

# NYC Feedback

## Citywide Customer Survey

---

Report of Survey Results  
December 2008

### Appendix H: Responses to Selected Survey Results by Race/Ethnicity

---

**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

For an electronic version of this report, please visit:  
[www.nyc.gov/operations](http://www.nyc.gov/operations)

# Tables

|  |    |
|--|----|
| Table 1: Index Scores by Respondent’s Race .....                                       | 2  |
| Table 2: Quality of Life by Respondent’s Race .....                                    | 2  |
| Table 3: Perceptions of Safety by Respondent’s Race.....                               | 3  |
| Table 4: Ratings of Neighborhood Services by Respondent’s Race .....                   | 3  |
| Table 5: Ratings of City Services in the Neighborhood by Respondent’s Race .....       | 4  |
| Table 6: Ratings of City Services in the City Overall by Respondent’s Race .....       | 4  |
| Table 7: Ratings of City Services by Respondent’s Race.....                            | 5  |
| Table 8: Public Trust by Respondent’s Race .....                                       | 5  |
| Table 9: Overall Quality of City Services by Respondent’s Race .....                   | 5  |
| Table 10: Frequency of Use of City Resources by Respondent’s Race .....                | 6  |
| Table 11: Use of City Services by Respondent’s Race .....                              | 6  |
| Table 12: User Ratings of City Services by Respondent’s Race .....                     | 7  |
| Table 13: Contact with the City by Respondent’s Race .....                             | 7  |
| Table 14: Ratings of Customer Service by Respondent’s Race .....                       | 8  |
| Table 15: Most Important Issues Facing the City by Respondent’s Race.....              | 8  |
| Table 16: Emergency Preparedness by Respondent’s Race .....                            | 8  |
| Table 17: Index Scores by Respondent’s Ethnicity.....                                  | 9  |
| Table 18: Quality of Life by Respondent’s Ethnicity.....                               | 9  |
| Table 19: Perceptions of Safety by Respondent’s Ethnicity .....                        | 9  |
| Table 20: Ratings of Neighborhood Services by Respondent’s Ethnicity .....             | 10 |
| Table 21: Ratings of City Services in the Neighborhood by Respondent’s Ethnicity ..... | 10 |
| Table 22: Ratings of City Services in the City Overall by Respondent’s Ethnicity ..... | 11 |
| Table 23: Ratings of City Services by Respondent’s Ethnicity .....                     | 11 |
| Table 24: Public Trust by Respondent’s Ethnicity.....                                  | 11 |
| Table 25: Overall Quality of City Services by Respondent’s Ethnicity .....             | 12 |
| Table 26: Frequency of Use of City Resources by Respondent’s Ethnicity .....           | 12 |
| Table 27: Use of City Services by Respondent’s Ethnicity .....                         | 12 |
| Table 28: User Ratings of City Services by Respondent’s Ethnicity .....                | 13 |
| Table 29: Contact with the City by Respondent’s Ethnicity.....                         | 13 |
| Table 30: Ratings of Customer Service by Respondent’s Ethnicity .....                  | 13 |
| Table 31: Most Important Issues Facing the City by Respondent’s Ethnicity .....        | 14 |
| Table 32: Emergency Preparedness by Respondent’s Ethnicity .....                       | 14 |

This page intentionally left blank.

# Selected Survey Results by Race

## Introduction

This appendix provides the results of select survey responses by respondent race and by respondent ethnicity. Race and ethnicity were asked separately on the survey so that comparisons could be made the US Census. Below are the percent of respondents who reported each race and the percent who reported being Hispanic or Latino/Latina.

| Which best describes your race? (Please check all that apply) | Percent of respondents |
|---|------------------------|
| American Indian, Eskimo or Aleut                              | 1%                     |
| Asian or Pacific Islander                                     | 12%                    |
| Black or African American                                     | 23%                    |
| White   | 48%                    |
| Other   | 18%                    |

*Total may add to more than 100% as respondents could select more than one race.*

| Are you Hispanic or Latino/Latina? | Percent of respondents |
|------------------------------------|------------------------|
| Yes                                | 23%                    |
| No                                 | 77%                    |
| Total                              | 100%                   |

