



Coconino County Citizen Survey 2007

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June 2007

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Executive Summary

- ❖ Coconino County residents feel positively about life in the County. Fifty-nine percent of County residents believe the County is “heading in the right direction.” More than three-quarters of young people ages 18-34 (78%) say the County is heading in the right direction. In contrast, according to a recent national survey, only 21 percent of Americans say the United States is heading in the right direction.
- ❖ More people (27%) think Coconino County has become a better place to live over time rather than a worse place to live (16%). About half (51%) say the County has stayed about the same.
- ❖ County residents express high rates of personal satisfaction with life in Coconino County. Eighty-seven percent say they are satisfied with their life in Coconino County, while only 12 percent are dissatisfied. “Physical beauty” and “climate” top the list of what people like most about living in Coconino County. These aspects are followed closely by “parks and open spaces” (19%) and “environmental ethic” (18%). “Cost of living” dominates the list of least-liked aspects of the County (25%).
- ❖ Coconino County residents rate the quality of nine County services very highly. Although only a small proportion of people living in the County utilized senior citizen services during the past year, senior citizen services received the most positive evaluation, being rated “excellent” or “good” by 94 percent of respondents who had used the service. Other highly rated services include the Health Department (87 percent positive), Fort Tuthill (86%) and other County parks (86%).
- ❖ Two-thirds of respondents believe Coconino County is doing an “excellent” or “good” job providing services to residents. Forty percent say the management of County services has improved over the time they have lived here, while 24 percent say it has not improved.
- ❖ Most respondents (56%) receive information about County Services and Programs through newspapers. Similarly, most respondents (74%) receive information about local news and events through newspapers. Forty-nine percent of survey respondents recall seeing the County newsletter, and 84 percent of these respondents say the newsletter is useful.
- ❖ Coconino County residents are technologically savvy. Most residents regularly use the Internet, with 62 percent accessing the Internet at least once a day. Three-quarters of respondents have Internet access in their homes. This group most commonly accesses the Internet through a DSL connection, although many people (26%) use a dialup connection and 24 percent access the Internet through digital cable.

- ❖ Almost three-quarters of Coconino County homeowners (73%) believe the level of County Services they receive is a good value for the property taxes they pay, One-third of homeowners (35%) are willing to pay higher property taxes to help the County meet expanding service needs. Thirty-seven percent of all respondents are willing to pay higher sales taxes to help the County meet expanding service needs.

Methodology

Coconino County commissioned the Social Research Laboratory at Northern Arizona University to conduct a survey of County residents. The survey focused on understanding perspectives of the quality of life in Coconino County and understanding perceptions of services administered by the County. The survey was conducted between April 14 and April 24, 2007, with 800 randomly selected Coconino County residents, 18 years of age and older.

Social Research Laboratory and Coconino County personnel collaboratively developed the survey instrument. Once written, the survey instrument was thoroughly pre-tested before data collection was initiated. The survey utilized a random-digit dial (RDD) sampling technique to generate a representative sample of households living in Coconino County. 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. Potential respondents were screened for living within County boundaries and for considering the County 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 10 minutes.

Margin of Error

The “sampling error” associated with an 800-person survey drawn from a population the size of Coconino County is +/- 3.5% 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.

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.

Study Limitations

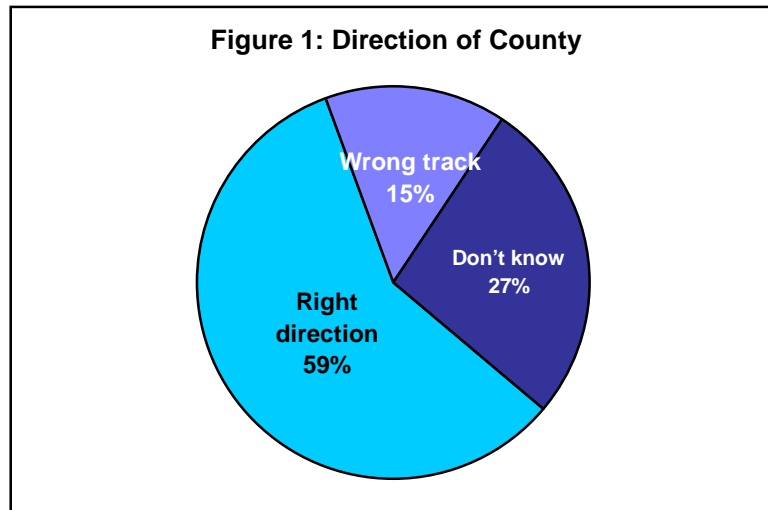
The goal of this study was to interview a representative sample of registered voters from households within the state of Arizona. However, despite the use of rigorous scientific methodology, all telephone sample studies face certain challenges and limitations. Only households that contain a working telephone were capable of participating in the study. Other types of survey methodologies were not used to reach residents who may not have a working telephone in the home. Random-digit dial (RDD) telephone sampling generates telephone numbers that are both listed and unlisted. Since telephone companies’ boundaries for telephone exchange areas are not necessarily coterminous with geopolitical boundaries such as counties, telephone companies are not exact in assigning phone numbers within a defined geographical region. The survey was administered in English, as this is the single widest spoken language in the state. In an effort to account for RDD telephone sampling, non-English/Spanish speaking respondents, and other types of sampling error, ratio-estimation adjustments were made to the final dataset after fielding was completed. Populations of the counties vary, so ratio-estimation adjustments were also made to ensure that each region was proportionally represented in the regional dataset.

Report of Survey Results

Quality of Life

Coconino County residents feel positively about living in the County and look toward the future with optimism. Fifty-nine percent believe that “things in Coconino County are heading in the right direction,” as opposed to 15 percent who believe that they are “off on the wrong track.” Twenty-seven percent of respondents “don’t know” about the direction of the County [Figure 1]. As a point of comparison, in a June 2007 *Associated Press-Ipsos Poll*, 21 percent of adults in the nation said the United States is heading in the right direction and 75 percent said the country is off on the wrong track.

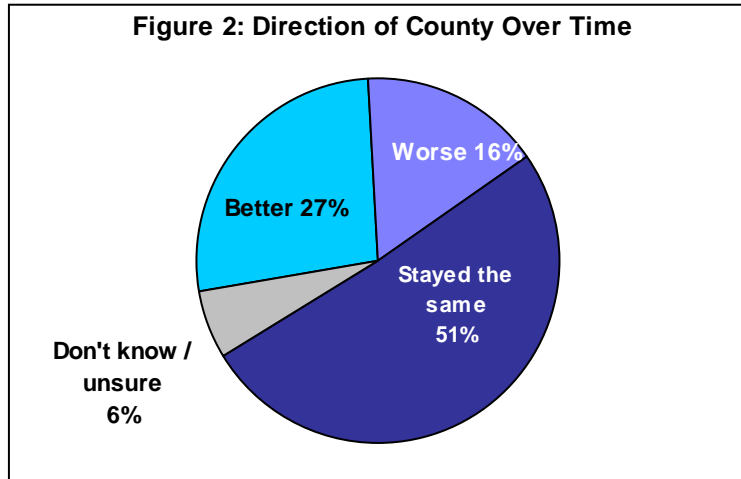
Young people (ages 18-34) are most likely to think Coconino County is heading in the right direction (78%). Almost two-thirds of people with incomes below \$50,000 (64%) also say the County is heading in the right direction. Flagstaff residents are more likely than people living outside of Flagstaff to say the County is heading in the right direction (63% vs. 54%, respectively). Also, people living in the County for between 6 and 20 years are more likely than people living in the County for more than 20 years to be say the County is heading in the right direction (66% vs. 50%, respectively). [For complete crosstabulations of results by population subgroup, see tables beginning on page 32.]



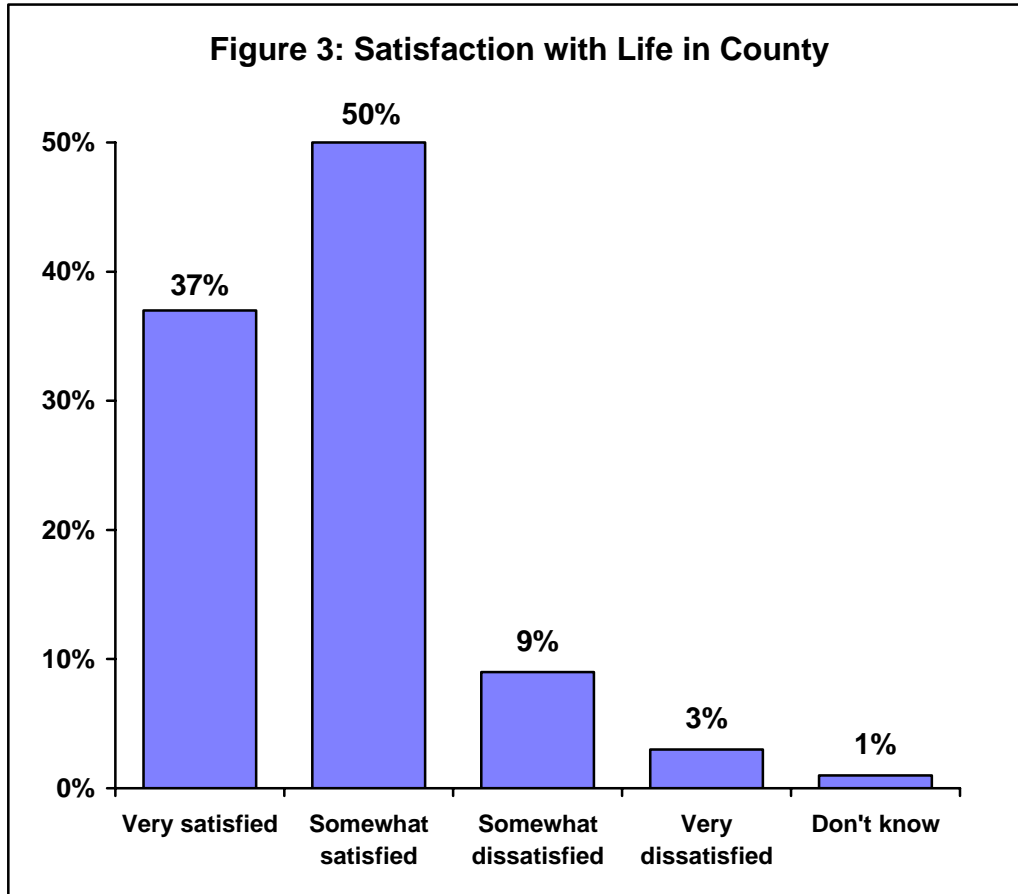
As a follow-up to being asked about going in the right direction or being on the wrong track, survey respondents were asked if Coconino County has become a better or worse place to live in the time they have been here. Slightly more than a quarter of respondents (27%) believe the County has become a better place to live, while 16 percent think it has become worse over time [Figure 2]. Half of respondents (51%) believe that the County has stayed about the same.

Attitudes expressed in this question are rather uniform across population subgroups. People living in Coconino County for more than 20 years are most likely to say the County has become a better place to live over time (33%). Also, non-whites are more

likely to say the County has become a better place to live over time (32% versus 24%, respectively). Middle-aged respondents are least likely to say that the County has become a better place to live (20%). Men are most likely to say life in the County have become worse over time (20%), followed closely by middle-aged respondents (19%). Newer residents to the County (living in the County for less than 5 years) are least likely to say things have become worse over time (9%).

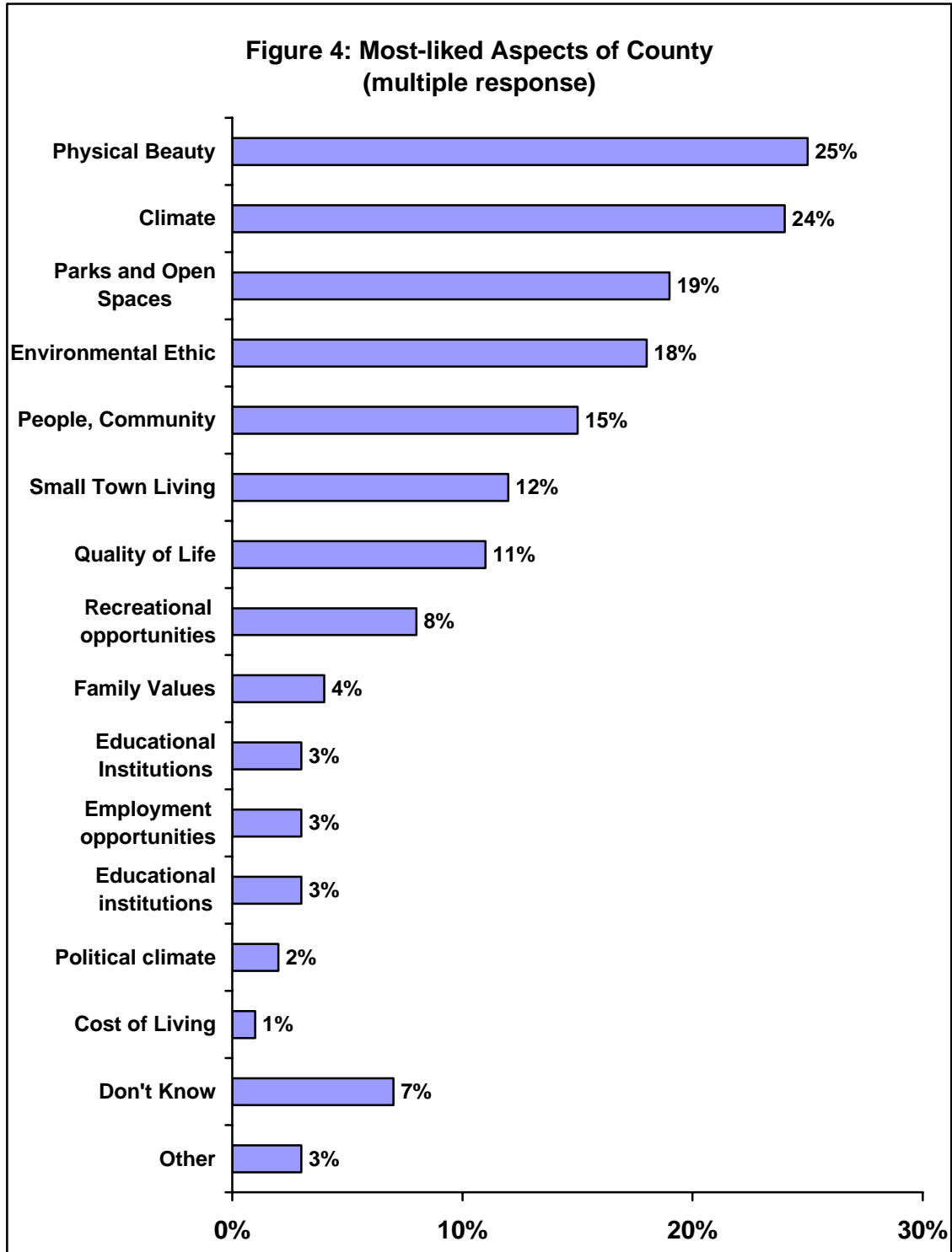


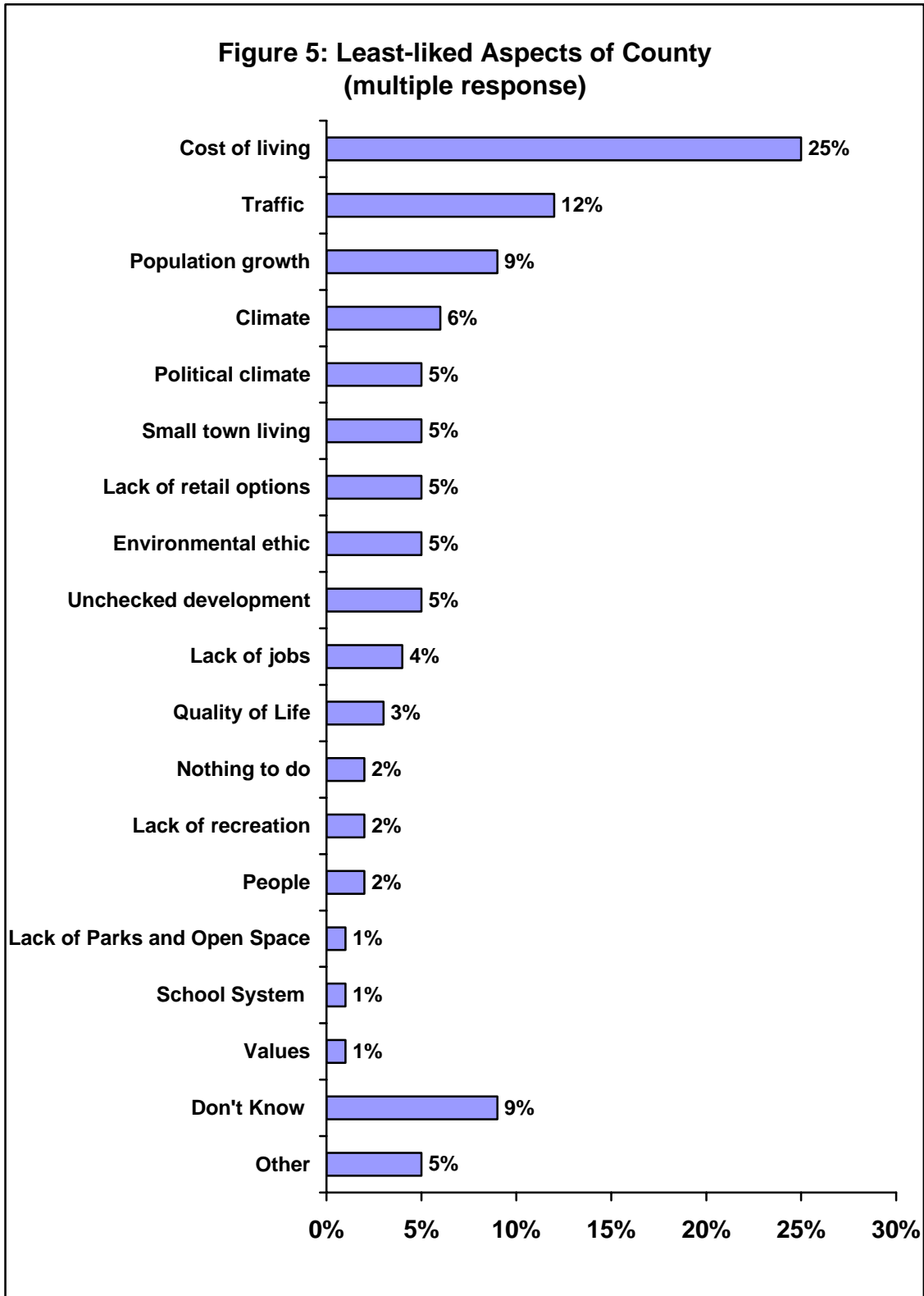
Overall, Coconino County residents express a high level of satisfaction with their life in the County. Eighty-seven percent of respondents say they are satisfied with their life in the County [Figure 3]. More than a third of respondents (37%) are “very satisfied” with their life here. Twelve percent of respondents say they are dissatisfied with the life in the County. Levels of satisfaction are somewhat uniform across all population subgroups.



