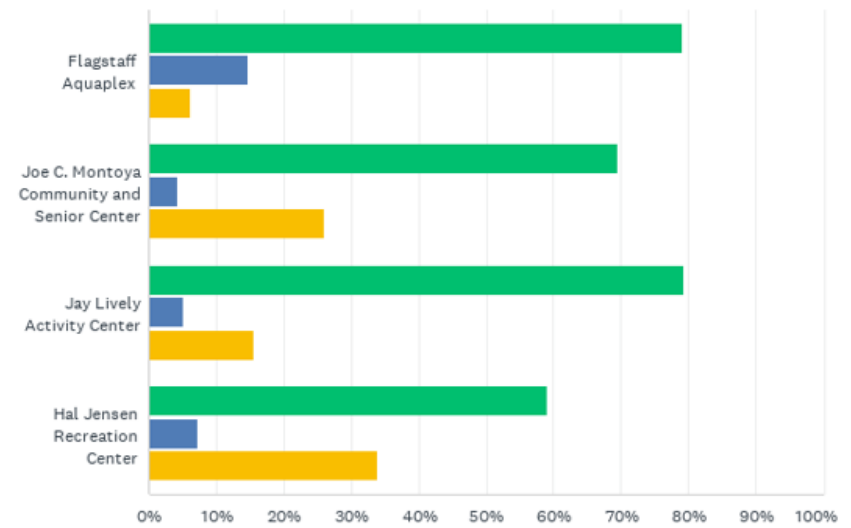
Q8 How valuable is it to you that our Recreation Facilities update their amenities and equipment?