## Results by Respondent's Race

**Table 1: Index Scores by Respondent's Race**

|                                  | Respondent's Race |                           |                           |       |
|----------------------------------|-------------------|---------------------------|---------------------------|-------|
|                                  | White             | Black or African American | Asian or Pacific Islander | Other |
| Customer Service Index           | 89                | 89                        | 90                        | 87    |
| Health Services Clients Index    | 83                | 82                        | 86                        | 81    |
| Social Support Services Index    | 60                | 50                        | 73                        | 55    |
| Human Services Clients Index     | 92                | 92                        | 95                        | 90    |
| Public Education Index           | 77                | 70                        | 86                        | 72    |
| Public School Users Index        | 89                | 83                        | 90                        | 82    |
| Cleaning and Maintenance Index   | 86                | 80                        | 86                        | 78    |
| Streets and Sidewalks Index      | 81                | 77                        | 84                        | 74    |
| Community Amenities Index        | 89                | 81                        | 85                        | 79    |
| Mass Transit Index               | 88                | 84                        | 88                        | 83    |
| Citywide Public Safety Index     | 89                | 79                        | 88                        | 80    |
| Neighborhood Public Safety Index | 93                | 84                        | 91                        | 83    |

*Average percent of respondents reporting "excellent," "good" or "fair" for each item in the index.*

**Table 2: Quality of Life by Respondent's Race**

| Quality of Life  | Respondent's Race |                           |                           |       |
|--|-------------------|---------------------------|---------------------------|-------|
|  | White             | Black or African American | Asian or Pacific Islander | Other |
| How would you rate the quality of life in NYC overall?   | 93%               | 84%                       | 93%                       | 81%   |
| How would you rate your neighborhood as a place to live? | 94%               | 84%                       | 90%                       | 80%   |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 3: Perceptions of Safety by Respondent's Race**

| Please rate how safe you feel in each of the following locations or situations: | Respondent's Race |                           |                           |       |
|---|-------------------|---------------------------|---------------------------|-------|
|   | White             | Black or African American | Asian or Pacific Islander | Other |
| Feelings of safety walking alone on a street in your neighborhood at night      | 78%               | 62%                       | 71%                       | 58%   |
| Feelings of safety in a park or playground during the day                       | 92%               | 81%                       | 87%                       | 80%   |
| Feelings of safety riding a subway during the day                               | 88%               | 85%                       | 91%                       | 83%   |
| Feelings of safety riding a subway at night                                     | 50%               | 41%                       | 48%                       | 37%   |

*Percent of respondents reporting "very" or "somewhat" safe*

**Table 4: Ratings of Neighborhood Services by Respondent's Race**

| Please rate each of the following in your neighborhood.         | Respondent's Race |                           |                           |       |
|---|-------------------|---------------------------|---------------------------|-------|
|   | White             | Black or African American | Asian or Pacific Islander | Other |
| Cleanliness of your neighborhood                                | 85%               | 78%                       | 83%                       | 74%   |
| Control of street noise in your neighborhood                    | 70%               | 66%                       | 71%                       | 59%   |
| Household garbage pick-up in your neighborhood                  | 94%               | 91%                       | 93%                       | 88%   |
| Recycling services in your neighborhood                         | 91%               | 88%                       | 93%                       | 85%   |
| Rat control in your neighborhood                                | 82%               | 64%                       | 78%                       | 61%   |
| Graffiti control in your neighborhood                           | 83%               | 79%                       | 85%                       | 74%   |
| Pedestrian safety (crossing intersections) in your neighborhood | 86%               | 86%                       | 90%                       | 82%   |
| Maintenance of streets and roads in your neighborhood           | 77%               | 71%                       | 83%                       | 71%   |
| Maintenance of sidewalks in your neighborhood                   | 82%               | 76%                       | 86%                       | 75%   |
| Removal of snow from city streets in your neighborhood          | 88%               | 77%                       | 88%                       | 77%   |
| Parking enforcement in your neighborhood                        | 88%               | 85%                       | 88%                       | 82%   |
| Condition of street trees in your neighborhood                  | 88%               | 84%                       | 88%                       | 84%   |
| Storm water drainage and sewer maintenance in your neighborhood | 81%               | 76%                       | 83%                       | 76%   |
| Availability of health care services in your neighborhood       | 89%               | 85%                       | 89%                       | 81%   |
| Availability of cultural activities in your neighborhood        | 82%               | 67%                       | 74%                       | 64%   |
| Neighborhood parks  | 91%               | 86%                       | 87%                       | 82%   |
| Neighborhood playgrounds  | 91%               | 84%                       | 86%                       | 81%   |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 5: Ratings of City Services in the Neighborhood by Respondent's Race**

