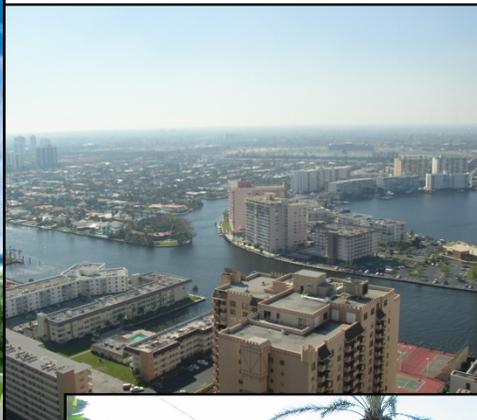


2011 Hallandale Beach Citizen Survey and Business Survey FINAL Results



by

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August, 2011

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2011 Citizen and Business Survey Report

Overview and Methodology

ETC Institute administered the *DirectionFinder*® Survey for the first time with residents of the City of Hallandale Beach, Florida. With this first survey, baseline data of citizen satisfaction is established with the delivery of major city services and priorities for the City's ongoing planning process. Having established baseline data, the City will be able to measure success over time. Also conducted, for the first time was a survey of businesses in the City.

Resident Survey. The seven-page survey was mailed to 2,500 residents within the City limits of Hallandale Beach. It took an average of 15 to 20 minutes to complete. It was administered by mail and phone to a random sample of 800 residents during July and August of 2011. The overall results of the survey have a precision of at least +/-3.4% at the 95% level of confidence.

This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of both the resident and business surveys
- GIS maps showing the physical distribution of the resident survey respondents
- benchmarking data that shows how the resident survey results for Hallandale Beach compare to communities in the US and in Florida
- importance-satisfaction analysis to help the City use the resident survey data to set priorities
- tabular data for the overall results to each question on the surveys
- copies of the survey instruments.

Interpretation of "Don't Know" Responses: The percentage of persons who gave "don't know" responses is important because it often reflects the level of utilization of City services. For graphing purposes, the percentage of "don't know" responses has been excluded to facilitate valid comparisons with other communities. The percentage of "don't know" responses for each question is provided in the Tabular Data Section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

GIS maps: In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. Maps that show the results of the survey based on the location of the respondents' home are provided in Section 2 of this report. The following map shows the physical distribution of survey respondents based on the location of their residence.

Location of Survey Respondents



2011 City of Hallandale Beach Citizen Survey

Business Survey. In addition to a random sample of residents, a survey was also administered to a separate sample of community business leaders. From a mailing to 850 randomly selected businesses, a total of 201 business owners or managers completed the survey. The results of the community leader survey have a 95% level of confidence with a margin of error of +/-5.4%. They are shown separately in Sections 7, 8, and 9 of this report.

Major Findings

- **Residents were generally satisfied with the overall quality of services provided by the City of Hallandale Beach.** Most of the residents surveyed *who had and opinion* based upon the combined percentage of “very satisfied” and “satisfied” responses, were satisfied with the quality of fire services (90%), emergency medical services (86%), and the quality of police services (75%). Residents were least satisfied with the City’s stormwater drainage system (43%) and the over flow of traffic in the City (41%).
- **Services that residents thought were most important for the City to provide.** The three major areas that residents thought were most important for the City to

emphasize over the next two years were; (1) overall flow of traffic in the City, (2) the City's stormwater drainage system, and (3) the appearance of City streets, medians, buildings and facilities.

- **Public Safety Services** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were how quickly fire-rescue personnel respond to medical emergencies (89%), how quickly fire-rescue personnel respond to fire emergencies (88%), and how quickly police respond to emergencies (78%). The three public safety services that residents thought were most important for the City to emphasize over the next two years were; (1) visibility and frequency of police in neighborhoods, (2) the City's efforts to prevent crime, and (3) the use of red light cameras.
- **City Maintenance.** The highest levels of satisfaction with City maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were maintenance of City buildings (78%), maintenance of traffic signals and street signs (72%), and the maintenance of major City streets (71%). Residents were least satisfied with the availability of sidewalks in their neighborhood (63%). The two areas of City maintenance that residents thought were most important for the City to emphasize over the next two years were: (1) the availability of sidewalks in their neighborhood, and (2) the maintenance of streets in their neighborhood.
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were the appearance of City parks (70%), special events (67%), and the number of City parks (62%). Respondents were least satisfied with the availability of walking and biking paths (49%), and the City's adult athletic programs (49%). The two areas of parks and recreation that residents thought were most important for the City to emphasize over the next two years were; (1) the availability of walking and biking paths, and (2) the appearance of City parks.
- **Utilities.** The highest levels of satisfaction with water, sewer and trash utilities, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, was residential trash collection service (75%), curbside recycling service (70%), and water and sewer service (70%).
- **Code Compliance.** The highest levels of satisfaction with code compliance, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, was the enforcement of the exterior maintenance of commercial properties (57%), the enforcement of the exterior maintenance of residential property (56%), and the communication of the codes division (50%).

- **Communication.** The highest levels of satisfaction with communication, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, was the City’s newsletter (75%), the telephone notification system (74%), and the local community newspaper, the Sun Times (69%). The area rated lowest in satisfaction was the level of public involvement in local decision making (44%).
- **Values and Diversity of the City.** Residents were given an opportunity to address various values held by the City. The values rated highest were the City’s effort to protect and preserve the historic sites (66%), the City’s effort to serve the needs of a diverse population (62%), and the City’s value of input and participation from the community (59%).

Other Findings:

- Residents were asked if they felt more or less safe in the last year in the City; 16% felt more safe, 54% said that the level of safety had not changed, and 21% felt less safe. Nine percent (9%) did not have an opinion.
- Residents were asked their opinion about the level of crime over the last two years; 30% felt it had increased, 29% said that it had remained the same, and 15% thought it had decreased. Twenty-six percent (26%) did not have an opinion.
- From a list of several possible reasons the primary reason that residents chose to live in Hallandale Beach was 1) the location, 2) the nice neighborhoods, and 3) housing.

Business Findings

Businesses are generally satisfied with City Services. The highest levels of satisfaction with City services, based upon the combined percentage of “very satisfied” and “satisfied” responses of business owners and managers *who had an opinion*, was with emergency medical services (92%), fire services (91%), and police services (88%). They were least satisfied with traffic flow in the City (55%) and the City’s drainage system (54%). The three services that were most important to businesses were 1) City water and sewer services, 2) street maintenance, and 3) police services.

- 66% rated the physical appearance of the area where their business was located as excellent or good.
- 75% felt that Hallandale Beach was a “business friendly” community.

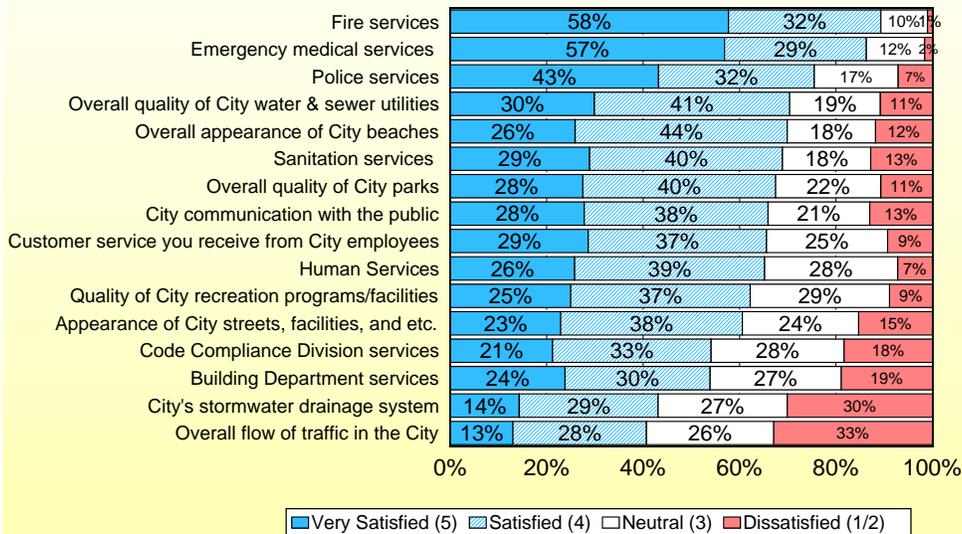
- **Primary Reasons for Businesses to Locate and Stay in Hallandale Beach.** From a list of 17 possible reasons for locating a business in Hallandale Beach, the three most important were the low crime rate (86%), the access to highways (84%), and the competitive land or lease costs (83%). When asked to indicate from the same list of 17 possible reasons the reasons that would impact their decision to stay in Hallandale Beach for the next 10 years, they chose 1) the low crime rate, 2) access to the highways, and 3) the proximity of businesses important to their business.
- 66% of businesses felt that the tax structure in the City was fair.
- **Possible Change in the Next 12 Months.** Sixty percent (60%) of businesses had no plans to change and 7% were not sure. Of those that expected a change, 19% intended to expand their business in Hallandale Beach, 5% expected to relocate to another location in Hallandale Beach, 9% planned to relocate outside of Hallandale Beach, and 1% planned to close.
- **Business Experience with the City and Level of Service.** Seventy-four percent (74%) of businesses had experience with fire inspections and 89% said that the experience was excellent or good; 38% had experience with code compliance and 71% said that the experience was excellent or good. Finally, 26% had experience with construction and building permits and 55% said their experience was excellent or good.
- Businesses rated the labor pool in Hallandale Beach as productive (75%) and of good quality (73%).
- When asked about perceptions of the City of Hallandale, businesses rated the quality of services provided by the City as the most satisfactory (84%), the overall image of the City next, at 82%, and the overall quality of life in the City at 78%. Least satisfactory was the quality of public education in Hallandale Beach (51%).

Section 1:

Resident Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

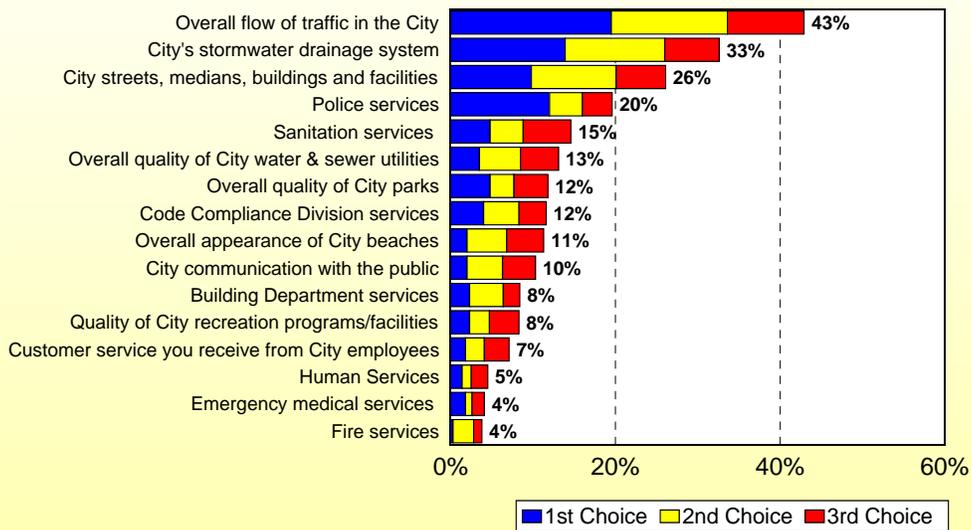
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

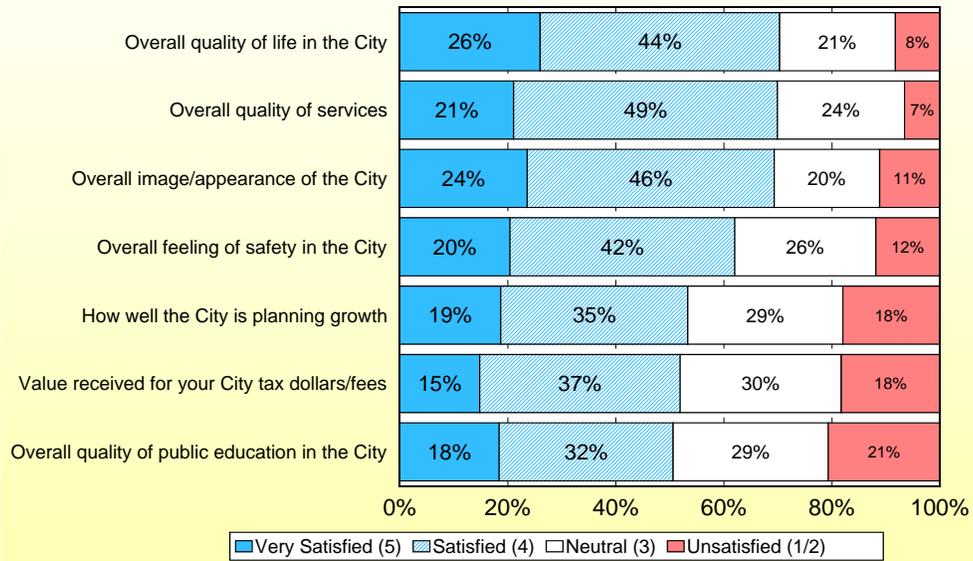
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q3. Rate each of the following

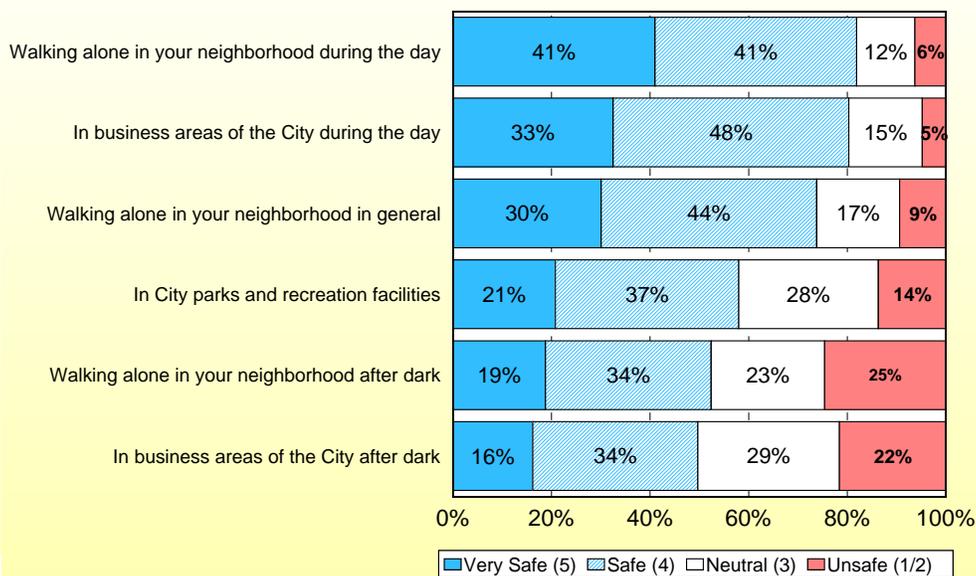
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q4. Perceptions of Safety and Security

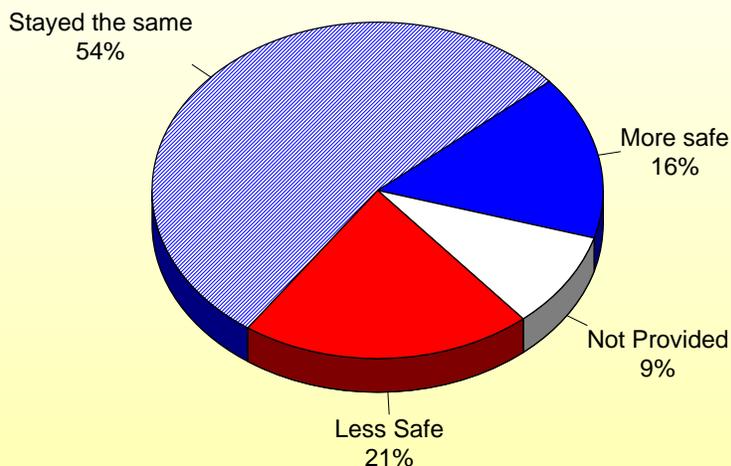
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

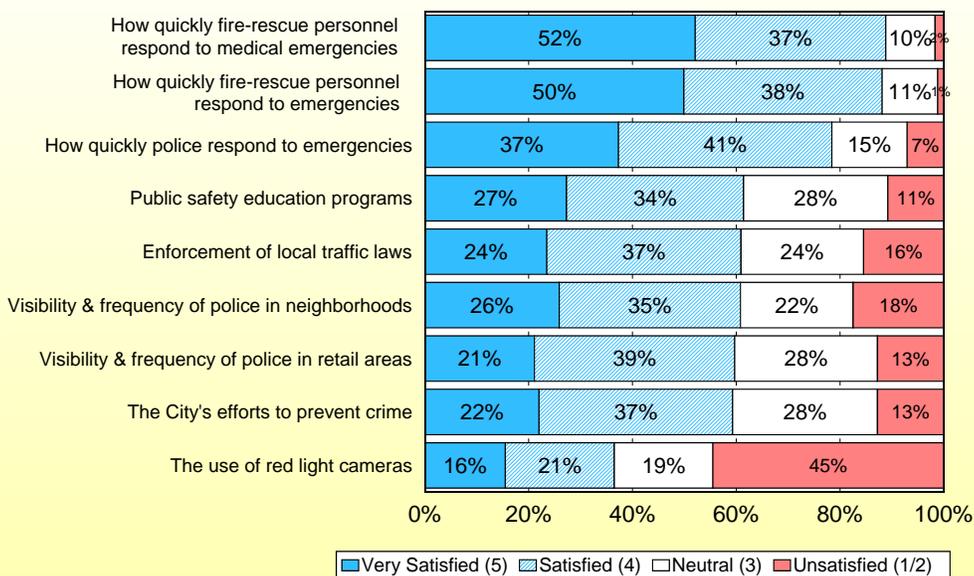
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q6. Satisfaction with Various Aspects of Public Safety

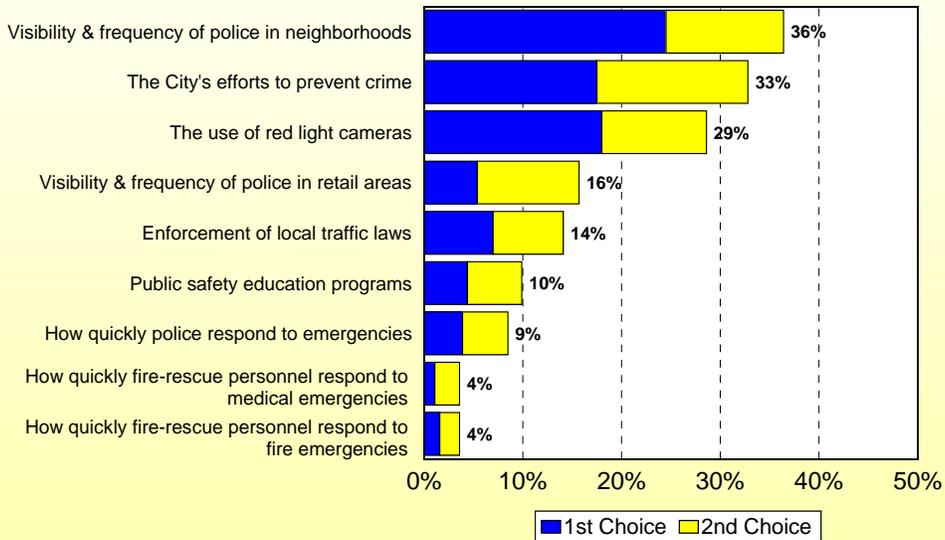
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

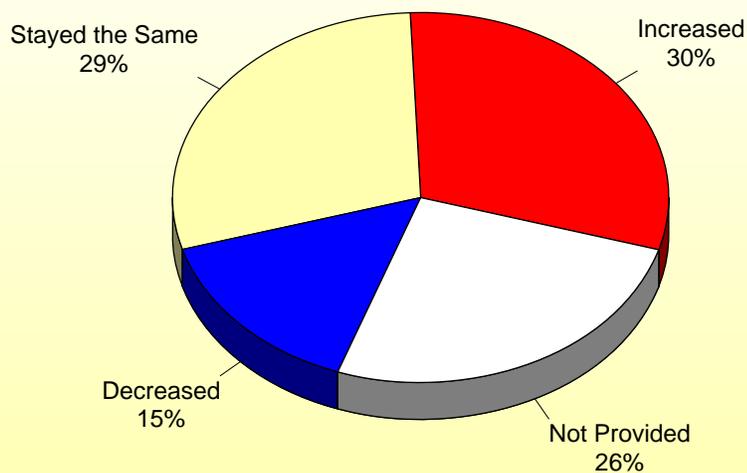
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

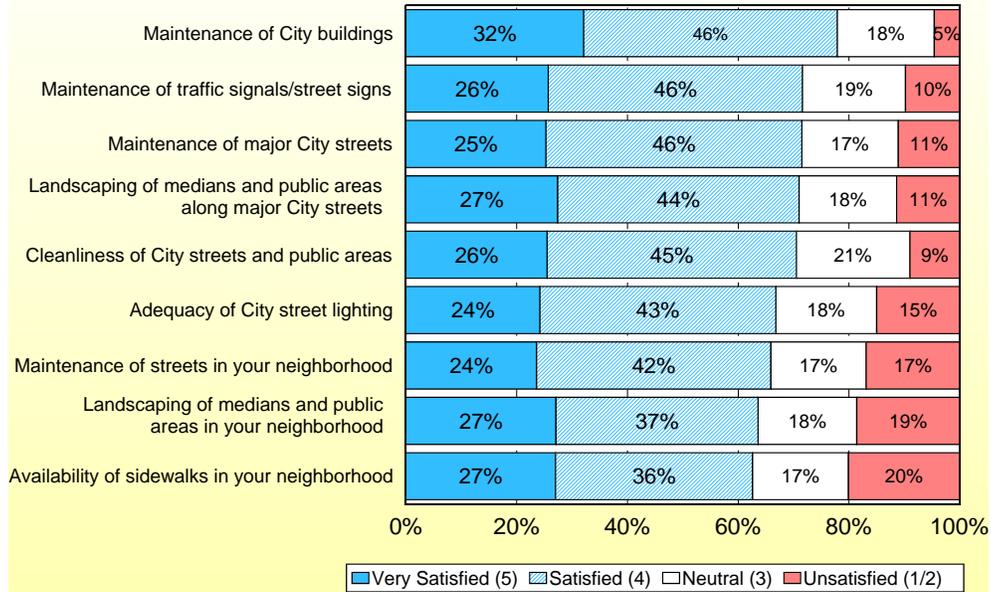
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q9. Satisfaction with Various Aspects of Maintenance

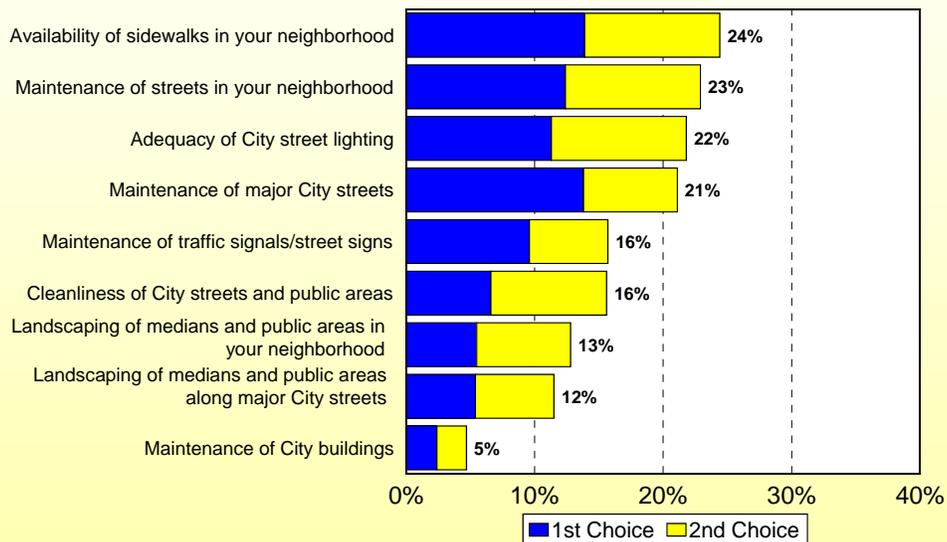
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

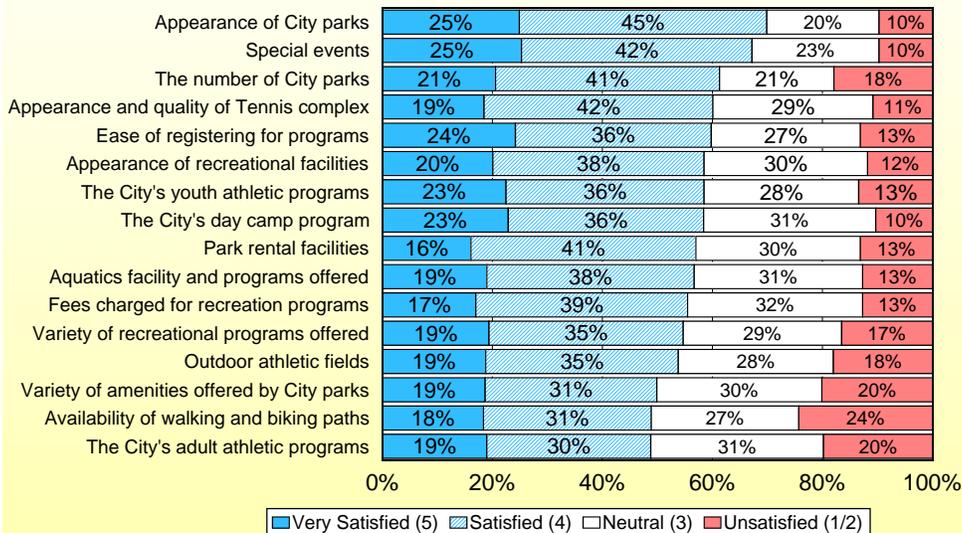
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q11. Satisfaction with Various Aspects of Parks and Recreation

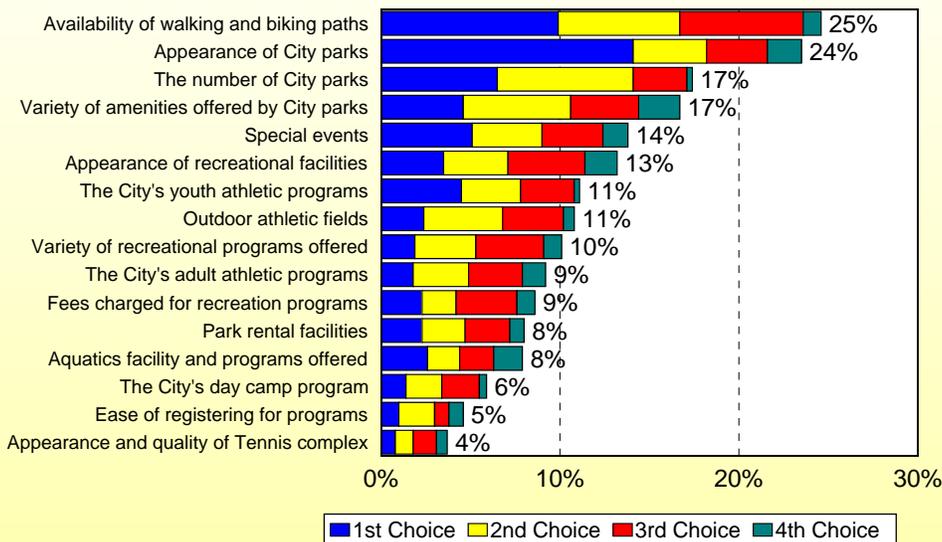
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

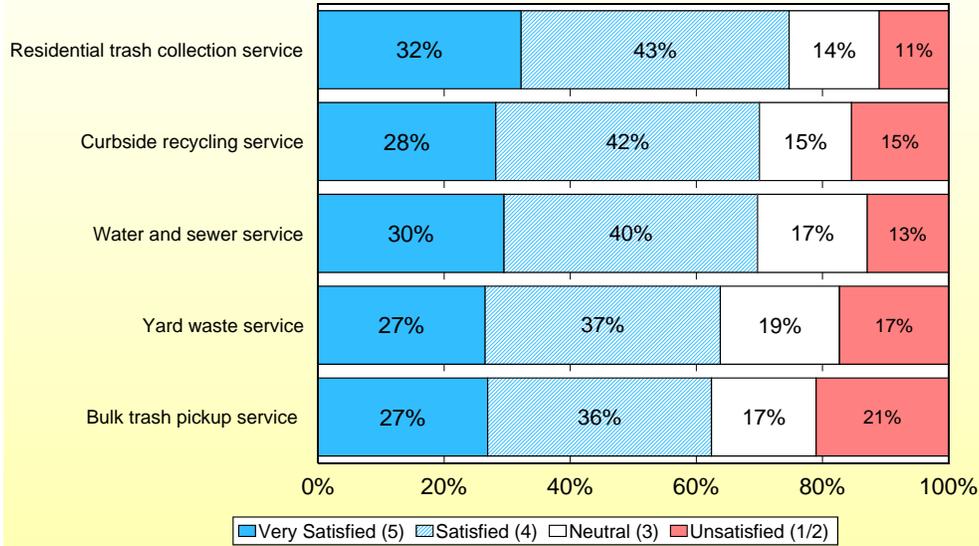
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q13. Satisfaction with Utilities in the City of Hallandale Beach

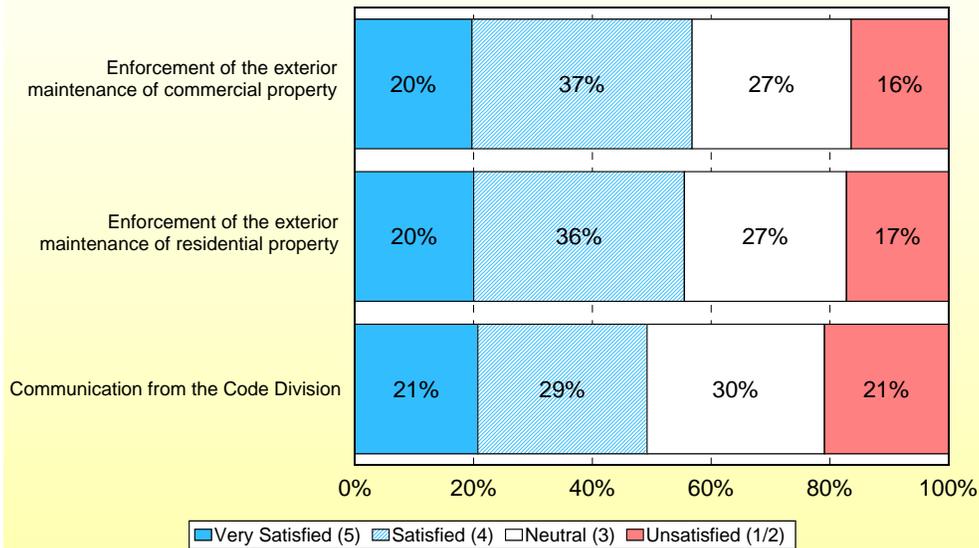
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

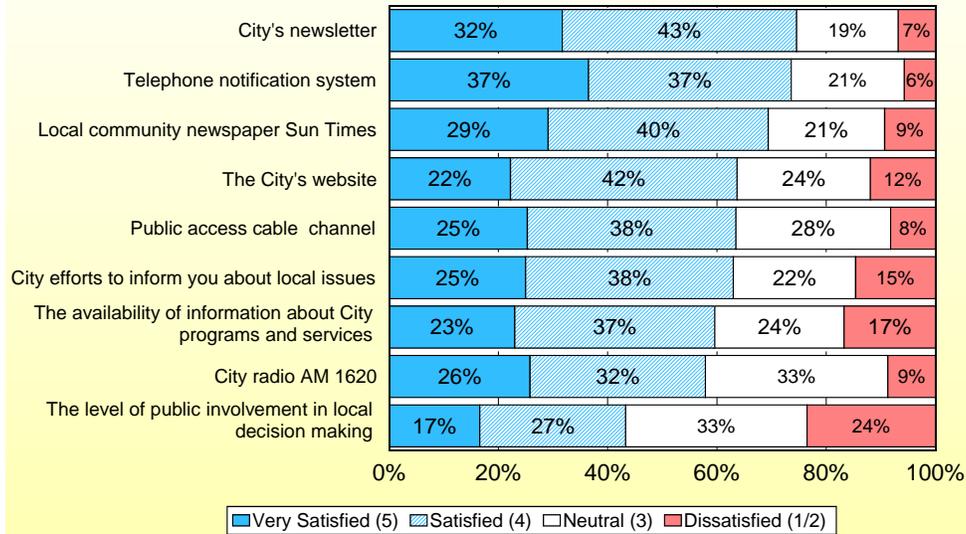
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q15. Satisfaction with Various Aspects of Communication.

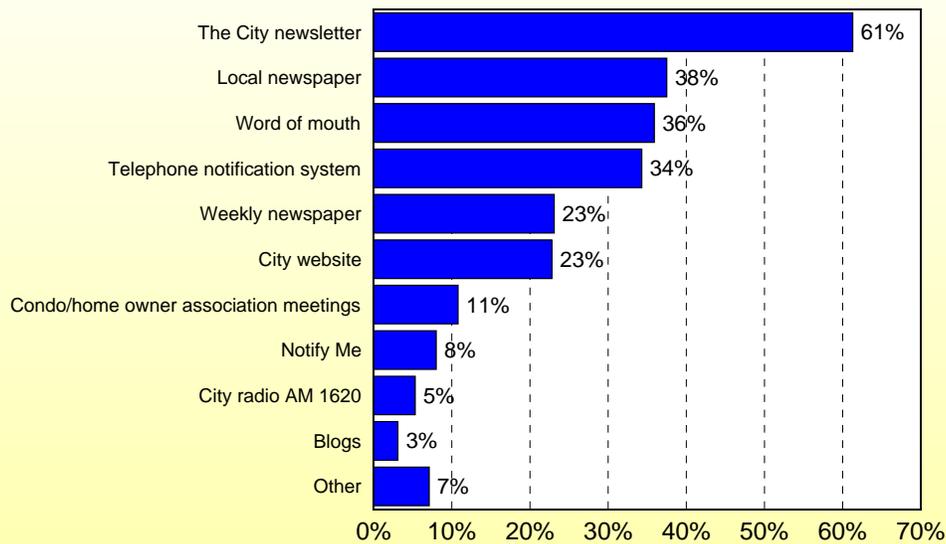
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

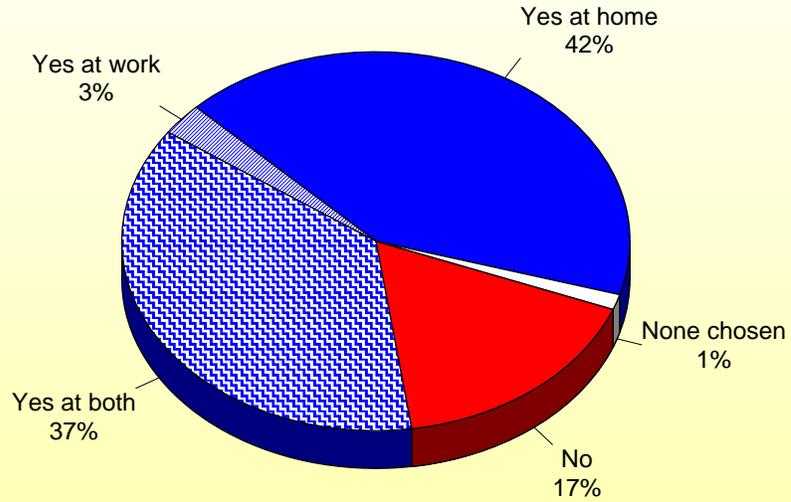
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

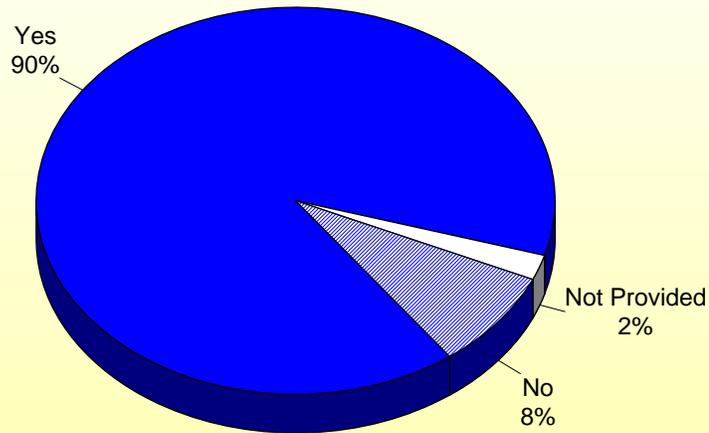
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q18. Do you have cable or satellite television at home?

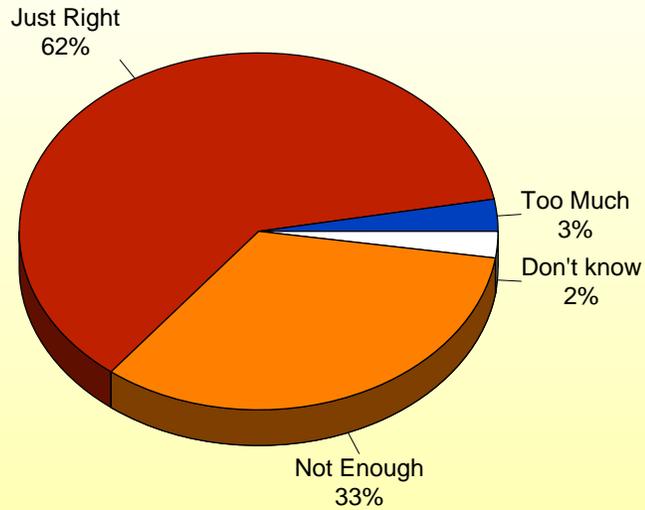
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

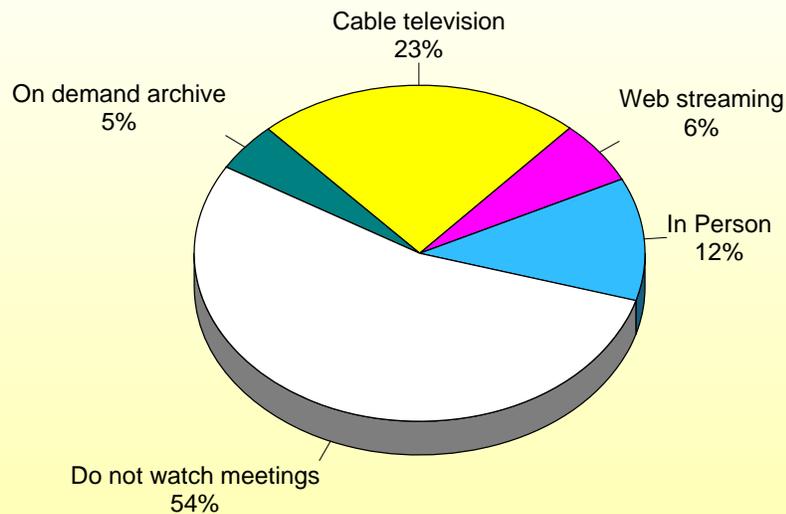
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q20. How do you prefer to watch Commission meetings?

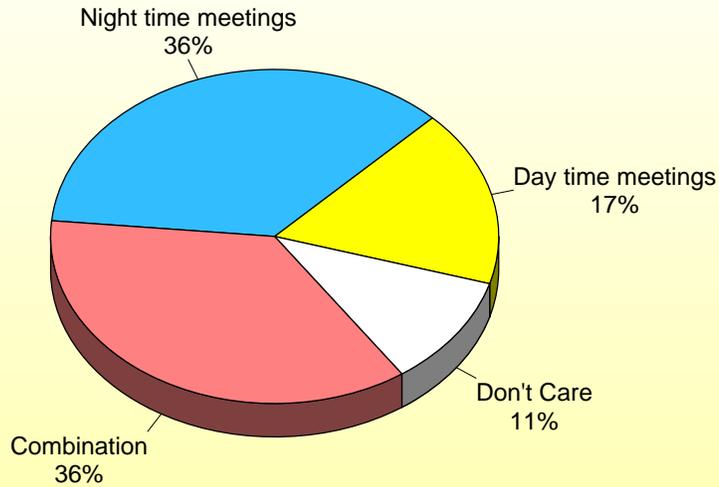
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

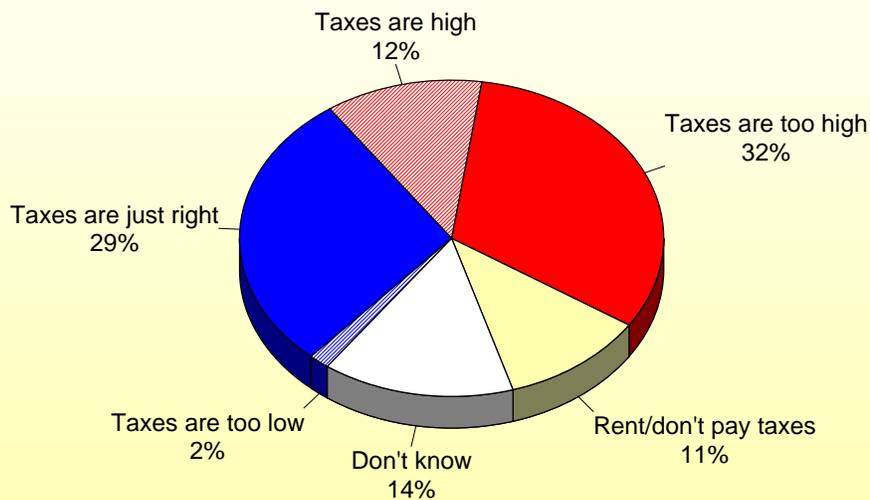
by percentage of respondents who preferred to watch in person



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

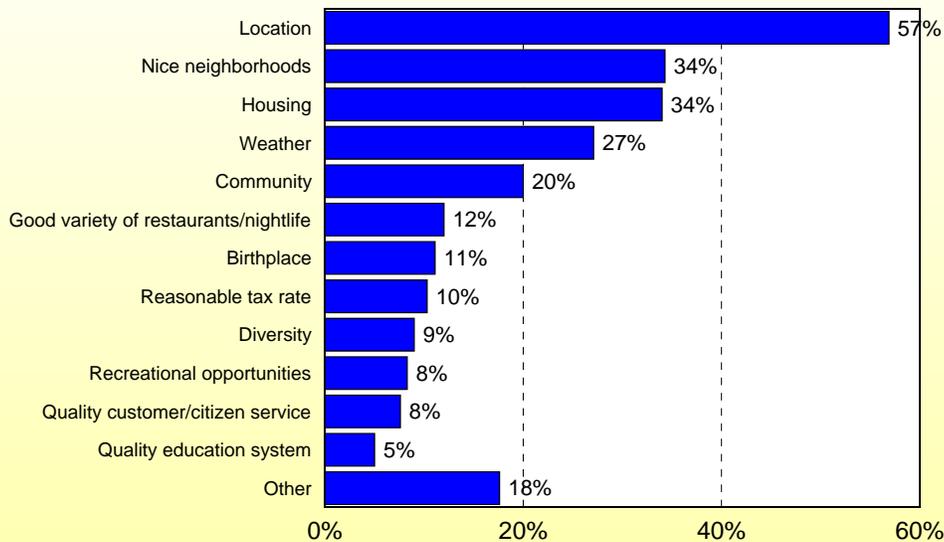
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q22. Why you originally made the decision to live in or why you continue to live in Hallandale Beach?

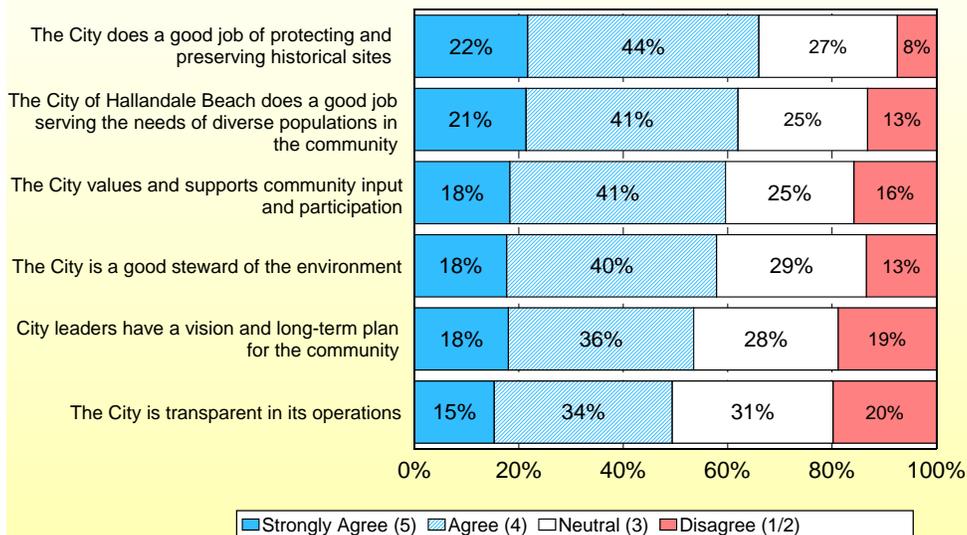
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q23. Overall Satisfaction with Values and Diversity.

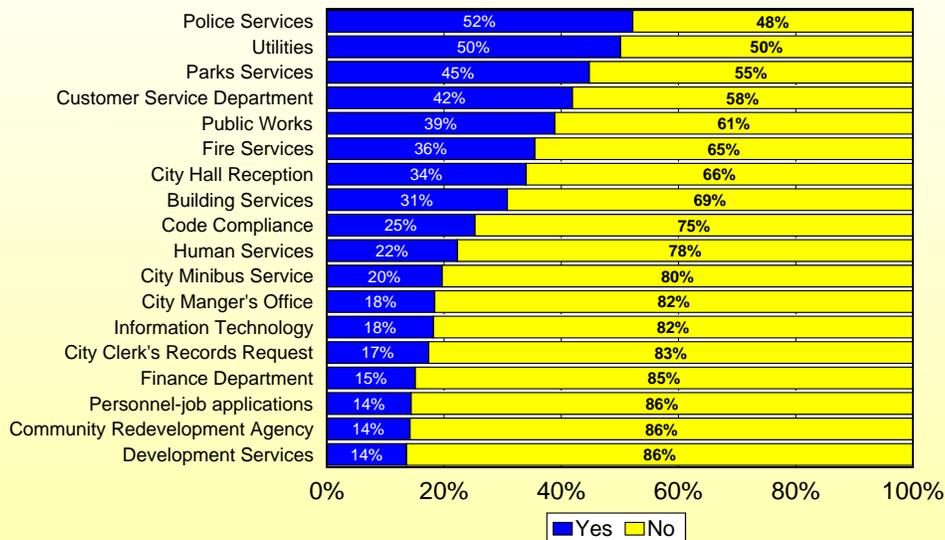
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q26. Please indicate whether you or other members of your household used the city services and facilities.

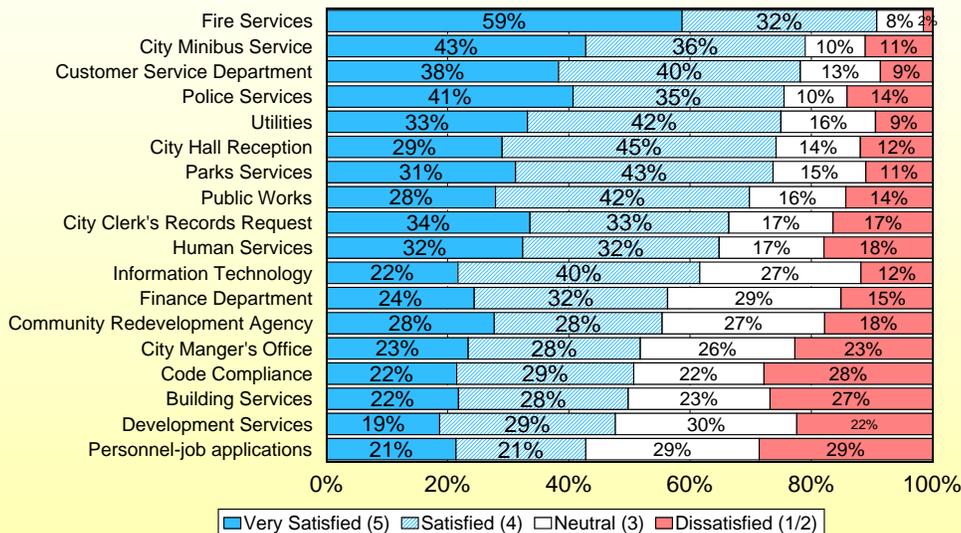
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

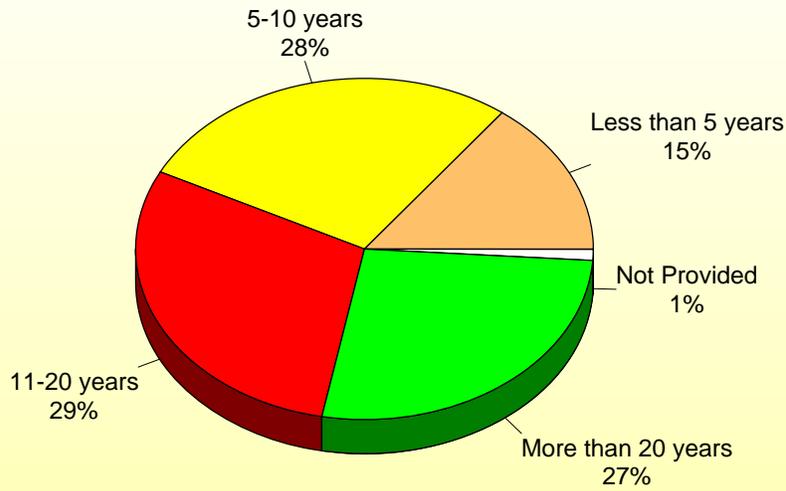
Q26. Please rate your satisfaction with the service or facility.

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



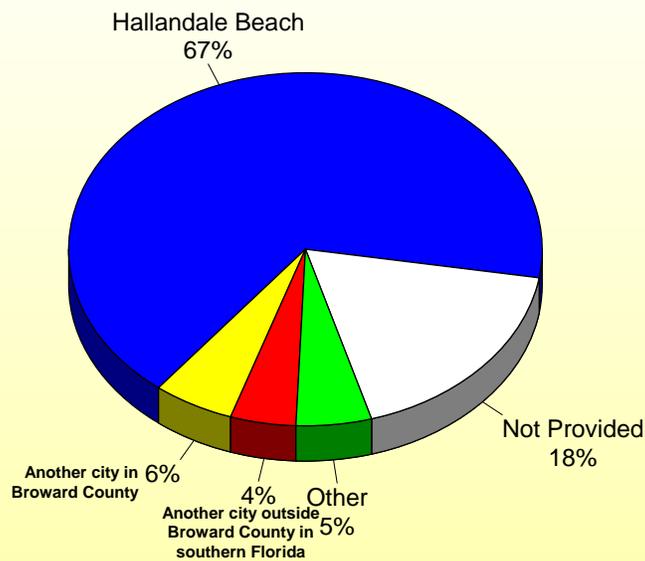
Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q27. How many years have you lived in the City of Hallandale Beach?
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

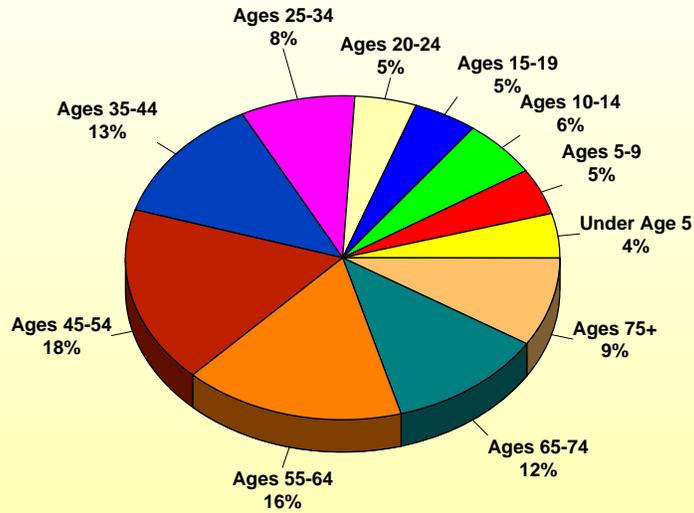
Q28. In five years, where do you plan to be living?
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

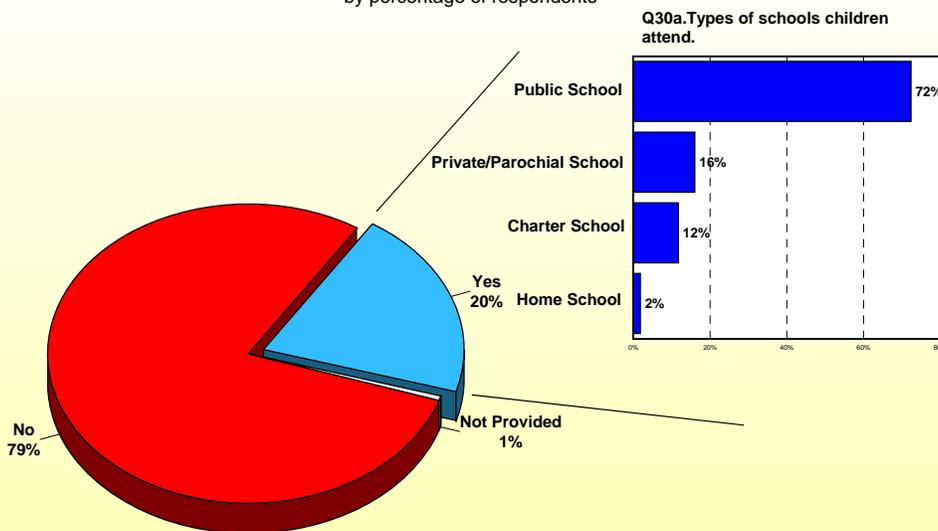
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

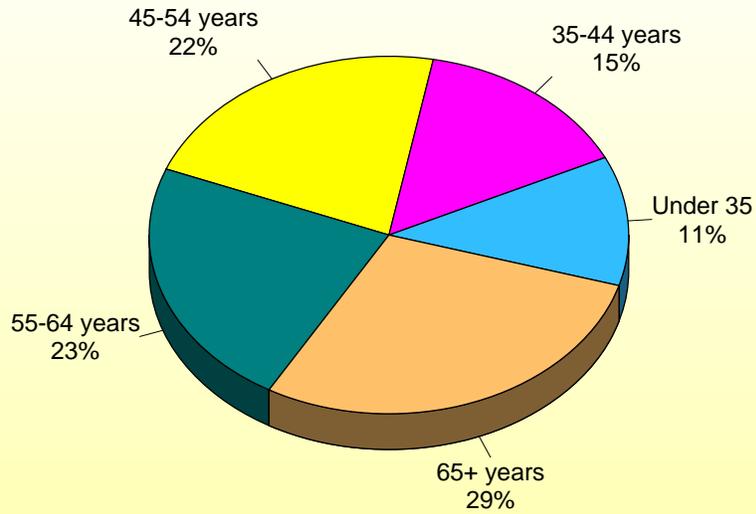
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q31. Demographics: Age of respondents

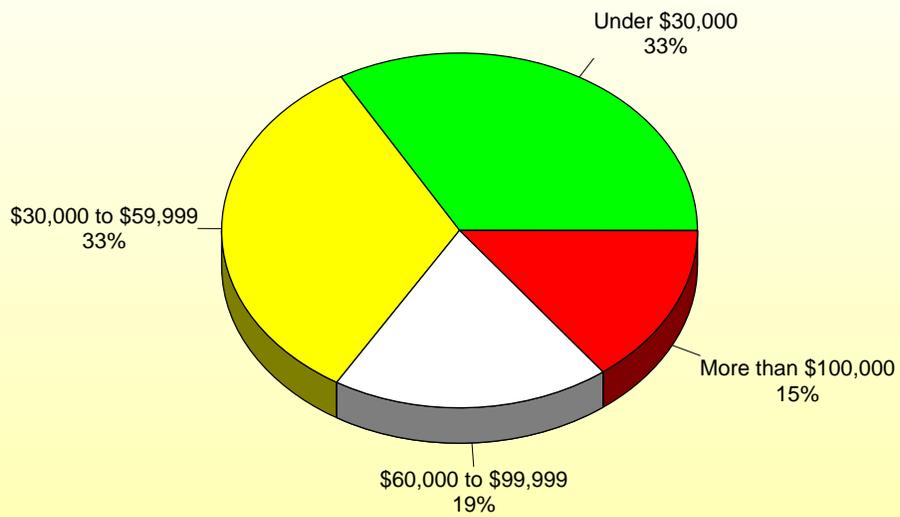
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q32. Would you say your household income is:

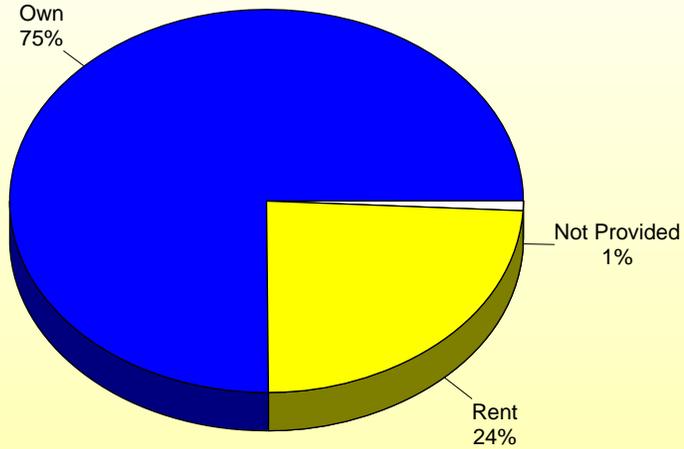
by percentage of respondents (excluding not provided)



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

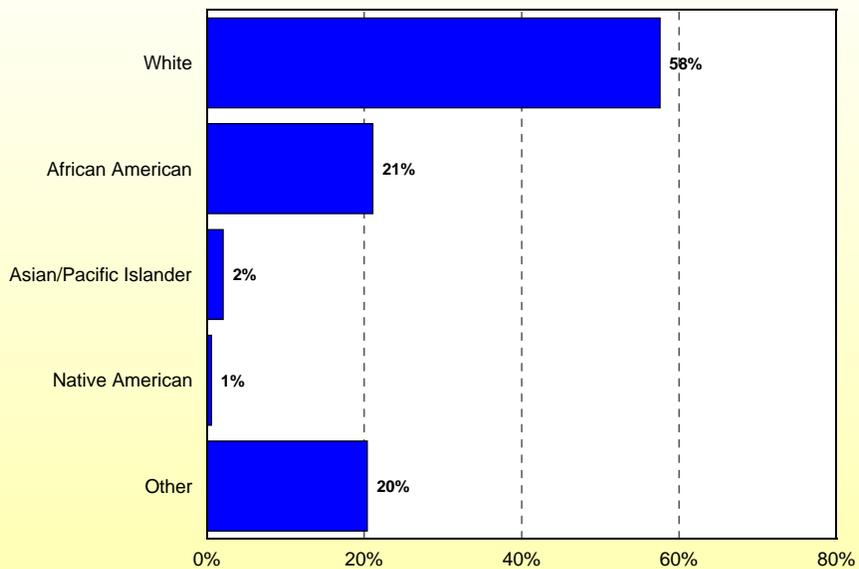
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q34. Demographics: Race/Ethnicity?

