

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

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Mayor, New York City

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Acknowledgements

The most important contributors to this survey effort have been the residents of New York City who took the time to answer the questions posed to them. More than 20,000 adults across the City, in every borough, every Community Board, and virtually every neighborhood gave voice to their own opinions.

The City of New York wishes to thank the following for their invaluable assistance:

Mary McCormick, President, Fund for the City of New York

Barbara Cohn, Vice President, Fund for the City of New York

Ester Fuchs, Professor of Public Affairs and Political Science, Columbia University

Joseph Salvo, Director, Population Division, New York City Department of City Planning

Contents

Introduction	1
I. Executive Summary	1
II. User Guide to the Survey Results	7
III. Survey Methodology	11
Survey Results	15
Chapter 1: Overall Quality of Life and Government Services	15
Overall Quality of Life	16
Overall Quality of Government Services	20
Chapter 2: Customer Service and Access to Government	23
Customer Service	24
Access to Government	26
Chapter 3: Public Safety	29
Chapter 4: Health and Human Services	35
Health Services	36
Human Services	40
Chapter 5: Public Education and After-School Programs	47
Chapter 6: Community Conditions and Transportation	51
Community Conditions	52
Transportation	55
Chapter 7: Recreation and Culture	59
Chapter 8: Conclusion	65
Attachment 1: Questionnaire and Cover Letter	67
Attachment 2: Summary Survey Results for Each Community Board	77

Appendices

The following appendices are provided separate from this report and are available online at www.nyc.gov/operations:

- A. Survey and Reporting Methodology
- B. Frequency of Responses to All Questions (with Don't Knows and No Responses Included)
- C. Frequency of Responses to All Questions (with Don't Knows and No Responses Removed)
- D. Summary of Responses to "Most Important Issues" Facing the City
- E. Customer Service Ratings by Type of Service
- F. Service Ratings by Users
- G. Rating of Services by Preferred Language
- H. Responses to Selected Survey Results by Race/Ethnicity
- I. Responses to Selected Survey Results by Household Income
- J. Responses to Selected Survey Results by Age
- K. Responses to Selected Survey Results by Gender
- L. Responses to Selected Survey Results by Length of Residency
- M. Responses to Selected Survey Results by Primary Language
- N. Responses to Selected Survey Results by Presence of Children in Household
- O. Responses to Selected Survey Results by Living in Public Housing
- P. Responses to Selected Survey Results by Borough
- Q1. Responses to Selected Survey Results by Community Board (Manhattan)
- Q2. Responses to Selected Survey Results by Community Board (Bronx)
- Q3. Responses to Selected Survey Results by Community Board (Brooklyn)
- Q4. Responses to Selected Survey Results by Community Board (Queens)
- Q5. Responses to Selected Survey Results by Community Board (Staten Island)
- R. Maps of Selected Survey Results by Community Board

Figures

Figure INTRO-1: Customer Service Index Score and Rating	3
Figure INTRO-2: Neighborhood and Citywide Public Safety Index Scores and Ratings	4
Figure INTRO-3: Health and Human Services Index Scores and Ratings	4
Figure INTRO-4: Public Education and Public School Users Index Scores and Ratings.....	5
Figure INTRO-5: Community Conditions and Transportation Index Scores and Ratings	5
Figure INTRO-6: Community Amenities Index Score and Rating.....	6
Figure INTRO-7: Profile of Survey Respondents.....	13
Figure 1-A: Quality of Life Ratings	16
Figure 1-B: Neighborhood as a Place to Live	16
Figure 1-C: Respondents' Intent to Remain in New York City.....	17
Figure 1-D: Ratings of Neighborhood as Place to Live by Community Board.....	18
Figure 1-E: Important Issues Facing City Mentioned Most Frequently by Respondents	19
Figure 1-F: Ratings of Overall Quality of NYC Government Services	20
Figure 1-G: Ratings of the City's Financial Health	20
Figure 1-H: Ratings of Overall Quality of NYC Services by Community Board.....	21
Figure 2-A: Customer Service Index and Ratings.....	24
Figure 2-B: Type of Service Contacted by Respondents in the Last 12 Months	25
Figure 2-C: Customer Service Ratings by Service Type	25
Figure 2-D: Use of NYC.gov	26
Figure 2-E: Use of 3-1-1.....	26
Figure 2-F: Ratings of Provision of Services in the Respondent's Preferred Language	27
Figure 2-G: Respondents' Experience Making Complaints to 3-1-1 or City Agencies	27
Figure 2-H: Ratings of the City's Business Services	28
Figure 2-I: Respondents' Interaction with Specific City Services.....	28
Figure 3-A: Neighborhood Public Safety Index and Ratings	30
Figure 3-B: Citywide Public Safety Index and Ratings	31
Figure 3-C: Ratings of Personal Safety in the City	32
Figure 3-D: Neighborhood Public Safety Index Ratings by Community Board	33
Figure 3-E: Percent of Respondent Households That Called 9-1-1 in Last 12 Months.....	34
Figure 3-F: Ratings of 9-1-1 Services.....	34
Figure 3-G: Household Emergency Preparedness.....	34
Figure 4-A: Health Services Clients Index and Ratings.....	36
Figure 4-B: Use of Public Health Services.....	37
Figure 4-C: Ratings of Neighborhood Availability of Health Care Services.....	37
Figure 4-D: Health Services Clients Index Ratings by Community Board.....	38
Figure 4-E: Ratings of Community Health Characteristics	39
Figure 4-F: Social Support Services Index and Ratings	41
Figure 4-G: Social Support Services Index Ratings by Community Board.....	42
Figure 4-H: Human Services Clients Index and Ratings	43
Figure 4-I: Use of Human Services.....	44
Figure 4-J: Rating of Employment Training Programs.....	44
Figure 4-K: Use of Other Human Services	45
Figure 5-A: Public Education Index and Ratings	48

