

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix J: Responses to Selected Survey Results by Age

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

Tables

Table 1: Index Scores by Age of Respondent	2
Table 2: Quality of Life by Age of Respondent	2
Table 3: Perceptions of Safety by Age of Respondent	3
Table 4: Ratings of Neighborhood Services by Age of Respondent.....	3
Table 5: Ratings of City Services in the Neighborhood by Age of Respondent.....	4
Table 6: Ratings of City Services in the City Overall by Age of Respondent.....	4
Table 7: Ratings of City Services by Age of Respondent	5
Table 8: Public Trust by Age of Respondent	5
Table 9: Overall Quality of City Services by Age of Respondent.....	5
Table 10: Frequency of Use of City Resources by Age of Respondent.....	6
Table 11: Use of City Services by Age of Respondent	6
Table 12: User Ratings of City Services by Age of Respondent.....	7
Table 13: Contact with the City by Age of Respondent	7
Table 14: Ratings of Customer Service by Age of Respondent.....	8
Table 15: Most Important Issues Facing the City by Age of Respondent	8
Table 16: Emergency Preparedness by Age of Respondent.....	8

This page intentionally left blank.

Responses to Selected Results by Age

Introduction

This appendix provides the results of select survey responses by respondent age. Age categories were condensed from the survey into three categories: 18 to 34 years, 45 to 54 years and 55 years or older. Below are the percent of respondents in each age group.

What is your age?	Percent of respondents
18-34 years old	31%
35-54 years old	39%
55+ years old	30%
Total	100%

Results by Age

Table 1: Index Scores by Age of Respondent

	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Customer Service Index	88	89	90
Health Services Clients Index	78	83	89
Social Support Services Index	58	57	60
Human Services Clients Index	90	91	94
Public Education Index	69	75	81
Public School Users Index	83	86	88
Cleaning and Maintenance Index	81	83	85
Streets and Sidewalks Index	78	78	81
Community Amenities Index	81	85	89
Mass Transit Index	84	86	88
Citywide Public Safety Index	84	84	87
Neighborhood Public Safety Index	86	88	92

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

Table 2: Quality of Life by Age of Respondent

Quality of Life	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
How would you rate the quality of life in NYC overall?	86%	88%	92%
How would you rate your neighborhood as a place to live?	85%	88%	92%

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

Table 3: Perceptions of Safety by Age of Respondent

Please rate how safe you feel in each of the following locations or situations:	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Feelings of safety walking alone on a street in your neighborhood at night	68%	70%	69%
Feelings of safety in a park or playground during the day	89%	86%	84%
Feelings of safety riding a subway during the day	90%	86%	83%
Feelings of safety riding a subway at night	48%	46%	39%

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

Table 4: Ratings of Neighborhood Services by Age of Respondent

Please rate each of the following in your neighborhood.	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Cleanliness of your neighborhood	76%	81%	86%
Control of street noise in your neighborhood	66%	65%	69%
Household garbage pick-up in your neighborhood	90%	92%	94%
Recycling services in your neighborhood	85%	90%	93%
Rat control in your neighborhood	72%	72%	75%
Graffiti control in your neighborhood	80%	80%	79%
Pedestrian safety (crossing intersections) in your neighborhood	86%	85%	86%
Maintenance of streets and roads in your neighborhood	73%	75%	77%
Maintenance of sidewalks in your neighborhood	79%	79%	81%
Removal of snow from city streets in your neighborhood	82%	82%	86%
Parking enforcement in your neighborhood	86%	85%	87%
Condition of street trees in your neighborhood	88%	86%	86%
Storm water drainage and sewer maintenance in your neighborhood	80%	79%	79%
Availability of health care services in your neighborhood	83%	86%	90%
Availability of cultural activities in your neighborhood	68%	74%	81%
Neighborhood parks	85%	87%	91%
Neighborhood playgrounds	83%	86%	90%

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

Table 5: Ratings of City Services in the Neighborhood by Age of Respondent

Please rate each of the following in your neighborhood...	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Fire protection services in your neighborhood	97%	98%	99%
Emergency medical services in your neighborhood	94%	96%	97%
Police-Community relations in your neighborhood	74%	79%	86%
Crime control in your neighborhood	81%	82%	86%
Bus services in your neighborhood	84%	86%	87%
Subway services in your neighborhood	81%	85%	89%
Public libraries in your neighborhood	87%	91%	93%

