



2026 City of Hallandale Beach Resident Survey Findings Report

Presented to the City of
Hallandale Beach, FL

March 2026



Contents

Executive Summary	i
Section 1: Charts and Graphs.....	1
Section 2: Benchmarking Analysis.....	50
Section 3: Importance-Satisfaction Analysis.....	61
Section 4: Tabular Data	68
Section 5: Survey Instrument.....	119



Executive Summary

2026 City of Hallandale Beach Resident Survey

Executive Summary



Purpose

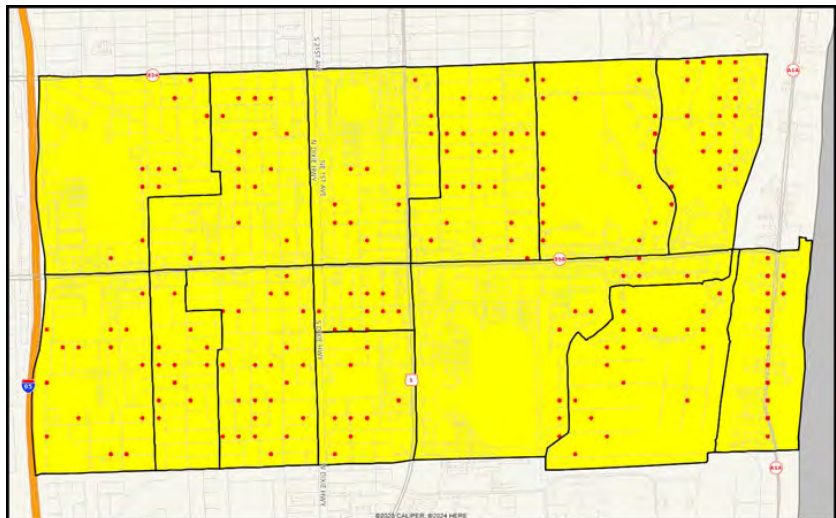
ETC Institute administered a survey to residents of the City of Hallandale Beach between January and February of 2026. The survey was administered as a part of Hallandale Beach's ongoing strategic planning process which is designed to meet the needs of the community while providing the best services possible. The survey results will help the City Commission make important decisions regarding the City of Hallandale Beach services. Previous resident surveys were conducted in 2011, 2013, 2015, 2017, and 2024.

Methodology

The six-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the City of Hallandale Beach. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. The online survey was available in both English and Spanish. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

After the surveys were mailed to residents, ETC Institute followed up with households that received the survey to encourage participation. The goal was to obtain surveys from at least 400 residents. This goal was met, with a total of 402 residents responding to the survey. The overall results for the sample of 402 households have a precision of at least +/-4.9% at the 95% level of confidence.

To better understand how well services are being delivered in different parts of the City, the home address of survey respondents was geocoded. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.



The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Hallandale Beach with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been 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."

2026 City of Hallandale Beach Resident Survey

Executive Summary



This report contains:

- An executive summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey, including comparisons to the 2024 survey results (Section 1)
- benchmarking data that shows how the results for Hallandale Beach compare to other communities (Section 2)
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results (Section 3)
- tables that show the results of the random sample for each question on the survey (Section 4)
- a copy of the survey instrument (Section 5)

Major Findings

Major Categories of City Services. The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire services (88%), emergency medical services (84%), the overall quality of City parks (78%), police services (73%), and overall appearance of City beaches (69%).

Based on the sum of their top three choices, the City services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the overall flow of traffic in the City, (2) the City’s stormwater drainage system, and (3) the appearance of streets, medians, buildings, and facilities.

Perceptions of the City. Sixty-five percent (65%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of life in the City; 23% were neutral, and 13% were dissatisfied. Sixty-five percent (65%) of residents surveyed, *who had an opinion*, were satisfied with their overall feeling of safety in the City, and 60% *who had an opinion* were satisfied with the overall quality of services provided by the City.

Perceptions of Safety and Security. Eighty-five percent (85%) of residents surveyed, *who had an opinion*, felt safe (rating of 4 or 5 on a 5-point scale) walking alone in their neighborhood during the day; 82% *who had an opinion* felt safe in business areas of the City during the day, and 73% *who had an opinion* felt safe overall at the beach.

Nearly two-thirds of the residents surveyed (63%) think Hallandale Beach has stayed the same in terms of being a safe place to live, work and raise a family in the past twelve months.

Public Safety. The public safety services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how quickly fire-rescue personnel respond to medical emergencies (83%), how quickly fire-rescue personnel respond to fire emergencies (81%), and how quickly police respond to 911 calls (71%).

2026 City of Hallandale Beach Resident Survey

Executive Summary



Based on the sum of their top two choices, the public safety services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the visibility of police in neighborhoods and (2) the City's efforts to prevent crime. Additionally, 24% think crime has increased in the past two years; 11% think crime has decreased, 36% think it has stayed the same, and 29% did not have an opinion.

Maintenance. The maintenance services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: maintenance of City buildings (68%), availability of sidewalks in the neighborhood (60%), overall cleanliness of City streets and public areas (58%), and maintenance of traffic signals and streets signs (58%).

Based on the sum of their top two choices, the maintenance services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the maintenance of neighborhood streets and (2) the overall cleanliness of City streets and public areas.

Transportation. The transportation services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: feeling of safety traveling north/south by car (66%) and feeling of safety traveling by walking in Hallandale Beach (56%).

Parks and Recreation. The parks and recreation services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the appearance of City parks (79%), the appearance of recreational facilities (72%), the overall quality of beaches (68%), the number of City parks (63%), and the variety of amenities offered in City parks (60%).

Based on the sum of their top four choices, the parks and recreation services that residents feel should receive the most emphasis from City leaders over the next two years were: (1) the availability of walking and biking paths, (2) the overall quality of beaches, (3) the variety of amenities offered in City parks, and (4) the appearance of City parks.

Utilities. The utilities that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: residential trash collection service (70%) and water and sewer service (59%).

Code Compliance. The code compliance service that had the highest level of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, was: the enforcement of the exterior maintenance of commercial property (50%).

2026 City of Hallandale Beach Resident Survey

Executive Summary



Communication. The communication services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the City’s Newsletter (53%), the City’s website (50%), and the telephone notification system (47%).

Values and Diversity. Sixty-two percent (62%) of residents agree that the police provide equitable treatment of residents; 50% agree that the City does a good and equitable job serving the needs of diverse populations in the community; 49% agree that the city does a good job protecting and preserving historical sites, and 48% agree that the City is a good steward of the environment.

Other Findings

- The top sources where residents get information about city issues, services, and events are: the City newsletter, *Hallandale Beach Happenings* (38%), the City’s website (31%), social media (30%), and word of mouth (28%).
- When residents were asked which social media they use and/or subscribe to, 70% indicated they use Facebook; 58% use Instagram, and 39% use YouTube.
- 44% of residents feel the amount of information they receive from the City of Hallandale Beach is just right; 43% feel they do not receive enough information, 2% feel they receive too much information, and 12% did not have an opinion.
- The top reasons that residents originally decided to live in or continue to live in Hallandale Beach are: location (proximity to work/highways) (56%), the weather (38%), housing (nice homes/affordable) (29%), and sense of security (27%).

2026 City of Hallandale Beach Resident Survey

Executive Summary



Trends Since 2024

Satisfaction ratings for the City of Hallandale Beach were rated **the same or higher than the 2024 survey results in 63 of the 85 areas** that were assessed. The City rated significantly higher than the 2024 results (difference of 5% or more) in 27 of these areas. The tables below and on the following page show the comparisons between the 2024 and 2026 results.

City Service	2026	2024	Difference	Category
Public safety education programs	39.8%	27.6%	12.2%	Public Safety
Quality of public education	40.1%	29.6%	10.5%	Perception of the City
Overall quality of City water & sewer utilities	57.7%	48.0%	9.7%	Major Categories of City Services
Customer service received from employees	59.8%	50.3%	9.5%	Major Categories of City Services
Police response time to 911 calls	70.8%	61.4%	9.4%	Public Safety
Water & sewer service	58.6%	49.3%	9.3%	Utilities
The City's efforts to prevent crime	54.6%	45.4%	9.2%	Public Safety
Visibility/frequency of police in neighborhoods	55.6%	46.9%	8.7%	Public Safety
Building Department services	37.4%	28.8%	8.6%	Major Categories of City Services
Park rental facilities	45.9%	37.5%	8.4%	Parks and Recreation
Visibility/frequency of police in retail areas	51.7%	44.0%	7.7%	Public Safety
Availability of info about City programs/services	42.0%	34.7%	7.3%	Communication
Level of public involvement in local decisions	30.9%	24.2%	6.7%	Communication
Overall quality of City parks	78.0%	71.4%	6.6%	Major Categories of City Services
Ease of registering for programs	44.9%	38.4%	6.5%	Parks and Recreation
Public access cable channel	37.6%	31.1%	6.5%	Communication
Overall image/appearance of the City	57.4%	51.0%	6.4%	Perception of the City
City's stormwater drainage system	30.6%	24.4%	6.2%	Major Categories of City Services
Variety of amenities offered in City parks	60.4%	54.2%	6.2%	Parks and Recreation
Fees charged for recreation programs	34.6%	28.5%	6.1%	Parks and Recreation
Code Compliance Division services	44.1%	38.3%	5.8%	Major Categories of City Services
Value received for City taxes/fees	38.1%	32.6%	5.5%	Perception of the City
Maintenance of streets in your neighborhood	44.1%	38.6%	5.5%	Maintenance
How safe you feel traveling by bicycle	26.9%	21.7%	5.2%	Transportation
Overall feeling of safety in the City	64.5%	59.4%	5.1%	Perception of the City
Enforce exterior maintenance of commercial property	49.7%	44.6%	5.1%	Code Compliance
Maintenance of traffic signals/street signs	57.7%	52.7%	5.0%	Maintenance
The City's youth athletic programs	45.2%	40.3%	4.9%	Parks and Recreation
The City's adult athletic programs	40.8%	35.9%	4.9%	Parks and Recreation
Overall quality of services	59.7%	54.8%	4.9%	Perception of the City
Availability of walking & biking paths	48.1%	43.3%	4.8%	Parks and Recreation
Appearance of City parks	78.8%	74.1%	4.7%	Parks and Recreation
In City parks and recreation facilities	63.7%	59.3%	4.4%	Perception of Safety & Security
Fire-rescue response time - medical emergencies	83.1%	78.9%	4.2%	Public Safety
Emergency medical services	84.3%	80.2%	4.1%	Major Categories of City Services
Enforcement of local traffic laws	44.3%	40.3%	4.0%	Public Safety
City communication with the public	53.3%	49.4%	3.9%	Major Categories of City Services
Human Services	44.5%	40.8%	3.7%	Major Categories of City Services
Outdoor athletic fields	51.8%	48.3%	3.5%	Parks and Recreation

2026 City of Hallandale Beach Resident Survey

Executive Summary



Trends Since 2024 (Cont.)

City Service	2026	2024	Difference	Category
City efforts to inform you about local issues	45.1%	41.9%	3.2%	Communication
Overall flow of traffic in the City	21.6%	18.4%	3.2%	Major Categories of City Services
Special events	50.1%	47.0%	3.1%	Parks and Recreation
Availability of teen programs	37.6%	34.8%	2.8%	Parks and Recreation
Enforce exterior maintenance of residential property	48.6%	45.8%	2.8%	Code Compliance
Overall cleanliness of City streets & public areas	57.9%	55.2%	2.7%	Maintenance
How safe you feel traveling east/west by car	55.1%	52.7%	2.4%	Transportation
In business areas of the City after dark	49.9%	47.8%	2.1%	Perception of Safety & Security
Appearance of recreational facilities	71.9%	69.8%	2.1%	Parks and Recreation
Fire-rescue response time - fire emergencies	80.8%	78.8%	2.0%	Public Safety
Maintenance of major City streets	49.0%	47.1%	1.9%	Maintenance
Overall quality of life in the City	64.6%	62.8%	1.8%	Perception of the City
Walking alone in your neighborhood after dark	49.8%	48.0%	1.8%	Perception of Safety & Security
Variety of recreational programs offered	39.4%	37.6%	1.8%	Parks and Recreation
Information on social media channels	43.6%	41.8%	1.8%	Communication
Fire services	88.3%	86.7%	1.6%	Major Categories of City Services
Aquatics facility & programs offered	45.6%	44.0%	1.6%	Parks and Recreation
The City's day camp programs	37.3%	36.3%	1.0%	Parks and Recreation
Availability of sidewalks in your neighborhood	60.3%	59.5%	0.8%	Maintenance
Adequacy of City street lighting	53.8%	53.2%	0.6%	Maintenance
Police services	73.3%	72.8%	0.5%	Major Categories of City Services
Maintenance of City buildings	68.4%	68.0%	0.4%	Maintenance
The number of City parks	62.9%	62.8%	0.1%	Parks and Recreation
In business areas of the City during the day	81.9%	81.9%	0.0%	Perception of Safety & Security
How safe you feel traveling north/south by car	65.7%	65.8%	-0.1%	Transportation
Sanitation services	64.4%	64.6%	-0.2%	Major Categories of City Services
City's newsletter, Hallandale Beach Happenings	52.6%	52.8%	-0.2%	Communication
How well the City is planning growth	33.3%	33.6%	-0.3%	Perception of the City
Appearance of streets/medians/buildings/facilities	45.6%	46.0%	-0.4%	Major Categories of City Services
How safe you feel traveling by walking	55.9%	56.5%	-0.6%	Transportation
Telephone notification system	46.6%	47.2%	-0.6%	Communication
Landscaping of medians/public areas-neighborhood streets	55.9%	56.7%	-0.8%	Maintenance
Walking alone in your neighborhood in general	70.5%	71.3%	-0.8%	Perception of Safety & Security
The City's website	49.5%	50.3%	-0.8%	Communication
Walking alone in your neighborhood during the day	84.5%	86.0%	-1.5%	Perception of Safety & Security
Overall quality of beaches	68.3%	69.9%	-1.6%	Parks and Recreation
Overall appearance of City beaches	68.9%	70.7%	-1.8%	Major Categories of City Services
Bulk trash pickup service	51.8%	53.7%	-1.9%	Utilities
Education/assistance from Code Division	28.4%	30.3%	-1.9%	Code Compliance
Residential trash collection service	69.6%	71.6%	-2.0%	Utilities
Landscaping of medians/public areas-major City streets	56.2%	58.6%	-2.4%	Maintenance
Yard waste service	48.1%	50.6%	-2.5%	Utilities
Quality of City recreation programs/facilities	58.3%	62.3%	-4.0%	Major Categories of City Services
Overall safety at the beach	73.1%	77.2%	-4.1%	Perception of Safety & Security
Appearance & quality of the tennis complex	54.9%	60.8%	-5.9%	Parks and Recreation
Curbside recycling service	42.1%	50.2%	-8.1%	Utilities

2026 City of Hallandale Beach Resident Survey

Executive Summary



How the City of Hallandale Beach Compares to Other Communities Nationally

Satisfaction ratings for the City of Hallandale Beach **rated above the U.S. average in 35 of the 47 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 28 of these areas. Listed below are the comparisons between the City of Hallandale Beach and the U.S. average:

City Service	Hallandale		Difference	Category
	Beach	U.S.		
Police services	73.3%	49.0%	24.3%	Major Categories of City Services
Customer service received from employees	59.8%	38.0%	21.8%	Major Categories of City Services
Fire services	88.3%	68.0%	20.3%	Major Categories of City Services
Fire-rescue response time - medical emergencies	83.1%	63.6%	19.5%	Public Safety Services
Emergency medical services	84.3%	65.2%	19.1%	Major Categories of City Services
Police response time to 911 calls	70.8%	51.7%	19.1%	Public Safety Services
Maintenance of City buildings	68.4%	51.5%	16.9%	City Maintenance
Overall quality of services	59.7%	42.9%	16.8%	Perceptions of the City
City communication with the public	53.3%	37.2%	16.1%	Major Categories of City Services
Fire-rescue response time - fire emergencies	80.8%	66.4%	14.4%	Public Safety Services
Sanitation services	64.4%	50.1%	14.3%	Major Categories of City Services
Overall image/appearance of the City	57.4%	44.6%	12.8%	Perceptions of the City
Walking alone in your neighborhood during the day	84.5%	72.3%	12.2%	Perceptions of Safety & Security
In City parks and recreation facilities	63.7%	52.4%	11.3%	Perceptions of Safety & Security
Quality of City recreation programs/facilities	58.3%	48.3%	10.0%	Major Categories of City Services
Residential trash collection service	69.6%	60.8%	8.8%	Utility Services
Overall cleanliness of City streets & public areas	57.9%	49.2%	8.7%	City Maintenance
The City's efforts to prevent crime	54.6%	46.0%	8.6%	Public Safety Services
Overall quality of City water & sewer utilities	57.7%	49.3%	8.4%	Major Categories of City Services
Overall feeling of safety in the City	64.5%	57.3%	7.2%	Perceptions of the City
The City's website	49.5%	42.4%	7.1%	Communication
Landscaping of medians/public areas-major City streets	56.2%	49.3%	6.9%	City Maintenance
Bulk trash pickup service	51.8%	45.3%	6.5%	Utility Services
Enforce exterior maintenance of residential property	48.6%	42.1%	6.5%	Code Compliance
Maintenance of major City streets	49.0%	43.5%	5.5%	City Maintenance
Value received for City taxes/fees	38.1%	32.7%	5.4%	Perceptions of the City
Visibility/frequency of police in neighborhoods	55.6%	50.3%	5.3%	Public Safety Services
Enforce exterior maintenance of commercial property	49.7%	44.7%	5.0%	Code Compliance
Code Compliance Division services	44.1%	39.9%	4.2%	Major Categories of City Services
Maintenance of traffic signals/street signs	57.7%	54.4%	3.3%	City Maintenance
City efforts to inform you about local issues	45.1%	42.0%	3.1%	Communication
Visibility of police in retail areas	51.7%	48.7%	3.0%	Public Safety Services
Information on social media channels	43.6%	42.0%	1.6%	Communication
Adequacy of City street lighting	53.8%	52.4%	1.4%	City Maintenance
Maintenance of streets in your neighborhood	44.1%	43.2%	0.9%	City Maintenance
Yard waste service	48.1%	48.5%	-0.4%	Utility Services
Quality of public education	40.1%	42.0%	-1.9%	Perceptions of the City
Availability of info about City programs/services	42.0%	44.1%	-2.1%	Communication
Public safety education programs	39.8%	42.1%	-2.3%	Public Safety Services
Enforcement of local traffic laws	44.3%	46.6%	-2.3%	Public Safety Services
Public access cable channel	37.6%	41.1%	-3.5%	Communication
Level of public involvement in local decisions	30.9%	34.7%	-3.8%	Communication
How well the City is planning growth	33.3%	37.4%	-4.1%	Perceptions of the City
Walking alone in your neighborhood after dark	49.8%	56.2%	-6.4%	Perceptions of Safety & Security
Curbside recycling service	42.1%	52.6%	-10.5%	Utility Services
City's stormwater drainage system	30.6%	48.5%	-17.9%	Major Categories of City Services
Overall flow of traffic in the City	21.6%	43.2%	-21.6%	Major Categories of City Services

2026 City of Hallandale Beach Resident Survey

Executive Summary



How the City of Hallandale Beach Compares to Florida Communities

Satisfaction ratings for the City of Hallandale Beach **rated above the average for Florida communities in 36 of the 47 areas** that were assessed. The City rated significantly higher than this average (difference of 5% or more) in 23 of these areas. Listed below are the comparisons between the City of Hallandale Beach and the Florida average.

City Service	Hallandale			Category
	Beach	Florida	Difference	
Fire services	88.3%	63.2%	25.1%	Major Categories of City Services
Police services	73.3%	51.1%	22.2%	Major Categories of City Services
Emergency medical services	84.3%	62.4%	21.9%	Major Categories of City Services
Fire-rescue response time - medical emergencies	83.1%	62.7%	20.4%	Public Safety Services
Maintenance of City buildings	68.4%	49.0%	19.4%	City Maintenance
Fire-rescue response time - fire emergencies	80.8%	61.9%	18.9%	Public Safety Services
Overall quality of services	59.7%	41.9%	17.8%	Perceptions of the City
Customer service received from employees	59.8%	42.6%	17.2%	Major Categories of City Services
Walking alone in your neighborhood during the day	84.5%	69.0%	15.5%	Perceptions of Safety & Security
Police response time to 911 calls	70.8%	55.3%	15.5%	Public Safety Services
Sanitation services	64.4%	53.4%	11.0%	Major Categories of City Services
In City parks and recreation facilities	63.7%	53.0%	10.7%	Perceptions of Safety & Security
Overall image/appearance of the City	57.4%	46.9%	10.5%	Perceptions of the City
The City's website	49.5%	41.3%	8.2%	Communication
Overall cleanliness of City streets & public areas	57.9%	50.0%	7.9%	City Maintenance
Information on social media channels	43.6%	36.0%	7.6%	Communication
Quality of City recreation programs/facilities	58.3%	50.8%	7.5%	Major Categories of City Services
Overall feeling of safety in the City	64.5%	57.1%	7.4%	Perceptions of the City
City communication with the public	53.3%	46.0%	7.3%	Major Categories of City Services
Landscaping of medians/public areas-major City streets	56.2%	49.6%	6.6%	City Maintenance
Maintenance of traffic signals/street signs	57.7%	51.2%	6.5%	City Maintenance
Overall quality of City water & sewer utilities	57.7%	51.6%	6.1%	Major Categories of City Services
Residential trash collection service	69.6%	64.4%	5.2%	Utility Services
Enforce exterior maintenance of commercial property	49.7%	45.0%	4.7%	Code Compliance
Enforce exterior maintenance of residential property	48.6%	44.0%	4.6%	Code Compliance
Adequacy of City street lighting	53.8%	49.4%	4.4%	City Maintenance
Maintenance of major City streets	49.0%	45.0%	4.0%	City Maintenance
City efforts to inform you about local issues	45.1%	41.2%	3.9%	Communication
Public access cable channel	37.6%	33.8%	3.8%	Communication
Bulk trash pickup service	51.8%	48.2%	3.6%	Utility Services
How well the City is planning growth	33.3%	29.9%	3.4%	Perceptions of the City
Visibility/frequency of police in neighborhoods	55.6%	53.2%	2.4%	Public Safety Services
The City's efforts to prevent crime	54.6%	52.4%	2.2%	Public Safety Services
Visibility of police in retail areas	51.7%	50.5%	1.2%	Public Safety Services
Quality of public education	40.1%	39.1%	1.0%	Perceptions of the City
Level of public involvement in local decisions	30.9%	30.3%	0.6%	Communication
Code Compliance Division services	44.1%	44.9%	-0.8%	Major Categories of City Services
Value received for City taxes/fees	38.1%	40.9%	-2.8%	Perceptions of the City
Availability of info about City programs/services	42.0%	45.0%	-3.0%	Communication
Enforcement of local traffic laws	44.3%	47.6%	-3.3%	Public Safety Services
Maintenance of streets in your neighborhood	44.1%	47.4%	-3.3%	City Maintenance
Walking alone in your neighborhood after dark	49.8%	56.5%	-6.7%	Perceptions of Safety & Security
Curbside recycling service	42.1%	48.9%	-6.8%	Utility Services
Yard waste service	48.1%	58.3%	-10.2%	Utility Services
Public safety education programs	39.8%	51.6%	-11.8%	Public Safety Services
City's stormwater drainage system	30.6%	44.7%	-14.1%	Major Categories of City Services
Overall flow of traffic in the City	21.6%	42.3%	-20.7%	Major Categories of City Services

2026 City of Hallandale Beach Resident Survey

Executive Summary



Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Overall flow of traffic in the City (I-S Rating = 0.3944)
- The City's stormwater drainage system (I-S Rating = 0.2714)
- Appearance of streets/medians/buildings/facilities (I-S Rating = 0.1735)

The table on the following page shows the importance-satisfaction rating for all 16 major categories of City services that were rated.

2026 City of Hallandale Beach Resident Survey Executive Summary



2026 Importance-Satisfaction Rating

City of Hallandale Beach, Florida

Major Categories of City Services

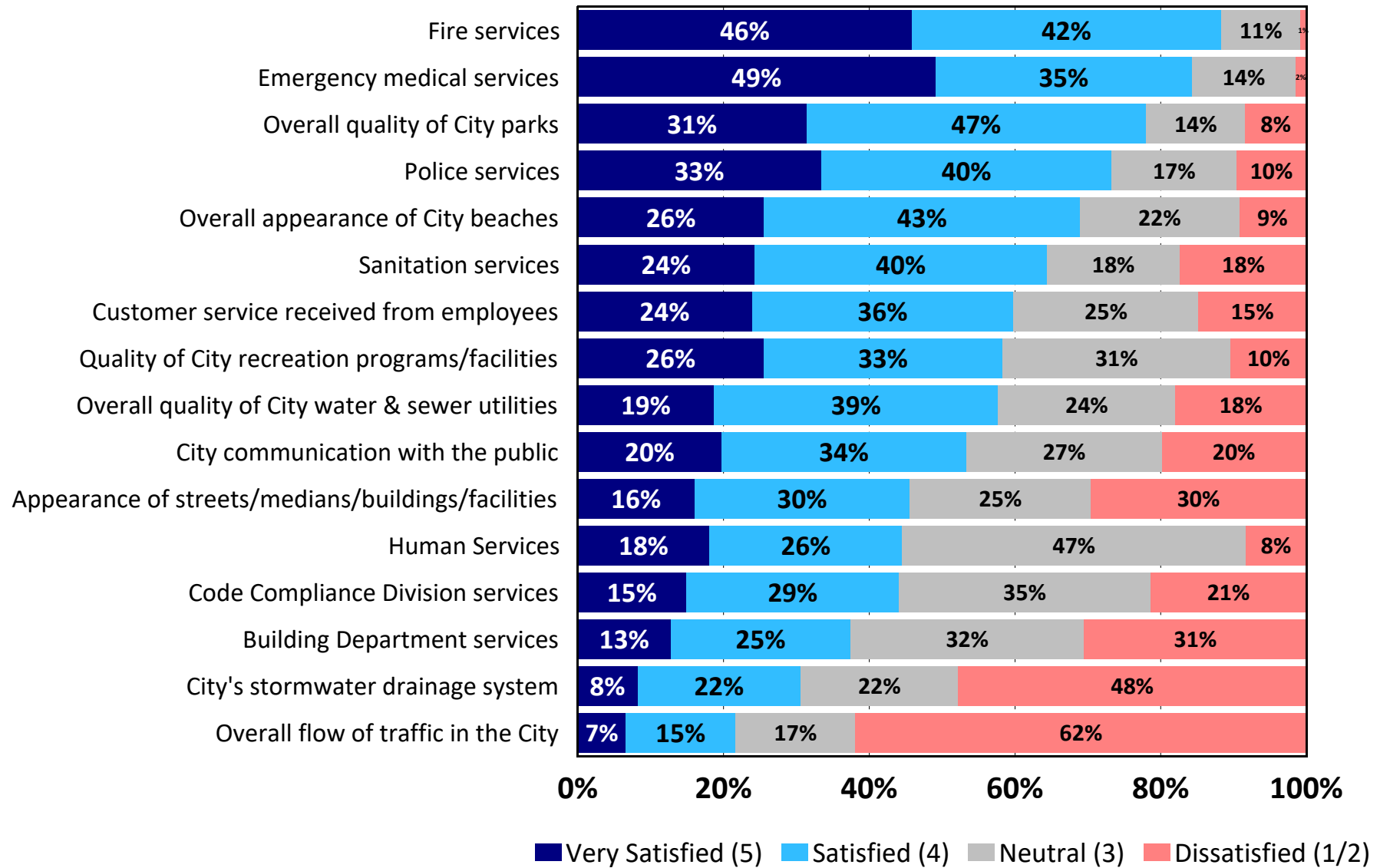
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall flow of traffic in the City	50%	1	22%	16	0.3944	1
City's stormwater drainage system	39%	2	31%	15	0.2714	2
High Priority (IS .10-.20)						
Appearance of streets/medians/buildings/facilities	32%	3	46%	11	0.1735	3
Medium Priority (IS <.10)						
Building Department services	16%	6	37%	14	0.0995	4
Overall quality of City water & sewer utilities	19%	5	58%	9	0.0821	5
Police services	20%	4	73%	4	0.0545	6
Sanitation services	15%	7	64%	6	0.0523	7
Code Compliance Division services	9%	11	44%	13	0.0514	8
City communication with the public	10%	9	53%	10	0.0462	9
Quality of City recreation programs/facilities	9%	10	58%	8	0.0392	10
Human Services	5%	16	45%	12	0.0283	11
Overall quality of City parks	11%	8	78%	3	0.0240	12
Overall appearance of City beaches	8%	13	69%	5	0.0239	13
Customer service received from employees	6%	14	60%	7	0.0237	14
Emergency medical services	8%	12	84%	2	0.0121	15
Fire services	6%	15	88%	1	0.0067	16



Charts and Graphs

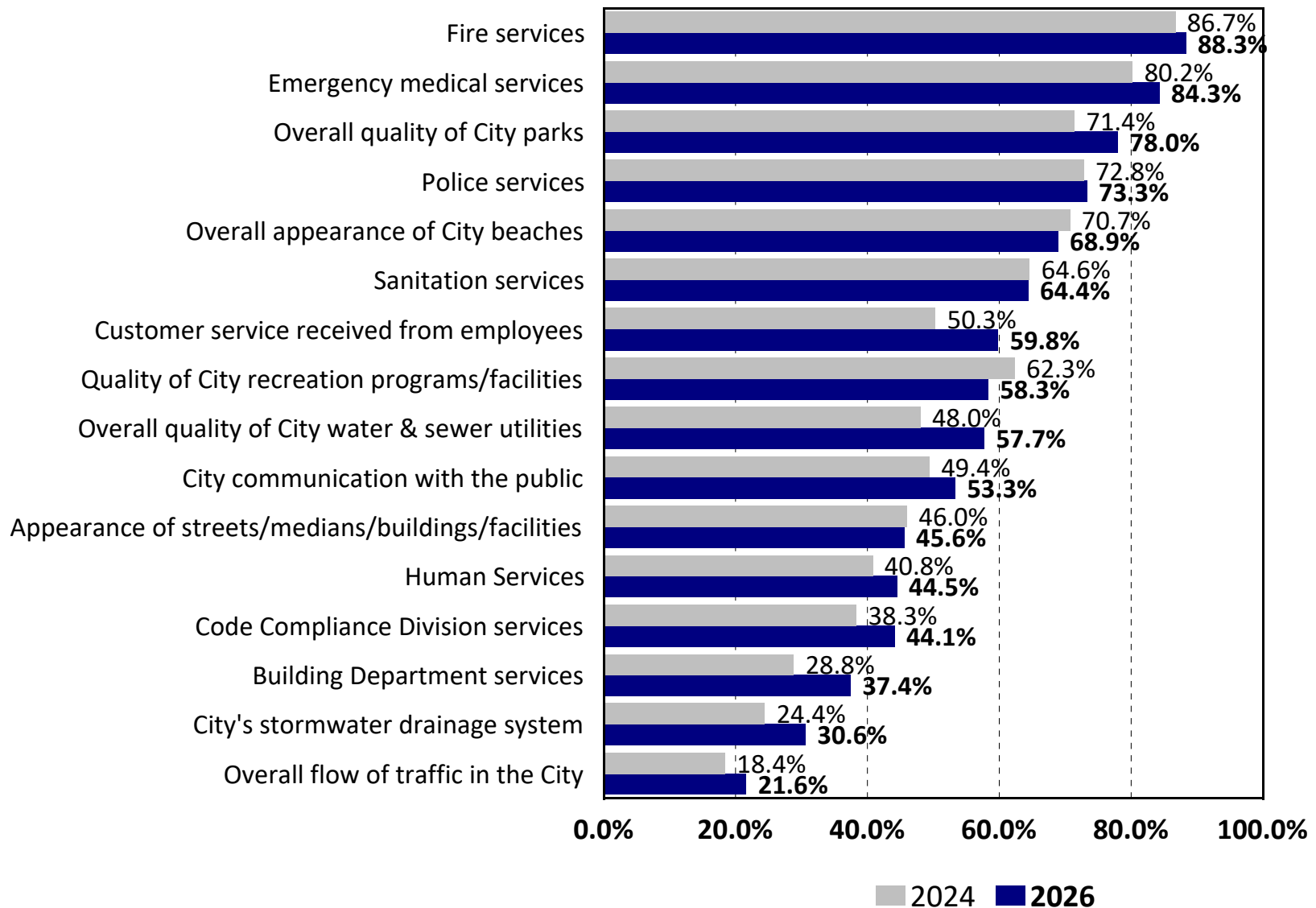
Q1. Satisfaction With Major Categories of City Services

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



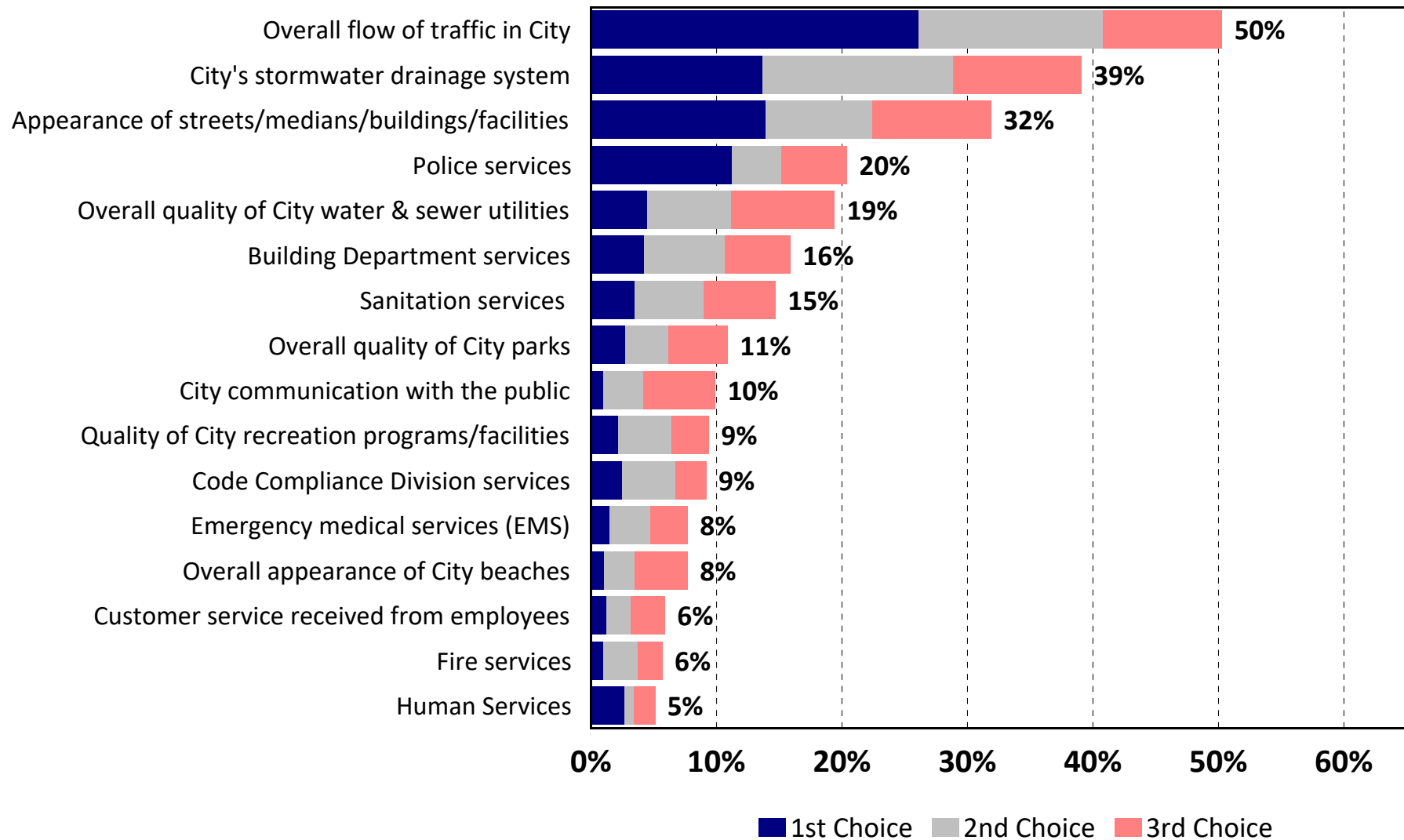
TRENDS: Satisfaction With Major Categories of City Services 2024 vs. 2026

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



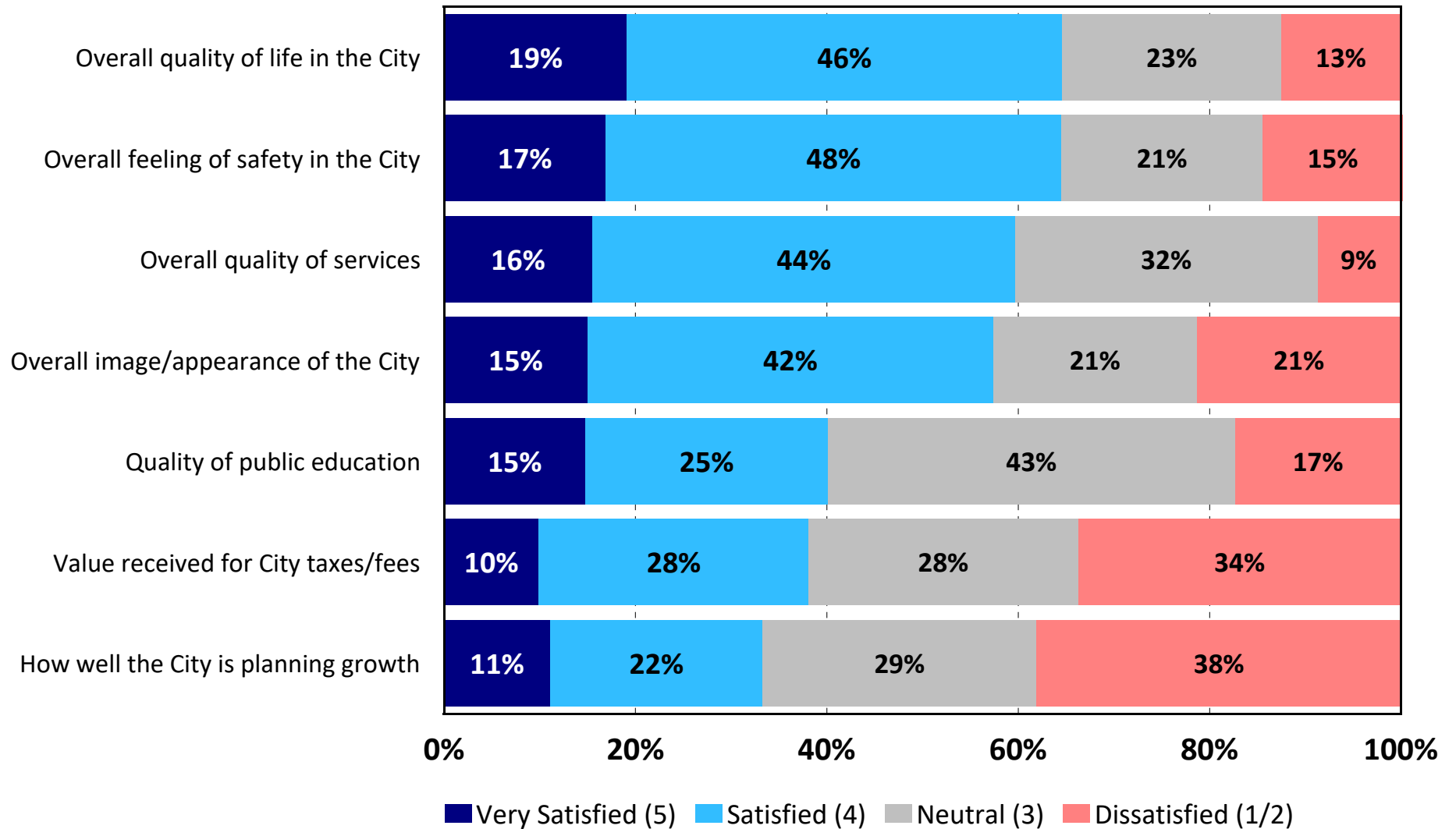
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



