

*2013 Hallandale Beach  
Citizen Survey  
FINAL Results*

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**Hallandale Beach**  
PROGRESS. INNOVATION. OPPORTUNITY.

by

**ETC Institute**

725 W. Frontier Circle

Olathe, KS 66061

Contact: Karen Falk at (913) 829-1215

March, 2013

# Contents

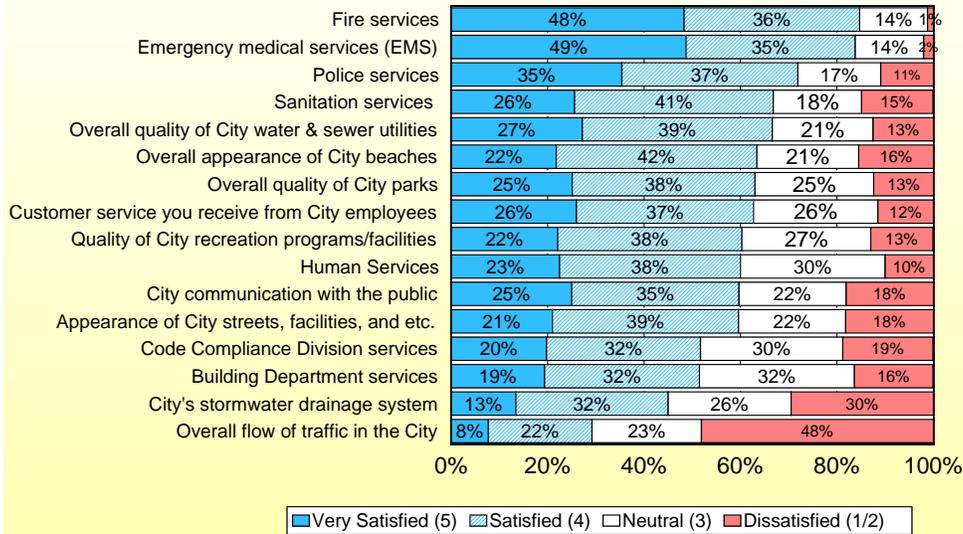
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**Section 1:**  
***Charts and Graphs***

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### Q1. Overall Satisfaction With City Services by Major Category

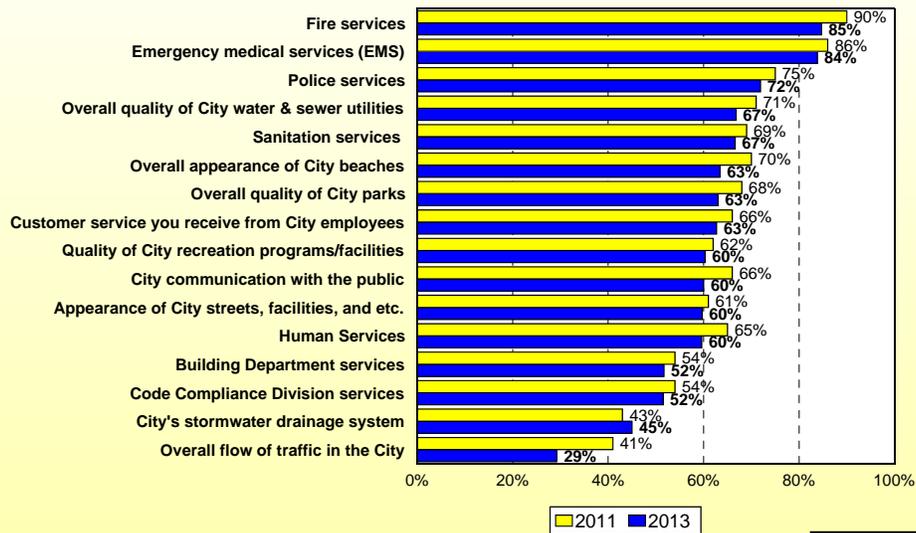
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Overall Satisfaction With City Services by Major Category - 2011 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

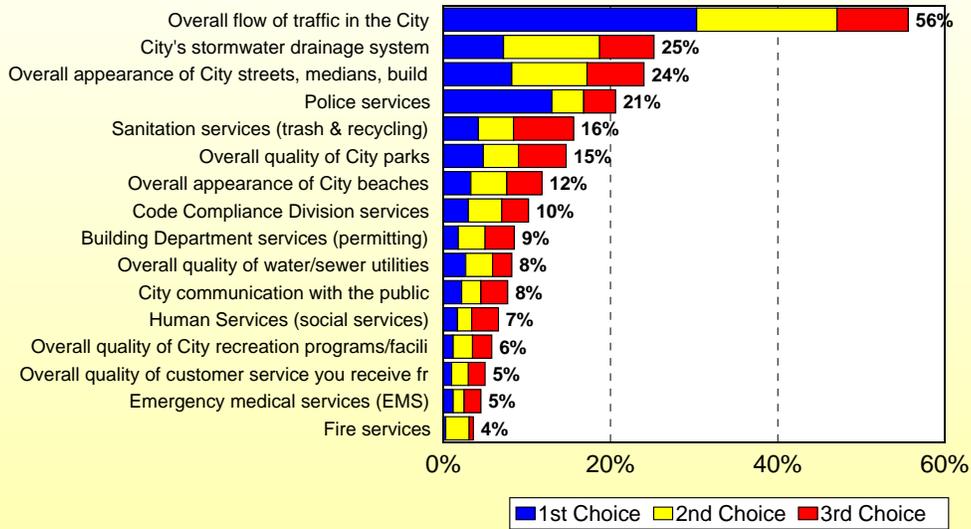


Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Trends**

### Q2. City Issues That Should Receive the Most Emphasis Over the Next Two Years

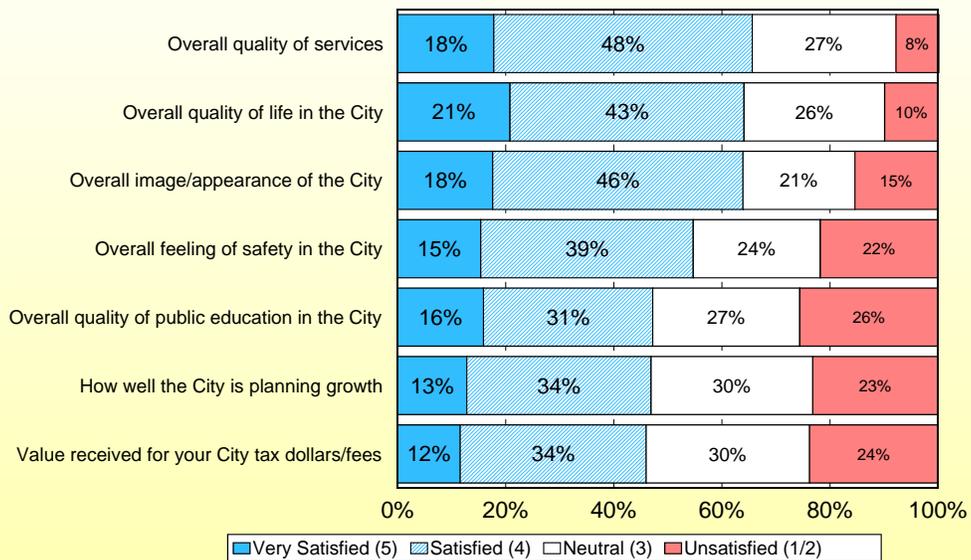
by percentage of respondents who selected the item as one of their top three choices



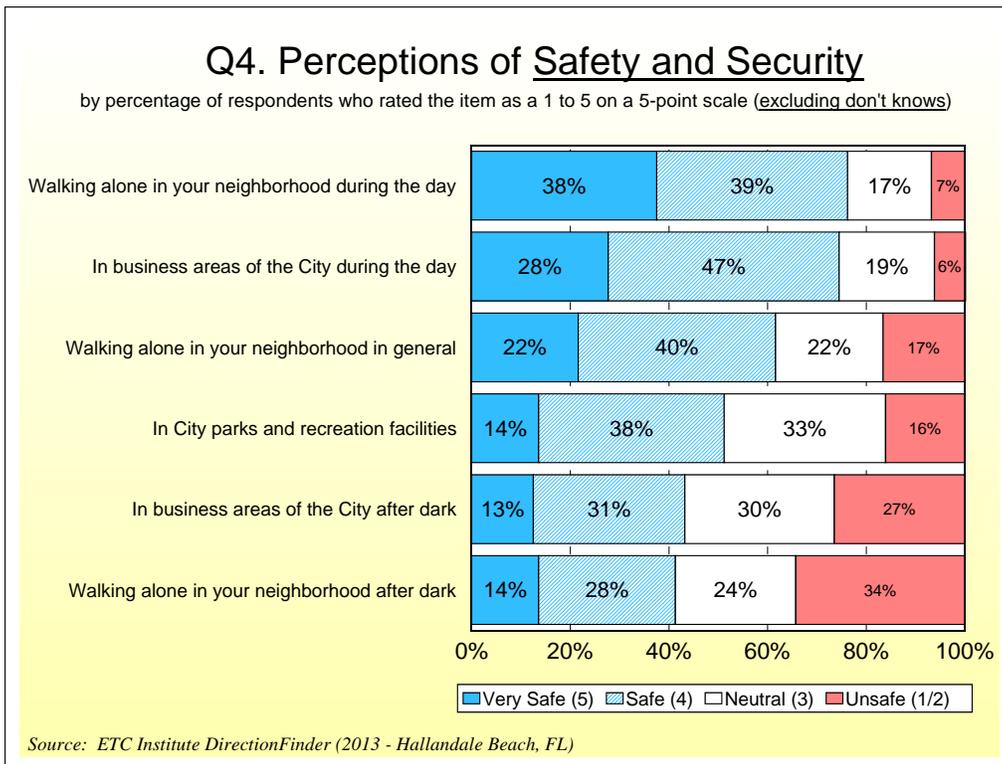
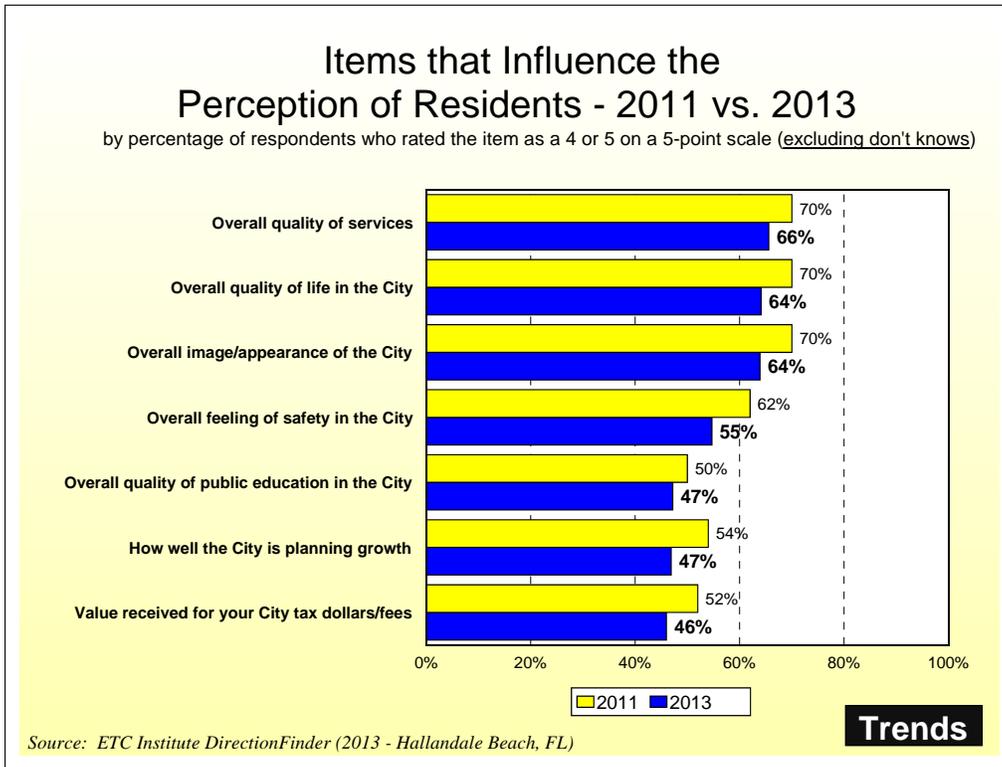
Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q3. Rate each of the following

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

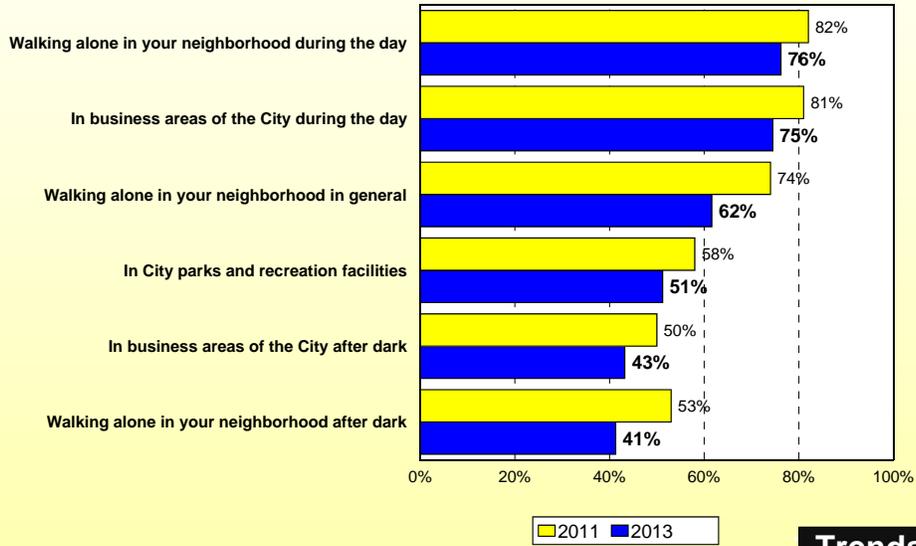


Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)



### How Safe Residents Feel In Certain Situations 2011 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

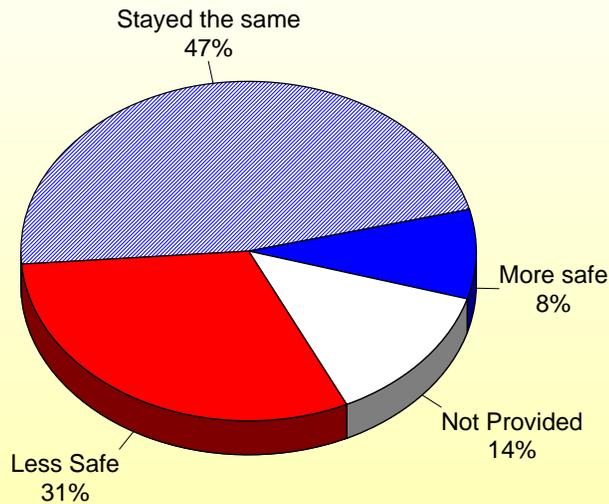


Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Trends**

### Q5. In the past 12 months, how safe is Hallandale Beach as a place to live, work and raise a family?

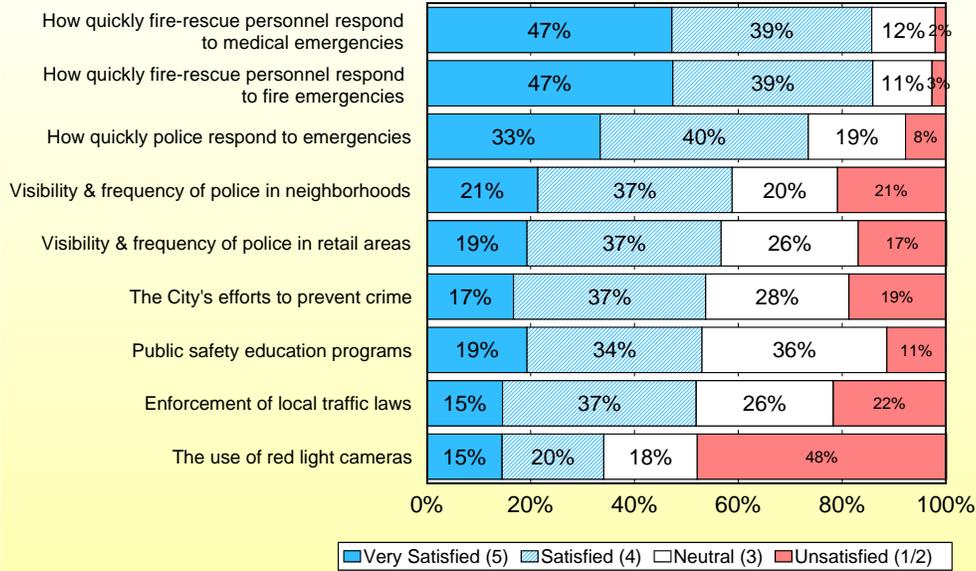
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q6. Satisfaction with Various Aspects of Public Safety

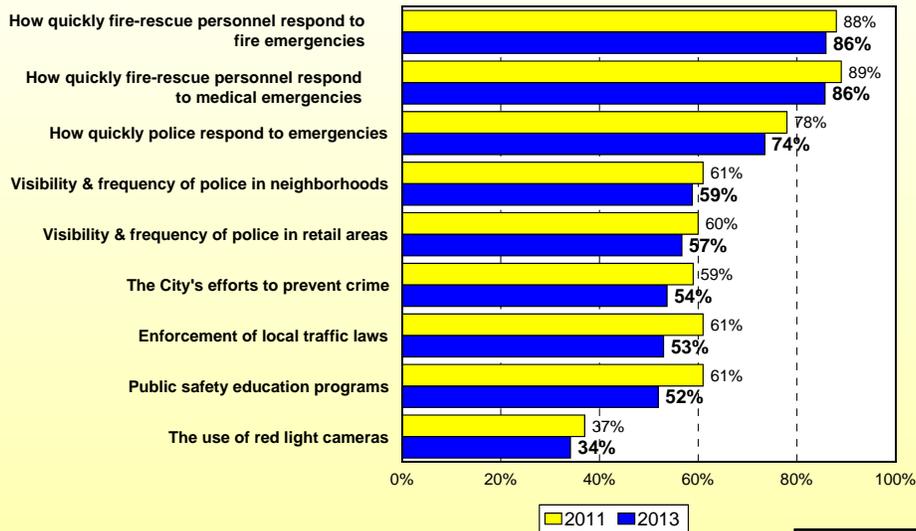
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### PUBLIC SAFETY - Police, Fire and Emergency Management Services - 2011 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

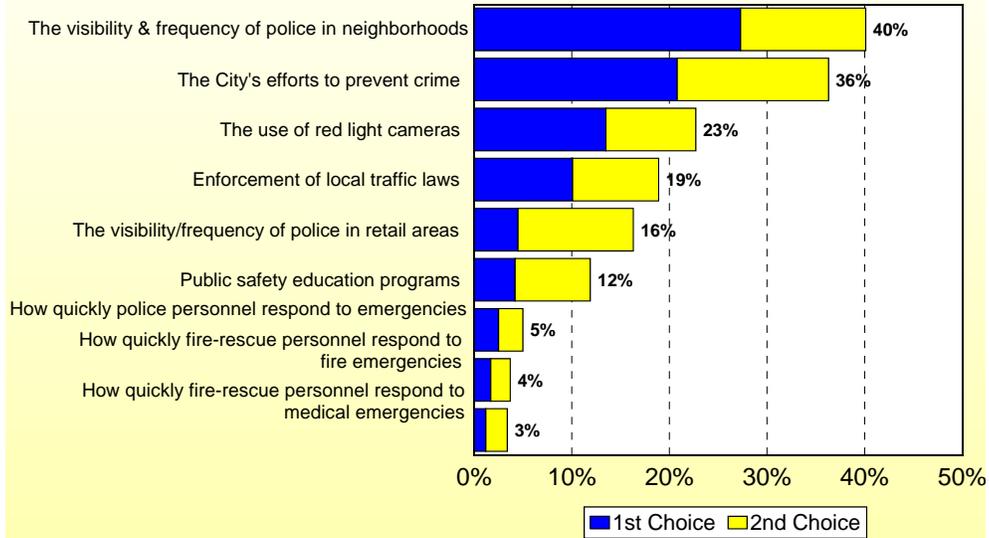


Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Trends**

### Q7. Public Safety Issues That Should Receive the Most Emphasis Over the Next Two Years

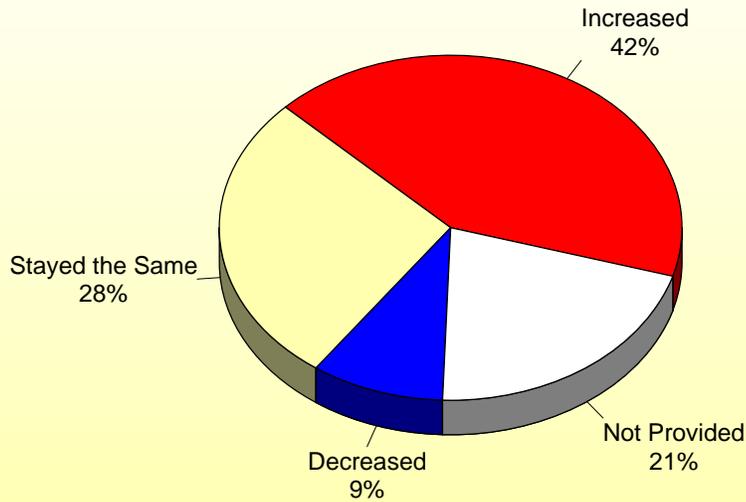
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q8. In the past 2 years, do you think the crime rate in Hallandale has:

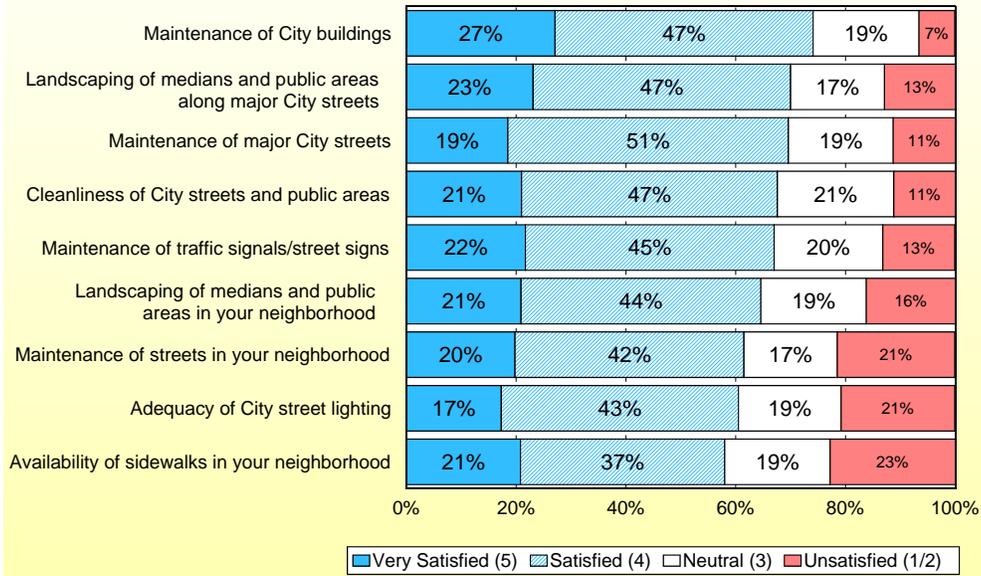
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q9. Satisfaction with Various Aspects of Maintenance

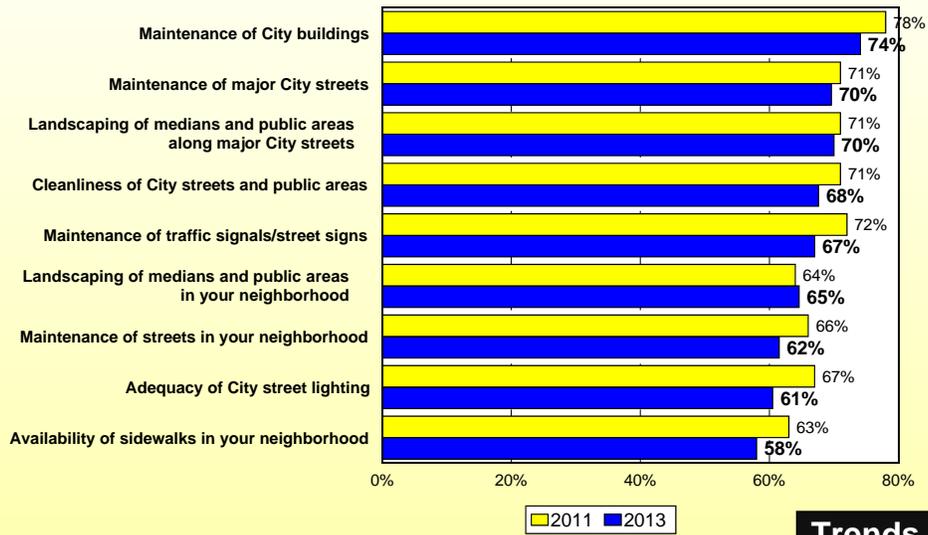
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### MAINTENANCE 2011 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

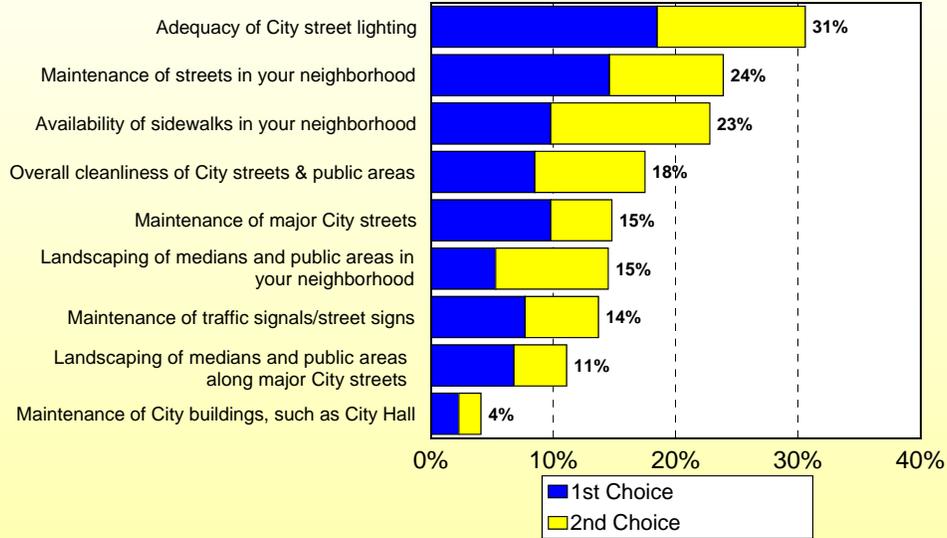


Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Trends**

### Q10. Maintenance Issues That Should Receive the Most Emphasis Over the Next Two Years

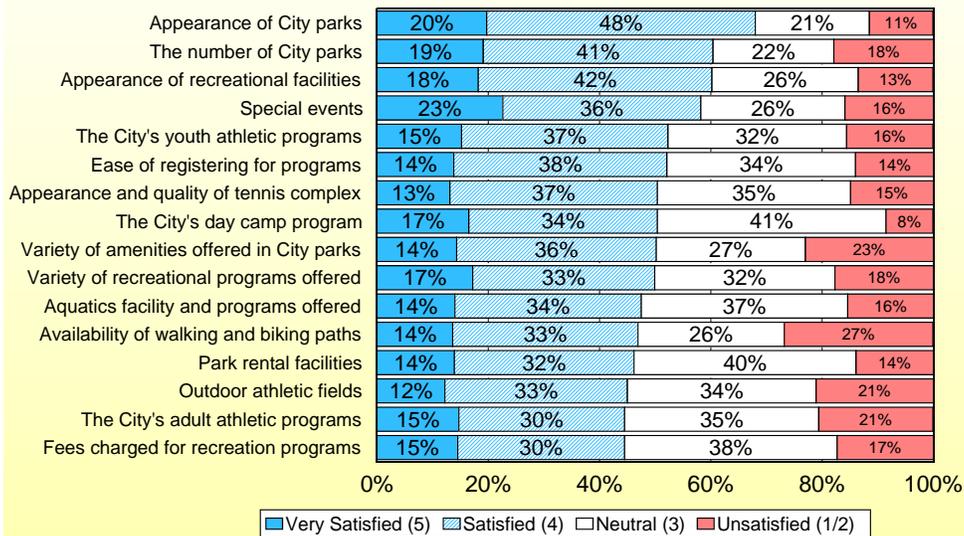
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q11. Satisfaction with Various Aspects of Parks and Recreation

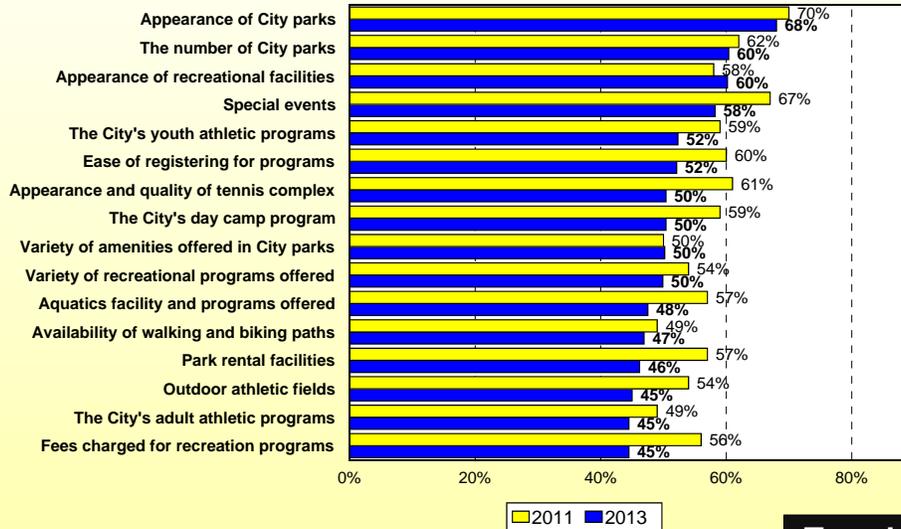
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

## Various Aspects of Parks and Recreation 2011 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

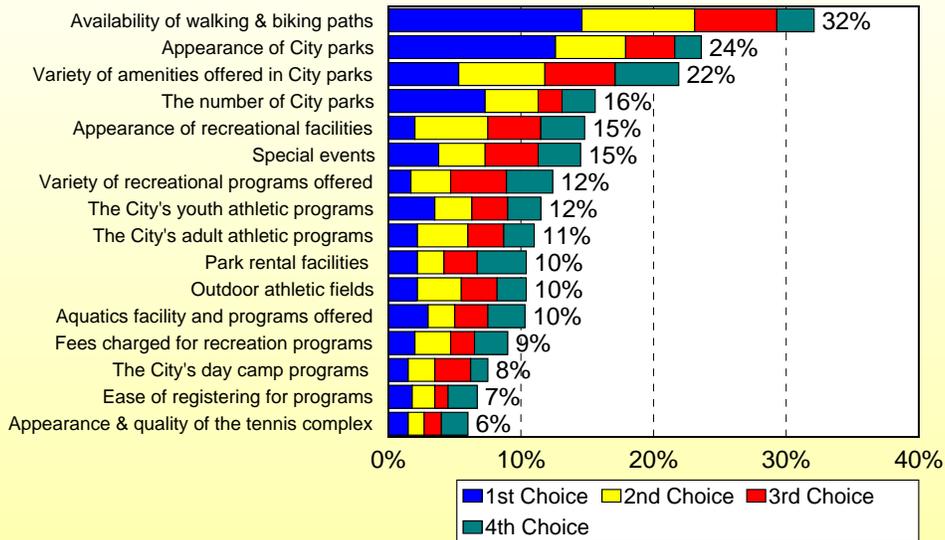


Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

Trends

## Q12. Parks and Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years

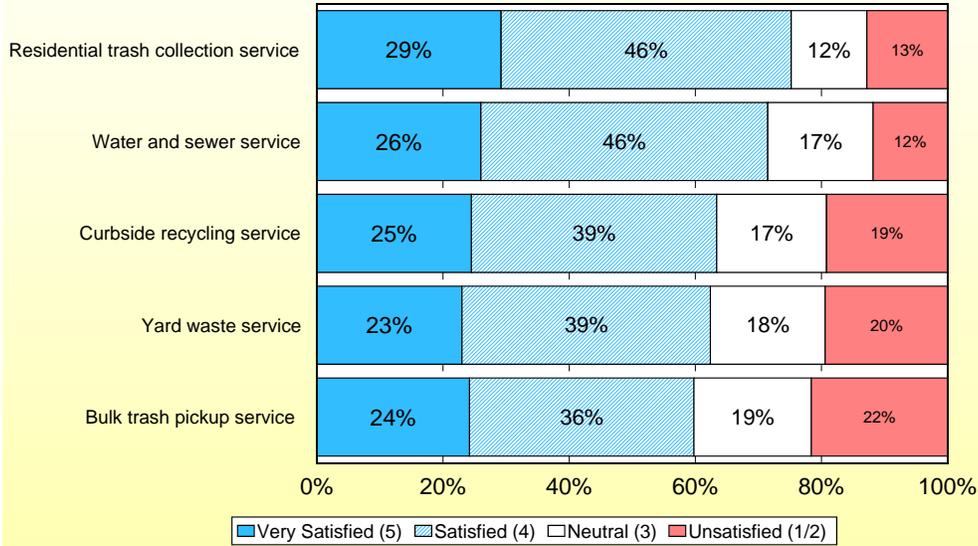
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q13. Satisfaction with Utilities in the City of Hallandale Beach

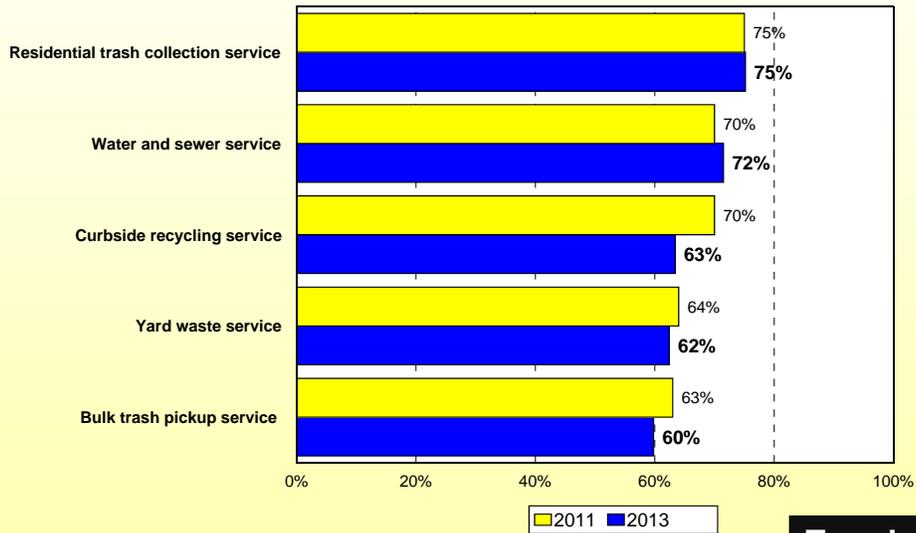
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### UTILITIES 2011 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Trends**

### Q14. Satisfaction with Code Compliance in the City of Hallandale Beach

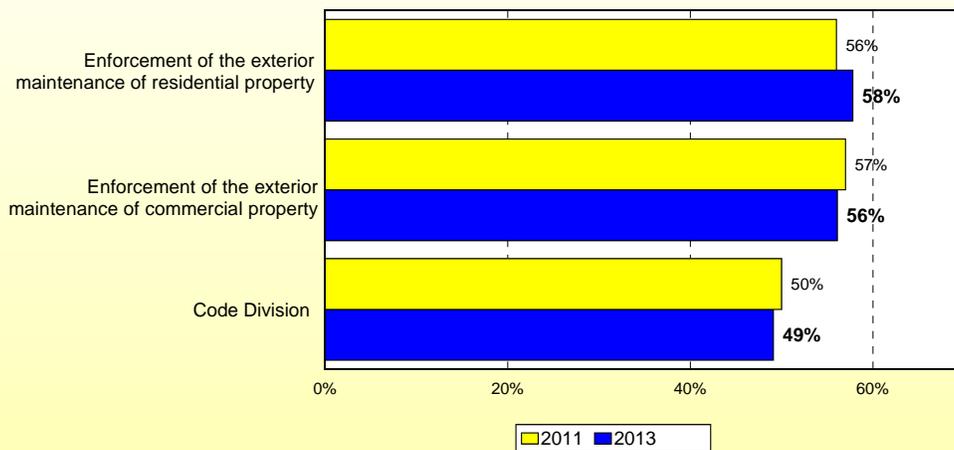
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### CODE COMPLIANCE 2011 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

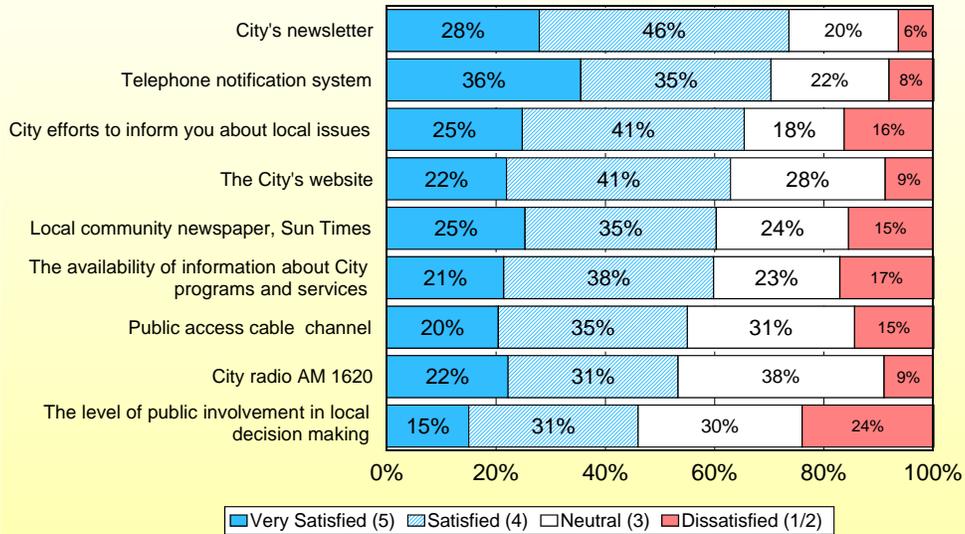


**Trends**

Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q15. Satisfaction with Various Aspects of Communication

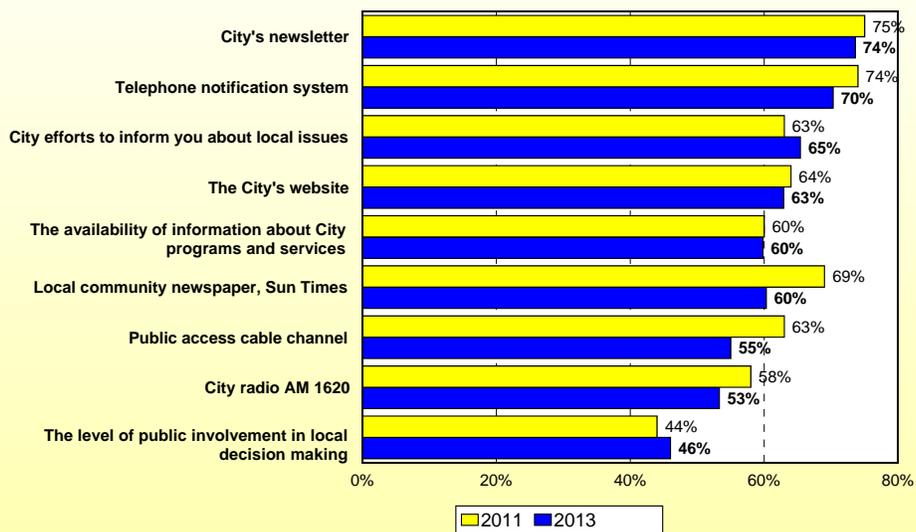
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### COMMUNICATION 2011 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

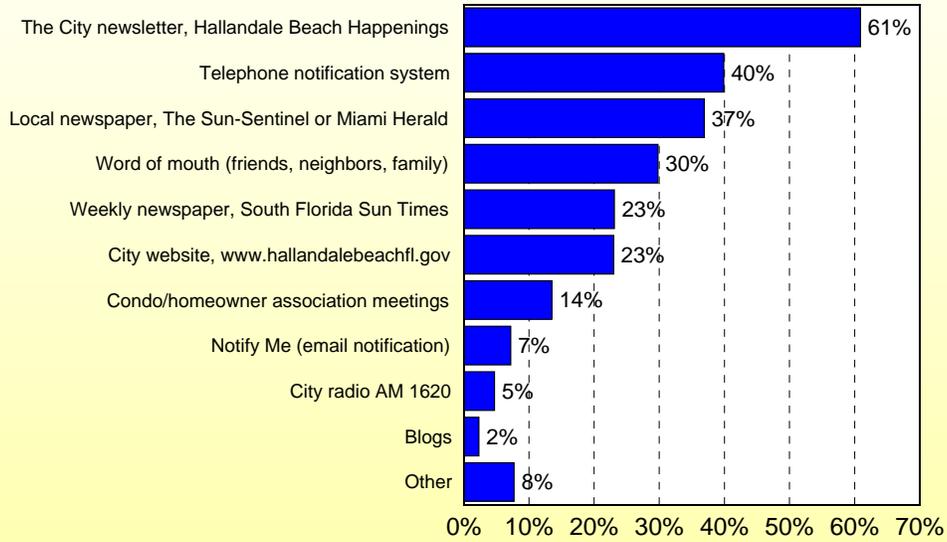


Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Trends**

### Q16. Primary sources of information about City issues, services, and events?

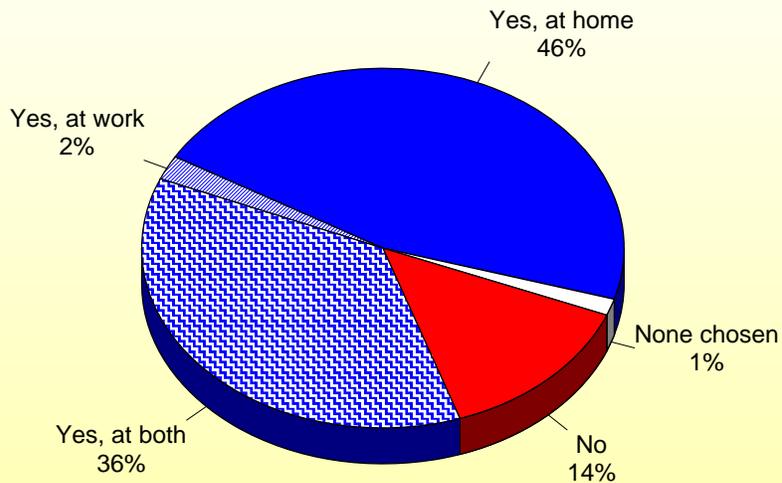
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q17. Do you have access to the Internet at home or work?

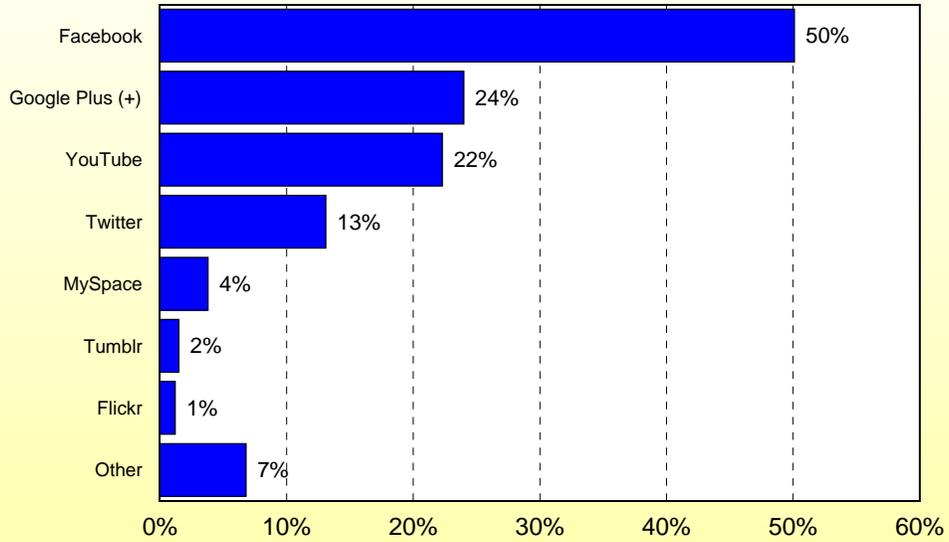
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Q18. Which of the following social media do you use and/or subscribe to?**

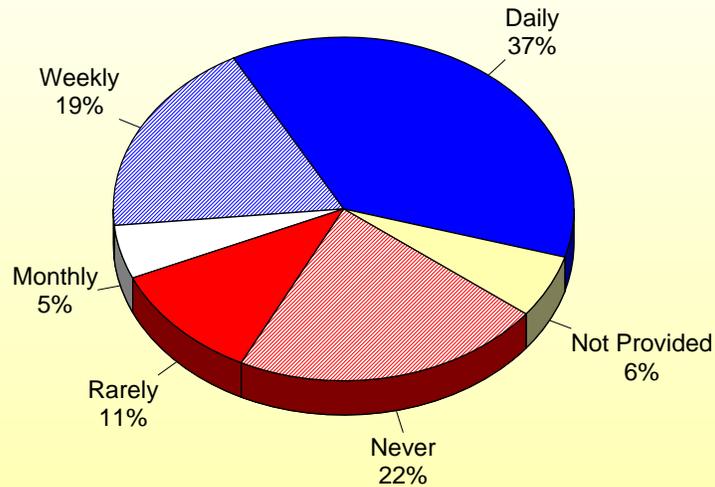
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Q18a. How often do you use social media?**

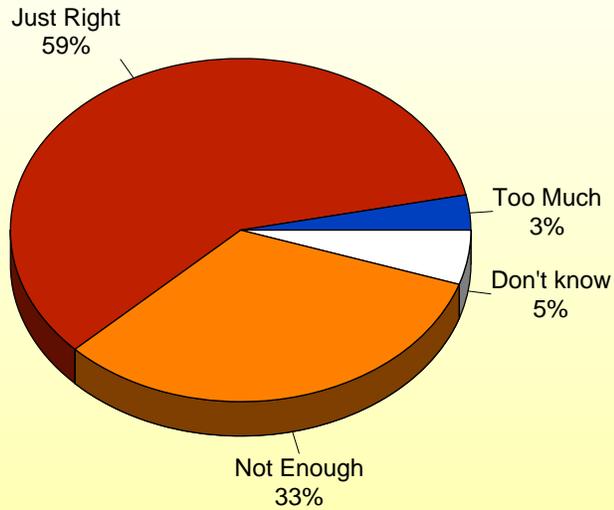
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Q19. Is the information you receive from the City of Hallandale Beach:**

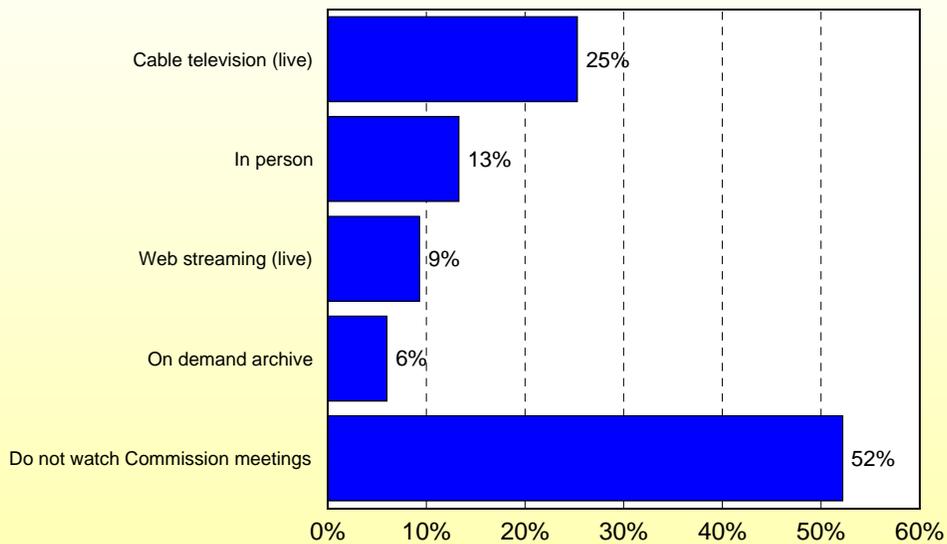
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Q20. How do you prefer to watch Commission meetings?**

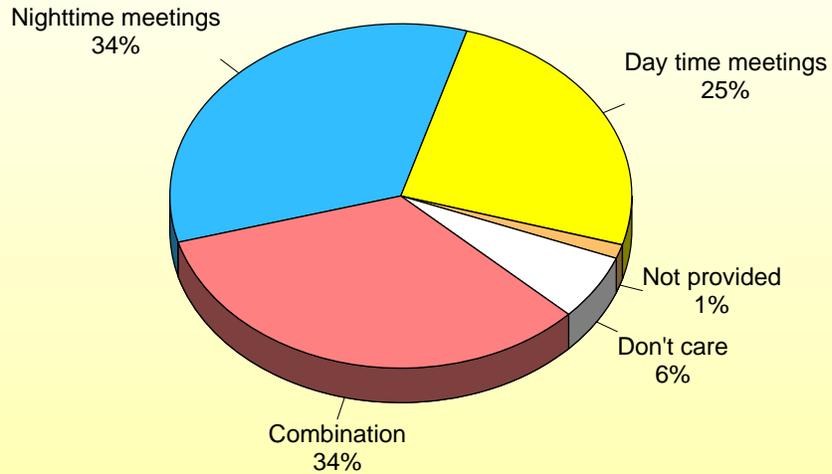
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

Q20a. If your preference is in person, do you prefer...