Figure 5-B: Public School Users Index and Ratings..... 49

Figure 5-C: Household Members’ Attendance at Public Schools and Public After-School Programs 49

Figure 5-D: Public Education Index Ratings by Community Board 50

Figure 6-A: Cleaning and Maintenance Index and Ratings 52

Figure 6-B: Cleaning and Maintenance Index Ratings by Community Board 53

Figure 6-C: Mass Transit Index and Ratings 55

Figure 6-D: Streets and Sidewalks Index and Ratings 56

Figure 6-E: Overall Ease of Travel Within the City 57

Figure 6-F: Streets and Sidewalks Index Ratings by Community Board..... 58

Figure 7-A: Community Amenities Index and Ratings 60

Figure 7-B: Use of Libraries and Parks..... 61

Figure 7-C: Ratings of Libraries and Parks by Users 61

Figure 7-D: Community Amenities Index Ratings by Community Board 63

Introduction

- I. Executive Summary
- II. User Guide to the Survey Results
- III. Survey Methodology

I. Executive Summary

Survey Background

The City of New York provides an expansive scope of services to its residents and businesses, and is committed to continuously improving service delivery by measuring agency performance. Two important tools the City uses to measure performance are the Mayor's Management Report (MMR), a biannual public report card on City services, and the Citywide Performance Reporting tool (CPR), an interactive collection of performance indicators accessible online. These tools increase the transparency of government operations, provide accountability to customers, and equip City managers to improve service delivery.

While the MMR and CPR provide detailed data on all government services, they do not provide information about how the public views and experiences City services. The *NYC Feedback Citywide Customer Survey* (the *Survey*) provides the public's perspective and is an additional tool for the City to measure its performance using data gathered directly from NYC residents.

In partnership with the Office of the Public Advocate, the Mayor's Office designed the *Survey* to gauge public perceptions of the overall quality of life in the City and the quality of local government service delivery. The *Survey* included 34 questions, covering issues related to overall quality of life; customer service and access to government; public safety; health and human services; public education; community conditions, such as the cleanliness of streets and sidewalks; transportation, including mass transit; and recreation and culture.

The City views all residents as customers, whether directly (visiting a public library) or indirectly (walking down the sidewalk). In general, most survey questions addressed issues and experiences with which all City residents would be familiar. However, not all respondents had direct experience with all City services, therefore the *Survey* also included questions that asked only users of a particular service to evaluate their experience with that service. This allowed comparison of responses of the entire population to those of users of a particular service and also allowed an evaluation of those services which only a small portion of the population may have accessed.

While individual agencies have periodically administered public surveys to document specific aspects of their performance, the *Survey* is the first citywide survey of its scale – more than 130,000 households were randomly selected from all five boroughs and each of the 59 Community Boards, and completed surveys were received from 24,339 residents. Due to the scale and design of the *Survey*, the City is now able to provide an unparalleled level of detail about the differences in public perception across Community Boards.