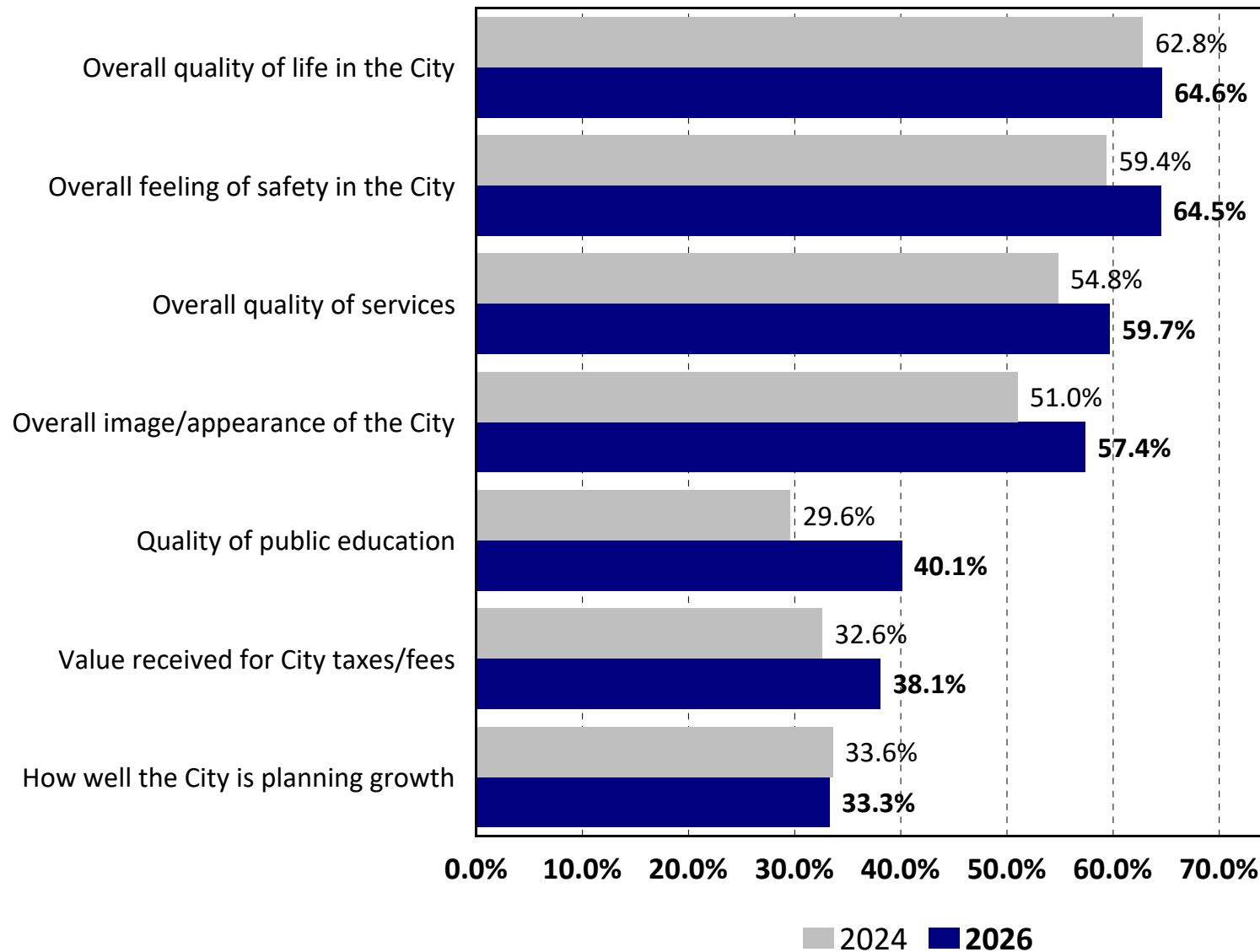
Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

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



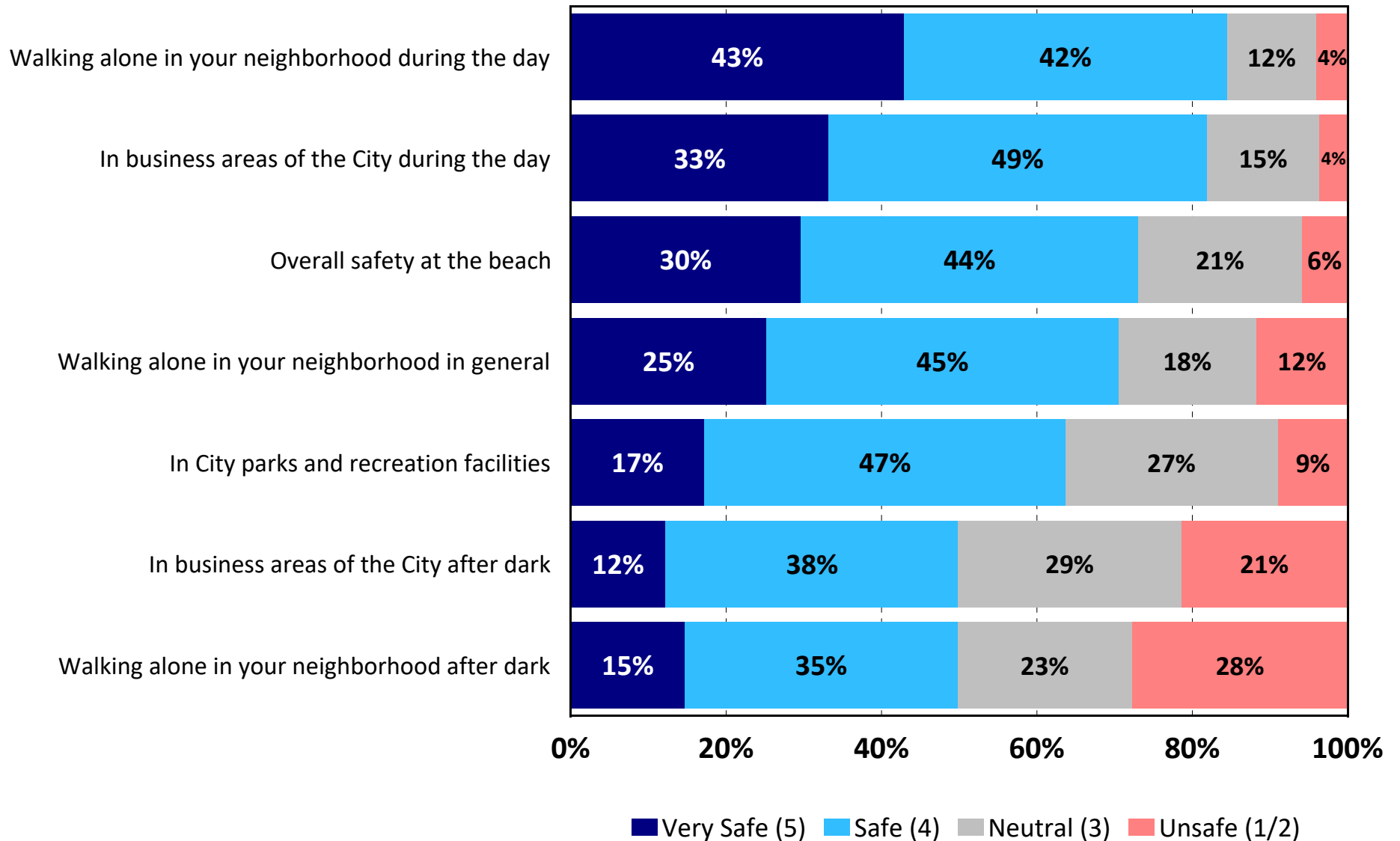
TRENDS: Satisfaction With Items That Influence the Perception Residents Have of the City - 2024 vs. 2026

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



Q4. Perceptions of Safety and Security

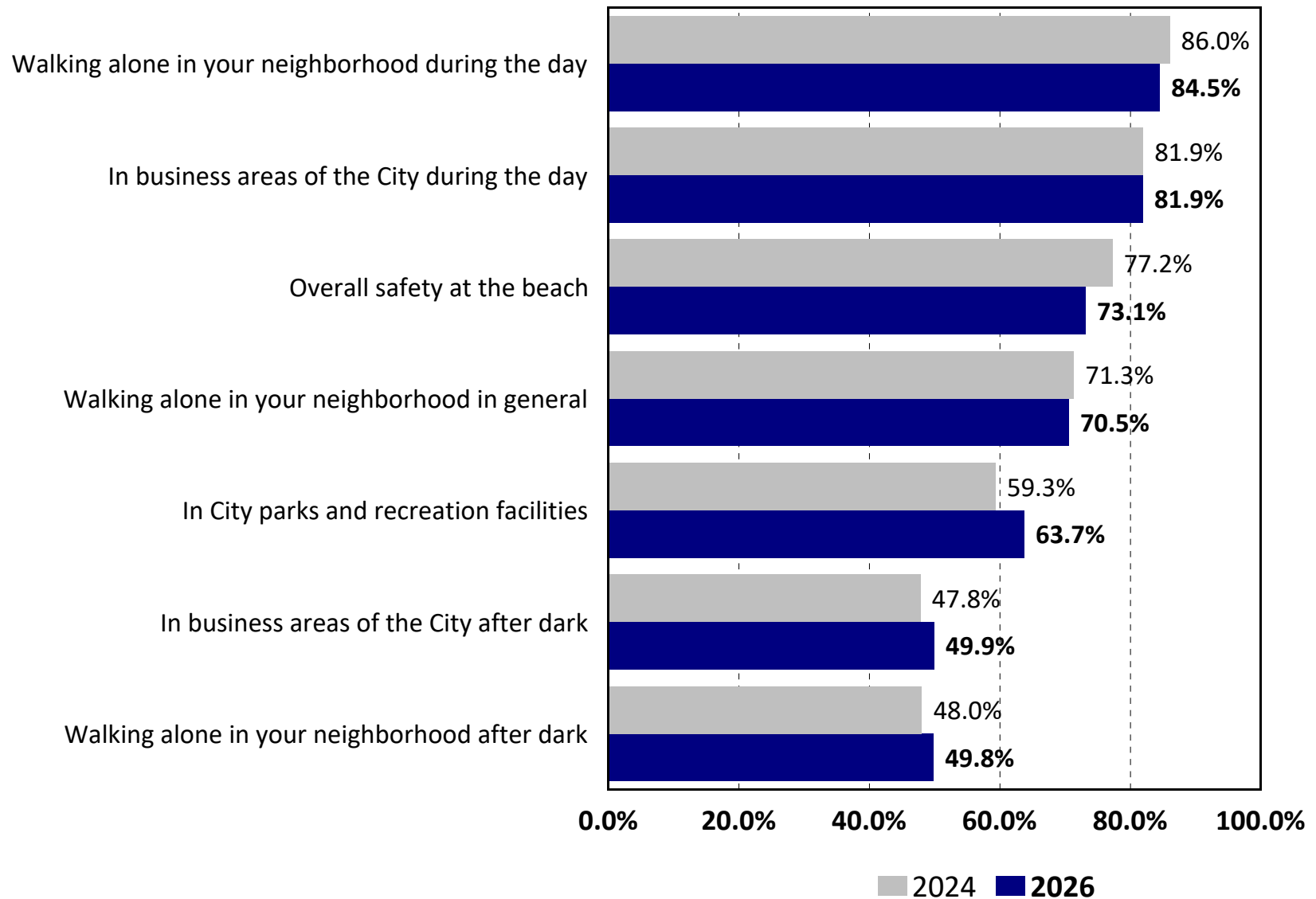
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Perceptions of Safety and Security

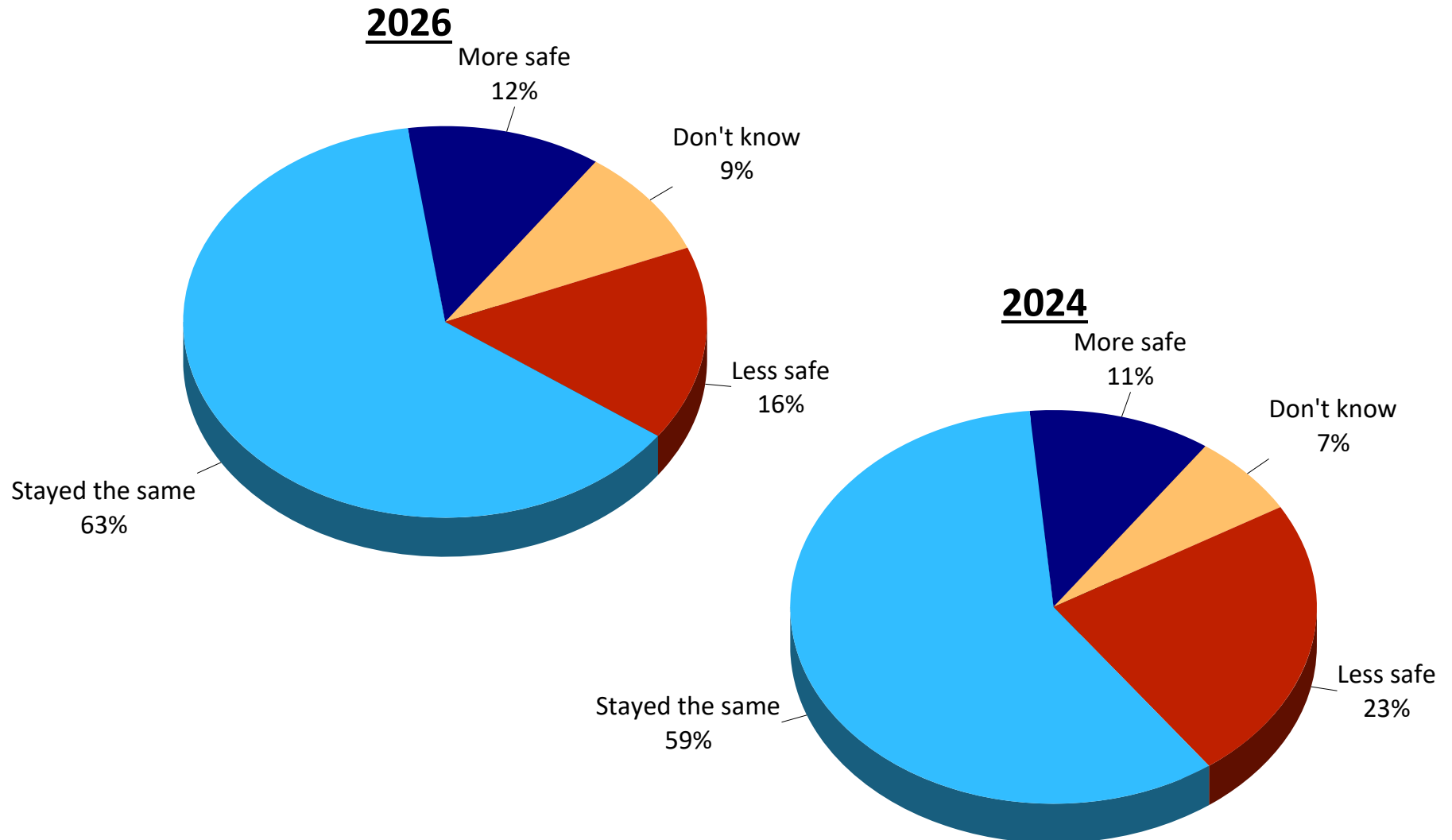
2024 vs. 2026

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



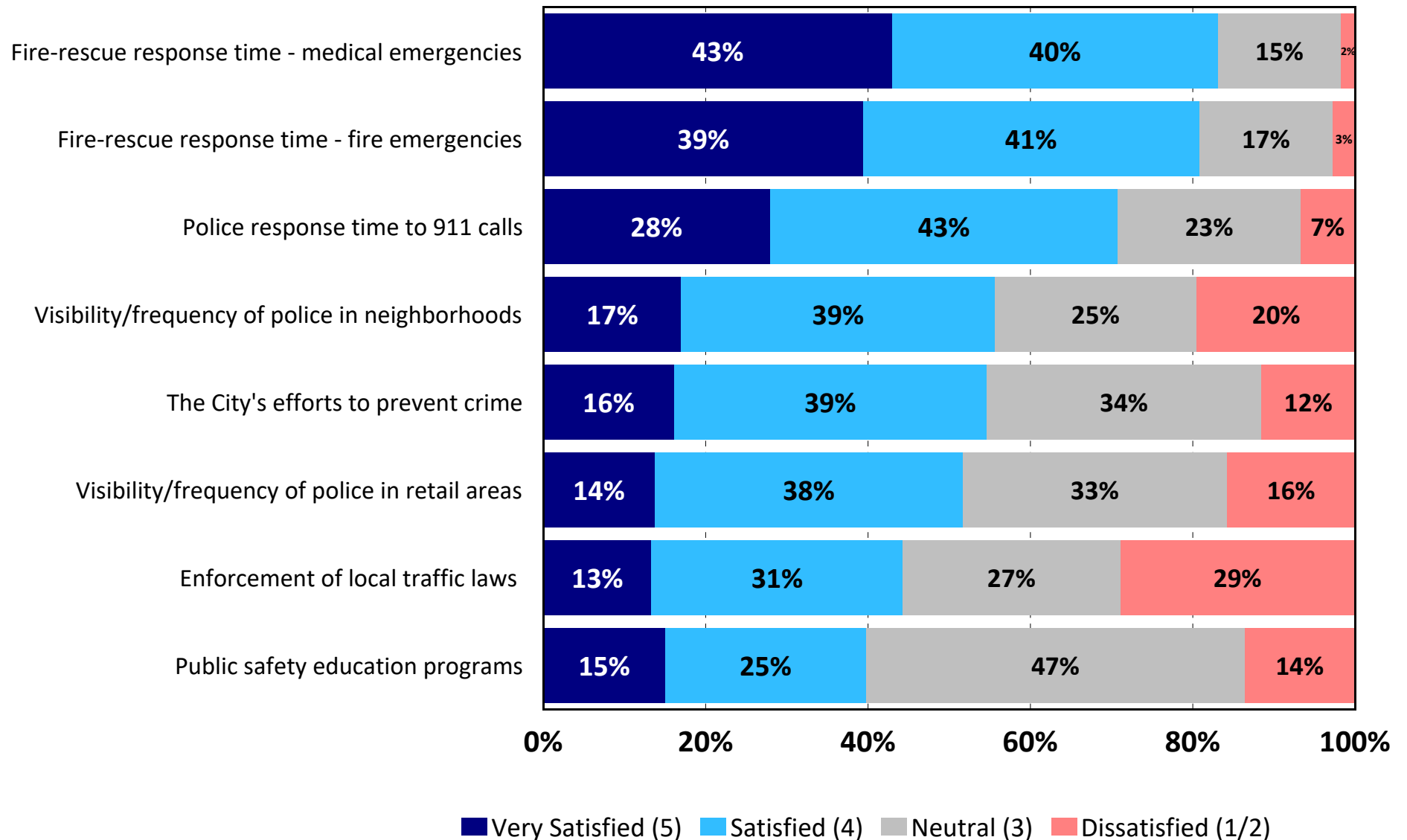
Q5. In the past 12 months, do you think Hallandale Beach has become more safe, less safe, or stayed the same as a place to live, work and raise a family?

by percentage of respondents



Q6. Satisfaction with Public Safety

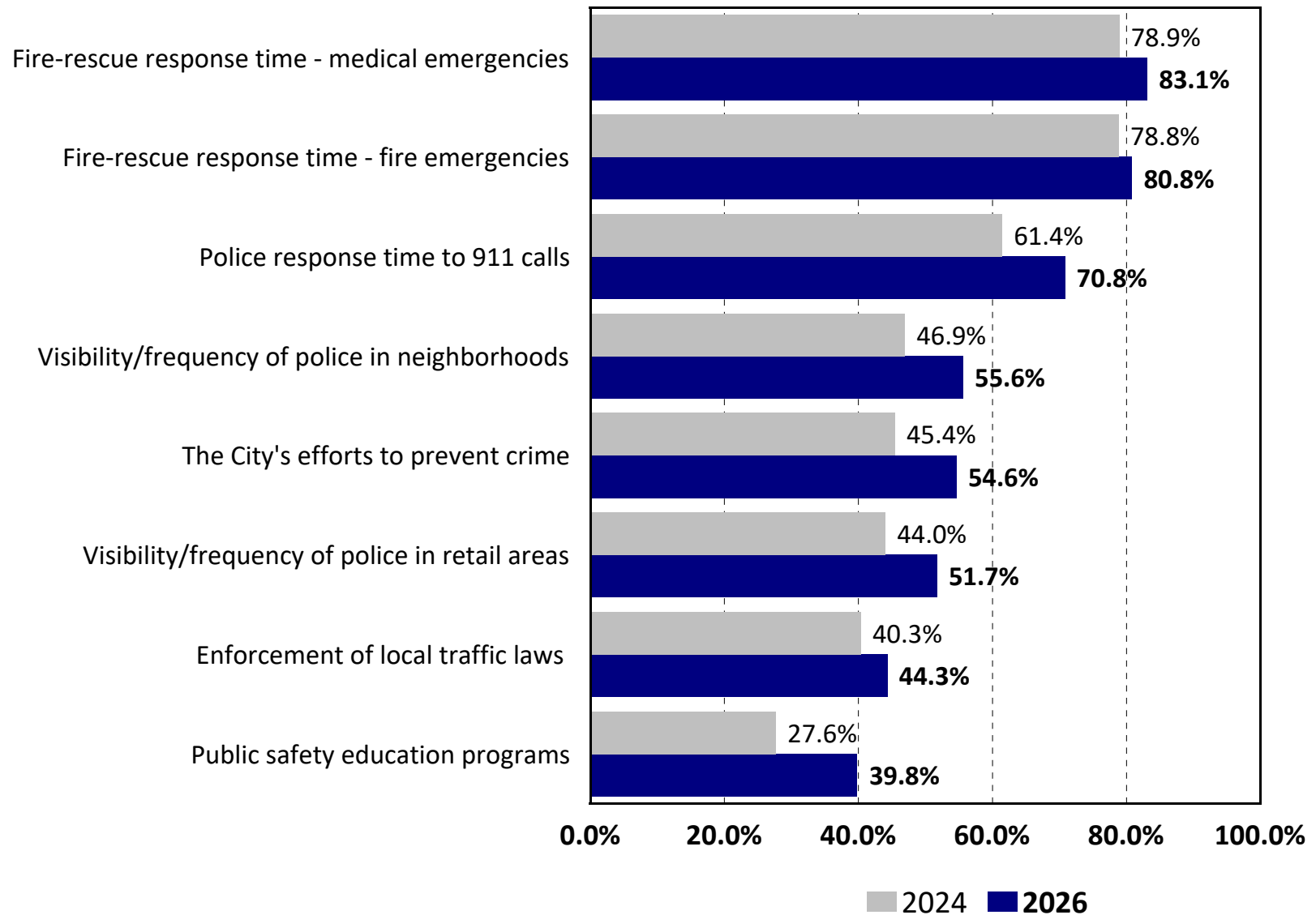
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Satisfaction with Public Safety

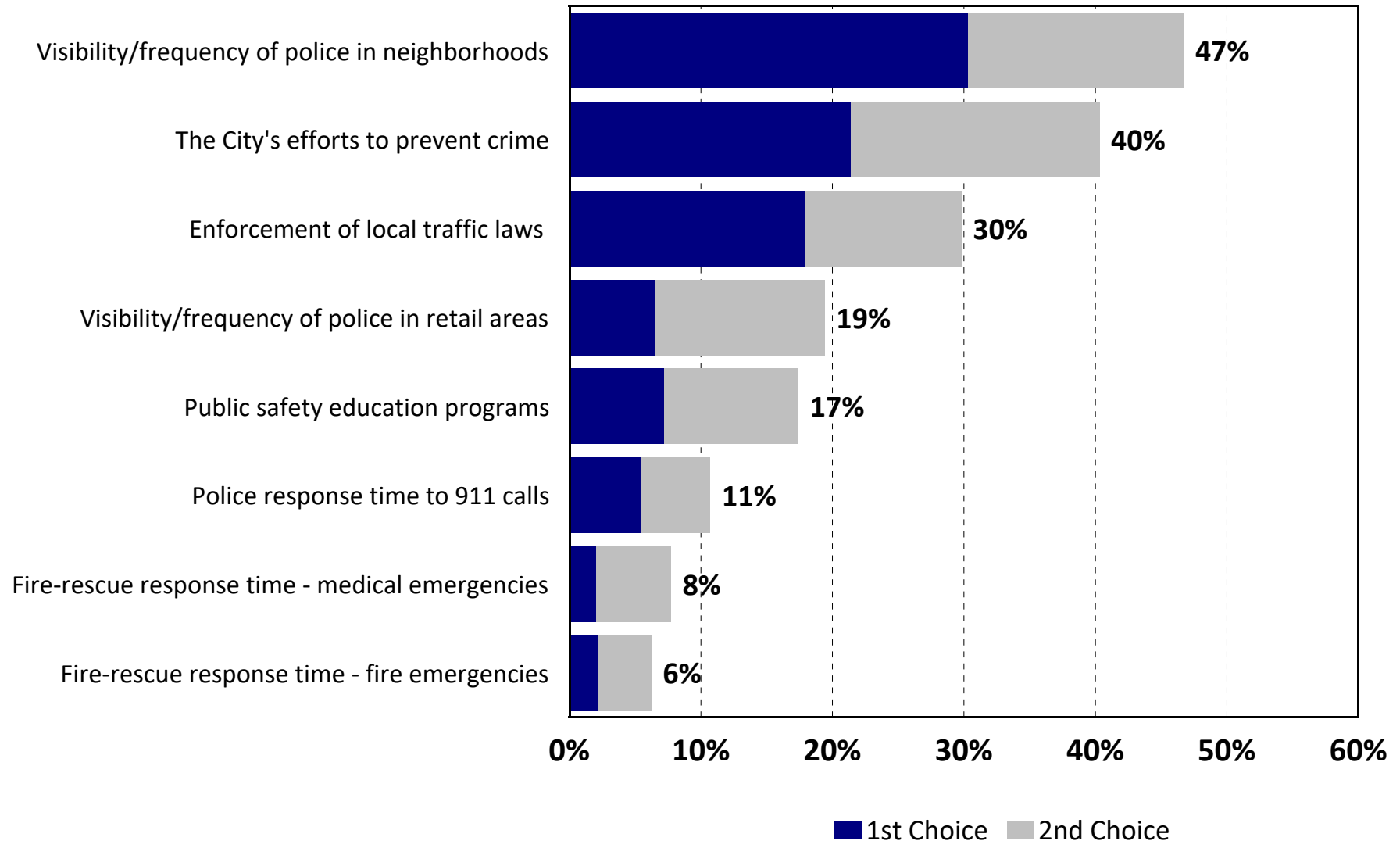
2024 vs. 2026

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



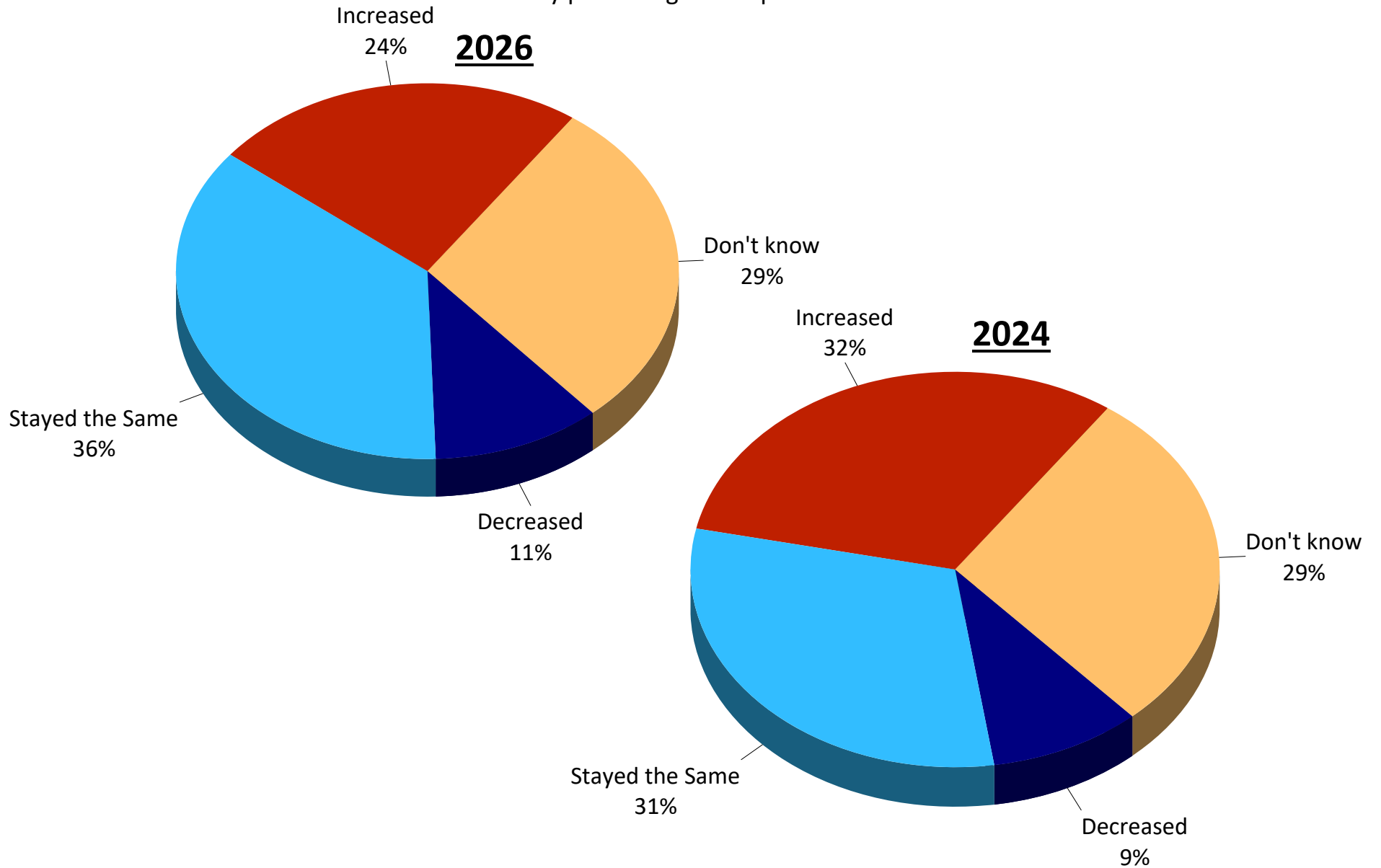
Q7. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



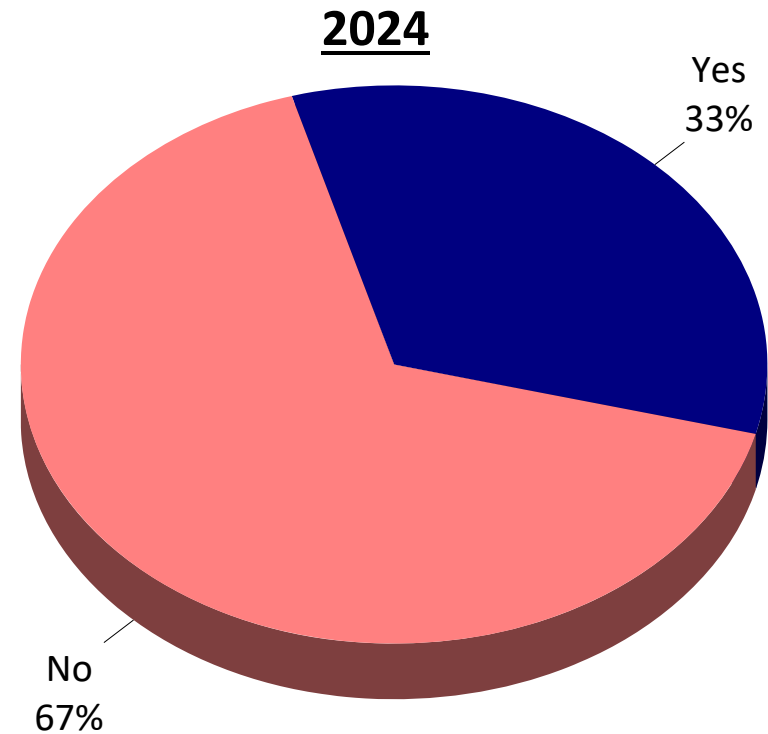
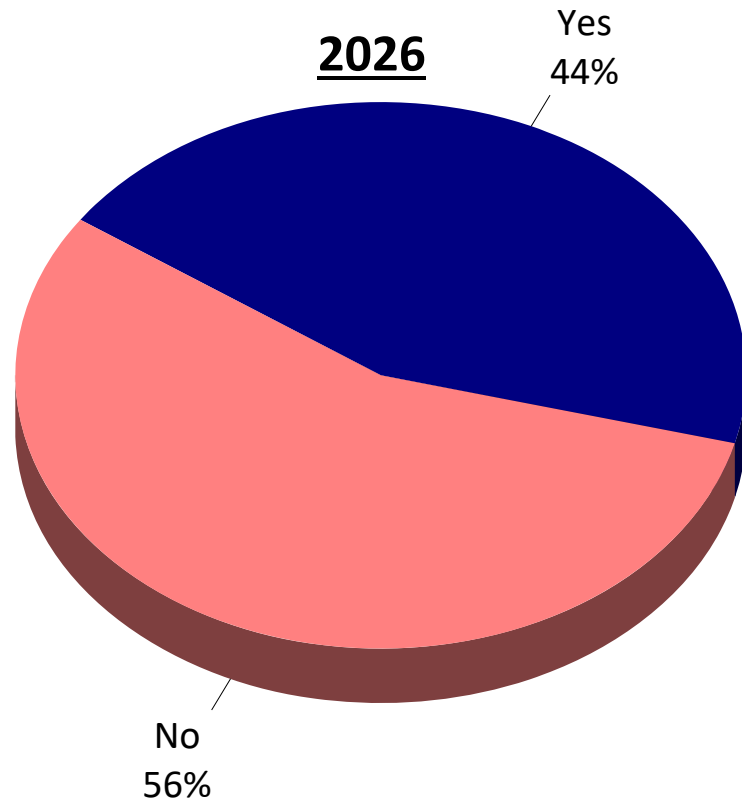
Q8. In the past 2 years, do you think the crime rate in Hallandale has:

by percentage of respondents



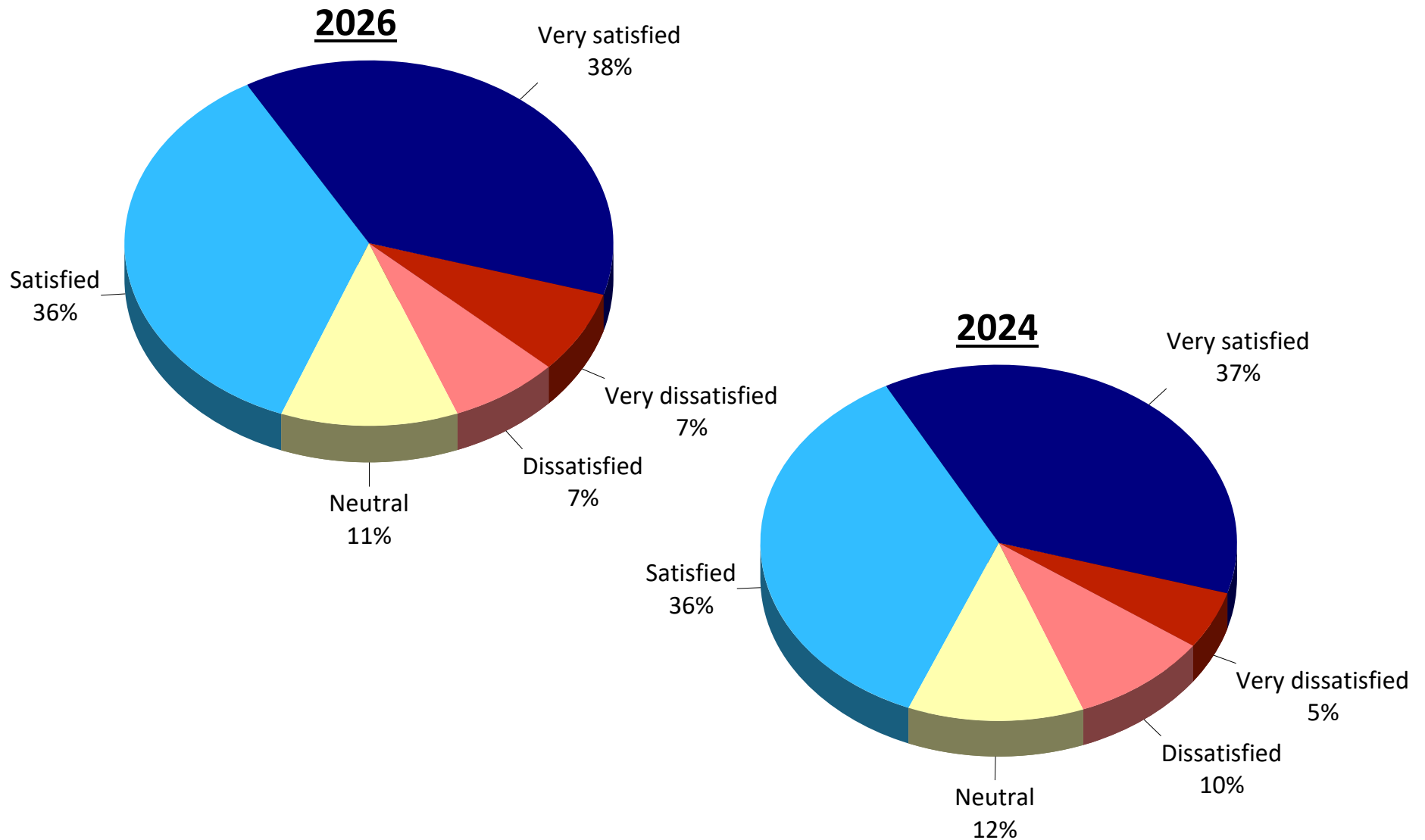
Q8a. During the past two years, have you had a personal experience with the Fire and/or Police Department?

