

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix Q3: Responses to Selected Survey Results by Community Board (Brooklyn)

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 Community Boards 1-6	3
Table 2: Quality of Life by Respondent Community Boards 1-6	4
Table 3: Perceptions of Safety by Respondent Community Boards 1-6	4
Table 4: Ratings of Neighborhood Services by Respondent Community Boards 1-6	5
Table 5: Ratings of City Services in the Neighborhood by Respondent Community Boards 1-6.....	7
Table 6: Ratings of City Services in the City Overall by Respondent Community Boards 1-6.....	8
Table 7: Ratings of City Services by Respondent Community Boards 1-6.....	9
Table 8: Public Trust by Respondent Community Boards 1-6	10
Table 9: Overall Quality of City Services by Respondent Community Boards 1-6	10
Table 10: Frequency of Use of City Resources by Respondent Community Boards 1-6	11
Table 11: Use of City Services by Respondent Community Boards 1-6.....	12
Table 12: User Ratings of City Services by Respondent Community Boards 1-6	13
Table 13: Contact with the City by Respondent Community Boards 1-6	14
Table 14: Ratings of Customer Service by Respondent Community Boards 1-6	14
Table 15: Most Important Issues Facing the City by Respondent Community Boards 1-6.....	15
Table 16: Emergency Preparedness by Respondent Community Boards 1-6	15
Table 17: Index Scores by Respondent Community Boards 7-12	16
Table 18: Quality of Life by Respondent Community Boards 7-12	17
Table 19: Perceptions of Safety by Respondent Community Boards 7-12.....	17
Table 20: Ratings of Neighborhood Services by Respondent Community Boards 7-12	18
Table 21: Ratings of City Services in the Neighborhood by Respondent Community Boards 7-12.....	20
Table 22: Ratings of City Services in the City Overall by Respondent Community Boards 7-12.....	21
Table 23: Ratings of City Services by Respondent Community Boards 7-12.....	22
Table 24: Public Trust by Respondent Community Boards 7-12	23
Table 25: Overall Quality of City Services by Respondent Community Boards 7-12.....	23
Table 26: Frequency of Use of City Resources by Respondent Community Boards 7-12	24
Table 27: Use of City Services by Respondent Community Boards 7-12.....	25
Table 28: User Ratings of City Services by Respondent Community Boards 7-12	26
Table 29: Contact with the City by Respondent Community Boards 7-12	27
Table 30: Ratings of Customer Service by Respondent Community Boards 7-12	27
Table 31: Most Important Issues Facing the City by Respondent Community Boards 7-12.....	28
Table 32: Emergency Preparedness by Respondent Community Boards 7-12	28
Table 33: Index Scores by Respondent Community Boards 13-18	29
Table 34: Quality of Life by Respondent Community Boards 13-18	30
Table 35: Perceptions of Safety by Respondent Community Boards 13-18.....	30

Table 36: Ratings of Neighborhood Services by Respondent Community Boards 13-18 31

Table 37: Ratings of City Services in the Neighborhood by Respondent Community Boards 13-18..... 33

Table 38: Ratings of City Services in the City Overall by Respondent Community Boards 13-18..... 34

Table 39: Ratings of City Services by Respondent Community Boards 13-18..... 35

Table 40: Public Trust by Respondent Community Boards 13-18 36

Table 41: Overall Quality of City Services by Respondent Community Boards 13-18..... 36

Table 42: Frequency of Use of City Resources by Respondent Community Boards 13-18 37

Table 43: Use of City Services by Respondent Community Boards 13-18..... 38

Table 44: User Ratings of City Services by Respondent Community Boards 13-18 39

Table 45: Contact with the City by Respondent Community Boards 13-18 40

Table 46: Ratings of Customer Service by Respondent Community Boards 13-18 40

Table 47: Most Important Issues Facing the City by Respondent Community Boards 13-18..... 41

Table 48: Emergency Preparedness by Respondent Community Boards 13-18 41

Results by Brooklyn Community Boards

Introduction

Recipients of the NYC Feedback Citywide Community Survey were selected from every Community Board within the City of New York. Thus, survey results could be generated for each Community Board. This appendix provides the results of select survey responses by respondents from Community Boards in Brooklyn. Comparisons for Community Boards in other boroughs can be found in Appendix Q1, Q2, Q4 and Q5.

Below are the percent of respondents who live in each Community Board across the entire City.

