

Appendix B: Downtown Flagstaff Parking Questionnaire Results

As part of stakeholder engagement efforts, the City conducted an online questionnaire from February 10, 2026 to March 13, 2026, to solicit feedback from the public regarding their experience with parking and curb use in Downtown Flagstaff.

The online questionnaire was open for 32 days starting on February 10, 2026, and closing on March 13, 2026. A total of **451 responses** were received from Flagstaff's residents and visitors regarding their parking experience.

Each graph provides the question asked, the answer choices, and the number of responses per answer choice. The graphs are accompanied by relevant insights from the response data.¹

Summary of Key Takeaways

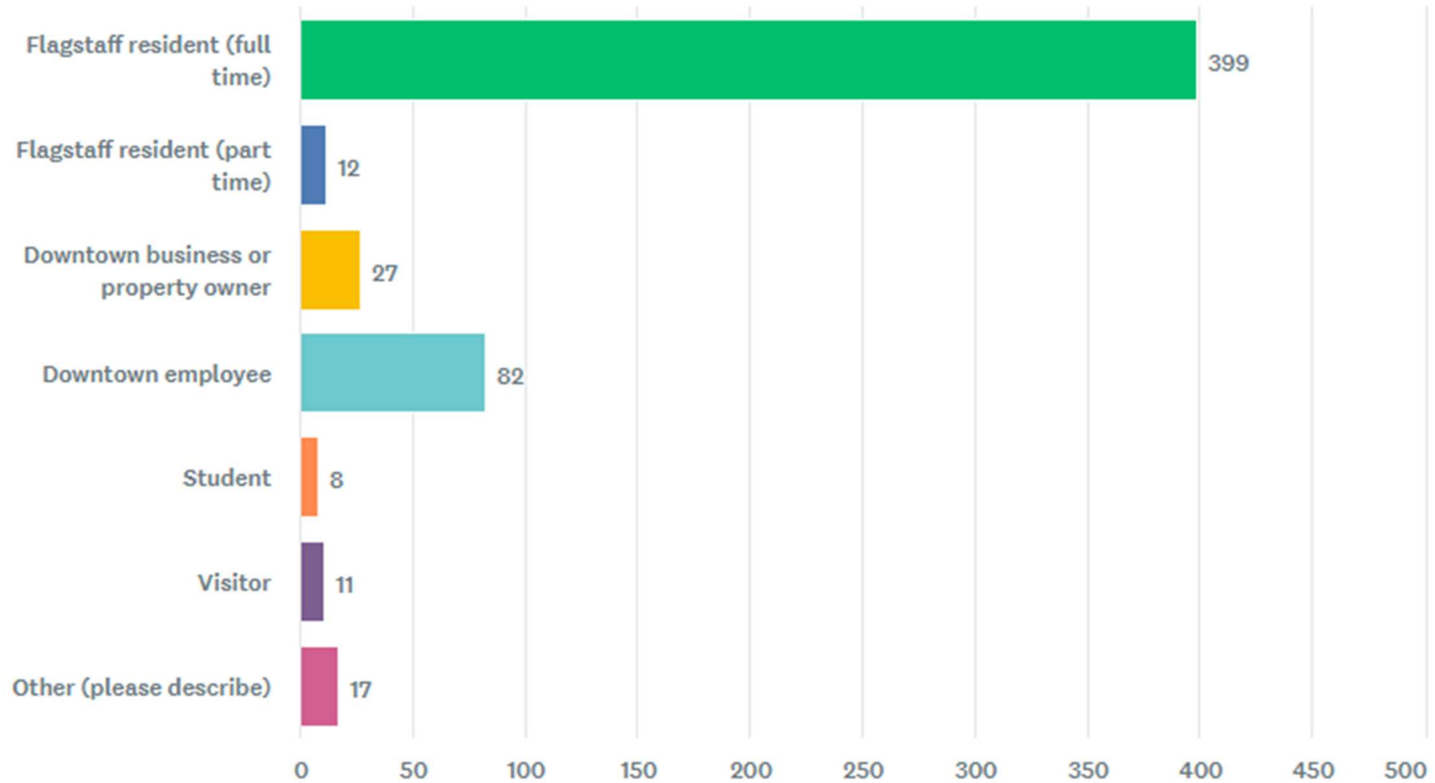
Below is a summary of key takeaways and findings from the online Questionnaire.

- Most respondents are full-time Flagstaff residents.
- Most respondents visit Downtown Flagstaff weekly.
- The majority of respondents spent over an hour Downtown during their most recent visit.
- Delivery drivers report a lack of available loading zones.
- Over 80% of respondents do not purchase parking permits.
- Over 60% of respondents note that finding available parking is an issue in Downtown Flagstaff.
- Over 40% of respondents note that deliveries blocking roads and a lack of short-term parking are issues in Downtown Flagstaff.
- Over 60% of respondents typically use the pay station or kiosk to pay for parking.
- Over 40% of respondents have never used the pay-to-park mobile app.
- Respondents typically prioritize convenience over cost when looking for a parking space.
- The majority of respondents feel neutral to very satisfied with the current parking experience in Downtown Flagstaff.
- The majority of respondents would like to see additional or modified short-term parking spaces.

¹ Please note that data labels reflect total responses; questions limited to specific user groups (e.g., permit holders, commercial delivery drivers) received fewer responses.

About You & Your Most Recent Trip Downtown

Question 1. Which of the following best describes you? Select all that apply.



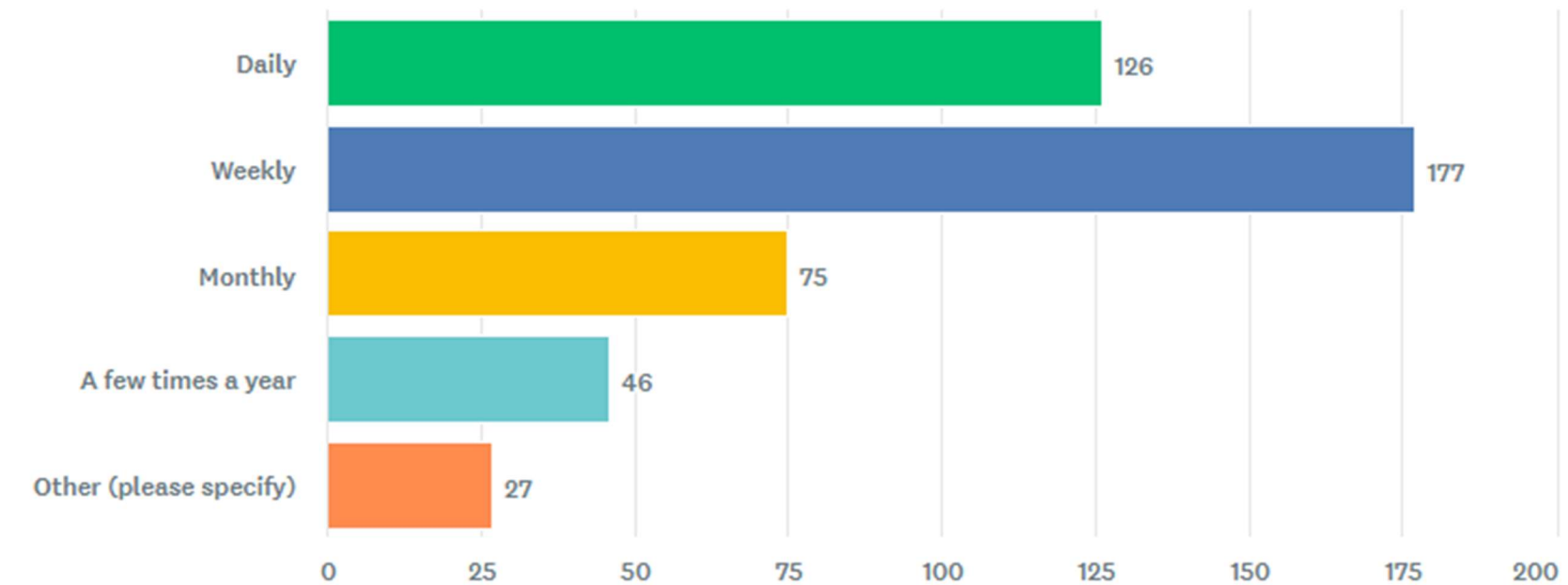
Of respondents who listed "other," key themes are as follows:

- Former residents, local to the area
- City employees
- Delivery drivers

Question 2. What is your zip code?

- 41% of respondents listed 86001.
- 34% of respondents listed 86004 as their zip code.
- 17% of respondents listed 86005 as their zip code.
- 25 unique zip codes were listed by respondents.