by percentage of respondents (excluding not provided)



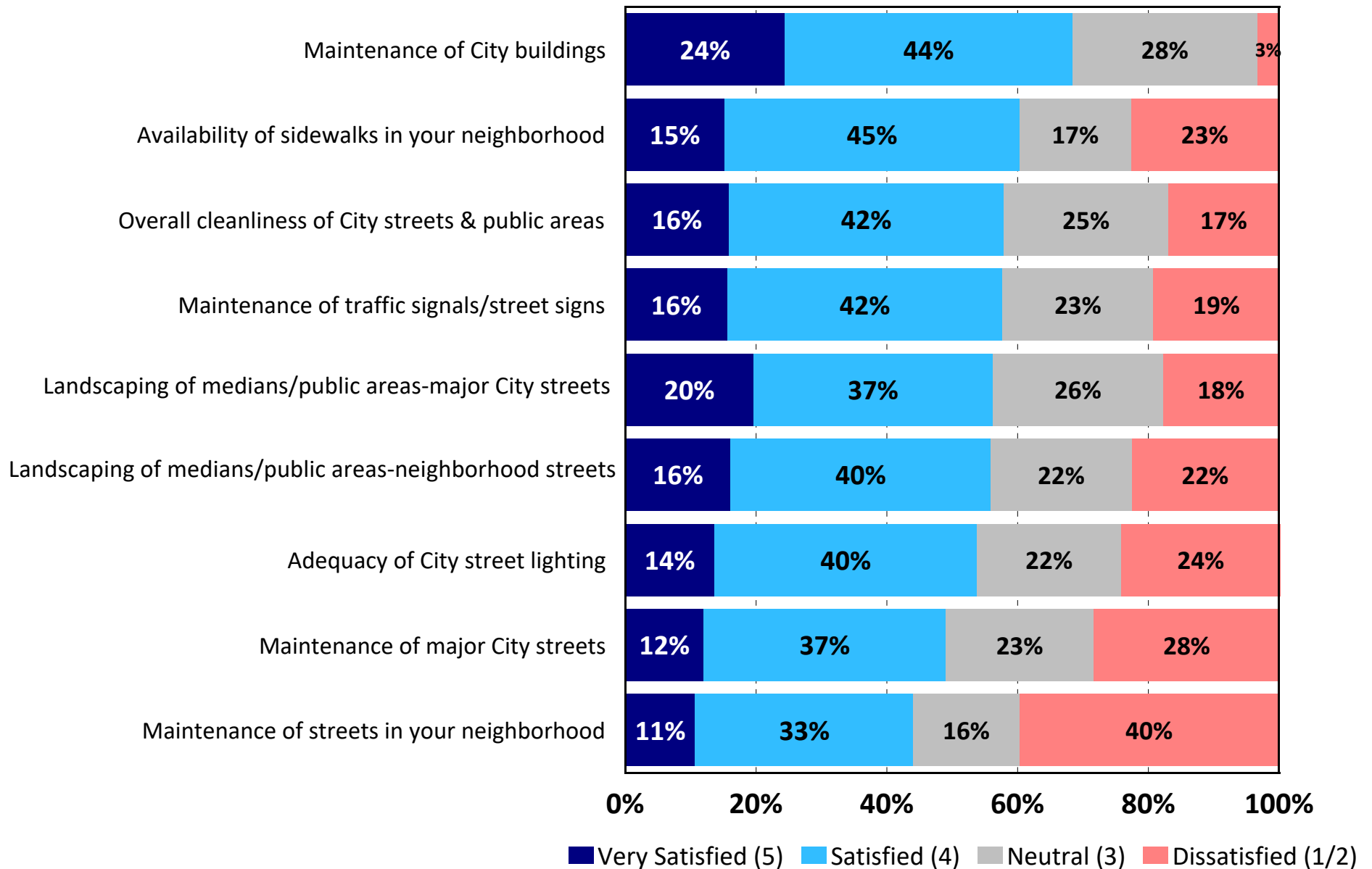
Q8b. If you have had a personal experience with police/fire, how would you rate that experience?

by percentage of respondents who have had personal experience with the Fire and/or Police Department during the past two years



Q9. Satisfaction with Maintenance

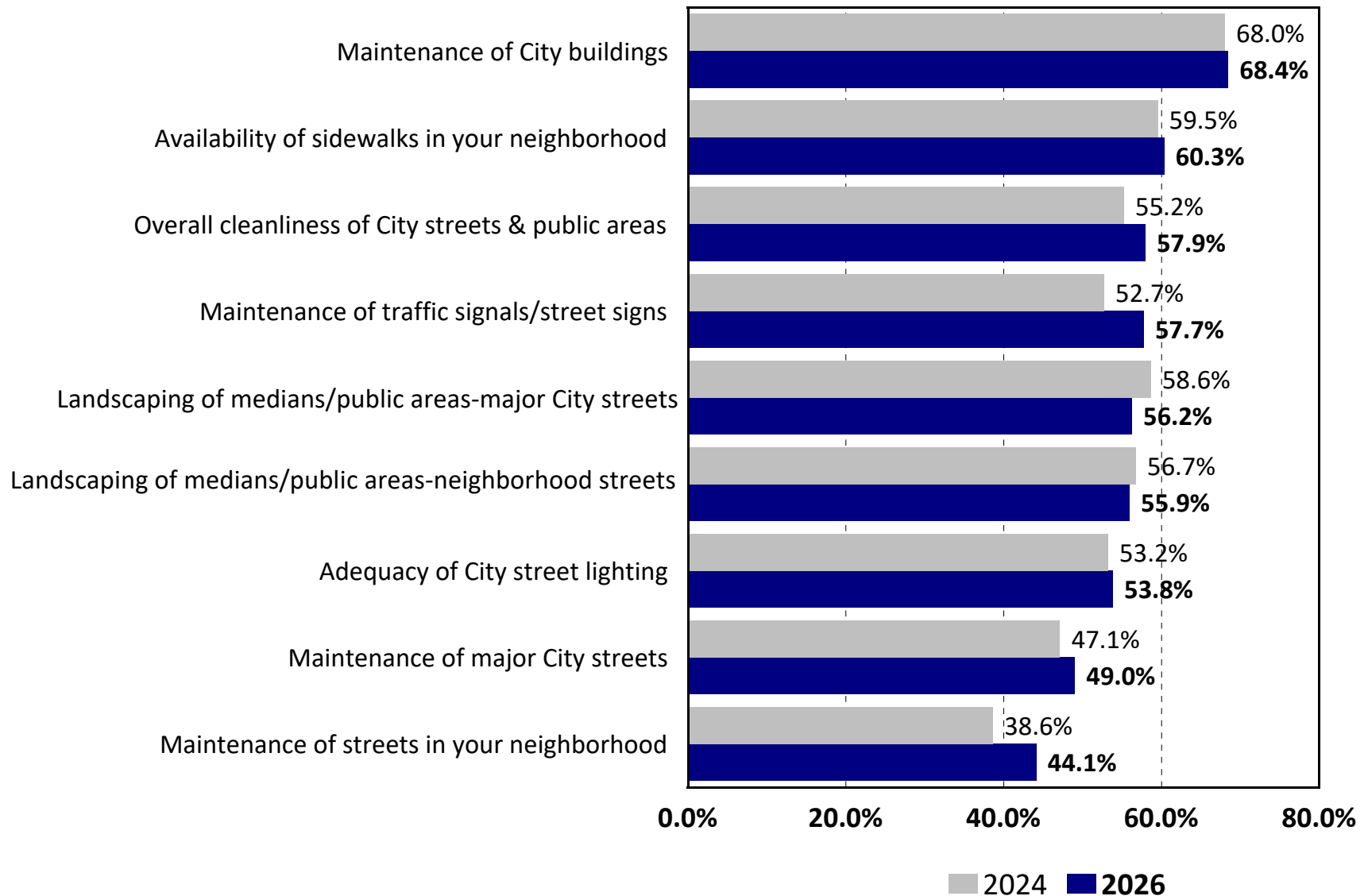
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Satisfaction with Maintenance

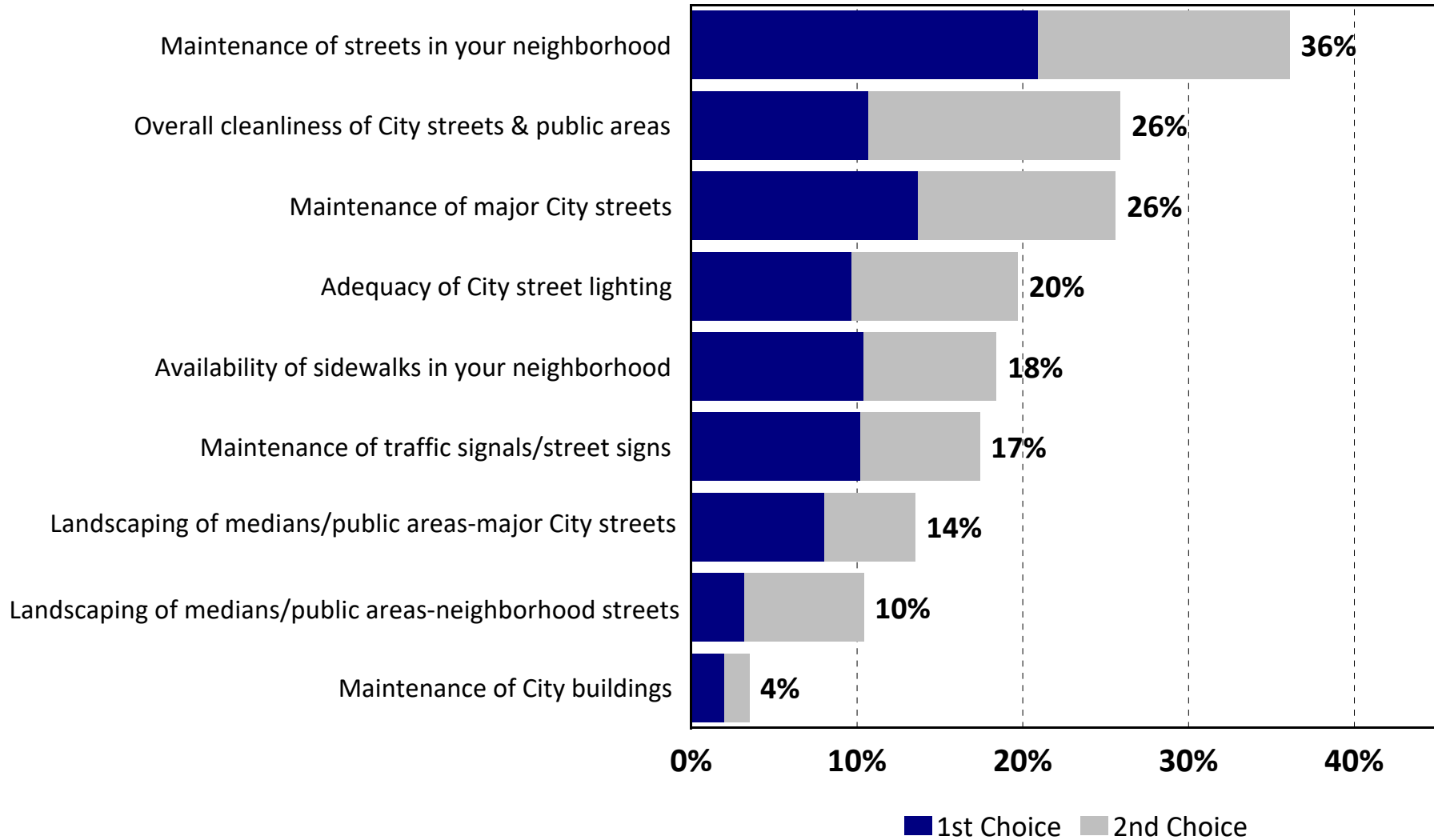
2024 vs. 2026

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



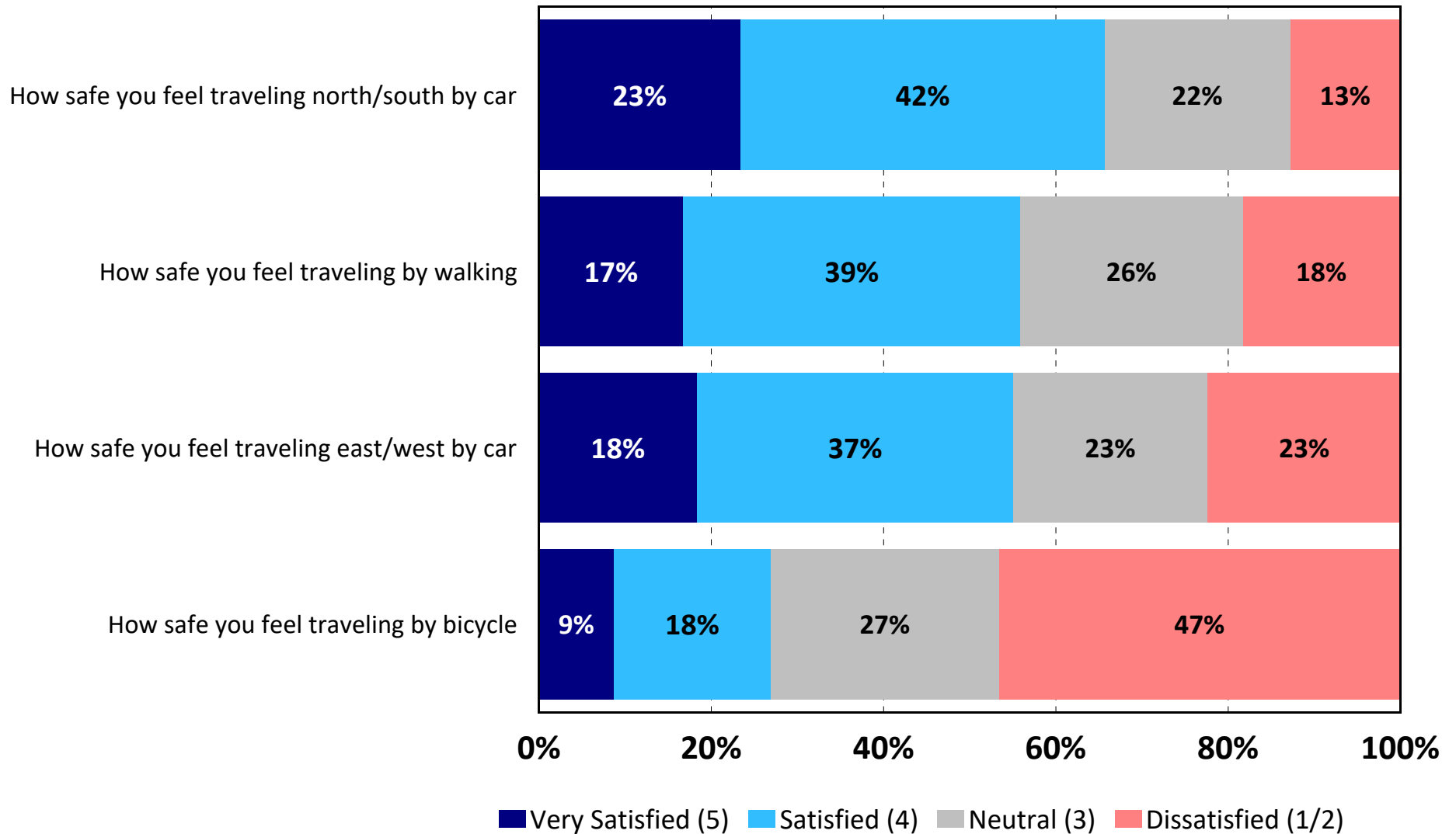
Q10. Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q11. Satisfaction with Transportation

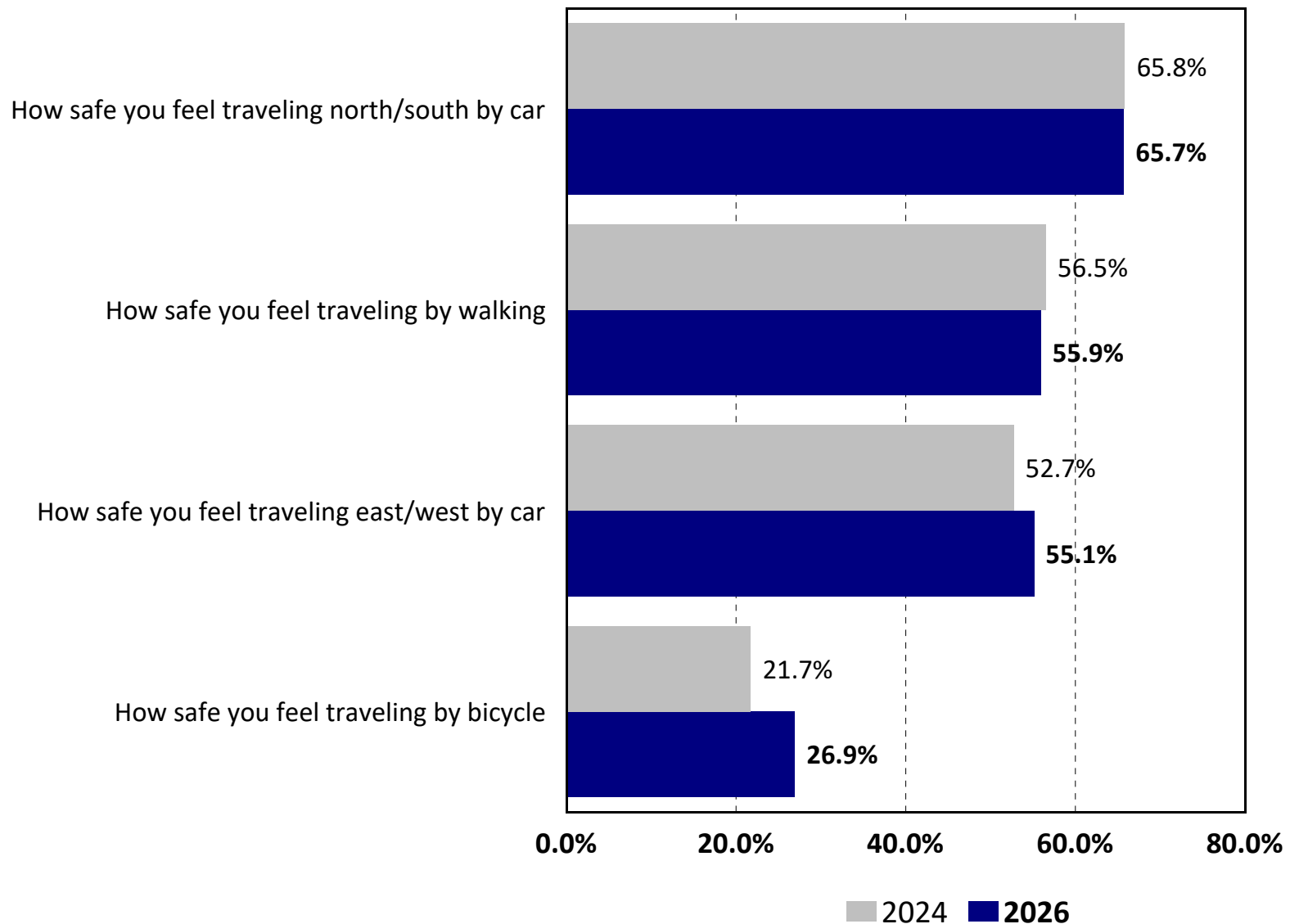
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Satisfaction with Transportation

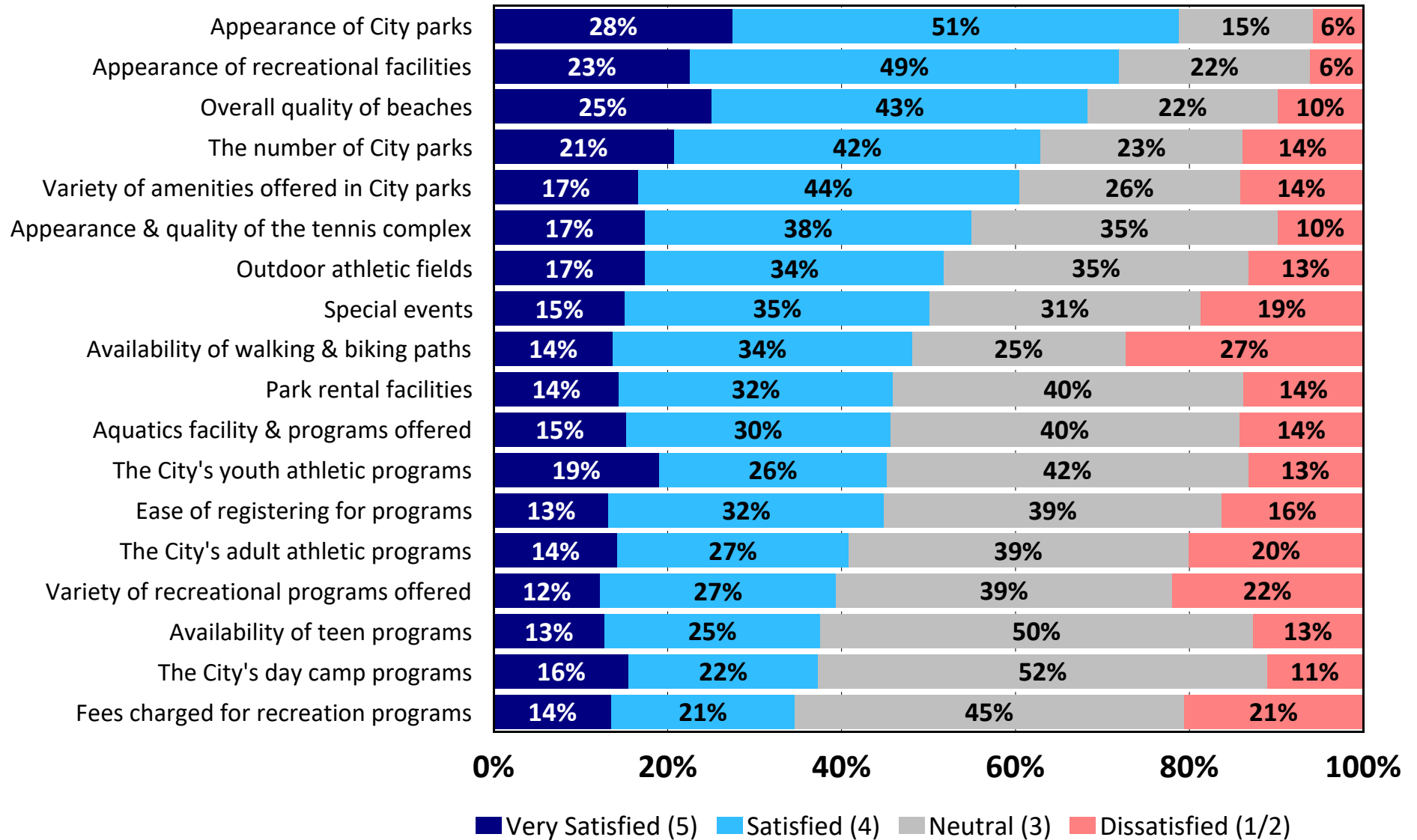
2024 vs. 2026

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



Q12. Satisfaction with Parks and Recreation

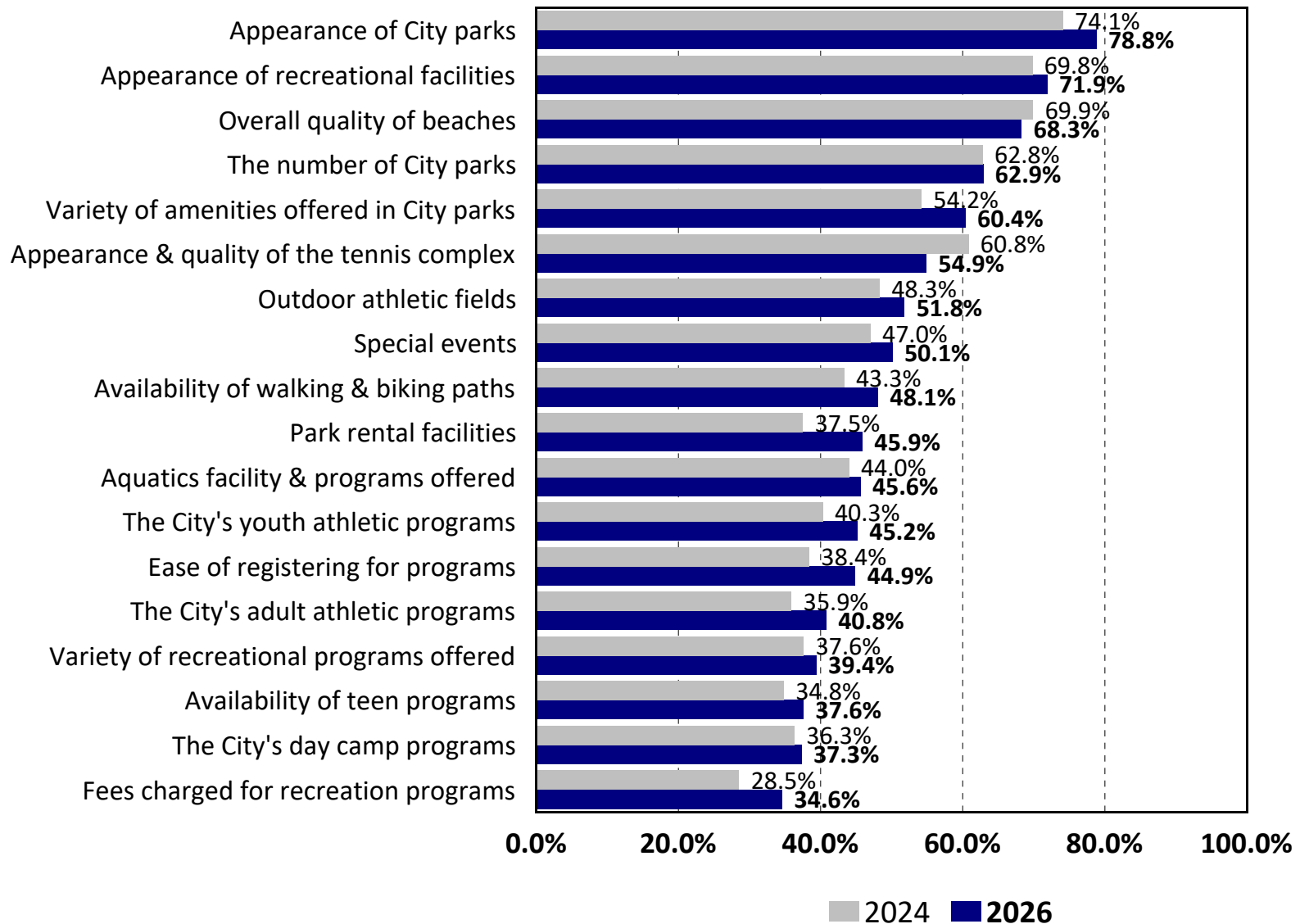
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Satisfaction with Parks and Recreation

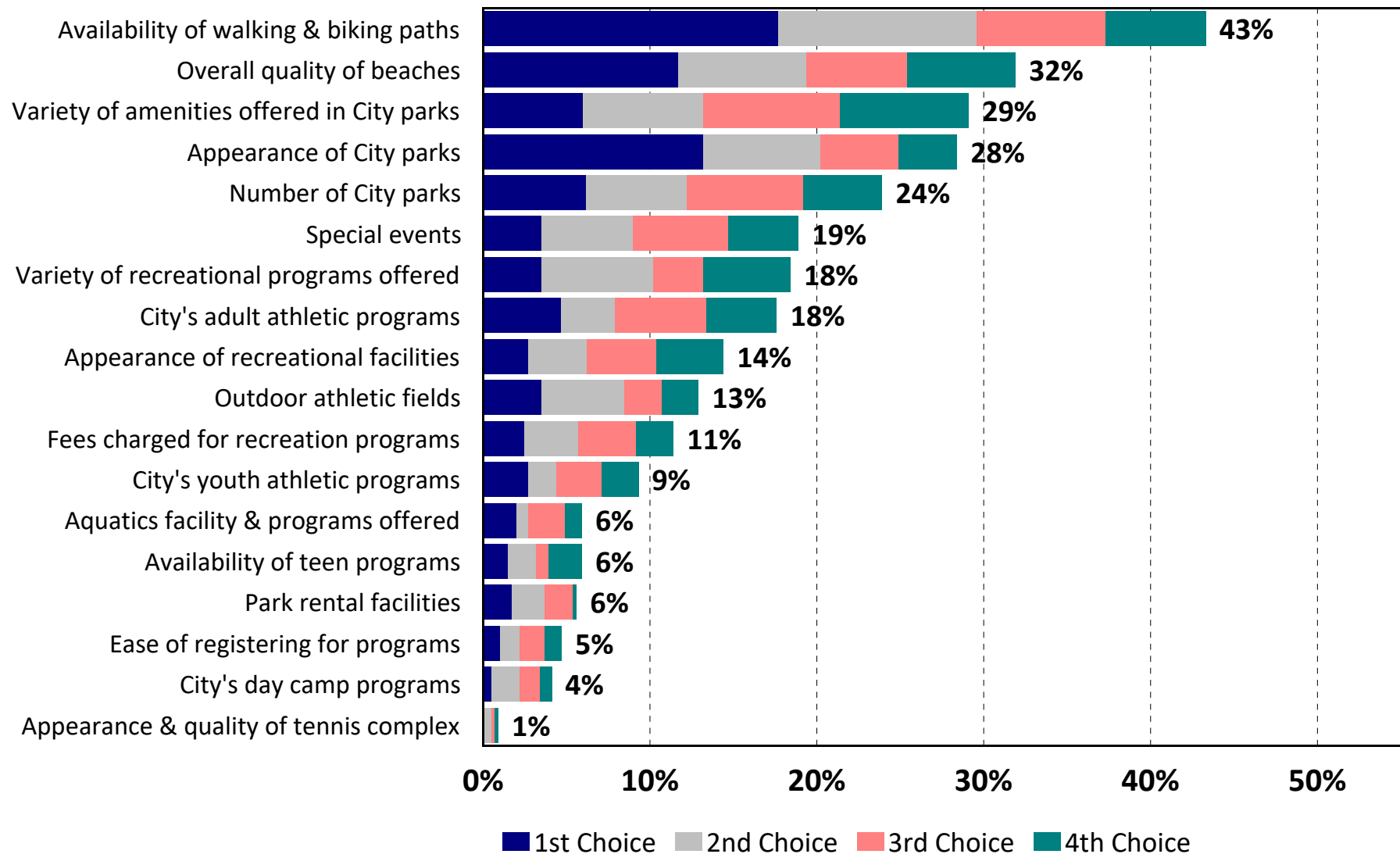
2024 vs. 2026

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



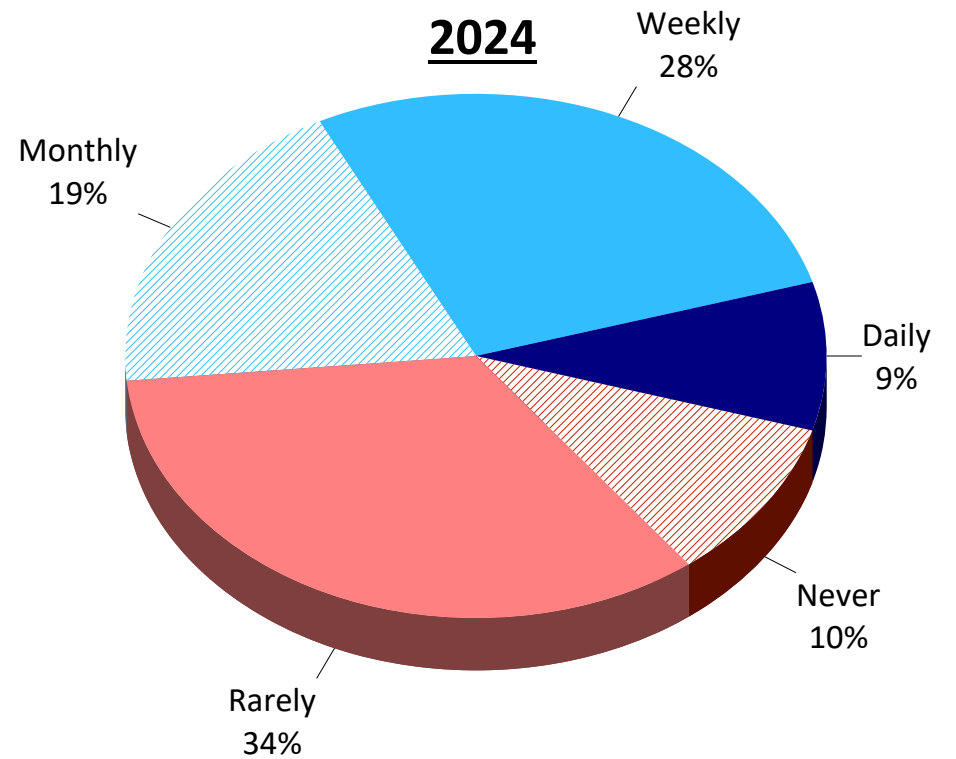
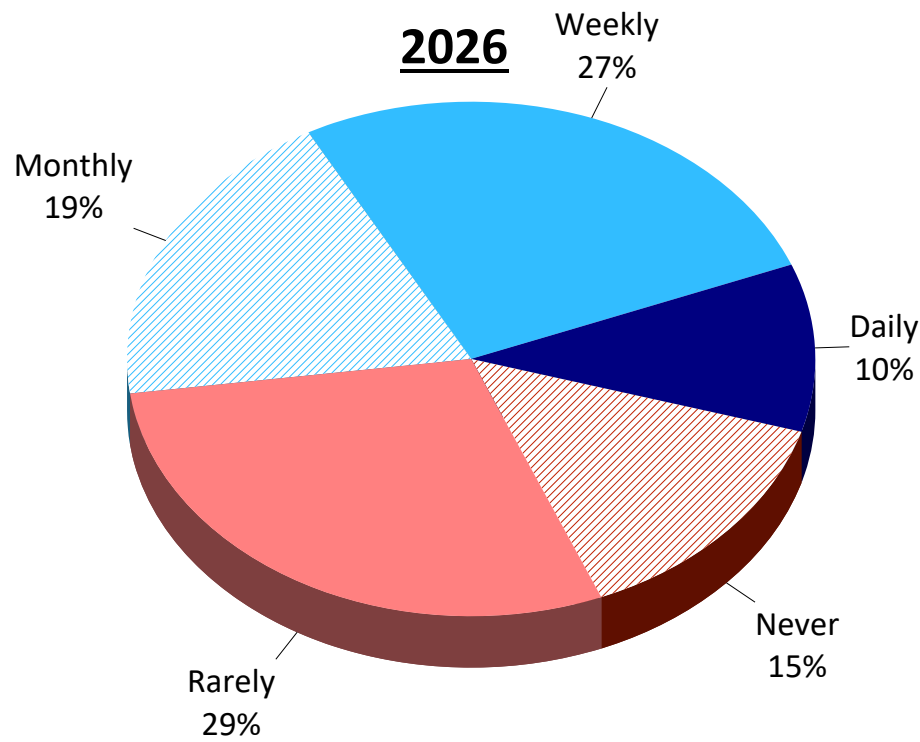
Q13. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



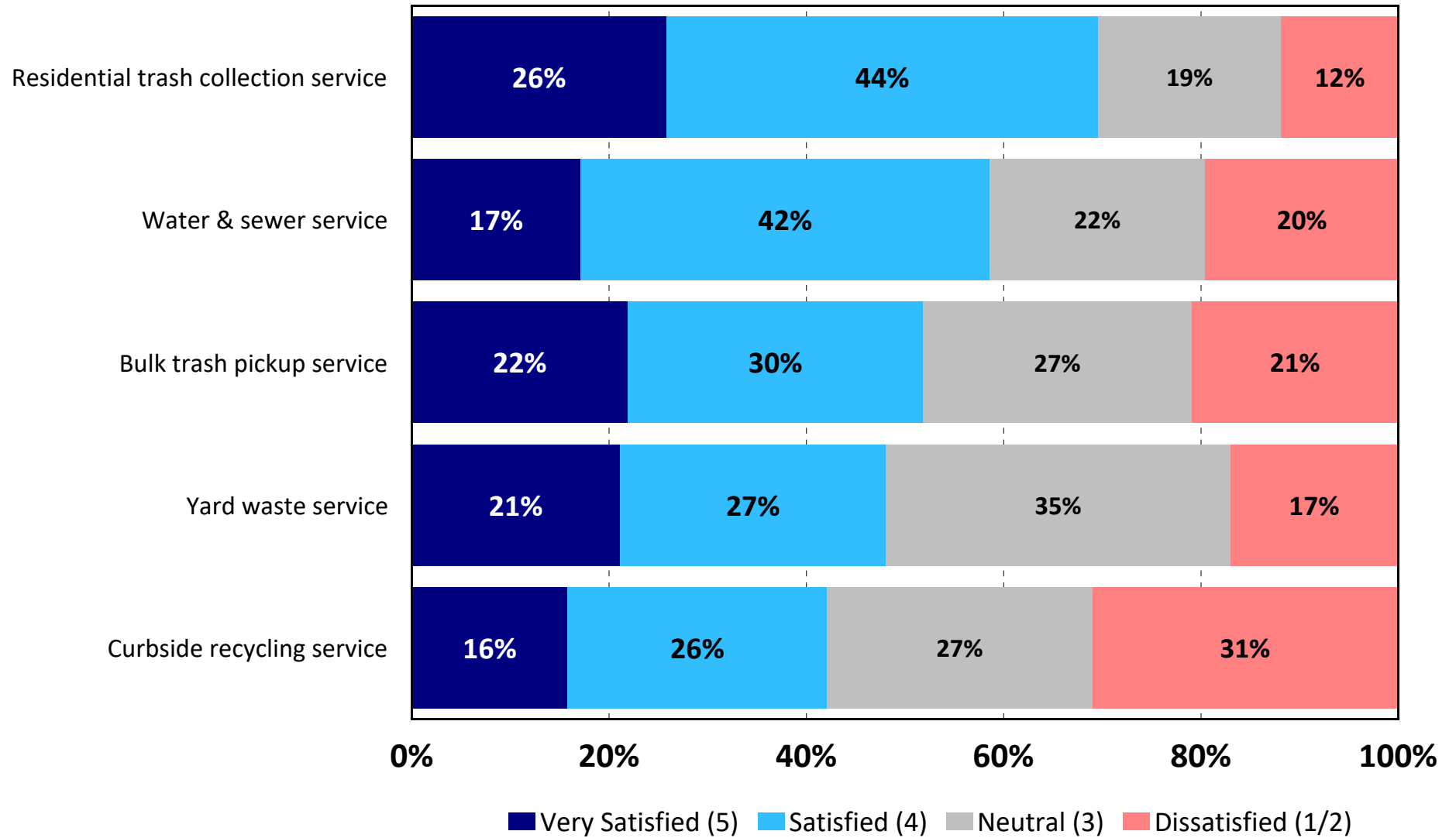
Q13a. How often do you use the City's Park System?