| Please rate each of the following in your neighborhood... | Respondent's Race |                           |                           |       |
|---|-------------------|---------------------------|---------------------------|-------|
|   | White             | Black or African American | Asian or Pacific Islander | Other |
| Fire protection services in your neighborhood             | 99%               | 97%                       | 98%                       | 96%   |
| Emergency medical services in your neighborhood           | 98%               | 95%                       | 96%                       | 93%   |
| Police-Community relations in your neighborhood           | 87%               | 72%                       | 86%                       | 71%   |
| Crime control in your neighborhood                        | 90%               | 75%                       | 87%                       | 74%   |
| Bus services in your neighborhood                         | 88%               | 84%                       | 88%                       | 83%   |
| Subway services in your neighborhood                      | 86%               | 84%                       | 88%                       | 82%   |
| Public libraries in your neighborhood                     | 93%               | 87%                       | 92%                       | 88%   |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 6: Ratings of City Services in the City Overall by Respondent's Race**

| Please rate each of the following in the City overall... | Respondent's Race |                           |                           |       |
|--|-------------------|---------------------------|---------------------------|-------|
|  | White             | Black or African American | Asian or Pacific Islander | Other |
| Fire protection services in the City overall             | 98%               | 95%                       | 98%                       | 96%   |
| Emergency medical services in the City overall           | 97%               | 93%                       | 95%                       | 92%   |
| Police-Community relations in the City overall           | 86%               | 67%                       | 84%                       | 72%   |
| Crime control in the City overall                        | 89%               | 74%                       | 85%                       | 77%   |
| Bus services in the City overall                         | 90%               | 85%                       | 89%                       | 83%   |
| Subway services in the City overall                      | 88%               | 83%                       | 87%                       | 80%   |
| Public libraries in the City overall                     | 97%               | 93%                       | 96%                       | 94%   |

*Percent of respondents reporting "excellent," "good" or "fair"*



**Table 7: Ratings of City Services by Respondent's Race**

| Please rate each of the following in New York City...     | Respondent's Race |                           |                           |       |
|---|-------------------|---------------------------|---------------------------|-------|
|   | White             | Black or African American | Asian or Pacific Islander | Other |
| NYC.gov, the City website                                 | 97%               | 96%                       | 96%                       | 96%   |
| 3-1-1, New York City's information telephone number       | 93%               | 95%                       | 94%                       | 92%   |
| Public education (kindergarten – 12th grade)              | 79%               | 75%                       | 88%                       | 75%   |
| Public after-school programs                              | 74%               | 63%                       | 84%                       | 69%   |
| Air quality in the City overall                           | 72%               | 63%                       | 73%                       | 60%   |
| Restaurant cleanliness in the City overall                | 90%               | 81%                       | 83%                       | 79%   |
| Overall ease of travel within the city                    | 86%               | 85%                       | 90%                       | 83%   |
| Public housing in the City overall                        | 58%               | 51%                       | 69%                       | 53%   |
| Public assistance (such as Medicaid, food stamps, etc.)   | 76%               | 65%                       | 87%                       | 69%   |
| Services addressing homelessness                          | 59%               | 41%                       | 65%                       | 49%   |
| Availability of youth employment programs                 | 60%               | 42%                       | 74%                       | 53%   |
| Services protecting children at risk of abuse and neglect | 56%               | 49%                       | 78%                       | 56%   |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 8: Public Trust by Respondent's Race**