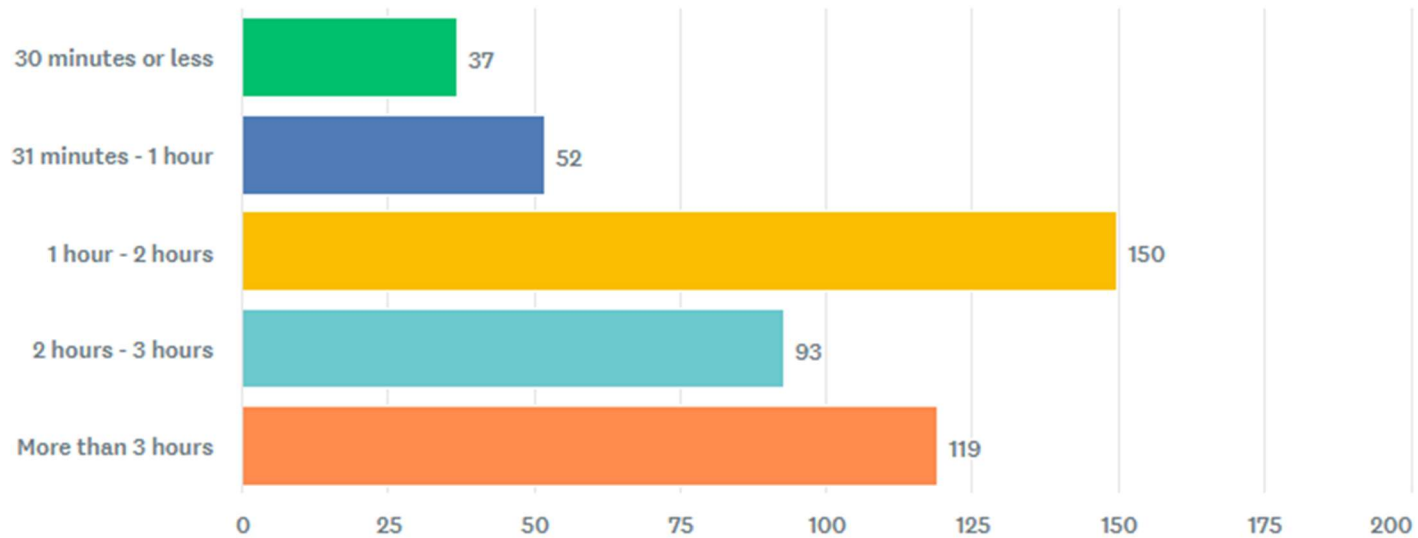
Question 3. How often do you visit Downtown Flagstaff?



Of respondents who listed "other," key themes are as follows:

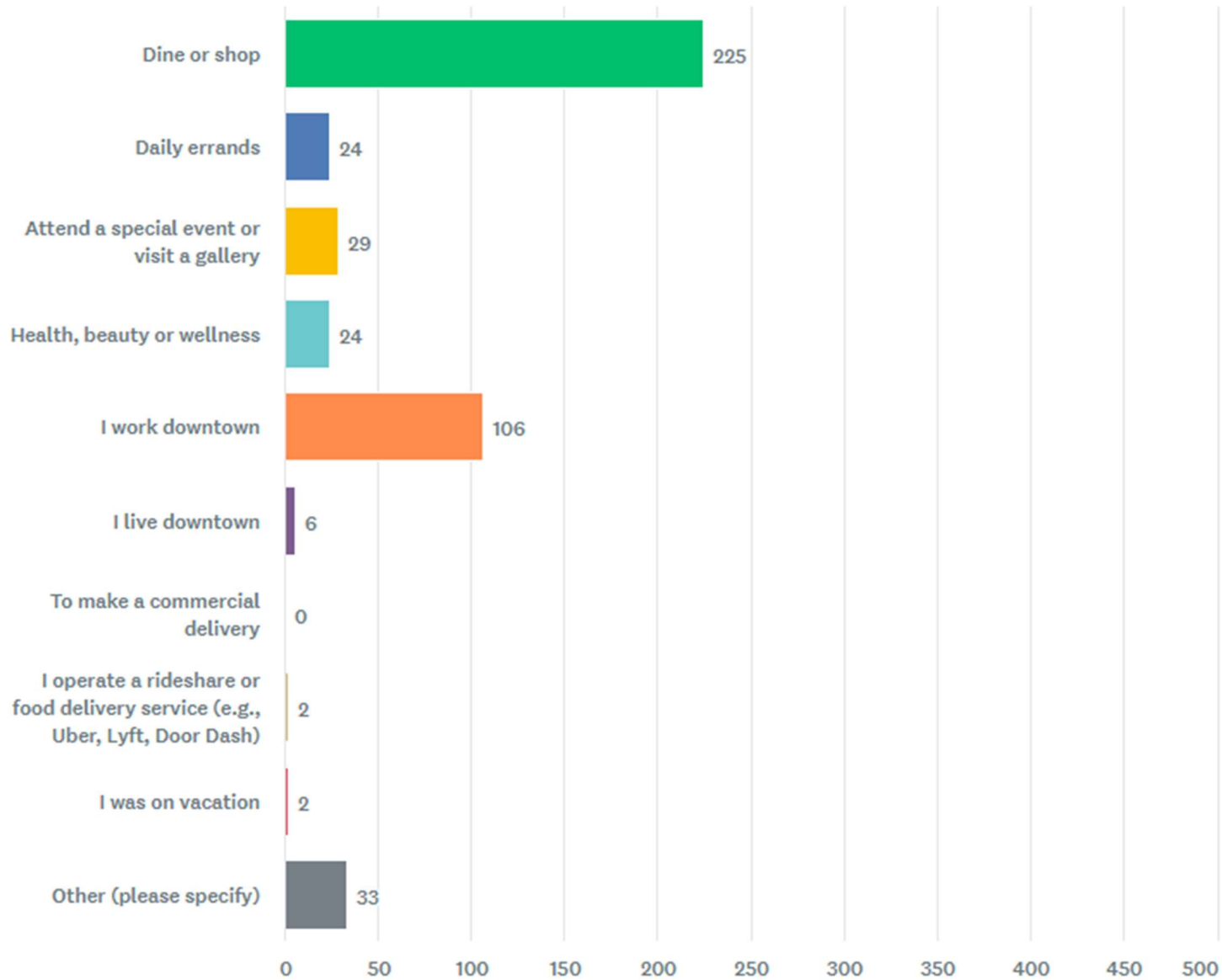
- Multiple times a week
- Rarely due to paid parking

Question 4. How long was your most recent trip to Downtown Flagstaff?



The majority of respondents spent over an hour in Downtown Flagstaff. Less than 10% of respondents spent 30 minutes or less in Downtown Flagstaff.

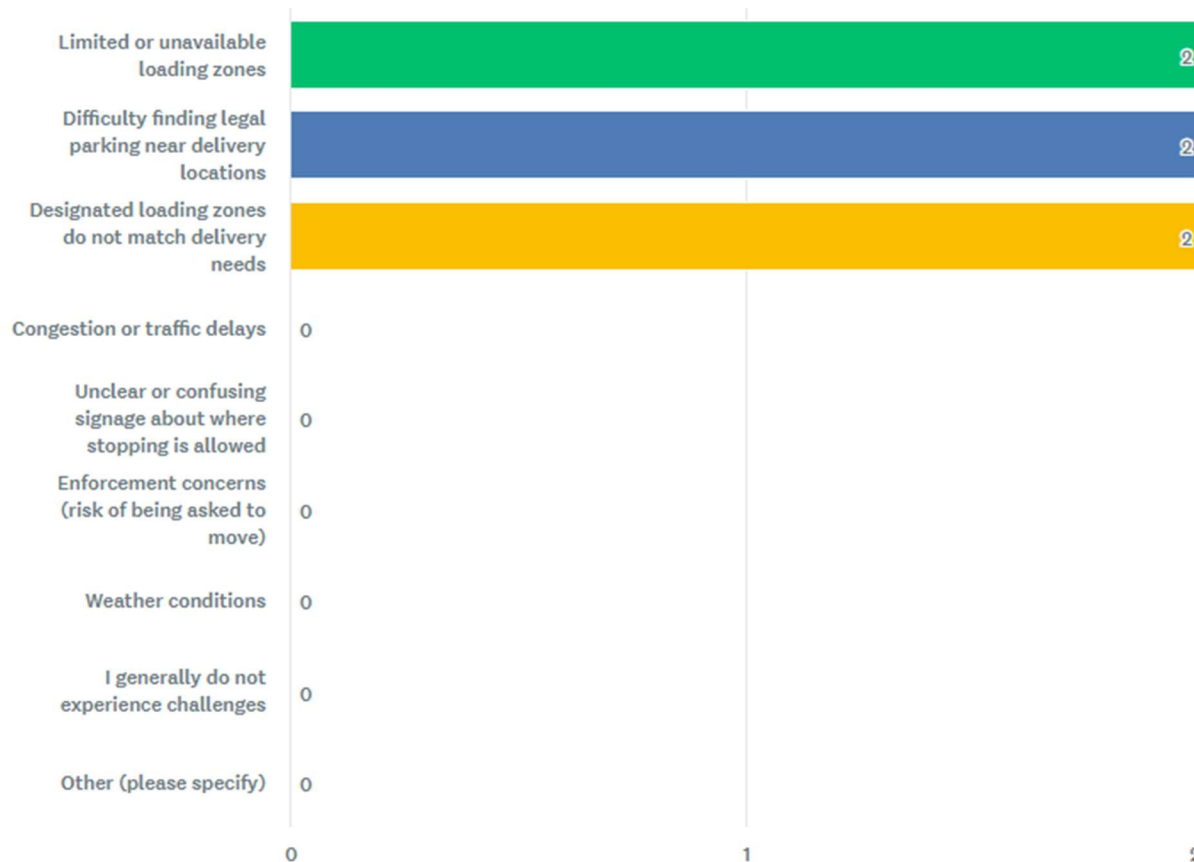
Question 5. What is the primary purpose of your most recent trip to Downtown Flagstaff?



