Residents Give Thumbs Up to City Management in New Poll Results

By Rob McCarthy

Hawthorne residents like how the city is being run, and they’d be even happier with more parking and knowing there’d be money in the future to pay for essential public services. That’s the consensus of a survey of registered voters done right before summer.

A polling firm asked nearly 400 registered voters how satisfied they are with the current city management and the services to residents. Both English- and Spanish-speakers from a cross-section of neighborhoods and political views had positive things to say.

The results indicate that the City Council and staff have Hawthorne going in the right direction. By a landslide, 78 percent of residents expressed confidence in how the city is being managed. The future looks bright for both citywide and from the neighborhoods, where 70 percent of residents gave a thumbs up to their local neighborhood councils. “This was probably the highest percentage of right direction I have seen in a city in this state,” John Fairbank of fm3research told the City Council Aug. 24 during a presentation about the poll results.

Pollsters with fm3research also measured residents’ satisfaction with the city services. Fire protection received the highest overall satisfaction rating, with 75 percent of residents saying they approved of the Los Angeles County Fire Department. It received a 5 percent disapproval rating. Close behind was police protection with 72 percent approval.

Residents say the 911 emergency response system is the service they value most in Hawthorne. The 911 system and its operators got a 68 percent approval rating in the survey. People appreciate the work being done by graffiti removal crews, yet the survey indicated the public thinks more can be done to remove the handiwork of taggers. Two-thirds of the residents are pleased with the graffiti removal efforts, while 20 percent said they were not.

The survey results pointed to an overall satisfaction with City Hall and the Council, said they were not.

Both English- and Spanish-speakers from a cross-section of neighborhoods and political views had positive things to say...