| Please rate how well you think New York City government does the following: | Respondent's Race |                           |                           |       |
|---|-------------------|---------------------------|---------------------------|-------|
|   | White             | Black or African American | Asian or Pacific Islander | Other |
| Promotes the economic growth of New York City                               | 87%               | 76%                       | 85%                       | 72%   |
| Prepares the city for an emergency  | 83%               | 75%                       | 87%                       | 72%   |
| Spends tax dollars wisely   | 66%               | 51%                       | 66%                       | 51%   |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 9: Overall Quality of City Services by Respondent's Race**

| Overall Quality of Services                                   | Respondent's Race |                           |                           |       |
|---|-------------------|---------------------------|---------------------------|-------|
|   | White             | Black or African American | Asian or Pacific Islander | Other |
| Rate the overall quality of New York City government services | 90%               | 81%                       | 89%                       | 79%   |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 10: Frequency of Use of City Resources by Respondent's Race**

| In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following? | Respondent's Race |                           |                           |       |
|---|-------------------|---------------------------|---------------------------|-------|
|   | White             | Black or African American | Asian or Pacific Islander | Other |
| Used the public libraries   | 69%               | 77%                       | 77%                       | 76%   |
| Visited a website called NYC.gov  | 64%               | 73%                       | 69%                       | 73%   |
| Used one of the City's public parks or recreation facilities  | 81%               | 76%                       | 79%                       | 84%   |
| Used City services for the mobility impaired  | 7%                | 11%                       | 10%                       | 13%   |
| Used a City child daycare program   | 3%                | 13%                       | 6%                        | 12%   |
| Used a City youth program   | 5%                | 19%                       | 12%                       | 17%   |

*Percent of respondents reporting they or a member of their household participated at least once in the last 12 months.*

**Table 11: Use of City Services by Respondent's Race**

| Done by you or any household member?   | Respondent's Race |                           |                           |       |
|--|-------------------|---------------------------|---------------------------|-------|
|  | White             | Black or African American | Asian or Pacific Islander | Other |
| Called 3-1-1   | 68%               | 73%                       | 53%                       | 73%   |
| Called 9-1-1   | 28%               | 38%                       | 24%                       | 41%   |
| Attended a New York City Public School (K - 12)                              | 17%               | 41%                       | 35%                       | 43%   |
| Attended a New York City Public School after-school program                  | 7%                | 21%                       | 14%                       | 23%   |
| Received consumer assistance   | 9%                | 15%                       | 10%                       | 13%   |
| Visited a public community center  | 13%               | 27%                       | 19%                       | 24%   |
| Participated in an employment training program                               | 3%                | 14%                       | 7%                        | 12%   |
| Used public hospital services  | 29%               | 54%                       | 33%                       | 55%   |
| Used public health clinic services   | 13%               | 38%                       | 24%                       | 38%   |
| Used public mental health services   | 4%                | 8%                        | 4%                        | 10%   |
| Used public substance abuse services   | 1%                | 3%                        | 1%                        | 3%    |
| Used a public senior center  | 7%                | 11%                       | 10%                       | 7%    |
| Used other public senior services (e.g., respite care, transportation, etc.) | 7%                | 11%                       | 8%                        | 9%    |
| Received Medicaid  | 12%               | 31%                       | 28%                       | 36%   |
| Paid a fine or ticket to the City  | 44%               | 48%                       | 48%                       | 48%   |
| Contacted the City with a tax question                                       | 11%               | 20%                       | 13%                       | 18%   |

*Note: Percent of respondents reporting they or a member of their household used a service at least once in the last 12 months.*