Delivery Experience

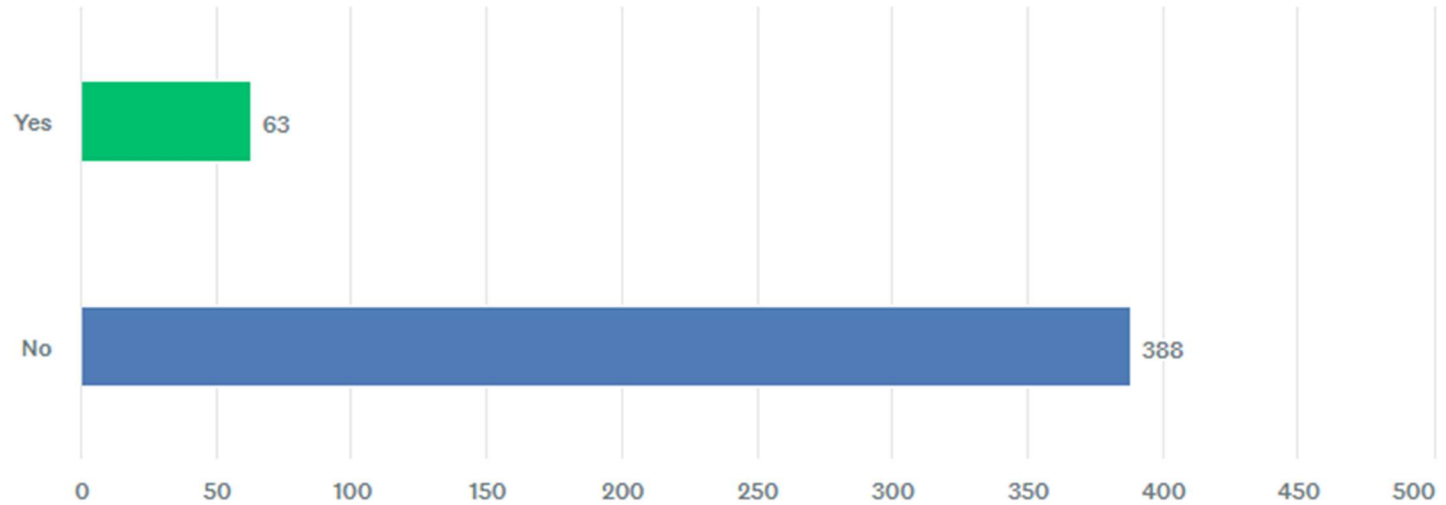
The following question was available to respondents who make commercial deliveries or operate a rideshare or food delivery service.

Question 6. When making deliveries of people or goods in Downtown Flagstaff, which of the following challenges do you most often experience? Select up to three.



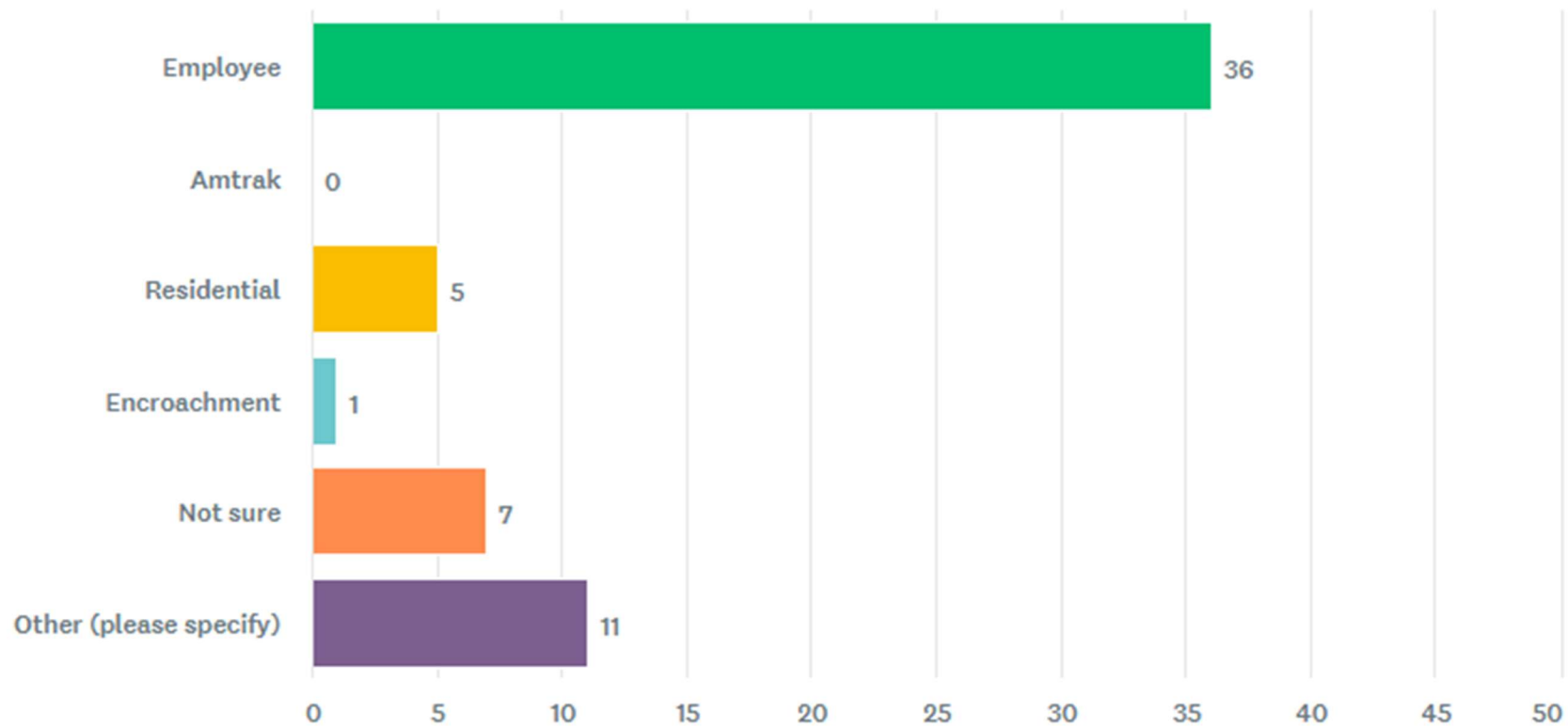
Permit Parking

Question 7. Do you currently buy any type of parking permit from ParkFlag?



Over 80% of respondents do not purchase permits from ParkFlag.

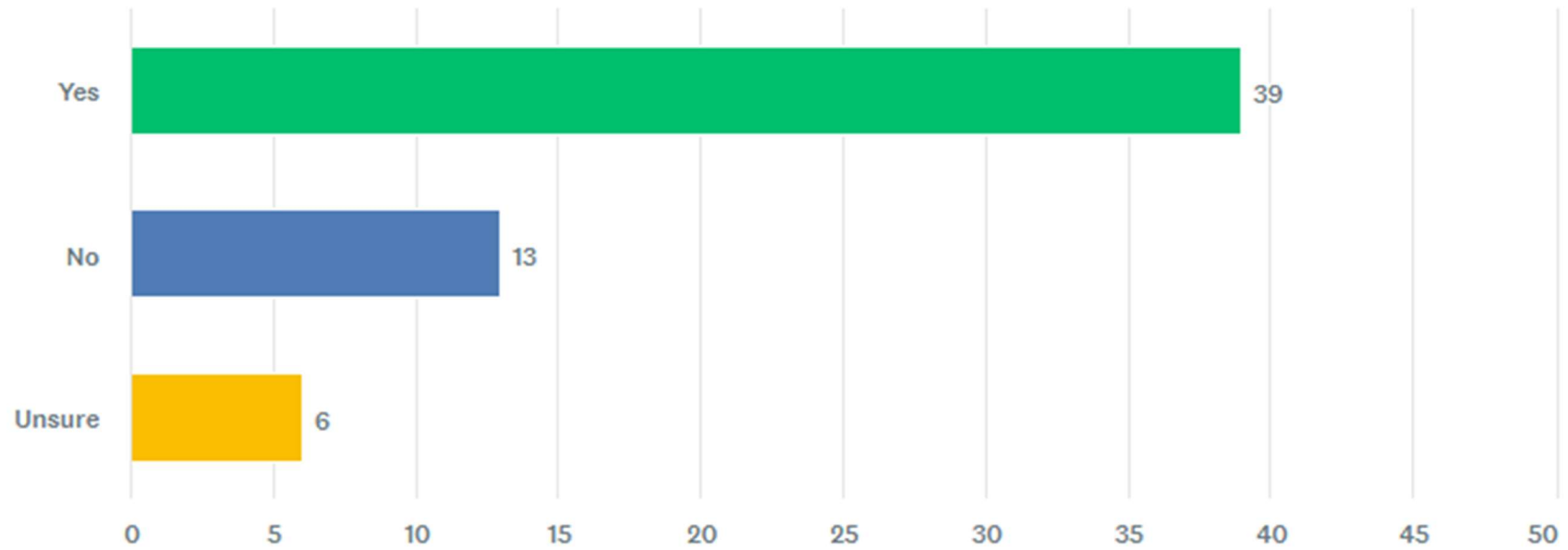
Question 8. Which of the following permits do you buy? Select all that apply.