Respondents were asked to elaborate on their feelings of satisfaction by saying what they like most about living in Coconino County. People were allowed to offer multiple answers to this question. “Physical beauty” and “climate” were the most common answers to this question [Figure 4]. One quarter of respondents (25%) said “physical beauty” and just less than a quarter (24%) said “climate.” “Parks and open spaces” was an answer provided by 19 percent of respondents. “Environmental ethic” was offered by 18 percent of respondents, followed closely by “people/community” (15%). “Small town living” (12%), “quality of life” (11%), and “recreational opportunities” (8%) fill out the 6th, 7th, and 8th most popular responses to this question. [A complete list of “other” answers to this question is presented in Appendix A.]

Respondents were also asked what they liked least about living in Coconino County. The most popular answer to this question was “cost of living” (25%) [Figure 5]. A third of respondents (34%) living in Flagstaff said “cost of living,” compared to 13 percent of people living outside of Flagstaff. “Traffic” was the second most popular answer (12%). Other responses came in with single digit support, including “population growth” (9%) and “climate” (6%). “Political climate,” “small-town living,” “lack of retail options,” “environmental ethic,” and “unchecked development” were each mentioned by five percent of respondents. [The complete list of “other” answers to this question is presented in Appendix B.]





County Services

This study is centrally concerned with an evaluation of County services. The evaluation was approached as a two-step process. Respondents were first asked if they had experience accessing a series of services during the past year. If respondents had used a particular service within the past year, a follow-up question asked them to rate the quality of the service.

Table 1 reports the frequency of experience for each service provided by the County. Services are ordered from highest frequency of use to lowest frequency of use.

The highest level of experience involves use of Fort Tuthill County Park, including Pine Mountain Amphitheater (Table 1). Forty-five percent of respondents said they visited Fort Tuthill during the past year. A close second on the list of County services used by residents involves living on a road maintained by the County. Forty-four percent of respondents report living on a County road and experiencing road maintenance services.

Three County services form a second tier of use. Twenty-eight percent of respondents visited a County park other than Fort Tuthill during the past year. Twenty-seven percent of respondents utilized a service provided by the County Health Department during the previous year and 23 percent had an experience with the County Sheriff’s office.

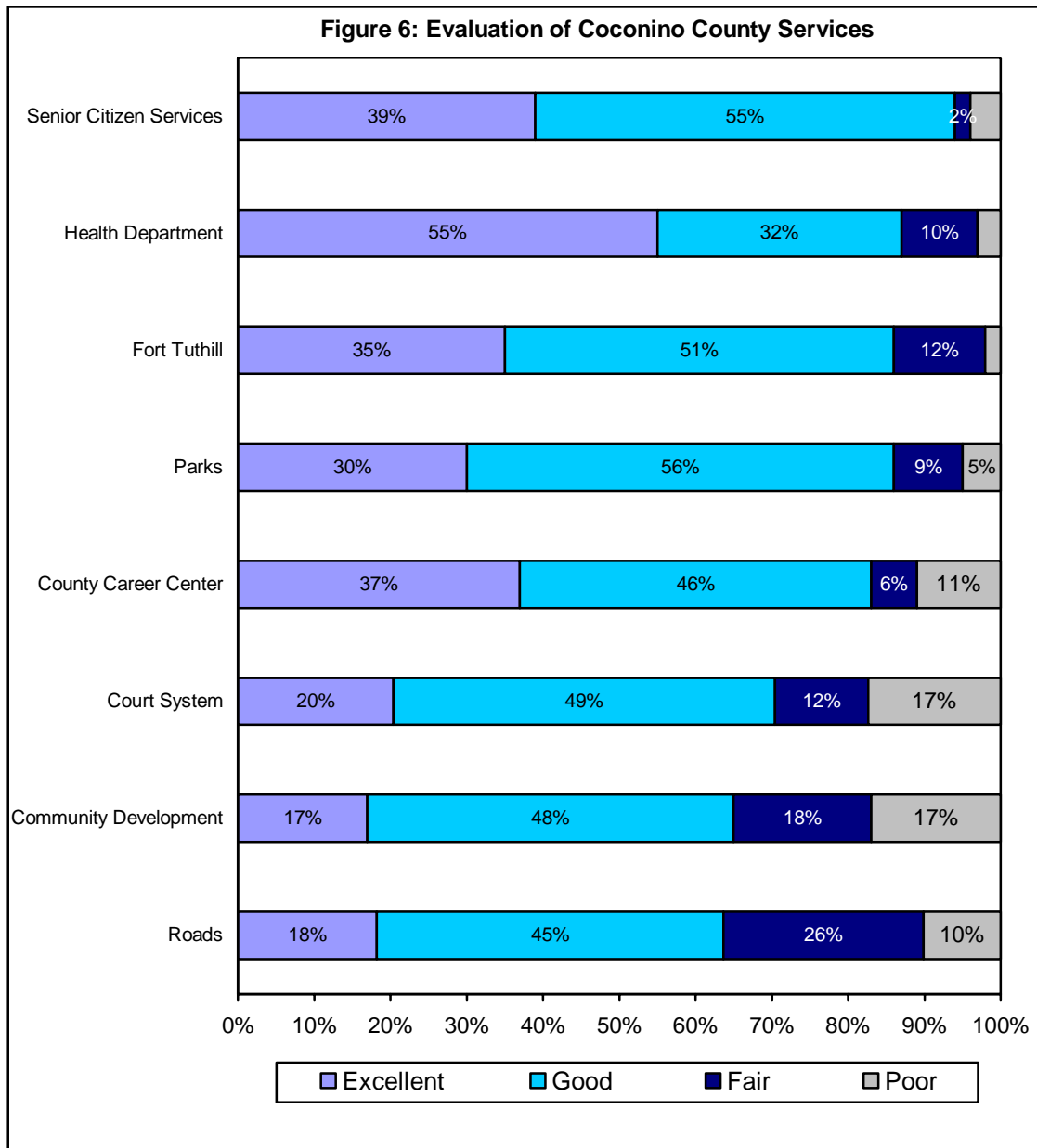
Table 1: County Services – Frequency of Use

	Yes % (N)
Fort Tuthill County Park / Pine Mountain Amphitheater	45% (356)
Live on a road maintained by the County	44% (330)
County parks (other than Fort Tuthill)	28% (222)
County Health Department	27% (212)
County Sheriff’s office	23% (183)
County Court system	11% (85)
County Community Development Services	9% (69)
County Career Center	6% (51)
County Senior Citizen Services	5% (36)

Once a respondent indicating having experience with a service, they were asked to rate the quality of the service using a scale of excellent, good, fair, or poor. All nine services rated by respondents received a positive rating, defined as having greater than 50 percent of ratings as “excellent” or “good.” Of the nine County Services rated, Senior Services received the most positive evaluation. Ninety-four percent of respondents using Senior Citizen Services rated the quality of those services as “excellent” or “good” [Figure 6].

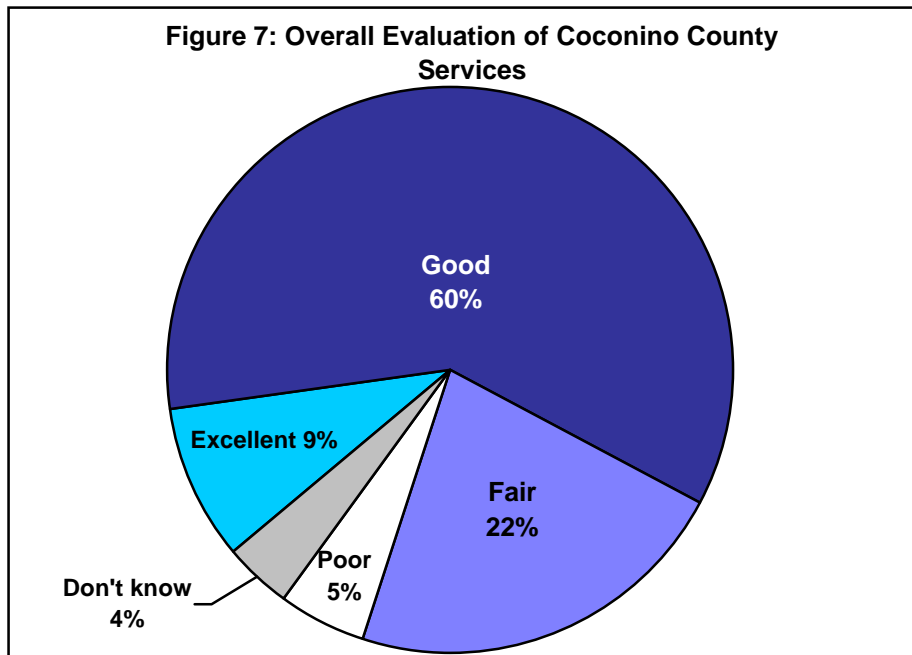
The County Health Department had the second highest quality rating. Eighty-seven percent of respondents using a Health Department service rated the service positively. Also noteworthy is that the Health Department received the largest proportion of “excellent” ratings. More than half of people using Health Department services (55%) rated the services as “excellent.”

Clustered with the 87 percent service quality rating for the Health Department are service ratings for Fort Tuthill County Park (86%), other County Parks (86%), and the County Career Center (83%). Even services with lower quality ratings are viewed positively by residents. The County Court system has a quality rating of 69 percent, community development services 65 percent, and county road maintenance 63 percent.

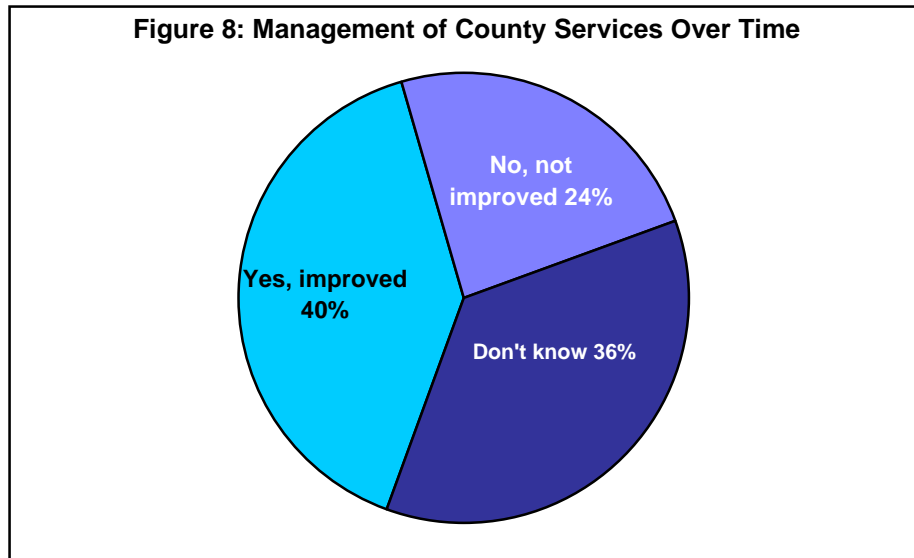


Following the discussion of individual services, respondents were asked, “Are there any other new services that you would like to see Coconino County offer?” Verbatim responses to this question are reported in Appendix C.

All respondents were asked to provide a general evaluation of the job Coconino County government is doing providing services to residents. More than two-thirds of respondents rated County government positively [Figure 7]. Nine percent of respondents rated the job County government was doing as “excellent” and sixty percent rated the County as “good.” Twenty-seven percent of respondents rated the job the County is doing delivering services as “fair” or “poor.” Flagstaff residents were more likely to rate County service delivery positively than people living outside of the City (74% vs. 62%, respectively).



Another dimension of service delivery involves understanding whether the management of County services has improved over time, or not. Forty percent of respondents think service management has improved during the time they have lived here [Figure 8]. Almost a quarter of respondents (24%) think the management of services has not improved during their time in the County. Thirty-six percent “don’t know” if the management of County services has improved during the time they have been in the County.

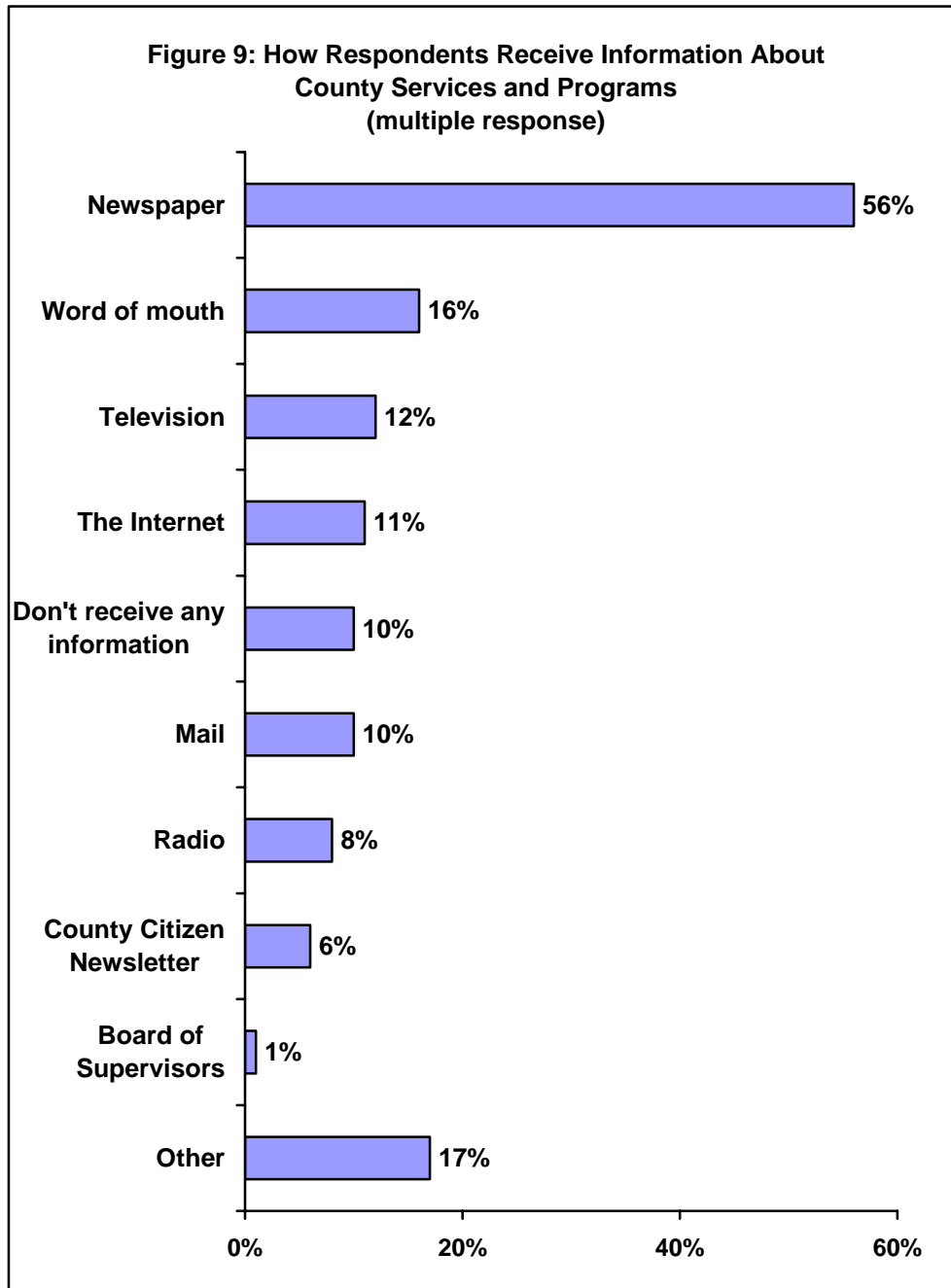


As a follow-up to this question, respondents were asked why they thought management of County Services had improved or not improved over time. Verbatim responses to this question are reported in Appendices D and E. Respondent suggestions for improving the management of County Services are reported in Appendix F.

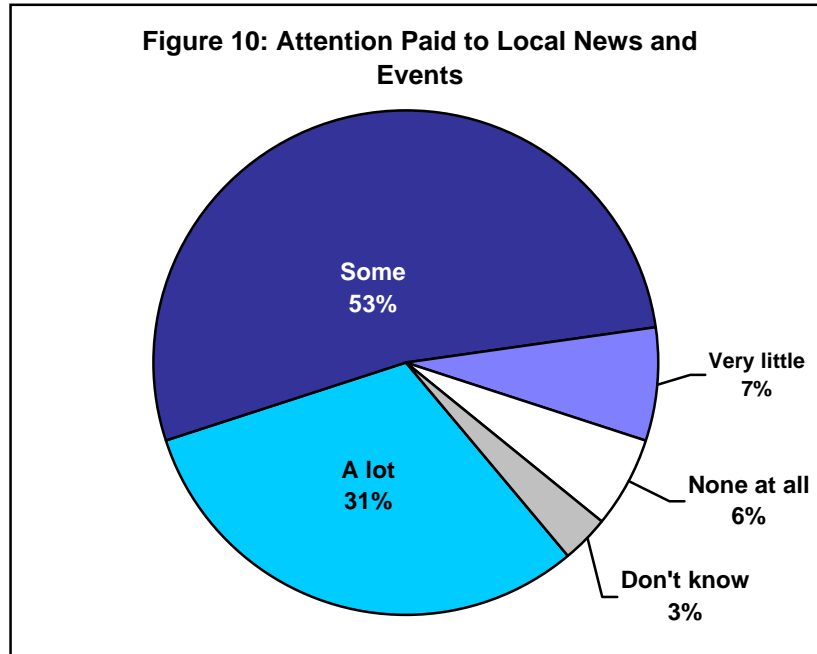
Information Delivery / Computer Use

Another component of the Coconino County Citizen Survey explores how County residents receive information. An interest in information acquisition also leads to questions about computer use and frequency of access to the Internet. A better understanding of Internet access is useful for considering moving information distribution and even service delivery to the Internet in the future.