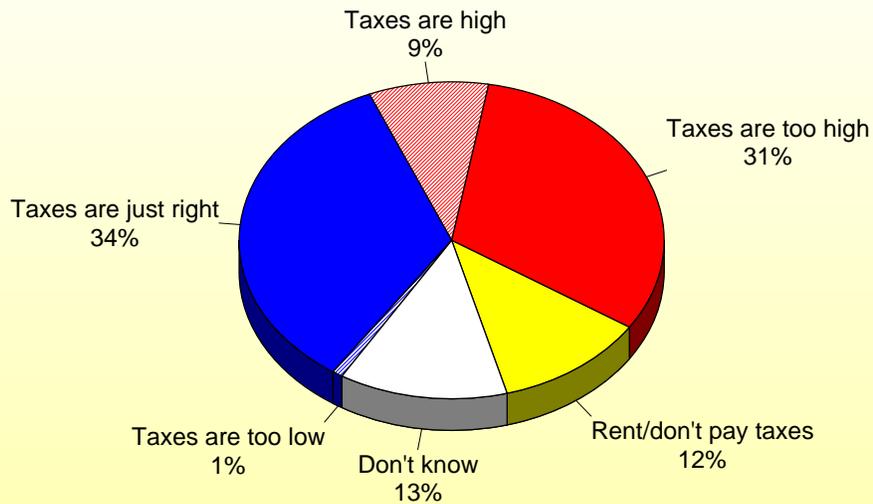
by percentage of respondents who preferred to watch in person



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

Q21. Which best describes how you feel about the taxes you pay to the City of Hallandale Beach?

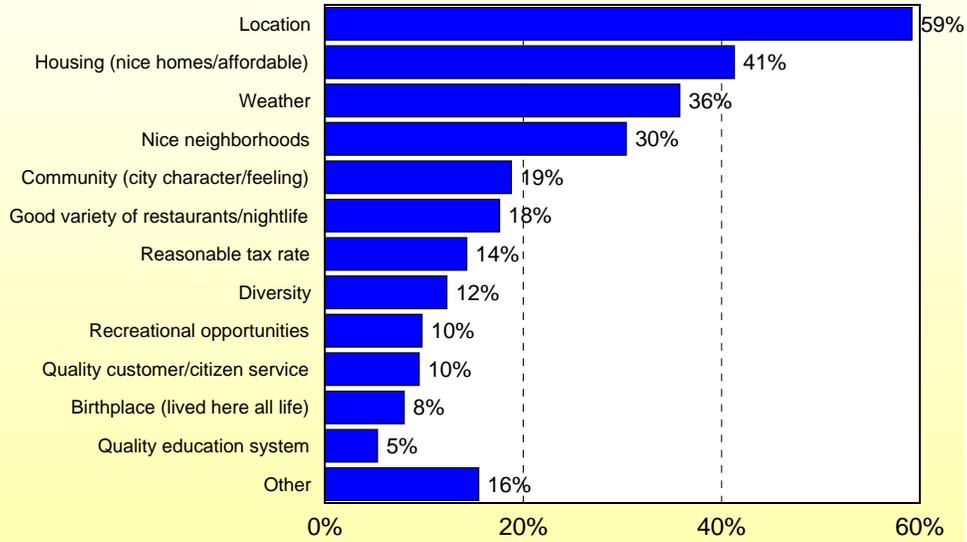
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q22. Why did you originally make the decision to live in, or why do you continue to live in, Hallandale Beach?

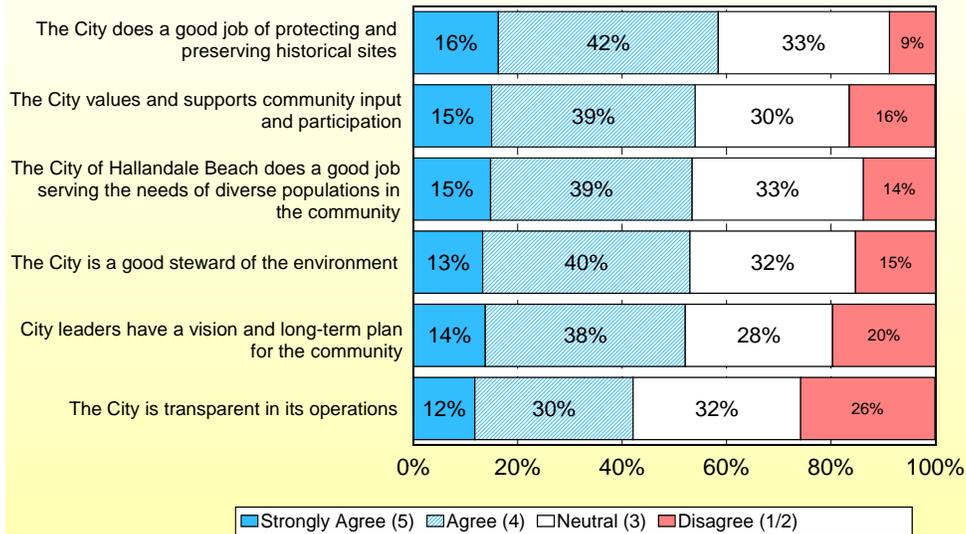
by percentage of respondents



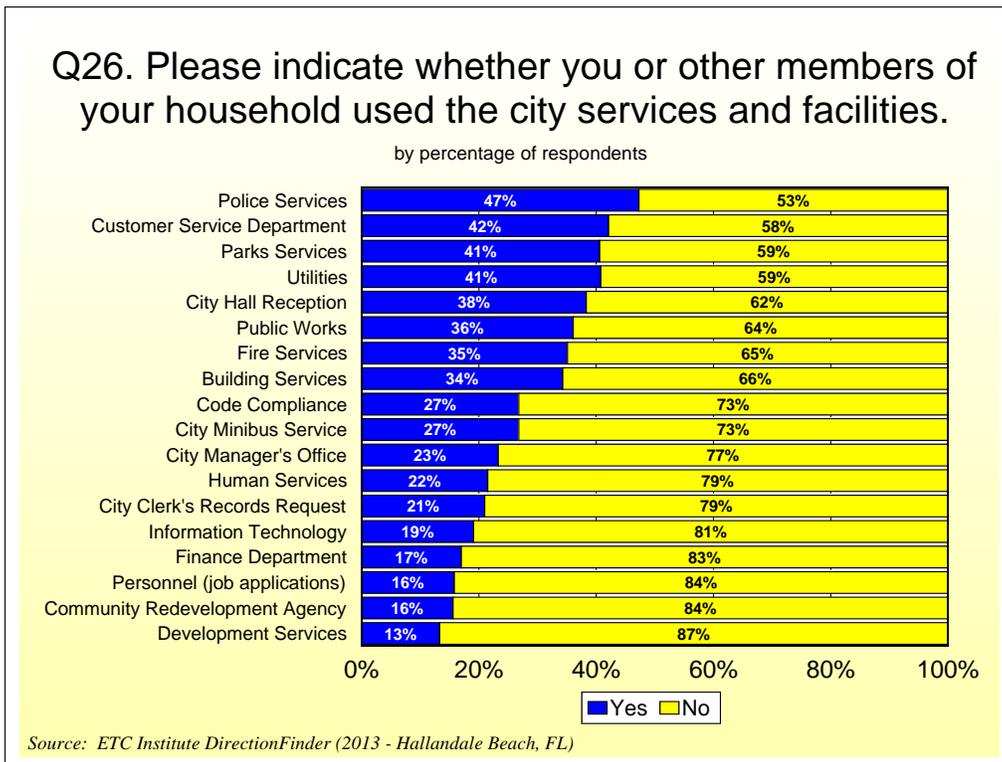
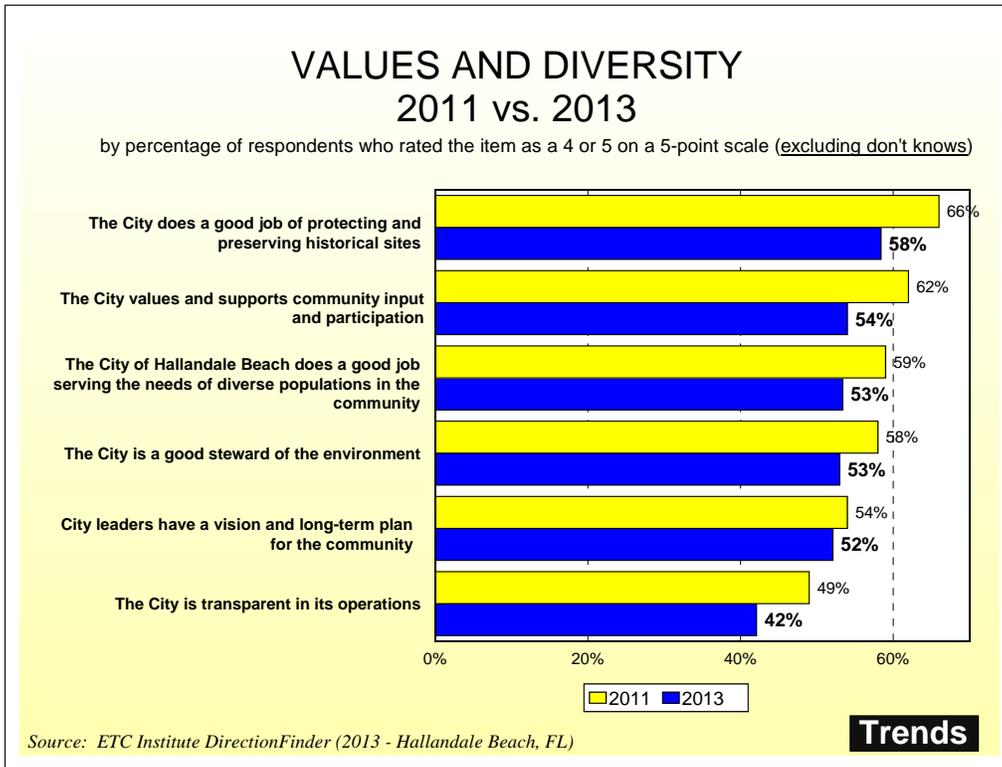
Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q23. Level of Agreement with Statements Regarding Values and Diversity

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

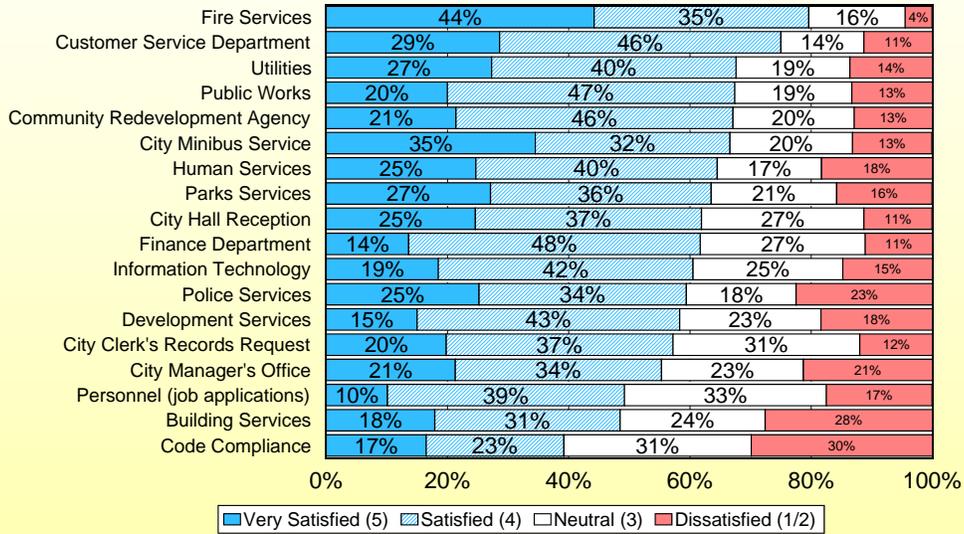


Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)



### Q26. Please rate your satisfaction with these services and facilities

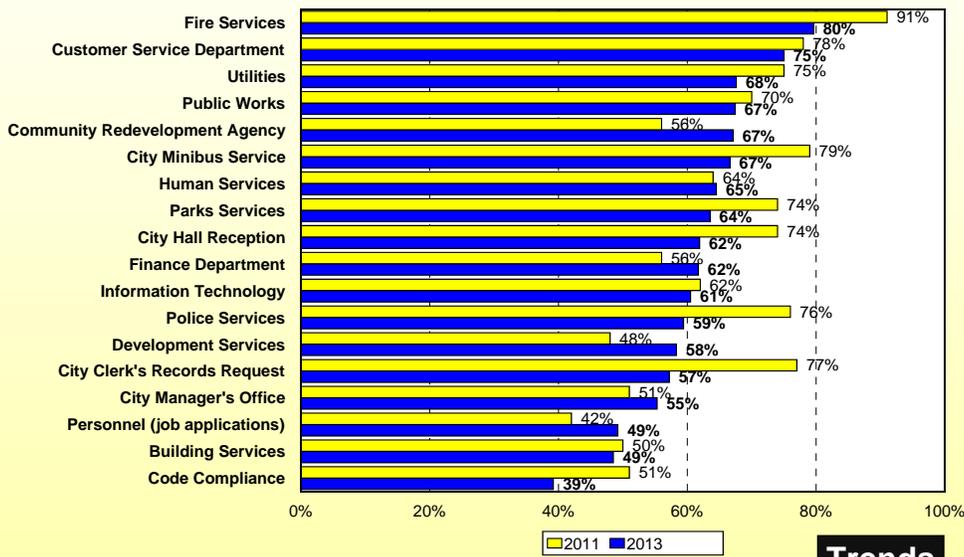
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### SERVICES AND FACILITIES 2011 vs. 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

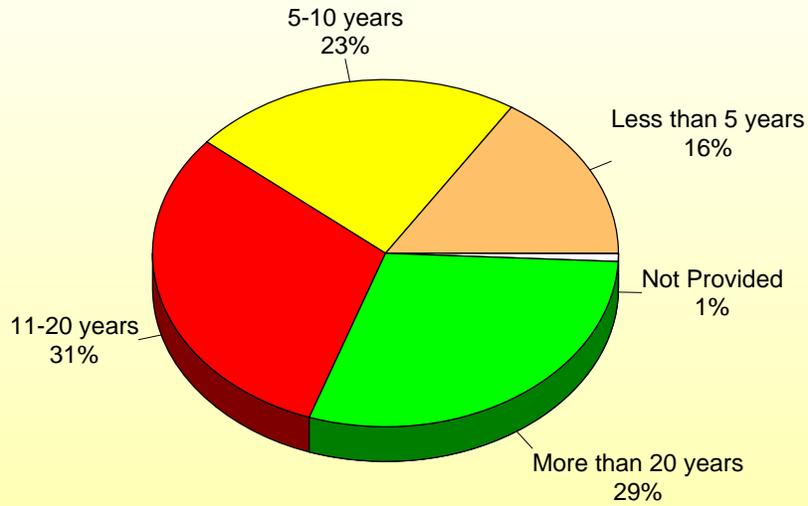


Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Trends**

### Q27. How many years have you lived in the City of Hallandale Beach?

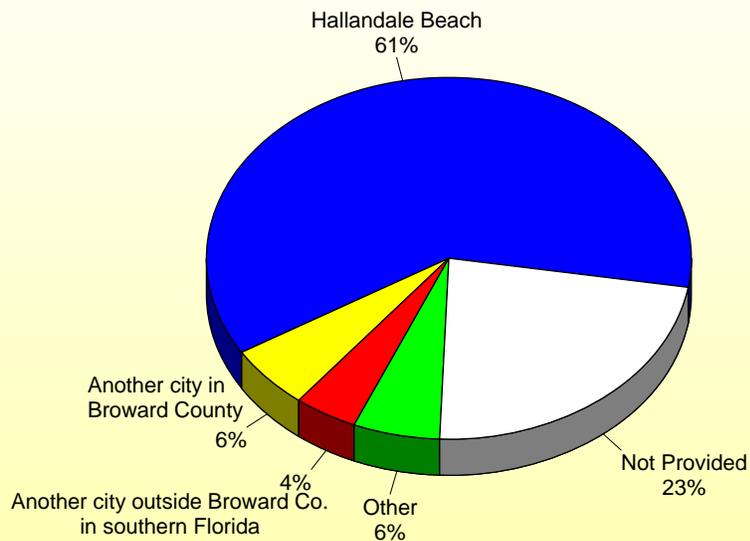
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q28. In five years, where do you plan to be living?

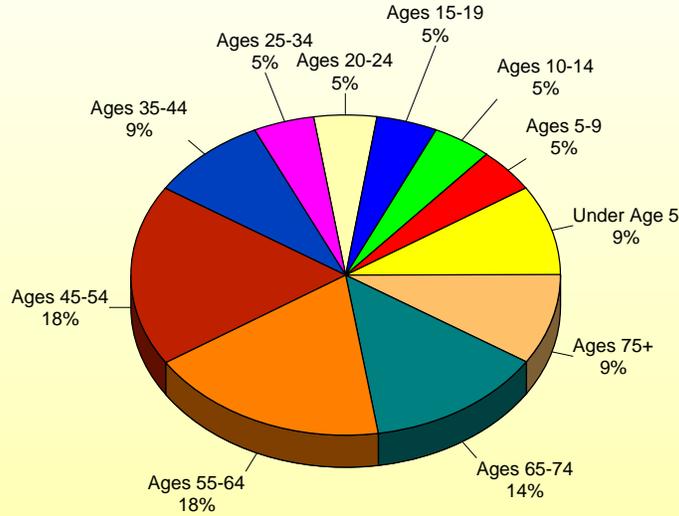
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q29. Demographics: How many persons in your household are?

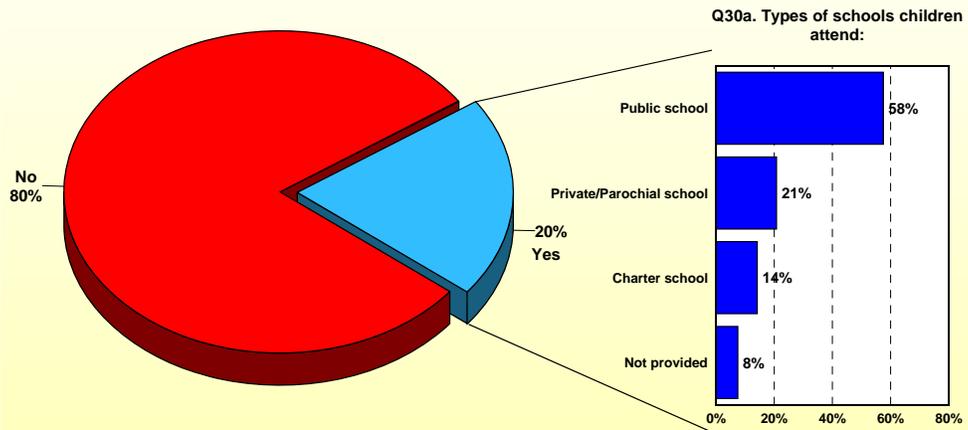
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q30. Do you have school age children living at home?

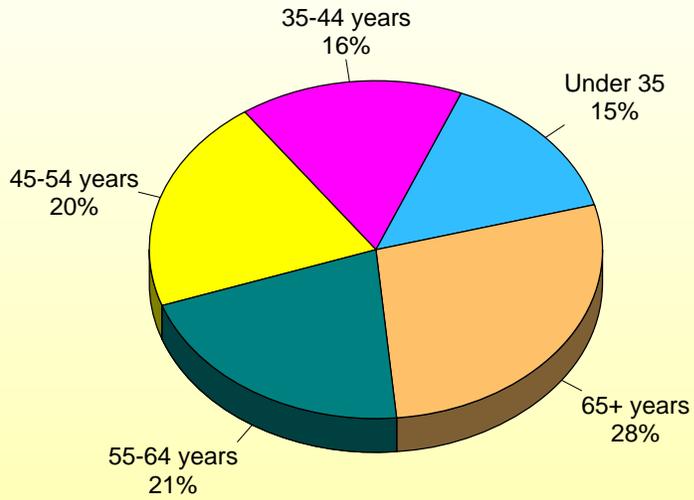
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q31. Demographics: Age of respondents

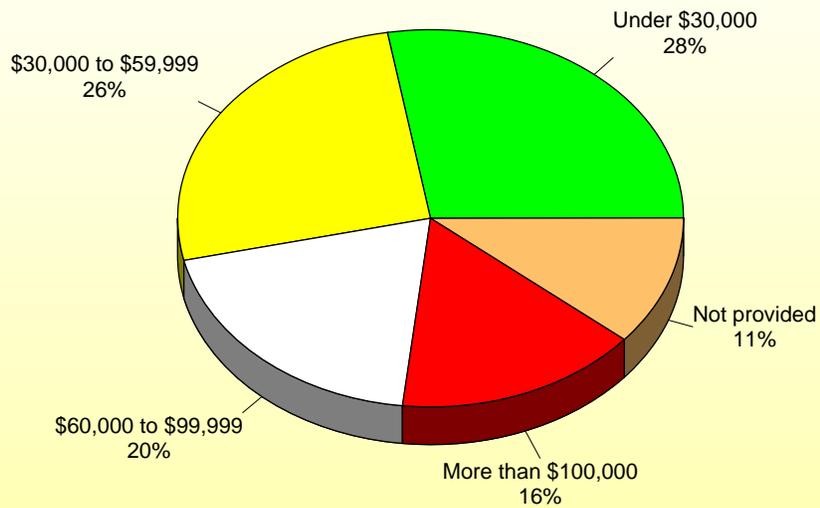
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q32. Would you say your household income is:

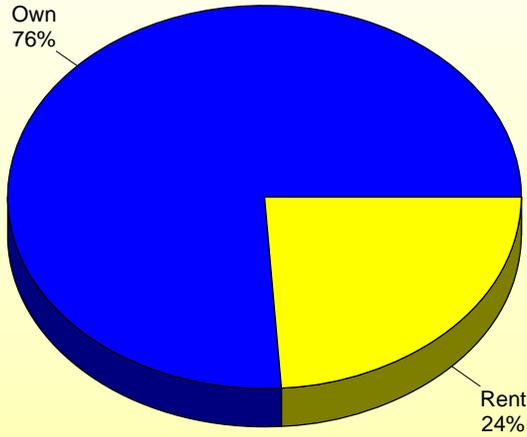
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q33. Demographics: Do you own or rent your home?

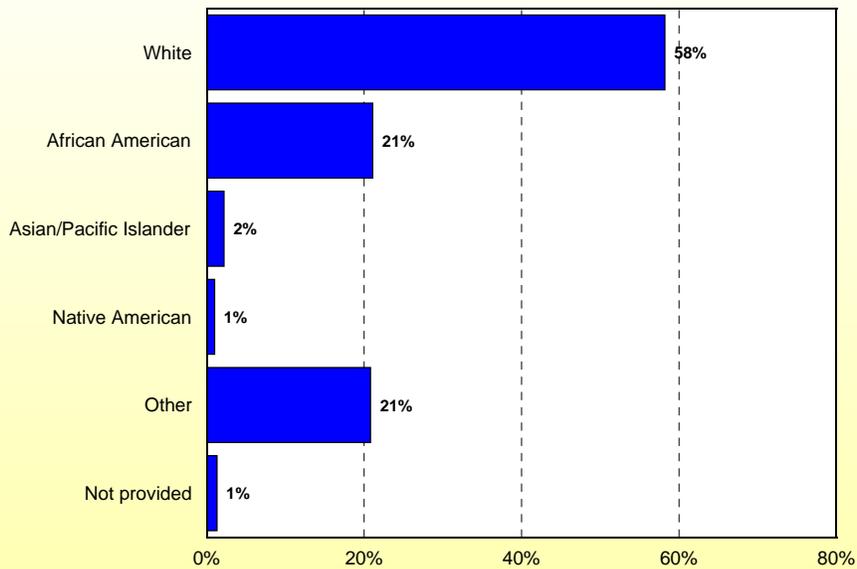
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q34. Demographics: Race/Ethnicity?

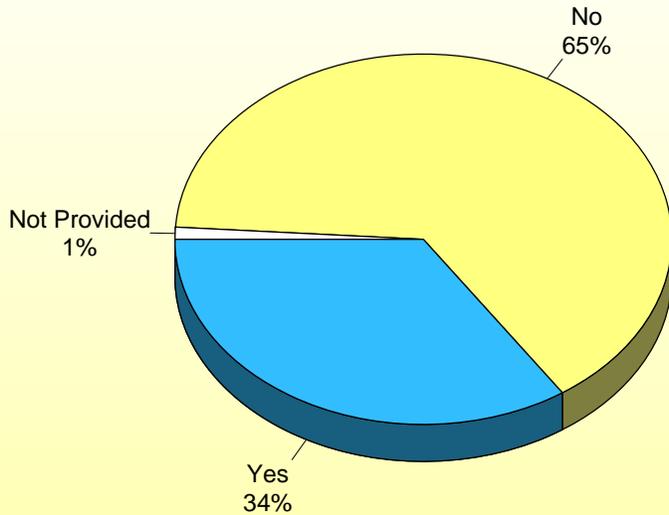
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q35. Demographics: Are you of Hispanic, Latino, or other Spanish heritage?

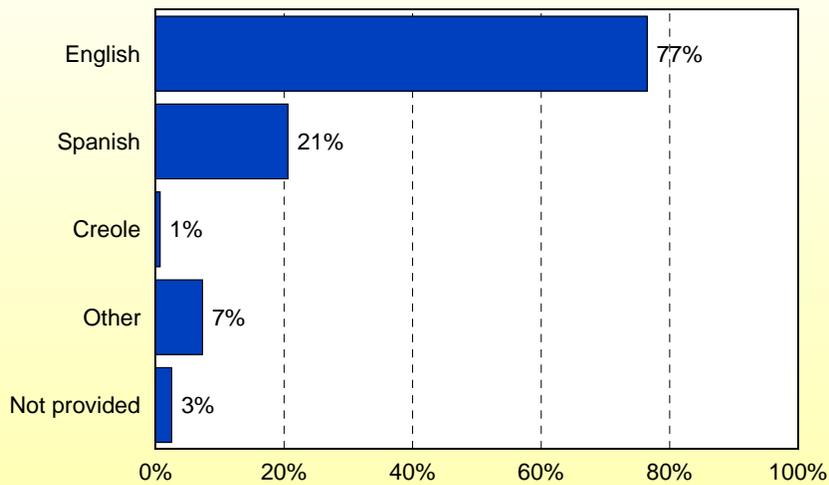
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q36. Which is the primary language for members of your household?

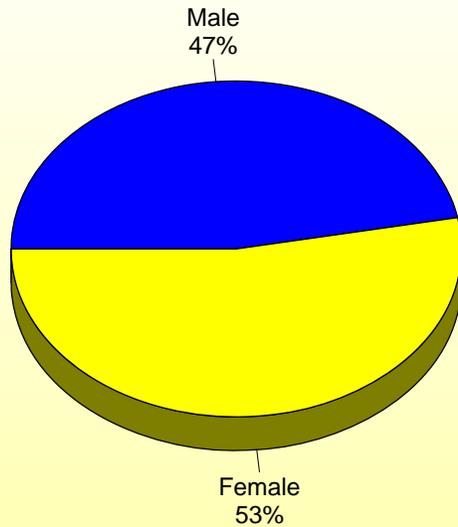
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q37. Demographics: Respondents Gender

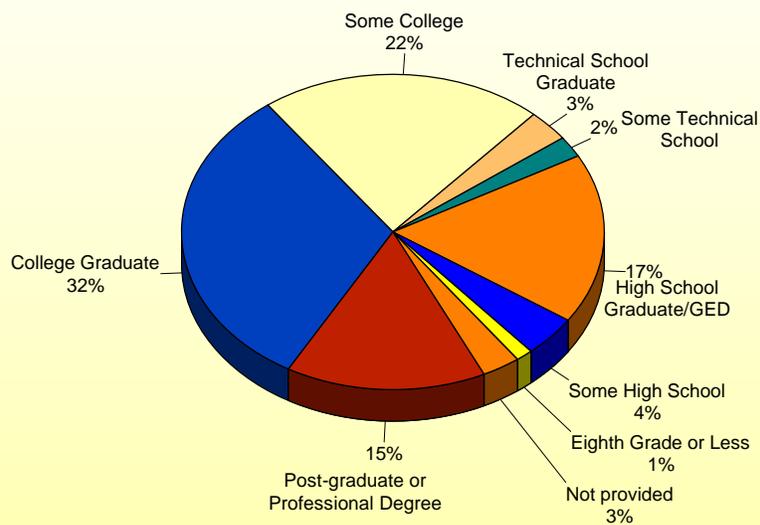
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

### Q38. What is your highest grade of school completed?

by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Hallandale Beach, FL)

**Section 2:**  
***GIS Mapping***

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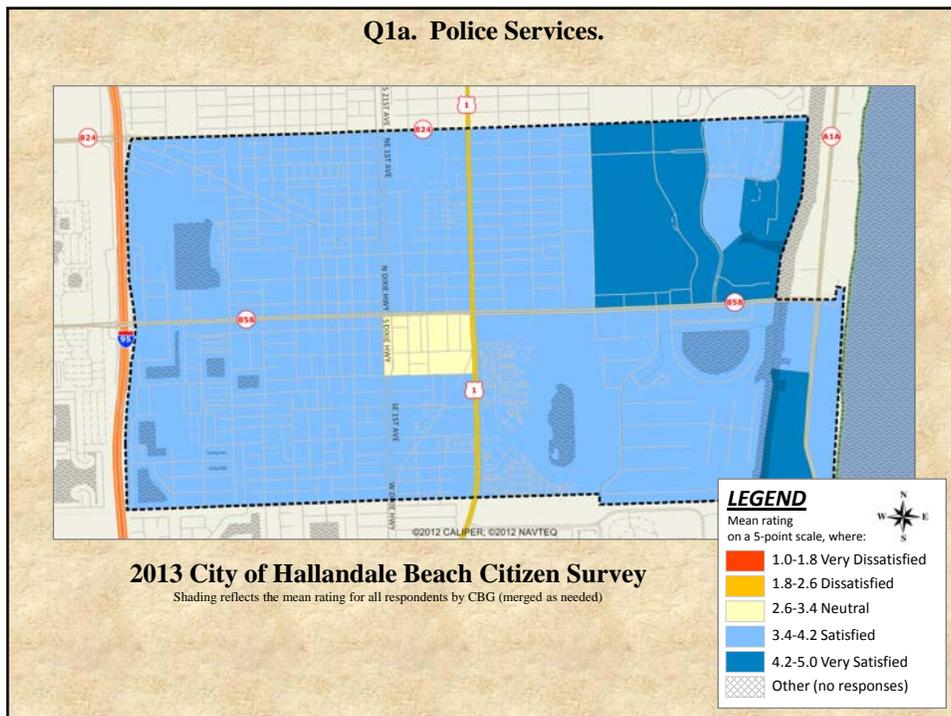
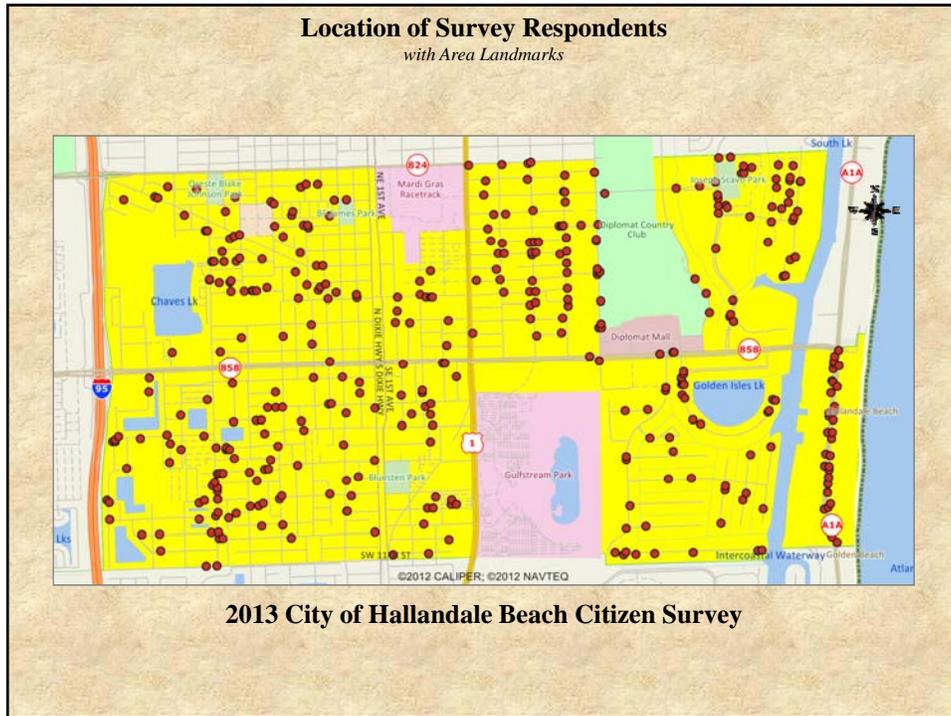
## Interpreting the Maps

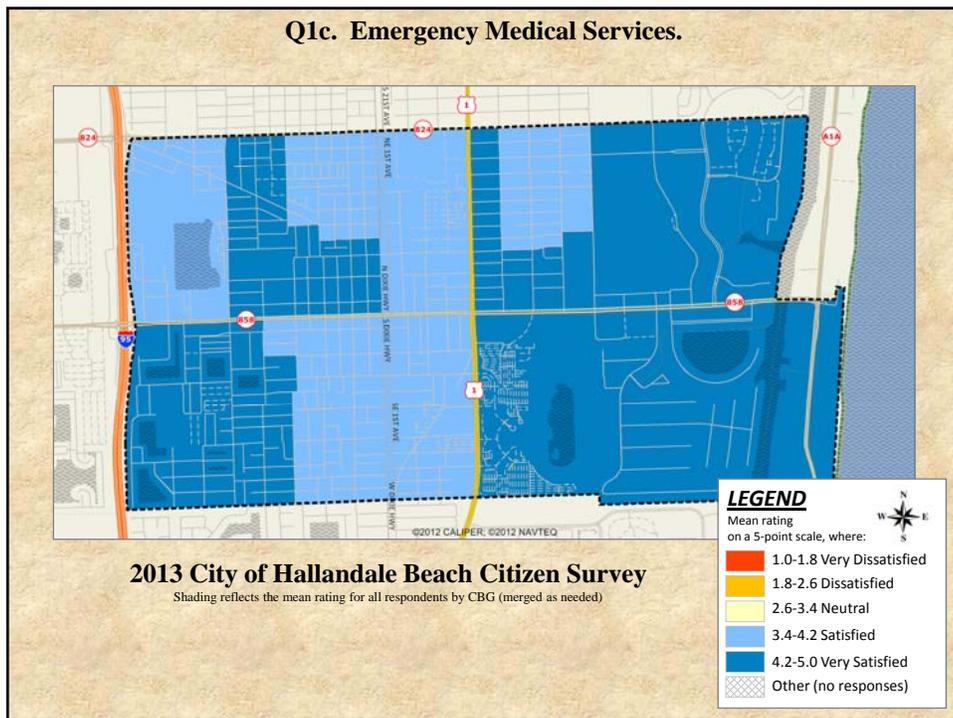
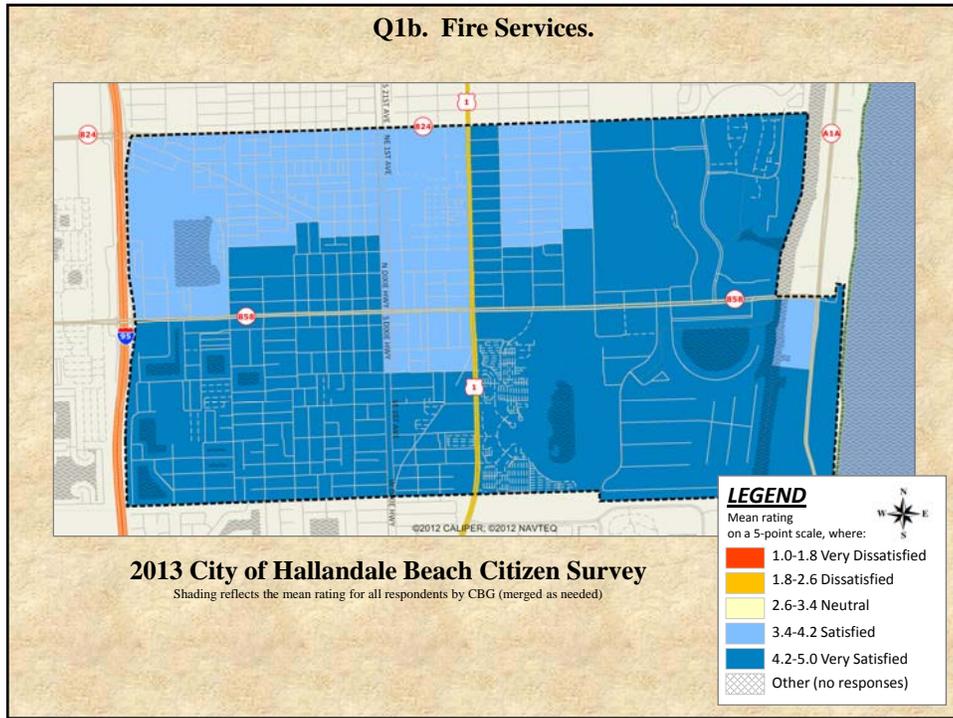
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S. Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

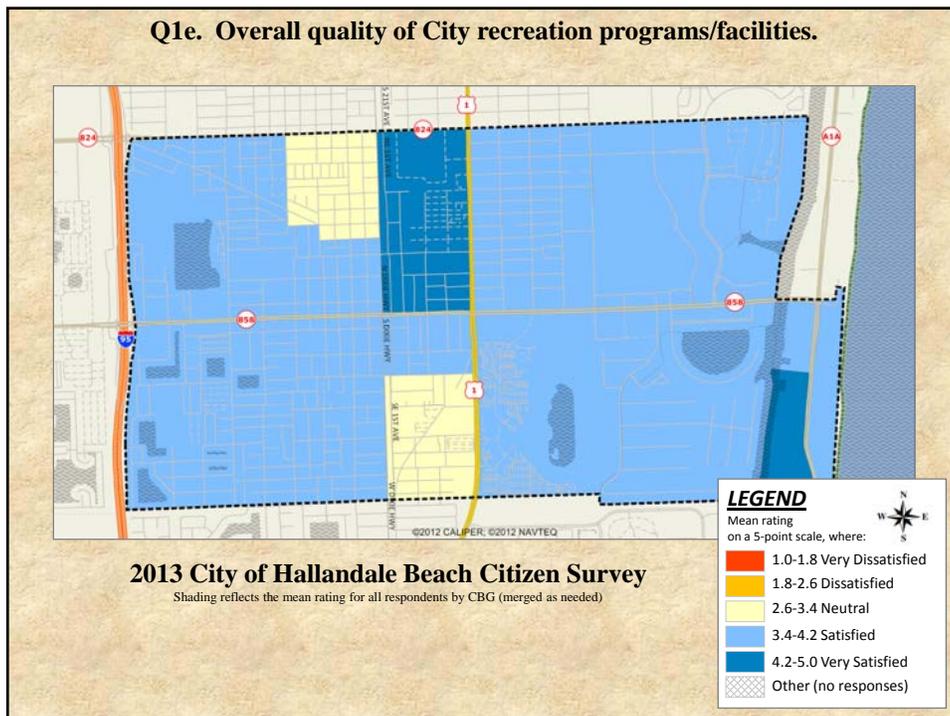
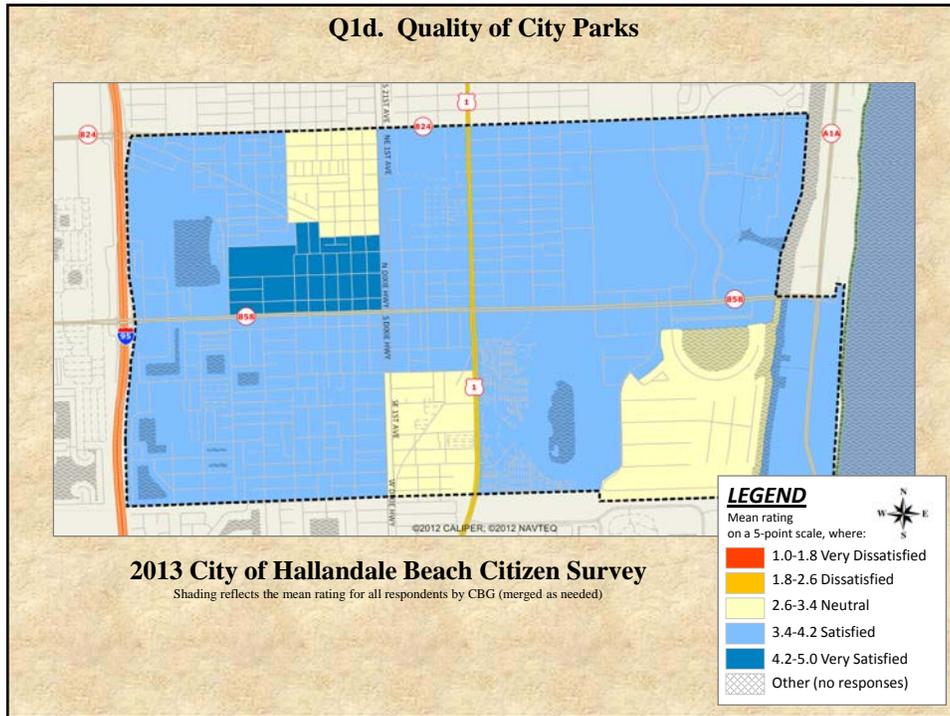
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

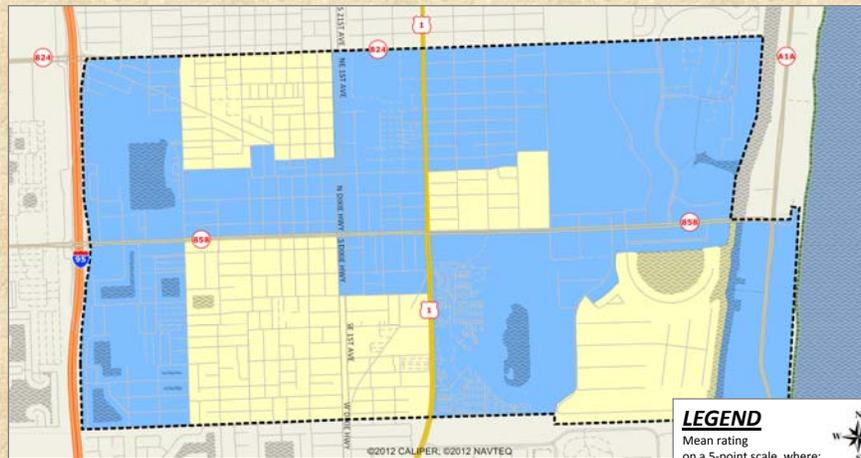
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.







