

City of Flagstaff Citizen Survey 2005

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Table of Contents

	<u>Page Number</u>
Executive Summary.....	1
Methodology.....	2
Report of Survey Results.....	5
Annotated Survey.....	38
 Appendices: Open-ended Responses	
Appendix A - Improvements by City.....	51
Appendix B - Reasons for not feeling safe in neighborhood at night....	60
Appendix C - Ways Police could improve neighborhood safety.....	62
Appendix D - Reasons for rating structures or landscaping as poor.....	69
Appendix E - Reasons for rating zoning enforcement as poor.....	72
Appendix F - Zoning issues the City should enforce more strongly.....	76

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.

Methodology

The City of Flagstaff commissioned the Social Research Laboratory at Northern Arizona University to conduct a survey of Flagstaff residents. The Social Research Laboratory conducted similar surveys in December 2004, December 2003, and November 2002, September 2001, and December 2000. The current survey focused on residents' evaluations of municipal services, police and public safety, enforcement of the "Smoke Free Air Ordinance," property maintenance, and zoning ordinance enforcement. The survey instrument was collaboratively developed by the City of Flagstaff and the Social Research Laboratory, and featured a core block of questions from previous surveys as well as a series of new questions. Once the survey instrument was written, it was thoroughly pre-tested before data collection was initiated.

The current survey was conducted between December 2 and December 17, 2005 with 423 randomly-selected Flagstaff residents, 18 years of age and older. All adult respondents were screened for living within the Flagstaff city limits and considering Flagstaff to be their primary place of residence. Calling took place every day of the week, with morning, afternoon and evening shifts. The average length of the survey was approximately 13 minutes. Twenty-three trained interviewers were employed to conduct the calling.

The survey utilized a random-digit dial (RDD) sampling technique to generate a representative sample of households living in the Flagstaff area. RDD produces a more representative sample of the population than other sampling methods because all households with working telephones have an equal chance of being contacted. Listed and unlisted residential households have similar probabilities of being included in the RDD study.

Survey fielding was conducted using Computer Assisted Telephone Interviewing (CATI) technology. CATI is a system in which computers are employed to increase the accuracy, flexibility, and efficiency of telephone surveys. The computer system maintains a database of phone numbers, engages the sampling process, schedules callbacks, and records the disposition of each call. Interviewers are trained on interviewing protocol and use of the CATI system prior to the fielding of the survey. Interviewers view survey questions on the computer screen in a programmed sequence and record respondents' answers with the use of a keyboard. Data entry errors are decreased using this system.

Margin of Error

The "sampling error" associated with a 423-person sample drawn from a population the size of Flagstaff is +/- 4.9 percent at a 95 percent confidence level. "Sampling error" is a social science term that describes the probable difference between interviewing everyone in a given population and interviewing a sample drawn from that population. The percentages obtained in telephone surveys such as these are estimates of what the percentage would be if the entire population had been surveyed.

Thus, if 50 percent of those in the sample are found to agree with a particular statement, the actual percentage of agreement in the population from which the sample is drawn would be between 45.1 percent and 54.9 percent (50% +/- 4.9%). The 95 percent confidence level means that this +/- 4.9 percent margin of error would occur in 95 out of 100 samples of this size drawn from the city of Flagstaff. Sampling error increases as the sample size is reduced. This must be

kept in mind when comparing the responses of different groups within the sample (e.g., men versus women). Smaller numbers of respondents on any question translate into higher margins of error.

Total responses to some questions may be greater or less than 100 percent. In some tables, “Don’t know” and/or “refused” responses are considered to be “missing data” and are not included in the total respondents. Additionally, all figures are rounded to whole numbers.

Survey Implementation

Once a phone contact was initiated, trained interviewers introduced the survey to potential respondents by identifying the name of the calling center and the purpose of the survey. Respondents were assured that nothing was being sold or solicited, and they were guaranteed confidentiality of responses. Respondents were asked for their consent to take the survey and told the survey would take approximately 10 to 12 minutes to complete.

Every effort was made to obtain the highest possible completion rate. Several techniques were employed to achieve this goal. Survey fielding utilized an established pattern of callbacks to minimize non-sampling errors that occur from certain types of people not being available at particular times of the day. Also, a refusal conversion process helped to maintain the integrity of the original sampling framework and minimize non-response bias in sampling.

In the refusal conversion process, declined interviews were reattempted using a prescribed call-back schedule. The first time a respondent declined to participate in the survey, the respondent was coded as a “soft-refusal.” The telephone number was returned to the sample database and called again by a skilled “refusal converter,” an interviewer specially trained to convert refusals into completed interviews. If a respondent refused a second time, they were coded as a “medium refusal” and re-contacted by a skilled interviewer in an attempt to complete the interview. If the respondent refused a third time, they were coded as a “hard refusal” and their number was removed from the sample database.

Telephone numbers that were busy, rang without answer, or answered by an answering machine were called a minimum of ten times at different hours of different days before being removed from the sample database. Once “dead,” another phone number in the sample was substituted for the original number. This “call-back” procedure minimized the possibility of nonrandom bias from entering into the data.

Quality Control

The Social Research Laboratory utilized several quality checks in the collection of data. All interviewers were thoroughly trained in telephone surveying methodology prior to interviewing. After several general training sessions, interviewers received training specific to this project and remained in practice mode until maximum proficiency was reached. Once an interviewer was prepared to administer the survey, supervisors performed frequent and regular monitoring of calls and data collection.

Supervisors trained to check on the accuracy and validity of data collection completed a “supervisor call-back” of randomly selected calls. Each calling shift held a pre-shift meeting that

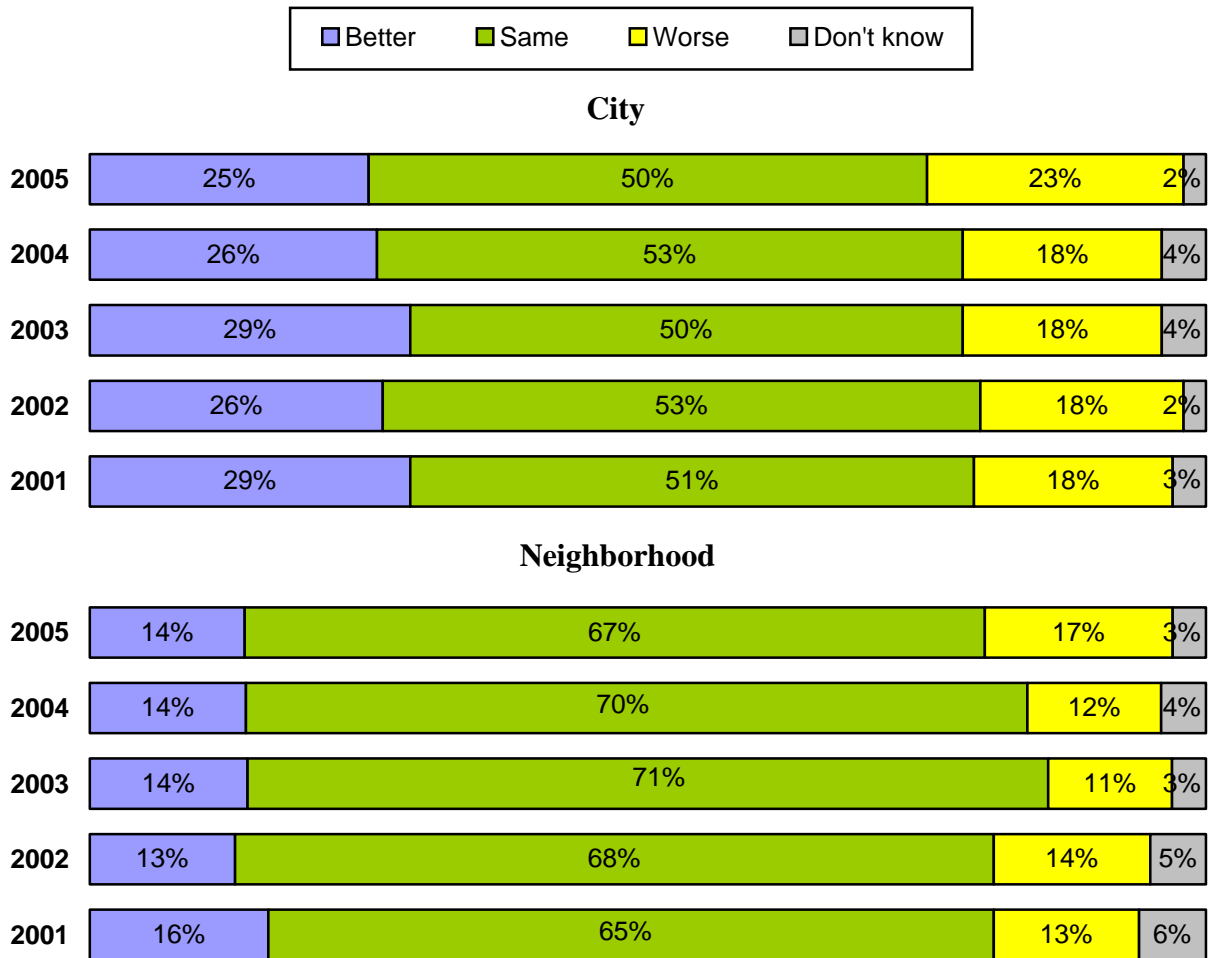
prepped interviewers on updates and changes in survey procedures. Interviewer meetings were held regularly and meetings with calling center staff were also held throughout the fielding of the survey to address questions that may have arisen.

Report of Survey Results

Quality of Life

Half of Flagstaff residents believe the “quality of life” in the City has stayed about the same in the time they have lived in Flagstaff. One-quarter (26%) of Flagstaff residents say the City has become a better place to live during this period, while 23 percent believe the city has become a worse place to live (see Figure 1).

Figure 1: Flagstaff Quality of Life



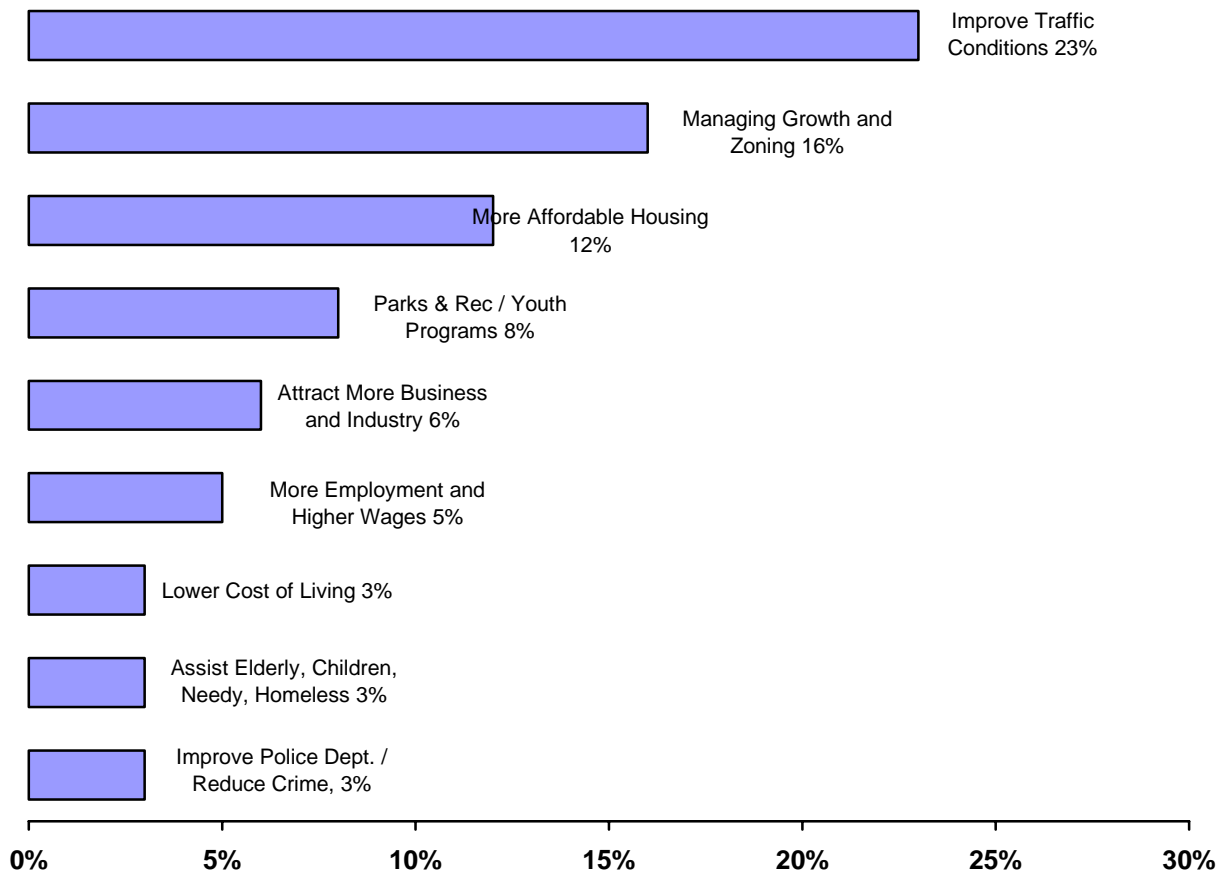
Sixty-seven percent of Flagstaff residents believe the quality of life in their neighborhood has stayed about the same during the past year. Fourteen percent of residents say it has improved and 17 percent say it has gotten worse.

