

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix Q5: Responses to Selected Survey Results by Community Board (Staten Island)

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Results by Staten Island 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 Staten Island. Comparisons for Community Boards in other boroughs can be found in Appendix Q1 through Q4.

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 Staten Island Community Boards 1-3

Table 1: Index Scores by Respondent Community Board

	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Customer Service Index	91	93	92
Health Services Clients Index	87	87	88
Social Support Services Index	61	65	60
Human Services Clients Index	91	99	93
Public Education Index	80	86	86
Public School Users Index	94	91	92
Cleaning and Maintenance Index	87	89	90
Streets and Sidewalks Index	78	82	79
Community Amenities Index	87	93	93
Mass Transit Index	82	87	82
Citywide Public Safety Index	88	90	91
Neighborhood Public Safety Index	88	95	95

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

Table 2: Quality of Life by Respondent's Community Board

Quality of Life	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
How would you rate the quality of life in NYC overall?	90%	89%	92%
How would you rate your neighborhood as a place to live?	93%	97%	98%

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

Table 3: Perceptions of Safety by Respondent's Community Board

Please rate how safe you feel in each of the following locations or situations:	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Feelings of safety walking alone on a street in your neighborhood at night	73%	83%	91%
Feelings of safety in a park or playground during the day	87%	92%	94%
Feelings of safety riding a subway during the day	83%	80%	79%
Feelings of safety riding a subway at night	35%	36%	37%

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

Table 4: Ratings of Neighborhood Services by Respondent's Community Board

Please rate each of the following in your neighborhood.	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Cleanliness of your neighborhood	86%	95%	95%
Control of street noise in your neighborhood	80%	86%	86%
Household garbage pick-up in your neighborhood	94%	94%	96%
Recycling services in your neighborhood	95%	92%	96%
Rat control in your neighborhood	86%	92%	94%
Graffiti control in your neighborhood	79%	79%	79%
Pedestrian safety (crossing intersections) in your neighborhood	83%	89%	86%
Maintenance of streets and roads in your neighborhood	64%	63%	59%
Maintenance of sidewalks in your neighborhood	77%	78%	69%
Removal of snow from city streets in your neighborhood	80%	88%	87%
Parking enforcement in your neighborhood	85%	89%	88%
Condition of street trees in your neighborhood	90%	88%	87%
Storm water drainage and sewer maintenance in your neighborhood	78%	83%	81%
Availability of health care services in your neighborhood	84%	90%	88%
Availability of cultural activities in your neighborhood	84%	88%	90%
Neighborhood parks	90%	93%	95%
Neighborhood playgrounds	85%	93%	95%

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

Table 5: Ratings of City Services in the Neighborhood by Respondent's Community Board

Please rate each of the following in your neighborhood...	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Fire protection services in your neighborhood	97%	100%	99%
Emergency medical services in your neighborhood	97%	97%	99%
Police-Community relations in your neighborhood	77%	91%	86%
Crime control in your neighborhood	82%	92%	96%
Bus services in your neighborhood	81%	88%	73%
Subway services in your neighborhood	65%	72%	76%
Public libraries in your neighborhood	91%	98%	94%

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

Table 6: Ratings of City Services in the City Overall by Respondent's Community Board

Please rate each of the following in the City overall...	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Fire protection services in the City overall	98%	99%	99%
Emergency medical services in the City overall	99%	98%	98%
Police-Community relations in the City overall	83%	91%	91%
Crime control in the City overall	84%	87%	89%
Bus services in the City overall	88%	93%	90%
Subway services in the City overall	87%	90%	87%
Public libraries in the City overall	99%	98%	98%