**Table 12: User Ratings of City Services by Respondent's Race**

| Rate the services received              | Respondent's Race |                           |                           |       |
|---|-------------------|---------------------------|---------------------------|-------|
|   | White             | Black or African American | Asian or Pacific Islander | Other |
| 3-1-1 services                          | 90%               | 94%                       | 92%                       | 90%   |
| 9-1-1 services                          | 89%               | 87%                       | 90%                       | 85%   |
| New York City Public Schools            | 91%               | 85%                       | 93%                       | 85%   |
| Student safety at public schools        | 87%               | 79%                       | 89%                       | 75%   |
| Public School after-school programs     | 90%               | 87%                       | 89%                       | 86%   |
| Consumer assistance                     | 68%               | 78%                       | 63%                       | 66%   |
| Public community center                 | 94%               | 92%                       | 95%                       | 90%   |
| Employment training program             | 80%               | 85%                       | 86%                       | 79%   |
| Public hospital services                | 81%               | 79%                       | 85%                       | 79%   |
| Public health clinic services           | 83%               | 84%                       | 88%                       | 85%   |
| Public mental health services           | 77%               | 83%                       | 72%                       | 80%   |
| Public substance abuse services         | 76%               | 84%                       | 80%                       | 73%   |
| Public senior center                    | 95%               | 91%                       | 91%                       | 86%   |
| Other public senior services            | 91%               | 91%                       | 87%                       | 83%   |
| Medicaid services                       | 89%               | 91%                       | 95%                       | 89%   |
| Paying a fine or ticket to the City     | 70%               | 71%                       | 68%                       | 67%   |
| Contacting the City with a tax question | 72%               | 81%                       | 73%                       | 82%   |

*Percent of respondents reporting "excellent," "good" or "fair"*

*Note: Responses are only from those who reported they or a member of their household used this service at least once in the last 12 months.*

**Table 13: Contact with the City by Respondent's Race**

| Contact with City Office or Agency                           | Respondent's Race |                           |                           |       |
|--|-------------------|---------------------------|---------------------------|-------|
|  | White             | Black or African American | Asian or Pacific Islander | Other |
| Phone or in-person contact w City office/agency last 12 mos? | 36%               | 44%                       | 31%                       | 40%   |

*Percent of respondents who reported they had contacted a City office or agency in the last 12 months.*

**Table 14: Ratings of Customer Service by Respondent's Race**

| How would you rate the response of the office or agency with which you most recently had contact? | Respondent's Race |                           |                           |       |
|---|-------------------|---------------------------|---------------------------|-------|
|   | White             | Black or African American | Asian or Pacific Islander | Other |
| Timeliness of response  | 77%               | 76%                       | 76%                       | 72%   |
| Employee's courtesy   | 88%               | 85%                       | 83%                       | 81%   |
| Employee's willingness to help or understand  | 81%               | 79%                       | 77%                       | 77%   |
| Overall customer service  | 80%               | 83%                       | 79%                       | 77%   |
| Overall satisfaction with response  | 70%               | 73%                       | 72%                       | 67%   |

*Percent of respondents reporting "excellent," "good" or "fair"*

*Note: Responses are only from those who reported they or a member of their household had been in contact with a City office or agency in the last 12 months.*

**Table 15: Most Important Issues Facing the City by Respondent's Race**

| Most Important Issues Facing New York City | Respondent's Race |                           |                           |       |
|--|-------------------|---------------------------|---------------------------|-------|
|  | White             | Black or African American | Asian or Pacific Islander | Other |
| Housing Issues                             | 25%               | 40%                       | 19%                       | 31%   |
| Cost of living                             | 14%               | 16%                       | 18%                       | 17%   |
| Crime                                      | 19%               | 25%                       | 17%                       | 22%   |
| Education                                  | 22%               | 24%                       | 18%                       | 23%   |
| Mass Transit Issues                        | 25%               | 16%                       | 24%                       | 20%   |

*Responses may total more than 100% as respondents could write in more than one issue.*

**Table 16: Emergency Preparedness by Respondent's Race**

| Emergency Preparedness   | Respondent's Race |                           |                           |       |
|--|-------------------|---------------------------|---------------------------|-------|
|  | White             | Black or African American | Asian or Pacific Islander | Other |
| How prepared your household would be if there were an emergency? | 63%               | 56%                       | 50%                       | 52%   |

