

NYC Feedback

Citywide Customer Survey

Report of Survey Results
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Appendix M: Selected Survey Results by Primary Language

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Selected Survey Results by Primary Language

Introduction

This appendix provides the results of select survey responses by the respondent's preferred language. A list of 16 languages, plus an "other" category, was provided to respondents from which they could select their preferred first language from. Responses were grouped into five categories: English, Spanish, Russian, Chinese and "Other." Below are the percent of respondents who selected each as their preferred first language.

What is your preferred first language?	Percent of respondents
English	76%
Spanish	10%
Chinese (Mandarin and Cantonese)	4%
Russian	2%
Other	8%
Total	100%

Results by Preferred First Language

Table 1: Index Scores by Preferred First Language

	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Customer Service Index	88	90	92	88	86
Health Services Clients Index	82	86	88	85	79
Social Support Services Index	54	65	80	76	64
Human Services Clients Index	91	94	96	94	92
Public Education Index	73	79	90	76	79
Public School Users Index	85	84	93	88	85
Cleaning and Maintenance Index	83	78	87	85	83
Streets and Sidewalks Index	79	77	86	80	79
Community Amenities Index	85	81	87	88	83
Mass Transit Index	86	86	90	87	85
Citywide Public Safety Index	85	83	89	88	86
Neighborhood Public Safety Index	89	84	90	94	90

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

Table 2: Quality of Life by Preferred First Language

Quality of Life	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
How would you rate the quality of life in NYC overall?	89%	84%	93%	90%	87%
How would you rate your neighborhood as a place to live?	89%	80%	91%	93%	89%

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

Table 3: Perceptions of Safety by Preferred First Language

Please rate how safe you feel in each of the following locations or situations:	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Feelings of safety walking alone on a street in your neighborhood at night	71%	51%	67%	67%	71%
Feelings of safety in a park or playground during the day	87%	78%	85%	89%	87%
Feelings of safety riding a subway during the day	87%	81%	90%	88%	87%
Feelings of safety riding a subway at night	47%	35%	44%	36%	44%

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

Table 4: Ratings of Neighborhood Services by Preferred First Language

Please rate each of the following in your neighborhood.	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Cleanliness of your neighborhood	81%	75%	85%	79%	81%
Control of street noise in your neighborhood	67%	59%	73%	61%	66%
Household garbage pick-up in your neighborhood	93%	88%	93%	90%	92%
Recycling services in your neighborhood	90%	85%	94%	90%	88%
Rat control in your neighborhood	74%	59%	81%	77%	71%
Graffiti control in your neighborhood	80%	72%	85%	85%	82%
Pedestrian safety (crossing intersections) in your neighborhood	85%	85%	90%	89%	88%
Maintenance of streets and roads in your neighborhood	74%	76%	87%	82%	76%
Maintenance of sidewalks in your neighborhood	79%	78%	90%	85%	80%
Removal of snow from city streets in your neighborhood	83%	79%	90%	85%	84%
Parking enforcement in your neighborhood	86%	83%	88%	84%	84%
Condition of street trees in your neighborhood	86%	87%	89%	91%	86%
Storm water drainage and sewer maintenance in your neighborhood	79%	80%	83%	84%	79%
Availability of health care services in your neighborhood	87%	83%	92%	96%	84%
Availability of cultural activities in your neighborhood	75%	67%	73%	78%	73%
Neighborhood parks	88%	84%	88%	88%	84%
Neighborhood playgrounds	87%	83%	88%	90%	83%

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

Table 5: Ratings of City Services in the Neighborhood by Preferred First Language

Please rate each of the following in your neighborhood...	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Fire protection services in your neighborhood	98%	96%	97%	98%	98%
Emergency medical services in your neighborhood	96%	93%	96%	98%	95%
Police-Community relations in your neighborhood	79%	74%	85%	91%	85%
Crime control in your neighborhood	83%	74%	87%	90%	86%
Bus services in your neighborhood	86%	85%	90%	89%	85%
Subway services in your neighborhood	84%	87%	90%	89%	84%
Public libraries in your neighborhood	89%	92%	95%	96%	93%

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

Table 6: Ratings of City Services in the City Overall by Preferred First Language

Please rate each of the following in the City overall...	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Fire protection services in the City overall	97%	97%	98%	97%	97%
Emergency medical services in the City overall	95%	93%	94%	96%	93%
Police-Community relations in the City overall	78%	75%	85%	86%	85%
Crime control in the City overall	83%	79%	82%	82%	82%
Bus services in the City overall	87%	86%	90%	84%	87%
Subway services in the City overall	85%	85%	87%	84%	83%
Public libraries in the City overall	95%	96%	97%	96%	95%