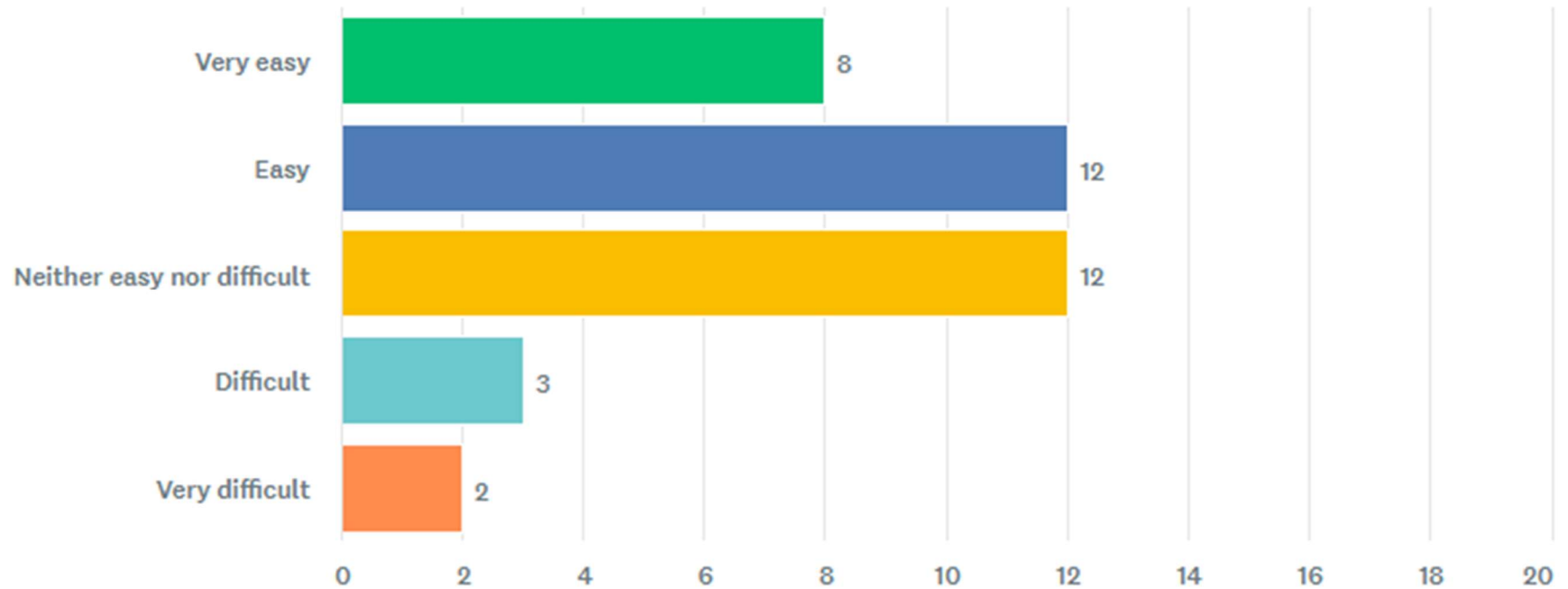
Of respondents who indicated that they do purchase a parking permit, over 60% of the respondents purchase employee parking permits. Of respondents who listed "other," key themes are as follows:

- Hourly parking
- City employee permit

Question 9. Do you use the customer permit portal to manage or buy permits?



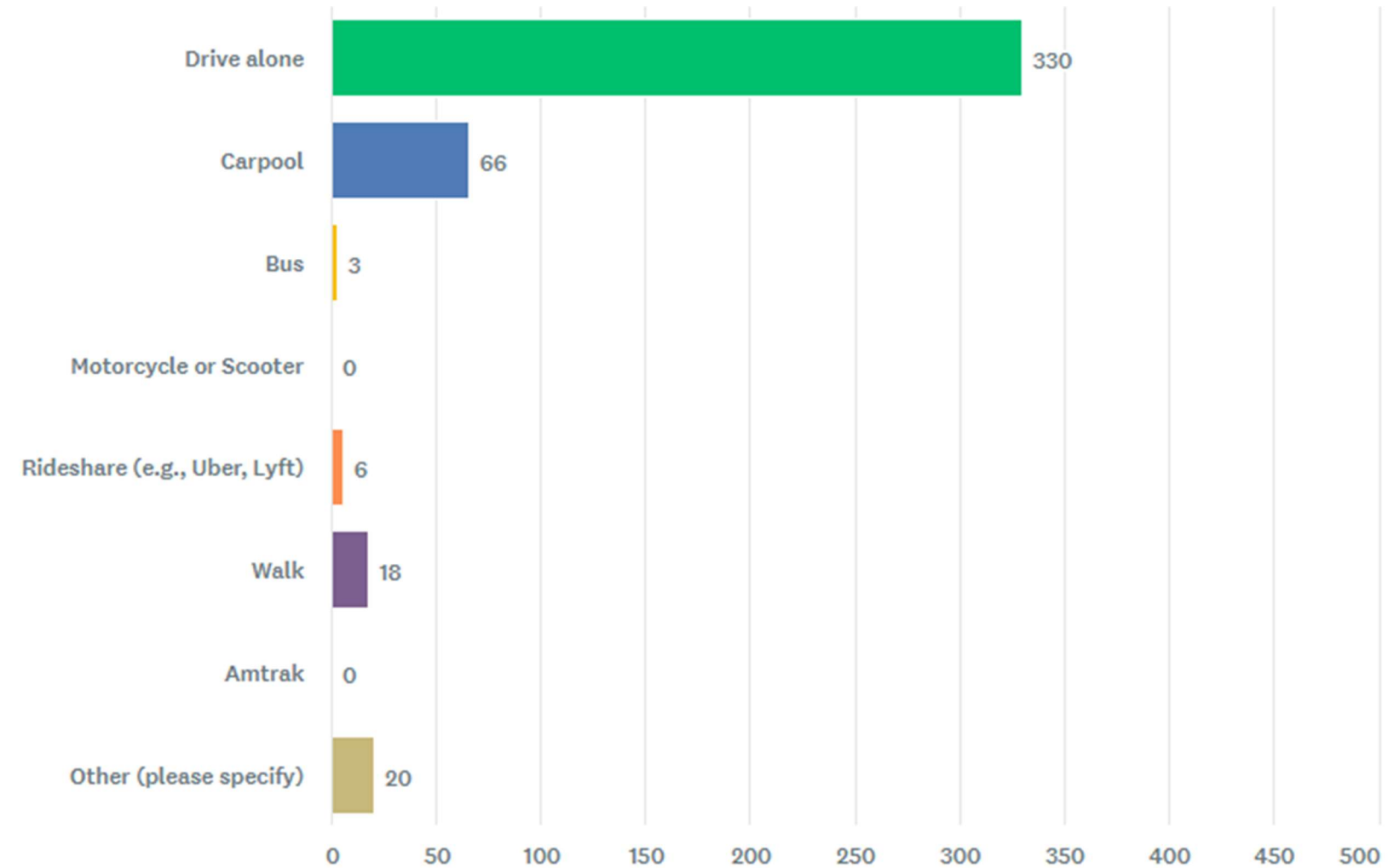
Question 10. My experience using the permit portal is:



Results show that the permit portal experience is neutral to positive for most respondents.

Downtown Access

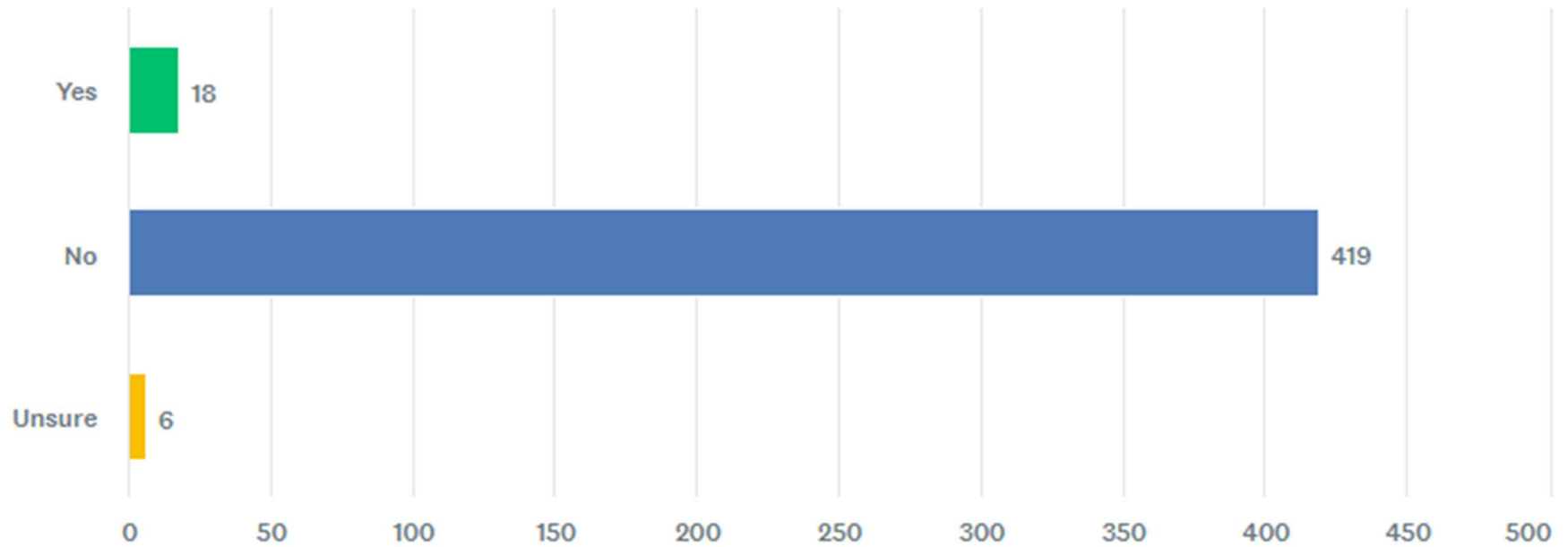
Question 11. When you travel to Downtown Flagstaff, what mode of transportation do you use most often?