For both questions, the proportion of respondents saying quality of life has gotten “better” remains at levels similar to last year, while the proportion saying that quality of life has gotten “worse” increased slightly.

Respondents were asked, “What is the one thing that the City of Flagstaff can do to most improve the quality of life in Flagstaff?” Open-ended responses were categorized and analyzed. Similar to previous years, “Improving traffic conditions” is the most popular improvement suggested by Flagstaff residents (23 percent of respondent suggestions – see Figure 2). Sixteen percent of respondents think Flagstaff’s quality of life would be improved if the City did a better job “managing growth and zoning.” Twelve percent think the City should address issues of “affordable housing,” up from 4 percent in last year’s survey.

Verbatim responses to this open-ended question are reported in Appendix A.

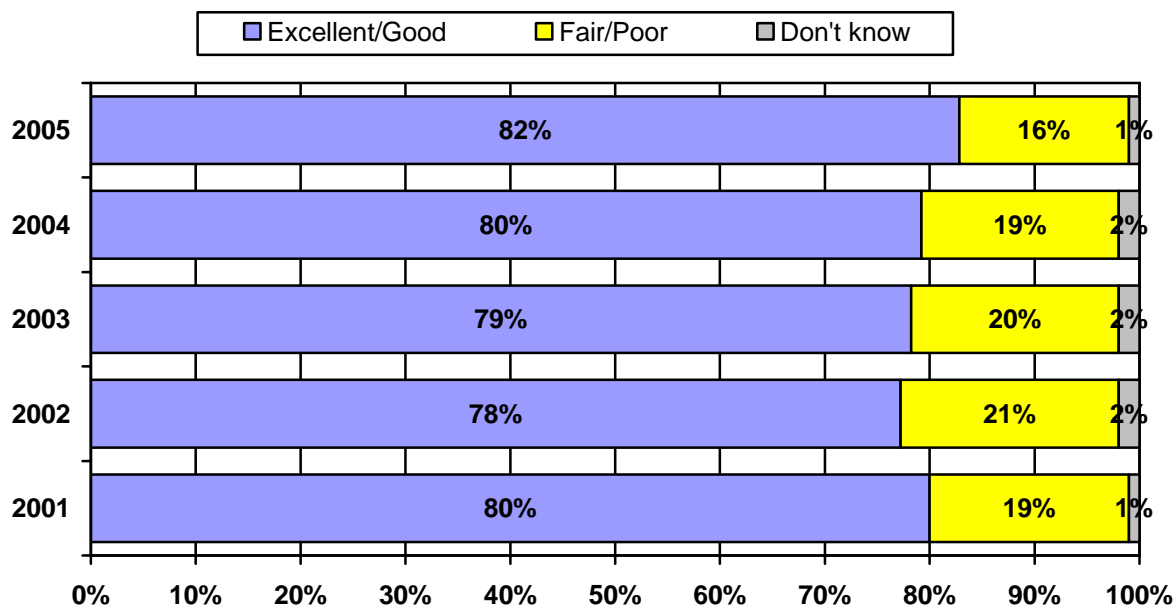
Figure 2: Top Improvements



Municipal Services

Overall levels of satisfaction with City of Flagstaff municipal services remain high; this year, 82 percent of respondents say Flagstaff is doing an “excellent” or “good” job of providing municipal services to the public (Figure 3). This represents the highest level of satisfaction ever recorded.

Figure 3: Evaluation of Municipal Services, 2001-2005



Survey respondents were asked to rate the quality of 14 different Flagstaff municipal services as “excellent,” “good,” “fair,” or “poor” (see Figure 4). The percentage of Flagstaff residents providing a positive evaluation (meaning a rating of “excellent” or “good”) ranges from 89 percent for Garbage Collection Services to 37 percent for Building and Planning Services.

Eight of 14 municipal services receive positive responses from at least two-thirds (66%) of respondents: Garbage Collection Services, Sewer Services, Fire Department, Water Services, Libraries, Police Department, Parks, and Recycling.

Of the six services below this threshold, three are relatively unfamiliar to the public. When asked to rate Community Arts and Cultural Planning, Recreation Programs, and Building and Planning Services, at least 16 percent of survey respondents indicate they are not familiar with these services. This reduces overall positive evaluations of these services.

Only two services, Traffic Signals and Building and Planning Services, are rated negatively overall (i.e., larger proportions of respondents rate these services as “fair” or “poor” rather than rate them “excellent” or “good”).

Figures 5-18, below, report ratings for each service during the 2001-2005 period. This year, for the first time, respondents rating a service as “poor” were asked, “Why do you rate this service as poor?” Open-ended responses to these questions are provided for each municipal service.

Figure 4: Evaluation of Municipal Services, 2005

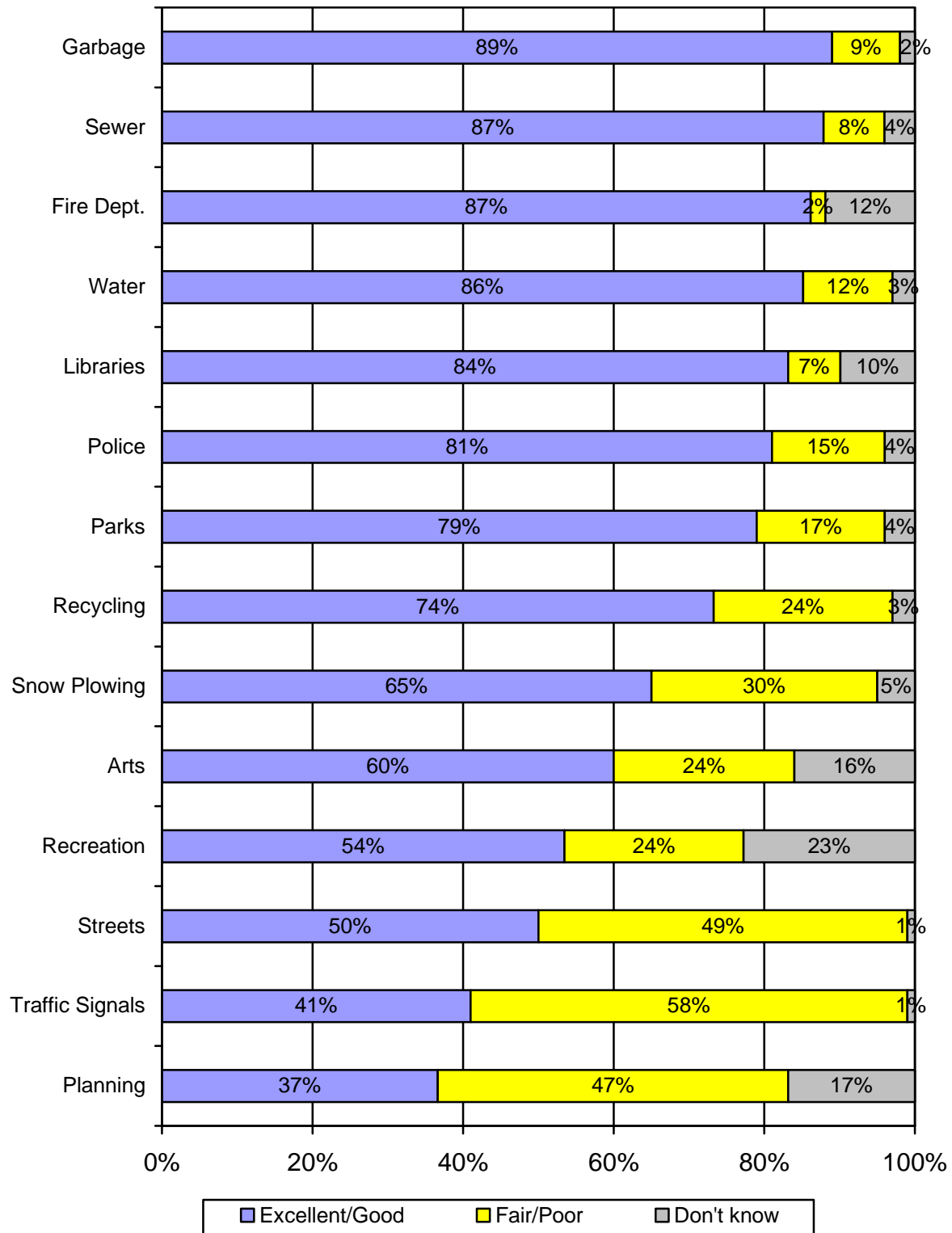
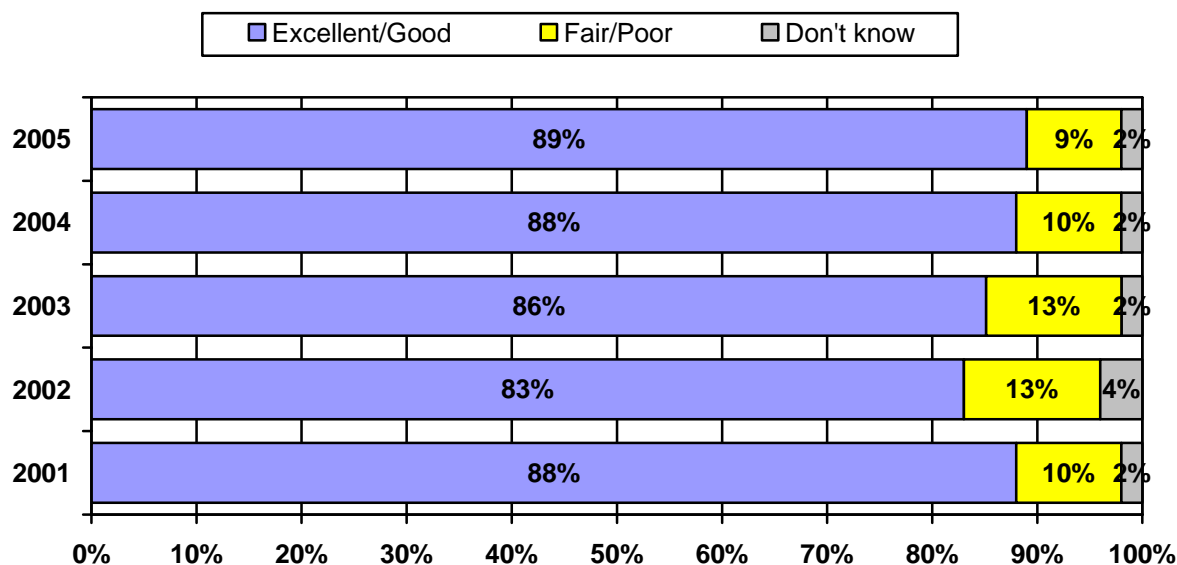


Figure 5: Evaluation of Garbage Collection, 2001-2005

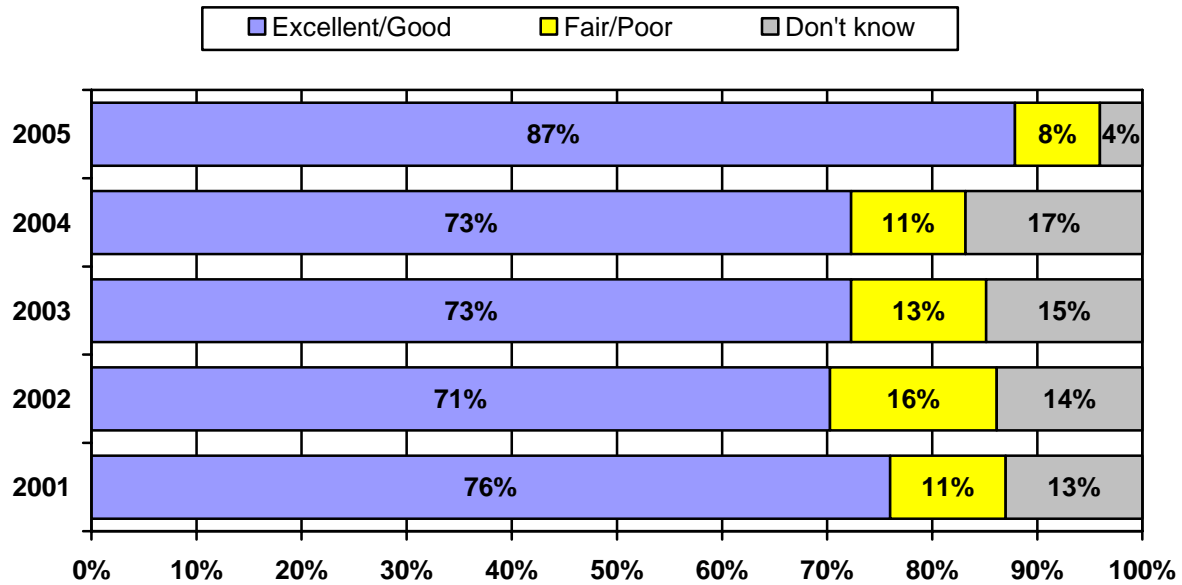


Flagstaff Garbage Collection Services is rated positively by 89 percent of respondents (Figure 5). This is the highest rating received by any City service (see Figure 4). This positive evaluation is consistent with previous surveys.