*Percent of respondents who reported "very" or "somewhat" prepared*

# Results by Respondent's Ethnicity

**Table 17: Index Scores by Respondent's Ethnicity**

|                                  | Are you Hispanic or Latino/Latina? |    |
|----------------------------------|------------------------------------|----|
|                                  | Yes                                | No |
| Customer Service Index           | 89                                 | 88 |
| Health Services Clients Index    | 84                                 | 82 |
| Social Support Services Index    | 59                                 | 58 |
| Human Services Clients Index     | 91                                 | 92 |
| Public Education Index           | 76                                 | 75 |
| Public School Users Index        | 84                                 | 86 |
| Cleaning and Maintenance Index   | 79                                 | 84 |
| Streets and Sidewalks Index      | 76                                 | 80 |
| Community Amenities Index        | 80                                 | 86 |
| Mass Transit Index               | 84                                 | 87 |
| Citywide Public Safety Index     | 83                                 | 86 |
| Neighborhood Public Safety Index | 84                                 | 90 |

*Average percent of respondents reporting "excellent," "good" or "fair" for each item in the index.*

**Table 18: Quality of Life by Respondent's Ethnicity**

| Quality of Life  | Are you Hispanic or Latino/Latina? |     |
|--|------------------------------------|-----|
|  | Yes                                | No  |
| How would you rate the quality of life in NYC overall?   | 84%                                | 90% |
| How would you rate your neighborhood as a place to live? | 80%                                | 91% |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 19: Perceptions of Safety by Respondent's Ethnicity**

| Please rate how safe you feel in each of the following locations or situations: | Are you Hispanic or Latino/Latina? |     |
|---|------------------------------------|-----|
|   | Yes                                | No  |
| Feelings of safety walking alone on a street in your neighborhood at night      | 57%                                | 73% |
| Feelings of safety in a park or playground during the day                       | 81%                                | 88% |
| Feelings of safety riding a subway during the day                               | 83%                                | 88% |
| Feelings of safety riding a subway at night                                     | 37%                                | 48% |

*Percent of respondents reporting "very" or "somewhat" safe*

**Table 20: Ratings of Neighborhood Services by Respondent's Ethnicity**

| Please rate each of the following in your neighborhood.         | Are you Hispanic or Latino/Latina? |     |
|---|------------------------------------|-----|
|   | Yes                                | No  |
| Cleanliness of your neighborhood                                | 75%                                | 82% |
| Control of street noise in your neighborhood                    | 60%                                | 69% |
| Household garbage pick-up in your neighborhood                  | 89%                                | 93% |
| Recycling services in your neighborhood                         | 86%                                | 90% |
| Rat control in your neighborhood                                | 62%                                | 76% |
| Graffiti control in your neighborhood                           | 73%                                | 82% |
| Pedestrian safety (crossing intersections) in your neighborhood | 83%                                | 86% |
| Maintenance of streets and roads in your neighborhood           | 74%                                | 75% |
| Maintenance of sidewalks in your neighborhood                   | 77%                                | 80% |
| Removal of snow from city streets in your neighborhood          | 78%                                | 85% |
| Parking enforcement in your neighborhood                        | 84%                                | 86% |
| Condition of street trees in your neighborhood                  | 86%                                | 87% |
| Storm water drainage and sewer maintenance in your neighborhood | 79%                                | 79% |
| Availability of health care services in your neighborhood       | 84%                                | 88% |
| Availability of cultural activities in your neighborhood        | 65%                                | 77% |
| Neighborhood parks  | 84%                                | 89% |
| Neighborhood playgrounds  | 82%                                | 88% |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 21: Ratings of City Services in the Neighborhood by Respondent's Ethnicity**

| Please rate each of the following in your neighborhood... | Are you Hispanic or Latino/Latina? |     |
|---|------------------------------------|-----|
|   | Yes                                | No  |
| Fire protection services in your neighborhood             | 96%                                | 98% |
| Emergency medical services in your neighborhood           | 93%                                | 96% |
| Police-Community relations in your neighborhood           | 72%                                | 82% |
| Crime control in your neighborhood                        | 75%                                | 85% |
| Bus services in your neighborhood                         | 84%                                | 86% |
| Subway services in your neighborhood                      | 83%                                | 86% |
| Public libraries in your neighborhood                     | 89%                                | 91% |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 22: Ratings of City Services in the City Overall by Respondent’s Ethnicity**