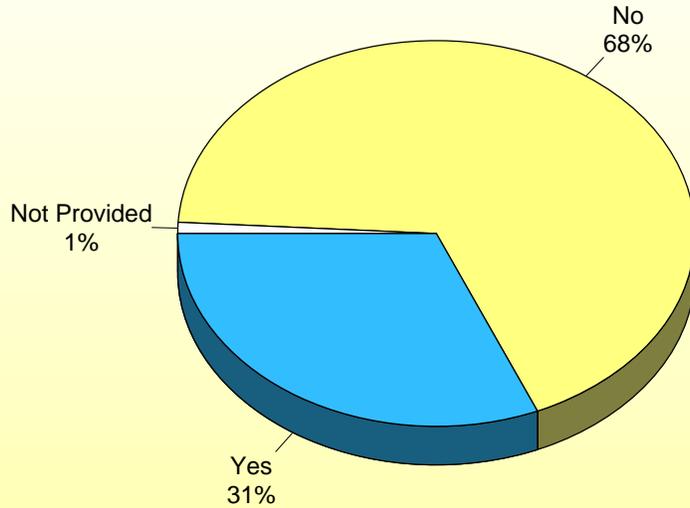
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

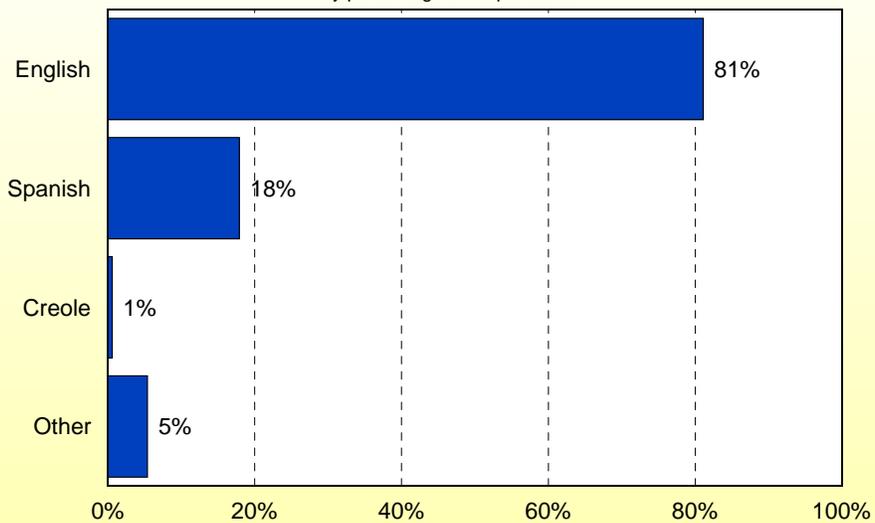
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

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

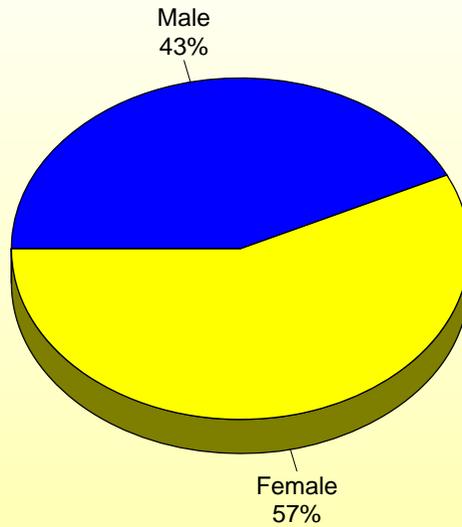
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q37. Demographics: Respondents Gender

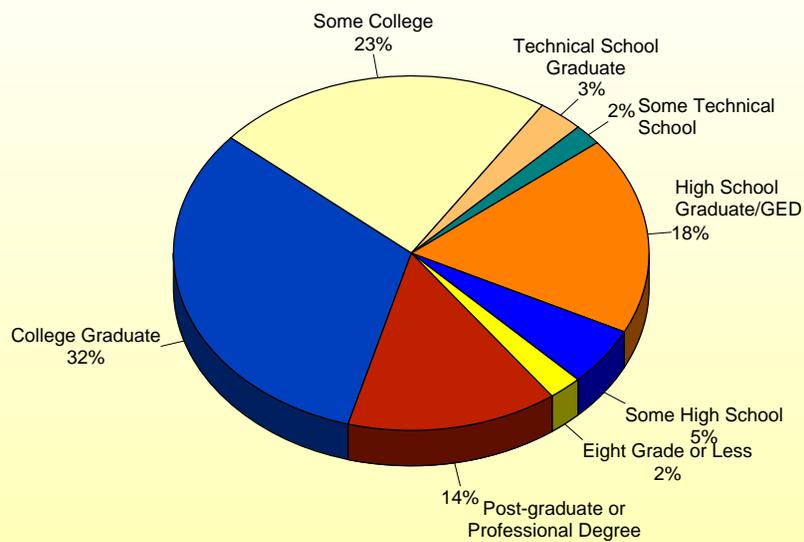
by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Q38. What is your highest grade of school completed?

by percentage of respondents



Source: ETC Institute DirectionFinder (August 2011 - Hallandale Beach, FL)

Section 2:
GIS Mapping



Interpreting the Maps

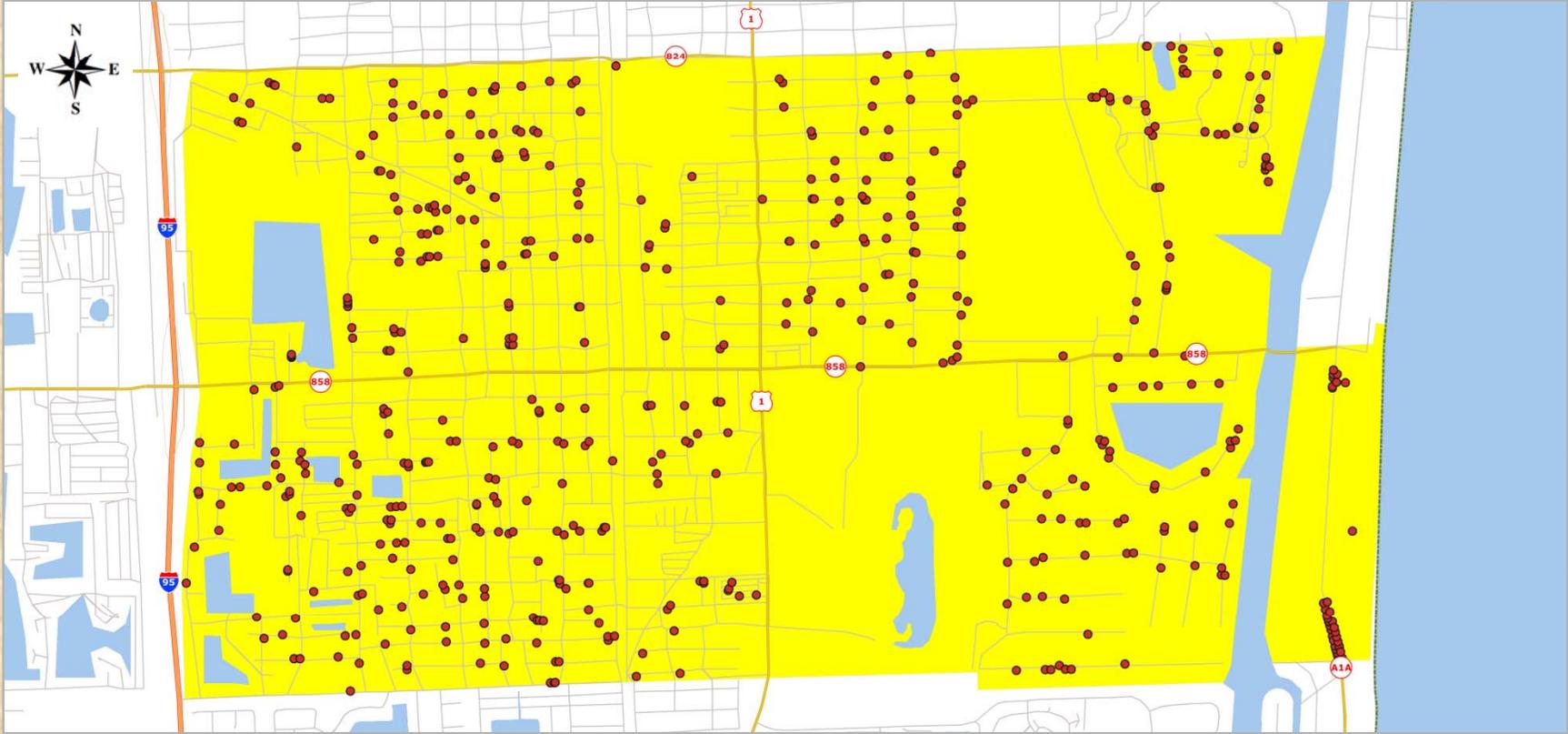
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S. Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

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:

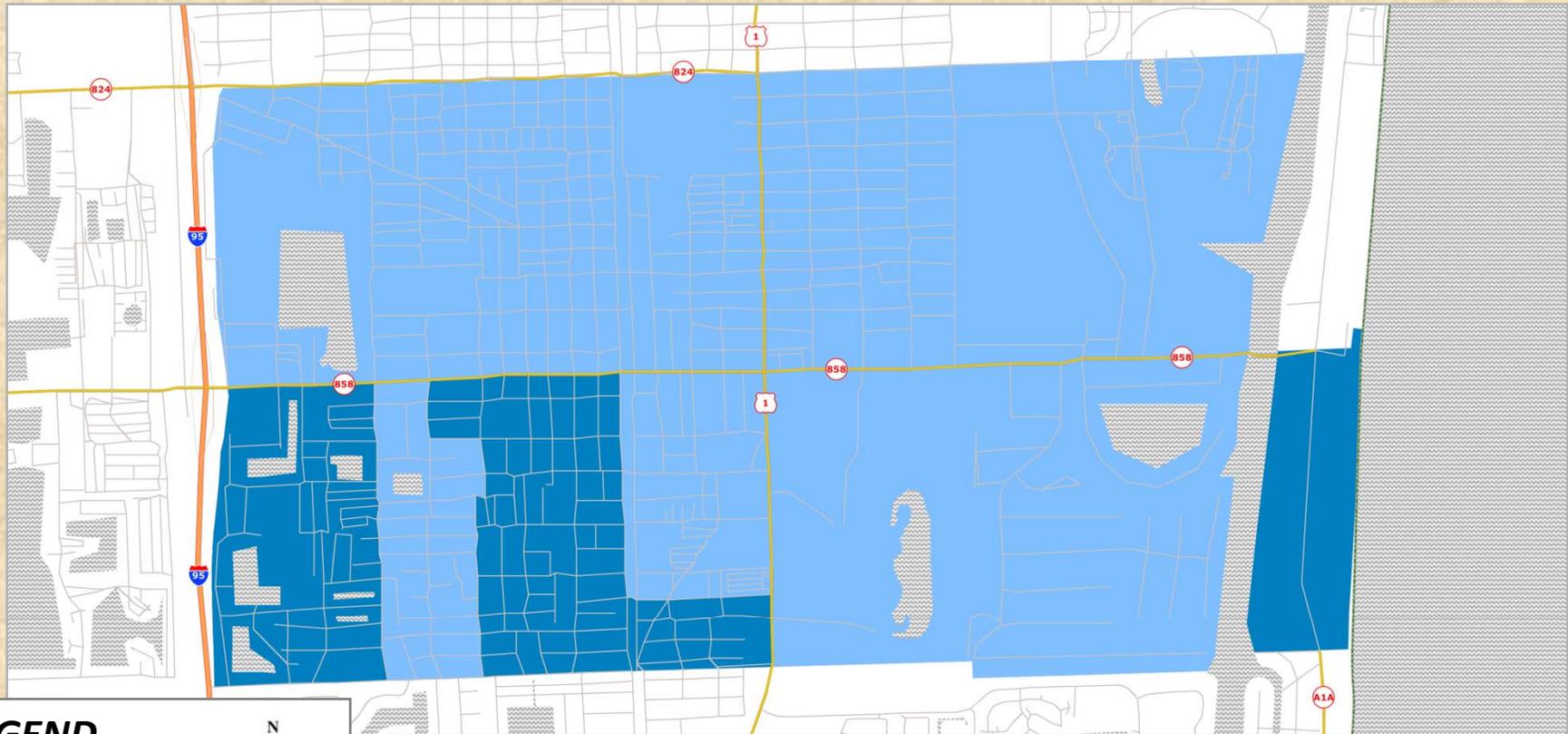
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate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

Location of Survey Respondents



2011 City of Hallandale Beach Citizen Survey

Q1a Police services



LEGEND

Mean rating
on a 5-point scale, where:



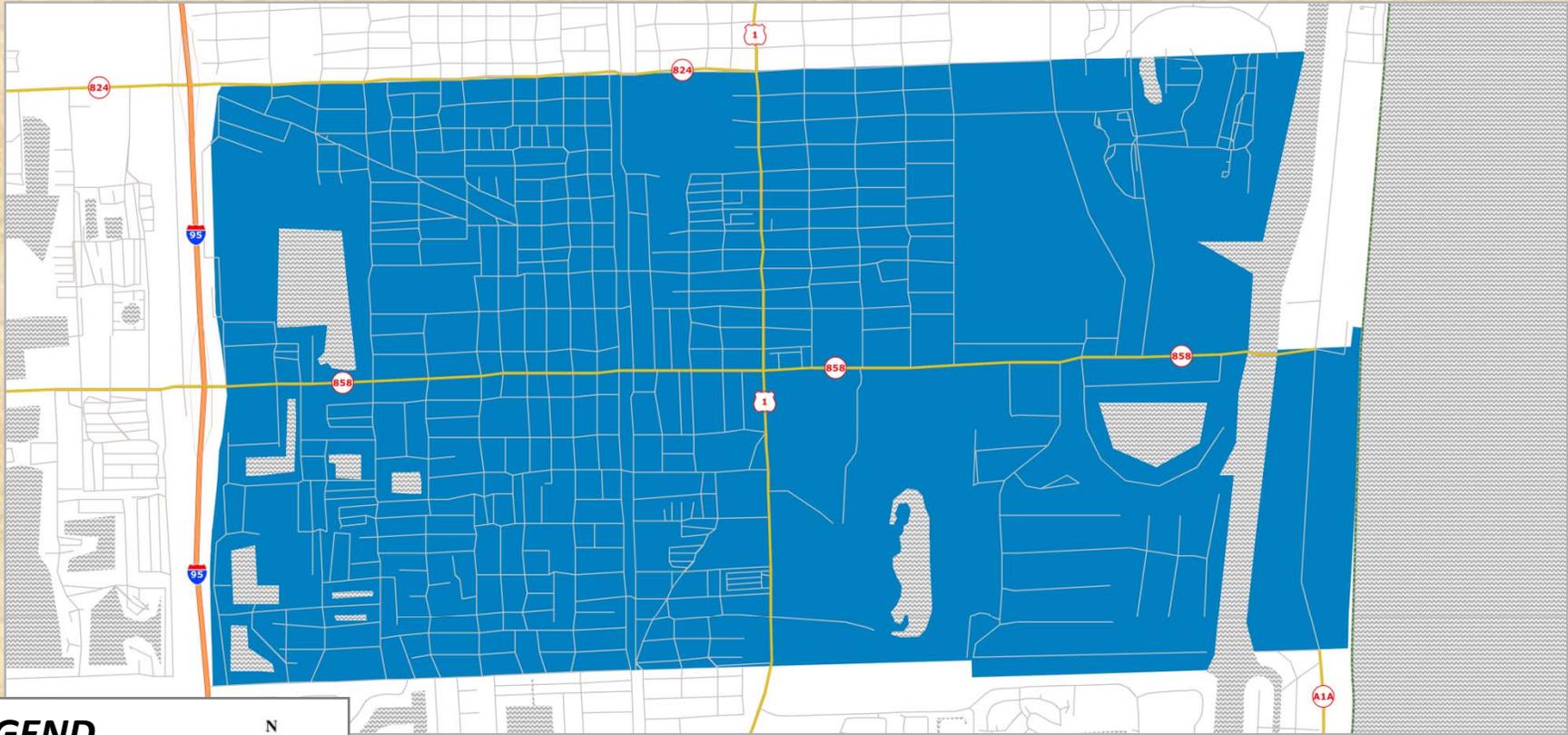
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1b Fire services



LEGEND

Mean rating on a 5-point scale, where:



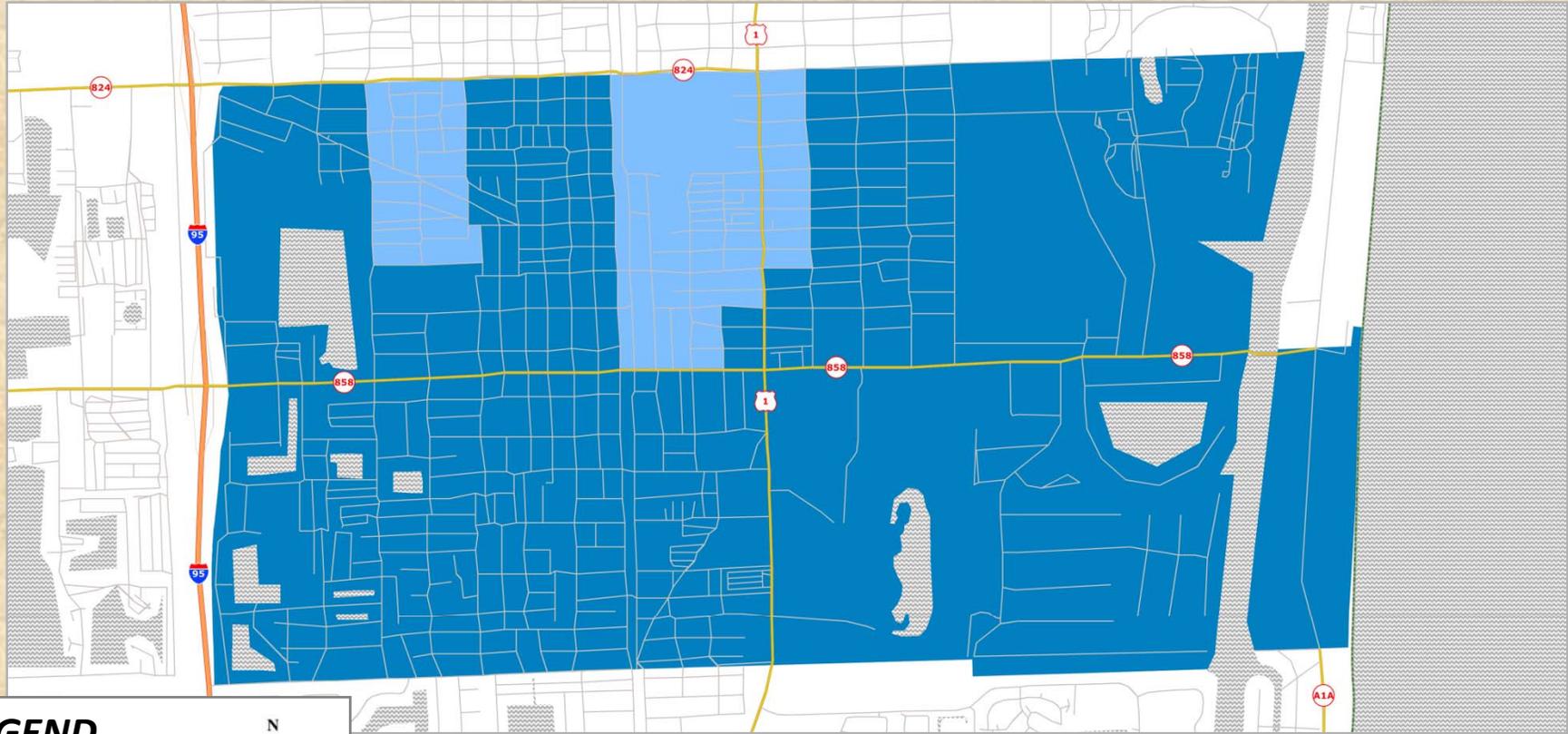
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1c Emergency medical services/EMS



LEGEND

Mean rating
on a 5-point scale, where:

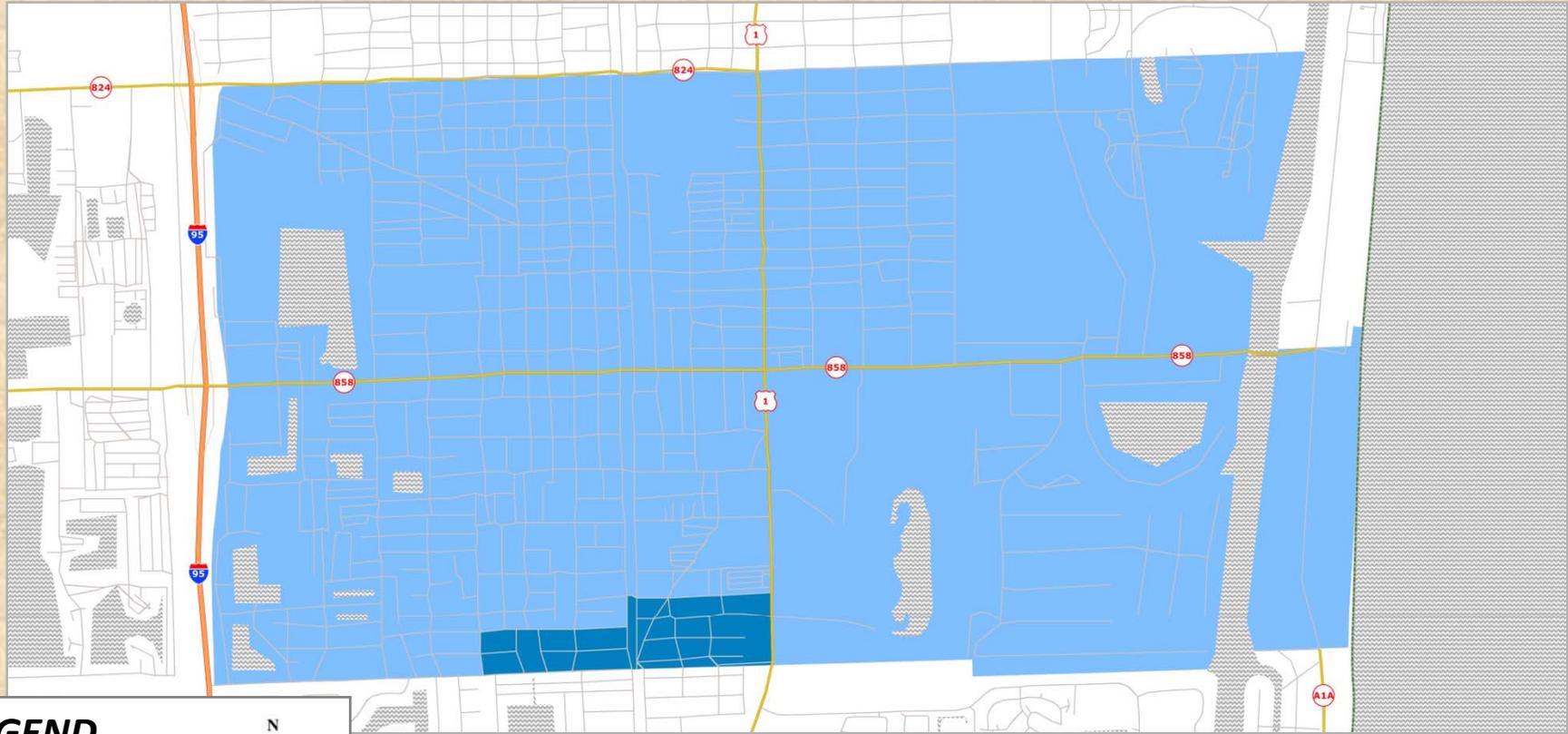
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1d Quality of City parks



LEGEND

Mean rating
on a 5-point scale, where:

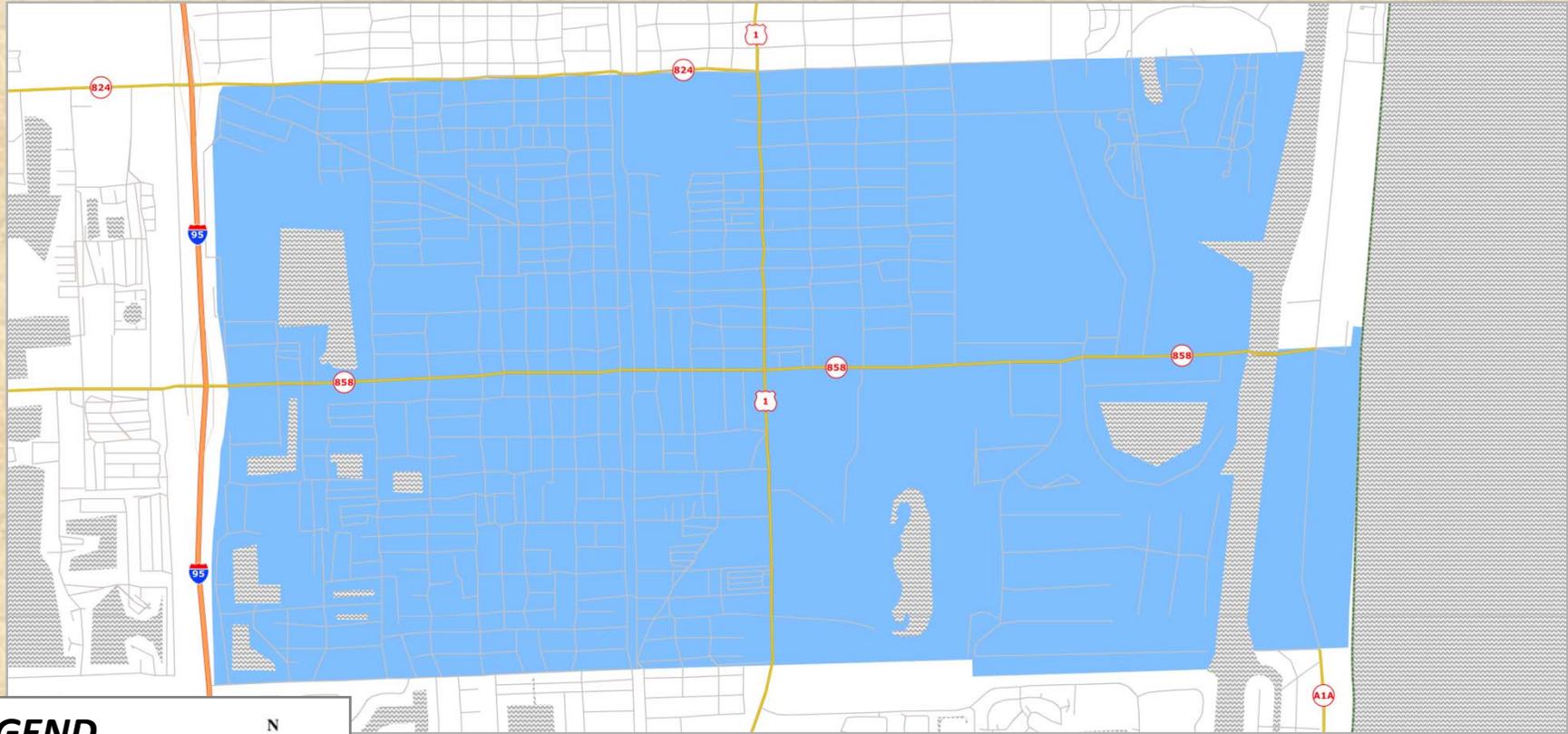
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1e Quality of City recreation programs/facilities



LEGEND

Mean rating
on a 5-point scale, where:



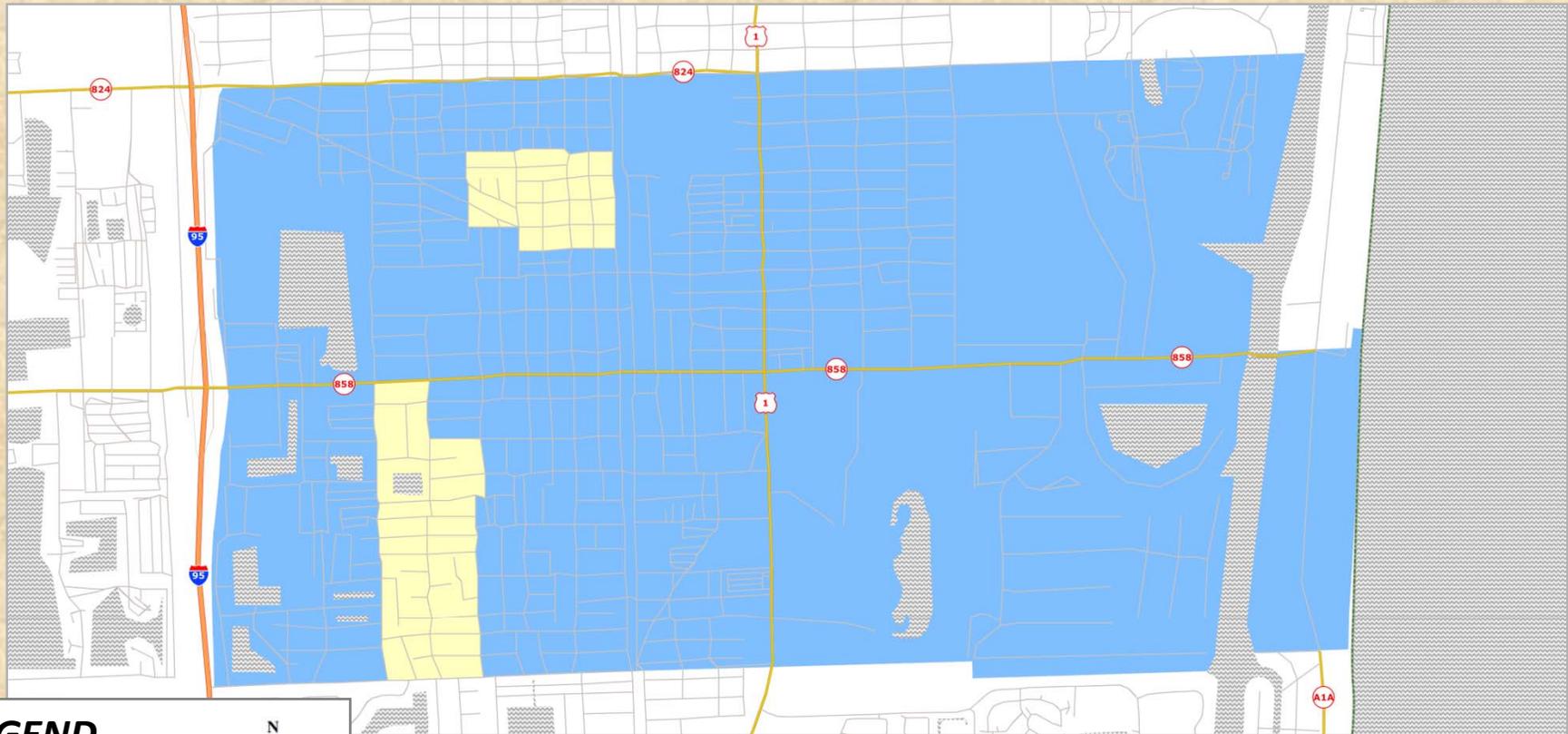
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1f Appearance of City streets, buildings, medians



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

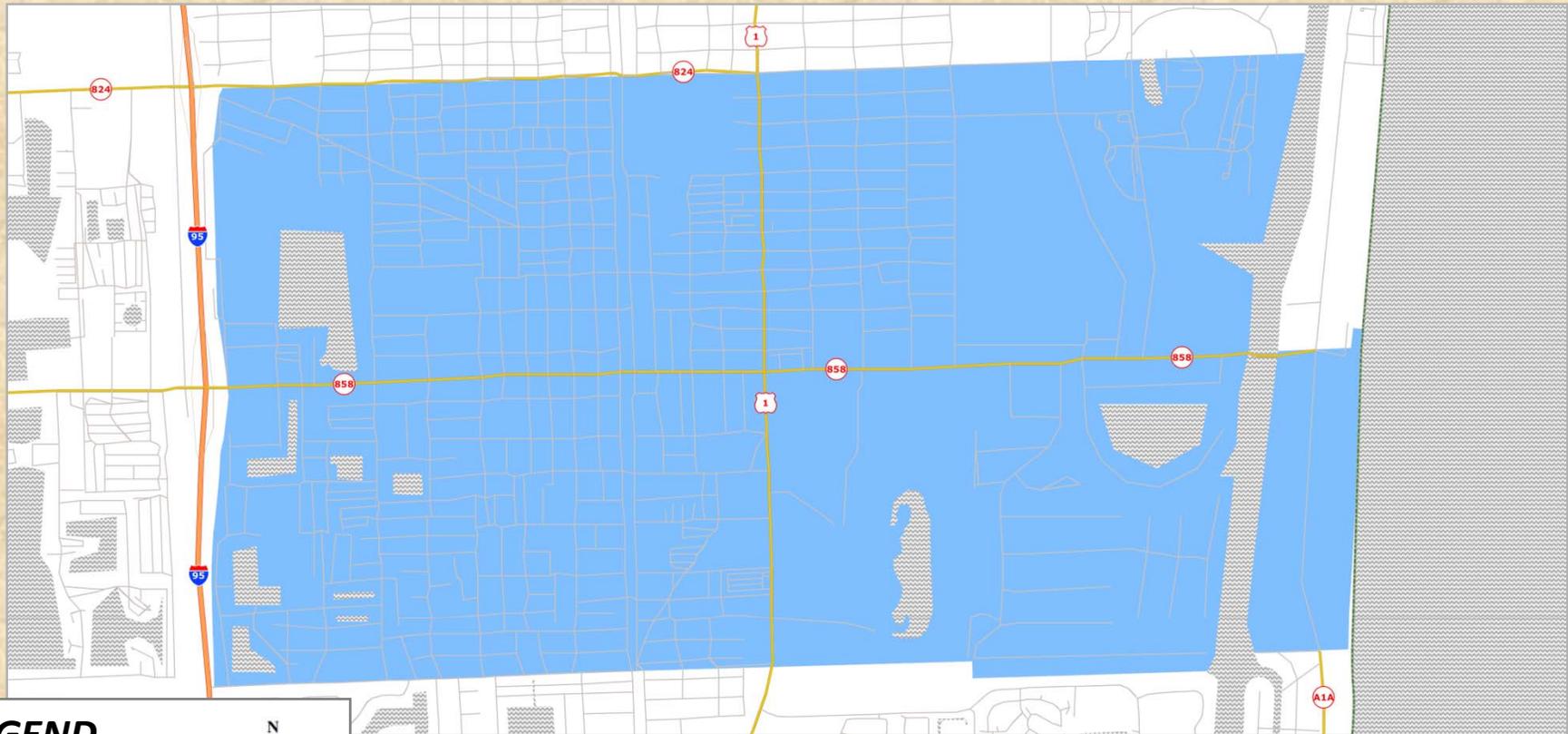


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q1g Quality of City water & sewer utilities



LEGEND

Mean rating
on a 5-point scale, where:



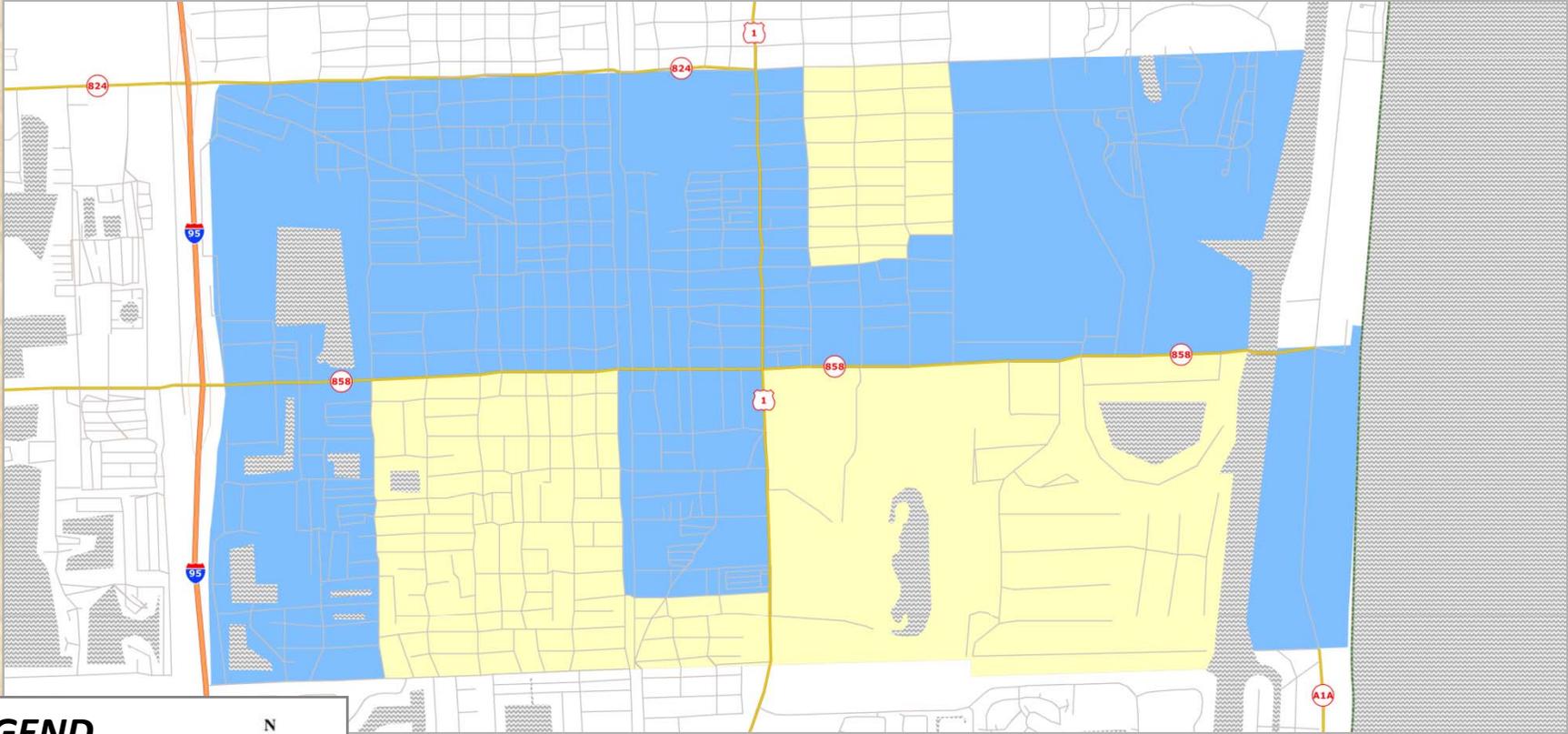
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1h Code Compliance Division services



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

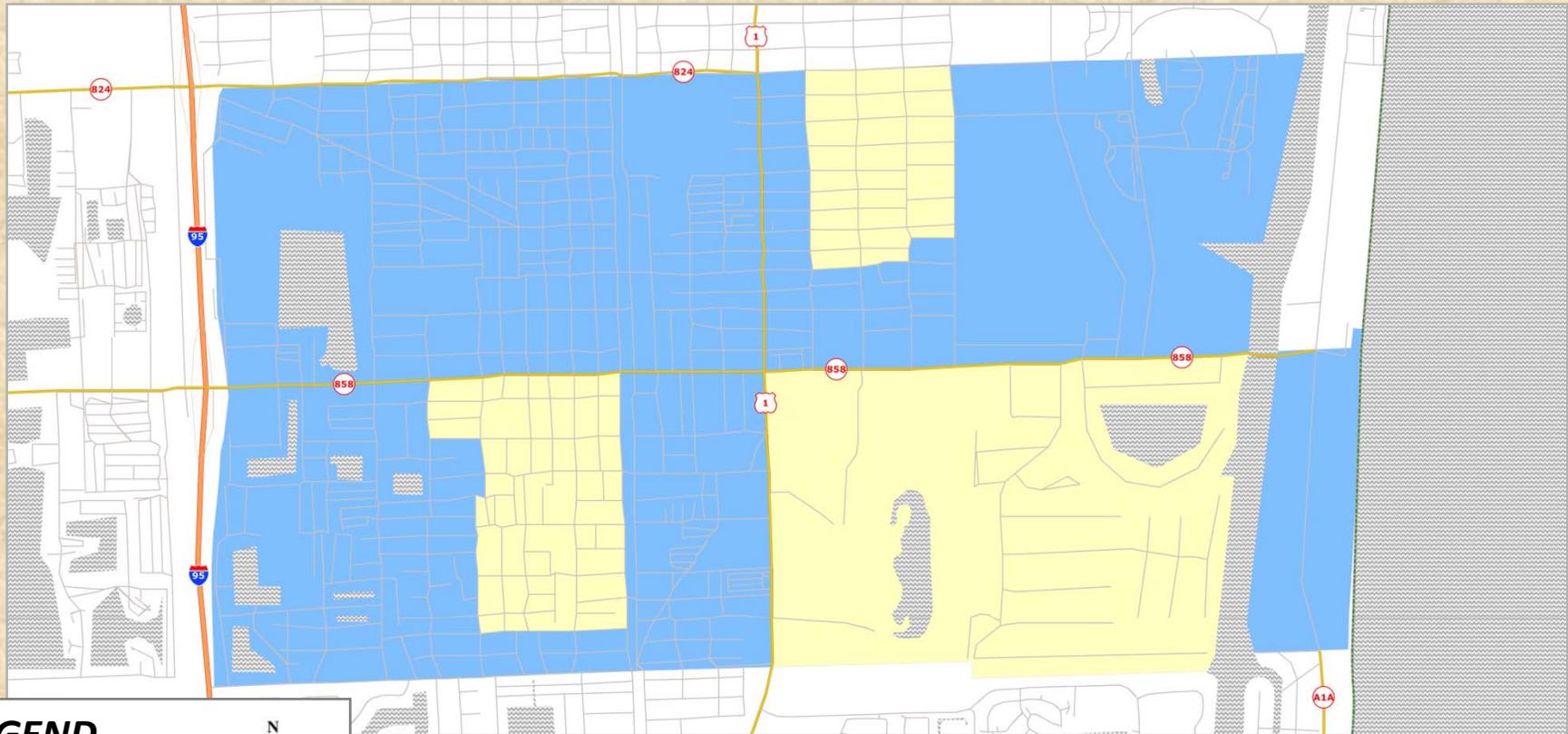
Note: "Other" areas did not contain any responses



2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1i Building Department services/permitting



LEGEND

Mean rating
on a 5-point scale, where:

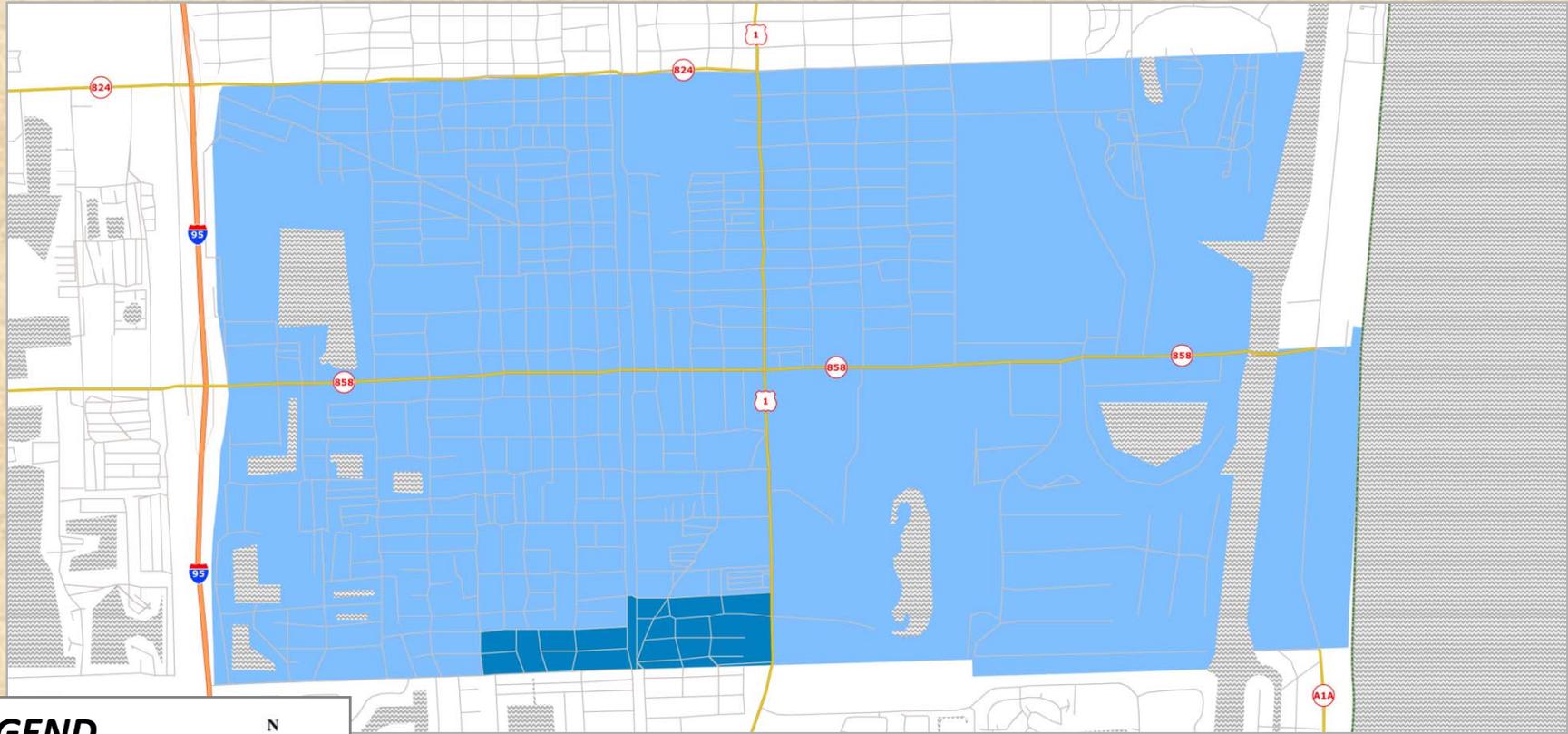
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1j Customer service you receive



LEGEND

Mean rating
on a 5-point scale, where:



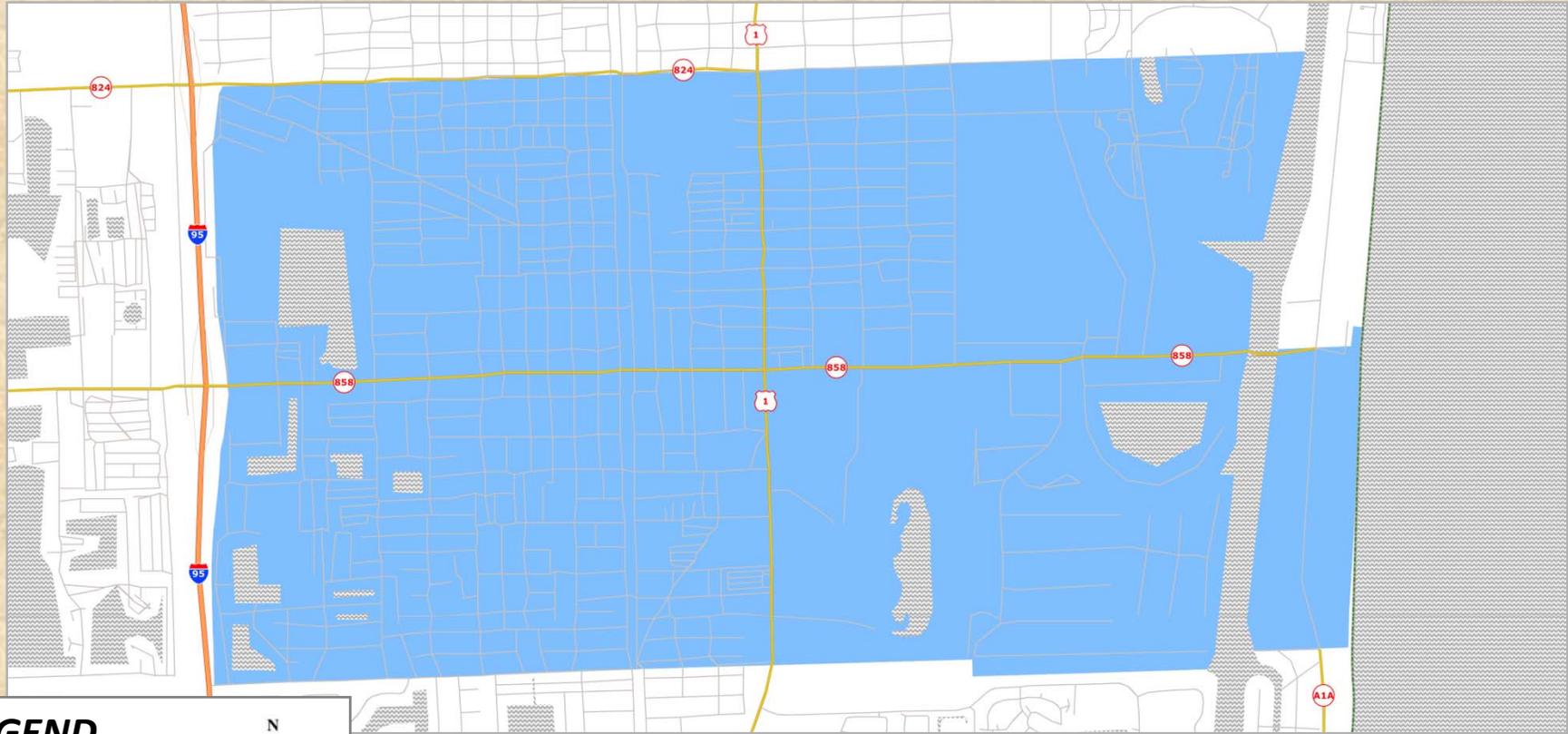
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 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



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

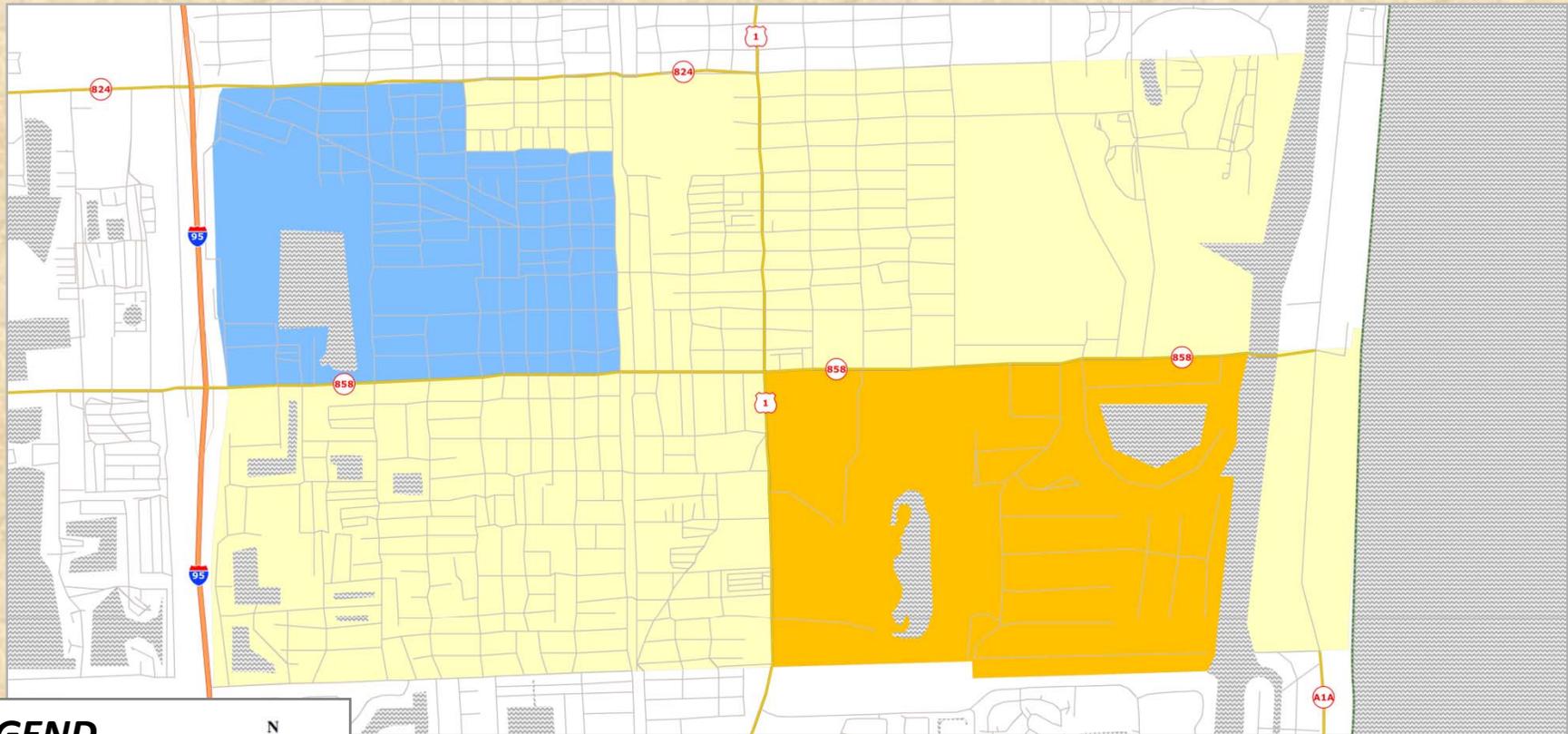


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q11 Flow of traffic in the City



LEGEND

Mean rating
on a 5-point scale, where:

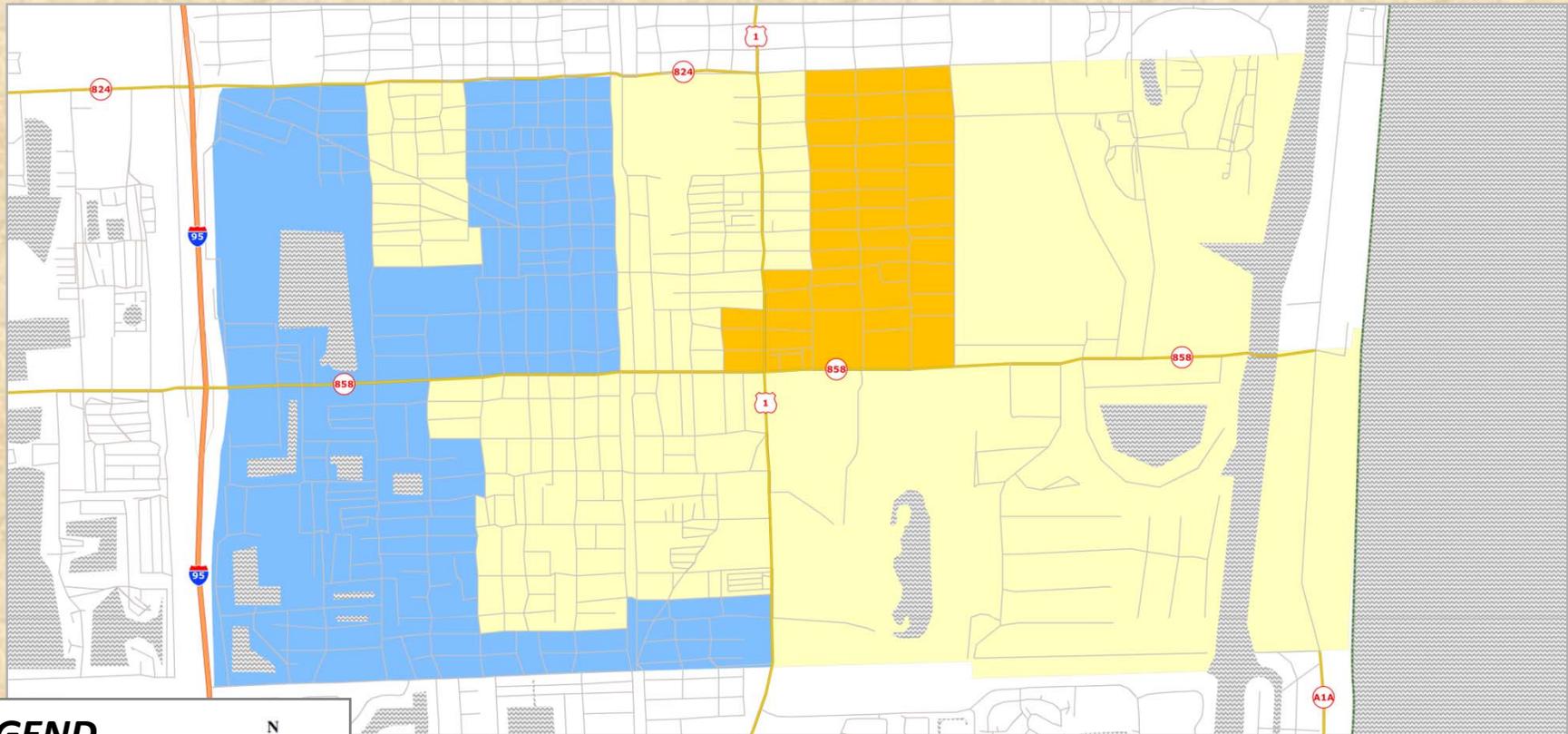
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1m City's stormwater drainage system



LEGEND

Mean rating
on a 5-point scale, where:



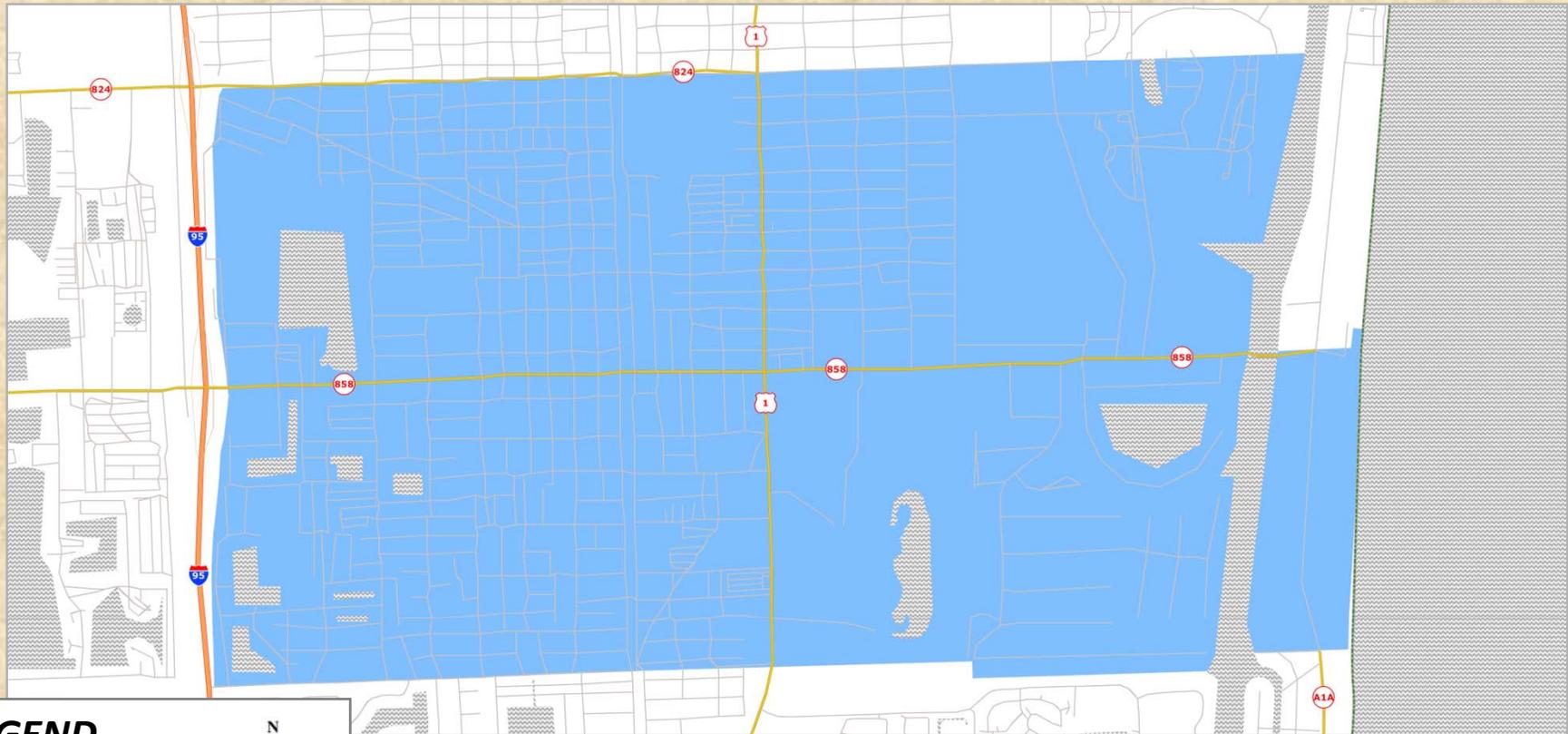
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1n Appearance of City beaches



LEGEND

Mean rating
on a 5-point scale, where:



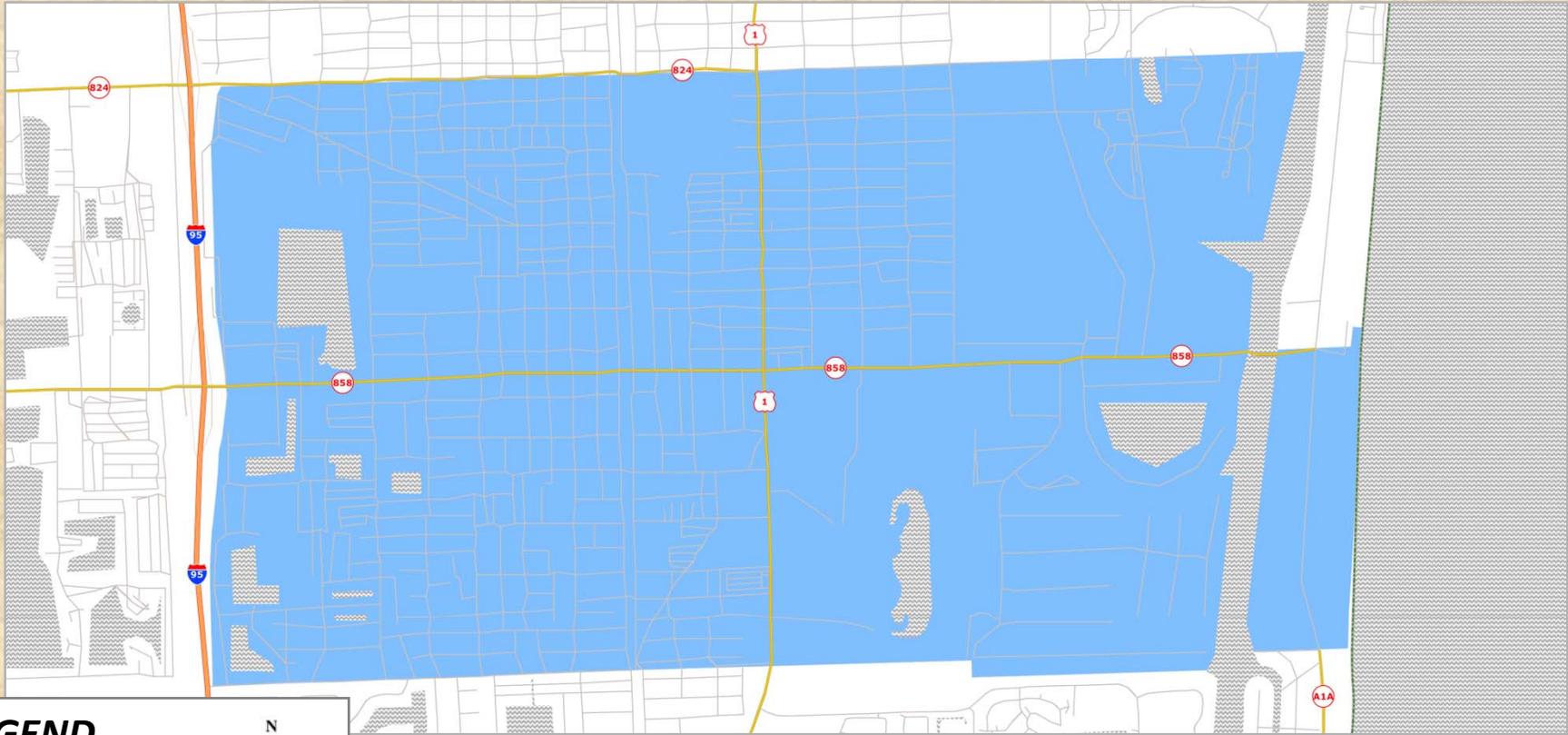
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1o Human Services (social services)



LEGEND

Mean rating on a 5-point scale, where:



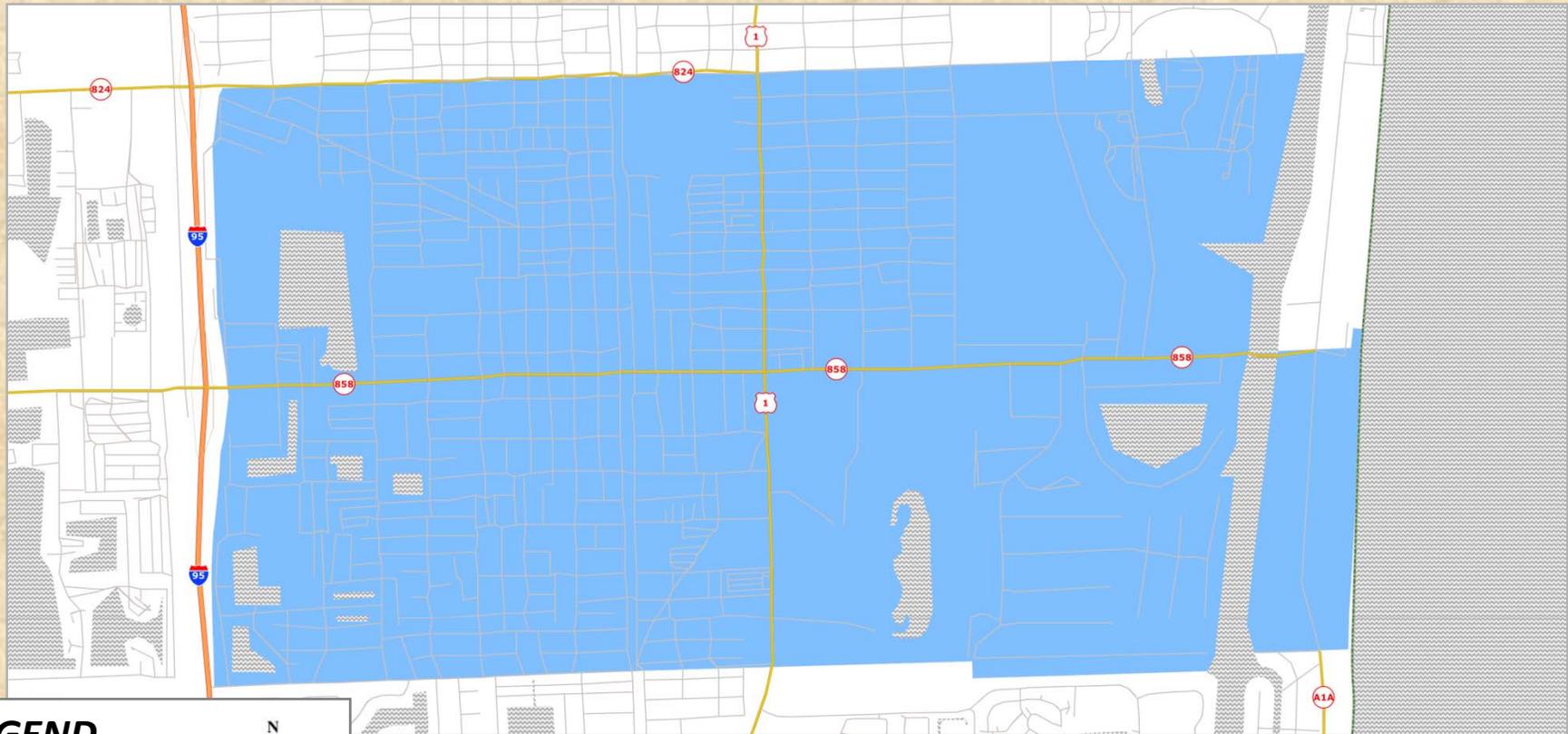
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1p Sanitation services (trash recycling)



LEGEND

Mean rating
on a 5-point scale, where:



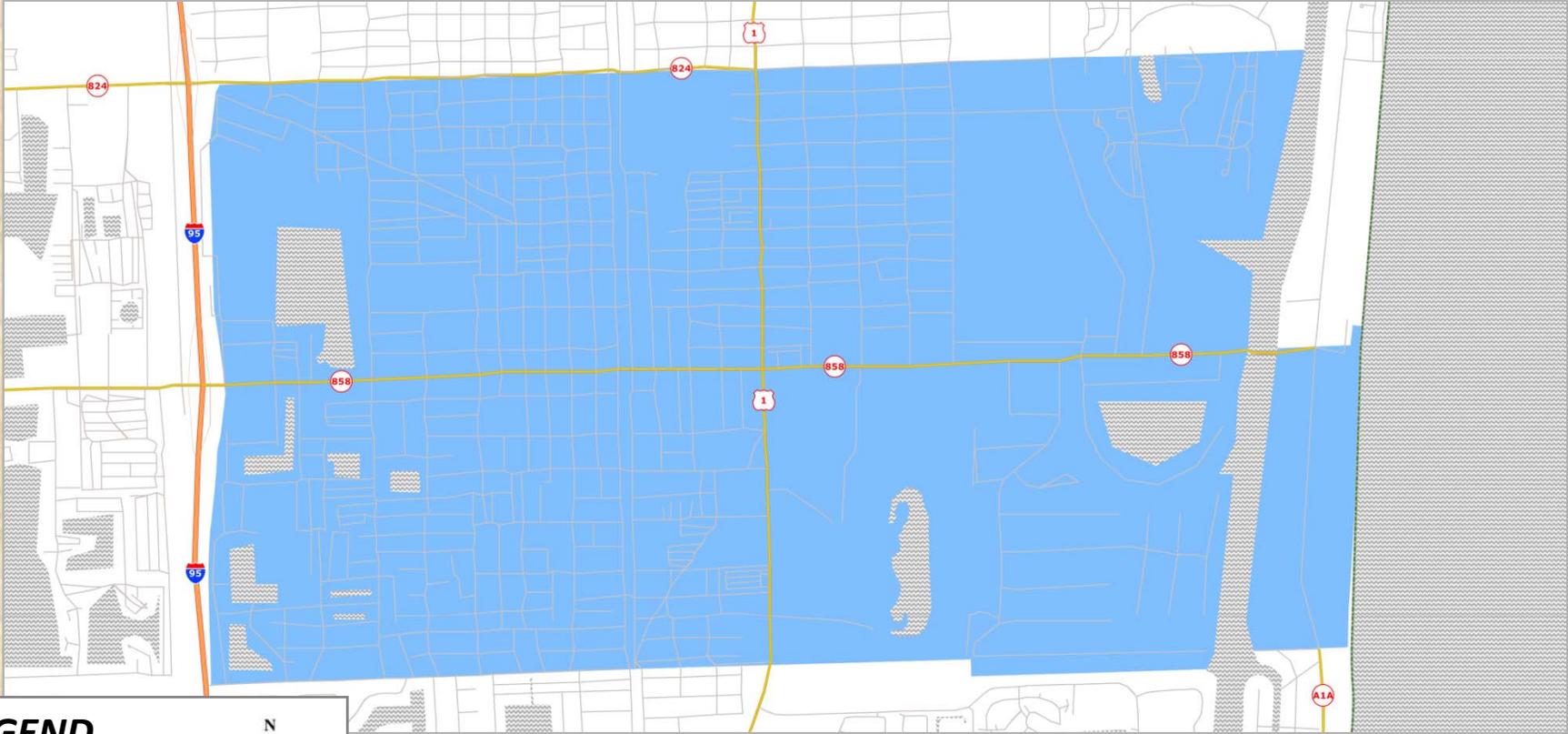
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3a Satisfaction with quality of services



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

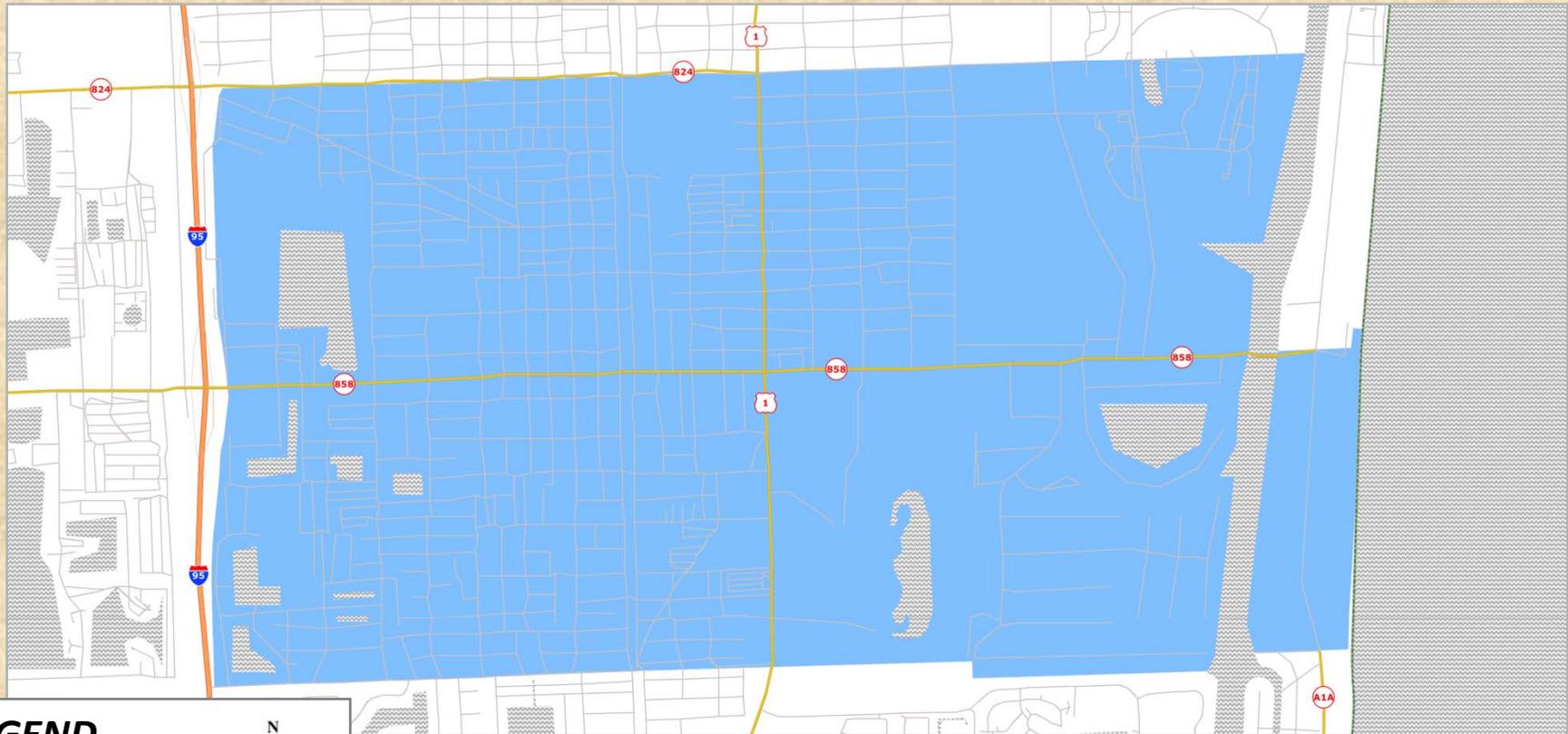
Note: "Other" areas did not contain any responses



2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3b Satisfaction with image and appearance of the City



LEGEND

Mean rating on a 5-point scale, where:



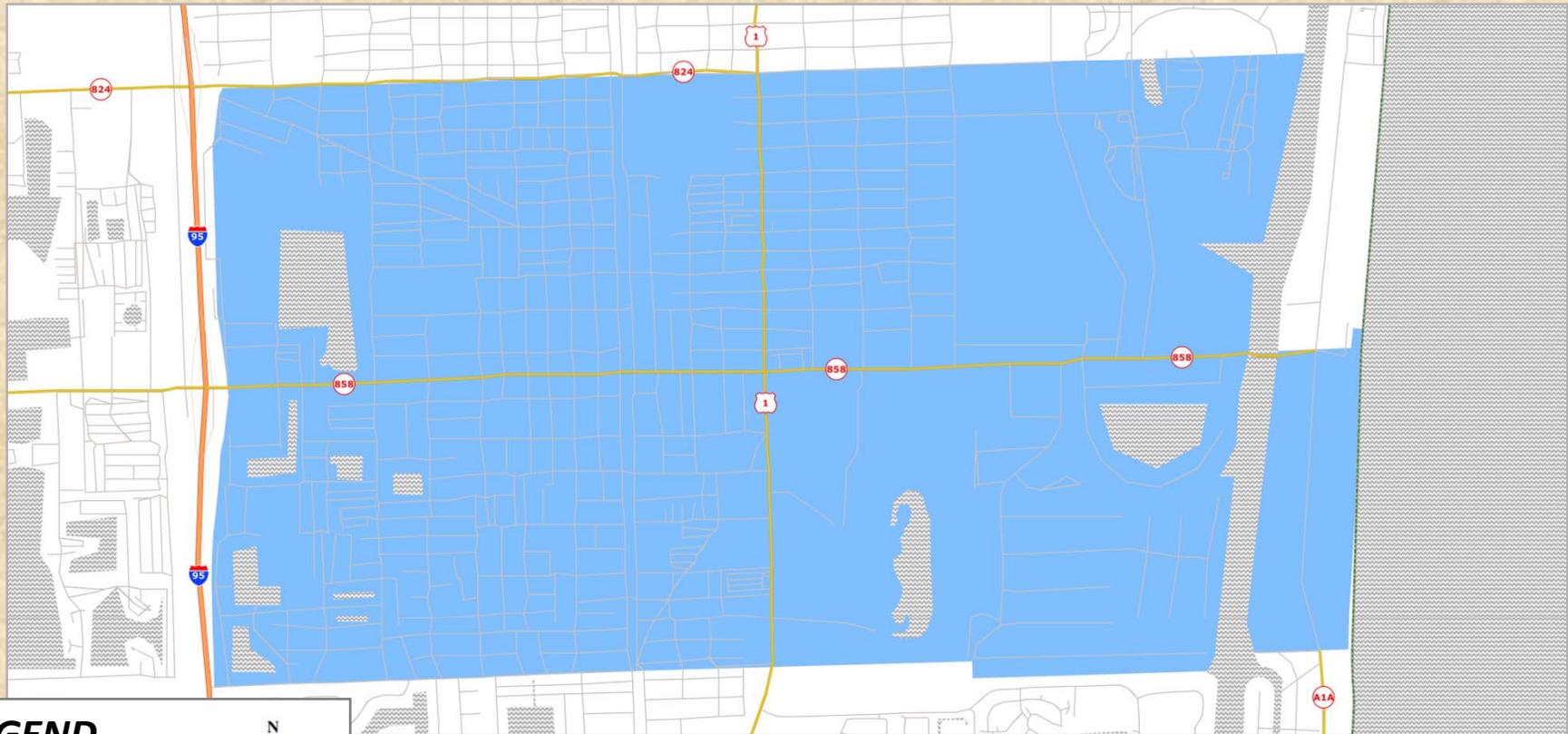
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3c Satisfaction with quality of life in the City