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

Table 6: Ratings of City Services in the City Overall by Age of Respondent

Please rate each of the following in the City overall...	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Fire protection services in the City overall	97%	97%	97%
Emergency medical services in the City overall	94%	94%	96%
Police-Community relations in the City overall	76%	77%	84%
Crime control in the City overall	82%	82%	83%
Bus services in the City overall	86%	87%	88%
Subway services in the City overall	83%	85%	88%
Public libraries in the City overall	95%	95%	95%

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

Table 7: Ratings of City Services by Age of Respondent

Please rate each of the following in New York City...	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
NYC.gov, the City website	96%	97%	97%
3-1-1, New York City's information telephone number	93%	94%	94%
Public education (kindergarten – 12th grade)	71%	79%	85%
Public after-school programs	67%	70%	77%
Air quality in the City overall	61%	68%	74%
Restaurant cleanliness in the City overall	85%	84%	86%
Overall ease of travel within the city	84%	85%	88%
Public housing in the City overall	52%	55%	62%
Public assistance (such as Medicaid, food stamps, etc.)	69%	71%	78%
Services addressing homelessness	51%	52%	55%
Availability of youth employment programs	59%	51%	54%
Services protecting children at risk of abuse and neglect	59%	55%	55%

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

Table 8: Public Trust by Age of Respondent

Please rate how well you think New York City government does the following:	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Promotes the economic growth of New York City	79%	81%	85%
Prepares the city for an emergency	76%	79%	83%
Spends tax dollars wisely	56%	58%	64%

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

Table 9: Overall Quality of City Services by Age of Respondent

Overall Quality of Services	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Rate the overall quality of New York City government services	84%	85%	88%

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

Table 10: Frequency of Use of City Resources by Age of Respondent

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Used the public libraries	74%	78%	66%
Visited a website called NYC.gov	76%	75%	51%
Used one of the City's public parks or recreation facilities	90%	84%	66%
Used City services for the mobility impaired	7%	10%	12%
Used a City child daycare program	10%	8%	4%
Used a City youth program	13%	14%	6%

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 Age of Respondent

Done by you or any household member?	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Called 3-1-1	70%	72%	62%
Called 9-1-1	35%	34%	27%
Attended a New York City Public School (K - 12)	31%	40%	16%
Attended a New York City Public School after-school program	16%	18%	7%
Received consumer assistance	11%	13%	10%
Visited a public community center	19%	18%	20%
Participated in an employment training program	9%	9%	5%
Used public hospital services	45%	42%	34%
Used public health clinic services	30%	26%	20%
Used public mental health services	6%	7%	5%
Used public substance abuse services	2%	2%	2%
Used a public senior center	3%	5%	19%
Used other public senior services (e.g., respite care, transportation, etc.)	4%	7%	15%
Received Medicaid	26%	22%	21%
Paid a fine or ticket to the City	49%	51%	36%
Contacted the City with a tax question	15%	17%	13%

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 Age of Respondent

Rate the services received	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
3-1-1 services	90%	91%	92%
9-1-1 services	84%	88%	93%
New York City Public Schools	84%	89%	90%
Student safety at public schools	78%	83%	84%
Public School after-school programs	86%	89%	91%
Consumer assistance	63%	71%	75%
Public community center	89%	93%	97%
Employment training program	78%	84%	88%
Public hospital services	74%	82%	89%
Public health clinic services	81%	85%	90%
Public mental health services	74%	80%	85%
Public substance abuse services	71%	81%	82%
Public senior center	79%	89%	96%
Other public senior services	83%	86%	93%
Medicaid services	89%	91%	93%
Paying a fine or ticket to the City	67%	69%	74%
Contacting the City with a tax question	72%	79%	81%

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 Age of Respondent

Contact with City Office or Agency	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Phone or in-person contact w City office/agency last 12 months?	38%	42%	34%

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 Age of Respondent

How would you rate the response of the office or agency with which you most recently had contact?	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Timeliness of response	74%	75%	79%
Employee's courtesy	83%	84%	89%
Employee's willingness to help or understand	76%	79%	83%
Overall customer service	80%	79%	82%
Overall satisfaction with response	70%	69%	72%

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 Age of Respondent

Most Important Issues Facing New York City	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
Housing Issues	30%	30%	27%
Cost of living	17%	16%	13%
Crime	21%	21%	21%
Education	22%	26%	18%
Mass Transit Issues	27%	20%	18%

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

Table 16: Emergency Preparedness by Age of Respondent

Emergency Preparedness	Age of Respondent		
	18-34 years old	35-54 years old	55+ years old
How prepared your household would be if there were an emergency?	51%	59%	63%

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