Community Boards	Percent of respondents
Manhattan Community Board #1	1%
Manhattan Community Board #2	1%
Manhattan Community Board #3	2%
Manhattan Community Board #4	1%
Manhattan Community Board #5	1%
Manhattan Community Board #6	2%
Manhattan Community Board #7	3%
Manhattan Community Board #8	3%
Manhattan Community Board #9	1%
Manhattan Community Board #10	1%
Manhattan Community Board #11	1%
Manhattan Community Board #12	2%
Bronx Community Board #1	1%
Bronx Community Board #2	1%
Bronx Community Board #3	1%
Bronx Community Board #4	1%
Bronx Community Board #5	1%
Bronx Community Board #6	1%
Bronx Community Board #7	1%
Bronx Community Board #8	1%
Bronx Community Board #9	2%
Bronx Community Board #10	1%
Bronx Community Board #11	1%
Bronx Community Board #12	1%
Brooklyn Community Board #1	2%
Brooklyn Community Board #2	1%
Brooklyn Community Board #3	1%

Community Boards	Percent of respondents
Brooklyn Community Board #4	1%
Brooklyn Community Board #5	2%
Brooklyn Community Board #6	1%
Brooklyn Community Board #7	2%
Brooklyn Community Board #8	1%
Brooklyn Community Board #9	1%
Brooklyn Community Board #10	1%
Brooklyn Community Board #11	2%
Brooklyn Community Board #12	1%
Brooklyn Community Board #13	1%
Brooklyn Community Board #14	2%
Brooklyn Community Board #15	2%
Brooklyn Community Board #16	1%
Brooklyn Community Board #17	2%
Brooklyn Community Board #18	2%
Queens Community Board #1	2%
Queens Community Board #2	2%
Queens Community Board #3	2%
Queens Community Board #4	2%
Queens Community Board #5	2%
Queens Community Board #6	1%
Queens Community Board #7	3%
Queens Community Board #8	2%
Queens Community Board #9	2%
Queens Community Board #10	1%
Queens Community Board #11	1%
Queens Community Board #12	2%
Queens Community Board #13	2%
Queens Community Board #14	1%
Staten Island Community Board #1	2%
Staten Island Community Board #2	2%
Staten Island Community Board #3	2%
Did not give an answer*	9%
Total	100%

**Respondents for whom Community Board could not be identified were not included in the comparisons of these appendices.*

Results by Community Boards 1 -6

Table 1: Index Scores by Respondent Community Boards 1-6

	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Customer Service Index	88	89	89	88	85	89
Health Services Clients Index	76	84	83	80	77	81
Social Support Services Index	58	51	50	56	52	56
Human Services Clients Index	92	88	96	89	88	97
Public Education Index	73	65	71	76	73	71
Public School Users Index	90	83	76	81	78	89
Cleaning and Maintenance Index	76	89	79	70	74	88
Streets and Sidewalks Index	76	85	71	70	69	85
Community Amenities Index	83	93	77	64	69	95
Mass Transit Index	85	89	86	87	82	87
Citywide Public Safety Index	86	87	80	80	79	87
Neighborhood Public Safety Index	88	89	77	79	79	93

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

Table 2: Quality of Life by Respondent Community Boards 1-6

Quality of Life	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
How would you rate the quality of life in NYC overall?	91%	95%	84%	80%	78%	93%
How would you rate your neighborhood as a place to live?	90%	96%	80%	73%	71%	97%

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

Table 3: Perceptions of Safety by Respondent Community Boards 1-6

Please rate how safe you feel in each of the following locations or situations:	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Feelings of safety walking alone on a street in your neighborhood at night	71%	77%	49%	36%	40%	81%
Feelings of safety in a park or playground during the day	90%	94%	81%	74%	71%	93%
Feelings of safety riding a subway during the day	89%	95%	87%	80%	78%	93%
Feelings of safety riding a subway at night	52%	63%	49%	37%	32%	64%

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

Table 4: Ratings of Neighborhood Services by Respondent Community Boards 1-6

Please rate each of the following in your neighborhood.	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Cleanliness of your neighborhood	70%	90%	66%	60%	69%	91%
Control of street noise in your neighborhood	55%	73%	58%	49%	56%	77%
Household garbage pick-up in your neighborhood	89%	94%	95%	92%	87%	92%
Recycling services in your neighborhood	83%	89%	88%	89%	86%	90%
Rat control in your neighborhood	62%	76%	61%	45%	59%	85%
Graffiti control in your neighborhood	67%	93%	73%	56%	62%	91%
Pedestrian safety (crossing intersections) in your neighborhood	85%	88%	84%	82%	78%	88%
Maintenance of streets and roads in your neighborhood	71%	84%	58%	58%	57%	83%
Maintenance of sidewalks in your neighborhood	78%	84%	66%	67%	70%	82%
Removal of snow from city streets in your neighborhood	81%	93%	79%	78%	71%	92%
Parking enforcement in your neighborhood	86%	89%	84%	87%	80%	92%