by percentage of respondents (excluding "not provided")



Q14. Satisfaction with Utilities

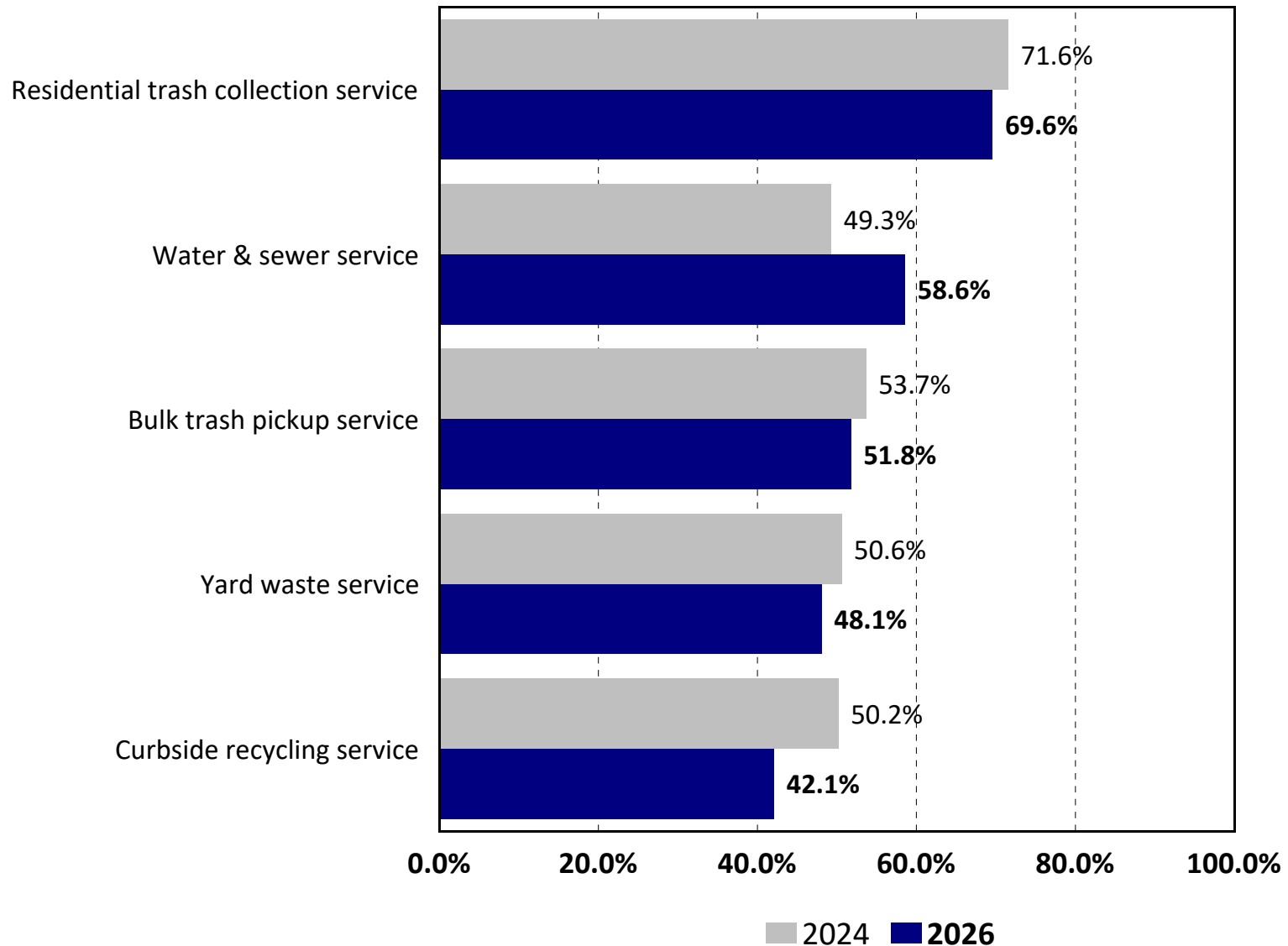
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Satisfaction with Utilities

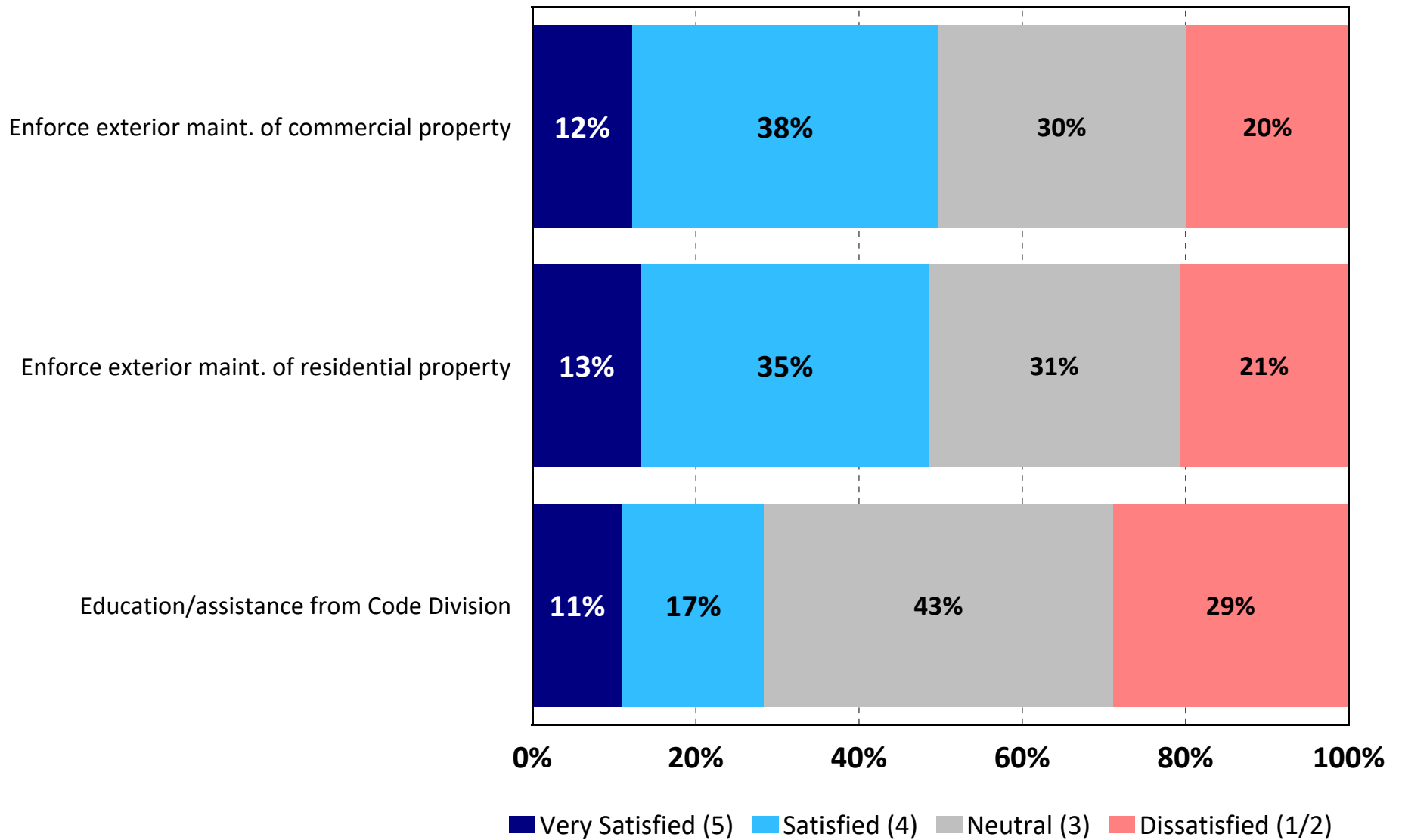
2024 vs. 2026

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



Q15. Satisfaction with Code Compliance

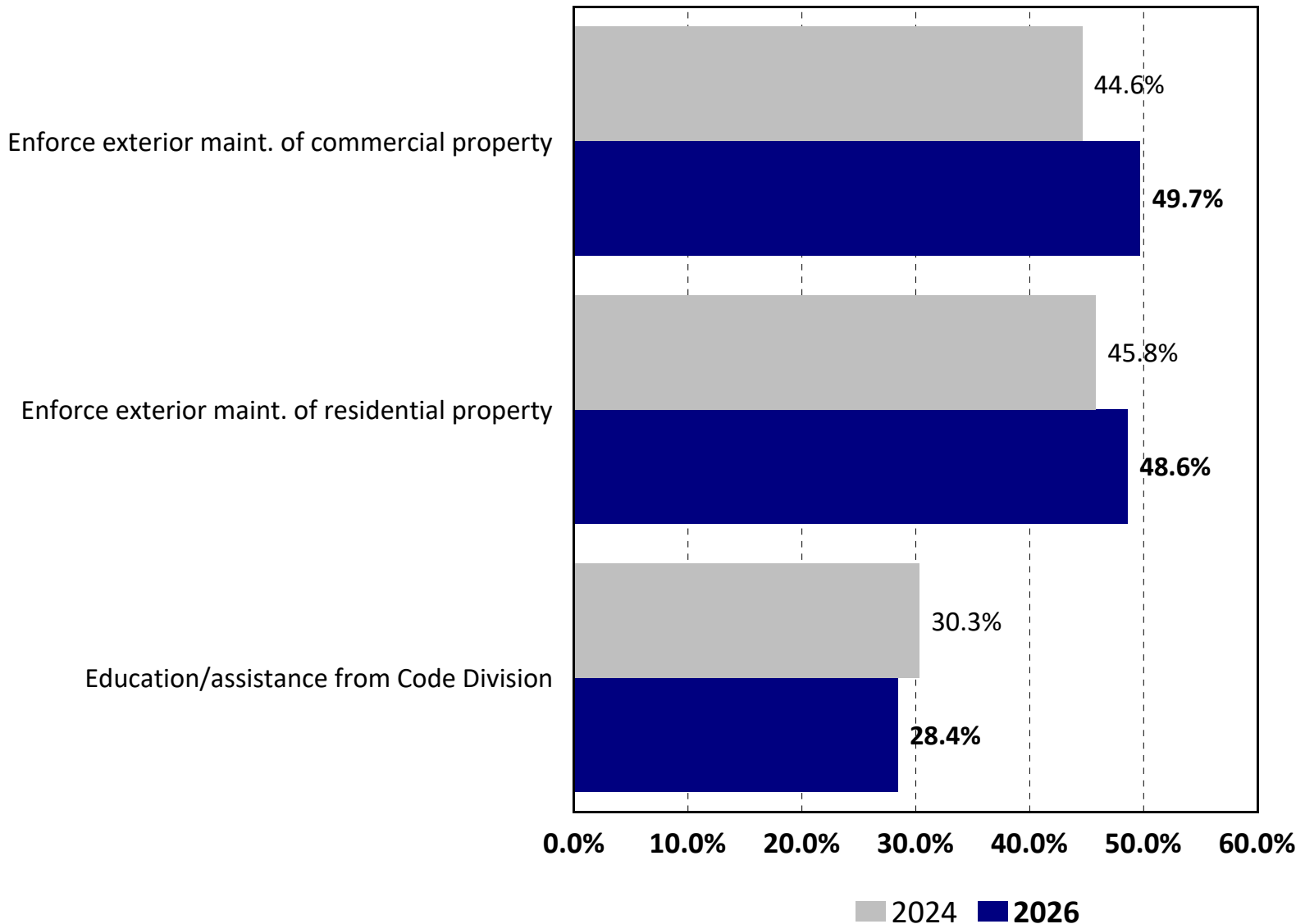
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Satisfaction with Code Compliance

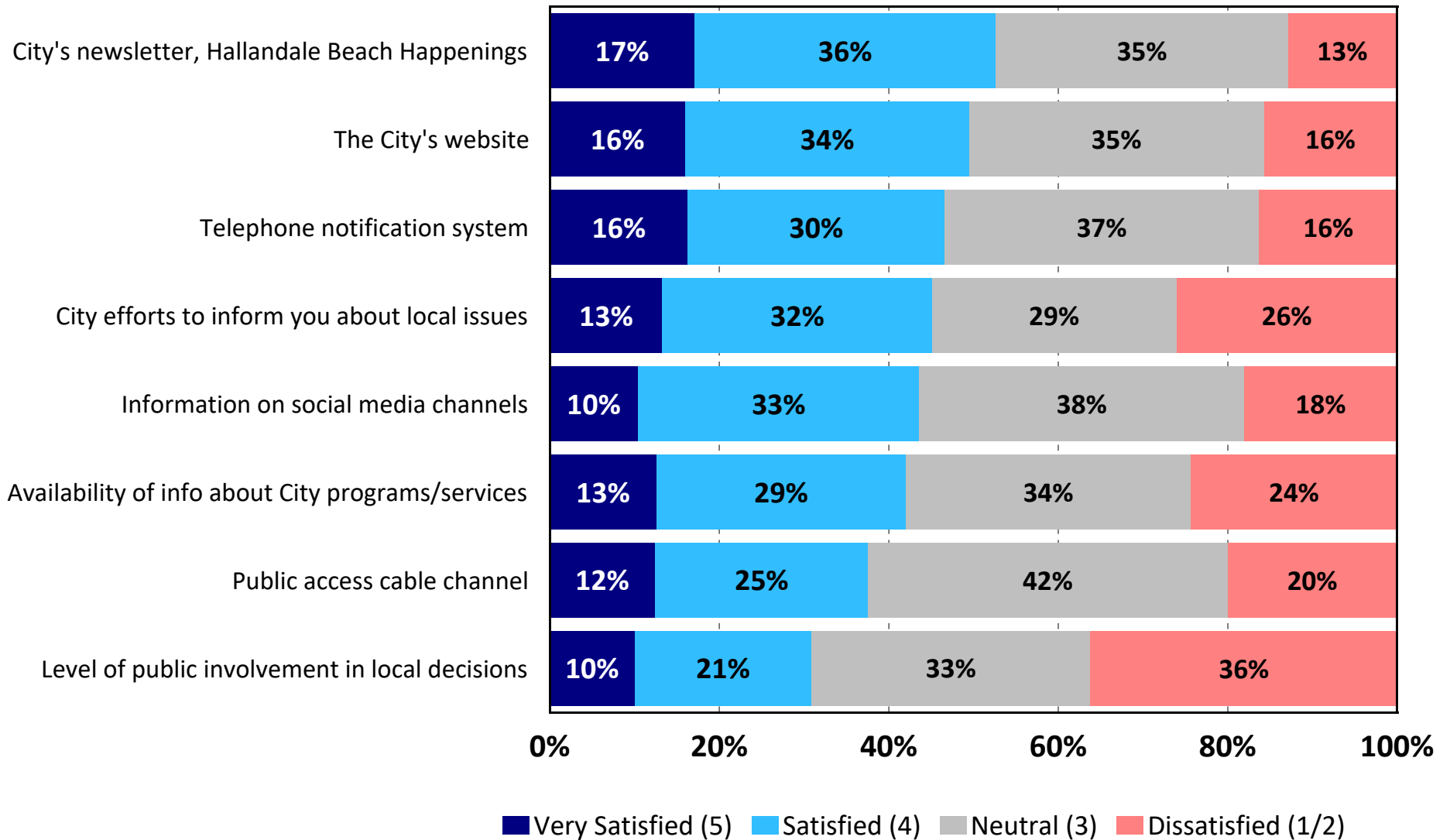
2024 vs. 2026

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



Q16. Satisfaction with Communication

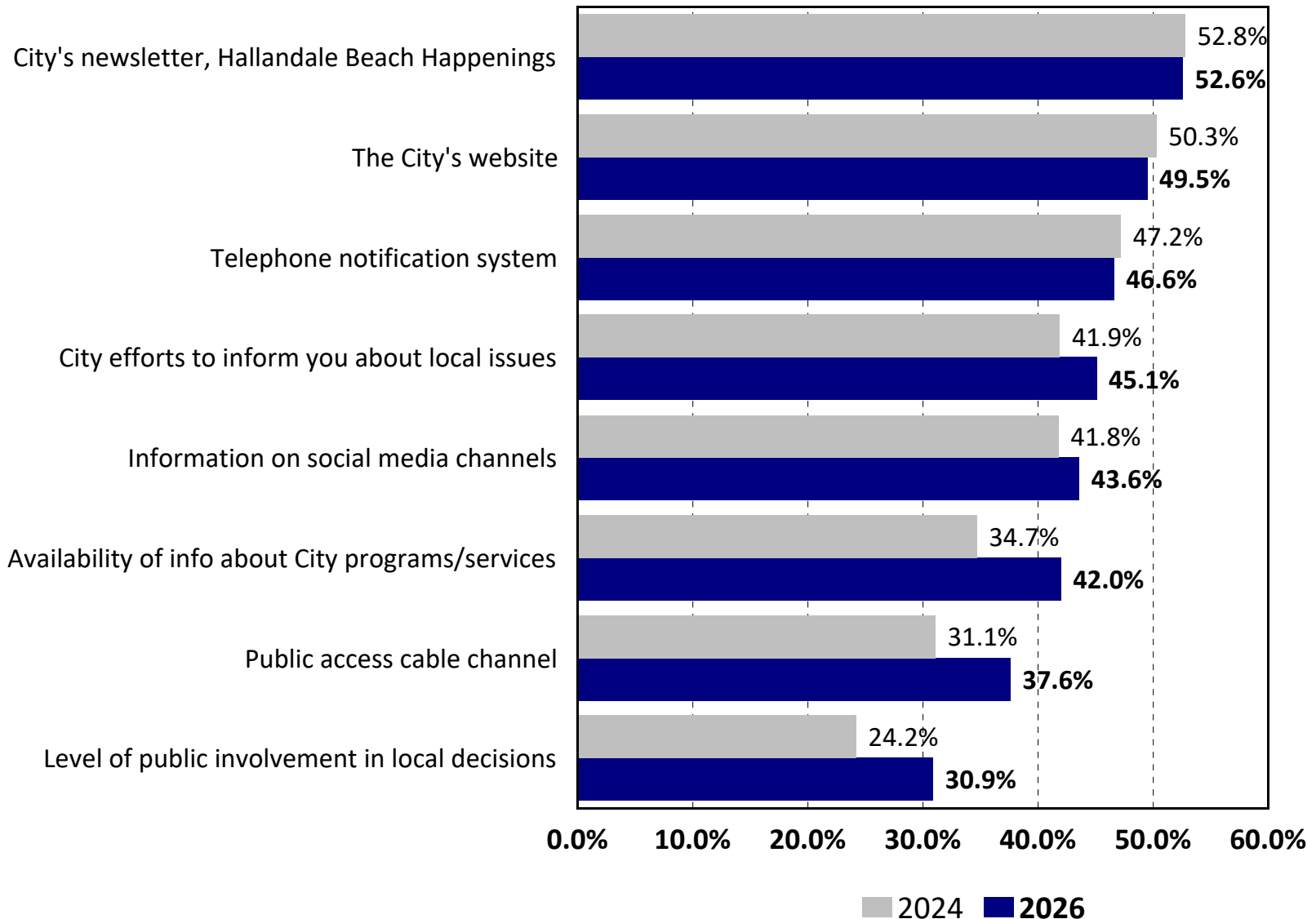
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TRENDS: Satisfaction with Communication

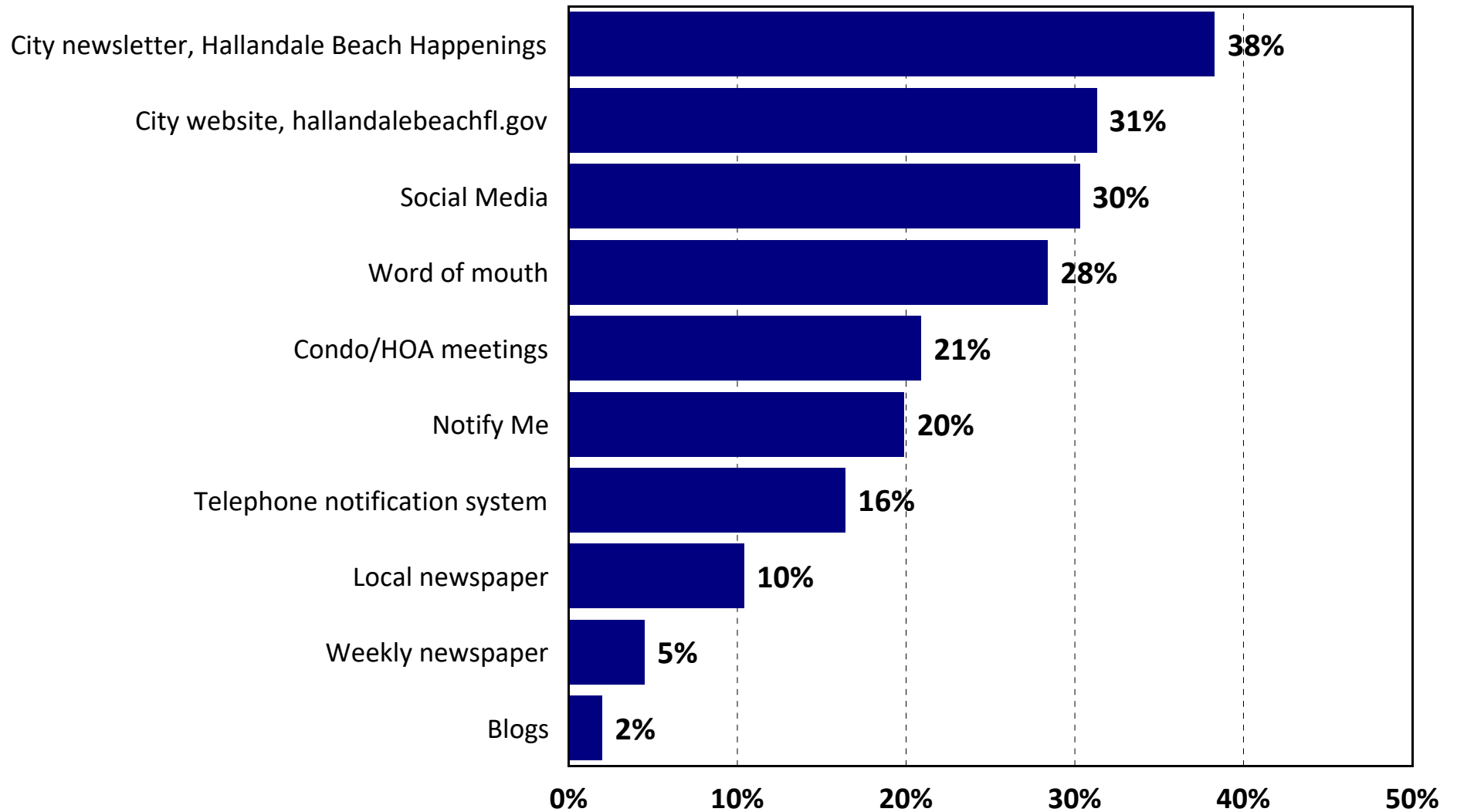
2024 vs. 2026

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



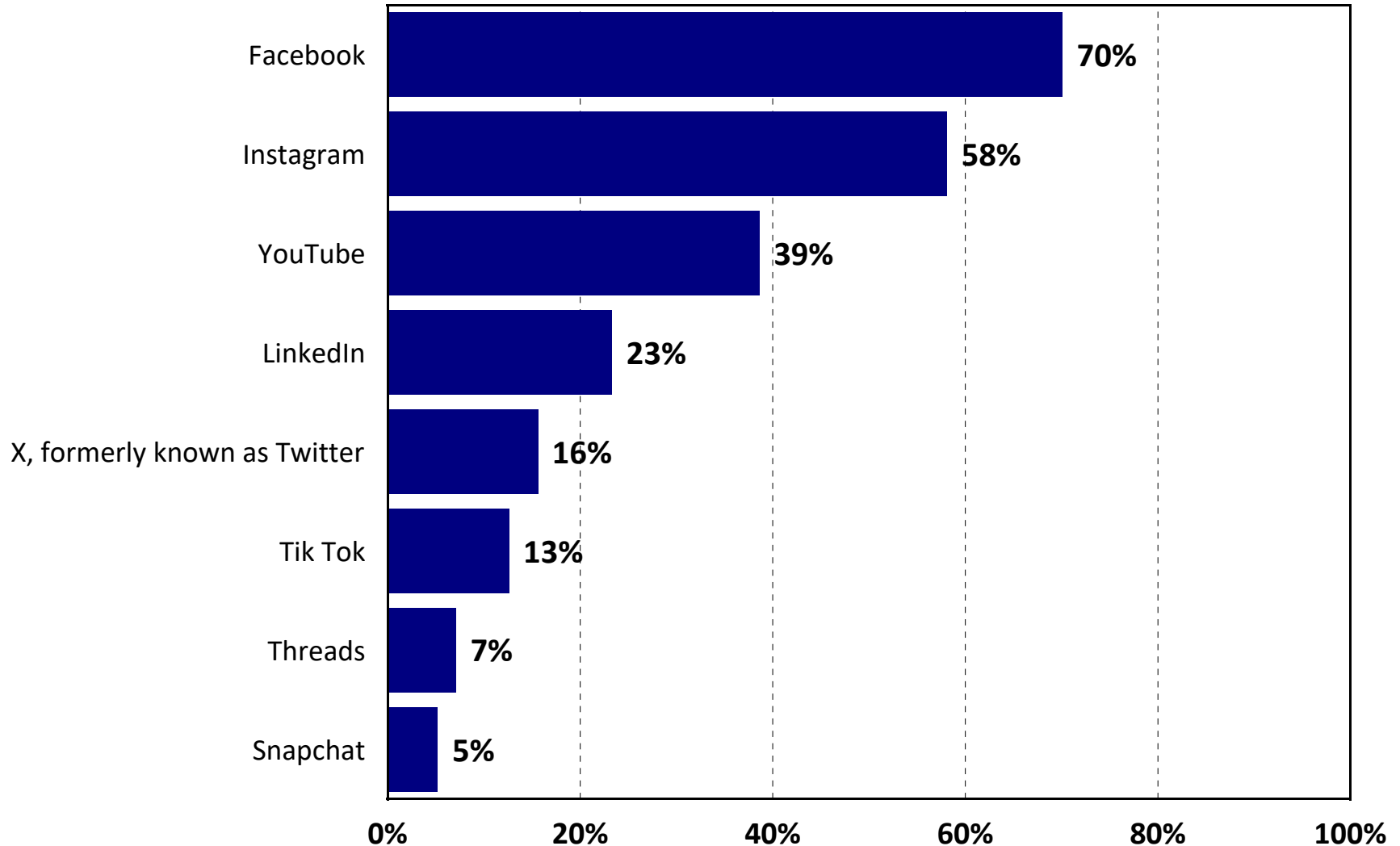
Q17. Primary sources of information about City issues, services, and events

by percentage of respondents (multiple selections could be made)



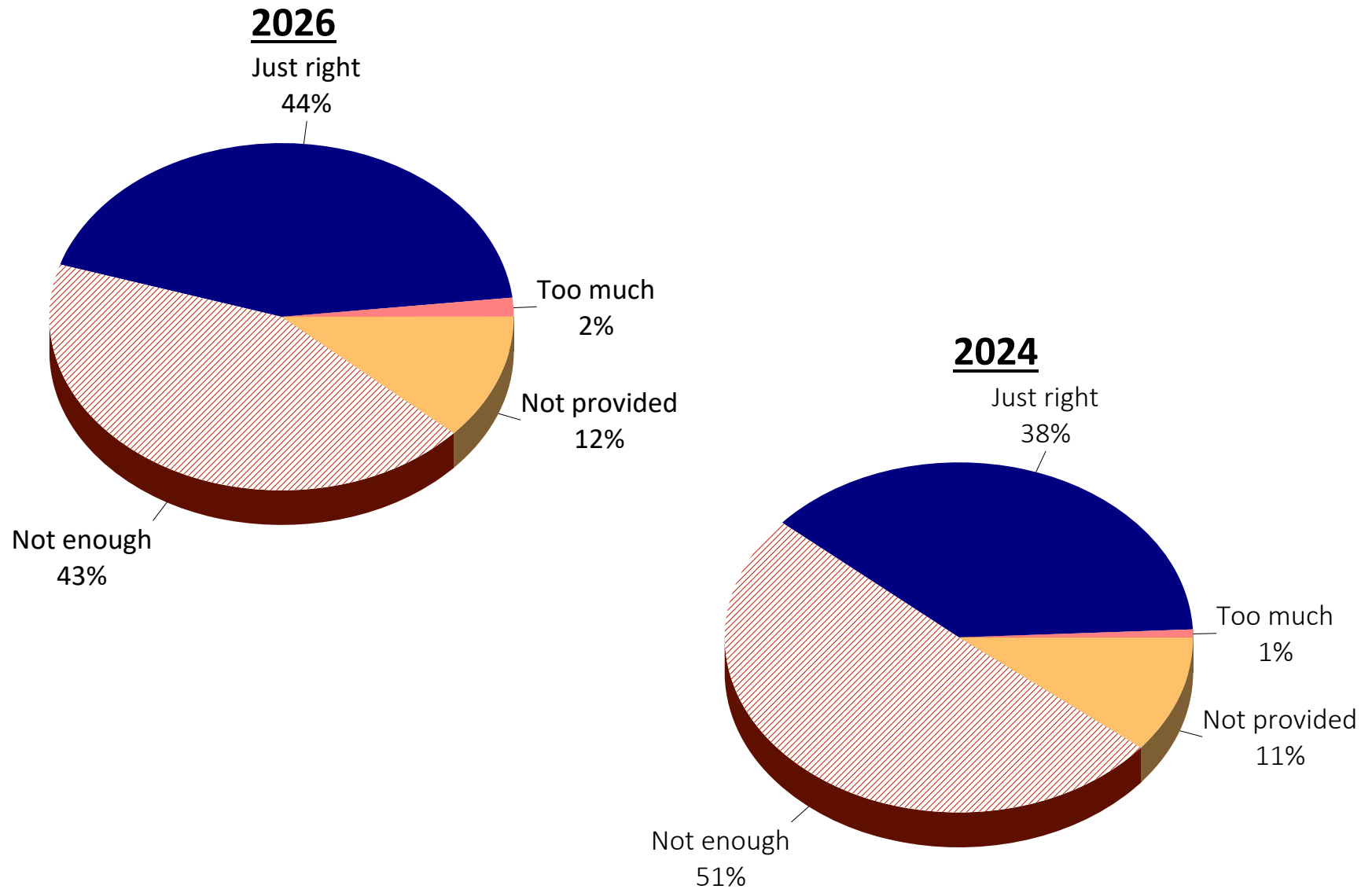
Q18. Which of the following social media do you use and/or subscribe to?

by percentage of respondents (excluding “none” - multiple selections could be made)



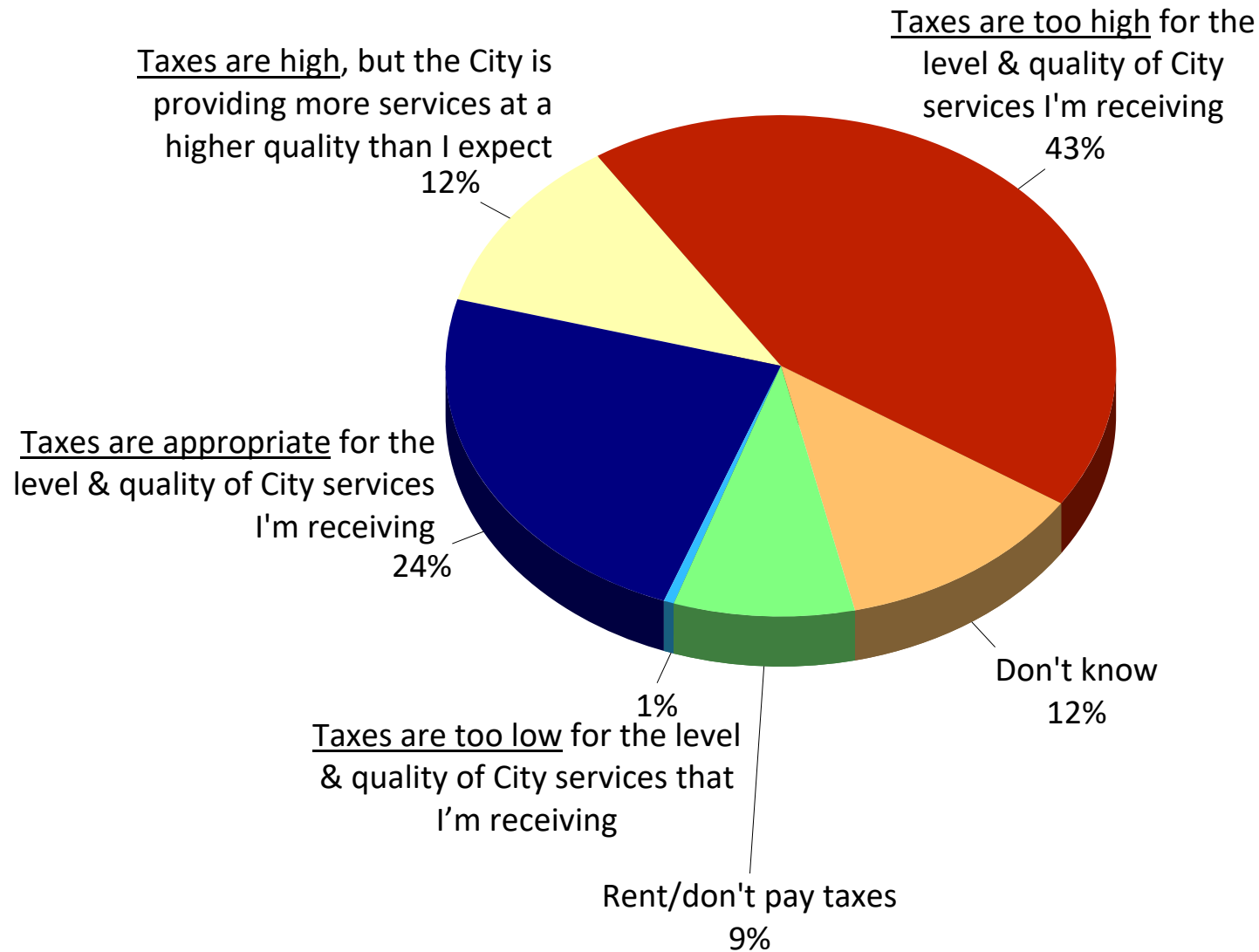
Q19. Is the amount of information you receive from the City of Hallandale Beach...

by percentage of respondents



Q20. Which best describes how you feel about the taxes you pay to the City of Hallandale Beach?