Nine respondents rated Garbage Collection as “poor.” They were asked why they rated the service as poor. Their responses were:

- Because of the limitations to recycling. I would like to be able to have more things taken by recycling.
- Because there will be garbage in the streets and they won't pick it up.
- No pick-up until about noon.
- Half the time they empty the trash and half of the time they do not.
- I think Flagstaff is totally over-polluted as a result of the technique used for trash collection. They need to update their system so trash does not end up blowing all over the neighborhood.
- It's a contract and it's not reliable.
- The services are very inconsistent. Garbage is picked up at 10 and other times at 6 am. Sometimes they do not come to pick up the trash. The management is poor.
- They come very early.
- We don't have any.

Figure 6: Evaluation of Sewers, 2001-2005

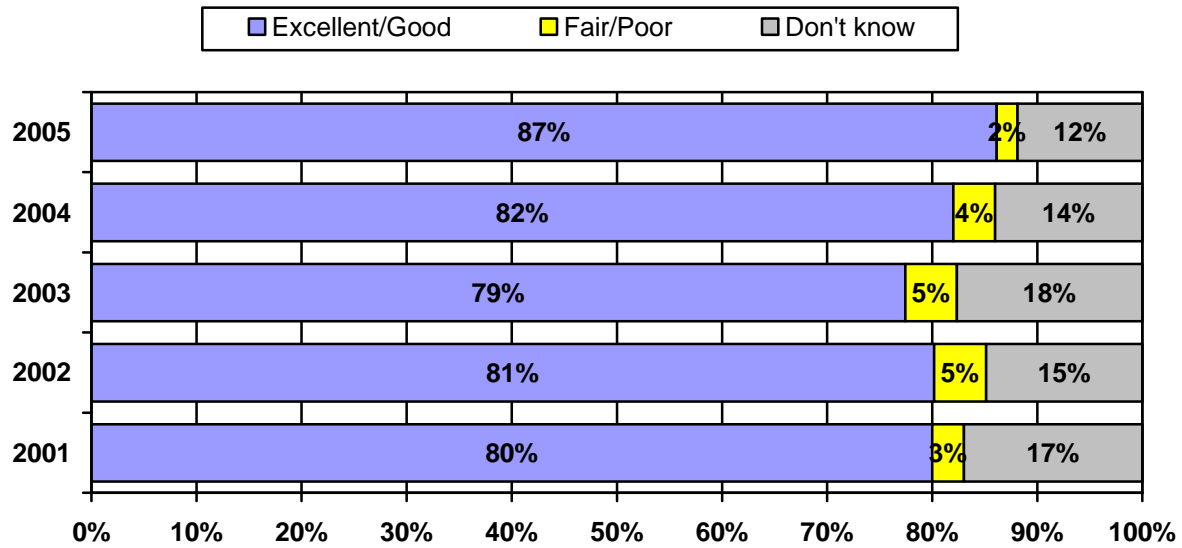


The positive rating of Flagstaff Sewer Services rose to 87 percent, its highest level ever, in 2005 (Figure 6). A 14 percent increase from 2004 survey results is accompanied by a 13 percent decrease in respondents who “don’t know” how to rate the service.

One respondent rated Sewer Services as “poor.” This respondent was asked why they rated the service as poor. Their response was:

- There’s no plumbing in my area, and I’m still in the city limits. *[Westridge Road]*

Figure 7: Evaluation of Fire Department, 2001-2005

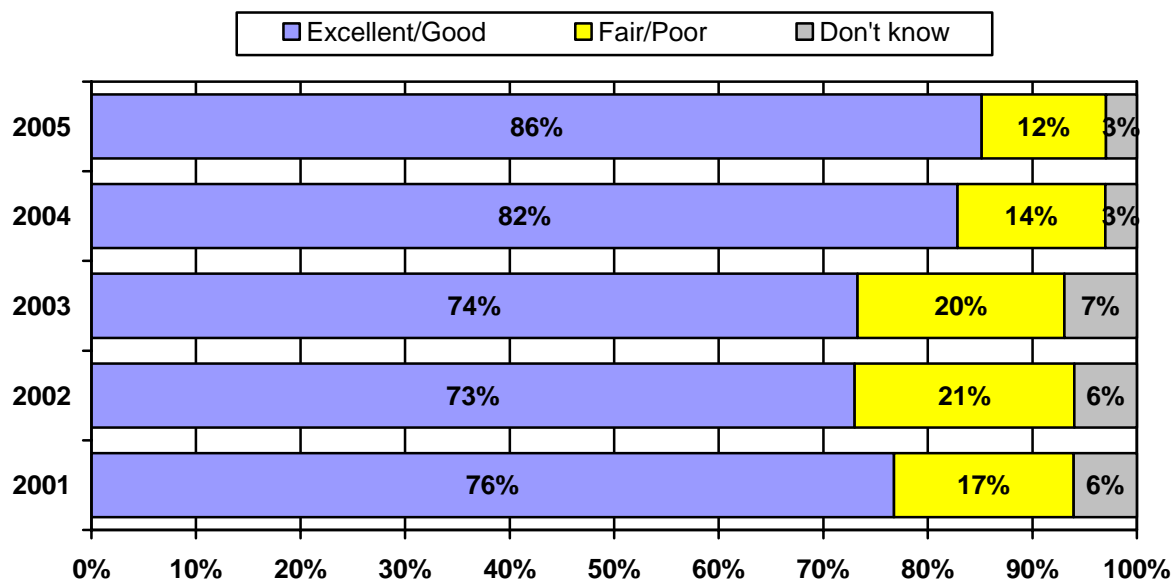


Eighty-seven percent of respondents evaluate the Fire Department as “excellent” or “good” (Figure 7). The Fire Department has been evaluated very highly over the past five years.

One respondent rated the Fire Department as “poor.” This respondent was asked why they rated the service as poor. Their response was:

- Lack of random drug testing for employees.

Figure 8: Evaluation of Water Services, 2001-2005

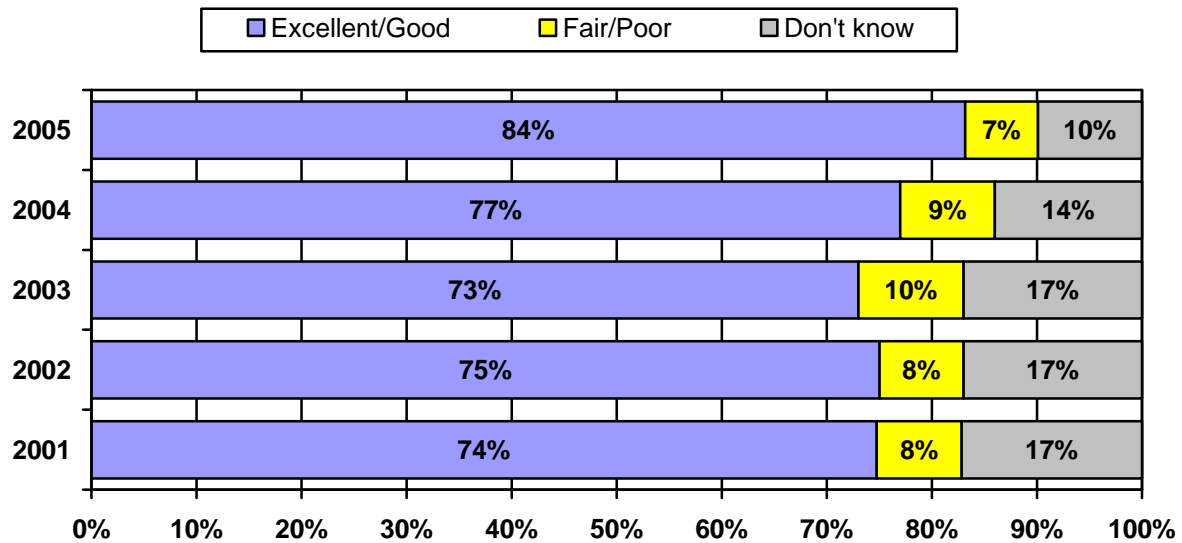


Positive evaluation of Flagstaff Water Services increased to 86 percent in 2005, its best-ever rating (Figure 8).

Six respondents rated Water Services as “poor.” They were asked why they rated the service as poor. Their responses were:

- Because wrapped into the water delivery is a whole ethic of running up huge bills in order to shoehorn more people in this town.
- I disagree with the chemicals that they put in the water because the chlorine comes out of my faucets on the weekends and I can smell it.
- I don’t get my questions answered in a timely manner.
- I live in the city limits and we have to haul our water because we don’t have service.
[Westridge Road]
- The increase in the rates.
- The way they prioritize the use of water and some of the policies that they’re making regarding the availability of water.

Figure 9: Evaluation of Libraries, 2001-2005

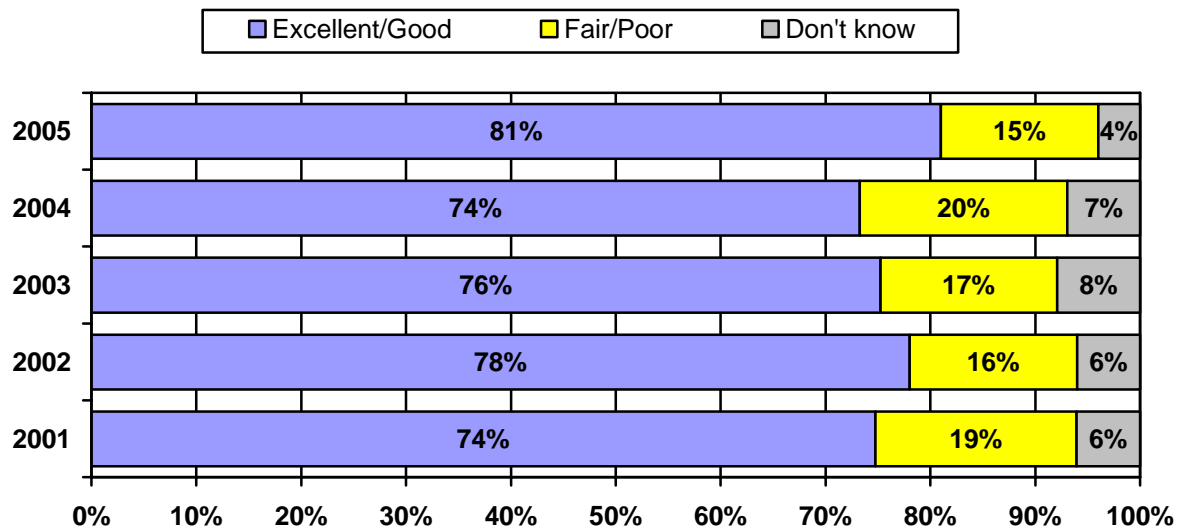


Satisfaction with Flagstaff libraries rose to 84 percent this year (Figure 9). This increase is due in part to a decline in respondents who are unfamiliar with the libraries.

Three respondents rated Libraries as “poor.” They were asked why they rated the service as poor. Their responses were:

- I can hardly use anything there and it is a big hassle.
- I would like the Fourth Street branch to get more variety.
- They’re not technologically up-to-date, have a lot of outdated material, and do not have proper accommodations for the community.

Figure 10: Evaluation of Police, 2001-2005

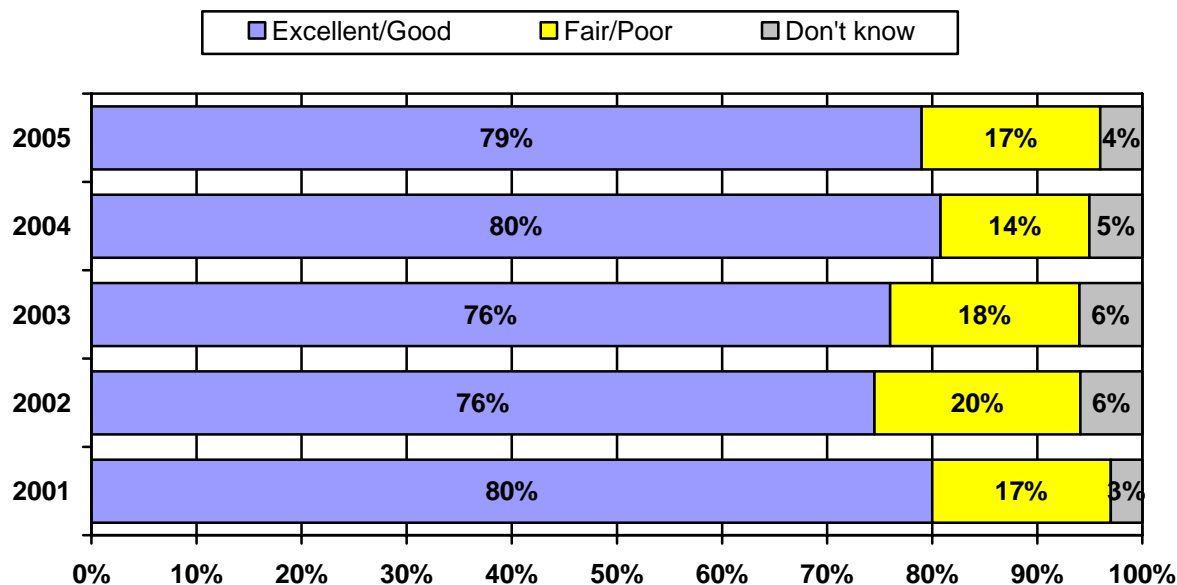


The rating for Police Services reached its highest level in five years, with 81 percent of residents rating it as “excellent” or “good” (Figure 10). Fifteen percent of respondents rate this service as “fair” or “poor,” the lowest negative ratings recorded in the six years of this survey.