Please rate each of the following in your neighborhood.	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Condition of street trees in your neighborhood	85%	93%	90%	75%	83%	92%
Storm water drainage and sewer maintenance in your neighborhood	73%	88%	79%	75%	73%	79%
Availability of health care services in your neighborhood	75%	87%	80%	78%	79%	89%
Availability of cultural activities in your neighborhood	72%	92%	63%	42%	47%	93%
Neighborhood parks	87%	93%	85%	67%	75%	97%
Neighborhood playgrounds	86%	94%	79%	67%	74%	96%

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

Table 5: Ratings of City Services in the Neighborhood by Respondent Community Boards 1-6

Please rate each of the following in your neighborhood...	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Fire protection services in your neighborhood	97%	98%	98%	96%	96%	98%
Emergency medical services in your neighborhood	92%	94%	89%	93%	90%	98%
Police-Community relations in your neighborhood	81%	84%	62%	66%	63%	87%
Crime control in your neighborhood	84%	87%	65%	68%	65%	92%
Bus services in your neighborhood	82%	88%	86%	84%	79%	86%
Subway services in your neighborhood	78%	87%	83%	88%	83%	89%
Public libraries in your neighborhood	83%	92%	83%	80%	80%	94%

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

Table 6: Ratings of City Services in the City Overall by Respondent Community Boards 1-6

Please rate each of the following in the City overall...	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Fire protection services in the City overall	98%	98%	96%	97%	96%	97%
Emergency medical services in the City overall	94%	95%	93%	93%	92%	96%
Police-Community relations in the City overall	82%	79%	70%	77%	72%	75%
Crime control in the City overall	89%	89%	78%	82%	70%	91%
Bus services in the City overall	89%	90%	90%	85%	82%	86%
Subway services in the City overall	89%	89%	87%	88%	83%	87%
Public libraries in the City overall	97%	95%	98%	91%	89%	94%

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

Table 7: Ratings of City Services by Respondent Community Boards 1-6

Please rate each of the following in New York City...	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
NYC.gov, the City website	97%	97%	97%	96%	94%	95%
3-1-1, New York City's information telephone number	95%	96%	96%	92%	93%	94%
Public education (kindergarten – 12th grade)	78%	68%	75%	78%	76%	74%
Public after-school programs	68%	62%	65%	72%	67%	65%
Air quality in the City overall	60%	63%	68%	66%	63%	66%
Restaurant cleanliness in the City overall	88%	91%	86%	77%	74%	89%
Overall ease of travel within the city	89%	92%	86%	84%	79%	91%
Public housing in the City overall	55%	55%	57%	50%	48%	54%
Public assistance (such as Medicaid, food stamps, etc.)	73%	75%	66%	68%	65%	68%
Services addressing homelessness	55%	48%	46%	48%	44%	56%
Availability of youth employment programs	57%	47%	43%	52%	47%	49%
Services protecting children at risk of abuse and neglect	52%	49%	47%	52%	52%	53%

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

Table 8: Public Trust by Respondent Community Boards 1-6

Please rate how well you think New York City government does the following:	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Promotes the economic growth of New York City	86%	93%	79%	75%	74%	92%
Prepares the city for an emergency	80%	81%	72%	69%	71%	86%
Spends tax dollars wisely	58%	72%	52%	52%	44%	66%

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

Table 9: Overall Quality of City Services by Respondent Community Boards 1-6

Overall Quality of Services	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Rate the overall quality of New York City government services	87%	92%	82%	80%	79%	91%

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

Table 10: Frequency of Use of City Resources by Respondent Community Boards 1-6

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Used the public libraries	64%	73%	76%	74%	78%	75%
Visited a website called NYC.gov	68%	74%	77%	72%	74%	74%
Used one of the City's public parks or recreation facilities	85%	91%	80%	78%	78%	93%
Used City services for the mobility impaired	9%	6%	13%	11%	12%	5%
Used a City child daycare program	7%	6%	13%	17%	16%	5%
Used a City youth program	8%	7%	21%	21%	20%	5%

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 Community Boards 1-6

Done by you or any household member?	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Called 3-1-1	69%	65%	79%	76%	74%	73%
Called 9-1-1	32%	29%	44%	43%	42%	25%
Attended a New York City Public School (K - 12)	21%	19%	38%	41%	45%	20%
Attended a New York City Public School after-school program	12%	8%	20%	23%	28%	10%
Received consumer assistance	10%	8%	15%	12%	18%	7%
Visited a public community center	22%	16%	26%	28%	28%	16%
Participated in an employment training program	7%	5%	18%	15%	14%	6%
Used public hospital services	39%	31%	52%	59%	59%	23%
Used public health clinic services	25%	19%	39%	41%	47%	14%
Used public mental health services	6%	4%	10%	12%	12%	3%
Used public substance abuse services	3%	1%	2%	4%	5%	0%
Used a public senior center	7%	5%	10%	13%	13%	4%
Used other public senior services (e.g., respite care, transportation, etc.)	7%	5%	13%	11%	12%	3%
Received Medicaid	20%	14%	35%	36%	38%	8%
Paid a fine or ticket to the City	45%	48%	50%	49%	47%	47%
Contacted the City with a tax question	13%	11%	20%	20%	24%	8%

