

2025 Business Survey

City of Hallandale Beach, Florida



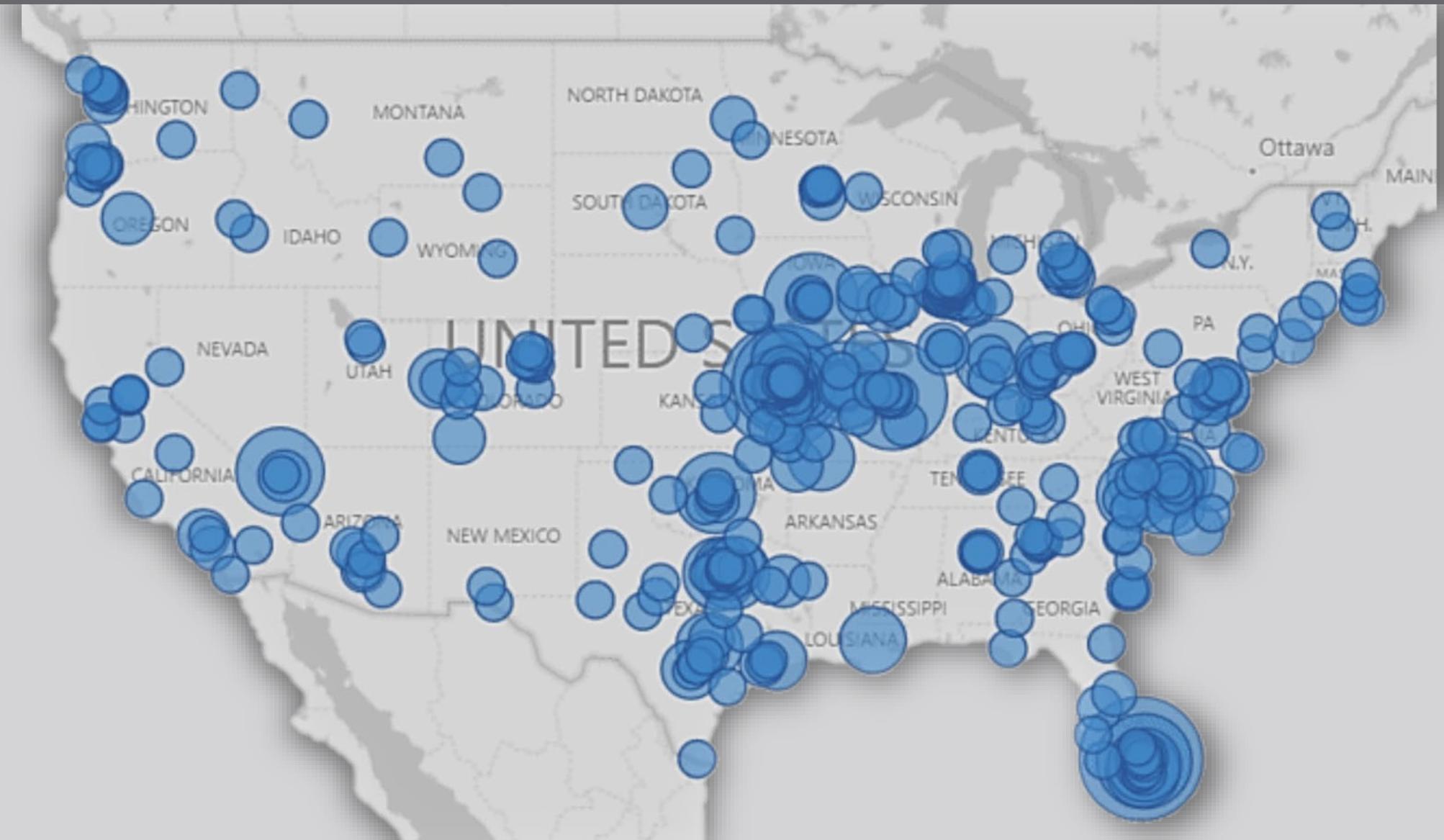
PRESENTED BY



JUNE 2025

ETC Institute is a National Leader in Market Research for Local Governmental Organizations

For more than 40 years, our mission has been to help city and county governments gather and use survey data to enhance organizational performance.



More Than 3,000,000 Person's Surveyed Since 2015 for More Than 1,000 Communities in 49 States

Agenda

Purpose and Methodology

What We Learned

Major Findings

Summary

Questions



Purpose and Methodology

- **Purpose:** To assess the delivery of major City services to Hallandale Beach businesses, and to identify issues that impact the Hallandale Beach business community.
- **Methodology:**
 - Four-page survey; took approximately 10 minutes to complete
 - By mail, online, and phone to Hallandale Beach businesses
 - 102 business owners/managers completed surveys