Professionalism and Approachability of Staff

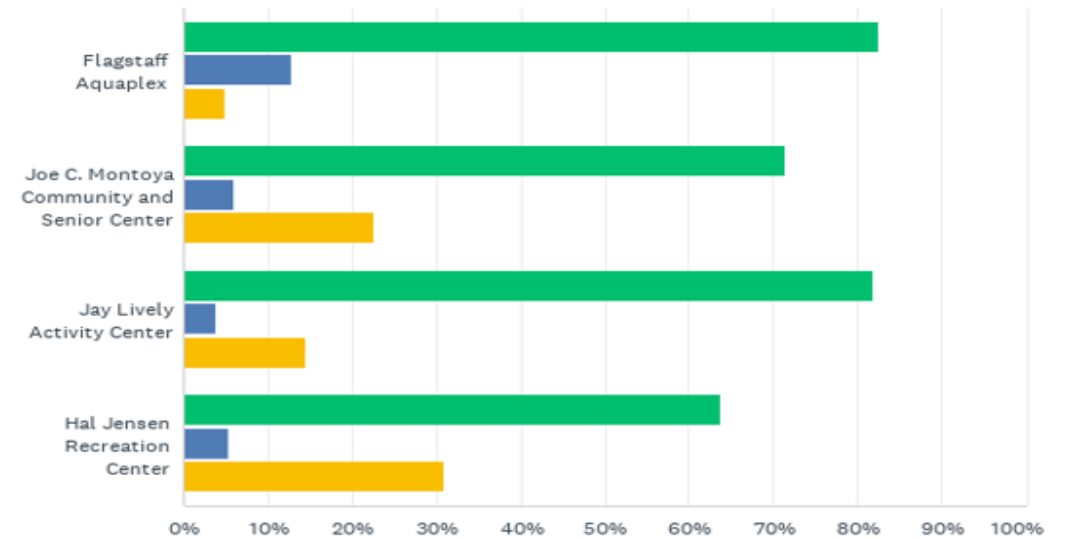


Professionalism



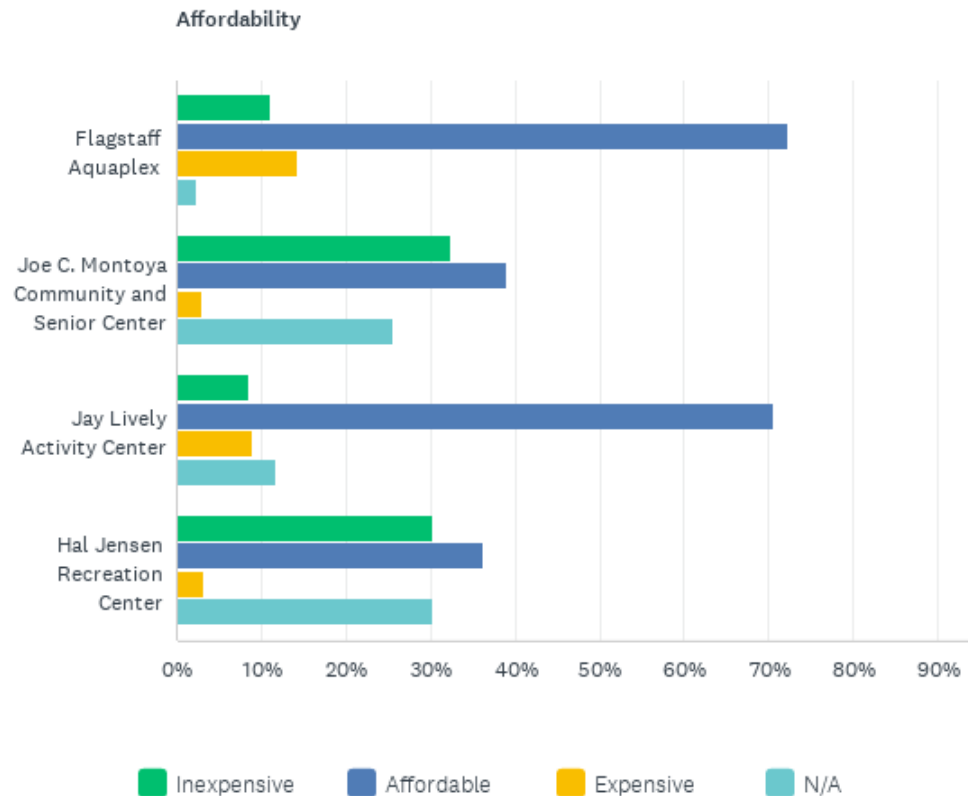
Professional Unprofession... N/A

Approachability

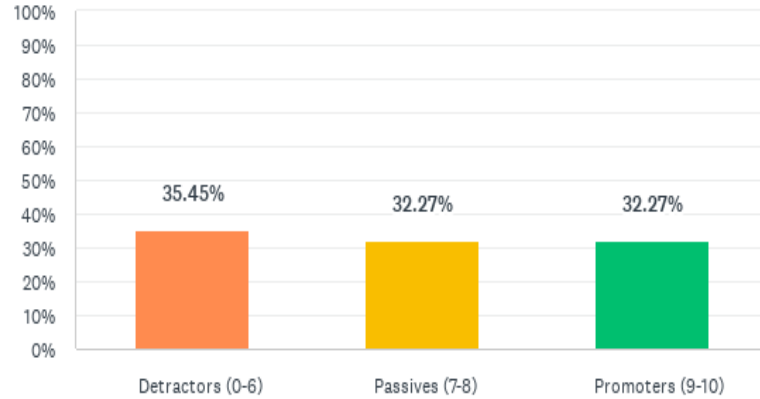


Approacha... Unapproac... N/A

Affordability of Recreation Facilities



Q11 How likely is it that you would recommend our Recreation Facilities to a friend or colleague?



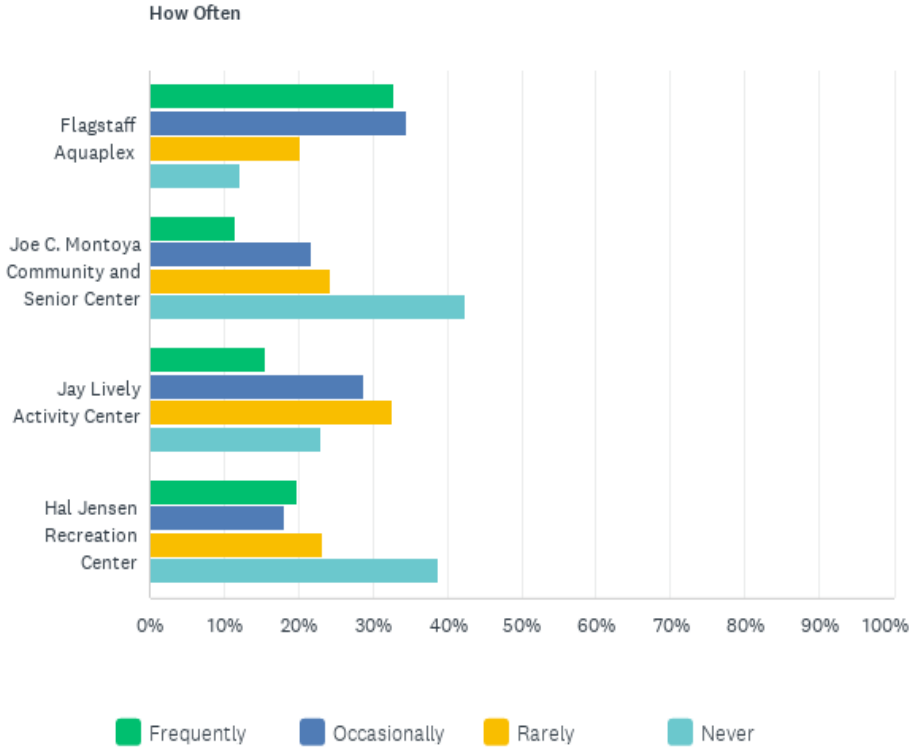
Recommendation to a Friend/Colleague?