**Q1f. Overall appearance of City streets, medians, buildings and facilities.**

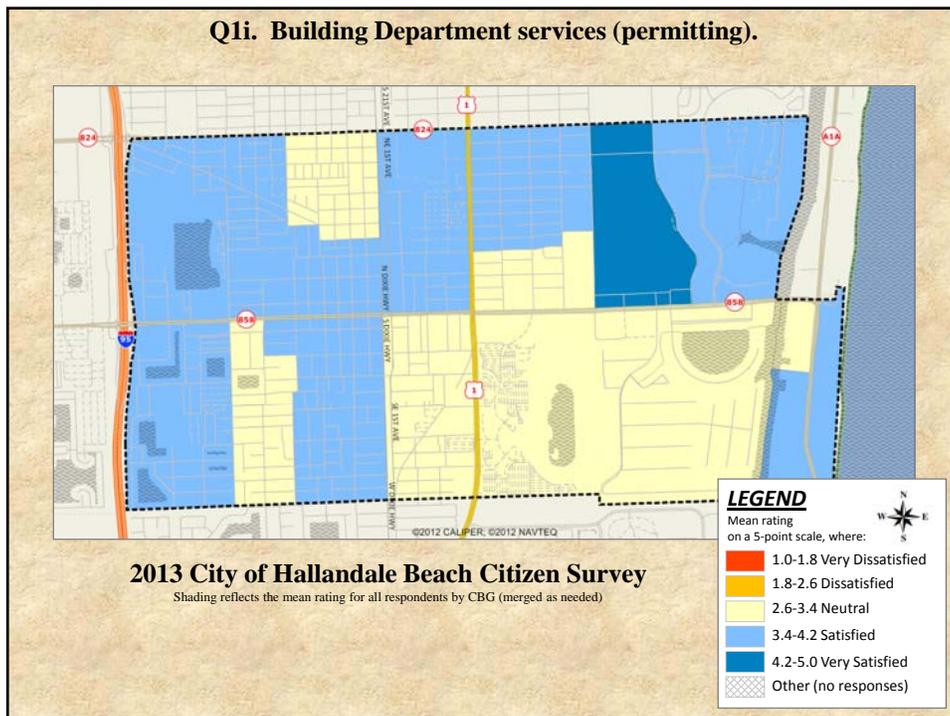
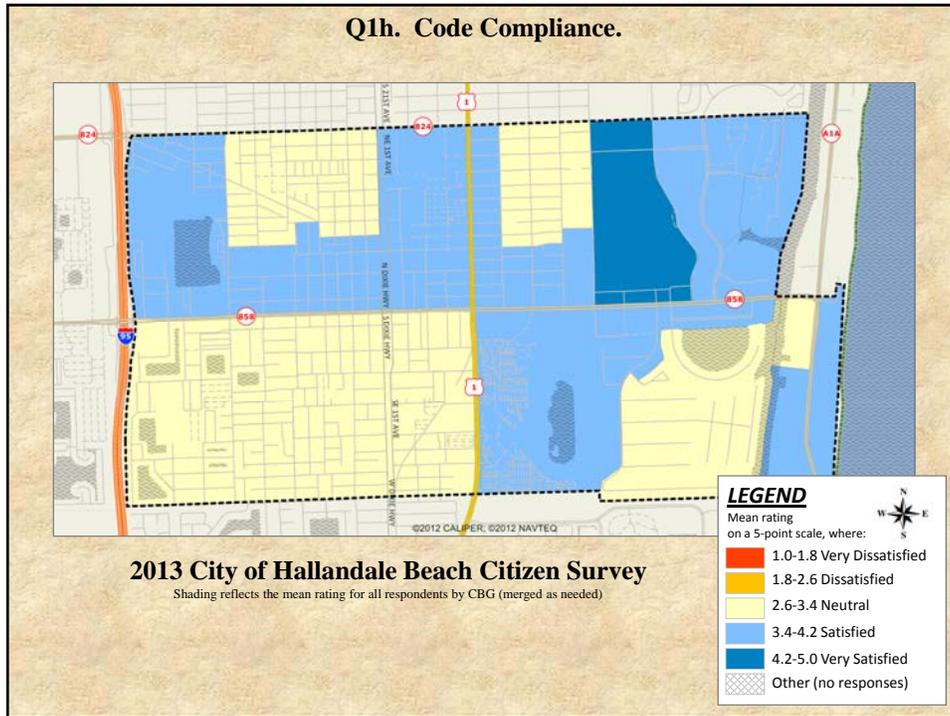


**2013 City of Hallandale Beach Citizen Survey**  
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

**Q1g. Overall quality of City water & sewer utilities.**



**2013 City of Hallandale Beach Citizen Survey**  
 Shading reflects the mean rating for all respondents by CBG (merged as needed)



**Q1j. Overall quality of customer service you receive from City employees.**



**2013 City of Hallandale Beach Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

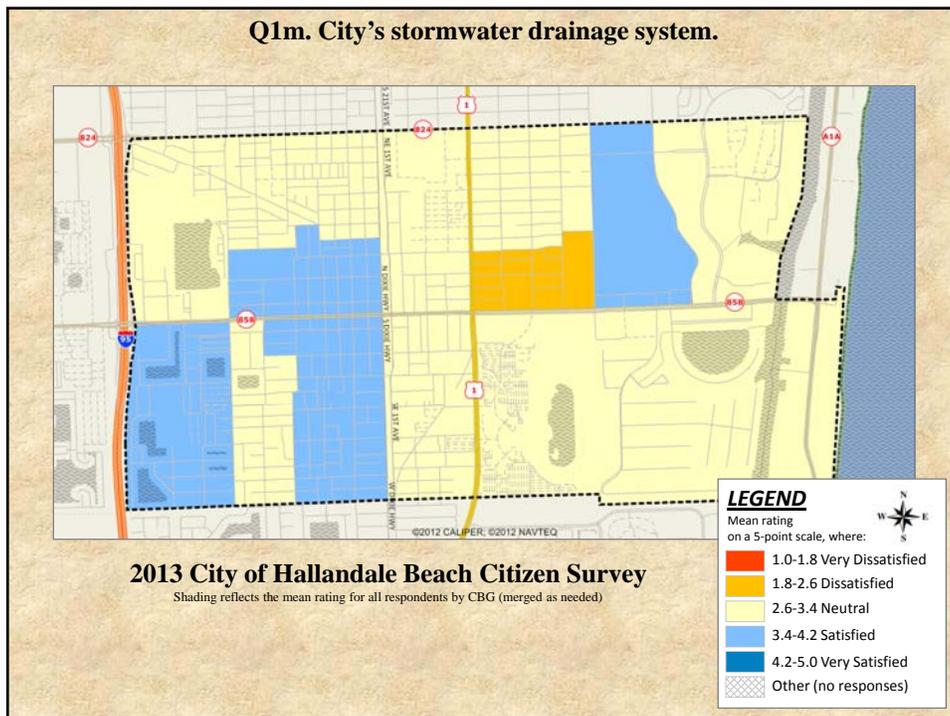
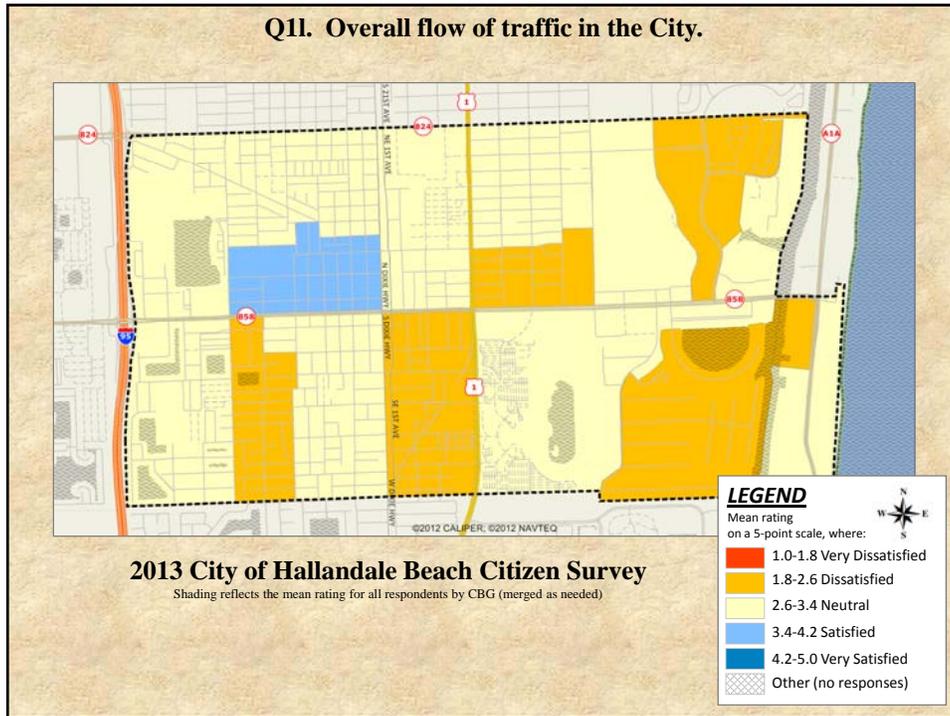


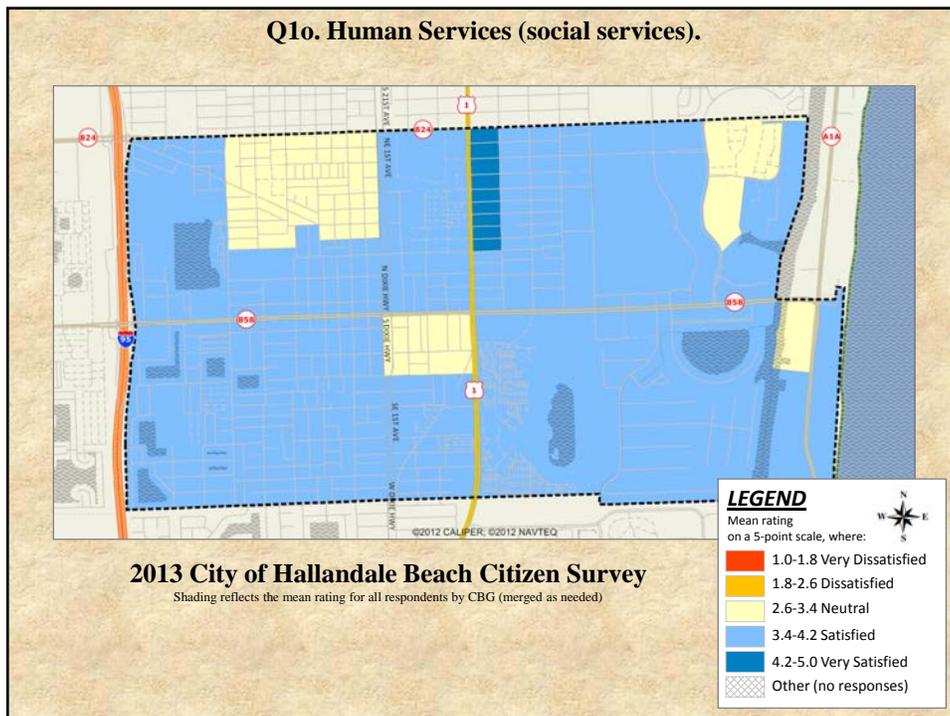
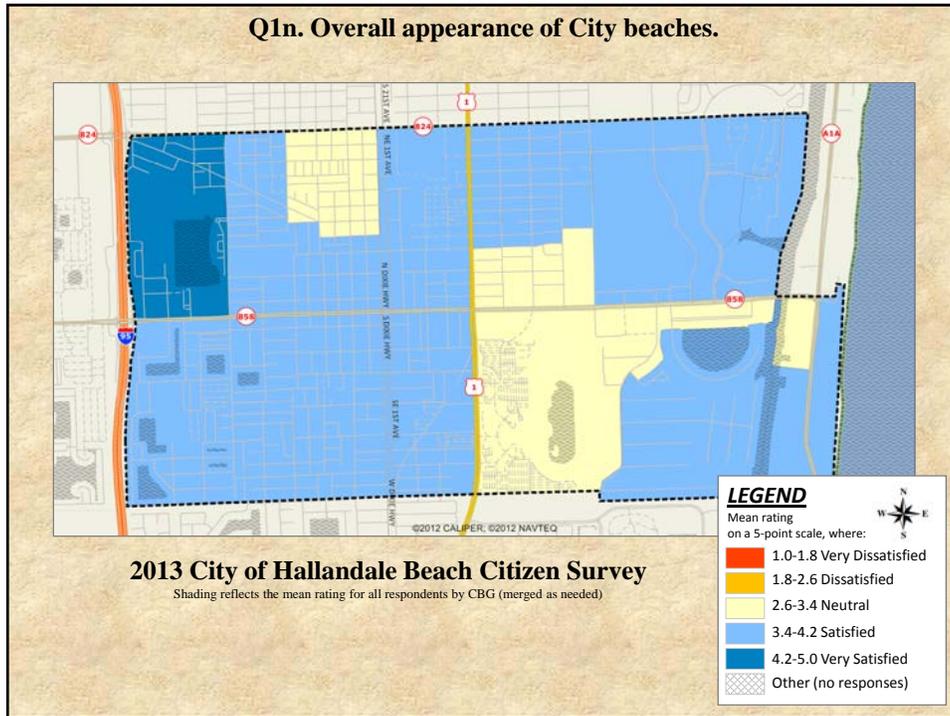
**Q1k. City communication with the public.**

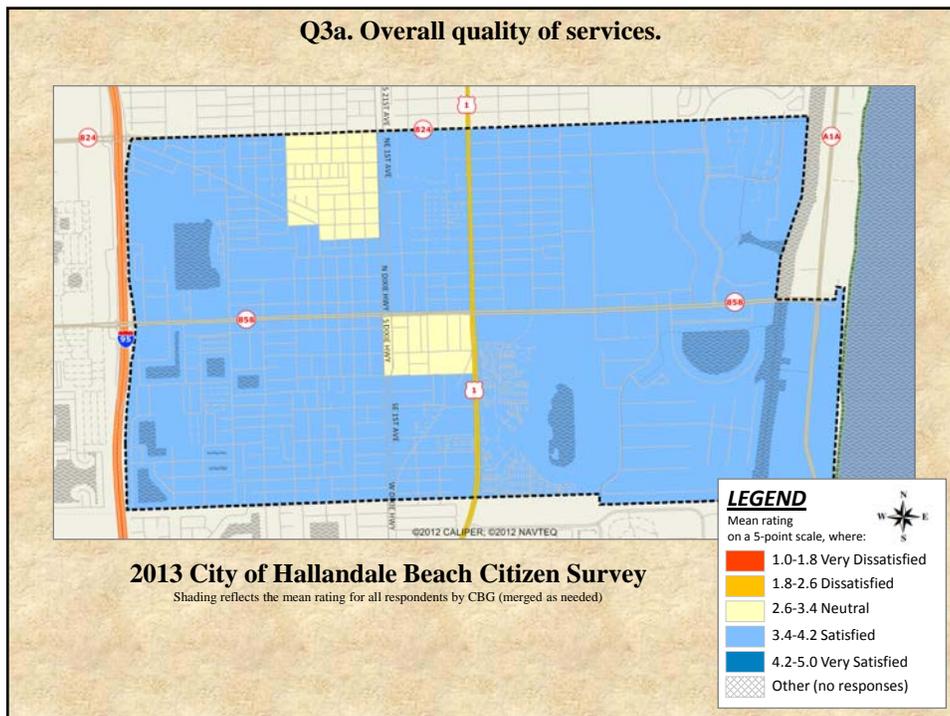
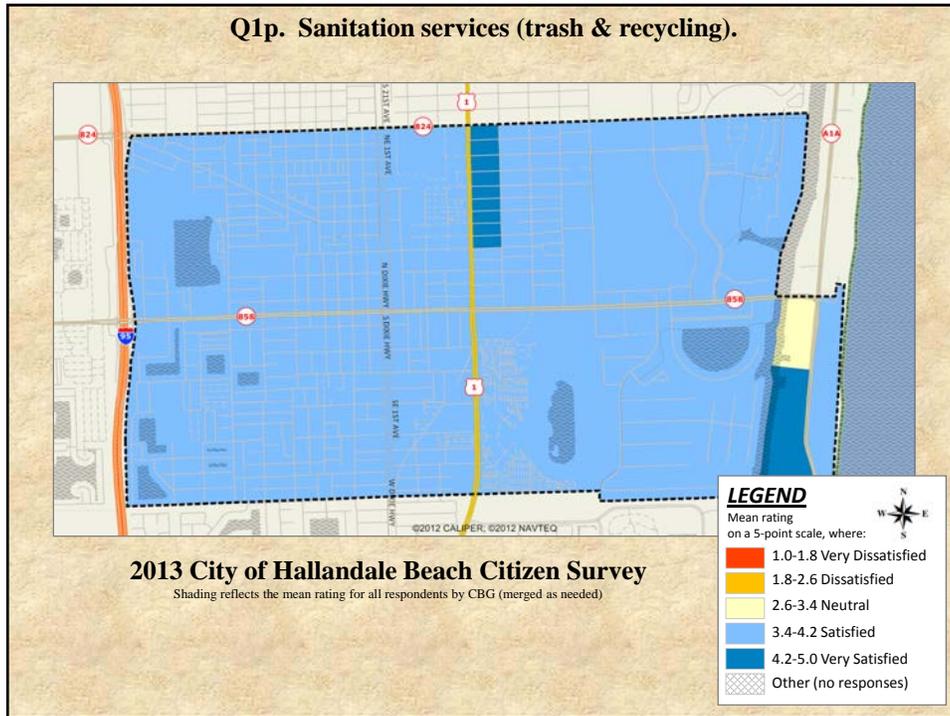


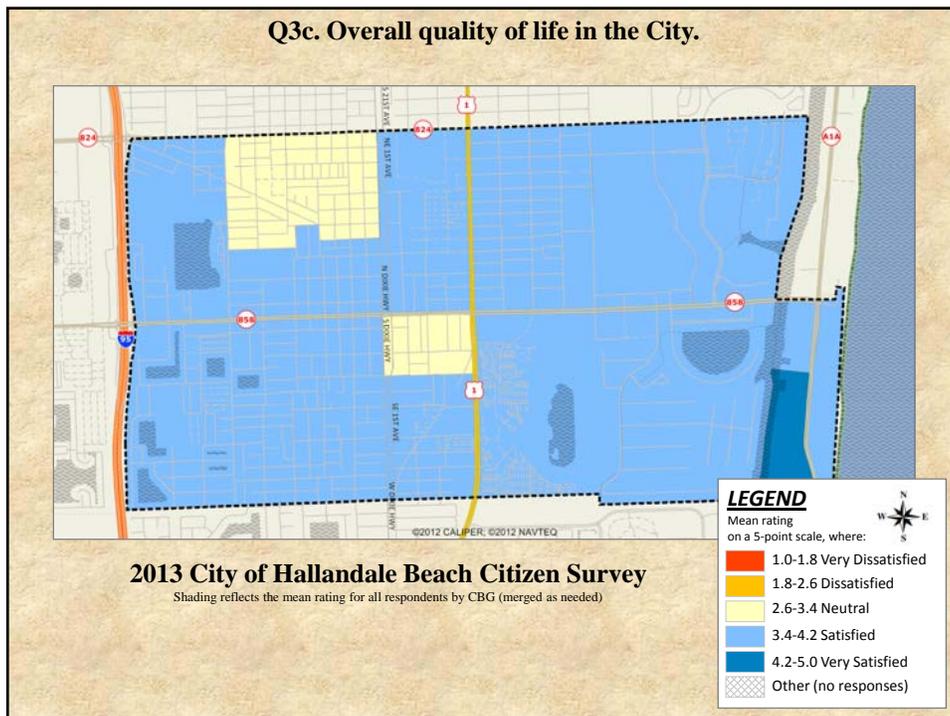
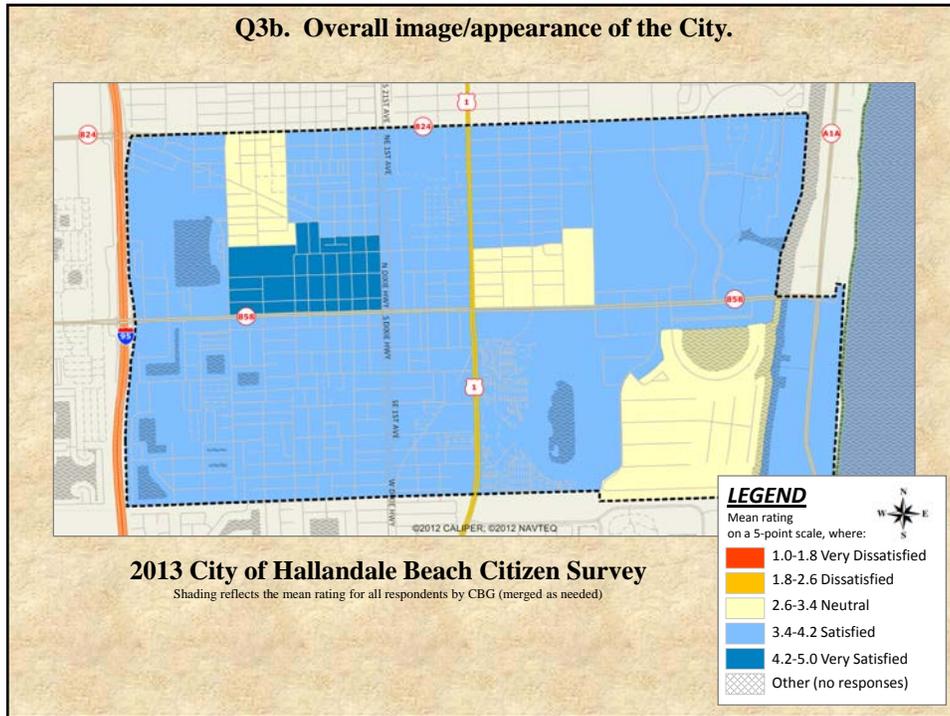
**2013 City of Hallandale Beach Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)



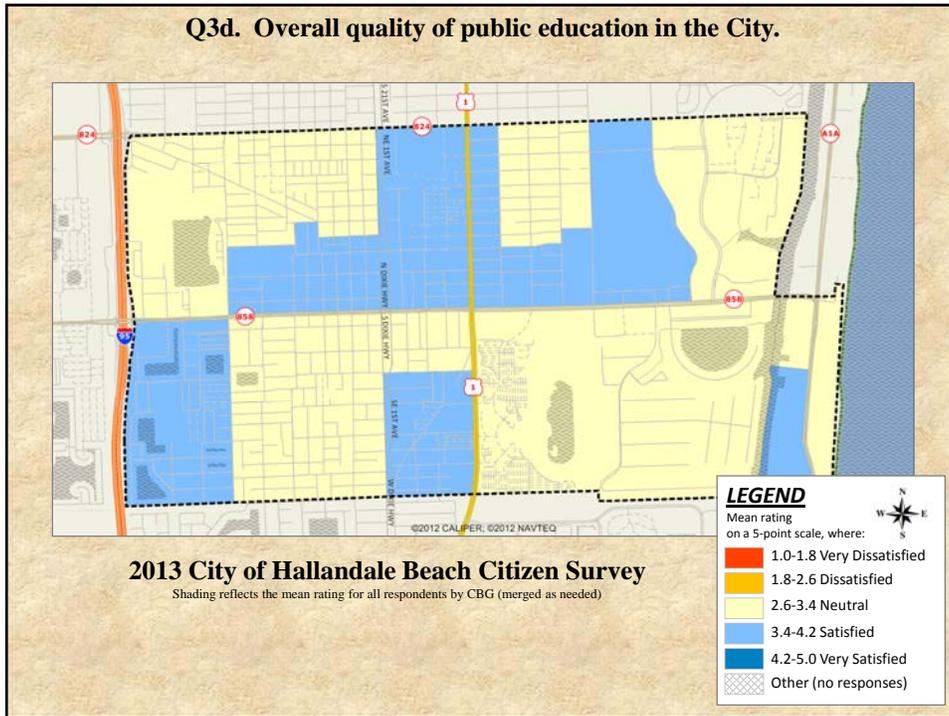




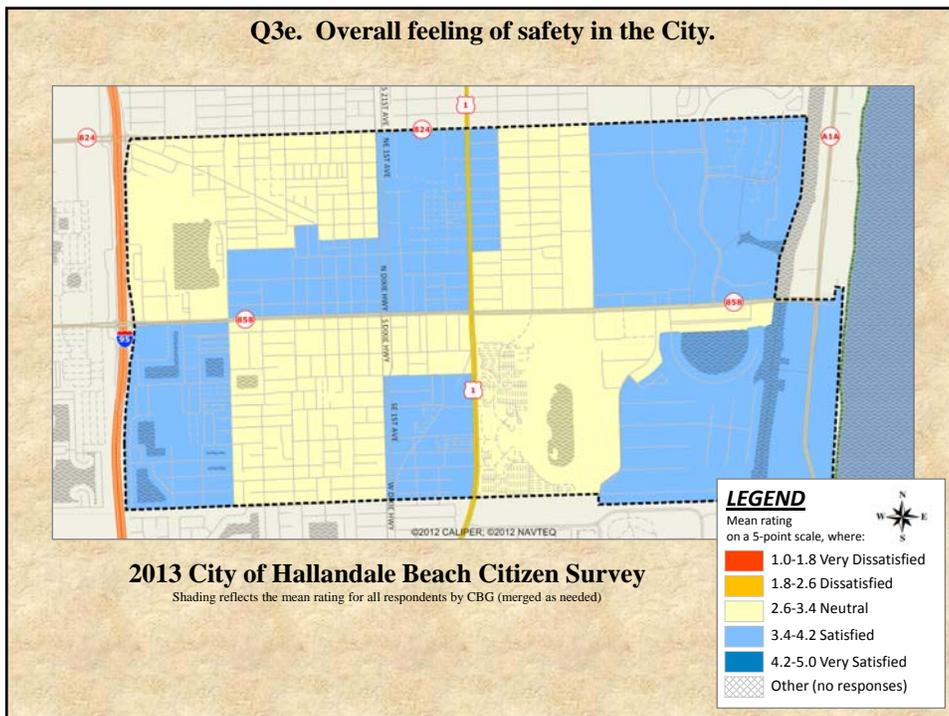


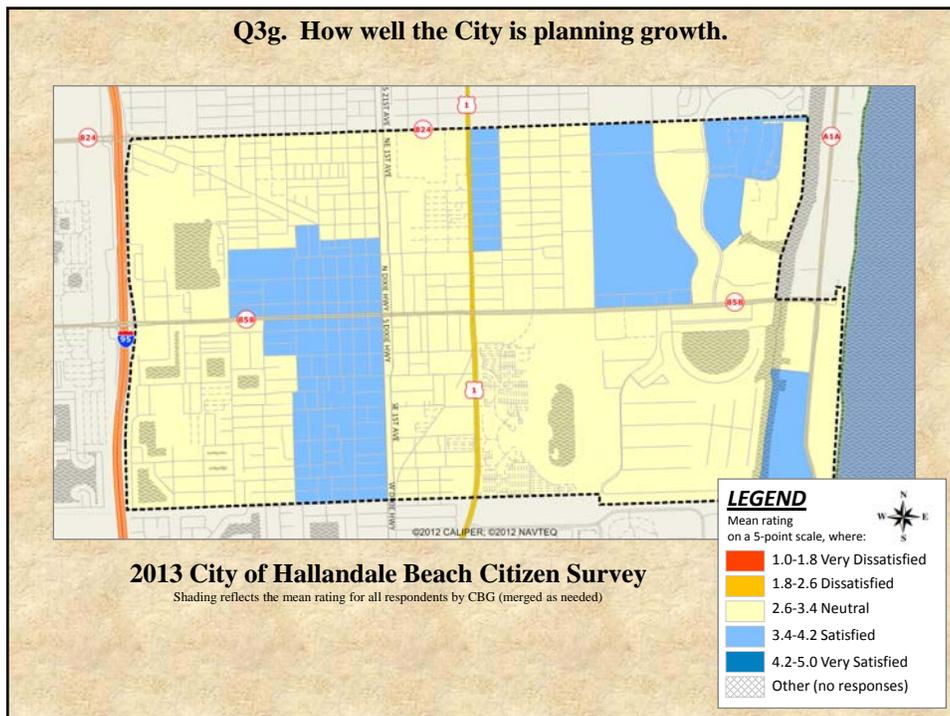
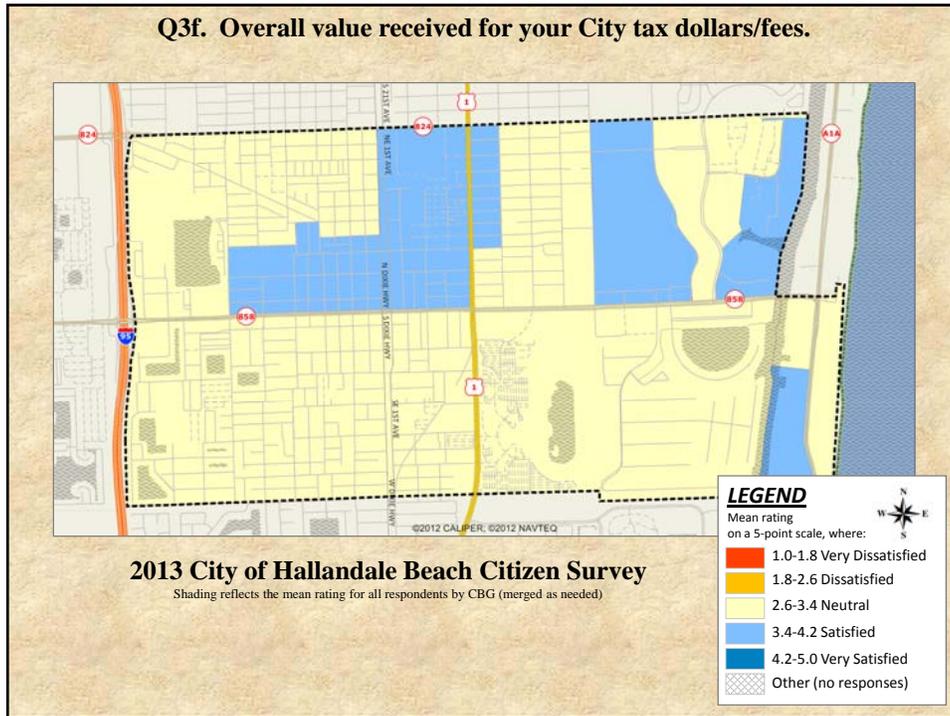


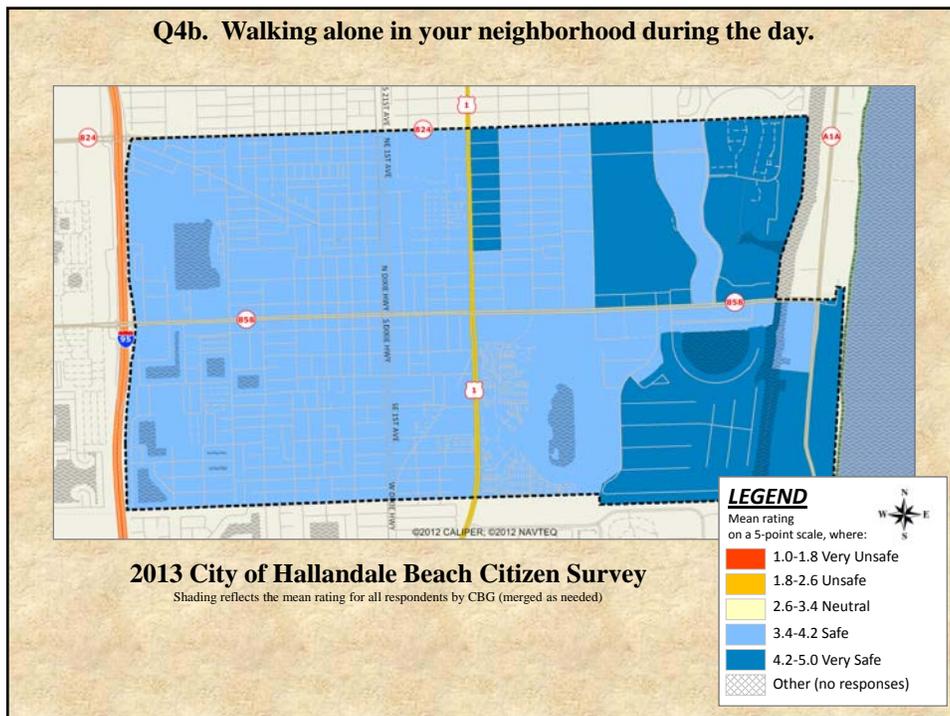
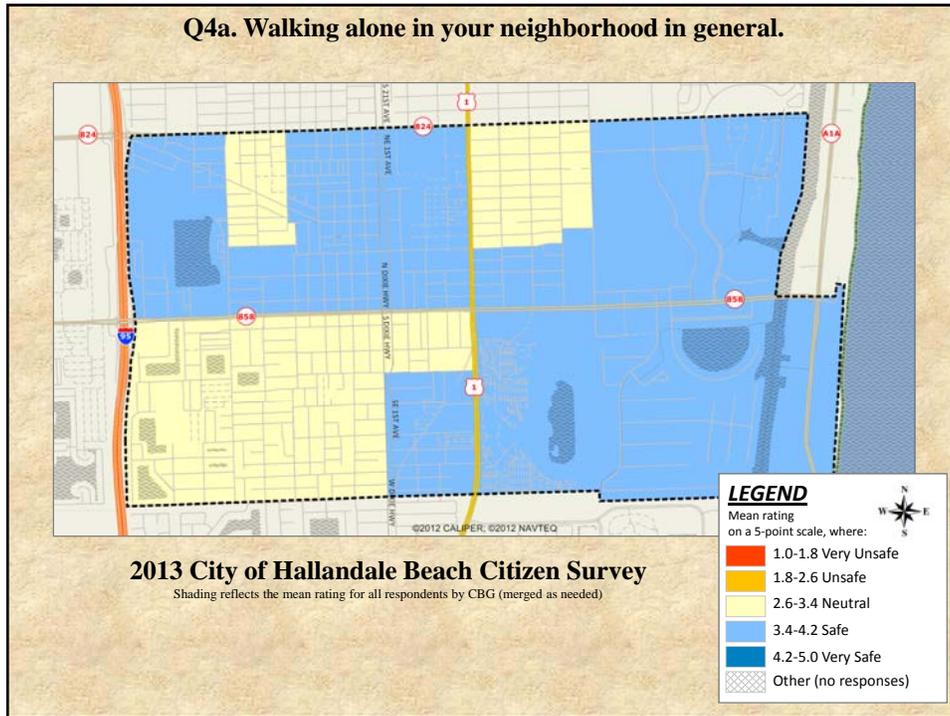
**Q3d. Overall quality of public education in the City.**



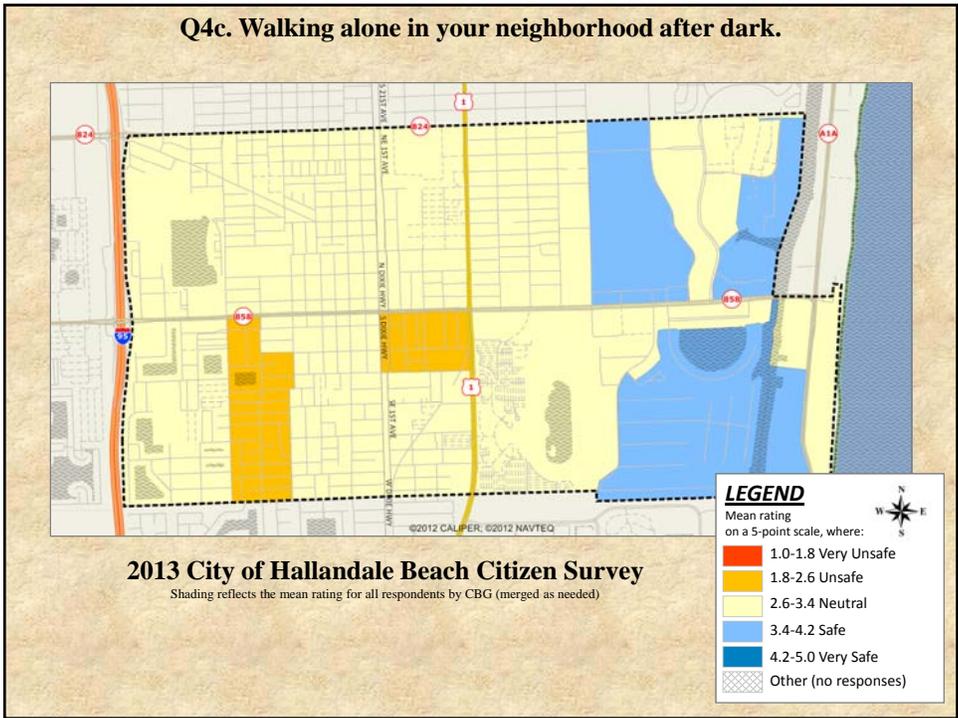
**Q3e. Overall feeling of safety in the City.**



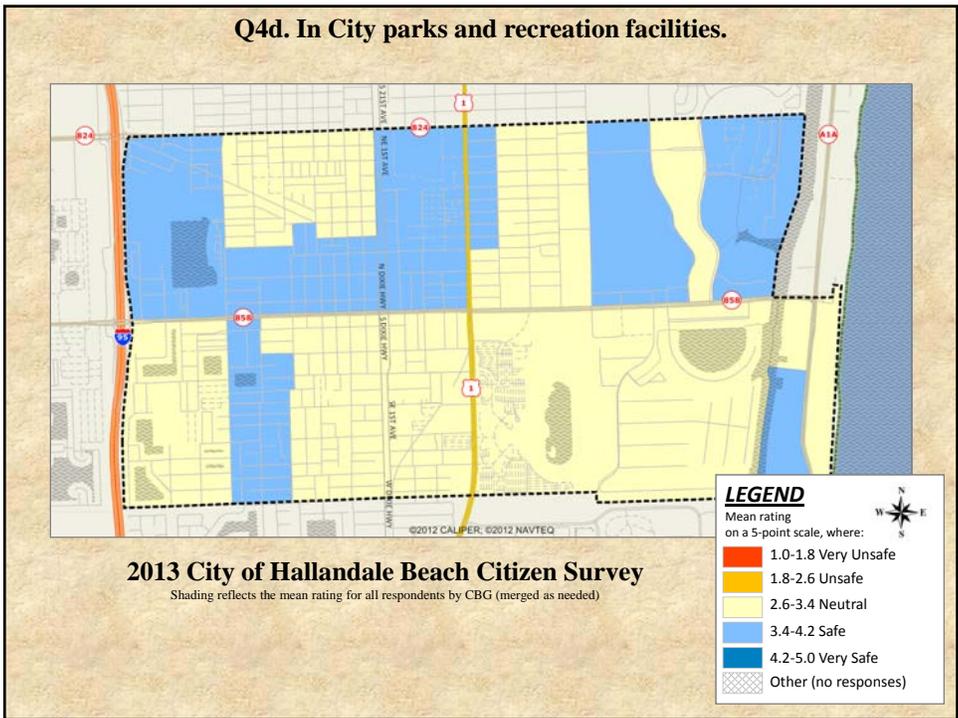


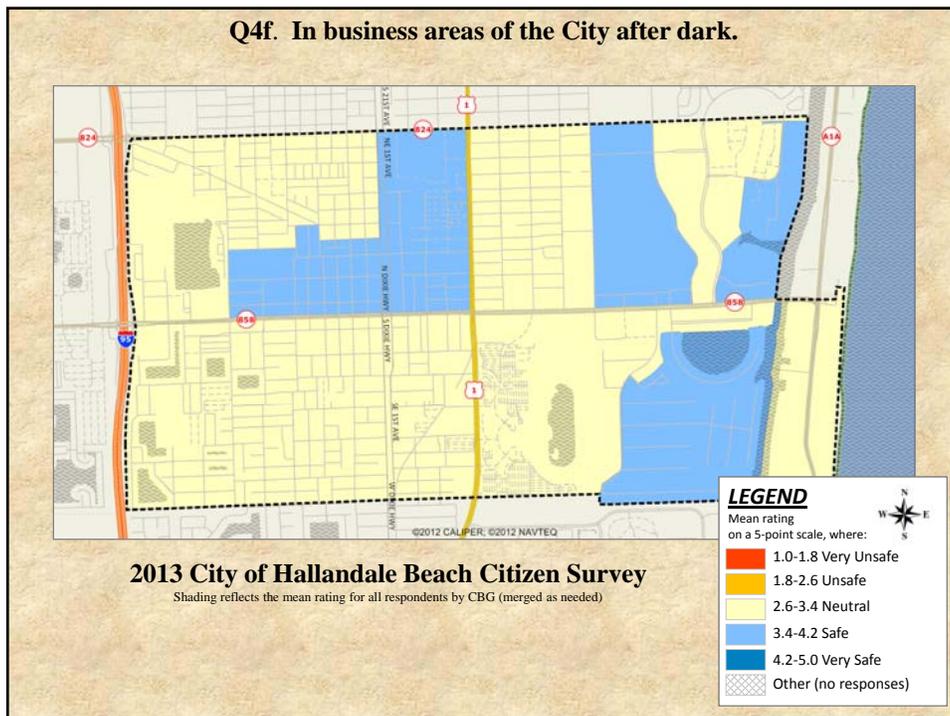
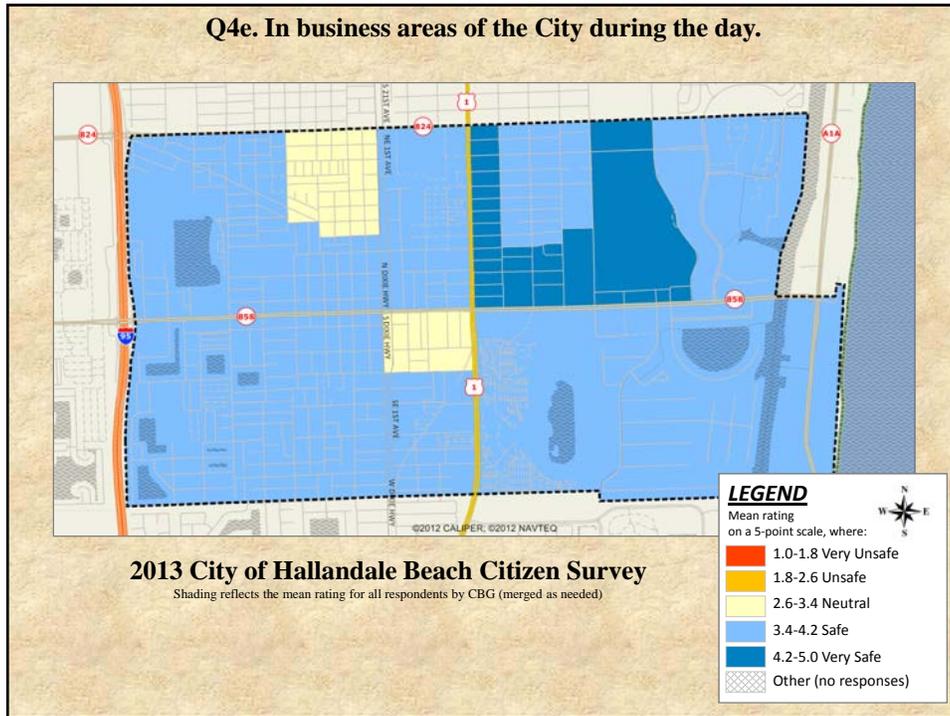


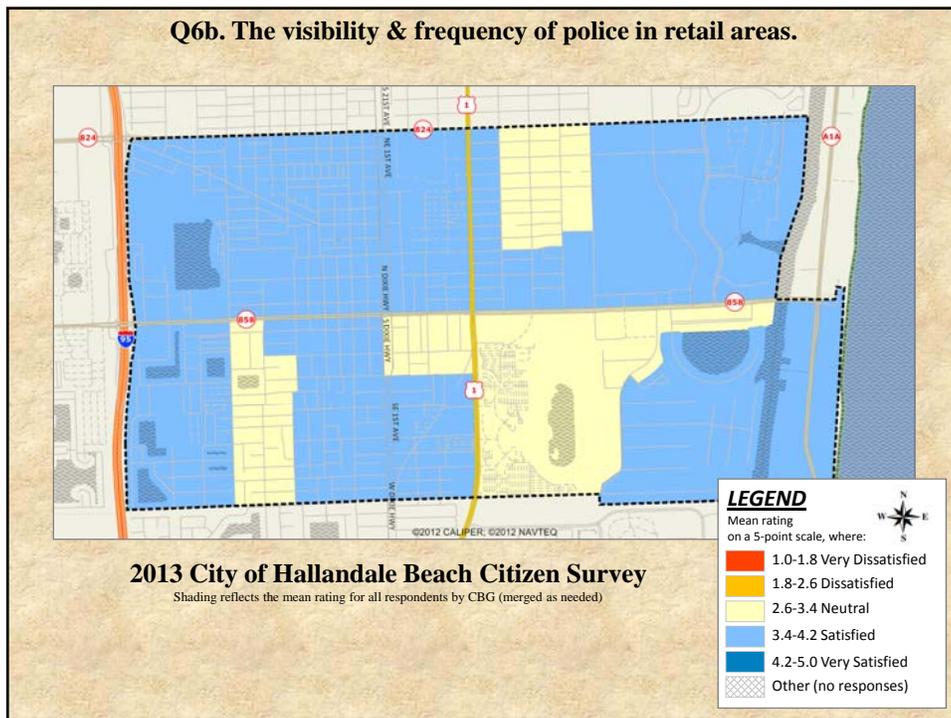
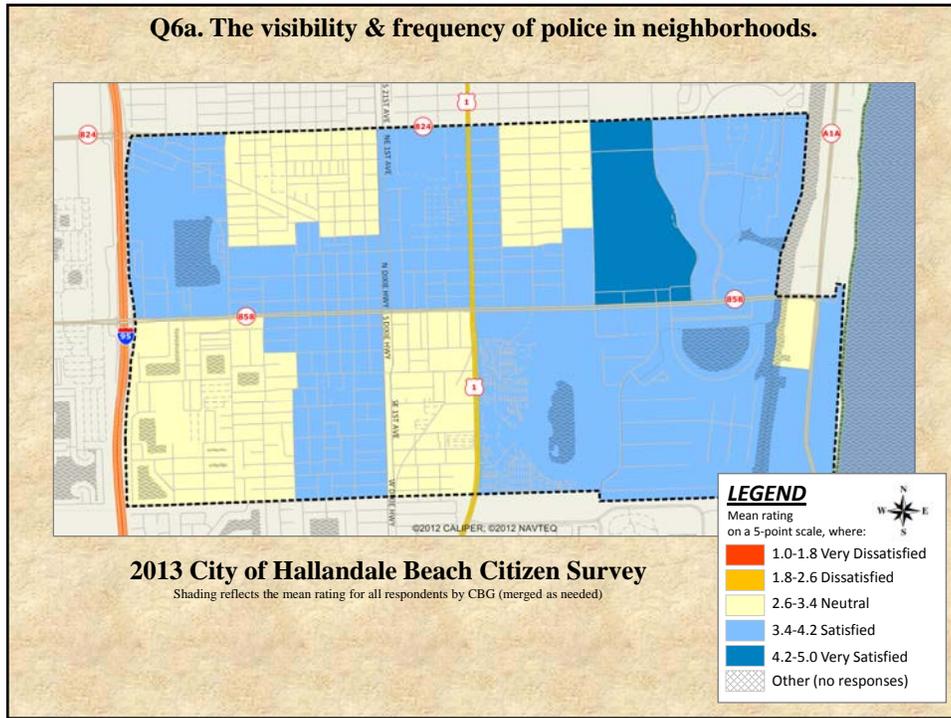
**Q4c. Walking alone in your neighborhood after dark.**