What We Learned

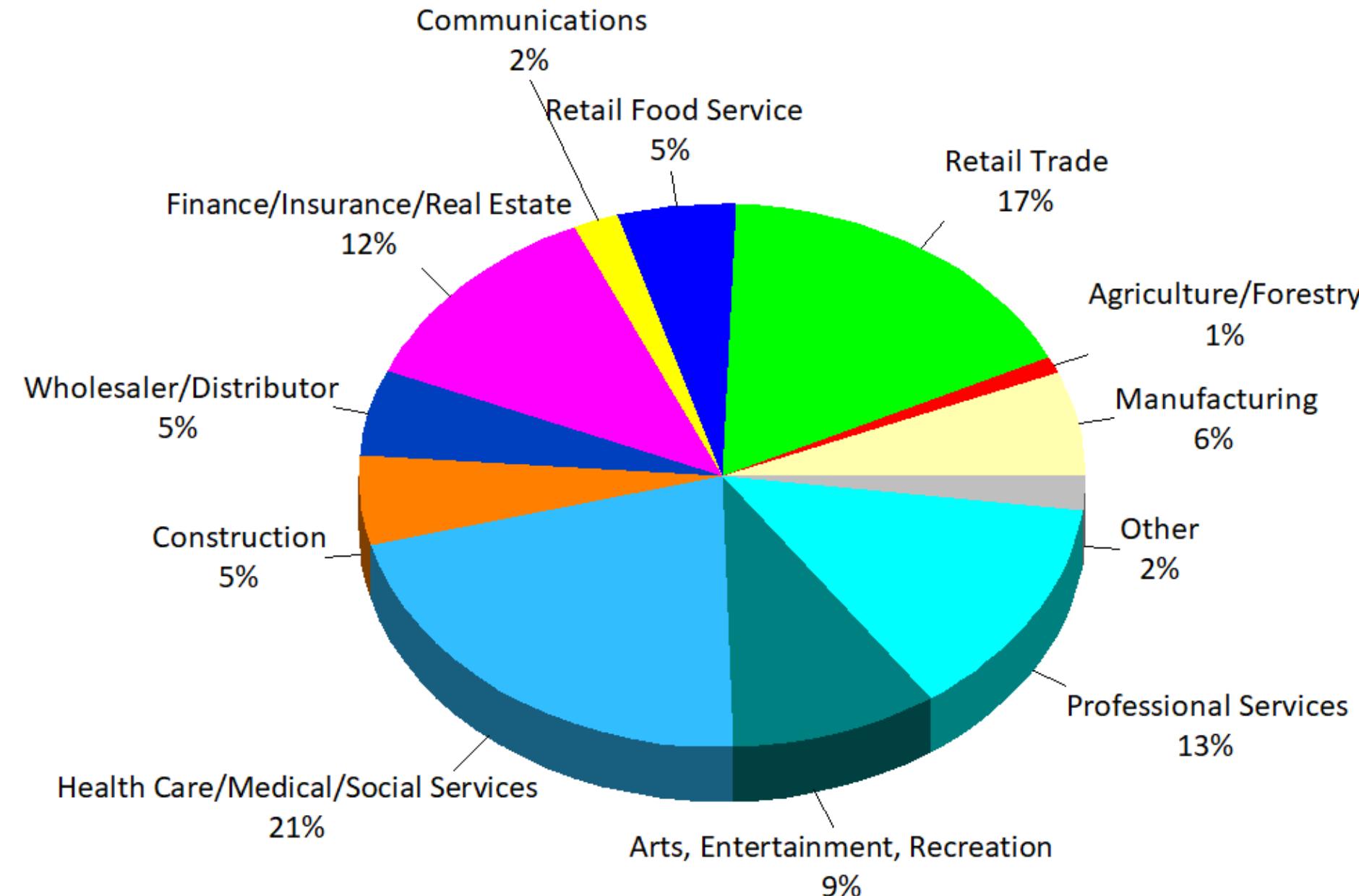
- Satisfaction with City Services Is High
- Top Overall Priorities for City Services
 - Police Services
 - Drainage System
 - Traffic Flow
- Reasons with the Most Impact on Businesses Staying in Hallandale Beach
 - Low Crime Rate
 - Level of Taxation
 - Image of the City

Topic #1

Characteristics of the Business Community

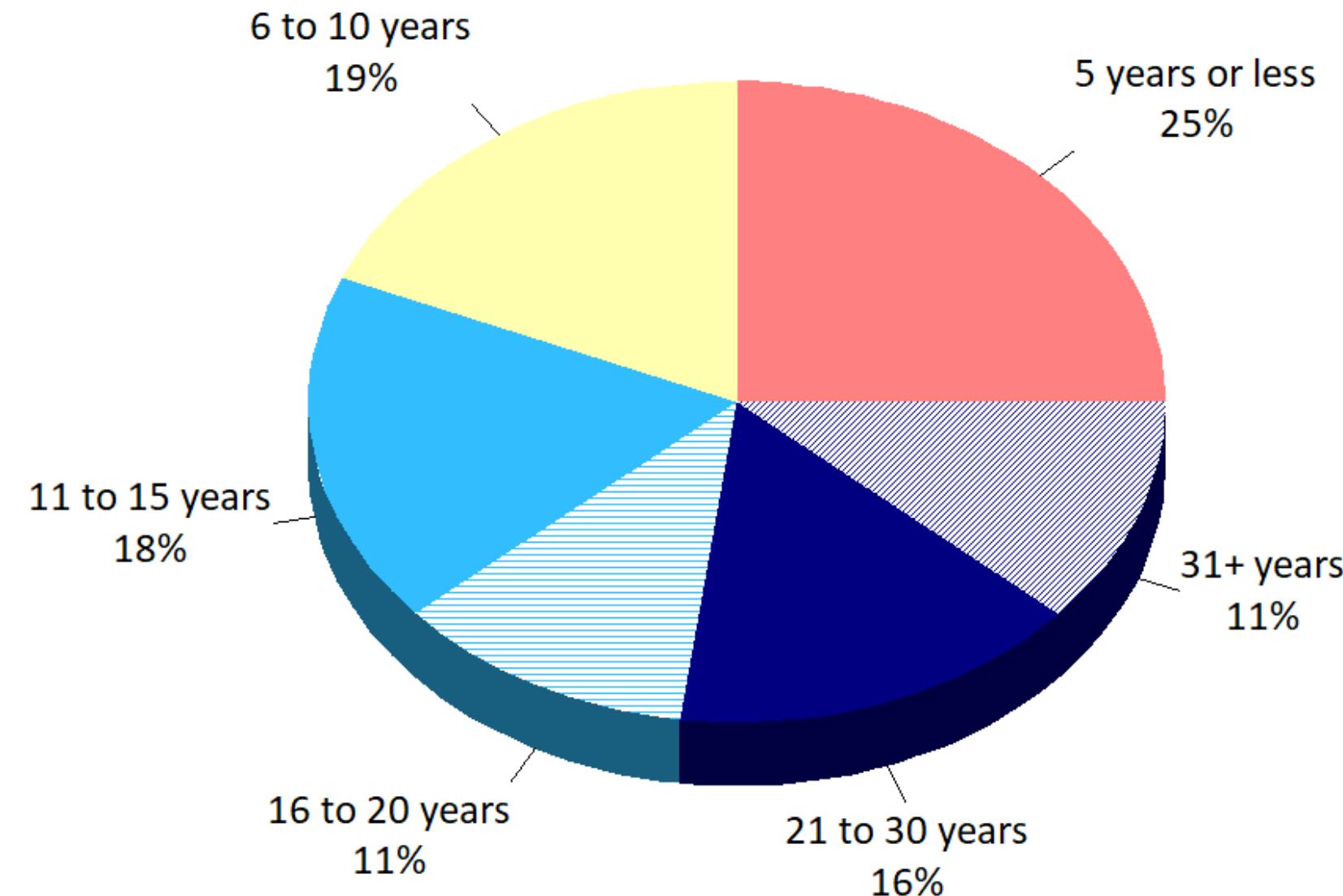
Q18. How would you best describe your business?

by percentage of respondents (excluding "not provided")



Q19. Demographics: Approximately how many years has your business been operating in the City of Hallandale Beach?

by percentage of respondents (excluding "not provided")



