

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix F: Service ratings by Users

Michael R. Bloomberg
Mayor, New York City

Betsy Gotbaum
Public Advocate, New York City

Edward Skyler
Deputy Mayor for Operations

Jeffrey A. Kay
Director, Mayor's Office of Operations

For more information about this report contact
the New York City Mayor's Office of Operations:

Jeffrey A. Kay, Director, Mayor's Office of Operations
Carole Post, Director, Agency Services
Emily Rubenstein, Senior Policy Advisor
Jeff Roth, Policy Advisor
Amy Forgacs, Senior Policy Analyst

The Mayor's Office of Operations
253 Broadway, 10th Floor
New York, New York 10007

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www.nyc.gov/operations

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Service Ratings by Users

Introduction

This appendix contains ratings for parks, libraries and the NYC.gov by respondents who reported using those services. Below are the percent of respondents who reported using each service at least once in the last 12 months.

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Percent of respondents who used each service at least once
Used the public libraries	73%
Visited a website called NYC.gov	68%
Used one of the City's public parks or recreation facilities	80%

Results by Users

Table 1: Neighborhood Parks and Recreation Ratings by Use of a Public Parks or Recreation Facility

Please rate each of the following in your neighborhood.	Excellent	Good	Fair	Poor	Total
Neighborhood parks (neighborhood)	19%	40%	29%	11%	100%
Neighborhood playground (neighborhood)	16%	41%	31%	13%	100%

Responses are only from those who reported they or a member of their household had used a park or recreation facility in the last 12 months.

Table 2: Neighborhood and Citywide Library Ratings by Use of a Public Parks or Recreation Facility

Please rate each of the following	Excellent	Good	Fair	Poor	Total
Public libraries (neighborhood)	19%	46%	26%	9%	100%
Public libraries (city)	20%	51%	24%	4%	100%

Responses are only from those who reported they or a member of their household had used a public library in the last 12 months.

Table 3: NYC.gov Ratings by Use of NYC.gov

Please rate each of the following in New York City:	Excellent	Good	Fair	Poor	Total
NYC.gov	20%	54%	22%	3%	100%

Responses are only from those who reported they or a member of their household had used NYC.gov in the last 12 months.