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

Table 7: Ratings of City Services by Preferred First Language

Please rate each of the following in New York City...	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
NYC.gov, the City website	96%	96%	97%	99%	95%
3-1-1, New York City's information telephone number	94%	94%	94%	96%	92%
Public education (kindergarten – 12th grade)	76%	82%	93%	76%	81%
Public after-school programs	69%	76%	85%	72%	76%
Air quality in the City overall	67%	68%	78%	76%	66%
Restaurant cleanliness in the City overall	86%	80%	86%	91%	78%
Overall ease of travel within the city	85%	89%	90%	91%	86%
Public housing in the City overall	53%	62%	71%	70%	64%
Public assistance (such as Medicaid, food stamps, etc.)	69%	78%	92%	84%	78%
Services addressing homelessness	49%	61%	76%	70%	56%
Availability of youth employment programs	50%	60%	77%	73%	63%
Services protecting children at risk of abuse and neglect	52%	64%	85%	76%	67%

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

Table 8: Public Trust by Preferred First Language

Please rate how well you think New York City government does the following:	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Promotes the economic growth of New York City	82%	76%	84%	80%	79%
Prepares the city for an emergency	79%	77%	90%	78%	80%
Spends tax dollars wisely	58%	62%	71%	67%	60%

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

Table 9: Overall Quality of City Services by Preferred First Language

Overall Quality of Services	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Rate the overall quality of New York City government services	86%	84%	90%	90%	85%

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

Table 10: Frequency of Use of City Resources by Preferred First Language

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 Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Used the public libraries	73%	71%	82%	84%	71%
Visited a website called NYC.gov	70%	62%	66%	61%	61%
Used one of the City's public parks or recreation facilities	81%	79%	75%	89%	76%
Used City services for the mobility impaired	8%	17%	13%	17%	9%
Used a City child daycare program	7%	13%	10%	8%	7%
Used a City youth program	11%	16%	16%	7%	9%

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 Preferred First Language

Done by you or any household member?	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Called 3-1-1	72%	64%	51%	58%	56%
Called 9-1-1	33%	37%	24%	31%	29%
Attended a New York City Public School (K - 12)	28%	43%	45%	31%	28%
Attended a New York City Public School after-school program	13%	23%	17%	10%	12%
Received consumer assistance	11%	11%	9%	14%	11%
Visited a public community center	18%	24%	27%	20%	15%
Participated in an employment training program	8%	10%	9%	9%	8%
Used public hospital services	38%	61%	38%	48%	36%
Used public health clinic services	22%	46%	31%	34%	23%
Used public mental health services	6%	10%	5%	4%	4%
Used public substance abuse services	2%	3%	1%	2%	1%
Used a public senior center	8%	11%	17%	15%	6%
Used other public senior services (e.g., respite care, transportation, etc.)	8%	11%	11%	21%	7%
Received Medicaid	19%	44%	40%	35%	23%
Paid a fine or ticket to the City	46%	43%	48%	40%	49%
Contacted the City with a tax question	15%	16%	10%	10%	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 Preferred First Language

Rate the services received	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
3-1-1 services	91%	92%	93%	88%	88%
9-1-1 services	88%	87%	89%	89%	88%
New York City Public Schools	87%	87%	95%	89%	86%
Student safety at public schools	81%	79%	91%	87%	83%
Public School after-school programs	88%	89%	93%	89%	85%
Consumer assistance	70%	73%	83%	59%	63%
Public community center	92%	94%	97%	93%	90%
Employment training program	81%	87%	89%	85%	85%
Public hospital services	80%	84%	86%	83%	77%
Public health clinic services	84%	90%	92%	90%	76%
Public mental health services	79%	83%	73%	89%	73%
Public substance abuse services	78%	77%	89%	70%	83%
Public senior center	91%	94%	95%	90%	90%
Other public senior services	89%	89%	84%	96%	92%
Medicaid services	89%	94%	96%	97%	91%
Paying a fine or ticket to the City	68%	75%	71%	72%	69%
Contacting the City with a tax question	78%	86%	62%	68%	71%

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 Preferred First Language

Contact with City Office or Agency	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Phone or in-person contact w City office/agency last 12 months?	40%	34%	28%	26%	32%

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 Preferred First Language

How would you rate the response of the office or agency with which you most recently had contact?	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Timeliness of response	76%	80%	77%	72%	68%
Employee's courtesy	86%	82%	83%	83%	79%
Employee's willingness to help or understand	80%	79%	77%	77%	73%
Overall customer service	80%	83%	81%	85%	74%
Overall satisfaction with response	70%	76%	77%	61%	64%

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 Preferred First Language

Most Important Issues Facing New York City	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
Housing Issues	30%	30%	16%	15%	23%
Cost of living	16%	14%	16%	12%	17%
Crime	22%	23%	17%	13%	16%
Education	23%	21%	17%	17%	16%
Mass Transit Issues	22%	20%	21%	25%	20%

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

Table 16: Emergency Preparedness by Preferred First Language

Emergency Preparedness	Respondent's Preferred First Language				
	English	Spanish	Chinese (Mandarin and Cantonese)	Russian	Other
How prepared your household would be if there were an emergency?	60%	49%	50%	45%	50%

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