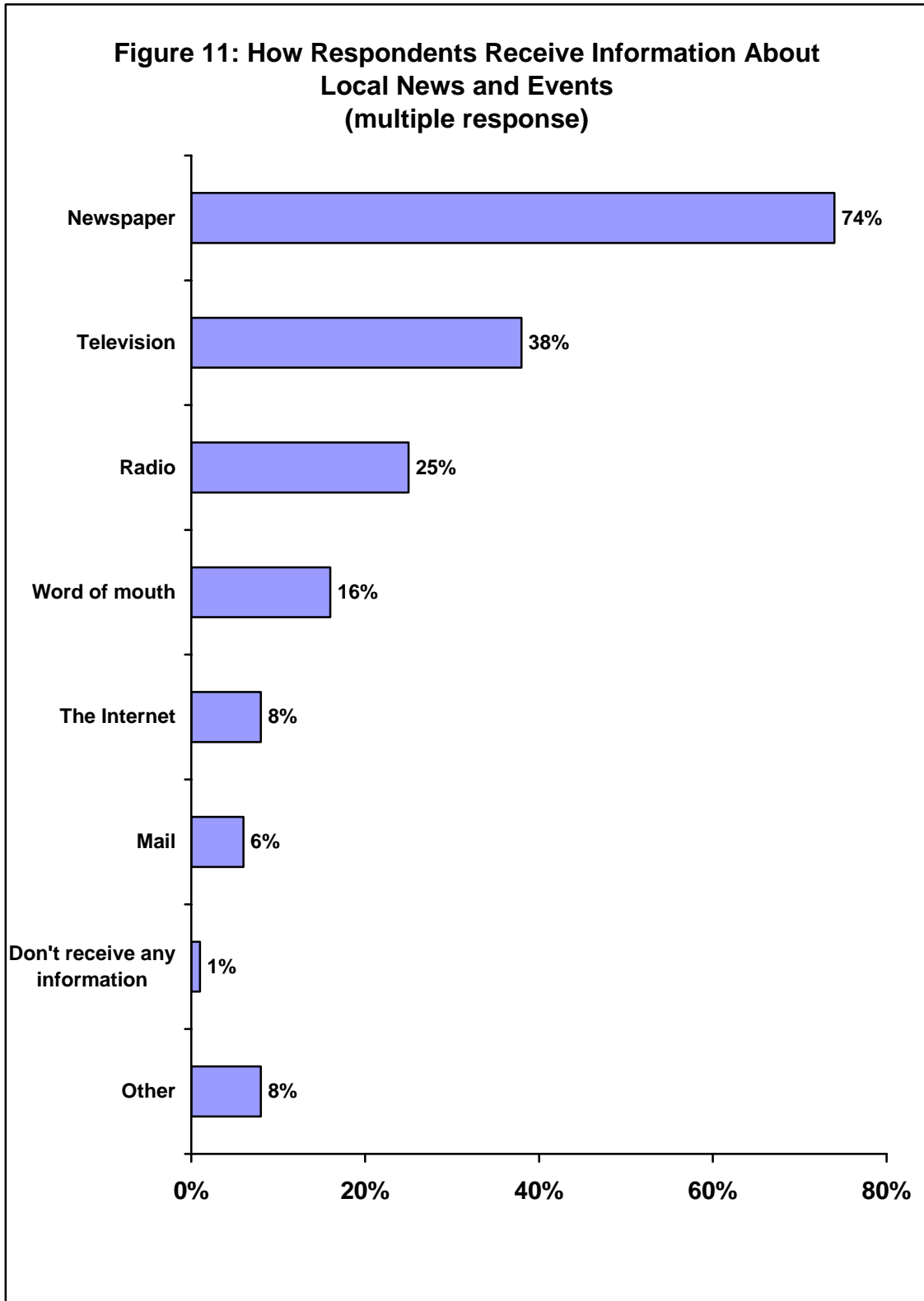
A majority of survey respondents (56%) report that they receive information about County services and programs from the newspaper [Figure 9]. The frequency of newspaper use for accessing information about County services and programs greatly exceeds the frequency of accessing information from other distribution channels, including word of mouth (16%), television (12%), and the Internet (11%). Information is also acquired through the mail (10%), the radio (8%), and the Coconino Citizen Newsletter (5%).



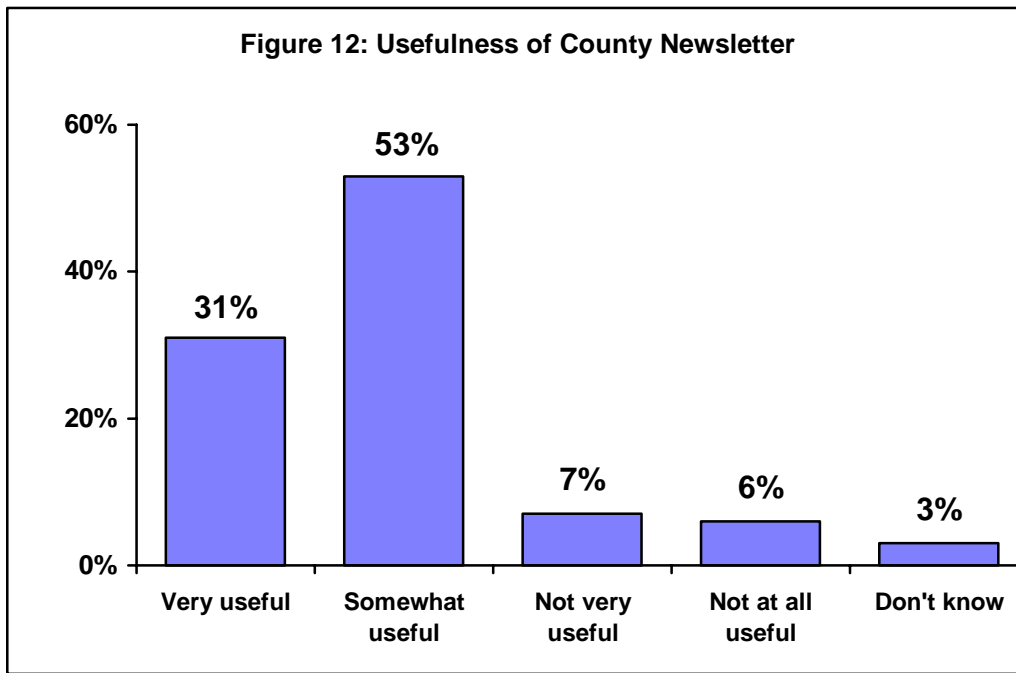
In addition to questions about accessing information involving County programs and services, respondents were asked questions about accessing local news and event information. Thirty-one percent of survey respondents pay “a lot” of attention to local news and events, while 53 percent pay “some” attention [Figure 10]. Seven percent pay “very little” attention to local news and six percent pay “none at all” attention to local news and six percent pay no attention at all.



Respondents who reported paying any attention at all to local news and events were asked how they receive information about these topics. Once again, newspapers are the preferred channel for obtaining information. Seventy-four percent of respondents report getting local news and event information from a newspaper [Figure 11]. Thirty-eight percent of respondents obtain local news and event information from television. One-quarter of respondents (25%) get information about local news and events from the radio, and 16 percent by word of mouth. Eight percent of respondents access local information through the Internet and six percent by mail.



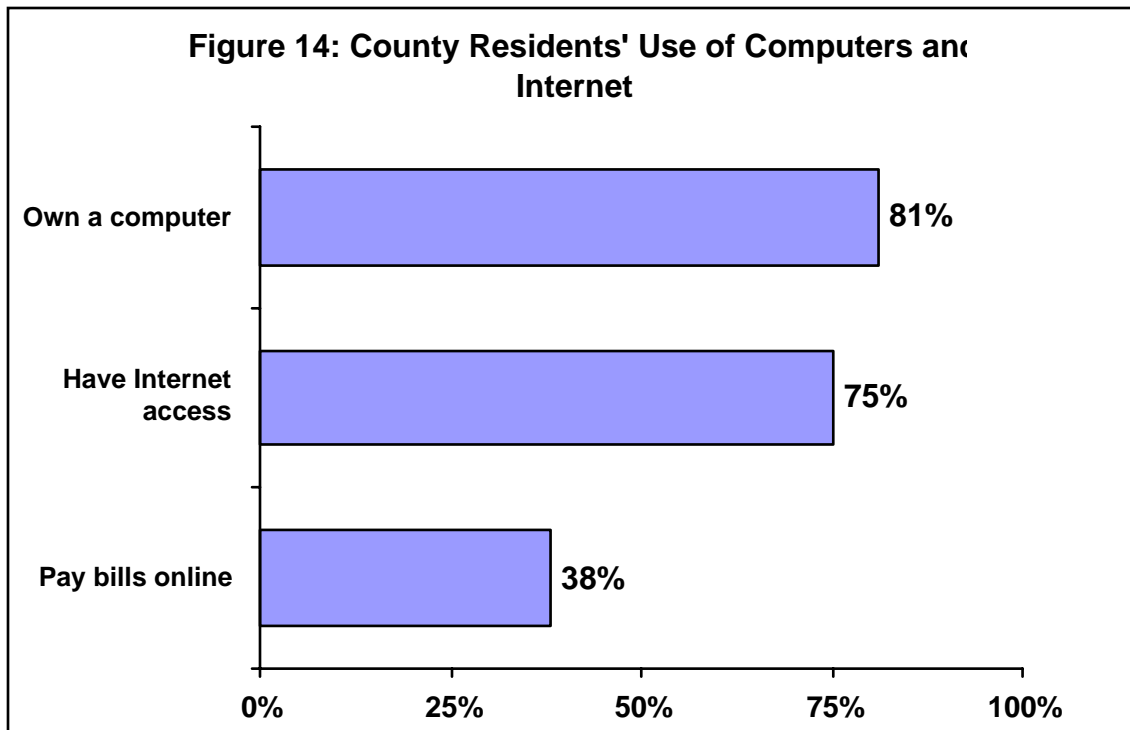
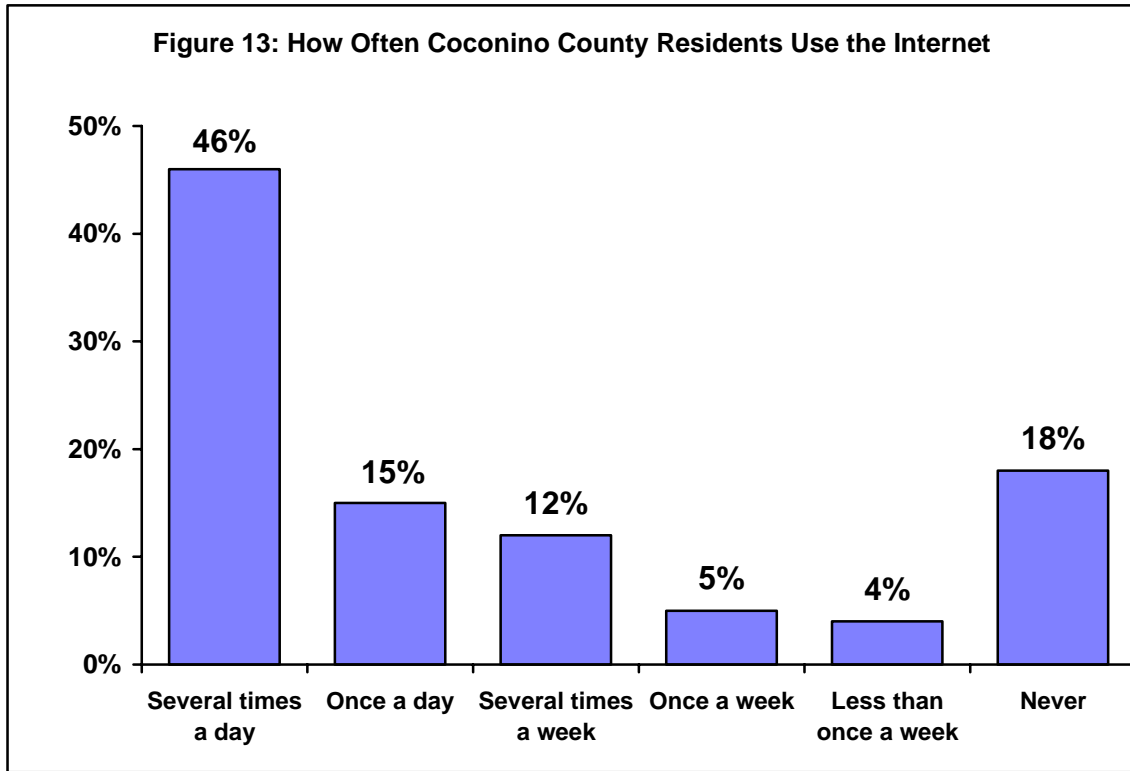
Coconino County produces a County Newsletter that is mailed to all residents. The newsletter includes information about County services and programs. Almost half of survey respondents (49%) recall seeing the County Newsletter. Recall is greatest among respondents living in Flagstaff, white respondents, and respondents with a college degree. Fifty-seven percent of each of these population subgroups recalls having seen a County Newsletter. Among respondents who had seen a newsletter, 31 percent said the newsletter was “very useful” to them and 53 percent said it was “somewhat useful” [Figure 12].

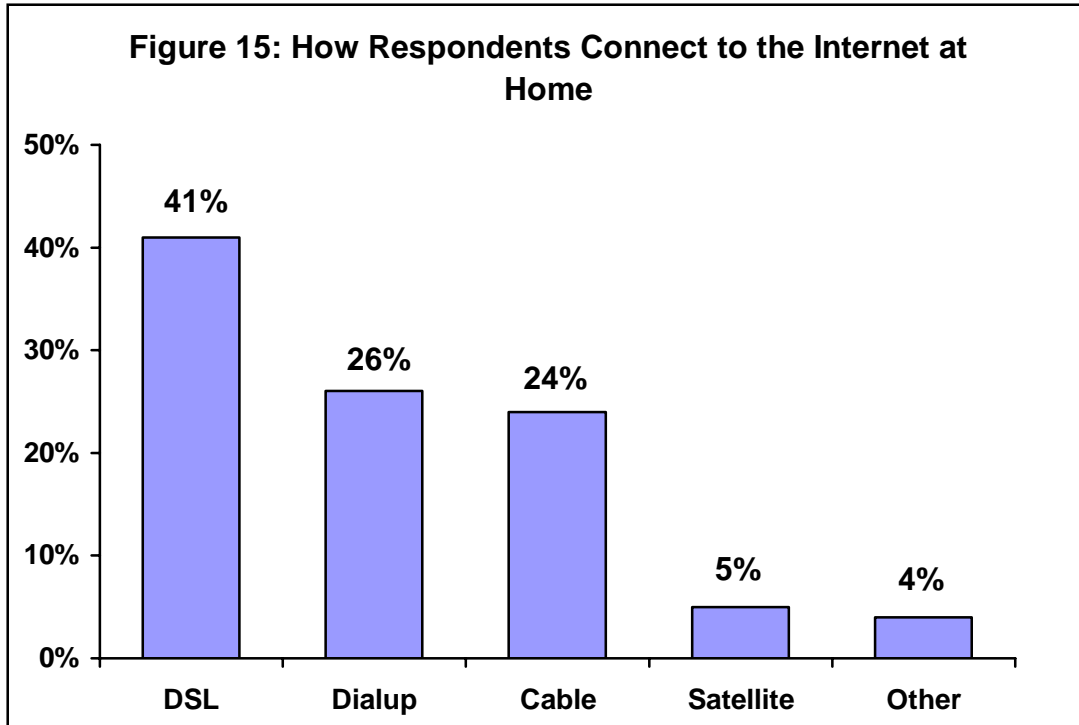


The County also distributes information through a website. When it comes to computer technology and Internet use, Coconino County residents are very savvy. Sixty-one percent of survey respondents use the Internet at least once a day [Figure 13]. Almost half (46%) use the Internet several times a day. Twelve percent of respondents use the Internet several times a week and five percent use the Internet once a week. Four percent of respondents access the Internet less than once a week. Eighteen percent never use the Internet. Among respondents who use the Internet, 50 percent pay bills online [Figure 14].

Among all survey respondents, 81 percent have a computer in their home [Figure 14]. Ninety-three percent of people with a computer in their home, or 75 percent of all respondents, have Internet access at home. Half of all respondents with Internet access in the home, or 38 percent of all respondents, have paid bills using the Internet. To repeat the point, Coconino County residents are technologically savvy.