At the end of the main report, these details are documented in a two-page summary of results for each Community Board. In addition, supplemental appendices are available online, providing breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

Summary of Survey Results

The *Survey* included several different types of questions. The most common question type was a straight-forward evaluative question in which respondents rated services on a scale of excellent to poor. Less common were the “use” questions, inquiring about the extent to which respondents used a particular service. Throughout the *Survey*, respondents were also asked to reflect on their impression of services provided in their neighborhood versus the City as a whole. There was also one open-ended question which asked respondents to provide up to three examples of the most important issues facing the City.

The ratings to most evaluative questions are reported as the percent of respondents who rated each service or condition as “excellent,” “good,” or “fair.” Responses to several groups of questions were combined into 12 “indices” in order to simplify comparisons and highlight important results from the *Survey*. An index score combines ratings from a group of survey questions which relate to a common area of services. Each index score represents the average percent of respondents reporting “excellent,” “good,” or “fair” for each of the questions summarized in the index. A given index may be comprised of as few as two or as many as seven questions. More information about the survey methodology can be found in the section III. Survey Methodology starting on page 11 and online (at www.nyc.gov/operations) in Appendix A: Survey and Reporting Methodology.

The scale of the *Survey* permits detailed analysis of responses, by location and by demographics. While the main report includes the highlights of this detailed analysis, there are two-page summary reports for each Community Board included at the end of the main report. Supplemental appendices are also available online (at www.nyc.gov/operations) which provide breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

The responses from the *Survey* provide both qualitative and quantitative data about public perceptions and areas of improvement for the City. The main findings are divided into seven key topic areas:

- overall quality of life and government services
- customer service and access to government
- public safety
- health and human services
- public education and after-school programs
- community conditions and transportation
- recreation and culture

Overall quality of life and government services

The *Survey* included several evaluative questions about residents’ overall quality of life, their perceptions of the overall quality of services provided by the City and their intentions to stay in New York City.

Most *Survey* respondents (88%) rated the overall quality of life in New York City and their neighborhood as a place to live as “excellent,” “good,” or “fair.” A majority (59%) also reported that they intended to stay in New York City for at least the next five years.

When asked to name the most important issues facing New York City, the five most frequently mentioned issues were housing (including affordability and availability), education (including

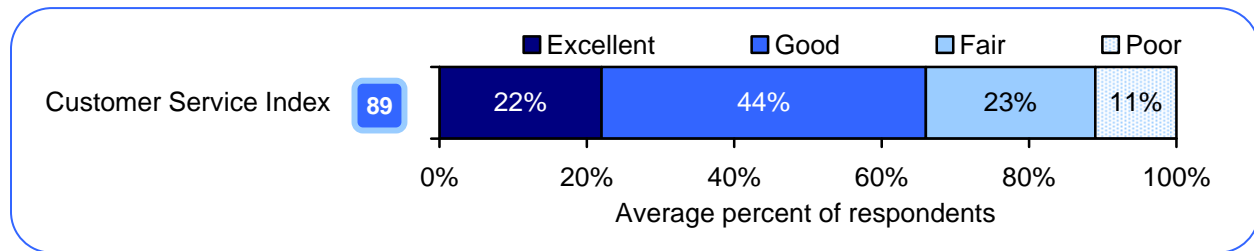
quality, availability, and condition of schools), mass transit (including affordability, modernization and availability), crime (including drugs, gangs, and other concerns), and the cost of living.

Residents also gave high ratings to the overall quality of services provided by New York City government (85% rated overall quality of services as “excellent,” “good,” or “fair”), as well as to how the City works to promote economic growth (81%). Slightly lower ratings were given to how the City spends tax dollars (59%).

Customer service and access to government

The public’s first impression of City government is often shaped by their interactions with City employees. These employees provide the public with a wide variety of essential services, ranging from emergency response to providing public housing. The *Survey* asked respondents who had been in direct contact with the City to evaluate their “customer service” experience. The score for the Customer Service Index, summarizing respondents’ customer service ratings, was an 89.

Figure INTRO-1: Customer Service Index Score and Rating



More than a third (38%) of respondents had been in direct contact with a City office or agency either in person or over the phone in the 12 months prior to the survey. Most rated overall customer service (80%), employee’s courtesy (85%), employee’s willingness to help or understand (79%), timeliness of response (76%), and overall satisfaction with the response to their inquiry (70%) as “excellent,” “good,” or “fair.”