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 Community Boards 1-6

Rate the services received	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
3-1-1 services	93%	93%	96%	88%	90%	90%
9-1-1 services	89%	91%	85%	89%	85%	93%
New York City Public Schools	92%	79%	80%	83%	81%	89%
Student safety at public schools	81%	81%	69%	79%	68%	88%
Public School after-school programs	94%	85%	93%	85%	86%	89%
Consumer assistance	75%	67%	73%	52%	63%	81%
Public community center	94%	87%	94%	88%	81%	97%
Employment training program	79%	69%	95%	71%	78%	78%
Public hospital services	73%	80%	81%	75%	72%	86%
Public health clinic services	78%	89%	86%	88%	81%	82%
Public mental health services	81%	79%	81%	81%	66%	83%
Public substance abuse services	87%	100%	100%	47%	46%	100%
Public senior center	94%	96%	98%	80%	72%	96%
Other public senior services	92%	86%	99%	72%	78%	100%
Medicaid services	92%	90%	98%	90%	95%	98%
Paying a fine or ticket to the City	70%	74%	70%	67%	61%	73%
Contacting the City with a tax question	73%	69%	79%	80%	75%	83%

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 Community Boards 1-6

Contact with City Office or Agency	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Phone or in-person contact w City office/agency last 12 mos?	40%	42%	49%	41%	46%	46%

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 Community Boards 1-6

How would you rate the response of the office or agency with which you most recently had contact?	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Timeliness of response	73%	80%	75%	77%	64%	85%
Employee's courtesy	82%	81%	83%	79%	78%	87%
Employee's willingness to help or understand	74%	78%	79%	79%	70%	83%
Overall customer service	79%	78%	82%	81%	76%	83%
Overall satisfaction with response	70%	71%	72%	69%	66%	75%

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 Community Boards 1-6

Most Important Issues Facing New York City	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
Housing Issues	37%	36%	37%	35%	29%	35%
Cost of living	14%	12%	14%	15%	16%	14%
Crime	15%	19%	23%	30%	38%	12%
Education	19%	32%	24%	20%	24%	36%
Mass Transit Issues	28%	30%	20%	18%	15%	30%

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

Table 16: Emergency Preparedness by Respondent Community Boards 1-6

Emergency Preparedness	Community Board					
	Brooklyn Community Board #1	Brooklyn Community Board #2	Brooklyn Community Board #3	Brooklyn Community Board #4	Brooklyn Community Board #5	Brooklyn Community Board #6
How prepared your hh would be if there were an emergency?	58%	60%	61%	55%	50%	60%

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

Results by Community Boards 7 - 12

Table 17: Index Scores by Respondent Community Boards 7-12

	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Customer Service Index	89	89	89	89	90	88
Health Services Clients Index	91	76	83	86	77	83
Social Support Services Index	59	46	51	56	66	70
Human Services Clients Index	94	93	90	93	89	95
Public Education Index	82	66	68	76	83	76
Public School Users Index	89	84	88	87	90	84
Cleaning and Maintenance Index	85	81	79	89	86	84
Streets and Sidewalks Index	80	77	76	82	82	78
Community Amenities Index	83	87	87	89	88	81
Mass Transit Index	84	89	86	83	86	88
Citywide Public Safety Index	87	78	84	87	89	84
Neighborhood Public Safety Index	91	83	81	94	93	93

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

Table 18: Quality of Life by Respondent Community Boards 7-12

Quality of Life	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
How would you rate the quality of life in NYC overall?	90%	89%	83%	89%	90%	91%
How would you rate your neighborhood as a place to live?	94%	82%	85%	96%	94%	92%

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

Table 19: Perceptions of Safety by Respondent Community Boards 7-12

Please rate how safe you feel in each of the following locations or situations:	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Feelings of safety walking alone on a street in your neighborhood at night	75%	60%	57%	86%	75%	77%
Feelings of safety in a park or playground during the day	93%	83%	81%	92%	89%	90%
Feelings of safety riding a subway during the day	92%	84%	89%	90%	86%	84%
Feelings of safety riding a subway at night	59%	49%	41%	50%	45%	38%

