

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix P: Responses to Selected Survey Results by Borough

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

This page intentionally left blank.

Selected Survey Results by Borough

Introduction

This appendix provides the results of select survey responses by respondent borough. Below are the percent of respondents who reported living in each borough.

Respondent Borough	Percent of respondents
Manhattan	21%
Bronx	15%
Brooklyn	30%
Queens	28%
Staten Island	6%
Total	100%

Results by Borough

Table 1: Index Scores by Respondent Borough

	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Customer Service Index	88	87	89	89	92
Health Services Clients Index	85	85	81	81	87
Social Support Services Index	57	56	56	61	61
Human Services Clients Index	92	92	91	92	94
Public Education Index	72	72	74	78	84
Public School Users Index	86	82	85	87	93
Cleaning and Maintenance Index	84	78	82	86	89
Streets and Sidewalks Index	81	75	77	82	80
Community Amenities Index	91	78	83	85	91
Mass Transit Index	88	86	86	86	83
Citywide Public Safety Index	88	81	83	86	90
Neighborhood Public Safety Index	91	83	87	91	92

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

Table 2: Quality of Life by Respondent Borough

Quality of Life	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
How would you rate the quality of life in NYC overall?	93%	84%	87%	89%	91%
How would you rate your neighborhood as a place to live?	91%	78%	87%	92%	96%

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

Table 3: Perceptions of Safety by Respondent Borough

Please rate how safe you feel in each of the following locations or situations:	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Feelings of safety walking alone on a street in your neighborhood at night	79%	54%	65%	72%	83%
Feelings of safety in a park or playground during the day	92%	79%	84%	88%	91%
Feelings of safety riding a subway during the day	92%	82%	86%	86%	81%
Feelings of safety riding a subway at night	60%	35%	45%	42%	36%

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

Table 4: Ratings of Neighborhood Services by Respondent Borough

Please rate each of the following in your neighborhood.	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Cleanliness of your neighborhood	81%	75%	78%	86%	92%
Control of street noise in your neighborhood	59%	61%	65%	74%	84%
Household garbage pick-up in your neighborhood	91%	89%	92%	95%	95%
Recycling services in your neighborhood	85%	84%	90%	94%	95%
Rat control in your neighborhood	69%	61%	71%	82%	91%
Graffiti control in your neighborhood	86%	73%	78%	83%	79%
Pedestrian safety (crossing intersections) in your neighborhood	87%	82%	85%	88%	86%
Maintenance of streets and roads in your neighborhood	80%	74%	72%	78%	62%
Maintenance of sidewalks in your neighborhood	84%	77%	77%	82%	74%
Removal of snow from city streets in your neighborhood	89%	76%	82%	84%	85%
Parking enforcement in your neighborhood	87%	84%	85%	87%	88%
Condition of street trees in your neighborhood	92%	86%	86%	84%	89%
Storm water drainage and sewer maintenance in your neighborhood	84%	79%	78%	77%	80%
Availability of health care services in your neighborhood	89%	84%	85%	89%	87%
Availability of cultural activities in your neighborhood	88%	59%	72%	71%	87%
Neighborhood parks	93%	83%	86%	87%	93%
Neighborhood playgrounds	92%	82%	85%	87%	91%

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

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

Please rate each of the following in your neighborhood...	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Fire protection services in your neighborhood	98%	96%	98%	99%	99%
Emergency medical services in your neighborhood	96%	93%	95%	97%	98%
Police-Community relations in your neighborhood	83%	72%	79%	83%	84%
Crime control in your neighborhood	87%	73%	80%	87%	90%
Bus services in your neighborhood	89%	87%	85%	85%	80%
Subway services in your neighborhood	87%	87%	86%	84%	71%
Public libraries in your neighborhood	90%	88%	89%	93%	94%

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

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

Please rate each of the following in the City overall...	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Fire protection services in the City overall	98%	96%	97%	97%	99%
Emergency medical services in the City overall	95%	93%	94%	95%	98%
Police-Community relations in the City overall	83%	73%	77%	79%	88%
Crime control in the City overall	90%	75%	81%	83%	87%
Bus services in the City overall	88%	86%	86%	88%	90%
Subway services in the City overall	87%	84%	85%	84%	88%
Public libraries in the City overall	96%	94%	94%	96%	98%