LEGEND

Mean rating
on a 5-point scale, where:



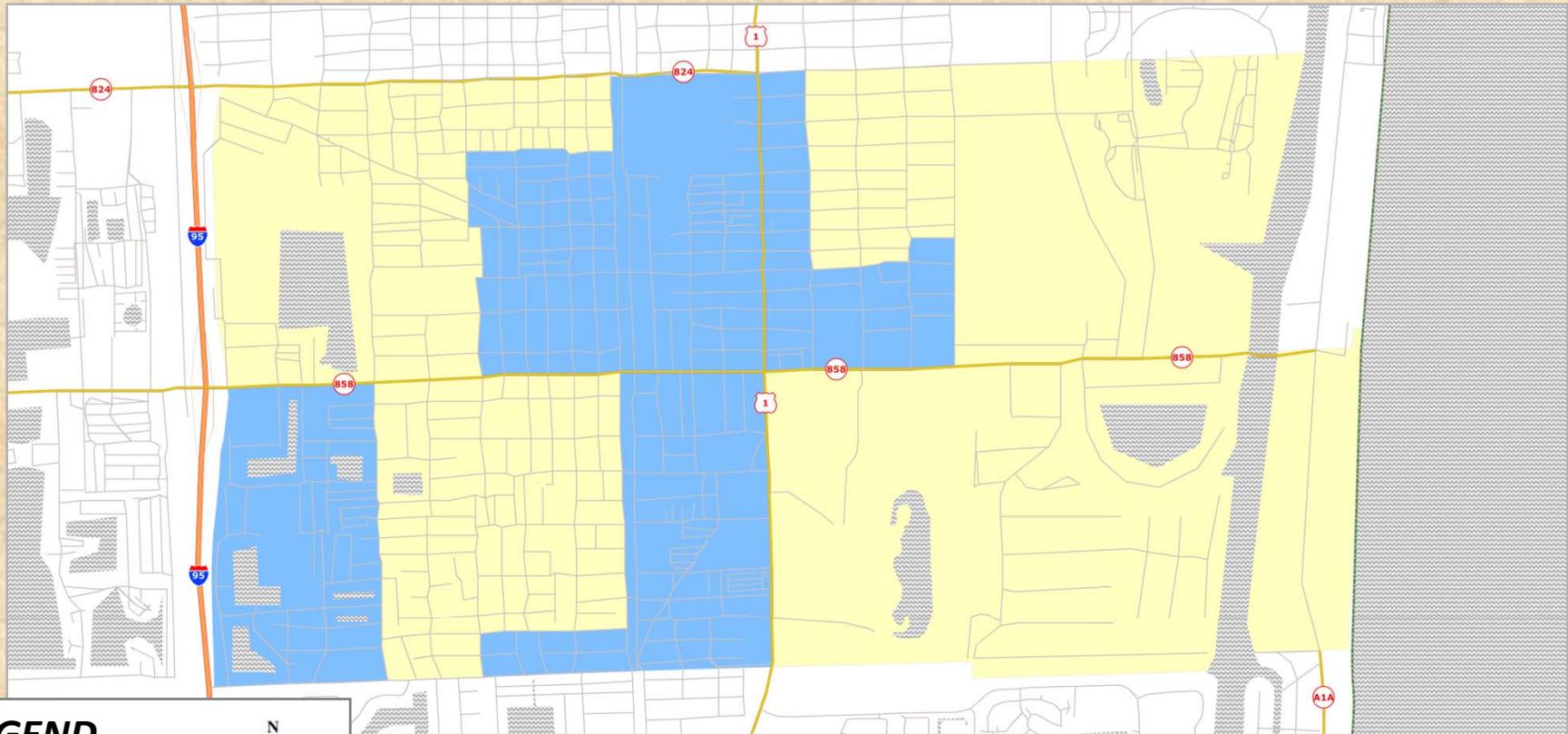
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3d Satisfaction with quality of public education in the City



LEGEND

Mean rating on a 5-point scale, where:



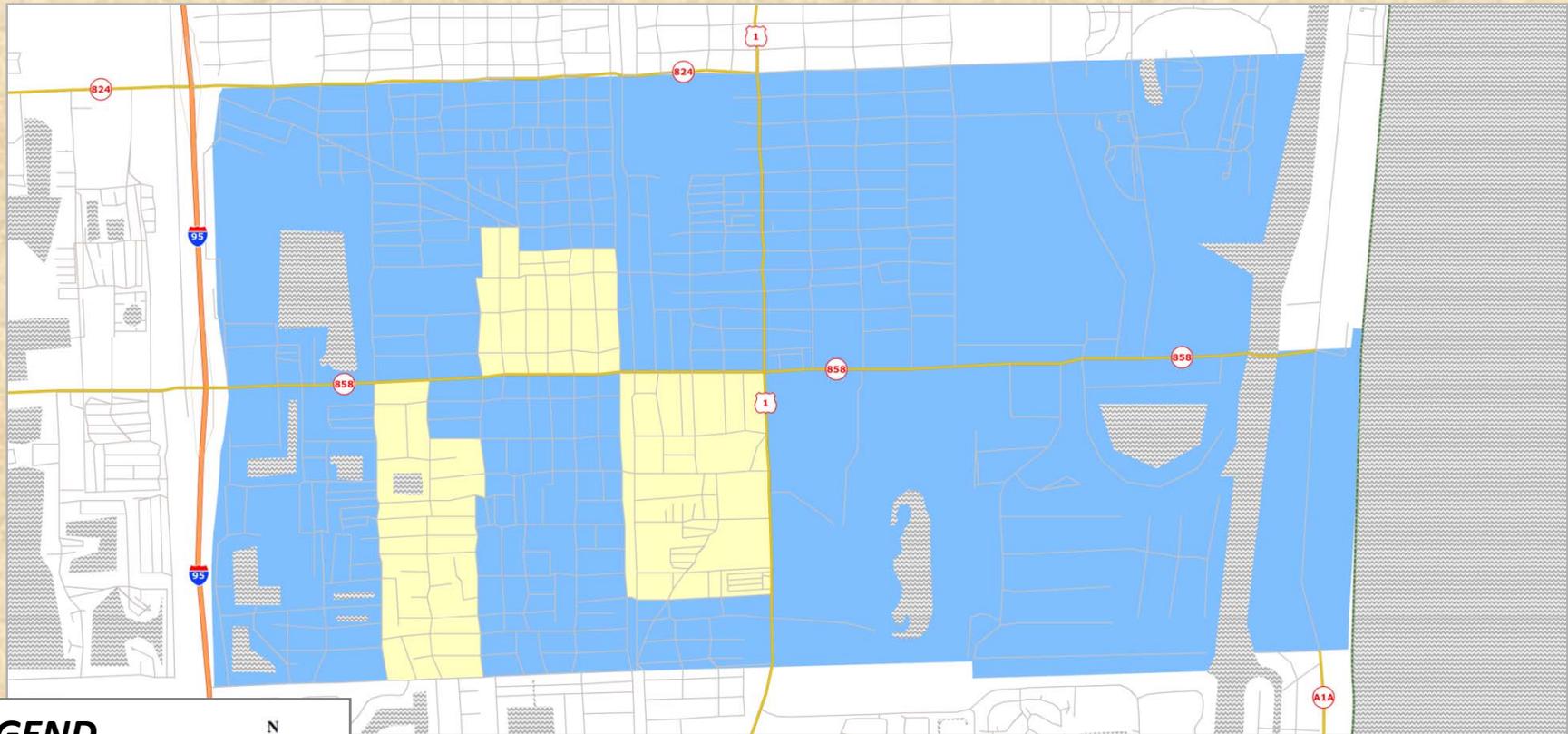
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3e Satisfaction with overall feeling of safety in the City



LEGEND

Mean rating on a 5-point scale, where:



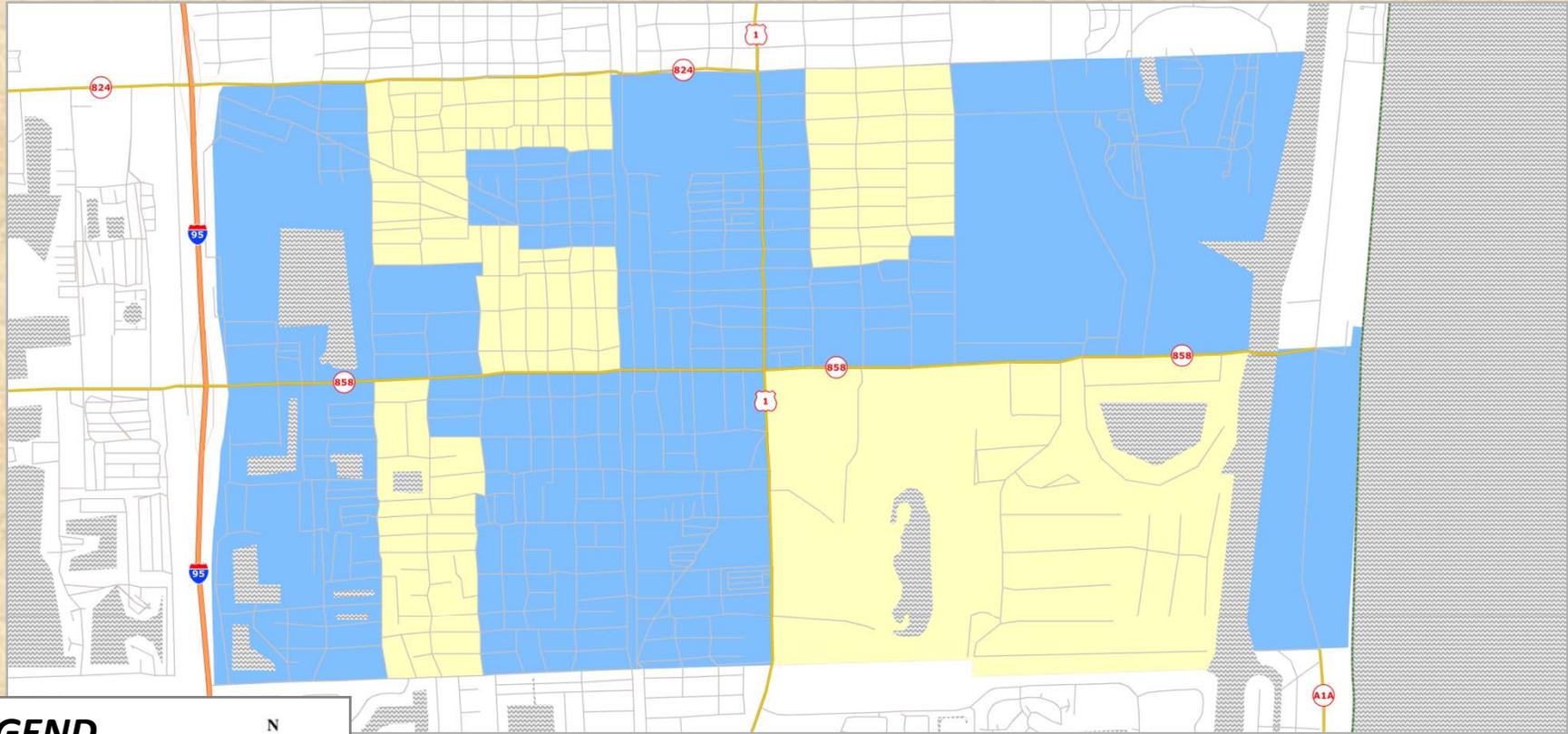
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3f Satisfaction with value received for City tax dollars



LEGEND

Mean rating on a 5-point scale, where:



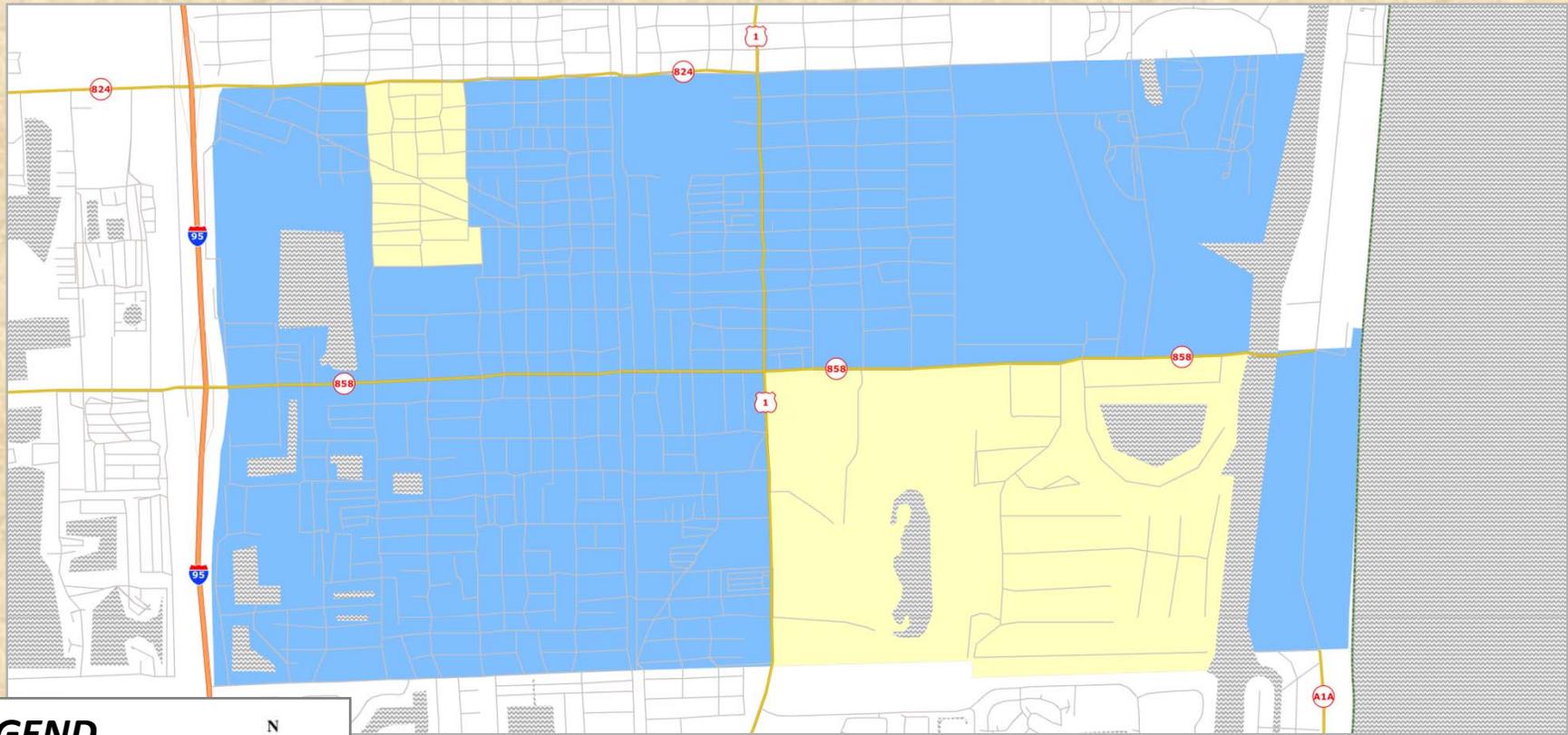
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3g Satisfaction with how well City is planning growth



LEGEND

Mean rating
on a 5-point scale, where:



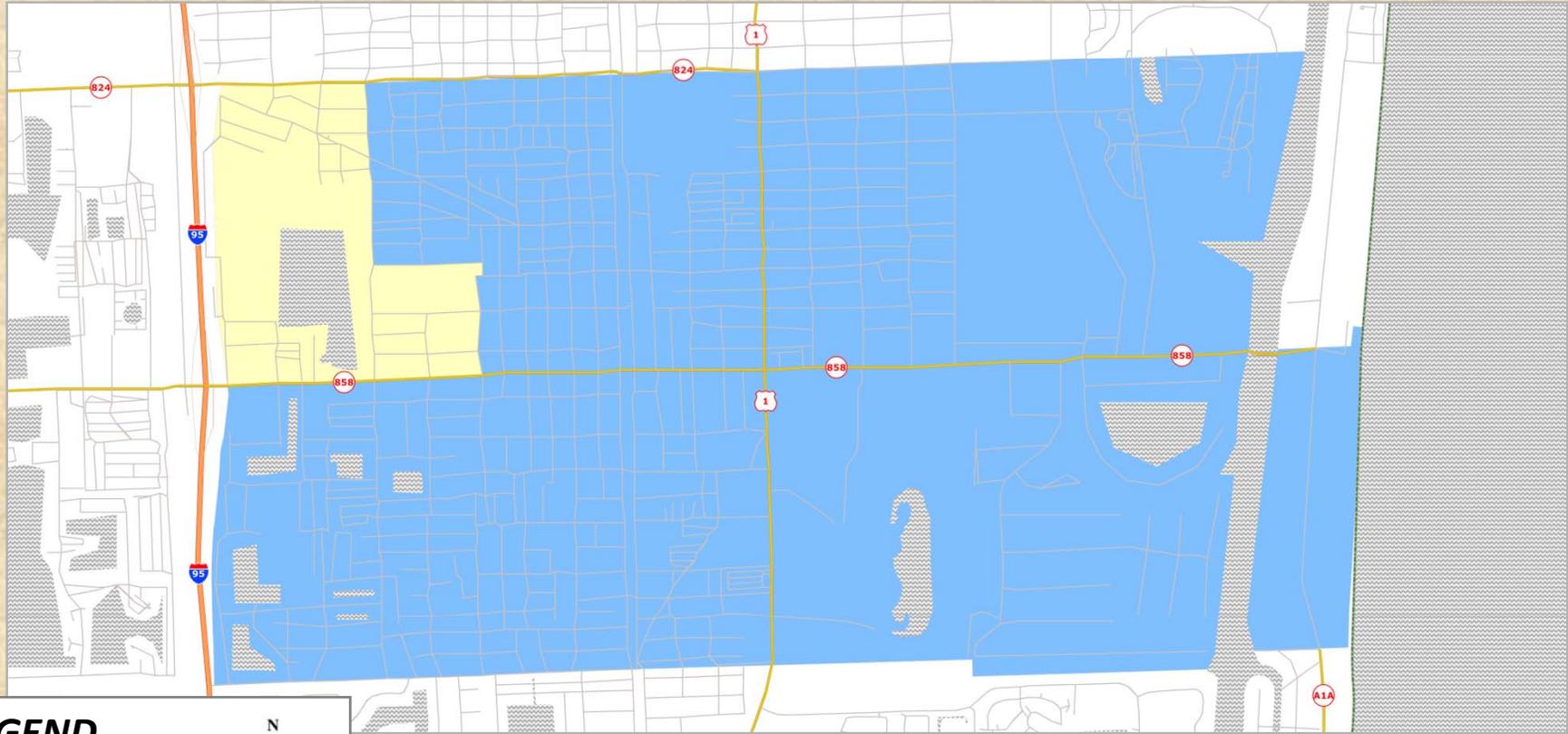
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4a Feeling of safety - walking alone in neighborhood



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other

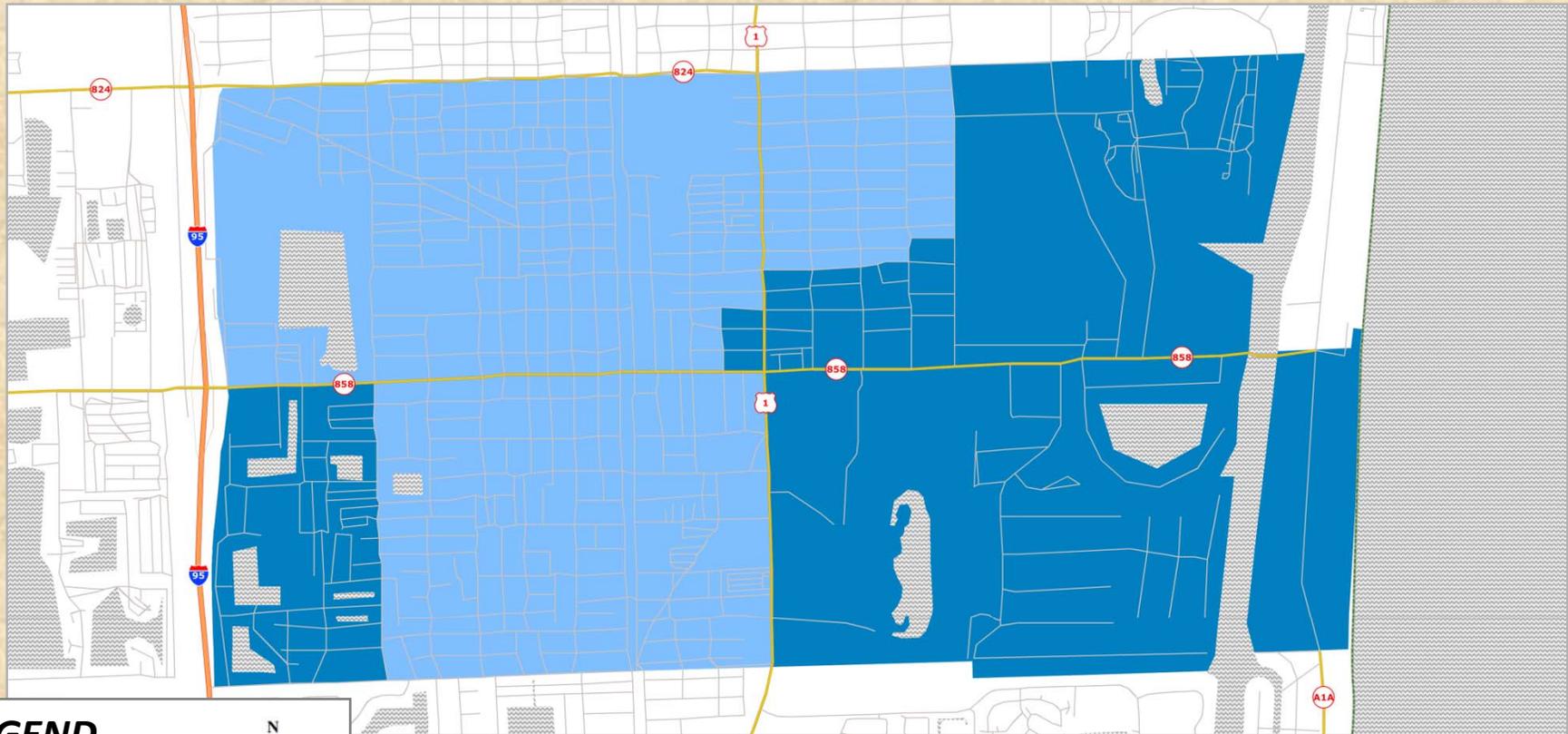


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q4b Feeling of safety - walking alone in neighborhood-day



LEGEND

Mean rating
on a 5-point scale, where:



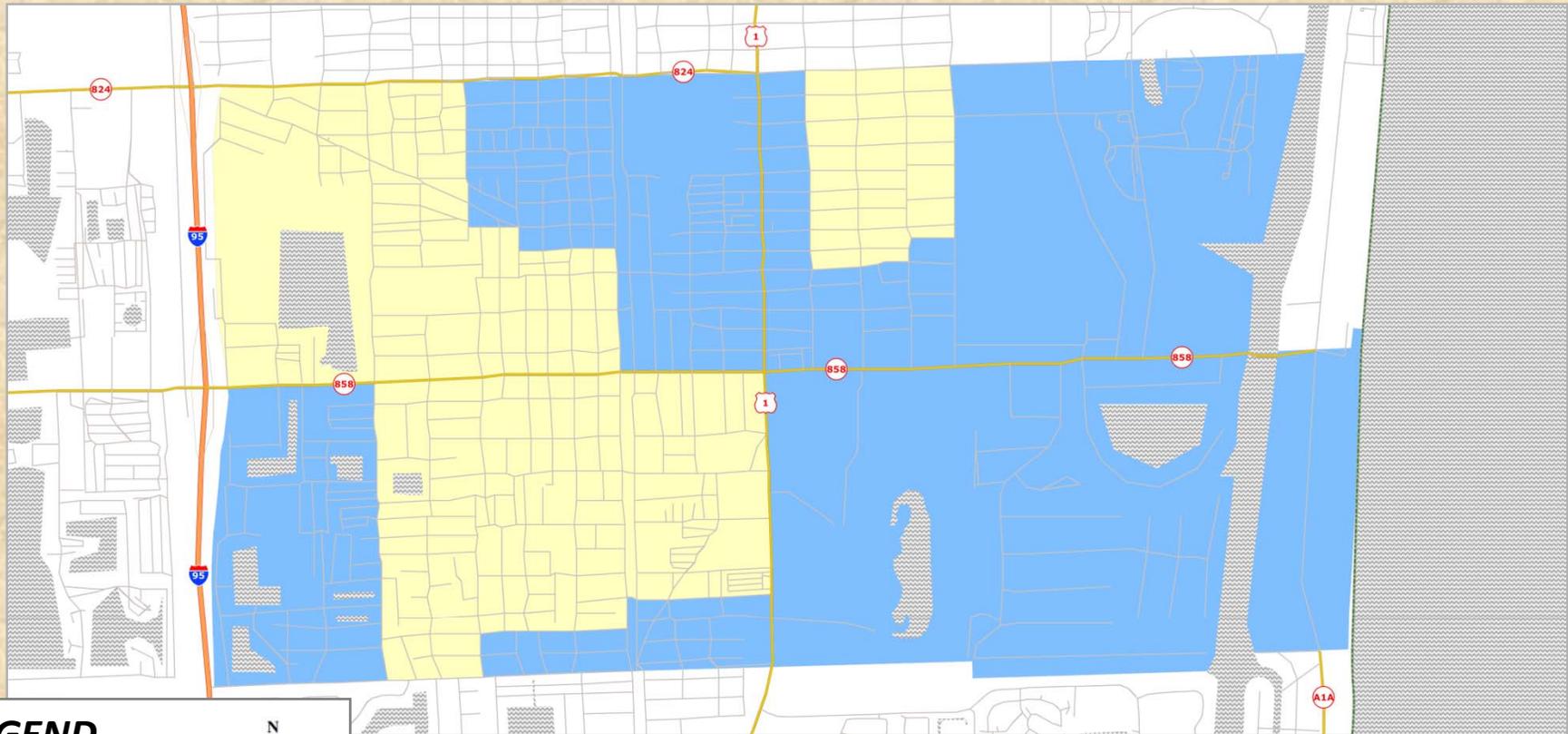
-  1.0-1.8 Very Unsafe
-  1.8-2.6 Unsafe
-  2.6-3.4 Neutral
-  3.4-4.2 Safe
-  4.2-5.0 Very Safe
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4c Feeling of safety - walking alone in neighborhood-night



LEGEND

Mean rating on a 5-point scale, where:



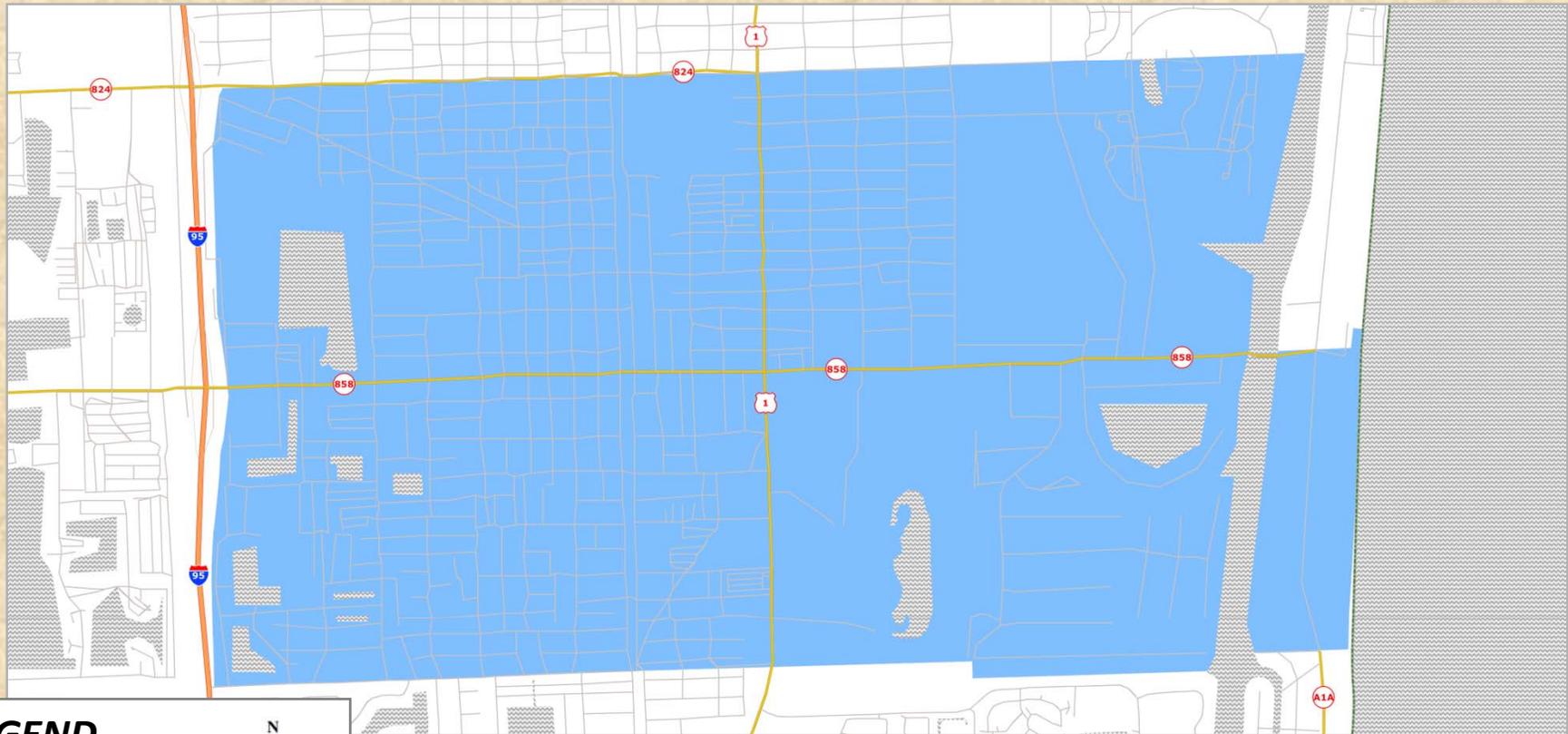
- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4d Feeling of safety in City parks & recreation facilities



LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other

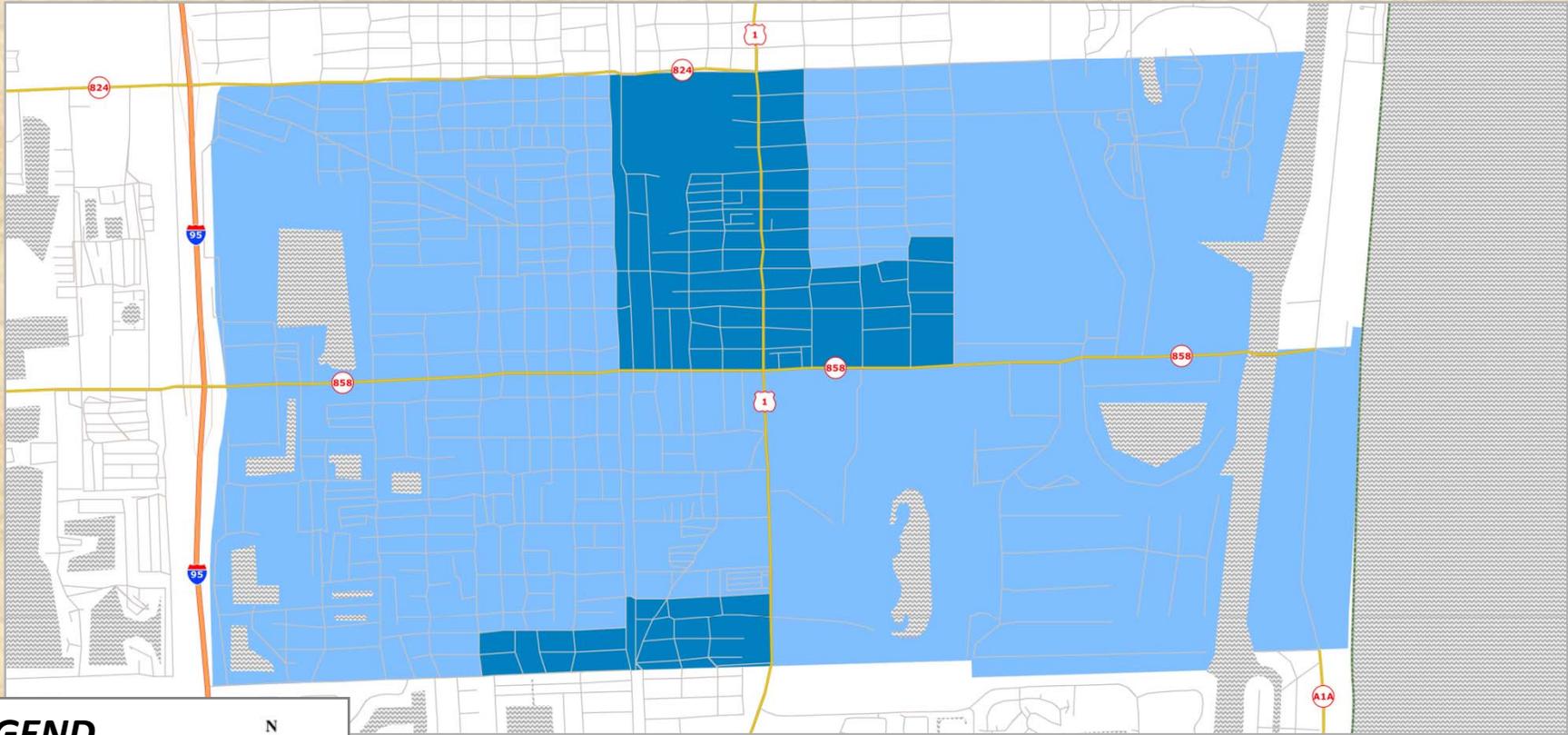


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q4e Feeling of safety in business areas of the City-day



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other

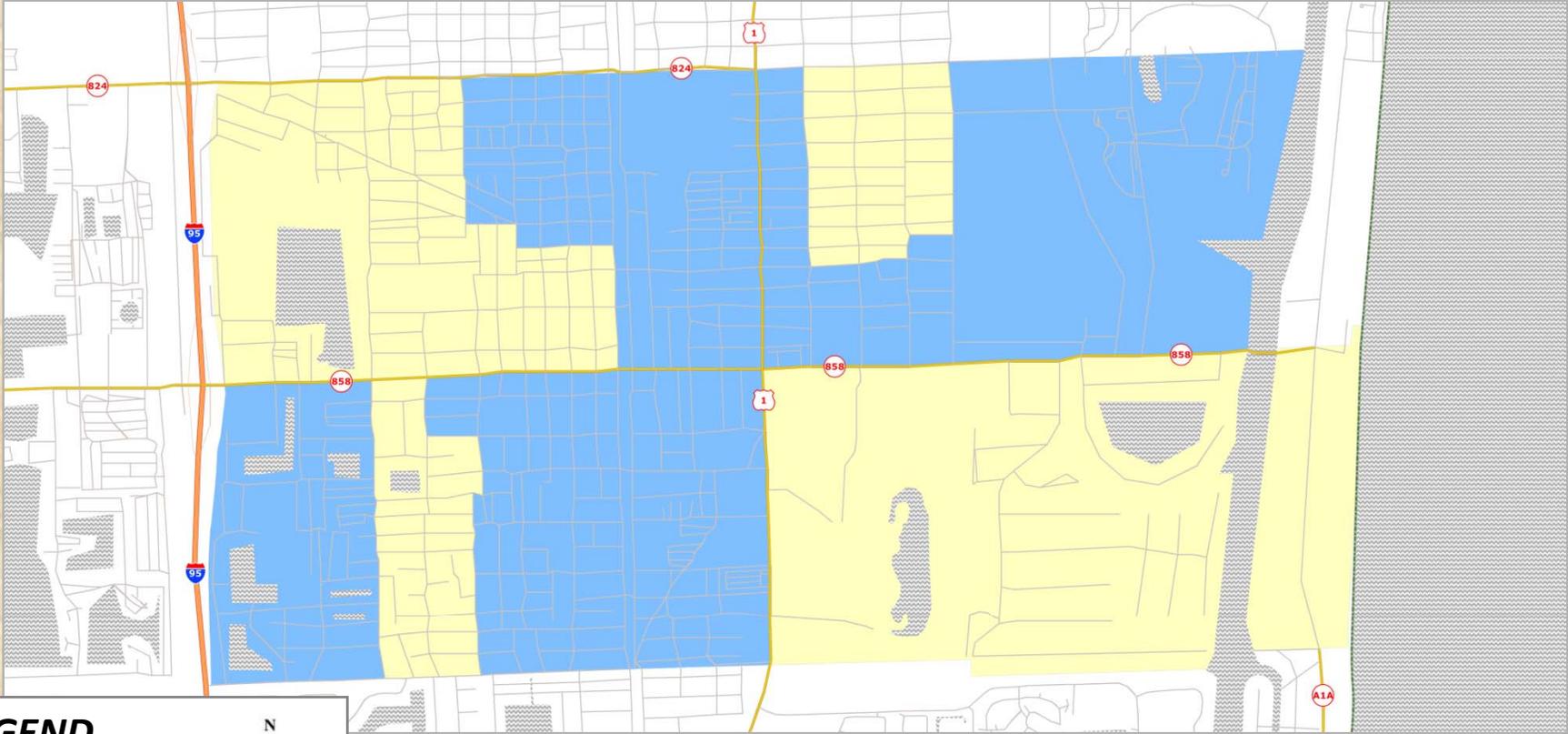


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q4f Feeling of safety in business areas of City after dark



LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Unsafe
	1.8-2.6 Unsafe
	2.6-3.4 Neutral
	3.4-4.2 Safe
	4.2-5.0 Very Safe
	Other

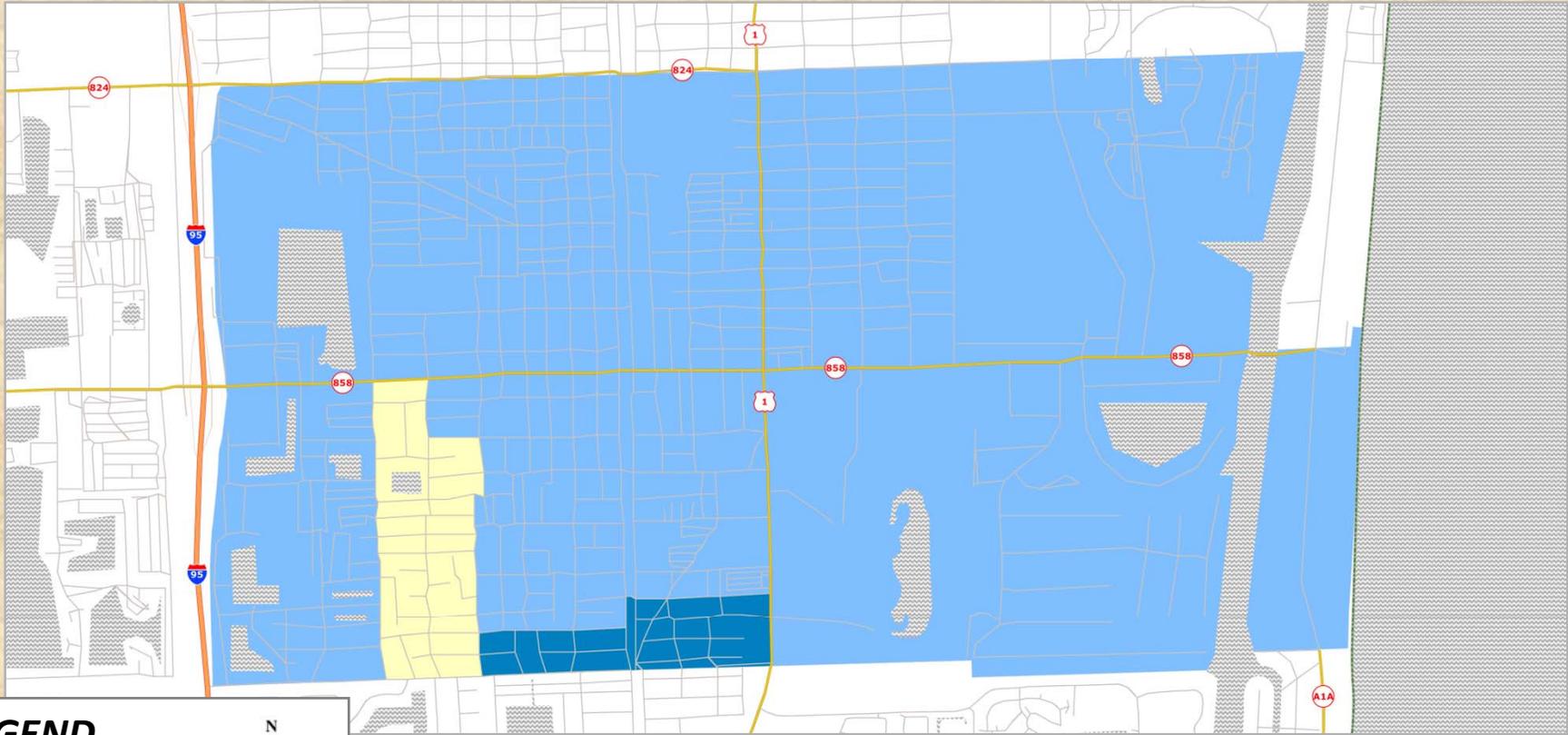
Note: "Other" areas did not contain any responses



2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6a Visibility & frequency of police in neighborhoods



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

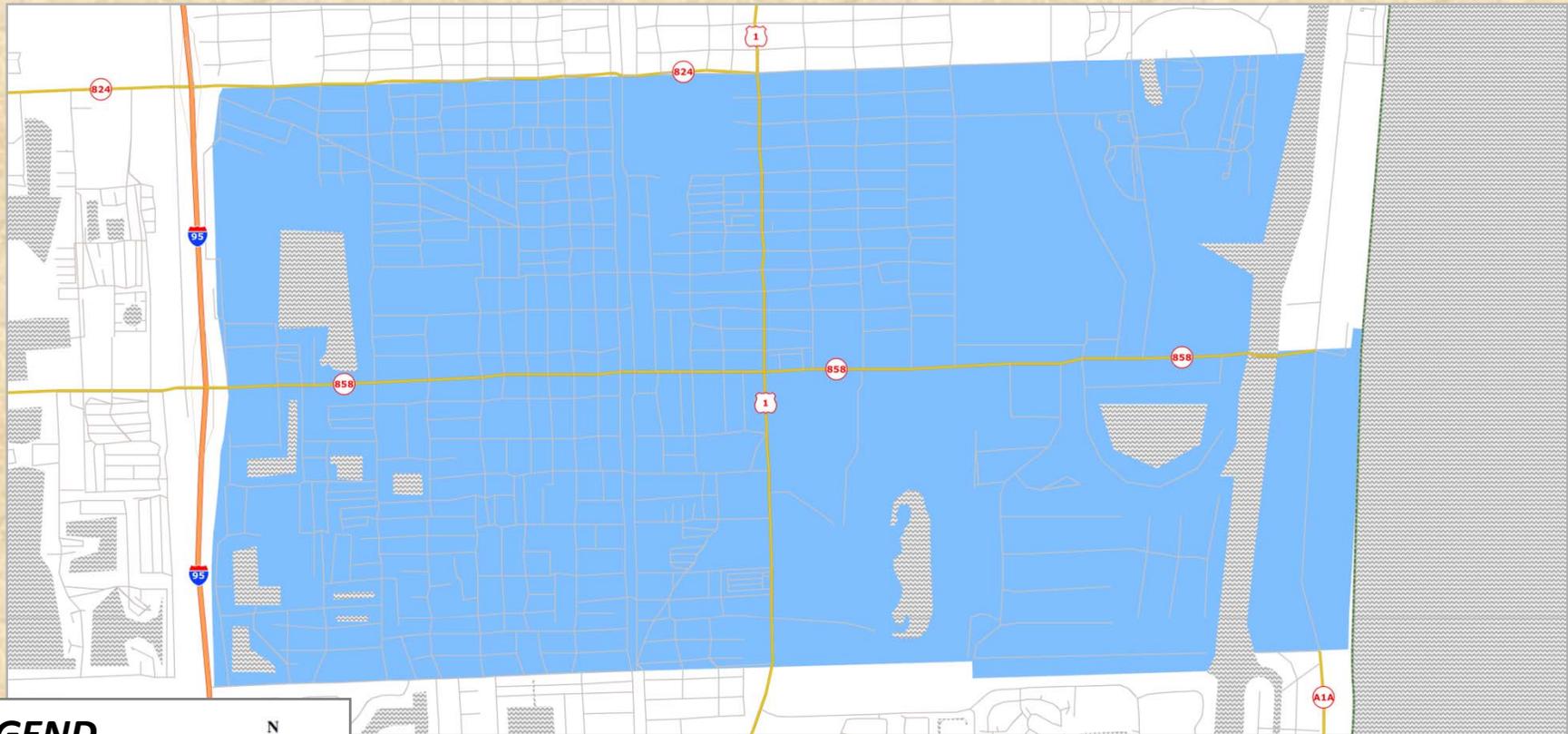


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q6b Visibility & frequency of police in retail



LEGEND

Mean rating
on a 5-point scale, where:

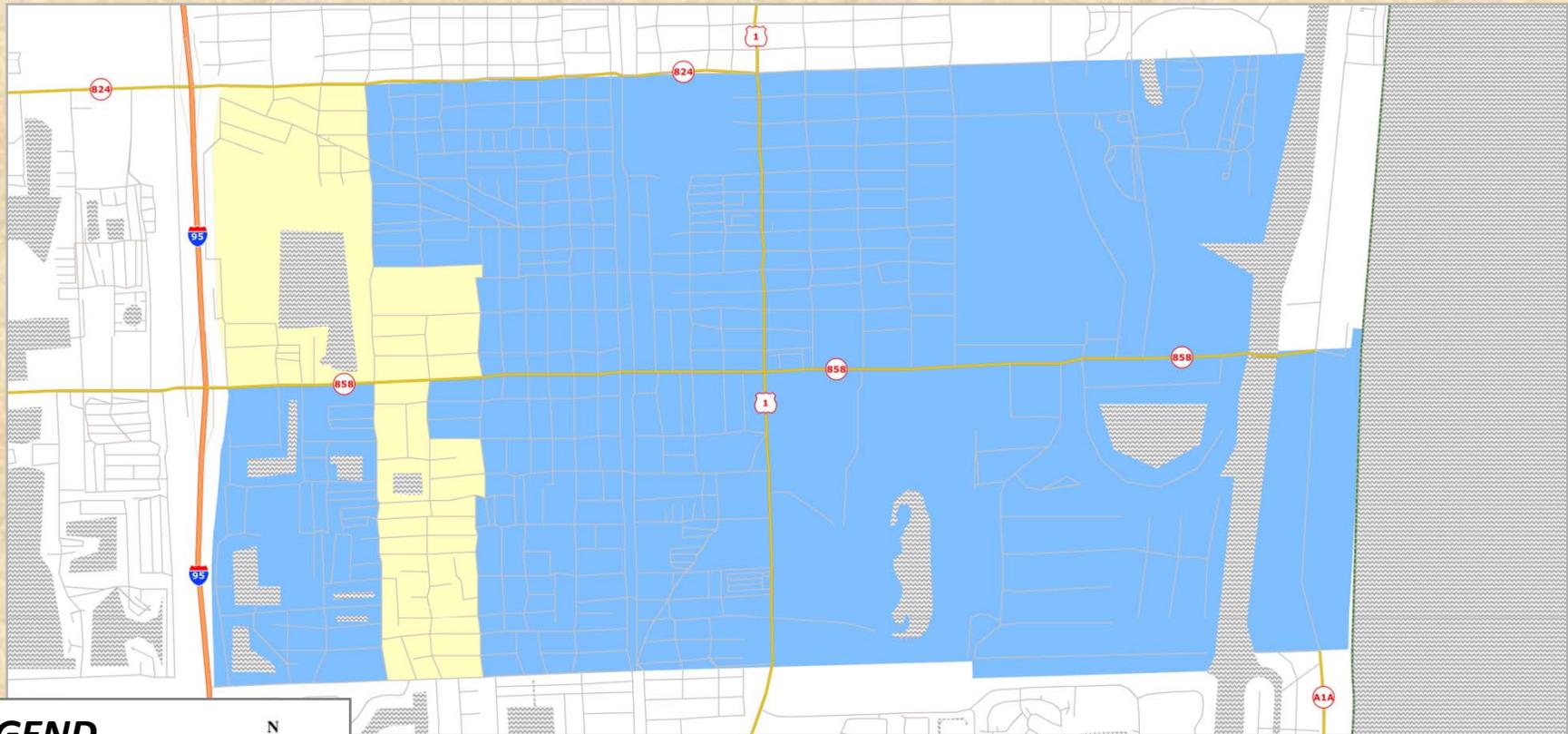
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6c City efforts to prevent crime



LEGEND

Mean rating on a 5-point scale, where:



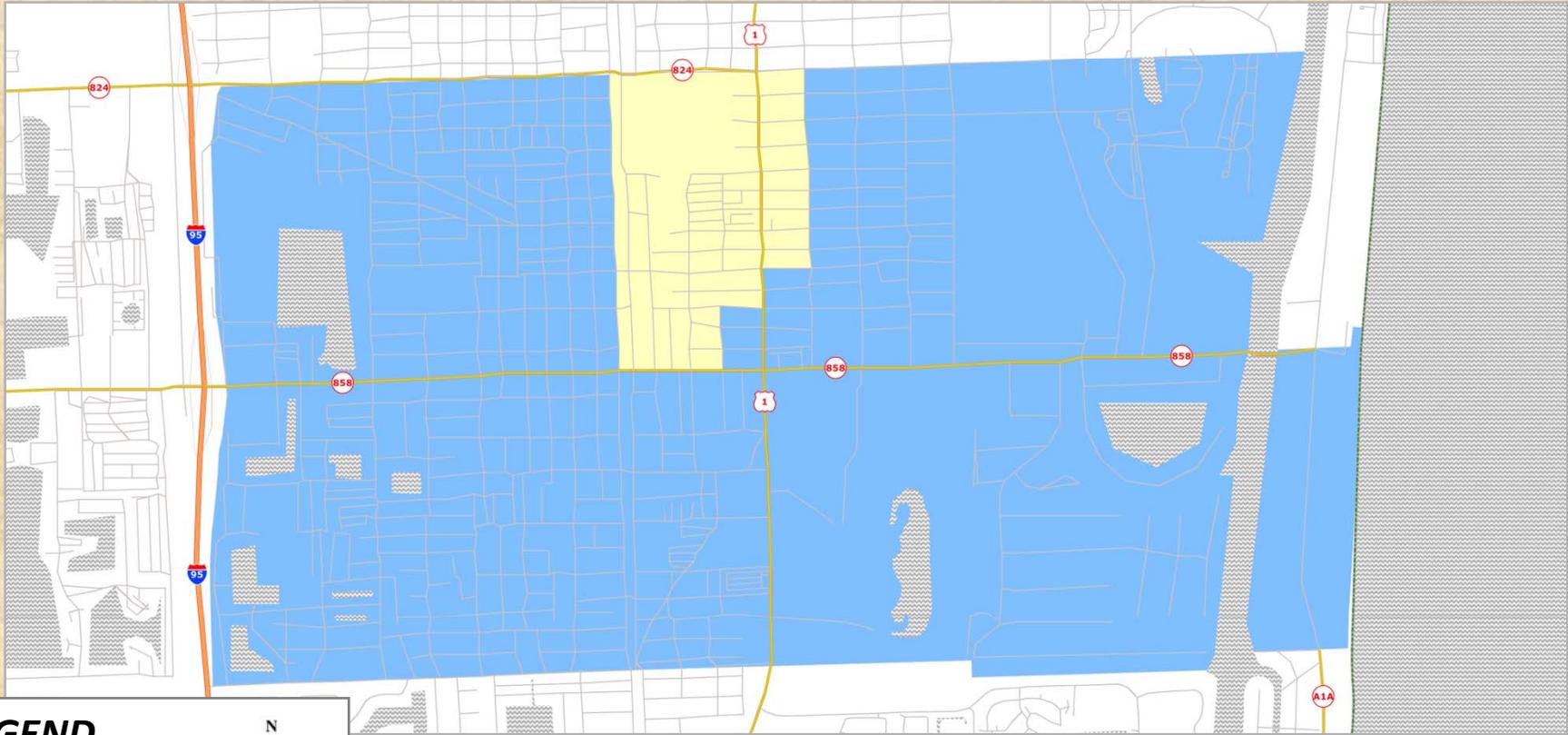
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6d Enforcement of local traffic laws



LEGEND

Mean rating on a 5-point scale, where:



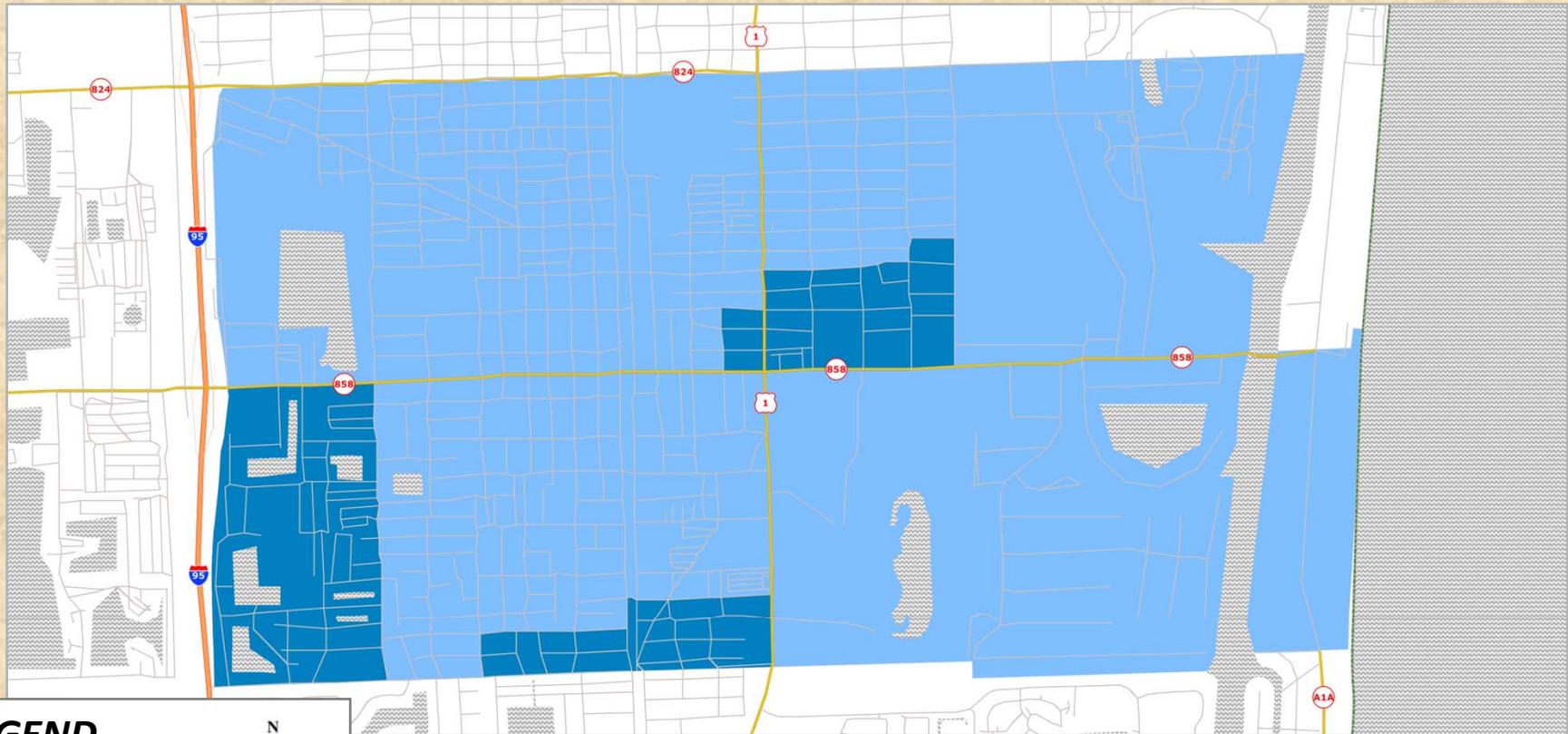
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6e How quickly police respond to emergencies



LEGEND

Mean rating on a 5-point scale, where:



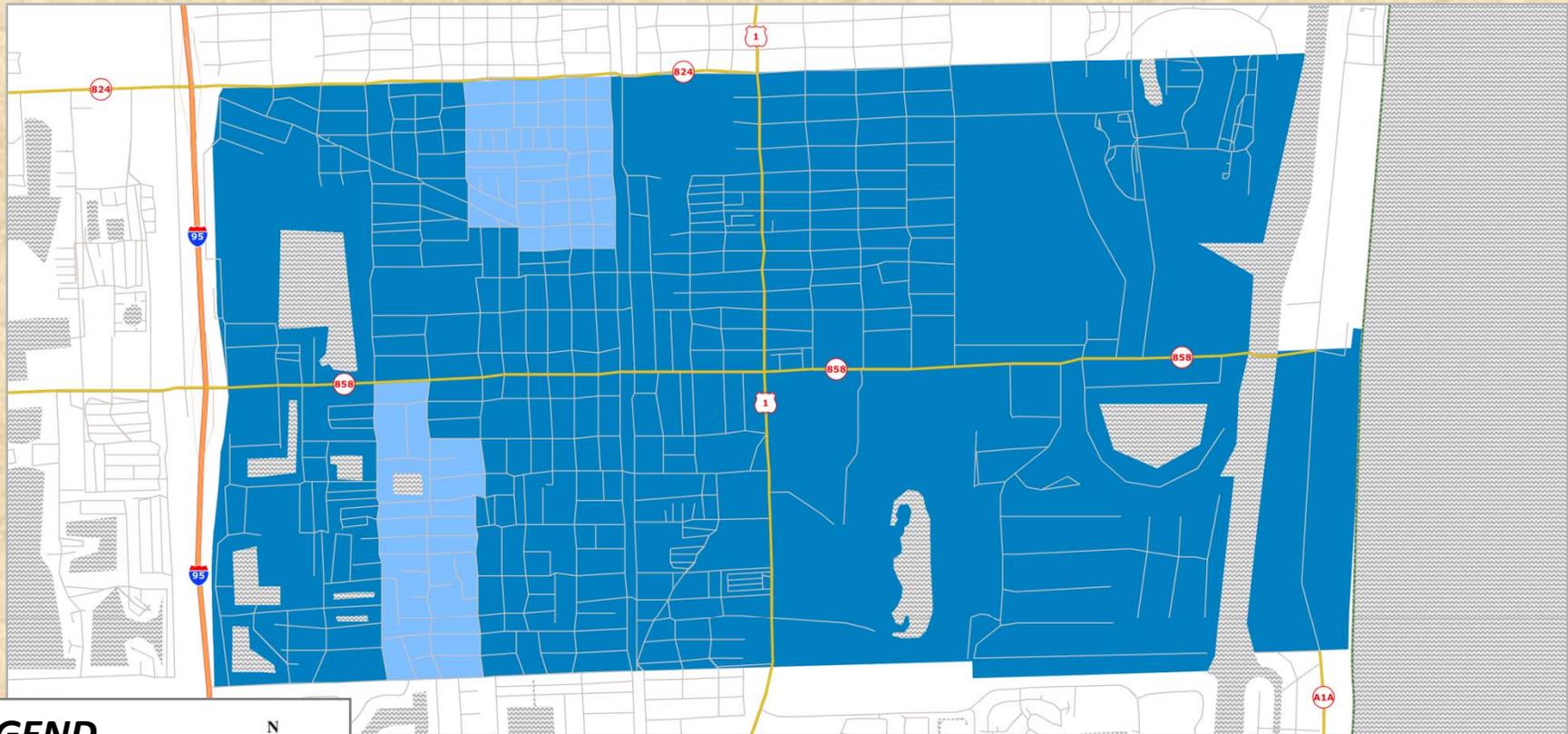
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6f How quickly fire rescue personnel respond to fire emergency



LEGEND

Mean rating on a 5-point scale, where:



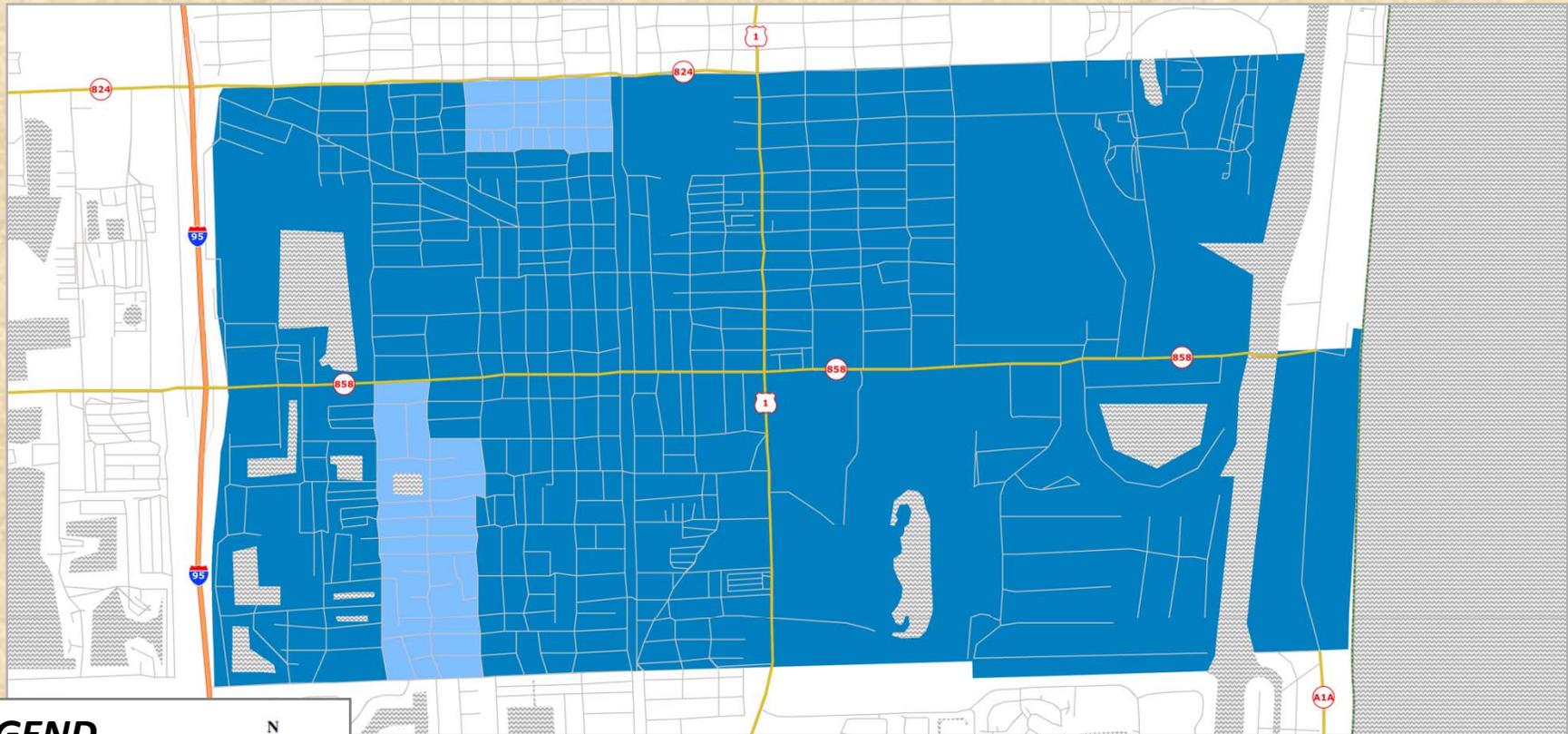
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6g How quickly fire rescue personnel respond to medical emergencies



LEGEND

Mean rating
on a 5-point scale, where:



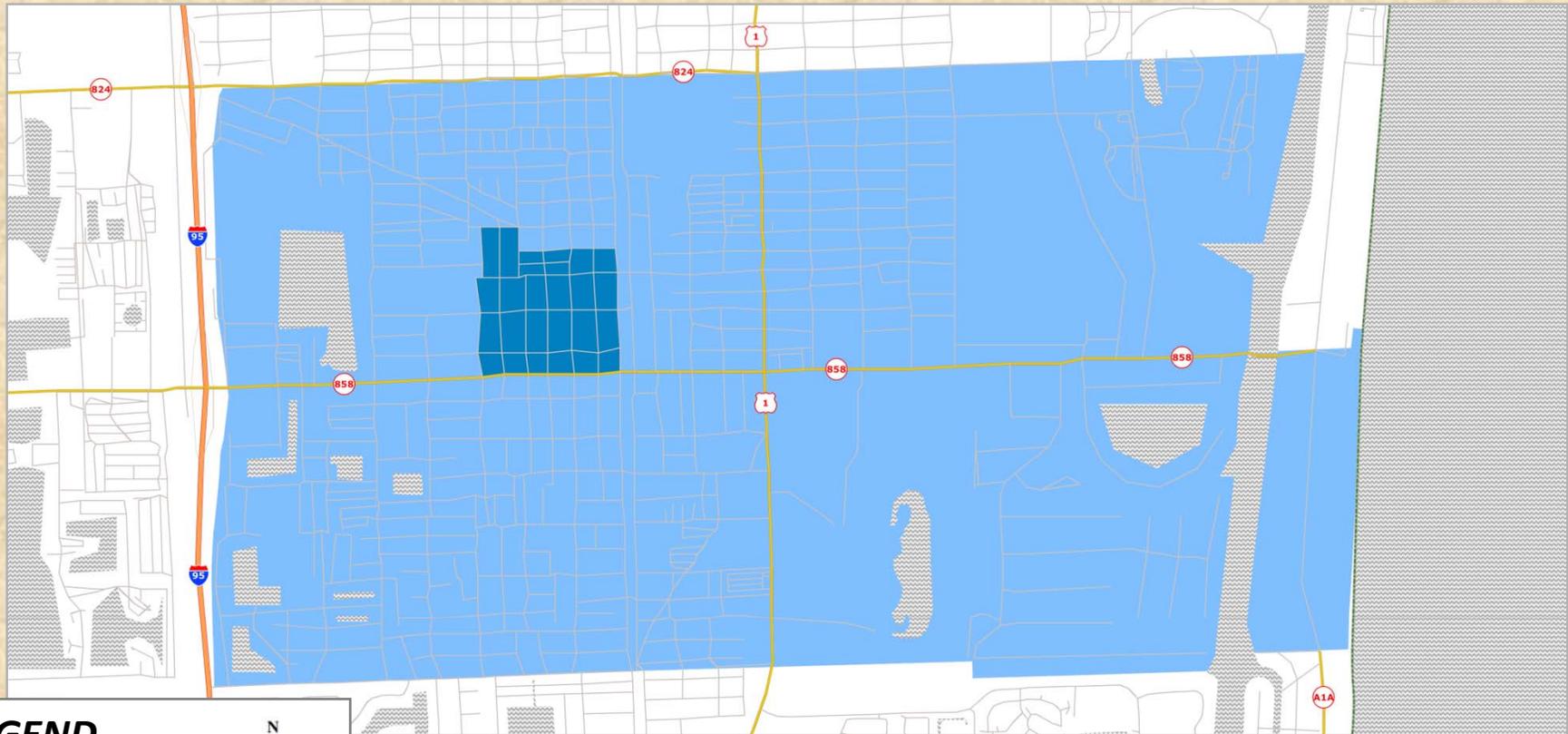
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6h Public safety education programs