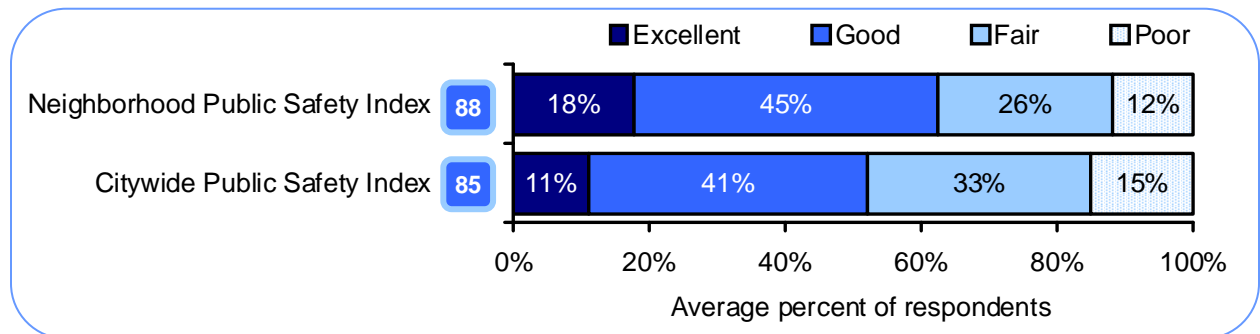
In addition to in-person contact, residents can access City services online and by telephone. Specifically, the City’s official website, NYC.gov, is a central online access point to City services; and the 3-1-1 Customer Service Center provides the public with information and services via telephone. These information services portals are provided to enhance the customer service experience of New Yorkers, and are accessed by a large number of residents. Approximately two-thirds of those completing the *Survey* said they had called 3-1-1 at least once in the last 12 months, and the same proportion had visited the NYC.gov website. The City’s website NYC.gov and the 3-1-1 information telephone line were each rated as “excellent” or “good” by more than seven in 10 respondents who had used these services in the last 12 months.

Public safety

Public opinions about public safety tend to be a strong overall predictor of how well residents think their cities are managed. Concern about crime-related matters (including drugs, gangs, and other concerns) was listed by respondents as one of the top five important issues facing the City. The *Survey* included several questions about respondents’ perceptions of safety – both in their neighborhoods and citywide. These questions were combined into the Neighborhood Public Safety Index and the Citywide Public Safety Index (the average percent of respondents

reporting “excellent,” “good,” or “fair”). The Neighborhood Public Safety Index score was 88 and included ratings of police-community relations, crime control, emergency medical services, and fire protection services at the neighborhood level. The Citywide Public Safety Index score was 85. In general, survey results revealed that respondents rated services in their own neighborhood more positively than services citywide.

Figure INTRO-2: Neighborhood and Citywide Public Safety Index Scores and Ratings



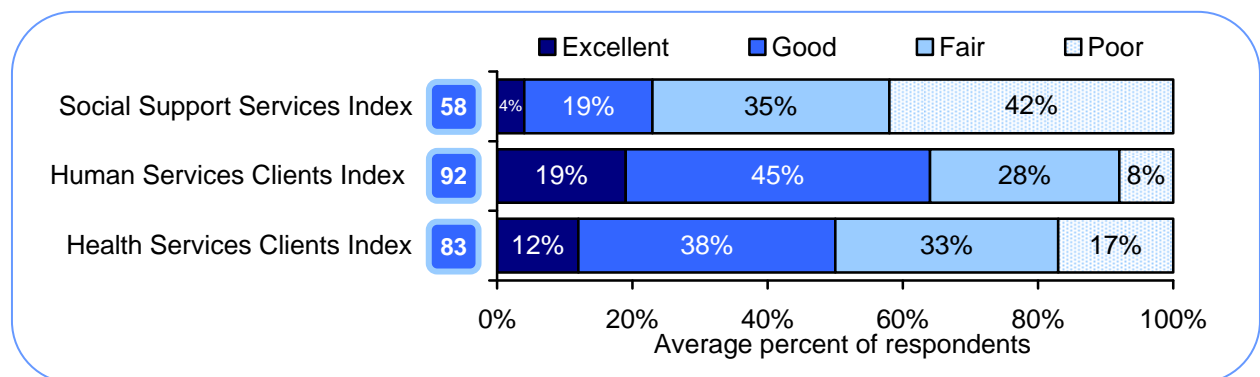
Health and human services

The City provides a variety of services that foster community health, promote self-sufficiency, protect children, and support families. The Social Support Services Index score was 58, the lowest score for the 12 indices. This index included questions about services aimed at supporting low-income and at-risk populations: preventing homelessness, providing youth employment and public housing, protecting children at risk of abuse and neglect, and public assistance (such as Medicaid, food stamps, etc.). All survey respondents were invited to give their evaluations of these services, whether or not they accessed them.