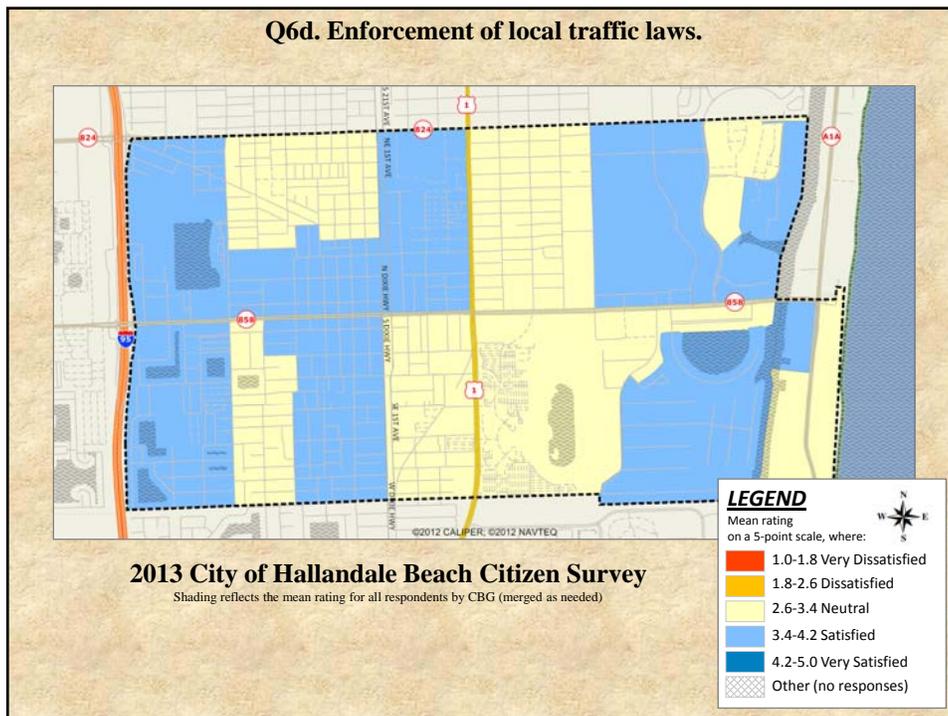
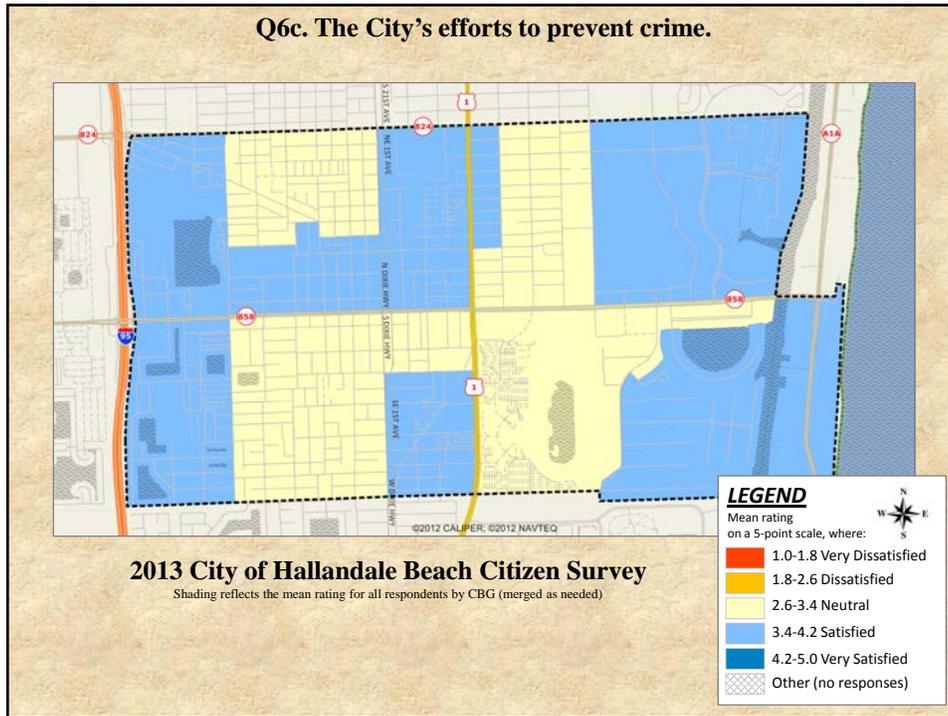


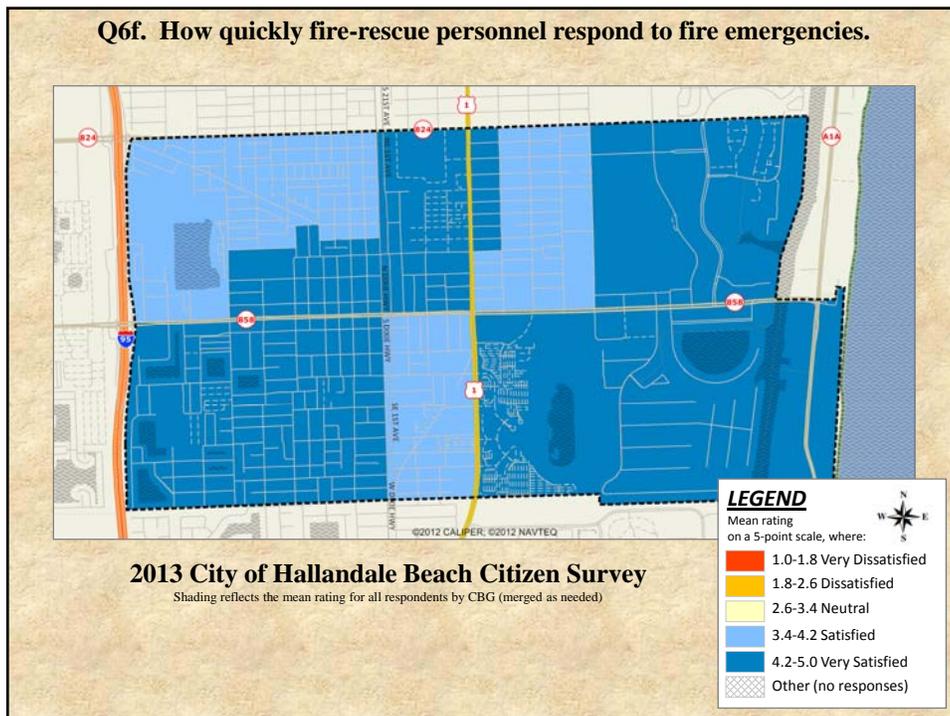
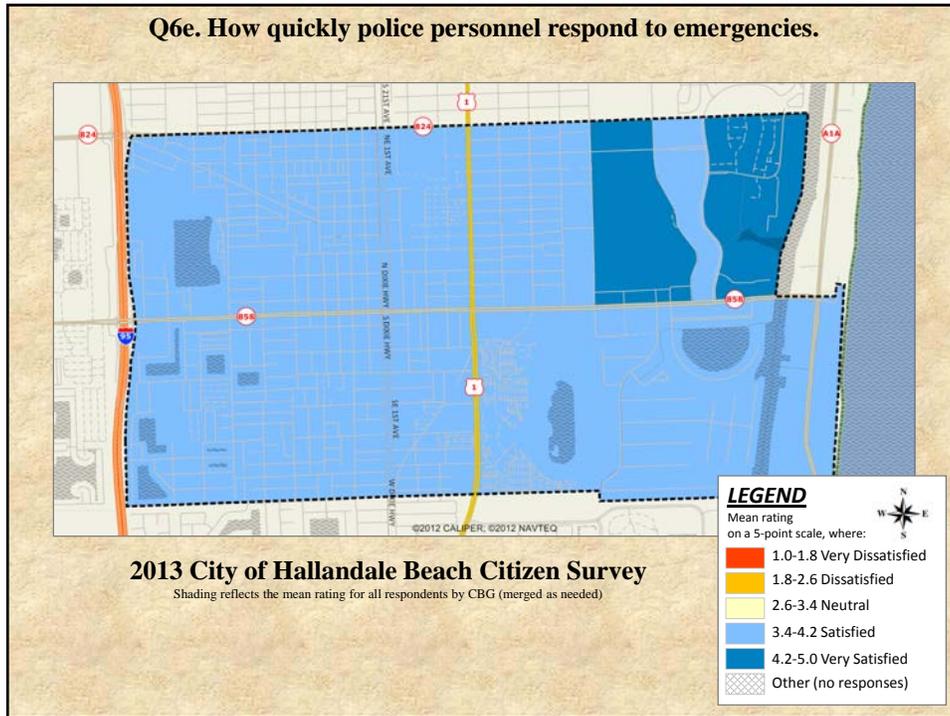
**Q4d. In City parks and recreation facilities.**



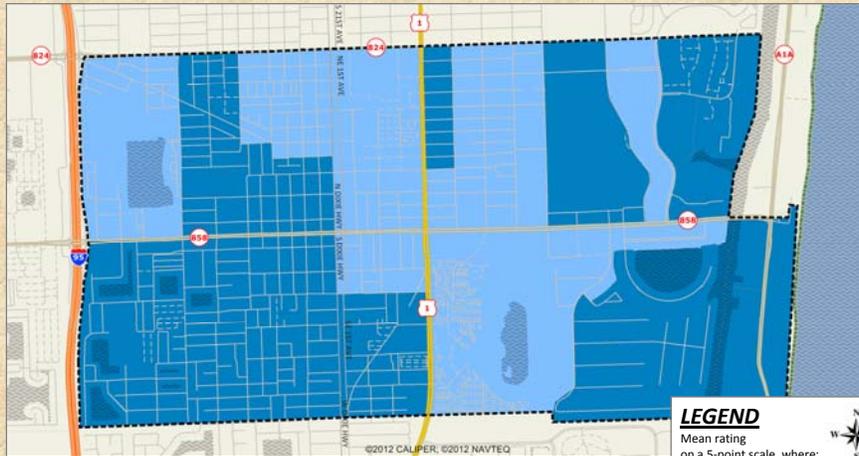








**Q6g. How quickly fire-rescue personnel respond to medical emergencies.**

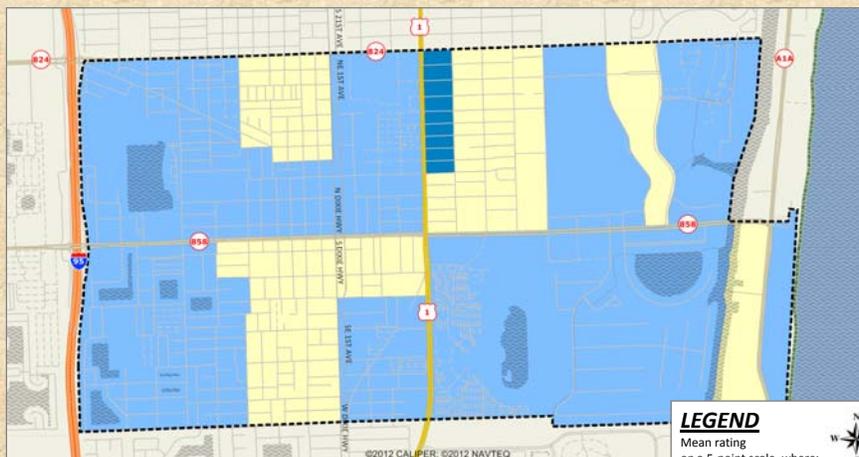


**2013 City of Hallandale Beach Citizen Survey**  
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

**LEGEND**  
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

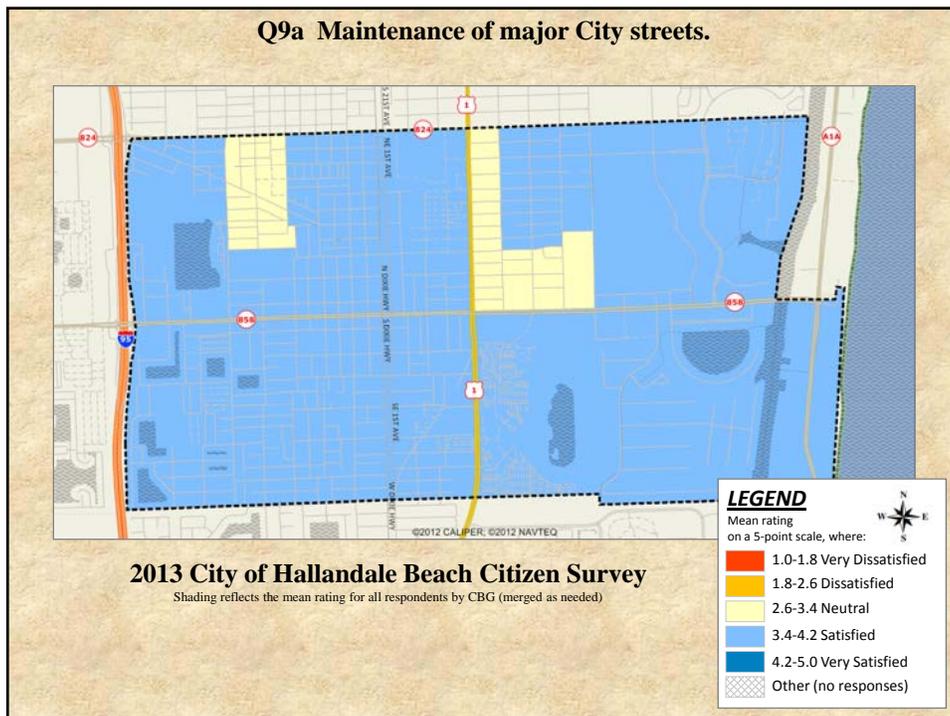
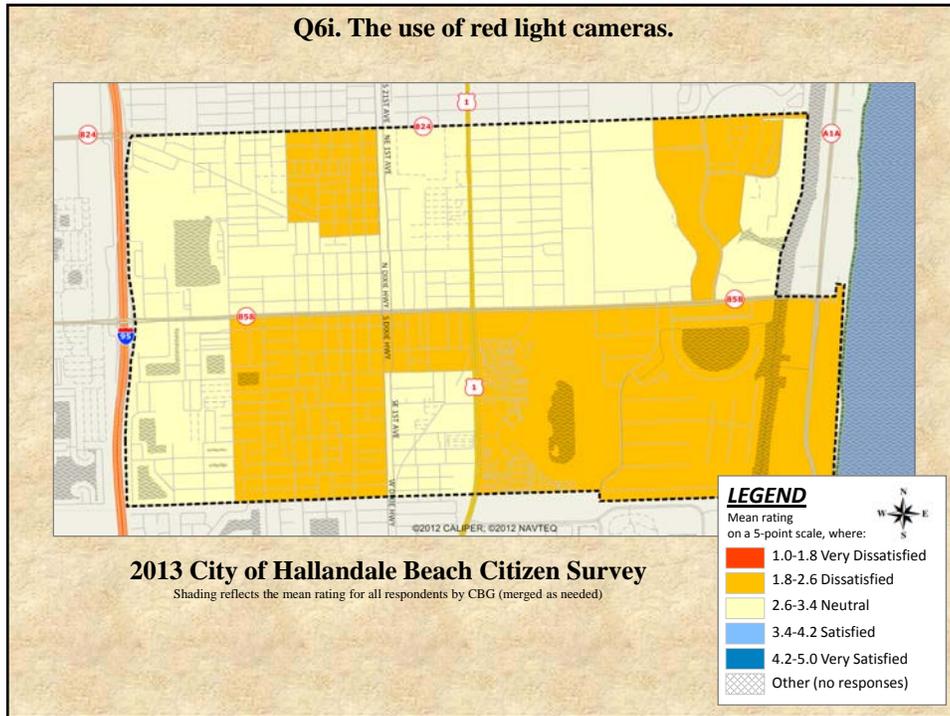
**Q6h. Public safety education programs.**

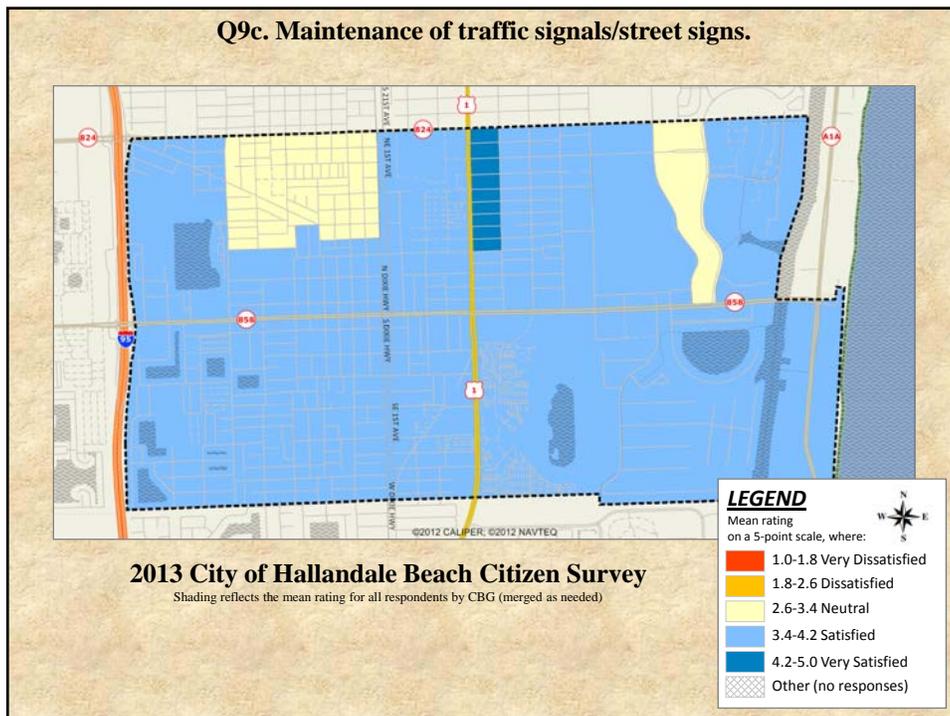
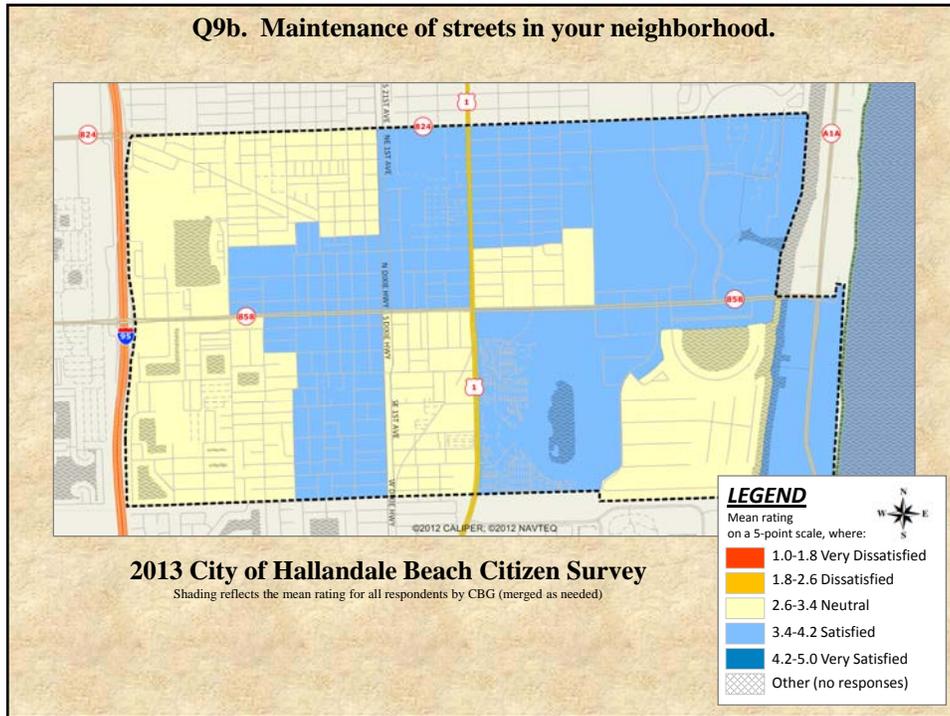


**2013 City of Hallandale Beach Citizen Survey**  
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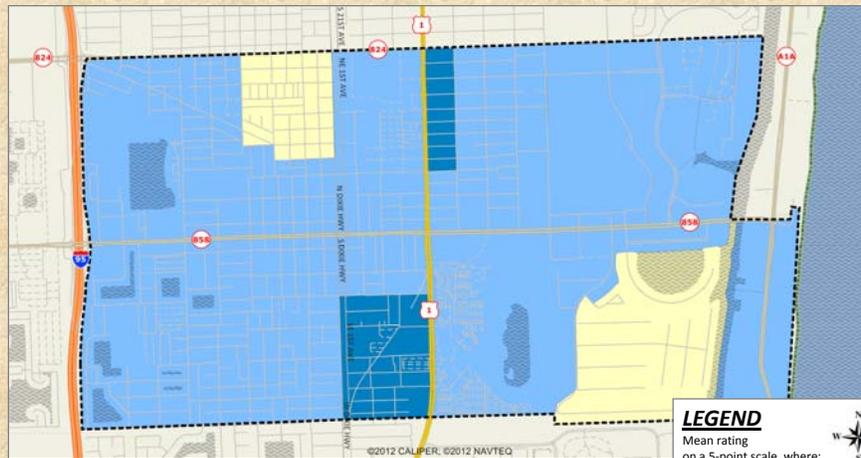
**LEGEND**  
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)





**Q9d. Landscaping of medians and public areas along major City streets.**

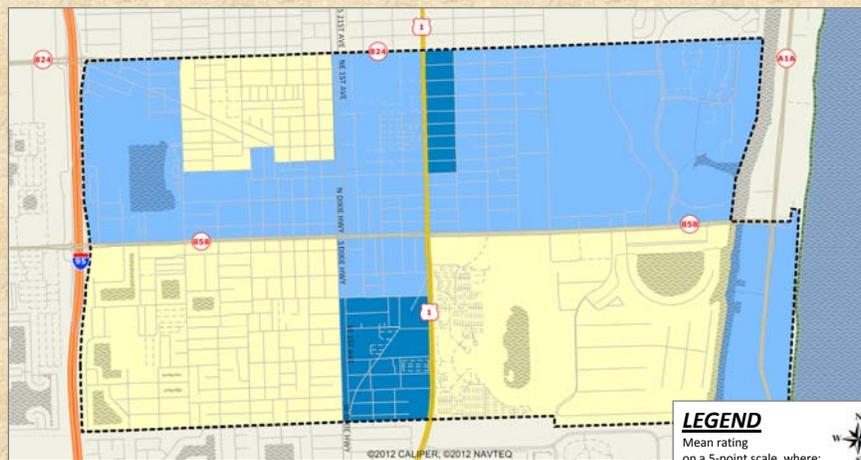


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**LEGEND**  
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
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- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

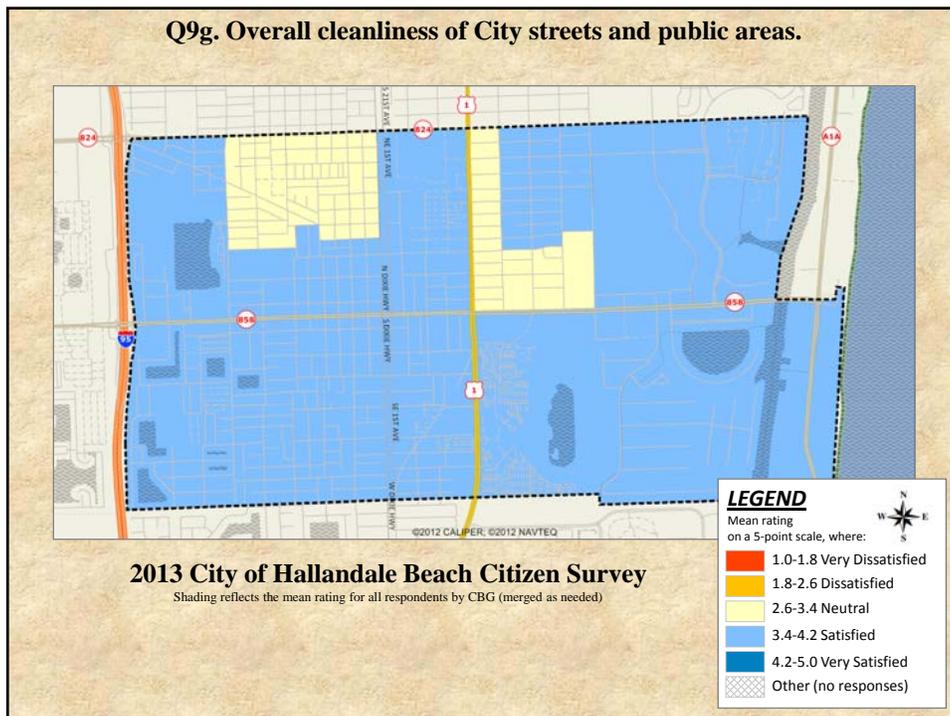
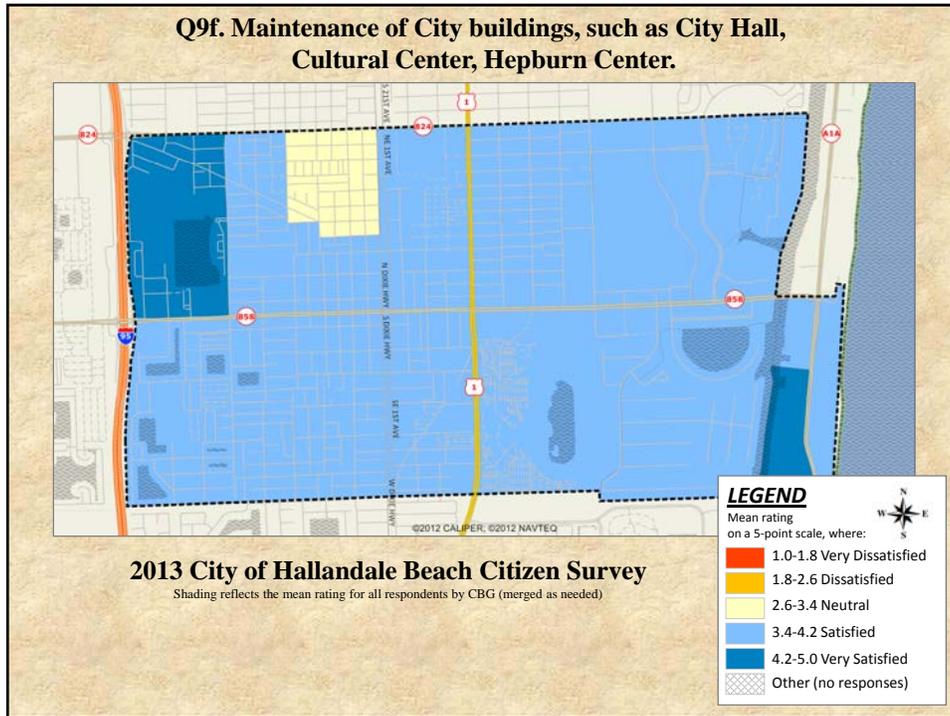
**Q9e. Landscaping of medians and public areas along streets in your neighborhood.**

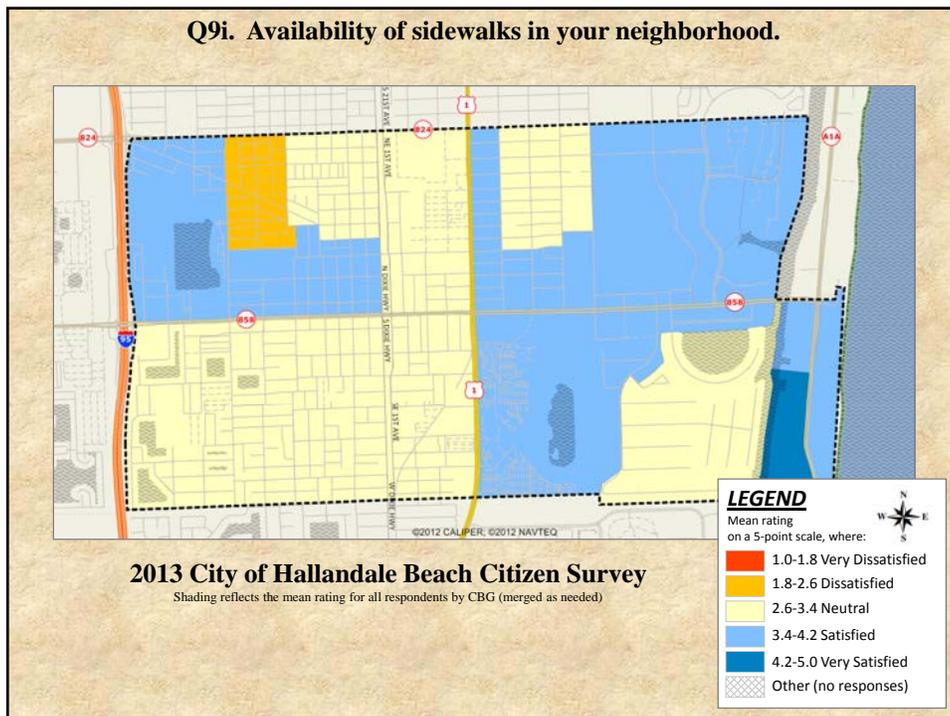
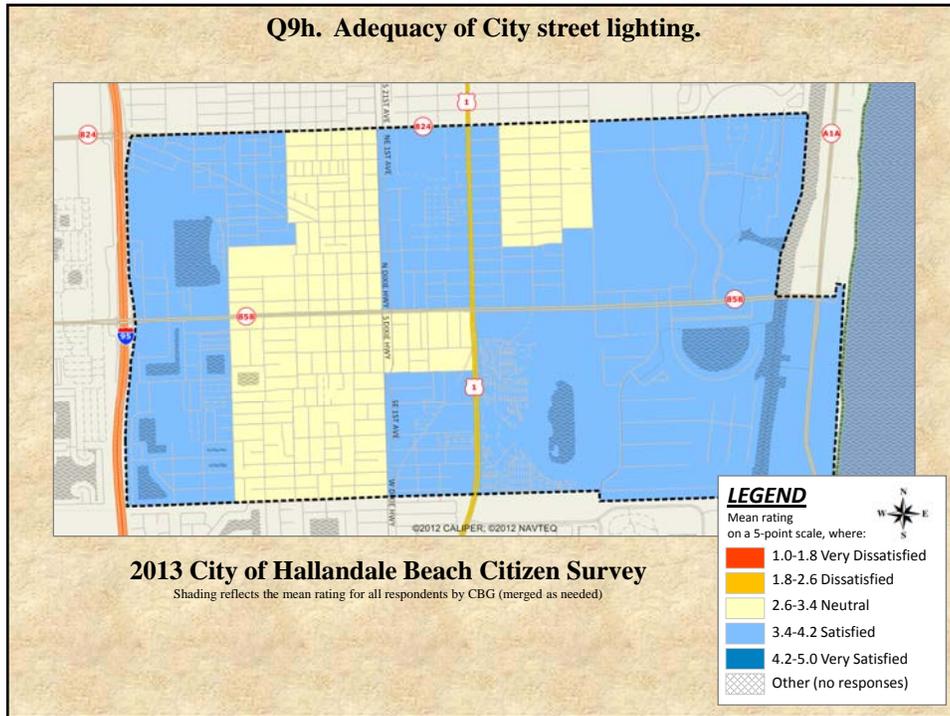


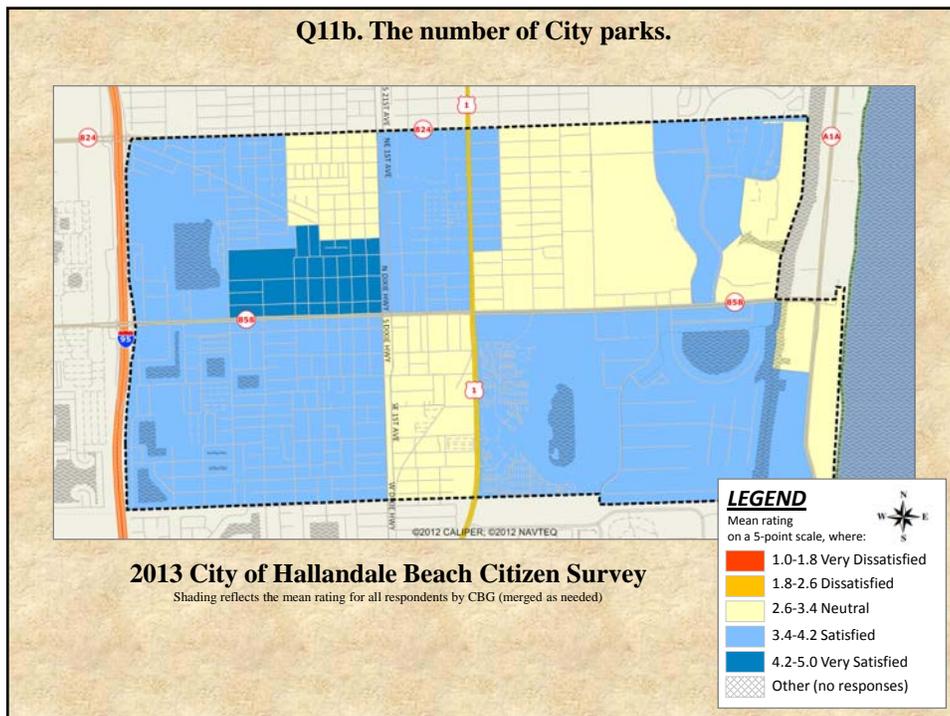
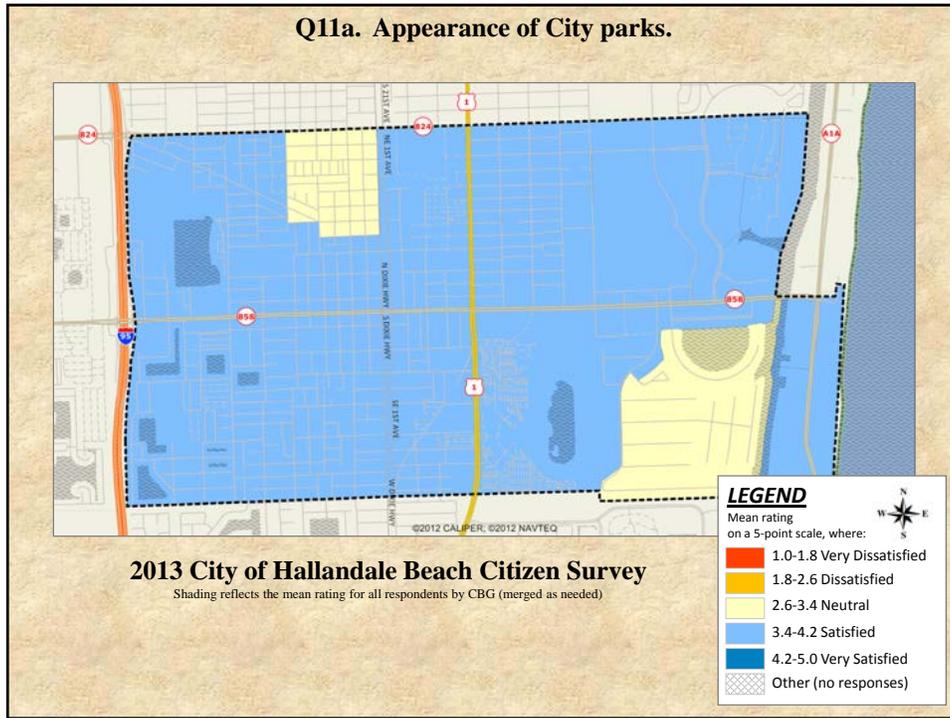
**2013 City of Hallandale Beach Citizen Survey**  
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

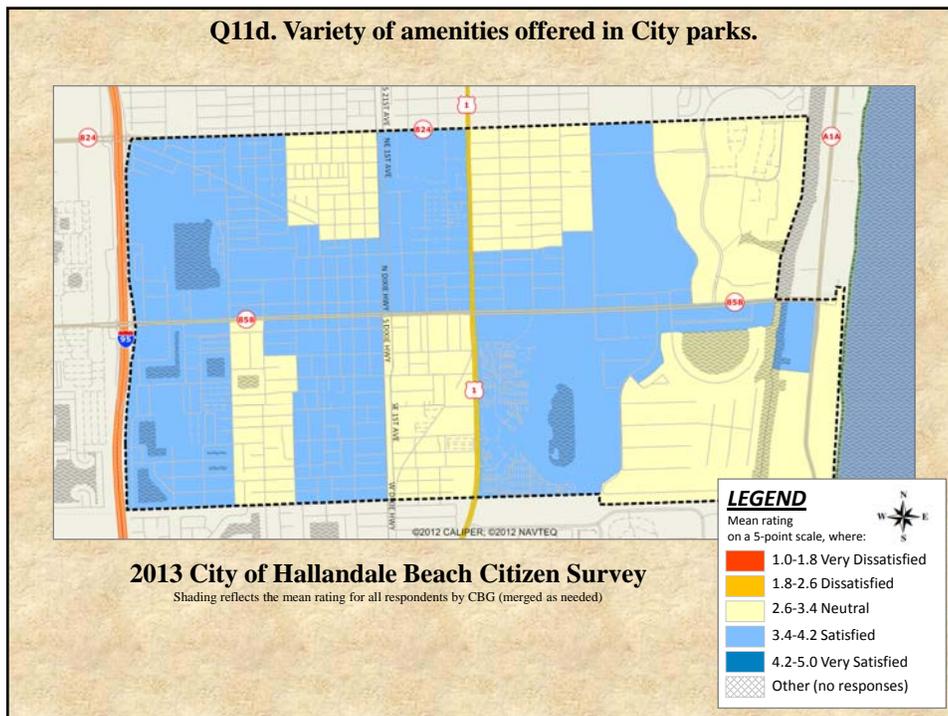
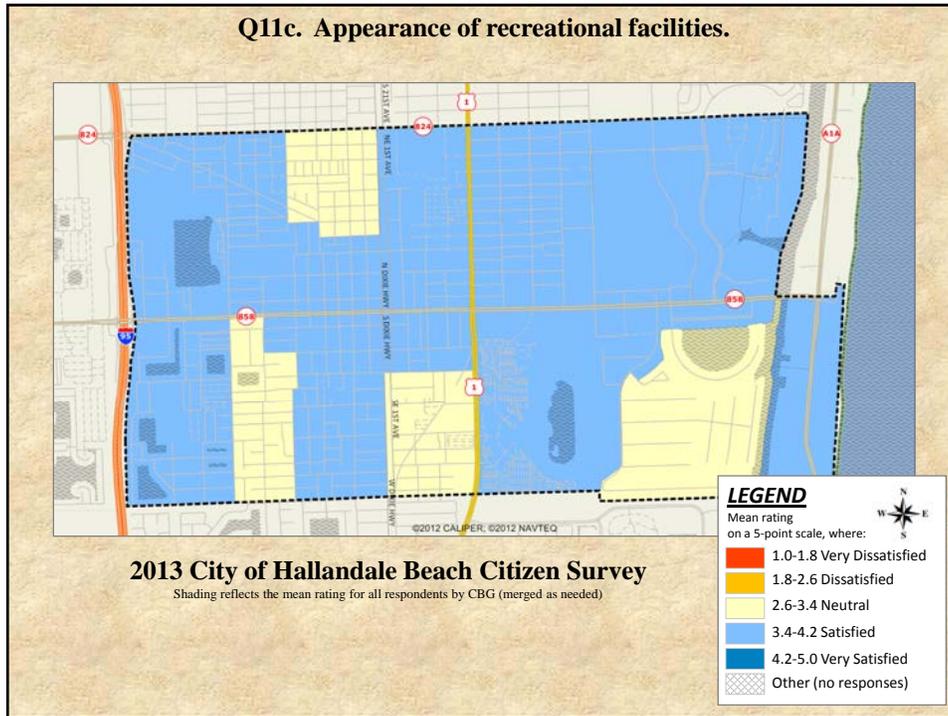
**LEGEND**  
 Mean rating on a 5-point scale, where:

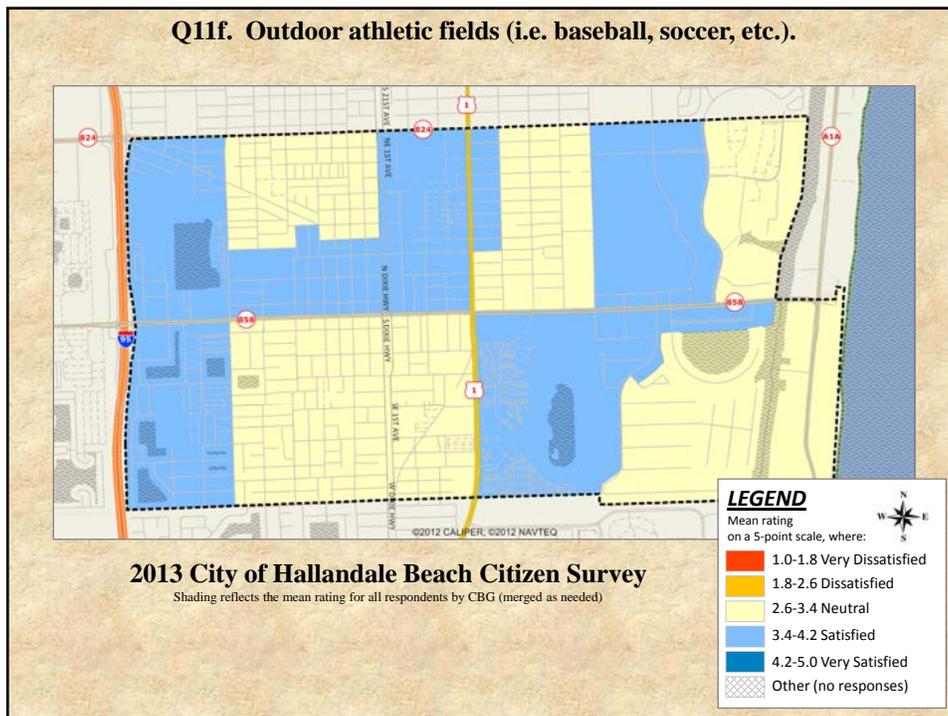
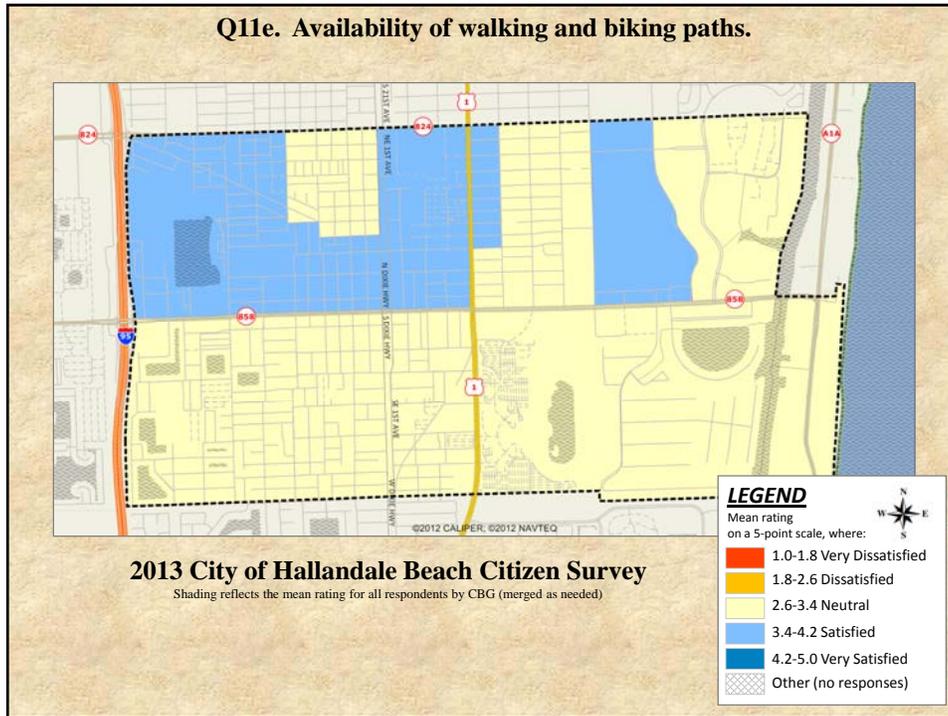
- 1.0-1.8 Very Dissatisfied
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- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