Twelve respondents rated the Police Department as “poor.” They were asked why they rated the service as poor. Their responses were:

- Because of the incident with the high school. Infringement of students’ rights to freedom of speech.
- Everyone speeds through town.
- I believe that the city police department has not prioritized in the right place. They have to focus on crime.
- I experience a lot of racial profiling.
- I think the police tend to engage in racial profiling and pick on younger people.
- Poor people skills.
- The police will avoid a big problem to handle a small problem. It is one of the worst I’ve seen.
- There’s not a lot of police in my neighborhood. [O’Leary Street]
- There have been several times where there have been gun shots and our vehicle has almost gotten stolen. It takes them hours to respond to calls and sometimes they never respond.
- They are more impressed with big statistics and not the service of the population.
- They are not consistent in their work.
- Traffic enforcement is not good.

Figure 11: Evaluation of Parks, 2001-2005

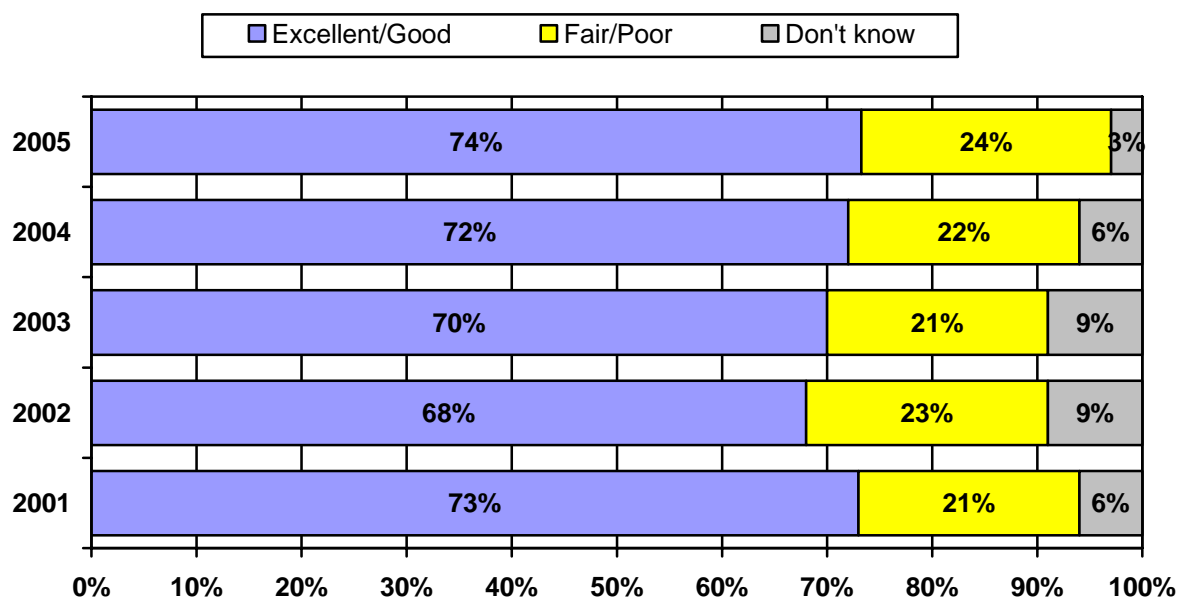


Residents' evaluation of City Parks has remained positive over the past five years with 79 percent of respondents now rating City Parks favorably (Figure 11).

Eleven respondents rated City Parks as "poor." They were asked why they rated the service as poor. Their responses were:

- Because we don't have enough parks for our children. In each neighborhood, we should have at least one park.
- Hard to find parking.
- I have been to other places and I don't feel like Flagstaff is family oriented.
- I think that our community tries really hard, but we have capitalist a**holes that are trying to use our green space for their own capitalist ventures.
- The city isn't doing enough to protect additional park lands.
- Not enough parking areas.
- There are very few parks and they are not a high priority for city council and city manager.
- There is a lack of municipal golf courses. There are not enough parks and swimming pools. Existing parks are more for children.
- There is not enough for kids to do here. They cater to adults and not children, and I think that is wrong.
- They need someone out in the parks and urban trails. Someone should clean up. There are lots of bottles, it's dangerous for the kids.
- When my kids were playing sports it was difficult to get times to practice, the quality of the fields were not good, and the quality of the services offered are not as good as they should be.

Figure 12: Evaluation of Recycling, 2001-2005



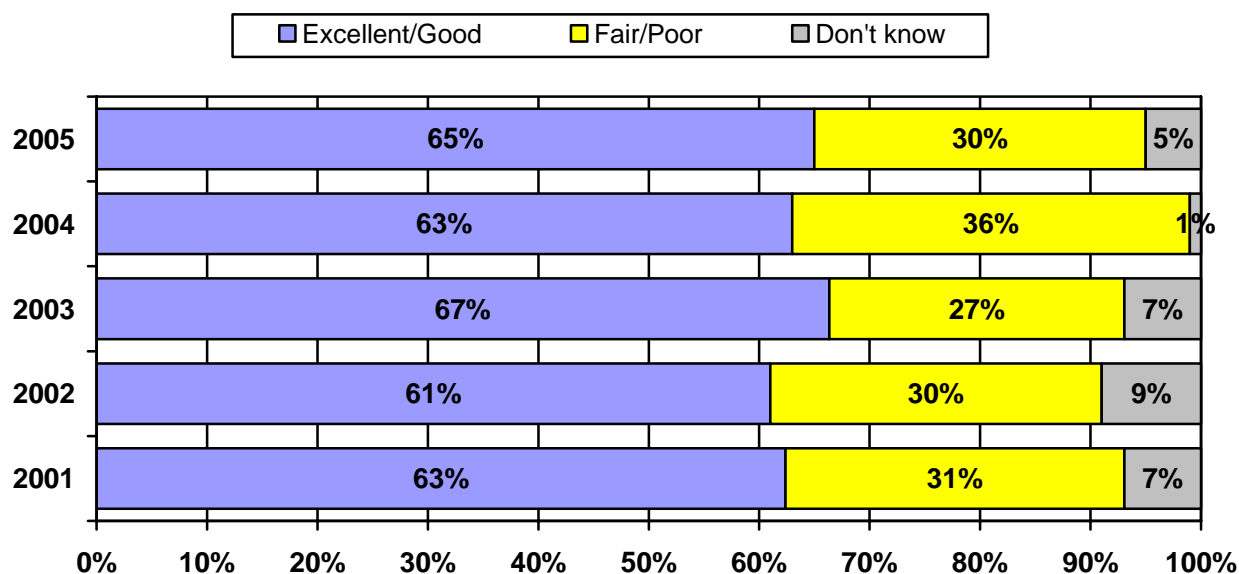
A slightly larger percentage of Flagstaff residents (74%) rate the Flagstaff Recycling and Environmental Services positively compared to ratings over the last five years (Figure 12). Twenty-four percent of respondents rate the Recycling Program as “fair” or “poor.”

Twenty-three respondents rated Recycling and Environmental Services as “poor.” They were asked why they rated the service as poor. Their responses were:

- Because there is no place to put glass. They only have certain things they take.
- Because we don't have glass or green waste recycling.
- City needs to increase the products that can be recycled.
- For being such a liberal town you'd think that there would be more admiration for recycling here.
- I would like them to be able to recycle items marked as 6, because all the styrofoam products are marked 6.
- I would like to see curbside glass collection and more options for plastics and styrofoam.
- I'm trying to recycle glass and we can't.
- It's not the city's to start with. We pay but they give it to someone else and we are still paying for it.
- More recycling facilities.
- Need more.
- No ability to recycle glass from the home.
- Not accessible to everyone.
- Not sufficient availability of processing within reasonable distance of Flagstaff to sell it at a profit, so the charge for pickup keeps going up when it should be free.
- Poor on recycling because mentally we are up to it, but actually doing it we are lazy.
- There's not a very good system here. We can do better. Improve the variety of things they recycle.
- There is a better way to improve recycling. They could do a better way of separating things instead of dumping all of it in one container.

- They canceled the recycling out here so nobody is recycling anything. [*Woodlands Village Apartments*]
- They don't have a good enough program. They need to be more in depth with their program.
- They don't put out enough information.
- We are not allowed to recycle glass in our homes. There are a lot of things that are recyclable that we are not allowed to recycle.
- We don't get that service either.
- We have a hard time finding the bins for it and they are mostly full. They do not provide bins for me in my apartment complex.
- We have to pay to have our stuff recycled.

Figure 13: Evaluation of Snow Removal, 2001-2005



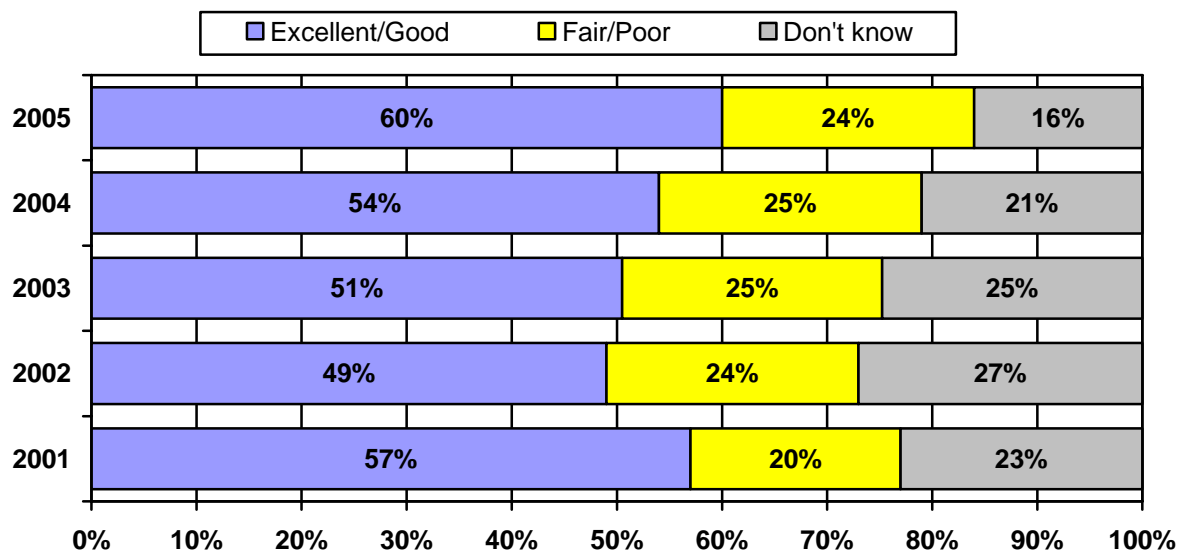
Flagstaff’s Snow Removal Service has seen relatively consistent ratings from 2001 to 2005. “Fair” and “poor” ratings dropped six percent in the past year (Figure 13).