LEGEND

Mean rating
on a 5-point scale, where:



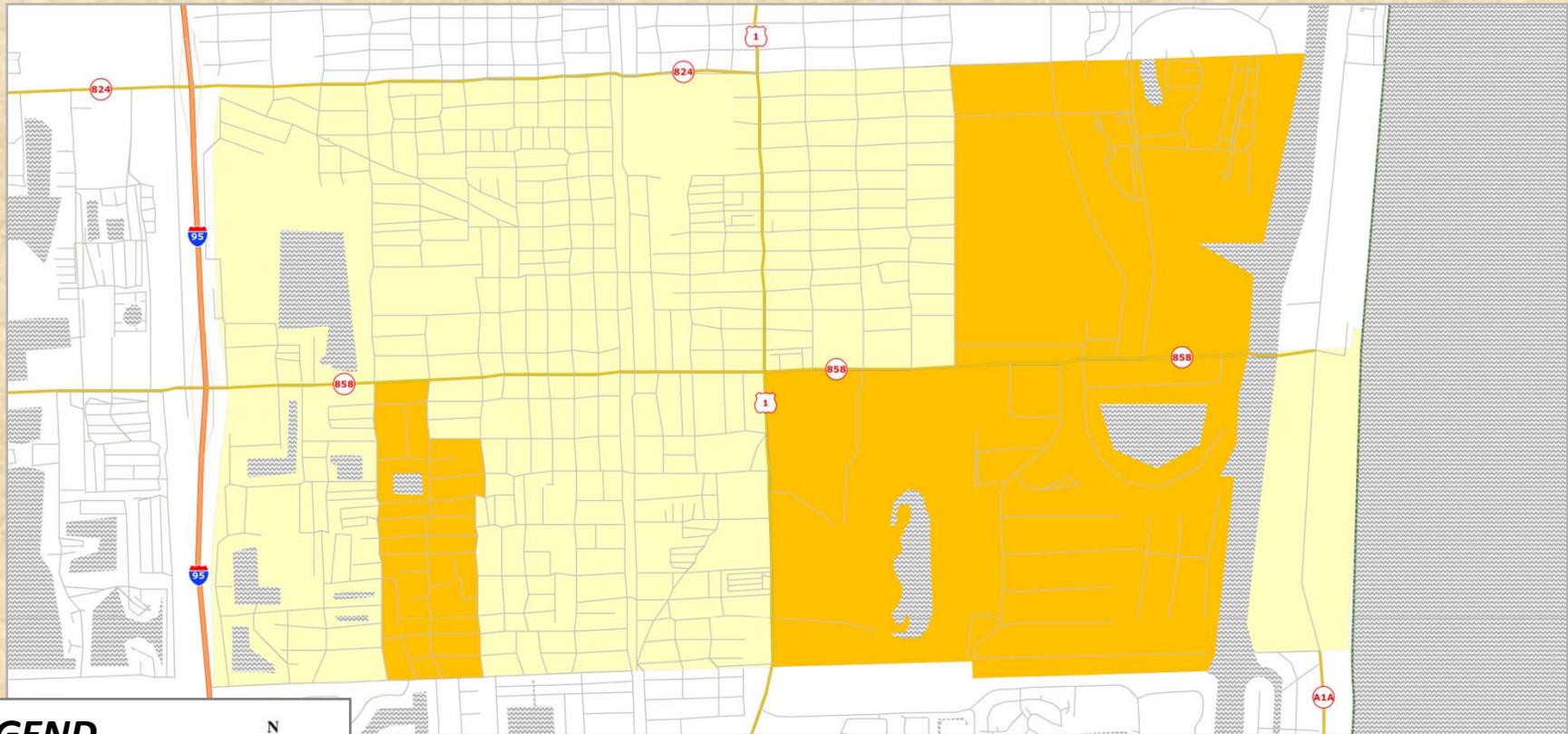
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6i Use of red light cameras



LEGEND

Mean rating
on a 5-point scale, where:

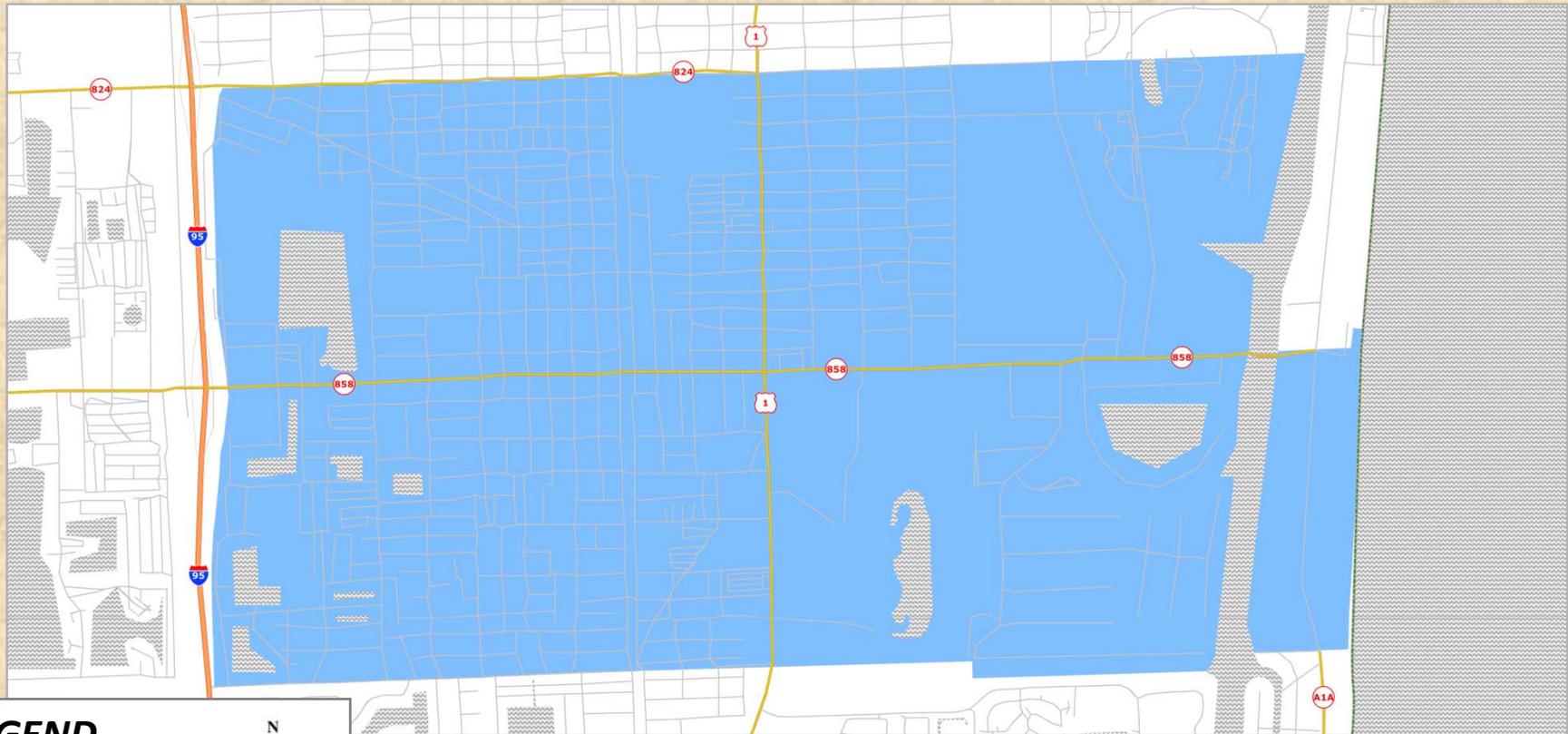
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9a Maintenance of major City streets



LEGEND

Mean rating on a 5-point scale, where:



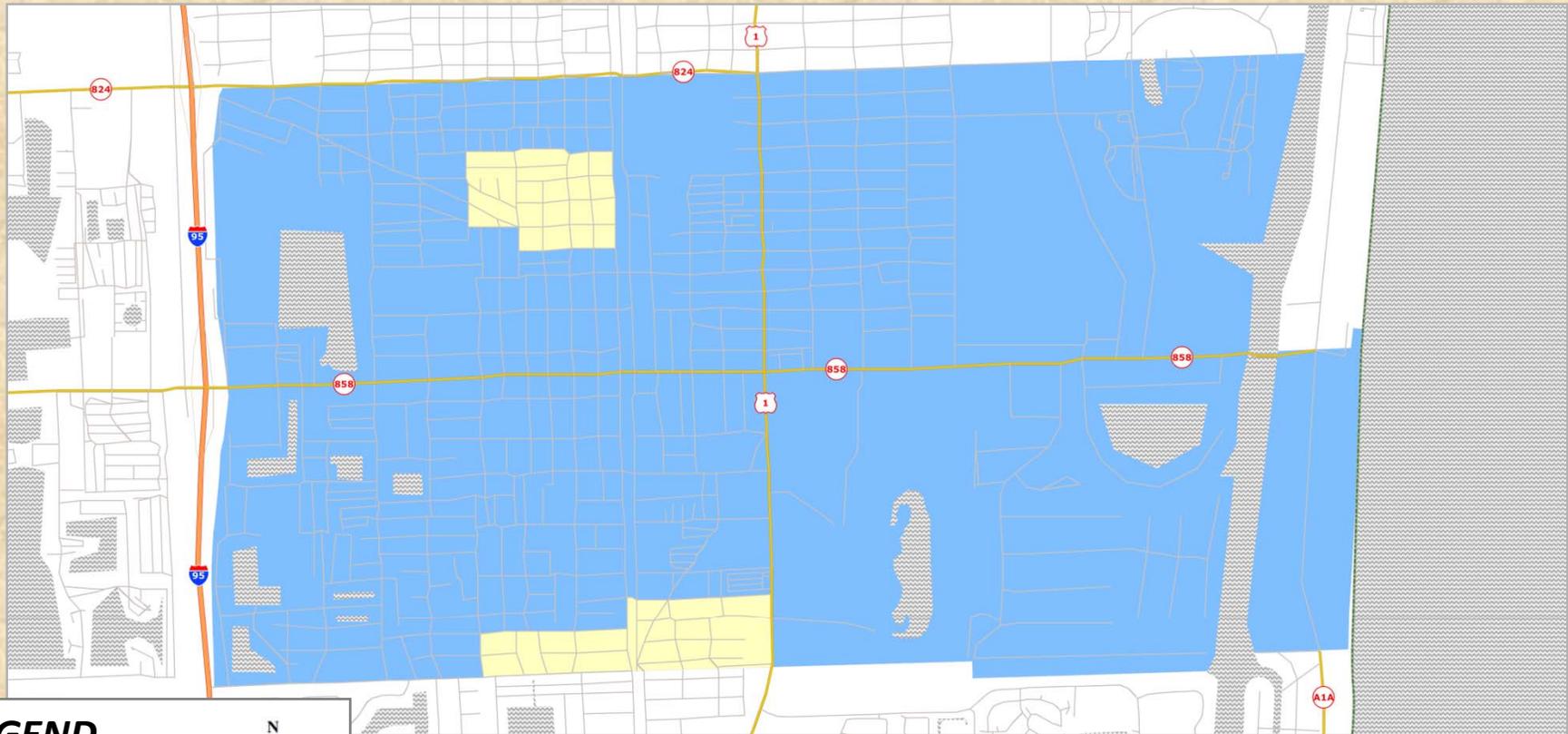
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9b Maintenance of streets in neighborhoods



LEGEND

Mean rating on a 5-point scale, where:



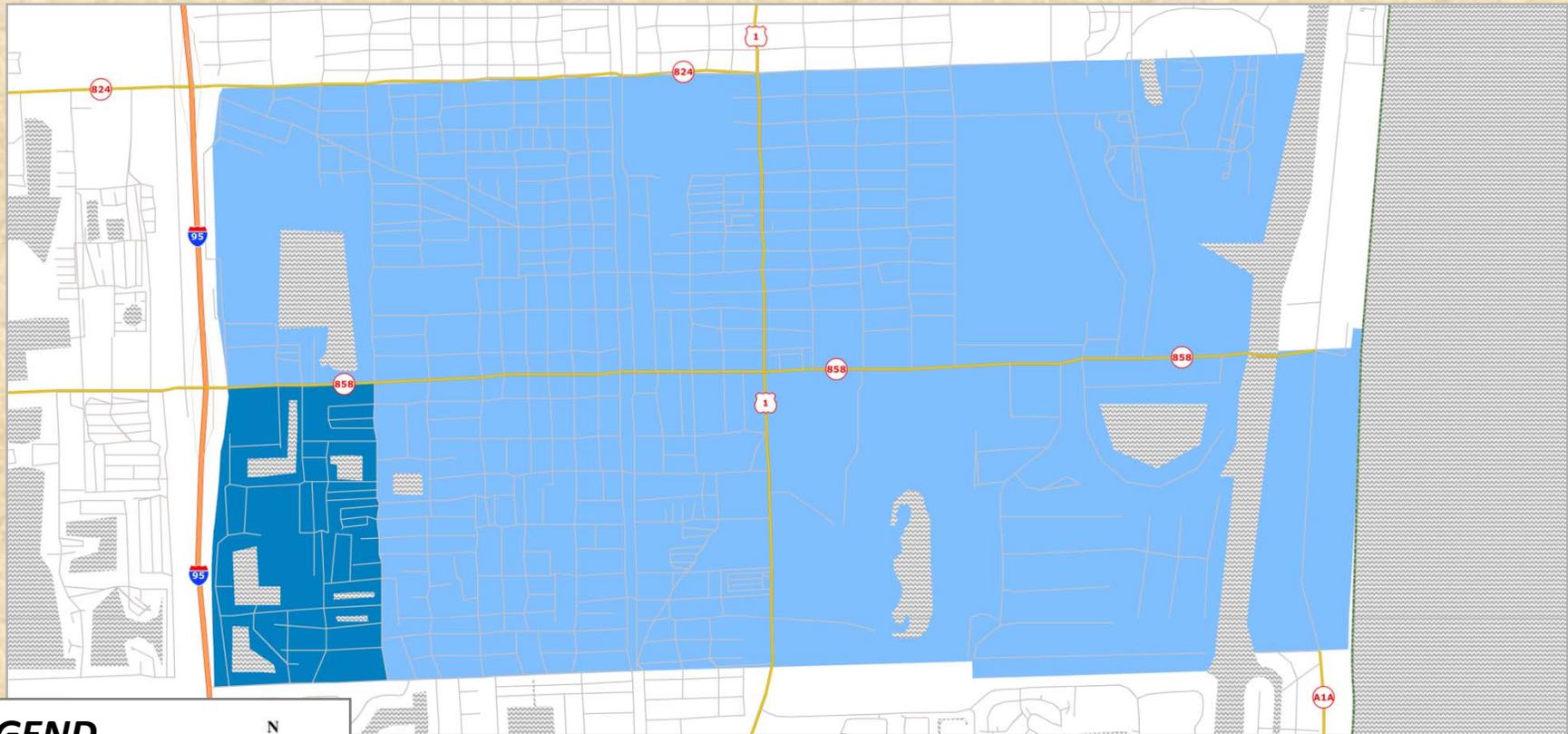
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9c Maintenance of traffic signals and signs



LEGEND

Mean rating
on a 5-point scale, where:



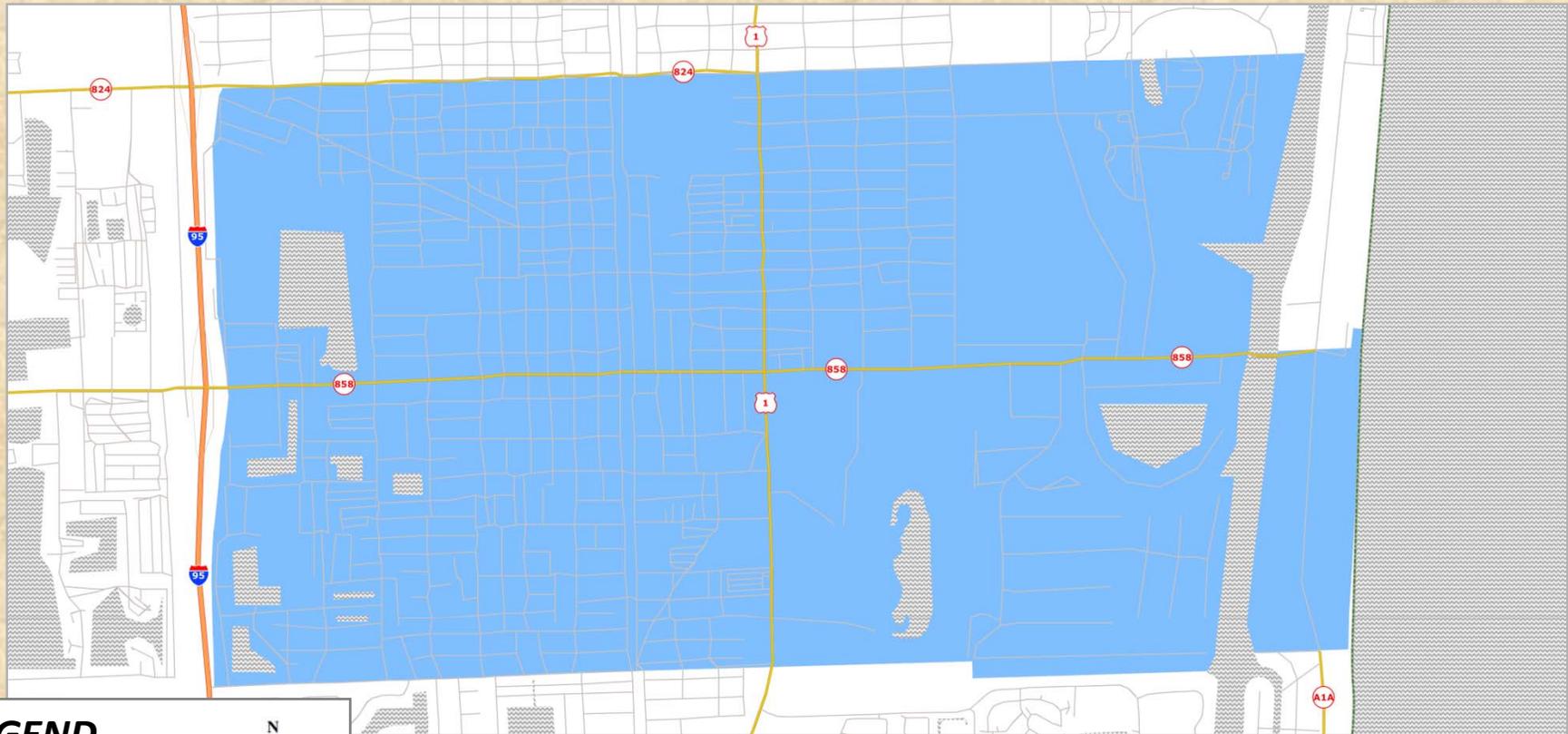
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9d Landscaping of medians on major City streets



LEGEND

Mean rating
on a 5-point scale, where:



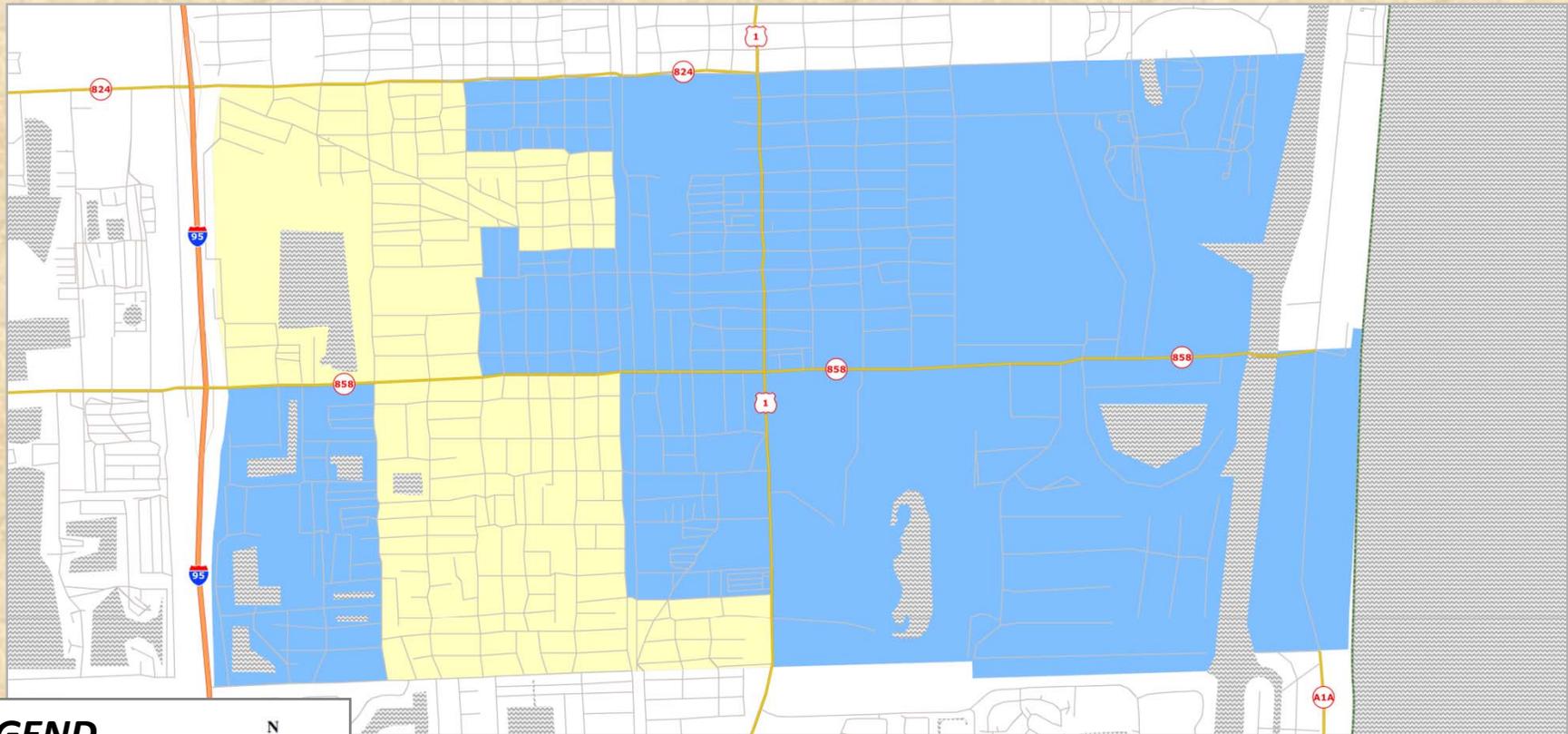
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9e Landscaping of medians and public areas in neighborhoods



LEGEND

Mean rating
on a 5-point scale, where:

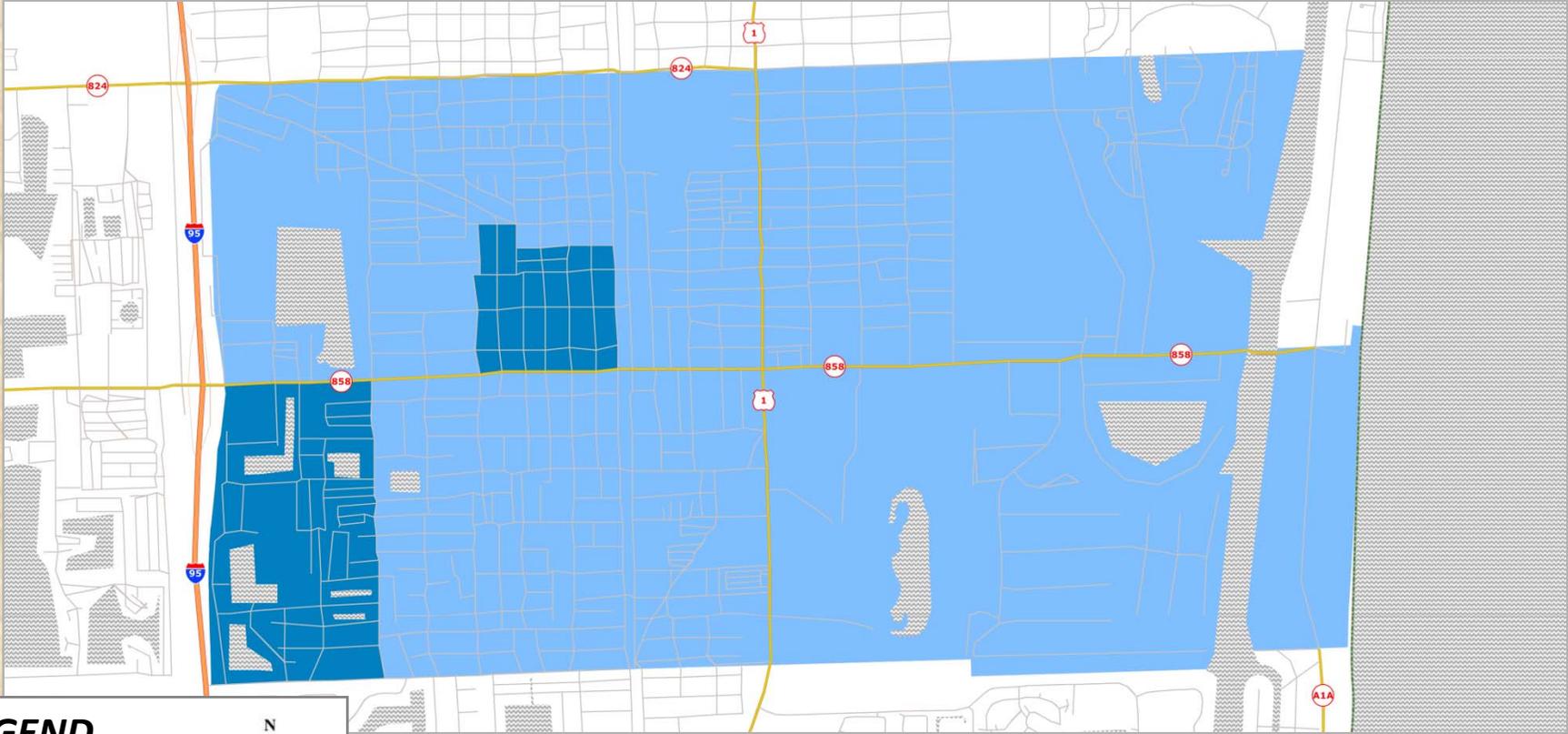
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9f Maintenance of City buildings



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

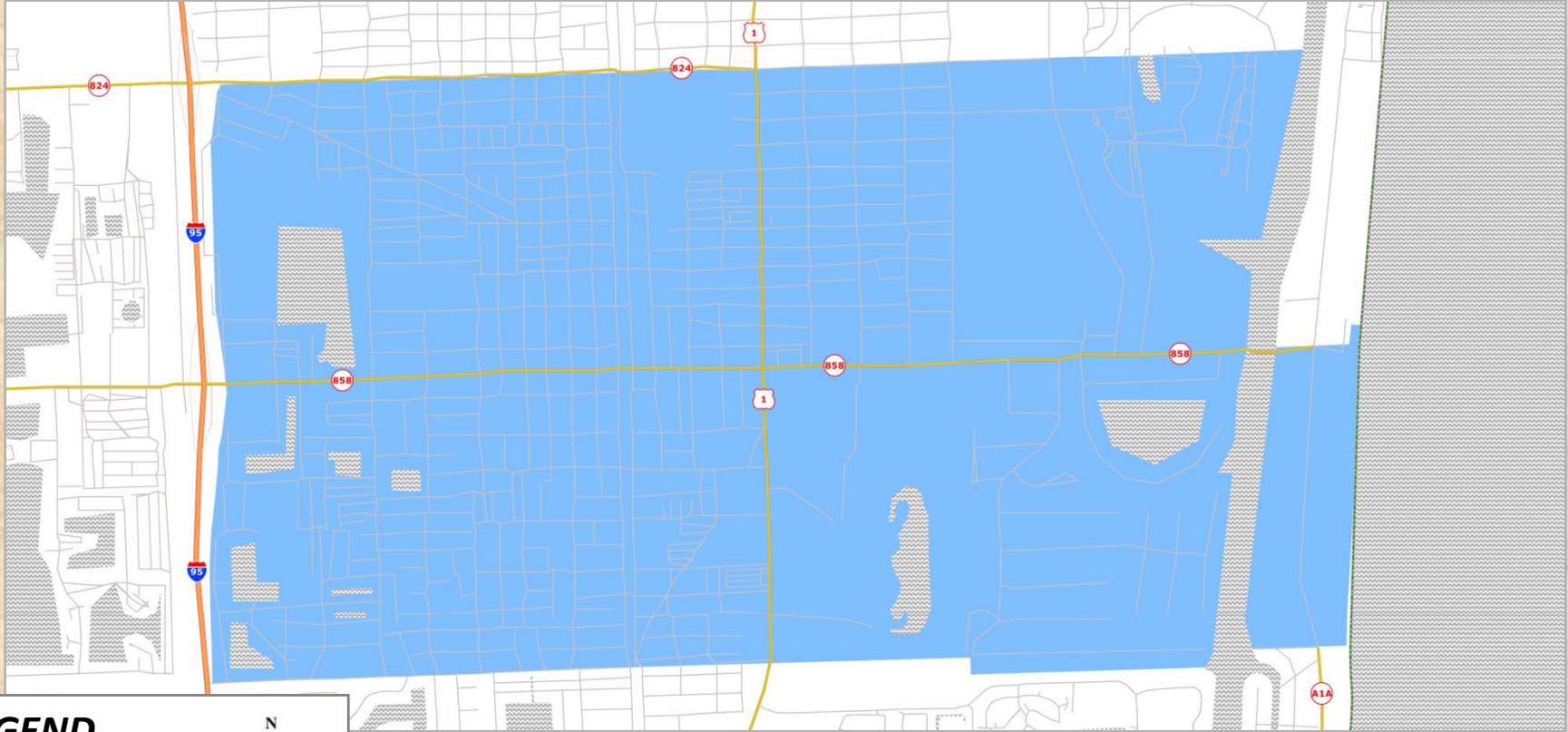
W E

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q9g Cleanliness of City streets



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

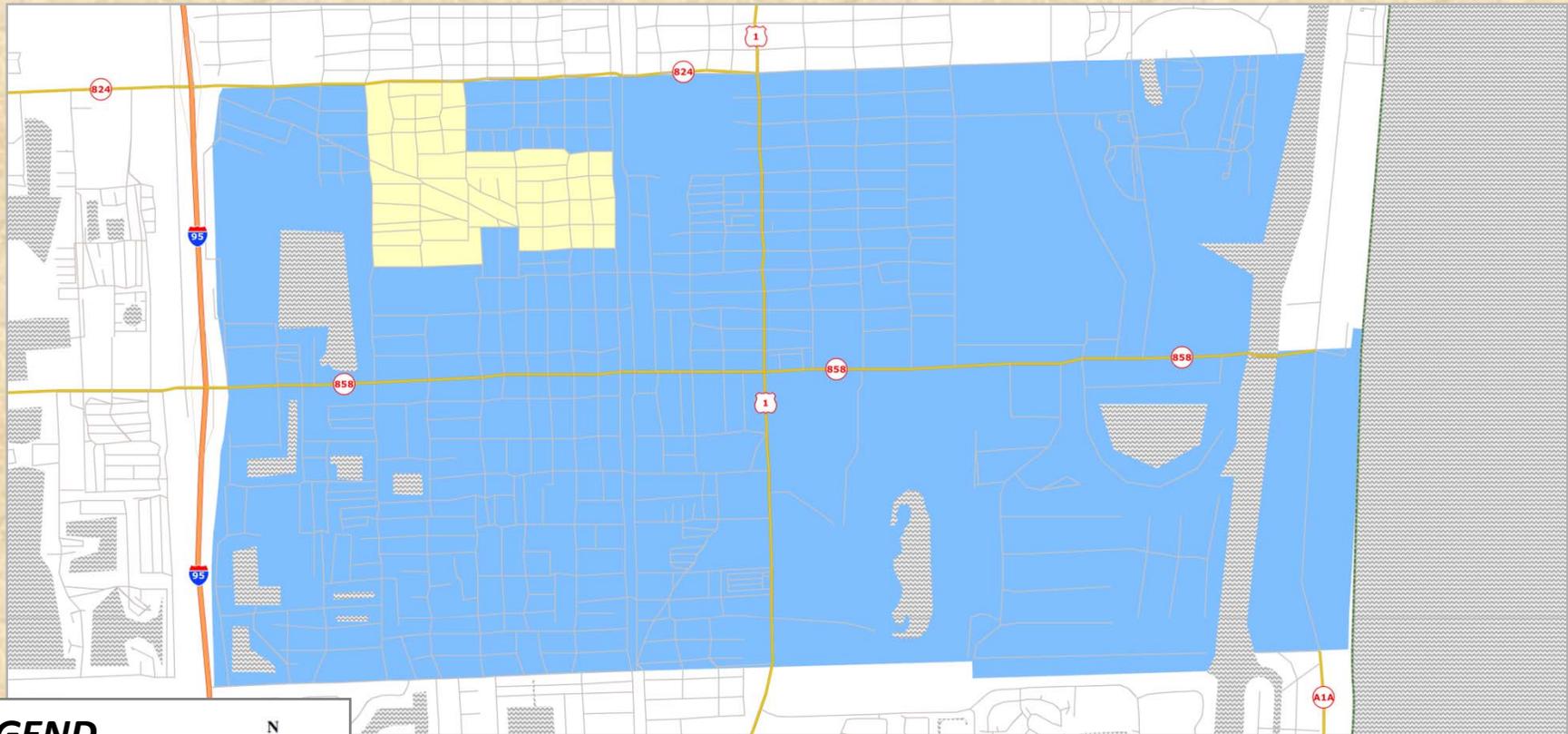
W E
N
S

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q9h Adequacy of City street lighting



LEGEND

Mean rating
on a 5-point scale, where:

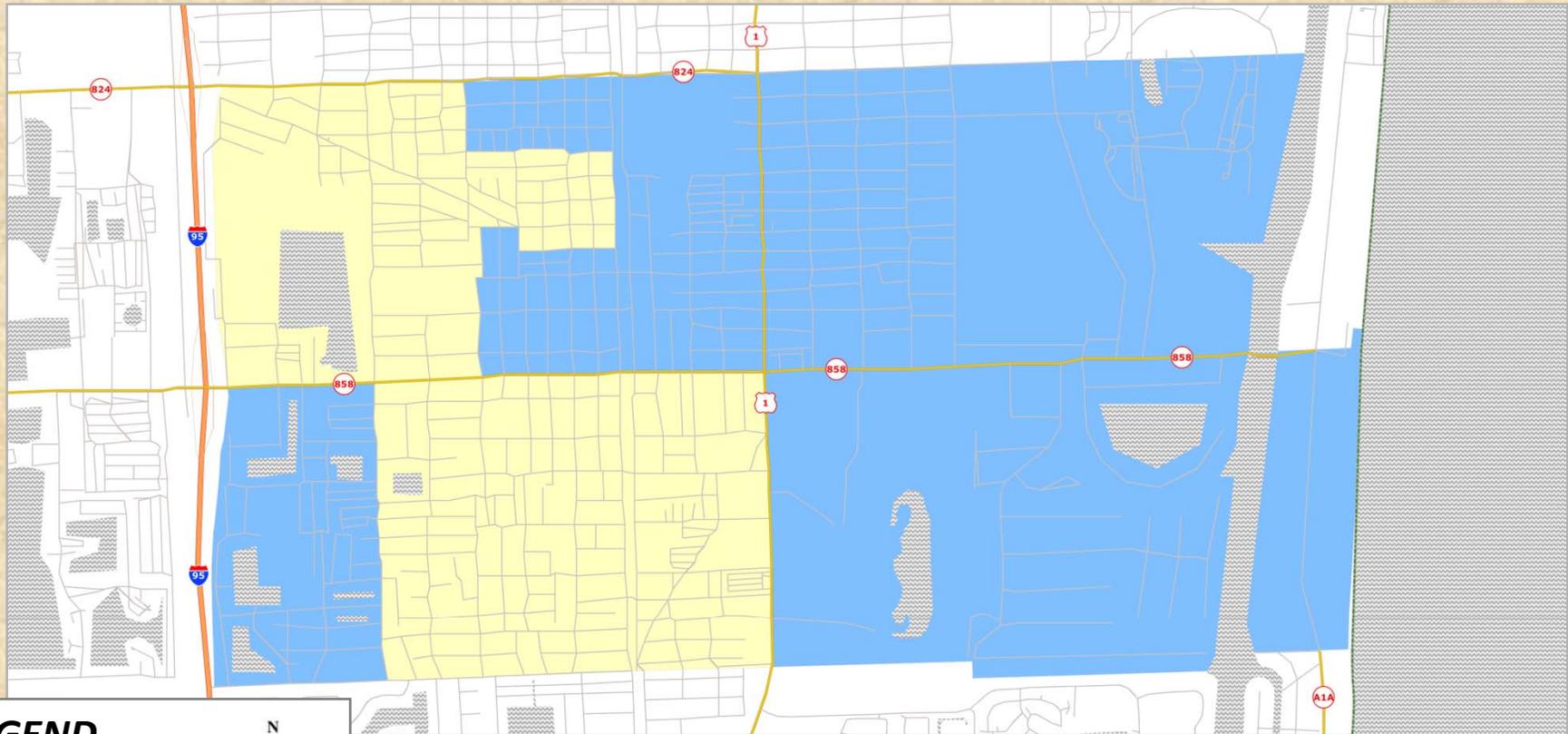
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9i Sidewalks in neighborhood



LEGEND

Mean rating on a 5-point scale, where:



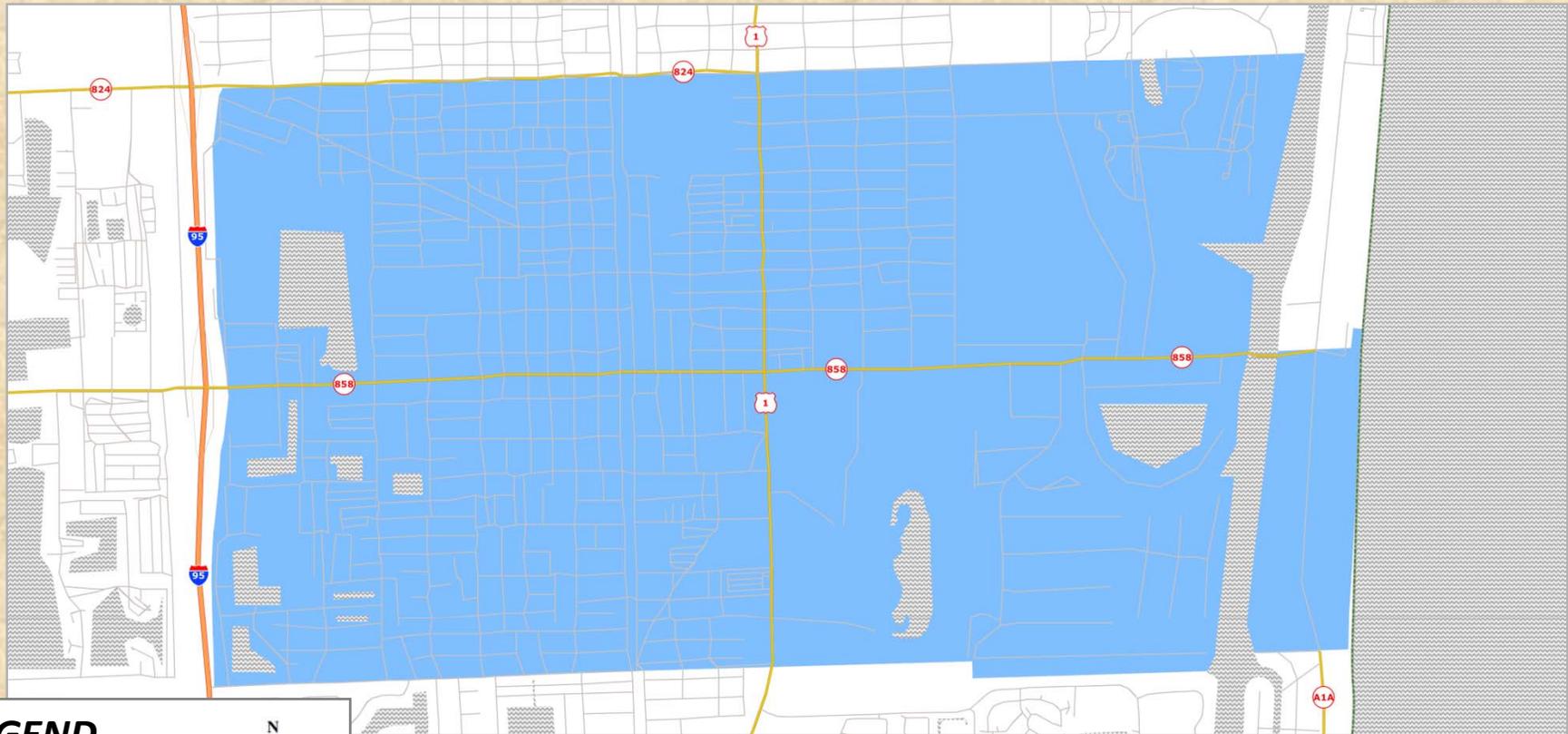
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11a Appearance of City parks



LEGEND

Mean rating
on a 5-point scale, where:



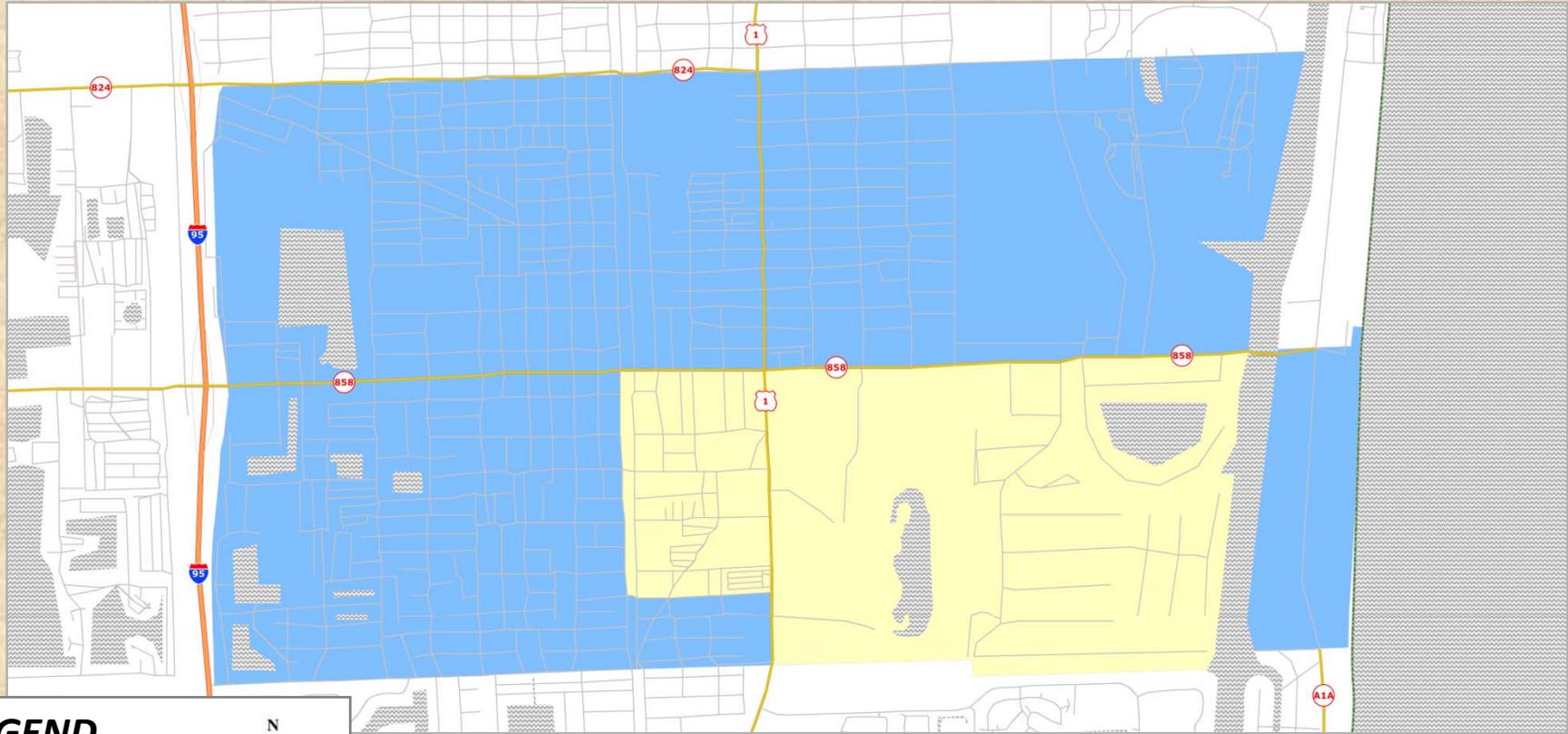
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11b Number of City parks



LEGEND

Mean rating on a 5-point scale, where:



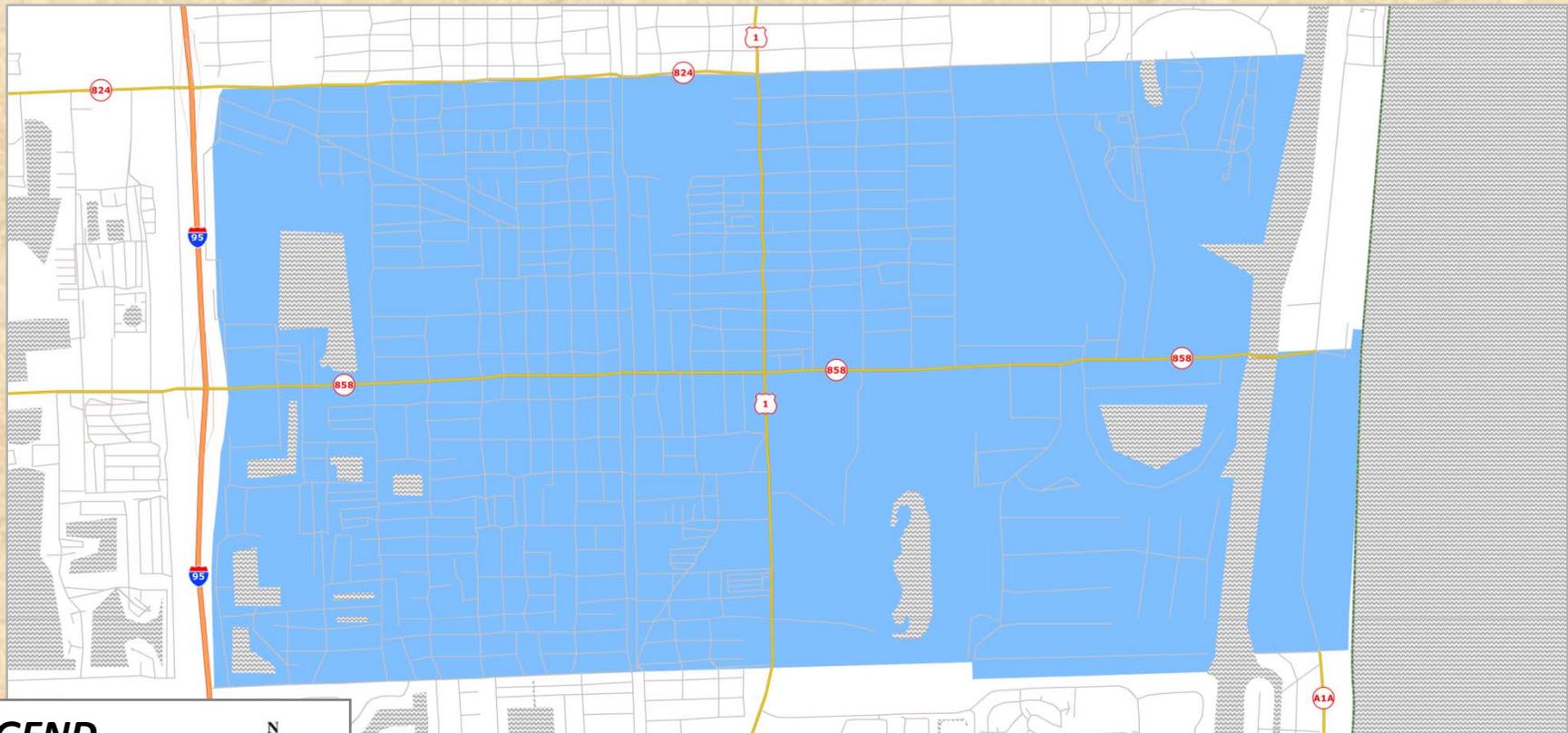
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11c Appearance of recreational facility



LEGEND

Mean rating
on a 5-point scale, where:



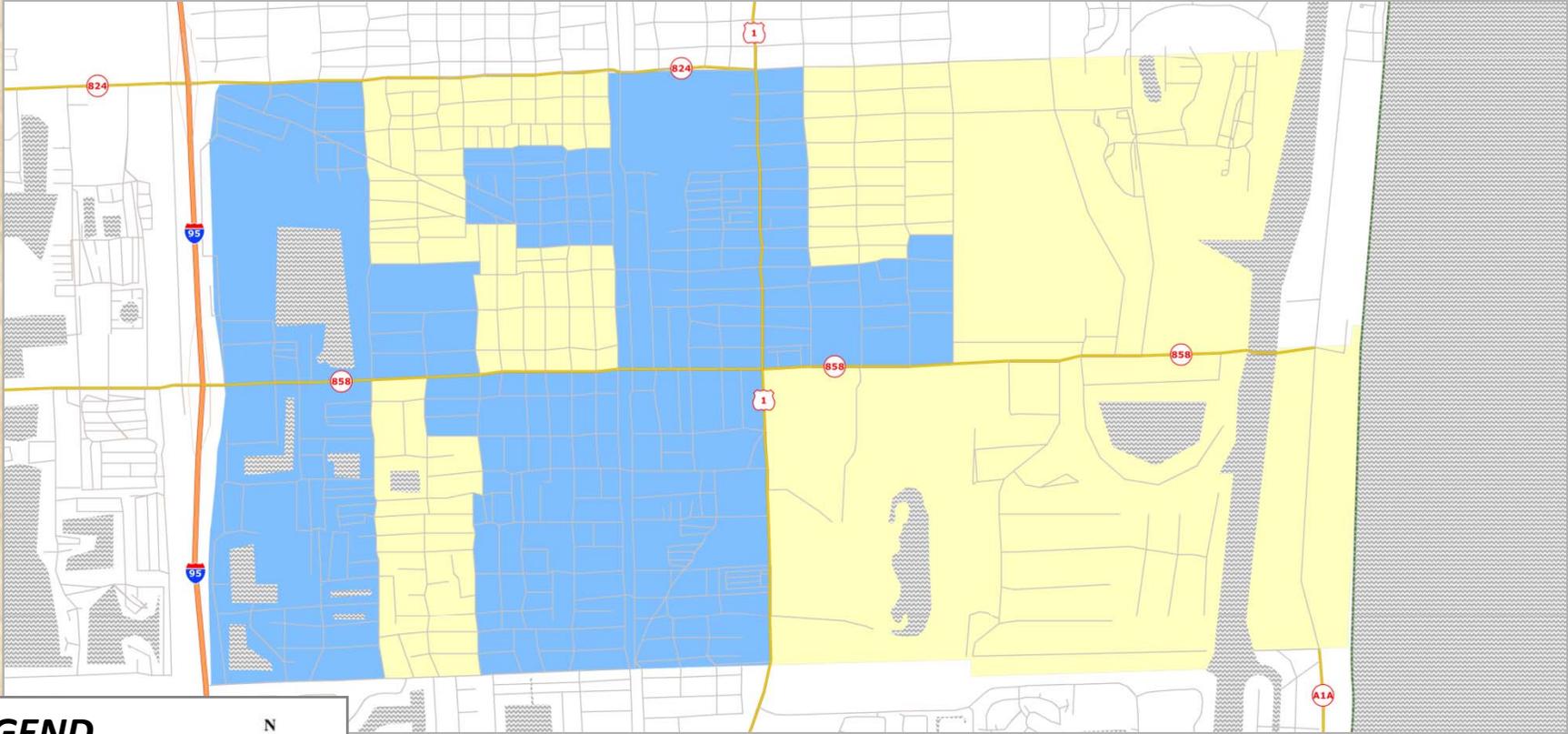
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11d Variety of amenities offered in City parks



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

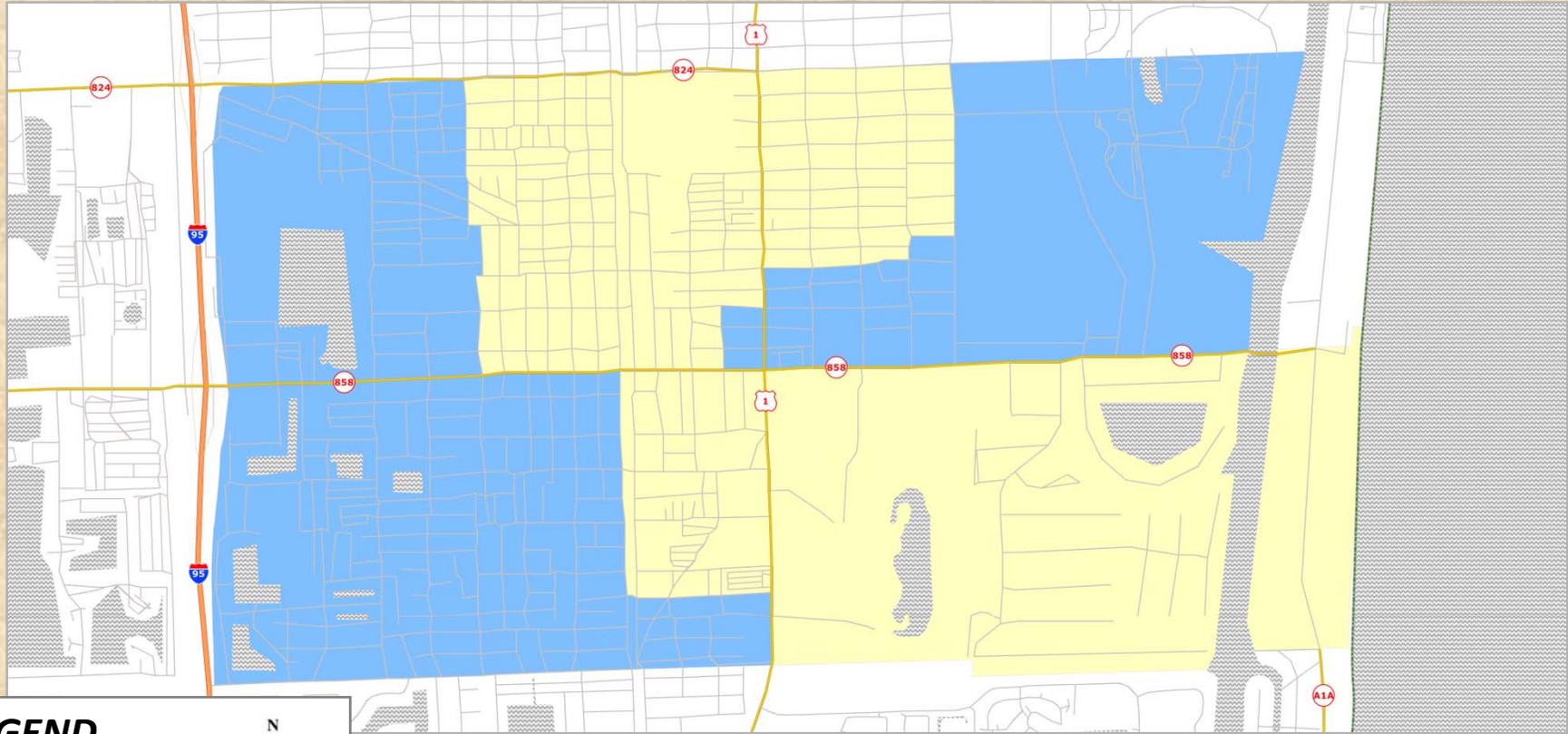
Note: "Other" areas did not contain any responses



2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11e Availability of walking & biking path



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

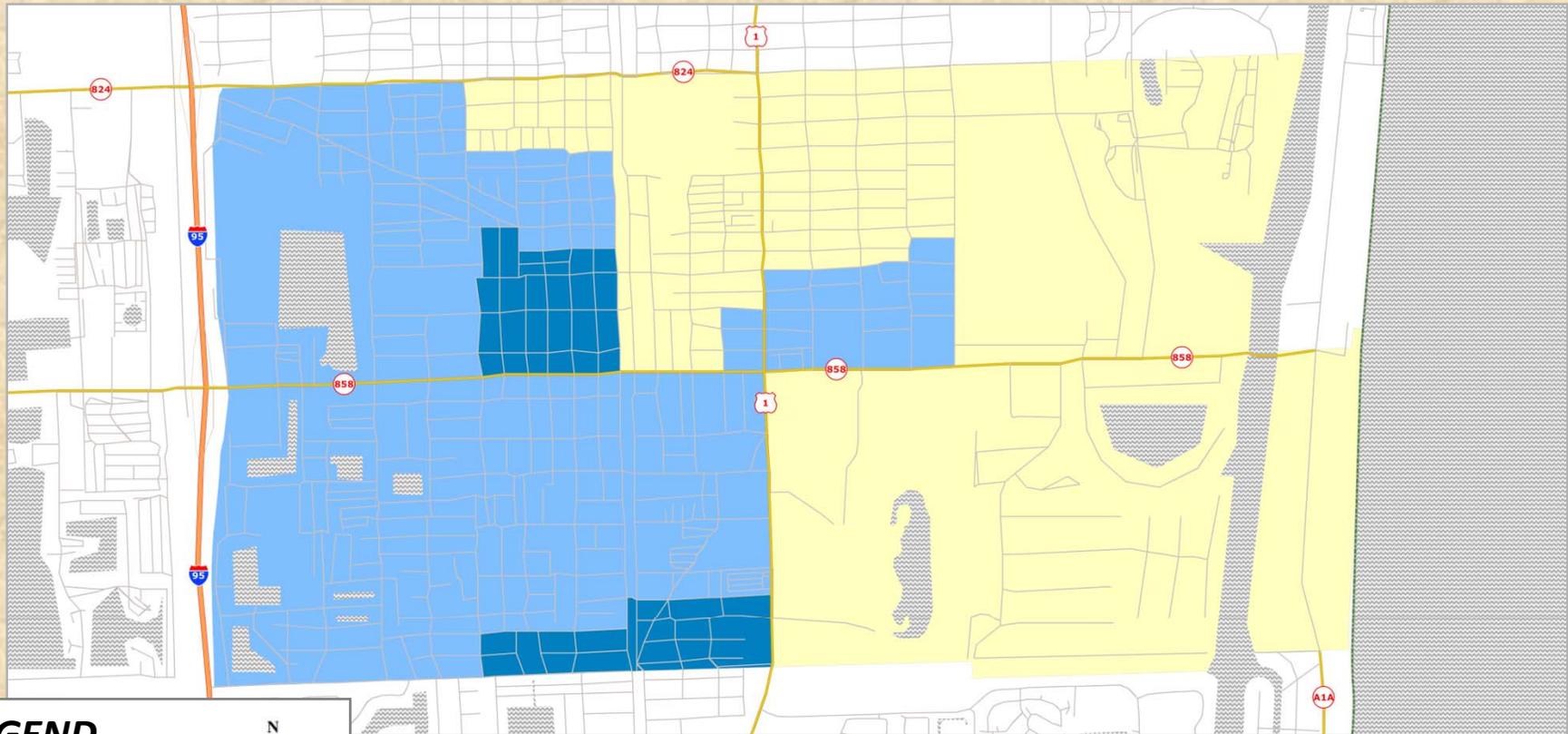


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q11f Outdoor athletic fields



LEGEND

Mean rating
on a 5-point scale, where:

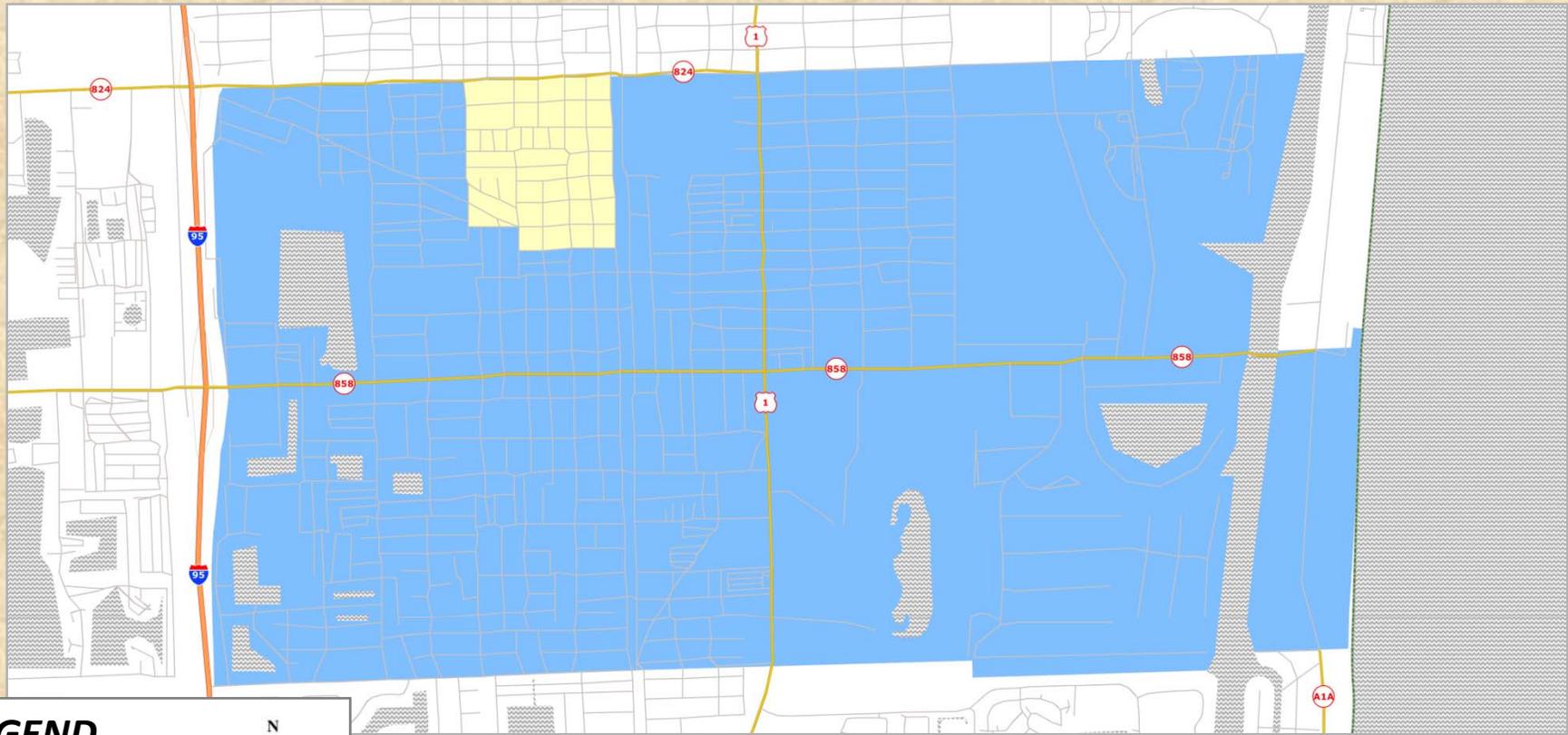
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11g City's youth athletic programs



LEGEND

Mean rating
on a 5-point scale, where:



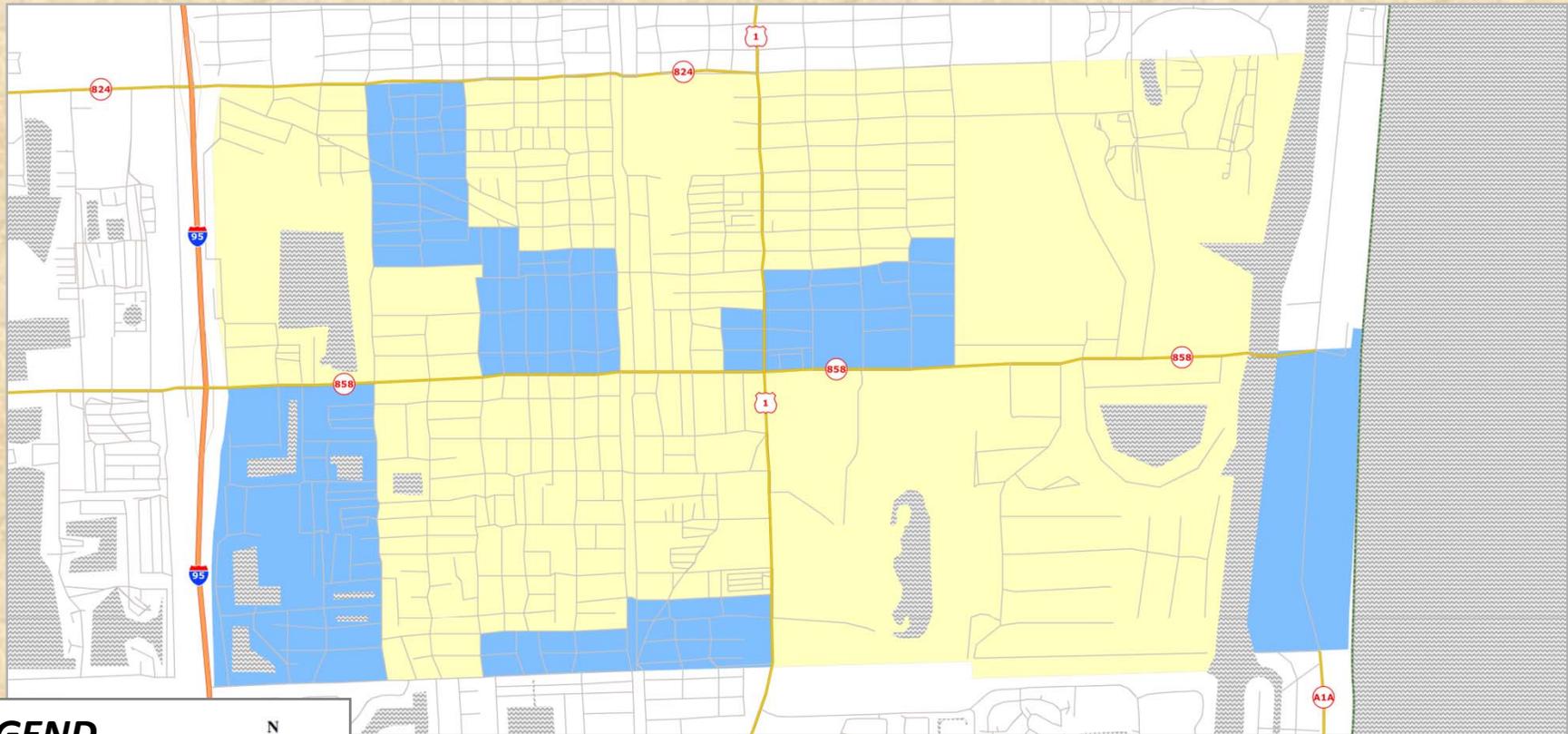
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11h City's adult athletic programs



LEGEND

Mean rating
on a 5-point scale, where:



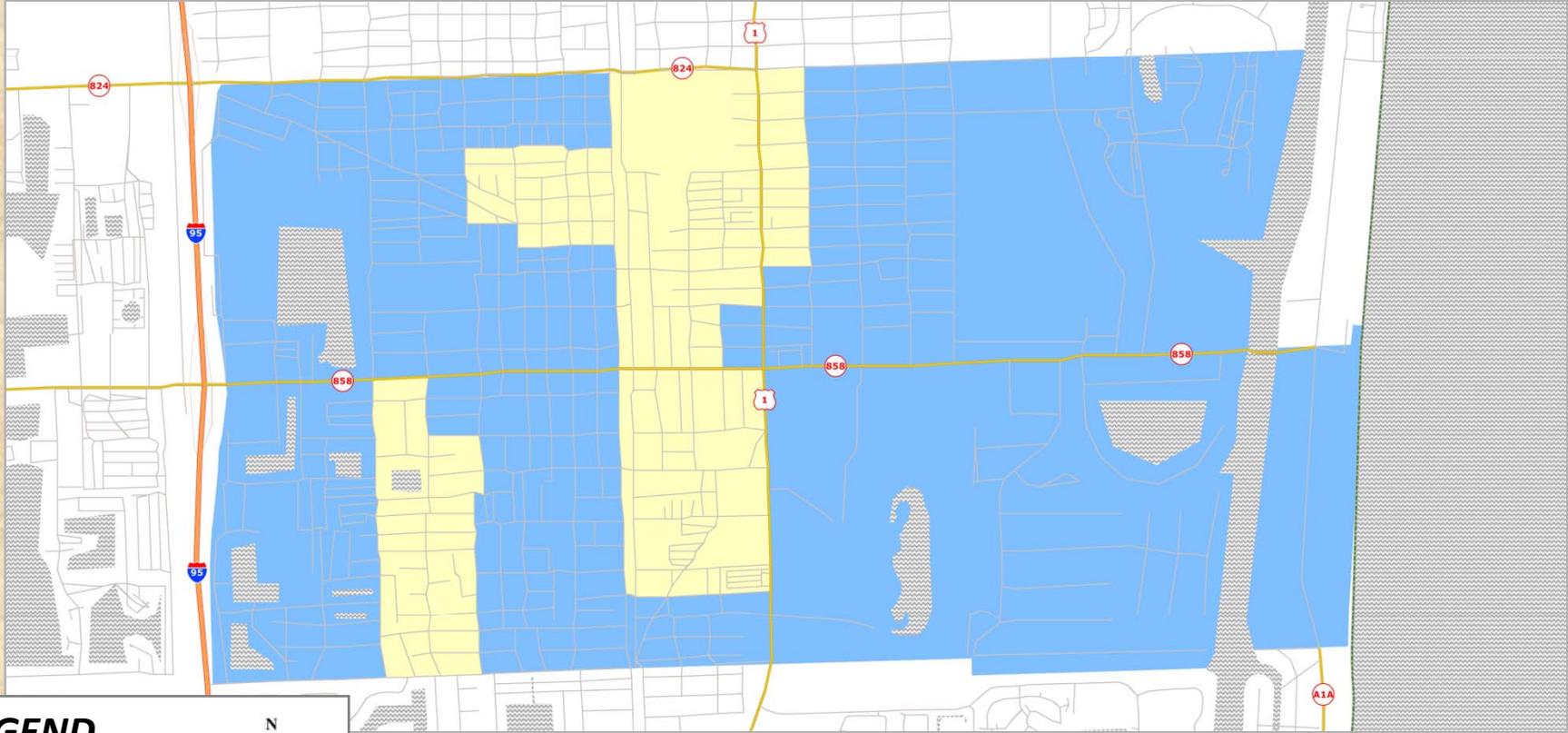
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11i Variety of recreational programs



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

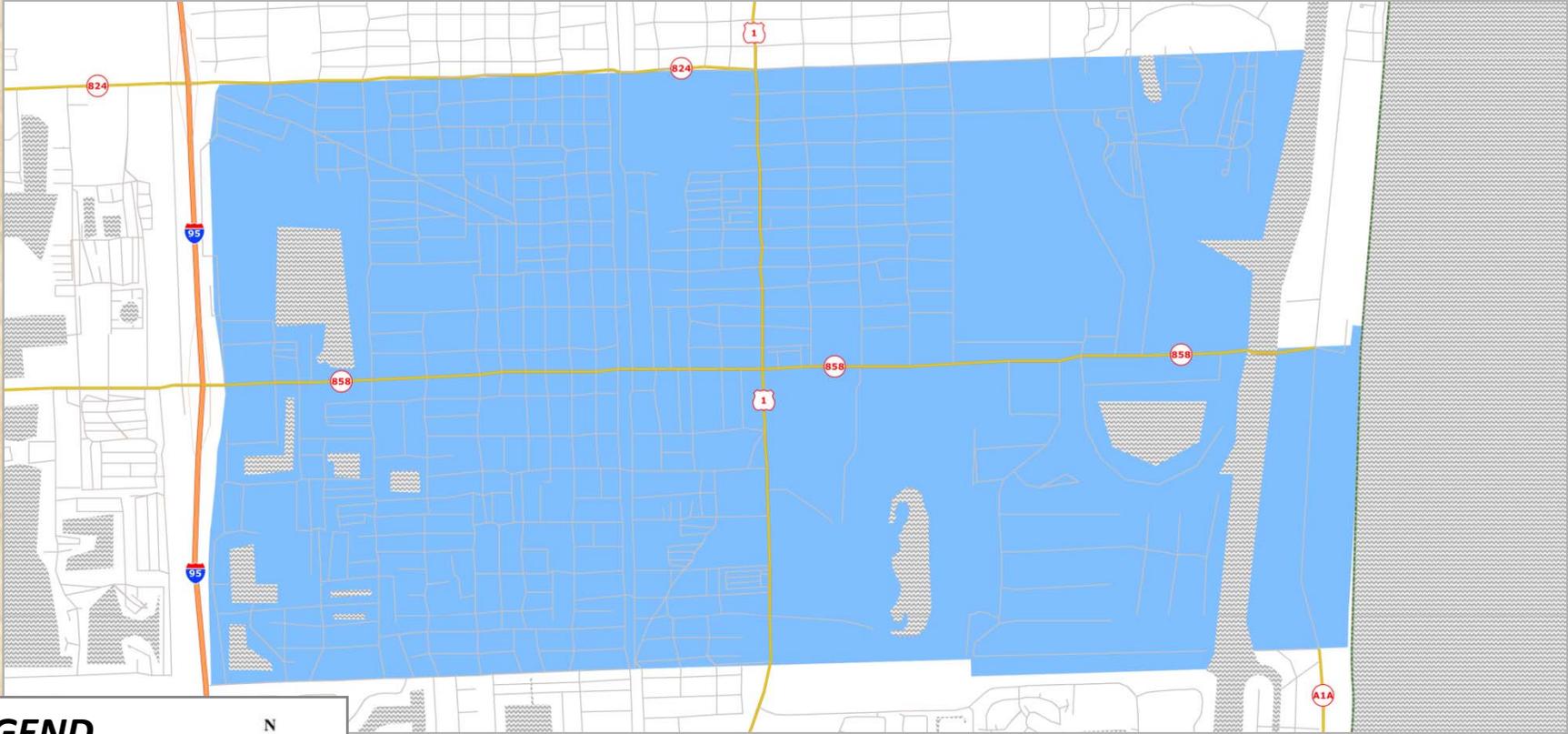
Note: "Other" areas did not contain any responses



2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11j Special events



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

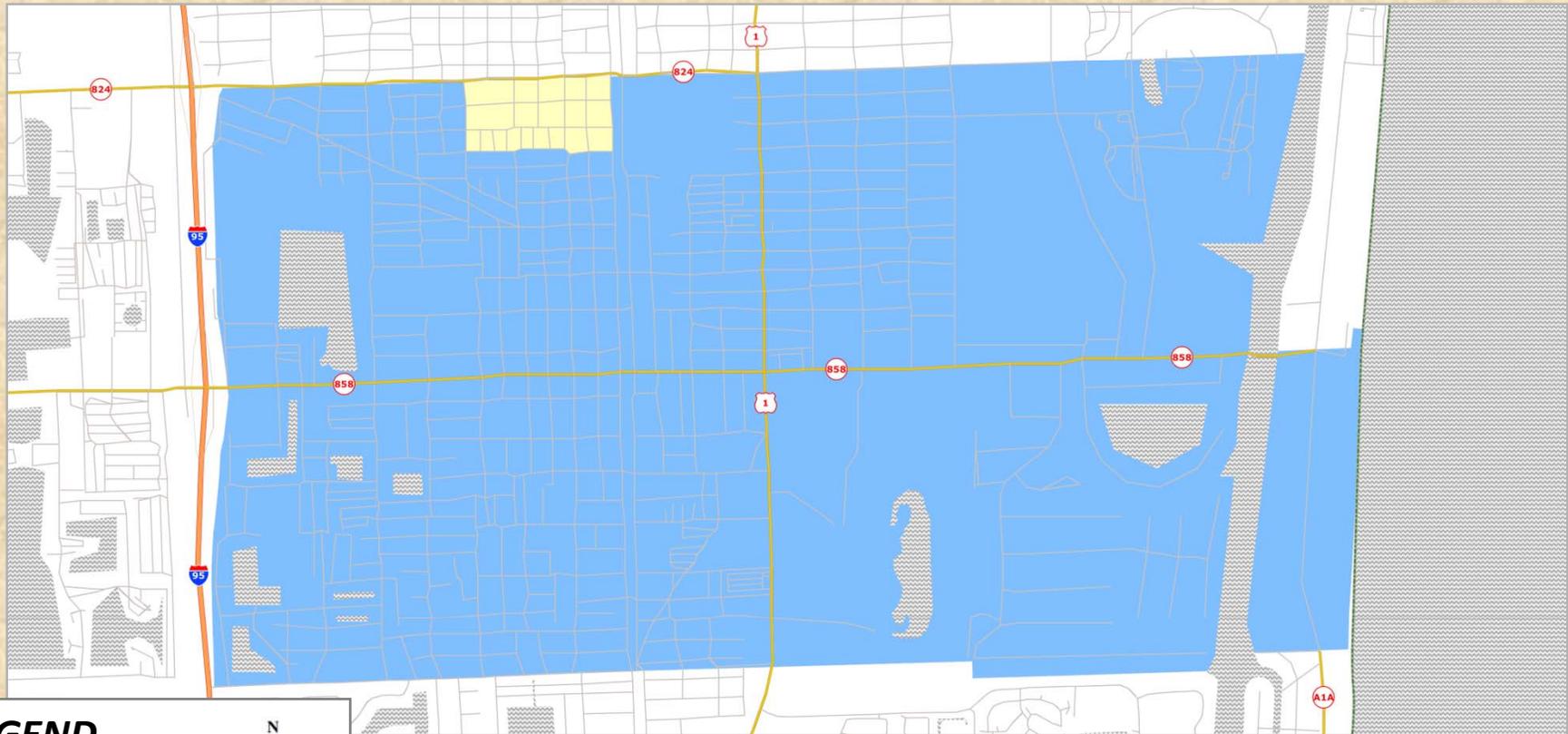
Note: "Other" areas did not contain any responses



2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11k Ease of registering for programs



LEGEND

Mean rating
on a 5-point scale, where:



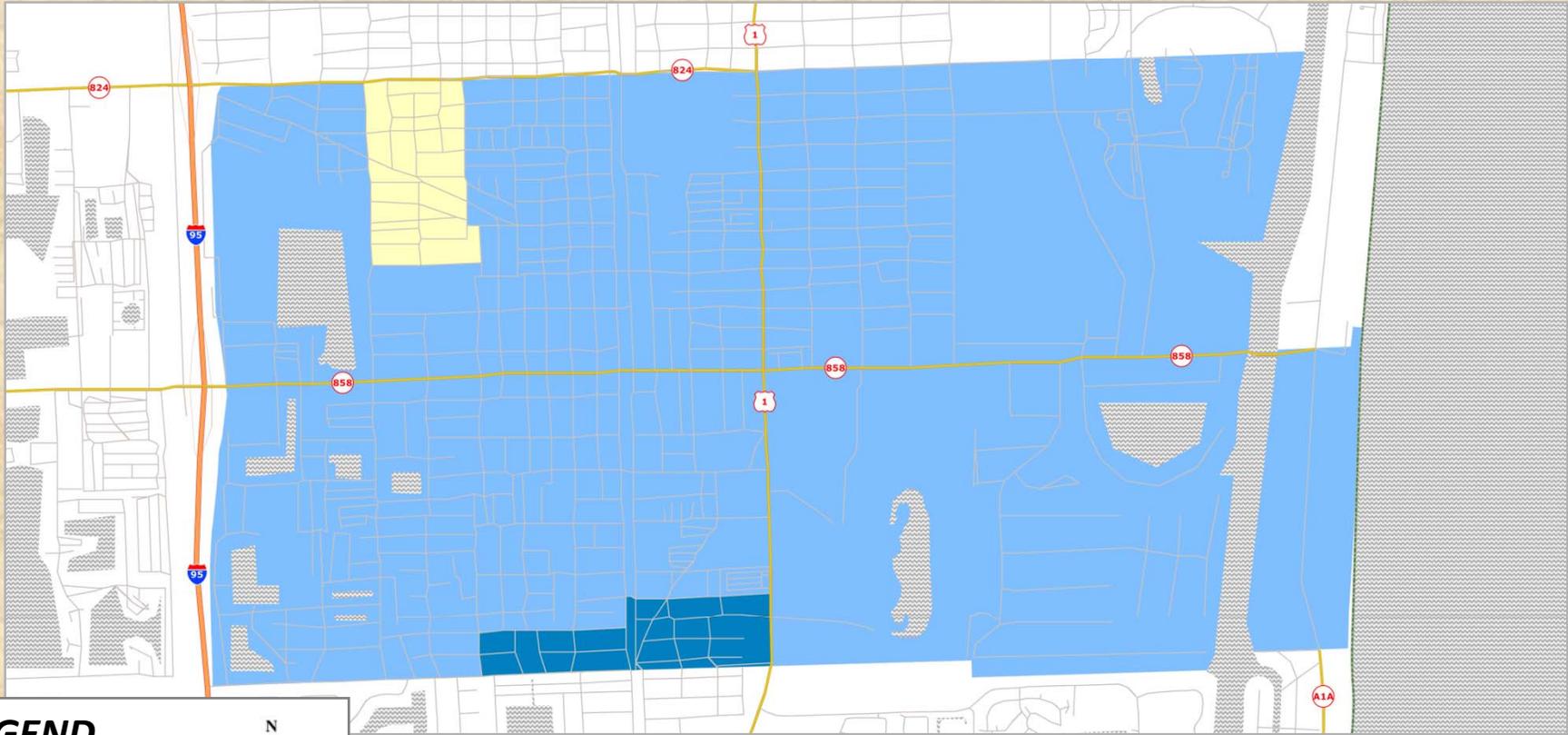
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q111 Fees charged for recreation program



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

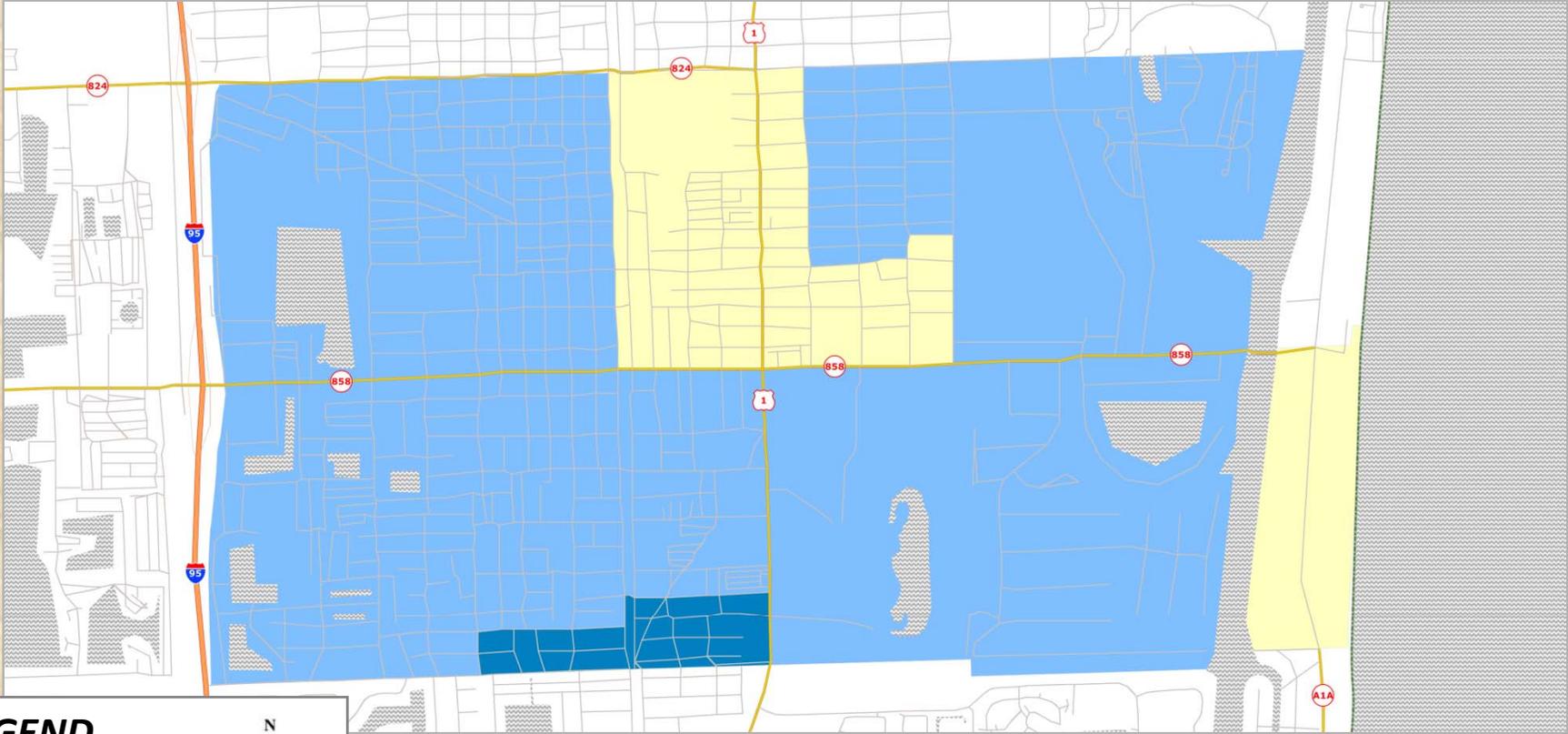


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q11m Park rental facilities



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

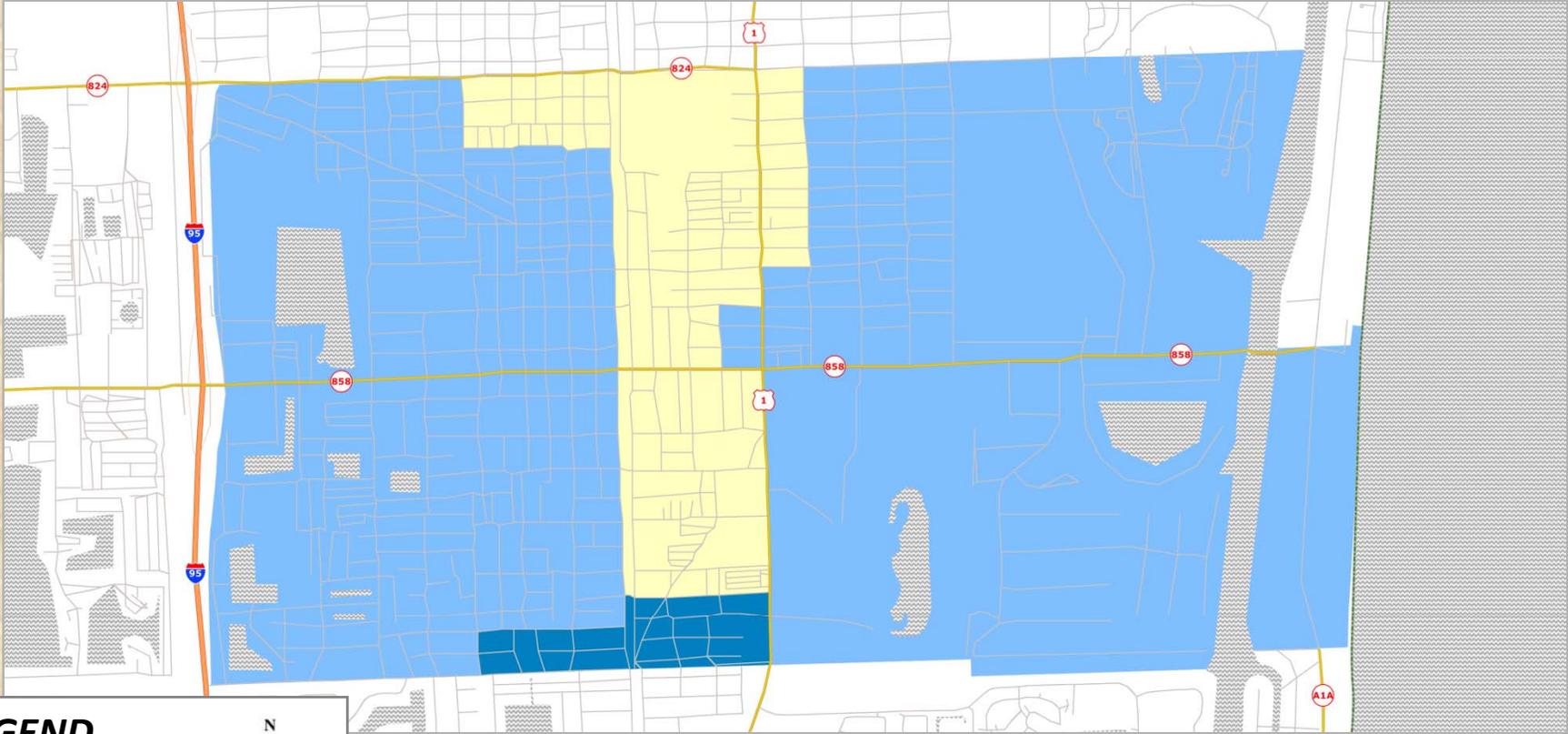


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q11n City's day camp programs



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

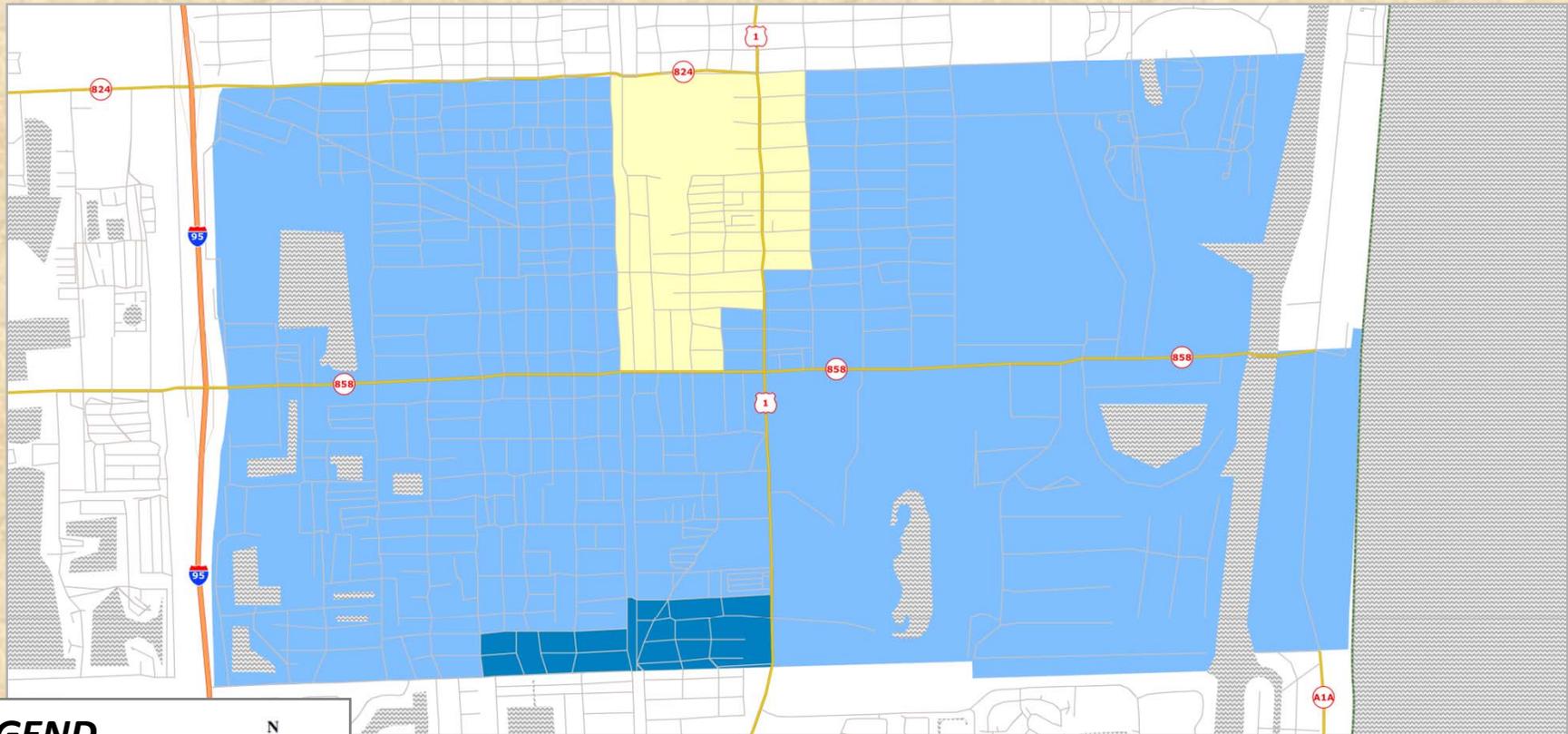


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q11o Appearance & quality of tennis complex



LEGEND

Mean rating
on a 5-point scale, where:

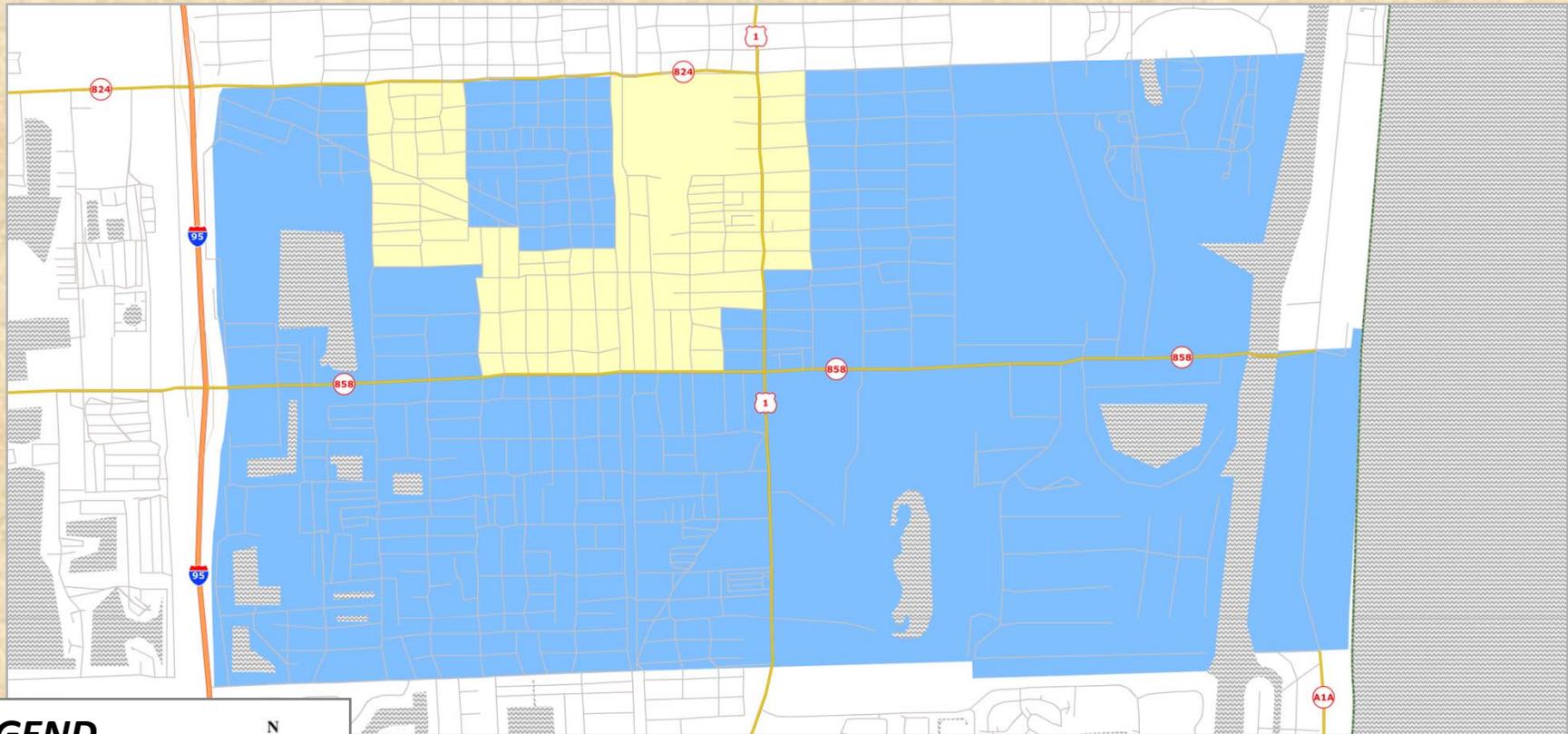
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11p Aquatics facility & programs offered



LEGEND

Mean rating on a 5-point scale, where:



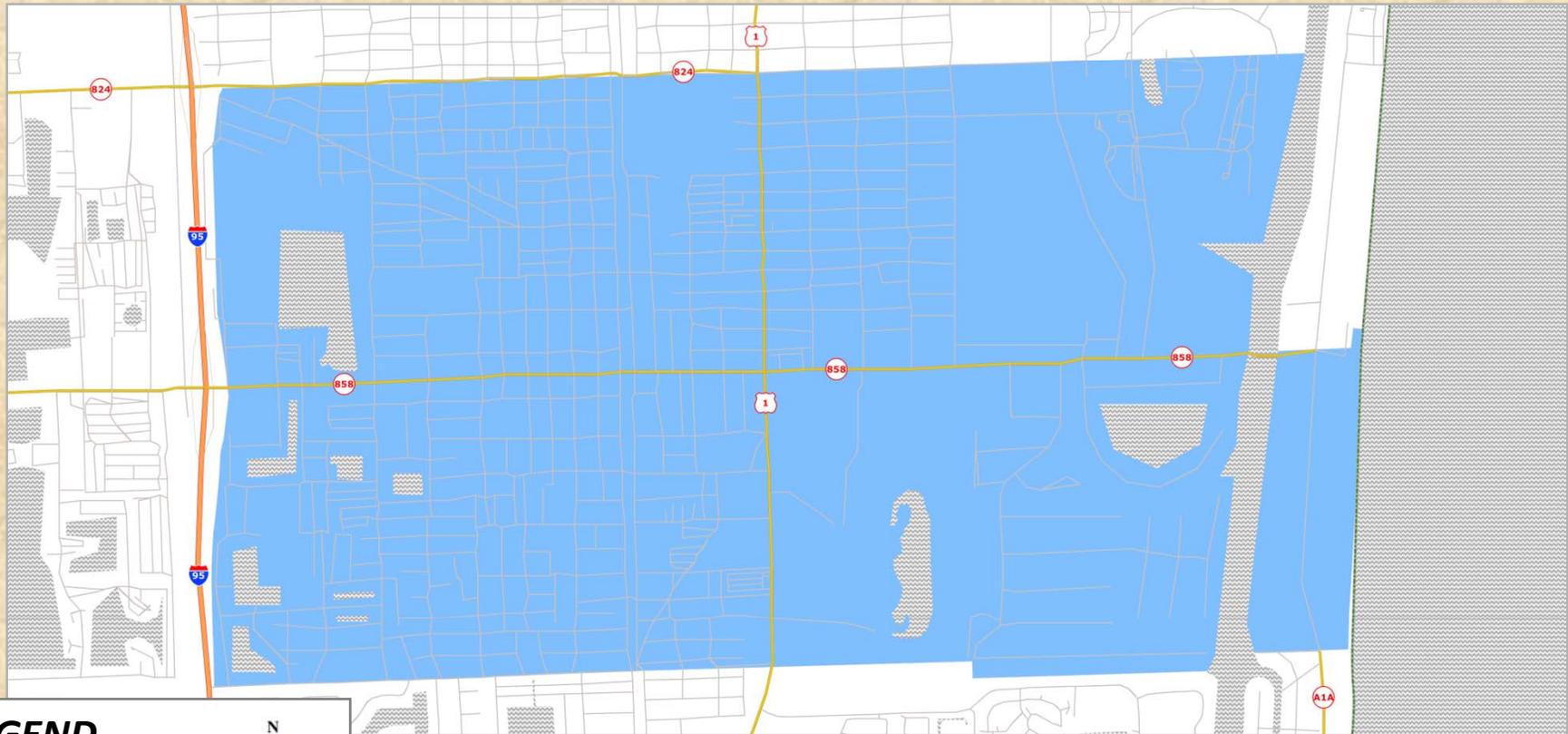
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13a Satisfaction with water & sewer service



LEGEND

Mean rating
on a 5-point scale, where:



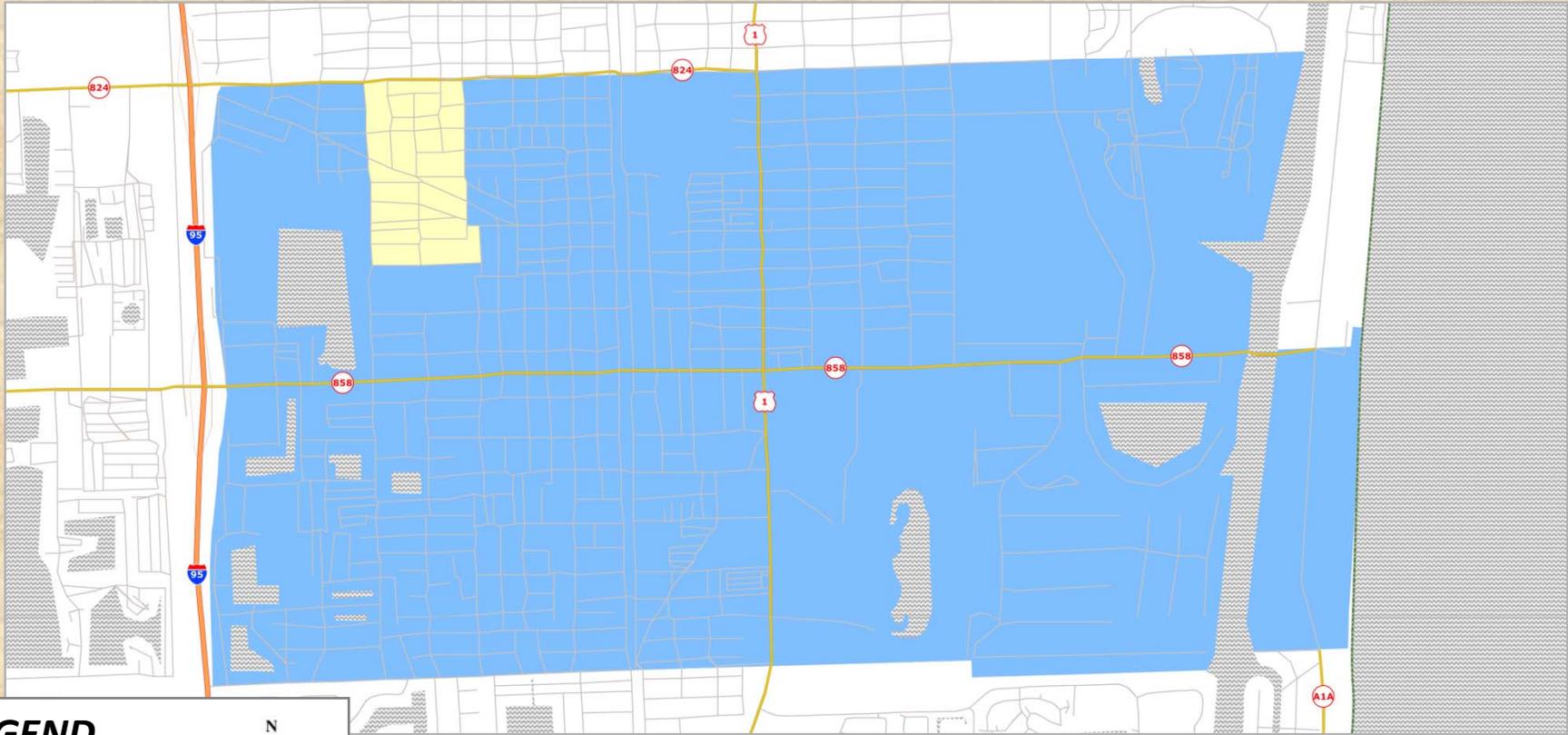
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13b Residential trash collection



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

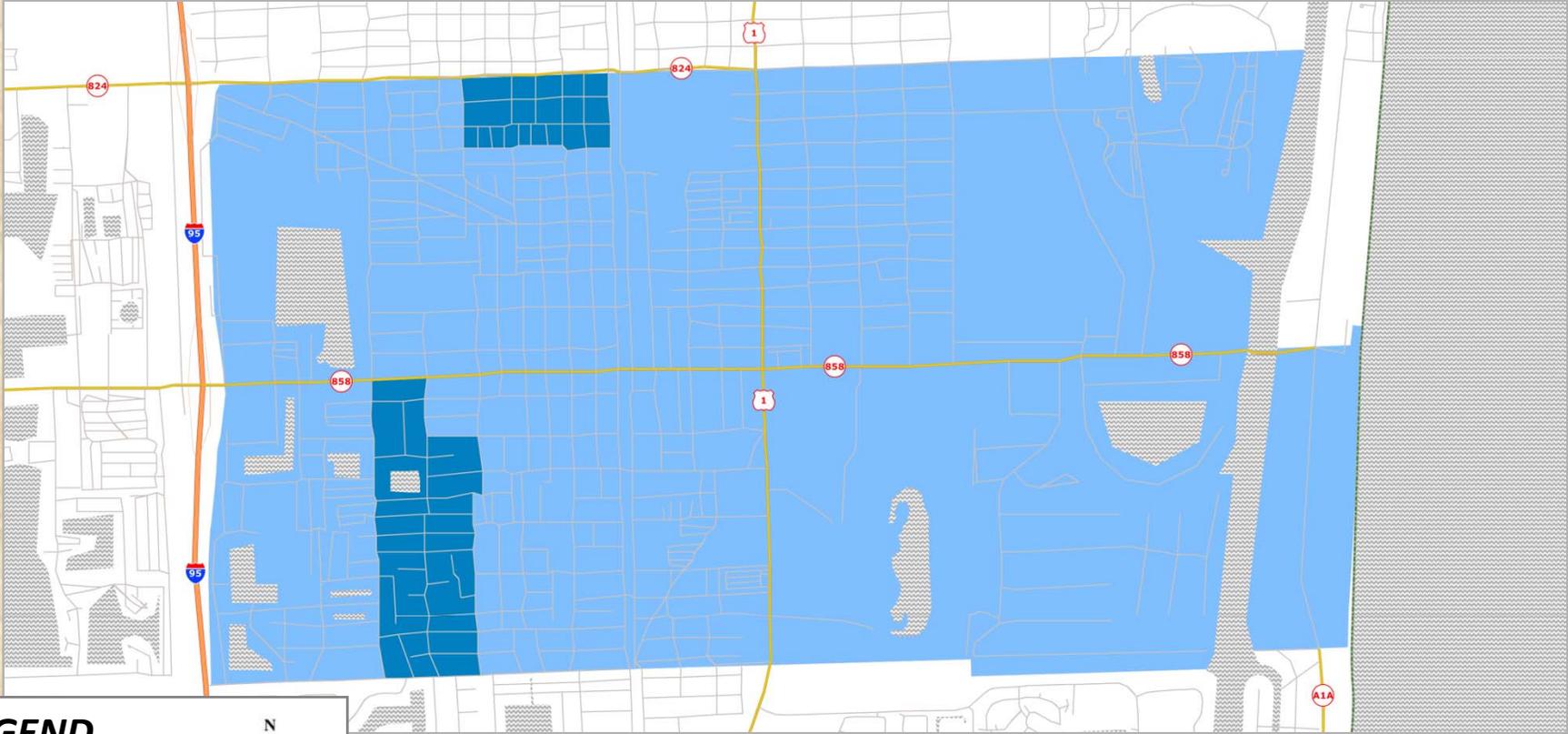


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q13c Curbside recycling service



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

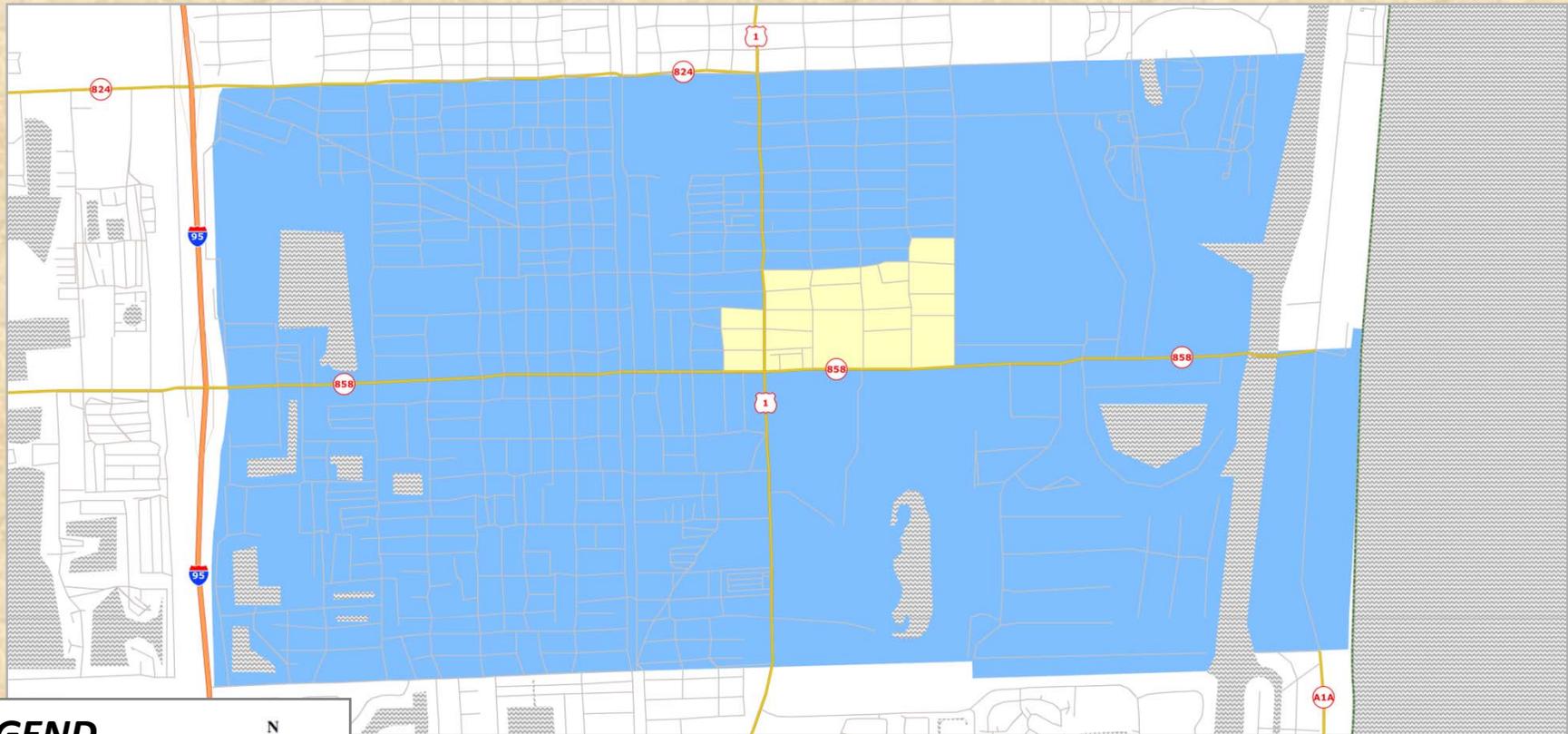


2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Q13d Yard waste service



LEGEND

Mean rating
on a 5-point scale, where:



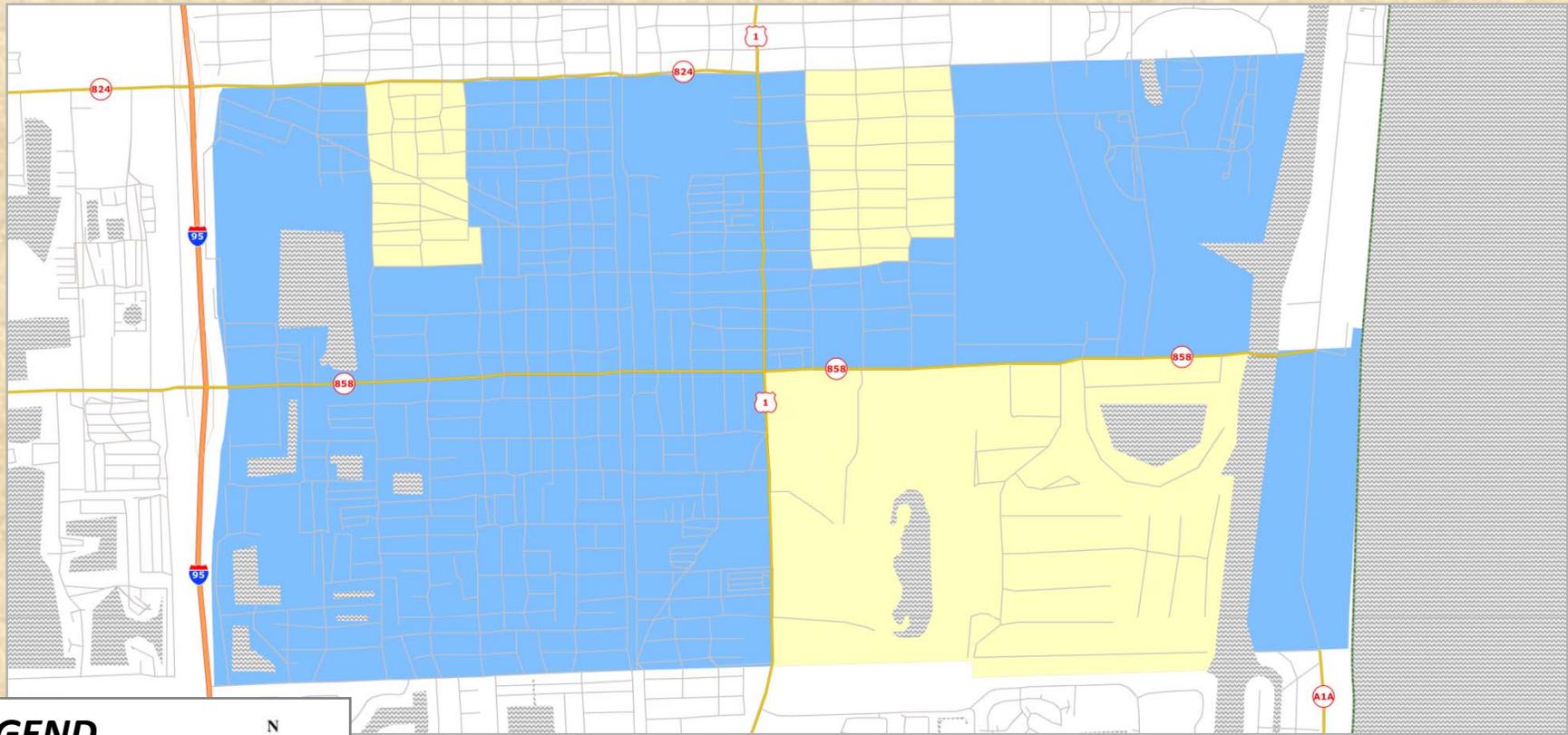
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13e Bulk trash pickup service



LEGEND

Mean rating
on a 5-point scale, where:

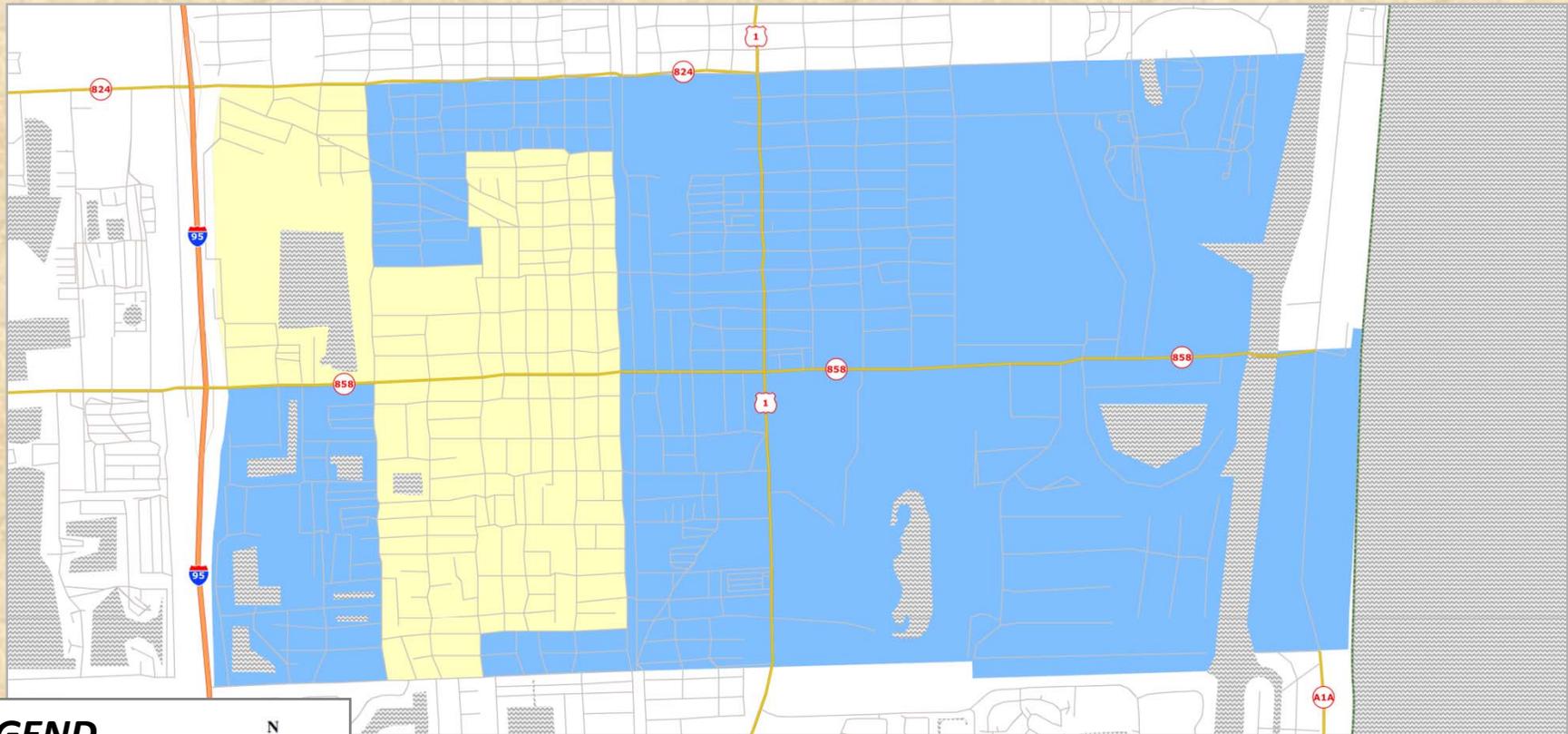
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14a Enforcement maintenance residential



LEGEND

Mean rating
on a 5-point scale, where:

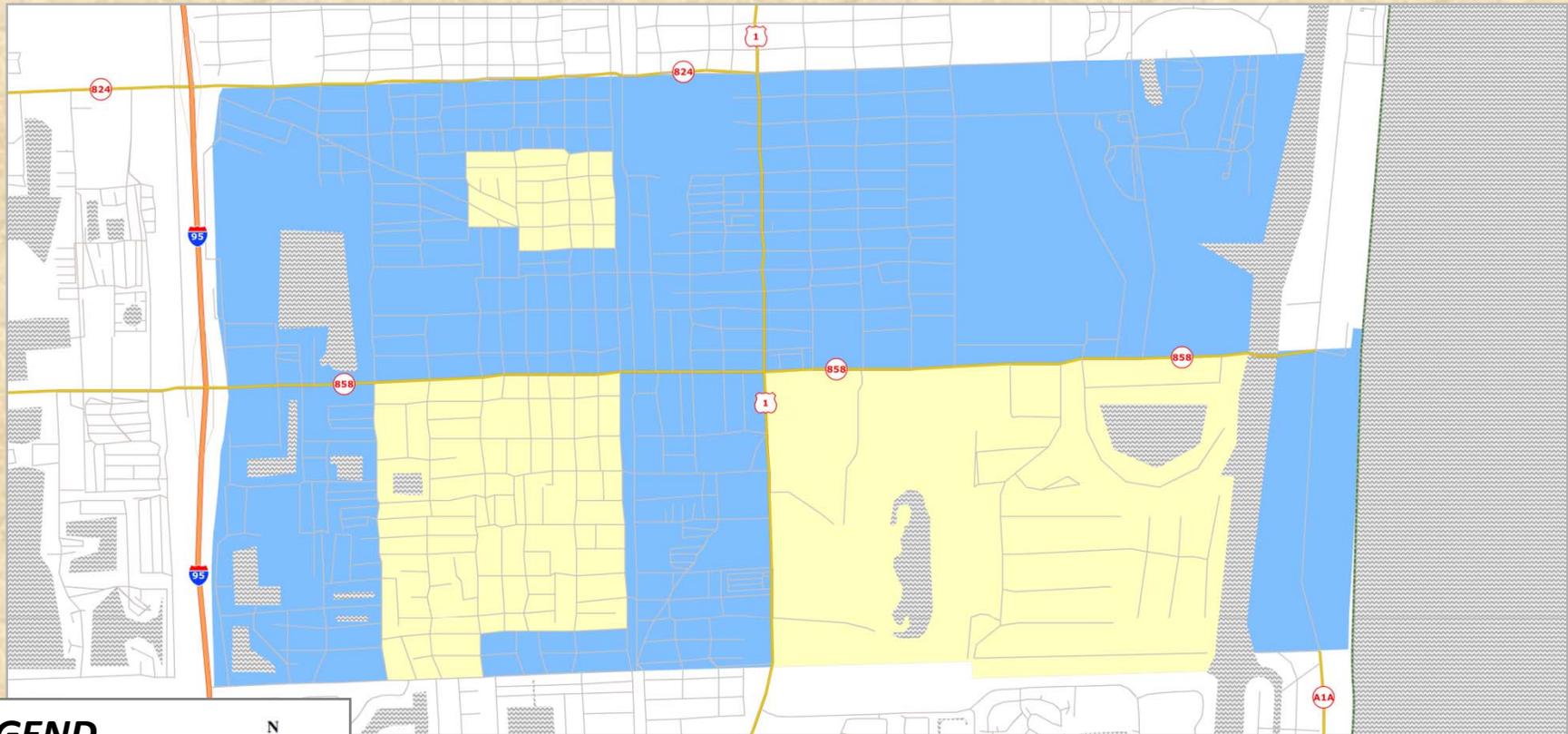
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14b Enforcement maintenance commercial



LEGEND

Mean rating
on a 5-point scale, where:

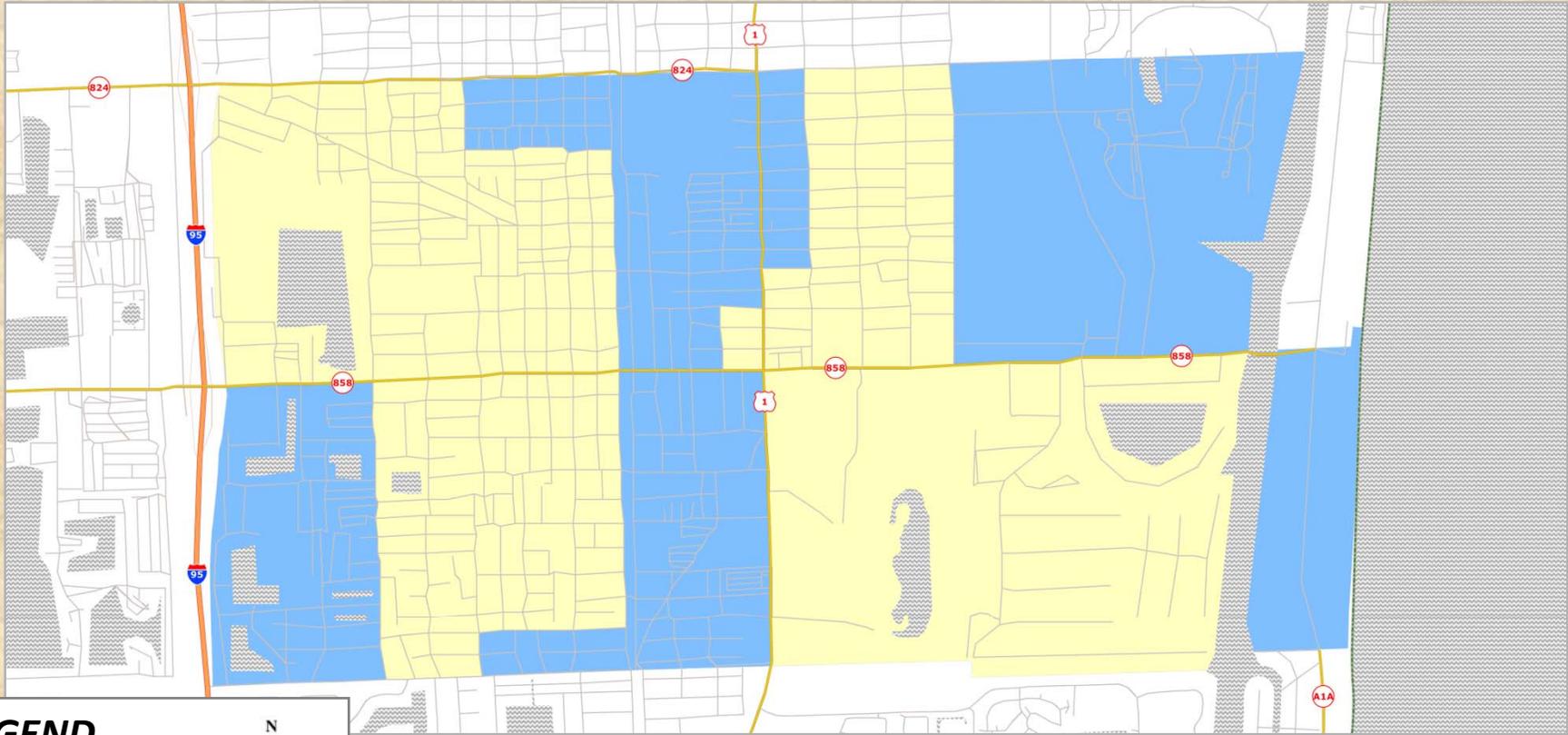
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other

Note: "Other" areas did not contain any responses

2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14c Communication from the Code Division



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



2011 City of Hallandale Beach Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Note: "Other" areas did not contain any responses

Section 3:

Importance – Satisfaction Analysis

Importance-Satisfaction Analysis

2011 Hallandale Beach Citizen Survey

Overview

Today, city 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 City leaders 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 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 x (1-Satisfaction)].

Example of the Calculation. Residents were asked to identify the major categories of city services they thought were most important for the City to emphasize over the next two years. Forty-three percent (43%) ranked the overall flow of traffic in the City as the most important service for the City to emphasize over the next two years.

With regard to satisfaction, the overall flow of traffic in the City was ranked sixteenth overall with 41% rating the overall flow of traffic in the City as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for the overall flow of traffic in the City was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 43% was multiplied by 59% (1-0.41). This calculation yielded an I-S rating of 0.2537, which was ranked first out of sixteen overall city service categories.

- The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of the most important areas for the City to provide and 0% indicated 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 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 importance-satisfaction results for each individual service area are provided on subsequent pages.

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
<u>Very High Priority (IS >.20)</u>						
Overall flow of traffic in the City	43%	1	41%	16	0.2537	1
<u>High Priority (IS .10-.20)</u>						
City's stormwater drainage system	33%	2	43%	15	0.1881	2
City streets, medians, buildings and facilities	26%	3	61%	12	0.1014	3
<u>Medium Priority (IS <.10)</u>						
Code Compliance Division services	12%	8	54%	13	0.0552	4
Police services	20%	4	75%	3	0.0500	5
Sanitation services	15%	5	69%	6	0.0465	6
Overall quality of City parks	12%	7	68%	7	0.0384	7
Overall quality of City water & sewer utilities	13%	6	71%	4	0.0377	8
Building Department services	8%	11	54%	14	0.0368	9
City communication with the public	10%	10	66%	8	0.0340	10
Overall appearance of City beaches	11%	9	70%	5	0.0330	11
Quality of City recreation programs/facilities	8%	12	62%	11	0.0304	12
Customer service you receive from City employees	7%	13	66%	9	0.0238	13
Human Services	5%	14	65%	10	0.0175	14
Emergency medical services	4%	15	86%	2	0.0056	15
Fire services	4%	16	90%	1	0.0040	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
<u>High Priority (IS .10-.20)</u>						
The use of red light cameras	29%	3	37%	9	0.1827	1
Visibility & frequency of police in neighborhoods	36%	1	61%	4	0.1404	2
The City's efforts to prevent crime	33%	2	59%	8	0.1353	3
<u>Medium Priority (IS <.10)</u>						
Visibility & frequency of police in retail areas	16%	4	60%	7	0.0640	4
Enforcement of local traffic laws	14%	5	61%	5	0.0546	5
Public safety education programs	10%	6	61%	6	0.0390	6
How quickly police respond to emergencies	9%	7	78%	3	0.0198	7
How quickly fire-rescue personnel respond to fire emergencies	4%	9	88%	2	0.0048	8
How quickly fire-rescue personnel respond to medical emergencies	4%	8	89%	1	0.0044	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

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
Availability of sidewalks in your neighborhood	24%	1	63%	9	0.0888	1
Maintenance of streets in your neighborhood	23%	2	66%	7	0.0782	2
Adequacy of City street lighting	22%	3	67%	6	0.0726	3
Maintenance of major City streets	21%	4	71%	3	0.0609	4
Landscaping of medians and public areas in your neighborhood	13%	7	64%	8	0.0468	5
Cleanliness of City streets and public areas	16%	6	71%	4	0.0464	6
Maintenance of traffic signals/street signs	16%	5	72%	2	0.0448	7
Landscaping of medians and public areas along major City streets	12%	8	71%	5	0.0348	8
Maintenance of City buildings	5%	9	78%	1	0.0110	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
<u>High Priority (IS .10-.20)</u>						
Availability of walking and biking paths	25%	1	49%	15	0.1275	1
<u>Medium Priority (IS <.10)</u>						
Variety of amenities offered by City parks	17%	4	50%	14	0.0850	2
Appearance of City parks	24%	2	70%	1	0.0720	3
The number of City parks	17%	3	62%	3	0.0646	4
Appearance of recreational facilities	13%	6	58%	8	0.0546	5
Outdoor athletic fields	11%	8	54%	12	0.0506	6
Special events	14%	5	67%	2	0.0462	7
Variety of recreational programs offered	10%	9	54%	13	0.0460	8
The City's adult athletic programs	9%	10	49%	16	0.0459	9
The City's youth athletic programs	11%	7	59%	6	0.0451	10
Fees charged for recreation programs	9%	11	56%	11	0.0396	11
Park rental facilities	8%	12	57%	9	0.0344	12
Aquatics facility and programs offered	8%	13	57%	10	0.0344	13
The City's day camp program	6%	14	59%	7	0.0246	14
Ease of registering for programs	5%	15	60%	5	0.0200	15
Appearance and quality of Tennis complex	4%	16	61%	4	0.0156	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 Matrix Analysis.

The Importance-Satisfaction rating is based on the concept that city leaders 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.

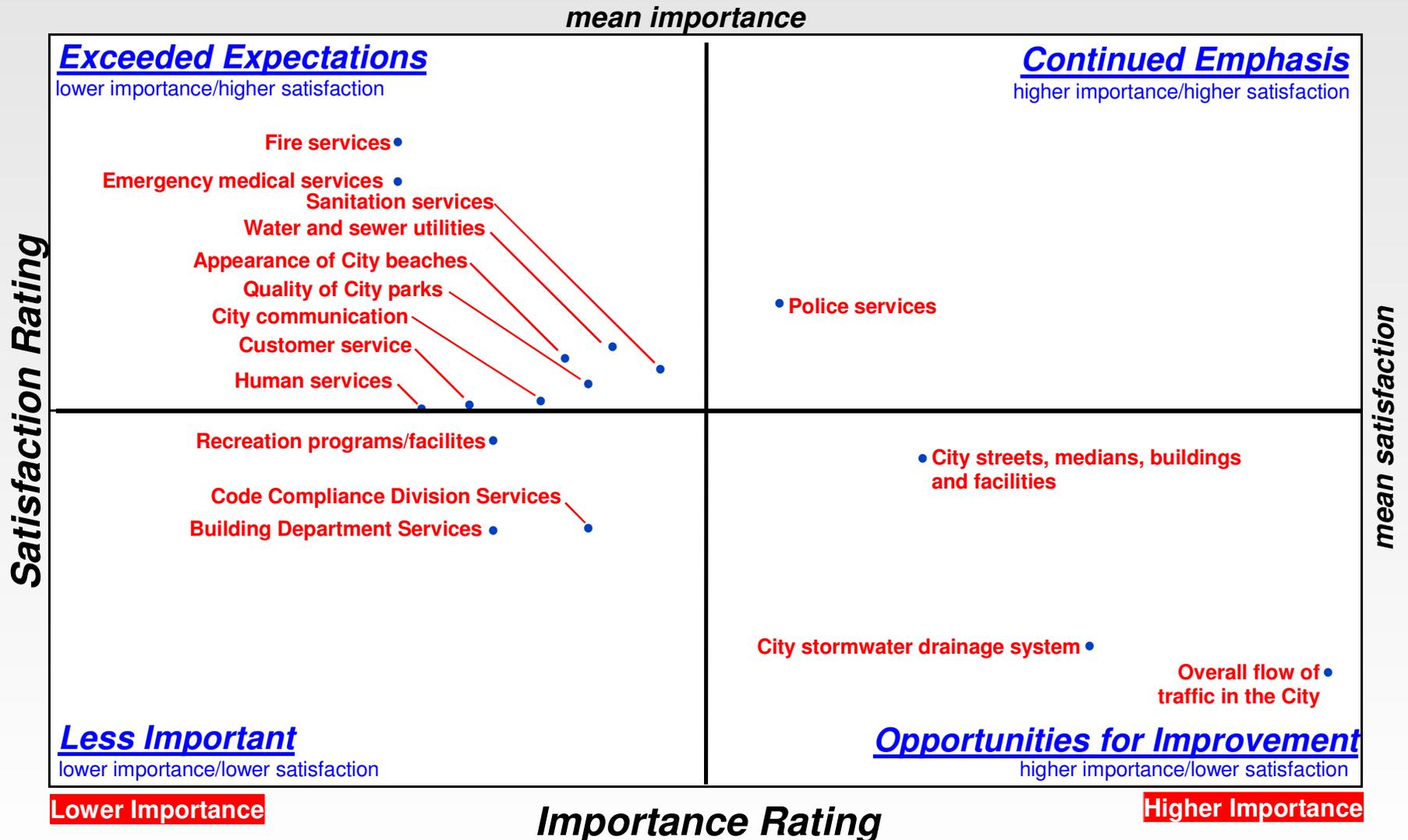
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 2011 Hallandale Beach Citizen Survey are provided on the following pages.