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
35.45%	32.27%	32.27%	-3
223	203	203	

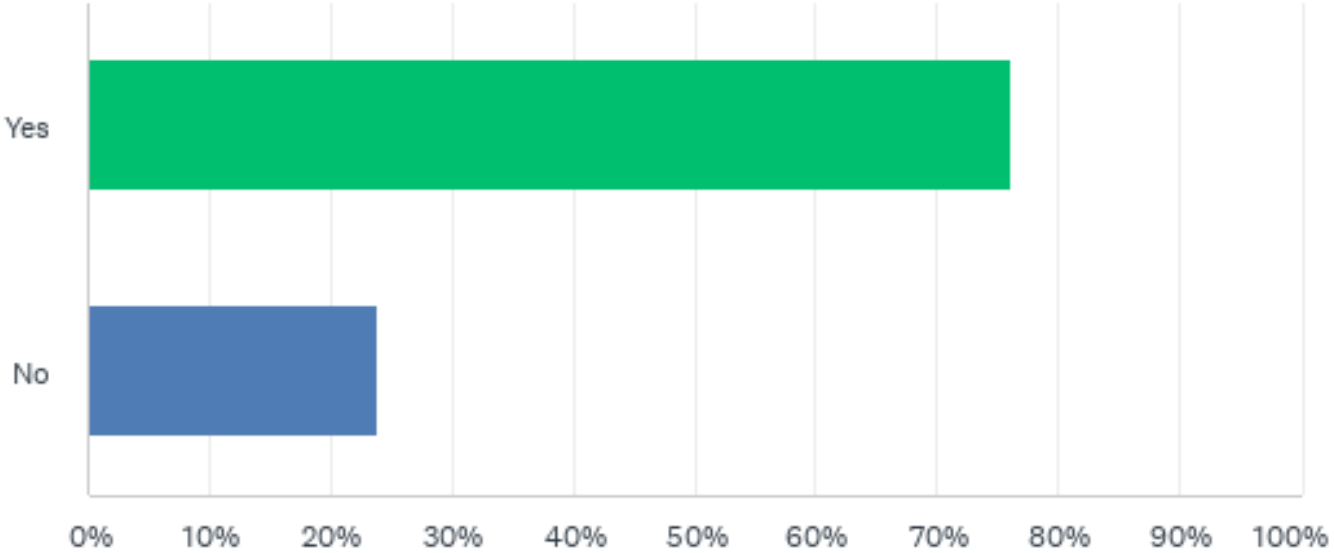
Utilization of Recreation Facilities



Q12 How often do you find yourself unable to utilize the Recreation Facilities due to the operating hours?



Q13 Do you feel that our Recreation Facilities serve the diverse population of our community adequately?