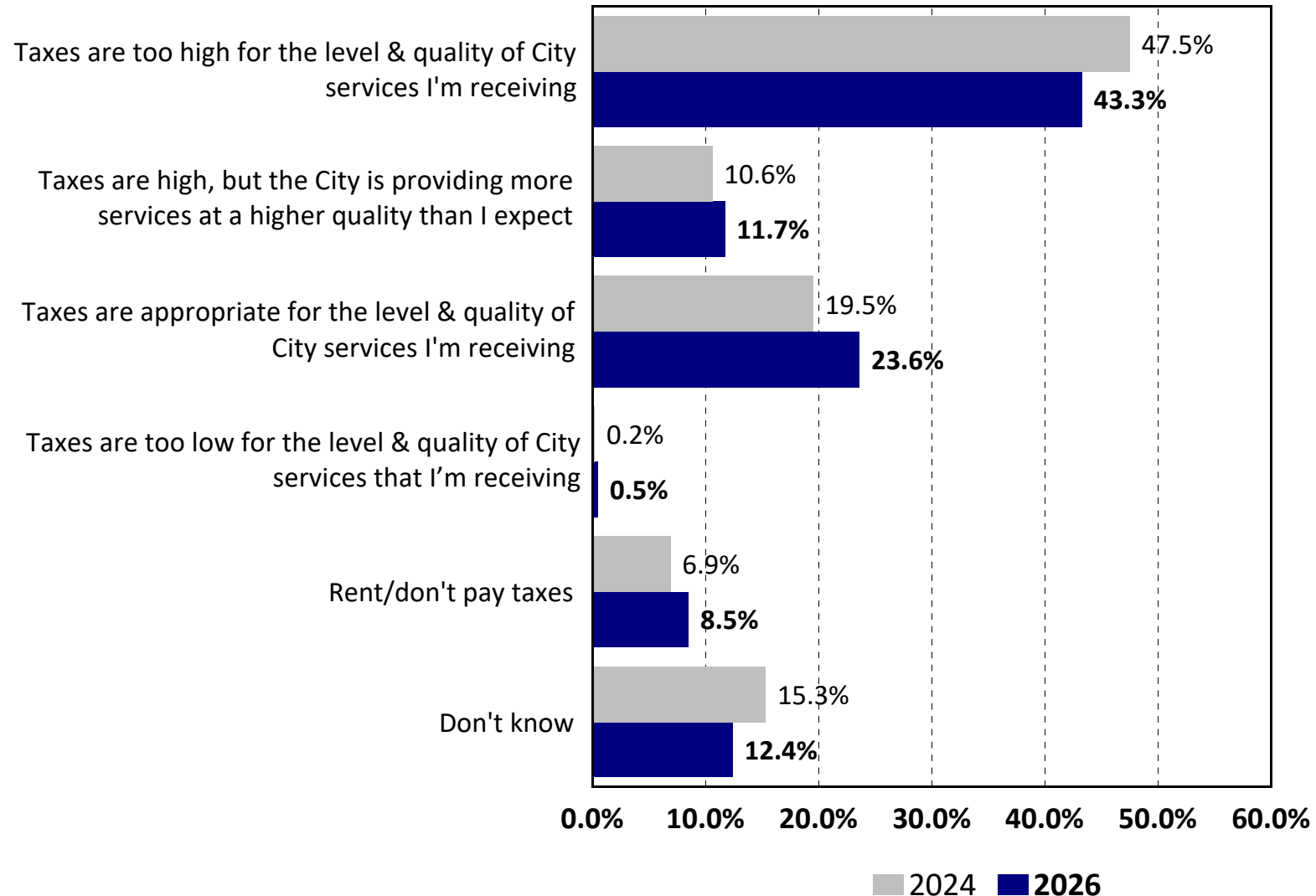
by percentage of respondents



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

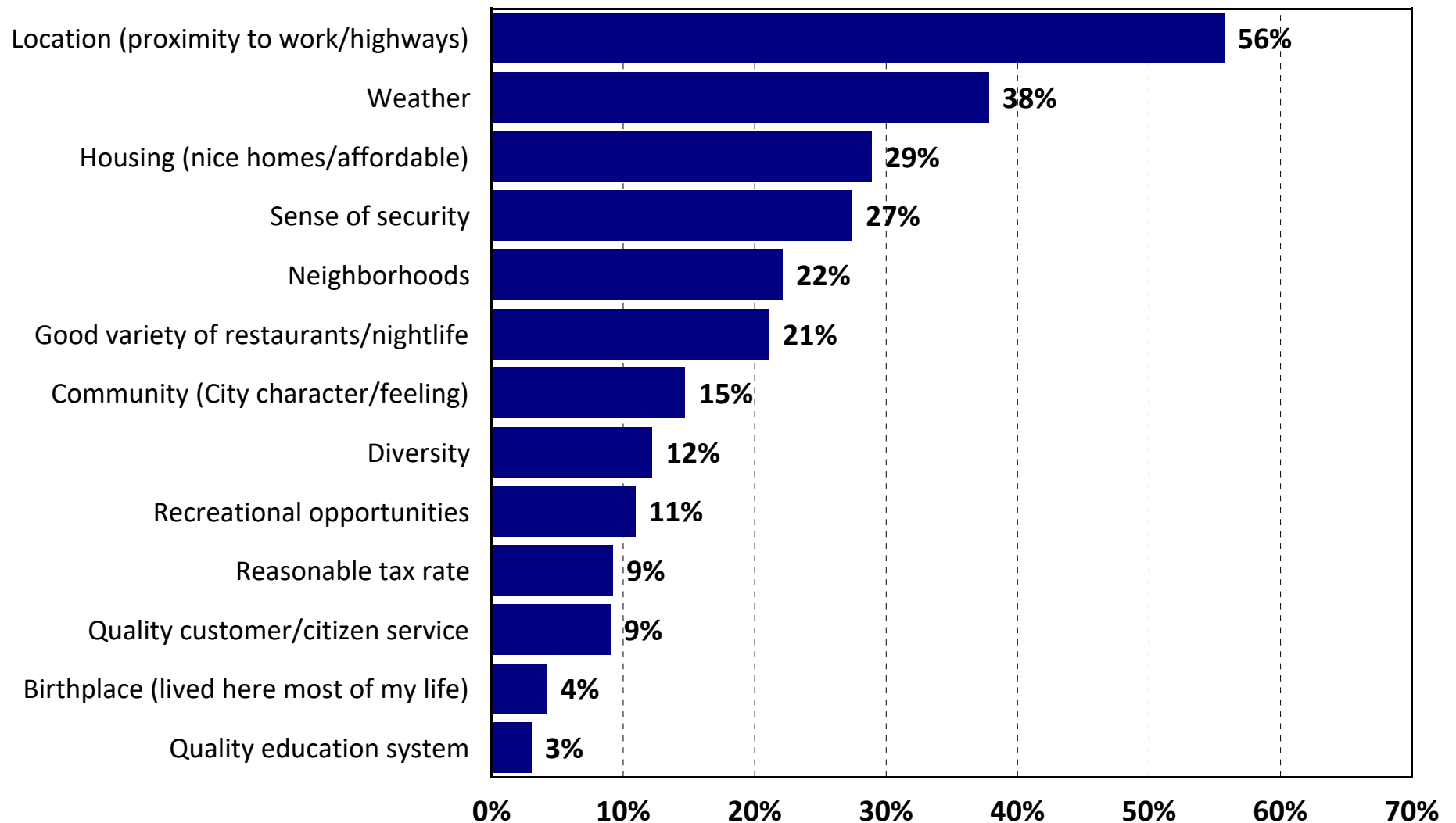
2024 vs. 2026

by percentage of respondents



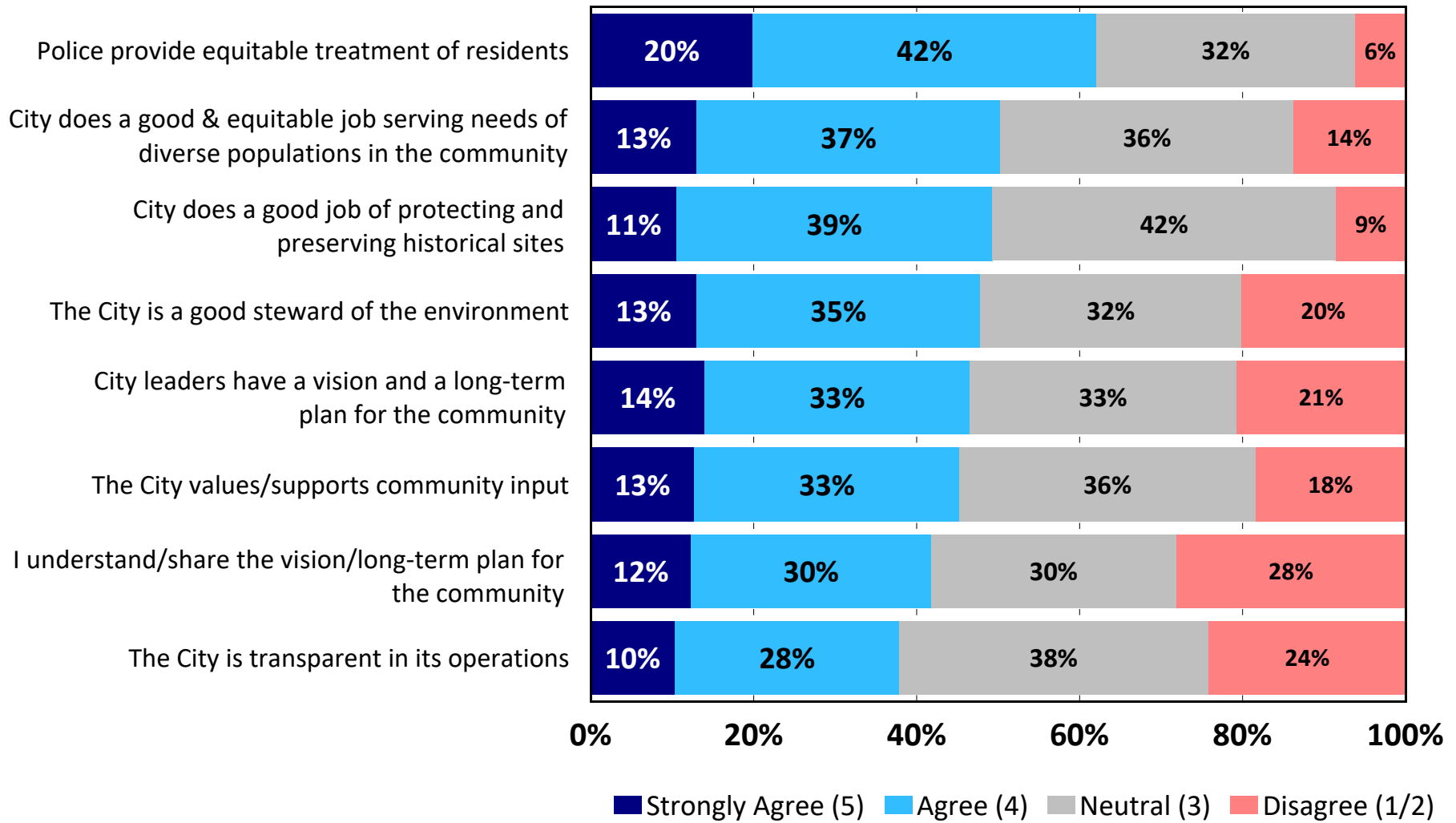
Q21. Why did you originally make the decision to live in, or why do you continue to live in, Hallandale Beach?

by percentage of respondents (multiple selections could be made)



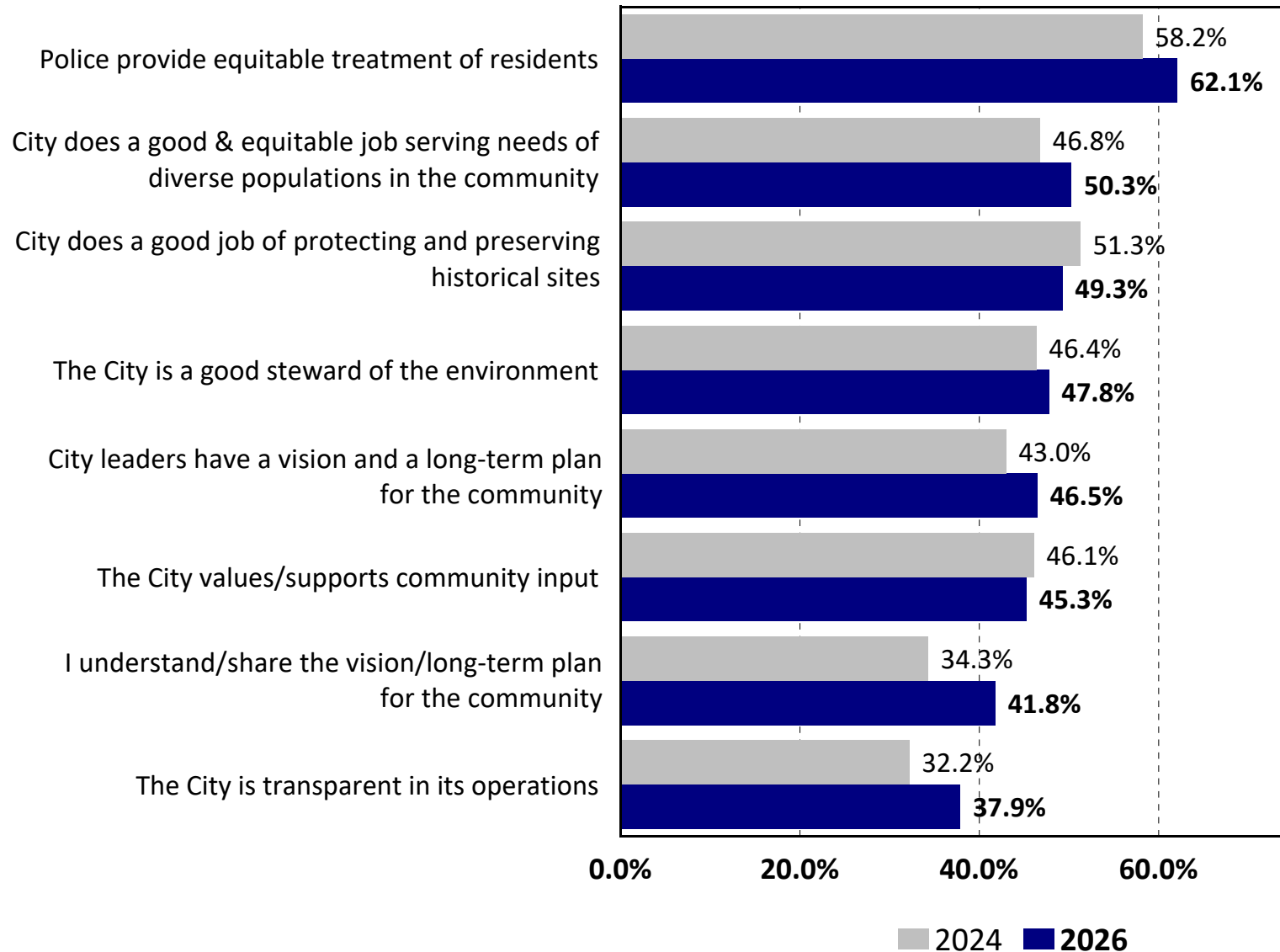
Q22. Level of Agreement with Statements Regarding Values and Diversity

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



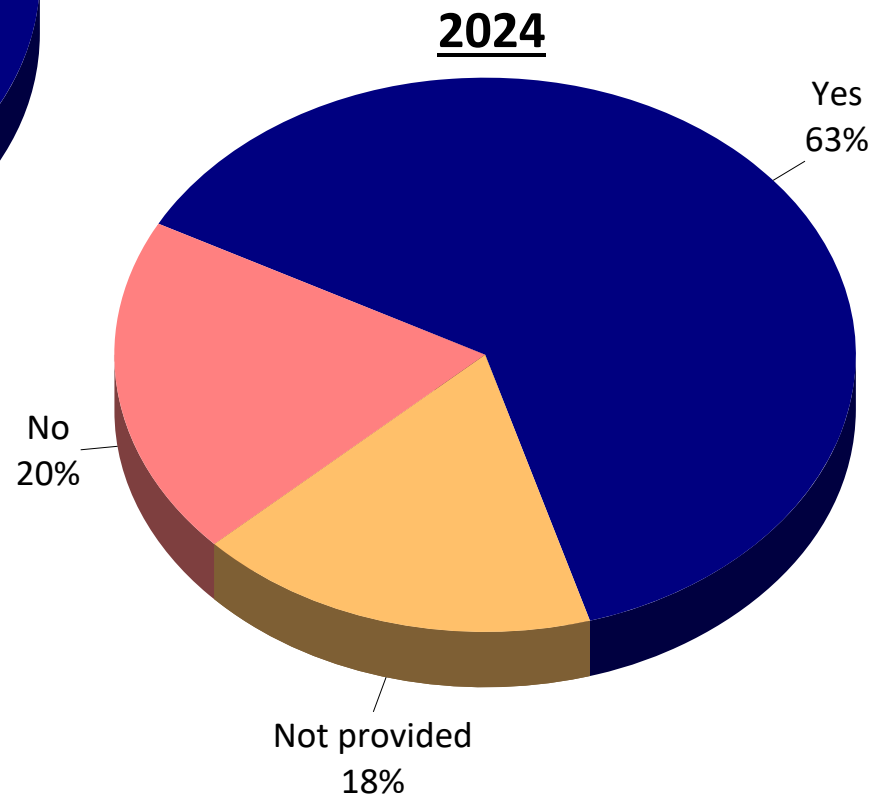
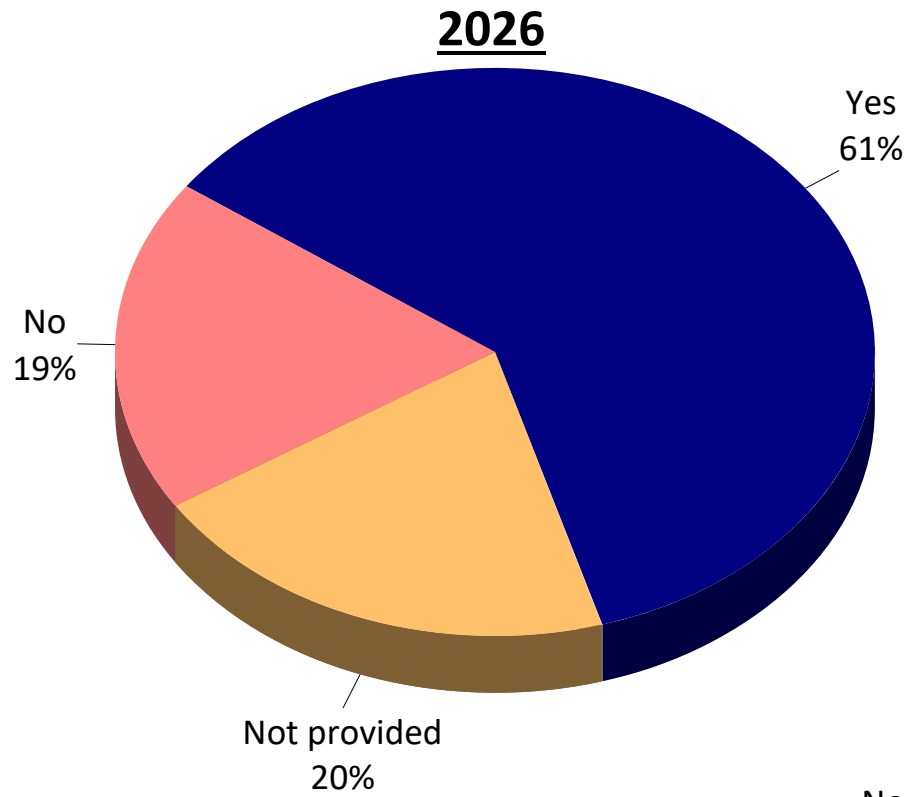
TRENDS: Level of Agreement with Statements Regarding Values and Diversity - 2024 vs. 2026

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



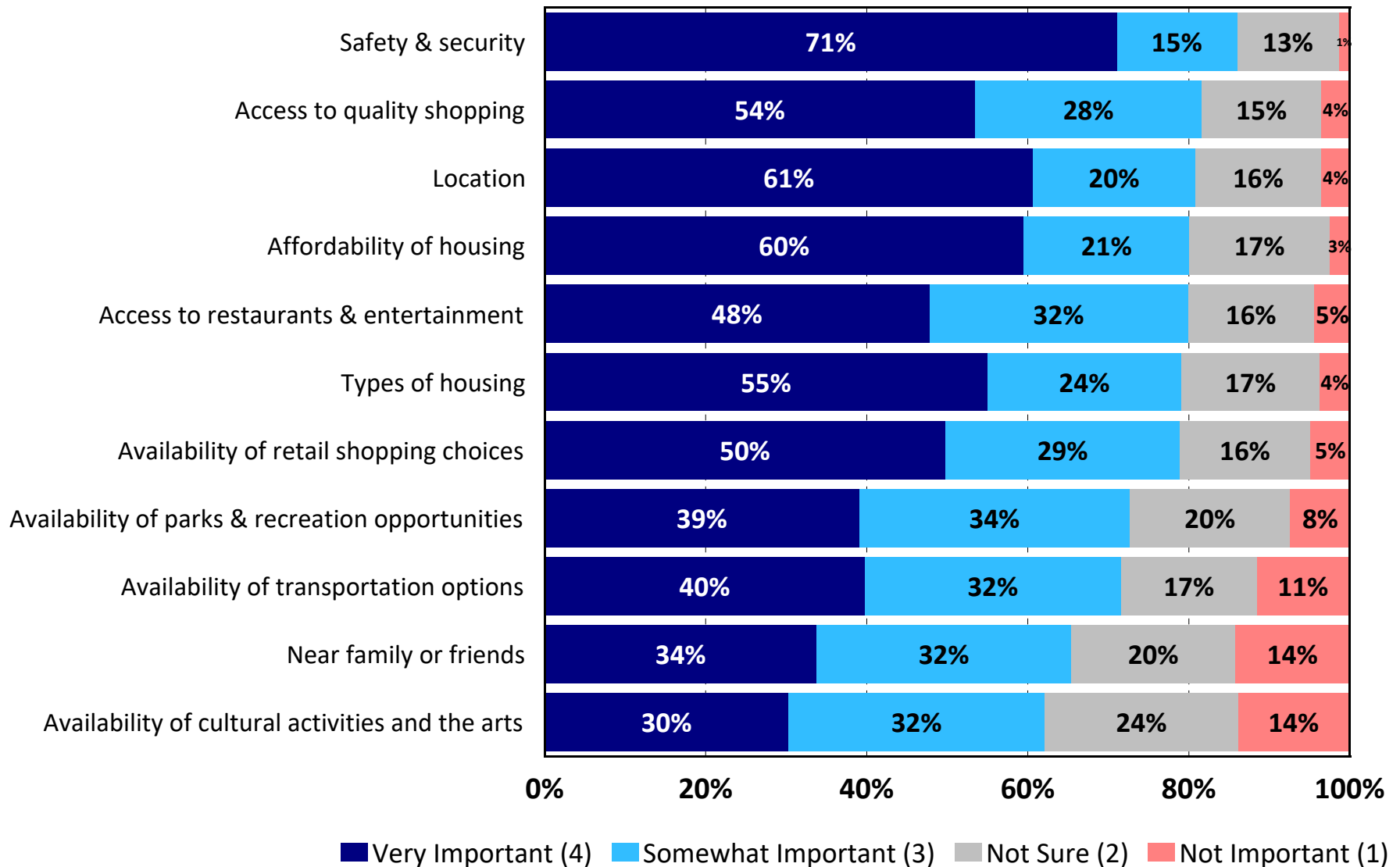
Q25. Do you plan to retire in Hallandale Beach?

by percentage of respondents



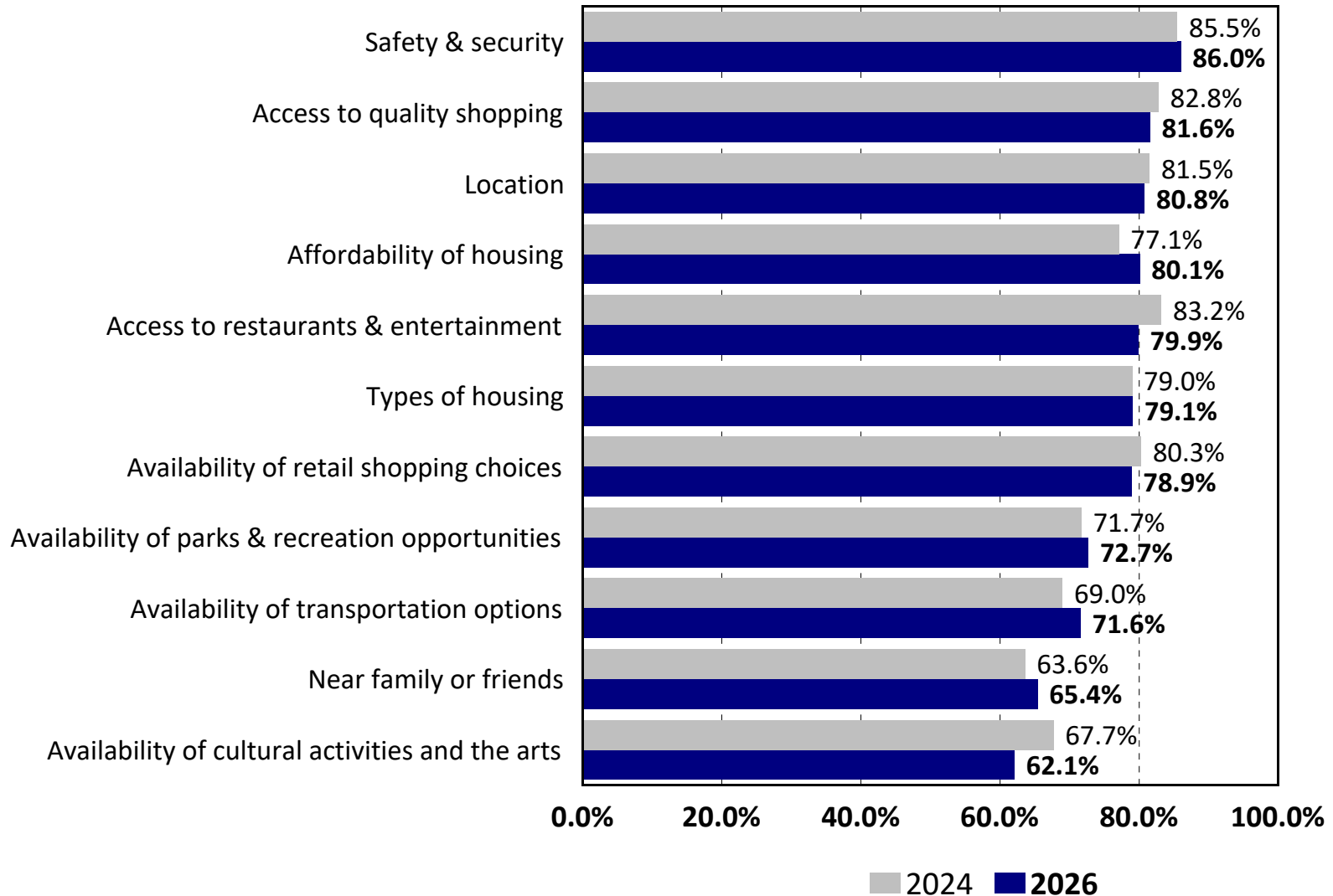
Q26. Importance of the Following Reasons in Deciding Whether or Not to Retire in Hallandale Beach

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



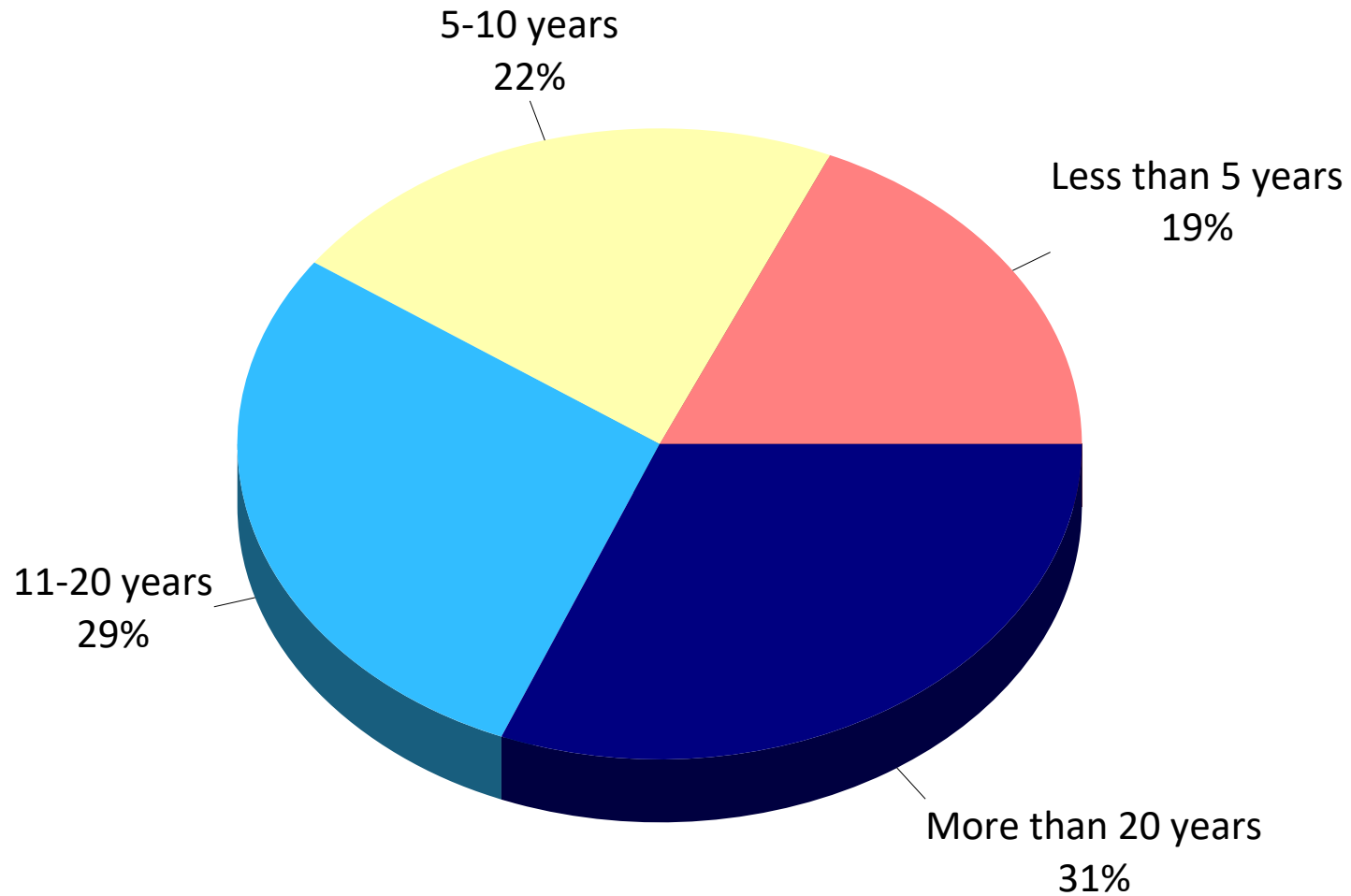
TRENDS: Importance of the Following Reasons in Deciding Whether or Not to Retire in Hallandale Beach 2024 vs. 2026

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



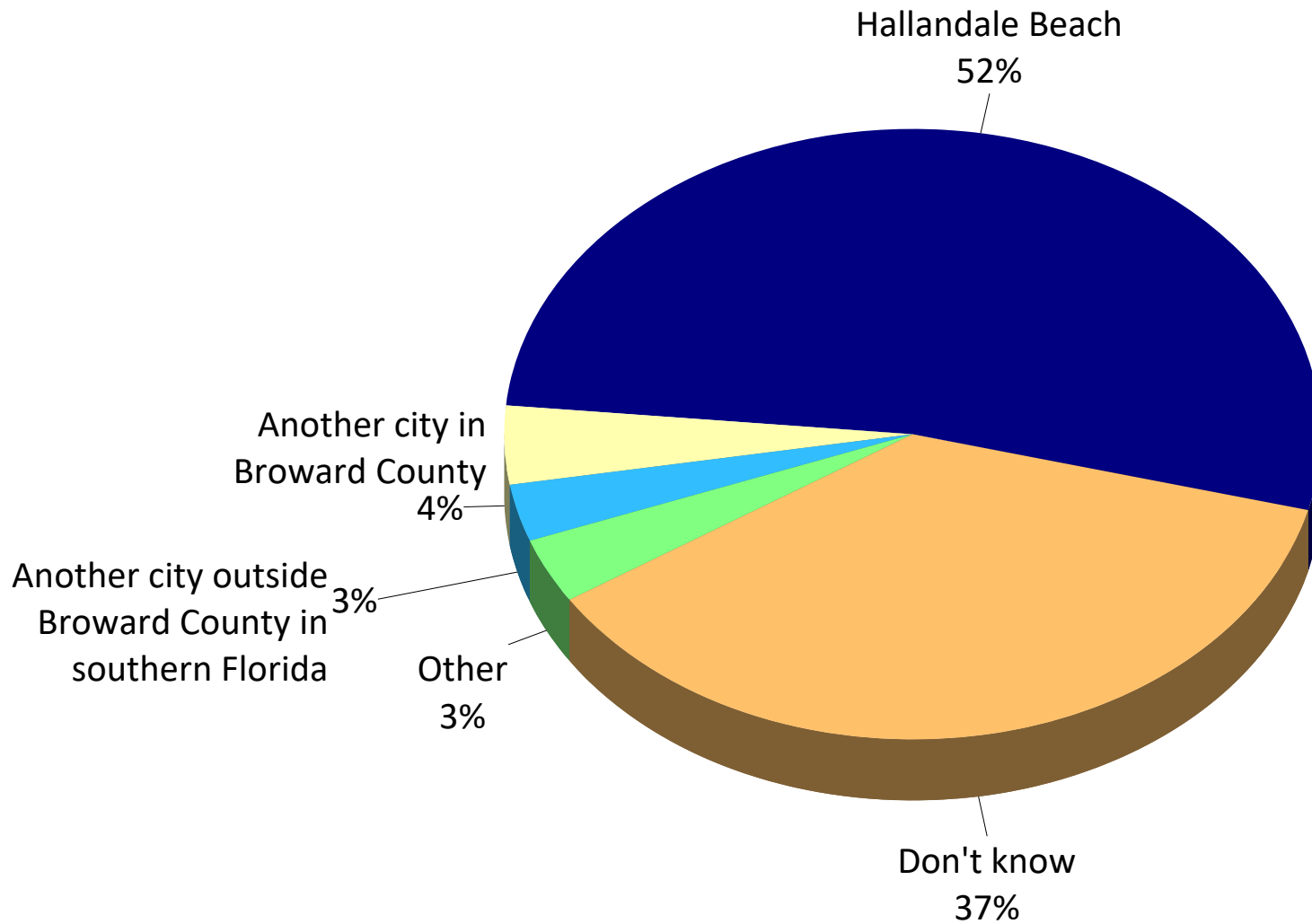
Q27. Demographics: How many years have you lived in the City of Hallandale Beach?

by percentage of respondents



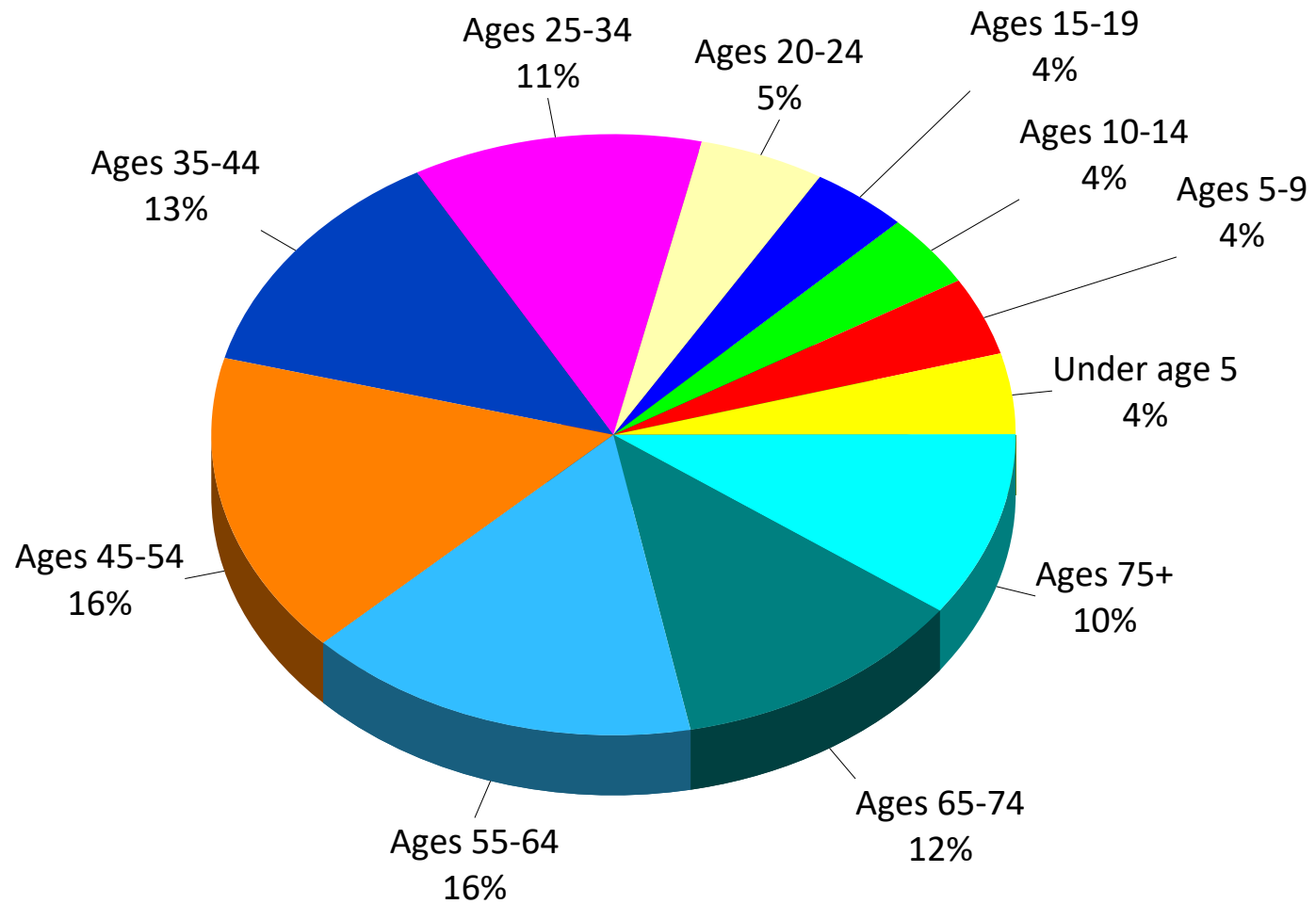
Q28. Demographics: In five years, where do you plan to be living?

by percentage of respondents



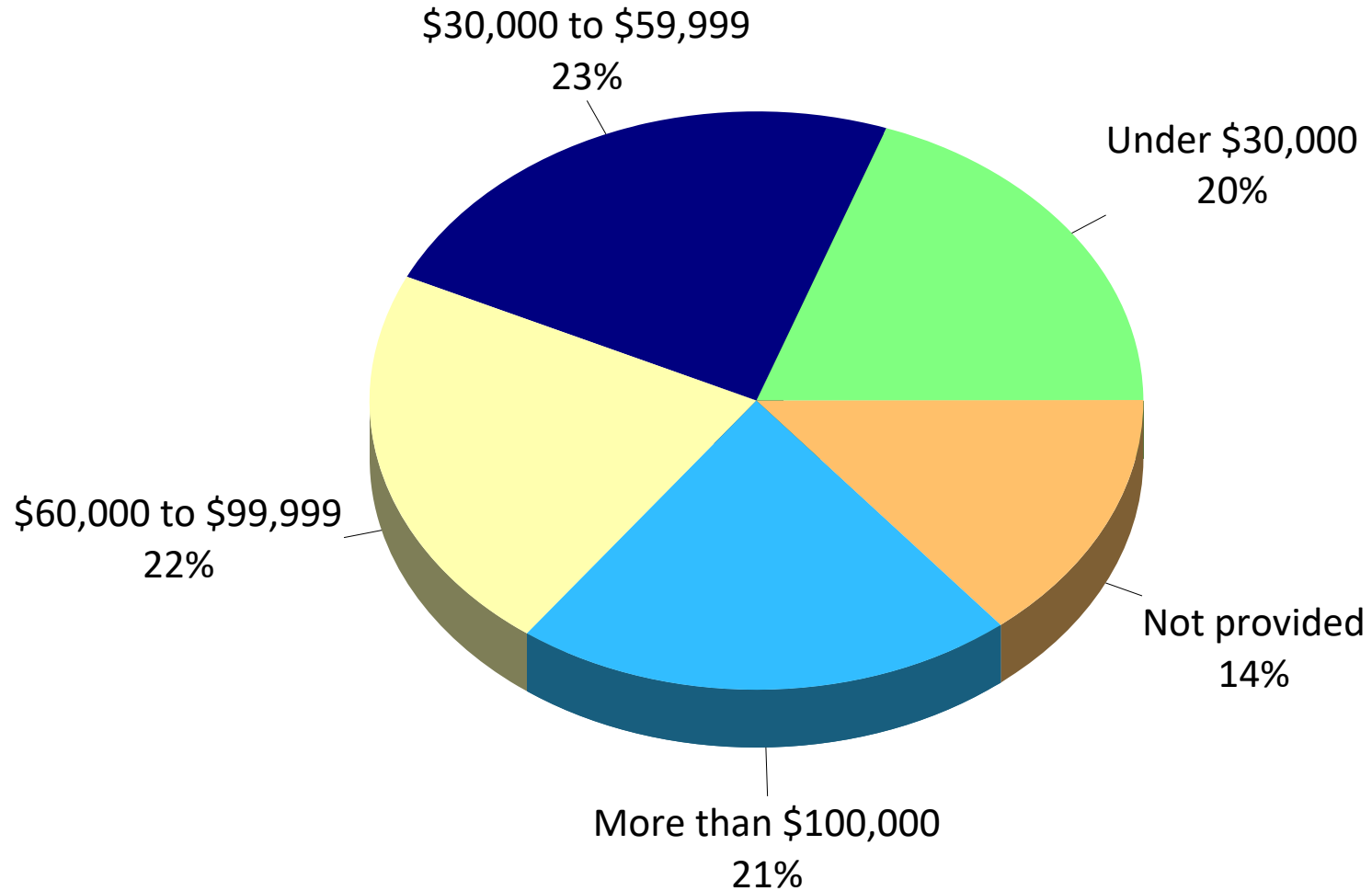
Q29. Demographics: How many persons in your household are...