2011 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)



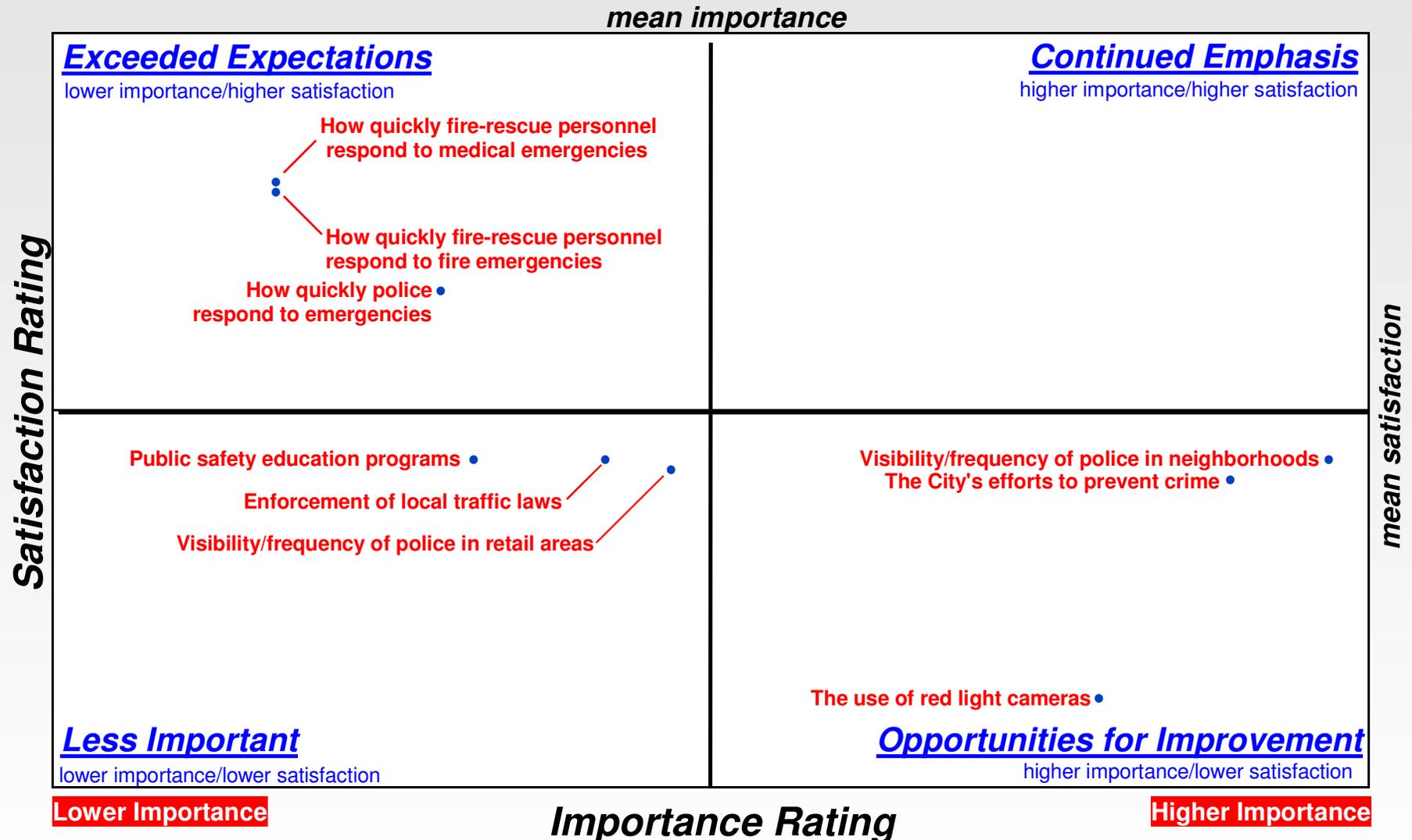
Source: ETC Institute (2011)

Importance-Satisfaction Analysis

2011 City of Hallandale Beach Citizen Survey Importance-Satisfaction Assessment Matrix

-Public Safety-

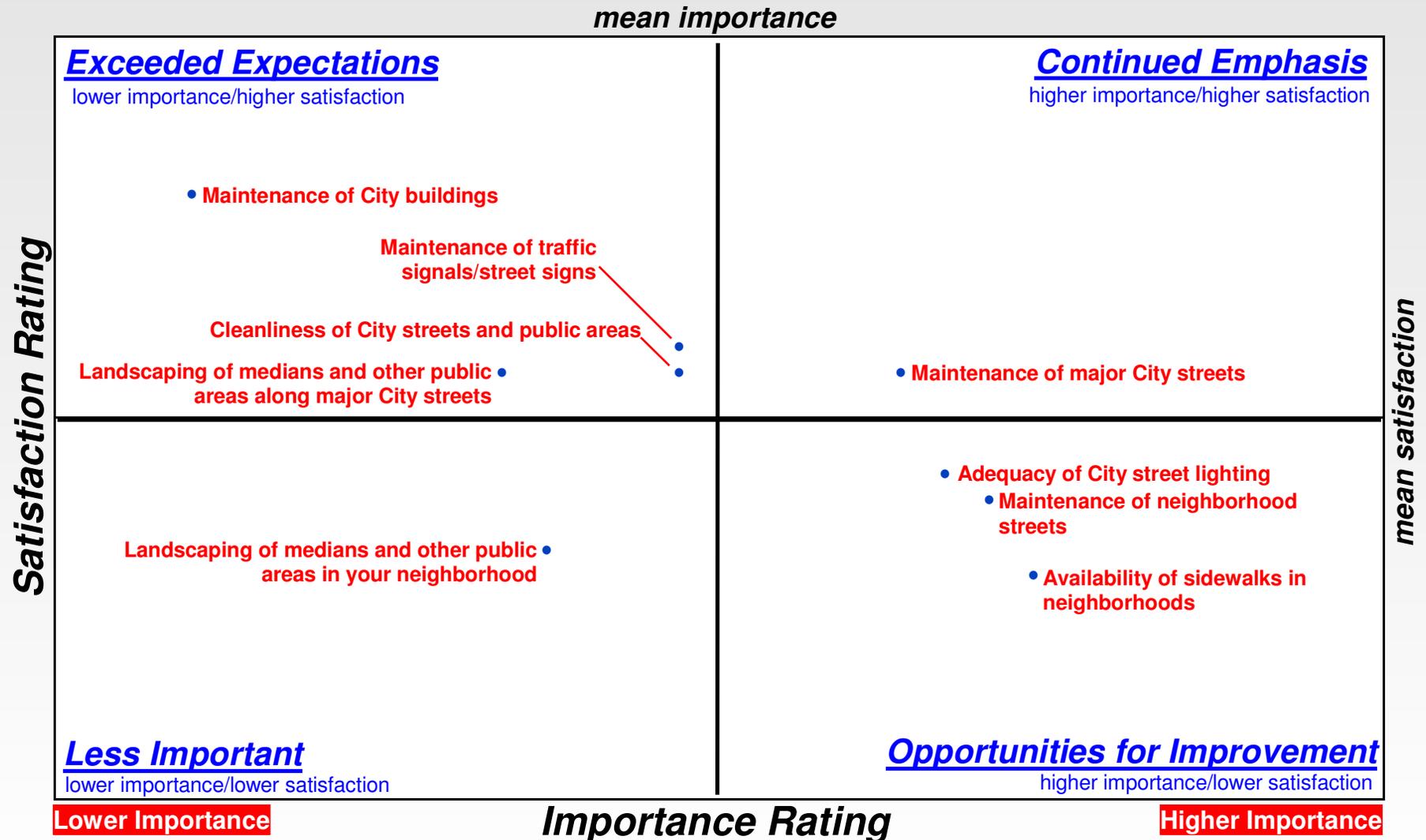
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2011 City of Hallandale Beach Citizen Survey Importance-Satisfaction Assessment Matrix

-Maintenance-

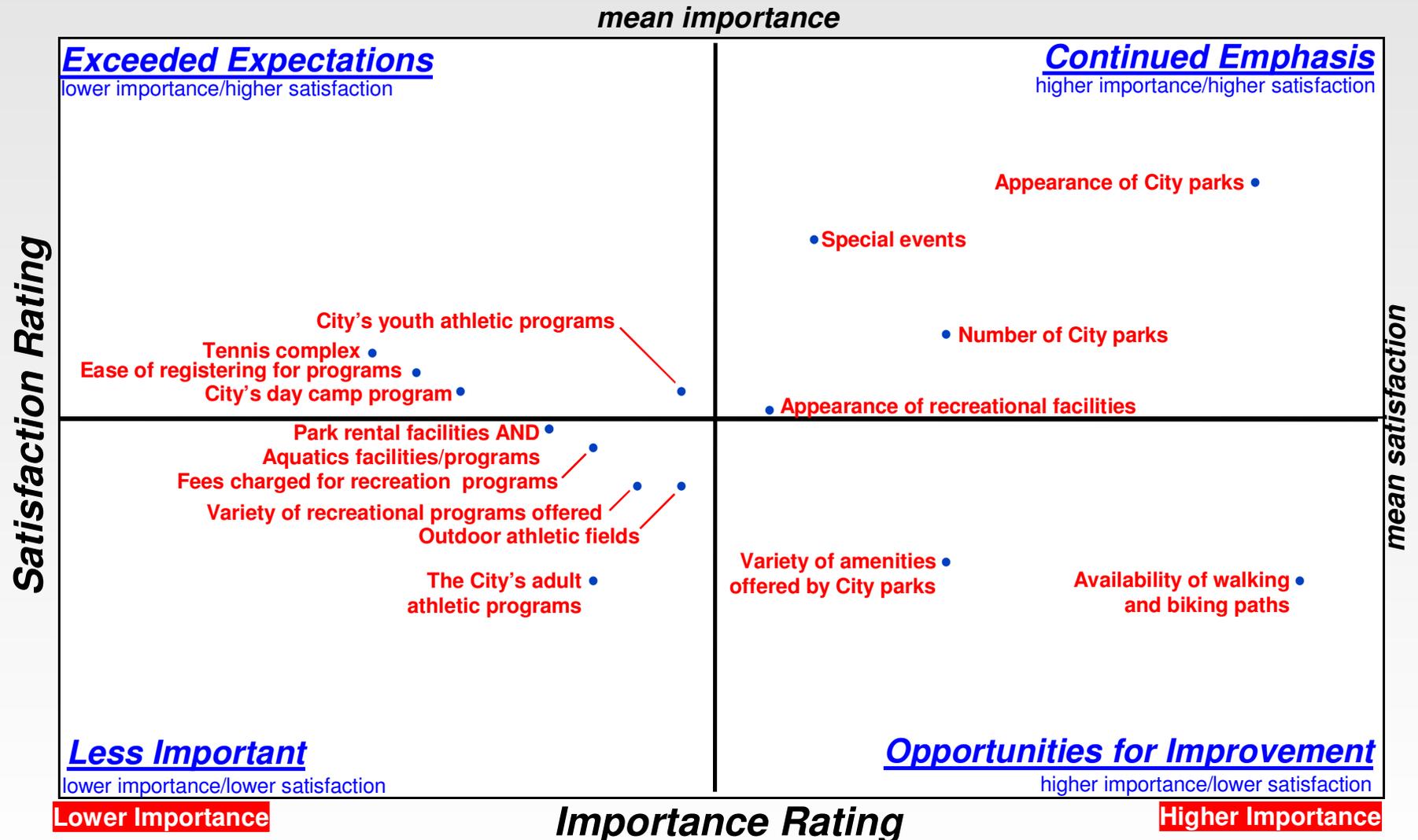
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2011 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)



Section 4:
Benchmarking Analysis

DirectionFinder® Survey

Year 2011 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 35 medium sized cities (population of 20,000 to 199,999) where the DirectionFinder® survey was administered between August 2009 and August 2011. 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 36 cities included in the performance ranges that are shown in this report are listed below:

- Arlington, Virginia
- Auburn, Alabama
- Ballwin, Missouri
- Blue Springs, Missouri
- Bridgeport, Connecticut
- Burbank, California
- Casper, Wyoming
- Columbia, Missouri
- Coral Springs, Florida
- East Providence, Rhode Island
- Greenville, South Carolina
- Hallandale Beach, Florida
- Independence, Missouri
- Kansas City, Kansas
- Key Biscayne, Florida
- Lauderdale Lakes, Florida
- Lawrence, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Manhattan, Kansas
- Naperville, Illinois
- Olathe, Kansas
- Overland Park, Kansas
- Panama City, Florida
- Peoria, Arizona
- Prairie Village, Kansas
- Palm Desert, California
- Provo, Utah
- San Bernardino, California
- Shoreline, Washington
- Sioux Falls, South Dakota
- St. Cloud, Florida
- Tamarac, Florida
- Westland, Michigan
- West Des Moines, Iowa
- 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 during the past two years. 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.

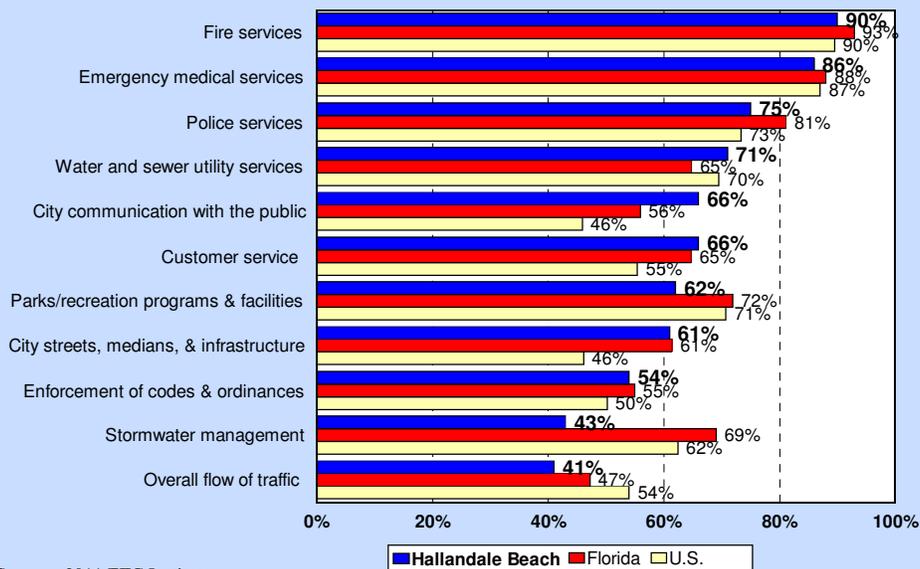
The yellow dot on each bar shows how the results for Hallandale Beach compare to the national average, which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the City of Hallandale Beach rated above the national average.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

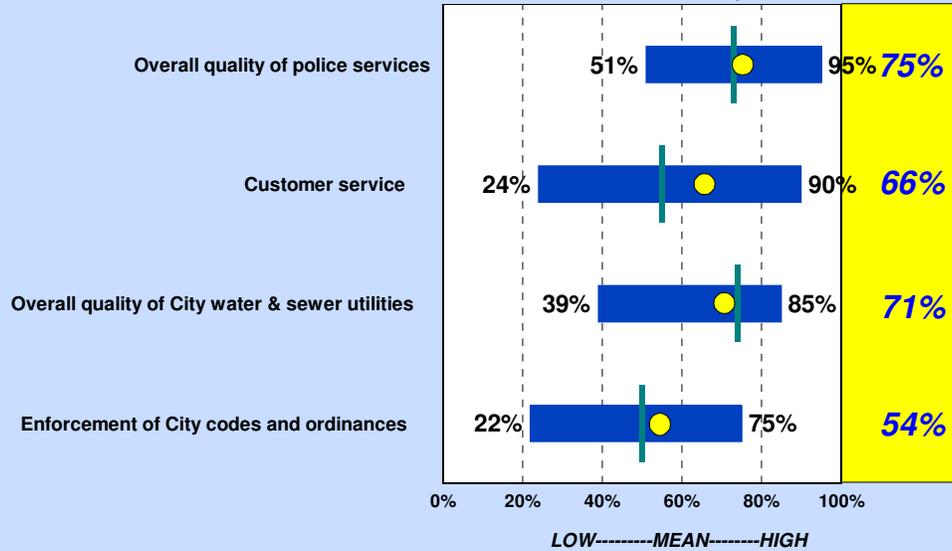
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction With City Services 2011

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

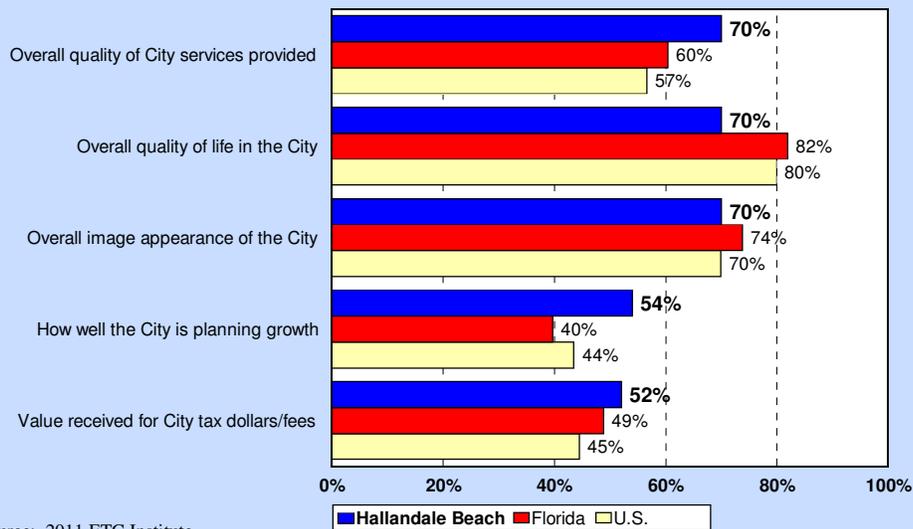
Hallandale Beach



Source: 2011 ETC Institute

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

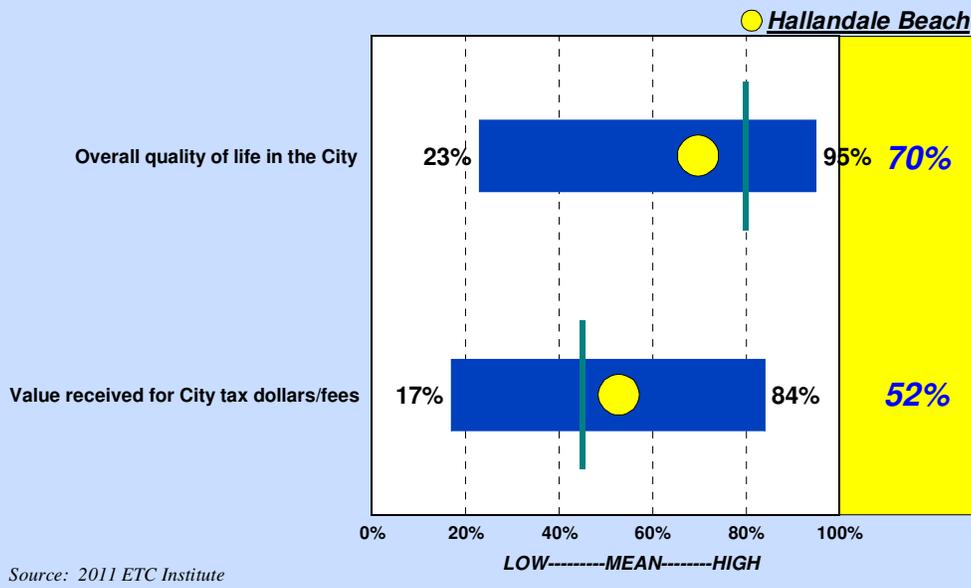
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2011 ETC Institute

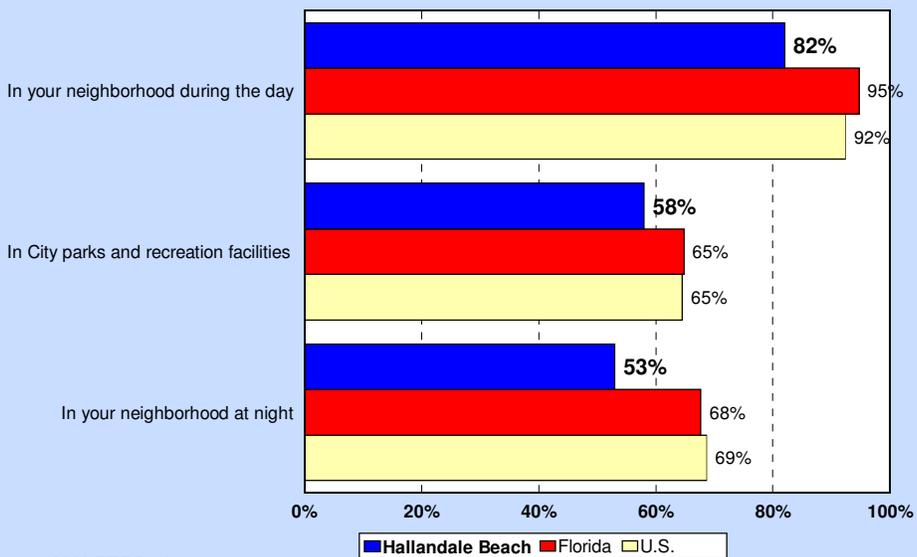
Perceptions Residents Have of the City in Which They Live - 2011

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



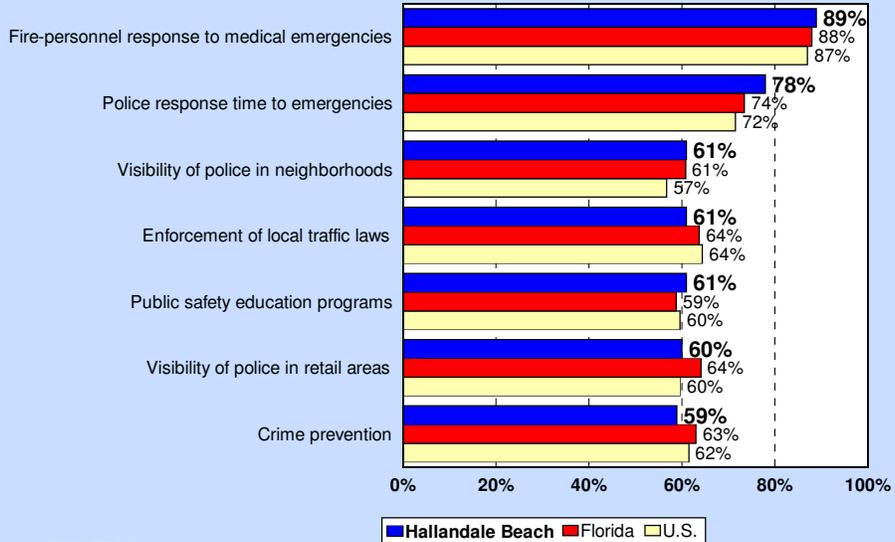
How Safe Residents Feel in Their Community Hallandale Beach vs. Florida vs. the U.S

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)



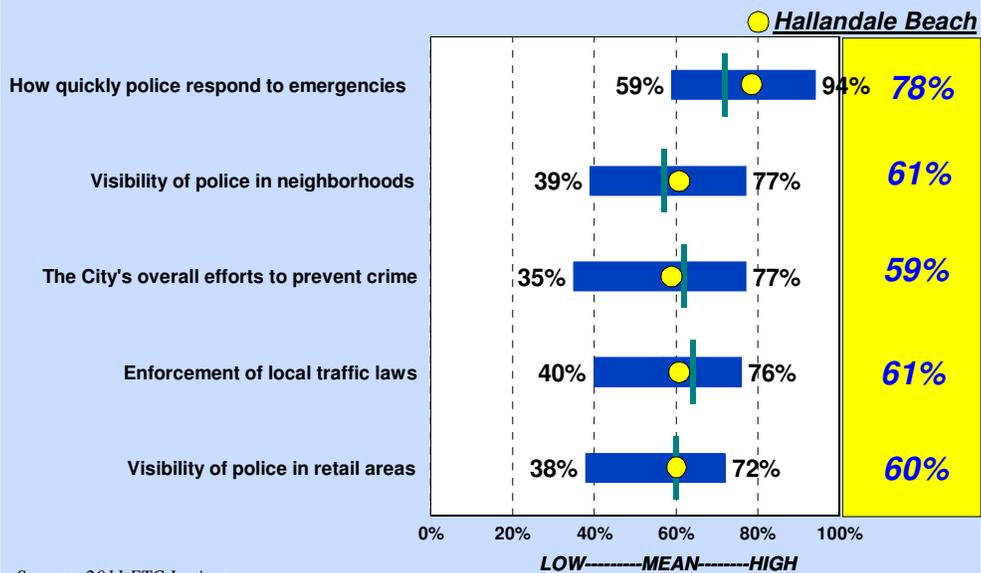
Overall Satisfaction with Police Services Hallandale Beach vs. Florida vs. the U.S

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)



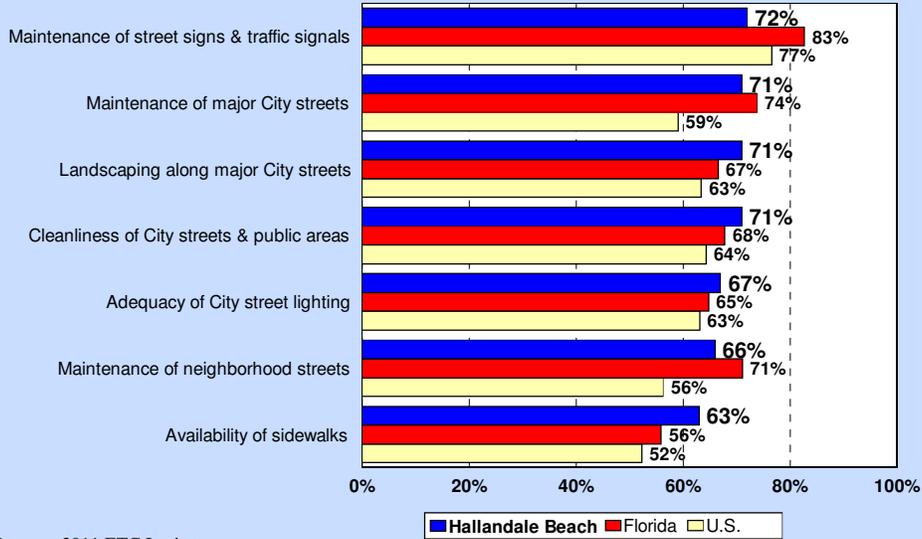
Satisfaction with Public Safety 2011

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



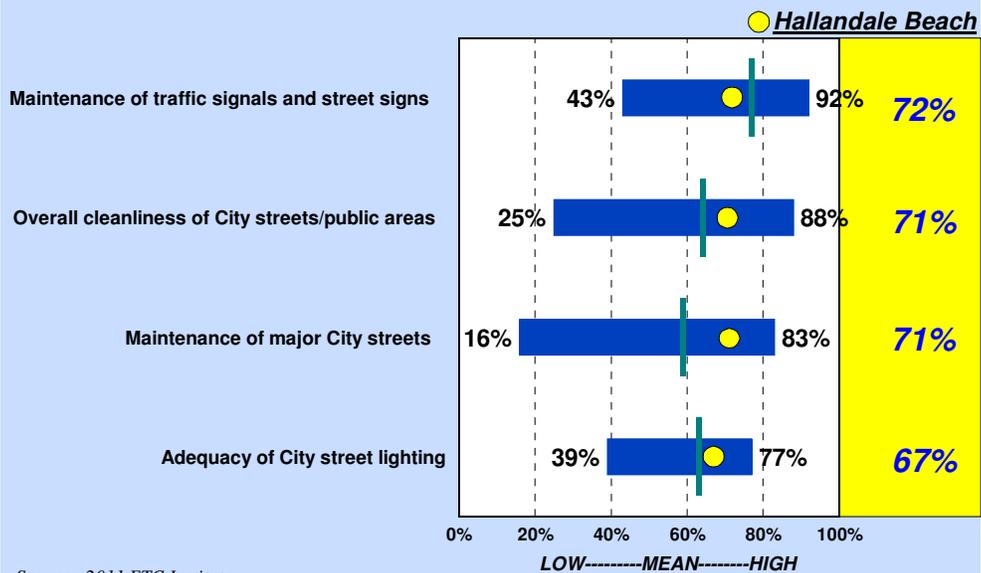
Overall Satisfaction with City Maintenance Hallandale Beach vs. Florida vs. the U.S

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)



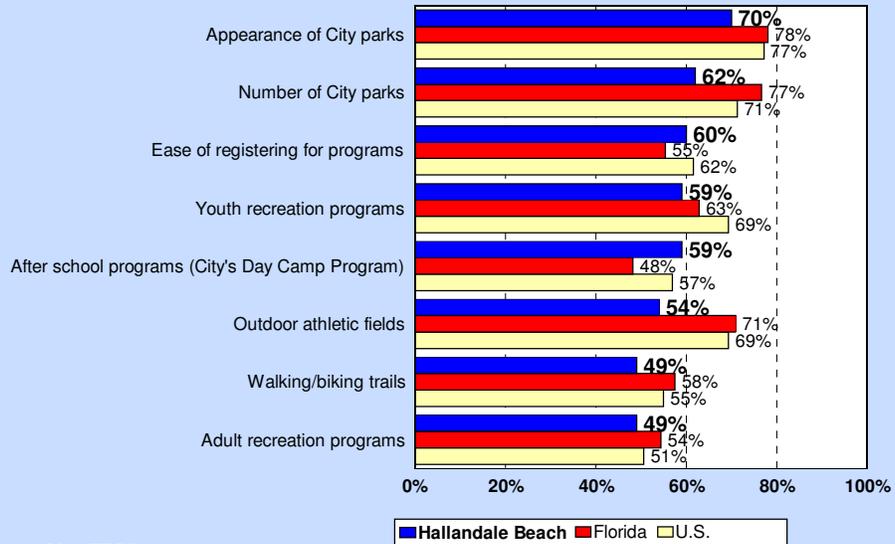
Satisfaction with Maintenance Service 2011

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



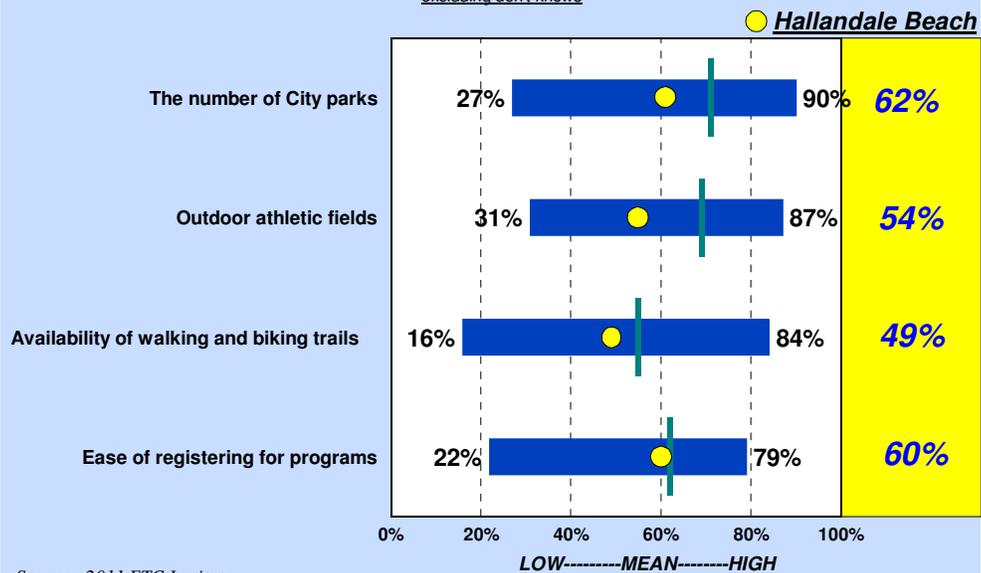
Overall Satisfaction with Parks and Recreation Hallandale Beach vs. Florida vs. the U.S

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)



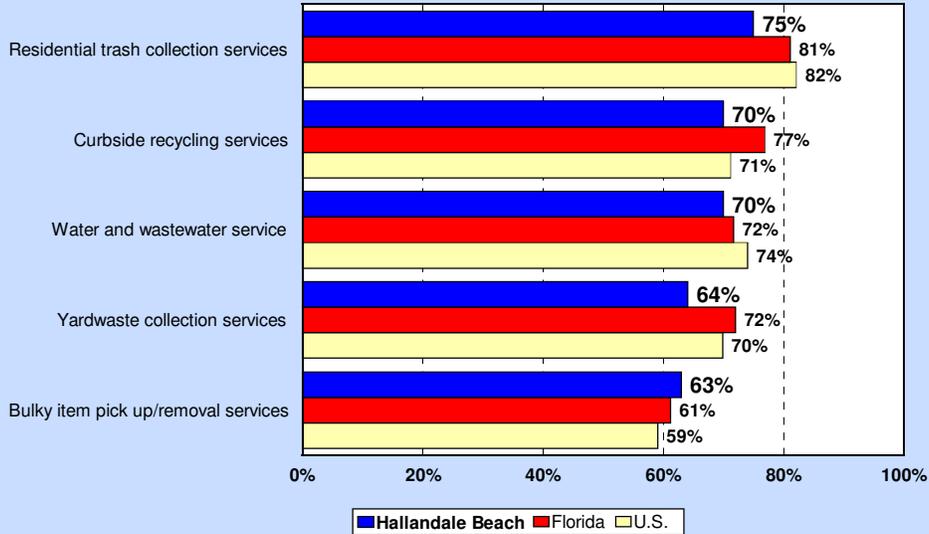
Satisfaction with Parks and Recreation 2011

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

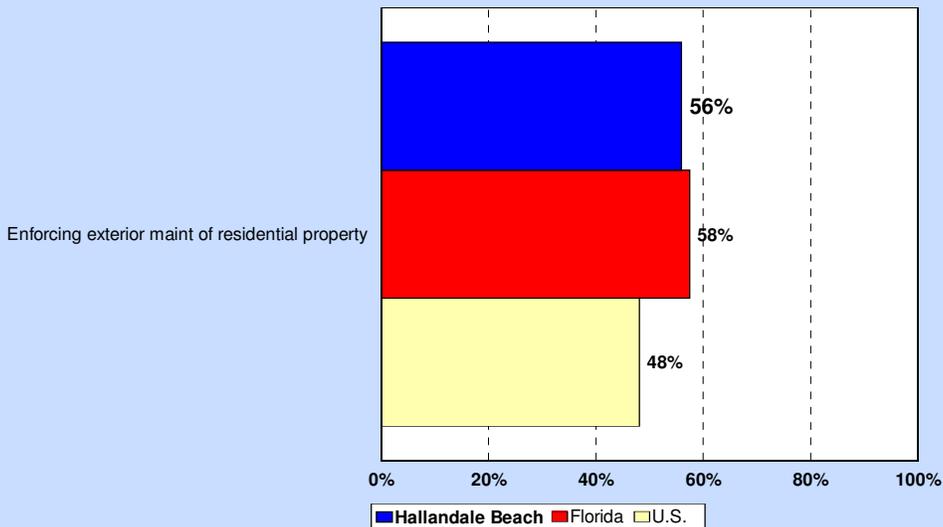
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2011 ETC Institute

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

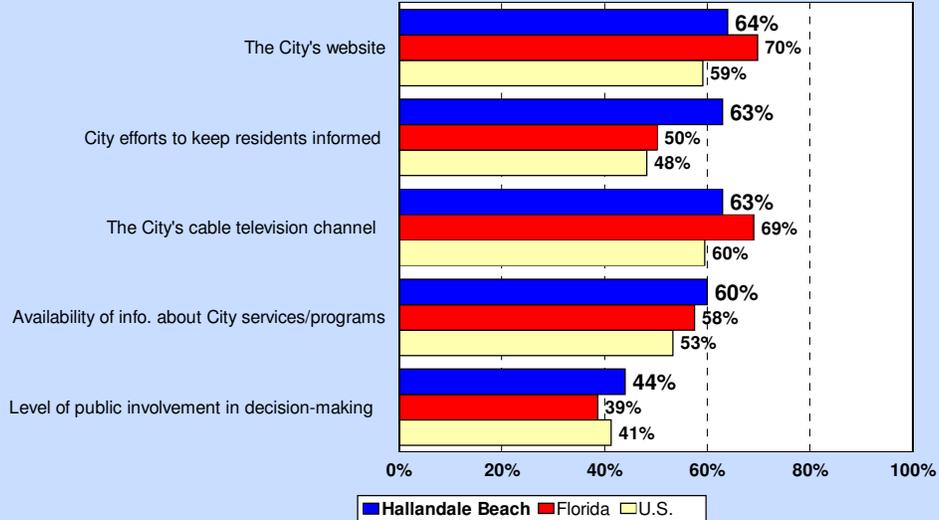
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2011 ETC Institute

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

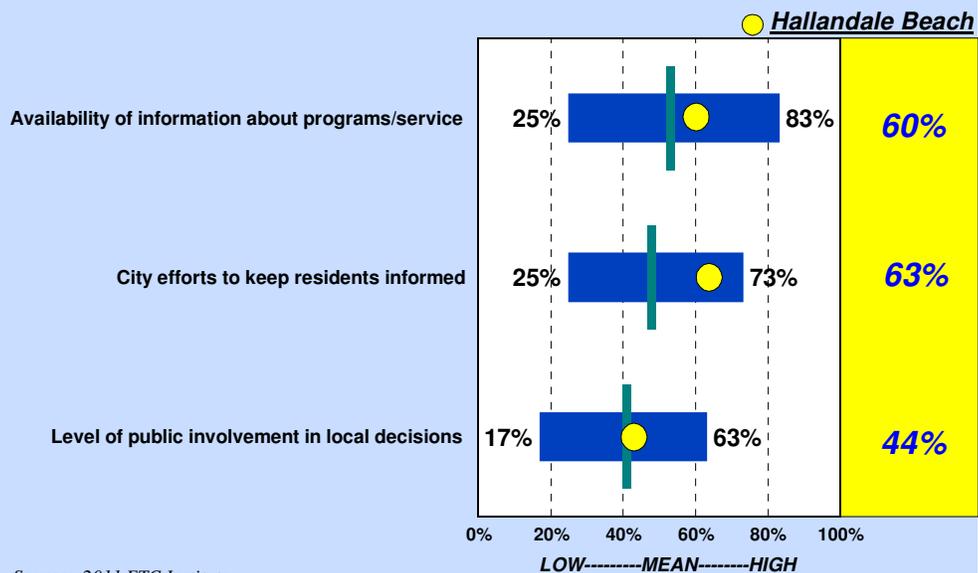
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2011 ETC Institute

Satisfaction with City Communications 2011

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



Source: 2011 ETC Institute

Section 5:

Resident Tabular Data and Comments

2011 Hallandale Beach Citizen Survey

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=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q1a Police services	2.0%	4.5%	16.0%	29.6%	39.6%	8.3%
Q1b Fire services	0.1%	0.8%	8.3%	26.8%	48.9%	15.3%
Q1c Emergency medical services (EMS)	0.4%	1.0%	9.9%	24.0%	46.5%	18.3%
Q1d Overall quality of City parks	2.9%	6.4%	18.9%	34.6%	23.8%	13.5%
Q1e Overall quality of City recreation programs/facilities	2.3%	4.6%	22.3%	28.6%	19.3%	23.0%
Q1f Overall appearance of City streets, medians, buildings and facilities	4.9%	10.0%	23.4%	36.6%	22.3%	2.9%
Q1g Overall quality of City water & sewer utilities	3.6%	6.6%	17.9%	38.5%	28.4%	5.0%
Q1h Code Compliance Division services	6.3%	8.0%	21.6%	25.8%	16.6%	21.8%
Q1i Building Department services (permitting)	5.8%	7.4%	19.0%	21.0%	16.6%	30.3%
Q1j Overall quality of customer service you receive from City employees	2.9%	5.3%	21.6%	31.9%	24.6%	13.8%
Q1k City communication with the public	4.0%	8.1%	19.6%	35.5%	25.9%	6.9%
Q1l Overall flow of traffic in the City	13.8%	18.6%	26.0%	27.3%	12.8%	1.6%
Q1m City stormwater drainage system	14.0%	14.9%	25.8%	27.6%	13.8%	4.0%
Q1n Overall appearance of City beaches	3.4%	7.0%	16.1%	38.8%	22.8%	12.0%
Q1o Human Services (social services)	1.4%	3.5%	18.8%	26.8%	17.5%	32.1%
Q1p Sanitation services (trash & recycling)	4.5%	7.4%	16.9%	36.9%	26.6%	7.8%

2011 Hallandale Beach Citizen Survey

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=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q1a Police services	2.2%	4.9%	17.4%	32.3%	43.2%
Q1b Fire services	0.1%	0.9%	9.7%	31.6%	57.7%
Q1c Emergency medical services (EMS)	0.5%	1.2%	12.1%	29.4%	56.9%
Q1d Overall quality of City parks	3.3%	7.4%	21.8%	40.0%	27.5%
Q1e Overall quality of City recreation programs/facilities	2.9%	6.0%	28.9%	37.2%	25.0%
Q1f Overall appearance of City streets, medians, buildings and facilities	5.0%	10.3%	24.1%	37.7%	22.9%
Q1g Overall quality of City water & sewer utilities	3.8%	7.0%	18.8%	40.5%	29.9%
Q1h Code Compliance Division services	8.0%	10.2%	27.6%	32.9%	21.2%
Q1i Building Department services (permitting)	8.2%	10.6%	27.2%	30.1%	23.8%
Q1j Overall quality of customer service you receive from City employees	3.3%	6.1%	25.1%	37.0%	28.6%
Q1k City communication with the public	4.3%	8.7%	21.1%	38.1%	27.8%
Q1l Overall flow of traffic in the City	14.0%	18.9%	26.4%	27.7%	13.0%
Q1m City stormwater drainage system	14.6%	15.5%	26.8%	28.8%	14.3%
Q1n Overall appearance of City beaches	3.8%	8.0%	18.3%	44.0%	25.9%
Q1o Human Services (social services)	2.0%	5.2%	27.6%	39.4%	25.8%
Q1p Sanitation services (trash & recycling)	4.9%	8.0%	18.3%	40.0%	28.9%

2011 Hallandale Beach Citizen Survey

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

<u>Q2 Top Priority</u>	<u>Number</u>	<u>Percent</u>
Police services	96	12.0 %
Fire services	2	0.3 %
Emergency medical services (EMS)	14	1.8 %
Overall quality of City parks	38	4.8 %
City recreation programs/facilities	18	2.3 %
Appearance of City streets, medians, buildings and facilities	78	9.8 %
Overall quality of City water & sewer utilities	28	3.5 %
Code Compliance Division services	32	4.0 %
Building Department services (permitting)	18	2.3 %
Customer service you receive from City employees	14	1.8 %
City communication with the public	16	2.0 %
Overall flow of traffic in the City	156	19.5 %
City's stormwater drainage system	111	13.9 %
Overall appearance of City beaches	16	2.0 %
Human Services (social services)	11	1.4 %
Sanitation services (trash & recycling)	38	4.8 %
None Chosen	114	14.3 %
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

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

<u>Q2 Second Priority</u>	<u>Number</u>	<u>Percent</u>
Police services	32	4.0 %
Fire services	20	2.5 %
Emergency medical services (EMS)	6	0.8 %
Overall quality of City parks	23	2.9 %
City recreation programs/facilities	19	2.4 %
Appearance of City streets, medians, buildings and facilities	82	10.3 %
Overall quality of City water & sewer utilities	40	5.0 %
Code Compliance Division services	34	4.3 %
Building Department services (permitting)	33	4.1 %
Customer service you receive from City employees	18	2.3 %
City communication with the public	34	4.3 %
Overall flow of traffic in the City	113	14.1 %
City's stormwater drainage system	97	12.1 %
Overall appearance of City beaches	38	4.8 %
Human Services (social services)	9	1.1 %
Sanitation services (trash & recycling)	33	4.1 %
<u>Z</u>	<u>169</u>	<u>21.1 %</u>
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

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

<u>Q2 Third Priority</u>	<u>Number</u>	<u>Percent</u>
Police services	29	3.6 %
Fire services	8	1.0 %
Emergency medical services (EMS)	12	1.5 %
Overall quality of City parks	33	4.1 %
City recreation programs/facilities	29	3.6 %
Appearance of City streets, medians, buildings and facilities	48	6.0 %
Overall quality of City water & sewer utilities	37	4.6 %
Code Compliance Division services	26	3.3 %
Building Department services (permitting)	16	2.0 %
Customer service you receive from City employees	24	3.0 %
City communication with the public	32	4.0 %
Overall flow of traffic in the City	74	9.3 %
City's stormwater drainage system	53	6.6 %
Overall appearance of City beaches	36	4.5 %
Human Services (social services)	23	2.9 %
Sanitation services (trash & recycling)	46	5.8 %
<u>Z</u>	<u>274</u>	<u>34.3 %</u>
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

Q2 Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?(Top Three)

<u>Q2 Top Priority</u>	<u>Number</u>	<u>Percent</u>
Police services	157	19.6 %
Fire services	30	3.8 %
Emergency medical services (EMS)	32	4.0 %
Overall quality of City parks	94	11.8 %
City recreation programs/facilities	66	8.3 %
Appearance of City streets, medians, buildings and facilities	208	26.0 %
Overall quality of City water & sewer utilities	105	13.1 %
Code Compliance Division services	92	11.5 %
Building Department services (permitting)	67	8.4 %
Customer service you receive from City employees	56	7.0 %
City communication with the public	82	10.3 %
Overall flow of traffic in the City	343	42.9 %
City's stormwater drainage system	261	32.6 %
Overall appearance of City beaches	90	11.3 %
Human Services (social services)	43	5.4 %
Sanitation services (trash & recycling)	117	14.6 %
None Chosen	115	14.4 %
Total	1958	

2011 Hallandale Beach Citizen Survey

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=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q3a Overall quality of services	1.5%	4.8%	22.3%	46.3%	20.0%	5.3%
Q3b Overall image/appearance of the City	3.4%	7.6%	19.1%	44.8%	23.1%	2.0%
Q3c Overall quality of life in the City	2.0%	6.1%	20.8%	43.0%	25.3%	2.9%
Q3d Overall quality of public education in the City	7.0%	7.9%	20.6%	23.1%	13.3%	28.1%
Q3e Overall feeling of safety in the City	4.4%	7.3%	25.5%	40.6%	19.9%	2.4%
Q3f Overall value received for your City tax dollars/fees	5.8%	11.0%	27.4%	34.1%	13.6%	8.1%
Q3g How well the City is planning growth	6.4%	8.5%	23.6%	28.5%	15.4%	17.6%

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=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q3a Overall quality of services	1.6%	5.0%	23.5%	48.8%	21.1%
Q3b Overall image/appearance of the City	3.4%	7.8%	19.5%	45.7%	23.6%
Q3c Overall quality of life in the City	2.1%	6.3%	21.4%	44.3%	26.0%
Q3d Overall quality of public education in the City	9.7%	11.0%	28.7%	32.2%	18.4%
Q3e Overall feeling of safety in the City	4.5%	7.4%	26.1%	41.6%	20.4%
Q3f Overall value received for your City tax dollars/fees	6.3%	12.0%	29.8%	37.1%	14.8%
Q3g How well the City is planning growth	7.7%	10.3%	28.7%	34.6%	18.7%

2011 Hallandale Beach Citizen Survey

Q4 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:

(N=800)

	Very Unsafe	Unsafe	Neutral	Safe	Very safe	Don't Know
Q4a Walking alone in your neighborhood in general	2.8%	6.5%	16.5%	42.9%	29.5%	1.9%
Q4b Walking alone in your neighborhood during the day	0.9%	5.3%	11.6%	40.1%	40.3%	1.9%
Q4c Walking alone in your neighborhood after dark	8.0%	15.3%	21.8%	31.8%	17.8%	5.5%
Q4d In City parks and recreation facilities	3.1%	8.0%	23.0%	30.3%	16.9%	18.8%
Q4e In business areas of the City during the day	1.1%	3.5%	14.3%	45.9%	31.1%	4.1%
Q4f In business areas of the City after dark	5.6%	14.0%	26.1%	30.5%	14.8%	9.0%

Q4 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: (Without Don't Know)

(N=800)

	Very Unsafe	Unsafe	Neutral	Safe	Very safe
Q4a Walking alone in your neighborhood in general	2.8%	6.6%	16.8%	43.7%	30.1%
Q4b Walking alone in your neighborhood during the day	0.9%	5.4%	11.8%	40.9%	41.0%
Q4c Walking alone in your neighborhood after dark	8.5%	16.1%	23.0%	33.6%	18.8%
Q4d In City parks and recreation facilities	3.8%	9.8%	28.3%	37.2%	20.8%
Q4e In business areas of the City during the day	1.2%	3.7%	14.9%	47.8%	32.5%
Q4f In business areas of the City after dark	6.2%	15.4%	28.7%	33.5%	16.2%

2011 Hallandale Beach Citizen Survey

Q5 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?

Q5 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?

	Number	Percent
More safe	125	15.6 %
Stayed the same	432	54.0 %
Less safe	166	20.8 %
Don't Know	77	9.6 %
Total	800	100.0 %

Q5 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? (Without Don't Know)

Q5 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?

	Number	Percent
More safe	125	17.3 %
Stayed the same	432	59.8 %
Less safe	166	23.0 %
Total	723	100.0 %

2011 Hallandale Beach Citizen Survey

Q6 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."

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q6a The visibility & frequency of police in neighborhoods	4.8%	12.5%	21.3%	34.3%	25.4%	1.9%
Q6b The visibility & frequency of police in retail areas	3.5%	8.6%	26.1%	36.6%	20.0%	5.1%
Q6c The City's efforts to prevent crime	3.8%	7.6%	24.9%	33.3%	19.6%	10.9%
Q6d Enforcement of local traffic laws	5.9%	8.5%	22.0%	34.9%	21.9%	6.9%
Q6e How quickly police personnel respond to emergencies	2.6%	3.3%	12.0%	33.9%	30.8%	17.5%
Q6f How quickly fire-rescue personnel respond to fire emergencies	0.6%	0.3%	8.3%	29.4%	38.4%	23.1%
Q6g How quickly fire-rescue personnel respond to medical emergencies	0.3%	1.1%	7.4%	28.6%	40.6%	22.0%
Q6h Public safety education programs	3.0%	3.9%	17.8%	21.8%	17.4%	36.3%
Q6i The use of red light cameras	26.5%	12.9%	16.8%	18.6%	13.8%	11.5%

2011 Hallandale Beach Citizen Survey

Q6 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." (Without Don't Know)

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q6a The visibility & frequency of police in neighborhoods	4.8%	12.7%	21.7%	34.9%	25.9%
Q6b The visibility & frequency of police in retail areas	3.7%	9.1%	27.5%	38.6%	21.1%
Q6c The City's efforts to prevent crime	4.2%	8.6%	27.9%	37.3%	22.0%
Q6d Enforcement of local traffic laws	6.3%	9.1%	23.6%	37.4%	23.5%
Q6e How quickly police personnel respond to emergencies	3.2%	3.9%	14.5%	41.1%	37.3%
Q6f How quickly fire-rescue personnel respond to fire emergencies	0.8%	0.3%	10.7%	38.2%	49.9%
Q6g How quickly fire-rescue personnel respond to medical emergencies	0.3%	1.4%	9.5%	36.7%	52.1%
Q6h Public safety education programs	4.7%	6.1%	27.8%	34.1%	27.3%
Q6i The use of red light cameras	29.9%	14.5%	18.9%	21.0%	15.5%

2011 Hallandale Beach Citizen Survey

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 Priority</u>	<u>Number</u>	<u>Percent</u>
Police in neighborhoods	196	24.5 %
Police in retail areas	43	5.4 %
Efforts to prevent crime	140	17.5 %
Enforcement of local traffic laws	56	7.0 %
Police personnel respond to emergencies	31	3.9 %
Fire-rescue personnel respond	13	1.6 %
Fire-rescue personnel respond to medical	9	1.1 %
Public safety education programs	35	4.4 %
The use of red light cameras	144	18.0 %
<u>None Chosen</u>	<u>133</u>	<u>16.6 %</u>
Total	800	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 Second Priority</u>	<u>Number</u>	<u>Percent</u>
Police in neighborhoods	95	11.9 %
Police in retail areas	82	10.3 %
Efforts to prevent crime	122	15.3 %
Enforcement of local traffic laws	57	7.1 %
Police personnel respond to emergencies	37	4.6 %
Fire-rescue personnel respond	16	2.0 %
Fire-rescue personnel respond to medical	20	2.5 %
Public safety education programs	44	5.5 %
The use of red light cameras	85	10.6 %
<u>Z</u>	<u>242</u>	<u>30.3 %</u>
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

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 Priority</u>	<u>Number</u>	<u>Percent</u>
Police in neighborhoods	291	36.4 %
Police in retail areas	125	15.6 %
Efforts to prevent crime	262	32.8 %
Enforcement of local traffic laws	113	14.1 %
Police personnel respond to emergencies	68	8.5 %
Fire-rescue personnel respond	29	3.6 %
Fire-rescue personnel respond to medical	29	3.6 %
Public safety education programs	79	9.9 %
The use of red light cameras	229	28.6 %
None Chosen	133	16.6 %
Total	1358	

2011 Hallandale Beach Citizen Survey

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

Q8 During the past two years, do you think the crime rate in Hallandale has:	Number	Percent
Increased	241	30.1 %
Stayed the Same	230	28.8 %
Decreased	122	15.3 %
<u>Don't Know</u>	<u>207</u>	<u>25.9 %</u>
Total	800	100.0 %

Q8 During the past two years, do you think the crime rate in Hallandale has:(Without Don't Know)

Q8 During the past two years, do you think the crime rate in Hallandale has:	Number	Percent
Increased	241	40.6 %
Stayed the Same	230	38.8 %
<u>Decreased</u>	<u>122</u>	<u>20.6 %</u>
Total	593	100.0 %

2011 Hallandale Beach Citizen Survey

Q9 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."

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q9a Maintenance of major City streets	2.1%	8.9%	17.3%	45.8%	25.1%	0.9%
Q9b Maintenance of streets in your neighborhood	5.5%	11.3%	17.1%	42.0%	23.5%	0.6%
Q9c Maintenance of traffic signals/street signs	3.9%	5.8%	18.3%	45.0%	25.3%	1.9%
Q9d Landscaping of medians and public areas along major City streets	3.0%	8.3%	17.3%	42.9%	27.0%	1.6%
Q9e Landscaping of medians and public areas along streets in your neighborhood	6.6%	11.5%	17.4%	35.5%	26.4%	2.6%
Q9f Maintenance of City buildings, such as City Hall, Cultural Center, Hepburn Center	1.1%	3.1%	16.3%	42.6%	29.9%	7.0%
Q9g Overall cleanliness of City streets and public areas	2.4%	6.5%	20.3%	44.6%	25.3%	1.0%
Q9h Adequacy of City street lighting	4.9%	10.0%	18.0%	42.1%	24.0%	1.0%
Q9i Availability of sidewalks in your neighborhood	9.8%	9.9%	16.9%	34.8%	26.4%	2.4%

2011 Hallandale Beach Citizen Survey

Q9 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." (Without Don't Know)

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q9a Maintenance of major City streets	2.1%	9.0%	17.4%	46.2%	25.3%
Q9b Maintenance of streets in your neighborhood	5.5%	11.3%	17.2%	42.3%	23.6%
Q9c Maintenance of traffic signals/street signs	3.9%	5.9%	18.6%	45.9%	25.7%
Q9d Landscaping of medians and public areas along major City streets	3.0%	8.4%	17.5%	43.6%	27.4%
Q9e Landscaping of medians and public areas along streets in your neighborhood	6.8%	11.8%	17.8%	36.5%	27.1%
Q9f Maintenance of City buildings, such as City Hall, Cultural Center, Hepburn Center	1.2%	3.4%	17.5%	45.8%	32.1%
Q9g Overall cleanliness of City streets and public areas	2.4%	6.6%	20.5%	45.1%	25.5%
Q9h Adequacy of City street lighting	4.9%	10.1%	18.2%	42.6%	24.2%
Q9i Availability of sidewalks in your neighborhood	10.0%	10.1%	17.3%	35.6%	27.0%

2011 Hallandale Beach Citizen Survey

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 Priority	Number	Percent
Maintenance of major City streets	110	13.8 %
Maintenance of streets in your neighborhood	99	12.4 %
Maintenance of traffic signals/street signs	77	9.6 %
Landscaping of medians and public areas along major City streets	43	5.4 %
Landscaping of medians and public areas along streets in your neighborhood	44	5.5 %
Maintenance of City buildings	19	2.4 %
Overall cleanliness of City streets and public areas	53	6.6 %
Adequacy of City street lighting	90	11.3 %
Availability of sidewalks in your neighborhood	111	13.9 %
None Chosen	154	19.3 %
Total	800	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 Second Priority	Number	Percent
Maintenance of major City streets	58	7.3 %
Maintenance of streets in your neighborhood	84	10.5 %
Maintenance of traffic signals/street signs	49	6.1 %
Landscaping of medians and public areas along major City streets	49	6.1 %
Landscaping of medians and public areas along streets in your neighborhood	58	7.3 %
Maintenance of City buildings	18	2.3 %
Overall cleanliness of City streets and public areas	72	9.0 %
Adequacy of City street lighting	84	10.5 %
Availability of sidewalks in your neighborhood	84	10.5 %
Z	244	30.5 %
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

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 Priority</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	168	21.0 %
Maintenance of streets in your neighborhood	183	22.9 %
Maintenance of traffic signals/street signs	126	15.8 %
Landscaping of medians and public areas along major City streets	92	11.5 %
Landscaping of medians and public areas along streets in your neighborhood	102	12.8 %
Maintenance of City buildings	37	4.6 %
Overall cleanliness of City streets and public areas	125	15.6 %
Adequacy of City street lighting	174	21.8 %
Availability of sidewalks in your neighborhood	195	24.4 %
None Chosen	154	19.3 %
Total	1356	

2011 Hallandale Beach Citizen Survey

Q11 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."

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q11a Appearance of City parks	2.5%	5.5%	16.8%	37.0%	20.5%	17.8%
Q11b The number of City parks	3.6%	10.3%	16.1%	31.6%	16.0%	22.4%
Q11c Appearance of recreational facilities	2.3%	6.3%	21.3%	27.5%	14.4%	28.4%
Q11d Variety of amenities offered in City parks	3.0%	11.0%	20.9%	21.8%	13.0%	30.4%
Q11e Availability of walking and biking paths	6.1%	12.3%	20.3%	23.0%	13.9%	24.5%
Q11f Outdoor athletic fields (i.e. baseball, soccer, etc.)	3.9%	7.5%	17.9%	22.1%	11.9%	36.8%
Q11g The City's youth athletic programs	2.6%	3.9%	13.5%	17.4%	10.9%	51.8%
Q11h The City's adult athletic programs	3.0%	6.1%	14.5%	13.8%	8.8%	53.9%
Q11i Variety of recreational programs offered	2.8%	6.9%	16.9%	20.6%	11.4%	41.5%
Q11j Special events, such as the July 4th Celebration and Holiday Lights	2.3%	4.5%	16.1%	29.3%	17.6%	30.3%
Q11k Ease of registering for programs	2.3%	4.5%	14.0%	18.4%	12.5%	48.4%
Q11l Fees charged for recreation programs	2.8%	3.3%	15.0%	18.1%	8.0%	52.9%
Q11m Park rental facilities (rooms, picnic pavilions, beach chickee hut)	1.8%	4.5%	14.4%	19.6%	7.8%	52.0%
Q11n The City's day camp programs (day camp, after school, summer)	0.8%	3.3%	12.1%	13.8%	8.9%	61.3%
Q11o Appearance and quality of the tennis complex	1.3%	3.8%	13.4%	19.1%	8.5%	54.0%
Q11p Aquatics facility and programs offered	2.6%	3.3%	14.1%	17.4%	8.8%	53.9%

2011 Hallandale Beach Citizen Survey

Q11 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." (Without Don't Know)

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q11a Appearance of City parks	3.0%	6.7%	20.4%	45.0%	24.9%
Q11b The number of City parks	4.7%	13.2%	20.8%	40.7%	20.6%
Q11c Appearance of recreational facilities	3.1%	8.7%	29.7%	38.4%	20.1%
Q11d Variety of amenities offered in City parks	4.3%	15.8%	30.0%	31.2%	18.7%
Q11e Availability of walking and biking paths	8.1%	16.2%	26.8%	30.5%	18.4%
Q11f Outdoor athletic fields (i.e. baseball, soccer, etc.)	6.1%	11.9%	28.3%	35.0%	18.8%
Q11g The City's youth athletic programs	5.4%	8.0%	28.0%	36.0%	22.5%
Q11h The City's adult athletic programs	6.5%	13.3%	31.4%	29.8%	19.0%
Q11i Variety of recreational programs offered	4.7%	11.8%	28.8%	35.3%	19.4%
Q11j Special events, such as the July 4th Celebration and Holiday Lights	3.2%	6.5%	23.1%	41.9%	25.3%
Q11k Ease of registering for programs	4.4%	8.7%	27.1%	35.6%	24.2%
Q11l Fees charged for recreation programs	5.8%	6.9%	31.8%	38.5%	17.0%
Q11m Park rental facilities (rooms, picnic pavilions, beach chickee hut)	3.6%	9.4%	29.9%	40.9%	16.1%
Q11n The City's day camp programs (day camp, after school, summer)	1.9%	8.4%	31.3%	35.5%	22.9%
Q11o Appearance and quality of the tennis complex	2.7%	8.2%	29.1%	41.6%	18.5%
Q11p Aquatics facility and programs offered	5.7%	7.0%	30.6%	37.7%	19.0%

2011 Hallandale Beach Citizen Survey

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?

<u>Q12 Top Priority</u>	<u>Number</u>	<u>Percent</u>
Appearance of City parks	113	14.1 %
The number of City parks	52	6.5 %
Appearance of recreational facilities	28	3.5 %
Variety of amenities offered in City parks	37	4.6 %
Availability of walking and biking paths	79	9.9 %
Outdoor athletic fields (i.e. baseball, soccer, etc.	19	2.4 %
The City's youth athletic programs	36	4.5 %
The City's adult athletic programs	14	1.8 %
Variety of recreational programs offered	15	1.9 %
Special events, such as the July 4th Celebration and Holiday Lights	41	5.1 %
Ease of registering for programs	8	1.0 %
Fees charged for recreation programs	18	2.3 %
Park rental facilities (rooms, picnic pavilions, beach chickee hut)	18	2.3 %
The City's day camp programs (day camp, after school, summer)	11	1.4 %
Appearance and quality of the tennis complex	6	0.8 %
Aquatics facility and programs offered	21	2.6 %
<u>None Chosen</u>	<u>284</u>	<u>35.5 %</u>
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

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?

<u>Q12 Second Priority</u>	<u>Number</u>	<u>Percent</u>
Appearance of City parks	33	4.1 %
The number of City parks	61	7.6 %
Appearance of recreational facilities	29	3.6 %
Variety of amenities offered in City parks	48	6.0 %
Availability of walking and biking paths	54	6.8 %
Outdoor athletic fields (i.e. baseball, soccer, etc.	35	4.4 %
The City's youth athletic programs	26	3.3 %
The City's adult athletic programs	25	3.1 %
Variety of recreational programs offered	27	3.4 %
Special events, such as the July 4th Celebration and Holiday Lights	31	3.9 %
Ease of registering for programs	16	2.0 %
Fees charged for recreation programs	15	1.9 %
Park rental facilities (rooms, picnic pavilions, beach chickee hut)	19	2.4 %
The City's day camp programs (day camp, after school, summer)	16	2.0 %
Appearance and quality of the tennis complex	8	1.0 %
Aquatics facility and programs offered	14	1.8 %
None Chosen	343	42.9 %
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

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?

<u>Q12 Third Priority</u>	<u>Number</u>	<u>Percent</u>
Appearance of City parks	27	3.4 %
The number of City parks	24	3.0 %
Appearance of recreational facilities	34	4.3 %
Variety of amenities offered in City parks	30	3.8 %
Availability of walking and biking paths	55	6.9 %
Outdoor athletic fields (i.e. baseball, soccer, etc.	27	3.4 %
The City's youth athletic programs	24	3.0 %
The City's adult athletic programs	24	3.0 %
Variety of recreational programs offered	30	3.8 %
Special events, such as the July 4th Celebration and Holiday Lights	27	3.4 %
Ease of registering for programs	6	0.8 %
Fees charged for recreation programs	27	3.4 %
Park rental facilities (rooms, picnic pavilions, beach chickee hut)	20	2.5 %
The City's day camp programs (day camp, after school, summer)	17	2.1 %
Appearance and quality of the tennis complex	10	1.3 %
Aquatics facility and programs offered	15	1.9 %
None Chosen	403	50.4 %
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

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?

<u>Q12 Fourth Priority</u>	<u>Number</u>	<u>Percent</u>
Appearance of City parks	15	1.9 %
The number of City parks	2	0.3 %
Appearance of recreational facilities	14	1.8 %
Variety of amenities offered in City parks	18	2.3 %
Availability of walking and biking paths	8	1.0 %
Outdoor athletic fields (i.e. baseball, soccer, etc.)	5	0.6 %
The City's youth athletic programs	2	0.3 %
The City's adult athletic programs	10	1.3 %
Variety of recreational programs offered	8	1.0 %
Special events, such as the July 4th Celebration and Holiday Lights	11	1.4 %
Ease of registering for programs	6	0.8 %
Fees charged for recreation programs	7	0.9 %
Park rental facilities (rooms, picnic pavilions, beach chickee hut)	6	0.8 %
The City's day camp programs (day camp, after school, summer)	3	0.4 %
Appearance and quality of the tennis complex	5	0.6 %
Aquatics facility and programs offered	13	1.6 %
None Chosen Z	667	83.4 %
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

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 Priority</u>	<u>Number</u>	<u>Percent</u>
Appearance of City parks	188	23.5 %
The number of City parks	139	17.4 %
Appearance of recreational facilities	105	13.1 %
Variety of amenities offered in City parks	133	16.6 %
Availability of walking and biking paths	196	24.5 %
Outdoor athletic fields (i.e. baseball, soccer, etc.)	86	10.8 %
The City's youth athletic programs	88	11.0 %
The City's adult athletic programs	73	9.1 %
Variety of recreational programs offered	80	10.0 %
Special events, such as the July 4th Celebration and Holiday Lights	110	13.8 %
Ease of registering for programs	36	4.5 %
Fees charged for recreation programs	67	8.4 %
Park rental facilities (rooms, picnic pavilions, beach chickee hut)	63	7.9 %
The City's day camp programs (day camp, after school, summer)	47	5.9 %
Appearance and quality of the tennis complex	29	3.6 %
Aquatics facility and programs offered	63	7.9 %
<u>None Chosen</u>	<u>284</u>	<u>35.5 %</u>
Total	1787	

2011 Hallandale Beach Citizen Survey

Q13 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."

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q13a Water and sewer service	3.8%	8.5%	16.5%	38.0%	27.9%	5.3%
Q13b Residential trash collection service	4.4%	5.9%	13.5%	39.8%	30.1%	6.4%
Q13c Curbside recycling service	6.0%	6.9%	12.1%	34.9%	23.5%	16.6%
Q13d Yard waste service	5.0%	8.1%	14.3%	28.1%	20.0%	24.5%
Q13e Bulk trash pickup service	7.5%	8.6%	12.8%	27.3%	20.6%	23.3%

Q13 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." (Without Don't Know)

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q13a Water and sewer service	4.0%	9.0%	17.4%	40.2%	29.5%
Q13b Residential trash collection service	4.7%	6.3%	14.4%	42.5%	32.2%
Q13c Curbside recycling service	7.2%	8.2%	14.5%	41.8%	28.2%
Q13d Yard waste service	6.6%	10.8%	18.9%	37.3%	26.5%
Q13e Bulk trash pickup service	9.8%	11.2%	16.6%	35.5%	26.9%

2011 Hallandale Beach Citizen Survey

Q14 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."

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q14a Enforcement of the exterior maintenance of residential property	5.5%	8.8%	22.6%	29.5%	16.6%	17.0%
Q14b Enforcement of the exterior maintenance of commercial property	5.0%	8.1%	21.5%	29.8%	15.8%	19.9%
Q14c Communication from the Code Division	5.5%	8.1%	19.5%	18.6%	13.5%	34.8%

Q14 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." (Without Don't Know)

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q14a Enforcement of the exterior maintenance of residential property	6.6%	10.5%	27.3%	35.5%	20.0%
Q14b Enforcement of the exterior maintenance of commercial property	6.2%	10.1%	26.8%	37.1%	19.7%
Q14c Communication from the Code Division	8.4%	12.5%	29.9%	28.5%	20.7%

2011 Hallandale Beach Citizen Survey

Q15 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."