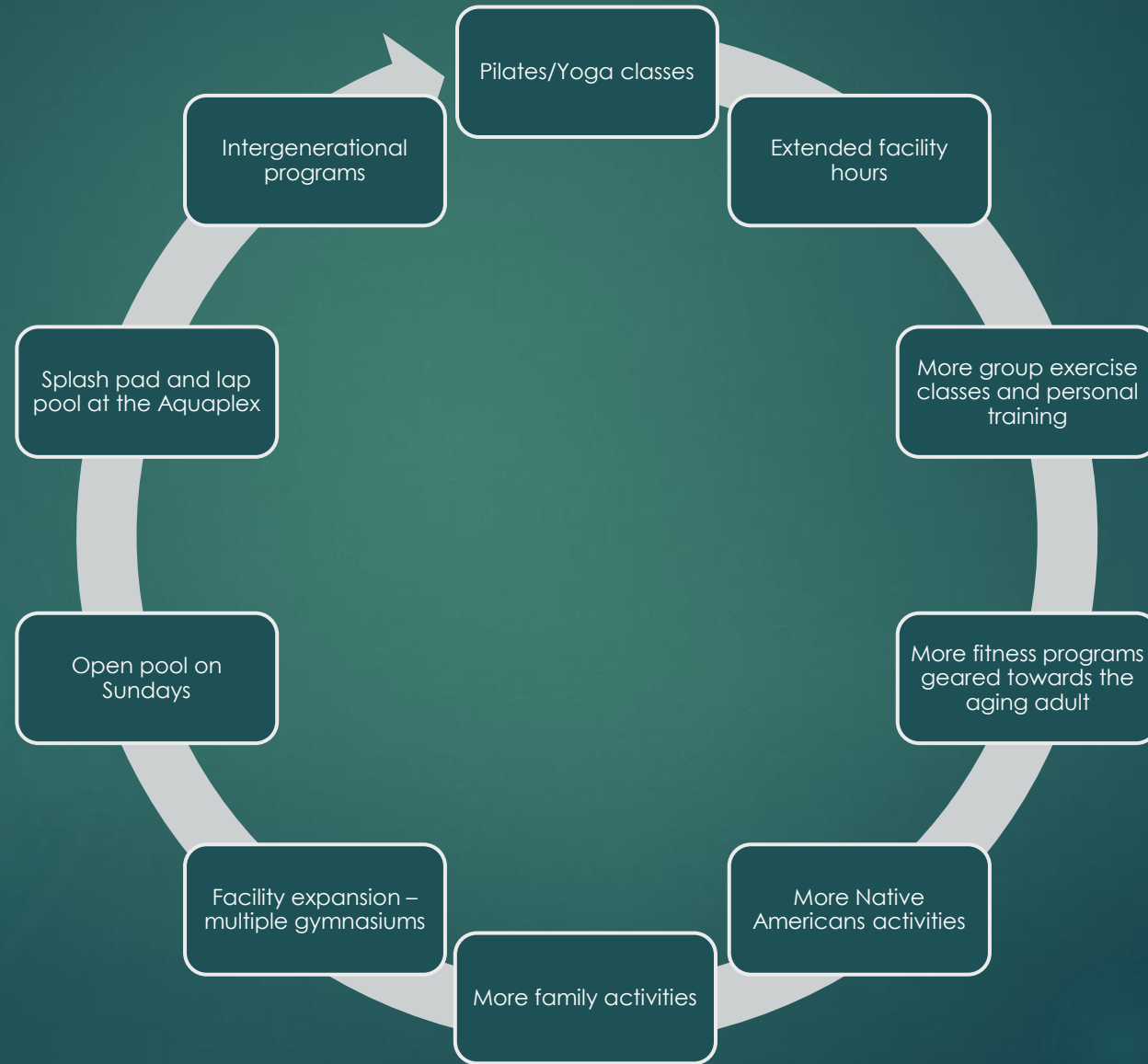


Diverse Population

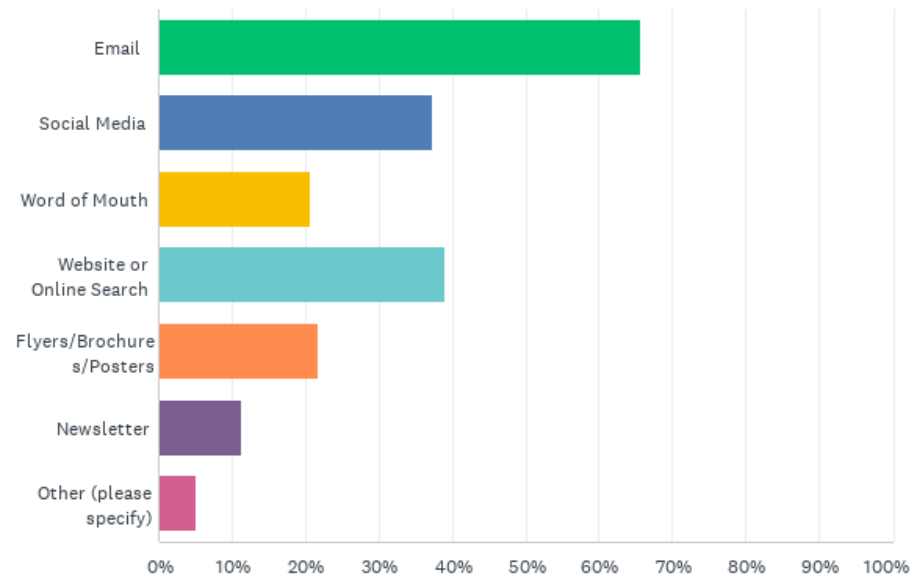
Diversity Concerns



Ideas for activities, programs, amenities



Q15 Which communication method do you find most effective for receiving information about our programs and events? (Check all that apply)



Communication

Additional comments, feedback, suggestions

- ▶ Flagstaff lacks facilities on the southwest side of town.
- ▶ Chillers & dehumidifiers need replacing
- ▶ Public track
- ▶ Warmer water temperature in pool
- ▶ More recreational experiences for youth
- ▶ Aquaplex open on Sundays
- ▶ More public skate times

Questions?