Thirty-two respondents rated Snow Removal as “poor.” They were asked why they rated the service as poor. Their responses were:

- A lot of the side streets don’t get plowed.
- Because I live on a dead end street, we need more assistance.
- Because my street sometimes does not even get plowed at all. [*O’Leary Street*]
- Because the lack of salt use.
- Because they are not plowing where it is necessary.
- Because they put it in bad places.
- County does a better job of removing snow.
- Every year it snows here, my street is not plowed. And the streets that are plowed, are not plowed that well. [*Cheshire neighborhood*]
- I don’t think the city has invested much in snow plowing. I don’t think they know the importance. There is no proper equipment.
- I have had problems in my neighborhood with this. They push the snow to one side; they don’t divide the snow equally. [*Pleasant Run Drive*]
- I have never seen cinders and then when they plow they just block something else.
- I think that they need to be ready. They know it’s going to snow and all they do is block the drive ways. They need to be more prepared.
- In the residential areas, there isn’t much attention paid to the snow that’s there.
- It doesn’t come to our place.
- It seems like it takes a long time in the morning to get started with the plowing.
- Late to clear out.
- Mainly, the area I live in does not have timely plowing. [*Near the airport*]
- Seems as if they are understaffed.
- The snow plowers don’t know what they’re doing. I used to live in bigger cities back East that

- do a better job.
- They do not keep up on it soon enough.
 - They do not plow my neighborhood. *[Richcrest Drive]*
 - They don't come on time when there is a big snow. They park in front of our driveway. Hard snow ends up blocking the driveway as well.
 - They don't do a good job removing the snow.
 - They hardly ever do it. It takes them forever.
 - They pile up huge ice piles in front of our house after we have shoveled and then we have to shovel again.
 - They plow to the sidewalks and the people cannot walk there. Or they plow to the shady side so the ice stays forever. And also they put it in the middle of the street. It is dangerous.
 - They really don't enforce the parking ordinance, and they plow driveways in.
 - They should do less of it. They should do the emergency routes, but I really don't like them doing my street.
 - They take a long time to remove the snow. They clean up the main roads but not the little streets where the school buses go through.
 - They wait too long to do anything about it and when they do something it is not adequate
 - They work according to the public school schedule, so it's very difficult.
 - When they plow they block the driveway, it is very hard to lift the icy snow. It is a hazard.

Figure 14: Evaluation of Community Arts and Cultural Planning, 2001-2005

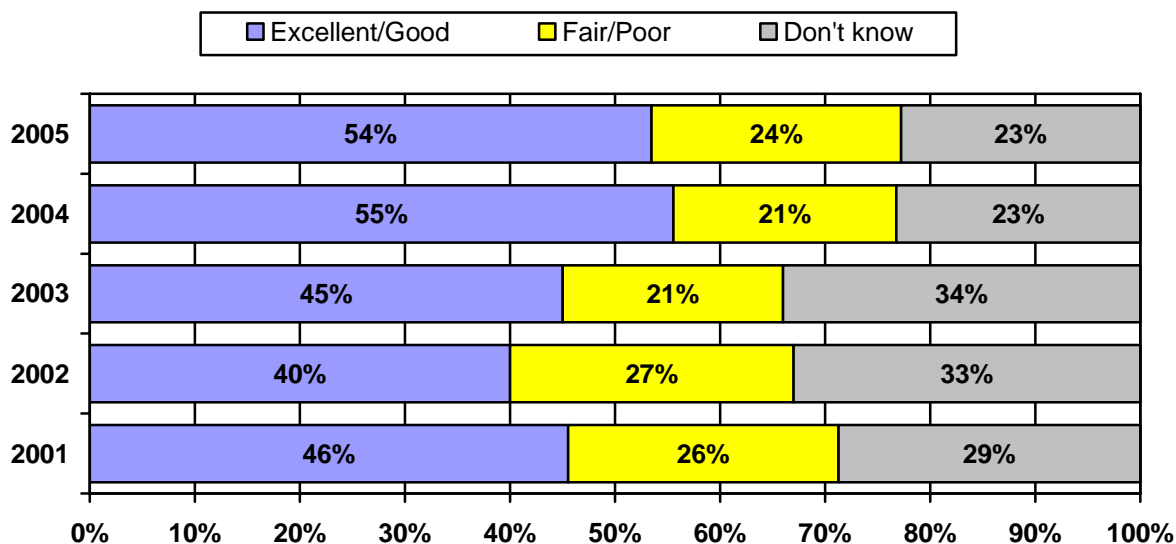


In 2005, Community Arts and Cultural Planning saw its highest rating in five years (60 percent “excellent” or “good”; Figure 14). Sixteen percent of residents remain unfamiliar with this service.

Nineteen respondents rated Community Arts and Cultural Planning as “poor.” They were asked why they rated the service as poor. Their responses were:

- Because they’re not letting in new businesses, which would in turn bring in more jobs.
- Because we do not plan on community services.
- Because what they call art is simply a waste of money.
- Bringing art into this community that is not part of this community. This is a rural community and it was built that way. Should be respecting that history and the modern art is crap.
- I don’t see much of this service.
- I don’t think that they listen to what the population would like.
- I don’t think that there is much community input on art.
- I have driven on Route 66 and the displays near the post office are a complete waste of money.
- I think the city is too hard to deal with.
- If they are the ones that came up with the sculptures around town I don’t know what to say.
- It is a waste of money.
- There has not been anything to suit the tastes of the average person.
- There is a lot of room for improvement in this because many people of different cultures prefer Flagstaff, but cultural interaction is not very common in Flagstaff.
- There is hardly anything that is sponsored by the City as far as art and cultural events.
- There are no real efforts to bring cultural things to Flagstaff. They are token efforts, not real.
- There isn’t enough representation for the ethnic community.
- They don’t do anything. Flagstaff government has failed in developing arts here.
- They make bad decisions. Some of the art work that they chose is not going to benefit the city.
- They waste a lot of money on stupid art work. You can’t even read the new Flagstaff sign and it probably cost a chunk of money.

Figure 15: Evaluation of Recreation Programs, 2001-2005



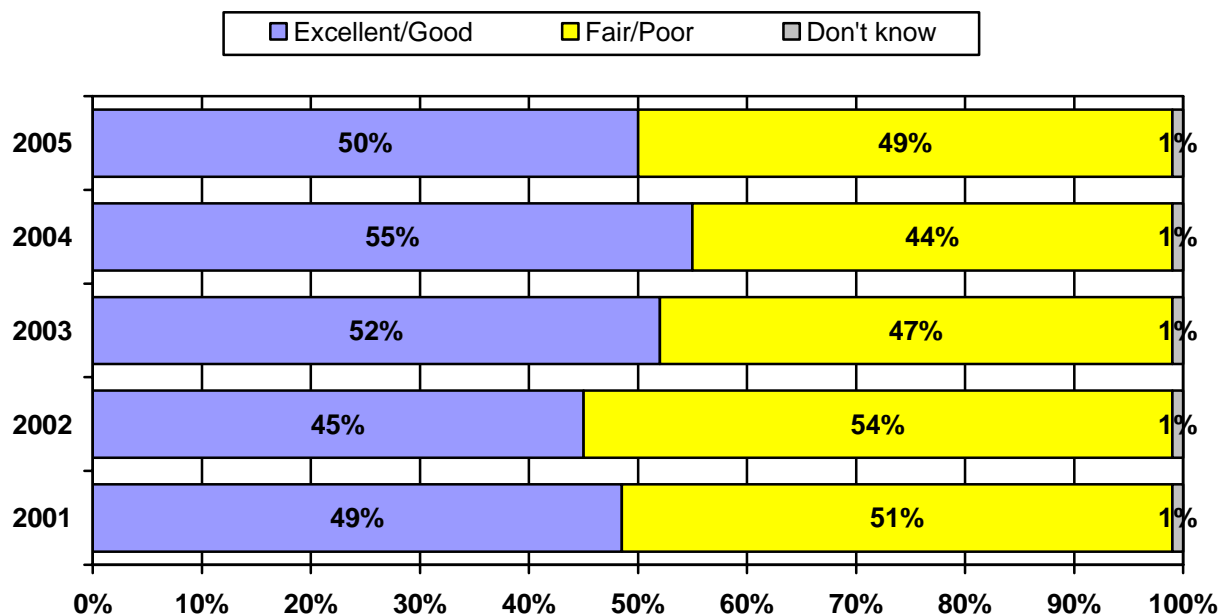
Flagstaff Recreation Programs maintained relatively high ratings in 2005. Fifty-four percent of respondents rate the service as “excellent” or “good” (Figure 15). Twenty-four percent of Flagstaff residents rate Recreation Programs as “fair” or “poor” and 23 percent are unfamiliar with the service. These ratings are consistent with ratings of 2004.

Twenty-six respondents rated Recreation Programs as “poor.” They were asked why they rated the service as poor. Their responses were:

- Because we do not have any public pools. There are a lot things that we do not have here that kids have in other parts of the country.
- Because we need more stuff for the younger kids to do.
- Good in the winter but poor in the summer. We should do more with Snowbowl.
- Haven’t heard of any near my location.
- I don’t think that they offer enough recreational services for a variety of age groups.
- I don’t think there are enough teenage activities.
- I have tried to utilize parks and services, but was disappointed with their quality.
- I think the facilities are not well maintained and the staff isn’t very responsible.
- I was born and raised here and there is nothing to do for young people to do here or for families for that matter.
- It is catering to adults, and children get into trouble because there are no activities for them.
- Just not enough of them.
- No YMCA. Their fitness programs and children’s programs are priced for the elite. They need to do things that fit into people of all income categories, especially children of all incomes.
- Not enough programs for children.
- The City of Flagstaff and the YMCA will be building the recreation center. It’s costing too much and not centrally located so I would rate it as poor.
- The crowds at the park are troublesome.
- They’re fighting the YMCA instead of supporting it. It should have been here 4 years ago.
- There aren’t as many programs for the youth as there were years ago.

- There is no municipal pool for the city.
- There are not a lot of recreational places for kids to go to instead of doing drugs or criminal activity. The ones we do have are not that great.
- There are not that many in this town for all the kids that are here. They don't have enough programs to keep up with all of the kids.
- There is nothing for anyone to do unless you have lots of money or are affiliated with a gang.
- They are not creating enough healthy activities for young people that do not cost a great amount of money.
- They don't do much for young people.
- Unavailability of any services.
- We need to have more recreational opportunities for the children and teenagers in the community.
- Would like to have an outdoor pool for the public.

Figure 16: Evaluation of Street Maintenance, 2001-2005



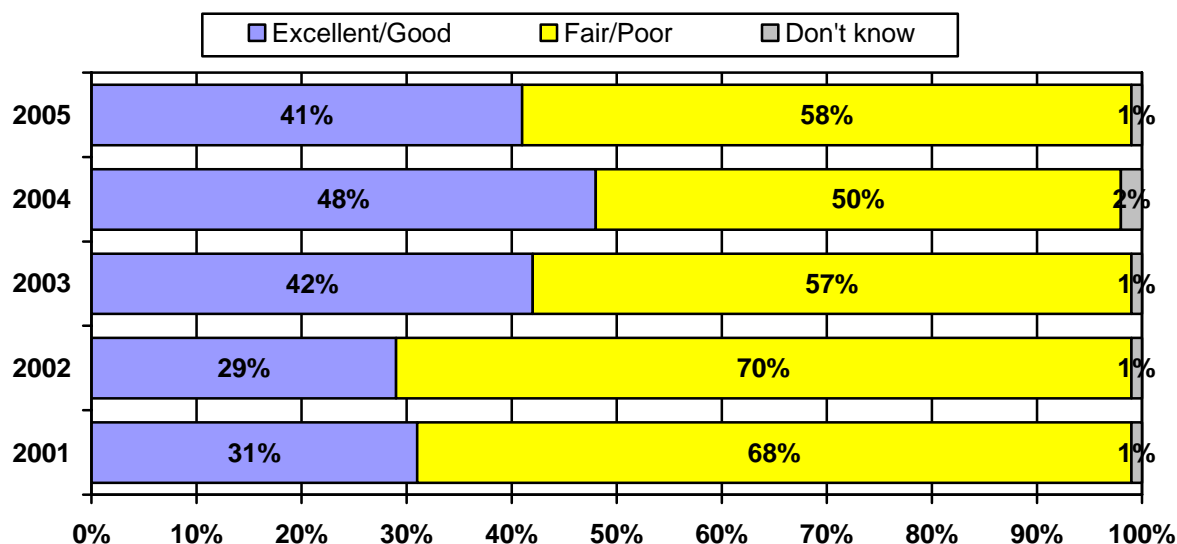
Over the past five years, Flagstaff Street Maintenance has typically received lower ratings from Flagstaff residents as compared to other services. In 2005, one-half of respondents gave a positive rating to the service (Figure 16). As in previous years, only one percent of residents sat they “don’t know” about Flagstaff Street Maintenance.