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

Table 20: Ratings of Neighborhood Services by Respondent Community Boards 7-12

Please rate each of the following in your neighborhood.	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Cleanliness of your neighborhood	81%	74%	75%	93%	85%	77%
Control of street noise in your neighborhood	65%	61%	62%	79%	75%	68%
Household garbage pick-up in your neighborhood	94%	90%	93%	94%	94%	92%
Recycling services in your neighborhood	93%	85%	88%	92%	93%	91%
Rat control in your neighborhood	75%	69%	57%	85%	85%	85%
Graffiti control in your neighborhood	78%	85%	80%	87%	82%	80%
Pedestrian safety (crossing intersections) in your neighborhood	87%	84%	86%	86%	88%	82%
Maintenance of streets and roads in your neighborhood	75%	72%	74%	77%	76%	76%
Maintenance of sidewalks in your neighborhood	82%	72%	77%	82%	84%	77%
Removal of snow from city streets in your neighborhood	88%	84%	77%	89%	86%	84%
Parking enforcement in your neighborhood	83%	90%	83%	83%	84%	84%

Please rate each of the following in your neighborhood.	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Condition of street trees in your neighborhood	87%	84%	88%	86%	85%	88%
Storm water drainage and sewer maintenance in your neighborhood	86%	80%	73%	82%	79%	78%
Availability of health care services in your neighborhood	89%	81%	91%	91%	90%	91%
Availability of cultural activities in your neighborhood	71%	88%	89%	78%	74%	68%
Neighborhood parks	88%	87%	87%	96%	90%	82%
Neighborhood playgrounds	89%	83%	82%	94%	90%	83%

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

Table 21: Ratings of City Services in the Neighborhood by Respondent Community Boards 7-12

Please rate each of the following in your neighborhood...	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Fire protection services in your neighborhood	98%	99%	98%	99%	98%	98%
Emergency medical services in your neighborhood	96%	96%	97%	98%	98%	95%
Police-Community relations in your neighborhood	85%	72%	68%	88%	88%	89%
Crime control in your neighborhood	89%	71%	71%	92%	88%	92%
Bus services in your neighborhood	82%	89%	86%	83%	88%	86%
Subway services in your neighborhood	83%	89%	87%	82%	83%	92%
Public libraries in your neighborhood	84%	91%	93%	93%	96%	92%

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

Table 22: Ratings of City Services in the City Overall by Respondent Community Boards 7-12

Please rate each of the following in the City overall...	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Fire protection services in the City overall	96%	99%	98%	97%	98%	97%
Emergency medical services in the City overall	95%	95%	97%	96%	97%	91%
Police-Community relations in the City overall	83%	66%	70%	78%	89%	86%
Crime control in the City overall	87%	77%	75%	86%	82%	86%
Bus services in the City overall	86%	88%	85%	84%	89%	85%
Subway services in the City overall	85%	90%	84%	84%	82%	88%
Public libraries in the City overall	95%	96%	94%	96%	98%	96%

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

Table 23: Ratings of City Services by Respondent Community Boards 7-12

Please rate each of the following in New York City...	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
NYC.gov, the City website	97%	97%	98%	96%	95%	96%
3-1-1, New York City's information telephone number	95%	97%	97%	95%	94%	95%
Public education (kindergarten – 12th grade)	84%	70%	71%	78%	86%	76%
Public after-school programs	79%	60%	68%	74%	80%	75%
Air quality in the City overall	67%	62%	62%	73%	72%	66%
Restaurant cleanliness in the City overall	88%	85%	83%	89%	84%	83%
Overall ease of travel within the city	86%	91%	87%	85%	86%	84%
Public housing in the City overall	54%	47%	47%	55%	62%	57%
Public assistance (such as Medicaid, food stamps, etc.)	71%	68%	64%	75%	80%	88%
Services addressing homelessness	48%	38%	37%	51%	66%	60%
Availability of youth employment programs	62%	44%	42%	62%	66%	68%
Services protecting children at risk of abuse and neglect	66%	38%	47%	57%	63%	63%

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

Table 24: Public Trust by Respondent Community Boards 7-12

Please rate how well you think New York City government does the following:	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Promotes the economic growth of New York City	79%	81%	83%	81%	84%	81%
Prepares the city for an emergency	80%	73%	80%	81%	84%	77%
Spends tax dollars wisely	62%	59%	52%	56%	60%	61%

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

Table 25: Overall Quality of City Services by Respondent Community Boards 7-12

Overall Quality of Services	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Rate the overall quality of New York City government services	86%	87%	84%	86%	86%	89%

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

Table 26: Frequency of Use of City Resources by Respondent Community Boards 7-12

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Used the public libraries	76%	79%	76%	67%	74%	66%
Visited a website called NYC.gov	72%	72%	72%	68%	63%	51%
Used one of the City's public parks or recreation facilities	89%	85%	76%	83%	70%	77%
Used City services for the mobility impaired	8%	7%	9%	8%	12%	8%
Used a City child daycare program	6%	13%	8%	4%	4%	9%
Used a City youth program	14%	14%	10%	5%	8%	15%