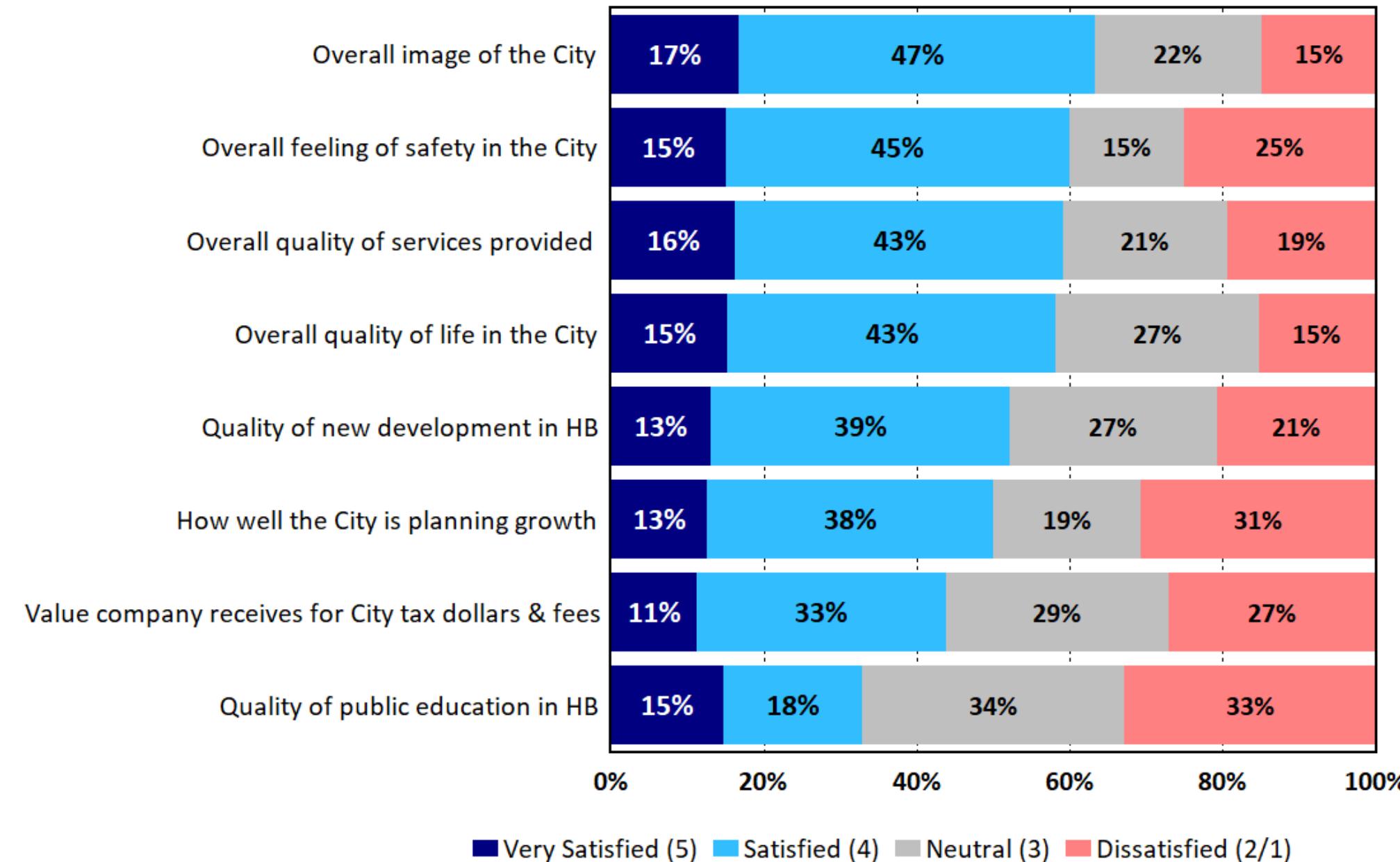
Good Representation by Number of Years in Hallandale Beach

Topic #2

Perceptions of the City

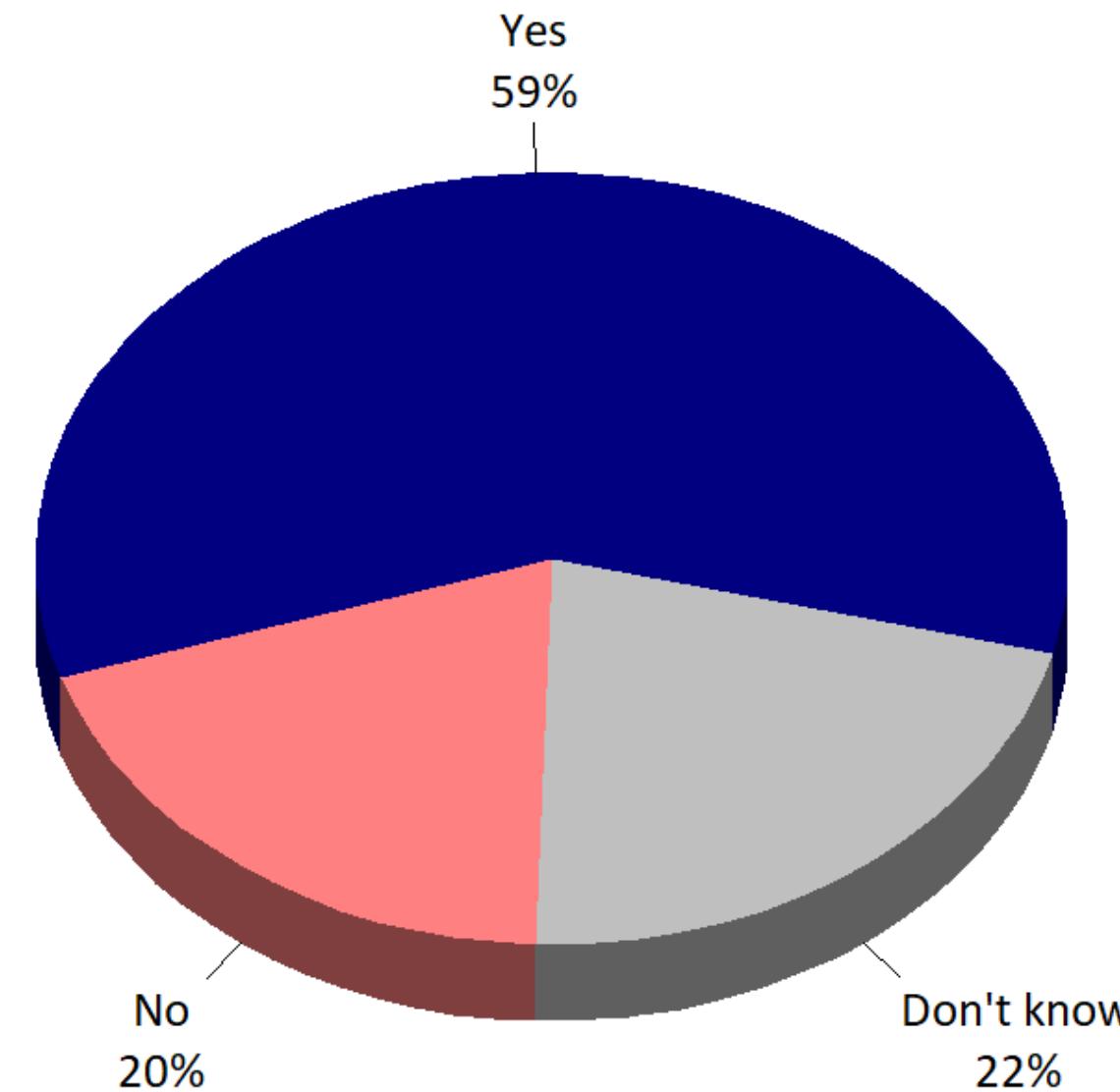
Q1. Satisfaction with Items That Influence the Perception Businesses Have of the City