by percentage of household occupants



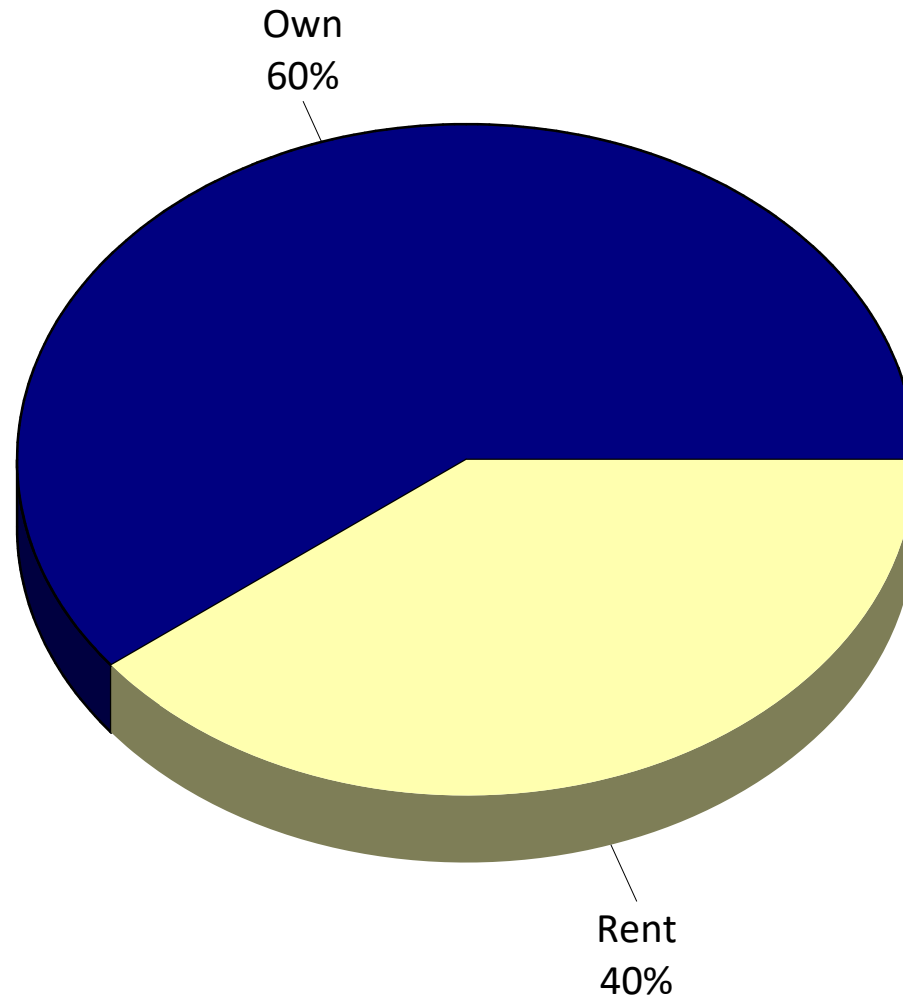
Q30. Demographics: Would you say your household income is...

by percentage of respondents



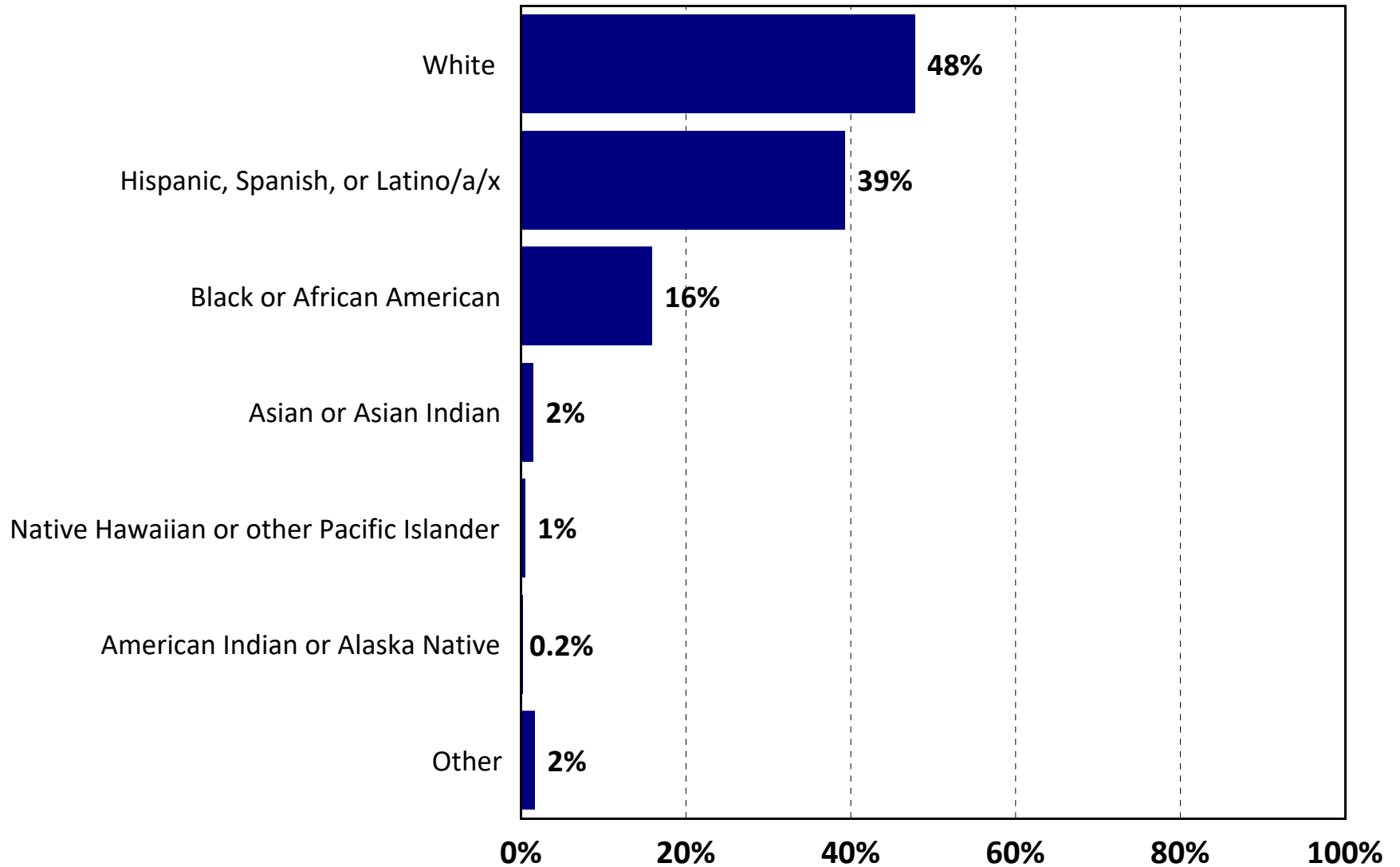
Q31. Demographics: Do you own or rent your home?

by percentage of respondents



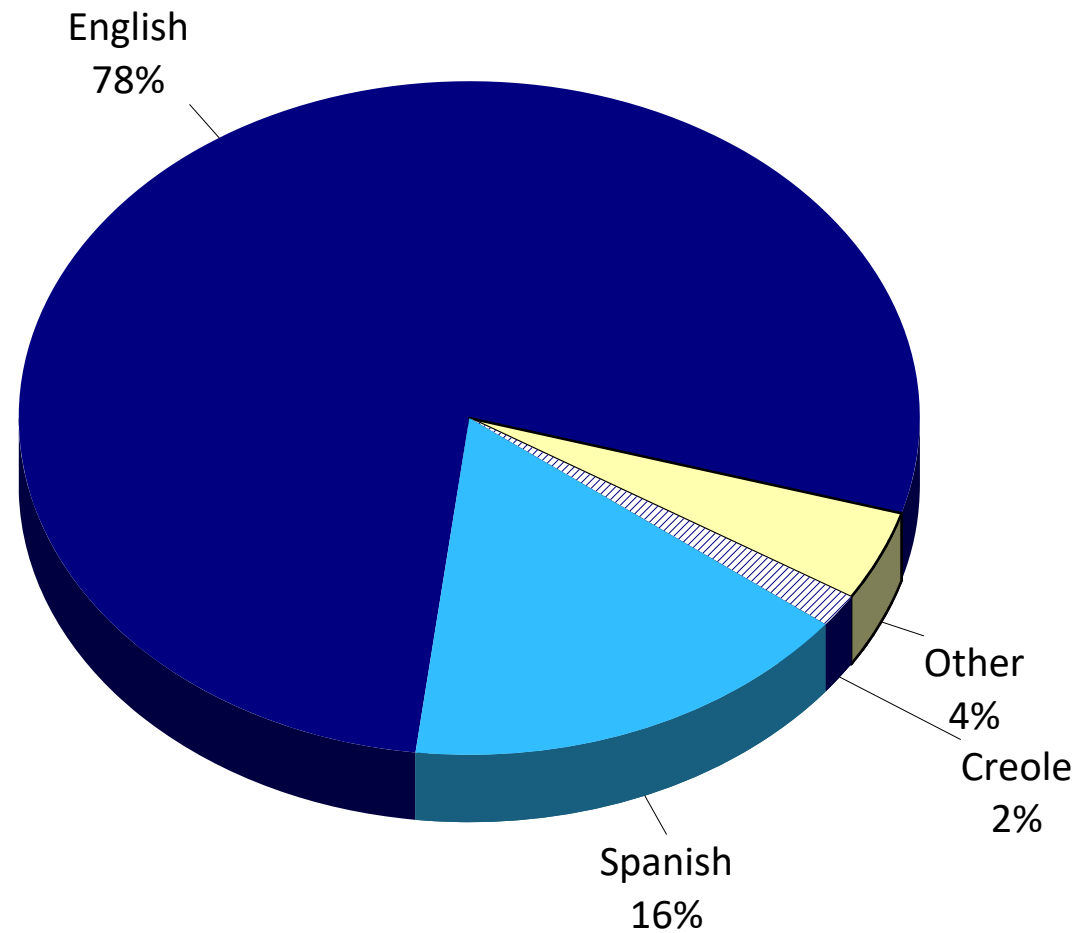
Q32. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



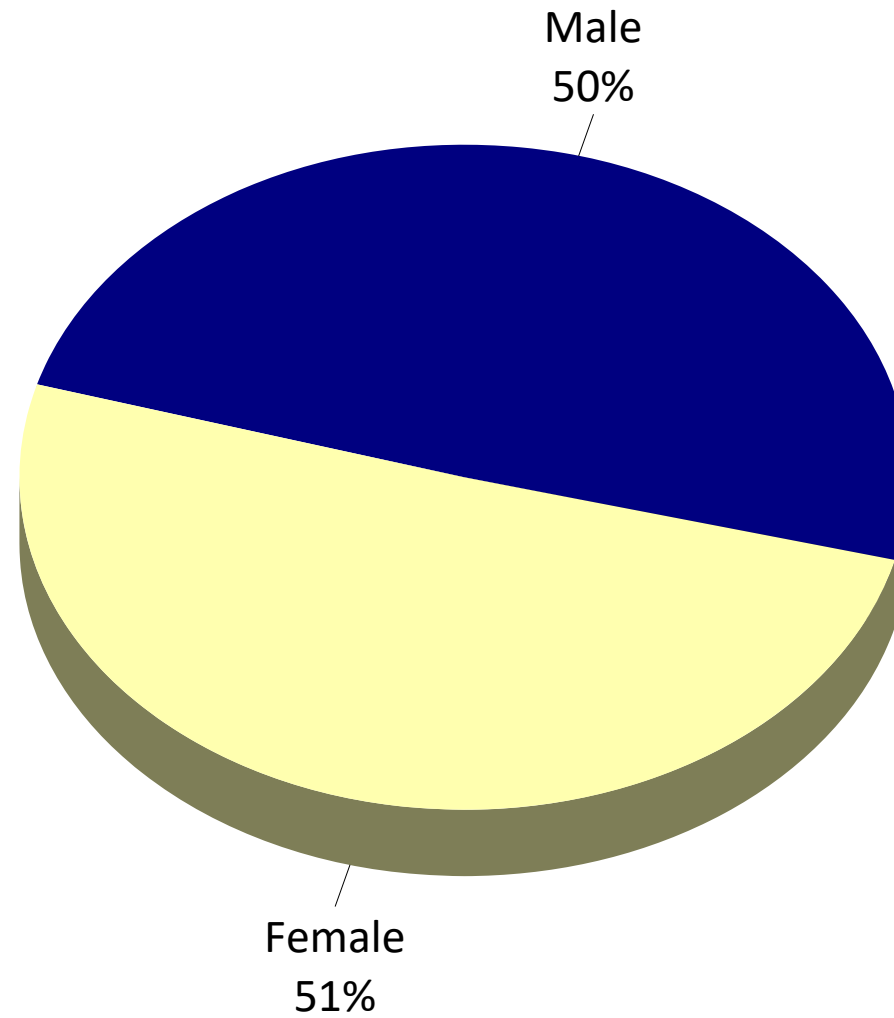
Q33. Demographics: Which of the following is the primary language for members of your household?

by percentage of respondents



Q34. Demographics: Gender

by percentage of respondents





2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents living in the state of Florida.

The charts on the following pages show how the results for the City of Hallandale Beach compare to the national average and the Florida regional average. The blue bar shows the results for Hallandale Beach. The red bar shows the Florida regional average from communities that administered the *DirectionFinder*® survey during the summer of 2025. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents during the summer of 2025.

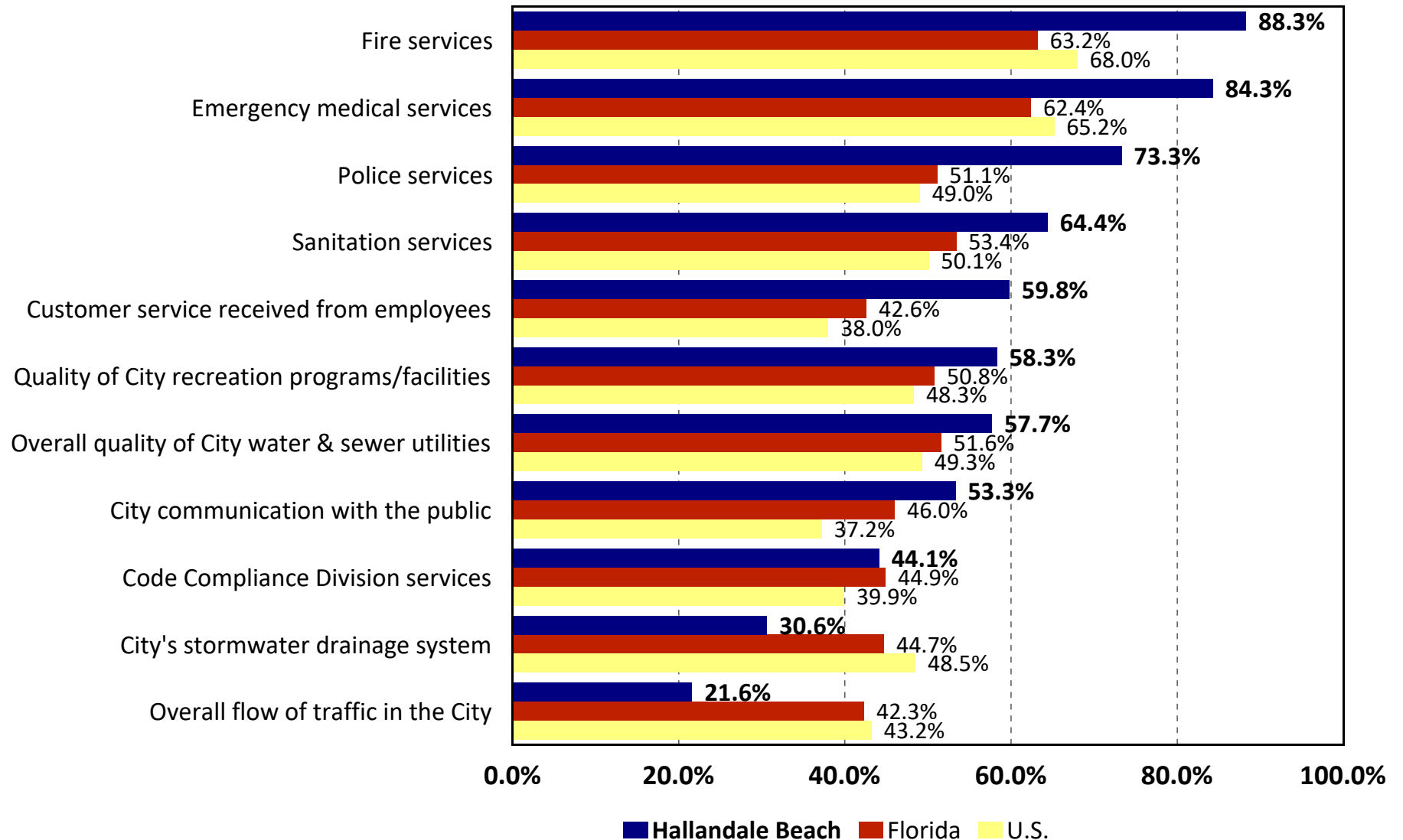
Benchmarking Analysis

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.

Satisfaction with Major Categories of City Services

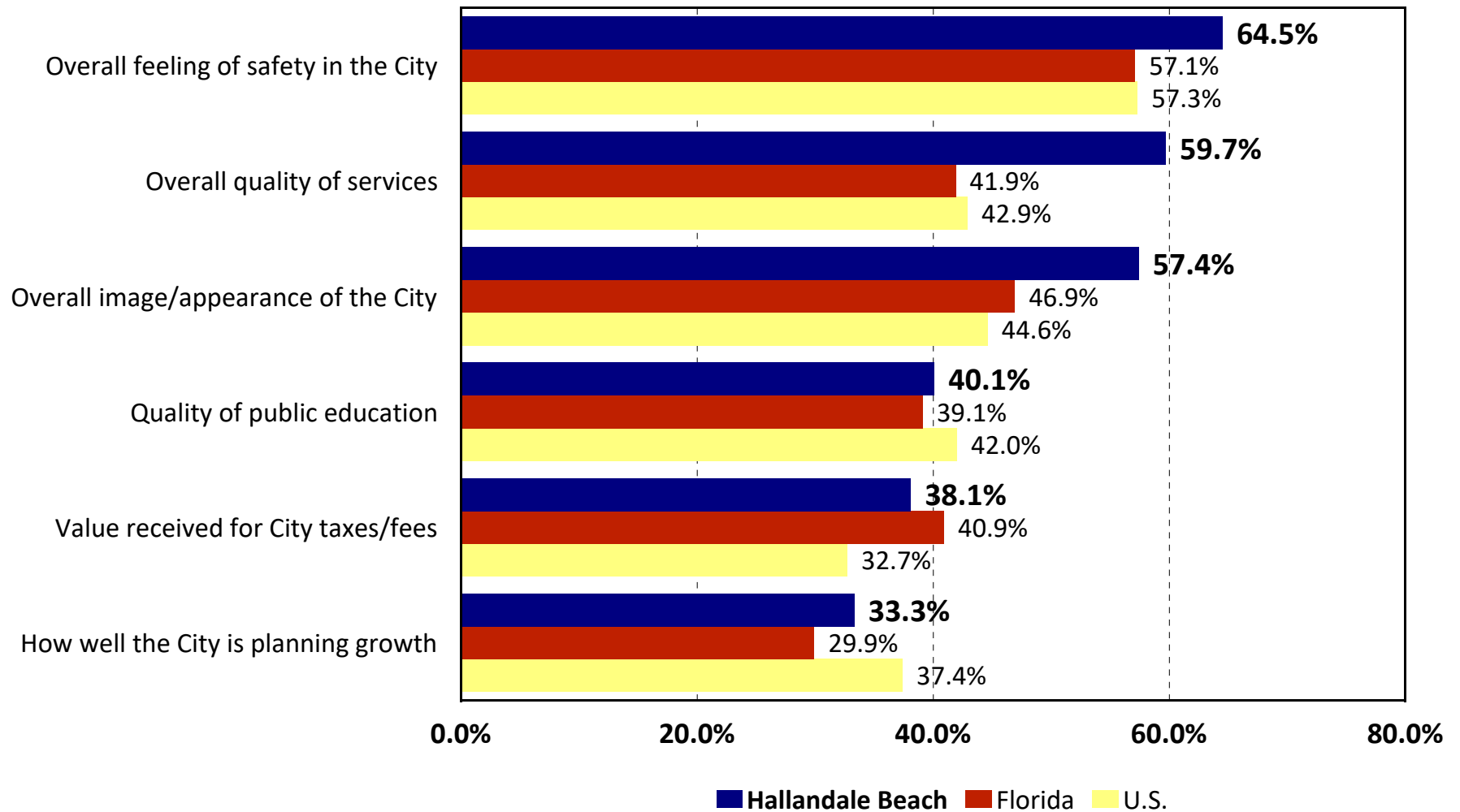
Hallandale Beach vs. Florida vs. the U.S

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)



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

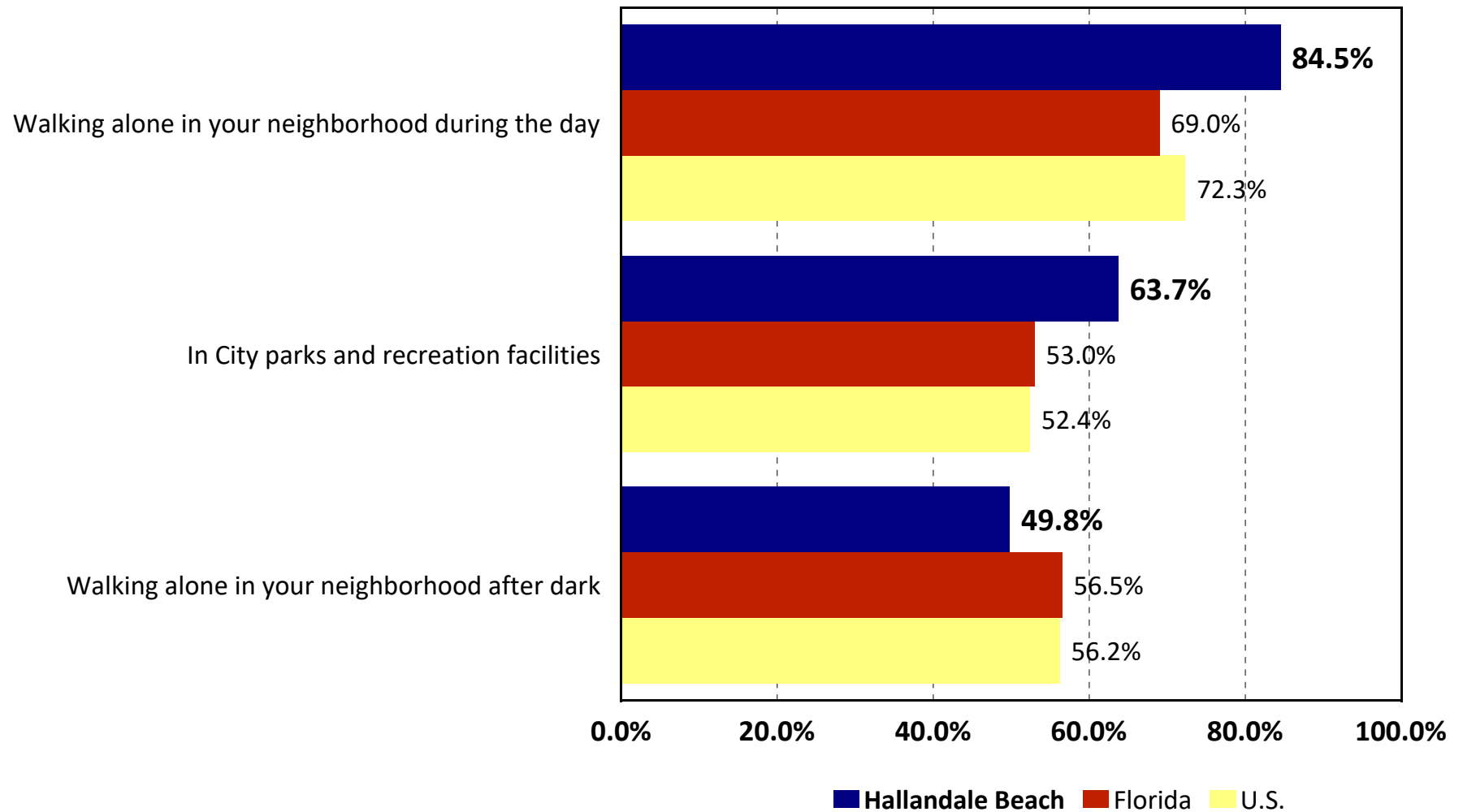
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety and Security

Hallandale Beach vs. Florida vs. the U.S

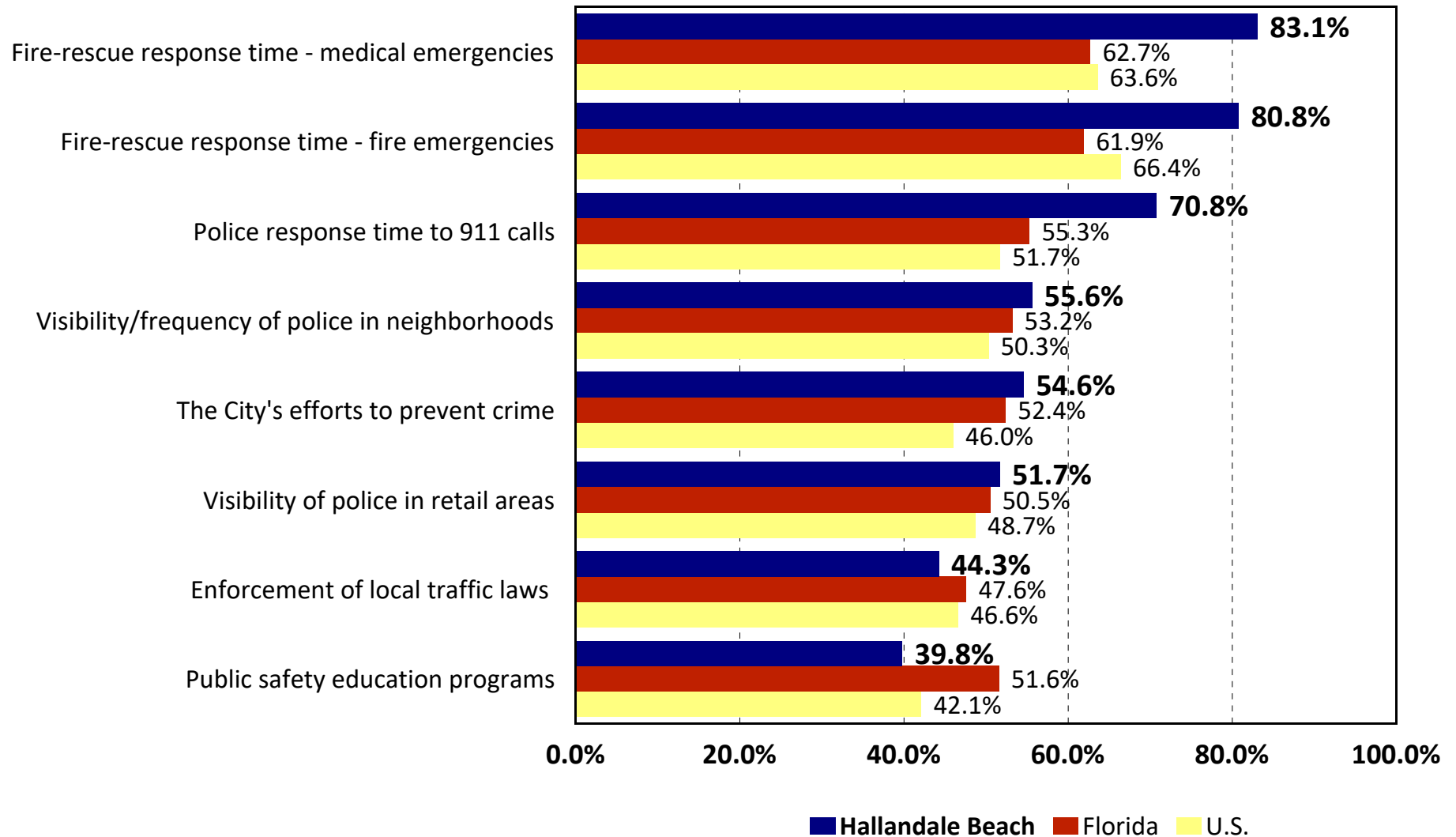
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Public Safety Services

Hallandale Beach vs. Florida vs. the U.S

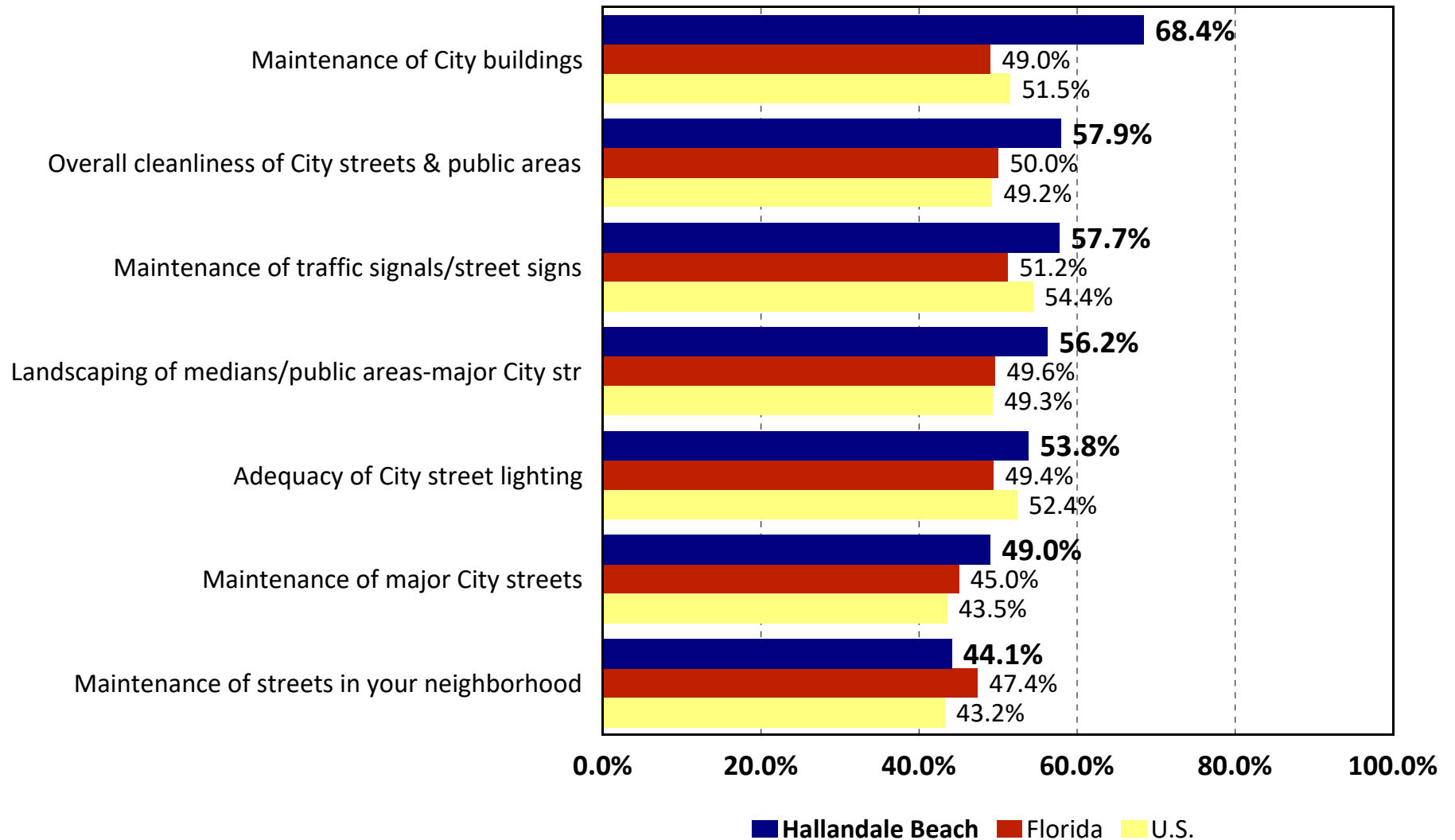
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with City Maintenance

Hallandale Beach vs. Florida vs. the U.S

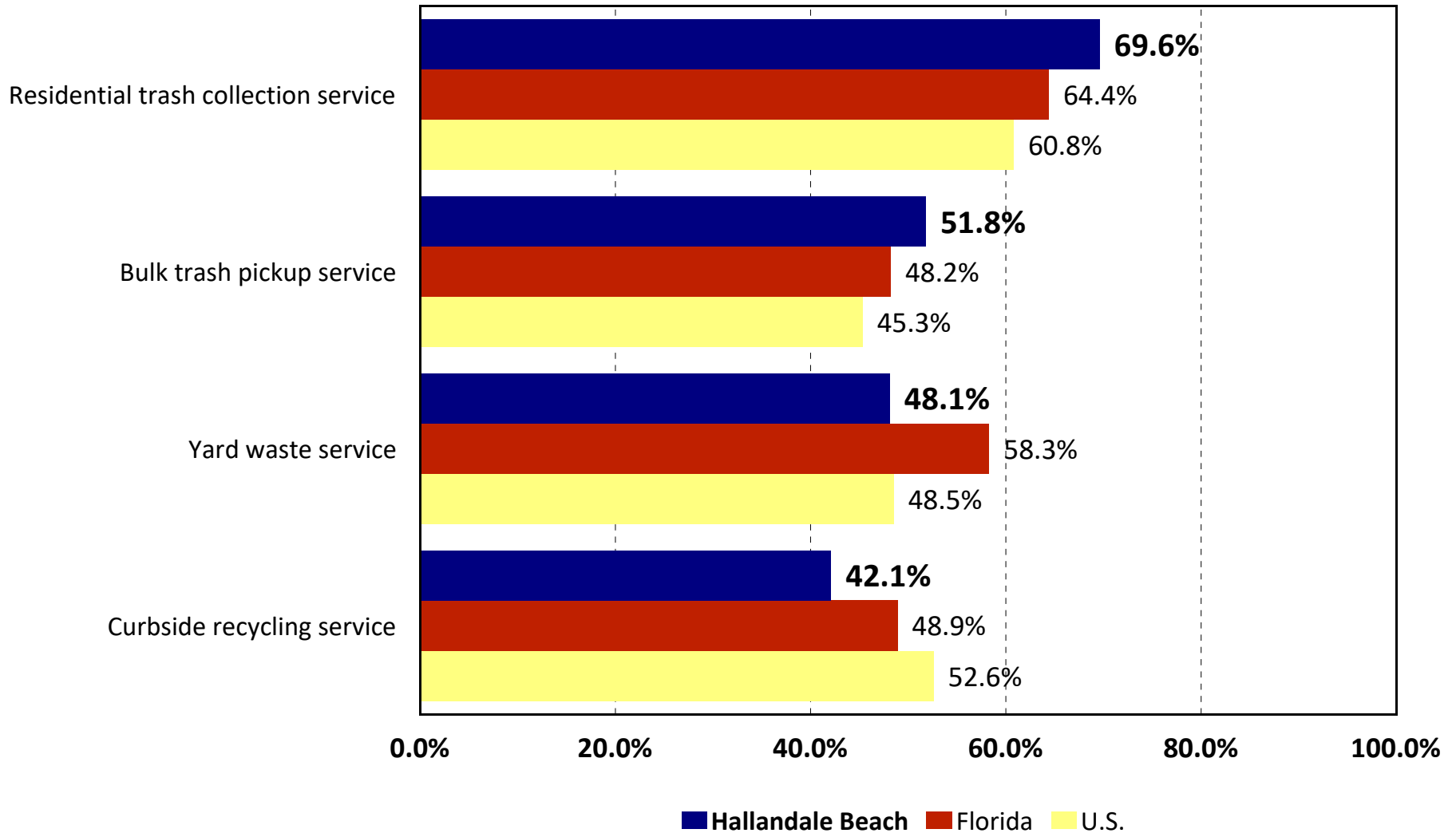
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Utility Services

Hallandale Beach vs. Florida vs. the U.S

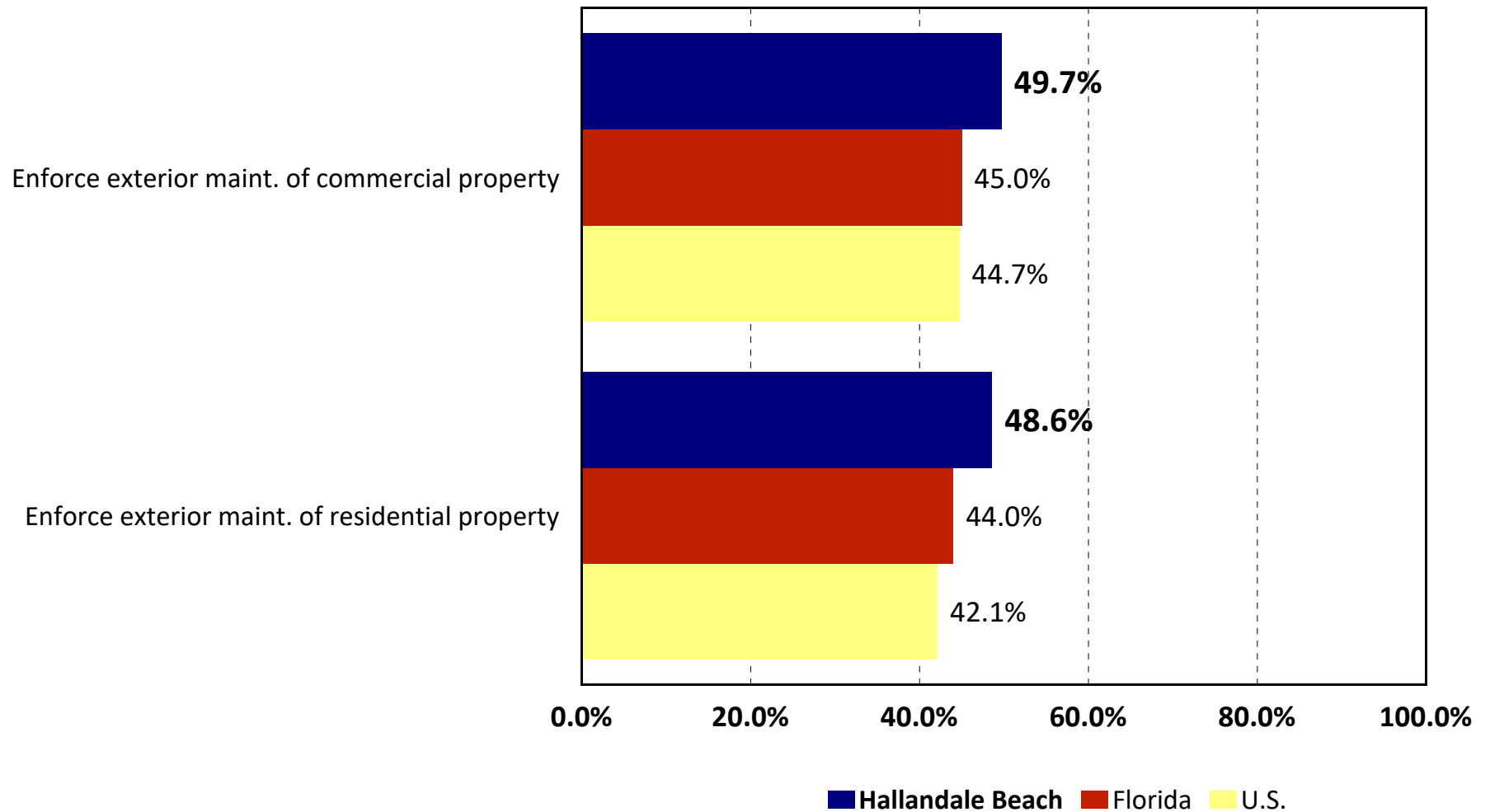
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Code Compliance

Hallandale Beach vs. Florida vs. the U.S

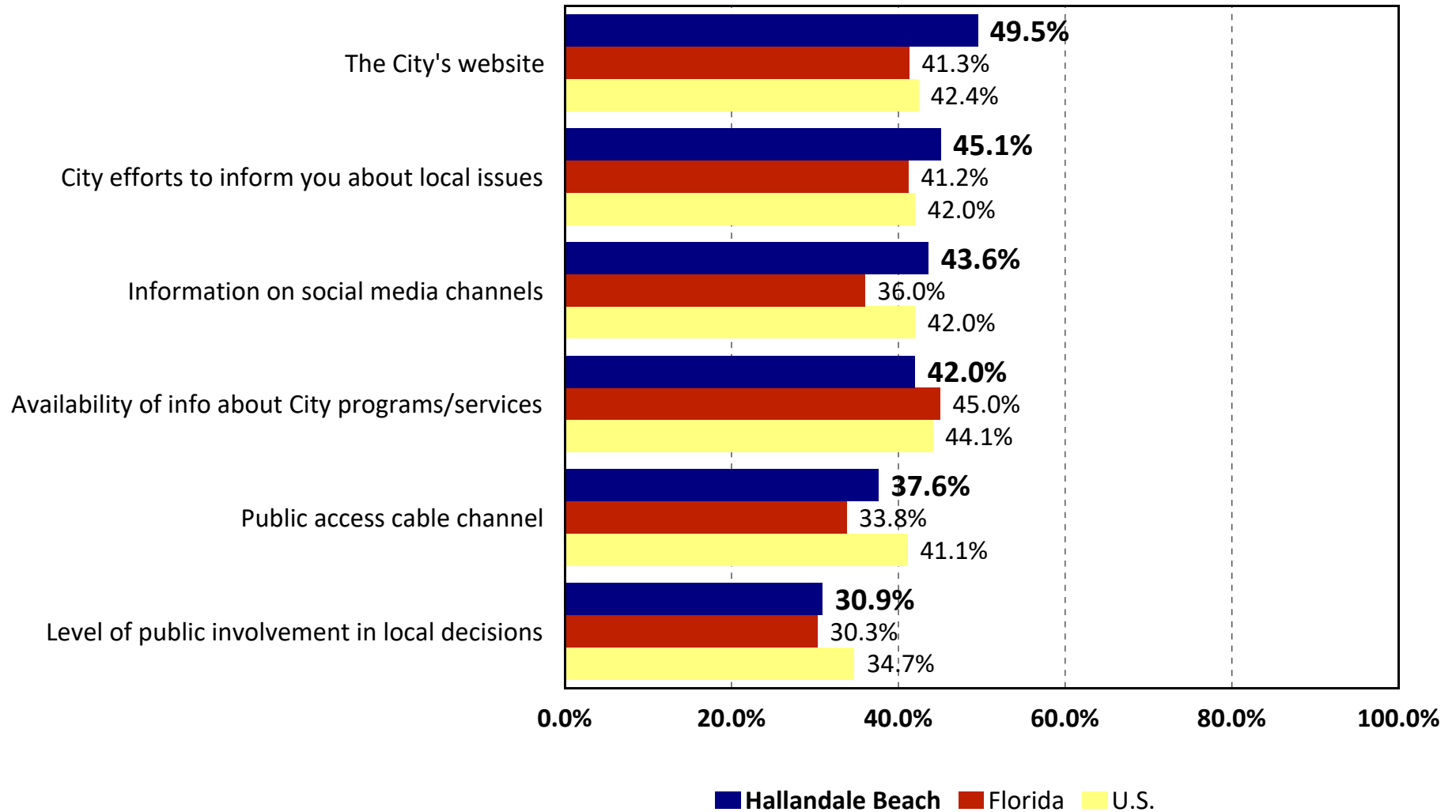
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with 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)



A graphic consisting of a white circle with a dark blue outline containing the number '3', followed by a dark blue horizontal bar containing the text 'Importance-Satisfaction Analysis' in white.