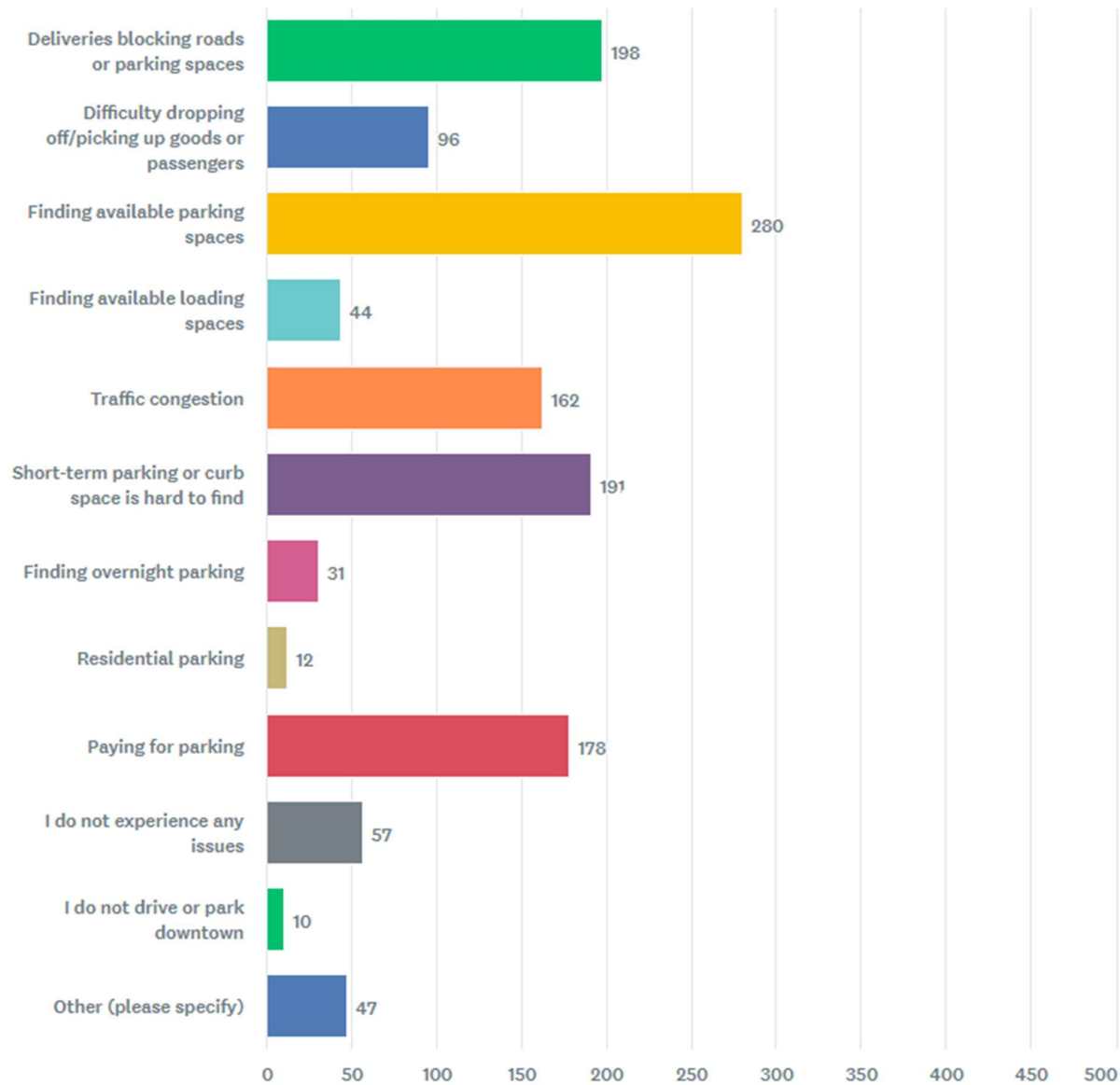
Of respondents who listed "other," key themes are as follows:

- Bike
- Drive with family/others

Question 12. Do you use the ParkFlag VIP commuter program to receive a free bus pass?



Question 13. When driving and/or parking downtown, do you experience issues with any of the following? Select all that apply.

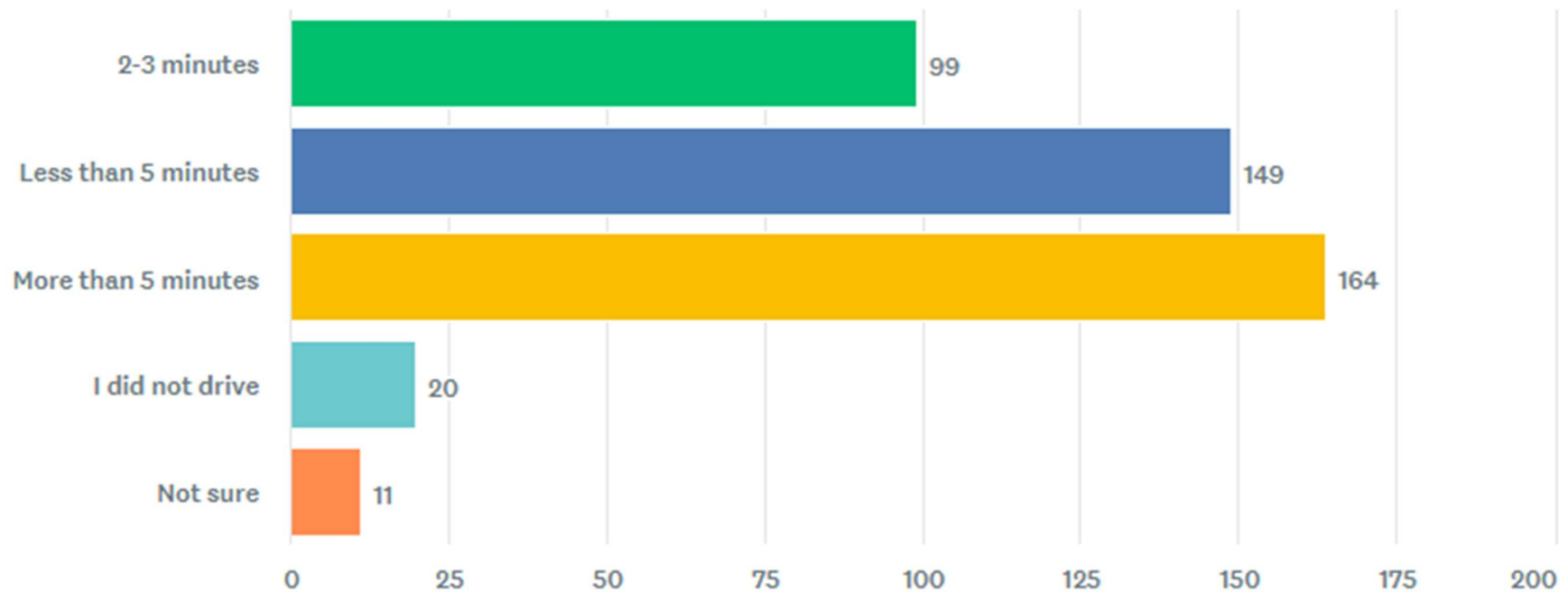


The majority of respondents listed the lack of available parking spaces as an issue when parking downtown. Other concerns to note are deliveries blocking roads, lack of short-term parking, and paying for parking. For respondents who listed items under "other", key items are as follows:

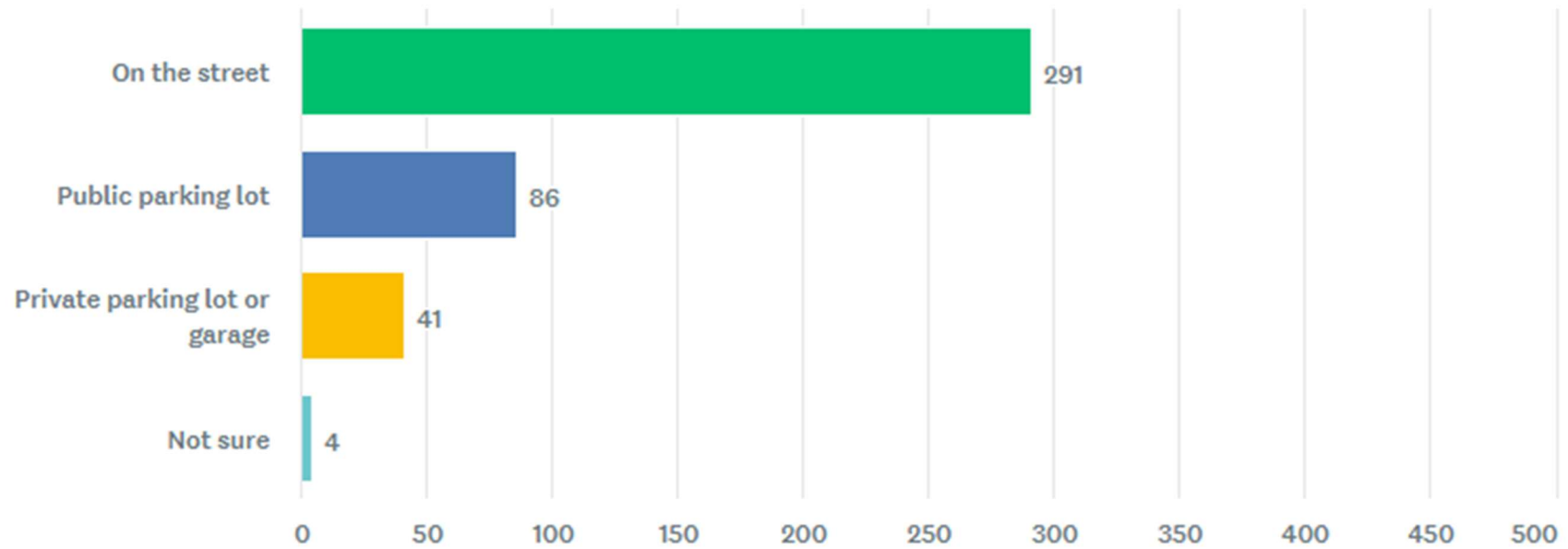
- Issues with mobile payment app
- Issues with kiosks
- Lack of employee parking spaces
- Lack of parking space markings