By contrast, the Human Services Clients Index only included responses from respondents who used the following services: senior centers, other senior services, community centers, and Medicaid. This index received the highest score, 92, of all the indices.

The Health Services Clients Index included responses from respondents who had used the following City services: public hospitals, public health clinics, public mental health services, and providing public substance abuse services. While the score for this index, 83, was relatively high, only a small percentage of respondents indicated that they actually had used these services within the last 12 months, ranging from 2% for public substance abuse services to 41% for public hospital services. Eighty-eight percent of survey respondents considered the availability of health care services in their neighborhood to be “excellent,” “good,” or “fair.”

Figure INTRO-3: Health and Human Services Index Scores and Ratings

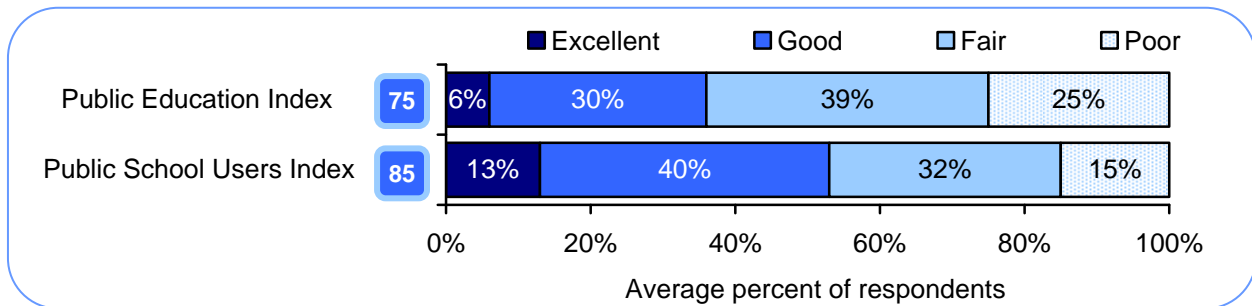


Public education and after-school programs

Public education emerged as one of the top concerns of survey respondents. The Public Education Index score of 75 included ratings of public education for kindergarten through 12th grade as well as public after-school programs. While the score shows that 75% of respondents rated public education and public after-school programs as at least “fair,” only approximately a third of respondents felt, on average, that public education in New York City was “excellent” or “good.”

As seen with health and human services ratings, respondents actually using services gave more positive ratings. Respondents with children enrolled in a public school or public after-school program gave more positive ratings compared to all respondents. The Public School Users Index, summarizing responses of those with children in a K-12 public school in New York City or in a public after-school program, was 85. More than half of those who had a child enrolled in a public school rated schools as “excellent” or “good.”

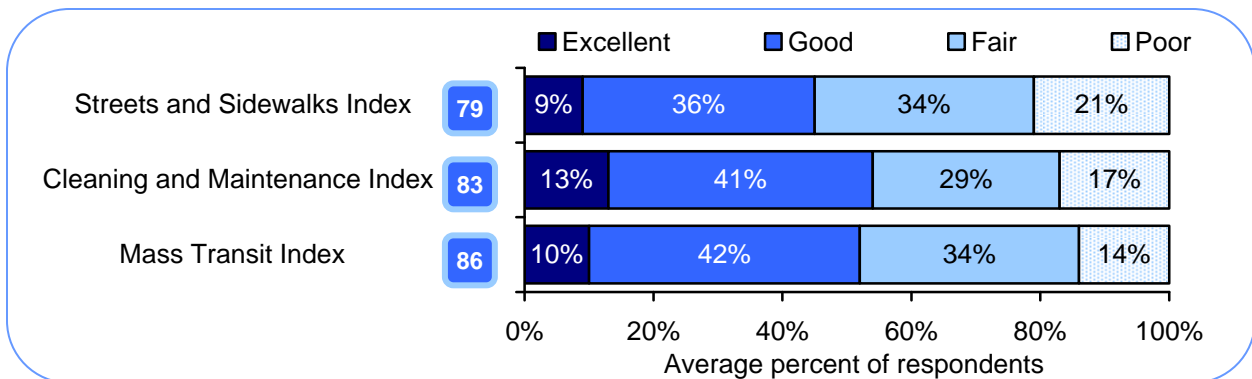
Figure INTRO-4: Public Education and Public School Users Index Scores and Ratings



Community conditions and transportation

A wide array of services are referred to in community conditions and transportation, including street cleanliness, mass transit, ease of travel throughout the City, and stormwater control. These services were summarized with three indices: the Streets and Sidewalks Index, the Cleaning and Maintenance Index, and the Mass Transit Index. All three received relatively high index scores ranging from 79 to 86.