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 Community Boards 7-12

Done by you or any household member?	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Called 3-1-1	74%	69%	68%	68%	66%	70%
Called 9-1-1	33%	35%	33%	29%	27%	24%
Attended a New York City Public School (K - 12)	32%	30%	25%	21%	32%	20%
Attended a New York City Public School after-school program	14%	18%	12%	10%	12%	9%
Received consumer assistance	8%	9%	11%	10%	7%	8%
Visited a public community center	16%	23%	18%	11%	17%	14%
Participated in an employment training program	5%	14%	10%	4%	7%	6%
Used public hospital services	40%	47%	48%	29%	36%	33%
Used public health clinic services	24%	31%	32%	13%	21%	18%
Used public mental health services	6%	5%	5%	4%	5%	4%
Used public substance abuse services	2%	3%	1%	1%	1%	1%
Used a public senior center	6%	6%	7%	8%	8%	8%
Used other public senior services (e.g., respite care, transportation, etc.)	6%	8%	10%	7%	12%	9%
Received Medicaid	21%	28%	27%	12%	22%	33%
Paid a fine or ticket to the City	50%	39%	47%	47%	49%	48%
Contacted the City with a tax question	13%	17%	12%	11%	14%	16%

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 Community Boards 7-12

Rate the services received	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
3-1-1 services	93%	97%	94%	93%	93%	95%
9-1-1 services	93%	88%	89%	88%	95%	87%
New York City Public Schools	92%	78%	89%	86%	96%	88%
Student safety at public schools	85%	84%	87%	82%	89%	86%
Public School after-school programs	93%	81%	83%	96%	84%	78%
Consumer assistance	67%	63%	82%	59%	80%	66%
Public community center	94%	95%	92%	94%	90%	98%
Employment training program	81%	72%	83%	90%	91%	80%
Public hospital services	88%	73%	83%	88%	76%	85%
Public health clinic services	91%	87%	80%	83%	80%	83%
Public mental health services	92%	85%	69%	89%	62%	75%
Public substance abuse services	82%	93%	76%	63%	60%	100%
Public senior center	93%	91%	85%	100%	82%	93%
Other public senior services	93%	86%	86%	89%	87%	89%
Medicaid services	95%	92%	87%	97%	95%	93%
Paying a fine or ticket to the City	62%	68%	58%	69%	65%	72%
Contacting the City with a tax question	80%	85%	68%	88%	63%	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 29: Contact with the City by Respondent Community Boards 7-12

Contact with City Office or Agency	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Phone or in-person contact w City office/agency last 12 mos?	40%	48%	47%	34%	32%	36%

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 Community Boards 7-12

How would you rate the response of the office or agency with which you most recently had contact?	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Timeliness of response	76%	77%	76%	70%	74%	72%
Employee's courtesy	81%	82%	84%	87%	80%	81%
Employee's willingness to help or understand	76%	77%	78%	81%	77%	77%
Overall customer service	78%	80%	78%	79%	76%	78%
Overall satisfaction with response	71%	71%	72%	73%	65%	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 31: Most Important Issues Facing the City by Respondent Community Boards 7-12

Most Important Issues Facing New York City	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
Housing Issues	30%	47%	43%	21%	15%	25%
Cost of living	20%	12%	15%	16%	16%	18%
Crime	15%	19%	29%	17%	23%	18%
Education	28%	28%	22%	24%	23%	19%
Mass Transit Issues	25%	20%	16%	24%	22%	18%

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

Table 32: Emergency Preparedness by Respondent Community Boards 7-12

Emergency Preparedness	Community Board					
	Brooklyn Community Board #7	Brooklyn Community Board #8	Brooklyn Community Board #9	Brooklyn Community Board #10	Brooklyn Community Board #11	Brooklyn Community Board #12
How prepared your household would be if there were an emergency?	59%	58%	60%	62%	51%	50%

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

Results by Community Boards 13 - 18

Table 33: Index Scores by Respondent Community Boards 13-18

	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Customer Service Index	89	92	89	89	90	88
Health Services Clients Index	87	87	87	77	81	74
Social Support Services Index	68	57	66	52	49	53
Human Services Clients Index	93	90	91	90	88	87
Public Education Index	82	77	80	66	77	69
Public School Users Index	88	88	90	81	86	82
Cleaning and Maintenance Index	81	81	86	71	81	85
Streets and Sidewalks Index	79	76	81	67	74	81
Community Amenities Index	88	81	86	68	79	85
Mass Transit Index	89	91	89	83	79	82
Citywide Public Safety Index	87	84	84	79	81	79
Neighborhood Public Safety Index	90	89	92	73	83	90

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

Table 34: Quality of Life by Respondent Community Boards 13-18

Quality of Life	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
How would you rate the quality of life in NYC overall?	90%	87%	89%	80%	85%	86%
How would you rate your neighborhood as a place to live?	85%	88%	96%	59%	79%	94%