Fifty-six respondents rated Street Maintenance as “poor.” They were asked why they rated the service as poor. Their responses were:

- A lot of potholes.
- A lot of streets need work.
- A lot of the streets I drive are still potholed from last winter.
- All the pot holes and not very good bike lanes.
- Because cracks and pot holes are present all over the road.
- Because of the damage to the roads and it takes them forever to get fixed.
- Because there are a lot of potholes that have not been cemented in a long time.
- Because they’re not appropriating sufficient money to keep the street surfaces up. They promise to fix the streets -- but they just patch them up instead of re-paving.
- Because they are not clean and don’t pick up the dust properly.
- Because they are very selective with the streets they serve, they are not as responsive to some streets needs, for example: Sunnyside, or lower-income areas.
- Because they do the street maintenance in the weekend.
- Because they don’t take care of potholes.
- Continuous construction inhibits traffic flow.
- Dead animals get killed in the street and aren’t cleaned up. The city does not do a good job of keeping the streets clean.
- Heavy traffic and potholes.
- I’m handicapped and the city needs to do something about commutability with handicapped

- accessible curbs and sidewalks are in poor condition.
- I drive all over Flagstaff throughout the day. There are potholes and cracks in the road that have not been fixed. Route 66, for example, needs repairs and has not been fixed.
 - I think they dig up a lot of places and it's hard to get through sometimes.
 - It seems like it takes too long for repairs. There is always something that comes up.
 - It seems like they don't finish repairs. It seems like there is always construction.
 - It takes forever for anything to get fixed here.
 - Last time it snowed they were bad, but good this summer.
 - Last winter was not good.
 - Late maintenance made me late to the office. Late communication in construction project.
 - Not usually repaired.
 - Numerous potholes, poor repairs and markings.
 - Patch up roads and then after winter there are more potholes.
 - Potholes.
 - Potholes all over the road.
 - Route 66 is very poor.
 - Sidewalks are awful for residents with a stroller.
 - Street is not too good.
 - Takes a while to clean the streets.
 - Terrible repair. The potholes are terrible.
 - The amount of potholes I have to drive through.
 - The city needs to actually fix the potholes instead of just filling them.
 - The don't sweep streets enough and then later in the year the potholes get dangerous and they don't fill them fast enough.
 - The number of potholes, cracks in the streets, the unevenness of the road.
 - The pathways are very bad and how they use them. The potholes two feet down.
 - The snow removal and all the potholes.
 - There are a lot of pot holes. The employees that are working on them are often loitering.
 - There are a lot of potholes and cinders left behind. It makes it dangerous for bikers and walkers. I am also disabled and there are some areas where there aren't curb cuts.
 - There are potholes all over.
 - There are so many roads that need to be repaired or repaved.
 - There are tons of potholes.
 - There are too many potholes and they don't get fixed quickly enough.
 - There is no road maintenance even though we live on the edge of the city limits.
 - They aren't maintained all the time they need to be resurfaced.
 - They don't repair when needed.
 - They don't take care of the streets.
 - They just don't repair in a timely manner.
 - They should do better job during winters and too many patches.
 - They should do better work on improving roads.
 - Too many cracks and holes.
 - Too many potholes!
 - Well I'm on a dead end street, they clean it absolutely last, but they need more assistance in dead end streets. They take a long time to get to these streets.

Figure 17: Evaluation of Traffic Signals, 2001-2005



Forty-one percent of respondents see traffic signals as “excellent” or “good,” while 58 percent of respondents view traffic signals as needing further improvements (Figure 17). Positive ratings of traffic signals decreased by seven percent in 2005.

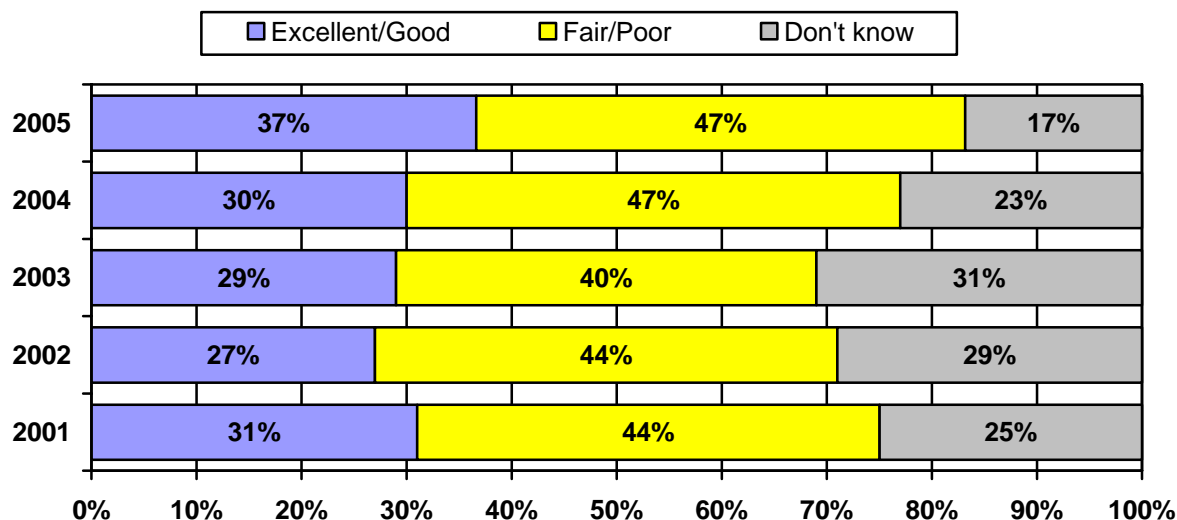
Ninety-nine respondents rated Traffic Signals as “poor.” They were asked why they rated the service as poor. Their responses were:

- Because at times of the day it is really congested. You have to wait too long.
- Because of the congestion of the intersections, and the signals don’t coordinate.
- Because of the timing of the light, timing of the light causing traffic.
- Because so many signals are set up for stop, so that increases the emissions from vehicles.
- Because they are not in proper timing.
- Because they are not spending enough to keep up to par with the traffic we get here.
- Because they are not synchronized.
- Because they are not well coordinated.
- Because things are more congested and it’s a challenge to get around the town and the length of time it’s taken to get the overpass set up.
- Better planning.
- Congested.
- I don’t believe it maintains the flow of traffic at an adequate rate.
- I don’t think there’s enough traffic lights where there should be so traffic gets congested.
- I don’t think they do not do a good job in anticipating traffic signals.
- I don’t think they put much time into making sure the signals line up right.
- I feel like there are too many accidents, like the timing on the lights are wrong.
- I feel like we have bottlenecks in town and we have not moved forward like we should have.
- It seems like I always have to wait for a long train.
- I have to run a traffic light to work and I found out they are poor.
- I think they need lights where they don’t have them and have lights where they don’t need them.
- I wasn’t impressed with the reactions from the traffic officials.
- In many instances they are learning how to coordinate the things. But they have to bring

- people from Phoenix to fix the lights and to teach people here how to fix the lights.
- It's just the back up that there is. Traffic doesn't run smoothly.
 - It is a high traffic city and there is not adequate design for traffic flow.
 - It seems like they have the right set up. When I stop at a light it lasts too long and you can not get to downtown on time.
 - Lights don't display properly, sometimes dangerous.
 - Lots of traffic out there. Signals are not working appropriately. Signals should be fixed according to the peak time and free time.
 - Many people don't adhere to the traffic signals.
 - Most of the time they are not synchronized, downtown.
 - Most of them are not coordinated, most that have the most congestion are regulated by the state. The ones on Route 66 and Humphreys are not feasible for the traffic goes through them.
 - Need more traffic control.
 - No matter what time of day it is in some parts of town it is always backed up.
 - None of the lights are coordinated.
 - None of them are in sync and it takes forever to get from one mile to the next.
 - None of them are timed right, it seems like they are set to go against each other. The trains are allowed to back up and park in the intersections.
 - Not coordinated.
 - Not done properly.
 - Not planned out very well. They are not managed very well.
 - Not set properly.
 - Poorly timed lights and the railroad is bad.
 - Route 66 for example is terribly jammed. A dangerous intersection.
 - Route 66, very late signals due to train, we have to wait for long time and not coordinated well.
 - Signals are not helping much for traffic issues.
 - Some lights are too long and some are short. They are not synchronized properly.
 - Some of them are a little out of time and I get stuck behind the train all of the time.
 - Sometimes the cross walks and the colors of the lights go against each other.
 - The downtown area is poor.
 - The drive to Milton from downtown the lights are not coordinated; the traffic does not flow as it should.
 - The lights are not regulated. There are times when they turn red and they are not supposed to.
 - The whole system is backwards.
 - The lights near the railroad on Enterprise and San Francisco, as well as Enterprise and Butler, do not correspond to the train. At night many cars run red lights.
 - The lights need to be timed better because traffic gets backed up.
 - The light on Steves Blvd doesn't let enough traffic through at a time. The traffic lights haven't adapted with the growth.
 - The stop lights in the downtown area are not timed correctly, causing high congestion and traffic.
 - The timing is off on the traffic light signals.
 - The timing of the lights is poor. The timing doesn't allow for proper flow of traffic.
 - The traffic in general is out of control.
 - The traffic pattern control planning is poor.
 - The walk signals are not long enough for people to get across.
 - There are a few places that are just horrible.
 - There could be more safety involved, with signals to have numbers down to yellow.

- There is a lot of back up.
- There is no coordination in the signals. Some are too long some are too short.
- There is no good timing.
- There is too much congestion because of the signals.
- There wasn't enough planning in the early development of this city.
- There are too many traffic signals and they are not in sequence.
- They're not staggered well, so that you can get through a series of lights without stopping.
- They're slow, they back up traffic.
- They're too close together and I've seen a number of accidents because of this.
- They are not matched up.
- They're not synchronized. If you drive the speed limit within the city you always hit the red.
- They are not synchronized. The one by Babbitt is off and needs to be controlled by Flagstaff.
- They aren't timed well.
- They aren't as efficient and don't allow steady flow of traffic.
- They don't make any sense. There are many sections where new signals are needed.
- They need to get them in line.
- They should add more left hand turn arrows.
- They take too long, they take their time.
- This is not a small town. If you ride your car around 4 pm it's bad.
- Three or four people go through a red light. It happens all the time.
- Timing gets in the way of the flow of traffic.
- Timing is no good; not coordinated.
- Timing seems off.
- Too difficult to manage.
- Too many traffic lights.
- Too much congestion of vehicles in most of our intersections.
- Too much traffic.
- Traffic congestion. Not enough main streets to get people moving around quickly and smoothly.
- Traffic gets backed up so much. It is not a good system for easy flow of traffic.
- Traffic has always been a problem, and there are some intersections that are dangerous.
- Traffic is awful and the lights don't regulate flow very well.
- Traffic is such a problem in this town hopefully the overpass will clear some of it in the town
- Traffic patterns don't match what is needed.
- Trees are blocking signs.
- Trying to get from Beaver to Route 66 during rush hour is unreal. Traffic is gridlocked as well as Milton Road is a zoo coming from the airport.
- We either have too many or not enough. We don't have enough signs to know which lane to be in.
- We have to increase the number of signals.
- We need a few more because I live on Patterson and about 3 pm it gets too packed and you can not really get home.
- When you go through Route 66 the signals are not synchronized. There should be fewer signals.

Figure 18: Evaluation of Planning/Building Services, 2001-2005



The percentage of respondents rating Planning and Building Services as “excellent” or “good” rose by seven percent this year, while the percentage of respondents rating Planning and Building Services as “fair” or “poor” remained at 47 percent (Figure 18). Seventeen percent of respondents are unable to answer this question or are unfamiliar with this service.

Sixty-nine respondents rated Planning and Building Services as “poor.” They were asked why they rated the service as poor. Their responses were:

- Allowing extremely large buildings.
- Allowing too many buildings.
- Allowing too many large developments for what the traffic system can support.
- Because they haven’t allowed for low income families nobody can buy a house here.
- Because I am fighting them right now on this Villagio Montana thing.
- Because of their style in dealing with new developments. It’s a very close-minded process.
- Because there’s so much ridiculous growth and so much expensive housing.
- Because when a building is under construction there is no proper traffic control.
- Better coordination; city planners looking beyond state of Arizona.
- Building is growing up too fast.
- City needs to stop building.
- I’ve had a lot of difficulty in obtaining city permits and dealing with the inspector.
- I am concerned about the housing complex that is being decided on this week.
- I don’t believe there is adequate resource and force for maintaining.
- I don’t like the choices that the city council members make.
- I don’t like the fact that they are chopping down the trees.
- I don’t think that Flagstaff is a place for private communities, so they should be stricter in not allowing private communities into the city or the area. It takes away from the cultural diversity of the city.
- I have traveled around the country and saw many places which are far better than this.
- I have built a house in Flagstaff and I know what people have to go through to get a permit.
- I resent all these people coming in. I moved into a small town and I find I’m in a city.