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



Q2. Do you think the City of Hallandale Beach is a “Business Friendly” community?

by percentage of respondents

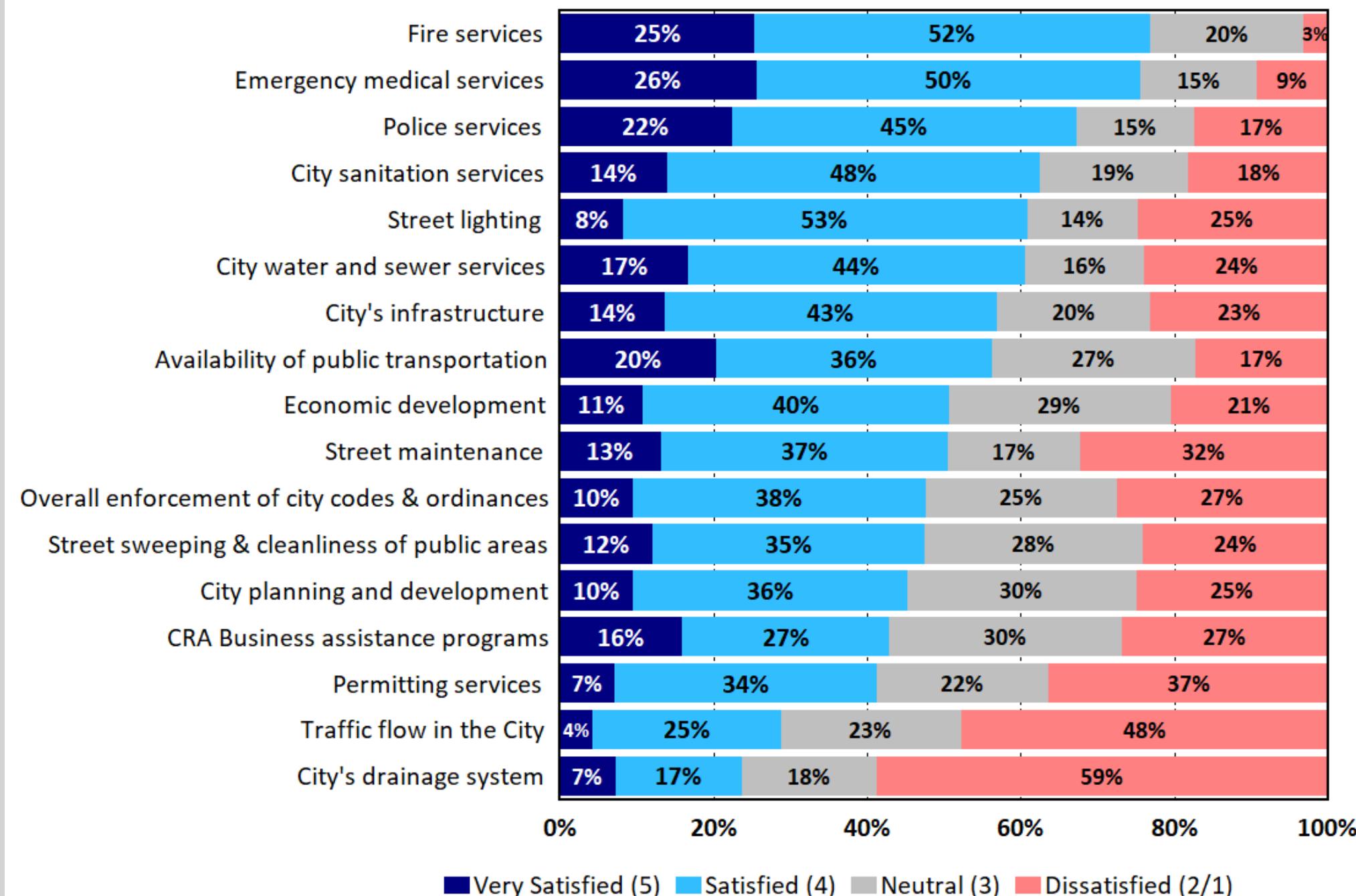


Topic #3

City Services and Priorities

Q3. Satisfaction with City Services

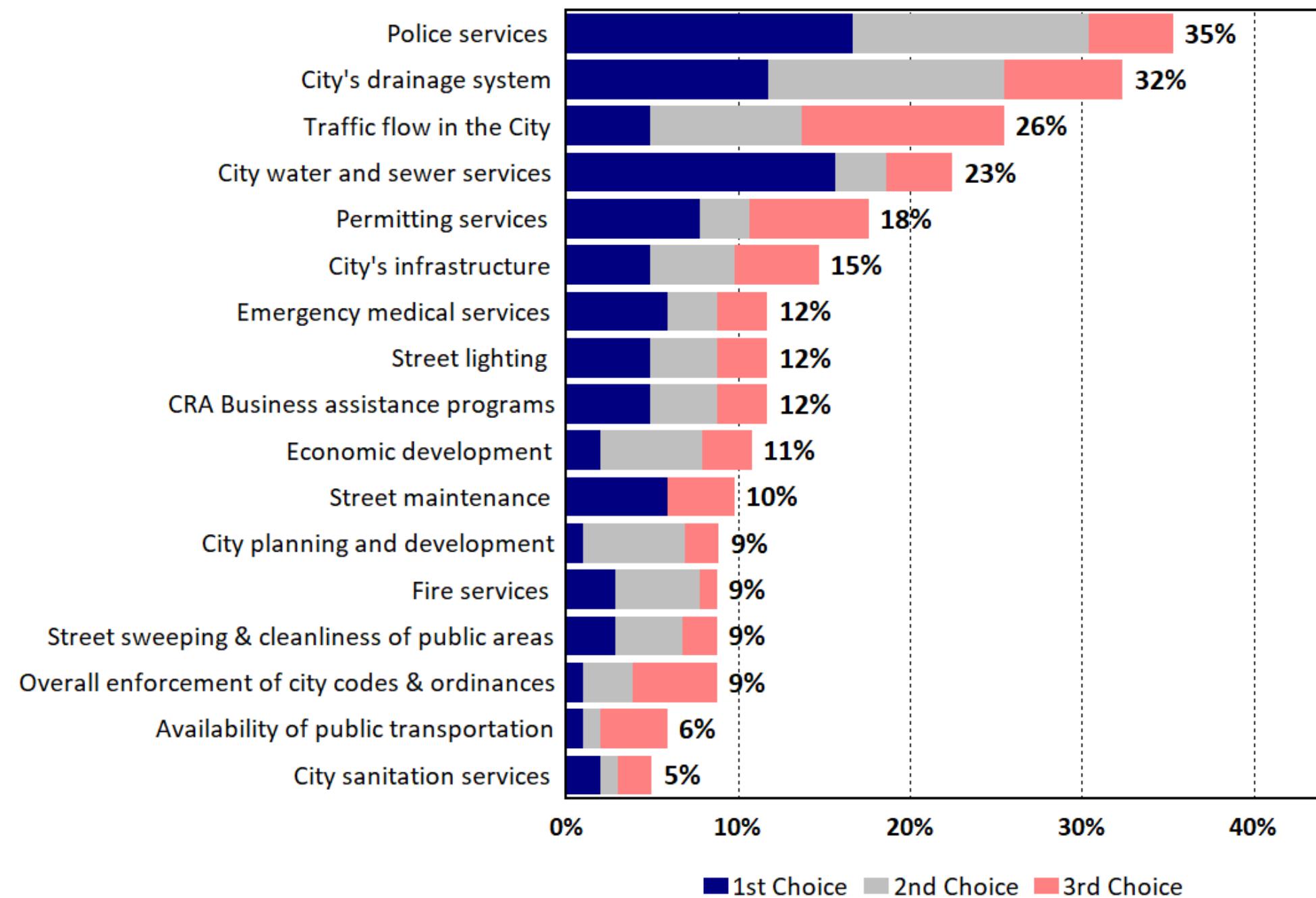
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Businesses Gave High Satisfaction Ratings for City Services