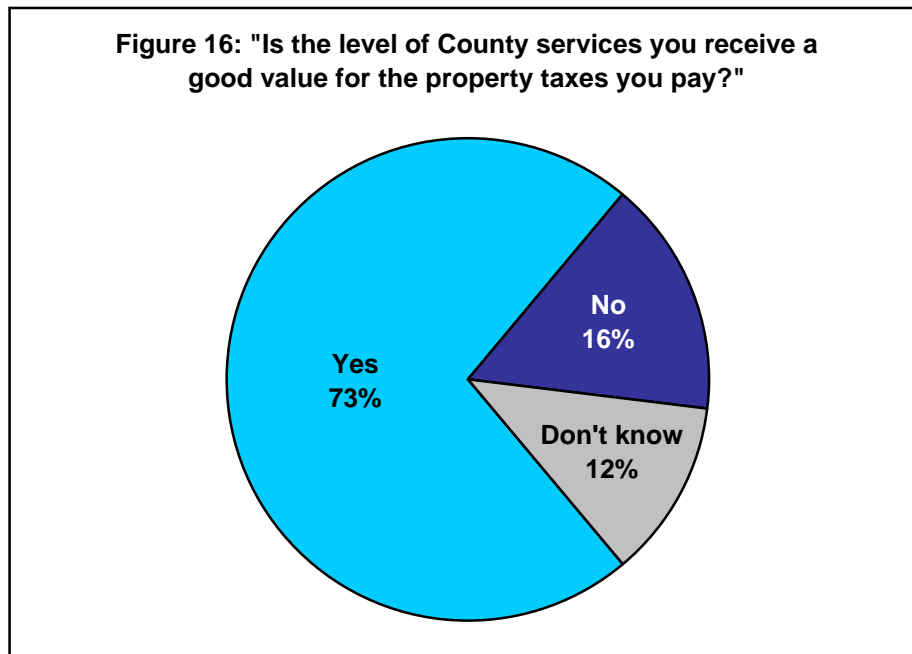
Among survey respondents who have Internet access at home, 41 percent connect to the Internet using DSL, 26 percent use a dialup connection, 24 percent have cable Internet, and five percent use a satellite Internet connection [Figure 15].





Attitudes toward Taxes

Coconino County is interested in assessing the attitudes of residents toward paying taxes to support County services and programs. To get at this issue, respondents who are homeowners were read a statement about taxes and asked if taxes paid are a good value in the County. Specifically, homeowners were asked the following question: “Currently, the County collects property taxes for all the cities and school districts in the County and keeps about 5 cents of every dollar you pay for property taxes to support delivery of County services. Do you think the level of County services you receive is a good value for the money, or not?” Almost three-quarters (73%) of homeowners in the survey believe the level of service they receive is a good value for the taxes they pay [Figure 16].



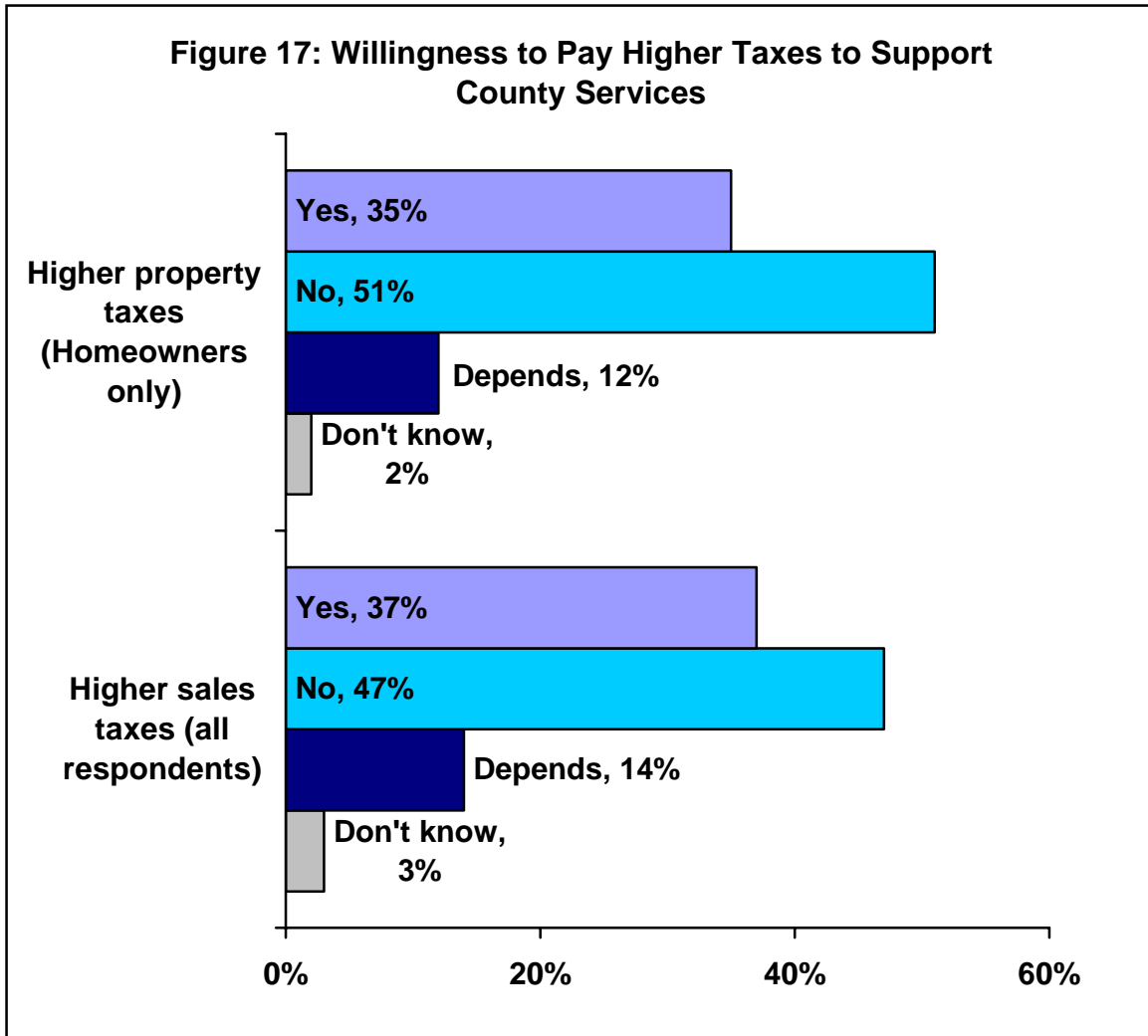
To explore this issue further, County homeowners were then asked this question: “Coconino County has the second-lowest property tax rate in Arizona. As the population of Coconino County grows and service needs expand, would you be willing to pay more property taxes to the County, or not?”

Over one-third (35%) of County homeowners say they would be willing to pay higher property taxes, while one-half (51%) say they would not [Figure 17]. A larger proportion of young people (18-34) are willing to pay higher property taxes (50%), while those who have lived in the County for over 20 years are least willing to pay higher taxes (26%).

Finally, all survey respondents were asked a question about sales taxes. Its important to know if County residents are willing to pay higher sales taxes as the County grows and service needs expands. Thirty-seven percent of survey respondents said they would be willing to pay higher sales taxes under these conditions, while 47 percent said they would

not [Figure 17]. Young people (18-34) are most willing to pay higher sales taxes (49%), and those with no college education are least willing (27%).

It is interesting to note that more than one-third of homeowners are willing to pay higher property taxes and one-third of County residents are willing to pay higher sales taxes without information as to which specific programs are being supported with new taxes.



Annotated Survey

Q3. Generally speaking, would you say things in Coconino County are heading in the right direction, or are they off on the wrong track?

	<i>Count</i>	<i>Percent</i>
Right direction	464	59%
Wrong direction	115	15%
Don't know/Depends	209	27%
Total	788	101%

Q4. In the time you've lived here, do you think Coconino County has become a better place to live, a worse place to live, or has it stayed about the same?

	<i>Count</i>	<i>Percent</i>
Better	213	27%
Worse	131	16%
Stayed about the same	406	51%
Both better and worse	21	3%
Don't know	23	3%
Total	794	100%

Q5. Overall, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with your life in Coconino County?

	<i>Count</i>	<i>Percent</i>
Very satisfied	297	37%
Somewhat satisfied	401	50%
Somewhat dissatisfied	74	9%
Very dissatisfied	21	3%
Don't know	7	1%
Total	800	100%

Q6. What do you like MOST about living in Coconino County? (multiple response) **For full listing of “other” responses see Appendix A.**

	<i>Count</i>	<i>Percent of cases</i>
Physical beauty	197	25%
Climate	192	24%
Parks and open spaces	149	19%
Environmental ethic	146	18%
People, community	115	15%
Small-town living	96	12%
Quality of life	86	11%
Recreational opportunities	65	8%
Family values, great place to raise a family	30	4%
Educational institutions	25	3%
Employment opportunities	22	3%
Political climate	13	2%
Cost of living	9	1%
Other	26	3%
Don't know	57	7%

Q7. What do you like LEAST about living in Coconino County? (multiple response) **For full listing of “other” responses see Appendix B**

	<i>Count</i>	<i>Percent of cases</i>
Cost of living	194	25%
Traffic	100	12%
Population growth	75	9%
Climate	48	6%
Political climate	42	5%
Small town living	42	5%
Lack of shopping	41	5%
Environmental ethic	41	5%
Unchecked development	36	5%
Lack of jobs	31	4%
Quality of life	25	3%
Nothing to do	17	2%
Lack of recreation	15	2%
People	14	2%
Lack of parks	12	1%
School system	9	1%
Values	6	1%
Other	37	5%

Q8a. Do you live on a road that is maintained by the county?

	<i>Count</i>	<i>Percent</i>
Yes	330	41%
No	428	53%
Total	758	94%

Q8a1. Does the County do an excellent, good, fair or poor job maintaining the road you live on? [Asked only of respondents who use county roads.]

	<i>Count</i>	<i>Percent</i>
Excellent	59	18%
Good	148	45%
Fair	86	26%
Poor	34	10%
Don't know	3	1%
Total	330	100%

Q8b. Have you used any County Health Department services during the past year, such as getting a flu shot or animal control?

	<i>Count</i>	<i>Percent</i>
Yes	212	27%
No	579	73%
Total	791	100%

Q8b1. Would you rate the quality of these services as excellent, good, fair, or poor? [Asked only of respondents who used county health department services]

	<i>Count</i>	<i>Percent</i>
Excellent	117	55%
Good	68	32%
Fair	20	10%
Poor	6	3%
Don't know	1	1%
Total	212	101%

Q8c. Have you used any services provided by the County Career Center during the past year, such as Teenworks, education support and the job fair?

	<i>Count</i>	<i>Percent</i>
Yes	51	6%
No	744	94%
Total	795	100%

Q8c1. Would you rate the quality of these services as excellent, good, fair, or poor? [Asked only of respondents who have used County career center services]

	<i>Count</i>	<i>Percent</i>
Excellent	19	37%
Good	23	46%
Fair	3	6%
Poor	5	11%
Total	50	100%

Q8d. Have you had any contact with the County Sheriff's office during the last year?

	<i>Count</i>	<i>Percent</i>
Yes	183	23%
No	616	77%
Total	799	100%

Q8d1. Would you rate the quality of services offered by the County sheriff as excellent, good, fair or poor? [Asked only of respondents who have used county sheriff's service.]

	<i>Count</i>	<i>Percent</i>
Excellent	76	42%
Good	51	28%
Fair	28	15%
Poor	21	11%
Don't know	7	4%
Total	183	100%

Q8e. Have you had any contact with the County Court system, including probation or DUI/Drug Court during the past year?

	<i>Count</i>	<i>Percent</i>
Yes	85	11%
No	715	89%
Total	800	100%

Q8e1. Would you rate the quality of these services as excellent, good, fair or poor? [Asked only of respondents who used County Court services]

	<i>Count</i>	<i>Percent</i>
Excellent	17	20%
Good	42	49%
Fair	10	12%
Poor	14	17%
Don't know	2	2%
Total	85	100%

Q8f. Have you visited any County Parks, other than Fort Tuthill, during the past year?

	<i>Count</i>	<i>Percent</i>
Yes	222	28%
No	566	72%
Total	788	100%

Q8f1. Would you rate the quality of the County Park system as excellent, good, fair or poor? [Asked only of respondents who have used County Park services]

	<i>Count</i>	<i>Percent</i>
Excellent	66	30%
Good	124	56%
Fair	21	9%
Poor	11	5%
Total	222	100%

Q8g. Have you used any County senior citizen services during the past year, including home assistance or home delivered meals?

	<i>Count</i>	<i>Percent</i>
Yes	36	5%
No	762	95%
Total	798	100%

Q8g1. Would you rate the quality of County senior citizen services as excellent, good, fair or poor? [Asked only of respondents who have used senior services.]

	<i>Count</i>	<i>Percent</i>
Excellent	14	39%
Good	20	55%
Fair	1	2%
Poor	1	4%
Total	36	100%

Q8h. Have you visited Fort Tuthill County Park, including the County Amphitheater during the past year?

	<i>Count</i>	<i>Percent</i>
Yes	356	45%
No	441	55%
Total	797	100%

Q8h1. Would you rate the quality of Fort Tuthill County Park and the County Amphitheater as excellent, good, fair or poor? [Asked only of respondents who have used Fort Tuthill County Park and County Amphitheater parks]

	<i>Count</i>	<i>Percent</i>
Excellent	123	35%
Good	183	51%
Fair	41	12%
Poor	7	2%
Don't know	3	1%
Total	357	101%

Q8i Have you used any County Community Development Services in the past year, including building permits or code enforcement?

	<i>Count</i>	<i>Percent</i>
Yes	69	9%
No	730	91%
Total	799	100%

Q8i1. Would you rate the quality of County Community Development Services as excellent, good, fair or poor? [Asked only of respondents who have used County Community Development services]

	<i>Count</i>	<i>Percent</i>
Excellent	12	17%
Good	33	48%
Fair	12	18%
Poor	12	17%
Total	69	100%

Q9. Are there other new services that you would like to see Coconino County offer? (open-ended) **For full listing of responses see Appendix C.**

Q10. Overall, do you think the Coconino County government is doing an excellent, good, fair, or poor job of providing services to County residents?

	<i>Count</i>	<i>Percent</i>
Excellent	68	9%
Good	479	60%
Fair	178	22%
Poor	42	5%
Don't know	34	4%
Total	801	100%

Q11. Overall, would you say the management of County services has improved over the time you've lived here, or not?

	<i>Count</i>	<i>Percent</i>
Yes	353	45%
No	202	25%
Don't know/Not sure	239	30%
Total	794	100%

Q11a1. Why do you say management has improved over time? [open-ended]
For a full listing of responses see Appendix D.

Q11a2. Why do you say management has not improved over time? [open-ended]
For a full listing of responses see Appendix E.

Q11b. Do you have suggestions for improving management of county services? [open-ended] **For a full listing of responses see Appendix F.**

Q12a. Do you own or rent your home in Coconino County?

	<i>Count</i>	<i>Percent</i>
Own	574	72%
Rent	210	26%
Other arrangements	13	2%
Total	797	100%

Q12b. [HOMEOWNERS ONLY] Currently, the County collects property taxes for all the cities and school districts in the County and keeps about 5 cents of every dollar you pay for property taxes to support delivery of County services. Do you think the level of County services you receive is a good value for this money, or not?

	<i>Count</i>	<i>Percent</i>
Yes, is a good value	412	73%
No, not a good value	90	16%
Don't know	66	12%
Total	568	101%

Q13. [HOMEOWNERS ONLY] Coconino County has the second lowest property tax rate in Arizona. As the population of Coconino County grows and service needs expand, would you be willing to pay more property taxes to the County, or not?

	<i>Count</i>	<i>Percent</i>
Yes	200	35%
No	286	51%
Depends (on what you get for the \$)	68	12%
Don't know	13	2%
Total	567	100%

Q14. [EVERYONE] Sales taxes help fund County programs. As the population of Coconino County grows and service needs expand, would you be willing to pay a higher sales tax to support new programs?

	<i>Count</i>	<i>Percent</i>
Yes	298	37%
No	372	47%
Depends (on what you get for the \$)	110	14%
Don't know	20	3%
Total	800	101%

Q15. Changing the topic for a moment, how do you now receive most of your information about County services and programs? {Select all that apply}

	<i>Count</i>	<i>Percent</i>
Radio	63	8%
Television	96	12%
Newspaper	434	56%
The Internet	88	11%
Information in the mail	78	10%
Board of Supervisors	11	1%
Word of mouth/friends/other people	120	16%
County Citizen Newsletter	49	6%
Don't receive any information	78	10%
Other	130	17%

F1. How much attention do you give to local news and events: a lot, some, very little, none at all?

	<i>Count</i>	<i>Percent</i>
A lot	369	47%
Some	283	36%
Very little	95	12%
None at all	41	5%
Total	788	100%

F1a. How do you receive MOST of your information about local news and events?

	<i>Count</i>	<i>Percent</i>
Radio	188	25%
Television	284	38%
Newspaper	552	74%
The Internet	61	8%
Information in the mail	29	4%
Word of mouth/friends/other people	122	16%
Don't receive any information	3	0%
Other	58	8%

F2. Coconino County mails an annual Newsletter to all residents describing County programs and services. Do you recall ever seeing the County Newsletter?

	<i>Count</i>	<i>Percent</i>
Yes	376	49%
No	398	51%
Total	774	100%

F2a. How useful was the Newsletter information to you: very useful, somewhat useful, not very useful, or not at all useful? [Asked only of those respondents who have read the County Newsletter]

	<i>Count</i>	<i>Percent</i>
Very useful	116	31%
Somewhat useful	196	53%
Not very useful	27	7%
Not at all useful	23	6%
Don't know	11	3%
Total	373	100%

F3. How often do you use the Internet, including e-mail —several times a day, once a day, several times a week, once a week, less than once a week, or never?

	<i>Count</i>	<i>Percent</i>
Several times a day	362	46%
Once a day	123	15%
Several times a week	92	12%
Once a week	42	5%
Less than once a week	31	4%
Never	146	18%
Total	796	100%

F3a. Do you regularly pay any bills using the Internet? [Asked only to those respondents who have Internet access]

	<i>Count</i>	<i>Percent</i>
Yes	322	50%
No	326	50%
Total	648	100%

F4. Do you currently have a computer in your home?

	<i>Count</i>	<i>Percent</i>
Yes	645	81%
No	155	19%
Total	800	100%

F4a. Do you have Internet access in your home?

	<i>Count</i>	<i>Percent</i>
Yes	595	93%
No	46	7%
Total	641	100%

F4b. How do you connect to the Internet at home?

	<i>Count</i>	<i>Percent</i>
Dialup	152	26%
DSL	237	41%
Cable Internet	141	24%
Satellite	30	5%
Other than above	22	4%
Total	582	100%

DEMOGRAPHICS

Now I would like to ask you a few questions so that we can classify your answers.

D3. Are you registered to vote in Coconino County?

