

# NYC Feedback

## Citywide Customer Survey

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**Report of Survey Results**  
December 2008

### Appendix E: Customer Service Ratings by Type of Service

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# Customer Service Ratings by Type of Service Received

## Introduction

Respondents who had been in contact with a City office or agency in the last 12 months were asked to identify the type of service they had most recently been in contact with from a list of 11 service types. They then rated the response of the office or agency on a set of five characteristics. This appendix displays the customer service ratings for each type of service listed in the survey, including ratings from respondents who did not know which type of service they had most recently been in contact with in the last 12 months.

Below are the percent of respondents who reported being in contact with each type of service in the last 12 months.

About what type of service did you most recently make contact with a City office or agency?	Percent of respondents
Housing	5%
Public safety	3%
Transportation	4%
Business licenses/permits	2%
Parks	2%
Education	2%
Health and Social Services	4%
Cultural and Community services	1%
Sanitation	3%
Other	7%
Don't know	1%
Did not give an answer	66%
Total	100%

# Results by Agency Type

**Table 1: Customer Service: Housing**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	25%	39%	17%	19%	100%
Employee's courtesy	35%	37%	18%	10%	100%
Employee's willingness to help or understand	33%	35%	19%	14%	100%
Overall customer service	27%	36%	24%	13%	100%
Overall satisfaction with response	27%	31%	20%	21%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Housing" in the last 12 months.*

**Table 2: Customer Service: Public Safety**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	12%	26%	27%	35%	100%
Employee's courtesy	17%	32%	32%	19%	100%
Employee's willingness to help or understand	14%	28%	30%	28%	100%
Overall customer service	11%	30%	32%	27%	100%
Overall satisfaction with response	9%	23%	25%	43%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Public safety" in the last 12 months.*

**Table 3: Customer Service: Transportation**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	10%	42%	29%	19%	100%
Employee's courtesy	16%	43%	28%	13%	100%
Employee's willingness to help or understand	16%	38%	27%	19%	100%
Overall customer service	14%	37%	31%	18%	100%
Overall satisfaction with response	13%	33%	28%	26%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Transportation" in the last 12 months.*

**Table 4: Customer Service: Business Licenses/Permits**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	13%	40%	30%	17%	100%
Employee's courtesy	20%	33%	29%	18%	100%
Employee's willingness to help or understand	18%	31%	30%	21%	100%
Overall customer service	15%	32%	35%	18%	100%
Overall satisfaction with response	15%	30%	32%	23%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Business licenses/permits" in the last 12 months.*

**Table 5: Customer Service: Parks**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	15%	33%	26%	27%	100%
Employee's courtesy	22%	44%	23%	11%	100%
Employee's willingness to help or understand	19%	39%	27%	15%	100%
Overall customer service	14%	37%	31%	18%	100%
Overall satisfaction with response	13%	31%	24%	32%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Parks" in the last 12 months.*

**Table 6: Customer Service: Education**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	14%	29%	36%	21%	100%
Employee's courtesy	18%	29%	36%	18%	100%
Employee's willingness to help or understand	18%	27%	34%	20%	100%
Overall customer service	15%	28%	34%	23%	100%
Overall satisfaction with response	14%	25%	33%	28%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Education" in the last 12 months.*

**Table 7: Customer Service: Health and Social Services**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	11%	34%	31%	24%	100%
Employee's courtesy	14%	40%	28%	18%	100%
Employee's willingness to help or understand	14%	36%	29%	21%	100%
Overall customer service	11%	35%	34%	20%	100%
Overall satisfaction with response	10%	34%	31%	24%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Health and Social Services" in the last 12 months.*

**Table 8: Customer Service: Cultural and Community Services**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	19%	35%	28%	18%	100%
Employee's courtesy	28%	42%	21%	9%	100%
Employee's willingness to help or understand	25%	33%	29%	13%	100%
Overall customer service	23%	37%	29%	10%	100%
Overall satisfaction with response	22%	33%	21%	24%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Cultural and Community services" in the last 12 months.*

**Table 9: Customer Service: Sanitation**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	16%	37%	24%	23%	100%
Employee's courtesy	19%	43%	25%	12%	100%
Employee's willingness to help or understand	16%	40%	23%	20%	100%
Overall customer service	17%	36%	29%	18%	100%
Overall satisfaction with response	15%	31%	22%	31%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Sanitation" in the last 12 months.*

**Table 10: Customer Service: Other**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	14%	32%	26%	28%	100%
Employee's courtesy	18%	39%	26%	16%	100%
Employee's willingness to help or understand	17%	35%	24%	24%	100%
Overall customer service	15%	35%	27%	24%	100%
Overall satisfaction with response	12%	28%	23%	36%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Other" in the last 12 months.*

**Table 11: Customer Service: Don't Know and No Responses**

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Total
Timeliness of response	15%	32%	25%	28%	100%
Employee's courtesy	15%	39%	28%	18%	100%
Employee's willingness to help or understand	16%	33%	28%	23%	100%
Overall customer service	13%	34%	31%	22%	100%
Overall satisfaction with response	13%	30%	27%	30%	100%

*Responses are only from those who reported they or a member of their household had been in contact with "Don't know and No responses" in the last 12 months.*

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