3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 "N/A" responses). "N/A" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that were most important to provide. Half of the respondents surveyed (50.3%) selected "*overall flow of traffic in the City*" as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 21.6% of respondents surveyed rated "*overall flow of traffic in the City*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 50.3% was multiplied by 78.4% (1-0.216). This calculation yielded an I-S rating of 0.3944, which ranked first out of sixteen major City services analyzed.

Importance-Satisfaction Analysis



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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Hallandale Beach are provided on the following pages.

2026 Importance-Satisfaction Rating

City of Hallandale Beach, Florida

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall flow of traffic in the City	50%	1	22%	16	0.3944	1
City's stormwater drainage system	39%	2	31%	15	0.2714	2
High Priority (IS .10-.20)						
Appearance of streets/medians/buildings/facilities	32%	3	46%	11	0.1735	3
Medium Priority (IS <.10)						
Building Department services	16%	6	37%	14	0.0995	4
Overall quality of City water & sewer utilities	19%	5	58%	9	0.0821	5
Police services	20%	4	73%	4	0.0545	6
Sanitation services	15%	7	64%	6	0.0523	7
Code Compliance Division services	9%	11	44%	13	0.0514	8
City communication with the public	10%	9	53%	10	0.0462	9
Quality of City recreation programs/facilities	9%	10	58%	8	0.0392	10
Human Services	5%	16	45%	12	0.0283	11
Overall quality of City parks	11%	8	78%	3	0.0240	12
Overall appearance of City beaches	8%	13	69%	5	0.0239	13
Customer service received from employees	6%	14	60%	7	0.0237	14
Emergency medical services	8%	12	84%	2	0.0121	15
Fire services	6%	15	88%	1	0.0067	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 be the City's top priorities.

Satisfaction %:

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

© 2026 DirectionFinder by ETC Institute

2026 Importance-Satisfaction Rating

City of Hallandale Beach, Florida

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Visibility/frequency of police in neighborhoods	47%	1	56%	4	0.2073	1
High Priority (IS .10-.20)						
The City's efforts to prevent crime	40%	2	55%	5	0.1830	2
Enforcement of local traffic laws	30%	3	44%	7	0.1660	3
Public safety education programs	17%	5	40%	8	0.1047	4
Medium Priority (IS <.10)						
Visibility/frequency of police in retail areas	19%	4	52%	6	0.0937	5
Police response time to 911 calls	11%	6	71%	3	0.0312	6
Fire-rescue response time - medical emergencies	8%	7	83%	1	0.0130	7
Fire-rescue response time - fire emergencies	6%	8	81%	2	0.0119	8

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 be the City's top priorities.

Satisfaction %:

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

© 2026 DirectionFinder by ETC Institute

2026 Importance-Satisfaction Rating

City of Hallandale Beach, Florida

Maintenance Services

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>						
Maintenance of streets in your neighborhood	36%	1	44%	9	0.2018	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of major City streets	26%	3	49%	8	0.1306	2
Overall cleanliness of City streets & public areas	26%	2	58%	3	0.1090	3
<u>Medium Priority (IS <.10)</u>						
Adequacy of City street lighting	20%	4	54%	7	0.0910	4
Maintenance of traffic signals/street signs	17%	6	58%	4	0.0736	5
Availability of sidewalks in your neighborhood	18%	5	60%	2	0.0730	6
Landscaping of medians/public areas-major City streets	14%	7	56%	5	0.0591	7
Landscaping of medians/public areas-neighborhood streets	10%	8	56%	6	0.0459	8
Maintenance of City buildings	4%	9	68%	1	0.0111	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 be the City's top priorities.

Satisfaction %:

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

© 2026 DirectionFinder by ETC Institute

2026 Importance-Satisfaction Rating

City of Hallandale Beach, Florida

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Availability of walking & biking paths	43%	1	48%	9	0.2247	1
High Priority (IS .10-.20)						
Variety of amenities offered in City parks	29%	3	60%	5	0.1152	2
Variety of recreational programs offered	18%	7	39%	15	0.1115	3
The City's adult athletic programs	18%	8	41%	14	0.1042	4
Overall quality of beaches	32%	2	68%	3	0.1011	5
Medium Priority (IS <.10)						
Special events	19%	6	50%	8	0.0943	6
The number of City parks	24%	5	63%	4	0.0887	7
Fees charged for recreation programs	11%	11	35%	18	0.0746	8
Outdoor athletic fields	13%	10	52%	7	0.0622	9
Appearance of City parks	28%	4	79%	1	0.0602	10
The City's youth athletic programs	9%	12	45%	12	0.0510	11
Appearance of recreational facilities	14%	9	72%	2	0.0405	12
Availability of teen programs	6%	14	38%	16	0.0368	13
Aquatics facility & programs offered	6%	13	46%	11	0.0321	14
Park rental facilities	6%	15	46%	10	0.0303	15
Ease of registering for programs	5%	16	45%	13	0.0259	16
The City's day camp programs	4%	17	37%	17	0.0257	17
Appearance & quality of the tennis complex	1%	18	55%	6	0.0041	18

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 be the City's top priorities.

Satisfaction %:

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

© 2026 DirectionFinder by ETC Institute



4

Tabular Data

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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Police services	32.1%	38.3%	16.4%	5.7%	3.5%	4.0%
Q1-2. Fire services	42.0%	38.8%	10.0%	0.5%	0.2%	8.5%
Q1-3. Emergency medical services (EMS)	42.0%	30.1%	12.2%	1.2%	0.0%	14.4%
Q1-4. Overall quality of City parks	29.9%	44.3%	12.9%	6.5%	1.5%	5.0%
Q1-5. Overall quality of City recreation programs/facilities	20.6%	26.6%	25.4%	7.2%	1.2%	18.9%
Q1-6. Overall appearance of City streets, medians, buildings & facilities	15.9%	29.4%	24.6%	22.1%	7.2%	0.7%
Q1-7. Overall quality of City water & sewer utilities	18.4%	38.3%	23.9%	11.2%	6.5%	1.7%
Q1-8. Code Compliance Division services	11.9%	23.4%	27.6%	10.4%	6.7%	19.9%
Q1-9. Building Department services (permitting)	10.2%	19.7%	25.6%	13.9%	10.4%	20.1%
Q1-10. Overall quality of customer service received from City employees	20.9%	31.3%	22.1%	9.5%	3.5%	12.7%
Q1-11. City communication with the public	18.7%	31.6%	25.4%	14.2%	4.5%	5.7%
Q1-12. Overall flow of traffic in City	6.5%	14.7%	16.2%	29.6%	31.1%	2.0%
Q1-13. City's stormwater drainage system	8.0%	21.6%	20.9%	25.9%	20.4%	3.2%
Q1-14. Overall appearance of City beaches	24.4%	41.3%	20.9%	6.5%	2.2%	4.7%
Q1-15. Human Services (social services)	11.4%	16.7%	29.9%	3.7%	1.5%	36.8%

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.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-16. Sanitation services (trash & recycling)	22.9%	37.8%	17.2%	9.2%	7.2%	5.7%

WITHOUT "DON'T KNOW"

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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	33.4%	39.9%	17.1%	6.0%	3.6%
Q1-2. Fire services	45.9%	42.4%	10.9%	0.5%	0.3%
Q1-3. Emergency medical services (EMS)	49.1%	35.2%	14.2%	1.5%	0.0%
Q1-4. Overall quality of City parks	31.4%	46.6%	13.6%	6.8%	1.6%
Q1-5. Overall quality of City recreation programs/facilities	25.5%	32.8%	31.3%	8.9%	1.5%
Q1-6. Overall appearance of City streets, medians, buildings & facilities	16.0%	29.6%	24.8%	22.3%	7.3%
Q1-7. Overall quality of City water & sewer utilities	18.7%	39.0%	24.3%	11.4%	6.6%
Q1-8. Code Compliance Division services	14.9%	29.2%	34.5%	13.0%	8.4%
Q1-9. Building Department services (permitting)	12.8%	24.6%	32.1%	17.4%	13.1%
Q1-10. Overall quality of customer service received from City employees	23.9%	35.9%	25.4%	10.8%	4.0%
Q1-11. City communication with the public	19.8%	33.5%	26.9%	15.0%	4.7%
Q1-12. Overall flow of traffic in City	6.6%	15.0%	16.5%	30.2%	31.7%
Q1-13. City's stormwater drainage system	8.2%	22.4%	21.6%	26.7%	21.1%
Q1-14. Overall appearance of City beaches	25.6%	43.3%	21.9%	6.8%	2.3%
Q1-15. Human Services (social services)	18.1%	26.4%	47.2%	5.9%	2.4%
Q1-16. Sanitation services (trash & recycling)	24.3%	40.1%	18.2%	9.8%	7.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police services	45	11.2 %
Fire services	4	1.0 %
Emergency medical services (EMS)	6	1.5 %
Overall quality of City parks	11	2.7 %
Overall quality of City recreation programs/facilities	9	2.2 %
Overall appearance of City streets, medians, buildings & facilities	56	13.9 %
Overall quality of City water & sewer utilities	18	4.5 %
Code Compliance Division services	10	2.5 %
Building Department services (permitting)	17	4.2 %
Overall quality of customer service received from City employees	5	1.2 %
City communication with the public	4	1.0 %
Overall flow of traffic in City	105	26.1 %
City's stormwater drainage system	55	13.7 %
Overall appearance of City beaches	4	1.0 %
Human Services (social services)	11	2.7 %
Sanitation services (trash & recycling)	14	3.5 %
<u>None chosen</u>	<u>28</u>	<u>7.0 %</u>
Total	402	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	16	4.0 %
Fire services	11	2.7 %
Emergency medical services (EMS)	13	3.2 %
Overall quality of City parks	14	3.5 %
Overall quality of City recreation programs/facilities	17	4.2 %
Overall appearance of City streets, medians, buildings & facilities	34	8.5 %
Overall quality of City water & sewer utilities	27	6.7 %
Code Compliance Division services	17	4.2 %
Building Department services (permitting)	26	6.5 %
Overall quality of customer service received from City employees	8	2.0 %
City communication with the public	13	3.2 %
Overall flow of traffic in City	59	14.7 %
City's stormwater drainage system	61	15.2 %
Overall appearance of City beaches	10	2.5 %
Human Services (social services)	3	0.7 %
Sanitation services (trash & recycling)	22	5.5 %
<u>None chosen</u>	<u>51</u>	<u>12.7 %</u>
Total	402	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Police services	21	5.2 %
Fire services	8	2.0 %
Emergency medical services (EMS)	12	3.0 %
Overall quality of City parks	19	4.7 %
Overall quality of City recreation programs/facilities	12	3.0 %
Overall appearance of City streets, medians, buildings & facilities	38	9.5 %
Overall quality of City water & sewer utilities	33	8.2 %
Code Compliance Division services	10	2.5 %
Building Department services (permitting)	21	5.2 %
Overall quality of customer service received from City employees	11	2.7 %
City communication with the public	23	5.7 %
Overall flow of traffic in City	38	9.5 %
City's stormwater drainage system	41	10.2 %
Overall appearance of City beaches	17	4.2 %
Human Services (social services)	7	1.7 %
Sanitation services (trash & recycling)	23	5.7 %
None chosen	68	16.9 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Police services	82	20.4 %
Fire services	23	5.7 %
Emergency medical services (EMS)	31	7.7 %
Overall quality of City parks	44	10.9 %
Overall quality of City recreation programs/facilities	38	9.5 %
Overall appearance of City streets, medians, buildings & facilities	128	31.8 %
Overall quality of City water & sewer utilities	78	19.4 %
Code Compliance Division services	37	9.2 %
Building Department services (permitting)	64	15.9 %
Overall quality of customer service received from City employees	24	6.0 %
City communication with the public	40	10.0 %
Overall flow of traffic in City	202	50.2 %
City's stormwater drainage system	157	39.1 %
Overall appearance of City beaches	31	7.7 %
Human Services (social services)	21	5.2 %
Sanitation services (trash & recycling)	59	14.7 %
None chosen	28	7.0 %
Total	1087	

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

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services	14.4%	41.0%	29.4%	7.0%	1.0%	7.2%
Q3-2. Overall image/appearance of City	14.7%	41.5%	20.9%	17.9%	3.0%	2.0%
Q3-3. Overall quality of life in City	18.7%	44.5%	22.4%	10.9%	1.2%	2.2%
Q3-4. Overall quality of public education in City	8.7%	14.9%	25.1%	6.7%	3.5%	41.0%
Q3-5. Overall feeling of safety in City	16.4%	46.3%	20.4%	11.7%	2.5%	2.7%
Q3-6. Overall value received for your City tax dollars/fees	9.0%	25.6%	25.6%	18.9%	11.7%	9.2%
Q3-7. How well City is planning growth	9.5%	18.9%	24.4%	20.1%	12.4%	14.7%

WITHOUT "DON'T KNOW"**Q3. Please rate 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services	15.5%	44.2%	31.6%	7.5%	1.1%
Q3-2. Overall image/appearance of City	15.0%	42.4%	21.3%	18.3%	3.0%
Q3-3. Overall quality of life in City	19.1%	45.5%	22.9%	11.2%	1.3%
Q3-4. Overall quality of public education in City	14.8%	25.3%	42.6%	11.4%	5.9%
Q3-5. Overall feeling of safety in City	16.9%	47.6%	21.0%	12.0%	2.6%
Q3-6. Overall value received for your City tax dollars/fees	9.9%	28.2%	28.2%	20.8%	12.9%
Q3-7. How well City is planning growth	11.1%	22.2%	28.6%	23.6%	14.6%

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=402)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. Walking alone in your neighborhood in general	24.6%	44.3%	17.4%	9.5%	2.0%	2.2%
Q4-2. Walking alone in your neighborhood during the day	41.8%	40.5%	11.2%	3.0%	1.0%	2.5%
Q4-3. Walking alone in your neighborhood after dark	13.9%	33.3%	21.4%	17.9%	8.5%	5.0%
Q4-4. In City parks & recreation facilities	14.7%	39.8%	23.4%	6.5%	1.2%	14.4%
Q4-5. In business areas of City during the day	31.8%	46.8%	13.9%	3.0%	0.5%	4.0%
Q4-6. In business areas of City after dark	11.2%	34.6%	26.4%	15.2%	4.5%	8.2%
Q4-7. Overall safety at the beach	27.4%	40.3%	19.4%	3.7%	1.7%	7.5%

WITHOUT "DON'T KNOW"**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=402)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. Walking alone in your neighborhood in general	25.2%	45.3%	17.8%	9.7%	2.0%
Q4-2. Walking alone in your neighborhood during the day	42.9%	41.6%	11.5%	3.1%	1.0%
Q4-3. Walking alone in your neighborhood after dark	14.7%	35.1%	22.5%	18.8%	8.9%
Q4-4. In City parks & recreation facilities	17.2%	46.5%	27.3%	7.6%	1.5%
Q4-5. In business areas of City during the day	33.2%	48.7%	14.5%	3.1%	0.5%
Q4-6. In business areas of City after dark	12.2%	37.7%	28.7%	16.5%	4.9%
Q4-7. Overall safety at the beach	29.6%	43.5%	21.0%	4.0%	1.9%

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

Q5. What has Hallandale Beach become in past 12 months

	Number	Percent
More safe	48	11.9 %
Stayed the same	253	62.9 %
Less safe	64	15.9 %
Don't know	37	9.2 %
Total	402	100.0 %

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 being a safe place to live, work, and raise a family? (without "don't know")

Q5. What has Hallandale Beach become in past 12 months

	Number	Percent
More safe	48	13.2 %
Stayed the same	253	69.3 %
Less safe	64	17.5 %
Total	365	100.0 %

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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Visibility & frequency of police in your neighborhood	16.4%	37.3%	24.1%	14.7%	4.2%	3.2%
Q6-2. Visibility & frequency of police in retail areas	12.9%	35.8%	30.6%	11.9%	3.0%	5.7%
Q6-3. City's efforts to prevent crime	13.9%	33.3%	29.4%	7.7%	2.2%	13.4%
Q6-4. Enforcement of local traffic laws within City limits	12.4%	29.1%	25.1%	16.9%	10.2%	6.2%
Q6-5. How quickly police personnel respond to 911 calls	19.4%	29.9%	15.7%	3.2%	1.5%	30.3%
Q6-6. How quickly fire-rescue personnel respond to fire emergencies	29.1%	30.6%	12.2%	2.0%	0.0%	26.1%
Q6-7. How quickly fire-rescue personnel respond to medical emergencies	32.3%	30.1%	11.4%	1.2%	0.0%	24.9%
Q6-8. Public safety education programs (i.e., Drug Abuse Resistance Education, Crime Watch)	7.7%	12.7%	23.9%	5.5%	1.5%	48.8%

WITHOUT "DON'T KNOW"

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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Visibility & frequency of police in your neighborhood	17.0%	38.6%	24.9%	15.2%	4.4%
Q6-2. Visibility & frequency of police in retail areas	13.7%	38.0%	32.5%	12.7%	3.2%
Q6-3. City's efforts to prevent crime	16.1%	38.5%	33.9%	8.9%	2.6%
Q6-4. Enforcement of local traffic laws within City limits	13.3%	31.0%	26.8%	18.0%	10.9%
Q6-5. How quickly police personnel respond to 911 calls	27.9%	42.9%	22.5%	4.6%	2.1%
Q6-6. How quickly fire-rescue personnel respond to fire emergencies	39.4%	41.4%	16.5%	2.7%	0.0%
Q6-7. How quickly fire-rescue personnel respond to medical emergencies	43.0%	40.1%	15.2%	1.7%	0.0%
Q6-8. Public safety education programs (i.e., Drug Abuse Resistance Education, Crime Watch)	15.0%	24.8%	46.6%	10.7%	2.9%

Q7. Which TWO of the public safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility & frequency of police in your neighborhood	122	30.3 %
Visibility & frequency of police in retail areas	26	6.5 %
City's efforts to prevent crime	86	21.4 %
Enforcement of local traffic laws within City limits	72	17.9 %
How quickly police personnel respond to 911 calls	22	5.5 %
How quickly fire-rescue personnel respond to fire emergencies	9	2.2 %
How quickly fire-rescue personnel respond to medical emergencies	8	2.0 %
Public safety education programs (i.e. Drug Abuse Resistance Education, Crime Watch)	29	7.2 %
None chosen	28	7.0 %
Total	402	100.0 %

Q7. Which TWO of the public safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility & frequency of police in your neighborhood	66	16.4 %
Visibility & frequency of police in retail areas	52	12.9 %
City's efforts to prevent crime	76	18.9 %
Enforcement of local traffic laws within City limits	48	11.9 %
How quickly police personnel respond to 911 calls	21	5.2 %
How quickly fire-rescue personnel respond to fire emergencies	16	4.0 %
How quickly fire-rescue personnel respond to medical emergencies	23	5.7 %
Public safety education programs (i.e. Drug Abuse Resistance Education, Crime Watch)	41	10.2 %
None chosen	59	14.7 %
Total	402	100.0 %

SUM OF TOP 2 CHOICES**Q7. Which TWO of the public safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q7. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Visibility & frequency of police in your neighborhood	188	46.8 %
Visibility & frequency of police in retail areas	78	19.4 %
City's efforts to prevent crime	162	40.3 %
Enforcement of local traffic laws within City limits	120	29.9 %
How quickly police personnel respond to 911 calls	43	10.7 %
How quickly fire-rescue personnel respond to fire emergencies	25	6.2 %
How quickly fire-rescue personnel respond to medical emergencies	31	7.7 %
Public safety education programs (i.e. Drug Abuse Resistance Education, Crime Watch)	70	17.4 %
None chosen	28	7.0 %
Total	745	

Q8. During the past TWO years, do you think the crime rate in Hallandale Beach has:

Q8. What has the crime rate in Hallandale Beach become during past two years	Number	Percent
Increased	97	24.1 %
Stayed the same	145	36.1 %
Decreased	44	10.9 %
Don't know	116	28.9 %
Total	402	100.0 %

WITHOUT "DON'T KNOW"**Q8. During the past TWO years, do you think the crime rate in Hallandale Beach has: (without "don't know")**

Q8. What has the crime rate in Hallandale Beach become during past two years	Number	Percent
Increased	97	33.9 %
Stayed the same	145	50.7 %
Decreased	44	15.4 %
Total	286	100.0 %

Q8a. During the past TWO years, have you had any personal experience with the Fire and/or Police Department?

Q8a. Have you had any personal experience with Fire and/or Police Department during past two years	Number	Percent
Yes	124	43.4 %
No	156	54.5 %
Not provided	6	2.1 %
Total	286	100.0 %

WITHOUT "NOT PROVIDED"**Q8a. During the past TWO years, have you had any personal experience with the Fire and/or Police Department? (without "not provided")**

Q8a. Have you had any personal experience with Fire and/or Police Department during past two years	Number	Percent
Yes	124	44.3 %
No	156	55.7 %
Total	280	100.0 %

Q8b. If you have had a personal experience with police/fire, how would you rate that experience?

<u>Q8b. How would you rate that experience</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	46	37.1 %
Satisfied	44	35.5 %
Neutral	14	11.3 %
Dissatisfied	9	7.3 %
Very dissatisfied	9	7.3 %
Don't know	2	1.6 %
Total	124	100.0 %

WITHOUT "DON'T KNOW"**Q8b. If you have had a personal experience with police/fire, how would you rate that experience? (without "don't know")**

<u>Q8b. How would you rate that experience</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	46	37.7 %
Satisfied	44	36.1 %
Neutral	14	11.5 %
Dissatisfied	9	7.4 %
Very dissatisfied	9	7.4 %
Total	122	100.0 %

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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of major City streets	11.4%	35.3%	21.6%	19.2%	8.0%	4.5%
Q9-2. Maintenance of streets in your neighborhood	10.2%	31.8%	15.4%	23.6%	14.2%	4.7%
Q9-3. Maintenance of traffic signals/street signs	14.9%	40.3%	22.1%	10.7%	7.7%	4.2%
Q9-4. Landscaping of medians & public areas along major City streets	18.7%	34.8%	24.9%	11.9%	5.0%	4.7%
Q9-5. Landscaping of medians & public areas along streets in your neighborhood	15.2%	37.6%	20.4%	13.7%	7.5%	5.7%
Q9-6. Maintenance of City buildings, such as City Hall, Cultural Center, OB Johnson	20.4%	36.8%	23.6%	1.5%	1.2%	16.4%
Q9-7. Overall cleanliness of City streets & public areas	15.2%	40.3%	24.1%	13.4%	2.7%	4.2%
Q9-8. Adequacy of City street lighting	12.7%	37.6%	20.6%	17.2%	5.5%	6.5%
Q9-9. Availability of sidewalks in your neighborhood	14.4%	42.8%	16.2%	13.7%	7.7%	5.2%

WITHOUT "DON'T KNOW"

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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of major City streets	12.0%	37.0%	22.7%	20.1%	8.3%
Q9-2. Maintenance of streets in your neighborhood	10.7%	33.4%	16.2%	24.8%	14.9%
Q9-3. Maintenance of traffic signals/street signs	15.6%	42.1%	23.1%	11.2%	8.1%
Q9-4. Landscaping of medians & public areas along major City streets	19.6%	36.6%	26.1%	12.5%	5.2%
Q9-5. Landscaping of medians & public areas along streets in your neighborhood	16.1%	39.8%	21.6%	14.5%	7.9%
Q9-6. Maintenance of City buildings, such as City Hall, Cultural Center, OB Johnson	24.4%	44.0%	28.3%	1.8%	1.5%
Q9-7. Overall cleanliness of City streets & public areas	15.8%	42.1%	25.2%	14.0%	2.9%
Q9-8. Adequacy of City street lighting	13.6%	40.2%	22.1%	18.4%	5.9%
Q9-9. Availability of sidewalks in your neighborhood	15.2%	45.1%	17.1%	14.4%	8.1%

Q10. Which TWO of the maintenance items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	55	13.7 %
Maintenance of streets in your neighborhood	84	20.9 %
Maintenance of traffic signals/street signs	41	10.2 %
Landscaping of medians & public areas along major City streets	32	8.0 %
Landscaping of medians & public areas along streets in your neighborhood	13	3.2 %
Maintenance of City buildings, such as City Hall, Cultural Center, OB Johnson	8	2.0 %
Overall cleanliness of City streets & public areas	43	10.7 %
Adequacy of City street lighting	39	9.7 %
Availability of sidewalks in your neighborhood	42	10.4 %
None chosen	45	11.2 %
Total	402	100.0 %

Q10. Which TWO of the maintenance items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	48	11.9 %
Maintenance of streets in your neighborhood	61	15.2 %
Maintenance of traffic signals/street signs	29	7.2 %
Landscaping of medians & public areas along major City streets	22	5.5 %
Landscaping of medians & public areas along streets in your neighborhood	29	7.2 %
Maintenance of City buildings, such as City Hall, Cultural Center, OB Johnson	6	1.5 %
Overall cleanliness of City streets & public areas	61	15.2 %
Adequacy of City street lighting	40	10.0 %
Availability of sidewalks in your neighborhood	32	8.0 %
None chosen	74	18.4 %
Total	402	100.0 %

SUM OF TOP 2 CHOICES**Q10. Which TWO of the maintenance items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q10. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	103	25.6 %
Maintenance of streets in your neighborhood	145	36.1 %
Maintenance of traffic signals/street signs	70	17.4 %
Landscaping of medians & public areas along major City streets	54	13.4 %
Landscaping of medians & public areas along streets in your neighborhood	42	10.4 %
Maintenance of City buildings, such as City Hall, Cultural Center, OB Johnson	14	3.5 %
Overall cleanliness of City streets & public areas	104	25.9 %
Adequacy of City street lighting	79	19.7 %
Availability of sidewalks in your neighborhood	74	18.4 %
None chosen	45	11.2 %
Total	730	

Q11. Transportation. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. How safe you feel traveling north/south by car in Hallandale Beach	21.9%	39.6%	20.1%	8.0%	4.0%	6.5%
Q11-2. How safe you feel traveling east/west by car in Hallandale Beach	17.2%	34.6%	21.1%	14.7%	6.5%	6.0%
Q11-3. How safe you feel traveling by bicycle in Hallandale Beach	5.5%	11.4%	16.7%	15.2%	14.2%	37.1%
Q11-4. How safe you feel traveling by walking in Hallandale Beach	14.9%	35.1%	23.1%	10.0%	6.5%	10.4%

WITHOUT "DON'T KNOW"

Q11. Transportation. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. How safe you feel traveling north/south by car in Hallandale Beach	23.4%	42.3%	21.5%	8.5%	4.3%
Q11-2. How safe you feel traveling east/west by car in Hallandale Beach	18.3%	36.8%	22.5%	15.6%	6.9%
Q11-3. How safe you feel traveling by bicycle in Hallandale Beach	8.7%	18.2%	26.5%	24.1%	22.5%
Q11-4. How safe you feel traveling by walking in Hallandale Beach	16.7%	39.2%	25.8%	11.1%	7.2%

Q12. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Appearance of City parks	26.1%	48.8%	14.7%	4.2%	1.2%	5.0%
Q12-2. Number of City parks	18.9%	38.6%	21.1%	10.4%	2.2%	8.7%
Q12-3. Appearance of recreational facilities	20.1%	44.0%	19.7%	4.2%	1.2%	10.7%
Q12-4. Variety of amenities offered in City parks	14.4%	38.1%	22.1%	8.5%	3.7%	13.2%
Q12-5. Availability of walking & biking paths	12.2%	30.6%	21.9%	17.7%	6.7%	10.9%
Q12-6. Outdoor athletic fields (baseball, soccer, etc.)	13.4%	26.6%	27.1%	9.0%	1.2%	22.6%
Q12-7. City's youth athletic programs	10.4%	14.4%	22.9%	5.2%	2.0%	45.0%
Q12-8. City's adult athletic programs	8.2%	15.4%	22.6%	8.5%	3.2%	42.0%
Q12-9. Variety of recreational programs offered	7.5%	16.7%	23.6%	10.0%	3.5%	38.8%
Q12-10. Special events (Eggstravaganza, Holiday Lights, etc.)	12.7%	29.4%	26.1%	10.4%	5.2%	16.2%
Q12-11. Ease of registering for programs	7.5%	17.9%	21.9%	6.5%	2.7%	43.5%
Q12-12. Fees charged for recreation programs	7.5%	11.7%	24.9%	8.0%	3.5%	44.5%
Q12-13. Park rental facilities (rooms, picnic pavilions)	7.7%	16.9%	21.6%	4.7%	2.7%	46.3%
Q12-14. City's day camp programs (day camp, after school, summer)	6.7%	9.5%	22.4%	3.2%	1.5%	56.7%
Q12-15. Appearance & quality of the tennis complex	9.7%	20.9%	19.7%	3.2%	2.2%	44.3%

Q12. 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."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-16. Aquatics facility & programs offered	7.7%	15.4%	20.4%	5.5%	1.7%	49.3%
Q12-17. Availability of teen programs	5.5%	10.7%	21.4%	3.2%	2.2%	57.0%
Q12-18. Overall quality of beaches	23.4%	40.3%	20.4%	7.2%	2.0%	6.7%

WITHOUT "DON'T KNOW"

Q12. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Appearance of City parks	27.5%	51.3%	15.4%	4.5%	1.3%
Q12-2. Number of City parks	20.7%	42.2%	23.2%	11.4%	2.5%
Q12-3. Appearance of recreational facilities	22.6%	49.3%	22.0%	4.7%	1.4%
Q12-4. Variety of amenities offered in City parks	16.6%	43.8%	25.5%	9.7%	4.3%
Q12-5. Availability of walking & biking paths	13.7%	34.4%	24.6%	19.8%	7.5%
Q12-6. Outdoor athletic fields (baseball, soccer, etc.)	17.4%	34.4%	35.0%	11.6%	1.6%
Q12-7. City's youth athletic programs	19.0%	26.2%	41.6%	9.5%	3.6%
Q12-8. City's adult athletic programs	14.2%	26.6%	39.1%	14.6%	5.6%
Q12-9. Variety of recreational programs offered	12.2%	27.2%	38.6%	16.3%	5.7%
Q12-10. Special events (Eggstravaganza, Holiday Lights, etc.)	15.1%	35.0%	31.2%	12.5%	6.2%
Q12-11. Ease of registering for programs	13.2%	31.7%	38.8%	11.5%	4.8%
Q12-12. Fees charged for recreation programs	13.5%	21.1%	44.8%	14.3%	6.3%
Q12-13. Park rental facilities (rooms, picnic pavilions)	14.4%	31.5%	40.3%	8.8%	5.1%
Q12-14. City's day camp programs (day camp, after school, summer)	15.5%	21.8%	51.7%	7.5%	3.4%
Q12-15. Appearance & quality of the tennis complex	17.4%	37.5%	35.3%	5.8%	4.0%

WITHOUT "DON'T KNOW"

Q12. 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")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-16. Aquatics facility & programs offered	15.2%	30.4%	40.2%	10.8%	3.4%
Q12-17. Availability of teen programs	12.7%	24.9%	49.7%	7.5%	5.2%
Q12-18. Overall quality of beaches	25.1%	43.2%	21.9%	7.7%	2.1%

Q13. Which FOUR of the parks and recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Appearance of City parks	53	13.2 %
Number of City parks	25	6.2 %
Appearance of recreational facilities	11	2.7 %
Variety of amenities offered in City parks	24	6.0 %
Availability of walking & biking paths	71	17.7 %
Outdoor athletic fields (baseball, soccer, etc.)	14	3.5 %
City's youth athletic programs	11	2.7 %
City's adult athletic programs	19	4.7 %
Variety of recreational programs offered	14	3.5 %
Special events (Eggstravaganza, Holiday Lights, etc.)	14	3.5 %
Ease of registering for programs	4	1.0 %
Fees charged for recreation programs	10	2.5 %
Park rental facilities (rooms, picnic pavilions)	7	1.7 %
City's day camp programs (day camp, after school, summer)	2	0.5 %
Aquatics facility & programs offered	8	2.0 %
Availability of teen programs	6	1.5 %
Overall quality of beaches	47	11.7 %
None chosen	62	15.4 %
Total	402	100.0 %

Q13. Which FOUR of the parks and recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Appearance of City parks	28	7.0 %
Number of City parks	24	6.0 %
Appearance of recreational facilities	14	3.5 %
Variety of amenities offered in City parks	29	7.2 %
Availability of walking & biking paths	48	11.9 %
Outdoor athletic fields (baseball, soccer, etc.)	20	5.0 %
City's youth athletic programs	7	1.7 %
City's adult athletic programs	13	3.2 %
Variety of recreational programs offered	27	6.7 %
Special events (Eggstravaganza, Holiday Lights, etc.)	22	5.5 %
Ease of registering for programs	5	1.2 %
Fees charged for recreation programs	13	3.2 %
Park rental facilities (rooms, picnic pavilions)	8	2.0 %
City's day camp programs (day camp, after school, summer)	7	1.7 %
Appearance & quality of tennis complex	2	0.5 %
Aquatics facility & programs offered	3	0.7 %
Availability of teen programs	7	1.7 %
Overall quality of beaches	31	7.7 %
None chosen	94	23.4 %
Total	402	100.0 %

Q13. Which FOUR of the parks and recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Appearance of City parks	19	4.7 %
Number of City parks	28	7.0 %
Appearance of recreational facilities	17	4.2 %
Variety of amenities offered in City parks	33	8.2 %
Availability of walking & biking paths	31	7.7 %
Outdoor athletic fields (baseball, soccer, etc.)	9	2.2 %
City's youth athletic programs	11	2.7 %
City's adult athletic programs	22	5.5 %
Variety of recreational programs offered	12	3.0 %
Special events (Eggstravaganza, Holiday Lights, etc.)	23	5.7 %
Ease of registering for programs	6	1.5 %
Fees charged for recreation programs	14	3.5 %
Park rental facilities (rooms, picnic pavilions)	7	1.7 %
City's day camp programs (day camp, after school, summer)	5	1.2 %
Appearance & quality of tennis complex	1	0.2 %
Aquatics facility & programs offered	9	2.2 %
Availability of teen programs	3	0.7 %
Overall quality of beaches	24	6.0 %
None chosen	128	31.8 %
Total	402	100.0 %

Q13. Which FOUR of the parks and recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 4th choice	Number	Percent
Appearance of City parks	14	3.5 %
Number of City parks	19	4.7 %
Appearance of recreational facilities	16	4.0 %
Variety of amenities offered in City parks	31	7.7 %
Availability of walking & biking paths	24	6.0 %
Outdoor athletic fields (baseball, soccer, etc.)	9	2.2 %
City's youth athletic programs	9	2.2 %
City's adult athletic programs	17	4.2 %
Variety of recreational programs offered	21	5.2 %
Special events (Eggstravaganza, Holiday Lights, etc.)	17	4.2 %
Ease of registering for programs	4	1.0 %
Fees charged for recreation programs	9	2.2 %
Park rental facilities (rooms, picnic pavilions)	1	0.2 %
City's day camp programs (day camp, after school, summer)	3	0.7 %
Appearance & quality of tennis complex	1	0.2 %
Aquatics facility & programs offered	4	1.0 %
Availability of teen programs	8	2.0 %
Overall quality of beaches	26	6.5 %
None chosen	169	42.0 %
Total	402	100.0 %

SUM OF TOP 4 CHOICES**Q13. Which FOUR of the parks and recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)**

<u>Q13. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Appearance of City parks	114	28.4 %
Number of City parks	96	23.9 %
Appearance of recreational facilities	58	14.4 %
Variety of amenities offered in City parks	117	29.1 %
Availability of walking & biking paths	174	43.3 %
Outdoor athletic fields (baseball, soccer, etc.)	52	12.9 %
City's youth athletic programs	38	9.5 %
City's adult athletic programs	71	17.7 %
Variety of recreational programs offered	74	18.4 %
Special events (Eggstravaganza, Holiday Lights, etc.)	76	18.9 %
Ease of registering for programs	19	4.7 %
Fees charged for recreation programs	46	11.4 %
Park rental facilities (rooms, picnic pavilions)	23	5.7 %
City's day camp programs (day camp, after school, summer)	17	4.2 %
Appearance & quality of tennis complex	4	1.0 %
Aquatics facility & programs offered	24	6.0 %
Availability of teen programs	24	6.0 %
Overall quality of beaches	128	31.8 %
None chosen	62	15.4 %
Total	1217	

Q13a. How often do you use the City's Park System?