Your Parking & Curbside Access

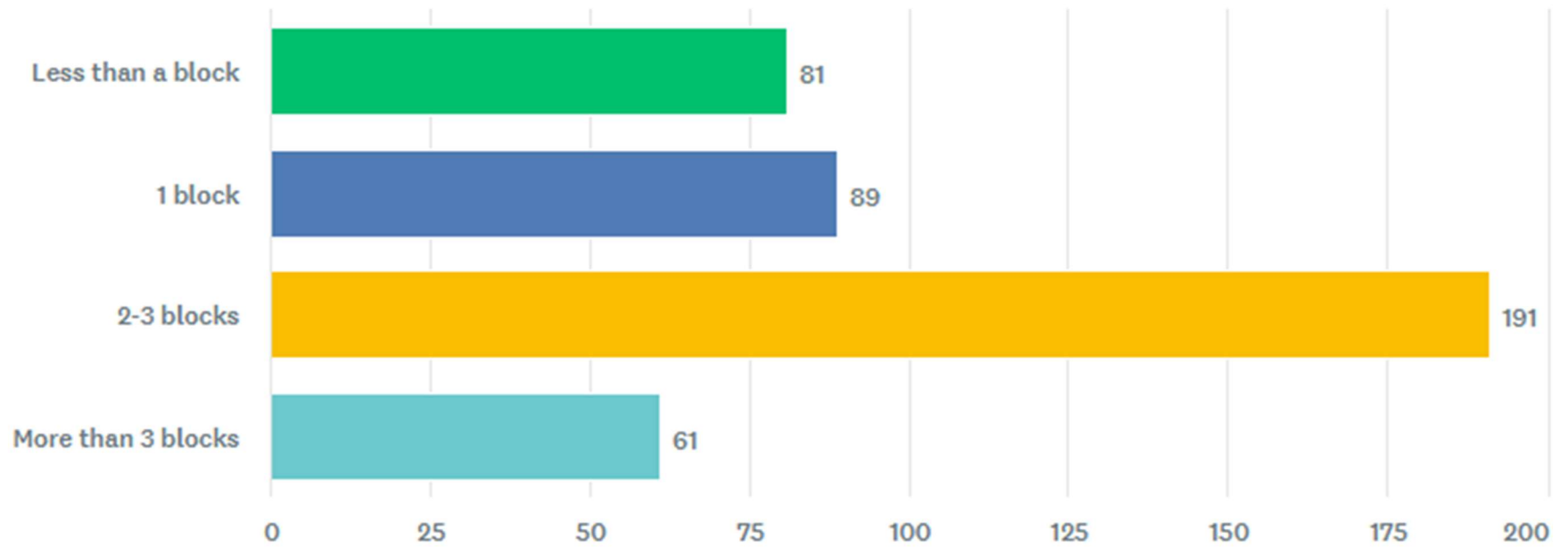
Question 14. Think about your most recent visit to Downtown Flagstaff. How long did it take you to find a parking space?



Question 15. Think about your most recent visit to Downtown Flagstaff. Where did you park?

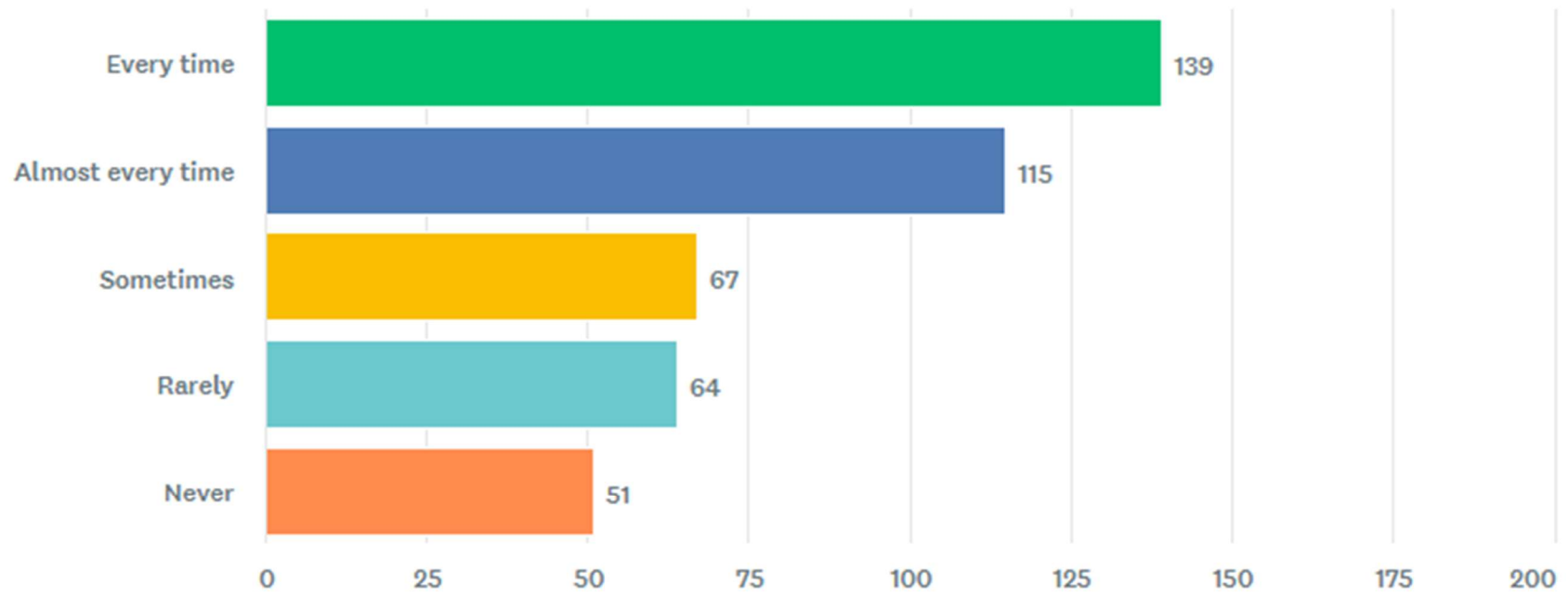


Question 16. Think about your most recent visit to Downtown Flagstaff. How far from your destination did you park?