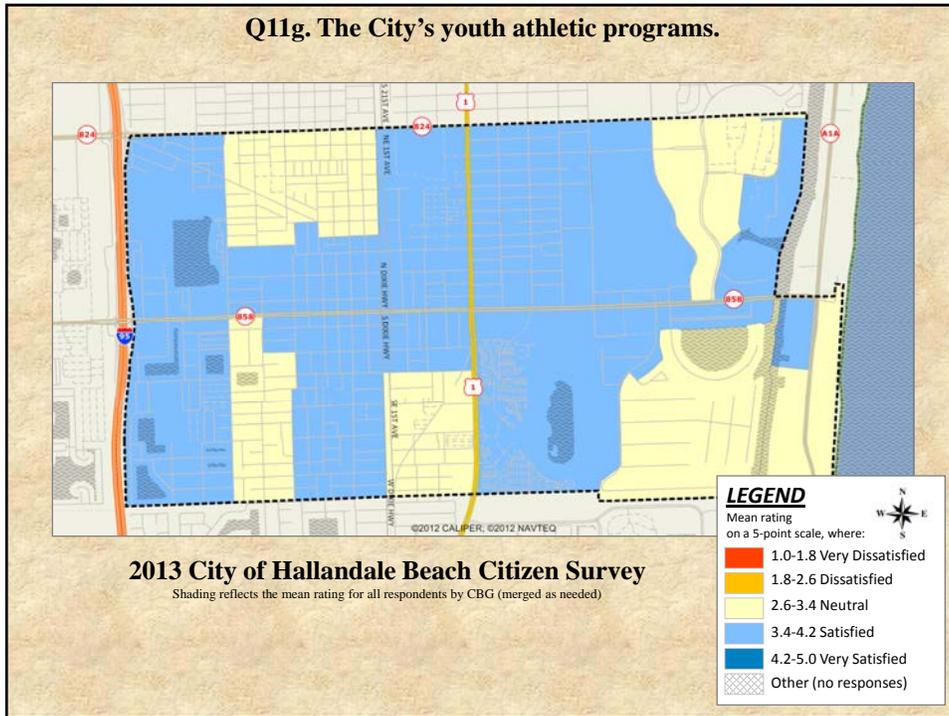




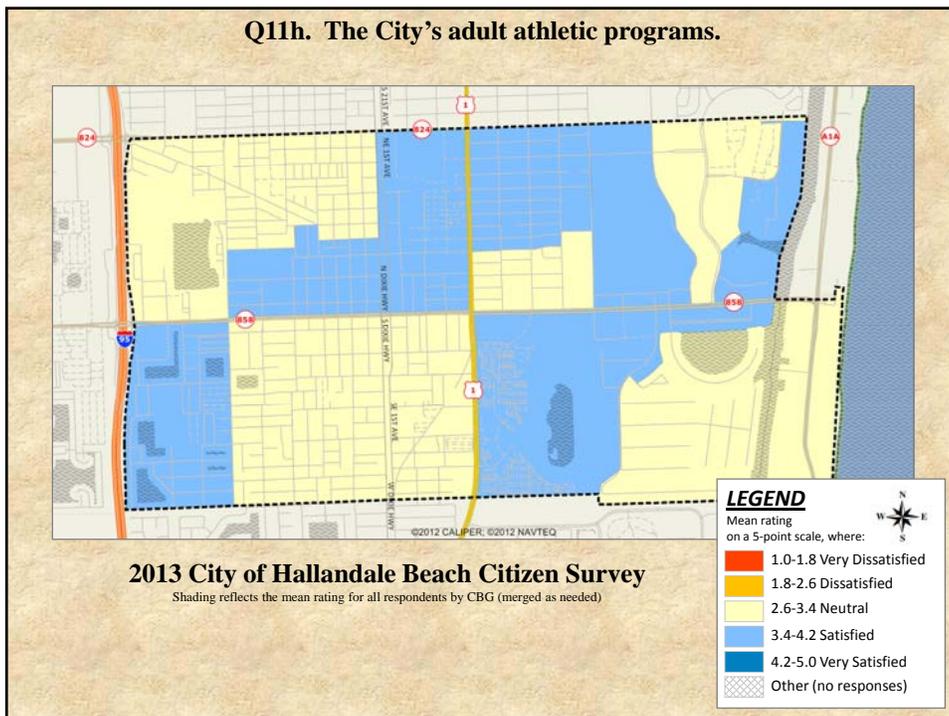




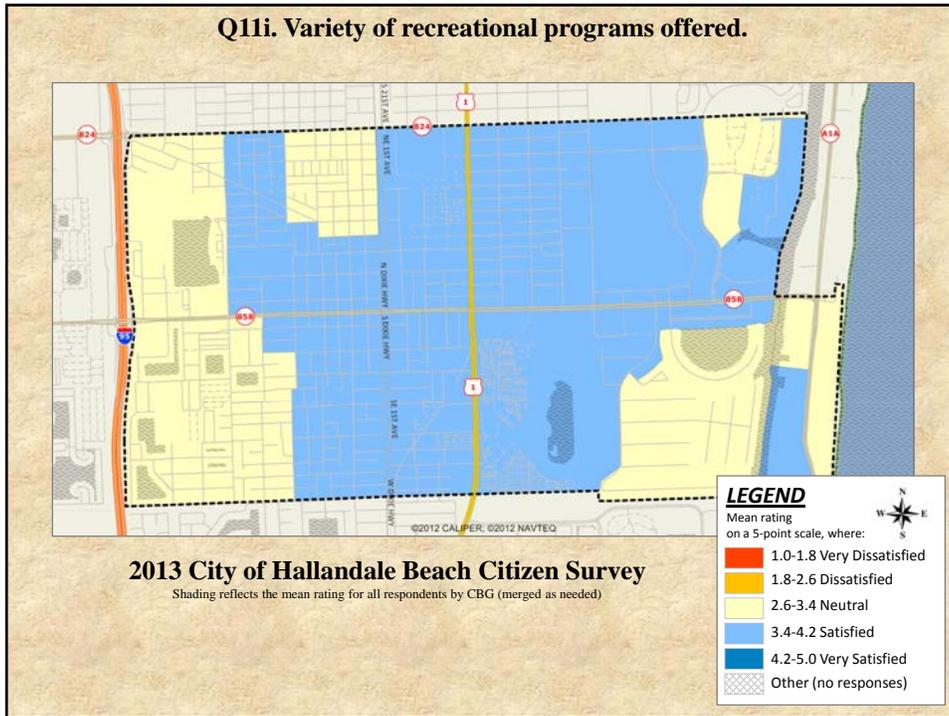
**Q11g. The City's youth athletic programs.**



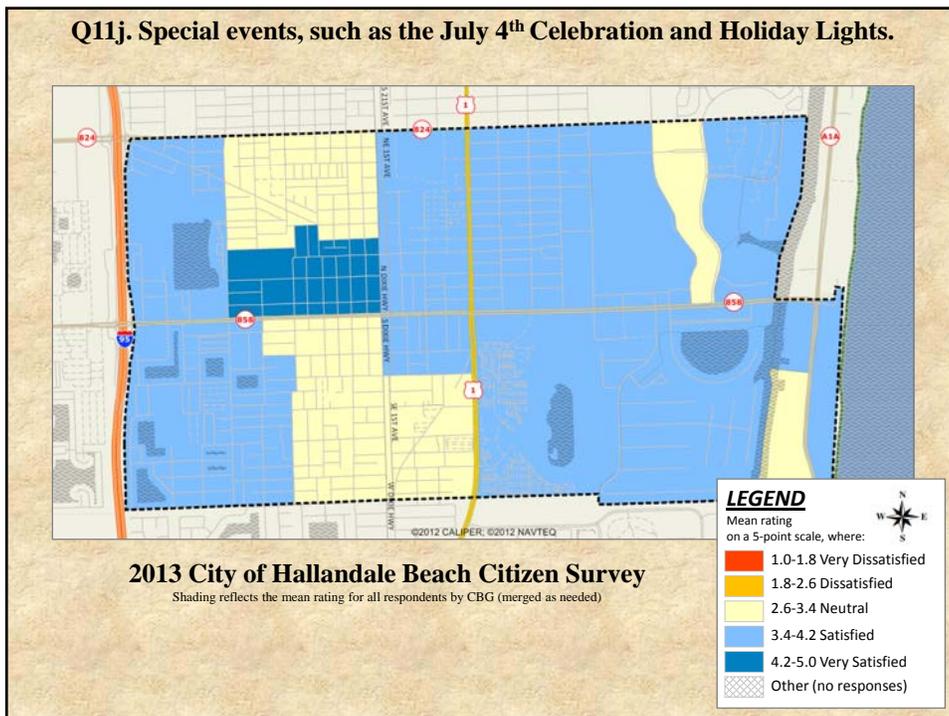
**Q11h. The City's adult athletic programs.**

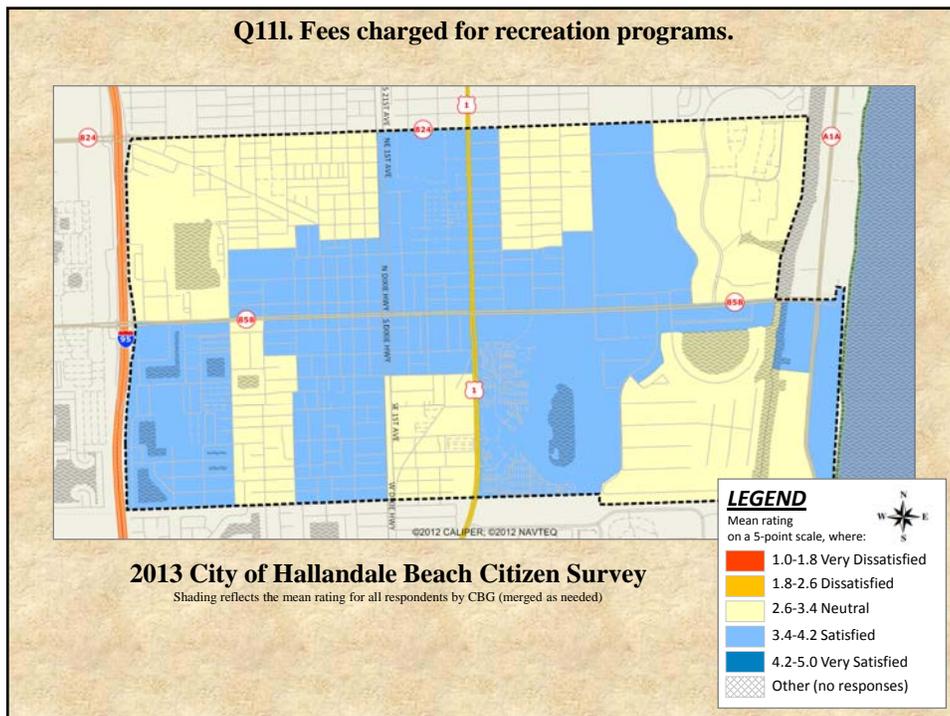
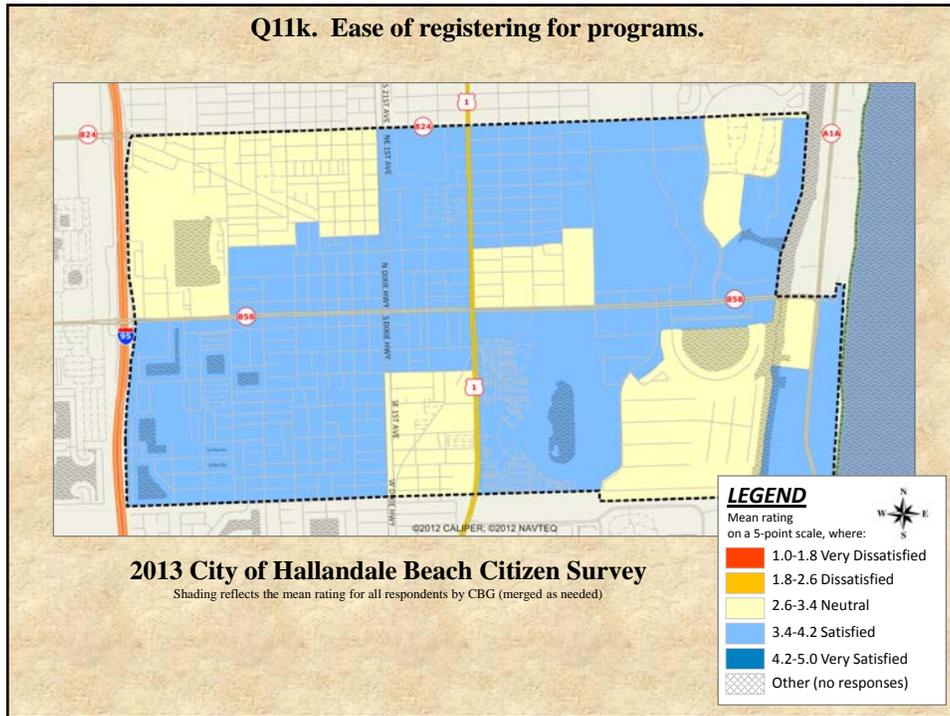


**Q11i. Variety of recreational programs offered.**



**Q11j. Special events, such as the July 4<sup>th</sup> Celebration and Holiday Lights.**





**Q11m. Park rental facilities (rooms, picnic pavilions, beach chickee hut).**



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- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

**Q11n. The City's day camp programs (day camp, after school, summer).**

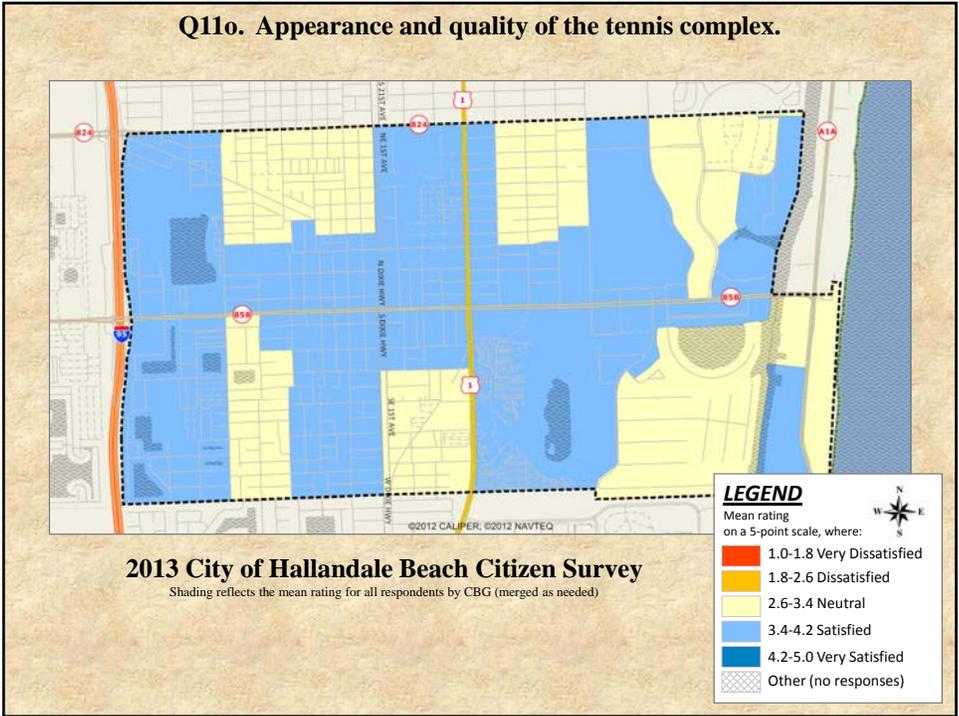


**2013 City of Hallandale Beach Citizen Survey**  
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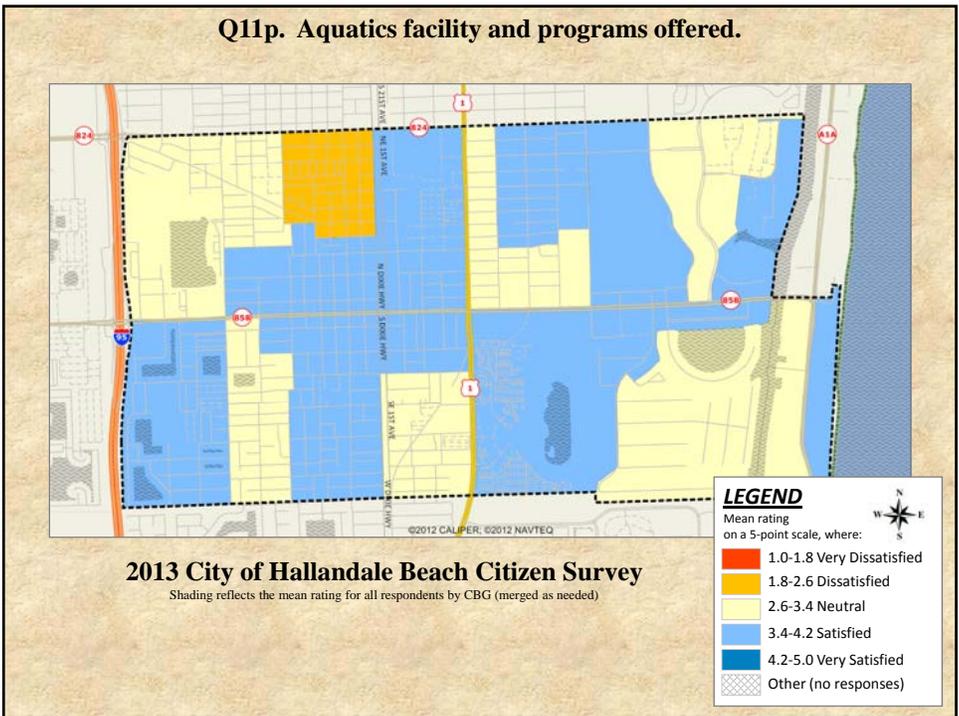
**LEGEND**  
 Mean rating on a 5-point scale, where:

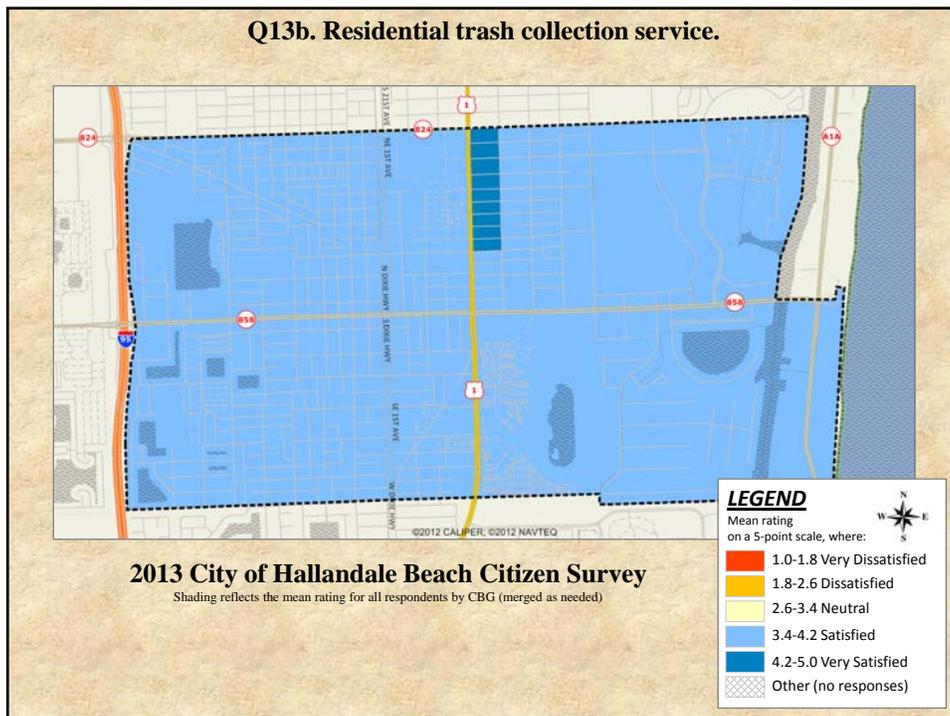
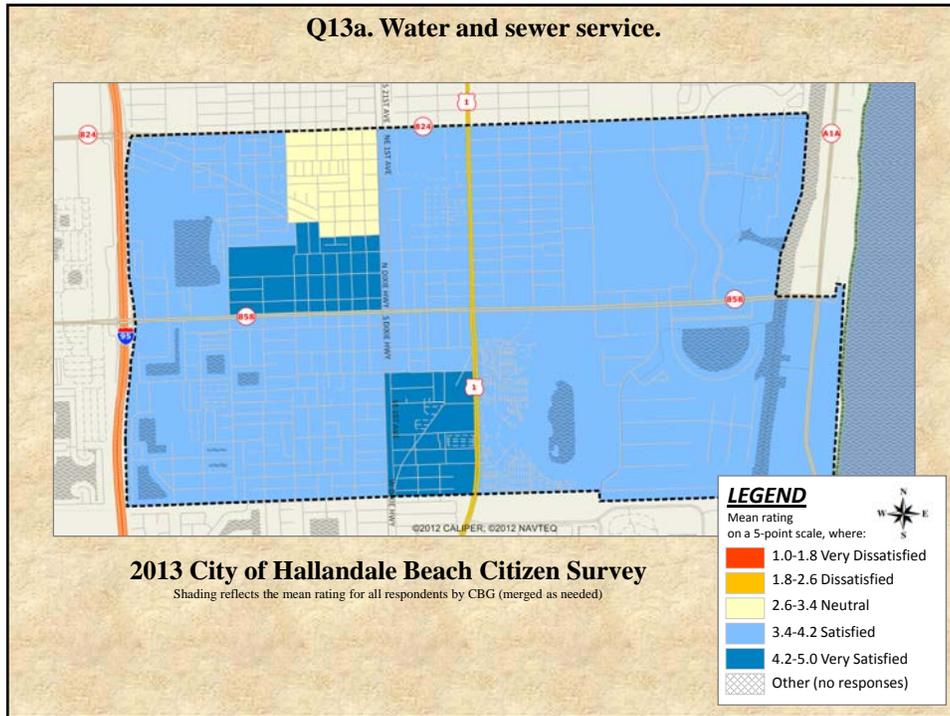
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
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- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

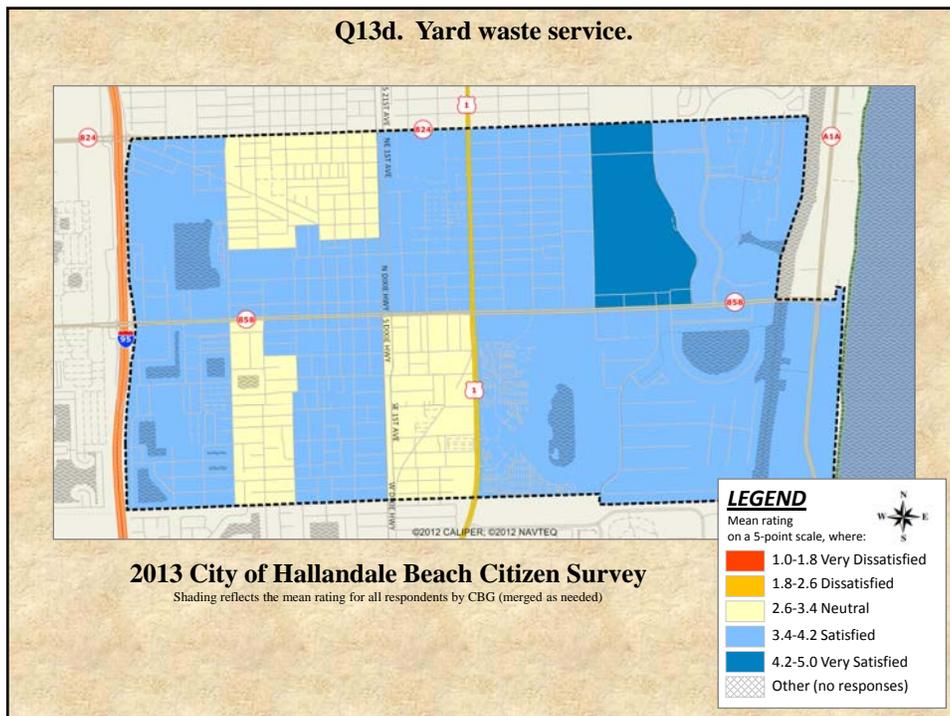
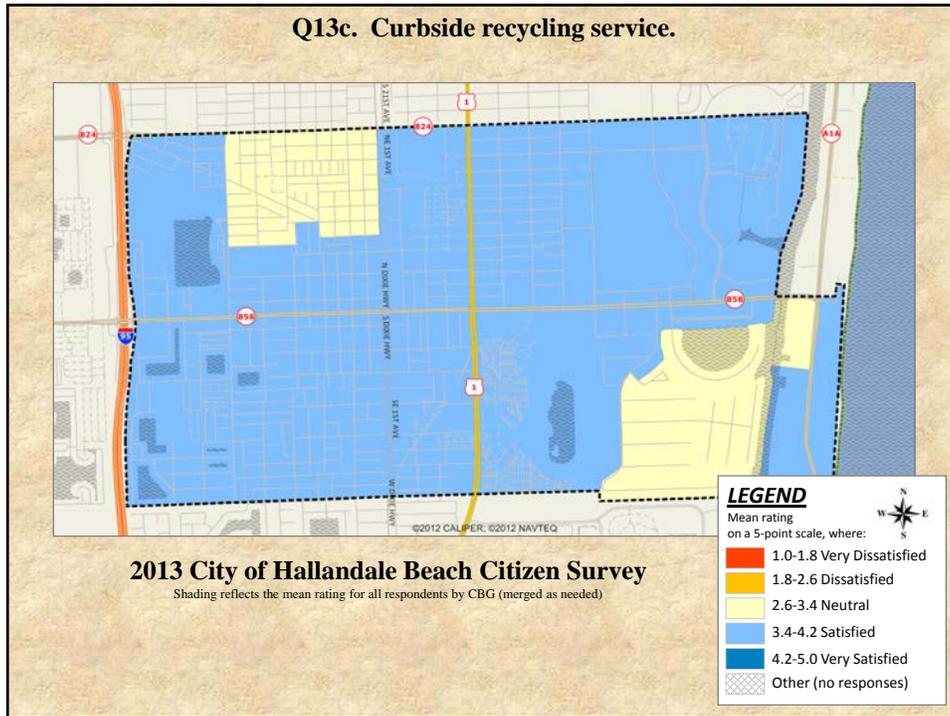
**Q11o. Appearance and quality of the tennis complex.**

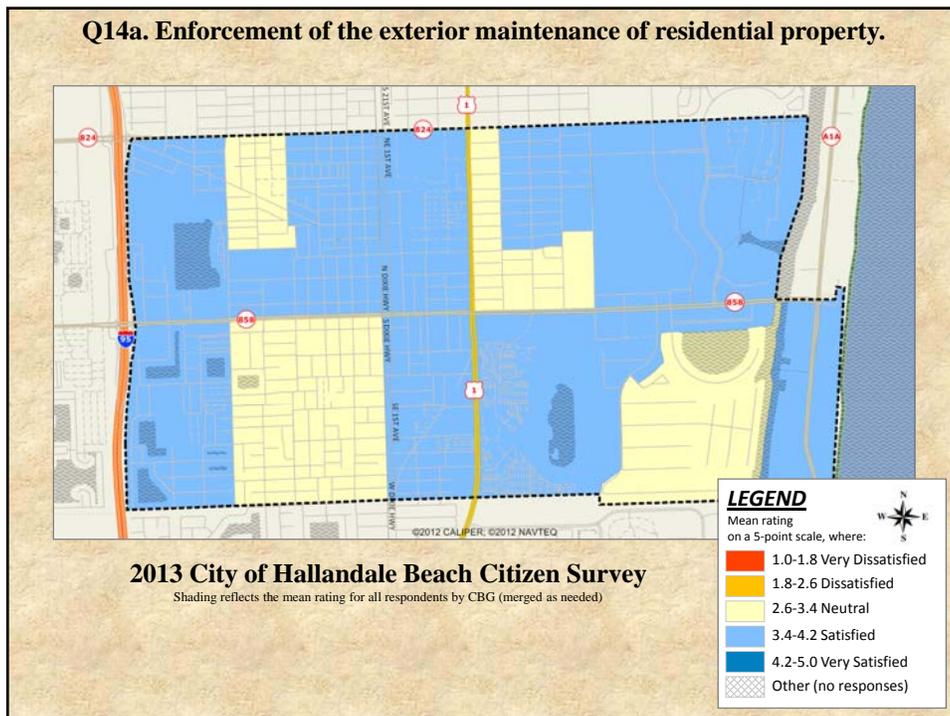
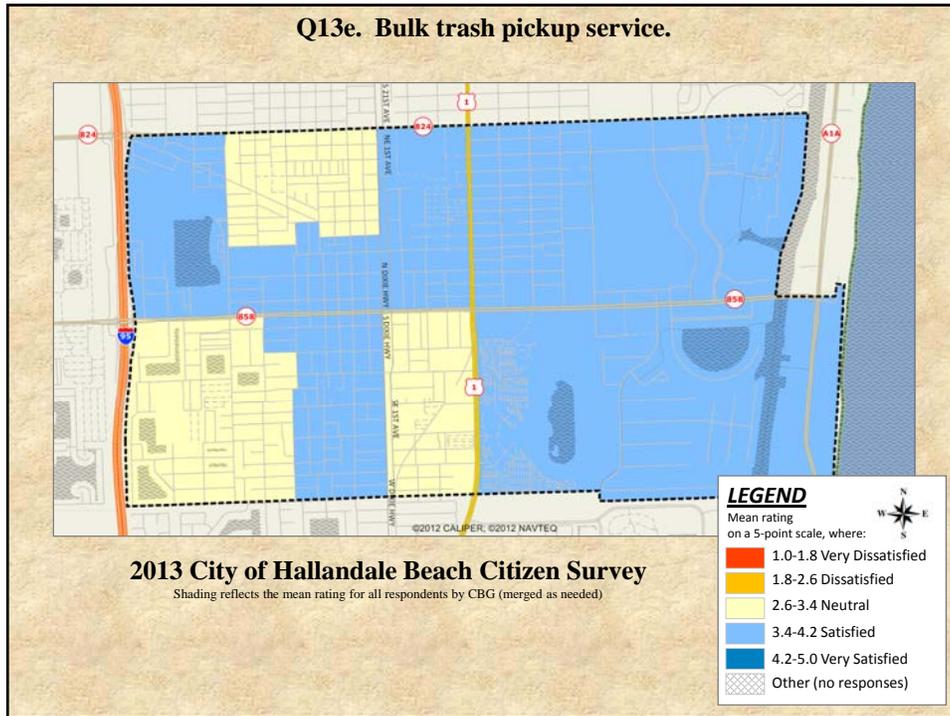


**Q11p. Aquatics facility and programs offered.**









**Q14b. Enforcement of the exterior maintenance of commercial property.**

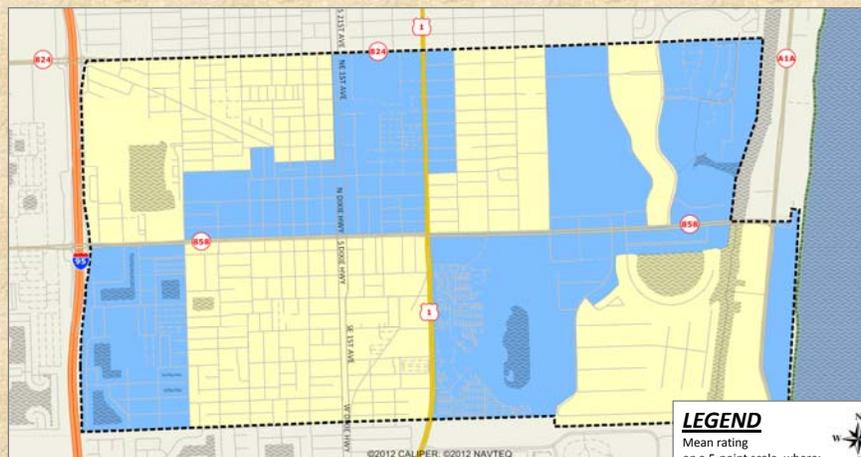


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**LEGEND**  
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- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

**Q14c. Communication from the Code Division.**



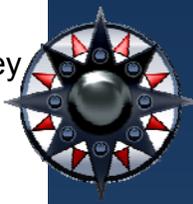
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**LEGEND**  
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- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

**Section 3:**  
***Importance***  
***Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## The City of Hallandale Beach, FL

### Overview

Today, community officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable.  $[IS=Importance \times (1-Satisfaction)]$ .

**Example of the Calculation.** Respondents were asked to identify the major categories of City services they thought should receive the most emphasis over the next two years. Twenty-two percent (15%) ranked "Overall quality of City parks" as one of the most important service to emphasize over the next two years.

With regard to satisfaction, “Overall quality of City parks” was ranked seventh overall with 63% rating “Overall quality of City parks” as a “4” or a “5” on a 5-point scale excluding “Don't know” responses. The I-S rating for “How “Overall quality of City parks” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 15% was multiplied by 37% (1-0.63). This calculation yielded an I-S rating of **0.0555**, which was ranked fourth out of eleven major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for the City of Hallandale Beach are provided on the following page.

**Importance-Satisfaction Rating**  
**City of Hallandale Beach**  
**OVERALL**

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall flow of traffic in the City	56%	1	29%	16	0.3936	1
<b><u>High Priority (IS .10-.20)</u></b>						
City's stormwater drainage system	25%	2	45%	15	0.1381	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Overall appearance of City streets, medians, buildings and facilities	24%	3	60%	12	0.0970	3
Police services	21%	4	72%	3	0.0579	4
Overall quality of City parks	15%	6	63%	7	0.0540	5
Sanitation services (trash & recycling)	16%	5	67%	4	0.0515	6
Code Compliance Division services	10%	8	52%	13	0.0488	7
Overall appearance of City beaches	12%	7	63%	6	0.0432	8
Building Department services (permitting)	9%	9	52%	14	0.0412	9
City communication with the public	8%	11	60%	11	0.0310	10
Overall quality of City water & sewer utilities	8%	10	67%	5	0.0274	11
Human Services (social services)	7%	12	60%	10	0.0260	12
Overall quality of City recreation programs/facilities	6%	13	60%	9	0.0230	13
Overall quality of customer service you receive from City employees	5%	14	63%	8	0.0187	14
Emergency medical services (EMS)	5%	15	84%	2	0.0073	15
Fire services	4%	16	85%	1	0.0057	16

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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**Importance-Satisfaction Rating**  
**City of Hallandale Beach**  
**Public Safety**

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
The City's efforts to prevent crime	36%	2	54%	6	0.1681	1
The visibility & frequency of police in neighborhoods	40%	1	59%	4	0.1652	2
The use of red light cameras	23%	3	34%	9	0.1489	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcement of local traffic laws	19%	4	52%	8	0.0914	4
The visibility & frequency of police in retail areas	16%	5	57%	5	0.0706	5
Public safety education programs	12%	6	53%	7	0.0555	6
How quickly police personnel respond to emergencies	5%	7	74%	3	0.0133	7
How quickly fire-rescue personnel respond fire emergencies	4%	8	86%	1	0.0052	8
How quickly fire-rescue personnel respond to medical emergencies	3%	9	86%	2	0.0047	9

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

**Importance-Satisfaction Rating**  
**City of Hallandale Beach**  
**Parks and Recreation**

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>High Priority (IS .10-.20)</i></b>						
Availability of walking and biking paths	32%	1	47%	12	0.1705	1
Variety of amenities offered in City parks	22%	3	50%	9	0.1096	2
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Appearance of City parks	24%	2	68%	1	0.0755	3
The number of City parks	16%	4	60%	2	0.0618	4
Variety of recreational programs offered	12%	7	50%	10	0.0616	5
The City's adult athletic programs	11%	9	45%	15	0.0611	6
Special events, such as the July 4th Celebration and Holiday Lights	15%	6	58%	4	0.0606	7
Appearance of recreational facilities	15%	5	60%	3	0.0589	8
Outdoor athletic fields (i.e. baseball, soccer, etc.)	10%	10	45%	14	0.0567	9
Park rental facilities (rooms, picnic pavilions, beach chickee hut)	10%	11	46%	13	0.0554	10
The City's youth athletic programs	12%	8	52%	5	0.0549	11
Aquatics facility and programs offered	10%	12	48%	11	0.0541	12
Fees charged for recreation programs	9%	13	45%	16	0.0500	13
The City's day camp programs (day camp, after school, summer)	8%	14	50%	7	0.0372	14
Ease of registering for programs	7%	15	52%	6	0.0321	15
Appearance and quality of the tennis complex	6%	16	50%	8	0.0298	16

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

**Importance-Satisfaction Rating**  
**City of Hallandale Beach**  
**Maintenance Services**

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Adequacy of City street lighting	31%	1	61%	8	0.1209	1
<b>Medium Priority (IS &lt;.10)</b>						
Availability of sidewalks in your neighborhood	23%	3	58%	9	0.0958	2
Maintenance of streets in your neighborhood	24%	2	62%	7	0.0924	3
Overall cleanliness of City streets and public areas	18%	4	68%	4	0.0567	4
Landscaping of medians and public areas along streets in your neighborhood	15%	6	65%	6	0.0513	5
Maintenance of major City streets	15%	5	70%	3	0.0450	6
Maintenance of traffic signals/street signs	14%	7	67%	5	0.0449	7
Landscaping of medians and public areas along major City streets	11%	8	70%	2	0.0333	8
Maintenance of City buildings	4%	9	74%	1	0.0109	9

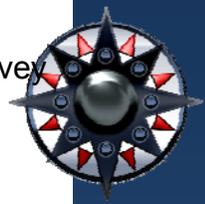
**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.



## **Importance-Satisfaction Matrix Analysis**

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

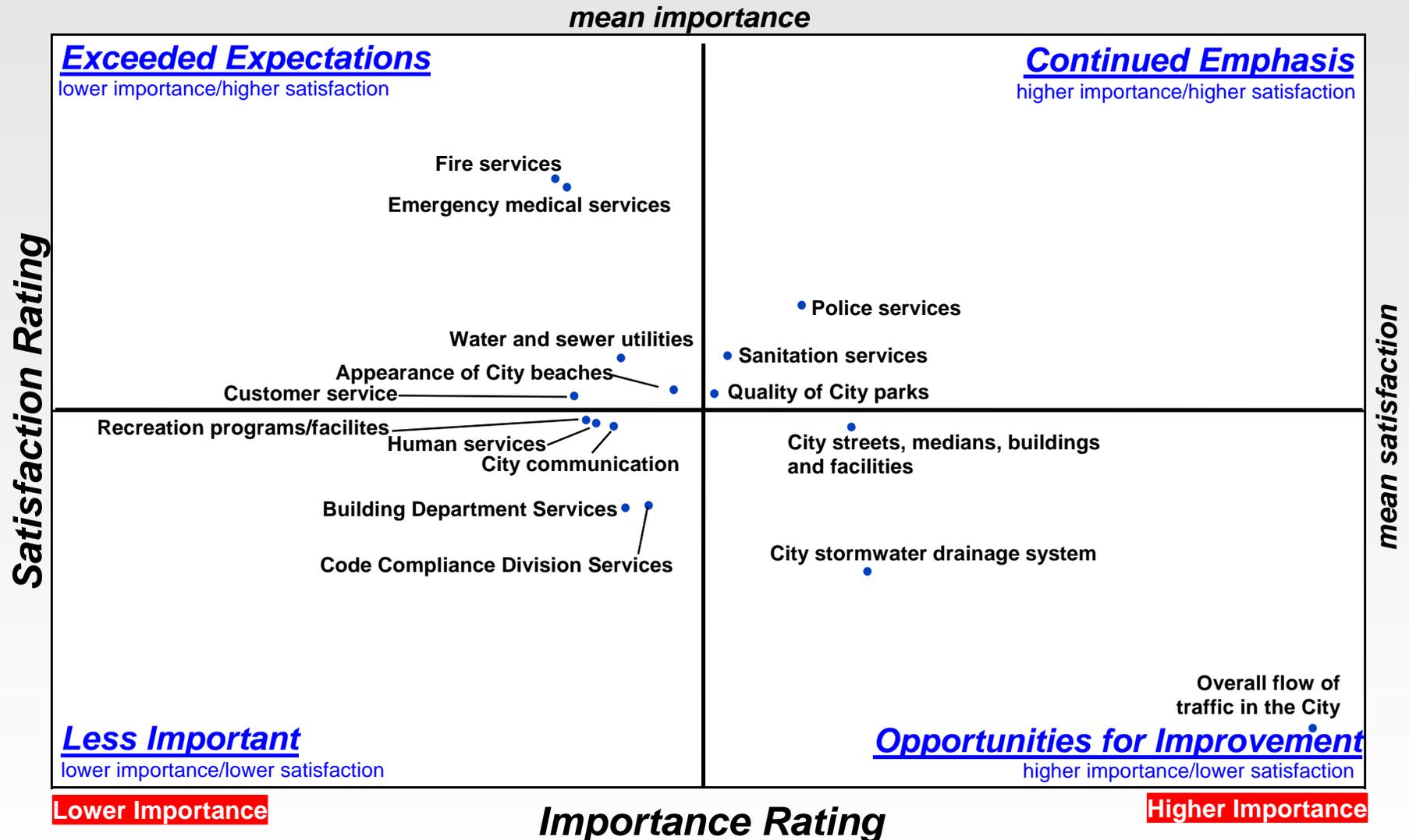
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

**Matrices showing the results for the City of Hallandale are provided on the following pages.**

# 2012 City of Hallandale Beach Citizen Survey Importance-Satisfaction Assessment Matrix

**-Overall-**

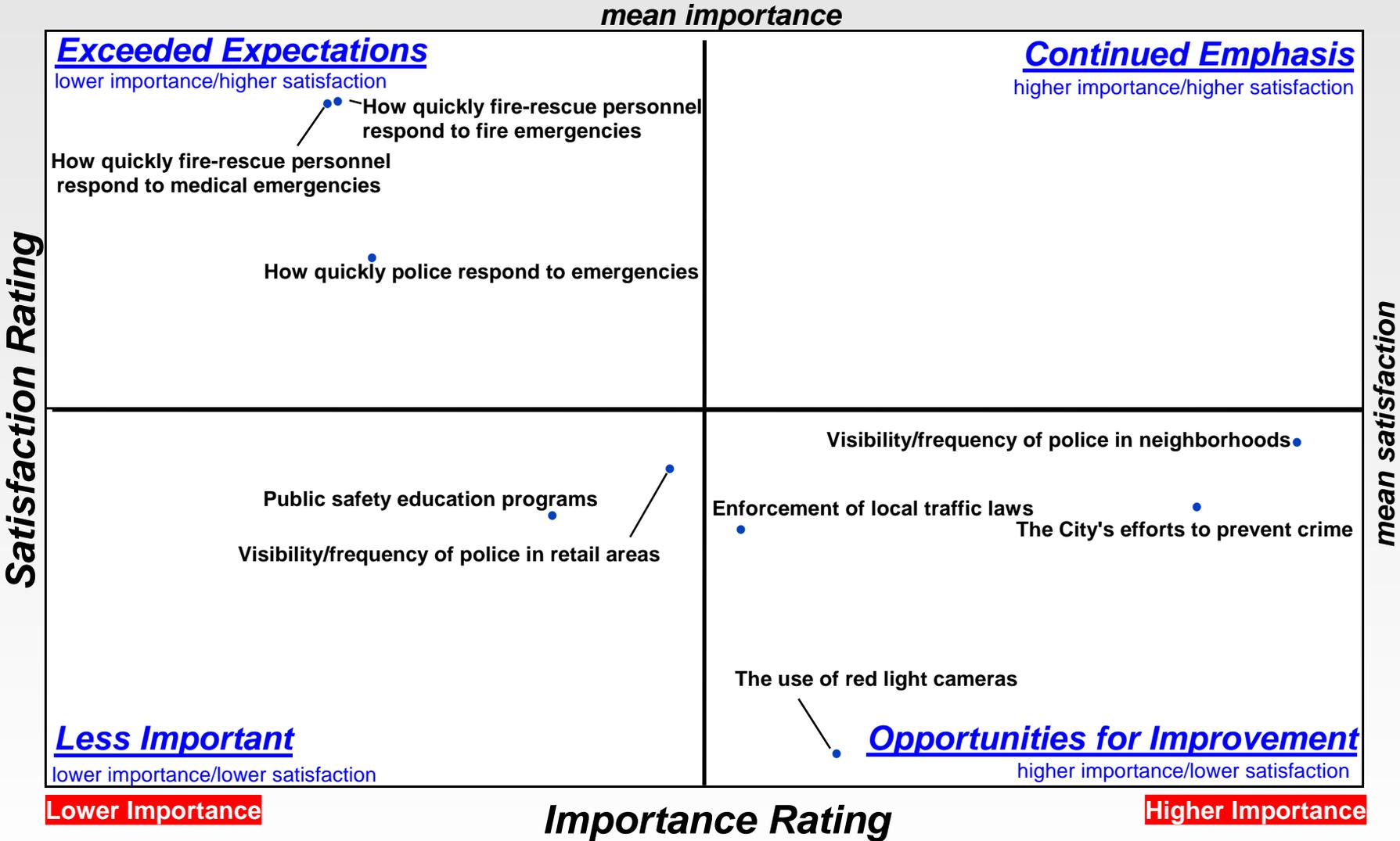
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2012 City of Hallandale Beach Citizen Survey Importance-Satisfaction Assessment Matrix

## -Public Safety-

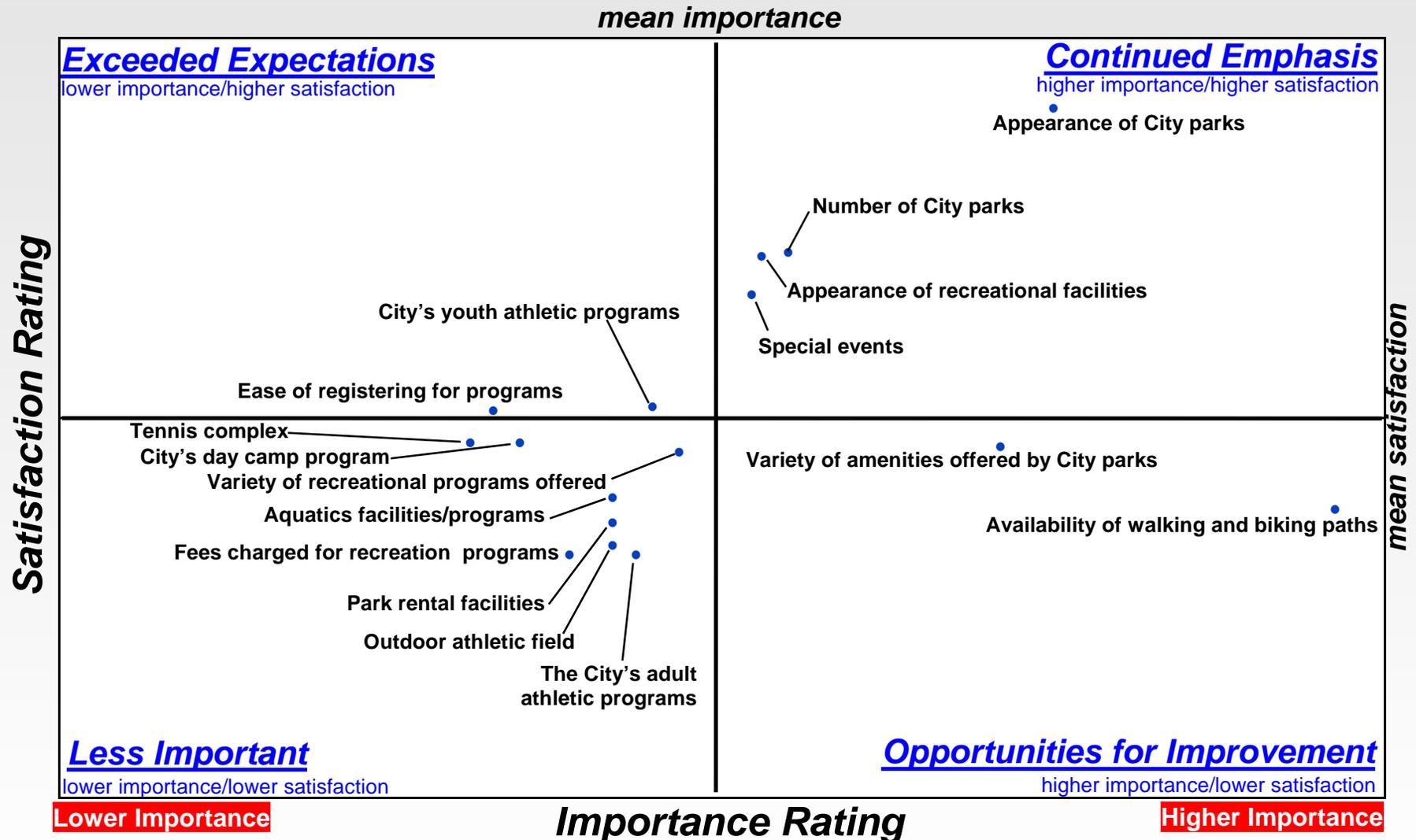
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2012 City of Hallandale Beach Citizen Survey Importance-Satisfaction Assessment Matrix

## -Parks and Recreation-

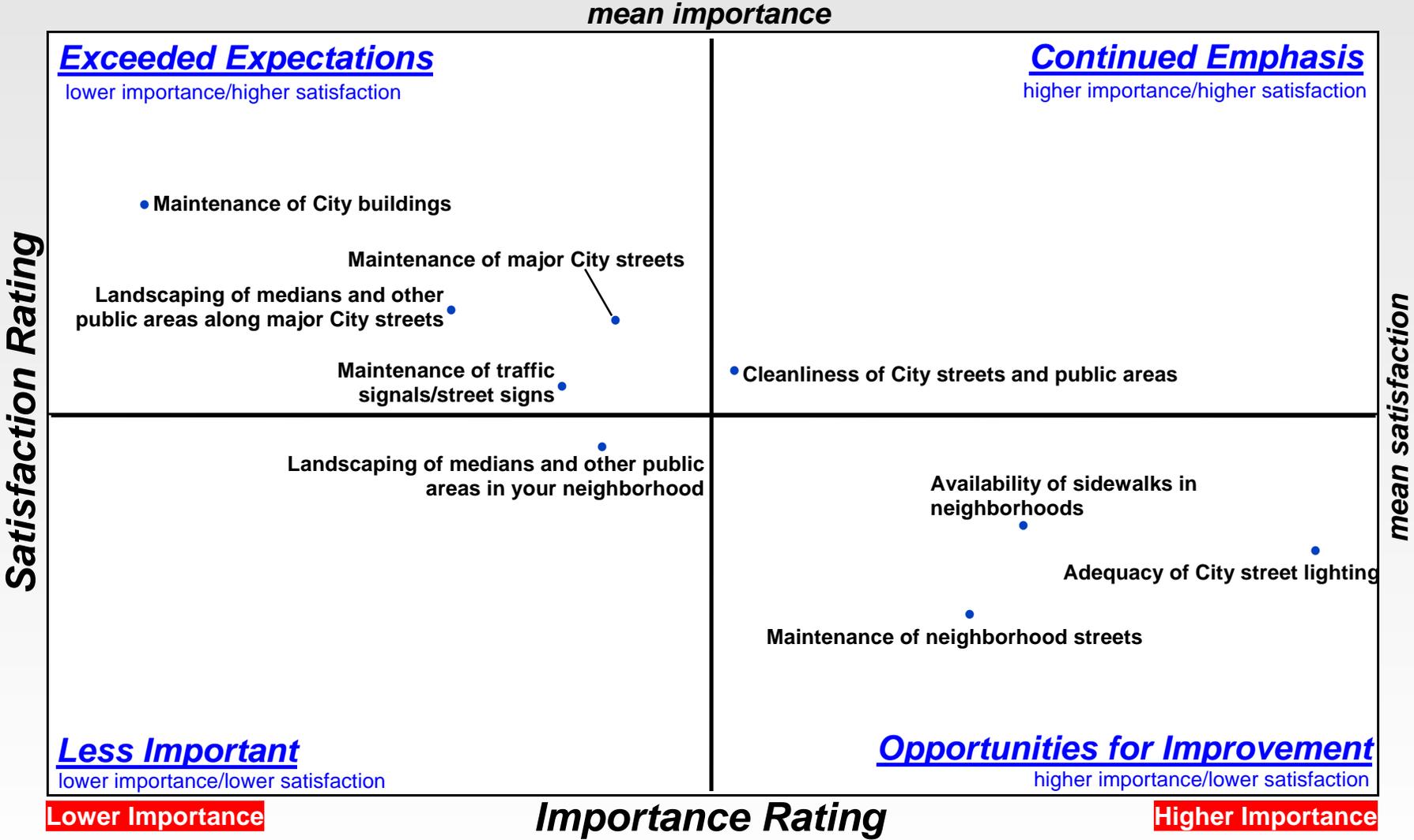
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2012 City of Hallandale Beach Citizen Survey Importance-Satisfaction Assessment Matrix

## -Maintenance-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



**Section 4:**  
***Benchmarking Analysis***

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# DirectionFinder® Survey

## Year 2013 Benchmarking Summary Report

### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during May and June 2011 to a random sample of 3,926 residents in the continental United States, (2) a regional survey administered to a random sample of 343 Florida residents during May and June 2011 and (3) survey results from 42 medium sized cities (population of 20,000 to 275,000) where the DirectionFinder® survey was administered between January 2010 and March 2013. The national survey results were used as the basis for the mean performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance that is shown in this report for specific types of services.