Q4. City Services That Are Most Important to Businesses

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



2025 Importance-Satisfaction Rating

Hallandale Beach Business Survey

Major Categories of City Services

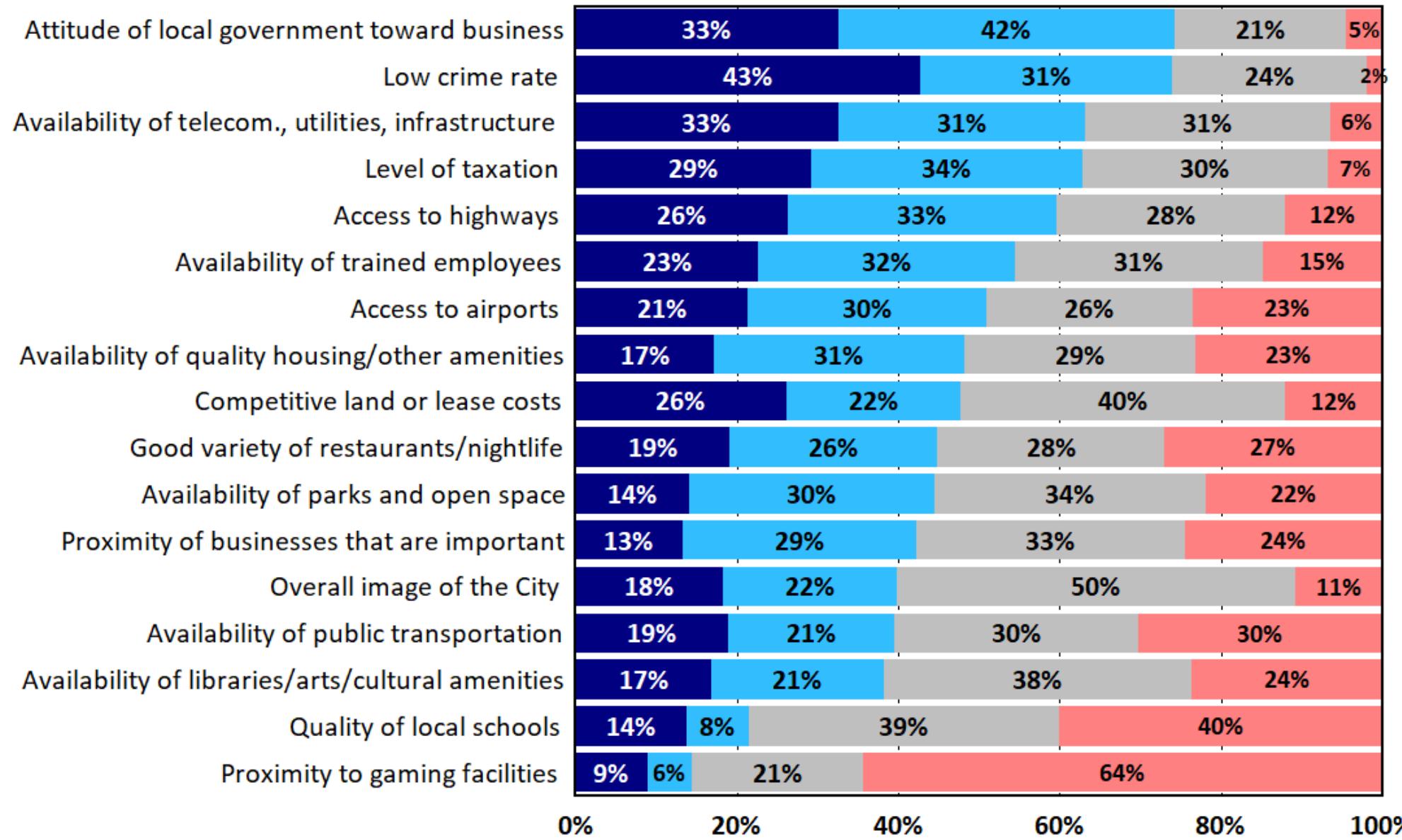
Category of Service	Most Important %	Most Important		Satisfaction %	Rank	Importance- Satisfaction Rating	I-S Rating Rank
		Rank	Satisfaction %				
<u>Very High Priority (IS >.20)</u>							
City's drainage system	32%	2	24%	17	0.2472	1	
<u>High Priority (IS .10-.20)</u>							
Traffic flow in the City	26%	3	29%	16	0.1816	2	
Police services	35%	1	67%	3	0.1154	3	
Permitting services	18%	5	41%	15	0.1035	4	
<u>Medium Priority (IS <.10)</u>							
City water and sewer services	23%	4	61%	6	0.0889	5	
CRA Business assistance programs	12%	9	43%	14	0.0668	6	
City's infrastructure	15%	6	57%	7	0.0634	7	
Economic development	11%	10	51%	9	0.0534	8	
City planning and development	9%	12	45%	13	0.0488	9	
Street maintenance	10%	11	51%	10	0.0485	10	