| Please rate each of the following in the City overall... | Are you Hispanic or Latino/Latina? |     |
|--|------------------------------------|-----|
|  | Yes                                | No  |
| Fire protection services in the City overall             | 97%                                | 97% |
| Emergency medical services in the City overall           | 94%                                | 95% |
| Police-Community relations in the City overall           | 76%                                | 79% |
| Crime control in the City overall                        | 79%                                | 84% |
| Bus services in the City overall                         | 85%                                | 88% |
| Subway services in the City overall                      | 82%                                | 86% |
| Public libraries in the City overall                     | 95%                                | 95% |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 23: Ratings of City Services by Respondent’s Ethnicity**

| Please rate each of the following in New York City...     | Are you Hispanic or Latino/Latina? |     |
|---|------------------------------------|-----|
|   | Yes                                | No  |
| NYC.gov, the City website                                 | 96%                                | 97% |
| 3-1-1, New York City's information telephone number       | 94%                                | 94% |
| Public education (kindergarten – 12th grade)              | 79%                                | 78% |
| Public after-school programs                              | 72%                                | 71% |
| Air quality in the City overall                           | 65%                                | 69% |
| Restaurant cleanliness in the City overall                | 81%                                | 86% |
| Overall ease of travel within the city                    | 85%                                | 86% |
| Public housing in the City overall                        | 56%                                | 56% |
| Public assistance (such as Medicaid, food stamps, etc.)   | 72%                                | 73% |
| Services addressing homelessness                          | 54%                                | 52% |
| Availability of youth employment programs                 | 56%                                | 54% |
| Services protecting children at risk of abuse and neglect | 59%                                | 55% |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 24: Public Trust by Respondent’s Ethnicity**

| Please rate how well you think New York City government does the following: | Are you Hispanic or Latino/Latina? |     |
|---|------------------------------------|-----|
|   | Yes                                | No  |
| Promotes the economic growth of New York City                               | 76%                                | 83% |
| Prepares the city for an emergency  | 75%                                | 81% |
| Spends tax dollars wisely   | 55%                                | 61% |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 25: Overall Quality of City Services by Respondent's Ethnicity**

| Overall Quality of Services                                   | Are you Hispanic or Latino/Latina? |     |
|---|------------------------------------|-----|
|   | Yes                                | No  |
| Rate the overall quality of New York City government services | 82%                                | 87% |

*Percent of respondents reporting "excellent," "good" or "fair"*

**Table 26: Frequency of Use of City Resources by Respondent's Ethnicity**

| In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following? | Are you Hispanic or Latino/Latina? |     |
|---|------------------------------------|-----|
|   | Yes                                | No  |
| Used the public libraries   | 73%                                | 73% |
| Visited a website called NYC.gov  | 70%                                | 68% |
| Used one of the City's public parks or recreation facilities  | 83%                                | 80% |
| Used City services for the mobility impaired  | 13%                                | 8%  |
| Used a City child daycare program   | 13%                                | 6%  |
| Used a City youth program   | 17%                                | 10% |

*Percent of respondents reporting they or a member of their household participated at least once in the last 12 months.*