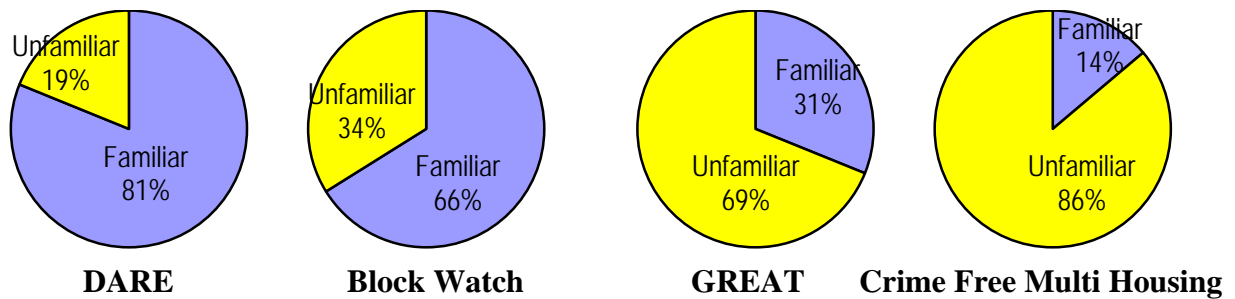
- I think they concentrate more on developers and not on full-time residents.
- Incredibly slow city process...the sign code, etc.
- Instead of wanting to bring industry to Flagstaff, the city wants to make the city small town with a big city attitude. Aspen, Arizona?
- It is very slow on construction of buildings.
- Just the way things are going Flagstaff is going so far out of control and it just seems that people don't know what they are doing.
- Lack of jobs, no businesses coming in.
- Need to plan in terms of water usage.
- No control.
- Over crowding, poor consideration for style. We don't have affordable housing.
- Planning poor anti development, potentially suffer over lawsuits because of a gate.
- Some of the subdivisions around town do not have easy access to parks and schools.
- The city came to my house and looked at my yard and wrote a nasty little notice to me.
- The city doesn't take traffic into consideration when planning.
- The deception of how they plan things. They say they won't build something and then they do, like the Super Wal-Mart.
- The lack of overpasses, lack of street improvements. Affordable housing does not work because no one wants to build and not make money out of it. The city should not have to subsidize it.
- The stuff around the railroad. They've done a miserable job. The big traffic circle by Butler downtown is not so good either.
- There are 5000 houses going up. They need to re-do the roads before they put up more houses.
- There are a lot of restrictions for people who want to build and there aren't enough parks and community areas, they aren't planning infrastructure as well as they should, problems with traffic
- There is always construction going on, slowing traffic.
- There is no affordable housing.
- There is not enough development and improvement.
- There wasn't enough foresight in the early years in how the city was to develop. There's too much emphasis on tourism and not enough on the people who live here on a year-round basis.
- They're biased egomaniacs.
- They are going to build all kinds of housing out in the forest that are not for public housing; they are going to ruin the environment. Terrible.
- They are pandering to the jerks that want to develop Flagstaff.
- They are putting more residential areas in Flagstaff instead of commercial areas. There are more people and fewer jobs.
- They are rushing to build buildings too fast. We should grow slowly.
- They bring in the wrong things, stuff I think that we don't need. Stuff we do need they don't bring in.
- They can't seem to vote on anything.
- They didn't adequately plan for growth and everything is all messed up. The streets, the housing, and the schools.
- They don't do their job.
- They don't look far enough into the future to accommodate to those that have lived here for a long time.
- They have increased the cost of living so drastically that nobody can afford to live here. The average employee cannot afford to live in town.

- They keep changing the rules.
- They need to build more housing for low income people instead of building all these Wells Fargos.
- They plan everything and do nothing.
- They will not implement what they plan.
- Too many housing developments.
- Too much building and planning. There should be a lot less to preserve Flagstaff's foresty town feel.
- Too much congestion and traffic.
- Too much. I don't know what to say.
- Too much negative influence.
- Villagio Montana, poor job of planning
- We have a city council that is trying to keep Flagstaff in the 18th century and they don't realize that Flagstaff is going to grow.
- We spend money on building and services; it's a waste of money.
- Well, it depends on the service provided, as far as the process from beginning to end there are confusing and inaccurate parts.
- When people want to build a house it takes forever. Builders have a hard time doing what they are supposed to do and they end up charging people more than they should.
- You never get the right person or the right answer.

Police and Public Safety

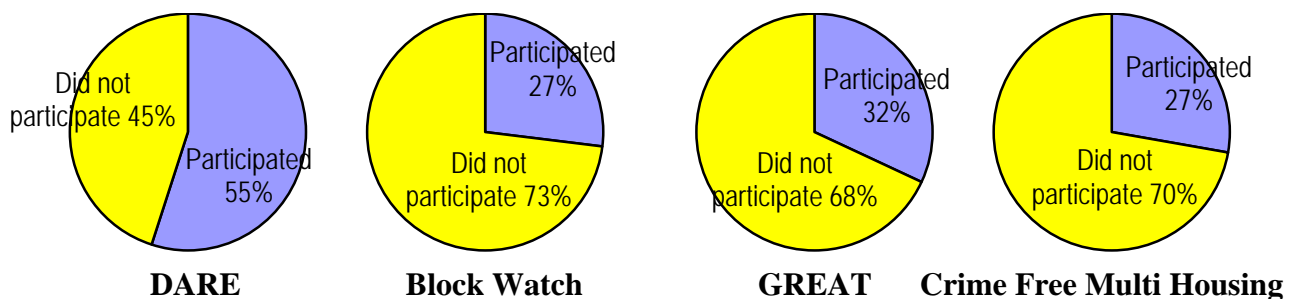
This year’s survey included a series of questions regarding Flagstaff Police Department community programs and, more generally, public safety in Flagstaff. Respondents were asked if they were familiar with four different community programs administered by the Flagstaff Police Department. Of the four, Drug Abuse Resistance Education (DARE) is the most familiar to respondents (81%; Figure 19), followed by Block Watch (66%) and Gang Resistance Education and Training (GREAT) (31%). Only 14 percent of Flagstaff residents are familiar with the Crime Free Multi Housing Program.

Figure 19: Familiarity with Flagstaff Police Department Community Programs



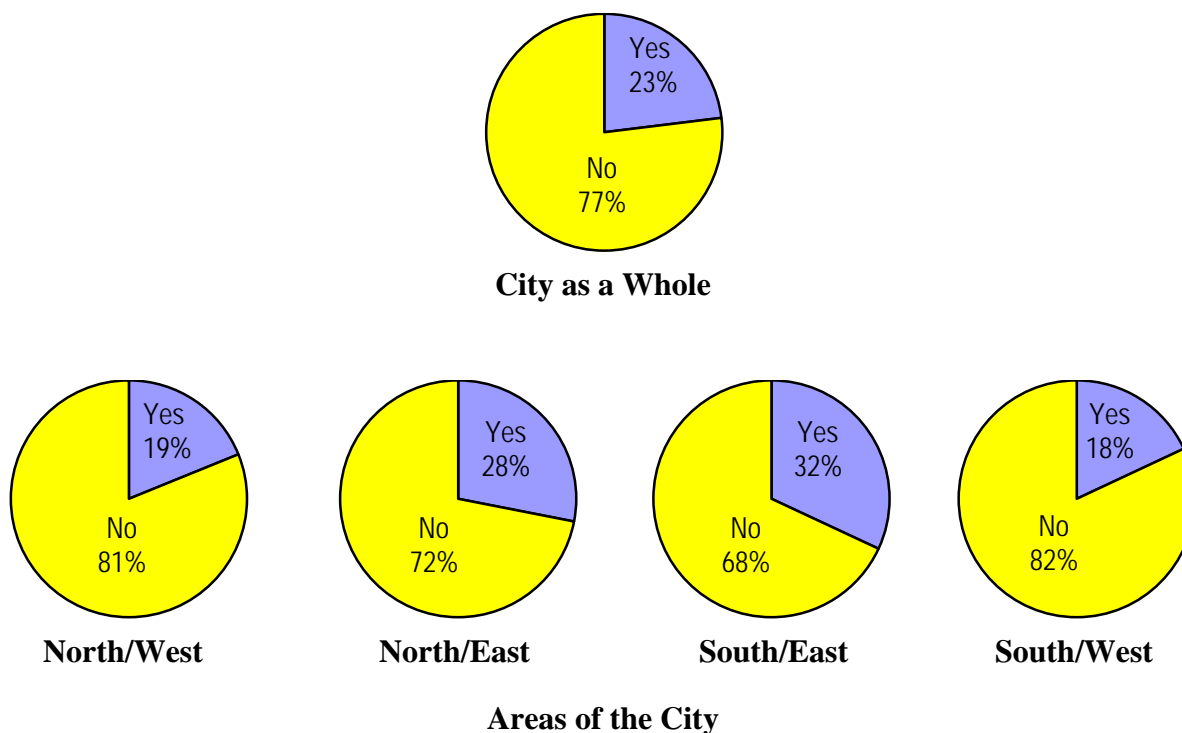
Respondents indicating that they are familiar with each of these programs were asked whether they or any member of their immediate family had participated in the program (Figure 20). Fifty-five percent of respondents familiar with the DARE program report participation in the program, followed by 32 percent participation in GREAT and equal numbers of participants in Block Watch and Crime Free Multi Housing (27 percent each).

Figure 20: Participation in Flagstaff Police Department Community Programs (Among Respondents Familiar with Each Program)



Flagstaff residents were asked if, in the past 12 months, they or any member of their household had been the victim of a crime in Flagstaff. Overall, nearly one-quarter of respondents (23%) report having been a victim of crime in the past year (Figure 21). Responses to this question were broken down by the area of Flagstaff in which the respondent lives: north or south of the railroad tracks, and east or west of McMillan Mesa. The highest victimization rate is observed in the South/East part of the city (32%).

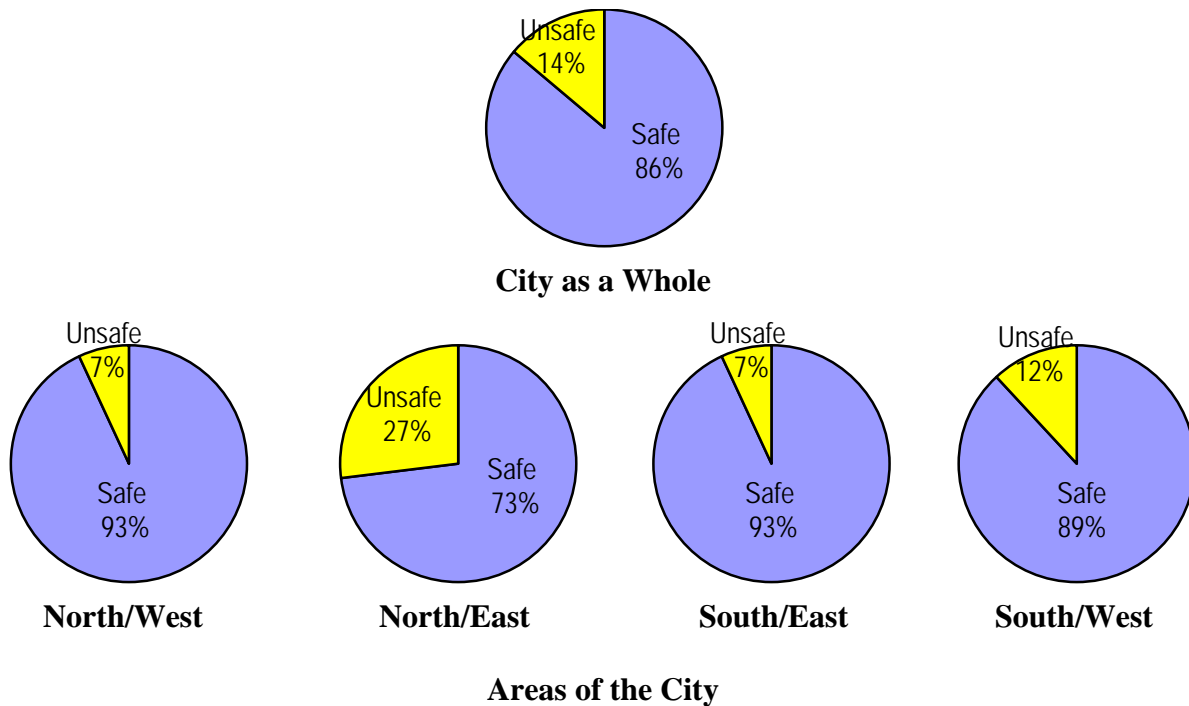
Figure 21: Crime Victimization in Flagstaff in Past Year



Respondents were asked if they felt safe walking in their neighborhood at night. Overall, 86 percent of respondents say they feel safe walking in their neighborhood at night (Figure 22). A smaller proportion of residents of the North/East part of Flagstaff feels safe walking in their neighborhood at night compared to residents of other areas of the city.

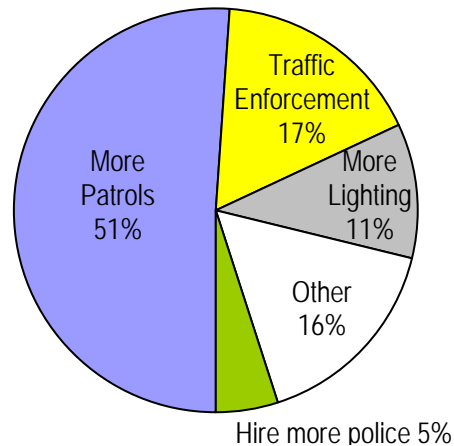
Flagstaff residents who say that they do not feel safe were asked, “Why don’t you feel safe walking in your neighborhood at night?” Of the 57 responses to this question, 21 percent involve general fear, 19 percent mention poor lighting, 17 percent are concerned with gangs, and ten percent are related to concern for drug or alcohol use. The complete list of open-ended responses to this question is found in Appendix B.