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

Table 35: Perceptions of Safety by Respondent Community Boards 13-18

Please rate how safe you feel in each of the following locations or situations:	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Feelings of safety walking alone on a street in your neighborhood at night	60%	64%	73%	34%	62%	72%
Feelings of safety in a park or playground during the day	83%	83%	92%	62%	75%	83%
Feelings of safety riding a subway during the day	85%	91%	88%	77%	84%	84%
Feelings of safety riding a subway at night	35%	45%	38%	30%	37%	42%

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

Table 36: Ratings of Neighborhood Services by Respondent Community Boards 13-18

Please rate each of the following in your neighborhood.	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Cleanliness of your neighborhood	79%	74%	80%	55%	79%	91%
Control of street noise in your neighborhood	68%	61%	70%	43%	59%	83%
Household garbage pick-up in your neighborhood	90%	92%	93%	86%	93%	96%
Recycling services in your neighborhood	86%	92%	95%	80%	93%	96%
Rat control in your neighborhood	69%	72%	87%	52%	63%	75%
Graffiti control in your neighborhood	81%	74%	80%	65%	79%	81%
Pedestrian safety (crossing intersections) in your neighborhood	84%	87%	85%	82%	82%	89%
Maintenance of streets and roads in your neighborhood	74%	73%	78%	57%	76%	71%
Maintenance of sidewalks in your neighborhood	78%	77%	81%	65%	74%	78%
Removal of snow from city streets in your neighborhood	85%	81%	88%	69%	73%	78%
Parking enforcement in your neighborhood	87%	81%	88%	86%	86%	88%

Please rate each of the following in your neighborhood.	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Condition of street trees in your neighborhood	90%	88%	87%	85%	80%	80%
Storm water drainage and sewer maintenance in your neighborhood	71%	78%	84%	72%	79%	77%
Availability of health care services in your neighborhood	89%	85%	91%	79%	82%	89%
Availability of cultural activities in your neighborhood	79%	72%	75%	49%	71%	72%
Neighborhood parks	89%	84%	88%	74%	79%	89%
Neighborhood playgrounds	89%	81%	91%	73%	79%	88%

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

Table 37: Ratings of City Services in the Neighborhood by Respondent Community Boards 13-18

Please rate each of the following in your neighborhood...	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Fire protection services in your neighborhood	99%	99%	98%	91%	98%	98%
Emergency medical services in your neighborhood	96%	98%	98%	89%	94%	98%
Police-Community relations in your neighborhood	86%	82%	85%	60%	76%	83%
Crime control in your neighborhood	81%	80%	92%	56%	73%	87%
Bus services in your neighborhood	86%	89%	91%	76%	84%	85%
Subway services in your neighborhood	91%	93%	88%	84%	77%	86%
Public libraries in your neighborhood	96%	92%	92%	72%	86%	90%

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

Table 38: Ratings of City Services in the City Overall by Respondent Community Boards 13-18

Please rate each of the following in the City overall...	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Fire protection services in the City overall	98%	97%	96%	97%	96%	93%
Emergency medical services in the City overall	94%	96%	96%	91%	96%	91%
Police-Community relations in the City overall	87%	81%	83%	68%	78%	64%
Crime control in the City overall	83%	79%	80%	77%	79%	69%
Bus services in the City overall	88%	89%	91%	86%	90%	75%
Subway services in the City overall	88%	89%	86%	87%	78%	77%
Public libraries in the City overall	99%	99%	96%	88%	92%	87%

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

Table 39: Ratings of City Services by Respondent Community Boards 13-18

Please rate each of the following in New York City...	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
NYC.gov, the City website	98%	98%	97%	96%	96%	96%
3-1-1, New York City's information telephone number	93%	96%	95%	95%	95%	90%
Public education (kindergarten – 12th grade)	85%	82%	82%	68%	82%	73%
Public after-school programs	77%	69%	80%	64%	68%	60%
Air quality in the City overall	74%	67%	75%	60%	66%	72%
Restaurant cleanliness in the City overall	87%	78%	85%	66%	77%	83%
Overall ease of travel within the city	89%	88%	88%	87%	78%	81%
Public housing in the City overall	69%	56%	69%	53%	51%	57%
Public assistance (such as Medicaid, food stamps, etc.)	82%	74%	82%	71%	62%	67%
Services addressing homelessness	59%	40%	62%	46%	39%	48%
Availability of youth employment programs	63%	53%	64%	41%	37%	45%
Services protecting children at risk of abuse and neglect	58%	54%	64%	47%	50%	48%

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

Table 40: Public Trust by Respondent Community Boards 13-18

Please rate how well you think New York City government does the following:	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Promotes the economic growth of New York City	77%	80%	80%	71%	74%	71%
Prepares the city for an emergency	81%	80%	75%	72%	70%	78%
Spends tax dollars wisely	57%	57%	58%	41%	52%	56%