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q15a The availability of information about City programs and services	3.8%	11.4%	21.4%	33.0%	20.8%	9.8%
Q15b City efforts to keep you informed about local issues	2.8%	11.0%	21.1%	35.9%	23.6%	5.6%
Q15c The level of public involvement in local decision making	6.3%	12.6%	26.8%	21.5%	13.4%	19.5%
Q15d The City's website, www.hallandalebeachfl.gov	2.5%	5.1%	15.6%	26.6%	14.3%	35.9%
Q15e City's newsletter, Hallandale Beach Happenings	1.8%	4.0%	15.8%	36.4%	26.9%	15.1%
Q15f Public access cable channel	2.3%	2.8%	17.3%	23.3%	15.4%	39.1%
Q15g City radio AM 1620	1.6%	1.6%	12.5%	12.0%	9.6%	62.6%
Q15h Telephone notification system	1.8%	2.3%	14.6%	26.1%	25.8%	29.5%
Q15i Local community newspaper Sun Times	3.8%	2.9%	15.3%	28.9%	20.9%	28.4%

2011 Hallandale Beach Citizen Survey

Q15 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."(Without Don't Know)

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q15a The availability of information about City programs and services	4.2%	12.6%	23.7%	36.6%	23.0%
Q15b City efforts to keep you informed about local issues	2.9%	11.7%	22.4%	38.0%	25.0%
Q15c The level of public involvement in local decision making	7.8%	15.7%	33.2%	26.7%	16.6%
Q15d The City's website, www.hallandalebeachfl.gov	3.9%	8.0%	24.4%	41.5%	22.2%
Q15e City's newsletter, Hallandale Beach Happenings	2.1%	4.7%	18.6%	42.9%	31.7%
Q15f Public access cable channel	3.7%	4.5%	28.3%	38.2%	25.3%
Q15g City radio AM 1620	4.3%	4.3%	33.4%	32.1%	25.8%
Q15h Telephone notification system	2.5%	3.2%	20.7%	37.1%	36.5%
Q15i Local community newspaper Sun Times	5.2%	4.0%	21.3%	40.3%	29.1%

2011 Hallandale Beach Citizen Survey

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
None	26	3.3 %
The City newsletter, Hallandale Beach Happenings	490	61.3 %
Local newspaper, The Sun-Sentinel or The Miami Herald	300	37.5 %
Weekly newspaper, South Florida Sun Times	185	23.1 %
Notify Me (email notification)	64	8.0 %
Telephone notification system	274	34.3 %
City website, www.hallandalebeachfl.gov	182	22.8 %
Condo/homeowner association meetings	86	10.8 %
Word of mouth (friends, neighbors, family)	287	35.9 %
City radio AM 1620	42	5.3 %
Blogs	25	3.1 %
Other	57	7.1 %
Total	2018	

2011 Hallandale Beach Citizen Survey

Q16 Which of the following are your primary sources of information about City issues, services, and events? (Without None)

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

	<u>Number</u>	<u>Percent</u>
The City newsletter, Hallandale Beach Happenings	490	61.3 %
Local newspaper, The Sun-Sentinel or The Miami Herald	300	37.5 %
Weekly newspaper, South Florida Sun Times	185	23.1 %
Notify Me (email notification)	64	8.0 %
Telephone notification system	274	34.3 %
City website, www.hallandalebeachfl.gov	182	22.8 %
Condo/homeowner association meetings	86	10.8 %
Word of mouth (friends, neighbors, family)	287	35.9 %
City radio AM 1620	42	5.3 %
Blogs	25	3.1 %
Other	57	7.1 %
Total	1992	

2011 Hallandale Beach Citizen Survey

Q16 Other

Q16 Other

ADS/SIGNS
CABLE ACCESS CHANNEL
CABLE CHANNEL
CADE CHANNEL
CITY COMMISSION MTG
CITY COMMISSION MTGS
CITY COMMISSION MTGS
CITY NEWS
COMCAST CHANNEL
COMMISSION LONDON
COMMISSION MTGS ON TV
COMMISSIONER KEITH LONDON
CRIME WATCH
CULTURAL CENTER LIBRARY
DIDN'T KNOW OF THE OTHERS
DIGITAL SIGN AT CITY HALL
EMAILS OF NEIGHBORS
FLYERS
FM RADIO NEWS
HEALTH PROBLEMS
HEPBURN CENTER
LETTER
LOCAL NEWS
MAIL
MASONIC LODGE
NEWSPAPER
NICE LED LIGHT SIGN
PHONE BOOK
POSTING SIGN BY FIRE STAT
PUBLIC ACCESS CABLE CHAN
PUBLIC CHANNEL
RADIO STATIONS
SIGNS
SKY COMMISIONER
SON WORK FOR CITY
TELEVISION
TELEVISION
TELEVISION
TELEVISION

Q16 Other

Q16 Other

TV
TV CHANNEL
TV NEWS
TV NEWS
VARIABLE MSG SIGNS
VOLUNTEERING
WLRN

2011 Hallandale Beach Citizen Survey

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	336	42.0 %
Yes at work	22	2.8 %
Yes at both	295	36.9 %
No	137	17.1 %
None chosen	10	1.3 %
Total	800	100.0 %

Q17 Do you have access to the Internet at home or work? (Without None Chosen)

Q17 Do you have access to the Internet at home or work?	Number	Percent
Yes at home	336	42.5 %
Yes at work	22	2.8 %
Yes at both	295	37.3 %
No	137	17.3 %
Total	790	100.0 %

2011 Hallandale Beach Citizen Survey

Q18 Do you have cable or satellite television at home?

Q18 Do you have cable or satellite television at home?	Number	Percent
Yes	716	89.5 %
No	67	8.4 %
Don't Know	17	2.1 %
Total	800	100.0 %

Q18 Do you have cable or satellite television at home? (Without Don't Know)

Q18 Do you have cable or satellite television at home?	Number	Percent
Yes	716	91.4 %
No	67	8.6 %
Total	783	100.0 %

2011 Hallandale Beach Citizen Survey

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

Q19 Is the information you receive from the City of Hallandale Beach:	Number	Percent
Too much	22	2.8 %
Just right	494	61.8 %
Not enough	266	33.3 %
Don't Know	18	2.3 %
Total	800	100.0 %

Q19 Is the information you receive from the City of Hallandale Beach:(Without Don't Know)

Q19 Is the information you receive from the City of Hallandale Beach:	Number	Percent
Too much	22	2.8 %
Just right	494	63.2 %
Not enough	266	34.0 %
Total	782	100.0 %

2011 Hallandale Beach Citizen Survey

Q20 How do you prefer to watch Commission meetings?

Q20 How do you prefer to watch Commission meetings?	Number	Percent
None	20	2.5 %
In Person	95	11.9 %
Web streaming (live)	51	6.4 %
Cable television (live)	191	23.9 %
On demand archive on the city's website (taped)	39	4.9 %
<u>Do not watch commission meetings</u>	<u>444</u>	<u>55.5 %</u>
Total	840	

Q20 How do you prefer to watch Commission meetings? (Without None)

Q20 How do you prefer to watch Commission meetings?	Number	Percent
In Person	95	11.9 %
Web streaming (live)	51	6.4 %
Cable television (live)	191	23.9 %
On demand archive on the city's website (taped)	39	4.9 %
<u>Do not watch commission meetings</u>	<u>444</u>	<u>55.5 %</u>
Total	820	

2011 Hallandale Beach Citizen Survey

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

Q20a If your preference is in person, do you prefer?	Number	Percent
Daytime meetings	16	17.2 %
Nighttime meetings	33	35.5 %
Combination (1 daytime/1 nighttime)	33	35.5 %
Don't care	11	11.8 %
Total	93	100.0 %

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	256	32.0 %
Taxes are high	95	11.9 %
Taxes are just right	230	28.8 %
Taxes are too low	13	1.6 %
Don't Know	116	14.5 %
Rent/don't pay taxes	90	11.3 %
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

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
None chosen	26	3.3 %
Location (proximity to work/highways)	455	56.9 %
Weather	217	27.1 %
Housing (nice homes/affordable)	272	34.0 %
Recreational opportunities	66	8.3 %
Quality education system	40	5.0 %
Nice neighborhoods	274	34.3 %
Community (city character/feeling)	160	20.0 %
Birthplace (lived here all my life)	89	11.1 %
Diversity	72	9.0 %
Good variety of restaurants/nightlife	96	12.0 %
Reasonable tax rate	82	10.3 %
Quality customer/citizen service	61	7.6 %
Other	141	17.6 %
Total	2051	

2011 Hallandale Beach Citizen Survey

Q22 Please indicate why you originally made the decision to live in or why you continue to live in Hallandale Beach? (Without None Chosen)

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

	Number	Percent
Location (proximity to work/highways)	455	56.9 %
Weather	217	27.1 %
Housing (nice homes/affordable)	272	34.0 %
Recreational opportunities	66	8.3 %
Quality education system	40	5.0 %
Nice neighborhoods	274	34.3 %
Community (city character/feeling)	160	20.0 %
Birthplace (lived here all my life)	89	11.1 %
Diversity	72	9.0 %
Good variety of restaurants/nightlife	96	12.0 %
Reasonable tax rate	82	10.3 %
Quality customer/citizen service	61	7.6 %
Other	141	17.6 %
Total	2025	

2011 Hallandale Beach Citizen Survey

Q22 Other

Q22 Other

AFFORDABLE

BEACH

BEACH

BEACH

BEACH

BEACH

BEACH

BEACH & LOCATION

BEACHES

BOATING BOUGHT ME HERE

BOUGHT CONDO HERE

BRSACH

CAMERAS AT INTERSECTION

CAN'T AFFORD TO MOVE

CANT MOVE AWAY

CANT SELL HOUSEHOLD

CLEAN, FROM S FLORIDA

CLEANINESS

CLOSE TO BEACH

CLOSE TO BEACH

CLOSE TO BEACH

CLOSE TO EMPLOYMENT

CLOSER TO FAMILY

CLOSER TO SCHOOL

CONDO ON THE WATER

CONVENIENT CLOSE

DIDN'T HAVE A CHOICE

DONT HAVE ENOUGH MONEY

FAMILIAR CITY

FAMILY

Q22 Other

Q22 Other

FAMILY

FAMILY

FAMILY

FAMILY

FAMILY

FAMILY

FAMILY

FAMILY

FAMILY & FRIENDS

FAMILY LIVES CLOSE

FAMILY LIVES HERE

FAMILY MEMBER

FAMILY MEMBERS

FAMILY MEMBERS LIVE HERE

FAMILY MEMBERS LIVE HERE

FAMILY NEARBY

FAMILY NEARBY

FAMILY REASONS

FAMILY

FEEL SAFE

FAMILY

FAMILY

FOLLOWED FAMILY FROM GA

FOLLOWED FAMILY MEMBERS

FRIEND RECOMMENDED CITY

FRIENDLY FOR BLIND

FRIENDS

FRIENDS

FRIENDS

FRIENDS

FRIENDS

FRIENDS/FAMILY

GOOD BLDG, NICE APT LOCAT

GOOD OFFER

GOOD POLICE DEPT

GOT MARRIED

GOT MARRIED

GREW UP HERE

HAD TO MOVE HERE

2011 Hallandale Beach Citizen Survey

Q22 Other

Q22 Other

HAD TO MOVE
HOUSE CLOSE TO BEACH
INHERITANCE
INHERITED HOUSE
INHERITED RESIDENCE
INSURANCE
INTRACOASTAL WATERWAY
JOB
KNEW SOMEONE LIVED HERE
LESS CONGESTED
LIKE THE GENERAL AREA
LOVE THIS CITY
MARINA
MORE FESTIVALS/RESTAURANT
MOTHER IN LAW VERY SICK
MOTHER LIVED HERE
MOTHER LIVES HERE
MOVED HERE 15 YRS AGO
MOVED HERE W/FAMILY
NEXT TO BEACH
NO GOOD MOVING OUT SCHOOL
NOT TOO OVER CROWDED
OCEAN
OCEAN/ACTIVE LIFE STYLE
ON BEACH
PARENTS LIVE HERE
PARENTS SINCE 3 YRS OLD
PEACEFUL & SAFE
PET FRIENDLY
PET FRIENDLY SAFETY
PROX TO 2 INTNL AIRPORT
PROXIMITY TO ANOTHER CITY
PROXIMITY TO BEACHES
PROXIMITY TO WATERWAYS
PROXIMITY TO WORK
QUALITY OF LIFE
QUIET & NEAR BEACH
QUIET CITY AT THE TIME
SAFE

2011 Hallandale Beach Citizen Survey

Q22 Other

Q22 Other

SAFE

SAFE

SAFE NEIGHBORHOODS

SAFER

SAFETY

SAFETY FOR CHILDREN

SATISFIED

SECURE NEIGHBORHOOD

SECURITY

SHOPPING AREAS

STUCK HERE

THE OCEAN

TOO OLD TO MOVE

UPSCALE & SECURE FEELING

WANT TO LIVE IN BROWARD

WANTED QUIETNESS & PEACE

WAS A QUAIN TOWN

WATERFRONT

WATERWAYS

WE HAD A BEACH

WIFE LIVED IN HALLANDALE

WONDER WATERVIEW

WORK

WORK

2011 Hallandale Beach Citizen Survey

Q23 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:

(N=800)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know
Q23a City leaders have a vision and long-term plan for the community	6.0%	9.0%	22.2%	28.4%	14.4%	20.0%
Q23b The City is a good steward of the environment	3.8%	7.5%	24.0%	33.8%	14.9%	16.1%
Q23c The City does a good job of protecting and preserving historical sites	2.3%	3.6%	20.9%	34.9%	17.1%	21.3%
Q23d The City of Hallandale Beach does a good job serving the needs of diverse populations in the community	4.0%	7.1%	21.0%	34.4%	18.1%	15.4%
Q23e The City values and supports community input and participation	5.6%	7.0%	19.5%	32.8%	14.5%	20.6%
Q23f The City is transparent in its operations	6.5%	8.3%	22.9%	25.4%	11.4%	25.6%

2011 Hallandale Beach Citizen Survey

Q23 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: (Without Don't Know)

(N=800)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Q23a City leaders have a vision and long-term plan for the community	7.5%	11.3%	27.7%	35.5%	18.0%
Q23b The City is a good steward of the environment	4.5%	8.9%	28.6%	40.2%	17.7%
Q23c The City does a good job of protecting and preserving historical sites	2.9%	4.6%	26.5%	44.3%	21.7%
Q23d The City of Hallandale Beach does a good job serving the needs of diverse populations in the community	4.7%	8.4%	24.8%	40.6%	21.4%
Q23e The City values and supports community input and participation	7.1%	8.8%	24.6%	41.3%	18.3%
Q23f The City is transparent in its operations	8.7%	11.1%	30.8%	34.1%	15.3%

2011 Hallandale Beach Citizen Survey

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

(N=800)

	Yes	No
Q26 Customer Service Department (utilities customer service, cashier)	41.9%	58.1%
Q26 Public Works (roadways, medians, signs)	38.9%	61.1%
Q26 Utilities (water meter, water line repairs, water conservation, wastewater)	50.1%	49.9%
Q26 City Clerks Records Request	17.4%	82.6%
Q26 Building Services (building permits and inspections)	30.8%	69.2%
Q26 City Hall Reception/Information Desk	34.0%	66.0%
Q26 City Minibus Service	19.7%	80.3%
Q26 Code Compliance	25.3%	74.7%
Q26 City Manager's Office (public information, general City administration questions)	18.4%	81.6%
Q26 Finance Department (budget, accounts payable, receivable)	15.1%	84.9%
Q26 Personnel-job applications	14.4%	85.6%
Q26 Information Technology (website questions/assistance)	18.2%	81.8%
Q26 Community Redevelopment Agency (CRA) (loan/assistance programs)	14.2%	85.8%
Q26 Development Services (business/ occupational licenses, planning & zoning)	13.6%	86.4%
Q26 Human Services (social services, senior Programs, after school program)	22.3%	77.7%
Q26 Police Services	52.2%	47.8%
Q26 Fire Services	35.5%	64.5%
Q26 Parks Services	44.8%	55.2%

2011 Hallandale Beach Citizen Survey

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

(N=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q26-Customer Service Department (utilities customer service, cashier)	4.0%	4.6%	13.1%	39.5%	38.0%	0.9%
Q26-Public Works (roadways, medians, signs)	4.9%	9.2%	15.7%	41.2%	27.5%	1.6%
Q26-Utilities (water meter, water line repairs, water conservation, wastewater)	2.5%	6.6%	15.2%	40.9%	32.5%	2.3%
Q26-City Clerks Records Request	7.2%	8.7%	16.7%	31.9%	32.6%	2.9%
Q26-Building Services (building permits and inspections)	12.3%	14.0%	23.0%	27.6%	21.4%	1.6%
Q26-City Hall Reception/Information Desk	4.9%	6.7%	13.4%	43.7%	28.0%	3.4%
Q26-City Minibus Service	3.9%	7.1%	9.7%	35.5%	41.9%	1.9%
Q26-Code Compliance	12.1%	15.1%	21.1%	28.6%	21.1%	2.0%
Q26-City Manager's Office (public information, general City administration questions)	10.3%	11.6%	24.7%	27.4%	22.6%	3.4%
Q26-Finance Department (budget, accounts payable, receivable)	6.7%	8.4%	28.6%	31.9%	24.4%	0.0%
Q26-Personnel-job applications	14.9%	13.2%	28.1%	21.1%	21.1%	1.8%
Q26-Information Technology (website questions/ assistance)	1.4%	10.4%	26.4%	39.6%	21.5%	0.7%
Q26-Community Redevelopment Agency (CRA) (loan/assistance programs)	9.8%	8.0%	26.8%	27.7%	27.7%	0.0%
Q26-Development Services (business/ occupational licenses, planning & zoning)	9.3%	13.0%	29.6%	28.7%	18.5%	0.9%
Q26-Human Services (social services, senior Programs, after school program)	6.3%	11.4%	17.1%	32.0%	32.0%	1.1%
Q26-Police Services	6.3%	7.5%	10.2%	34.3%	40.1%	1.5%
Q26-Fire Services	0.0%	1.4%	7.5%	31.2%	57.0%	2.9%
Q26-Parks Services	2.8%	8.0%	15.1%	41.8%	30.7%	1.7%

2011 Hallandale Beach Citizen Survey

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=800)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q26-Customer Service Department (utilities customer service, cashier)	4.0%	4.6%	13.2%	39.9%	38.3%
Q26-Public Works (roadways, medians, signs)	5.0%	9.3%	15.9%	41.9%	27.9%
Q26-Utilities (water meter, water line repairs, water conservation, wastewater)	2.6%	6.8%	15.6%	41.8%	33.2%
Q26-City Clerks Records Request	7.5%	9.0%	17.2%	32.8%	33.6%
Q26-Building Services (building permits and inspections)	12.6%	14.2%	23.4%	28.0%	21.8%
Q26-City Hall Reception/Information Desk	5.0%	6.9%	13.9%	45.2%	29.0%
Q26-City Minibus Service	3.9%	7.2%	9.9%	36.2%	42.8%
Q26-Code Compliance	12.3%	15.4%	21.5%	29.2%	21.5%
Q26-City Manager's Office (public information, general City administration questions)	10.6%	12.1%	25.5%	28.4%	23.4%
Q26-Finance Department (budget, accounts payable, receivable)	6.7%	8.4%	28.6%	31.9%	24.4%
Q26-Personnel-job applications	15.2%	13.4%	28.6%	21.4%	21.4%
Q26-Information Technology (website questions/assistance)	1.4%	10.5%	26.6%	39.9%	21.7%
Q26-Community Redevelopment Agency (CRA) (loan/ assistance programs)	9.8%	8.0%	26.8%	27.7%	27.7%
Q26-Development Services (business/ occupational licenses, planning & zoning)	9.3%	13.1%	29.9%	29.0%	18.7%
Q26-Human Services (social services, senior Programs, after school program)	6.4%	11.6%	17.3%	32.4%	32.4%
Q26-Police Services	6.4%	7.7%	10.4%	34.8%	40.7%
Q26-Fire Services	0.0%	1.5%	7.7%	32.1%	58.7%
Q26-Parks Services	2.9%	8.1%	15.3%	42.5%	31.2%

2011 Hallandale Beach Citizen Survey

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

Q27 Approximately how many years have you lived in the City of Hallandale Beach?	Number	Percent
Less than 5 years	118	14.8 %
5-10 years	223	27.9 %
11-20 years	236	29.5 %
More than 20 years	215	26.9 %
Don't Know	8	1.0 %
Total	800	100.0 %

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

Q28 In five years, where do you plan to be living?	Number	Percent
Hallandale Beach	535	66.9 %
Another city in Broward County	45	5.6 %
Another city outside Broward County in southern Florida	35	4.4 %
Other	40	5.0 %
Don't Know	145	18.1 %
Total	800	100.0 %

Q28 In five years, where do you plan to be living? (Without Don't Know)

Q28 In five years, where do you plan to be living?	Number	Percent
Hallandale Beach	535	81.7 %
Another city in Broward County	45	6.9 %
Another city outside Broward County in southern Florida	35	5.3 %
Other	40	6.1 %
Total	655	100.0 %

2011 Hallandale Beach Citizen Survey

Q29 How many persons living in your household (counting yourself), are?

	<u>Mean</u>	<u>Sum</u>
number	2.3	1817
Q29 Under age 5	0.1	78
Ages 5-9	0.1	85
Ages 10-14	0.1	106
Ages 15-19	0.1	88
Ages 20-24	0.1	82
Ages 25-34	0.2	153
Ages 35-44	0.3	232
Ages 45-54	0.4	319
Ages 55-64	0.4	297
Ages 65-74	0.3	217
Ages 75+	0.2	160

2011 Hallandale Beach Citizen Survey

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	163	20.4 %
No	633	79.1 %
Decline	4	0.5 %
Total	800	100.0 %

Q30 Do you have school age children (grades K-12) living at home? (Without Decline)

Q30 Do you have school age children (grades K-12) living at home?	Number	Percent
Yes	163	20.5 %
No	633	79.5 %
Total	796	100.0 %

Q30a For your school age children, what type(s) of school(s) do they attend?

Q30a For your school age children, what type(s) of school(s) do they attend?	Number	Percent
Public school	118	72.4 %
Charter school	19	11.7 %
Private/Parochial School	26	16.0 %
Home School	3	1.8 %
Decline	4	2.5 %
Total	170	

2011 Hallandale Beach Citizen Survey

Q31 What is your age?

<u>Q31 What is your age</u>	<u>Number</u>	<u>Percent</u>
Under 35	91	11.4 %
35 to 44	120	15.0 %
45 to 54	174	21.8 %
55 to 64	180	22.5 %
65+	229	28.6 %
Total	794	99.3 %

Q32 Would you say your total household income is:

<u>Q32 Would you say your total household income is:</u>	<u>Number</u>	<u>Percent</u>
Under \$30,000	242	30.3 %
\$30,000-\$59,999	242	30.3 %
\$60,000-\$99,999	137	17.1 %
More than \$100,000	107	13.4 %
Decline	71	8.9 %
Total	799	100.0 %

2011 Hallandale Beach Citizen Survey

Q32 Would you say your total household income is: (Without Decline)

Q32 Would you say your total household income is:	Number	Percent
Under \$30,000	242	33.2 %
\$30,000-\$59,999	242	33.2 %
\$60,000-\$99,999	137	18.8 %
More than \$100,000	107	14.7 %
Total	728	100.0 %

Q33 Do you own or rent your home?

Q33 Do you own or rent your home?	Number	Percent
Own	601	75.1 %
Rent	193	24.1 %
Decline	6	0.8 %
Total	800	100.0 %

2011 Hallandale Beach Citizen Survey

Q34 Which of the following best describes your race?

Q34 Which of the following best describes your race?	Number	Percent
White	461	57.6 %
African American	169	21.1 %
Asian/Pacific Islander	17	2.1 %
Native American	5	0.6 %
Other	163	20.4 %
Decline	14	1.8 %
Total	829	

Q34 Which of the following best describes your race? (Without Decline)

Q34 Which of the following best describes your race?	Number	Percent
White	461	57.6 %
African American	169	21.1 %
Asian/Pacific Islander	17	2.1 %
Native American	5	0.6 %
Other	163	20.4 %
Total	815	

2011 Hallandale Beach Citizen Survey

Q34 Other

Q34 Other

BLACK NOT AMERICAN

BRITISH, CUBAN

CARRIBEAN AMERICAN

CUBAN

CUBAN

CUBAN

CUBAN

CUBAN

CUBAN AMERICAN

CUBAN AMERICAN

EGPTIAN

EUROPEAN

EUROPEAN

FRENCH/SPANISH/JEWISH

HAITIAH AMERICAN

HAITIAN

HINDU

HISANIC

HISPANI/LATINO

HISPANIC

2011 Hallandale Beach Citizen Survey

Q34 Other

Q34 Other

HISPANIC

HISPANIC/CUBAN

HISPANIC/LATINO

HISPANIC/LATINO

INDIAN

INDIAN-JAMAICAN

ITALIAN

ITALIAN

ITALIAN

LATIN

LATIN AMERICAN

LATINO

LATINO

LATINO

LATINO

LATINO HISPANIC

MIDDLE EASTERN

MULATTO

PUERTO RICAN/HISPANIC

ROMANIAN

ROMANIAN

RUSSIAN

RUSSIAN

RUSSIAN

SPANISH

SPANISH

SPANISH

Q34 Other

Q34 Other

SYBRIAN

TRI-RACIAL

TRINIDAD

VENEZUELAN

2011 Hallandale Beach Citizen Survey

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

Q35 Are you of Hispanic, Latino, or other Spanish heritage?	Number	Percent
Yes	250	31.3 %
No	543	67.9 %
Decline	7	0.9 %
Total	800	100.0 %

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	649	81.1 %
Spanish	143	17.9 %
Creole	5	0.6 %
Other	43	5.4 %
Decline	2	0.3 %
Total	842	

2011 Hallandale Beach Citizen Survey

Q36 Other

Q36 Other

BULARIAN

CHINESE

FILIPINO

FRENCH

FRENCH

FRENCH

FRENCH

FRENCH

FRENCH

FRENCH

FRENCH

GERMAN

GERMAN

HAITIAN

ITALIAN

ITALIAN AND FRENCH

PATWA

POLISH

POLISH

PORTUGUESE

PORTUGUESE/FRENCH

ROMANIAN

ROMANIAN

ROMANIAN

ROMANIAN

RUSSIAN

SERBIAN/CROATION

SPANISH

SYRVIAN

2011 Hallandale Beach Citizen Survey

Q36 Other

Q36 Other

TRINIDAD

URDU

2011 Hallandale Beach Citizen Survey

Q37 Your gender:

Q37 Respondents gender	Number	Percent
Male	340	42.5 %
Female	460	57.5 %
Total	800	100.0 %

Q38 What is your highest grade of school completed?

Q38 What is your highest grade of school completed?	Number	Percent
Eighth grade or less	18	2.3 %
Some high school	42	5.3 %
High school graduate or GED	140	17.5 %
Some technical school	15	1.9 %
Technical school graduate	25	3.1 %
Some college	180	22.5 %
College graduate	251	31.4 %
Post-graduate or professional degree	111	13.9 %
Decline	18	2.3 %
Total	800	100.0 %

CO MMENTS – Q’S 24/25

2011 Hallandale Resident Citizen Survey - COMMENTS

Q24 Can you think of any specific ways to improve the quality of services provided by the City of Hallandale Beach?

- That is the job of the City commissioners.
- Person to person contact. What are they?
- Do your homework.
- Lower taxes.
- Decorate the holidays like you used to 15 years ago.
- Garbage pick up more often.
- More diverse cultural events of higher quality. Better traffic flow and planned parking for large developments. Better access to parking.
- Pick up trash twice a week, bulk trash pick up more frequently.
- Meet me in person.
- Concentrate more on the Northwest section of the city.
- Offer a phone line to residents who have concerns about neighborhood streets to get fixed.
- Higher police presence other than drive by's.
- Covered bus stops instead of open-snow-rain weather.
- Employees at the City of Hallandale could be courteous to individuals coming to connect water and other things. This specific individual has an attitude which makes you feel uncomfortable to come again.
- Better cityscapes, more plants, shrubs in neighborhoods. More and better parks with exercise and workout features.
- Yes, try to keep the youth busy with a Boys and Girls Center.
- I think you are not doing a good job. To improve it just accept our suggestions and try to do it.
- Streamline services.
- Have someone to listen to problems and how to correct them.
- Open left land on east going Hallandale Beach Blvd and Dixie.
- Traffic flow.
- The City has no respect for people that are not well connected. They could start by treating the average citizen with some respect when rendering services are concerned.
- Clean up the homeless people near Wal-Mart bridge.
- Reduce the water, sewer and garbage rates. Take out the \$2.50 stormwater drainage fee and don't have the recycle fee.
- Finding ways to get the community involved. Things like this survey are a good way to get input.
- Make property owners responsible of the upkeep of their land especially the empty lots. Fine, violation more often, enforce the disturbance laws especially with vulgar music.
- More schools, more programs for the youth, more street lights and more police patrol.
- Allocate more police personnel to patrolling Golden Isle Drive day and night. Provide police at shopping malls and restaurant areas.
- Lower taxes.
- Drainage, pay contractor to plan and correct.
- Recycle bins needed at residential/commercial locations. One-way streets await a tragedy, they must be changed immediately to protect the community. Driving patterns need major improvements.
- Not really.

2011 Hallandale Resident Citizen Survey - COMMENTS

- I feel that all citizens should be treated with respect not stereo typed as criminal because of where they reside. Officers (majority) come to the scene with a hostile defensive attitude.
- To respond to emails/communicate with citizens. City Officials do not do this.
- More communication with us when concerns large salary employees.
- Synchronize traffic lights, investigate the contract for traffic cameras, build more parks, do not privatize public beaches, improve and clean streets, remove abandoned trailer parks.
- Get out of your offices and speak to your constituents in person.
- Recycling has to be more reasonably scheduled. Sometimes they forget to pick up recycled goods. Water bills are very high.
- Based on personal experience both police and code enforcement believe they're above the law and biased if you're a friend, your receive special treatment. Especially regards to traffic laws.
- Monthly or every other month newsletter.
- More community involvement, make the residents and property owners fell like they belong and are important.
- Traffic balance, stop liter, signs etc.
- The floodwater situation is an emergency. It should be your most important problem to solve in a timely manner. Like now, not next year. Work overtime if it needs to be done.
- Increased involvement of local residents not just staff residing outside, rather than residents.
- We have had many robberies. Need more police patrol for robberies and speeding drivers.
- We could use dog parks.
- Have some Hispanic leaders. Why not?
- Increase the amount of police personnel hired.
- More communication about available services and programs. Grants and scholarships.
- Please remove the red light cameras. They cause drivers to stop abruptly and cause accidents.
- Trash services must do better job of picking up all trash. Do not leave scraps on the streets.
- Treat all areas the same within the City of Hallandale Beach please.
- Keep the balance of quality assertive.
- Recycling.
- Traffic lights timed. Clean commercial properties. Police should focus on crime and show more respect to residents. Building permitting counter productive.
- Adding more bulk pick up (yard waste).
- Implement a plan to place large recycling receptacles for apartment buildings and condominiums throughout Hallandale Beach.
- Create a pedestrian walking area with shops and restaurants.
- More athletic facilities. More adult programs (sports), more cultural programs.
- When DPW plant trees on the swell they should be maintained, lots should be cut by owner and City.
- Check the rent in Chavez Lakes and other places are too high and too dirty and unsecured. Not safe.
- That City leaders keep up the good work.
- Neighborhood lighting, trash pick up, yard waste pick up, maintenance enforcement.
- We need curbside bulk trash pick up for condos. I believe we don't get a free pick up...this is discriminatory as condo owners pay taxes too!
- Don't waste money in unnecessary things such as the division on Hallandale Blvd and Dixie Hwy and cutting all the trees where the Festival of Lights is held.

2011 Hallandale Resident Citizen Survey - COMMENTS

- The Mayor and Commissioner people should be kept up to date on city businesses minutes. Minutes should be available at next meeting and not 6 months late (What is the City trying to hide).
- I personally would like to see restrooms on Three Island Park.
- Allow people that live in Hallandale Beach to work promoting the City with their own personal business.
- Codes need to learn how to deal with public, they act like nazis.
- More police.
- Educate the PD on traffic rules and regulations. I asked a few cops what an intersection stop line was and what it was for. They didn't know. Cars block crosswalks.
- Appearances of City and neighborhoods.
- Cleaner beaches (sand).
- Yes, the City needs to have more frequent bulk waste pick ups. When I lived in Virginia (Hampton) we have weekly bulk waste pick up and I paid much lower taxes.
- Stop using more land for tennis courts etc, and leave land and nature and restore park as it was years ago.
- Offering such services that are needed by public. See if the need is there!
- Learn from other cities with activities, schools, beautification.
- The public meetings held regarding the parks, the views of the public should be considered. We vetoed the dog parks but it appears they will be developed.
- Charter school.
- The City employees need to understand that we are paying you. We want more respect and better service. Do not judge use by our Hispanic appearance, we are equal to them. If they do not take this out.
- Coordinate traffic lights on most traveled streets for better flow.
- Yes parking issue-3 cars ticketed on a street sweeping on a Wednesday on Diana Dr... a nurse, a pool/handyman and mine, a restaurant employee. This is an issue only because there was no adequate notice given prior. A small sticker was placed over the Friday (normal day) on the little sign posted on the median. None of us would have been there if we had known so a warning that 1st week, the day had changed would have been appropriate. I couldn't take time off to go to court to protest this and resent the "theft" of \$35.00 of my hard earned money. Thank you for opportunity to vent.
- More police.
- By making it easier for "small business or entrepreneurs" to establish themselves in Hallandale in terms of financial assistance and first year.
- To focus more in environmental issues such as: create a recycling program (homes and condos) and if present already then enforce it.
- Restrict high density residential development, too many people, too much traffic.
- Love the free bus service! I have a car but its aided me when my car was in the shop.
- There is no diversity when it comes to hiring black police officers.
- Continue to be visible, wear uniform or badge so citizens can know you're working, Smile and greet.
- Never really used services so unable to say.
- Focus on flooding during a hard rain.
- There is too much liter and garbage all over Hallandale streets, sidewalks, lots and properties.
- This survey explains it all.
- Better advertising of services.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Why does it take over 9 phone calls to have someone actually call you back with an answer.
- Need to rebuild Foster park so kids can have a restroom while playing.
- To let public know about it more.
- Common areas need more attention. Even when projects are undertaken there is a lack of follow up to preserve the work.
- Provide equal service and information to all communities. Stop forcing one culture out to provide for another.
- Video feed needs better audio.
- Let citizens make more decisions.
- More communications.
- Need to streamline the permit requirements, make more simple.
- Improve streets.
- Bus service is available, I need info on how to use it.
- Create a commission for city services. The website needs major improvements. More advertisement about the City.
- Lower taxes.
- More sidewalks in the City.
- Police need better training.
- Yes, actually look at the ROI based on how they do things now compared to comparable cities.
- Feels too busy-traffic flow a disaster. Building does not require recycling forced to bring to City does.
- Focus on the basics and cut down on non-essentials.
- Too many traffic lights on Hallandale Blvd.
- Continue to improve.
- I hate paying my H20 bill in person because of the atmosphere of the employees is not friendly at all.
- Give us a gated community Home Owners. We are the ones who they tax.
- Lower taxes.
- Less bureaucracy.
- Being able to assist your neighbors no matter how long they lived in Hallandale Beach. Also more drains.
- More recycling and environmental/energy programs.
- Generally its services are adequate.
- Creativity to solve and improve with less money our service and efficiency with less politics.
- Be as open as possible with the public. Think some feeling that deals are being made privately. Former City Manager-I got special treatment when he was obviously not doing his job properly.
- The traffic light situation on Hallandale Beach Blvd to Three Island Blvd needs to be synchronized better.
- So the City employees are more knowledgeable of what is going on.
- Not as of right now, I like the services provided by the City of Hallandale Beach.
- Consider WiFi service for whole city like Hollywood does.
- Streamline and expedite services to residents, hold city employees accountable for follow through in performing their jobs.
- We do not live in a ghetto area. Last year's X-mas, no lights was terrible. Monies used for 1 night 4th of July and nothing for Christmas Lights.
- The code people could do a better job in getting people to keep their property clean and free of liter.

2011 Hallandale Resident Citizen Survey - COMMENTS

- We need a "speed bump" by my area because people drive like a crazy in front of the house.
- Better communication is needed when the City makes big decisions such as new sidewalks and drainage areas.
- More bulk pick up and code enforcement for junk in yards and lawn maintenance.
- Need more Police officers to give attention to crimes in my Apt complex.
- Recycling areas.
- Have some Hispanic leaders. Why not?
- Keep doing what they are doing.
- They have decreased the number of workers in the Bldg Service office, now I have to wait too long.
- Be honest with the citizens and be more open as to how you come to make changes.
- No everything is good.
- The City Commissioner needs to be more involved with what's going on with the public.
- Stop lying.
- More communication with residents.
- Better court maintenance GITC.
- Talk to the public.
- Transportation for seniors, like Dr appointments, groceries etc.
- Timing of signals are off from Oakland Park to HB Blvd. HB Blvd from Beach to I95 need traffic signals fixed.
- On Atlantic Blvd there is a horrible pot hole that has been there for 2 years.
- Park bathrooms need to be maintained better and more bathrooms at the parks.
- Too many cops for minimal instances, pick and choose situations instead of giving citizens equal opportunities and equal rights. Bring back separate containers for yard waste.
- City employees need to be more polite and respect privacy yard waste plan-very inconsistent (don't know what is really code enforcement), respect confidentiality.
- Have the trash be more frequent like twice a week in the summer time.
- Police training better, police are rude and lazy.
- Education can be better.
- Can't pick up recyclables, water bill too high.
- Push the cleaning of streets, sidewalks around neighborhood. Clean! Clean! Clean!
- The water bill is too high for all the services that come with it that don't actually come with.
- Gear everything towards the middle class.
- Motivate the younger generation.
- Hire people that can build businesses.
- More approachable and friendly.
- More info about Town Hall meetings (City community with public).
- Stop redoing medians on roads. No reason to spend money, more money into parks. Rethink pension system.
- Fix parks, need to be upgraded and bathrooms put in. They are ugly and not safe. The community has lots of kids in the neighborhood and the parents have to drive far to find a decent park where there is not drinking, smoking or homeless people around. They don't feel safe. They really need to work on it.
- If there is nothing wrong then don't do anything, don't change anything.
- Nothing needs work.
- Better parks and recreation, exercise fields, emphasize street and landscaping.
- Improve the yard waste/recycling.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Yard waste pick up service could be faster. When City of Hallandale Beach calls, caller ID should say City of Hallandale Beach.
- Could use more teenage activities to keep them out of trouble.
- Don't border property on 6th St & 6th Ave, tree cut at 8th Ave by 7-Eleven.
- Stick to promises for certain neighborhoods like funding.
- Explain more why charged more for Seniors.
- Friendly city service from Park services, AIDS, Sanitation, Police officers.
- Hallandale Beach is lacking a defined "downtown" area or a "square".
- Improve City public transportation. Paint bigger schedules for the local shuttle.
- Make sure city employed personnel do their job.
- Improve traffic flow. Improve South Park.
- Improve the sewage system-every time it rains there is a problem.
- Keep everything working properly and keep our streets clean and flowers out in the open to beautify the State of Hallandale. Keep prices of utilities down and affordable
- Get the homeless off every street corner.
- Could be more informative - leave door-to-door notices of bulk trash pick ups and more frequent pick ups for those of us who have not way to get items to the city dump.
- Everything is good.
- Update on community events, enrollment on line for programs (recreation).
- Review the dark street and follow through with lighting.
- Appeal more to the younger residents and renters that have begun to move in.
- Keep up the good work.
- Want to see more speed bumps in the City.
- Resolve traffic issues.
- Police need to do community service. They need Police, Fire and ambulance service in the Northwest section of Hallandale Beach.
- Traffic should be fixed.
- Take care of drainage system and landscaping and traffic.
- Need to come out and listen to the people.
- Work on parks and recreation. Add more biking and walking paths, some exercise path.
- Police need a better image of the public.
- More availability of information.
- Get more people involved with the community.
- More Police cars in the morning at school zone.
- Better drainage, sidewalks, and lower taxes.
- Do something about the flooding.
- Increase communications with community. Provide options on ways to notify residents. Website should be user friendly.
- Collect trash more often.
- Get my street done, put more palm trees on west side of Dixie Highway.
- Improve the streets and landscaping.
- Think the red light cameras should be removed because it is humiliating for tourist.
- More programs to bring communities together.
- Expand the council.
- More audio signal for street crossing, more U turns.
- Make permits for house construction easier and faster to obtain. Don't want red light cameras.
- Northwest section Police department need to improve.
- Re-locate Fire station east of US-1. Police department west of Dixie.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Think they should take off red light cameras, they are useless and a waste of money.
- Safety and security.
- Need to move traffic on Hallandale Beach Blvd, synchronize lights. The narrowing of east bound lanes by tracks makes no sense.
- Increase revenue from traffic violations and owners of dogs that don't curb their pets.
- Lower taxes. See more Police in our community, increase programs for elderly and children. More community Holiday events
- Traffic lights need to be coordinated on Hallandale Beach Blvd to prevent traffic gridlock.
- Enhancing the newsletter.
- Water bill to be mailed in an envelope not a postcard.
- Not doing a very good job.
- The public transportation stops need shelters. Also think the information from the City should come translated in Spanish.
- Trash services could be improved.
- The long term plan is too long. They need to get things done in a reasonable time.
- Pay more attention to what people have to say.
- Improve the trash pick up systems and pollution ingress in neighborhoods.
- Offer residents better discounts on parking permits in and around nearby cities. Beach parking has gone up dramatically and people are still unemployed.
- Inform Northwest section well in advance of community decisions.
- More public transportation not only on the major roads but on the by roads leading to major roads.
- I don't feel safe, my home was broken into twice but I can say that the Hallandale Beach police (detectives) did the best they could.
- The drain system could be better.
- Focus on Westside more. More protection from robberies.
- The sanitation dept needs work.
- More communication between older people.
- Being able to contact them through the web easier. They do not respond back.
- Building Dept is very difficult and needs to sort it out.
- Continue community input.
- Garbage on the streets. Sidewalks more of them.
- More landscape and décor Christmas I-95 to Beach.
- Tap water has a strange odor sometimes. Traffic on Hallandale Beach Blvd, try to improve flow. More benches and shady spots for people to sit and get out the rain/sun. Eastbound Hallandale Beach Blvd approaching Dixie Hwy what a mistake it was to narrow the lanes just for a dedicated turn lane onto Northbound S.E. 1st Ave. It caused an unjustified bottleneck. Thank you for your efforts and hard work!
- Dead weight at City Hall must go away. Lack of fiduciary responsibility is what happened at City Hall.
- Destroy the termites. Do away with drainage problems and the traffic cameras.
- Stop trying to get people to bring their entire house up to code due to minor changes. Example: change egress in a building in the 70's due to one window replacement of same size.
- Plan for the future-Hallandale expanding.
- Work on the flooding, I believe that should be the first priority.
- Clean up the City.
- Survey is getting peoples attention.
- Meetings should be in the evenings so people who work during the day can attend.
- Trash men are rude and disrespectful.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Fix up things that need to be repaired instead of adding new things.
- Maintain maintenance of buildings.
- Talk to the public.
- Lower taxes. See more Police in our community, increase programs for elderly and children. More community Holiday events.
- Keep the City attractive to attract quality people to invest here plus keep it safer. Keep the beach better organized (no littering).
- More communication to residents.
- Better visibility and communication with residents.
- Bigger beach.
- Take out the speed bumps and improve the road. Do not take care of landscaping.
- Garbage, recycling needs major improvements.
- Traffic lights should be synchronize to avoid pile ups and jams.
- Try to have a good middle school. We have to send our kids to different city's middle school.
- Education to the citizens.
- Clearer goals, more communication.
- Focus on water and sewer. There are still too many flooding issues when it arises especially in the Atlantic Shores area.
- Larger trash containers on all streets corners, paint trash containers at beach and garden scenes.
- Listen to citizens more.
- More trees and flowers. More shaded areas.
- Also having security service not just cops.
- Better parks.
- Quit blocking lanes, makes more traffic.
- Patrol streets more, speed bumps in my neighborhood.
- Enforcing dog clean up, leashing dogs more.
- Less building.
- Physical recreation center and more cultural things. More police around the City.
- More transparency in local government.
- More activities.
- Have more programs in neighborhood.
- They need to put a water park at Johnson Park, need more things and programs for our children and teens.
- More sidewalks.
- Better appearance.
- We need more parks for children.
- We need to have a "world class" police department until Chief McGill's death.
- Email the newsletter.
- Permits need to be quicker.
- Better parks.
- Needs City to communicate more with residents.
- More police, keep crime down.
- Code enforcement is not monitoring and/or following up with owners or tenants who do not keep property free of garbage and debris.
- The Police Dept to be more polite and generous to the citizens that need their help.
- Police Dept needs more emphasis.
- The sewer systems need to be improved.
- None neighborhood I live in is good.

2011 Hallandale Resident Citizen Survey - COMMENTS

- The flow of traffic during winter times.
- Restrooms in parks need to be cleaner.
- Need to get rid of pigeons.
- Nice to know what services there are.
- More attention on school system.
- City leaders need to go out and meet the people and hear what they have to say.
- Make meetings at night to raise public involvement, better education opportunities.
- Recycling services.
- Pay police and fire more.
- Keep public places and bus stops clean.
- No more closed door commission meetings.
- More diversity training for police officers.
- Have recycling set up buildings.
- Tree trimming along roads, swells and residential areas. Enforcing of residential clean up on tree limbs.
- Be more helpful (towards leaders, commissioners, politicians).
- Wondering if the changes in sewer system have been worth the still very high cost to residents.
- Already dealing with it.
- Atlantic Shore Blvd parking keep it limited.
- Better flow of traffic, better trash pick up.
- Bulk pick up, more pick up days.
- From 6th Ave to 2nd cars are too fast would like speed bumps and stop sign on corner of 10th St & 4th Ave.
- Listen to residents about long term plans for community.
- Recycling should be free and more public cable channels.
- Need more business in this area.
- None just learning the area.
- Stronger steward of the environment, better recycling service.
- Police need to be more professional, not provoke residents, considerate of the community.
- More people representing demographically and age wise.
- Get rid of everybody on the Council, get new people.
- Change the government.
- Improve the sewers/drainage.
- Quit asking for money for services that don't need money.
- Take 1 on 1 surveys of the struggling citizens.
- Put more police, be more aware of the homeless.
- Get the City workers to clean the road and cut trees etc.
- Increase frequency of trash pickup, enforce code compliance for appearances, grass cut, trucks/business yards. It'll keep housing degrading community.
- General aesthetic needs revamping, community has grown (image hasn't).
- Educate the police. Make them polite.
- Send more emails for updates.
- They should be more interested in historical landmarks.
- Take off the red light cameras.
- More police officers or more patrols.
- Take down red light cameras.
- Increase bulky items/yard waste pick up to 4 times a year.
- Take out red light cameras, make more pedestrian paths.

2011 Hallandale Resident Citizen Survey - COMMENTS

- More youth programs.
- Complaints from real people not machines.
- More community representation and input.
- The City can do better to serve the NW side other than a new park.
- There's a light that is fire hazard because it is covered by dry leaves. The canal needs cleaning. The trash should come more often for brush.
- The sidewalks in front of my house have been broken since they put them in.
- More activities for kids.
- Better police patrolling like visibility.
- More public involvement with City Commission meetings.
- More recreational activities available for kids.
- The police can be more visible. The property taxes could be lowered.
- More Senior Citizen programs.
- Communication with residents about programs and services.
- Help out with flooding.
- I would like to see the trash come around twice a week.
- Get rid of Broward Co government.
- Improve police forces.
- Getting more people involved through surveys such as this and get more public involvement citywide.
- Improve traffic safety, more trees and plants along streets to improve appearance.
- More senior services needed such as senior rides to doctor, etc.
- Police are more worried about their jobs/City Hall protocol than actually protecting the public.
- More info on community events.
- Get rid of red light traffic cameras, it is abusive for right turns.
- Lower property taxes.
- Have been here less than a year so don't know.
- Could be more frequent bulk pick up. Keep elementary school children off of surrounding street to the school for their safety.
- Better public transportation.
- Better hours for commission meetings.
- Recycling bins are not large enough for materials I need to recycle.
- More newsletter.
- Better use of tax money, money towards schools.
- Need to improve the public schools in Hallandale.
- Please listen to what we want you to improve. Hallandale Beach Blvd where the bridge is needs to put a light in for the pedestrians.
- Email, advertising.
- 2nd pool needed for City-suggest Hepburn Center area. Park bathrooms needed to be at BF James park.
- Get more info to people in flyers, brochures etc., about things. Block BBQ's where people meet.

2011 Hallandale Resident Citizen Survey - COMMENTS

Q25 Can you think of any specific ways to improve the quality of life in the City of Hallandale Beach?

- That is the job of the City Commissioners.
- Talk to the people.
- Traffic! More green!
- Yes clean them up.
- Tell police to stop ticketing drivers for just anything.
- More outdoors activities. Bike trail on all streets. Correcting the traffic lights.
- Better movie and otherwise theaters/Arts centers. Make it easier for people to open small businesses like diverse restaurants not just CHAINS! Bike and walking paths.
- Smoking has got to "GO".
- To have more police monitoring the Northwest area of Hallandale.
- Have the police more visible! We have had some break in of cars on Golden Isles Dr and strangers walking around. I love living here, I just want to keep it safe.
- I believe that the pain clinic/pharmacy and stores that "buy gold" bring more crime to this city.
- Don't allow over growth of condos.
- Police involvement with public.
- Crime is up, therefore we need more police protection in our neighborhoods.
- Better communication with permitting and public...more businesses.
- Yes, Keep it clean (City).
- The police should patrol the streets more often during the night. Forbid fishing from the beach. It is dangerous for the swimmers. I have seen people who get fish hook in their feet and they had to go the hospital or to the fire rescue to take out the fishhook. Sometimes there are so many fishing that is not possible to get to the sea. In Hollywood Board they don't allow people to fish from the Board.
- Stop over building.
- Since I and many others live on social security-lowering prices in local supermarkets.
- Improve traffic flow on Hallandale Beach Blvd.
- Easier parking.
- Keep the city clean.
- Treat all sections of the City equally. For example the SW Quadrant of the City does not have the privilege of having Christmas Lights on the Blvd. The SE side of the City and the Ocean Drive areas are decorated during the Christmas holidays. This is a clear discrimination practice by this City and I would not recommend it to anybody.
- Stop building any more high rise condos and ring the infrastructure up to par-especially in the area of street flooding.
- Getting community involved.
- Offer more community entertainment like the City of Hollywood does. Give young men jobs in their own communities like cleaning up what the code enforcement dept won't. Provide tools for them to do certain jobs. Use all the empty space in Hallandale for community yard sales and sidewalk sales. Offer more culture art shows, demonstrations (wild life for children) and concerts for the local churches. This community has a church on every corner. If I could walk down the street to see/hear a good jazz band this would be awesome.
- We need more clinics.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Keep the citizens informed on upcoming major events and properly plan for the safety of people attending events and properly address traffic congestion.
- Lower taxes.
- AIA is very much in need of a face lift. The City tends to maintain Hallandale Beach Blvd only without regard for the beach area. A large number of residents live in the beach area along AIA and would like to see our tax dollars reflected in this area of the City. Take a ride on AIA from Bal Harbor through Hollywood and Hallandale Beach is the worst maintained section.
- Its great, can't complain.
- I also have noticed that when persons need towing in the NW section the police will sit with those citizens (non-black). However, I have never seen them waiting when an African American needs towing, they will not come. I have broken down in the NW section as well as other areas and have never had an escort to wait for towing. Why is that? Everyone in this area is not a criminal especially a male between ages 16 +. Thanks for giving me this opportunity.
- Yes, get people involved, listen, answer emails, create a meeting once a month to bring in written or physical issues to help the City growth. I have a lot of ideas to promote tourism, beautiful and cleaner City. Green all the way.
- Need a second city pool - NW or SW.
- Stop the over development and maintain what we have.
- This City is a laid back, simple community that I enjoy; We don't need to spend great sums of money to have the best of something. Marlins Stadium, Art park, Swimming Hall of Fame (NO NO NO).
- Stop building casinos, make the city green, change building code to (a) limit excessive use of concrete and asphalt, (b) promote building of pedestrian zones and sidewalks. Introduce laws to limit noise levels.
- Less talk and more contact with the people.
- Recycling should be easier and more proactive. Prices are high and surrounding areas are lower and surrounding areas are nicer.
- Better and cleaner streets not only on Southwest or Southeast side but in Northwest areas as well. We own homes in Hallandale and pay taxes. Better streets and more police involvement in a nicer and respectable way. We are not all criminals.
- Yes, see above. I would not have moved here if I had known about the water/drainage problems. It creates a hardship.
- More police patrol.
- Improved use of designated funding in required areas especially north-west-less spending on studies which are never utilized.
- More police patrol in neighborhoods, and for speeding drivers. More speed bumps for speeders.
- Better traffic flow.
- Get rid of places like Wal-Mart. Since that store has been built, there has been more crime and unsavory people around the area.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Free concerts like they do in Hollywood Circle. Make a boardwalk like Hollywood Beach with restaurants, music, bike riding and walking paths. Adult athletic leagues, basketball etc.
- There should be recycling bins everywhere. Also recycling must be mandatory.
- A pedestrian does not stand a chance on the streets. Make the crosswalk lights last longer crossing 6 lanes, takes time.
- Yes, I reside on the Northwest side of Hallandale and I think that other areas of the city gets better treatment than the Northwest side as far as the cleanliness and appearance. I work on the Southwest side and there is a much different atmosphere there than the Northwest side.
- We continue to be assertive.
- Spend money on infrastructure not salaries. Beach parking should be free for residents.
- Introduce new restaurants and night life.
- Enforce the loud noise-music at home parties in neighborhoods, cars, mopeds and go carts and basketball playing not allowed on streets.
- More police check in the community.
- Keeping reasonable taxes for the residents of this City.
- Movie theater, clean up "Federal Hwy", improve lighting, clean up all alleyways, more lights there.
- Improve drainage in low NE street areas. Beach parking decal is too high-\$150. Hallandale High needs more community help-has very poor reputation, how can citizens help? Parking needed on NEW 12th Ave-make parking spaces on the Swale. Mayor is very friendly. Good programs for Vet and Memorial holidays. Excellent programs for Curcci House opening.
- I feel if a City gives a bonus it should be the people to decide not the Mayor or Commissioners. City employees should not be allowed to take cars home or use for personal business (including Mayor and City Manager). Voting on important item when everyone's gone home. No bonus/no service pay. I feel salary is sufficient.
- Less light traffic in Hallandale Beach Blvd.
- More light in the evenings.
- New Mayor. New Police Chief.
- Police needed.
- Availability of walking and biking paths.
- More services for senior citizens.
- Add more quality less expensive restaurants and outdoor cafes.
- Offer events (interesting, educational and cultural) so that more people would attend.
- Keep bridge area clean and trash picked up along streets (paper, bottles, along the vacant lots and (walmart) medians).
- Maintain the recreational facilities.
- Make it more like Aventura.
- Don't put public bathrooms or pavilions on Three Islands.
- Providing bathrooms, shade covers and possible turf in place of woodchips in playgrounds would be wonderful.
- Free WiFi access to the City. Running track in E Hallandale.
- More jobs.
- More interfacial activities.
- Left and right turns need to adjust to time of day loads to allow better flow.

2011 Hallandale Resident Citizen Survey - COMMENTS

- By offering more easily obtainable services to the less fortunate and low income residents in order for these residents to become more self-sustainable and self-efficient.
- To promote recreation facilities of recreational sporting event among any age group. Gym facilities open to public, youth programs.
- Sometimes the beach has too much trash!
- Stop saturating the community with parks! Fix the traffic problems on Hallandale Beach Blvd and US1 during rush hour between 4-6. We need a pool not another park in the new section.
- More exercise facilities, young teens area that are supervised like Bluestein park. More activities. Cheap rental chairs and umbrellas at beach. Continue with holiday gatherings. City walks for families. Teen meetings with speech to educate teens on subjects such as responsibility, good citizens, time management etc.
- East of US1 is great, West of US1 looks dangerous and gives an image of being poor and unkempt.
- I think that is the job of the Mayor and Commissioners.
- Concerned with the number of child molesters living around this area.
- Strict, aggressive and determined enforcement to ensure that residential and commercial property owners pick up litter and trash and city employees regularly clean up areas. There is garbage and blight everywhere. City notifications of events is inadequate. Commission meetings should be aired two times a day everyday. Dog parks needed. Mini bus too infrequent and no signage!
- This survey explains it all.
- Palms of H (NW Quad) needs litter patrol and junkiness cleaned up.
- Traffic flow.
- Why do we have Comcast cable-no service-high priced for nothing.
- Have better programs to keep teens off the streets and trying to succeed in life.
- Improve traffic flow, improve crime statistics.
- Put the citizens who pay taxes and have lived in this community all their lives in the plans of the City. Put people before (\$) money sometimes.
- Improve living conditions.
- Expand recycling variety.
- Improve services for handicapped.
- Improve traffic.
- More parks, police patrol the parks.
- Lower taxes.
- Parks, natural preserve areas. Public art.
- Parks need more maintenance.
- Improve traffic.
- Impossible.
- Once a year a holiday parade of boats, lighting Hallandale.
- Remove the dead weight. More education. More truth and transparency, stop trying to look like everything is great.
- More walking friendly café's/rests on beach. Better transport like Hollywood trolley.
- More police presence and not all stationed under a tree talking on their cell phones.
- Stop disregarding residents input, increase transparency and accountability, everything not legally not allowed. Should be made open to public view. Change commission meetings to evening and limit to two hours.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Lower our property taxes! Please open a dog friendly park.
- Stop charging so much for permits, then the people can buy things to improve their property.
- I think we pay enough taxes, I'm not worried about parks and rec. I am highly concerned about safety.
- The Beach park is in disgusting condition. The NO PETS and NO FEEDING ANIMALS could bring revenues to the city. People should not use soap in public beach water areas. Our Beach park is the dirtiest and the ugliest in the area.
- Do not raise the taxes.
- Have your clients be able to know about what is going on by mail. Also some streets do not have drains for the water to go to.
- You took away our recycling center on Three Islands! Bring it back.
- Traffic flow improvement but I-95 and Dixie.
- Special with traffic and enforce business at Mall (Diplomat & Pubux) to keeping the parking lots clean all the time and garbage disposal. Special-impose building to recycle garbage and not throw furniture on street.
- Traffic somewhat improved but still a mess. Let local citizens be involved in handling more problems. Expect consultants to know general guidelines but they don't know our City and they are expensive.
- We should be looking at the vegetation that is on US1 in Adventura, its mostly plants with low maintenance.
- More restrictions on body shops and mechanical shops. Their trash goes everywhere and I always get nails in my tires.
- I personally like the way it is because the police are always grounded to protect my family and I from robbers.
- Make clear choices for example: walking and driving, nature over development.
- Internet WiFi in all city owned properties.
- The City needs a facelift. Aesthetically it looks terrible. New landscaping, lighting etc. The only nice area is Gulfstream...the rest looks like a ghetto.
- Ease traffic congestion, construction on H Blvd west of W Dixie has been going on for too long. Lights at H Blvd & Diplomat are insane.
- More police needed re: Mardi Gras & Gulfstream have brought in the wrong element of people.
- Get rid of traffic bottle neck at Dixie and Hallandale Blvd. Dump the red light cameras.
- If the code enforcement people would do a better job, things would be better. The kids need to play in the park and not the street.
- More sidewalks, bike lanes and dog parks.
- There are some ideas (1) public elementary school there is always a delay to drop off kids which makes the kids late. There needs to be an additional entrance or change the entrance. (2) School resource officers for Middle School or Police Officers need to be more visible for kids who walk. They are disobedient after school.
- Communication, more police presence in residential areas.
- Code Enforcement.
- Crime issues at Harvoceze Apt needs to be addressed. Bike lanes are unsafe on Hallandale Beach Blvd. I am afraid to ride my bike on this street.
- More affordable night life, more diverse crowd.
- More shelters for homeless.
- Not happy with the quality of life
- Trees along Post Office and City Hall street place. Park benches and more trees.
- 5 mph in all parking lots. Comcast took off favorite TV and 107.
- Regulate the street signals better.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Police needs help-visibility at night. Patrol cars at night.
- Better communication period.
- Fix traffic lights once and for all. Stop giving so much money to dead beat employees.
- More activities for children to keep them off the streets.
- Better police patrols.
- More bicycle lanes, more clearly marked. Two days a week trash pick up in my residential area. Much needed sidewalks in Golden Isles. Traffic lights need to be better synchronized. Turning land lights take way too long to accommodate flow of traffic. Much better lighting on City streets in Golden Isles way too dark.
- Clay courts at GITC.
- The City needs to make programs more known to the public. Right now they are hearing about it through neighbors.
- More family programs.
- Get rid of gangs, fill in all the pot holes.
- More showers on the beach.
- Clean up water, the pumps are too large and ugly and the sewer system is really bad.
- Can't go to the beach because Condo was built, ruined environment of the beach. Website been improved. Meeting should be web streamed. Suntimes is a complete waste of tax dollars! Poor example of writing and Mayor needs better editor, doesn't say things to best ability but has good things to say. Paper needs to be changed. Its a shameful representation to our City.
- More security cameras.
- Doing good.
- Improve quality of events such as July 4th fireworks.
- Traffic.
- Improving the community.
- Use money to make the City feel at home.
- Fix parks!
- Nothing needs work.
- More recreational outlets.
- Recycling would be nice in my neighborhood. Bulky items could be more times a year.
- Maintain all areas, check with areas, cut whole lawn not just half, put up another pool, more benches and grills.
- Keep people more informed, give more options to be informed. Beautify more areas.
- More bike lanes (designated).
- Give the kids more things to do to keep them out of the streets.
- Keeping the City streets "safer" from crime and robbery.
- Give the Police a raise. Follow through with the plans to have Hallandale Square.
- More help for the homeless. Get rid of the rat holes next to the bus stop at the Diplomat Mall. Work on the stormwater drainage system. Thank You.
- Less government.
- Additional parking spots, more guest parking lots.
- Keep crimes down for people to be safe in their outing and do the jobs of the law and any other position in the right way and not the wrong way hurting people and their families.
- Get the homeless off every street corner.
- Everything is good.

2011 Hallandale Resident Citizen Survey - COMMENTS

- More recreation for kids with information provided (reminders at the school). Recycling requirement for apartment complex. Continue with more community events. Also last year there was no notification that the City moved the Holiday of Lights to the Gulfstream. The City needs to incorporate this event with the Gulfstream and have an ad about it all over the City.
- More parks and beach pavilions. Parking! Parking! Parking! Need better availability and transparency on Three Island.
- You can continue working on improving the beaches.
- Have people in Hallandale work for the City, more instead of hiring people from outside the City.
- Better job protecting the beaches.
- Improve quality of water utilities.
- Need more interaction with the Police in the NW parks. Police don't care about the NW. The City leaders should pay more attention to the NW side. Need more subdivisions on the NW side.
- Improve parks to really get on all exterior maintenance.
- More recreational activities for children.
- See what's going on with everyone in the neighborhood.
- More night life.
- Senior Citizen programs or volunteers to promote retirement communities.
- Neighbors communication.
- Everything is ok.
- Increase common areas-biking roads. User friendly roads, sidewalks, take more focus on residents not looking for just monies for profit. Business growth, retail growth for foot traffic.
- Deport illegal, they don't abide by the laws.
- Concert facilities.
- New construction.
- Traffic flow.
- Change the way office is working.
- Improve the streets and more vegetation.
- Better communication by email of information updates.
- Beach and parks nicer.
- Clean up the streets and areas. Tear down old buildings.
- Make appearance of City better.
- More jobs.
- Cleaner beaches and streets.
- Increase library funding significantly. Nothing like educated people to lead the way for progress of Hallandale Bach.
- Hallandale is beautiful but you go into some areas like by the Winn-Dixie around Hallandale Beach and it starts to get scary. However my number one concern is schools, our schools are terrible. The Middle School/High School especially! I was shocked to see how poorly they perform.
- Traffic.
- Not doing a good job.
- Don't think the government should give less services to the Seniors. Seniors need all the help they can get.
- Lower gas prices.
- Traffic (Gulfstream & US 1), update street lights.
- Add more night life and more greenery to make the City bloom. Recreational activities are the key.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Host events that bring in Arts and Crafts shows, food & wine, pet parks/events. Get people motivated about being outdoors and taking pride in where they live.
- Provide same recreation in the Northwest section as Southeast section like a pool.
- When rain falls the water stays in one area in the street, no where to go.
- Road conditions.
- Mainly traffic.
- More parks, bike paths for just bike, safer roads for bikes.
- The City needs to enforce cleanliness in the neighborhood. Neighborhood backyards are messes.
- Home improvement let homeowners redo their homes without problems.
- Hard more work.
- Be more transparent.
- Help the Northwest side of the town.
- People just need to be able to keep the city clean when it comes to walking dogs and cleaning up after them.
- Kids need to cross at school zones, more police patrolling.
- We need jobs in the City. We need new better quality schools, unacceptable that we sold the beach to build condos but we cannot have schools for our kids.
- Cost of everything is increasing and our salaries don't increase.
- Synchronize the traffic lights better along Hallandale Beach Blvd, specially east of US1.
- Add parks where people can play soccer, football, tennis etc without having to pay for fields.
- Sync up the street lights to make traffic flow easier.
- More for young children.
- More patrol in 9th Terr building Harbor Core.
- Improve the appearance.
- More police patrolling, get crime rate down.
- More police patrolling.
- Talk to the public.
- Visible police, removal of homeless, crime. Help me feel SAFE.
- Especially west of US1 on Hallandale Beach Blvd clean up the old buildings, prevent crimes (more police). Keep it beautiful and organized so people will invest here (tourist), bring great businesses to provide services for people wanting to buy here. Keep beach clean and safe and tourist friendly. Make Hallandale Beach a high class destination and I think the people will flock here especially the snow birds.
- More activities to families (adults & kids).
- Have BBQ pits for cooking.
- Make Hallandale a more pleasant place to live by improving its appearance with more (and better) landscaping, more parks and areas of urban oasis and exercising more control over the (architecture, landscaping etc) aesthetic appearance of new buildings. Improve the flow of traffic on Hallandale Beach Blvd and actively recruit and attract more upscale business such as Gulfstream.
- Elect a new Mayor.
- Cut some of the traffic on Hallandale Blvd in winter.
- Police surveillance and vigilance of crime elements during the day and at night. Bank robberies, stores being assaulted as well as elderly being targeted are the main reasons for the crime increase.
- Stop crime! In the last 6 months in my block we were robbed 3 times.
- Construction of sidewalks around the area.
- Have BBQ's to meet your neighbor, have neighborhood walks to clean water way and neighborhoods. City supply (plastic bags) drinks and snacks. Need more trash containers on street corners.

2011 Hallandale Resident Citizen Survey - COMMENTS

- Some areas look low class. Spend more money on landscape and maintenance of the City.
- Recreate corner crosswalks without going in the grass.
- Getting public more involved.
- More police, trash collection twice a week.
- Better control of traffic.
- Don't overdevelop! Undo the blocking. Get rid of red light stuff!
- More security.
- Better local government.
- Have programs to help keep kids off the streets.
- Need to open more jobs for our teen programs for teens. Put a water park back at Johnson Park that was taken from us.
- Do something about all the homeless people. Create jobs for people to collect garbage and clean up the streets. Require business and owners to keep their property clean and neat.
- Get Commissioners who have brains! Traffic (from over building is horrendous). Had to be over ruled by Broward Comm. Thank goodness someone has a brain. How are they going to fill the hole on Hallandale Blvd and take Island Blvd? Let the commissioners fill it up.
- More community events.
- More police patrolling.
- Lower taxes.
- School system, improve quality of education.
- Clean up the streets, swales, parking lots, areas of bus stops, fences where plastic bags, etc. are stuck. There is trash that has been sitting a long time that is never removed.
- Too much traffic and during the season the RV's on US1.
- Lower taxes.
- Lower crime rate.
- More dog parks. Also a dog local recreation.
- Overcrowded-better emergency education.
- More attention to school system.
- More police patrols in the area, lower taxes.
- More programs for kids to be involved to stay out of trouble.
- The sidewalks need more trees to provide shade for pedestrians.
- Keep clean and improve parks and recreation.
- Involve the people on the west side more.
- More opportunities for low income families.
- City police should reply quicker.
- Better education.
- Plan now for what seems to be a steadily increasing amount of traffic, especially during tourist season.
- Provide more parking on streets.
- Offer more social services to the working class 20-50 years of age.
- Make it easy to get the grants for first time homeowners.
- More recreation facilities.
- Schools need to be better.
- Still learning-job location.
- Better care of beach areas, better trash services.
- Upgrade crime programs and give more to seniors and community.
- Fix traffic lights on Hallandale Beach Blvd.
- Get more people to go to City meetings, people need to address problems, give kids a

2011 Hallandale Resident Citizen Survey - COMMENTS

place and things to do. More police patrolling. More code enforcement.

- More police involvement.
- Maintenance of bridges on Three Islands.
- Speed bumps on neighborhood streets and add street lights.
- Improve long waiting times at red lights.
- Bigger recycling containers and they are not on time.
- More security, police.
- Stay focused on the needs of the people.
- Be more aware of the homeless.
- More police patrolling at night.
- Increase access to beach, serve all communities equal. East/West partnership is very evident, fix/pave all roads and adjust heights to allow equal drainage on easements.
- Take a cue from Hollywood they've done a brilliant job. Traffic lights need to be sorted and synced more appropriately. City desperately needs a new logo.
- Keep up with maintenance.
- Do more/create more things for the children. Clean up trash and debris on streets. More police patrolling especially in the neighborhoods.
- Better communication. Provide english as a second language class.
- There are palm trees on the medians on Lane Blvd that is a safety issue especially if there is a hurricane.
- Beach walking paths need improvement.
- Telephone notifications should be at least a week ahead and do follow up call.
- Lower taxes.
- More handicap accessibility.
- More people to get involved.
- More community representation and input.
- Everyone in the community needs to form a townhall meeting and talk about issues. More can be done to help the seniors and other problems needed to be addressed.
- Instead of focusing on giving tickets, focus on preventing crime and patrolling the neighborhoods.
- Preventing crime.
- Get rid of the red light cameras.
- Bureaucracy.
- More green areas from US1 to 95th.
- More police presence.
- Another pool on the NW side.
- The public beach needs to be cleaner/monitored.
- More programs offered by the City for senior citizens.
- Improve the quality of customer/citizen service.
- Flood prevention.
- A dog park, theater, plays, and movie theaters.
- No things are good.
- Employment opportunities or job education institutions towards city-related jobs.
- Improve traffic flow throughout city as well.
- Get rid of pigeons.
- Land that is not being used needs to be used for native green spaces. Return land to the way it was originally.
- More public parking at beaches, free for city residents but pay for non-residents.
- More community events i.e, outdoor concerts, outdoor festivals.
- Upgrade and improve I95 entrance to reflect high quality area not just the grassy area but business appearance and incentive for other than fast foods etc. Business in the area,

2011 Hallandale Resident Citizen Survey - COMMENTS

keep fast food but consider (if practical) small business park in the area. Convenient to airports, rail etc via I95..