	<i>Count</i>	<i>Percent</i>
Yes	690	87%
No	105	13%
Total	795	100%

D5. What is the highest grade of school or year of college that you have completed?

	<i>Count</i>	<i>Percent</i>
Grade School	26	3%
High School Degree	144	18%
Some College/Associates Degree	247	31%
Bachelor's Degree	172	22%
Post-Bachelor's Degree	201	25%
Total	790	99%

D6. Do you primarily consider your race or ethnicity to be ... ?

	<i>Count</i>	<i>Percent</i>
White	427	55%
Hispanic, Latino, or Spanish origin	92	12%
Asian	8	1%
Black or African American	12	2%
American Indian or Alaska Native	226	29%
Native Hawaiian or other Pacific Islander	1	0%
Other race	5	1%
Total	771	100%

D7. Which of the following income groups includes your total household income in 2006 before taxes? Tell me to stop when I read the correct category.

	<i>Count</i>	<i>Percent</i>
\$25,000 or less	129	18%
\$25,000 to \$50,000	199	28%
\$50,000 to \$75,000	183	26%
\$75,000 to \$100,000	98	14%
\$100,000 to \$149,900	72	10%
\$150,000 and over	32	5%
Total	713	101%

D8. Do you have any children under the age of 18 living in your home?

	<i>Count</i>	<i>Percent</i>
Yes	298	38%
No	494	62%
Total	792	100%

D9. Please feel free to share any other thoughts or comments you may have about topics discussed in this survey. [open-ended]

D10. Respondent Gender [Ask only if necessary]

	<i>Count</i>	<i>Percent</i>
Female	403	50%
Male	397	50%
Total	800	100%

Crosstabulations by Demographics

		Total	Gender		Race		Age			Income		
			Female	Male	White	Non-white	18-34	35-54	55+	< \$50K	\$50-\$75K	> \$75K
Is Coconino County on the right or wrong track?	Right	59%	57%	61%	62%	58%	78%	58%	53%	64%	57%	55%
	Wrong	15%	13%	16%	13%	14%	8%	18%	14%	12%	16%	16%
	Don't know	27%	30%	23%	25%	28%	14%	24%	34%	23%	27%	30%
Do you think Coconino County has become a better place to live?	Better	27%	28%	26%	24%	32%	33%	20%	32%	27%	30%	27%
	Worse	16%	14%	20%	15%	16%	12%	19%	15%	16%	16%	15%
	Stayed about the same	51%	51%	51%	56%	46%	52%	54%	47%	53%	48%	51%
	Both better and worse	3%	3%	3%	3%	2%	1%	3%	3%	2%	4%	3%
	Don't know	3%	5%	1%	3%	3%	2%	4%	3%	2%	2%	4%
How satisfied are you with the quality of life in Coconino County?	Very satisfied	37%	40%	35%	40%	35%	35%	34%	43%	36%	38%	35%
	Somewhat satisfied	50%	49%	51%	49%	53%	53%	56%	42%	51%	50%	52%
	Somewhat dissatisfied	9%	8%	10%	9%	8%	7%	9%	10%	10%	8%	9%
	Very dissatisfied	3%	3%	3%	2%	3%	4%	1%	3%	3%	4%	2%
	Very dissatisfied	1%	1%	1%	1%	1%	0%	0%	2%	1%	0%	2%

		Total	Residence		Education			Reg. Voter		Years in County			Home	
			Flag-staff	County	No college	Some college	College graduate	Yes	No	0-5	6-20	21+	Own	Rent
Is Coconino County on the right or wrong track?	Right	59%	63%	54%	64%	58%	59%	59%	60%	61%	66%	50%	57%	66%
	Wrong	15%	17%	12%	11%	16%	14%	14%	15%	13%	13%	16%	16%	11%
	Don't know	27%	21%	34%	25%	26%	27%	27%	25%	26%	21%	33%	27%	23%
Do you think Coconino County has become a better place to live?	Better	27%	26%	28%	24%	31%	25%	26%	30%	16%	27%	33%	28%	25%
	Worse	16%	17%	16%	13%	18%	16%	17%	14%	9%	18%	19%	17%	15%
	Stayed about the same	51%	51%	51%	59%	46%	51%	51%	52%	68%	50%	42%	50%	55%
	Both better and worse	3%	3%	2%	0%	1%	5%	3%	1%	2%	2%	4%	3%	3%
	Don't know	3%	2%	4%	3%	3%	3%	3%	3%	5%	3%	2%	3%	2%
How satisfied are you with the quality of life in Coconino County?	Very satisfied	37%	36%	39%	38%	35%	39%	38%	34%	44%	33%	37%	39%	34%
	Somewhat satisfied	50%	51%	50%	49%	51%	49%	50%	51%	46%	57%	46%	48%	53%
	Somewhat dissatisfied	9%	10%	8%	11%	10%	8%	9%	10%	8%	7%	12%	9%	10%
	Very dissatisfied	3%	3%	3%	2%	3%	3%	2%	4%	2%	2%	3%	3%	2%
	Don't know	1%	1%	1%	0%	2%	1%	1%	0%	0%	1%	1%	1%	1%

		Total	Gender		Race		Age			Income		
			Female	Male	White	Non-white	18-34	35-54	55+	< \$50K	\$50-\$75K	> \$75K
What do you like most about Coconino County? (multiple response)	Physical beauty	25%	26%	23%	29%	20%	30%	24%	24%	25%	27%	22%
	Climate	24%	21%	28%	27%	22%	20%	23%	29%	24%	22%	28%
	Parks & open spaces	19%	18%	19%	21%	16%	17%	22%	18%	15%	24%	21%
	Environmental ethic	18%	20%	16%	17%	21%	15%	21%	19%	17%	17%	24%
	People, Community	15%	16%	13%	15%	15%	11%	17%	15%	15%	12%	16%
	Small-town living	12%	12%	13%	15%	9%	7%	14%	13%	10%	16%	13%
	Quality of life	11%	12%	9%	9%	13%	7%	10%	13%	10%	15%	8%
	Recreational opportunities	8%	8%	8%	13%	3%	11%	8%	7%	7%	11%	9%
	Family values, Great place to raise a family	4%	4%	4%	4%	4%	3%	4%	3%	6%	4%	3%
	Employment opportunities	3%	3%	3%	2%	4%	2%	4%	2%	3%	3%	3%
	Educational institutions	3%	4%	3%	3%	4%	7%	3%	2%	4%	3%	3%
	Political climate	2%	2%	1%	2%	2%	3%	0%	3%	2%	2%	1%
	Cost of Living	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
	Other	3%	3%	3%	2%	4%	5%	2%	4%	4%	3%	2%
	Don't know	7%	9%	5%	5%	9%	10%	6%	6%	8%	5%	6%

		Total	Residence		Education			Reg. Voter		Years in County			Home	
			Flag-staff	County	No college	Some college	College graduate	Yes	No	0-5	6-20	21+	Own	Rent
What do you like most about Coconino County? (multiple response)	Physical beauty	25%	24%	25%	16%	30%	25%	24%	28%	29%	25%	23%	23%	31%
	Climate	24%	28%	19%	25%	24%	24%	26%	16%	22%	24%	27%	24%	25%
	Parks & open spaces	19%	19%	18%	17%	17%	21%	18%	26%	17%	21%	17%	19%	18%
	Environmental ethic	18%	20%	16%	12%	17%	23%	19%	13%	17%	19%	18%	18%	20%
	People, Community	15%	17%	12%	15%	18%	12%	15%	12%	17%	17%	12%	15%	13%
	Small-town living	12%	13%	12%	7%	15%	13%	13%	7%	10%	14%	12%	14%	9%
	Quality of life	11%	12%	10%	9%	9%	13%	11%	10%	12%	11%	10%	12%	8%
	Recreational opportunities	8%	10%	6%	3%	7%	12%	9%	6%	8%	10%	6%	8%	8%
	Family values, Great place to raise a family	4%	5%	2%	4%	3%	4%	3%	6%	8%	3%	3%	3%	5%
	Employment opportunities	3%	3%	3%	1%	4%	3%	3%	4%	4%	4%	1%	3%	2%
	Educational institutions	3%	3%	4%	0%	5%	4%	3%	1%	3%	3%	3%	3%	4%
	Political climate	2%	1%	2%	2%	1%	2%	2%	2%	1%	2%	2%	2%	1%
	Cost of Living	1%	1%	1%	0%	1%	1%	1%	0%	2%	1%	0%	1%	1%
	Other	3%	3%	4%	7%	2%	3%	3%	3%	4%	4%	2%	3%	4%
	Don't know	7%	6%	9%	13%	6%	5%	7%	11%	6%	8%	7%	7%	7%

		Total	Gender		Race		Age			Income		
			Female	Male	White	Non-white	18-34	35-54	55+	< \$50K	\$50-75K	> \$75K
What do you like least about Coconino County? (multiple response)	Cost of Living	25%	26%	23%	27%	23%	22%	34%	17%	24%	28%	26%
	Nothing	12%	11%	13%	10%	14%	16%	8%	15%	12%	10%	12%
	Traffic	12%	13%	10%	14%	8%	8%	8%	17%	10%	9%	16%
	Population growth	9%	9%	10%	9%	10%	4%	11%	12%	7%	12%	11%
	Climate	6%	6%	6%	5%	7%	6%	5%	8%	7%	3%	7%
	Small-town living	5%	5%	5%	5%	6%	5%	6%	2%	5%	6%	5%
	Political climate	5%	5%	6%	6%	3%	4%	5%	6%	4%	5%	7%
	Environmental ethic	5%	4%	7%	6%	4%	1%	6%	5%	5%	3%	7%
	Lack of shopping	5%	7%	3%	7%	4%	7%	5%	5%	3%	7%	8%
	Unchecked development	5%	4%	5%	5%	4%	2%	5%	5%	3%	8%	4%
	Lack of jobs	4%	4%	4%	4%	3%	5%	5%	2%	4%	5%	4%
	Quality of life	3%	4%	2%	2%	4%	5%	2%	4%	3%	4%	1%
	Nothing to do	2%	2%	2%	3%	1%	1%	4%	1%	2%	2%	3%
	Lack of recreation	2%	1%	3%	1%	3%	0%	4%	0%	1%	0%	4%
	People	2%	2%	2%	1%	2%	2%	1%	2%	3%	0%	1%
	Lack of parks & open spaces	1%	1%	2%	1%	2%	1%	3%	1%	2%	0%	3%
	School system	1%	2%	1%	1%	1%	3%	0%	1%	1%	3%	1%
	Values	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	0%
Other	5%	3%	6%	5%	5%	6%	3%	5%	5%	5%	5%	
Don't know	9%	8%	10%	7%	13%	8%	10%	7%	10%	8%	6%	

		Total	Residence		Education			Reg. Voter		Years in County			Home	
			Flag-staff	County	No college	Some college	College graduate	Yes	No	0-5	6-20	21+	Own	Rent
What do you like least about Coconino County? (multiple response)	Cost of Living	25%	34%	13%	16%	26%	28%	26%	17%	29%	28%	18%	24%	26%
	Nothing	12%	7%	18%	18%	11%	10%	12%	15%	11%	12%	13%	14%	7%
	Traffic	12%	13%	10%	9%	11%	13%	12%	12%	10%	10%	15%	13%	7%
	Population growth	9%	10%	9%	7%	10%	10%	10%	5%	3%	10%	12%	12%	4%
	Climate	6%	6%	7%	12%	6%	4%	6%	10%	4%	6%	8%	6%	7%
	Small-town living	5%	5%	5%	5%	6%	5%	6%	2%	5%	6%	5%	5%	5%
	Political climate	5%	6%	4%	2%	4%	7%	6%	2%	4%	5%	7%	6%	4%
	Environmental ethic	5%	6%	5%	5%	5%	6%	5%	5%	3%	7%	4%	5%	7%
	Lack of shopping	5%	5%	5%	4%	4%	6%	5%	4%	7%	5%	5%	5%	5%
	Unchecked development	5%	6%	3%	1%	5%	5%	5%	3%	4%	6%	3%	5%	3%
	Lack of jobs	4%	6%	2%	0%	5%	5%	4%	2%	6%	4%	3%	4%	3%
	Quality of life	3%	2%	4%	5%	2%	3%	3%	4%	3%	4%	3%	3%	2%
	Nothing to do	2%	2%	2%	0%	4%	2%	2%	4%	4%	1%	2%	2%	3%
	Lack of recreation	2%	1%	3%	0%	3%	2%	2%	0%	0%	2%	2%	1%	4%
	People	2%	2%	2%	2%	3%	1%	2%	3%	0%	3%	1%	1%	3%
	Lack of parks & open spaces	1%	1%	2%	0%	2%	2%	2%	1%	1%	2%	1%	2%	1%
	School system	1%	1%	1%	0%	3%	1%	1%	2%	1%	2%	1%	1%	1%
	Values	1%	1%	1%	0%	1%	1%	1%	2%	1%	1%	0%	1%	0%
	Other	5%	4%	6%	5%	4%	5%	4%	9%	7%	3%	5%	4%	6%
Don't know	9%	7%	11%	14%	9%	7%	9%	12%	13%	7%	9%	8%	12%	

		Total	Gender		Race		Age			Income		
			Female	Male	White	Non-white	18-34	35-54	55+	< \$50K	\$50-75K	> \$75K
Rating of County Health Department	Excellent	55%	58%	51%	58%	51%	41%	55%	60%	54%	52%	55%
	Good	32%	31%	33%	31%	33%	34%	34%	30%	34%	37%	30%
	Fair	10%	9%	11%	8%	13%	23%	8%	7%	10%	8%	9%
	Poor	3%	1%	5%	3%	3%	2%	4%	2%	2%	3%	6%
	Don't know	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%
Rating of Career Services	Excellent	37%	41%	29%	50%	33%	28%	52%	37%	53%	16%	8%
	Good	46%	43%	52%	41%	48%	60%	26%	43%	36%	64%	53%
	Fair	6%	9%	0%	5%	6%	11%	0%	3%	12%	0%	0%
	Poor	11%	7%	19%	5%	13%	0%	22%	17%	0%	20%	38%
	Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rating of County Sheriff	Excellent	42%	42%	42%	41%	40%	41%	43%	41%	39%	37%	45%
	Good	28%	31%	26%	36%	21%	27%	26%	30%	30%	33%	20%
	Fair	15%	15%	15%	12%	19%	14%	17%	14%	7%	26%	21%
	Poor	11%	7%	15%	8%	15%	17%	8%	11%	20%	0%	10%
	Don't know	4%	5%	2%	3%	5%	0%	5%	4%	4%	4%	3%
Rating of Court System	Excellent	20%	17%	23%	14%	28%	11%	26%	15%	28%	17%	18%
	Good	49%	47%	51%	48%	54%	51%	45%	50%	28%	61%	54%
	Fair	12%	7%	17%	19%	0%	18%	9%	15%	20%	2%	12%
	Poor	17%	24%	9%	17%	18%	19%	16%	18%	23%	12%	16%
	Don't know	2%	5%	0%	2%	0%	0%	3%	2%	0%	8%	0%

		Total	Residence		Education			Reg. Voter		Years in County			Home	
			Flag-staff	County	No college	Some college	College graduate	Yes	No	0-5	6-20	21+	Own	Rent
Rating of County Health Department	Excellent	55%	61%	46%	60%	44%	62%	57%	46%	52%	59%	54%	55%	57%
	Good	32%	29%	37%	30%	38%	28%	31%	37%	37%	32%	29%	31%	37%
	Fair	10%	7%	14%	8%	11%	9%	10%	4%	8%	8%	12%	11%	6%
	Poor	3%	3%	3%	0%	8%	1%	2%	11%	3%	1%	5%	3%	0%
	Don't know	1%	0%	1%	2%	0%	0%	0%	3%	0%	0%	1%	0%	0%
Rating of Career Services	Excellent	37%	52%	30%	51%	39%	24%	36%	59%	49%	28%	42%	29%	47%
	Good	46%	32%	54%	49%	52%	31%	46%	41%	33%	40%	58%	54%	35%
	Fair	6%	3%	7%	0%	9%	5%	6%	0%	0%	14%	0%	2%	19%
	Poor	11%	13%	9%	0%	0%	40%	11%	0%	18%	18%	0%	15%	0%
	Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rating of County Sheriff	Excellent	42%	47%	38%	45%	39%	44%	45%	20%	39%	42%	43%	44%	37%
	Good	28%	29%	28%	27%	31%	25%	28%	32%	40%	25%	24%	26%	34%
	Fair	15%	14%	16%	0%	19%	17%	12%	34%	9%	14%	22%	15%	14%
	Poor	11%	7%	15%	24%	11%	8%	11%	14%	7%	15%	9%	11%	13%
	Don't know	4%	3%	4%	4%	0%	6%	4%	0%	6%	3%	3%	4%	2%
Rating of Court Services	Excellent	20%	20%	19%	28%	21%	17%	19%	23%	38%	15%	11%	21%	19%
	Good	49%	60%	32%	37%	40%	56%	50%	45%	35%	59%	46%	44%	55%
	Fair	12%	12%	12%	17%	20%	8%	13%	9%	15%	10%	12%	14%	9%
	Poor	17%	8%	30%	18%	16%	16%	16%	19%	12%	10%	31%	18%	14%
	Don't know	2%	0%	6%	0%	3%	3%	2%	4%	0%	6%	0%	3%	2%