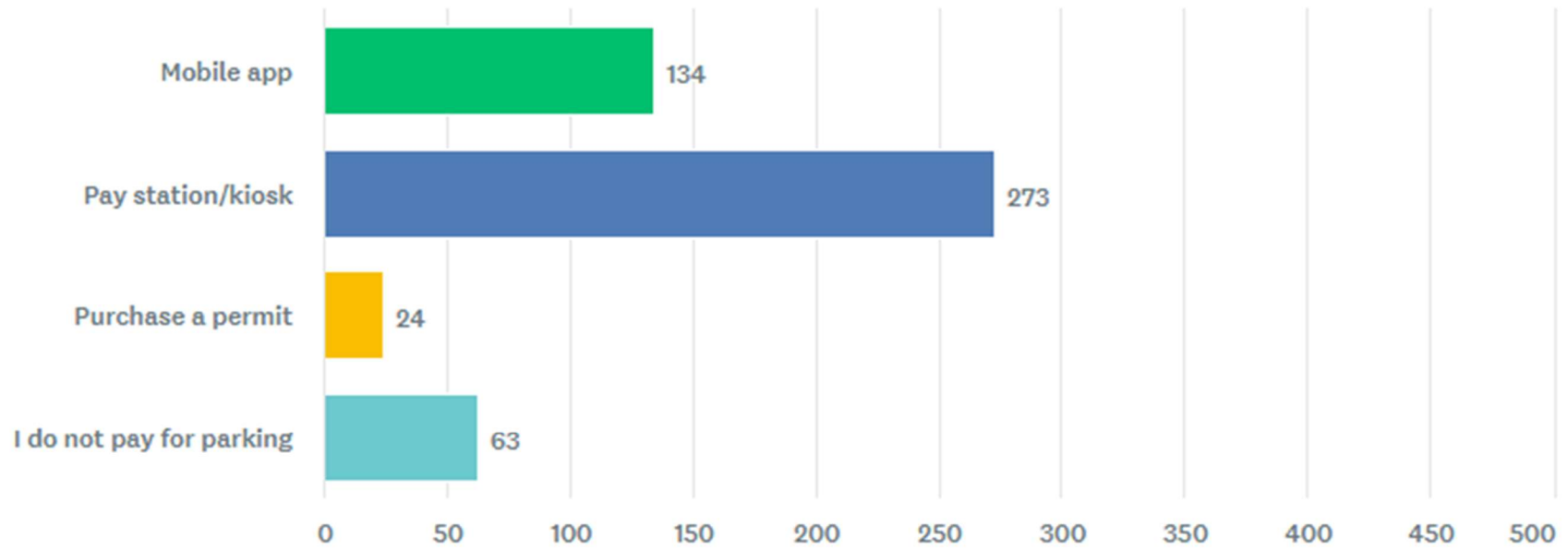


Downtown Flagstaff Parking

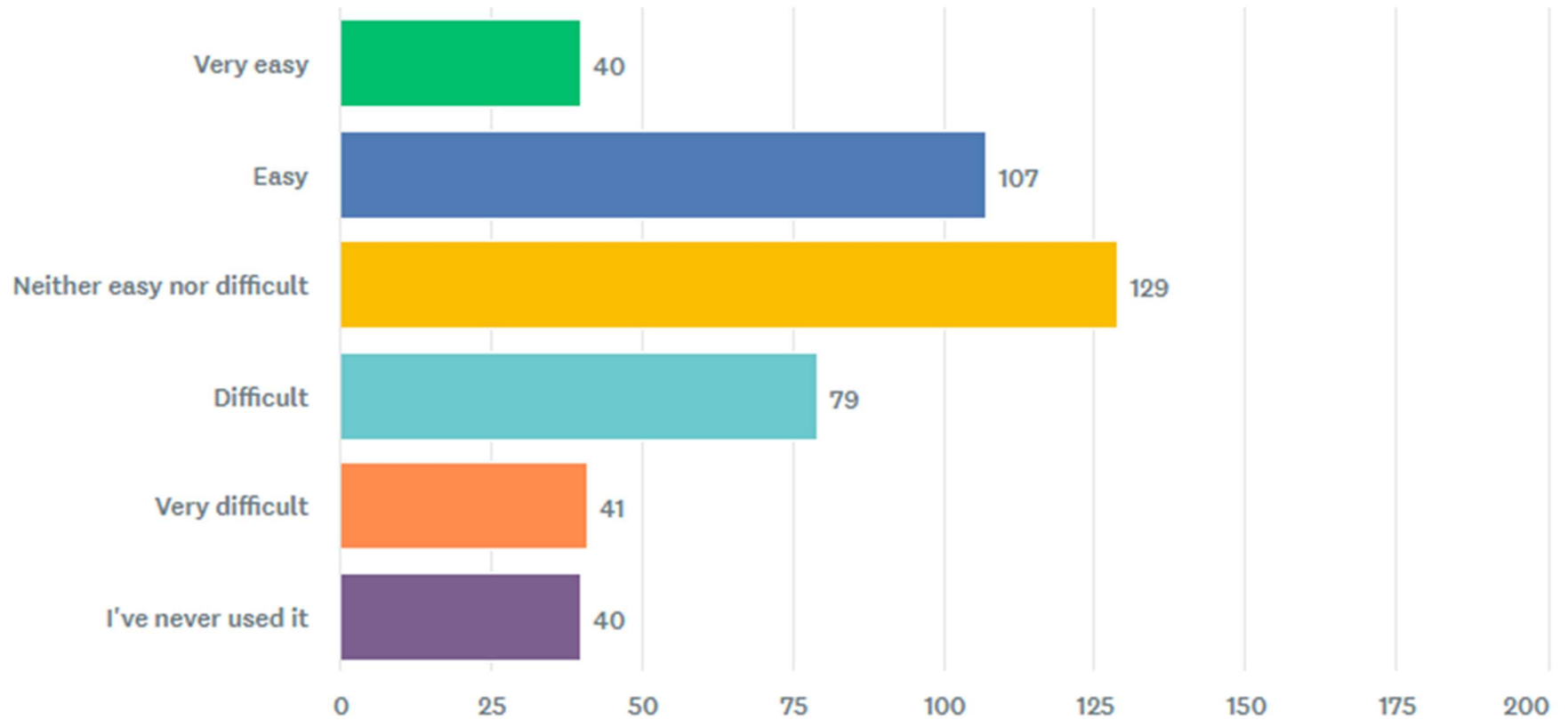
Question 17. When parking in Downtown Flagstaff, how often do you pay for public parking - either through a permit or via the pay to park system (e.g., kiosk, app)?



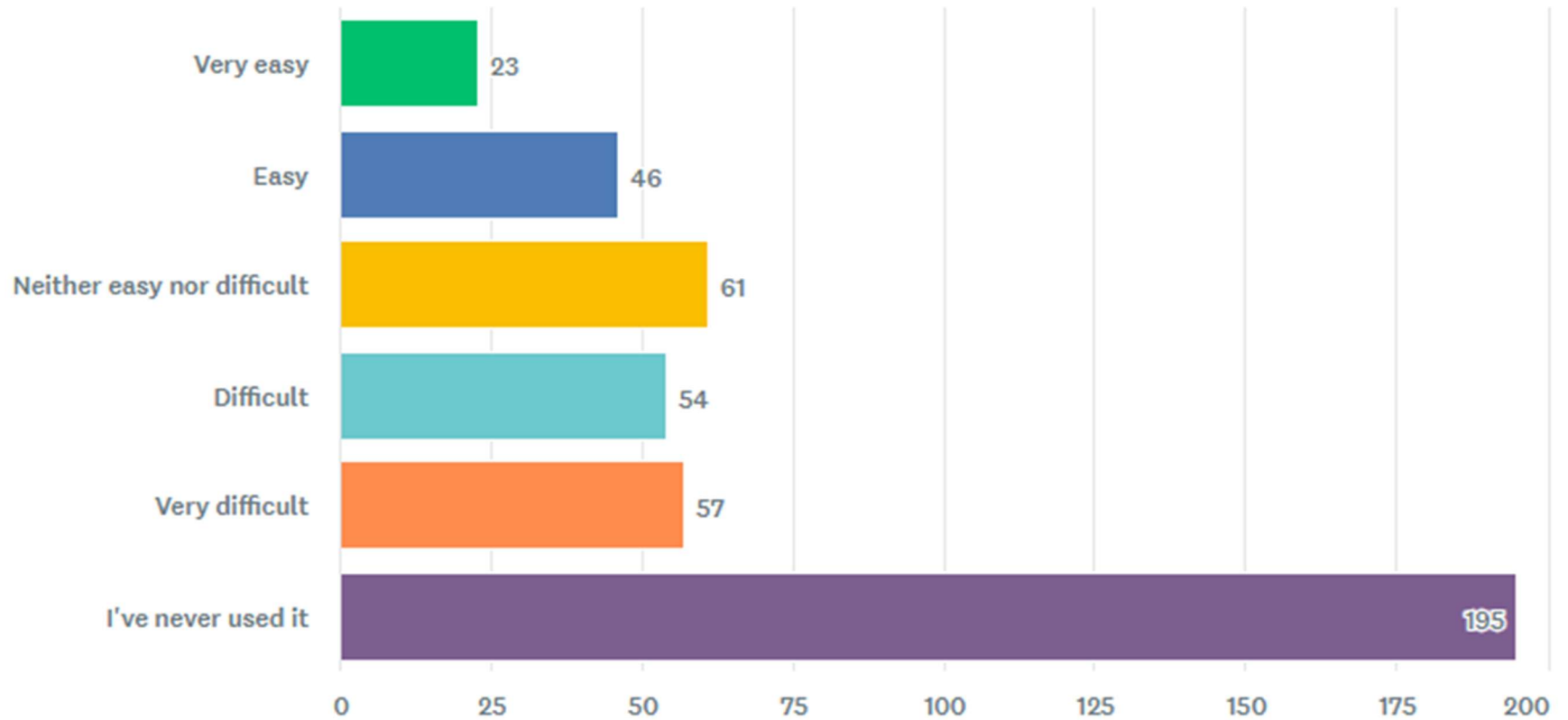
Question 18. How do you typically pay for parking? Please select all that apply.



Question 19. How would you rate the ease of use of the pay stations/kiosks?