Topic #4

Reasons for Locating Business in Hallandale Beach

Q8. Importance of Reasons for Deciding to Locate Business in Hallandale Beach

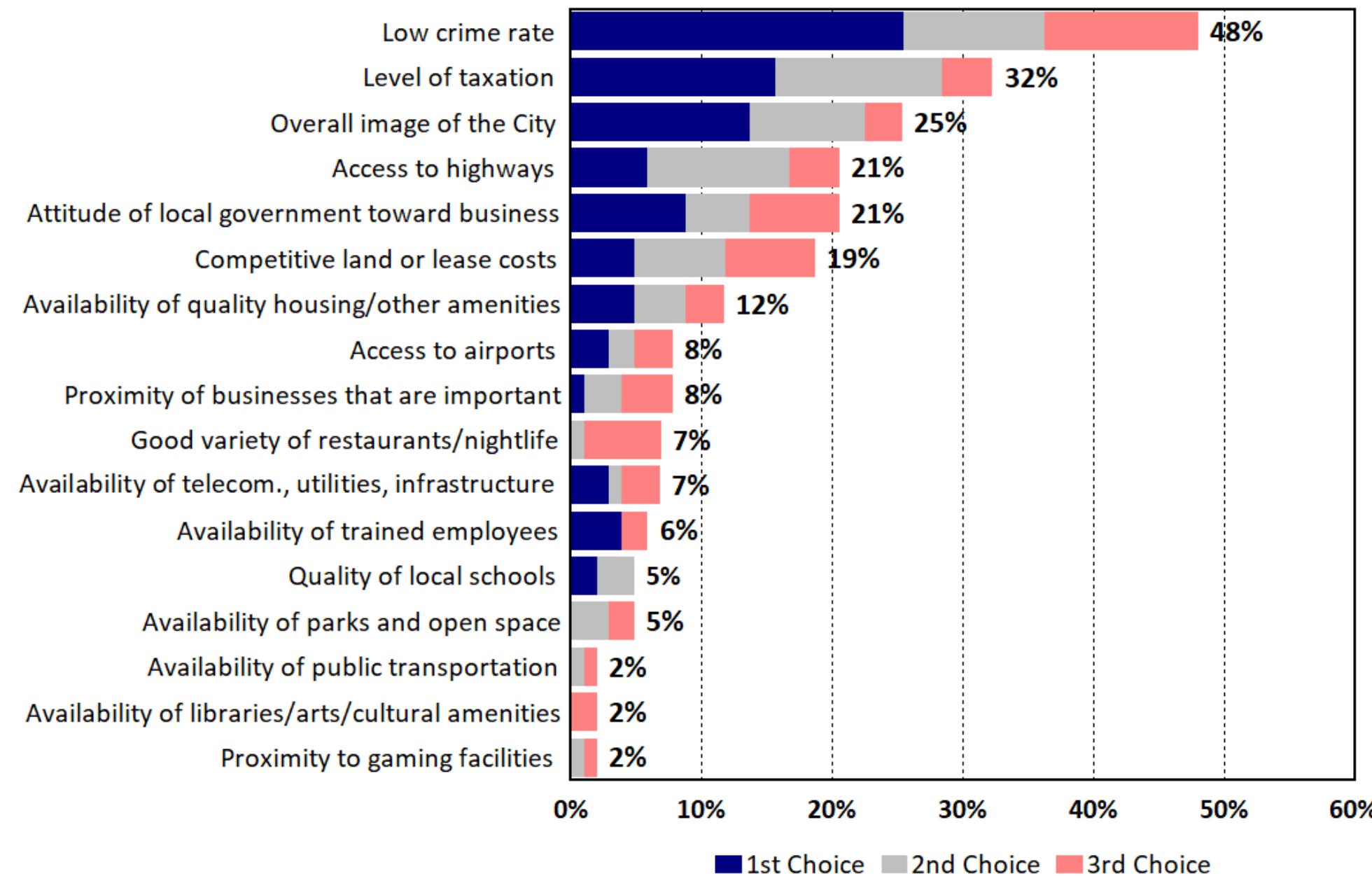
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



■ Extremely Important (5) ■ Very Important (4) ■ Important (3) ■ Less Important/Not Important (2/1)

Q9. Reasons That Will Have the Most Impact on Decision to Stay in Hallandale Beach for the Next 10 Years

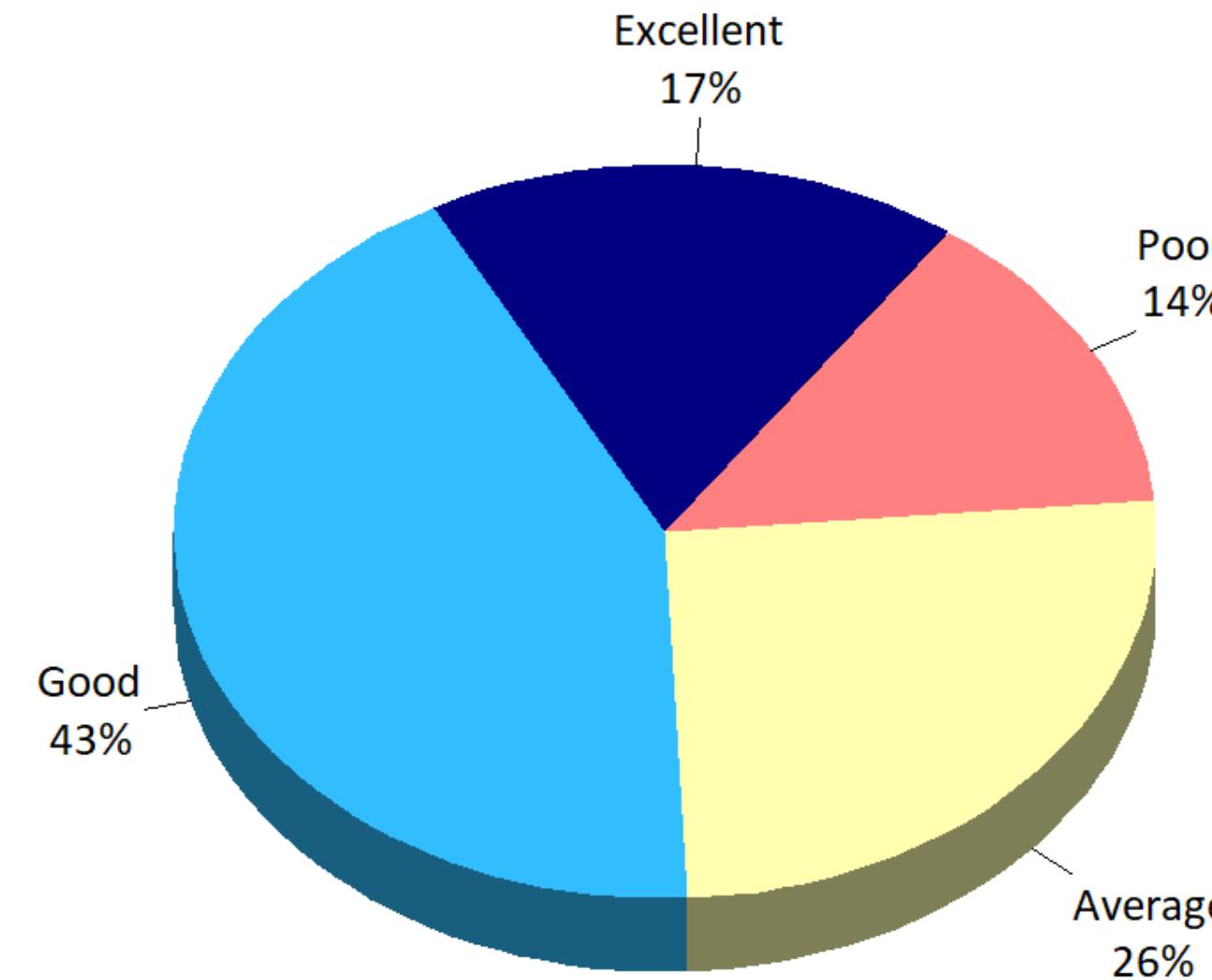
by percentage of respondents who selected the item as one of their top three choices