The 42 communities included in the performance ranges that are shown in this report are listed below:

- Abilene, Texas
- Arlington County, Virginia
- Auburn, Alabama
- Casper, Wyoming
- Chapel Hill, North Carolina
- Columbia, Missouri
- Coral Springs, Florida
- Davenport, Iowa
- Des Moines, Iowa
- Durham, North Carolina
- Fayetteville, North Carolina
- Fort Lauderdale, Florida
- Hallandale Beach, Florida
- Henderson, Nevada
- High Point, North Carolina
- Independence, Missouri
- Indio, California
- Kansas City, Missouri
- Lawrence, Kansas
- Mesa County, Colorado
- Naperville, Illinois
- Newport Beach, California
- Norman, Oklahoma
- Olathe, Kansas
- Overland Park, Kansas
- Panama City, Florida
- Peoria, Arizona
- Plano, Texas
- Provo, Utah
- Pueblo, Colorado
- Round Rock, Texas
- San Marcos, Texas
- Shoreline, Washington
- St. Joseph, Missouri
- Tamarac, Florida
- Tempe Arizona
- Topeka, Kansas
- Vancouver, Washington
- West Des Moines, Iowa
- Wilmington, North Carolina
- Winchester, Virginia
- Yuma, Arizona



### **Interpreting the Charts**

The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in the communities that have participated in the DirectionFinder® Survey since January 2010. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The actual ratings for Hallandale Beach are listed to the far right of the charts.

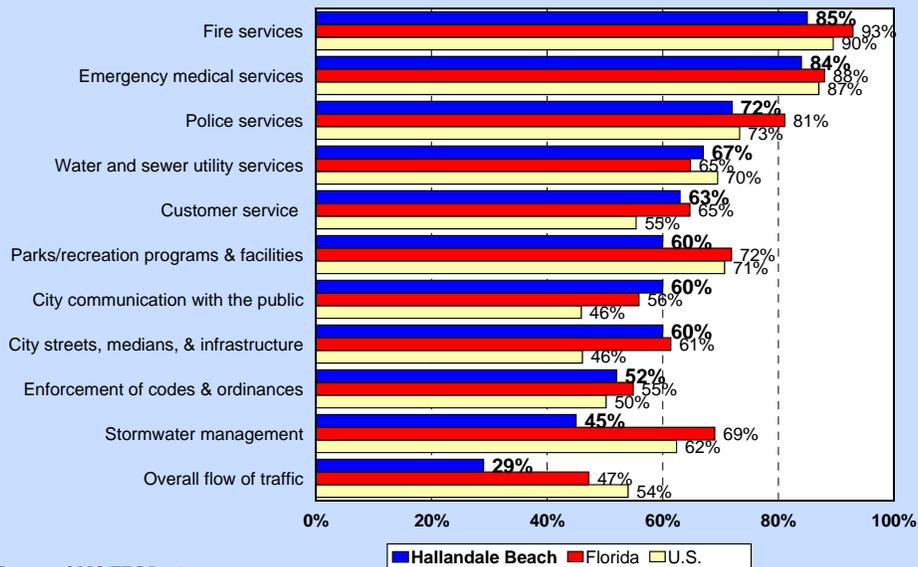
The yellow dot on each bar shows how the results for Hallandale Beach compare to the average of the medium size communities, which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Hallandale Beach rated above the national average. If the yellow dot is located to the left of the vertical dash, the City of Hallandale Beach rated below the national average.

# Benchmarking Analysis

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Hallandale Beach is not authorized without written consent from ETC Institute.**

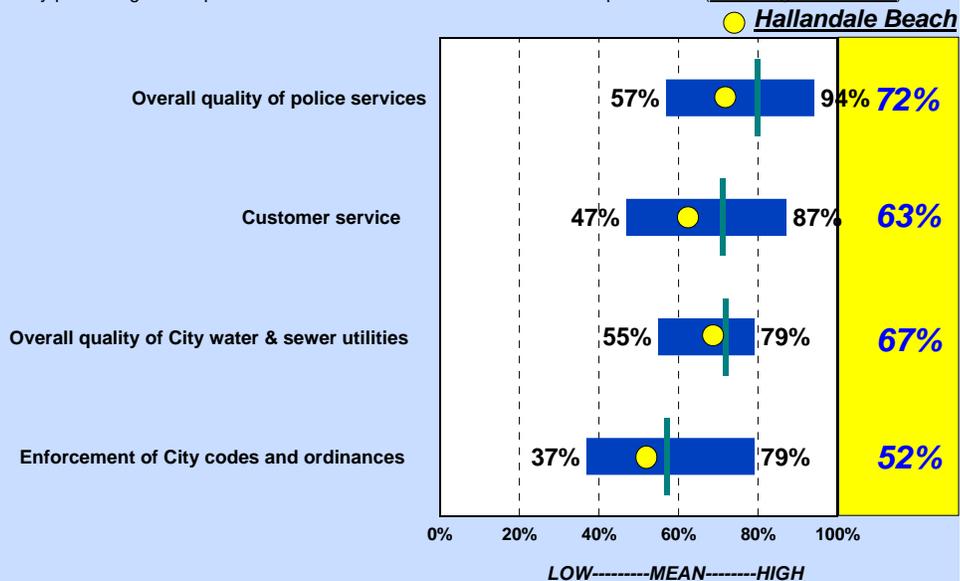
## Overall Satisfaction with Various City Services Hallandale Beach vs. Florida vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



## Overall Satisfaction With City Services 2013

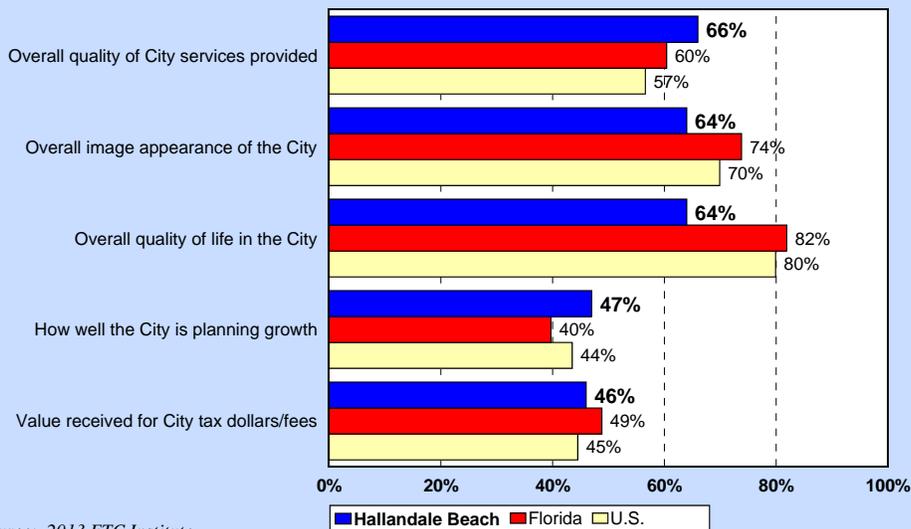
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: 2013 ETC Institute

## Satisfaction with Issues that Influence Perceptions of the City Hallandale Beach vs. Florida vs. the U.S

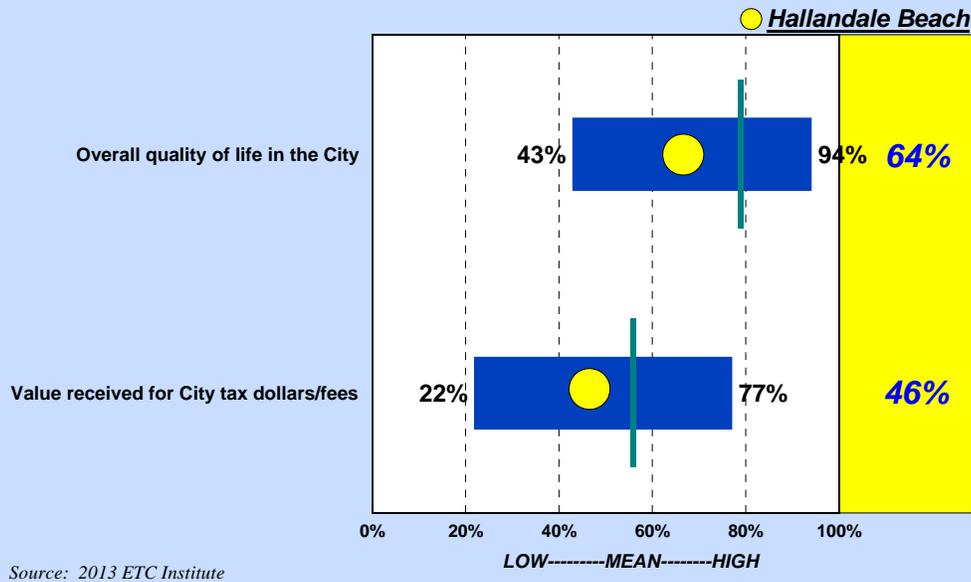
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2013 ETC Institute

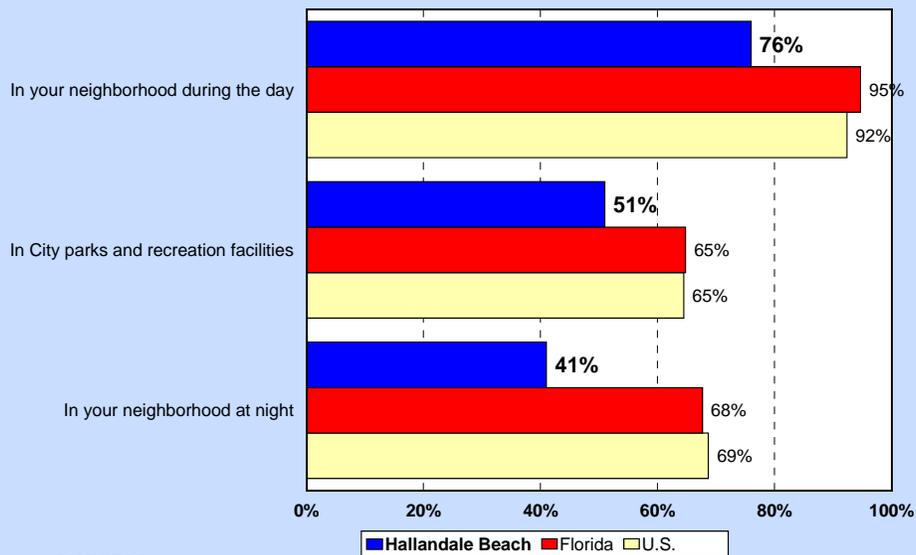
## Perceptions Residents Have of the City in Which They Live - 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



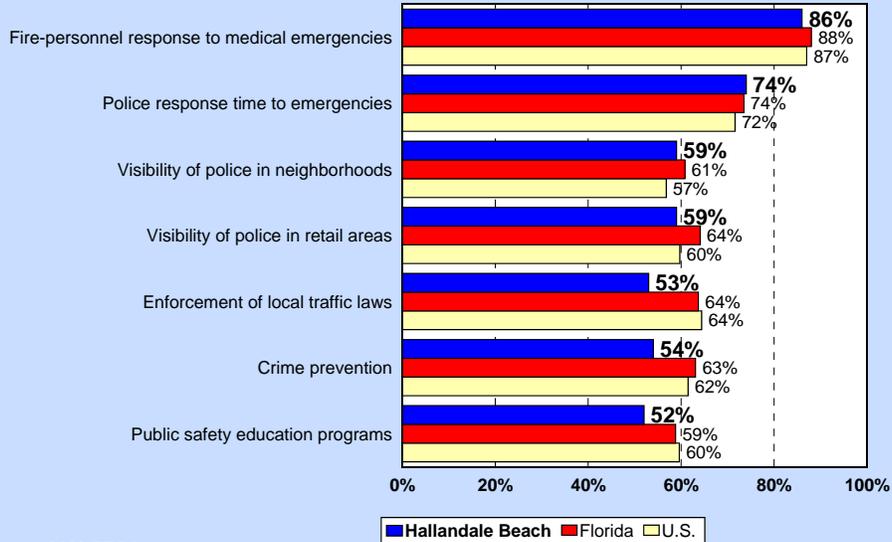
## How Safe Residents Feel in Their Community Hallandale Beach vs. Florida vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



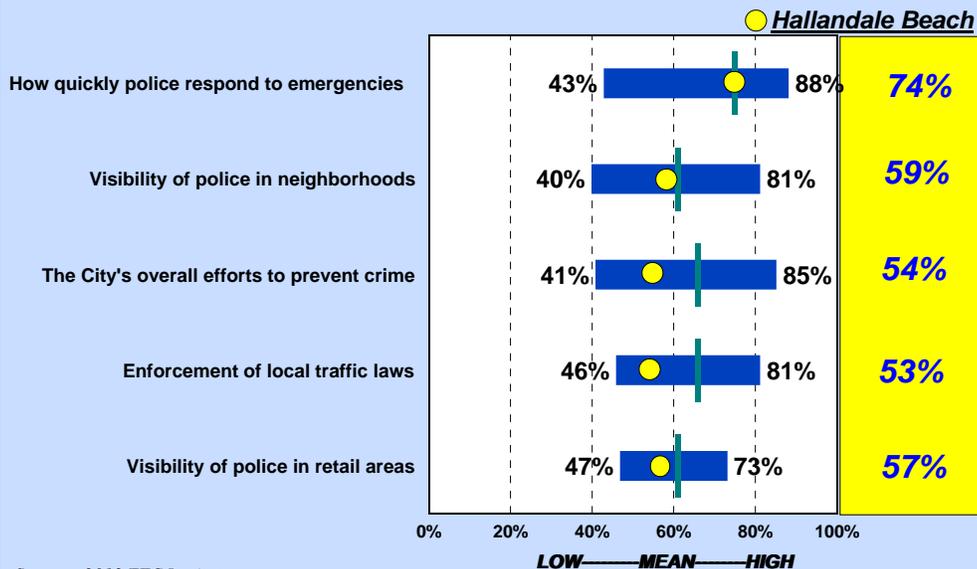
## Overall Satisfaction with Police Services Hallandale Beach vs. Florida vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



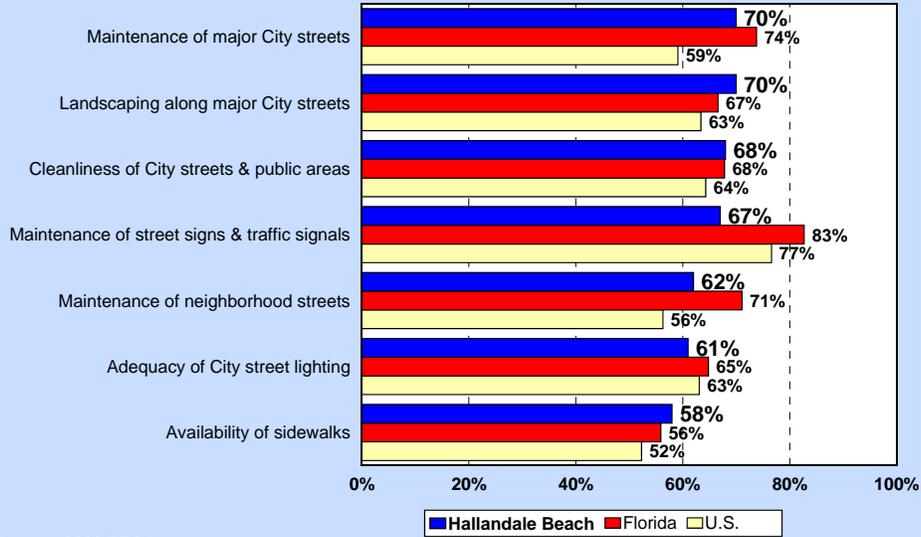
## Satisfaction with Public Safety 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



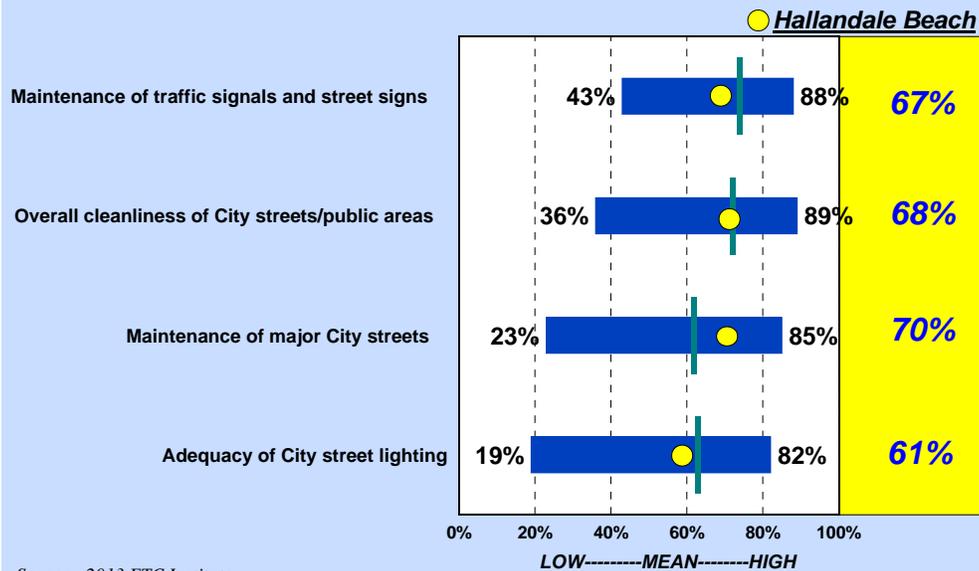
## Overall Satisfaction with City Maintenance Hallandale Beach vs. Florida vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



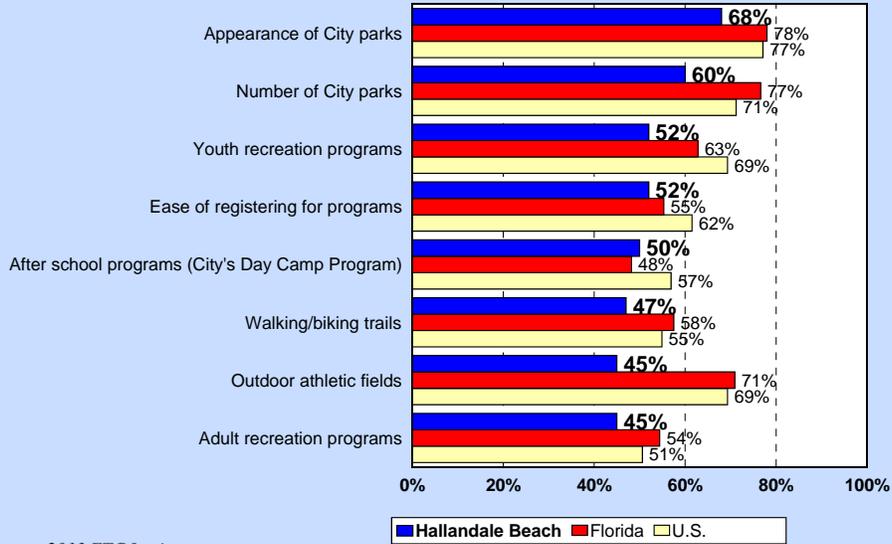
## Satisfaction with Maintenance Service 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



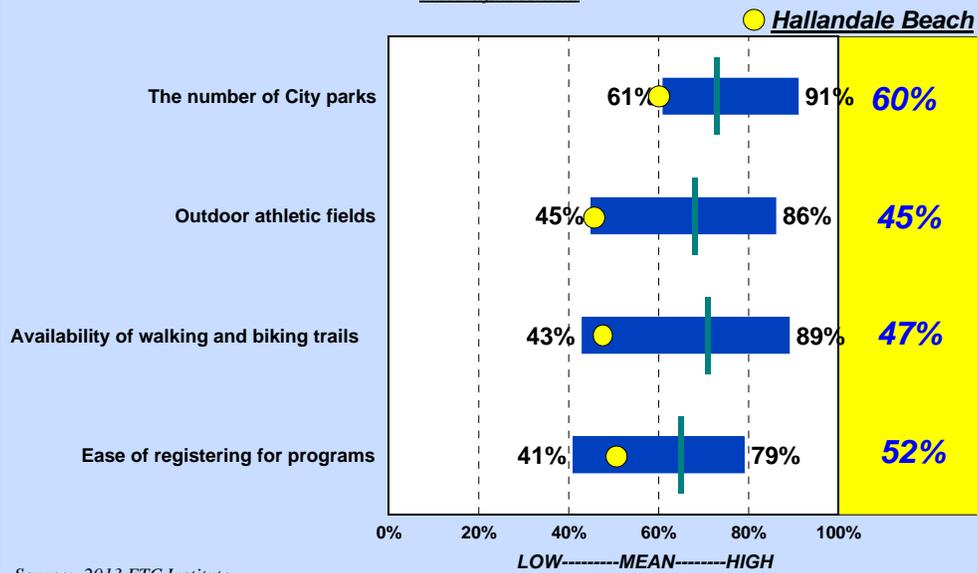
## Overall Satisfaction with Parks and Recreation Hallandale Beach vs. Florida vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



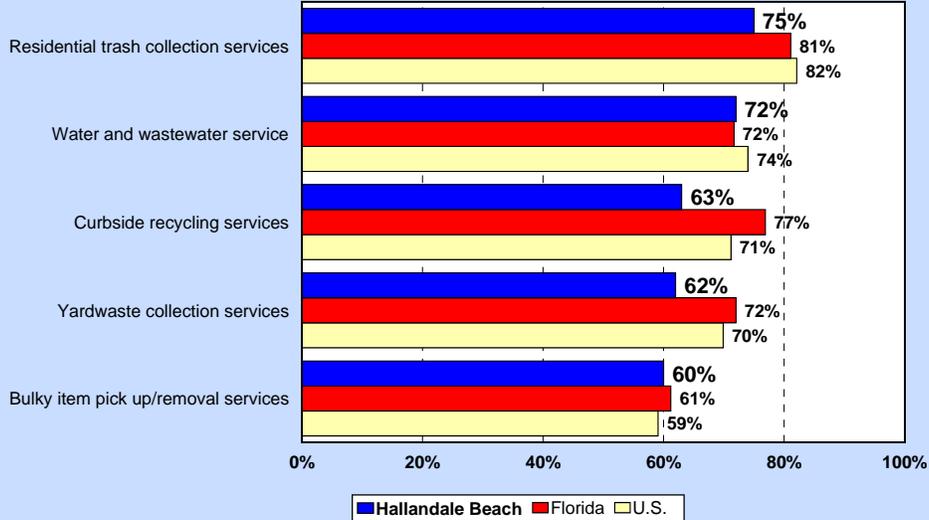
## Satisfaction with Parks and Recreation 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
excluding don't knows



## Overall Satisfaction with Utility Services Hallandale Beach vs. Florida vs. the U.S

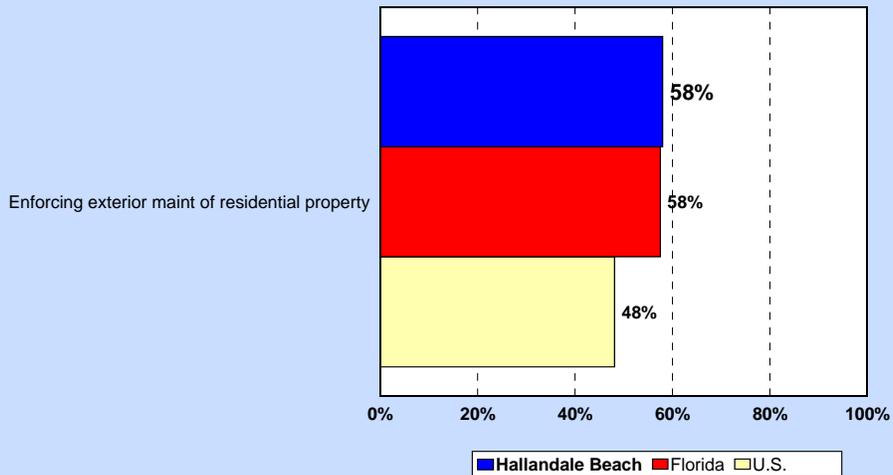
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2013 ETC Institute

## Overall Satisfaction with Code Enforcement Hallandale Beach vs. Florida vs. the U.S

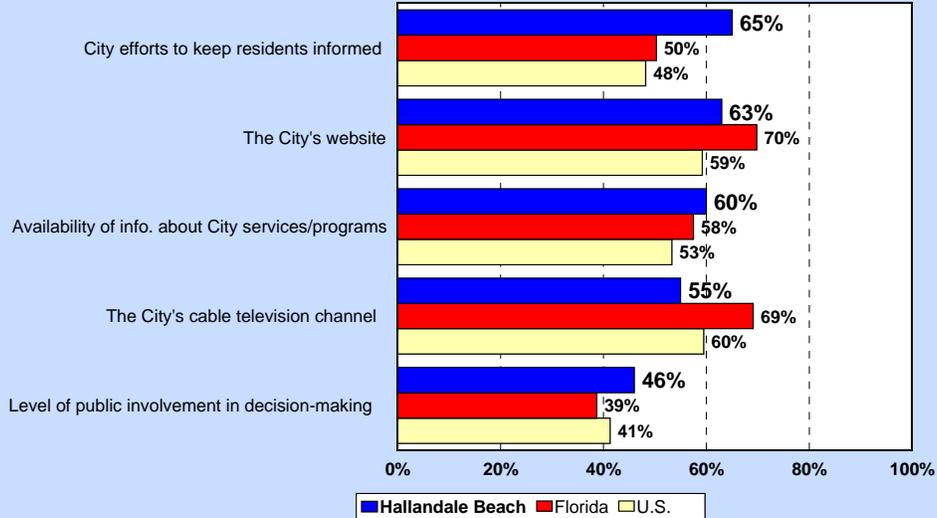
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2013 ETC Institute

## Overall Satisfaction with Communication Hallandale Beach vs. Florida vs. the U.S

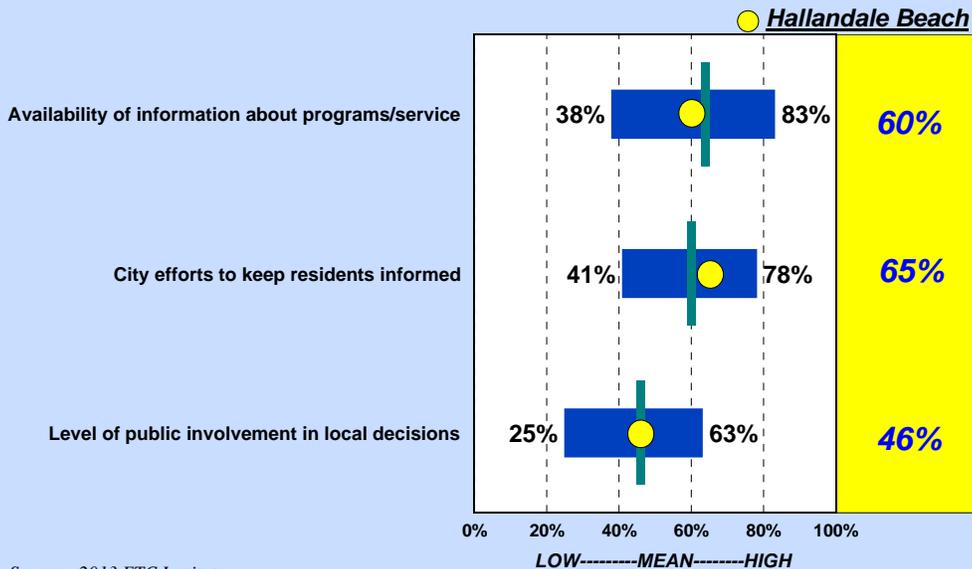
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2013 ETC Institute

## Satisfaction with City Communications 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: 2013 ETC Institute

**Section 5:**  
***Tabular Data***  
***Survey Instrument***

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## 2013 City of Hallandale Beach Survey

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**Q1. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your overall satisfaction with the following services provided by the City of Hallandale Beach.**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Police services	32.2%	33.2%	15.7%	6.5%	3.3%	9.2%
Q1b. Fire services	40.4%	30.4%	11.8%	0.8%	0.2%	16.3%
Q1c. Emergency medical services (EMS)	39.3%	28.3%	11.5%	1.0%	0.7%	19.3%
Q1d. Overall quality of City parks	20.5%	30.9%	20.1%	7.5%	2.7%	18.3%
Q1e. Overall quality of City recreation programs/facilities	16.0%	27.6%	19.3%	7.2%	2.2%	27.8%
Q1f. Overall appearance of City streets, medians, buildings and facilities	20.1%	37.1%	21.3%	13.0%	4.5%	4.0%
Q1g. Overall quality of City water & sewer utilities	25.3%	36.6%	19.5%	7.2%	4.5%	7.0%
Q1h. Code Compliance Division services	15.0%	24.1%	22.3%	8.0%	6.2%	24.5%
Q1i. Building Department services (permitting)	13.5%	22.3%	22.3%	6.3%	5.0%	30.6%
Q1j. Overall quality of customer service you receive from City employees	22.3%	31.4%	22.1%	5.8%	4.0%	14.3%

## 2013 City of Hallandale Beach Survey

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**Q1. (Continued) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your overall satisfaction with the following services provided by the City of Hallandale Beach.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1k. City communication with the public	23.3%	32.3%	20.6%	10.3%	6.5%	7.0%
Q1l. Overall flow of traffic in the City	7.5%	20.8%	22.0%	22.0%	24.6%	3.2%
Q1m. City's stormwater drainage system	12.1%	28.6%	23.1%	15.8%	11.0%	9.3%
Q1n. Overall appearance of City beaches	19.1%	36.4%	18.5%	8.0%	5.7%	12.3%
Q1o. Human Services (social services)	14.0%	23.3%	18.6%	3.3%	2.8%	37.9%
Q1p. Sanitation services (trash & recycling)	23.8%	38.3%	17.0%	8.5%	5.3%	7.2%

## 2013 City of Hallandale Beach Survey

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**Q1. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your overall satisfaction with the following services provided by the City of Hallandale Beach. (without "Don't Know")**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Police services	35.4%	36.5%	17.2%	7.2%	3.7%
Q1b. Fire services	48.3%	36.4%	14.1%	1.0%	0.2%
Q1c. Emergency medical services (EMS)	48.7%	35.1%	14.2%	1.2%	0.8%
Q1d. Overall quality of City parks	25.1%	37.9%	24.6%	9.2%	3.3%
Q1e. Overall quality of City recreation programs/facilities	22.1%	38.2%	26.7%	9.9%	3.0%
Q1f. Overall appearance of City streets, medians, buildings and facilities	21.0%	38.6%	22.2%	13.5%	4.7%
Q1g. Overall quality of City water & sewer utilities	27.2%	39.4%	20.9%	7.7%	4.8%
Q1h. Code Compliance Division services	19.8%	31.9%	29.5%	10.6%	8.1%
Q1i. Building Department services (permitting)	19.4%	32.1%	32.1%	9.1%	7.2%
Q1j. Overall quality of customer service you receive from City employees	26.0%	36.7%	25.8%	6.8%	4.7%
Q1k. City communication with the public	25.0%	34.7%	22.2%	11.1%	7.0%
Q1l. Overall flow of traffic in the City	7.7%	21.5%	22.7%	22.7%	25.4%

## 2013 City of Hallandale Beach Survey

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**Q1. (Continued) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your overall satisfaction with the following services provided by the City of Hallandale Beach. (without "Don't Know")**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1m. City's stormwater drainage system	13.4%	31.6%	25.5%	17.4%	12.1%
Q1n. Overall appearance of City beaches	21.8%	41.6%	21.1%	9.1%	6.5%
Q1o. Human Services (social services)	22.5%	37.5%	30.0%	5.4%	4.6%
Q1p. Sanitation services (trash & recycling)	25.6%	41.2%	18.3%	9.1%	5.7%

## 2013 City of Hallandale Beach Survey

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### **Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years?**

Q2. Top choice	Number	Percent
Police services	78	13.0 %
Fire services	2	0.3 %
Emergency medical services (EMS)	7	1.2 %
Overall quality of City parks	29	4.8 %
Overall quality of City recreation programs/facilities	7	1.2 %
Overall appearance of City streets, medians, buildings & facil...	49	8.2 %
Overall quality of water/sewer utilities	16	2.7 %
Code Compliance Division services	18	3.0 %
Building Department services (permitting)	11	1.8 %
Overall quality of customer service you receive from City ...	6	1.0 %
City communication with the public	13	2.2 %
Overall flow of traffic in the City	182	30.3 %
City's stormwater drainage system	43	7.2 %
Overall appearance of City beaches	20	3.3 %
Human Services (social services)	10	1.7 %
Sanitation services (trash & recycling)	25	4.2 %
None chosen	85	14.1 %
Total	601	100.0 %

### **Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years?**

Q2. 2nd choice	Number	Percent
Police services	23	3.8 %
Fire services	17	2.8 %
Emergency medical services (EMS)	8	1.3 %
Overall quality of City parks	25	4.2 %
Overall quality of City recreation programs/facilities	14	2.3 %
Overall appearance of City streets, medians, buildings & facil...	54	9.0 %
Overall quality of water/sewer utilities	19	3.2 %
Code Compliance Division services	24	4.0 %
Building Department services (permitting)	19	3.2 %
Overall quality of customer service you receive from City ...	12	2.0 %
City communication with the public	14	2.3 %
Overall flow of traffic in the City	101	16.8 %
City's stormwater drainage system	69	11.5 %
Overall appearance of City beaches	26	4.3 %
Human Services (social services)	10	1.7 %
Sanitation services (trash & recycling)	25	4.2 %
None chosen	141	23.5 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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### **Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years?**

Q2. 3rd choice	Number	Percent
Police services	23	3.8 %
Fire services	3	0.5 %
Emergency medical services (EMS)	12	2.0 %
Overall quality of City parks	34	5.7 %
Overall quality of City recreation programs/facilities	14	2.3 %
Overall appearance of City streets, medians, buildings & facil...	41	6.8 %
Overall quality of water/sewer utilities	14	2.3 %
Code Compliance Division services	19	3.2 %
Building Department services (permitting)	21	3.5 %
Overall quality of customer service you receive from City ...	12	2.0 %
City communication with the public	19	3.2 %
Overall flow of traffic in the City	51	8.5 %
City's stormwater drainage system	39	6.5 %
Overall appearance of City beaches	25	4.2 %
Human Services (social services)	19	3.2 %
Sanitation services (trash & recycling)	43	7.2 %
None chosen	212	35.3 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

### **Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years? (Top three)**

Q2. Top choice	Number	Percent
Police services	124	20.6 %
Fire services	22	3.7 %
Emergency medical services (EMS)	27	4.5 %
Overall quality of City parks	88	14.6 %
Overall quality of City recreation programs/facilities	35	5.8 %
Overall appearance of City streets, medians, buildings & faci...	144	24.0 %
Overall quality of water/sewer utilities	49	8.2 %
Code Compliance Division services	61	10.1 %
Building Department services (permitting)	51	8.5 %
Overall quality of customer service you receive from City ...	30	5.0 %
City communication with the public	46	7.7 %
Overall flow of traffic in the City	334	55.6 %
City's stormwater drainage system	151	25.1 %
Overall appearance of City beaches	71	11.8 %
Human Services (social services)	39	6.5 %
Sanitation services (trash & recycling)	93	15.5 %
None chosen	85	14.1 %
<b>Total</b>	<b>1450</b>	

## 2013 City of Hallandale Beach Survey

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**Q3. Please rate each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall quality of services	16.5%	44.3%	24.6%	5.5%	1.8%	7.3%
Q3b. Overall image/appearance of the City	17.0%	44.6%	20.0%	11.3%	3.5%	3.7%
Q3c. Overall quality of life in the City	19.3%	40.1%	24.1%	6.3%	2.8%	7.3%
Q3d. Overall quality of public education in the City	11.0%	21.6%	18.8%	11.6%	6.0%	30.9%
Q3e. Overall feeling of safety in the City	14.6%	37.3%	22.3%	14.5%	6.2%	5.2%
Q3f. Overall value received for your City tax dollars/fees	10.5%	31.1%	27.3%	14.6%	6.8%	9.7%
Q3g. How well the City is planning growth	10.6%	28.3%	24.8%	11.5%	7.8%	17.0%

## 2013 City of Hallandale Beach Survey

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**Q3. Please rate each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall quality of services	17.8%	47.8%	26.6%	5.9%	2.0%
Q3b. Overall image/appearance of the City	17.6%	46.3%	20.7%	11.7%	3.6%
Q3c. Overall quality of life in the City	20.8%	43.3%	26.0%	6.8%	3.1%
Q3d. Overall quality of public education in the City	15.9%	31.3%	27.2%	16.9%	8.7%
Q3e. Overall feeling of safety in the City	15.4%	39.3%	23.5%	15.3%	6.5%
Q3f. Overall value received for your City tax dollars/fees	11.6%	34.4%	30.2%	16.2%	7.6%
Q3g. How well the City is planning growth	12.8%	34.1%	29.9%	13.8%	9.4%

## 2013 City of Hallandale Beach Survey

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**Q4. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations.**

(N=601)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q4a. Walking alone in your neighborhood in general	21.0%	38.8%	21.1%	12.1%	3.8%	3.2%
Q4b. Walking alone in your neighborhood during the day	36.6%	37.8%	16.6%	5.0%	1.7%	2.3%
Q4c. Walking alone in your neighborhood after dark	12.8%	26.1%	23.0%	21.0%	11.3%	5.8%
Q4d. In City parks and recreation facilities	10.6%	29.5%	25.6%	8.3%	4.3%	21.6%
Q4e. In business areas of the City during the day	26.3%	44.4%	18.3%	4.8%	1.2%	5.0%
Q4f. In business areas of the City after dark	11.1%	27.3%	27.0%	18.6%	5.0%	11.0%

## 2013 City of Hallandale Beach Survey

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**Q4. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations. (without "Don't Know")**

(N=601)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q4a. Walking alone in your neighborhood in general	21.6%	40.0%	21.8%	12.5%	4.0%
Q4b. Walking alone in your neighborhood during the day	37.5%	38.7%	17.0%	5.1%	1.7%
Q4c. Walking alone in your neighborhood after dark	13.6%	27.7%	24.4%	22.3%	12.0%
Q4d. In City parks and recreation facilities	13.6%	37.6%	32.7%	10.6%	5.5%
Q4e. In business areas of the City during the day	27.7%	46.8%	19.3%	5.1%	1.2%
Q4f. In business areas of the City after dark	12.5%	30.7%	30.3%	20.9%	5.6%

## 2013 City of Hallandale Beach Survey

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**Q5. In the past 12 months, do you think Hallandale Beach has become more safe, less safe or stayed the same as far as a safe place to live, work and raise a family?**

Q5. In the past 12 months, do you think Hallandale Beach has become more safe, less safe, or stayed the same as far as a safe place to live, work and raise a family?