- After a few hurricanes our beach has become very narrow.
- Build more parks and create more activities.
- Stormwater drainage by the beach is not good.
- Less use of red light cameras, better schools.
- Raise the social security for the elderly and retired.
- More parks.
- No I don't go out enough to know what needs improving in that sense.
- I think the beaches are perfect although lots of people leave behind trash. Maybe more trash and recycle cans in appropriate places and bathrooms open longer.
- Safe bike paths.
- Crime watch prevention.

Section 6:
Resident Survey Instrument



City of Hallandale Beach

Mark Antonio
City Manager

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

June 2011

City Mgr. Fax: (954) 457-1454

Dear Hallandale Beach Resident:

You have been randomly selected to help the City of Hallandale Beach! You are one of just 1,800 residents that have received the enclosed survey. 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 City leaders 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.

We greatly appreciate your time. 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 in the next few days. 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.

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

Sincerely,

Mark Antonio
City Manager

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.

2011 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].

1st: _____ 2nd: _____ 3rd: _____

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].

1st : ___ 2nd : ___

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].

1st : ___ 2nd : ___

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 th 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].

1st : _____ 2nd : _____ 3rd : _____ 4th : _____

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, www.hallandalebeachfl.gov	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
- (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. Do you have cable or satellite television at home?

- (1) Yes (2) No

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:

Rate your level of agreement with the following statements:		<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?

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

26. Please indicate whether you or other members of your household used the city services and facilities by circling YES or NO below. If you answer YES, please rate your satisfaction with the service or facility by circling the corresponding number to the right.

Have You Used This Service or Facility?		Service or Facility	Very Satisfied	<i>Satisfied</i>	Neutral	Dis-satisfied	<i>Very Dis-satisfied</i>	Don't Know
YES	NO	Customer Service Department (utilities customer service, cashier)	5	4	3	2	1	9
YES	NO	Public Works (roadways, medians, signs)	5	4	3	2	1	9
YES	NO	Utilities (water meter, water line repairs, water conservation, wastewater)	5	4	3	2	1	9
YES	NO	City Clerk's Records Request	5	4	3	2	1	9
YES	NO	Building Services (building permits and inspections)	5	4	3	2	1	9
YES	NO	City Hall Reception/Information Desk	5	4	3	2	1	9
YES	NO	City Minibus service	5	4	3	2	1	9
YES	NO	Code Compliance	5	4	3	2	1	9
YES	NO	City Manager's Office (public information, general City administration questions)	5	4	3	2	1	9
YES	NO	Finance Department (budget, accounts payable, receivable)	5	4	3	2	1	9
YES	NO	Personnel (job applications)	5	4	3	2	1	9
YES	NO	Information Technology (website questions/assistance)	5	4	3	2	1	9
YES	NO	Community Redevelopment Agency (CRA) (loan/assistance programs)	5	4	3	2	1	9
YES	NO	Development Services (business/occupational licenses, planning & zoning)	5	4	3	2	1	9
YES	NO	Human Services (social services, senior Programs, after school program)	5	4	3	2	1	9
YES	NO	Police Services	5	4	3	2	1	9
YES	NO	Fire Services	5	4	3	2	1	9
YES	NO	Parks services	5	4	3	2	1	9

DEMOGRAPHICS

27. Approximately how many years have you lived in the City of Hallandale Beach?

- ____(1) Less than 5 years
- ____(2) 5-10 years
- ____(3) 11-20 years
- ____(4) More than 20 years

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

- ____(1) Hallandale Beach
- ____(2) Another city in Broward County
- ____(3) Another city outside Broward County in southern Florida
- ____(4) Other
- ____(9) Don't know

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 _____(3) \$60,000 to \$99,999
 _____(2) \$30,000 to \$59,999 _____(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 _____(4) Native American
 _____(2) African American _____(5) Other: _____
 _____(3) Asian/Pacific Islander

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 _____(3) Creole
 _____(2) Spanish _____(4) Other: _____

37. **Your gender:** _____(1) Male _____(2) Female

38. **What is your highest grade of school completed?**
 _____(1) Eighth grade or less _____(5) Technical school graduate
 _____(2) Some high school _____(6) Some college
 _____(3) High school graduate or GED _____(7) College graduate
 _____(4) Some technical school _____(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

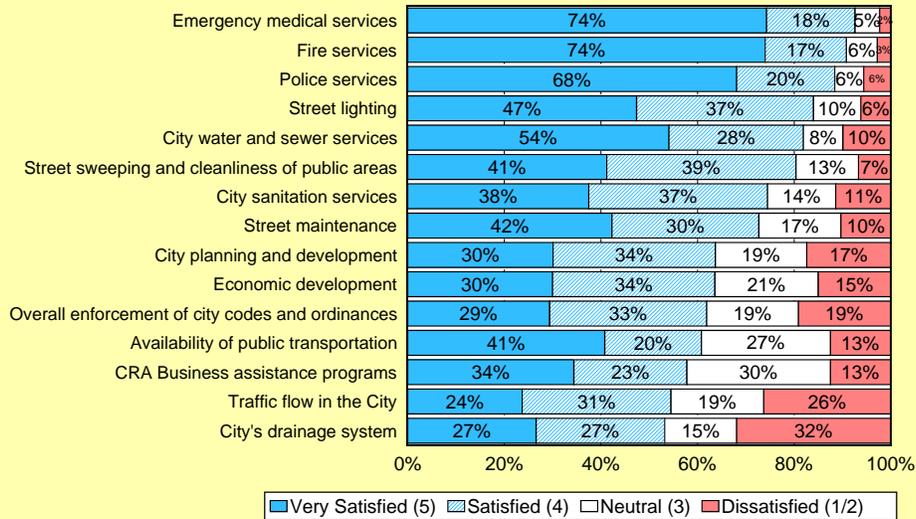
The information printed on the sticker to the right will be used to help identify which areas of the City are requesting various City services. If your address is not correct, please provide the correct information.

Section 7:

Business Charts and Graphs

Q1. Overall Satisfaction with City Services by Major Category

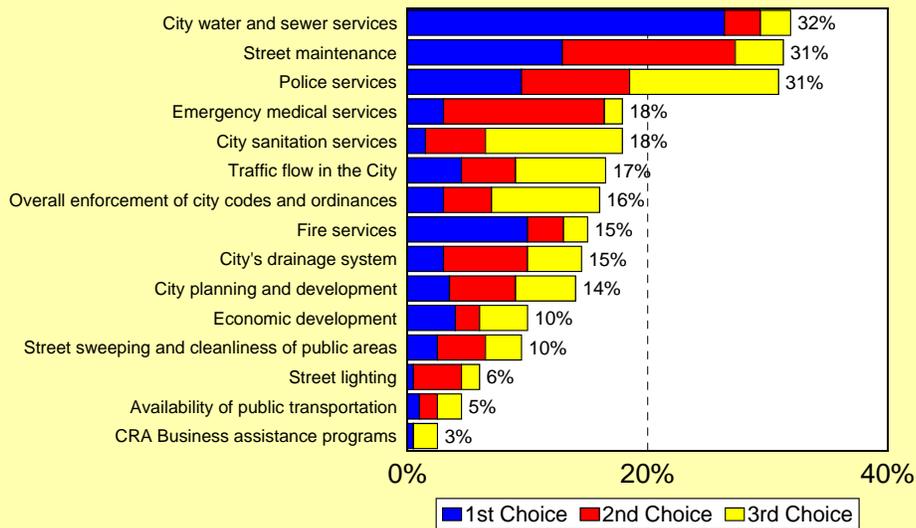
by percentage of business respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q2. City Services That Are the Most Important to Your Business

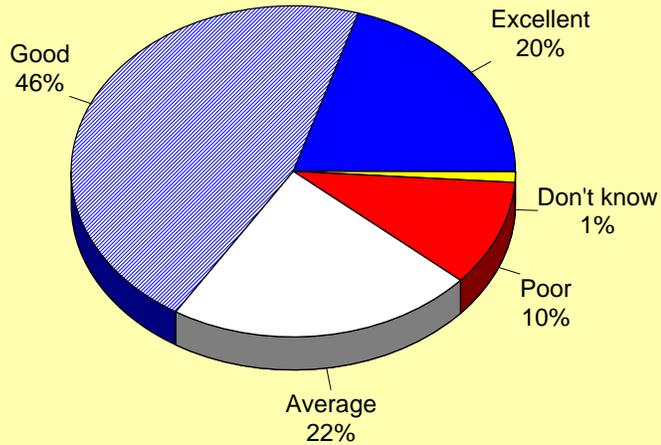
by percentage of business respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q3. How would you rate the physical appearance of the area where your business is located?

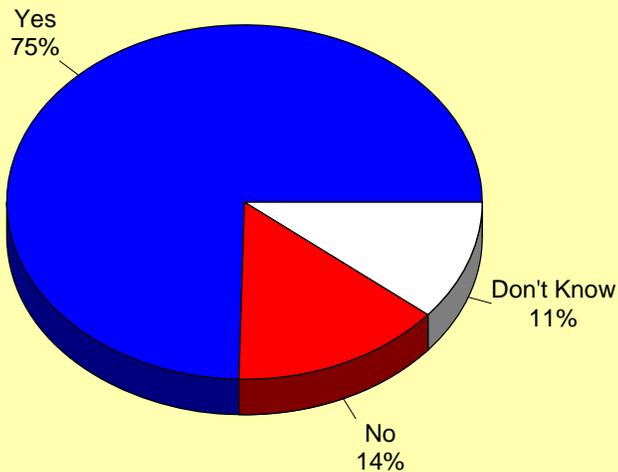
by percentage of business respondents



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q4. Do you think that the City of Hallandale Beach is a "Business Friendly" community?

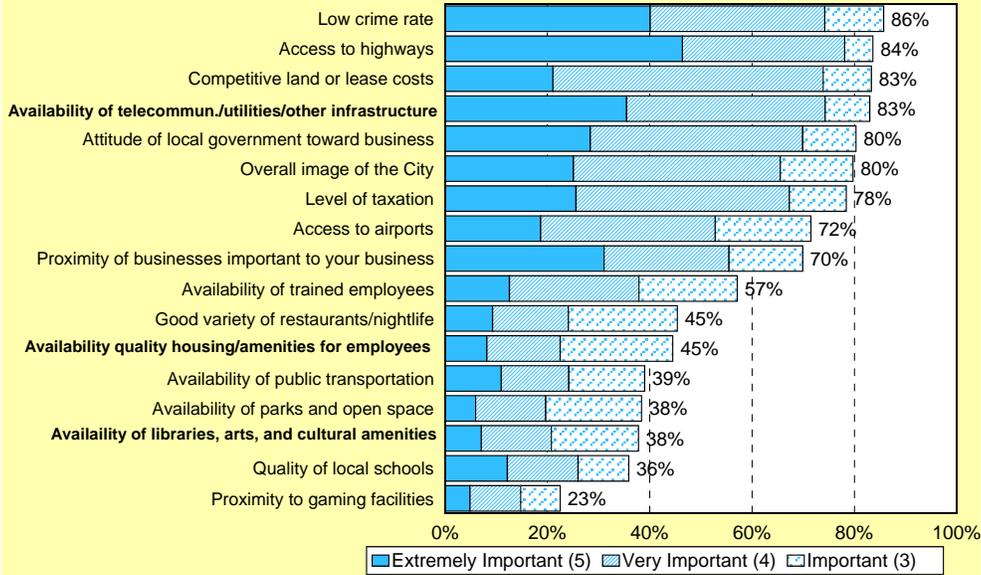
by percentage of business respondents



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

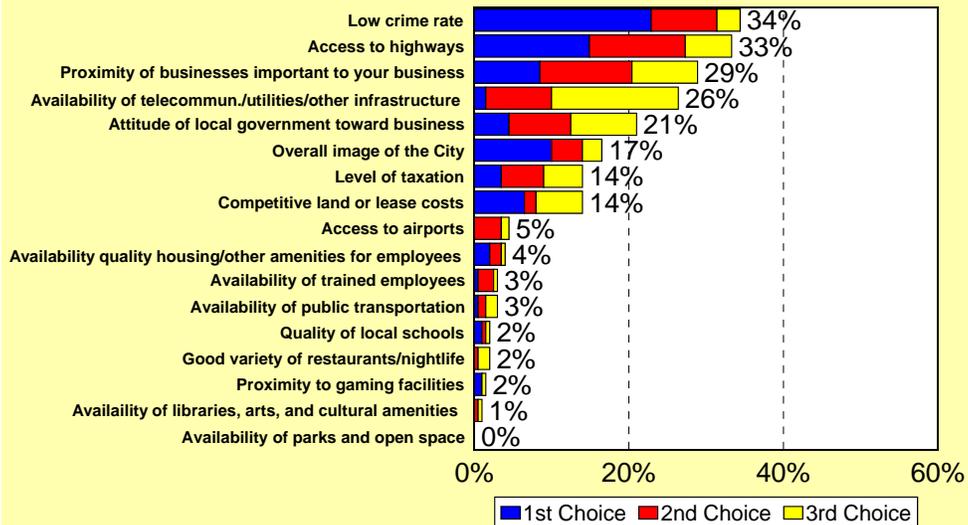
Q5. Reasons to Locate your Business in Hallandale Beach

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



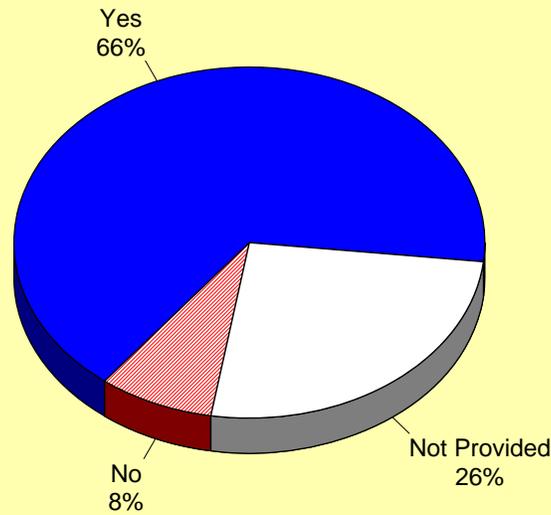
Q6. Reasons that impact your decision to stay in the City of Hallandale Beach for the next 10 years

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



Q7. Do you think the tax structure for the City of Hallandale Beach is fair?

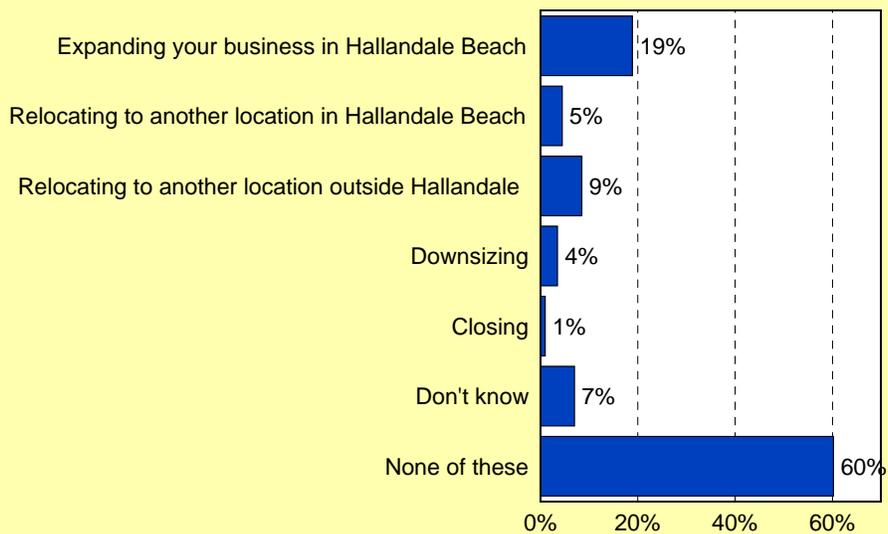
by percentage of business respondents



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

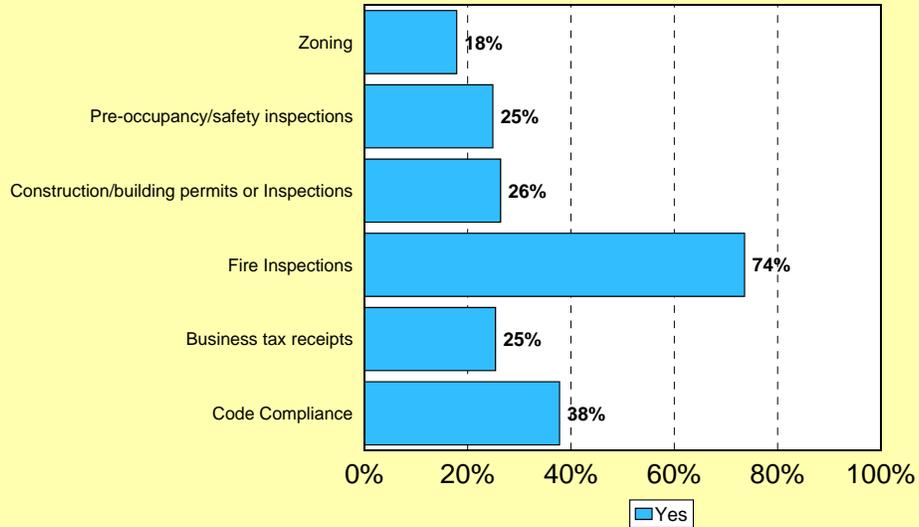
Q8. In the next 12 months, is your business considering any of the following?

by percentage of business respondents



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

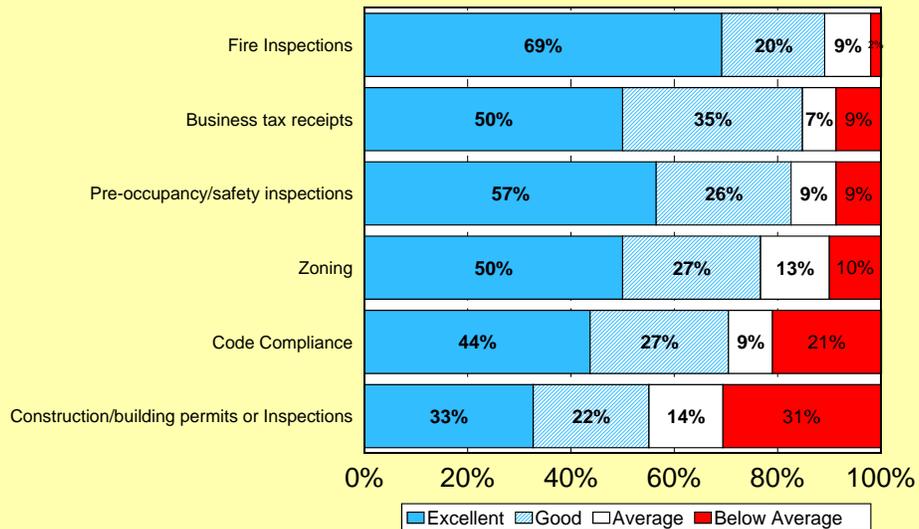
Q9. Did your business have any contact with City government during the past year?



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q9. Please Rate the City's Performance

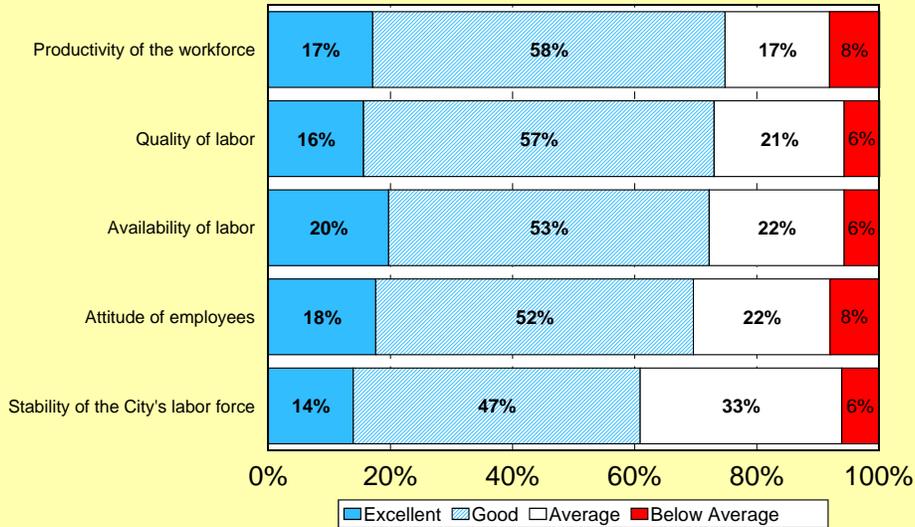
by percentage of business respondents who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q10. Please Rate the Labor Pool in the City of Hallandale Beach

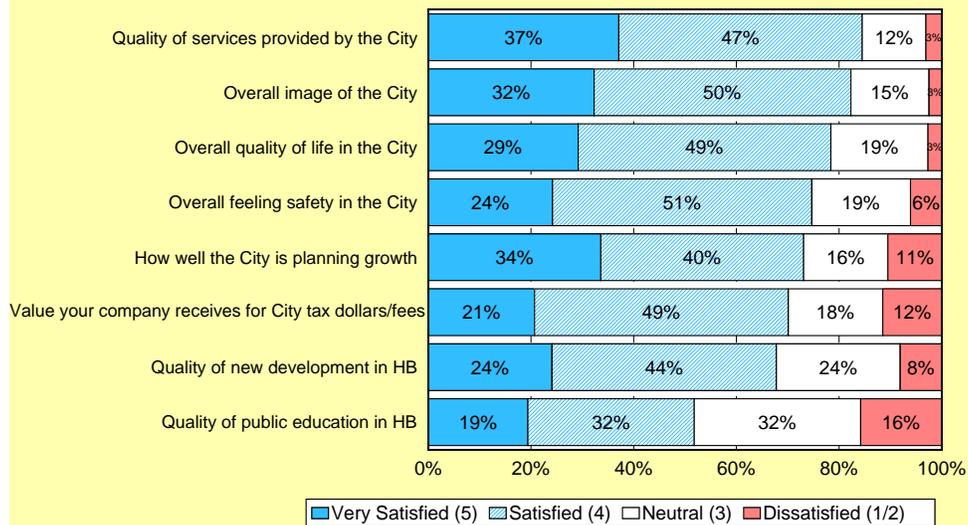
by percentage of business respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q11. Items That Influence Your Perception of the City of Hallandale Beach

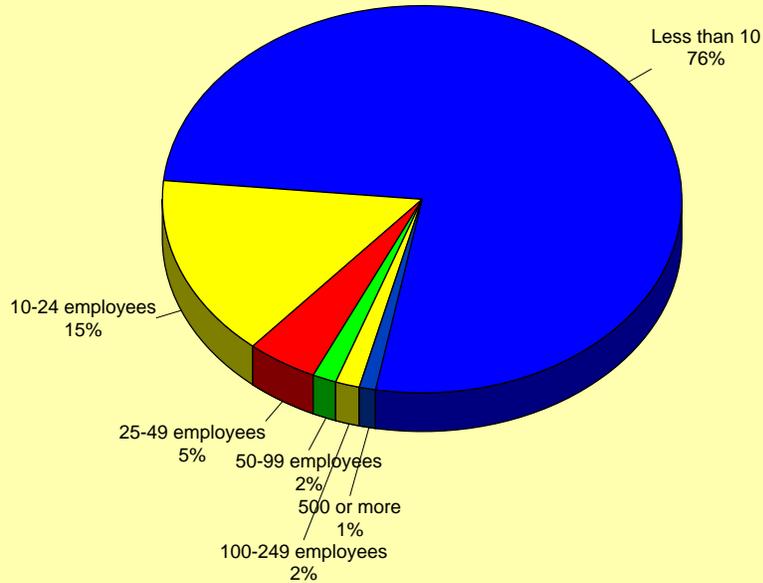
by percentage of business respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q12. Number of Employees in Hallandale Beach

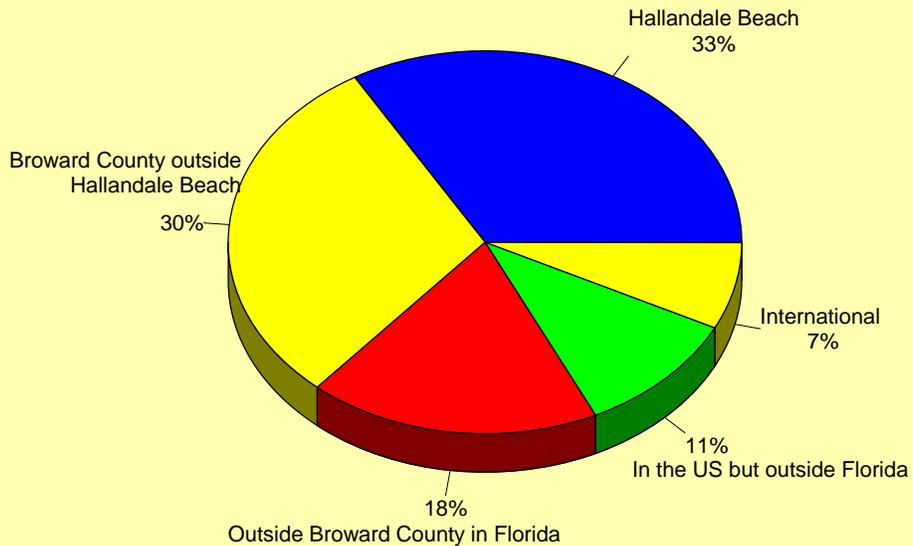
by percentage of business respondents



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q13. What Percentage of Your Customer Base is Represented by These Areas?

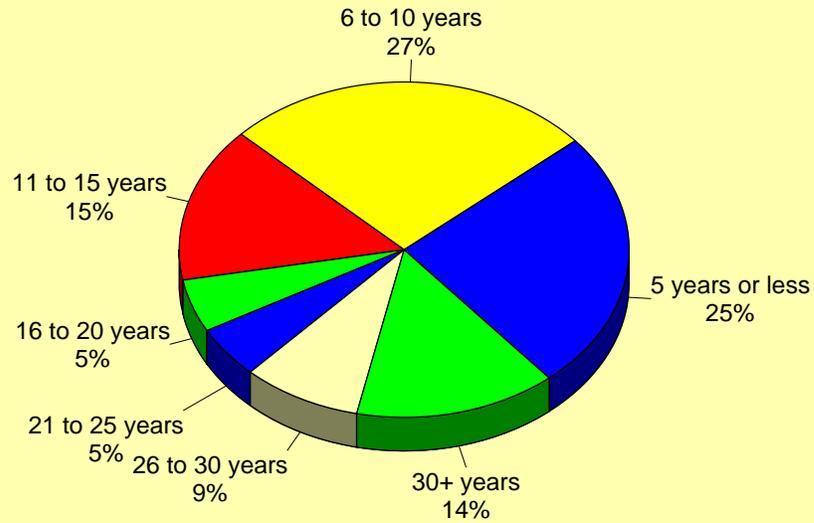
based on mean distribution reported by respondents to the business survey



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q14. Number of Years Your Business Has Been Operating in the City of Hallandale Beach

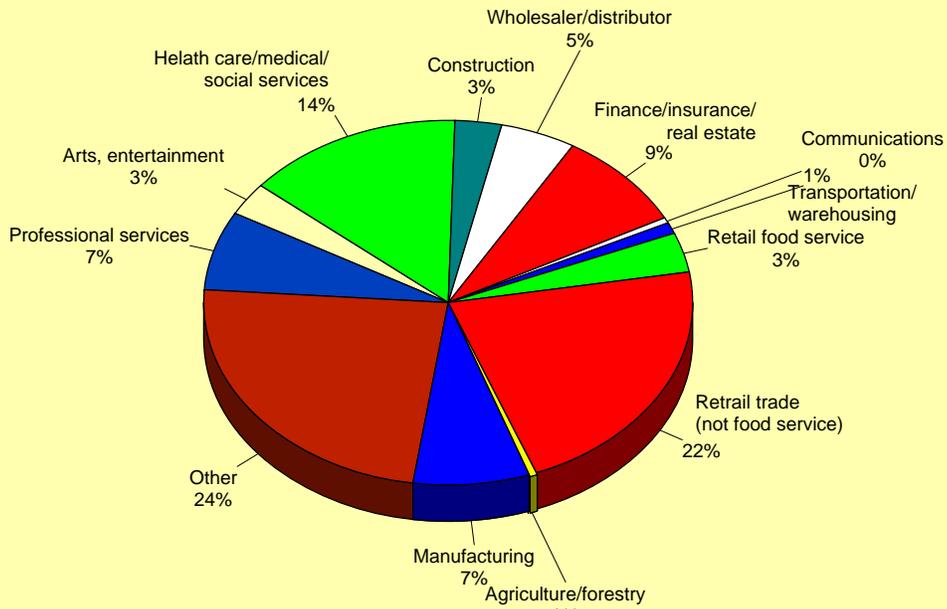
by percentage of business respondents



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q15. Type of Business

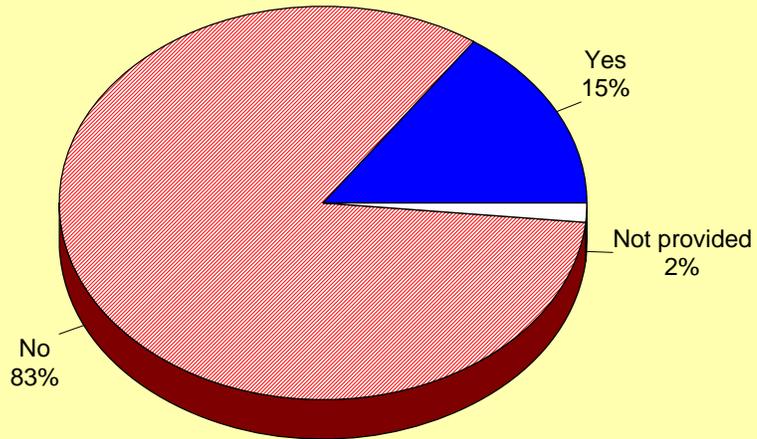
by percentage of business respondents



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q16. Are you aware of the City's available business programs?

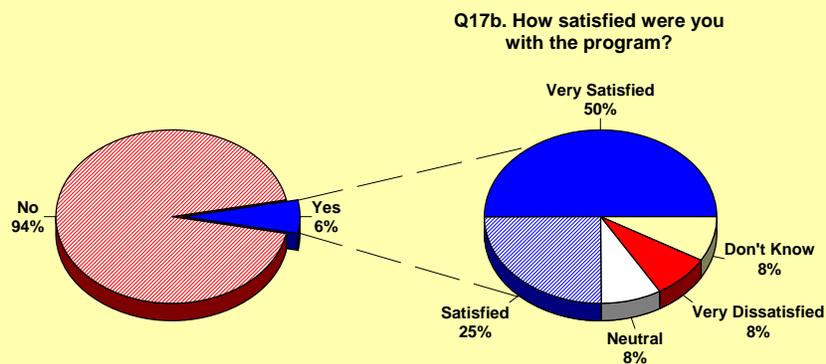
by percentage of business respondents



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Q17. Have you participated in any of the City's business programs?

by percentage of business respondents



Source: ETC Institute DirectionFinder (August 2011 - Business - Hallandale Beach, FL)

Section 8:
Business Tabular Data

2011 Hallandale Beach Business Survey

Q1 Please rate your overall satisfaction with several City services with regard to how the services affect your business's ability to operate. Please rate each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=201)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q1a City water and sewer services	5.5%	4.0%	8.0%	26.9%	52.2%	3.5%
Q1b Fire services	1.0%	1.5%	5.5%	14.4%	63.7%	13.9%
Q1c Emergency medical services	1.0%	1.0%	4.5%	15.9%	64.7%	12.9%
Q1d Police services	1.5%	3.5%	5.5%	18.4%	61.7%	9.5%
Q1e Street maintenance	4.0%	6.0%	16.4%	29.4%	40.8%	3.5%
Q1f Street lighting	1.0%	5.0%	9.5%	35.3%	45.8%	3.5%
Q1g Street sweeping and cleanliness of public areas	1.0%	5.5%	12.4%	37.8%	39.8%	3.5%
Q1h City drainage system	11.9%	17.9%	13.9%	24.9%	24.9%	6.5%
Q1i Availability of public transportation	3.5%	4.0%	15.9%	11.9%	24.4%	40.3%
Q1j City planning and development	5.5%	7.0%	13.4%	23.9%	21.4%	28.9%
Q1k Overall enforcement of city codes and ordinances	8.0%	7.5%	15.4%	26.4%	23.9%	18.9%
Q1l Economic development	4.0%	6.5%	14.9%	23.4%	20.9%	30.3%
Q1m CRA Business assistance	2.0%	2.0%	9.5%	7.5%	10.9%	68.2%
Q1n City sanitation services	5.5%	5.0%	12.9%	33.8%	34.3%	8.5%
Q1o Traffic flow in city	11.4%	14.4%	18.9%	30.3%	23.4%	1.5%

2011 Hallandale Beach Business Survey

Q1 Please rate your overall satisfaction with several City services with regard to how the services affect your business's ability to operate. Please rate each service on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without Don't Know)

(N=201)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q1a City water and sewer services	5.7%	4.1%	8.2%	27.8%	54.1%
Q1b Fire services	1.2%	1.7%	6.4%	16.8%	74.0%
Q1c Emergency medical services	1.1%	1.1%	5.1%	18.3%	74.3%
Q1d Police services	1.6%	3.8%	6.0%	20.3%	68.1%
Q1e Street maintenance	4.1%	6.2%	17.0%	30.4%	42.3%
Q1f Street lighting	1.0%	5.2%	9.8%	36.6%	47.4%
Q1g Street sweeping and cleanliness of public areas	1.0%	5.7%	12.9%	39.2%	41.2%
Q1h City drainage system	12.8%	19.1%	14.9%	26.6%	26.6%
Q1i Availability of public transportation	5.8%	6.7%	26.7%	20.0%	40.8%
Q1j City planning and development	7.7%	9.8%	18.9%	33.6%	30.1%
Q1k Overall enforcement of city codes and ordinances	9.8%	9.2%	19.0%	32.5%	29.4%
Q1l Economic development	5.7%	9.3%	21.4%	33.6%	30.0%
Q1m CRA Business assistance	6.3%	6.3%	29.7%	23.4%	34.4%
Q1n City sanitation services	6.0%	5.4%	14.1%	37.0%	37.5%
Q1o Traffic flow in city	11.6%	14.6%	19.2%	30.8%	23.7%

2011 Hallandale Beach Business Survey

Q2 Which THREE of the City services listed above are most important to your business?

<u>Q2 Top Priority</u>	<u>Number</u>	<u>Percent</u>
City water and sewer services	53	26.4 %
Fire services	20	10.0 %
Emergency medical services	6	3.0 %
Police services	19	9.5 %
Street maintenance	26	12.9 %
Street lighting	1	0.5 %
Street sweeping and cleanliness of public areas	5	2.5 %
City's drainage system	6	3.0 %
Availability of public transportation	2	1.0 %
City planning and development	7	3.5 %
Overall enforcement of city codes and	6	3.0 %
Economic development	8	4.0 %
CRA Business assistance programs	1	0.5 %
City sanitation services	3	1.5 %
Traffic flow in the City	9	4.5 %
<u>No Response</u>	<u>29</u>	<u>14.4 %</u>
Total	201	100.0 %

Q2 Which THREE of the City services listed above are most important to your business?

<u>Q2 Second Priority</u>	<u>Number</u>	<u>Percent</u>
City water and sewer services	6	3.0 %
Fire services	6	3.0 %
Emergency medical services	27	13.4 %
Police services	18	9.0 %
Street maintenance	29	14.4 %
Street lighting	8	4.0 %
Street sweeping and cleanliness of public areas	8	4.0 %
City's drainage system	14	7.0 %
Availability of public transportation	3	1.5 %
City planning and development	11	5.5 %
Overall enforcement of city codes and	8	4.0 %
Economic development	4	2.0 %
City sanitation services	10	5.0 %
Traffic flow in the City	9	4.5 %
<u>No Response</u>	<u>40</u>	<u>19.9 %</u>
Total	201	100.0 %

2011 Hallandale Beach Business Survey

Q2 Which THREE of the City services listed above are most important to your business?

<u>Q2 Third Priority</u>	<u>Number</u>	<u>Percent</u>
City water and sewer services	5	2.5 %
Fire services	4	2.0 %
Emergency medical services	3	1.5 %
Police services	25	12.4 %
Street maintenance	8	4.0 %
Street lighting	3	1.5 %
Street sweeping and cleanliness of public areas	6	3.0 %
City's drainage system	9	4.5 %
Availability of public transportation	4	2.0 %
City planning and development	10	5.0 %
Overall enforcement of city codes and	18	9.0 %
Economic development	8	4.0 %
CRA Business assistance programs	4	2.0 %
City sanitation services	23	11.4 %
Traffic flow in the City	15	7.5 %
<u>No Response</u>	<u>56</u>	<u>27.9 %</u>
Total	201	100.0 %

Q2 Which THREE of the City services listed above are most important to your business? (Sum of Top Three)

<u>Q2 Top Priority</u>	<u>Number</u>	<u>Percent</u>
City water and sewer services	64	31.8 %
Fire services	30	14.9 %
Emergency medical services	36	17.9 %
Police services	62	30.8 %
Street maintenance	63	31.3 %
Street lighting	12	6.0 %
Street sweeping and cleanliness of public areas	19	9.5 %
City's drainage system	29	14.4 %
Availability of public transportation	9	4.5 %
City planning and development	28	13.9 %
Overall enforcement of city codes and	32	15.9 %
Economic development	20	10.0 %
CRA Business assistance programs	5	2.5 %
City sanitation services	36	17.9 %
<u>Traffic flow in the City</u>	<u>33</u>	<u>16.4 %</u>
Total	478	

2011 Hallandale Beach Business Survey

Q3 How would you rate the physical appearance of the area where your business is located?

Q3 How would you rate the physical appearance of the area where your business is located?	Number	Percent
Excellent	41	20.4 %
Good	92	45.8 %
Average	45	22.4 %
Poor	21	10.4 %
Don't Know	2	1.0 %
Total	201	100.0 %

Q3 How would you rate the physical appearance of the area where your business is located? (Without Don't Know)

Q3 How would you rate the physical appearance of the area where your business is located?	Number	Percent
Excellent	41	20.6 %
Good	92	46.2 %
Average	45	22.6 %
Poor	21	10.6 %
Total	199	100.0 %

Q4 Do you think that the City of Hallandale Beach is a "Business Friendly" community?

Q4 Do you think that the City of Hallandale Beach is a "Business Friendly" community?	Number	Percent
Yes	150	74.6 %
No	29	14.4 %
Don't Know	22	10.9 %
Total	201	100.0 %

Q4 Do you think that the City of Hallandale Beach is a "Business Friendly" community? (Without Don't Know)

Q4 Do you think that the City of Hallandale Beach is a "Business Friendly" community?	Number	Percent
Yes	150	83.8 %
No	29	16.2 %
Total	179	100.0 %

2011 Hallandale Beach Business Survey

Q4a Why not?

Q4a Why not

AGGRESSIVE AGAINST BUSINESSES
CITY RUN BY TAX HUNGRY PEOPLE
CODE ENFORCEMENT IS ARBITRARY
CODES HARD TO START BUSINESS
DUMPSTER LID SMASHED OFTEN
FEES TOO HIGH
LACK OF COOPERATION
LISTEN BUT THEY DON'T HEAR US
LOT OF CRIME, HOMELESSNESS,ETC
NO PROGRAMS FOR LOCAL CONTRACT
NW AREA GETS NO BENEFITS
ONE WAY STREET NOT ENFORCED
OUT OF TOWN OWNER GETS NO VOTE
PEOPLE SUPPORT THEIR OWN PEOPLE
PERMITS AND SIGNAGE PROBLEM
PERMITS/CODE ENFORCEMENT HARD
PROHIBITIONS ON SIGNAGE
RESTRICTIONS ON SIGNS, PERMITS
SANITATION SERV PERMITS BAD
SEVERE SIGNAGE RESTRICTIONS
SIGNAGE ENFORCEMENT TOO STRICT
SIGNAGE RESTRICTIONS AND FINES
STRICT CODES,PLANNING,PERMITS
TOO MANY RULES AND REGULATIONS
TOO MUCH CODE ENFORCEMENT
UTILITY RATES,NO GOVT INTEREST
UTILITY SERVICES TOO EXPENSIVE

2011 Hallandale Beach Business Survey

Q5 Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Hallandale Beach?

(N=201)

	Not Important	Less Important	Important	Very Important	Extreme Important	No Response
Q5a Overall image of the City	14.9%	3.5%	12.9%	36.8%	22.9%	9.0%
Q5b Quality of local schools	43.8%	13.9%	9.0%	12.4%	10.9%	10.0%
Q5c Low crime rate	11.9%	1.0%	10.4%	30.8%	36.3%	9.5%
Q5d Availability of trained employees	27.9%	10.9%	17.4%	22.9%	11.4%	9.5%
Q5e Level of taxation	17.4%	2.0%	10.0%	37.3%	22.9%	10.4%
Q5f Access to highways	12.9%	2.0%	5.0%	28.9%	42.3%	9.0%
Q5g Access to airports	17.9%	8.0%	16.9%	30.8%	16.9%	9.5%
Q5h Availability of quality housing and other amenities for employees	30.8%	19.4%	19.9%	12.9%	7.5%	9.5%
Q5i Proximity of businesses that are important to your business	17.4%	9.5%	12.9%	21.9%	27.9%	10.4%
Q5j Availability of public transportation	34.3%	20.9%	13.4%	11.9%	10.0%	9.5%
Q5k Availability of libraries, arts, and cultural amenities	32.8%	23.4%	15.4%	12.4%	6.5%	9.5%
Q5l Attitude of local government toward business	16.4%	1.5%	9.5%	37.8%	25.9%	9.0%
Q5m Availability of telecommunications, utilities and other infrastructure	12.9%	2.5%	8.0%	35.3%	32.3%	9.0%
Q5n Proximity to gaming facilities	61.7%	8.5%	7.0%	9.0%	4.5%	9.5%
Q5o Availability of parks and open space	32.3%	23.4%	16.9%	12.4%	5.5%	9.5%
Q5p Good variety of restaurants/nightlife	29.9%	19.9%	19.4%	13.4%	8.5%	9.0%
Q5q Competitive land or lease costs	12.4%	2.5%	8.5%	47.3%	18.9%	10.4%

2011 Hallandale Beach Business Survey

Q5 Using a scale from 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Hallandale Beach? (Without No Response)

(N=201)

	Not Important	Less Important	Important	Very Important	Extreme Important
Q5a Overall image of the City	16.4%	3.8%	14.2%	40.4%	25.1%
Q5b Quality of local schools	48.6%	15.5%	9.9%	13.8%	12.2%
Q5c Low crime rate	13.2%	1.1%	11.5%	34.1%	40.1%
Q5d Availability of trained employees	30.8%	12.1%	19.2%	25.3%	12.6%
Q5e Level of taxation	19.4%	2.2%	11.1%	41.7%	25.6%
Q5f Access to highways	14.2%	2.2%	5.5%	31.7%	46.4%
Q5g Access to airports	19.8%	8.8%	18.7%	34.1%	18.7%
Q5h Availability of quality housing and other amenities for employees	34.1%	21.4%	22.0%	14.3%	8.2%
Q5i Proximity of businesses that are important to your business	19.4%	10.6%	14.4%	24.4%	31.1%
Q5j Availability of public transportation	37.9%	23.1%	14.8%	13.2%	11.0%
Q5k Availability of libraries, arts, and cultural amenities	36.3%	25.8%	17.0%	13.7%	7.1%
Q5l Attitude of local government toward business	18.0%	1.6%	10.4%	41.5%	28.4%
Q5m Availability of telecommunications, utilities and other infrastructure	14.2%	2.7%	8.7%	38.8%	35.5%
Q5n Proximity to gaming facilities	68.1%	9.3%	7.7%	9.9%	4.9%
Q5o Availability of parks and open space	35.7%	25.8%	18.7%	13.7%	6.0%
Q5p Good variety of restaurants/nightlife	32.8%	21.9%	21.3%	14.8%	9.3%
Q5q Competitive land or lease costs	13.9%	2.8%	9.4%	52.8%	21.1%

2011 Hallandale Beach Business Survey

Q6 Which THREE of the reasons listed above will have the most impact on your decision to stay in the City of Hallandale Beach for the next 10 years?

<u>Q6 Top Priority</u>	<u>Number</u>	<u>Percent</u>
Overall image of the City	20	10.0 %
Quality of local schools	2	1.0 %
Low crime rate	46	22.9 %
Availability of trained employees	1	0.5 %
Level of taxation	7	3.5 %
Access to highways	30	14.9 %
Availability of quality housing and other	4	2.0 %
Proximity of businesses that are important	17	8.5 %
Availability of public transportation	1	0.5 %
Attitude of local government toward business	9	4.5 %
Availability of telecommunications, utilities	3	1.5 %
Proximity to gaming facilities	2	1.0 %
Competitive land or lease costs	13	6.5 %
No Response	46	22.9 %
Total	201	100.0 %

Q6 Which THREE of the reasons listed above will have the most impact on your decision to stay in the City of Hallandale Beach for the next 10 years?

<u>Q6 Second Priority</u>	<u>Number</u>	<u>Percent</u>
Overall image of the City	8	4.0 %
Quality of local schools	1	0.5 %
Low crime rate	17	8.5 %
Availability of trained employees	4	2.0 %
Level of taxation	11	5.5 %
Access to highways	25	12.4 %
Access to airports	7	3.5 %
Availability of quality housing and other	3	1.5 %
Proximity of businesses that are important	24	11.9 %
Availability of public transportation	2	1.0 %
Availability of libraries, arts, and cultural	1	0.5 %
Attitude of local government toward business	16	8.0 %
Availability of telecommunications, utilities	17	8.5 %
Good variety of restaurants/nightlife	1	0.5 %
Competitive land or lease costs	3	1.5 %
No Response	61	30.3 %
Total	201	100.0 %

2011 Hallandale Beach Business Survey

Q6 Which THREE of the reasons listed above will have the most impact on your decision to stay in the City of Hallandale Beach for the next 10 years?

<u>Q6 Third Priority</u>	<u>Number</u>	<u>Percent</u>
Overall image of the City	5	2.5 %
Quality of local schools	1	0.5 %
Low crime rate	6	3.0 %
Availability of trained employees	1	0.5 %
Level of taxation	10	5.0 %
Access to highways	12	6.0 %
Access to airports	2	1.0 %
Availability of quality housing and other	1	0.5 %
Proximity of businesses that are important	17	8.5 %
Availability of public transportation	3	1.5 %
Availability of libraries, arts, and cultural	1	0.5 %
Attitude of local government toward business	17	8.5 %
Availability of telecommunications, utilities	33	16.4 %
Proximity to gaming facilities	1	0.5 %
Good variety of restaurants/nightlife	3	1.5 %
Competitive land or lease costs	12	6.0 %
No Response	76	37.8 %
Total	201	100.0 %

Q6 Which THREE of the reasons listed above will have the most impact on your decision to stay in the City of Hallandale Beach for the next 10 years? (Sum of Top Three Choices)

<u>Q6 Top Priority</u>	<u>Number</u>	<u>Percent</u>
Overall image of the City	33	16.4 %
Quality of local schools	4	2.0 %
Low crime rate	69	34.3 %
Availability of trained employees	6	3.0 %
Level of taxation	28	13.9 %
Access to highways	67	33.3 %
Access to airports	9	4.5 %
Availability of quality housing and other	8	4.0 %
Proximity of businesses that are important	58	28.9 %
Availability of public transportation	6	3.0 %
Availability of libraries, arts, and cultural	2	1.0 %
Attitude of local government toward business	42	20.9 %
Availability of telecommunications, utilities	53	26.4 %
Proximity to gaming facilities	3	1.5 %
Good variety of restaurants/nightlife	4	2.0 %
Competitive land or lease costs	28	13.9 %
Total	420	

2011 Hallandale Beach Business Survey

Q7 Do you think the tax structure for businesses in the City of Hallandale Beach is fair?

Q7 Do you think the tax structure for businesses in the City of Hallandale Beach is fair?	Number	Percent
Yes	133	66.2 %
No	16	8.0 %
Don't Know	52	25.9 %
Total	201	100.0 %

Q7 Do you think the tax structure for businesses in the City of Hallandale Beach is fair? (Without Don't Know)

Q7 Do you think the tax structure for businesses in the City of Hallandale Beach is fair?	Number	Percent
Yes	133	89.3 %
No	16	10.7 %
Total	149	100.0 %

Q7a Why not

Q7a Why not

BECAUSE COMPANIES MOVE
BUSINESS LOW BUT MILLAGE RAISE
CODE ENFORCEMENT IS HARSH
FIRE/DRAINAGE FEE UNFAIR
NEED STREET LIGHTS AND SIGNAGE
OVERVALUE RESULTS IN OVERTAXED
SCHOOL TAXES HIGH
TAX IS TOO HIGH
TAXES IN GENERAL ARE HIGH
TOO HIGH
TOO HIGH
TOO HIGH FOR LOCAL BUSINESS

2011 Hallandale Beach Business Survey

Q8 In the next 12 months, is your business considering any of the following?

Q8 In the next 12 months, is your business considering any of the following?	Number	Percent
None of these	121	60.2 %
Expanding your business in Hallandale Beach	38	18.9 %
Relocating to another location in Hallandale Beach	9	4.5 %
Relocating to another location outside Hallandale Beach	17	8.5 %
Downsizing	7	3.5 %
Closing	2	1.0 %
Don't Know	14	7.0 %
Total	208	

Q8 In the next 12 months, is your business considering any of the following? (Without Don't Know)

Q8 In the next 12 months, is your business considering any of the following?	Number	Percent
None of these	121	60.2 %
Expanding your business in Hallandale Beach	38	18.9 %
Relocating to another location in Hallandale Beach	9	4.5 %
Relocating to another location outside Hallandale Beach	17	8.5 %
Downsizing	7	3.5 %
Closing	2	1.0 %
Total	194	

2011 Hallandale Beach Business Survey

Q9 Please indicate whether your business had any contact with any unit of Hallandale Beach City government during the past year related to the following issues.

(N=201)

	Yes	No
Q9a Zoning	17.9%	82.1%
Q9b Pre-occupancy/safety inspections	24.9%	75.1%
Q9c Construction/building permits or Inspections	26.4%	73.6%
Q9d Fire inspections	73.6%	26.4%
Q9e Business tax receipts	25.4%	74.6%
Q9f Code compliance	37.8%	62.2%

2011 Hallandale Beach Business Survey

Q9 If yes, please rate the City's performance in that area.

(N=201)

	Poor	Below Average	Average	Good	Excellent	Don't Know
Q9a-Zoning	8.3%	0.0%	11.1%	22.2%	41.7%	16.7%
Q9b-Pre-occupancy/safety inspections	6.0%	2.0%	8.0%	24.0%	52.0%	8.0%
Q9c-Construction/building permits or Inspections	17.0%	11.3%	13.2%	20.8%	30.2%	7.5%
Q9d-Fire inspections	2.0%	0.0%	8.8%	19.6%	68.2%	1.4%
Q9e-Business tax receipts	5.9%	2.0%	5.9%	31.4%	45.1%	9.8%
Q9f-Code compliance	13.2%	6.6%	7.9%	25.0%	40.8%	6.6%

Q9 If yes, please rate the City's performance in that area. (Without Don't Know)

(N=201)

	Poor	Below Average	Average	Good	Excellent
Q9a-Zoning	10.0%	0.0%	13.3%	26.7%	50.0%
Q9b-Pre-occupancy/safety inspections	6.5%	2.2%	8.7%	26.1%	56.5%
Q9c-Construction/building permits or Inspections	18.4%	12.2%	14.3%	22.4%	32.7%
Q9d-Fire inspections	2.1%	0.0%	8.9%	19.9%	69.2%
Q9e-Business tax receipts	6.5%	2.2%	6.5%	34.8%	50.0%
Q9f-Code compliance	14.1%	7.0%	8.5%	26.8%	43.7%

2011 Hallandale Beach Business Survey

Q10 Please rate the labor pool in the City of Hallandale Beach in the following areas:

(N=201)

	Poor	Below Average	Average	Good	Excellent	Don't Know
Q10a Quality of labor	1.5%	2.0%	12.9%	34.8%	9.5%	39.3%
Q10b Availability of labor	1.0%	2.5%	13.4%	31.8%	11.9%	39.3%
Q10c Stability of the City's labor force	1.5%	2.0%	18.9%	26.9%	8.0%	42.8%
Q10d Attitude of employees	1.5%	3.5%	13.9%	32.3%	10.9%	37.8%
Q10e Productivity of workforce	2.0%	3.0%	10.4%	35.3%	10.4%	38.8%

Q10 Please rate the labor pool in the City of Hallandale Beach in the following areas:(Without Don't Know)

(N=201)

	Poor	Below Average	Average	Good	Excellent
Q10a Quality of labor	2.5%	3.3%	21.3%	57.4%	15.6%
Q10b Availability of labor	1.6%	4.1%	22.1%	52.5%	19.7%
Q10c Stability of the City's labor force	2.6%	3.5%	33.0%	47.0%	13.9%
Q10d Attitude of employees	2.4%	5.6%	22.4%	52.0%	17.6%
Q10e Productivity of workforce	3.3%	4.9%	17.1%	57.7%	17.1%

2011 Hallandale Beach Business Survey

Q11 Several items that may influence your perception of the City of Hallandale Beach are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=201)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Q11a Overall quality of services provided by the City of Hallandale Beach (HB)	1.5%	1.5%	11.9%	45.8%	35.8%	3.5%
Q11b Overall image of city	0.5%	2.0%	14.9%	49.3%	31.8%	1.5%
Q11c How well city is planning growth	2.5%	5.5%	12.4%	29.9%	25.4%	24.4%
Q11d Overall quality of life in the City	0.5%	2.0%	17.4%	45.3%	26.9%	8.0%
Q11e Quality of new development in HB	2.0%	4.5%	18.9%	34.3%	18.9%	21.4%
Q11f Quality of public education in HB	2.5%	6.0%	17.4%	17.4%	10.4%	46.3%
Q11g Overall feeling of safety in the City	0.5%	5.5%	18.9%	49.8%	23.9%	1.5%
Q11h Overall value your company receives for your City tax dollars and fees	5.0%	5.0%	15.9%	42.8%	17.9%	13.4%

2011 Hallandale Beach Business Survey

Q11 Several items that may influence your perception of the City of Hallandale Beach are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without Don't Know)

(N=201)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Q11a Overall quality of services provided by the City of Hallandale Beach (HB)	1.5%	1.5%	12.4%	47.4%	37.1%
Q11b Overall image of city	0.5%	2.0%	15.2%	50.0%	32.3%
Q11c How well city is planning growth	3.3%	7.2%	16.4%	39.5%	33.6%
Q11d Overall quality of life in the City	0.5%	2.2%	18.9%	49.2%	29.2%
Q11e Quality of new development in HB	2.5%	5.7%	24.1%	43.7%	24.1%
Q11f Quality of public education in HB	4.6%	11.1%	32.4%	32.4%	19.4%
Q11g Overall feeling of safety in the City	0.5%	5.6%	19.2%	50.5%	24.2%
Q11h Overall value your company receives for your City tax dollars and fees	5.7%	5.7%	18.4%	49.4%	20.7%

2011 Hallandale Beach Business Survey

Q12 Approximately how many employees do you employ in Hallandale Beach?

Q12 Approximately how many employees do you employ in Hallandale Beach?	Number	Percent
Less than 10	151	75.1 %
10-24	30	14.9 %
25-49	9	4.5 %
50-99	3	1.5 %
100-249	3	1.5 %
500 or more	2	1.0 %
No Response	3	1.5 %
Total	201	100.0 %

Q12 Approximately how many employees do you employ in Hallandale Beach?(Without No Response)

Q12 Approximately how many employees do you employ in Hallandale Beach?	Number	Percent
Less than 10	151	76.3 %
10-24	30	15.2 %
25-49	9	4.5 %
50-99	3	1.5 %
100-249	3	1.5 %
500 or more	2	1.0 %
Total	198	100.0 %

2011 Hallandale Beach Business Survey

Q13 Approximately what percentage of your customer base is represented by the following groups?

	Mean	Total	Sum
Q13 Customers from the City of Hallandale Beach	33.40	176	5878
Q13 Customers from Broward County outside the City of Hallandale Beach	30.32	176	5336
Q13 Other Florida customers (Outside Broward County)	18.28	176	3217
Q13 Customers in the U.S. but outside Florida	10.76	176	1894
Q13 International/overseas customers	7.26	176	1278

Q14 Approximately how many years has your business been operating in the City of Hallandale Beach?

Q14 Approximately how many years has your business been operating in the City of Hallandale Beach?	Number	Percent
5 or fewer years	49	25.1 %
6-10 years	52	26.7 %
11-15 years	29	14.9 %
16-20 years	10	5.1 %
21-25 years	10	5.1 %
26-30 years	17	8.7 %
Over 30 years	28	14.4 %
Total	195	100.0 %

Q14 Approximately how many years has your business been operating in the City of Hallandale Beach?

Q14 Operates outside city	Number	Percent
Outside the city	1	0.5 %
In city	200	99.5 %
Total	201	100.0 %

2011 Hallandale Beach Business Survey

Q15 How would you best describe your business? Are you a manufacturer, wholesaler, etc.?

Q15 How would you best describe your business? Are you a manufacturer, wholesaler, etc.?	Number	Percent
Manufacturing	15	7.5 %
Agriculture/forestry	1	0.5 %
Retail trade (not food service)	44	21.9 %
Retail food service	7	3.5 %
Transportation/warehousing	2	1.0 %
Communications	1	0.5 %
Finance/insurance/real estate	18	9.0 %
Wholesaler/distributor	10	5.0 %
Construction	6	3.0 %
Health care/medical/social services	29	14.4 %
Arts, entertainment, recreation	6	3.0 %
Professional services (law, consulting, architecture, engineers, etc)	14	7.0 %
Other	48	23.9 %
Total	201	100.0 %

2011 Hallandale Beach Business Survey

Q15 Other

Q15 Other

ALTERATION SERVICES
ALTERATIONS
APARTMENT OFFICE
AUTOMOTIVE
BUSINESS DESIGN
BUSINESS SERVICES
BUSINESS SERVICES
CHURCH
CHURCH
CHURCH
CLEANING CARS
CONDO ASSOC OFFICE
CONDOMINIUM
CUSTOM CANVAS AND INTERIOR
DAYCARE
DAYCARE
DAYCARE
DAYCARE
EDUCATION
EXPORT TRUCK PARTS
EXPORTER
FOOD PANTRY
GARAGE MECHANIC
GROUP HOME
HOTEL
INTERNET RETAIL/WHOLESALE
IT
JANITORIAL
JANITORIAL SERVICE
MANAGEMENT COMPANY
MANAGEMENT CONSULTING
MOTEL
MOTEL AND APARTMENTS
NON-PROFIT
PAPER PRINTING
PRINTING SERVICES
PROPERTY RENTAL
PUBLISHER
REAL ESTATE
REAL ESTATE
RENTAL APARTMENTS
SALES OFFICE
STAFFING COMPANY
SYNAGOGUE
WRECKER SERVICE

2011 Hallandale Beach Business Survey

Q16 Are you aware of the City's available business programs?

Q16 Are you aware of the City's available business programs?	Number	Percent
Yes	31	15.4 %
No	167	83.1 %
No Response	3	1.5 %
Total	201	100.0 %

Q16 Are you aware of the City's available business programs? (Without No Response)

Q16 Are you aware of the City's available business programs?	Number	Percent
Yes	31	15.7 %
No	167	84.3 %
Total	198	100.0 %

2011 Hallandale Beach Business Survey

Q17 Have you participated in any of the City's business programs?

Q17 Have you participated in any of the City's business programs?	Number	Percent
Yes	12	6.0 %
No	188	93.5 %
No Response	1	0.5 %
Total	201	100.0 %

Q17a If Yes, then: Which program?

Q17a Which program

A FINANCIAL PROGRAM
BUS DEVELOP, CHAMBER OF COMMERCE
BUSINESS CARD EXCHANGE
CRA
CRA
CRA, LOAN PROGRAMS
LOAN FOR BUILDING UPGRADE
NOT SURE - SEVERAL OVER YEARS
PAL AND CHAMBER OF COMMERCE
SMALL BUSINESS RETENTION PROG

2011 Hallandale Beach Business Survey

Q17b How satisfied were you with the program?

<u>Q17b How satisfied were you with the program?</u>	<u>Number</u>	<u>Percent</u>
Very Satisfied	6	50.0 %
Satisfied	3	25.0 %
Neutral	1	8.3 %
Very Dissatisfied	1	8.3 %
Don't Know	1	8.3 %
Total	12	100.0 %

Q17b How satisfied were you with the program? (Without Don't Know)

<u>Q17b How satisfied were you with the program?</u>	<u>Number</u>	<u>Percent</u>
Very Satisfied	6	54.5 %
Satisfied	3	27.3 %
Neutral	1	9.1 %
Very Dissatisfied	1	9.1 %
Total	11	100.0 %

Section 9:
Business Survey Instrument



City of Hallandale Beach

Mark Antonio
City Manager

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Hallandale Beach, FL 33009-6433
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Fax: (954) 457-1342

June 2011

City Mgr. Fax: (954) 457-1454

Dear Hallandale Beach Business Leader:

You have been randomly selected to help the City of Hallandale Beach! You are one of just 800 businesses that have received the enclosed survey. 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 City leaders 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.

We greatly appreciate your time. This survey will take approximately 10 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 in the next few days. 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.

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

Sincerely,

Mark Antonio
City Manager

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.

2011 City of Hallandale Beach Business Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve the community in long-range planning decisions, and determine how well the City is meeting your company's needs. You may return this survey in the enclosed postage paid envelope or fax your answers to ETC Institute (FAX: 913-829-1591).

- 1. Please rate your overall satisfaction with several City services with regard to how the services affect your business's ability to operate. Please rate each service on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How Satisfied Are You With:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	City water and sewer services	5	4	3	2	1	9
B.	Fire services	5	4	3	2	1	9
C.	Emergency medical services	5	4	3	2	1	9
D.	Police services	5	4	3	2	1	9
E.	Street maintenance	5	4	3	2	1	9
F.	Street lighting	5	4	3	2	1	9
G.	Street sweeping and cleanliness of public areas	5	4	3	2	1	9
H.	City's drainage system	5	4	3	2	1	9
I.	Availability of public transportation	5	4	3	2	1	9
J.	City planning and development	5	4	3	2	1	9
K.	Overall enforcement of city codes and ordinances	5	4	3	2	1	9
L.	Economic development	5	4	3	2	1	9
M.	CRA Business assistance programs	5	4	3	2	1	9
O.	City sanitation services	5	4	3	2	1	9
P.	Traffic flow in the City	5	4	3	2	1	9

- 2. Which THREE of the City services listed above are most important to your business?** [Write in the letters below using the letters from the list in Question 1 above].

 1st 2nd 3rd

- 3. How would you rate the physical appearance of the area where your business is located?**

_____(1) Excellent _____(4) Poor
 _____(2) Good _____(9) Don't know
 _____(3) Average

- 4. Do you think that the City of Hallandale Beach is a "Business Friendly" community?**

____(1) Yes ____ (2) No ____ (9) Don't Know

4a. If NO: Why not? _____

5. Using a scale from 1 to 5 where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in Hallandale Beach?

Reason		Extremely Important	Very Important	Important	Less Important	Not Important
A.	Overall image of the City	5	4	3	2	1
B.	Quality of local schools	5	4	3	2	1
C.	Low crime rate	5	4	3	2	1
D.	Availability of trained employees	5	4	3	2	1
E.	Level of taxation	5	4	3	2	1
F.	Access to highways	5	4	3	2	1
G.	Access to airports	5	4	3	2	1
H.	Availability of quality housing and other amenities for employees	5	4	3	2	1
I.	Proximity of businesses that are important to your business	5	4	3	2	1
J.	Availability of public transportation	5	4	3	2	1
K.	Availability of libraries, arts, and cultural amenities	5	4	3	2	1
L.	Attitude of local government toward business	5	4	3	2	1
M.	Availability of telecommunications, utilities and other infrastructure	5	4	3	2	1
N.	Proximity to gaming facilities	5	4	3	2	1
O.	Availability of parks and open space	5	4	3	2	1
P.	Good variety of restaurants/nightlife	5	4	3	2	1
Q.	Competitive land or lease costs	5	4	3	2	1

6. Which **THREE** of the reasons listed above will have the most impact on your decision to stay in the City of Hallandale Beach for the next 10 years? [Write the letters for your top 3 choices below using the letters from the list in Question 5 above]

 1st 2nd 3rd

7. Do you think the tax structure for businesses in the City of Hallandale Beach is fair?
 ___(1) Yes ___(2) No ___(9) Don't Know

7a. IF NO: Why not? _____

8. In the next 12 months, is your business considering any of the following? (check all that apply)
- ___(1) Expanding your business in Hallandale Beach
 - ___(2) Relocating to another location in Hallandale Beach
 - ___(3) Relocating to another location outside Hallandale Beach
 - ___(4) Downsizing
 - ___(5) Closing
 - ___(9) Don't know
 - ___(0) None of these

9. Please indicate whether your business had any contact with any unit of Hallandale Beach City government during the past year related to the following issues. If yes, please rate the City's performance in that area.

<i>Have you had this type of contact with the City?</i>			Type/Area of Contact	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	YES	NO	Zoning	5	4	3	2	1	9
B.	YES	NO	Pre-occupancy/safety inspections	5	4	3	2	1	9
C.	YES	NO	Construction/building permits or Inspections	5	4	3	2	1	9
D.	YES	NO	Fire inspections	5	4	3	2	1	9
E.	YES	NO	Business tax receipts	5	4	3	2	1	9
F.	YES	NO	Code compliance	5	4	3	2	1	9

10. Please rate the labor pool in the City of Hallandale Beach in the following areas:

<i>Area Rated</i>	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A. Quality of labor	5	4	3	2	1	9
B. Availability of labor	5	4	3	2	1	9
C. Stability of the City's labor force	5	4	3	2	1	9
D. Attitude of employees	5	4	3	2	1	9
E. Productivity of the workforce	5	4	3	2	1	9

11. Several items that may influence your perception of the City of Hallandale Beach are listed below. Please rate each item 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 provided by the City of Hallandale Beach (HB)	5	4	3	2	1	9
B. Overall image of the City	5	4	3	2	1	9
C. How well the City is planning growth	5	4	3	2	1	9
D. Overall quality of life in the City	5	4	3	2	1	9
E. Quality of new development in HB	5	4	3	2	1	9
F. Quality of public education in HB	5	4	3	2	1	9
G. Overall feeling of safety in the City	5	4	3	2	1	9
H. Overall value your company receives for your City tax dollars and fees	5	4	3	2	1	9

12. Approximately how many employees do you employ in Hallandale Beach?

- | | |
|----------------------|---------------------|
| ____(1) Less than 10 | ____(5) 100-249 |
| ____(2) 10-24 | ____(6) 250-499 |
| ____(3) 25-49 | ____(7) 500 or more |
| ____(4) 50-99 | |

13. **Approximately what percentage of your customer base is represented by the following groups?** (total should add to 100%)

- _____ % Customers from the City of Hallandale Beach
- _____ % Customers from Broward County outside the City of Hallandale Beach
- _____ % Other Florida customers (Outside Broward County)
- _____ % Customers in the U.S. but outside Florida
- _____ % International/overseas customers

100% TOTAL

14. **Approximately how many years has your business been operating in the City of Hallandale Beach?** (circle "Outside the City" if your business is not located inside the City limits of Hallandale Beach)

_____ years OUTSIDE THE CITY

15. **How would you best describe your business? Are you a manufacturer, wholesaler, etc.?** [check the most appropriate category; if you don't see a description that matches, write a description in "other"]

- | | |
|--|--|
| ____(01) Manufacturing | ____(08) Finance/insurance/real estate |
| ____(02) Agriculture/forestry | ____(09) Wholesaler/distributor |
| ____(03) Retail trade (<u>not</u> food service) | ____(10) Construction |
| ____(04) Retail food service | ____(11) Health care/medical/social services |
| ____(05) Transportation/warehousing | ____(12) Arts, entertainment, recreation |
| ____(06) Communications | ____(13) Professional services (law, consulting, architecture, engineers, etc) |
| ____(07) Utilities | ____(99) Other: _____ |

16. **Are you aware of the City's available business programs?** ____ (1) Yes ____ (2) No

17. **Have you participated in any of the City's business programs?** ____ (1) Yes ____ (2) No

17a. **If Yes, then: Which program?** _____

17b. **How satisfied were you with the program?**

- | | |
|------------------------|---------------------------|
| ____(1) Very satisfied | ____(4) Dissatisfied |
| ____(2) Satisfied | ____(5) Very Dissatisfied |
| ____(3) Neutral | ____(9) Don't know |

THIS CONCLUDES THE SURVEY - THANK YOU FOR YOUR TIME!