Other Findings

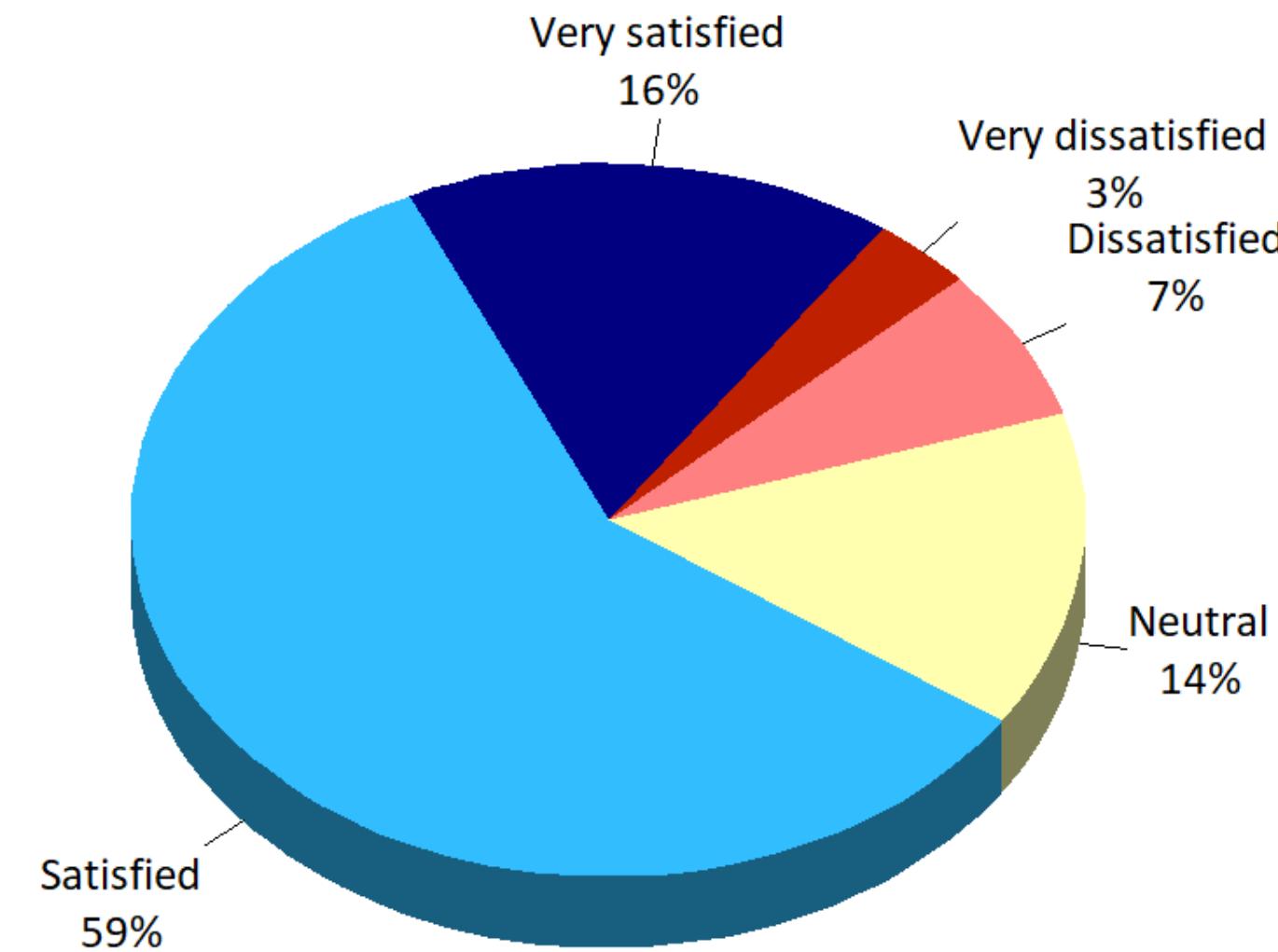
Q6. Ratings of the Physical Appearance of the Area Where Business is Located

by percentage of respondents (without "don't know")