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

Table 7: Ratings of City Services by Respondent's Community Board

Please rate each of the following in New York City...	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
NYC.gov, the City website	99%	98%	98%
3-1-1, New York City's information telephone number	92%	95%	95%
Public education (kindergarten – 12th grade)	82%	88%	88%
Public after-school programs	76%	81%	81%
Air quality in the City overall	66%	70%	70%
Restaurant cleanliness in the City overall	89%	92%	92%
Overall ease of travel within the city	81%	77%	69%
Public housing in the City overall	56%	61%	54%
Public assistance (such as Medicaid, food stamps, etc.)	84%	79%	73%
Services addressing homelessness	58%	66%	53%
Availability of youth employment programs	62%	67%	65%
Services protecting children at risk of abuse and neglect	61%	58%	56%

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

Table 8: Public Trust by Respondent's Community Board

Please rate how well you think New York City government does the following:	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Promotes the economic growth of New York City	84%	87%	87%
Prepares the city for an emergency	83%	84%	82%
Spends tax dollars wisely	56%	61%	59%

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

Table 9: Overall Quality of City Services by Respondent's Community Board

Overall Quality of Services	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Rate the overall quality of New York City government services	85%	92%	88%

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

Table 10: Frequency of Use of City Resources by Respondent's Community Board

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		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Used the public libraries	76%	73%	78%
Visited a website called NYC.gov	76%	68%	75%
Used one of the City's public parks or recreation facilities	87%	76%	82%
Used City services for the mobility impaired	8%	7%	7%
Used a City child daycare program	5%	3%	2%
Used a City youth program	14%	6%	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 Respondent's Community Board

Done by you or any household member?	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Called 3-1-1	78%	76%	78%
Called 9-1-1	37%	33%	33%
Attended a New York City Public School (K - 12)	32%	32%	33%
Attended a New York City Public School after-school program	13%	8%	13%
Received consumer assistance	10%	7%	12%
Visited a public community center	21%	15%	14%
Participated in an employment training program	9%	4%	4%
Used public hospital services	39%	36%	38%
Used public health clinic services	19%	7%	5%
Used public mental health services	6%	4%	5%
Used public substance abuse services	3%	1%	3%
Used a public senior center	7%	6%	6%
Used other public senior services (e.g., respite care, transportation, etc.)	10%	8%	5%
Received Medicaid	14%	10%	12%
Paid a fine or ticket to the City	54%	56%	55%
Contacted the City with a tax question	15%	14%	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 12: User Ratings of City Services by Respondent's Community Board

Rate the services received	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
3-1-1 services	89%	94%	93%
9-1-1 services	81%	88%	94%
New York City Public Schools	94%	96%	94%
Student safety at public schools	95%	90%	89%
Public School after-school programs	90%	94%	92%
Consumer assistance	80%	76%	73%
Public community center	90%	100%	95%
Employment training program	96%	81%	84%
Public hospital services	84%	85%	86%
Public health clinic services	88%	87%	97%
Public mental health services	81%	80%	67%
Public substance abuse services	96%	0%	89%
Public senior center	96%	100%	94%
Other public senior services	96%	95%	94%
Medicaid services	93%	100%	89%
Paying a fine or ticket to the City	78%	74%	77%
Contacting the City with a tax question	76%	78%	66%

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 Community Board

Contact with City Office or Agency	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Phone or in-person contact w City office/agency last 12 mos?	42%	41%	38%

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 Community Board

How would you rate the response of the office or agency with which you most recently had contact?	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Timeliness of response	81%	85%	81%
Employee's courtesy	93%	93%	94%
Employee's willingness to help or understand	84%	90%	83%
Overall customer service	90%	88%	87%
Overall satisfaction with response	71%	80%	73%

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 Community Board

Most Important Issues Facing New York City	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
Housing Issues	16%	10%	7%
Cost of living	15%	22%	16%
Crime	25%	25%	30%
Education	27%	23%	17%
Mass Transit Issues	19%	23%	29%

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

Table 16: Emergency Preparedness by Respondent's Community Board

Emergency Preparedness	Community Board		
	Staten Island Community Board #1	Staten Island Community Board #2	Staten Island Community Board #3
How prepared your household would be if there were an emergency?	67%	66%	76%

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

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