		Total	Gender		Race		Age			Income		
			Female	Male	White	Non-white	18-34	35-54	55+	< \$50K	\$50-75K	> \$75K
Rating of Parks	Excellent	30%	29%	30%	30%	30%	30%	26%	42%	34%	26%	22%
	Good	56%	60%	50%	55%	55%	60%	57%	46%	53%	64%	52%
	Fair	9%	8%	11%	11%	8%	3%	12%	9%	8%	5%	21%
	Poor	5%	3%	8%	4%	7%	7%	5%	4%	5%	6%	6%
	Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rating of Senior Citizen Services	Excellent	39%	44%	25%	54%	22%	0%	100%	34%	32%	46%	37%
	Good	55%	51%	66%	36%	78%	0%	0%	59%	65%	54%	63%
	Fair	2%	2%	0%	3%	0%	0%	0%	2%	0%	0%	0%
	Poor	4%	2%	8%	7%	0%	0%	0%	5%	4%	0%	0%
	Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rating of Fort Tuthill	Excellent	35%	39%	30%	38%	30%	37%	32%	40%	29%	39%	30%
	Good	51%	51%	52%	50%	53%	47%	52%	49%	55%	47%	54%
	Fair	12%	9%	14%	9%	15%	14%	15%	6%	14%	13%	10%
	Poor	2%	1%	3%	2%	2%	1%	1%	3%	0%	1%	5%
	Don't know	1%	1%	0%	1%	0%	1%	0%	2%	2%	0%	1%
Rating of County Community Development	Excellent	17%	6%	27%	17%	21%	20%	13%	23%	18%	14%	21%
	Good	48%	50%	46%	42%	49%	33%	50%	51%	52%	38%	47%
	Fair	18%	27%	11%	23%	14%	18%	26%	9%	13%	28%	14%
	Poor	17%	18%	16%	19%	17%	28%	11%	17%	17%	20%	18%
	Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rating of County Roads	Excellent	18%	19%	16%	20%	15%	24%	11%	25%	20%	24%	10%
	Good	45%	45%	45%	45%	45%	37%	45%	50%	42%	47%	55%
	Fair	26%	25%	27%	24%	29%	27%	34%	14%	25%	22%	27%
	Poor	10%	11%	10%	11%	9%	11%	11%	8%	13%	7%	8%
	Don't know	1%	0%	2%	0%	2%	0%	0%	3%	0%	0%	0%

		Total	Residence		Education			Reg. Voter		Years in County			Home	
			Flag-staff	County	No college	Some college	College graduate	Yes	No	0-5	6-20	21+	Own	Rent
Rating of Parks	Excellent	30%	30%	30%	27%	27%	33%	30%	30%	31%	28%	33%	25%	42%
	Good	56%	57%	30%	68%	54%	53%	55%	60%	59%	59%	47%	57%	51%
	Fair	9%	10%	8%	5%	8%	12%	11%	0%	9%	9%	10%	10%	8%
	Poor	5%	3%	8%	0%	11%	3%	5%	10%	1%	4%	11%	7%	0%
	Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rating of Senior Citizen Services	Excellent	39%	57%	31%	22%	46%	48%	42%	0%	19%	59%	35%	45%	24%
	Good	55%	30%	66%	78%	48%	43%	52%	100%	81%	41%	57%	50%	66%
	Fair	2%	0%	2%	0%	6%	0%	2%	0%	0%	0%	3%	2%	0%
	Poor	4%	13%	0%	0%	0%	10%	4%	0%	0%	0%	6%	3%	10%
	Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rating of Fort Tuthill	Excellent	35%	37%	29%	32%	27%	40%	35%	33%	35%	40%	29%	34%	36%
	Good	51%	50%	55%	39%	52%	53%	52%	47%	53%	49%	52%	51%	52%
	Fair	12%	10%	15%	17%	19%	6%	11%	18%	10%	10%	14%	12%	11%
	Poor	2%	2%	1%	8%	2%	1%	2%	2%	1%	0%	4%	2%	0%
	Don't know	1%	1%	1%	4%	0%	1%	1%	0%	1%	0%	1%	1%	1%
Rating of County Community Development	Excellent	17%	16%	20%	42%	18%	10%	14%	34%	25%	18%	13%	18%	14%
	Good	48%	36%	63%	42%	52%	44%	54%	12%	24%	46%	62%	48%	43%
	Fair	18%	27%	6%	0%	19%	23%	15%	35%	41%	6%	17%	20%	0%
	Poor	17%	22%	11%	16%	11%	23%	16%	19%	9%	31%	8%	15%	43%
	Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Rating of County Roads	Excellent	18%	16%	19%	18%	17%	18%	19%	13%	25%	13%	19%	17%	18%
	Good	45%	48%	43%	41%	41%	52%	45%	47%	47%	45%	44%	45%	46%
	Fair	26%	25%	26%	30%	28%	21%	27%	21%	22%	27%	26%	26%	28%
	Poor	10%	10%	10%	11%	14%	6%	9%	19%	6%	12%	11%	11%	8%
	Don't know	1%	0%	1%	0%	0%	2%	1%	0%	0%	2%	0%	1%	0%

		Total	Gender		Race		Age			Income		
			Female	Male	White	Non-white	18-34	35-54	55+	< \$50K	\$50-75K	> \$75K
How would you rate services provided by County Government?	Excellent	9%	10%	7%	10%	7%	4%	8%	13%	7%	8%	10%
	Good	60%	62%	57%	64%	55%	67%	58%	60%	63%	62%	57%
	Fair	22%	18%	26%	19%	26%	26%	21%	18%	25%	20%	17%
	Poor	5%	5%	6%	3%	7%	3%	8%	3%	3%	5%	10%
	Don't know	4%	5%	3%	3%	5%	0%	5%	5%	2%	4%	7%
Has the management of County services improved?	Yes, management has improved	45%	37%	44%	35%	48%	40%	41%	42%	47%	40%	37%
	No, management has not improved	25%	23%	25%	24%	22%	27%	25%	20%	21%	21%	31%
	Don't know	30%	41%	30%	41%	30%	34%	34%	38%	33%	40%	33%
Are the services you receive a good value for the money?	Yes, a good value	73%	68%	76%	77%	67%	82%	71%	74%	69%	80%	72%
	Not, not a good value	16%	17%	15%	15%	16%	13%	19%	13%	15%	12%	17%
	Don't know	12%	15%	9%	8%	17%	5%	10%	13%	16%	8%	11%
Would you be willing to pay more property taxes?	Yes	35%	33%	37%	38%	33%	50%	35%	32%	37%	33%	41%
	No	51%	52%	49%	48%	53%	46%	54%	47%	49%	46%	49%
	Depends	12%	12%	12%	12%	11%	3%	10%	17%	12%	19%	7%
	Don't know	2%	3%	2%	2%	3%	1%	1%	4%	2%	1%	2%
Would you be willing to pay higher sales taxes?	Yes	37%	33%	41%	37%	39%	49%	40%	29%	38%	40%	37%
	No	47%	48%	45%	50%	41%	34%	47%	52%	45%	47%	45%
	Depends	14%	16%	11%	12%	15%	13%	11%	16%	16%	11%	14%
	Don't Know	3%	3%	2%	1%	4%	4%	2%	3%	2%	1%	4%

		Total	Residence		Education			Reg. Voter		Years in County			Home	
			Flag-staff	County	No college	Some college	College graduate	Yes	No	0-5	6-20	21+	Own	Rent
How would you rate services provided by County Government?	Excellent	9%	10%	7%	7%	12%	7%	9%	3%	8%	8%	9%	9%	6%
	Good	60%	64%	55%	58%	51%	68%	60%	63%	71%	64%	50%	60%	63%
	Fair	22%	19%	26%	24%	29%	17%	21%	24%	13%	21%	27%	21%	24%
	Poor	5%	5%	6%	7%	4%	6%	6%	2%	4%	4%	7%	6%	3%
	Don't know	4%	3%	6%	5%	5%	3%	4%	6%	3%	3%	6%	5%	3%
Has the management of County services improved?	Yes	45%	39%	42%	49%	41%	36%	40%	42%	28%	41%	48%	40%	43%
	No	25%	23%	25%	23%	25%	23%	24%	21%	20%	26%	24%	26%	18%
	Don't know	30%	37%	34%	27%	34%	41%	35%	38%	52%	34%	29%	34%	39%
Are the services you receive a good value for the money?	Yes, a good value	73%	79%	64%	66%	69%	77%	74%	60%	76%	80%	65%	72%	--
	Not, not a good value	16%	14%	18%	19%	18%	14%	15%	25%	14%	13%	19%	16%	--
	Don't know	12%	7%	18%	15%	13%	9%	11%	15%	10%	7%	16%	12%	--
Would you be willing to pay more property taxes?	Yes	35%	36%	35%	32%	29%	40%	36%	31%	43%	42%	26%	35%	--
	No	51%	52%	48%	60%	55%	44%	49%	63%	42%	48%	57%	50%	--
	Depends	12%	11%	14%	4%	13%	14%	13%	5%	15%	8%	14%	12%	--
	Don't know	2%	1%	3%	4%	3%	1%	2%	1%	1%	2%	3%	2%	--
Would you be willing to pay higher sales taxes?	Yes	37%	40%	35%	27%	39%	41%	37%	39%	37%	39%	36%	35%	43%
	No	47%	47%	46%	52%	44%	45%	48%	34%	51%	42%	50%	50%	40%
	Depends	14%	13%	15%	16%	14%	12%	13%	21%	10%	16%	13%	13%	14%
	Don't know	3%	1%	4%	5%	3%	2%	2%	6%	2%	4%	2%	2%	2%

		Total	Gender		Race		Age			Income		
			Female	Male	White	Non-white	18-34	35-54	55+	< \$50K	\$50-75K	> \$75K
How much attention do you give to local news and events?	A lot	47%	46%	48%	46%	48%	46%	44%	51%	45%	49%	49%
	Some	36%	39%	33%	41%	31%	41%	39%	32%	37%	36%	35%
	Very little	12%	10%	14%	11%	12%	11%	10%	13%	12%	12%	11%
	None at all	5%	5%	6%	2%	9%	2%	7%	4%	7%	3%	5%

		Total	Residence		Education			Reg. Voter		Years in County			Home	
			Flag-staff	County	No college	Some college	College graduate	Yes	No	0-5	6-20	21+	Own	Rent
How much attention do you give to local news and events?	A lot	47%	47%	47%	38%	51%	48%	47%	50%	40%	45%	52%	47%	46%
	Some	36%	39%	32%	38%	30%	39%	37%	26%	37%	41%	31%	36%	37%
	Very little	12%	11%	14%	12%	14%	10%	11%	19%	15%	10%	12%	12%	11%
	None at all	5%	3%	8%	12%	5%	2%	5%	5%	8%	4%	5%	5%	6%

		Total	Gender		Race		Age			Income		
			Female	Male	White	Non-white	18-34	35-54	55+	< \$50K	\$50-75K	> \$75K
Where do you receive most of your information about county services and programs? (multiple response)	Newspaper(s)	56%	59%	54%	56%	56%	43%	56%	63%	56%	62%	54%
	Word of mouth	16%	14%	16%	16%	15%	20%	13%	14%	11%	15%	20%
	Television	12%	13%	12%	10%	16%	12%	12%	14%	14%	11%	13%
	The Internet	11%	8%	15%	10%	14%	21%	13%	6%	10%	13%	13%
	Mail	10%	11%	9%	12%	7%	12%	13%	6%	11%	11%	9%
	Don't receive any information	10%	10%	10%	9%	11%	11%	9%	10%	9%	11%	10%
	Radio	8%	8%	8%	8%	8%	4%	10%	8%	6%	11%	9%
	County Citizen Newsletter	6%	5%	7%	7%	5%	6%	7%	6%	5%	8%	8%
	Board of Supervisors	1%	1%	2%	2%	1%	0%	2%	2%	1%	1%	3%
	Other	17%	19%	15%	16%	19%	12%	16%	19%	19%	16%	12%
Where do you receive most of your information about local news and events? (multiple response)	Newspaper(s)	74%	72%	76%	71%	78%	67%	76%	76%	72%	72%	78%
	Television	38%	38%	38%	34%	44%	34%	44%	34%	37%	40%	40%
	Radio	25%	26%	24%	28%	22%	15%	27%	30%	22%	31%	23%
	Word of mouth	16%	15%	18%	16%	17%	18%	16%	16%	16%	24%	13%
	The Internet	8%	8%	8%	10%	6%	15%	6%	6%	6%	9%	11%
	Mail	4%	4%	4%	4%	4%	3%	5%	4%	4%	2%	4%
	Don't receive any information	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
	Other	8%	8%	8%	6%	10%	4%	8%	11%	5%	11%	9%

		Total	Residence		Education			Reg. Voter		Years in County			Home	
			Flag-staff	County	No college	Some college	College graduate	Yes	No	0-5	6-20	21+	Own	Rent
Where do you receive most of your information about County services and programs? (multiple response)	Newspaper(s)	56%	56%	56%	51%	53%	60%	58%	42%	45%	59%	58%	56%	57%
	Word of mouth	16%	17%	13%	16%	12%	17%	16%	12%	12%	19%	13%	15%	14%
	Television	12%	12%	13%	22%	11%	10%	13%	11%	9%	9%	18%	13%	12%
	The Internet	11%	11%	12%	7%	14%	12%	12%	11%	16%	11%	10%	11%	14%
	Don't get any	10%	9%	12%	9%	11%	10%	9%	15%	11%	6%	14%	10%	12%
	Mail	10%	10%	10%	11%	10%	9%	10%	10%	15%	10%	8%	10%	10%
	Radio	8%	6%	10%	7%	7%	10%	9%	5%	6%	7%	11%	9%	6%
	County Citizen Newsletter	6%	9%	4%	3%	6%	8%	7%	3%	6%	8%	5%	8%	2%
	Board of Supervisors	1%	1%	1%	0%	1%	2%	2%	0%	2%	2%	1%	2%	0%
	Other	17%	19%	15%	14%	21%	15%	17%	19%	18%	16%	18%	16%	18%
Where do you receive most of your information about local news and events? (multiple response)	Newspaper(s)	74%	76%	72%	72%	72%	76%	74%	73%	65%	78%	73%	75%	71%
	Television	38%	40%	35%	45%	43%	32%	38%	35%	36%	36%	42%	39%	36%
	Radio	25%	23%	28%	15%	27%	29%	27%	14%	20%	22%	31%	26%	24%
	Word of mouth	16%	15%	18%	16%	17%	16%	17%	13%	20%	14%	17%	17%	16%
	The Internet	8%	9%	7%	4%	10%	9%	9%	3%	13%	6%	8%	9%	7%
	Mail	4%	4%	4%	4%	3%	4%	4%	4%	6%	4%	2%	4%	3%
	Don't get any	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%
	Other	8%	7%	9%	6%	9%	8%	8%	5%	7%	8%	9%	7%	11%

		Total	Gender		Race		Age			Income		
			Female	Male	White	Non-white	18-34	35-54	55+	< \$50K	\$50-75K	> \$75K
Have you seen the County Newsletter?	Yes	49%	51%	46%	57%	37%	31%	54%	53%	46%	52%	54%
	No	51%	49%	54%	43%	63%	69%	46%	47%	54%	48%	46%
How useful is the Newsletter?	Very useful	31%	31%	32%	30%	34%	36%	32%	31%	36%	32%	24%
	Somewhat useful	53%	54%	51%	53%	52%	54%	51%	53%	49%	53%	56%
	Not very useful	7%	7%	7%	9%	4%	0%	10%	6%	6%	5%	11%
	Not at all useful	6%	6%	7%	6%	5%	9%	3%	8%	7%	5%	6%
	Don't know	3%	2%	4%	2%	4%	1%	5%	2%	3%	5%	2%
How often do you use the Internet?	Several times a day	46%	45%	46%	50%	41%	46%	53%	36%	33%	51%	65%
	Once a day	15%	13%	18%	17%	14%	12%	17%	15%	17%	16%	15%
	Several times/week	12%	12%	11%	13%	8%	17%	10%	11%	11%	13%	9%
	Once a week	5%	6%	4%	3%	8%	8%	6%	4%	9%	4%	2%
	Less than once/week	4%	4%	3%	3%	6%	5%	4%	3%	4%	8%	2%
	Never	18%	19%	17%	15%	23%	12%	10%	30%	25%	9%	8%
Do you pay bills on the Internet?	Yes	50%	49%	50%	52%	47%	59%	53%	40%	49%	50%	48%
	No	50%	51%	50%	48%	53%	41%	47%	60%	51%	50%	52%
Do you have a computer at home?	Yes	81%	77%	85%	87%	72%	82%	86%	77%	69%	89%	95%
	No	19%	23%	15%	13%	28%	18%	14%	23%	31%	11%	5%
Do you have Internet access at home?	Yes	93%	93%	92%	95%	90%	85%	95%	94%	86%	95%	97%
	No	7%	7%	8%	5%	10%	15%	5%	6%	14%	5%	3%
How do you connect to the Internet at home?	Dialup	26%	28%	24%	27%	24%	22%	22%	33%	37%	22%	16%
	DSL	41%	41%	40%	38%	47%	46%	47%	31%	41%	40%	42%
	Cable Internet	24%	23%	25%	26%	21%	22%	24%	26%	15%	30%	29%
	Satellite	5%	5%	5%	6%	4%	6%	3%	7%	3%	7%	6%
	Other	4%	3%	4%	4%	4%	4%	4%	3%	4%	1%	6%

		Total	Residence		Education			Reg. Voter		Years in County			Home	
			Flag-staff	County	No college	Some college	College graduate	Yes	No	0-5	6-20	21+	Own	Rent
Have you seen the County Newsletter?	Yes	49%	57%	39%	33%	47%	57%	51%	34%	41%	53%	48%	55%	34%
	No	51%	43%	61%	67%	53%	43%	49%	66%	59%	47%	52%	45%	66%
How useful is the Newsletter?	Very useful	31%	33%	28%	29%	37%	29%	31%	32%	36%	30%	31%	30%	34%
	Somewhat useful	53%	52%	54%	43%	53%	54%	53%	51%	52%	53%	53%	53%	49%
	Not very useful	7%	8%	7%	7%	5%	9%	7%	8%	2%	9%	8%	8%	4%
	Not at all useful	6%	5%	9%	15%	4%	5%	6%	8%	9%	3%	7%	5%	10%
	Don't know	3%	3%	3%	6%	1%	3%	3%	2%	2%	5%	2%	3%	3%
How often do you use the Internet?	Several times/day	46%	51%	39%	17%	39%	63%	48%	32%	54%	47%	39%	49%	38%
	Once a day	15%	16%	14%	13%	17%	16%	15%	16%	15%	18%	13%	15%	15%
	Several times/week	12%	11%	12%	13%	14%	9%	11%	12%	10%	12%	13%	11%	13%
	Once a week	5%	5%	5%	8%	8%	3%	5%	8%	6%	6%	4%	4%	9%
	Less than once/week	4%	2%	7%	7%	5%	2%	4%	6%	3%	1%	7%	3%	6%
Never	18%	15%	23%	43%	17%	7%	17%	27%	27%	12%	15%	25%	17%	19%
Do you pay bills online?	Yes	50%	53%	46%	36%	49%	54%	49%	54%	64%	50%	41%	47%	58%
	No	50%	47%	54%	64%	51%	46%	51%	46%	36%	50%	59%	53%	42%
Do you have a computer at home?	Yes	81%	87%	73%	54%	82%	92%	82%	74%	86%	84%	75%	83%	76%
	No	19%	13%	27%	46%	18%	8%	18%	26%	14%	16%	25%	17%	24%
Do you have home Internet access?	Yes	93%	93%	92%	84%	89%	97%	94%	83%	94%	91%	94%	95%	86%
	No	7%	7%	8%	16%	11%	3%	6%	17%	6%	9%	6%	5%	14%
How do you connect to the Internet at home?	Dialup	26%	23%	30%	33%	23%	26%	27%	20%	23%	25%	28%	26%	29%
	DSL	41%	44%	36%	35%	44%	41%	39%	52%	48%	37%	40%	39%	48%
	Cable Internet	24%	28%	19%	30%	22%	24%	25%	21%	20%	30%	21%	26%	16%
	Satellite	5%	2%	9%	1%	9%	4%	5%	3%	7%	3%	7%	6%	2%
	Other	4%	3%	5%	1%	3%	5%	4%	3%	2%	5%	4%	3%	6%

Appendices: Open-ended Responses

Appendix A

“Other” Open-ended responses:

“What do you like MOST about living in Coconino County?”