	Number	Percent
More safe	50	8.3 %
Stayed the same	284	47.3 %
Less safe	185	30.8 %
Don't know	82	13.6 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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**Q6. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6a The visibility & frequency of police in neighborhoods	20.6%	36.1%	19.6%	15.5%	4.7%	3.5%
Q6b. The visibility & frequency of police in retail areas	17.8%	34.4%	24.3%	13.1%	2.5%	7.8%
Q6c. The City's efforts to prevent crime	14.5%	32.1%	24.0%	11.5%	4.7%	13.3%
Q6d. Enforcement of local traffic laws	13.0%	33.1%	23.5%	11.5%	7.8%	11.1%
Q6e. How quickly police personnel respond to emergencies	25.6%	30.8%	14.3%	3.3%	2.7%	23.3%
Q6f. How quickly fire-rescue personnel respond to fire emergencies	35.4%	28.8%	8.5%	1.7%	0.3%	25.3%
Q6g. How quickly fire-rescue personnel respond to medical emergencies	35.3%	28.8%	9.2%	1.3%	0.2%	25.3%

## 2013 City of Hallandale Beach Survey

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**Q6. (Continued) For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6h. Public safety education programs	11.8%	20.7%	21.8%	3.0%	4.0%	38.7%
Q6i. The use of red light cameras	12.3%	16.6%	15.3%	12.8%	28.0%	15.0%

## 2013 City of Hallandale Beach Survey

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**Q6. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6a. The visibility & frequency of police in neighborhoods	21.4%	37.4%	20.3%	16.0%	4.8%
Q6b. The visibility & frequency of police in retail areas	19.3%	37.4%	26.4%	14.3%	2.7%
Q6c. The City's efforts to prevent crime	16.7%	37.0%	27.6%	13.2%	5.4%
Q6d. Enforcement of local traffic laws	14.6%	37.3%	26.4%	12.9%	8.8%
Q6e. How quickly police personnel respond to emergencies	33.4%	40.1%	18.7%	4.3%	3.5%
Q6f. How quickly fire-rescue personnel respond to fire emergencies	47.4%	38.5%	11.4%	2.2%	0.4%
Q6g. How quickly fire-rescue personnel respond to medical emergencies	47.2%	38.5%	12.2%	1.8%	0.2%
Q6h. Public safety education programs	19.3%	33.7%	35.6%	4.9%	6.5%
Q6i. The use of red light cameras	14.5%	19.6%	18.0%	15.1%	32.9%

## 2013 City of Hallandale Beach Survey

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### **Q7. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
The visibility & frequency of police in neighborhoods	164	27.3 %
The visibility & frequency of police in retail areas	27	4.5 %
The City's efforts to prevent crime	125	20.8 %
Enforcement of local traffic laws	61	10.1 %
How quickly police personnel respond to emergencies	15	2.5 %
How quickly fire personnel respond to fire emergencies	10	1.7 %
How quickly fire personnel respond to medical emergencies	7	1.2 %
Public safety education programs	25	4.2 %
The use of red light cameras	81	13.5 %
None chosen	86	14.3 %
Total	601	100.0 %

### **Q7. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
The visibility & frequency of police in neighborhoods	77	12.8 %
The visibility & frequency of police in retail areas	71	11.8 %
The City's efforts to prevent crime	93	15.5 %
Enforcement of local traffic laws	53	8.8 %
How quickly police personnel respond to emergencies	15	2.5 %
How quickly fire personnel respond to fire emergencies	12	2.0 %
How quickly fire personnel respond to medical emergencies	13	2.2 %
Public safety education programs	46	7.7 %
The use of red light cameras	55	9.2 %
None chosen	166	27.6 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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### **Q7. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Top two)**

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
The visibility & frequency of police in neighborhoods	241	40.1 %
The visibility & frequency of police in retail areas	98	16.3 %
The City's efforts to prevent crime	218	36.3 %
Enforcement of local traffic laws	114	19.0 %
How quickly police personnel respond to emergencies	30	5.0 %
How quickly fire personnel respond to fire emergencies	22	3.7 %
How quickly fire personnel respond to medical emergencies	20	3.3 %
Public safety education programs	71	11.8 %
The use of red light cameras	136	22.6 %
None chosen	86	14.3 %
Total	1036	

### **Q8. During the past two years, do you think the crime rate in Hallandale has:**

<u>Q8. During the past two years, do you think the crime rate in Hallandale has:</u>	<u>Number</u>	<u>Percent</u>
Increased	253	42.1 %
Stayed the Same	165	27.5 %
Decreased	56	9.3 %
Don't Know	127	21.1 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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**Q9. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Maintenance of major City streets	18.0%	49.8%	18.6%	8.2%	2.8%	2.7%
Q9b. Maintenance of streets in your neighborhood	19.3%	40.8%	16.6%	14.5%	6.5%	2.3%
Q9c. Maintenance of traffic signals/street signs	21.0%	43.8%	19.1%	8.3%	4.3%	3.5%
Q9d. Landscaping of medians & public areas along major City streets	22.3%	45.3%	16.5%	8.3%	4.2%	3.5%
Q9e. Landscaping of medians & public areas along streets in your neighborhood	20.1%	42.1%	18.5%	9.7%	6.0%	3.7%
Q9f. Maintenance of City buildings, such as City Hall, Cultural Center, Hepburn Center	25.0%	43.3%	17.8%	4.0%	2.0%	8.0%
Q9g. Overall cleanliness of City streets & public areas	20.3%	44.9%	20.5%	7.7%	3.2%	3.5%
Q9h. Adequacy of City street lighting	16.8%	41.9%	18.1%	13.3%	6.8%	3.0%
Q9i. Availability of sidewalks in your neighborhood	20.0%	35.8%	18.5%	12.8%	9.2%	3.8%

## 2013 City of Hallandale Beach Survey

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**Q9. (Continued) For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Maintenance of major City streets	18.5%	51.1%	19.1%	8.4%	2.9%
Q9b. Maintenance of streets in your neighborhood	19.8%	41.7%	17.0%	14.8%	6.6%
Q9c. Maintenance of traffic signals/ street signs	21.7%	45.3%	19.8%	8.6%	4.5%
Q9d. Landscaping of medians & public areas along major City streets	23.1%	46.9%	17.1%	8.6%	4.3%
Q9e. Landscaping of medians & public areas along streets in your neighborhood	20.9%	43.7%	19.2%	10.0%	6.2%
Q9f. Maintenance of City buildings, such as City Hall, Cultural Center, Hepburn Center	27.1%	47.0%	19.3%	4.3%	2.2%
Q9g. Overall cleanliness of City streets & public areas	21.0%	46.6%	21.2%	7.9%	3.3%
Q9h. Adequacy of City street lighting	17.3%	43.2%	18.7%	13.7%	7.0%
Q9i. Availability of sidewalks in your neighborhood	20.8%	37.2%	19.2%	13.3%	9.5%

## 2013 City of Hallandale Beach Survey

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### **Q10. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

Q10. Top choice	Number	Percent
Maintenance of major City streets	59	9.8 %
Maintenance of streets in your neighborhood	88	14.6 %
Maintenance of traffic signals/street signs	46	7.7 %
Landscaping of medians & public areas along major City str...	41	6.8 %
Landscaping of medians & public areas along streets in you...	32	5.3 %
Maintenance of City buildings, such as City Hall, Cultural ...	14	2.3 %
Overall cleanliness of City streets & public areas	51	8.5 %
Adequacy of City street lighting	111	18.5 %
Availability of sidewalks in your neighborhood	59	9.8 %
None chosen	100	16.6 %
Total	601	100.0 %

### **Q10. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

Q10. 2nd choice	Number	Percent
Maintenance of major City streets	30	5.0 %
Maintenance of streets in your neighborhood	56	9.3 %
Maintenance of traffic signals/street signs	36	6.0 %
Landscaping of medians & public areas along major City str...	26	4.3 %
Landscaping of medians & public areas along streets in you...	55	9.2 %
Maintenance of City buildings, such as City Hall, Cultural ...	11	1.8 %
Overall cleanliness of City streets & public areas	54	9.0 %
Adequacy of City street lighting	73	12.1 %
Availability of sidewalks in your neighborhood	78	13.0 %
None chosen	182	30.3 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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**Q10. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Top two)**

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	89	14.8 %
Maintenance of streets in your neighborhood	144	24.0 %
Maintenance of traffic signals/street signs	82	13.6 %
Landscaping of medians & public areas along major City str...	67	11.1 %
Landscaping of medians & public areas along streets in you...	87	14.5 %
Maintenance of City buildings, such as City Hall, Cultural ...	25	4.2 %
Overall cleanliness of City streets & public areas	105	17.5 %
Adequacy of City street lighting	184	30.6 %
Availability of sidewalks in your neighborhood	137	22.8 %
None chosen	100	16.6 %
Total	1020	

## 2013 City of Hallandale Beach Survey

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**Q11. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Appearance of City parks	15.8%	38.8%	16.5%	6.5%	2.7%	19.7%
Q11b. The number of City parks	14.8%	31.9%	16.8%	9.5%	4.3%	22.6%
Q11c. Appearance of recreational facilities	13.1%	30.3%	19.0%	7.7%	2.0%	28.0%
Q11d. Variety of amenities offered in City parks	10.1%	25.5%	19.0%	12.6%	3.7%	29.1%
Q11e. Availability of walking & biking paths	10.3%	25.3%	20.0%	13.3%	7.0%	24.1%
Q11f. Outdoor athletic fields (i.e. baseball, soccer, etc.)	7.3%	19.6%	20.3%	9.5%	3.2%	40.1%
Q11g. The City's youth athletic programs	7.7%	18.6%	16.1%	5.5%	2.3%	49.8%
Q11h. The City's adult athletic programs	7.2%	14.5%	17.0%	6.0%	4.0%	51.4%
Q11i. Variety of recreational programs offered	10.0%	19.0%	18.8%	6.0%	4.3%	41.9%
Q11j. Special events, such as the July 4th Celebration & Holiday Lights	14.6%	23.1%	16.8%	6.0%	4.3%	35.1%

## 2013 City of Hallandale Beach Survey

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**Q11. (Continued) For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11k. Ease of registering for programs	6.8%	19.0%	16.8%	4.8%	2.2%	50.4%
Q11l. Fees charged for recreation programs	6.8%	14.1%	18.0%	4.7%	3.5%	52.9%
Q11m. Park rental facilities (rooms, picnic pavilions, beach chickee hut)	6.7%	15.5%	19.1%	3.8%	2.8%	52.1%
Q11n. The City's day camp programs (day camp, after school, summer)	6.8%	14.0%	17.0%	2.3%	1.2%	58.7%
Q11o. Appearance & quality of the tennis complex	5.8%	16.6%	15.5%	4.8%	1.8%	55.4%
Q11p. Aquatics facility and programs offered	6.3%	15.1%	16.8%	3.8%	3.2%	54.7%

## 2013 City of Hallandale Beach Survey

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**Q11. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Appearance of City parks	19.7%	48.3%	20.5%	8.1%	3.3%
Q11b. The number of City parks	19.1%	41.3%	21.7%	12.3%	5.6%
Q11c. Appearance of recreational facilities	18.2%	42.0%	26.3%	10.6%	2.8%
Q11d. Variety of amenities offered in City parks	14.3%	35.9%	26.8%	17.8%	5.2%
Q11e. Availability of walking & biking paths	13.6%	33.3%	26.3%	17.5%	9.2%
Q11f. Outdoor athletic fields (i.e. baseball, soccer, etc.)	12.2%	32.8%	33.9%	15.8%	5.3%
Q11g. The City's youth athletic programs	15.2%	37.1%	32.1%	10.9%	4.6%
Q11h. The City's adult athletic programs	14.7%	29.8%	34.9%	12.3%	8.2%
Q11i. Variety of recreational programs offered	17.2%	32.7%	32.4%	10.3%	7.4%
Q11j. Special events, such as the July 4th Celebration & Holiday Lights	22.6%	35.6%	25.9%	9.2%	6.7%
Q11k. Ease of registering for programs	13.8%	38.3%	33.9%	9.7%	4.4%
Q11l. Fees charged for recreation programs	14.5%	30.0%	38.2%	9.9%	7.4%
Q11m. Park rental facilities (rooms, picnic pavilions, beach chickee hut)	13.9%	32.3%	39.9%	8.0%	5.9%

## 2013 City of Hallandale Beach Survey

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**Q11. (Continued ) For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11n. The City's day camp programs (day camp, after school, summer)	16.5%	33.9%	41.1%	5.6%	2.8%
Q11o. Appearance & quality of the tennis complex	13.1%	37.3%	34.7%	10.8%	4.1%
Q11p. Aquatics facility and programs offered	14.0%	33.5%	37.1%	8.5%	7.0%

## 2013 City of Hallandale Beach Survey

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**Q12. Which FOUR of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

Q12. Top choice	Number	Percent
Appearance of City parks	76	12.6 %
The number of City parks	44	7.3 %
Appearance of recreational facilities	12	2.0 %
Variety of amenities offered in City parks	32	5.3 %
Availability of walking & biking paths	88	14.6 %
Outdoor athletic fields (i.e. baseball, soccer, etc.)	13	2.2 %
The City's youth athletic programs	21	3.5 %
The City's adult athletic programs	13	2.2 %
Variety of recreational programs offered	10	1.7 %
Special events, such as the July 4th Celebration & Holiday L...	23	3.8 %
Ease of registering for programs	11	1.8 %
Fees charged for recreation programs	12	2.0 %
Park rental facilities (rooms, picnic pavilions, beach chicke...	13	2.2 %
The City's day camp programs (day camp, after school, su...	9	1.5 %
Appearance & quality of the tennis complex	9	1.5 %
Aquatics facility and programs offered	18	3.0 %
None chosen	197	32.8 %
Total	601	100.0 %

**Q12. Which FOUR of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

Q12. 2nd choice	Number	Percent
Appearance of City parks	32	5.3 %
The number of City parks	24	4.0 %
Appearance of recreational facilities	33	5.5 %
Variety of amenities offered in City parks	39	6.5 %
Availability of walking & biking paths	51	8.5 %
Outdoor athletic fields (i.e. baseball, soccer, etc.)	20	3.3 %
The City's youth athletic programs	17	2.8 %
The City's adult athletic programs	23	3.8 %
Variety of recreational programs offered	18	3.0 %
Special events, such as the July 4th Celebration & Holiday L...	21	3.5 %
Ease of registering for programs	10	1.7 %
Fees charged for recreation programs	16	2.7 %
Park rental facilities (rooms, picnic pavilions, beach chicke...	12	2.0 %
The City's day camp programs (day camp, after school, su...	12	2.0 %
Appearance & quality of the tennis complex	7	1.2 %
Aquatics facility and programs offered	12	2.0 %
None chosen	254	42.3 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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**Q12. Which FOUR of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

Q12. 3rd choice	Number	Percent
Appearance of City parks	22	3.7 %
The number of City parks	11	1.8 %
Appearance of recreational facilities	24	4.0 %
Variety of amenities offered in City parks	32	5.3 %
Availability of walking & biking paths	37	6.2 %
Outdoor athletic fields (i.e. baseball, soccer, etc.)	16	2.7 %
The City's youth athletic programs	16	2.7 %
The City's adult athletic programs	16	2.7 %
Variety of recreational programs offered	25	4.2 %
Special events, such as the July 4th Celebration & Holiday L...	24	4.0 %
Ease of registering for programs	6	1.0 %
Fees charged for recreation programs	11	1.8 %
Park rental facilities (rooms, picnic pavilions, beach chicke...	15	2.5 %
The City's day camp programs (day camp, after school, su...	16	2.7 %
Appearance & quality of the tennis complex	8	1.3 %
Aquatics facility and programs offered	15	2.5 %
None chosen	307	51.1 %
Total	601	100.0 %

**Q12. Which FOUR of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?**

Q12. 4th choice	Number	Percent
Appearance of City parks	12	2.0 %
The number of City parks	15	2.5 %
Appearance of recreational facilities	20	3.3 %
Variety of amenities offered in City parks	29	4.8 %
Availability of walking & biking paths	17	2.8 %
Outdoor athletic fields (i.e. baseball, soccer, etc.)	13	2.2 %
The City's youth athletic programs	15	2.5 %
The City's adult athletic programs	14	2.3 %
Variety of recreational programs offered	21	3.5 %
Special events, such as the July 4th Celebration & Holiday L...	19	3.2 %
Ease of registering for programs	13	2.2 %
Fees charged for recreation programs	15	2.5 %
Park rental facilities (rooms, picnic pavilions, beach chicke...	22	3.7 %
The City's day camp programs (day camp, after school, su...	8	1.3 %
Appearance & quality of the tennis complex	12	2.0 %
Aquatics facility and programs offered	17	2.8 %
None chosen	339	56.4 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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**Q12. Which FOUR of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Top four)**

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Appearance of City parks	142	23.6 %
The number of City parks	94	15.6 %
Appearance of recreational facilities	89	14.8 %
Variety of amenities offered in City parks	132	22.0 %
Availability of walking & biking paths	193	32.1 %
Outdoor athletic fields (i.e. baseball, soccer, etc.)	62	10.3 %
The City's youth athletic programs	69	11.5 %
The City's adult athletic programs	66	11.0 %
Variety of recreational programs offered	74	12.3 %
Special events, such as the July 4th Celebration & Holiday L...	87	14.5 %
Ease of registering for programs	40	6.7 %
Fees charged for recreation programs	54	9.0 %
Park rental facilities (rooms, picnic pavilions, beach chicke...	62	10.3 %
The City's day camp programs (day camp, after school, su...	45	7.5 %
Appearance & quality of the tennis complex	36	6.0 %
Aquatics facility and programs offered	62	10.3 %
<u>None chosen</u>	<u>197</u>	<u>32.8 %</u>
Total	1504	

## 2013 City of Hallandale Beach Survey

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**Q13. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a. Water and sewer service	25.0%	43.6%	16.0%	6.2%	5.2%	4.2%
Q13b. Residential trash collection service	27.1%	42.8%	11.1%	8.2%	3.8%	7.0%
Q13c. Curbside recycling service	20.1%	31.9%	14.3%	9.3%	6.5%	17.8%
Q13d. Yard waste service	17.5%	30.0%	13.8%	8.7%	6.2%	24.0%
Q13e. Bulk trash pickup service	19.0%	28.0%	14.6%	9.2%	7.8%	21.5%

**Q13. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Water and sewer service	26.0%	45.5%	16.7%	6.4%	5.4%
Q13b. Residential trash collection service	29.2%	46.0%	12.0%	8.8%	4.1%
Q13c. Curbside recycling service	24.5%	38.9%	17.4%	11.3%	7.9%
Q13d. Yard waste service	23.0%	39.4%	18.2%	11.4%	8.1%
Q13e. Bulk trash pickup service	24.2%	35.6%	18.6%	11.7%	10.0%

## 2013 City of Hallandale Beach Survey

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**Q14. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14a. Enforcement of the exterior maintenance of residential property	15.1%	33.8%	20.0%	10.5%	5.3%	15.3%
Q14b. Enforcement of the exterior maintenance of commercial property	14.6%	31.8%	23.3%	8.5%	4.5%	17.3%
Q14c. Communication from the Code Division	12.3%	19.8%	20.1%	6.8%	6.3%	34.6%

**Q14. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14a. Enforcement of the exterior maintenance of residential property	17.9%	39.9%	23.6%	12.4%	6.3%
Q14b. Enforcement of the exterior maintenance of commercial property	17.7%	38.4%	28.2%	10.3%	5.4%
Q14c. Communication from the Code Division	18.8%	30.3%	30.8%	10.4%	9.7%

## 2013 City of Hallandale Beach Survey

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**Q15. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. The availability of information about City programs and services	18.6%	33.4%	20.1%	9.5%	5.5%	12.8%
Q15b. City efforts to keep you informed about local issues	23.0%	37.6%	17.0%	11.1%	4.0%	7.3%
Q15c. The level of public involvement in local decision making	11.8%	24.5%	23.6%	13.0%	6.0%	21.1%
Q15d. The City's website, www.hallandalebeachfl.gov	15.3%	28.6%	19.8%	4.5%	1.7%	30.1%
Q15e. City's newsletter, Hallandale Beach Happenings	23.3%	38.1%	16.6%	3.3%	2.0%	16.6%
Q15f. Public access cable channel	12.0%	20.3%	18.0%	5.3%	3.2%	41.3%
Q15g. City radio AM 1620	9.5%	13.3%	16.1%	1.8%	2.0%	57.2%
Q15h. Telephone notification system	26.0%	25.5%	15.8%	2.2%	3.8%	26.8%
Q15i. Local community newspaper Sun Times	19.1%	26.5%	18.3%	4.5%	7.2%	24.5%

## 2013 City of Hallandale Beach Survey

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**Q15. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")**

(N=601)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. The availability of information about City programs and services	21.4%	38.4%	23.1%	10.9%	6.3%
Q15b. City efforts to keep you informed about local issues	24.8%	40.6%	18.3%	12.0%	4.3%
Q15c. The level of public involvement in local decision making	15.0%	31.0%	30.0%	16.5%	7.6%
Q15d. The City's website, www.hallandalebeachfl.gov	21.9%	41.0%	28.3%	6.4%	2.4%
Q15e. City's newsletter, Hallandale Beach Happenings	27.9%	45.7%	20.0%	4.0%	2.4%
Q15f. Public access cable channel	20.4%	34.6%	30.6%	9.1%	5.4%
Q15g. City radio AM 1620	22.2%	31.1%	37.7%	4.3%	4.7%
Q15h. Telephone notification system	35.5%	34.8%	21.6%	3.0%	5.2%
Q15i. Local community newspaper Sun Times	25.3%	35.0%	24.2%	5.9%	9.5%

## 2013 City of Hallandale Beach Survey

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### **Q16. Which of the following are your primary sources of information about City issues, services, and events?**

Q16. Which of the following are your primary sources of information about City issues, services, and events?

	Number	Percent
The City newsletter, Hallandale Beach Happenings	366	60.9 %
Local newspaper, The Sun-Sentinel or The Miami Herald	222	36.9 %
Weekly newspaper, South Florida Sun Times	139	23.1 %
Notify Me (email notification)	43	7.2 %
Telephone notification system	240	39.9 %
City website, www.hallandalebeachfl.gov	138	23.0 %
Condo/homeowner association meetings	81	13.5 %
Word of mouth (friends, neighbors, family)	179	29.8 %
City radio AM 1620	28	4.7 %
Blogs	14	2.3 %
Other	46	7.7 %
None chosen	21	3.5 %
Total	1517	

# 2013 City of Hallandale Beach Survey

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## **Q16. Other**

Q16 Other

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INTERNET  
FACEBOOK  
CABLE  
MAIL  
TV  
TV  
NEWSLETTER  
WORK  
POLICE DEPT  
CRIME WEBSITE  
PROFESSIONAL ORGANIZATION  
NEVER NEED  
POST CARD MAILINGS  
INTERNET IN GENERAL  
BROWARD WATCHDOG  
HEPBURN CENTER BILLBOARD  
MEETINGS  
HEPBURN HUMAN SERVICES  
ELECTRONIC SIGNS/BANNERS  
NOT AWARE OF WEEKLY NEWSPAPER  
THE STREET  
TV NEWS  
INTERNET  
QUARTERLY CITY BOOK  
CH 51, CH 23  
EMAIL  
TV  
GOOGLE  
PUBLIC ACCESS CABLE CHANNEL  
IN PERSON  
TV  
TV  
MAIL  
TV  
GOOGLE  
BILLBOARDS  
CALL  
CITY HALL BILLBOARD  
LIBRARY, TV NEWS  
TV NEWS  
ELECTRIC SIGNS  
INTERNET  
INTERNET  
FLYER

## 2013 City of Hallandale Beach Survey

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### **Q17. Do you have access to the Internet at home or work?**

Q17. Do you have access to the Internet at home or work?	Number	Percent
Yes at home	277	46.1 %
Yes at work	13	2.2 %
Yes at both	218	36.3 %
No	84	14.0 %
No response	9	1.5 %
Total	601	100.0 %

### **Q18. Which of the following social media do you subscribe to?**

Q18. Which of the following social media do you use and/or subscribe to?	Number	Percent
Facebook	301	50.1 %
Twitter	79	13.1 %
Tumblr	9	1.5 %
MySpace	23	3.8 %
Google Plus (+)	144	24.0 %
YouTube	134	22.3 %
Flickr	7	1.2 %
Other	41	6.8 %
No response	169	28.1 %
Total	907	

**Q18. Other**

Q18 Other

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YAHOO  
LINKEDIN  
NEXTDOOR.COM  
YAHOO  
JEWS PAPER  
REGULAR YAHOO  
MSN  
LINKEDIN  
EMAIL  
INSTAGRAM  
INSTAGRAM  
FRIEND  
EMAIL  
YAHOO  
EMAIL  
MSN  
LINKED IN, EMAIL  
NO INTERNET  
AOL, MSN  
TV  
EMAIL  
IPAD  
TV  
INTERNET  
HATE ALL OF IT  
ATT.NET  
YAHOO  
DON'T USE INTERNET  
GOOGLE  
GOOGLE MAP  
GOOGLE, YAHOO  
YAHOO  
YAHOO  
GOOGLE  
YAHOO  
YAHOO  
YAHOO  
YAHOO

## 2013 City of Hallandale Beach Survey

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### **Q18a. How often do you use social media?**

<u>Q18a. How often do you use social media?</u>	<u>Number</u>	<u>Percent</u>
Daily	224	37.3 %
Weekly	112	18.6 %
Monthly	30	5.0 %
Rarely	68	11.3 %
Never	131	21.8 %
<u>No response</u>	<u>36</u>	<u>6.0 %</u>
Total	601	100.0 %

### **Q19. Is the information you receive from Hallandale Beach:**

<u>Q19. Is the information you receive from the City of Hallandale Beach:</u>	<u>Number</u>	<u>Percent</u>
Too much	19	3.2 %
Just right	355	59.1 %
Not enough	197	32.8 %
<u>No response</u>	<u>30</u>	<u>5.0 %</u>
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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### **Q20. How do you prefer to watch Commission meetings?**

Q20. How do you prefer to watch Commission meetings?	Number	Percent
In person	80	13.3 %
Web streaming (live)	56	9.3 %
Cable television (live)	152	25.3 %
On demand archive on the City's website (taped)	36	6.0 %
<u>Do not watch Commission meetings</u>	<u>314</u>	<u>52.2 %</u>
Total	638	

### **Q20a. If your preference is in person, do you prefer?**

Q20a. If your preference is in person, do you prefer?	Number	Percent
Daytime meetings	20	25.0 %
Nighttime meetings	27	33.8 %
Combination (1 daytime/1 nighttime)	27	33.8 %
Don't care	5	6.3 %
<u>No response</u>	<u>1</u>	<u>1.3 %</u>
Total	80	100.0 %

## 2013 City of Hallandale Beach Survey

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### **Q21. Which statement best describes how you feel about the taxes you pay to the City of Hallandale Beach?**

Q21. Which statement best describes how you feel about the taxes you pay to the City of Hallandale Beach?

	Number	Percent
Taxes are too high for the level & quality of City services that I a...	187	31.1 %
Taxes are high, but The City is providing more services at a hig...	53	8.8 %
Taxes are just right for the level & quality of City services that I a...	206	34.3 %
Taxes are too low for the level & quality of City services that I a...	5	0.8 %
Don't know	75	12.5 %
Rent/don't pay taxes	70	11.6 %
No response	5	0.8 %
Total	601	100.0 %

### **Q22. Please indicate why you originally made the decision to live in or why you continue to live in Hallandale Beach.**

Q22. Please indicate why you originally made the decision to live in or why you continue to live in Hallandale Beach.

	Number	Percent
Location	356	59.2 %
Weather	215	35.8 %
Housing (nice homes/affordable)	248	41.3 %
Recreational opportunities	59	9.8 %
Quality education system	32	5.3 %
Nice neighborhoods	183	30.4 %
Community (city character/feeling)	113	18.8 %
Birthplace (lived here all life)	48	8.0 %
Diversity	74	12.3 %
Good variety of restaurants/nightlife	106	17.6 %
Reasonable tax rate	86	14.3 %
Quality customer/citizen service	57	9.5 %
Other	93	15.5 %
None chosen	13	2.2 %
Total	1683	

## **Q22. Other**

Q22 Other

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SAFETY  
PURCHASE A CONDO  
STUCK  
CLOSE TO FRIENDS  
CLOSE TO BEACH  
FOR LOVE  
WATERFRONT  
NO CHOICE NO MONEY TO MOVE  
NEAR BEACH  
WATERFRONT & BOATING  
PART OF HABITAT FOR HUMANITY  
CLOSE TO MOM  
RETIRED  
MOVED HERE YEARS AGO  
WATERFRONT  
FAMILY LIVES HERE  
MARRIED SOMEONE FROM HERE  
BEACH, WATER  
MANY FRENCH LIVE HERE  
FRIEND LIVED HERE  
FAMILY  
CLOSE TO FAMILY  
FIRST TIME HOME BUYER PROGRAM  
AFTER SCHOOL  
MOVED HERE TO TAKE CARE OF MOM  
CLOSE TO HOLLYWOOD BEACH  
FAMILY  
INEXPENSIVE  
SAFE, FRIENDLY NEIGHBORHOOD

## Q22. Other

Q22 Other

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I LIVE IN 3 ISLANDS  
OCEAN VIEWS  
CLOSE TO THE BEACH  
FAMILY  
PERSONAL  
COMPACT NEEDS & SERVICES  
FAMILY  
BEACH ACCESS  
BEACHES  
SAFETY  
MY JOB  
CONDO VIEW AT TOWERS OF OCEAN  
SAFETY  
NEXT DOOR CHILDHOOD AREA  
COMMUNICATION WITH MAYOR  
NON DRIVING CONVENIENCES  
EMPLOYMENT  
RETIRED  
42 YRS AGO IT WAS GOOD  
WATERFRONT  
NEAR BEACH/NEAR WHERE JOB IS  
THE BEACH WAS GREAT NOW DIRTY  
HALLANDALE HOME TOWN FEELING  
VACATION  
FAMILY  
MONEY  
WORK  
FMAILY  
FAMILY

## **Q22. Other**

Q22 Other

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WORK

DOG FRIENDLY CITIZENS

QUALITY OF LIVING

SMALL ISLAND, HAVE BOAT

JOB NEAR BY

SAFETY FOR SENIORS

LOW CRIME

CLEANESS

WORK

FAMILY

FAMILY HOME

VIEW OF INTERCOASTAL/OCEAN

WATERFRONT

GOOD WATER SYSTEM

SECURE

RETIRED HERE

FINANCIAL REASONS

BEACH

CAN'T AFFORD TO MOVE HERE

FAMILY & FRIENDS

WORK

FAMILY

DAFETY

MIAMI TOO DANGEROUS

SAFETY

VISITED & LIKED THE AREA

FAMILY

LIKE BOWARD COUNTY

KIDS MOVED TO THE CITY

CITY SERVICES

FAMILY

CONVENIENT

## 2013 City of Hallandale Beach Survey

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**Q23. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with the following statements about the City of Hallandale Beach.**

(N=601)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q23a. City leaders have a vision & long-term plan for the community	10.8%	30.2%	22.2%	9.2%	6.3%	21.3%
Q23b. The City is a good steward of the environment	11.0%	32.8%	26.1%	7.5%	5.2%	17.5%
Q23c. The City does a good job of protecting & preserving historical sites	12.0%	30.9%	24.1%	3.0%	3.5%	26.5%
Q223d. The City of Hallandale Beach does a good job serving the needs of diverse populations in the community	12.3%	32.1%	27.3%	6.5%	5.0%	16.8%
Q23e. The City values & supports community input & participation	11.8%	30.8%	23.3%	6.8%	6.2%	21.1%
Q23f. The City is transparent in its operations	8.7%	22.1%	23.5%	9.8%	9.0%	27.0%

## 2013 City of Hallandale Beach Survey

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**Q23. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with the following statements about the City of Hallandale Beach. (without "Don't Know")**

(N=601)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Q23a. City leaders have a vision & long-term plan for the community	13.8%	38.3%	28.2%	11.7%	8.1%	
Q23b. The City is a good steward of the environment	13.3%	39.7%	31.7%	9.1%	6.3%	
Q23c. The City does a good job of protecting & preserving historical sites	16.3%	42.1%	32.8%	4.1%	4.8%	
Q223d. The City of Hallandale Beach does a good job serving the needs of diverse populations in the community	14.8%	38.6%	32.8%	7.8%	6.0%	
Q23e. The City values & supports community input & participation	15.0%	39.0%	29.5%	8.6%	7.8%	
Q23f. The City is transparent in its operations	11.8%	30.3%	32.1%	13.4%	12.3%	

**Q's 24 and 25 are provided in the Comments Section of the Report**

## 2013 City of Hallandale Beach Survey

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**Q26. Please indicate whether you or other members of your household used the City services and facilities by circling YES or NO below.**

(N=601)

	Yes	No
Q26a. Customer Service Department (utilities customer service, cashier)	42.1%	57.9%
Q26b. Public works (roadways, medians, signs)	36.1%	63.9%
Q26c. Utilities (water meter, water line repairs, water conservation, wastewater)	40.8%	59.2%
Q26d. City Clerk's Records Request	21.0%	79.0%
Q26e. Building Services (building permits & inspections)	34.3%	65.7%
Q26f. City Hall Reception/Information Desk	38.3%	61.7%
Q26g. City Minibus service	26.8%	73.2%
Q26h. Code Compliance	26.8%	73.2%
Q26i. City Manager's Office (public information, general City administration questions)	23.3%	76.7%
Q26j. Finance Department (budget, accounts payable, receivable)	17.0%	83.0%
Q26k. Personnel (job applications)	15.8%	84.2%
Q26l. Information Technology (website questions/assistance)	19.1%	80.9%
Q26m. Community Redevelopment Agency (CRA) (loan/assistance programs)	15.6%	84.4%
Q26n. Development Services (business/occupational licenses, planning & zoning)	13.3%	86.7%
Q26o. Human Services (social services, senior programs, after school program)	21.5%	78.5%

## 2013 City of Hallandale Beach Survey

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**Q26. (Continued) Please indicate whether you or other members of your household used the City services and facilities by circling YES or NO below.**

	Yes	No
Q26p. Police Services	47.3%	52.7%
Q26q. Fire Services	35.1%	64.9%
Q26r. Parks Services	40.6%	59.4%

## 2013 City of Hallandale Beach Survey

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**Q26. If you answer YES, please rate your satisfaction with the service or facility by circling the corresponding number to the right.**

(N=253)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q26a-. Customer Service Department (utilities customer service, cashier)	28.1%	45.5%	13.4%	7.5%	3.6%	2.0%
Q26b-. Public works (roadways, medians, signs)	19.7%	46.7%	19.0%	7.3%	5.8%	1.5%
Q26c-. Utilities (water meter, water line repairs, water conservation, wastewater)	26.4%	39.0%	18.2%	8.2%	5.0%	3.1%
Q26d-. City Clerk's Records Request	18.4%	34.7%	28.6%	7.1%	4.1%	7.1%
Q26e-. Building Services (building permits & inspections)	17.1%	29.3%	22.9%	12.9%	13.6%	4.3%
Q26f-. City Hall Reception/ Information Desk	24.0%	36.3%	26.0%	6.2%	4.8%	2.7%
Q26g-. City Minibus service	32.2%	30.0%	18.9%	10.0%	2.2%	6.7%
Q26h-. Code Compliance	15.2%	21.0%	28.6%	14.3%	13.3%	7.6%
Q26i-. City Manager's Office (public information, general City administration questions)	20.4%	32.7%	22.4%	12.2%	8.2%	4.1%
Q26j-. Finance Department (budget, accounts payable, receivable)	13.3%	47.0%	26.5%	7.2%	3.6%	2.4%
Q26k-. Personnel (job applications)	9.9%	38.0%	32.4%	11.3%	5.6%	2.8%
Q26l-. Information Technology (website questions/assistance)	17.9%	40.5%	23.8%	8.3%	6.0%	3.6%
Q26m-. Community Redevelopment Agency (CRA) (loan/assistance programs)	20.8%	44.4%	19.4%	8.3%	4.2%	2.8%

## 2013 City of Hallandale Beach Survey

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**Q26. (Continued) If you answer YES, please rate your satisfaction with the service or facility by circling the corresponding number to the right.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q26n-. Development Services (business/occupational licenses, planning & zoning)	14.1%	40.6%	21.9%	6.3%	10.9%	6.3%
Q26o-. Human Services (social services, senior programs, after school program)	24.0%	38.5%	16.7%	12.5%	5.2%	3.1%
Q26p-. Police Services	24.2%	32.9%	17.4%	11.2%	10.6%	3.7%
Q26q-. Fire Services	42.4%	33.9%	15.3%	3.4%	0.8%	4.2%
Q26r-. Parks Services	26.0%	34.9%	19.9%	9.6%	5.5%	4.1%

## 2013 City of Hallandale Beach Survey

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**Q26. If you answer YES, please rate your satisfaction with the service or facility by circling the corresponding number to the right. (without "Don't Know")**

(N=253)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q26a-. Customer Service Department (utilities customer service, cashier)	28.6%	46.4%	13.7%	7.7%	3.6%
Q26b-. Public works (roadways, medians, signs)	20.0%	47.4%	19.3%	7.4%	5.9%
Q26c-. Utilities (water meter, water line repairs, water conservation, wastewater)	27.3%	40.3%	18.8%	8.4%	5.2%
Q26d-. City Clerk's Records Request	19.8%	37.4%	30.8%	7.7%	4.4%
Q26e-. Building Services (building permits & inspections)	17.9%	30.6%	23.9%	13.4%	14.2%
Q26f-. City Hall Reception/Information Desk	24.6%	37.3%	26.8%	6.3%	4.9%
Q26g-. City Minibus service	34.5%	32.1%	20.2%	10.7%	2.4%
Q26h-. Code Compliance	16.5%	22.7%	30.9%	15.5%	14.4%
Q26i-. City Manager's Office (public information, general City administration questions)	21.3%	34.0%	23.4%	12.8%	8.5%
Q26j-. Finance Department (budget, accounts payable, receivable)	13.6%	48.1%	27.2%	7.4%	3.7%
Q26k-. Personnel (job applications)	10.1%	39.1%	33.3%	11.6%	5.8%
Q26l-. Information Technology (website questions/assistance)	18.5%	42.0%	24.7%	8.6%	6.2%
Q26m-. Community Redevelopment Agency (CRA) (loan/assistance programs)	21.4%	45.7%	20.0%	8.6%	4.3%
Q26n-. Development Services (business/ occupational licenses, planning & zoning)	15.0%	43.3%	23.3%	6.7%	11.7%

## 2013 City of Hallandale Beach Survey

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**Q26. ( Continued) If you answer YES, please rate your satisfaction with the service or facility by circling the corresponding number to the right. (without "Don't Know")**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q26o-. Human Services (social services, senior programs, after school program)	24.7%	39.8%	17.2%	12.9%	5.4%
Q26p-. Police Services	25.2%	34.2%	18.1%	11.6%	11.0%
Q26q-. Fire Services	44.2%	35.4%	15.9%	3.5%	0.9%
Q26r-. Parks Services	27.1%	36.4%	20.7%	10.0%	5.7%

## 2013 City of Hallandale Beach Survey

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### **Q27. Approximately how many years have you lived in the City of Hallandale Beach?**

<u>Q27. Approximately how many years have you lived in Hallandale Beach?</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	96	16.0 %
5-10 years	138	23.0 %
11-20 years	186	30.9 %
More than 20 years	177	29.5 %
Not provided	4	0.7 %
Total	601	100.0 %

### **Q28. In five years, where do you plan to be living?**

<u>Q28. In five years, where do you plan to be living?</u>	<u>Number</u>	<u>Percent</u>
Hallandale Beach	367	61.1 %
Another city in Broward County	35	5.8 %
Another city outside Broward County in souther...	26	4.3 %
Other	34	5.7 %
Don't Know	139	23.1 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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### **Q29. How many persons living in your household (counting yourself) are:**

	<u>Mean</u>	<u>Sum</u>
number	2.4	1402
Q29. Under age 5	0.2	92
Ages 5-9	0.1	54
Ages 10-14	0.1	61
Ages 15-19	0.1	57
Ages 20-24	0.1	67
Ages 25-34	0.1	82
Ages 35-44	0.2	141
Ages 45-54	0.4	255
Ages 55-64	0.4	262
Ages 65-74	0.3	192
Ages 75+	0.2	139

## 2013 City of Hallandale Beach Survey

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### **Q30. Do you have school age children (grades K-12) living at home?**

Q30. Do you have school age children (grades K-12) living at home?	Number	Percent
Yes	120	20.0 %
No	480	79.9 %
Not provided	1	0.2 %
Total	601	100.0 %

### **Q30a. If YES: for your school age children, what type(s) of school do they attend?**

Q30a. If YES, for your school age children, what type(s) of school do they attend?	Number	Percent
Public school	69	57.5 %
Charter school	17	14.2 %
Private/Parochial School	25	20.8 %
Not provided	9	7.5 %
Total	120	

### **Q31. What is your age?**

Q31. What is your age?	Number	Percent
Under 35	89	14.8 %
35 to 44	95	15.8 %
45 to 54	123	20.5 %
55 to 64	127	21.1 %
65+	167	27.8 %
Total	601	100.0 %

### **Q32. Would you say your total household income is:**

Q32. Would you say your total household income is:	Number	Percent
Under \$30,000	166	27.6 %
\$30,000-\$59,999	155	25.8 %
\$60,000-\$99,999	119	19.8 %
More than \$100,000	94	15.6 %
Not provided	67	11.1 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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### **Q33. Do you own or rent your home?**

<u>Q33. Do you own or rent your home?</u>	<u>Number</u>	<u>Percent</u>
Own	455	75.7 %
Rent	142	23.6 %
Not provided	4	0.7 %
Total	601	100.0 %

### **Q34. Which of the following best describes your race?**

<u>Q34. Which of the following best describes your race?</u>	<u>Number</u>	<u>Percent</u>
White	350	58.2 %
African American	127	21.1 %
Asian/Pacific Islander	13	2.2 %
Native American	6	1.0 %
Other	125	20.8 %
Not provided	8	1.3 %
Total	629	

### **Q35. Are you of Hispanic, Latino, or other Spanish heritage?**

<u>Q35. Are you of Hispanic, Latino, or other Spanish heritage?</u>	<u>Number</u>	<u>Percent</u>
Yes	207	34.4 %
No	388	64.6 %
Not provided	6	1.0 %
Total	601	100.0 %

## 2013 City of Hallandale Beach Survey

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### **Q36. Which of the following is the primary language for members of your household?**

Q36. Which of the following is the primary language for members of your household?	Number	Percent
English	460	76.5 %
Spanish	124	20.6 %
Creole	4	0.7 %
Other	44	7.3 %
Not provided	15	2.5 %
Total	647	

### **Q36. Other**

Q36. Other	Number	Percent
FRENCH	19	46.3 %
ROMANIAN	4	9.8 %
GERMAN	1	2.4 %
SWEDISH	1	2.4 %
RUSSIAN	7	17.1 %
FRNCH	1	2.4 %
HUNGARIAN	1	2.4 %
TAGALOG	1	2.4 %
FENCH	1	2.4 %
POLISH	1	2.4 %
SERMON	1	2.4 %
ROMANIA	1	2.4 %
PORTUGUESE	2	4.9 %
Total	41	100.0 %

## 2013 City of Hallandale Beach Survey

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### **Q37. Your gender:**

<u>Q37. Your gender:</u>	<u>Number</u>	<u>Percent</u>
Male	283	47.1 %
Female	318	52.9 %
Total	601	100.0 %

### **Q38. What is your highest grade of school completed?**

<u>Q38. What is your highest grade of school completed?</u>	<u>Number</u>	<u>Percent</u>
Eighth grade or less	8	1.3 %
Some high school	26	4.3 %
High school graduate or GED	104	17.3 %
Some technical school	13	2.2 %
Technical school graduate	20	3.3 %
Some college	130	21.6 %
College graduate	191	31.8 %
Post-graduate or professional degree	91	15.1 %
Not provided	18	3.0 %
Total	601	100.0 %



# City of Hallandale Beach

Joy F. Cooper, Mayor  
Alexander Lewy, Vice-Mayor  
Bill Julian, Commissioner  
Michele Lazarow, Commissioner  
Anthony Sanders, Commissioner

400 South Federal Highway  
Hallandale Beach, FL 33009-6433  
Phone: (954) 458-3251  
Fax: (954) 457-1342  
Commission Fax: (954) 457-1454

January 2013

Dear Hallandale Beach Resident:

You have been randomly selected to help shape the future of the City of Hallandale Beach! This survey is part of Hallandale Beach's ongoing strategic planning process which is designed to meet the needs of our community while providing the best services possible. The information you provide will help the City Commission make important decisions regarding City of Hallandale Beach services. These services include areas such as police, fire/rescue, maintenance of public areas, communication, parks and recreation, and utilities.

On behalf of the City Commission, I want to thank you in advance for taking the time to respond. This survey will take approximately 20 minutes to complete, but your answers are very important and I encourage you to answer every question. Your answers will influence decisions by City leaders about Hallandale Beach's programs and services.

Please return your survey to ETC Institute in the enclosed postage-paid envelope as soon as possible. We have selected ETC Institute as our partner for this project because of their outstanding record of performance in working with communities nationwide. They will compile the results and present a report to the City in the weeks ahead. This report will be a valuable resource as we work to provide you with the most responsive government possible. You can also look for a summary of survey results in a future issue of the *Hallandale Beach Happenings* and on the City's website, [www.hallandalebeachfl.gov](http://www.hallandalebeachfl.gov).

Thank you again for your participation in helping to shape Hallandale Beach's future.

Sincerely,

Joy Cooper  
Mayor

***Si usted no habla inglés y quiere participar en esta encuesta en español, por favor llame al 1-888-801-5368 y pregunte por Patricia.***

# 2013 City of Hallandale Beach Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to the needs and concerns of residents. If you have questions, please call ETC Institute, Inc. at 1-888-801-5368.

1. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your overall satisfaction with the following services provided by the City of Hallandale Bch.

<i>How Satisfied Are You With:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Police services	5	4	3	2	1	9
B.	Fire services	5	4	3	2	1	9
C.	Emergency medical services (EMS)	5	4	3	2	1	9
D.	Overall quality of City parks	5	4	3	2	1	9
E.	Overall quality of City recreation programs/facilities	5	4	3	2	1	9
F.	Overall appearance of City streets, medians, buildings and facilities	5	4	3	2	1	9
G.	Overall quality of City water & sewer utilities	5	4	3	2	1	9
H.	Code Compliance Division services	5	4	3	2	1	9
I.	Building Department services (permitting)	5	4	3	2	1	9
J.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
K.	City communication with the public	5	4	3	2	1	9
L.	Overall flow of traffic in the City	5	4	3	2	1	9
M.	City's stormwater drainage system	5	4	3	2	1	9
N.	Overall appearance of City beaches	5	4	3	2	1	9
O.	Human Services (social services)	5	4	3	2	1	9
P.	Sanitation services (trash & recycling)	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

3. Please rate each of the following items on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How Satisfied Are You With:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Overall quality of services	5	4	3	2	1	9
B.	Overall image/appearance of the City	5	4	3	2	1	9
C.	Overall quality of life in the City	5	4	3	2	1	9
D.	Overall quality of public education in the City	5	4	3	2	1	9
E.	Overall feeling of safety in the City	5	4	3	2	1	9
F.	Overall value received for your City tax dollars/fees	5	4	3	2	1	9
G.	How well the City is planning growth	5	4	3	2	1	9

4. Perceptions of Safety and Security. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>		<i>Very Safe</i>	<i>Safe</i>	<i>Neutral</i>	<i>Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
A.	Walking alone in your neighborhood in general	5	4	3	2	1	9
B.	Walking alone in your neighborhood during the day	5	4	3	2	1	9
C.	Walking alone in your neighborhood after dark	5	4	3	2	1	9
D.	In City parks and recreation facilities	5	4	3	2	1	9
E.	In business areas of the City during the day	5	4	3	2	1	9
F.	In business areas of the City after dark	5	4	3	2	1	9

5. In the past 12 months, do you think Hallandale Beach has become more, less or stayed the same as far as a safe place to live, work and raise a family?

