



CITY OF FLAGSTAFF

FPD Customer Satisfaction Survey Results

How would you rate the officer you interacted with?

4.69/ 5 (5,900 responses)

How would you rate dispatch?

4.54/ 5 (7,783 responses)

How satisfied are you with the department?

4.43/ 5 (8,302 responses)

Reviews From Members of the Public

- Abandoned Vehicle – “The responding officer was prompt, pleasant and professional. The receptionist was also pleasant and professional.”
- Public Assist – “Quick response time, comforting to have the security of the department looking out for its citizens!”
- Parking Enforcement – “None. Very satisfied.”
- Public Assist – “Everyone was wonderful.”
- Attempt to Locate – “The young lady was very cordial & utmost professional & courteous!”
- Suspicious – “The officer who responded to my call was awesome. Very diligent in investigating the scene where my neighbor security alarm has been sounding the alarm.”
- Public Assist – “I wish I remembered the officer’s name you guys are awesome. Unbelievable on how friendly and knowledgeable your department is.:
- Abandoned Vehicle – “I greatly appreciate the Flagstaff Police and the outstanding work they do in our community.”
- Suspicious – “I’m glad the officers were willing to go take care of the situation. I wish I knew a little more about the situation but I’m sure they handled it in a reputable way. Thank you very much.”
- Animal Control – “The officer with whom I spoke was highly helpful regarding my situation.”

*Results provided by Versaterm on 8/12/2026