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

Table 7: Ratings of City Services by Respondent Borough

Please rate each of the following in New York City...	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
NYC.gov, the City website	96%	95%	96%	97%	98%
3-1-1, New York City's information telephone number	93%	93%	94%	94%	94%
Public education (kindergarten – 12th grade)	73%	76%	78%	81%	86%
Public after-school programs	72%	69%	70%	73%	79%
Air quality in the City overall	68%	62%	67%	72%	69%
Restaurant cleanliness in the City overall	89%	82%	83%	84%	91%
Overall ease of travel within the city	88%	87%	86%	85%	75%
Public housing in the City overall	56%	53%	55%	61%	57%
Public assistance (such as Medicaid, food stamps, etc.)	74%	69%	72%	75%	78%
Services addressing homelessness	54%	53%	49%	55%	59%
Availability of youth employment programs	53%	51%	52%	59%	65%
Services protecting children at risk of abuse and neglect	54%	57%	53%	59%	58%

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

Table 8: Public Trust by Respondent Borough

Please rate how well you think New York City government does the following:	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Promotes the economic growth of New York City	87%	76%	80%	81%	86%
Prepares the city for an emergency	83%	76%	77%	80%	83%
Spends tax dollars wisely	69%	53%	56%	60%	59%

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

Table 9: Overall Quality of City Services by Respondent Borough

Overall Quality of Services	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Rate the overall quality of New York City government services	90%	81%	85%	86%	88%

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

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

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Used the public libraries	65%	73%	74%	77%	76%
Visited a website called NYC.gov	64%	67%	69%	70%	73%
Used one of the City's public parks or recreation facilities	87%	78%	79%	77%	82%
Used City services for the mobility impaired	7%	11%	10%	9%	7%
Used a City child daycare program	4%	13%	9%	6%	3%
Used a City youth program	7%	17%	13%	11%	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 Respondent Borough

Done by you or any household member?	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Called 3-1-1	58%	70%	71%	70%	77%
Called 9-1-1	24%	40%	34%	32%	34%
Attended a New York City Public School (K - 12)	18%	37%	32%	32%	32%
Attended a New York City Public School after-school program	9%	20%	15%	13%	11%
Received consumer assistance	9%	13%	11%	12%	10%
Visited a public community center	19%	24%	19%	16%	17%
Participated in an employment training program	5%	12%	9%	7%	5%
Used public hospital services	30%	56%	43%	37%	38%
Used public health clinic services	20%	41%	27%	21%	10%
Used public mental health services	4%	11%	6%	4%	5%
Used public substance abuse services	1%	4%	2%	1%	2%
Used a public senior center	7%	9%	9%	10%	6%
Used other public senior services (e.g., respite care, transportation, etc.)	6%	9%	10%	8%	8%
Received Medicaid	16%	36%	26%	21%	12%
Paid a fine or ticket to the City	29%	44%	48%	55%	55%
Contacted the City with a tax question	9%	19%	16%	15%	15%

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 Borough

Rate the services received	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
3-1-1 services	88%	90%	93%	92%	92%
9-1-1 services	89%	86%	89%	88%	88%
New York City Public Schools	89%	86%	87%	88%	94%
Student safety at public schools	80%	76%	81%	85%	91%
Public School after-school programs	89%	87%	88%	89%	92%
Consumer assistance	70%	75%	69%	65%	76%
Public community center	94%	93%	90%	94%	94%
Employment training program	85%	79%	82%	85%	91%
Public hospital services	84%	82%	79%	80%	85%
Public health clinic services	86%	88%	85%	82%	89%
Public mental health services	86%	84%	77%	78%	75%
Public substance abuse services	84%	81%	74%	74%	85%
Public senior center	95%	96%	87%	93%	96%
Other public senior services	91%	92%	89%	85%	95%
Medicaid services	90%	90%	92%	89%	94%
Paying a fine or ticket to the City	69%	71%	68%	69%	77%
Contacting the City with a tax question	76%	82%	78%	78%	72%

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 Borough

Contact with City Office or Agency	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Phone or in-person contact w City office/agency last 12 months?	34%	39%	41%	38%	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 Borough

How would you rate the response of the office or agency with which you most recently had contact?	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Timeliness of response	79%	73%	75%	74%	82%
Employee's courtesy	85%	83%	83%	86%	93%
Employee's willingness to help or understand	81%	75%	79%	80%	85%
Overall customer service	79%	78%	80%	80%	88%
Overall satisfaction with response	69%	69%	71%	70%	74%

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 Borough

Most Important Issues Facing New York City	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Housing Issues	36%	33%	30%	24%	11%
Cost of living	12%	16%	15%	18%	17%
Crime	15%	25%	23%	19%	27%
Education	21%	22%	23%	23%	22%
Mass Transit Issues	26%	17%	20%	23%	24%

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

Table 16: Emergency Preparedness by Respondent Borough

Emergency Preparedness	Borough				
	Manhattan	Bronx	Brooklyn	Queens	Staten Island
How prepared your household would be if there were an emergency?	58%	55%	57%	57%	70%

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