**Table 27: Use of City Services by Respondent's Ethnicity**

| Done by you or any household member?   | Are you Hispanic or Latino/Latina? |     |
|--|------------------------------------|-----|
|  | Yes                                | No  |
| Called 3-1-1   | 71%                                | 68% |
| Called 9-1-1   | 41%                                | 30% |
| Attended a New York City Public School (K - 12)                              | 42%                                | 27% |
| Attended a New York City Public School after-school program                  | 21%                                | 12% |
| Received consumer assistance   | 12%                                | 11% |
| Visited a public community center  | 23%                                | 18% |
| Participated in an employment training program                               | 11%                                | 7%  |
| Used public hospital services  | 56%                                | 36% |
| Used public health clinic services   | 40%                                | 21% |
| Used public mental health services   | 10%                                | 5%  |
| Used public substance abuse services   | 3%                                 | 2%  |
| Used a public senior center  | 9%                                 | 8%  |
| Used other public senior services (e.g., respite care, transportation, etc.) | 9%                                 | 8%  |
| Received Medicaid  | 37%                                | 19% |
| Paid a fine or ticket to the City  | 46%                                | 46% |
| Contacted the City with a tax question                                       | 16%                                | 14% |

*Note: Percent of respondents reporting they or a member of their household used a service at least once in the last 12 months.*



**Table 28: User Ratings of City Services by Respondent’s Ethnicity**

| Rate the services received              | Are you Hispanic or Latino/Latina? |     |
|---|------------------------------------|-----|
|   | Yes                                | No  |
| 3-1-1 services                          | 91%                                | 91% |
| 9-1-1 services                          | 87%                                | 88% |
| New York City Public Schools            | 88%                                | 88% |
| Student safety at public schools        | 78%                                | 83% |
| Public School after-school programs     | 88%                                | 88% |
| Consumer assistance                     | 69%                                | 70% |
| Public community center                 | 91%                                | 93% |
| Employment training program             | 79%                                | 84% |
| Public hospital services                | 82%                                | 80% |
| Public health clinic services           | 88%                                | 83% |
| Public mental health services           | 84%                                | 77% |
| Public substance abuse services         | 76%                                | 80% |
| Public senior center                    | 91%                                | 92% |
| Other public senior services            | 88%                                | 90% |
| Medicaid services                       | 91%                                | 91% |
| Paying a fine or ticket to the City     | 71%                                | 69% |
| Contacting the City with a tax question | 83%                                | 76% |

*Percent of respondents reporting "excellent," "good" or "fair"*

*Note: Responses are only from those who reported they or a member of their household used this service at least once in the last 12 months.*

**Table 29: Contact with the City by Respondent’s Ethnicity**

| Contact with City Office or Agency                           | Are you Hispanic or Latino/Latina? |     |
|--|------------------------------------|-----|
|  | Yes                                | No  |
| Phone or in-person contact w City office/agency last 12 mos? | 37%                                | 38% |

*Percent of respondents who reported they had contacted a City office or agency in the last 12 months.*

**Table 30: Ratings of Customer Service by Respondent’s Ethnicity**

| How would you rate the response of the office or agency with which you most recently had contact? | Are you Hispanic or Latino/Latina? |     |
|---|------------------------------------|-----|
|   | Yes                                | No  |
| Timeliness of response  | 76%                                | 76% |
| Employee's courtesy   | 83%                                | 86% |
| Employee's willingness to help or understand  | 79%                                | 79% |
| Overall customer service  | 80%                                | 80% |
| Overall satisfaction with response  | 71%                                | 70% |

*Percent of respondents reporting "excellent," "good" or "fair"*

*Note: Responses are only from those who reported they or a member of their household had been in contact with a City office or agency in the last 12 months.*

**Table 31: Most Important Issues Facing the City by Respondent's Ethnicity**

| Most Important Issues Facing New York City | Are you Hispanic or Latino/Latina? |     |
|--|------------------------------------|-----|
|  | Yes                                | No  |
| Housing Issues                             | 31%                                | 28% |
| Cost of living                             | 16%                                | 15% |
| Crime                                      | 24%                                | 20% |
| Education                                  | 23%                                | 22% |
| Mass Transit Issues                        | 21%                                | 22% |

*Responses may total more than 100% as respondents could write in more than one issue.*

**Table 32: Emergency Preparedness by Respondent's Ethnicity**

| Emergency Preparedness   | Are you Hispanic or Latino/Latina? |     |
|--|------------------------------------|-----|
|  | Yes                                | No  |
| How prepared your household would be if there were an emergency? | 52%                                | 59% |

*Percent of respondents who reported "very" or "somewhat" prepared*