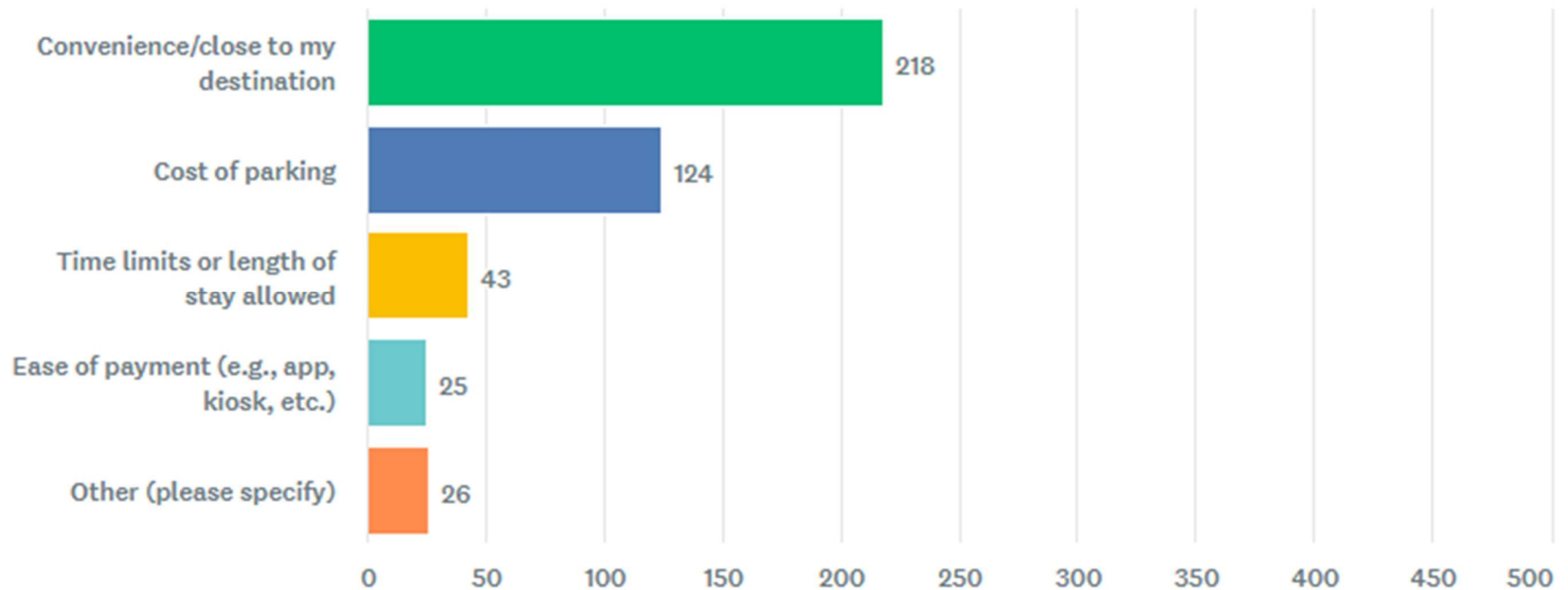


Question 20. How would you rate the ease of use of the pay to park mobile app?



Over 40% of respondents have never used the pay to park mobile application.

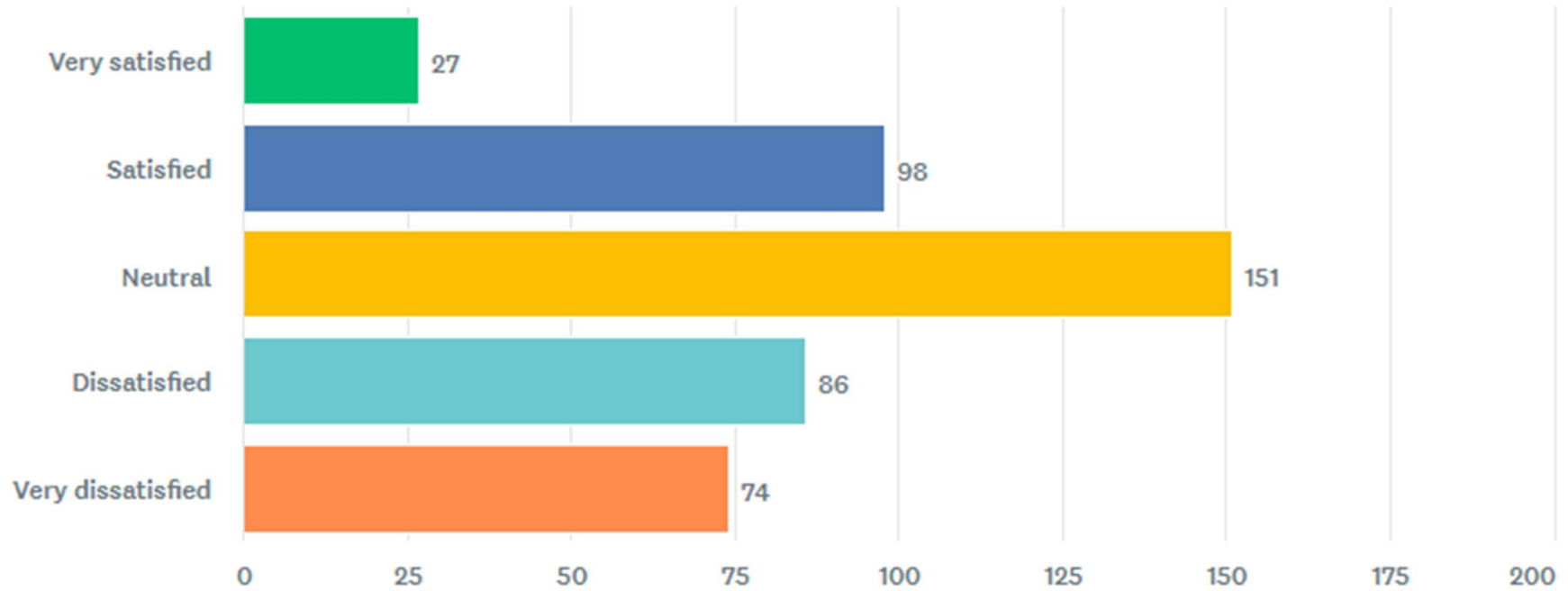
Question 21. What is most important to you when looking for a parking space?



Respondents prioritize convenience over parking cost. Of respondents who listed "other," key themes are as follows:

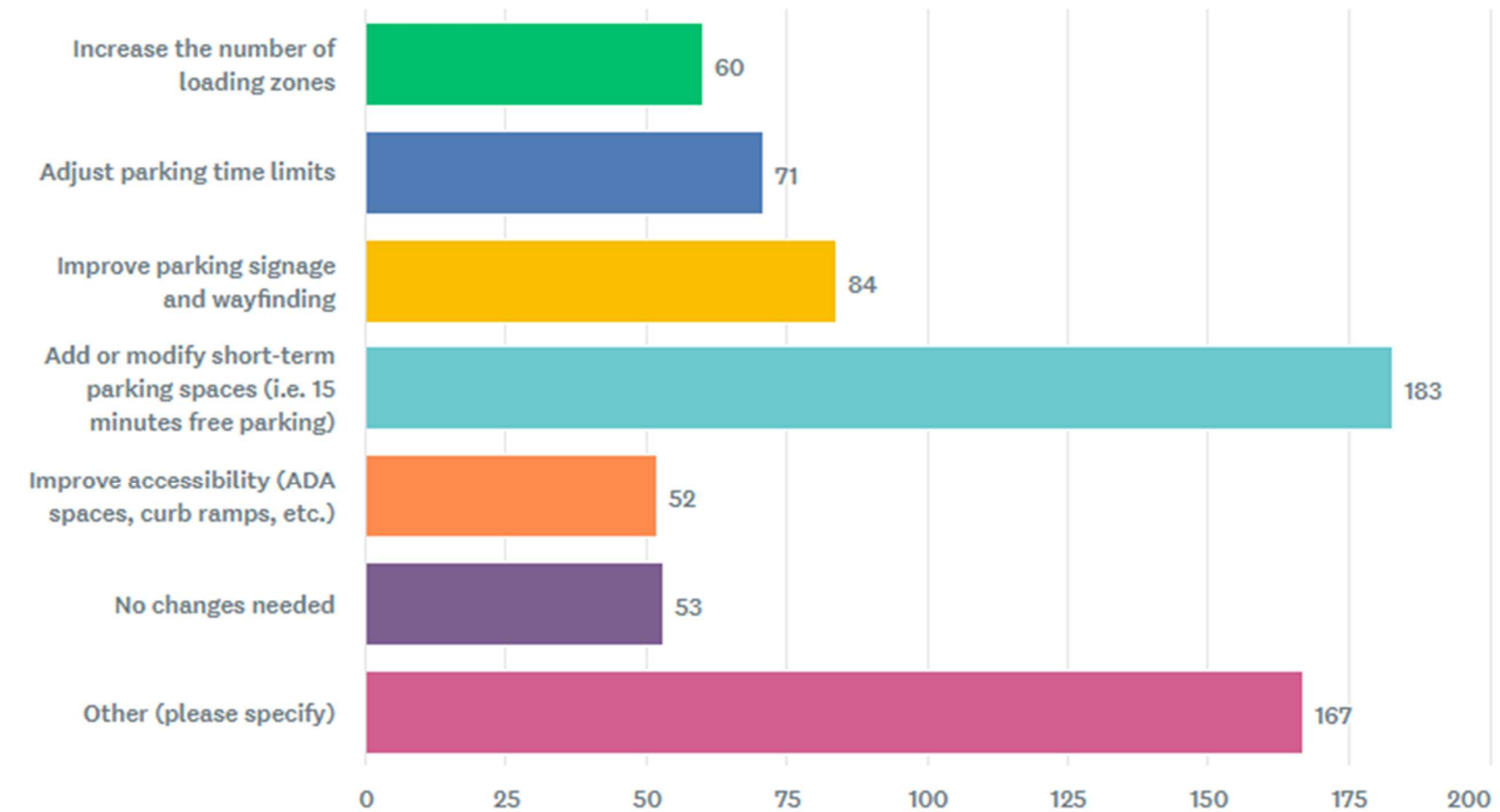
- Available space, regardless of distance or cost
- ADA accessibility
- Safety
- Cost

Question 22. How satisfied are you with your current experience parking in Downtown Flagstaff?



ParkFlag Goals

Question 23. If you could change anything about parking or curb use, what would you change? Select all that apply.



Of respondents who listed "other," key themes are as follows:

- Free parking

- Free parking during certain days
- Free parking for residents
- Improve mobile app ease of use
- Improve kiosk ease of use
- Eliminate residential permits north of downtown
- Build a parking garage
- More signage for visitors on how to pay
- Eliminate parklets
- Close core streets to car traffic
- Remove delivery trucks out of traffic lanes
- Improve clarity of signage
- Free parking for locals
- Wider sidewalks
- Parking space markings
- Advertise permits