\_\_\_ (1) More safe \_\_\_ (2) Stayed the same \_\_\_ (3) Less safe \_\_\_ (9) Don't know

6. **Public Safety.** For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How Satisfied Are You With:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	The visibility & frequency of police in neighborhoods	5	4	3	2	1	9
B.	The visibility & frequency of police in retail areas	5	4	3	2	1	9
C.	The City's efforts to prevent crime	5	4	3	2	1	9
D.	Enforcement of local traffic laws	5	4	3	2	1	9
E.	How quickly police personnel respond to emergencies	5	4	3	2	1	9
F.	How quickly fire-rescue personnel respond to fire emergencies	5	4	3	2	1	9
G.	How quickly fire-rescue personnel respond to medical emergencies	5	4	3	2	1	9
H.	Public safety education programs	5	4	3	2	1	9
I.	The use of red light cameras	5	4	3	2	1	9

7. Which TWO of the **public safety** items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 6 above].

1<sup>st</sup>.:\_\_\_\_ 2<sup>nd</sup>.:\_\_\_\_

8. During the past two years, do you think the **crime rate** in Hallandale has: (check one)  
 \_\_\_(1) Increased \_\_\_(2) Stayed the Same \_\_\_(3) Decreased \_\_\_(9) Don't Know

9. **Maintenance.** For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How Satisfied Are You With:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of traffic signals/street signs	5	4	3	2	1	9
D.	Landscaping of medians and public areas along major City streets	5	4	3	2	1	9
E.	Landscaping of medians and public areas along streets in your neighborhood	5	4	3	2	1	9
F.	Maintenance of City buildings, such as City Hall, Cultural Center, Hepburn Center	5	4	3	2	1	9
G.	Overall cleanliness of City streets and public areas	5	4	3	2	1	9
H.	Adequacy of City street lighting	5	4	3	2	1	9
I.	Availability of sidewalks in your neighborhood	5	4	3	2	1	9

10. Which TWO of the **maintenance** items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 9 above].

1<sup>st</sup>.:\_\_\_\_ 2<sup>nd</sup>.:\_\_\_\_

**11. Parks and Recreation.** For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How Satisfied Are You With:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Appearance of City parks	5	4	3	2	1	9
B.	The number of City parks	5	4	3	2	1	9
C.	Appearance of recreational facilities	5	4	3	2	1	9
D.	Variety of amenities offered in City parks	5	4	3	2	1	9
E.	Availability of walking and biking paths	5	4	3	2	1	9
F.	Outdoor athletic fields (i.e. baseball, soccer, etc.)	5	4	3	2	1	9
G.	The City's youth athletic programs	5	4	3	2	1	9
H.	The City's adult athletic programs	5	4	3	2	1	9
I.	Variety of recreational programs offered	5	4	3	2	1	9
J.	Special events, such as the July 4 <sup>th</sup> Celebration and Holiday Lights	5	4	3	2	1	9
K.	Ease of registering for programs	5	4	3	2	1	9
L.	Fees charged for recreation programs	5	4	3	2	1	9
M.	Park rental facilities (rooms, picnic pavilions, beach chickee hut)	5	4	3	2	1	9
N.	The City's day camp programs (day camp, after school, summer)	5	4	3	2	1	9
O.	Appearance and quality of the tennis complex	5	4	3	2	1	9
P.	Aquatics facility and programs offered	5	4	3	2	1	9

**12. Which FOUR of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Question 11 above].

1<sup>st</sup> : \_\_\_\_\_ 2<sup>nd</sup> : \_\_\_\_\_ 3<sup>rd</sup> : \_\_\_\_\_ 4<sup>th</sup> : \_\_\_\_\_

**13. Utilities.** For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How Satisfied Are You With:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Water and sewer service	5	4	3	2	1	9
B.	Residential trash collection service	5	4	3	2	1	9
C.	Curbside recycling service	5	4	3	2	1	9
D.	Yard waste service	5	4	3	2	1	9
E.	Bulk trash pickup service	5	4	3	2	1	9

**14. Code Compliance.** For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How Satisfied Are You With:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Enforcement of the exterior maintenance of residential property	5	4	3	2	1	9
B.	Enforcement of the exterior maintenance of commercial property	5	4	3	2	1	9
C.	Communication from the Code Division	5	4	3	2	1	9

**15. Communication.** For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How Satisfied Are You With:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	The level of public involvement in local decision making	5	4	3	2	1	9
D.	The City's website, <a href="http://www.hallandalebeachfl.gov">www.hallandalebeachfl.gov</a>	5	4	3	2	1	9
E.	City's newsletter, <i>Hallandale Beach Happenings</i>	5	4	3	2	1	9
F.	Public access cable channel	5	4	3	2	1	9
G.	City radio AM 1620	5	4	3	2	1	9
H.	Telephone notification system	5	4	3	2	1	9
I.	Local community newspaper <i>Sun Times</i>	5	4	3	2	1	9

**16. Which of the following are your primary sources of information about City issues, services, and events? (check all that apply)**

- (1) The City newsletter, *Hallandale Beach Happenings*
- (2) Local newspaper, The Sun-Sentinel or The Miami Herald
- (3) Weekly newspaper, South Florida Sun Times
- (4) Notify Me (email notification)
- (5) Telephone notification system
- (6) City website, [www.hallandalebeachfl.gov](http://www.hallandalebeachfl.gov)
- (7) Condo/home owner association meetings
- (8) Word of mouth (friends, neighbors, family)
- (9) City radio AM 1620
- (10) Blogs
- (11) Other: \_\_\_\_\_

**17. Do you have access to the Internet at home or work?**

- (1) Yes at home     (2) Yes at work     (3) Yes at both     (4) No

**18. Which of the following social media do you use and/or subscribe to? (check all that apply)**

- (1) Facebook
- (2) Twitter
- (3) Tumblr
- (4) MySpace
- (5) Google Plus(+)
- (6) YouTube
- (7) Flickr
- (8) Other: \_\_\_\_\_

**18a. How often do you use social media?**

- (1) Daily
- (2) Weekly
- (3) Monthly
- (4) Rarely
- (5) Never

**19. Is the information you receive from the City of Hallandale Beach.....**

- (1) Too much     (2) Just right     (3) Not enough

**20. How do you prefer to watch Commission meetings?**

- (1) In person
- (2) Web streaming (live)
- (3) Cable television (live)
- (4) On demand archive on the city's website (taped)
- (5) Do not watch commission meetings

**20a. If your preference is in person, do you prefer?**

- (1) Day time meetings
- (2) Night time meetings
- (3) Combination (1 day time/1 night time)
- (4) Don't care

21. **City Taxes.** Currently the City of Hallandale Beach receives approximately a quarter of your total ad valorem property tax payment. Which statement best describes how you feel about the taxes you pay to the City of Hallandale Beach...

- (1) Taxes are too high for the level and quality of City services that I am receiving;
- (2) Taxes are high, but the City is providing more services at a higher quality than I expect;
- (3) Taxes are just right for the level and quality of City services that I am receiving;
- (4) Taxes are too low for the level and quality of City services that I am receiving.
- (5) Don't know
- (6) Rent/don't pay taxes

22. **Please indicate why you originally made the decision to live in or why you continue to live in Hallandale Beach?** (Check all that apply)

- (01) Location (proximity to work/highways)
- (02) Weather
- (03) Housing (nice homes/affordable)
- (04) Recreational opportunities
- (05) Quality education system
- (06) Nice neighborhoods
- (07) Community (city character/feeling)
- (08) Birthplace (lived here all life)
- (09) Diversity
- (10) Good variety of restaurants/nightlife
- (11) Reasonable tax rate
- (12) Quality customer/citizen service
- (13) Other: \_\_\_\_\_

23. **Values and Diversity.** Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the City of Hallandale Beach:

<b>Rate your level of agreement with the following statements:</b>		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
A.	City leaders have a vision and long-term plan for the community	5	4	3	2	1	9
B.	The City is a good steward of the environment	5	4	3	2	1	9
C.	The City does a good job of protecting and preserving historical sites	5	4	3	2	1	9
D.	The City of Hallandale Beach does a good job serving the needs of diverse populations in the community	5	4	3	2	1	9
E.	The City values and supports community input and participation	5	4	3	2	1	9
F.	The City is transparent in its operations	5	4	3	2	1	9

24. **Can you think of any specific ways to improve the quality of services provided by the City of Hallandale Beach?**

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25. **Can you think of any specific ways to improve the quality of life in the City of Hallandale Beach?**

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29. **How many persons living in your household (counting yourself), are?**
- |             |       |            |       |            |       |
|-------------|-------|------------|-------|------------|-------|
| Under age 5 | _____ | Ages 20-24 | _____ | Ages 55-64 | _____ |
| Ages 5-9    | _____ | Ages 25-34 | _____ | Ages 65-74 | _____ |
| Ages 10-14  | _____ | Ages 35-44 | _____ | Ages 75+   | _____ |
| Ages 15-19  | _____ | Ages 45-54 | _____ |            |       |
30. **Do you have school age children (grades K-12) living at home?**
- \_\_\_\_(1) Yes  
\_\_\_\_(2) No
- 30a. **IF YES: For your school age children, what type(s) of school do they attend?**
- \_\_\_\_(1) Public school  
\_\_\_\_(2) Charter school  
\_\_\_\_(3) Private/Parochial School  
\_\_\_\_(4) Home School
31. **What is your age?** \_\_\_\_\_ years
32. **Would you say your total household income is:**
- \_\_\_\_(1) Under \$30,000  
\_\_\_\_(2) \$30,000 to \$59,999  
\_\_\_\_(3) \$60,000 to \$99,999  
\_\_\_\_(4) More than \$100,000
33. **Do you own or rent your home?** \_\_\_\_ (1) Own \_\_\_\_ (2) Rent
34. **Which of the following best describes your race? (check all that apply)**
- \_\_\_\_(1) White  
\_\_\_\_(2) African American  
\_\_\_\_(3) Asian/Pacific Islander  
\_\_\_\_(4) Native American  
\_\_\_\_(5) Other: \_\_\_\_\_
35. **Are you of Hispanic, Latino, or other Spanish heritage?** \_\_\_\_ (1) Yes \_\_\_\_ (2) No
36. **Which of the following is the primary language for members of your household?**
- \_\_\_\_(1) English  
\_\_\_\_(2) Spanish  
\_\_\_\_(3) Creole  
\_\_\_\_(4) Other: \_\_\_\_\_
37. **Your gender:** \_\_\_\_ (1) Male \_\_\_\_ (2) Female
38. **What is your highest grade of school completed?**
- \_\_\_\_(1) Eighth grade or less  
\_\_\_\_(2) Some high school  
\_\_\_\_(3) High school graduate or GED  
\_\_\_\_(4) Some technical school  
\_\_\_\_(5) Technical school graduate  
\_\_\_\_(6) Some college  
\_\_\_\_(7) College graduate  
\_\_\_\_(8) Post-graduate or professional degree

## **This concludes the survey. Thank you for your time!**

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

The information printed on the sticker to the right will be used to help identify which areas of the City are requesting various City services. If your address is not correct, please provide the correct information.

**Section 6:**  
***Comments***

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## 2013 City of Hallandale Beach Survey

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### **Responses to Question #24: *Can you think of any specific ways to improve the QUALITY OF SERVICES provided by the City of Hallandale Beach?***

- Better schools.
- Pick up garbage/trash when scheduled and on time.
- Another sidewalk on the East side of 8th Ave.
- Improve traffic flow.
- More sidewalks please. Speed bumps on NE 14th Ave., Church Drive and Layne Blvd.
- A more attractive/international library with books/videos/weekly programs/monthly programs that are announced in the Sun Times. Free outdoor Yoga or Zumba or group walks like "Time Square yoga day in New York" or Rumba day in South America" or "Flamenco day in Spain".
- Hallandale Beach Blvd. lights need to be adjusted at night.
- Streets could be cleaner.
- Several times the police have been told that during the hours of 5:30p-6:30p cars crossing the Hallandale Bridge block the right continuous turn lane waiting to cut the line turning left to Hollywood.
- Better communication and customer service! Friendlier as well and they are too slow!
- Reduce water bill.
- I rely greatly on the website, it should be updated frequently. More aquatic programs/activities; any/all customer service personnel to be more "people oriented", diplomatic, have a professional work ethic and helpful, especially in the permit department: Ed Leonhardt is a great example of how a CSR should be.
- Split the city in 2: East and West with East side services and West side services.
- Synchronize traffic signals.
- Have a recycling service that includes cans, paper and plastics.

## 2013 City of Hallandale Beach Survey

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- Patrolling of neighborhoods during the daytime hours.
- I'd like to see more police cars patrolling the 3 Islands area because there are constant speeders on Parkview.
- The police are full of crap.
- Protect the "green" areas, plant more trees, protect the safety and preserve the parks.
- Put back the sheltered bus stops that were recently replaced.
- Need improved streetlights. The bus stops on A1A need shelters and benches, people are standing in the sun waiting on the bus and it's very uncomfortable.
- More dog parks.
- Stop the influx of Russians!
- The drainage/sewer system needs to be fixed-when it rains, it's a mess!
- The streets need some improvement; they aren't in good condition.
- Traffic control.
- More streetlights and more police patrols.
- Eliminate the 4th of July show, it's a waste of money. Eliminate traffic photo traps. Stop political contributions using the city's monies!
- The CSR's need to understand that their job is customer service and they need to realize that the citizens of Hallandale Beach are why they have their jobs and they need to be a lot more friendly and customer oriented.
- Better lighting at night.
- Beefing up police presence on E. Hallandale Beach Blvd. on Friday, Saturday at night and early on Sunday mornings. Have the Hallandale Beach Sanitation department wipe down the garbage truck wheels so that they aren't leaving foul smelling skid marks on the local roads.
- Hire among the people that live in the city.
- Either get rid of the red light cameras or handle the funds locally, not through a contractor.

## 2013 City of Hallandale Beach Survey

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- Offer more services to the city's most vulnerable, economically and otherwise.
- Be authentic.
- Assist service citizens with grants without trying to put liens and offering loans on their homes to help the community look and become more advanced.
- School system; kids parks; safety; traffic.
- More police presence in neighborhoods day and night.
- Work on the traffic signals. Don't sell parks to build high rises!
- Too many traffic lights on Hallandale Blvd.
- There needs to be more billing flexibility in the water department and the permit department needs to charge accordingly when it comes to repair bills.
- Better police protection.
- The garbage collectors don't put the dumpsters back where they found them.
- Improve the look of 3 Islands by doing some street repaving and adding some landscaping.
- Sidewalks need to be handicapped accessible throughout the area. Lights aren't in sync and traffic is always backed up on Biscayne.
- Improve vehicular traffic flow.
- The garbage collection in my neighborhood is sporadic.
- More attention to the neighborhoods on SW side of town.
- Improve the quality of City employees.
- Better communication and transparency. I wish some people would help instead of continuously complaining in public.
- Twice a week garbage collection for Golden Isles is a necessity. More lights on Layne Blvd.
- Beach should have more staff to clean beach and tractor should let fishermen move so that they can clean beach better.

## 2013 City of Hallandale Beach Survey

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- Transparent government.
- Include the NW section of the city in "all" of the services given to "other" areas of the city.
- Better recreation for kids.
- The Mayor should have term limitations, just like the President of the U.S., we need new ideas.
- Use the mini-bus to transport the people who have had "one too many" to avoid drunk drivers.
- I think the City is doing a great job! Just keep improving and provide more jobs.
- The garbage collection needs to be moved back up to 2 times a week and bulk pick up needs to be done once a month.
- More mini-bus transportation available in NW section.
- Need more reasonable rates for after school and summer programs for those parents who have a disability and have a fixed income.
- City employees need to learn courtesy and be nicer to residents. Maintain the "green" areas and keep them clean. Increase the price of aerosol spray paint to maybe reduce the amount of graffiti in the city.
- Stop building! Too much traffic.
- Stop building in front of the beach.
- More services for senior groups.
- Fix streets West of US-1 -SW 8th ave; 2nd, 4th, 4th Ct. and so on.
- Less computerized prompts when making a call, more human interaction.
- Please add rubber rail covers at pool exit stairs-they are a danger and get exceedingly hot and could cause burns to hands.
- Safety and cleanliness.
- Need more Latinos on the commissions.

## 2013 City of Hallandale Beach Survey

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- Police not friendly at all to local citizens. The flooding problem in the NE quad needs to be addressed. Too much traffic.
- Get rid of the non-productive city employees!
- Parks.
- Fewer traffic lights!!
- To respond to complaint and follow through until accomplished.
- We're French Canadian. We pass about 5 months a year here. We don't assist at the City's meetings.
- Have a lot more police and code enforcement officers. Too many renters, drugs, crimes in the SW.
- Better training and hiring practices.
- Improve the quality of the recycling program and educate the public to recycle.
- On building services, like permits and inspections, the city is too slow, they should move a little faster.
- Improve traffic patterns.
- Stop wasting money! You guys spend too much on retirement and benefits.
- Stop the traffic on my residential street (S. Water). Parents dropping off their kids at the elementary school instead of using the designated street for that many cars-close the gate entrance!
- More bike racks in shopping districts. Clean up the empty lots full of debris.
- A bench for people to sit on when waiting for the bus, especially at Winn Dixie.
- Have a form for people to fill out to let the commissioners know about any issues they would like to address.
- The vision for improving the area seems to be limited to the East side only.
- Need to update some of the infrastructure of the sewers due to all of the new buildings. The current system can't keep up.
- There is always a chance to improve services in Hallandale Beach.

## 2013 City of Hallandale Beach Survey

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- We have no recycling! Crime seems to have significantly increased.
- More work and less talk.
- Nice buildings and nice homes.
- More police patrols.
- Cameras for residential areas by Foster, 6th Ave. and 7th court, villains are still trying to break into my home.
- Stop building high-rises!
- Put back the guards on 3 Islands and Atlantic shores. The gates are important.
- Improve traffic flow.
- Expand the same level of service to my neighborhood that the East side residents get.
- Fix the drains in SE between Dixie Hwy and Federal Hwy.
- Public transportation.
- More police patrols.
- I'm not majorly involved in the services provided by the City (other than the basics) and these, to me, are being run in excellent fashion.
- Would like recycling to be MANDATORY for condo residents.
- Reduce the costs of doing business in Hallandale by lowering the occupational license fees. (2) In customer service areas, don't let the customer stand at the counter waiting for service, FOREVER!
- Just stay involved and encourage public input.
- More lighting on Diana Drive.
- Improve neighborhoods west of US1-landscaping medians on Pembroke Rd and more safety improvements.
- More of a police presence in neighborhoods with known drug activity.

## 2013 City of Hallandale Beach Survey

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- More maintenance at the graveyard - mowing around the headstones and keeping the grass green.
- Mandatory recycling for the condo residents on 3 Islands and enforce the speed limits on 3 Islands as well.
- Pay attention to the comments in the surveys and actually make improvements.
- Better customer service training for front desk people at community center and Hallandale City Hall.
- Recycling services needed.
- Leave the beach alone.
- The public area in front of Wal-Mart always has garbage and the sidewalks are so dirty.
- More communication from the City and the police.
- I've live here for a year and I think the City needs to put together a packet with information about all the services available, I didn't even know about the website.
- Time traffic lights on Hallandale Beach Blvd. (2) Consider 3 lanes on Hallandale and
- Dixie Hwy (no turn at Dixie).
- Provide bulk pick up monthly. Clean the alleys, particularly east of US 1.
- More accessible recycling services.
- Regulate traffic lights on E. Hallandale Beach Blvd. The lights need to be synchronized.
- Hire more knowledgeable employees.
- City commission meetings should be at night when working residents are more available for meetings.
- When I notified the Mayor about needing speed bumps in my area of town, I never received any kind of response and so I went to the Vice Mayor after waiting for over a year for some kind of correspondence.
- We need a better police chief!

## 2013 City of Hallandale Beach Survey

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- Parking for City parks.
- Better use of finances - we don't need any more parks. The ones we have now aren't being fully utilized.
- Recognize that Golden Isles, 3 Islands and the beaches there attract a more affluent demographic and treat those areas accordingly. This will drive up prices in these areas, which helps the City revenue.
- Improve the recreational areas and the streets.
- Hallandale Beach streets are constantly flooding even when there is a minimal rainfall, please update the sewer system.
- Live within your means! Spend wisely with an approved and justified budget-people and services first then landscape and all the other extras.
- Park rangers.
- More police protection and patrolling in the NE section of town!
- More crime prevention!
- Please see the attached comments on this survey-there are 2 pages of comments.
- More streetlights are needed! The city should help with the trimming of trees on the sides of properties and the city sidewalks.
- More information about what's happening in the City.
- Improve on sanitation pick ups-my container has been missed many times and when I called the City to complain, the only thing I received was high blood pressure!
- I think the City needs to put more emphasis and services in to the community in the NW quadrant.
- No beach for dogs; no boardwalk; 3 lights in a row on US 1 and Gulfstream block traffic; too many lights on Hallandale Beach Blvd.; parks aren't "pet friendly" and there aren't enough parks.
- It seems that everything the City does is "patchwork". Could you try doing it right the 1st time?

## 2013 City of Hallandale Beach Survey

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- The street signs on all major streets need to be lighted and have larger printing.
- Fire the existing traffic planner and hire someone who knows what they are doing!
- Improving the parks and the youth athletic programs will help reduce crime by keeping teenagers off the streets. We have programs for the little ones, but not for the teens.
- Improve pedestrian access and safety by implementing crossing overpasses over busy roads, like at the Diplomat.
- Increase police presence in the neighborhoods!
- When a citizen walks in to the buildings department, there should be someone there to assist them and tell them where to go and who to talk to about any issues.
- More communication.
- The water department is constantly "guesstimating" my bill and it's always too high and when I call to complain, they just tell me that they don't care.
- The public schools in Hallandale are the primary reason we would never buy a house in the area. Our children attend a magnate school in the Miami-Dade area and eventually we will be moving to that area.
- I've been waiting for about 3 years for a new park and nothing has appeared yet except for billboards and the fence they put up for the new park has been gone for a year now-just ridiculous!
- More police presence on the NW side of Hallandale on all the streets, not just the major ones.
- Better customer service and the staff should really return phone calls in a timely manner.
- More police presence at night.
- The surveys will help-consider all input-be transparent-communication is key.
- Use cameras to regulate and fix the traffic flow!
- A Boys and Girls Club is needed in this city.
- Bring back the local tram or small city-funded bus to get around.

## 2013 City of Hallandale Beach Survey

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- Need more radar check points and red light cameras. Enforce the school zone speed limits. The trash pick up takes too long!
- Get rid of bike lanes and speed bumps in Golden Isles. Speed up the permit and inspection process-holding up inspections costs money and time!
- Police the streets around 8th Ave at night. Post speed limits on residential streets (2nd Court) and enforce them. Most drivers treat this strip as if it were the Autobahn.
- Recycling options for those living in high rise buildings.
- Focus on basic services and improve delivery and customer service.
- Honesty.
- Securing volunteers to be part of senior programs to expand art and entertainment in Community Center.
- More traffic control in front of racetrack.
- Pick up trash at least once a week. Better police response time in the Northwest part of town.
- Newsletter update with Broward County taxes.
- The city needs to change the light bulbs in burned out lights all around the city.
- The trash collectors need to be more closely supervised and the trash collection bills need to be lowered.
- More public interaction from City.
- More police patrols and there needs to be an animal abuse police unit created.
- Diplomat Pkwy road bumps need to stretch across the entire street. More police presence; more street lights; synchronize street lights.
- There should be a Spanish language option in the prompts when calling for City information.
- City parks are old and not well maintained.

## 2013 City of Hallandale Beach Survey

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- Pedestrian safety in all aspects is completely ignored. Street crossings with indicators aren't consistent or the indicators don't work at all.
- More programs for seniors.
- Improve the lighting in the streets! Sidewalks on almost every street in the SW to keep people safe.
- Sewers and sidewalks with gutters; underground wiring installed whenever doing new or renovations to roads.
- Pick up trash more often on Foster Road.
- More police officers.
- Try to get some sort of recycling program started in high rise buildings/condos.
- Our school system is terrible. Our parks look great but our education system sucks!
- Have police patrol more often.
- Please help us keep this neighborhood free and clear of litter. Please keep the empty houses and lots cleaned up and I believe this will help improve the quality of our neighborhood.
- More parking in the streets.
- Lower taxes; provide more trash and bulk pick up.
- Finish projects. Outsource services and receive better quality for less cost.
- Parking in streets.
- For the city to provide the seniors with a place for them to go and have fun, in other words, some sort of center.
- I hope the Mayor and the people who work around him/her have some new ideas or plans.
- Remove the towering "eyesores" on the beach.
- Traffic along Hallandale Beach Blvd. is a nightmare-lights are too long-it's a mess just to get to 95 from A1A.

## 2013 City of Hallandale Beach Survey

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- More police presence-safety is number 1 priority. (2) More code enforcement regulations and officials for rental properties/duplexes/triplexes, etc. They are bringing down the "values" and safety of the "residential" houses/areas! We need "eyesore" laws and codes!
- Don't overbuild-need to stop to prevent overcrowding.
- More speed bumps, more lighting (for safety), better schools (we're thinking of moving for this reason), the look and the feel of the schools doesn't compare to Aventura or Sunny Isles.
- Do something about traffic flow in the Hallandale Beach Blvd. area.
- Better, more user-friendly website.
- City of Hallandale needs their own water plant facility and we need to stop depending on other cities for this service.
- Returning phone calls would be a start!
- Do more community building and private/public partnership (i.e. with Gulfstream to open their track off-season). Build a world class rec/youth center (i.e. like Coral Gables).
- Need a pool in the Northwest section.
- Fire the police command staff-police service stinks!
- Update the city along Hallandale Beach Blvd-past US 1-keep it clean, beautiful, and very safe!
- Safety for the citizens.
- New city manager seems to be moving city in right direction for transparency and responsiveness of city.
- Again, more police and a faster response time with emergency services.
- More city police. I believe some people need to go through a screening process before they are allowed to move in to a neighborhood.
- Fix the road by Wal-Mart.
- Less taxes; clean sewer system; fix animal control.

## 2013 City of Hallandale Beach Survey

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- More meetings.
- Have better questions on the survey.
- They're doing ok.
- Satisfied.
- Fix the traffic problem; make an overpass; update appearance.
- Hire more people for the city jobs, like water, trash and sewer.
- Get rid of red light cameras.
- More police visibility in the Northwest section of town.
- Traffic light timing is awful!
- I wish the mini-bus service was available on the weekends.
- Maintenance needs to be performed on some streets-some of them look like overflowing dumpsters.
- The Herald reported that there had been misuse of public funds and I'm very upset and want to know if the stories are true.
- Clean up SE 3rd St. & Dixie Hwy-where the old police station sits.
- The overgrown shrubbery on 10th Ave. and Moffit is turning into a driving hazard because you can't see oncoming traffic.
- Improve the traffic flow and do some roadwork.
- More police visibility; more enforcement of traffic laws.
- Stop putting all the focus of maintenance on the highways, fix up the local neighborhood streets.
- More buses.
- There needs to be more codes pertaining to appearance of the exterior of homes and buildings.
- The police department personnel need to be re-educated.

## 2013 City of Hallandale Beach Survey

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- Address the problems in the community and vote.
- Continue to beautify the city and fix up the West side.
- There needs to be an easier recyclable program made available for condo residents.
- There needs to be more focus on crime prevention in the area.
- Get rid of red light cameras.
- More recycling programs for condo residents.
- Water treatment needs to be improved dramatically. The permit process for residential construction/renovation needs to be streamlined.
- We need some dog parks.
- The police personnel need to improve when it comes to citizen safety.
- Provide more jobs in the area.
- The appearance of the downtown area needs to be improved and there needs to be an improvement in parking as well. The appearance of the flea market is unbecoming.
- There needs to be more public transportation made available. Taxes are too high.
- More and better services for the elderly residents, like home maintenance help and better public transportation services.
- All is good.
- Wider sidewalks. Better education programs.
- Send Canadians back to Canada ASAP.
- The city needs to do a better job of keeping the residents informed.
- Lower taxes; stop using red light cameras as an excuse to tax the citizens more.
- The homeless need to be removed from Hallandale Beach.
- Better trash pick-up in the area; get rid of some parks and rec personnel and hire more police officers; lower the cost of sewer service.

## 2013 City of Hallandale Beach Survey

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- Doing a good job.
- Improve traffic flow.
- Offer more services and events; family events; more stores; holiday lights need to be updated and larger; upgrade the look of the strip mall.
- Phone system for public safety. The blinking yellow light on A1A desperately needs attention.
- Transparency; letting homeowners know city plans; stop building huge buildings to reduce traffic.
- I think we need a boardwalk on Hallandale Beach, similar to the one on Hollywood.
- Have beach workers start their shift Mon-Sat at 8am. Airplanes that fly over Mon-Sat after 10am.
- Have more programs that are free for kids; better educational programs; live bands.
- Would like to have an option to do surveys by e-mail.
- Clean up the environment; need to improve in the code division services; some neighborhoods need to be better maintained.
- Better code enforcement; out of control drivers on the roads.
- Impeach the Mayor.
- Lower the water bill.
- Golden Isles Drive "landscaping" is awful! Everyone hates the flower boxes on the streets! We need more parking, not useless "weed" boxes that even the dogs can't use!
- Try to encourage more public participation.
- I feel that the amount of time given to pay taxes needs to be extended.
- Better traffic control.

## 2013 City of Hallandale Beach Survey

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- More enforcement in the animal control division and there is a need for bilingual customer service personnel.
- More meetings.
- Have more middle class people involved in public/executive decision making for the city and I believe all elected officials should reside in Hallandale.
- Traffic division personnel need to respond to phone calls more often - respondent has been calling on and off for 3 years and has yet to receive a return phone call and they need to be more courteous.
- More and better maintenance of streets and sidewalks.
- Lower the fees charged for water and trash services.
- Taxes.
- When using a cell phone to call 911, the call isn't routed to the correct area.
- Pay more attention to maintenance in the underprivileged areas and neighborhoods.
- Improve trash and water services. Improve the flow of traffic in the city.
- There needs to be a plan implemented so that senior citizens can be excluded from paying an education tax.
- Better police personnel.
- Park hours could be extended/improved.
- Better communication.
- Stop having commission meetings.
- The library needs to be open on Sundays and the hours of operation need to be extended.
- More police visibility during the day.
- Get rid of the red light cameras! Public transit needs to be improved.
- More recreational programs for youth.

## 2013 City of Hallandale Beach Survey

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### **Responses to Question #25: *Can you think of any specific ways to improve the QUALITY OF LIFE in the City of Hallandale Beach?***

- Traffic on Hallandale Beach Blvd.
- Less crime.
- Improve traffic flow on Hallandale Beach Blvd. between Dixie Hwy. and 3rd Ave.
- Improve traffic flow.
- Keep our streets safer-more police officers patrolling.
- Bike paths or wide sidewalks in all Hallandale streets for tourists and locals.  
Thank You.
- Better neighborhood watches to prevent crime. The police need to patrol more at night.
- No more high-rises. Too much traffic.
- Give "fine" to people leaving their trash in the streets.
- Bring concerts back to Gulfstream which will bring back revenue that's being lost to Hard Rock. Gulfstream is pretty but isn't living up to its potential.
- Enforcement of exterior maintenance of residential/commercial properties and abandoned/empty lots and homes! More police presence and action in problem neighborhoods and streets of criminal activity.
- Encourage the "snow birds" and Canadians to return here and buy property again.
- Improve traffic flow.
- Traffic issues getting from Beach to 95 because the lights aren't synchronized.
- Do something about the traffic lights on Hallandale Beach Blvd.; they are all out of sync.
- Get some people with some real education.
- Too much traffic; keep the parks safe and green; befriend the locals, we pay a lot of taxes.

## 2013 City of Hallandale Beach Survey

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- No more construction at the beach, we need more beach space.
- More bus shelters; more sand on beaches; need better street lights on A1A.
- More dog parks.
- Keep the barbecue grills off the beach! Stop building bike paths; no one bikes anymore.
- The City needs a movie theatre like the Regal and it needs to be inexpensive to go see a movie.
- More parks and recreational facilities.
- Traffic control.
- A mall and/or movie theatres.
- Better parks, a better library and more public events.
- Traffic flow: get it under control! Build a fly-over over the railroad tracks and build cross over for pedestrians over bridges.
- Integrate City with County, like Jacksonville, and eliminate unnecessary positions.
- Improve traffic problems. More police security.
- Give out more frequent fines to dog owners that don't curb their dogs, using a plain-clothes detective in this situation. Have the Hallandale Beach sanitation department form an anti-graffiti task force. Enforce or pass a health code that prevents racetrack horse workers from using public laundry facilities to wash horse bandages!
- Better, larger dog park.
- Offer more business related programs for the city's residents.
- More recycle minded.
- Help seniors-Hallandale has more older people than any city surrounding its area. Help them instead of hindering them.
- City Wi-Fi; education; parks.

## 2013 City of Hallandale Beach Survey

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- Improve the overall traffic situation; stop favoring Gulfstream Village.
- I'd like to get clear information about activities. Some senior activities for us "baby boomers".
- Christmas holiday lighting is too old fashioned, keep it simple.
- More maintenance around schools; the streets are very dirty.
- Better protection and taxes need to be lowered.
- Fix the medians on Hallandale Beach Blvd. and 3 Islands Blvd. Repair the asphalt on 3 Islands Blvd. and at the entrance to Wal-Mart.
- Improve the look of Hallandale Beach.
- Thank you for fixing drainage. Implement more strict rules when it comes to cars parking on the grass and obnoxious house colors. Proactive code enforcement with the backing of the police department.
- Improve Hallandale Beach Blvd. bridge operation.
- The beach needs restrooms.
- Check the water fees, the bill is constantly going up!
- Life is good here, but the neighborhood I live in is getting bad.
- Road maintenance; reduce traffic problems by synchronizing the traffic lights; increase police visibility in the neighborhoods.
- Better quality of public schools.
- Need more trees for shade and more parks. Get rid of those awful, big signs in shopping centers on Hallandale Beach Blvd. Do something about traffic.
- Cleaner and safe beach with more lifeguards and guards to make sure there are no "dogs" on beach.
- New government.
- Affordable housing and affordable rentals.
- Just keep it very clean and safe.
- Dress better - pull your pants up, I don't want to see your underwear.

## 2013 City of Hallandale Beach Survey

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- Less taxes, less city employee benefits. Better quality of life.
- More restaurants on the main drag.
- Stop wasting perfectly legal parking spots on the side streets and tow vehicles that "never" move from street parking spots.
- People can afford to buy their own homes and work to pay their bills, that's a great improvement for the City.
- Have more city events. Give back incentives. Implement affordable housing for lower income families.
- More visible police patrol throughout the City.
- Give Pastor Sanders a raise, he represents the City very well.
- There need to be recycle bins in all public areas to encourage recycling. Stop building so much. We need more "green" space.
- Stop building! Too much traffic.
- Traffic control, lights need to be synchronized.
- More programs for adult seniors.
- Improve safety-more light posts. SW 8th Ave. and where needed. Create more job opportunities, new parks, new sidewalks - put more construction to work.
- Block parties sponsored by the City to get to know each other and offer insights.
- Two lanes on Hallandale Beach Blvd. near Dixie -- why? Better timed traffic lights to help the flow of traffic. Open some back roads to help traffic flow.
- More police activity and better services.
- Very poor electrical lines infrastructure. Control population explosion. Control crime rate increase. Too many casinos. Apply for 24-hour train quiet zone!
- Stop spending our money on surveys that just sit on the shelf, follow up on survey recommendations.
- More tax on the "snow birds".

## 2013 City of Hallandale Beach Survey

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- Take time to listen and take charge of the situation until it is completed.
- My husband is 73 and I'm 68 and we appreciate having an all season pass to the beach because we pay at the meter each day and it gets expensive.
- More street lights for security. A letter for every renter that explains how to respect the homeowners that live here. A rule list to sign, so there is no error in communication.
- Better traffic flow, light coordination, do away with speed bumps! Plan ahead-for efficiency. Better variety of restaurants, get rid of Wal-Mart, it attracts the low-lives.
- More restaurants & shops. Boardwalk like Hollywood Beach.
- Just by keeping police visibility high in our neighborhoods and stores.
- Stop spending and lower taxes, you'll have happier residents.
- Too much traffic! Too much red tape involved with property improvements! Too many regulations to better one's own residence, when we decide to improve appearance.
- Flow of traffic on US 1 & Hallandale Beach Blvd. needs to be reconfigured or timed.
- Police need to police and rid the US 1 corridor of pimps and prostitutes! After dark, the area becomes "shady".
- Could you have more racks for bicycles everywhere in the City, especially in front of the Post Office and all retail establishments?
- Fix the flow of traffic on Hallandale Beach Blvd.
- Take some time and drive or visit the SW section of the business area/neighborhood and compare it to the East side of town!
- They have over-built by the beach. When I move here in the early 90's, we had a great beach, which has been reduced immensely by the "Beach Club 3" building and the new under construction building on the beach. Also, we don't need a 23-story building where Manero's was!
- Recycling; basketball court in the Joseph Scavo park.
- More international restaurants and shopping centers or a nice mall.

## 2013 City of Hallandale Beach Survey

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- NO, the beach is great!
- Traffic needs to improve. Hallandale Beach needs to get in step with the 21st century!
- Police presence in my area and beautify my neighborhood.
- Stop the nickel and dime charges for small business owners!
- I think cleaning the beaches will bring more tourists and more revenue to Hallandale Beach.
- No more building of high rises! (2) Stop the flooding of neighborhood streets by having adequate drainage. (3) Get the stop lights synchronized, so traffic can flow smoothly.
- Update Hallandale Beach-less trees/foilage, it makes the area scary day or night.
- Street beautification of bad areas, inviting more high-scale businesses to the City.
- Improving schools, making the City a family-oriented place.
- Clean! Clean! Clean! Educate people about environment. There should be a fine imposed for littering on the beaches and at the parks!
- The City needs to work on re-development and not so much on developing. The City is being over-developed.
- Stop my neighbors from smoking pot on their balcony.
- More visible police presence in retail areas and especially at night in places like Walmart and Publix.
- Try to synchronize traffic lights during peak, "snow bird" season, to alleviate heavy traffic jams at Hallandale Beach Blvd.
- Clean the parks and the streets. There needs to be some sort of control of children running the streets during school hours.
- Too many people and too much traffic and the killings have got to end!
- Better traffic light coordination.

## 2013 City of Hallandale Beach Survey

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- Is there a free or pay by use transportation service available for seniors to get them to dr.'s appointments or physical therapy?
- Police should protect and serve. Police place emphasis on revenue generation as glorified meter maids and padding retirement benefits!
- Need to improve overall looks of streets.
- Hire qualified, competent employees in law enforcement and code compliance.
- More recycling and a couple more trolleys.
- Traffic on Hallandale Beach Blvd.
- More public notice as to programs available to adults and youths.
- The City seriously needs better traffic control and the roads need resurfacing in residential areas.
- Stop the expansion, the traffic is terrible because of all the building!
- The City should make the neighborhoods, with known criminal activity, safer by patrolling more often.
- Improve the drainage system. Pet owners must be held accountable for their pet's actions (constant barking dogs) and be made to clean up after their pets (there is feces all over the sidewalks).
- Immediately terminating the giant pension payouts and offered plans! We aren't a mega corporation. Pull down administration salaries to realistic compensation and give that to the employees, officers and firemen. Fix what is broken before you build/buy more.
- Please improve law banning texting while driving, it's dangerous and the Mayor needs to take this matter seriously!
- Additional police officers added to the force.
- Stop building high rises on small lots i.e. next to bridge on 26th and Hallandale Beach Blvd.
- Less high rise construction.
- More police presence at night.
- More bicycle paths.

## 2013 City of Hallandale Beach Survey

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- The police need to be more involved in the communities in which they patrol.
- Make big, nice, pet friendly parks with exercise paths. There aren't enough sidewalks in the area and I have to walk my dog in the streets (12th St. and 14th St).
- More outdoor restaurants and events to take advantage of the nice weather we have here in Hallandale Beach.
- Fix EB Hallandale Beach Blvd. where 3 lanes of traffic dwindle down to two.
- Reduce the number of traffic lights; change the gridlock areas; enforce the pedestrian crossing on Hallandale and Ocean Dr; turn the lights on at night.
- Open park/field for use for recreational games, i.e. baseball field can't be used at any time by volunteer coaches that want to keep young people off the streets and out of trouble.
- Improve traffic flow.
- Safer bike paths and pedestrian routes to retail areas.
- Better walking paths in the parks to encourage more walking participation by residents.
- Fix the traffic! One of the worst cities to drive around!
- We need some kind of beach walk. (2) All public celebrations in the beach park area
- nuisance to people that live in beach buildings-the noise is intolerable, especially for bed-ridden elderly in the area.
- More parks with barbecue pits/grills.
- Need for more programs for young adults.
- Police patrol in SW quadrant where robberies and break-ins are a regular occurrence. I very rarely see the police in this area of the city.
- The sushi restaurant on 2nd St. is old and needs to be torn down and rebuilt.
- Keep landscaping trimmed at intersections for the safety of drivers.
- Have more beach events for the young adults in the area.

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- The enforcement of curfews for juveniles. Stop allowing "know gang members" to gather in large groups.
- More public beaches.
- More interaction from the city with residents to get their opinions and feed back.
- Traffic flow is horrendous - even outsiders complain! (2) Education. (3) Better protected/covered playgrounds.
- More police presence at night.
- Better lighting and more sidewalks in older neighborhoods.
- Roads on SW 5th Court near 8th Avenue need to be resurfaced/repared immediately!
- They are the worst roads to travel on!
- Add more activities for the adults. I realize this is primarily an African American neighborhood, but there are other races here. Need to offer more exercise classes- yoga, zumba and kickboxing, for example.
- Affordable parking passes and a place to barbecue at the beach.
- Clean up neighborhoods and improve safety.
- Ask the people - don't allow big business to do as they please with the approval of the commissioners.
- Perhaps utilizing the chain rule to bring togetherness by category preferences in art, music and entertainment to keep happy minds and bodies.
- More publicized activities.
- Try to better control the home break-ins around the city.
- More police patrols in the city.
- Not enough street lights in certain areas of the city.
- Please add a vendor truck to the beach parking lot so I can grab a soda or hot dog for the kids. Hallandale Beach isn't very family oriented so we usually end up going to Hollywood Beach.

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- Hallandale Beach is becoming overcrowded due to all the new building being done.
- Improve the traffic flow on Hallandale Beach Blvd., it's very slow.
- A 24-hour library would be nice. No fee to use the city pool. Affordable housing needs to be made available in the City.
- Nicer store employees; there is too much trash in the roadways. I always end up picking up plastic bags that blow around and end up in the canals.
- For seniors like myself, the City should provide subsidized internet and information in Spanish.
- The entrances to the city need to be spruced up.
- Stop building high rises on/near the beach.
- Drivers exiting establishments where the exits cross over sidewalks rarely look to their right before trying to beat any oncoming traffic-pedestrian safety is a major concern.
- Stop building by the beach.
- Code enforcement for loitering; curb appeal; no trash (old furniture, mattresses, etc.) left on the streets; put a light pole on 6th Ave/6th Street SW - too dark.
- Fire engines don't blast horn down SE 3rd Street until the light at US 1; train noise abatement after 11pm. Have a fire engine truck parked and ready to go on Hallandale Beach Blvd East in front of Mem. Hosp. Ave.
- Sanitize garbage trucks when collecting garbage on Thursdays, the smell is horrible!
- More police visibility. They are all parked outside of police buildings instead of moving through the neighborhoods.
- Enforce parking of RV's on city streets-the driver's think our streets are campgrounds and park for days!
- I think Hallandale Beach is a great place to live, but we have to work on this neighborhood.
- Keep crime down (especially in my neighborhood). The police are constantly going through my area with sirens blaring.

## 2013 City of Hallandale Beach Survey

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- More police presence-need around the clock patrols.
- Clean the place up! Stop wasting tax dollars-use plants that are native to the area.
- Continue improving/providing recreational/athletic programs for both young and adults; social events for same.
- Homeless people are very visible and abundant. Services are needed for these people.
- Please build or rent a space for old people to go have fun - we don't have anywhere to go. Hollywood has 2 centers, we have none.
- The traffic sometimes becomes very crowded and young people don't always pay attention to the traffic signals.
- Stop building towering "eyesores".
- Invest in the residential community/single family home areas: fix streets, better lighting, landscaping, etc. Help residential homeowners bring our residential value up! Owners who pay taxes are being brought down by non-owners!
- Better street lighting-some areas are very dark.
- Nicer parks, make people or help people maintain their property and schools-schools-schools! Need speed bumps on 1st street so people don't speed through to avoid Hallandale Beach traffic; it's very dangerous.
- More police to secure our neighborhoods. We need a dog park in 3 Islands.
- More and better bike lanes and walkways. Better control of traffic flow.
- More cultural celebrations in all neighborhoods with funding from the city or CRA.
- Our beaches need to be cleaned up! Make those people who are given community service for breaking the law clean up the beaches in this city!
- Better growth management with concurrent infrastructure improvement. More traffic control-light synchronization, more busses, more often, mass transit & bike/walk opportunities.
- Build a pool in the Northwest section; more police presence.
- Hallandale Beach has an excellent location but the city has to put an emphasis on keeping it safe, beautiful and clean. The city of Hallandale has a lot of "snow"

## 2013 City of Hallandale Beach Survey

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birds" and tourists. They bring money to the city by spending their dollars here. By keeping the city beautiful and tourist friendly, more tourists will come because they've heard that Hallandale Beach is a great city!

- More recognition of beach condo's issues.
- Address overcrowding/traffic congestion-stop approving massive, high-density projects.
- More police patrol especially at night. We're having a lot of break-ins during the day.
- The quality of service from the water company is great! They're the only company with which I've had contact because I'm a renter.
- Fix the road by Wal-Mart.
- Love it! No complaints except traffic.
- People need to control their animals when they are walking and they need to pick up after their dogs, several dogs have pooped in my yard and the pet owners don't clean it up.
- Too many to mention.
- Enforce laws and there needs to be more police visibility.
- Wider sidewalks; more frequent bus service; public transportation.
- There needs to be a new welcome sign erected off of I-95.
- It's pretty good so far!
- More police patrols and crime prevention.
- Have police patrol more. Clean up the city, the appearance needs work. City personnel need to provide better customer service.
- Politicians need to have term limits.
- More park and rec programs.
- Crime is out of control!
- Good, but traffic is an issue that needs to be addressed.

## 2013 City of Hallandale Beach Survey

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- Change the color of Hallandale Beach Bridge. There needs to be better synchronization of the lights on Hallandale Beach Blvd. Why did they turn 3 lanes in to two between Hallandale and Dixie Hwy?
- Police need to improve by better law enforcement. There is a lot of crime in Hallandale Beach.
- Better crime prevention.
- More education help for young male teens.
- There is a lack of effort to address the mental health concerns of Hallandale Beach residents.
- Crosswalk safety.
- More strict punishment for criminals.
- Improve traffic flow.
- There needs to be a restaurant built on the beach.
- The traffic on Hallandale Beach Blvd. is impossible! I avoid using this road whenever possible and I avoid going to the businesses on this road because of the traffic problems and I'm not alone in this feeling.
- Clean up the beaches by placing more garbage receptacles on the beach and the police need to enforce the laws regarding trash pick-up by citizens, on the beach.
- Police officers need to be better trained on how to interact with the public, there need to be far more police patrols in neighborhoods and they need to listen to the concerns of the citizens and respond.
- There needs to be a better place chosen for recreational facilities and there needs to be more family oriented holiday celebrations.
- Need more public transportation options made available in my area, even if that means I have to pay.
- Lower taxes.
- The sewer system needs to be revamped to prevent flooding.
- Crime is on the rise in Hallandale Beach.
- Stop "supersizing" places, i.e. Walmart.

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- Stop building condos and high rise buildings.
- The taxes.
- New Mayor.
- Traffic flow.
- US 1 by the President supermarket, green space and sidewalk should be improved.
- Too loud on the beach when there are workers on the beach and the planes are flying overhead Monday-Saturday; it's just too loud.
- Recycling should be made a higher priority.
- Fix the traffic! One of the worst cities to drive around!
- No, everything seems good.
- Would like to have an animal/people crossing sign placed in front of my home.
- More police patrols; need to have more programs available for young people to keep them out of trouble and off the streets.
- My landlord is out of control-he owns a lot of properties in the area and code enforcement doesn't enforce certain codes.
- Improve the feeling of safety.
- Too many buildings and too much construction of high rise buildings in the past few years. There is too much traffic already on Hallandale Beach Blvd. and it's a nightmare to travel on that road!
- Respond to and consider advisory boards recommendations.
- Need to allow more time given to add input on planning decisions for the city.
- Some of the traffic lights need to be removed and the ones remaining need to be synchronized.
- Mental health awareness.
- More services for senior citizens.

## 2013 City of Hallandale Beach Survey

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- More police patrols in my neighborhood to control the speeding drivers.
- Traffic and pedestrian flow needs to be improved on Hallandale Beach Blvd., Biscayne Blvd., N. Sterling and Ventura Blvd., especially during the Easter and Labor Day holidays.
- Give out more flowers and plants more often.
- More recreational programs need to be made available. There needs to be a better screening process implemented for police personnel. The feeling of safety needs to be improved.
- A better plan needs to be implemented when it comes to the flow of traffic, shoppers, and pedestrians all on the same street at the same time.
- Lower taxes.
- A better quality of service for water and trash services.
- More police officers.
- Get rid of some of the population.
- Better service for the taxes paid or lower the amount of taxes paid by residents.
- Improvements need to be made to Hallandale Beach Park so that it compares to Hollywood Park.
- Easier and better access to the beach and there needs to be an improvement in the feeling of safety in our city.
- A plan needs to be implemented to encourage more public participation and involvement in planning for the city.
- More recreational programs for the elderly Hispanic/Latino population to mingle.
- Someone needs to figure out a way to filter the ocean water so that it can be used for consumption and/or other water needs.
- More events and recreation programs for children. An elementary school needs to be built in the North section.
- There need to be more programs/activities for young families.