<u>Q13a. How often do you use City's Park System</u>	<u>Number</u>	<u>Percent</u>
Daily	39	9.8 %
Weekly	102	25.5 %
Monthly	73	18.3 %
Rarely	110	27.5 %
Never	55	13.8 %
Not provided	21	5.3 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q13a. How often do you use the City's Park System? (without "not provided")**

<u>Q13a. How often do you use City's Park System</u>	<u>Number</u>	<u>Percent</u>
Daily	39	10.3 %
Weekly	102	26.9 %
Monthly	73	19.3 %
Rarely	110	29.0 %
Never	55	14.5 %
Total	379	100.0 %

Q14. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Water & sewer service	16.4%	39.8%	20.9%	11.9%	7.0%	4.0%
Q14-2. Residential trash collection service	24.6%	41.8%	17.7%	8.2%	3.2%	4.5%
Q14-3. Curbside recycling service	12.7%	21.1%	21.6%	12.2%	12.7%	19.7%
Q14-4. Yard waste service	15.2%	19.4%	25.1%	8.0%	4.2%	28.1%
Q14-5. Bulk trash pickup service	16.9%	23.1%	21.1%	8.7%	7.5%	22.6%

WITHOUT "DON'T KNOW"

Q14. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Water & sewer service	17.1%	41.5%	21.8%	12.4%	7.3%
Q14-2. Residential trash collection service	25.8%	43.8%	18.5%	8.6%	3.4%
Q14-3. Curbside recycling service	15.8%	26.3%	26.9%	15.2%	15.8%
Q14-4. Yard waste service	21.1%	27.0%	34.9%	11.1%	5.9%
Q14-5. Bulk trash pickup service	21.9%	29.9%	27.3%	11.3%	9.6%

Q15. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Enforcement of exterior maintenance of residential property	10.7%	28.4%	24.6%	11.4%	5.2%	19.7%
Q15-2. Enforcement of exterior maintenance of commercial property	9.7%	29.9%	24.1%	10.9%	5.0%	20.4%
Q15-3. Education & assistance from Code Division	6.0%	9.5%	23.1%	11.2%	4.5%	45.8%

WITHOUT "DON'T KNOW"

Q15. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Enforcement of exterior maintenance of residential property	13.3%	35.3%	30.7%	14.2%	6.5%
Q15-2. Enforcement of exterior maintenance of commercial property	12.2%	37.5%	30.3%	13.8%	6.3%
Q15-3. Education & assistance from Code Division	11.0%	17.4%	42.7%	20.6%	8.3%

Q16. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of information about City programs/ services	10.2%	23.9%	27.4%	13.4%	6.2%	18.9%
Q16-2. City efforts to keep you informed about local issues	11.4%	27.4%	24.9%	14.9%	7.5%	13.9%
Q16-3. Level of public involvement in local decision making	7.5%	15.7%	24.6%	18.2%	9.0%	25.1%
Q16-4. City's website, hallandalebeachfl.gov	12.9%	27.1%	28.1%	9.0%	3.7%	19.2%
Q16-5. City's newsletter, Hallandale Beach Happenings	13.7%	28.4%	27.6%	7.2%	3.0%	20.1%
Q16-6. Public access cable channel	6.5%	13.2%	22.1%	6.2%	4.2%	47.8%
Q16-7. Information on social media channels	6.5%	20.6%	23.9%	7.7%	3.5%	37.8%
Q16-8. Telephone notification system	10.2%	18.9%	23.1%	6.2%	4.0%	37.6%

WITHOUT "DON'T KNOW"

Q16. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of information about City programs/services	12.6%	29.4%	33.7%	16.6%	7.7%
Q16-2. City efforts to keep you informed about local issues	13.3%	31.8%	28.9%	17.3%	8.7%
Q16-3. Level of public involvement in local decision making	10.0%	20.9%	32.9%	24.3%	12.0%
Q16-4. City's website, hallandalebeachfl.gov	16.0%	33.5%	34.8%	11.1%	4.6%
Q16-5. City's newsletter, Hallandale Beach Happenings	17.1%	35.5%	34.6%	9.0%	3.7%
Q16-6. Public access cable channel	12.4%	25.2%	42.4%	11.9%	8.1%
Q16-7. Information on social media channels	10.4%	33.2%	38.4%	12.4%	5.6%
Q16-8. Telephone notification system	16.3%	30.3%	37.1%	10.0%	6.4%

Q17. Which of the following are your primary sources of information about City issues, services, and events?

Q17. Your primary sources of information about City issues, services, & events

	Number	Percent
City newsletter, Hallandale Beach Happenings	154	38.3 %
Local newspaper (The Sun-Sentinel, The Miami Herald)	42	10.4 %
Weekly newspaper, South Florida Sun Times	18	4.5 %
Notify Me (email notification)	80	19.9 %
Telephone notification system	66	16.4 %
City website, hallandalebeachfl.gov	126	31.3 %
Condo/home owner association meetings	84	20.9 %
Word of mouth (friends, neighbors, family)	114	28.4 %
Blogs	8	2.0 %
Social media (Facebook, X formerly known as Twitter, Instagram)	122	30.3 %
Other	8	2.0 %
Total	822	

Q17-11. Other:

Q17-11. Other	Number	Percent
Neighbors	1	12.5 %
Commissioner's meeting	1	12.5 %
Word of mouth	1	12.5 %
TV news and US mail	1	12.5 %
Mail	1	12.5 %
Google	1	12.5 %
TV	1	12.5 %
TV local news	1	12.5 %
Total	8	100.0 %

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

Q18. Social media you use and/or subscribe to	Number	Percent
Facebook	256	63.7 %
X formerly known as Twitter	57	14.2 %
Instagram	212	52.7 %
Snapchat	19	4.7 %
Threads	26	6.5 %
LinkedIn	85	21.1 %
YouTube	141	35.1 %
TikTok	46	11.4 %
Other	3	0.7 %
None-don't use social media	37	9.2 %
Total	882	

WITHOUT "NONE"**Q18. Which of the following social media do you use and/or subscribe to? (without "none")**

Q18. Social media you use and/or subscribe to	Number	Percent
Facebook	256	70.1 %
Instagram	212	58.1 %
YouTube	141	38.6 %
LinkedIn	85	23.3 %
X formerly known as Twitter	57	15.6 %
TikTok	46	12.6 %
Threads	26	7.1 %
Snapchat	19	5.2 %
Other	3	0.8 %
Total	845	

Q18-9. Other:

Q18-9. Other	Number	Percent
Nextdoor	1	33.3 %
Bluesky	1	33.3 %
Email	1	33.3 %
Total	3	100.0 %

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

Q19. What do you think of information you receive from
City of Hallandale Beach

	Number	Percent
Too much	7	1.7 %
Just right	175	43.5 %
Not enough	173	43.0 %
Not provided	47	11.7 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q19. Is the amount of information you receive from the City of Hallandale Beach... (without "not provided")**

Q19. What do you think of information you receive from
City of Hallandale Beach

	Number	Percent
Too much	7	2.0 %
Just right	175	49.3 %
Not enough	173	48.7 %
Total	355	100.0 %

Q20. City Taxes. Currently the City of Hallandale Beach receives approximately a quarter of your total ad valorem property tax payment. With that in mind, which statement best describes how you feel about the taxes you pay to the City of Hallandale Beach?

Q20. How do you feel about the taxes you pay to City of Hallandale Beach	Number	Percent
Taxes are too high for level & quality of City services I am receiving	174	43.3 %
Taxes are high, but City is providing more services at a higher quality than I expect	47	11.7 %
Taxes are appropriate for level & quality of City services I am receiving	95	23.6 %
Taxes are too low for level & quality of City services I am receiving	2	0.5 %
Renting-don't pay property taxes directly	34	8.5 %
Don't know	50	12.4 %
Total	402	100.0 %

WITHOUT "DON'T KNOW"

Q20. City Taxes. Currently the City of Hallandale Beach receives approximately a quarter of your total ad valorem property tax payment. With that in mind, which statement best describes how you feel about the taxes you pay to the City of Hallandale Beach? (without "don't know")

Q20. How do you feel about the taxes you pay to City of Hallandale Beach	Number	Percent
Taxes are too high for level & quality of City services I am receiving	174	49.4 %
Taxes are high, but City is providing more services at a higher quality than I expect	47	13.4 %
Taxes are appropriate for level & quality of City services I am receiving	95	27.0 %
Taxes are too low for level & quality of City services I am receiving	2	0.6 %
Renting-don't pay property taxes directly	34	9.7 %
Total	352	100.0 %

Q21. Please indicate why you originally made/continued to make the decision to live in Hallandale Beach.

Q21. Reasons why you originally made/continued to make the decision to live in Hallandale Beach	Number	Percent
Location (proximity to work/highways)	224	55.7 %
Weather	152	37.8 %
Housing (nice homes/affordable)	116	28.9 %
Recreational opportunities	44	10.9 %
Quality education system	12	3.0 %
Neighborhoods	89	22.1 %
Community (City character/feeling)	59	14.7 %
Birthplace (lived here most of my life)	17	4.2 %
Diversity	49	12.2 %
Good variety of restaurants/nightlife	85	21.1 %
Reasonable tax rate	37	9.2 %
Quality customer/citizen service	36	9.0 %
Sense of security	110	27.4 %
Other	22	5.5 %
Total	1052	

Q21-14. Other

- Access to the beach and the intracoastal
- Beach
- Beach
- Close to beach. Condo that allowed dogs.
- Close to doctors offices and pharmacy.
- Close to family
- Employment Opportunity
- Everywhere else is to expensive to move at this time
- Family that lives here.
- Family was close by
- Hallandale Beach appeared to be a perfect place to start settling down roots nice, quiet, and small beach town feeling. Reasonable walking distance to beach and some minor stores. I enjoyed the first few years, but everything is changing fast. Residents are overlooked while benefits are given to snow birds. Also, overtime, it has more people, higher crime. Neighborhoods are crowded with homeless people badgering residents that are walking. Homeless people sleeping anywhere and harassing everyone for handouts. The commercial centers are becoming deteriorated and unkept. The Gym opened in the Dixie plaza, and now it's impossible to visit the local shops due to lack of parking. Not good planning. Now high rises are being built with no change to traffic infrastructure. It will quickly become like a major city without benefits.
- Inherited the place
- It's home
- Live on the beach
- Marriage to a resident
- My Family live near to me.
- Proximity to work
- Proximity to work and shopping.
- Received condo in a relative's will.
- The beach and intercoastal
- Walkable/bikeable city. The ability to live without a car
- Water

Q22. 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=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q22-1. City leaders have a vision & long-term plan for the community	10.9%	25.4%	25.6%	8.7%	7.5%	21.9%
Q22-2. I understand & share the vision & long-term plan for the community	9.2%	22.1%	22.6%	14.7%	6.5%	24.9%
Q22-3. City is a good steward of the environment	10.7%	28.6%	26.4%	10.4%	6.0%	17.9%
Q22-4. City does a good job of protecting & preserving historical sites	7.7%	28.4%	30.8%	4.2%	2.0%	26.9%
Q22-5. City of Hallandale Beach does a good & equitable job serving the needs of diverse populations in the community	10.0%	28.6%	27.6%	6.2%	4.2%	23.4%
Q22-6. City values & supports community input & participation	10.2%	26.1%	29.1%	8.5%	6.2%	19.9%
Q22-7. City is transparent in its operations	7.7%	20.6%	28.4%	10.0%	8.2%	25.1%
Q22-8. Police provide equitable treatment of residents	15.9%	33.8%	25.4%	2.7%	2.2%	19.9%

WITHOUT "DON'T KNOW"

Q22. 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=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q22-1. City leaders have a vision & long-term plan for the community	14.0%	32.5%	32.8%	11.1%	9.6%
Q22-2. I understand & share the vision & long-term plan for the community	12.3%	29.5%	30.1%	19.5%	8.6%
Q22-3. City is a good steward of the environment	13.0%	34.8%	32.1%	12.7%	7.3%
Q22-4. City does a good job of protecting & preserving historical sites	10.5%	38.8%	42.2%	5.8%	2.7%
Q22-5. City of Hallandale Beach does a good & equitable job serving the needs of diverse populations in the community	13.0%	37.3%	36.0%	8.1%	5.5%
Q22-6. City values & supports community input & participation	12.7%	32.6%	36.3%	10.6%	7.8%
Q22-7. City is transparent in its operations	10.3%	27.6%	37.9%	13.3%	11.0%
Q22-8. Police provide equitable treatment of residents	19.9%	42.2%	31.7%	3.4%	2.8%

Q25. Do you plan to retire in Hallandale Beach?

<u>Q25. Do you plan to retire in Hallandale Beach</u>	<u>Number</u>	<u>Percent</u>
Yes	244	60.7 %
No	76	18.9 %
Not provided	82	20.4 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q25. Do you plan to retire in Hallandale Beach? (without "not provided")**

<u>Q25. Do you plan to retire in Hallandale Beach</u>	<u>Number</u>	<u>Percent</u>
Yes	244	76.3 %
No	76	23.8 %
Total	320	100.0 %

Q26. On a scale of 4 to 1, with 4 being "Very Important" and 1 being "Not Important," please rate how important the following reasons are in deciding whether or not to retire in Hallandale Beach.

(N=402)

	Very important	Somewhat important	Not sure	Not important
Q26-1. Location	60.7%	20.1%	15.7%	3.5%
Q26-2. Types of housing	55.0%	24.1%	17.2%	3.7%
Q26-3. Affordability of housing	59.5%	20.6%	17.4%	2.5%
Q26-4. Access to quality shopping	53.5%	28.1%	14.9%	3.5%
Q26-5. Availability of parks & recreation opportunities	39.1%	33.6%	19.9%	7.5%
Q26-6. Near family or friends	33.8%	31.6%	20.4%	14.2%
Q26-7. Safety & security	71.1%	14.9%	12.7%	1.2%
Q26-8. Availability of transportation options	39.8%	31.8%	16.9%	11.4%
Q26-9. Availability of cultural activities & the arts	30.3%	31.8%	24.1%	13.7%
Q26-10. Access to restaurants & entertainment	47.8%	32.1%	15.7%	4.5%
Q26-11. Availability of retail shopping choices	49.8%	29.1%	16.2%	5.0%
Q26-12. Other	6.0%	1.0%	93.0%	0.0%

Q26-12. Other

- Beach
- Beach
- Beach
- Beach, doctor and gym all within walking distance sold us on the area.
- Close to airport
- Close to airport
- Close to beach, that is really about it.. it is totally UNAFFORDABLE TO RETIRE HERE
- Customer service throughout all services
- Diversity
- Great leadership and staff at City Hall, who always responds to my communications.
- Help maintain residential roads and signs. Fix the broken street lights all over the city.
- How environmentally friendly the city is - and currently it's isn't at all!
- LANDSCAPING NEEDS TO BW THE CITYS MAIN PRIORITY
- Less homeless
- More public transportation so that can reduce the overflow cars especially in Hallandale Blvd and US near the city hall area. Nightmare to drive through these two areas.
- Near beaches
- Nice beaches that aren't polluted by the public in private condo areas. Have to worry about people following into the condos private area which is a major safety issue
- Other is something else
- Police enforcement tactics
- Prices on properties and taxes.
- Programs for adults
- Safe driving and walking street, less residential construction in Hallandale Beach, for developers interest,
- Safer bike paths, more, more green space, better, safer walking areas, better public transportation. A rail system linking to brightline and trail would be ideal
- The mid-century style
- Uniformity in planning. Also. What's going on with the old fire station? It's a complete eye sore
- Water
- Water amenities, docks and marinas
- Whether or not the city and state clean up the political mess that has taken over

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

Q27. How many years have you lived in City of

Hallandale Beach	Number	Percent
Less than 5 years	72	17.9 %
5-10 years	85	21.1 %
11-20 years	112	27.9 %
20+ years	121	30.1 %

Not provided	12	3.0 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Approximately how many years have you lived in the City of Hallandale Beach? (without "not provided")**

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

	Number	Percent
Less than 5 years	72	18.5 %
5-10 years	85	21.8 %
11-20 years	112	28.7 %
20+ years	121	31.0 %
Total	390	100.0 %

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

Q28. Where do you plan to be living in five years

	Number	Percent
Hallandale Beach	211	52.5 %
Another city in Broward County	16	4.0 %
Another city outside Broward County in southern Florida	12	3.0 %
Other	14	3.5 %
Don't know	149	37.1 %
Total	402	100.0 %

WITHOUT "DON'T KNOW"**Q28. In five years, where do you plan to be living? (without "don't know")**

<u>Q28. Where do you plan to be living in five years</u>	<u>Number</u>	<u>Percent</u>
Hallandale Beach	211	83.4 %
Another city in Broward County	16	6.3 %
Another city outside Broward County in southern Florida	12	4.7 %
Other	14	5.5 %
Total	253	100.0 %

Q28-4. Other:

<u>Q28-4. Other</u>	<u>Number</u>	<u>Percent</u>
Out of state due to changes to Florida education system	1	12.5 %
Other state	1	12.5 %
Central Florida like Gainesville FL	1	12.5 %
Georgia or NC	1	12.5 %
Another country	1	12.5 %
Northern Florida	1	12.5 %
Another city outside state of Florida	1	12.5 %
North of Hallandale	1	12.5 %
Total	8	100.0 %

Q29. Including yourself, how many people living in your household are:

	Mean	Sum
number	2.3	848
Under age 5	0.1	36
Ages 5-9	0.1	36
Ages 10-14	0.1	34
Ages 15-19	0.1	34
Ages 20-24	0.1	43
Ages 25-34	0.3	97
Ages 35-44	0.3	110
Ages 45-54	0.4	137
Ages 55-64	0.4	134
Ages 65-74	0.3	103
Ages 75+	0.2	84

Q30. Would you say your total household income is:

Q30. Your total household income	Number	Percent
Under \$30K	79	19.7 %
\$30K to \$59,999	94	23.4 %
\$60K to \$99,999	88	21.9 %
\$100K+	84	20.9 %
Not provided	57	14.2 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Would you say your total household income is: (without "not provided")**

Q30. Your total household income	Number	Percent
Under \$30K	79	22.9 %
\$30K to \$59,999	94	27.2 %
\$60K to \$99,999	88	25.5 %
\$100K+	84	24.3 %
Total	345	100.0 %

Q31. Do you own or rent your home?

Q31. Do you own or rent your home	Number	Percent
Own	240	59.7 %
Rent	157	39.1 %
Not provided	5	1.2 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Do you own or rent your home? (without "not provided")**

Q31. Do you own or rent your home	Number	Percent
Own	240	60.5 %
Rent	157	39.5 %
Total	397	100.0 %

Q32. Which of the following best describes your ethnicity?

Q32. Your race/ethnicity	Number	Percent
Asian or Asian Indian	6	1.5 %
Black or African American	64	15.9 %
American Indian or Alaska Native	1	0.2 %
White	192	47.8 %
Native Hawaiian or other Pacific Islander	2	0.5 %
Hispanic, Spanish, or Latino/a/x	158	39.3 %
Other	7	1.7 %
Total	430	

Q32-7. Self-describe your ethnicity:

Q32-7. Self-describe your race/ethnicity	Number	Percent
Mixed race	2	28.6 %
Jewish	1	14.3 %
Cape Verdian	1	14.3 %
Multiple races	1	14.3 %
Multi-racial and Hispanic	1	14.3 %
Brazilian	1	14.3 %
Total	7	100.0 %

Q33. Which of the following is the primary language for members of your household?

Q33. Primary language for members of your household	Number	Percent
English	284	70.6 %
Spanish	60	14.9 %
Creole	6	1.5 %
Other	16	4.0 %
Not provided	36	9.0 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Which of the following is the primary language for members of your household? (without "not provided")**

Q33. Primary language for members of your household	Number	Percent
English	284	77.6 %
Spanish	60	16.4 %
Creole	6	1.6 %
Other	16	4.4 %
Total	366	100.0 %

Q33-4. Other:

Q33-4. Other	Number	Percent
Russian	5	33.3 %
Portuguese	4	26.7 %
French	3	20.0 %
Romanian	3	20.0 %
Total	15	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q34. Your gender:

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	198	49.3 %
Female	202	50.2 %
Not provided	2	0.5 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Your gender: (without "not provided")**

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	198	49.5 %
Female	202	50.5 %
Total	400	100.0 %



5

Survey Instrument



OFFICE OF THE
MAYOR
&
CITY COMMISSION

JOY F. COOPER
Mayor

MICHELE LAZAROW
Vice Mayor

JOY D. ADAMS
Commissioner

MIKE BUTLER
Commissioner

ANABELLE LIMA-TAUB
Commissioner

400 S. Federal Highway
Hallandale Beach, FL 33009
Ph (954) 457-1300
Fax (954) 457-1454

www.coHB.org

January 2026

Dear Hallandale Beach Resident:

We appreciate your continued support and involvement in making the City of Hallandale Beach a wonderful community. This letter is a request for your assistance in continuing that legacy. Your input on the enclosed survey is extremely important. This survey is part of Hallandale Beach's ongoing strategic planning process which is designed to meet the needs of our community while providing the best services possible. The information you provide will help the City Commission make important decisions regarding City of Hallandale Beach services. These services include areas such as police, fire/rescue, maintenance of public areas, communication, parks and recreation, and utilities.

On behalf of the City Commission, I want to thank you in advance for taking the time to respond. This survey will take approximately 15 minutes to complete, but your answers are very important and I encourage you to answer every question. The time you invest in the survey will influence many of the decisions that will be made about the City's future. Your responses will also allow City leadership to identify and address many of the opportunities and challenges facing our community.

Please return your completed survey to ETC Institute in the next few days if possible and return it in the enclosed postage-paid envelope. Your responses will remain **confidential**. ETC Institute 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 on the City's website, hallandalebeachfl.gov. If you prefer to complete the survey online, go to hallandalesurvey.org

Please feel free to contact Jason Morado, Project Manager at (913) 254-4514, if you have any questions or concerns regarding this survey. Thank you for taking the time to build a better Hallandale Beach.

Sincerely,

Joy F. Cooper
Mayor

Si ou pa pale angle epi ou vle patisipe nan sondaj sa a, tanpri rele 1-844-247-8190.

Если вы не говорите по-английски и хотите принять участие в этом опросе, позвоните по телефону 1-888-971-6612.



**CARGO DEL ALCALDE Y
COMISIÓN DE LA
CIUDAD**

JOY F. COOPER
Alcalde

MICHELE LAZAROV
Vicealcalde

JOY D. ADAMS
Comisionado

MIKE BUTLER
Comisionado

ANABELLE LIMA-TAUB
Comisionado

400 S. Federal Highway
Hallandale Beach, FL
33009 Ph (954) 457-1300
Fax (954) 457-1454

www.coHB.org

Enero de 2026

Estimado residente de Hallandale Beach:

Agradecemos su apoyo y implicación continuos para hacer de la ciudad de Hallandale Beach una comunidad maravillosa. Esta carta es una solicitud de ayuda para continuar ese legado. Tu opinión sobre la encuesta adjunta es extremadamente importante. Esta encuesta forma parte del proceso de planificación estratégica en curso de Hallandale Beach, diseñado para satisfacer las necesidades de nuestra comunidad y ofrecer los mejores servicios posibles. La información que proporcione ayudará a la Comisión Municipal a tomar decisiones importantes respecto a los servicios de la playa de la ciudad de Hallandale. Estos servicios incluyen áreas como policía, bomberos/rescate, mantenimiento de áreas públicas, comunicaciones, parques y recreación, y servicios públicos.

En nombre de la Comisión de la Ciudad, quiero agradecerles de antemano que se tomen el tiempo para responder. Esta encuesta llevará aproximadamente 15 minutos, pero vuestras respuestas son muy importantes y os animo a responder a todas las preguntas. El tiempo que inviertas en la encuesta influirá en muchas de las decisiones que se tomarán sobre el futuro de la ciudad. Vuestras respuestas también permitirán al liderazgo municipal identificar y abordar muchas de las oportunidades y desafíos que enfrenta nuestra comunidad.

Por favor, reenvíe su encuesta completada al Instituto ETC en los próximos días si es posible y revísala en el sobre con franqueo pagado adjunto. Tus respuestas permanecerán **confidenciales**. El Instituto ETC recopilará los resultados y presentará un informe a la ciudad en las próximas semanas. Este informe será un recurso valioso mientras trabajamos para ofrecerte el gobierno más receptivo posible. También puedes consultar un resumen de los resultados de la encuesta en la web de la ciudad, hallandalebeachfl.gov. Si prefieres completar la encuesta online, ve a hallandalesurvey.org.

No dude en contactar con Jason Morado, Jefe de Proyecto, en el (913) 254-4514, si tiene alguna pregunta o inquietud sobre esta encuesta. Gracias por tomarte el tiempo de construir una playa de Hallandale mejor.

Sincerely,

Joy F. Cooper
Mayor

Si ou pa pale angle epi ou vle patisipe nan sondaj sa a, tanpri rele 1-844-247-8190.

Если вы не говорите по-английски и хотите принять участие в этом опросе, позвоните по телефону 1-888-971-6612.

2026 City of Hallandale Beach Resident 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 prefer, you can complete the survey at hallandalesurvey.org.

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 Beach.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Police services	5	4	3	2	1	9
02. Fire services	5	4	3	2	1	9
03. Emergency medical services (EMS)	5	4	3	2	1	9
04. Overall quality of City parks	5	4	3	2	1	9
05. Overall quality of City recreation programs/facilities	5	4	3	2	1	9
06. Overall appearance of City streets, medians, buildings and facilities	5	4	3	2	1	9
07. Overall quality of City water and sewer utilities	5	4	3	2	1	9
08. Code Compliance Division services	5	4	3	2	1	9
09. Building Department services (permitting)	5	4	3	2	1	9
10. Overall quality of customer service received from City employees	5	4	3	2	1	9
11. City communication with the public	5	4	3	2	1	9
12. Overall flow of traffic in the City	5	4	3	2	1	9
13. City's stormwater drainage system	5	4	3	2	1	9
14. Overall appearance of City beaches	5	4	3	2	1	9
15. Human Services (social services)	5	4	3	2	1	9
16. Sanitation services (trash and recycling)	5	4	3	2	1	9

2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 1.]

1st: ____ 2nd: ____ 3rd: ____

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

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services	5	4	3	2	1	9
2. Overall image/appearance of the City	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Overall quality of public education in the City	5	4	3	2	1	9
5. Overall feeling of safety in the City	5	4	3	2	1	9
6. Overall value received for your City tax dollars/fees	5	4	3	2	1	9
7. 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.

How safe do you feel:	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking alone in your neighborhood in general	5	4	3	2	1	9
2. Walking alone in your neighborhood during the day	5	4	3	2	1	9
3. Walking alone in your neighborhood after dark	5	4	3	2	1	9
4. In City parks and recreation facilities	5	4	3	2	1	9
5. In business areas of the City during the day	5	4	3	2	1	9
6. In business areas of the City after dark	5	4	3	2	1	9
7. Overall safety at the beach	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 being 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."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The visibility and frequency of police in your neighborhood	5	4	3	2	1	9
2.	The visibility and frequency of police in retail areas	5	4	3	2	1	9
3.	The City's efforts to prevent crime	5	4	3	2	1	9
4.	Enforcement of local traffic laws within the City limits	5	4	3	2	1	9
5.	How quickly police personnel respond to 911 calls	5	4	3	2	1	9
6.	How quickly fire-rescue personnel respond to fire emergencies	5	4	3	2	1	9
7.	How quickly fire-rescue personnel respond to medical emergencies	5	4	3	2	1	9
8.	Public safety education programs (i.e., Drug Abuse Resistance Education, Crime Watch)	5	4	3	2	1	9

7. Which TWO of the public safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 6.]

1st: ____ 2nd: ____

8. During the past TWO years, do you think the crime rate in Hallandale Beach has:

____(1) Increased ____ (2) Stayed the same ____ (3) Decreased ____ (9) Don't know

8a. During the past TWO years, have you had any personal experience with the Fire and/or Police Department?

____(1) Yes ____ (2) No [Skip to Q9.]

8b. If you have had a personal experience with police/fire, how would you rate that experience?

____(5) Very satisfied ____ (3) Neutral ____ (1) Very dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied ____ (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."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of major City streets	5	4	3	2	1	9
2.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
3.	Maintenance of traffic signals/street signs	5	4	3	2	1	9
4.	Landscaping of medians and public areas along major City streets	5	4	3	2	1	9
5.	Landscaping of medians and public areas along streets in your neighborhood	5	4	3	2	1	9
6.	Maintenance of City buildings, such as City Hall, Cultural Center, OB Johnson	5	4	3	2	1	9
7.	Overall cleanliness of City streets and public areas	5	4	3	2	1	9
8.	Adequacy of City street lighting	5	4	3	2	1	9
9.	Availability of sidewalks in your neighborhood	5	4	3	2	1	9

10. Which TWO of the maintenance items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____

11. Transportation. 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."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How safe you feel traveling north/south by car in Hallandale Beach	5	4	3	2	1	9
2.	How safe you feel traveling east/west by car in Hallandale Beach	5	4	3	2	1	9
3.	How safe you feel traveling by bicycle in Hallandale Beach	5	4	3	2	1	9
4.	How safe you feel traveling by walking in Hallandale Beach	5	4	3	2	1	9

12. 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."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Appearance of City parks	5	4	3	2	1	9
02.	The number of City parks	5	4	3	2	1	9
03.	Appearance of recreational facilities	5	4	3	2	1	9
04.	Variety of amenities offered in City parks	5	4	3	2	1	9
05.	Availability of walking and biking paths	5	4	3	2	1	9
06.	Outdoor athletic fields (baseball, soccer, etc.)	5	4	3	2	1	9
07.	The City's youth athletic programs	5	4	3	2	1	9
08.	The City's adult athletic programs	5	4	3	2	1	9
09.	Variety of recreational programs offered	5	4	3	2	1	9
10.	Special events (Eggstravaganza, Holiday Lights, etc.)	5	4	3	2	1	9
11.	Ease of registering for programs	5	4	3	2	1	9
12.	Fees charged for recreation programs	5	4	3	2	1	9
13.	Park rental facilities (rooms, picnic pavilions)	5	4	3	2	1	9
14.	The City's day camp programs (day camp, after school, summer)	5	4	3	2	1	9
15.	Appearance and quality of the tennis complex	5	4	3	2	1	9
16.	Aquatics facility and programs offered	5	4	3	2	1	9
17.	Availability of teen programs	5	4	3	2	1	9
18.	Overall quality of beaches	5	4	3	2	1	9

13. Which FOUR of the parks and recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 12.]

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

13a. How often do you use the City's Park System?

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

14. 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."

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Water and sewer service	5	4	3	2	1	9
2.	Residential trash collection service	5	4	3	2	1	9
3.	Curbside recycling service	5	4	3	2	1	9
4.	Yard waste service	5	4	3	2	1	9
5.	Bulk trash pickup service	5	4	3	2	1	9

15. **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."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcement of the exterior maintenance of residential property	5	4	3	2	1	9
2. Enforcement of the exterior maintenance of commercial property	5	4	3	2	1	9
3. Education and assistance from the Code Division	5	4	3	2	1	9

16. **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."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs/services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. The level of public involvement in local decision making	5	4	3	2	1	9
4. The City's website, hallandalebeachfl.gov	5	4	3	2	1	9
5. City's newsletter, Hallandale Beach Happenings	5	4	3	2	1	9
6. Public access cable channel	5	4	3	2	1	9
7. Information on social media channels	5	4	3	2	1	9
8. Telephone notification system	5	4	3	2	1	9

17. **Which of the following are your primary sources of information about City issues, services, and events? [Check all that apply.]**

- | | |
|--|---|
| <input type="checkbox"/> (01) The City newsletter, Hallandale Beach Happenings | <input type="checkbox"/> (08) Word of mouth (friends, neighbors, family) |
| <input type="checkbox"/> (02) Local newspaper (The Sun-Sentinel, The Miami Herald) | <input type="checkbox"/> (09) Blogs |
| <input type="checkbox"/> (03) Weekly newspaper, South Florida Sun Times | <input type="checkbox"/> (10) Social media (Facebook, X (formerly known as Twitter), Instagram) |
| <input type="checkbox"/> (04) Notify Me (email notification) | <input type="checkbox"/> (11) Other: _____ |
| <input type="checkbox"/> (05) Telephone notification system | |
| <input type="checkbox"/> (06) City website, hallandalebeachfl.gov | |
| <input type="checkbox"/> (07) Condo/home owner association meetings | |

18. **Which of the following social media do you use and/or subscribe to? [Check all that apply.]**

- | | | |
|---|--|---|
| <input type="checkbox"/> (01) Facebook | <input type="checkbox"/> (05) Threads | <input type="checkbox"/> (09) Other: _____ |
| <input type="checkbox"/> (02) X (formerly known as Twitter) | <input type="checkbox"/> (06) LinkedIn | <input type="checkbox"/> (10) None - don't use social media |
| <input type="checkbox"/> (03) Instagram | <input type="checkbox"/> (07) YouTube | |
| <input type="checkbox"/> (04) Snapchat | <input type="checkbox"/> (08) Tik Tok | |

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

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

20. **City Taxes.** Currently the City of Hallandale Beach receives approximately a quarter of your total ad valorem property tax payment. With that in mind, 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 appropriate 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) Renting - don't pay property taxes directly
- (9) Don't know

21. Please indicate why you originally made/continue to make the decision to live in Hallandale Beach. [Check all that apply.]

- | | |
|---|---|
| <input type="checkbox"/> (01) Location (proximity to work/highways) | <input type="checkbox"/> (08) Birthplace (lived here most of my life) |
| <input type="checkbox"/> (02) Weather | <input type="checkbox"/> (09) Diversity |
| <input type="checkbox"/> (03) Housing (nice homes/affordable) | <input type="checkbox"/> (10) Good variety of restaurants/nightlife |
| <input type="checkbox"/> (04) Recreational opportunities | <input type="checkbox"/> (11) Reasonable tax rate |
| <input type="checkbox"/> (05) Quality education system | <input type="checkbox"/> (12) Quality customer/citizen service |
| <input type="checkbox"/> (06) Neighborhoods | <input type="checkbox"/> (13) Sense of security |
| <input type="checkbox"/> (07) Community (city character/feeling) | <input type="checkbox"/> (14) Other: _____ |

22. 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:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. City leaders have a vision and long-term plan for the community	5	4	3	2	1	9
2. I understand and share the vision and long-term plan for the community	5	4	3	2	1	9
3. The City is a good steward of the environment	5	4	3	2	1	9
4. The City does a good job of protecting and preserving historical sites	5	4	3	2	1	9
5. The City of Hallandale Beach does a good and equitable job serving the needs of diverse populations in the community	5	4	3	2	1	9
6. The City values and supports community input and participation	5	4	3	2	1	9
7. The City is transparent in its operations	5	4	3	2	1	9
8. Police provide equitable treatment of residents	5	4	3	2	1	9

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

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

25. Do you plan to retire in Hallandale Beach? (1) Yes (2) No

26. On a scale of 4 to 1, with 4 being "Very Important" and 1 being "Not Important," please rate how important the following reasons are in deciding whether or not to retire in Hallandale Beach.

Reasons for deciding to retire in Hallandale Beach:	Very Important	Somewhat Important	Not Sure	Not Important
01. Location	4	3	2	1
02. Types of housing	4	3	2	1
03. Affordability of housing	4	3	2	1
04. Access to quality shopping	4	3	2	1
05. Availability of parks and recreation opportunities	4	3	2	1
06. Near family or friends	4	3	2	1
07. Safety and security	4	3	2	1
08. Availability of transportation options	4	3	2	1
09. Availability of cultural activities and the arts	4	3	2	1
10. Access to restaurants and entertainment	4	3	2	1
11. Availability of retail shopping choices	4	3	2	1
12. Other: _____	4	3	2	1

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 ___(4) Other: _____
___(2) Another city in Broward County ___(9) Don't know
___(3) Another city outside Broward County in southern Florida

29. Including yourself, how many people living in your household are:

Under age 5: ___ Ages 15-19: ___ Ages 35-44: ___ Ages 65-74: ___
Ages 5-9: ___ Ages 20-24: ___ Ages 45-54: ___ Ages 75+: ___
Ages 10-14: ___ Ages 25-34: ___ Ages 55-64: ___

30. 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

31. Do you own or rent your home? ___(1) Own ___(2) Rent

32. Which of the following best describes your ethnicity? [Check all that apply.]

___(01) Asian or Asian Indian ___(05) Native Hawaiian or other Pacific Islander
___(02) Black or African American ___(06) Hispanic, Spanish, or Latino/a/x
___(03) American Indian or Alaska Native ___(99) Other: _____
___(04) White

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

___(1) English ___(2) Spanish ___(3) Creole ___(4) Other: _____

34. Your gender: ___(1) Male ___(2) Female

35. Would you be willing to participate in future surveys sponsored by Hallandale Beach?

___(1) Yes [Answer Q35a.] ___(2) No

35a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

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 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. Thank you.