- Access to public properties.
- Arts
- Closer to medical specialists.
- Could use more business.
- Doesn't take too long to get anywhere.
- Flagstaff
- I like being able to buy fresh vegetables and fruit.
- I like taking care of my shopping needs in Flagstaff.
- I like the churches and the outreach programs that the county has.
- I like the diversity of the Native American culture.
- I like the low crime rate.
- It is an improvement from the area I lived in before.
- It is densely populated.
- It's just a nice place to live. I like living here.
- Living in Flagstaff.
- Low crime rate.
- My child lives in Coconino County
- Taking care of poor people who make money bellow the normal wage.
- The police department and highway patrol.
- The Reservation.
- The road maintenance
- The roads are well maintained.
- The shopping centers.
- There is less crime than other places.
- Winter time when all of the tourist are gone and the summer time when the students are gone.

Appendix B
“Other” Open-ended responses:
“What do you like LEAST about living in Coconino County?”

- Being close to the reservation.
- County services such as having to pay a dollar a bag to dump trash.
- County services.
- County services.
- Doesn't like how all the services go to Flagstaff.
- Don't get the same services on the reservation.
- Don't like the big chain stores moving in.
- Finding medical care.
- Force management.
- Ignored by the county.
- Lack of air transportation. You have go to Phoenix to fly they have here but it's to expensive. (4)
- Lack of county funds.
- Lack of educational institutions.
- Lack of emergency personnel and paramedics.
- Lack of emergency response time.
- Lack of law enforcement.
- Lack of medical facilities.
- More rail road crossings.
- More services in Grand Canyon.
- Most of the money goes to the Flagstaff area.
- Need more airport services.
- No snow plows on winter days.
- Noise from the trains.
- Police harassment.
- Police officer training.
- Poor access to emergency response services.
- Poor police and fire response time.
- Reservation not paying taxes for county services
- The airport being serviced by one company.
- The County is only concerned about Flagstaff.
- The County is under funded.
- The police department.
- The Williams police department.
- There are not enough emergency response teams.
- There is a lot of animosity between the university and the residents.
- There isn't much architecture
- Too much emphasis is put on the college.

Appendix C
Open-ended responses:
“Are there other new services that you would like to see
Coconino County offer?”

- A better human resource department
- A community pool
- A homeless shelter
- A light rail and a public pool would be nice
- A recreation center to get kids off the street
- Accessible health care
- Accessible legal defense
- Affordable housing
- All of the services mentioned should be implemented
- Bark park to have water; it should be increased in size and have shelter to block them from the sun; sheltered bus stops
- Be nice if they had some sort of transit system
- Better employment would be helpful
- Better recycling curb side posting
- Better roads
- Better search and rescue services and facilities
- Bond issue for the pool and recreation park
- Build a road that would connect to Cheshire to alleviate congestion on fort valley road
- Bus route from Kachina Village to Flagstaff
- Bus service, paying taxes we need buses to transport people to and from Kachina village
- Bus transportation for Kachina village
- Childcare services, substance abuse services
- Clean up the littering
- Clear the forests better from fire hazards
- Concentrate more on rural areas than the Flagstaff area
- Continue to expand bus services
- Continued emphasis on outdoor recreation
- Continue the exercise program
- County cleanup of roads and houses
- County fire service
- County pick up for trash services, keep up the county roads
- Create a plan for disaster preparedness
- Curbside recycling for glass
- Drug and alcohol rehabilitation for the homeless
- Dump available at reasonable rate
- Expanding the guidance center

- Expansion of public transportation to Kachina village where I live
- Extending the urban trail
- Fire management and fire prevention services
- For the community, more services for senior citizens, I think they need to be served more than the people coming over the border.
- For the homeless people, a safe haven for them.
- Forest service
- Forests and woods look really bad, need to improve on cleaning and maintaining healthy environment
- Free dumping
- Free snow recreation area
- Give information to the general public as far as services in Coconino county
- Glass recycling made easier
- Glass recycling
- Glass recycling pick-up service at the curb
- Government is expanding at too high a rate
- Happy that county is building a park in Tuba City
- Have a detoxification center.
- Have funding for sexual assault exams
- Have more parks, more trails, and more natural areas
- Have programs for the elderly to help young adults with smart choices
- Having additional parks and trails
- Health care for all children
- Health care, I think that it should be universal
- Help that benefits tribal members
- Housing assistance, also better transportation from tuba and Flagstaff
- Housing assistance, home ownership assistance.
- I like to see them provide water to the residents that don't have water
- I actually have the green building program and it was excellent the county Coconino county library and I would rate their staff at an excellent
- I am happy that they offer the home health program.
- I do think the bus service should go beyond Flagstaff
- I guess I would like to see them provide better communication
- I just would think it would be great to get some low income housing
- I like more done with pets and animal control
- I like that there is alcohol and drug treatment in jail
- I like to see prescription services for less fortunate people, affordable healthcare
- I like to see them look into renewable energy
- I need a bigger shelter, they are aware of that
- I think the county needs to put some rest areas on the highway north of Flagstaff; at least one.
- I think the county offers a substantial amount of services
- I think the Navajo are separate from the county they should be represented independently or part of the county they can't be both.

- I think there is an effort to increase services through the northern Arizona health authorities.
- I think there should be better park space for outdoor recreation
- I think they are very good as far as services
- I think they could extend the county services to rural and senior populated areas
- I think we need more parks
- I wish they had a lot more tutoring for grade school children
- I would be interested in a park in ride in the Kachina and Mountaineer vicinity
- I would like some training courses for police
- I would like the county supervisors to "all" have email
- I would like to change the animal shelter to "no kill".
- I would like to get more services in the rural area like health care.
- I would like to have more horse facilities at Fort Tuthill.
- I would like to see a golf course.
- I would like to see a large trash pick-up services for bulk trash
- I would like to see a public swimming pool
- I would like to see a separate justice court
- I would like to see an attorney to file a living will to come down here at a certain time a year.
- I would like to see Coconino county fully fund meals on wheels and victim witness
- I would like to see county funded homeless shelter where they provide meals & a place to stay
- I would like to see more clean and green
- I would like to see more public transportation
- I would like to see more sidewalks and better zoning as far as our schools go
- I would like to see them address housing cost.
- I would like to see them offer more for the teenage population
- I would like to see training courses in regards to employment in general
- I would like to see the YMCA and have a larger homeless shelter
- I'd like to have a county recycling program and a compost program where I could go drop off my compost.
- I'd like for them to re-route the urban trail away from private property
- I'd like to see a dialysis center in page
- I'd like to see them offer hospice
- I'm pretty self-sufficient
- Improve airport services
- Improve rural mail services
- Improved public service for the police station
- Improvement in the community development department
- Improving fair grounds and lakes in the county
- Improving industry within Flagstaff area and dealing with high cost of living.
- In general there does not seem to be many neighborhood parks for people to go to play with their children

- Increase in services
- Introduce more cultural programs for the community
- It should support the victims of crime better, and I think the county should provide better guidelines for development
- Just look at the outlying communities
- Just more space for renewable energy
- Just to serve the county better.
- Keep tabs of development
- Keep the land open
- Less political
- Lower income housing
- Maintain our roads
- Maybe a landfill in the parks area
- Medical transportation
- More activities for kids and build public pools
- More assistants for our fire department
- More assisted living institutions for seniors
- More buses
- More cell phone service towers
- More childcare and camps for youth
- More clean services
- More county parks in the area
- More educational and recreational programs for children
- More enforcement on speed limit
- More fire safety to prevent forest fires
- More friendly college classes in Fredonia
- More health services
- More help with people that have drug addictions
- More interpreters for deaf people in schools
- More opportunities for industry. The county should help bring in higher-paying jobs
- More parks
- More parks and recreation
- More places for youth to go in their spare time
- More police presence at the Grand Canyon
- More programming for children specifically in the arts.
- More public transportation possibilities
- More recreational opportunities (2)
- More rural outreach program
- More senior citizen assistance
- More senior citizen services in the outlying area
- More services for low income parents
- More services on the reservation
- More support for family programs.

- More sustainability services
- More things for the children they need somewhere to play
- More transportation routes
- More transportation to the park and tequila village
- More wide spread enforcement laws on wildfires
- Need more law enforcement
- Need more recreational programs for kids
- Need new addressing
- Need proper cell phone service in the surrounding areas of Flagstaff
- Need recreational outlet for kids
- Need solution for the traffic problem in town
- Need to improve water situation
- Need to offer energy efficient plans for the county
- Need to pave entire lone tree road
- Need to provide better transportation services
- New YMCA center
- No only if they could do something about affordable housing
- No service
- Offer fewer services
- Outdoor recreation park for teenagers
- Outreach programs for teens
- Park and recreational activities. Classes and work shops.
- Parks open 24-hours a day
- Paved roads
- Public intoxication law
- Recreation for children
- Recycle for glass
- Recycling
- Rehab centers for the poor and better bus schedules
- Right now I don't know that there even are any services
- Road conditions are terrible
- Road improvement and health care
- Road improvement, improved housing for seniors
- Road maintenance (2)
- Schools don't give a lot of opportunities for child growth
- Senior volunteer service
- Spring Valley roads fixed.
- Stricter enforcement on housing
- Take better care of seniors
- Take care of our roads
- Tax money being dispersed equally
- The health and educational programs are outstanding
- There doing a good job
- They do a good job with the city dump and recycling center

- They should not offer any at all.
- To chip it instead of burning it they do that in other state
- Trail access for motorcycles
- Transportation
- Trash and recycling pick-up
- Upgrade the sheriff's office
- Upset about large corporations taking out small businesses
- Wants county to take into account water supply demands when developing
- Waste management
- Water preservation
- We need a Trader Joe's
- We need sports parks
- Well water
- Wish something could be done with uranium mining
- Would like a super Wal-Mart
- Would like someone to come up and help with storm windows
- Would like to see a crisis center for abused people
- YMCA should be built

Appendix D
Open-ended responses:
“Why do you say management has improved over time?”

- A lot of new services and development planned
- A lot of work has been done
- Accessible building permits
- Always trying to make improvements for the citizens
- Aware of different changes from the paper
- Aware of educational services provided by the county
- Aware of the home and job situation for the citizens from the paper
- Because I don't think they've gotten any worse.
- Because I have lived here for over 30 years and see no improvement on roads taxes has increased.
- Because I have only lived here three years and things have gone well.
- Because I have seen better decision making from the county department.
- Because I see what they are doing in the county as far as road construction and development.
- Because I've seen the services grow.
- Because of the park services and walking trails and volunteer service for hiking and town history.
- Because of the services and the way things are run from the past to the present
- Because the parks are cleaner especially in Flagstaff
- Because the population growth.
- Because the road improvements
- Because they are more aware of the county needs and they listen to the citizens
- Become more aware of services offered
- Becoming more reactive towards the citizens needs
- Been able to service the growing population
- Better division of the land
- Better public works department
- Better road maintenance
- Buses run on a regular schedule easier for me to ride public transportation
- Can't explain
- Cause its not any worse
- Certain services have expanded
- Changes in policy has changed for the best
- Comment on the city that it has good trash and recycle pick-up
- Commercial development has improved and development has increased due to population growth
- Community growth has improved services
- Community services has expanded
- County getting a few more things done

- County has become more involved and are listening to people
- County has been maintaining its pace with the population growth
- County is doing a good job in maintaining growth
- County roads are better maintained than 20-30 years ago
- County roads have improved
- Current county officials are doing a great job
- Cut down on people using drugs and ones that deal with drugs and cut crime.
- Everything has been improved
- Everything seems to be better things have improved overall and I assume that is also a result of the management.
- Fair amount of county road improvement
- Finally got roads paved
- Fire district and forest management has gotten better
- Got different people running it now
- Has elected excellent government officials
- Has improved from two years ago
- Has improved somewhat
- Has improved with the road maintenance, forests and lakes
- Has not decreased in services, seem to keep things moving along, roads are paved
- Have seen many projects start and finish
- Have seen more actions and results since I have been here
- Have seen more responsiveness in the news
- Haven't seen anything bad happen
- Highway cleaned up
- Housing accessibility seems better than it was 15 years ago
- I am comfortable with how things have improved
- I don't hear as many complaints anymore
- I don't know what to say it just has
- I have become more involved therefore I think the county is more involved
- I have lived here a long time so they probably have new services to offer that they did not have 25 years ago.
- I haven't noticed a change
- I haven't seen things get worse so I assume they are getting better
- I haven't seen things get worse, so I assume they are getting better
- I like what is going on with the highways
- I see more things happening
- I think because the population has grown so they must manage more people.
- I think because they just work at it.
- I think because our county supervisor Matt Ryan has been pretty responsive to us in Munds Park
- I think it has stayed the same
- I think overall it's remained the same despite growth
- I think services are always improving we live on a brand new road
- I think that they have better qualified people

- I think the road maintenance has improved over the time that I have lived here
- I think they are more community oriented
- I think they are utilizing their budget better
- I think they have improved roads and government functions
- I think they've done a good job balancing services and taxes on county residents
- If we have problems they correct them
- Improvement on senior citizen services
- In terms of the landfill, service has gotten better.
- Increased in programs they provide.
- Increasing emergency response
- It a nice place and they seem to do everything
- It couldn't get worse
- It has improved
- It has improved from an engineering point of view
- It is good to hear that Fort Tuthill is going to be paved.
- It just seems like there are more services than there use to be.
- It makes things easier. It is better than when we came here 30 years ago
- It seems like more people are happy
- It seems like there are more services that benefit the people.
- It seems to be working
- It was worse before now there is better housing
- It's managed to maintain the services as the population grows
- Its better
- It's easier to get in touch with officials in the county
- It's just better services and better quality
- I've read about water conservation and recycling efforts
- Just a general impression of the services
- Just because the parks and the urban trails and the amphitheater
- Just because there has been tremendous growth in the county
- Just becoming more updated with services then when first moved there
- Just more places and having opportunity to get more services when you need it
- Keep the roads up.
- Sheriff's office very responsive
- Keep up on the maintenance of the roads
- Keeping up with the times
- Leadership has changed
- Life is getting better as far as trash pick-up
- Local community are getting projects done
- Mainly a reference to highway services
- Management is getting better
- Management was very helpful when looking for records
- Maybe in some areas, but not in all areas
- More attention is being paid to outlying communities
- More awareness more input from the community

- More conducive for senior citizens
- More forest thinning and roads improvement
- More opportunities
- More organized and more responsive
- More people concerned with county services
- More progressive thinking in the town hall
- More rehabilitation clinics
- More roads being paved
- More senior citizen services on the reservation
- More services
- More services and parks services has increased
- More services in more areas
- More services than there was seven years ago
- More spectrum programs than before
- More up to date
- More voices, more education, and more rights
- Movement towards more energy efficient buildings
- My contact with the sheriff's office was outstanding and my level of satisfaction has improved. New building on King Street.
- New county officials to make a difference
- New facilities for patients
- No particular reason.
- Not much but it is improving I hope.
- One thing is they have new roads and bridges.
- Our roads have been paved
- Parks are cleaned up and roads are paved
- Parks weren't being used now they are
- Past issues have been corrected
- People have helped me as far as increasing services
- Plowing has improved
- Progress is being made
- Providing more services
- Providing more services and listening to more people
- Quality and with delivery of services
- Really can't compare
- Receiving more services on the reservation
- Reservation is now receiving like services from the county
- Road maintenance is better
- Roads and park areas have improved
- Roads and senior citizens services have improved
- Roads are better
- Roads on the reservation has improved
- See the county growing with the change of demands
- Seeing more home health and community services offered

- Seeing the different changes
- Seem to be more responsive, some of the parks have improved
- Seems like crime is down
- Seems like they are more organized for the future
- Seems things have gotten better
- Seems to be improving and doing more work
- Services are better than they used to be
- Sheriff's department has become more progressive
- Sheriff's dept is doing a good job
- Since I moved here have seen improvement
- Slow progress, but our county has improved
- Slowly, they concentrate on one thing at a time
- Snow removal and park maintenance has improved
- Snow removal and police presence has increased
- Snow removal is better than what it was before
- Some of the construction and the improvements on highways
- Some services are more available then before such as social services
- Services like trash collection medical services and road services
- Sure that the services have improved even though I don't use them much
- The park systems and roads
- The amount of contact I have with county services
- The bus system is one of the best in the country
- The communication is better within the community
- The county health department is well run
- The county is better than it was 50 years ago.
- The county picnic and county involvement with the children
- The crime rate was higher before
- The district hasn't met their five year growth plan
- The economy and the environment has improved
- The election of higher qualified people for management
- The health department has improved
- The management is more caring now
- The management has a lot more to contend with
- The number of services provided has risen
- The park system has improved
- The people in charge and management have shown public improvements
- The roads and the sheriff's department have improved.
- The roads are improving
- The roads have improved
- The services are constant- doesn't seem to be any problem. They are doing the best they can
- The services have stayed at about the same
- The sheriff staff has improved by being friendlier
- There are more programs available