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

Table 41: Overall Quality of City Services by Respondent Community Boards 13-18

Overall Quality of Services	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Rate the overall quality of New York City government services	86%	85%	87%	80%	83%	81%

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

Table 42: Frequency of Use of City Resources by Respondent Community Boards 13-18

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Used the public libraries	78%	80%	73%	74%	74%	74%
Visited a website called NYC.gov	62%	67%	63%	69%	72%	76%
Used one of the City's public parks or recreation facilities	79%	79%	74%	75%	70%	75%
Used City services for the mobility impaired	14%	10%	14%	10%	12%	10%
Used a City child daycare program	8%	9%	4%	19%	9%	7%
Used a City youth program	9%	12%	7%	24%	15%	15%

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

Table 43: Use of City Services by Respondent Community Boards 13-18

Done by you or any household member?	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Called 3-1-1	59%	71%	70%	76%	74%	79%
Called 9-1-1	31%	35%	29%	46%	38%	34%
Attended a New York City Public School (K - 12)	33%	33%	25%	52%	44%	40%
Attended a New York City Public School after-school program	12%	17%	8%	27%	21%	17%
Received consumer assistance	16%	11%	11%	12%	14%	14%
Visited a public community center	22%	10%	13%	37%	19%	14%
Participated in an employment training program	7%	11%	7%	18%	10%	10%
Used public hospital services	42%	41%	39%	72%	51%	41%
Used public health clinic services	28%	32%	16%	49%	36%	19%
Used public mental health services	6%	4%	4%	9%	5%	3%
Used public substance abuse services	4%	2%	2%	3%	3%	0%
Used a public senior center	18%	6%	12%	13%	10%	7%
Used other public senior services (e.g., respite care, transportation, etc.)	19%	6%	14%	15%	10%	9%
Received Medicaid	33%	30%	19%	42%	32%	19%
Paid a fine or ticket to the City	41%	47%	45%	45%	44%	60%
Contacted the City with a tax question	16%	13%	9%	24%	23%	20%

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

Table 44: User Ratings of City Services by Respondent Community Boards 13-18

Rate the services received	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
3-1-1 services	90%	95%	93%	92%	95%	91%
9-1-1 services	92%	94%	95%	85%	88%	81%
New York City Public Schools	85%	94%	94%	84%	91%	87%
Student safety at public schools	87%	83%	87%	71%	82%	78%
Public School after-school programs	80%	96%	89%	87%	89%	85%
Consumer assistance	66%	68%	66%	71%	84%	69%
Public community center	94%	91%	94%	83%	87%	90%
Employment training program	86%	93%	80%	77%	85%	86%
Public hospital services	83%	85%	87%	75%	79%	72%
Public health clinic services	93%	86%	90%	80%	89%	83%
Public mental health services	66%	80%	85%	69%	70%	82%
Public substance abuse services	77%	65%	100%	93%	60%	71%
Public senior center	89%	100%	91%	97%	63%	88%
Other public senior services	92%	97%	96%	95%	88%	88%
Medicaid services	94%	90%	91%	97%	90%	83%
Paying a fine or ticket to the City	59%	77%	77%	65%	65%	69%
Contacting the City with a tax question	78%	85%	86%	78%	88%	74%

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 45: Contact with the City by Respondent Community Boards 13-18

Contact with City Office or Agency	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Phone or in-person contact w City office/agency last 12 mos?	33%	36%	34%	38%	48%	43%

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

Table 46: Ratings of Customer Service by Respondent Community Boards 13-18

How would you rate the response of the office or agency with which you most recently had contact?	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Timeliness of response	77%	79%	74%	82%	78%	70%
Employee's courtesy	85%	90%	90%	88%	84%	82%
Employee's willingness to help or understand	76%	87%	88%	77%	85%	80%
Overall customer service	74%	88%	88%	79%	86%	80%
Overall satisfaction with response	70%	79%	67%	74%	77%	69%

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 47: Most Important Issues Facing the City by Respondent Community Boards 13-18

Most Important Issues Facing New York City	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
Housing Issues	20%	31%	15%	36%	37%	22%
Cost of living	15%	18%	12%	16%	14%	18%
Crime	22%	23%	20%	31%	32%	28%
Education	16%	24%	18%	24%	16%	20%
Mass Transit Issues	21%	18%	19%	16%	12%	16%

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

Table 48: Emergency Preparedness by Respondent Community Boards 13-18

Emergency Preparedness	Community Board					
	Brooklyn Community Board #13	Brooklyn Community Board #14	Brooklyn Community Board #15	Brooklyn Community Board #16	Brooklyn Community Board #17	Brooklyn Community Board #18
How prepared your household would be if there were an emergency?	58%	54%	52%	52%	59%	65%

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

This page intentionally left blank.