

Executive Summary

- The Social Research Laboratory at Northern Arizona University conducted a survey of Flagstaff residents on behalf of the City of Flagstaff for the sixth time in as many years. In December 2005, 423 randomly-selected Flagstaff residents were surveyed by telephone.
- Eighty-two percent of Flagstaff residents say that the City is doing an “excellent” or “good” job providing municipal services. This represents the highest level of satisfaction with city services ever recorded by this annual survey.
- The percentages of respondents saying that quality of life in Flagstaff and in their neighborhood has gotten “better” since they moved here have remained relatively stable this year. The percentages of respondents saying that quality of life in Flagstaff and in their neighborhood has gotten “worse” since they moved here increased slightly this year.
- “Improving traffic conditions” remains the most commonly suggested improvement to quality of life in Flagstaff. Support for addressing affordable housing increased threefold this year.
- The percentage of Flagstaff residents providing a positive evaluation (meaning a rating of “excellent” or “good”) to individual municipal services ranges from 89 percent for Garbage Collection Services to 37 percent for Building and Planning Services.
- Of Flagstaff Police Department community programs, Flagstaff residents report the highest rates of familiarity and participation with DARE (Drug Abuse Resistance Education).
- Twenty-three percent of respondents report being victimized by crime in Flagstaff in the past year, and fourteen percent say they feel unsafe walking in their neighborhood at night. Increasing police patrols is the most popular suggestion for increasing safety in Flagstaff.
- Seventy-eight percent of respondents think the City is doing an “excellent” or “good” job enforcing the “Smoke Free Air Ordinance.”
- Sixty-three percent of Flagstaff residents characterize the exterior appearance of buildings in the city as “excellent” or “good.”
- Satisfaction with enforcement of Flagstaff zoning ordinances ranges from 69 percent for signage ordinances to 53 percent for parking ordinances.