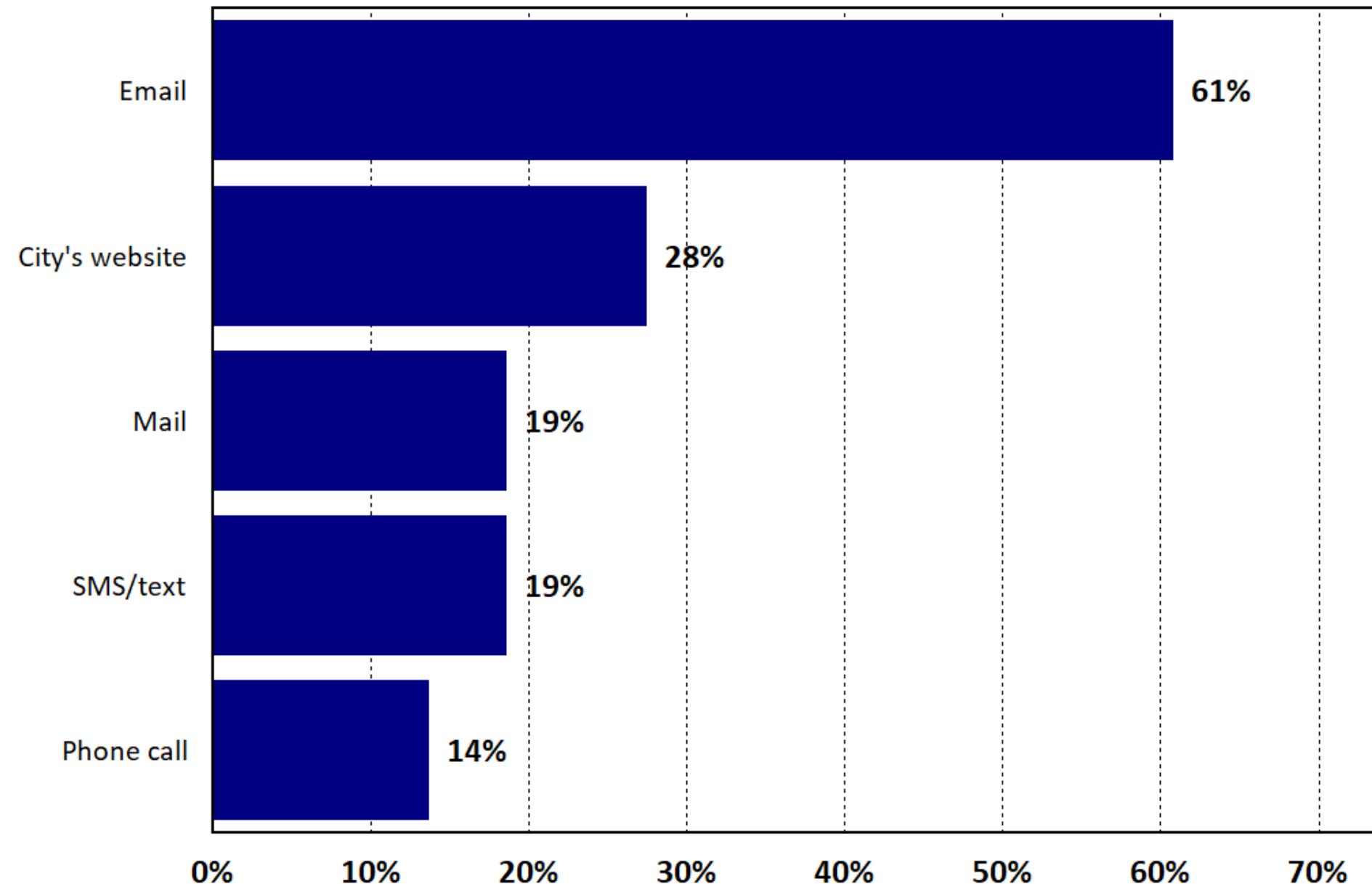
Q7. Satisfaction with the Overall Location That Businesses Lease or Own

by percentage of respondents (without "don't know")



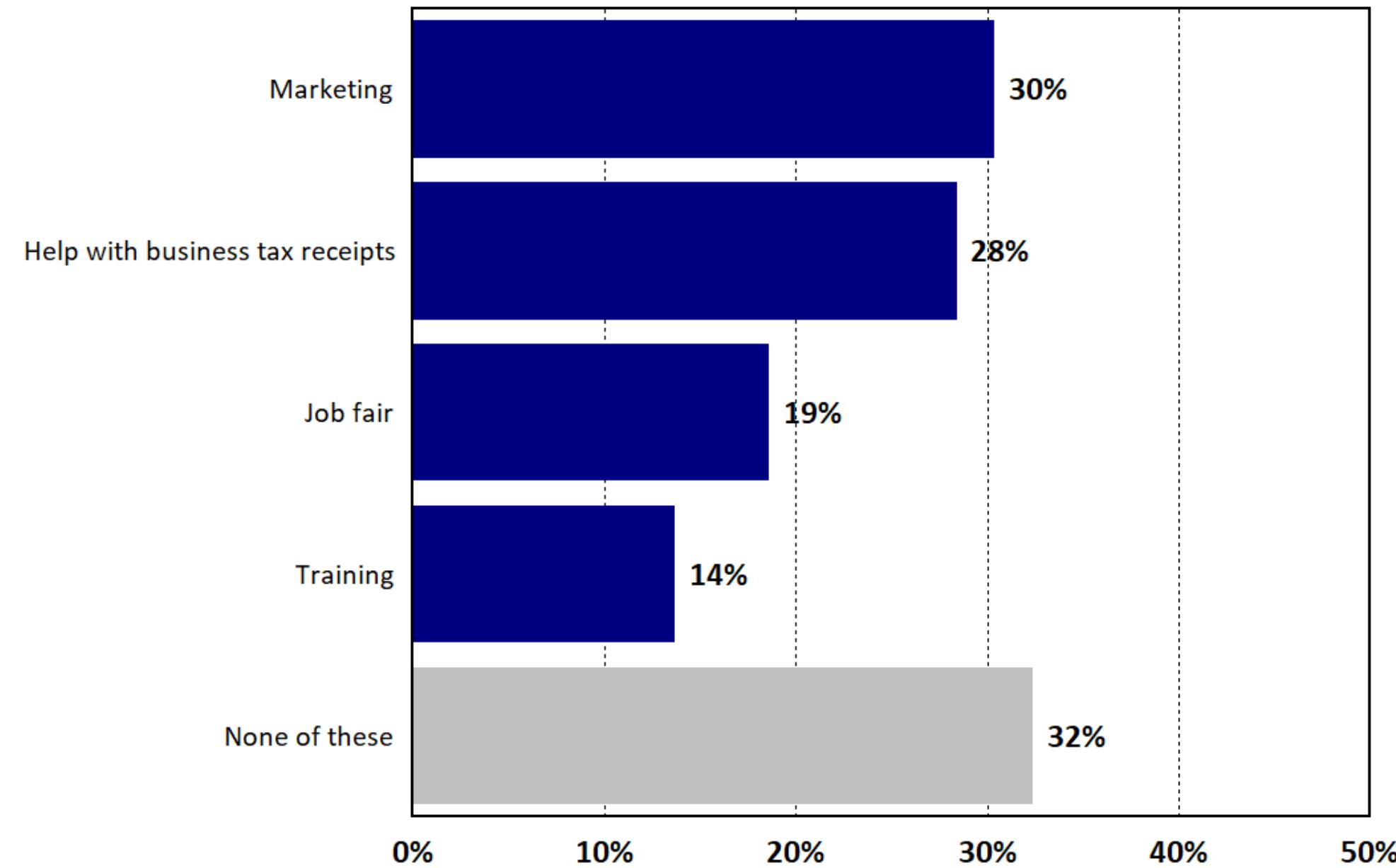
Q15. Preferred Ways to Receive Updates on Communication from the City

by percentage of respondents (multiple selections could be made)



Q16. Over the next 12 months, what kind of help would you utilized if available?

by percentage of respondents (multiple selections could be made)



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Questions?

Thank You!!