- There are more services like the county library
- There is a better effort for county and community development
- There is a lot more services out there then there was 15 years ago
- There is not as much bickering as is in the newspaper
- There is road improvement in the district
- They are always improving
- They are doing most things right, but it has mostly stayed the same
- They are doing much better from a few years ago
- They are involved in preventative programs
- They are paying more attention to services needed
- They are trying to reach outlying areas with health services
- They bring management down to the people
- They build better streets
- They do serve us
- They have a lot more services.
- They have become more educated about what needs to happen
- They have expanded services
- They have good plans for the future
- They have improved on programs and a lot more services
- They have paved dirt roads
- They have started to improve road conditions
- They have worked hard to extend services to communities outside of Flagstaff
- They just improved
- They listen to the wishes of the people
- They offer more programs for children and teenagers
- They provided motor vehicle department and trash dump
- They re-vamped senior centers and I think we needed that
- They seem to be doing a better job at Fort Tuthill, roads are looking better
- They seem to be more conscious of what people want and need
- They seem to have more services
- They seem very responsive
- They seem very responsive and they give good customer service
- They started working on some of the services
- They take care of the roads and park services when it snows
- They upgraded the roads that needed it
- They were very helpful and pleasant, and knowledgeable
- Things are functioning more smoothly then they used to be
- Things have improved and new things are in progress
- Things seem to be going a lot smoothly
- Things seem to be going well
- Tighter restrictions involve resources
- Traffic has become better since I have been here
- Traffic has improved and increase in retail options
- Was sloppy, but now it's improved

- Waste disposal sites are smart and accessible
- We are becoming more aware of environmental issues
- We are getting along better
- We are just extremely satisfied with all services we have received
- We have a good board of commissioners
- We have more people so they have been able to keep up with the population growth
- We have paved roads and an amphitheatre
- We have programs for the seniors and Native Americans
- We know our county officials better
- Well I was born here so I think it has improved.
- Well there are other facilities that have expanded
- Well they got better management now
- Well they started public transportation and they paid more attention to the roads
- Well they started the recycling program and many other programs
- Well they've gotten a little better than before
- Well things are getting done.
- Well, it's expanded and moved out a lot further to outlying areas
- We're getting more service.
- When I first came here there was hardly anything.
- With growth it improves
- With the road and things I can see (it seems like they work on them every season)

Appendix E
Open-ended responses:
“Why do you say management has not improved over time?”

- Affordable housing has not changed
- All I see are my taxes going up
- All I see is building going up
- Because I have seen nothing but violence
- Because I haven't noticed any change
- Because it still seems like they are not doing anything for the city of Page
- Because of large corporations, small businesses are failing
- Because of the budget, they are moving at a slower pace
- Because the high turnover of staff.
- Because they are concerned about Flagstaff only
- Because they have stayed the same
- Because we live in a small town, haven't seen any changes
- Become very bureaucratic
- Because I have not seen any change or improvement. I have not seen any noticeable changes.
- Can't think of anything that has been done
- Community college could improve
- Community interaction has strained the ability of the county to provide services
- Cost is going up and services are going down. There are not as many services.
- County commission should be replaced
- County doesn't do much for the citizens of Page
- County doesn't pay much attention to outlying areas
- County employees are the lowest paid
- County employees are way underpaid and understaffed County has problems understanding native needs
- County hasn't improved
- County ignores Kachina Village
- Cut back on services
- Didn't know many county officials and what they stood for
- Don't know what the public wants unless it follows their agenda
- Don't know what they have improved on
- Don't listen to the people
- Don't think they are looking out for the people
- For the amount of taxes being paid, they show no improvement
- Getting the message out marketing
- Has stayed about the same
- Have not been proactive in solving these problems
- Have not noticed any improvement
- Have not seen a lot of change

- Have not seen any drastic improvement
- Haven't noticed any shocking difference. Nothing that leaps out at me.
- Haven't seen any change
- Haven't seen any improvement
- Haven't seen any improvements
- Haven't seen any progress on the reservation
- Haven't seen much progress where we live
- Health department has terrible service
- I am not a politician
- I assume that they have become arrogant and they just don't feel they need us anymore
- I can't give you an instance, I just think the county needs to take some of their decisions to the public and then act on it
- I can't really see where they have done any improvement
- I did not see any difference, it's the same it's not improved
- I disagree with the way they handle the engineering department (new roads and sidewalks)
- I don't, everything seems to be about the same
- I don't believe in government of any kind.
- I don't feel like I am 30 miles outside of Flagstaff
- I don't see any changes that affect the people
- I don't see any changes
- I don't see any improvement although they are spending money to do so
- I don't see any improvements in the services
- I don't see much change
- I don't think enough people attend the council meetings
- I don't think it has changed
- I don't think it's getting any better or worse
- I don't think it's really changed
- I don't think they focus on the whole county all areas
- I feel like as far as zoning goes, affordable living situation is very poor
- I have been trying for years to clean out my ditch and I talked to 3 supervisors and they haven't have done anything yet
- I have dealt with them over the past year and have seen no improvement
- I have not noticed any difference in the four years that I have lived here
- I have not seen change
- I have seen some of the same problems since I have moved here.
- I haven't experienced any improvement on the services I use
- I haven't noticed the management
- I haven't really noticed a difference
- I haven't seen any changes
- I haven't seen any changes
- I haven't seen any changes over the past two years

- I haven't seen any changes; if anything its gotten worse, the building inspection permits are a joke
- I haven't seen any improvement in anything
- I haven't seen any marked changes since I've been here
- I haven't seen difference; I only lived here two and a half years
- I haven't seen much change, at least in the areas that I am familiar with.
- I just have not noticed anything
- I just haven't seen any improvement I just haven't seen any areas which have been improved
- I just noticed there was no difference then I came here
- I live on the reservation so we have bad roads and everything else.
- I read articles in the paper about it, the low pay
- I would say it is static, remained the same.
- I'm just anti-government and anti-everything
- It has done more for the tourist and less for the residents
- It has stayed the same
- It is impossible to reach county supervisors
- It is stable
- It just hasn't changed; it's stayed the same
- It seems as though it has stayed the same
- It seems the cost of living and problems keep going up.
- It's about the same; there is too much emphasis on building
- It's just staying the same
- It's status quo
- It's stayed the same since I been here
- I've live here for over 30 years and it has always been poor
- Just as slow as it used to be
- Just feed back from the community
- Just from what I see, it has stayed the same.
- Just has not
- Leadership hasn't improved quality of life
- Less personal because of growth
- Management does not have small town attitude and has unchecked development occurring
- More focus on economic development
- Native Americans circumstances have not improved
- Needs to take more interest in water conservation
- No change
- No change
- No change
- No improvements on cost of living or roads
- No more parks being built
- Not a lot of improvement with the county GIS department
- Not enough water

- Not enough water resource
- Not listening to the people
- Not much improvement with the water companies
- Not paying good attention to natural resources
- Nothing changes; it stays the same
- Nothing has changed
- Nothing has changed since I have been here
- Nothing sticks out in my mind as being effective
- Quality of life has not improved
- Reaching over the bounds, doing too much with less
- Road conditions have still not improved
- Road paving was awful
- Same problems, different dates
- Seems to be the same as when I moved here
- Seems to be the same, no change
- Services are harder or more expensive to use
- Services are not extended to Page
- Services haven't extended to the population increase
- Several county supervisors doing a poor job
- Short of personnel and living wages are horrible
- Should be more services in northern Arizona
- Slow results
- Some of the services have gotten worse
- Spent a lot of money but haven't accomplished anything
- Staffing
- Status quo
- Still dealing with the same issue of road construction
- Still getting same services, haven't done much
- Still haven't created more programs for the youth
- Supervisor meetings are not required and are not active
- Taxes are increasing and I am not seeing where they are going
- Taxes have gone up and cost of living has gone up
- The roads and the healthcare, education, and pollution hasn't gotten better
- The services haven't improved they have stayed the same
- The way they spend budget money for projects seems suspicious
- There are services I am not aware of
- There hasn't been a lot of help up here
- There is still unchecked development and environmental ethics have faltered
- There's a big turnover rate in management
- They don't pay their employees well enough
- They have not kept up with population growth
- They haven't really dealt with it
- They just haven't exerted themselves to do more; they need to improve recreational opportunities

- They pretty much stayed the same
- They serve their own constituency
- Things have not gotten any better in reference to health care or road maintenance
- Too many rules and regulations
- Too much traffic
- Too much traffic and law enforcement
- Want the roads cleaned up
- We don't get a lot of info on what is going on in the county
- We don't have any of the available services that the county offers
- Well, I haven't noticed
- Well I haven't really noticed any changes as far as management goes
- Well I haven't seen any improvement and I really don't use Coconino County services
- Well it's about the same since I moved here
- Well they haven't really done any changes

Appendix F
Open-ended responses:
**“Do you have suggestions for improving management of
County services?”**

- A strict development code and address the water issue
- Accessibility
- Again I don't utilize them so don't know how they would improve them.
- All of these services cost money and we are taxed to the limit
- And recovery services we should tax the liquor industry and pay for jail and judicial fines
- Be a little more open to the public
- Being more aware of Coconino County and not just Flagstaff
- Becoming more involved with the people
- Better communication
- Better communication county wide
- Better communication from the management of county services
- Better elected officials.
- Better money management.
- Bus system that runs more frequently.
- Community involvement, mainly upset because there is no buses
- County employees should get a raise for the work they do
- County officials should be afraid of the general public
- County road-clearing services should do a better job during the winter
- Decrease the size of the county, increase taxes or find other sources of revenue
- Development of city, industrial development in the whole area, lower income housing
- Dikes flooding Fredonia
- Don't be so afraid of being politically correct and doing the right things for the people.
- Don't give out so many building permits until we have water.
- Don't sell off any more land; keep it open
- Expand services to become more rural
- Expanding the number of people providing services
- Fire the planning board and listen to the citizen
- Fire the whole building inspection department.
- Fire them all
- Full-time students should be exempt from jury duty
- Get property taxes back in line
- Get some people on management that will listen to the people
- Get the old timers off the county board
- Getting rid of the county council.
- Give all the schools their fair share of dollars

- Grade the roads after hunting season
- Have management out in the field observing services
- Have more fire protection procedures
- Have more rural activity
- Have separate bins for recycling garbage and more collection sites for hazardous waste
- Have the forest more accessible
- Hire from outside the county
- Hire more staff
- Hire people who know what they are doing
- Hiring competent people at the court and spreading out policing area
- I believe in cutting out micromanagement.
- I can't wait for the super Wal-Mart to come
- I don't deal with them because I live in the city. They deal with the people outside of the city.
- I don't like them spending money on any reservations; the money spent should stay here.
- I have to remain neutral
- I haven't been here long enough hoping in the future to read more info in the news paper
- I like to see an energy audit and water audit
- I suspect it would be better if the county managers were to get more into the areas they represent
- I think in these building codes they should enforce the fire codes
- I think for the most part the county needs a budget increase
- I think more attention should be placed in water and development as well as into adult education
- I think that the county needs to find money from other sources
- I think that there could be more coordination with the different departments in the county
- I think that what you guys are doing with the survey is good, county services should invest in a comment hotline for their services.
- I think the county needs to provide more home care for the elderly
- I think they have a good focus, on community services, focus on retaining employees to provide excellent services
- I think they do want to expand and work on development
- I think they need to do an audit of the county workers
- I think they need to expand I-17
- I think they need to listen to the people and be flexible.
- I think they should have a council that oversees the outlying areas, to monitor services, such as sanitation districts
- I think trash disposal needs to be improved
- I will recommend higher income taxes toward county

- I would get rid of everybody in the county department service for building permits
- I would just encourage more user participation.
- I would like to get rid of hazard materials and fire hazards
- I would like to see better water management
- I would like to see on the management side a more proactive approach for people with disabilities or special needs
- I would like to see programs for teenagers to keep them out of trouble
- I would say improve the environmental services, and health department, need control of management, more organized
- I would still say provide more services for the permanent residents and not for those who come up for the summer
- I would want more information on how management could influence services on the reservation
- If I was employed with the county I could do better
- If you have a dog they should be in a pen
- Improve animal control
- Improve marketing strategies for their services
- Improve on public transportation
- Improve the streets to handle the heavy traffic.
- Improvement for people who are tax payers
- Improving incentives for people to get involved in county affairs
- Include everybody in the county
- Increase retention rates
- Increase second home owners tax and increase permit second home owners
- Increase the funding
- Increase their pay
- Inform the public through the widely used news sources such as newspapers
- It is all according to them it is all about making money
- It was in the paper today about salaries increasing so there is continuity and there is not such a high turnover. I think that's a good idea.
- It would be nice to know who was in charge of county government here in the district. I don't know who it is. Board of supervisors needs to have stronger presence.
- Just be real thrifty and have a grant writer who could get money for the county.
- Just continue on the right track; I think they are improving
- Keep the open spaces, less development
- Keep the roads clear when it is snowing
- Keeping the hiring within Coconino county and work on retention rates
- Lack of quality supervision
- Leave things alone, quit expanding, and consider putting in new roads
- Less government is better
- Let county residents use the city landfill without paying money
- Let smaller communities outside of Flagstaff know what is going on

- Limit growth and plan for future population
- Listen to the people prior to making decisions
- Look at every issue, not just one
- Lower taxes
- Lower the amount going to public schools.
- Make a real bike lane throughout all of the roads
- Make county officials more accessible
- Make it easier to access all programs offered by the county to include a list of all available services
- Make it easier to contact county supervisors
- Make roads safer for drivers.
- Make sure they are supervised and do there jobs
- Make sure we have a disaster plan
- Making sure they are accountable to the citizens on how they spend their money.
- Managers need to get out more like in page, to see what is going on.
- Maybe a better presence at the state legislature in Phoenix so they can direct more funds to our county
- Maybe just have higher standards for businesses
- More efficient fiscal spending
- More funding so they can do a better job
- More money to smaller schools, more opportunities for students in small town
- More people getting involved
- More personnel to provide the services for the fire department
- More police substations and sheriffs
- More qualified people in all areas
- More strict development permits. More education or more energy use building.
- My suggestion will be not to have too many services which could effect quality
- Need a solution to get seniors more services in page and other smaller areas
- Need cheaper housing
- Need improvement
- Need more affordable housing
- Need more department stores
- Need more parks
- Need new board of supervisors
- Need to be concerned with outlining cities instead of just Flagstaff
- Need to become a smaller community
- Need to communicate more with the people in Coconino county
- Need to hire more county employees
- Need to increase county employees pay so that employees stay
- Need to listen to more people in the county
- Need to provide recreational opportunities
- Need to take more action instead of writing
- No, I don't think so; I think they are probably alright
- No, I think they are really working and well trained

- No, it seems they need to prioritize better
- No taxes and no more building; no more expansion on Flagstaff
- No, everything seems to be fine
- No, not really except we need to work with the homeless population
- No, not really, cause I don't deal with much of it
- No. Communications from the county.
- No. I'm not all that aware.
- No. They are going to do what they want to do any way.
- Not lose sight of their long-term planning.
- Not really. I think smaller areas are not provided with adequate services.
- Not that I know of offhand
- One thing is I really don't know what the county provides. Maybe more promotional materials on what the county does.
- Or email address have an open-door policy so we can see them except on election time
- Out with the old and in with the new to expand services to more people
- Pay more money.
- Paying more attention to the entire county, not only to Flagstaff.
- Probably just do more work with the native culture
- Probably new supervisors
- Provide services to the entire county not just Flagstaff
- Public awareness
- Quit hiring people from out of state
- Reevaluate the needs of the community
- Receiving more information from the county
- Remember that we are here
- Resolve budget issues
- Retain employees
- Road and pavement is very bad
- Roads are a matter of life and death; roads can make or break a city
- Salaries and management use of money. The pay scales are really uneven
- Salt on the road is a mistake, can accomplish the same thing with other types of programs
- Should have unified vision for Arizona
- Shrink the government
- Since I don't use them, I don't
- Snow removal in our subdivision is not great.
- Snow removal; do not pile it in front of driveway
- Someone needs to regulate the water company
- Stop building in the forest
- Take care of our deaf community
- Terminate the community development stuff
- The distribution of power should be centralized
- The exclusion of the reservation and services provided there

- The increase of taxes just because they are under funded, need to find another way to get funding
- The parks department they need to come and upgrade their parks
- The quicker and more efficient the better
- The state should give our county more money
- There isn't a lot of places for kids to play
- They can start road maintenance
- They have unproductive meetings
- They just need to pay more attention to the north side up here near Utah
- They need to address the issue of employee wages and retention
- They need to have more open spaces better management of the water resources
- They need to improve investigative services through the county sheriff's department
- They need to pay people more so the people won't leave; we keep losing people
- They should be discontinued
- They should coordinate with the Flagstaff city government
- They should have a zoning meeting about the housing development
- They should raise the pay scale for the county workers
- They should take care of the peoples concerns, not their own
- They went wrong in designing their own specifications
- To improve the building code
- Try a little bit harder
- Try and control the growth. So that services can be improved.
- Use smarter irrigation methods
- Volunteering
- Water problems need to be improved on.
- Water rates have risen in Kachina
- We need more input on Fort Tuthill on horse facilities
- We need more programs for adults on the reservation.
- We need to improve the tax base by raising personal property and do more with our infrastructure so we attract more businesses
- Well I'm in a true believer in eliminating middle management
- What concerns me is growth
- Would be nice if they didn't solely concentrate on Flagstaff and serviced other communities
- Would like to see more public input put into practice
- Yes, carry through on their promises and complete tasks
- Yes, make the place more amenable for low income people
- Yes, we need a safe house for the homeless