Figure 22: Feelings of Safety While Walking At Night in Flagstaff



Respondents were asked, “What is one way that the Flagstaff Police Department could most improve safety in your neighborhood?” Answers were recoded into categories. Of the 265 survey respondents providing a suggestion, half (51%) think the Police Department should increase patrols in the city (Figure 23). Seventeen percent suggest that enforcement of traffic laws, particularly speed limits, should be increased. Eleven percent say more street lighting should be provided in the city. The complete list of open-ended responses to this question is found in Appendix C.

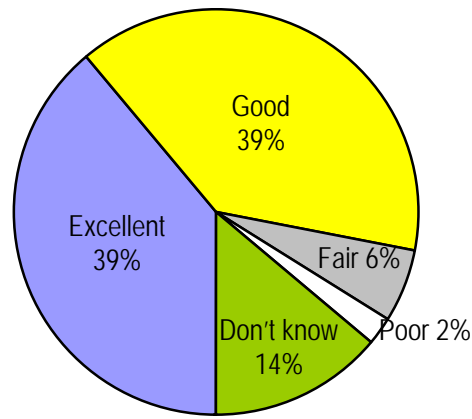
Figure 23: Suggestions for Police Department (265 Respondents)



“Smoke Free Air Ordinance” Enforcement

Flagstaff residents were asked to evaluate enforcement of the “Smoke Free Air Ordinance,” an ordinance implemented in May 2005 that prohibits smoking in most public places in Flagstaff, including restaurants and bars. Thirty-nine percent of respondents say the City is doing an “excellent” job of enforcing this ordinance, and an equal proportion say the City is doing a “good” job enforcing this ordinance (Figure 24). Eight percent say the City is doing a “fair” or “poor” job enforcing the ordinance.

Figure 24: Enforcement of “Smoke Free Air Ordinance”



Respondents who say that the City is doing a “poor” job of enforcing the ordinance were asked why they gave this evaluation. Their responses were:

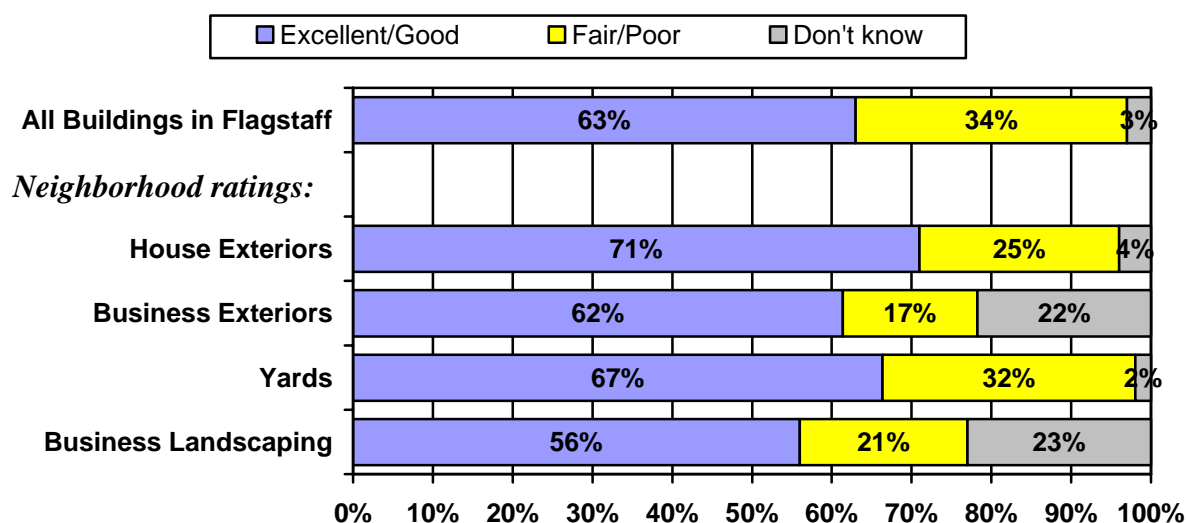
- I’ve never seen any enforcement, and I’ve heard of places where smoking is going on, but I haven’t been to any of these bars.
- The smoke free air ordinance is good, but as far as controlled burns, we need some notice.
- Smoking is prohibited on patios and outdoors.
- Some restaurants are strict but others allow smoking.
- The other day I went to the Police Department and a guy was smoking right outside the door.

Property Maintenance

Respondents were asked a series of questions about property maintenance in Flagstaff. The survey asked respondents to evaluate the exterior appearance of houses and buildings in Flagstaff. Sixty-three percent of Flagstaff residents characterize the appearance of houses and buildings as “excellent” or “good” (Figure 25).

Additional questions addressing the appearance of houses, business structures, yards, and business landscaping in the respondent’s neighborhood were posed. The exterior appearance of neighborhood houses receives the highest ratings (71 percent “excellent” or “good”), while business landscaping receives the lowest (56 percent “excellent” or “good”).

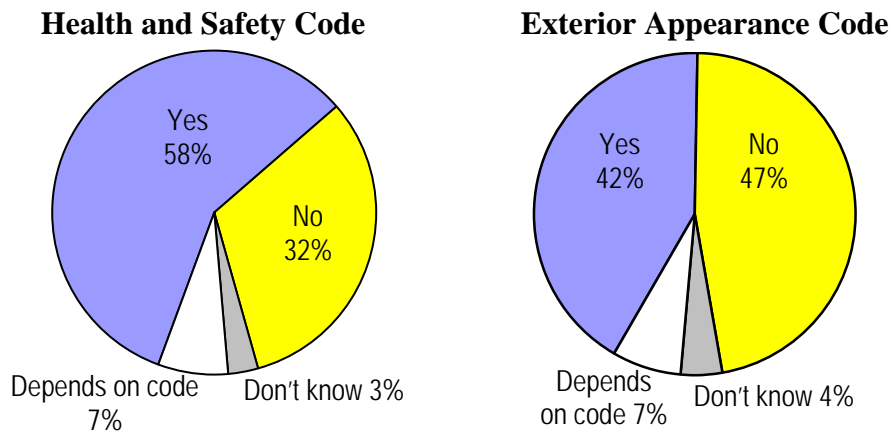
Figure 25: Evaluation of Appearance of Structures and Landscaping



Respondents rating any of these items as “poor” were asked why they did so; their open-ended answers are reported in Appendix D.

Two questions were asked regarding potential city property maintenance codes. The first question asked whether the City should adopt a property maintenance code for residential structures so that minimum standards of health, safety, and welfare are met. Fifty-eight percent of respondents support adoption of this code (Figure 26). The second question asked whether the City should adopt a property maintenance code that would regulate the exterior appearance of residential structures. Forty-two percent support adopting this type of code (Figure 26).

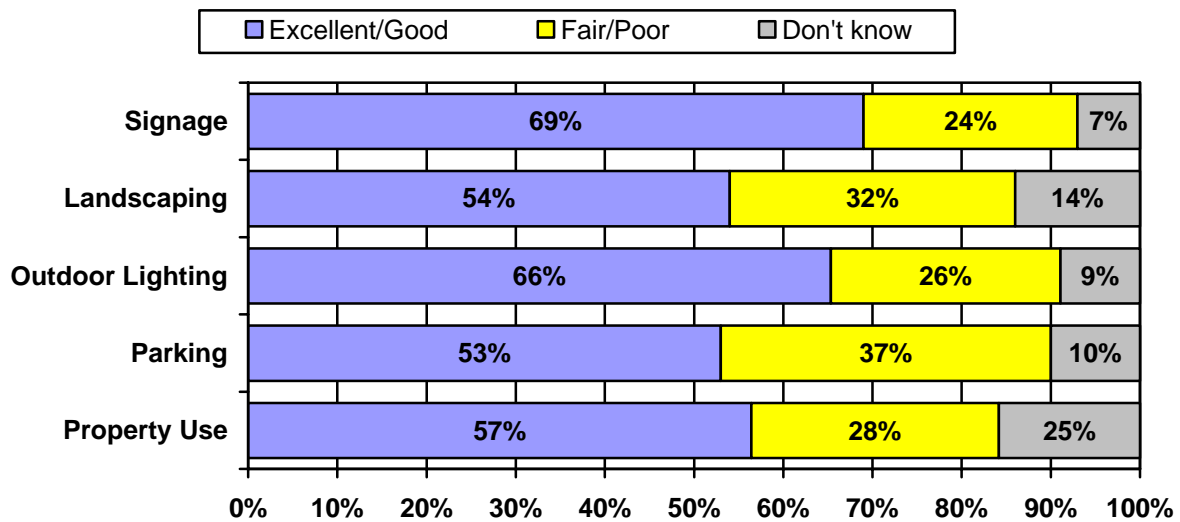
Figure 26: Support for City Property Maintenance Codes



Zoning

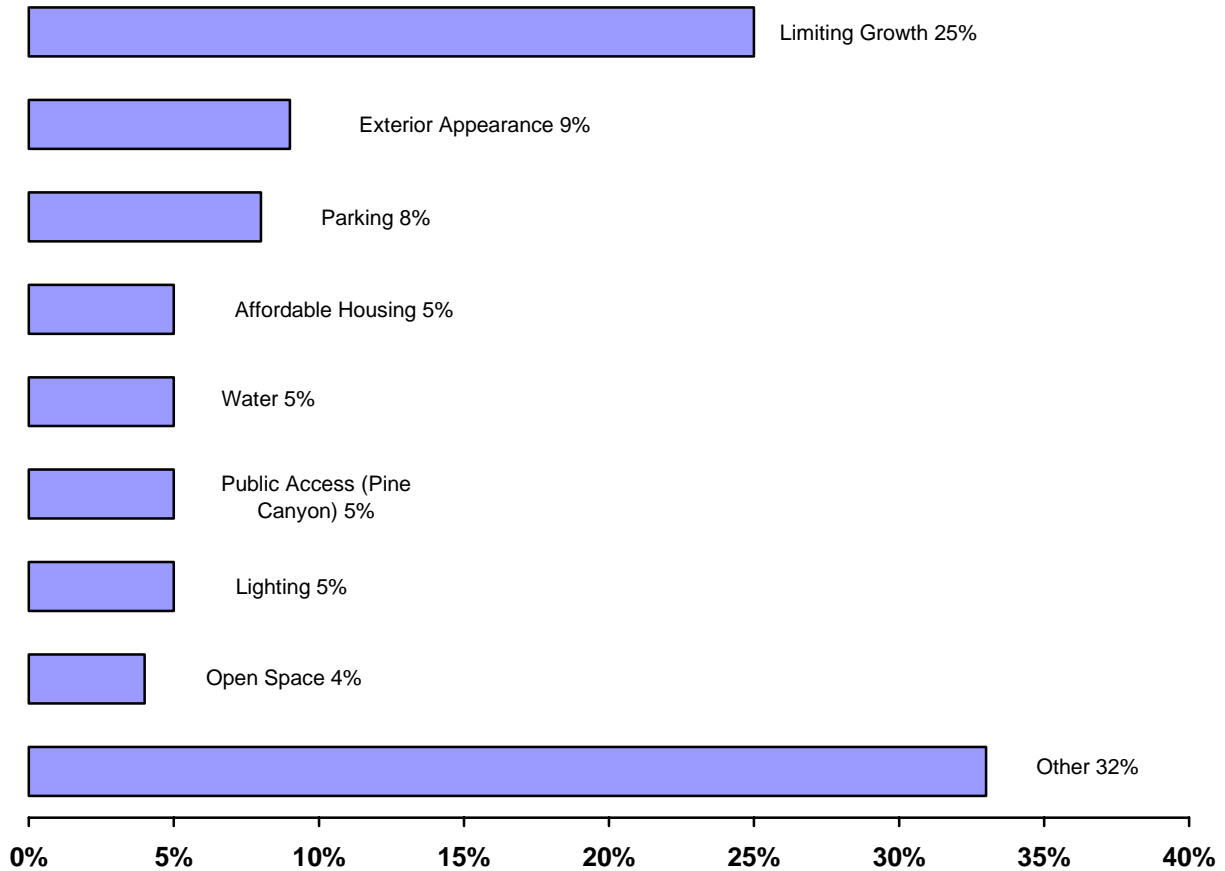
Flagstaff residents were asked to rate the enforcement of five different types of city zoning ordinances: signing, landscaping, outdoor lighting, parking, and property use. Enforcement of signage ordinances is evaluated most positively (69 percent rate it as “excellent” or “good”; Figure 27). Respondents rating enforcement of any type of ordinance as “poor” were asked their reasons for doing so. Their open-ended answers are reported in Appendix E.

Figure 27: Evaluation of Zoning Ordinance Enforcement



Respondents were given the opportunity to describe any zoning or land use issues they think should be enforced more strongly by the City. Their answers were recoded into categories. Many answers did not relate specifically to zoning issues. The most-cited concern is with limiting growth (25%; Figure 28). A complete list of open-ended responses to this question is found in Appendix F.

Figure 28: Zoning Issues the City Should Enforce More Strongly



Respondents were asked whether they know how to register a formal complaint with the City about zoning ordinance violations. While 31 percent say they do know how to do this, 68 percent say they do not (Figure 29).

Figure 29: Do you know how to register a formal complaint with the City about zoning ordinance violations?