Figure INTRO-5: Community Conditions and Transportation Index Scores and Ratings

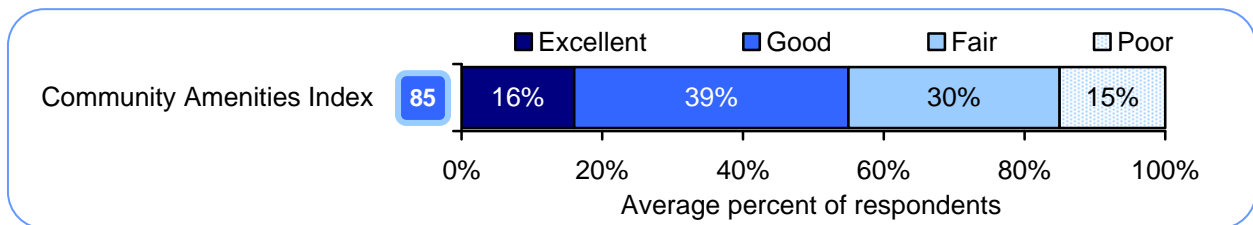


As noted above, mass transit was listed as one of survey respondents’ top five concerns; however respondents also gave high ratings to bus and subway services, as reflected in the relatively high Mass Transit Index score of 86. In addition, respondents gave higher ratings to services with which they were familiar – they tended to view bus services and subway services slightly more positively in their neighborhood than in the City overall.

Recreation and culture

Open space, recreational areas, and cultural resources provide critical community amenities and help shape the community’s character. Community amenities, as described in this report, include parks, playgrounds, libraries, and cultural resources. Respondents provided favorable ratings of these amenities, as reflected by the Community Amenities Index score of 85. More than 75% of respondents reported having used a park, playground, or library at least once in the past year.

Figure INTRO-6: Community Amenities Index Score and Rating



Differences in Respondent Ratings

New York City, with more than 8 million residents in five boroughs, is so diverse that it is essential to evaluate service ratings for each borough and Community Board. The differences and similarities identified in this report provide critical information about how residents perceive City services.

Overall quality of life in the City was rated highest by respondents who lived in Manhattan, while respondents from Staten Island gave the highest ratings for their neighborhood as a place to live. Ratings of citywide and neighborhood services were rated highest by respondents from both Manhattan and Staten Island. Most services were rated lower by Bronx residents.

Survey participants who lived in Manhattan Community Board #8 (the Upper East Side) gave the most positive ratings for their neighborhood as a place to live and for the overall quality of services provided by the City. In fact, across most services, respondents in Manhattan Community Board #8 gave the highest ratings. However, Queens respondents from Community Board #11 (Bayside) provided the highest ratings for recreation and culture and public education services.

Respondents who lived in Bronx Community Board #3 (Morrisania) gave the lowest ratings to their neighborhood as a place to live. Respondents from Bronx Community Board #6 (East Tremont) gave the least positive ratings to the overall quality of life in the City compared to respondents in other Community Boards. In general, the most negative ratings were given by those residing in Bronx Community Boards #1 (Melrose) and #3 (Morrisania), and Brooklyn Community Board #16 (Ocean Hill/Brownsville).

The survey results were also analyzed to see if respondents with differing demographic characteristics provided differing responses. A few trends emerged:

- In general, Non-Hispanic respondents gave more positive ratings than did Hispanic respondents.
- Often, White respondents and Asian/Pacific Islander respondents gave somewhat more positive ratings than did Black/African American respondents or respondents of other races.
- Overall, there was a correlation between annual household income and service evaluations; higher annual household income was often associated with more positive ratings.

More details on differences in survey results by respondent subgroups can be found in appendices H through Q (see the Table of Appendices following the Table of Contents for the complete list of appendices).

II. User Guide to the Survey Results

The results of the *NYC Feedback Citywide Customer Survey* are shown in this report using two basic types of **charts** or a **map**.

1. Use of Service Summaries
2. Map of Ratings by Community Board
3. Service Index Summaries

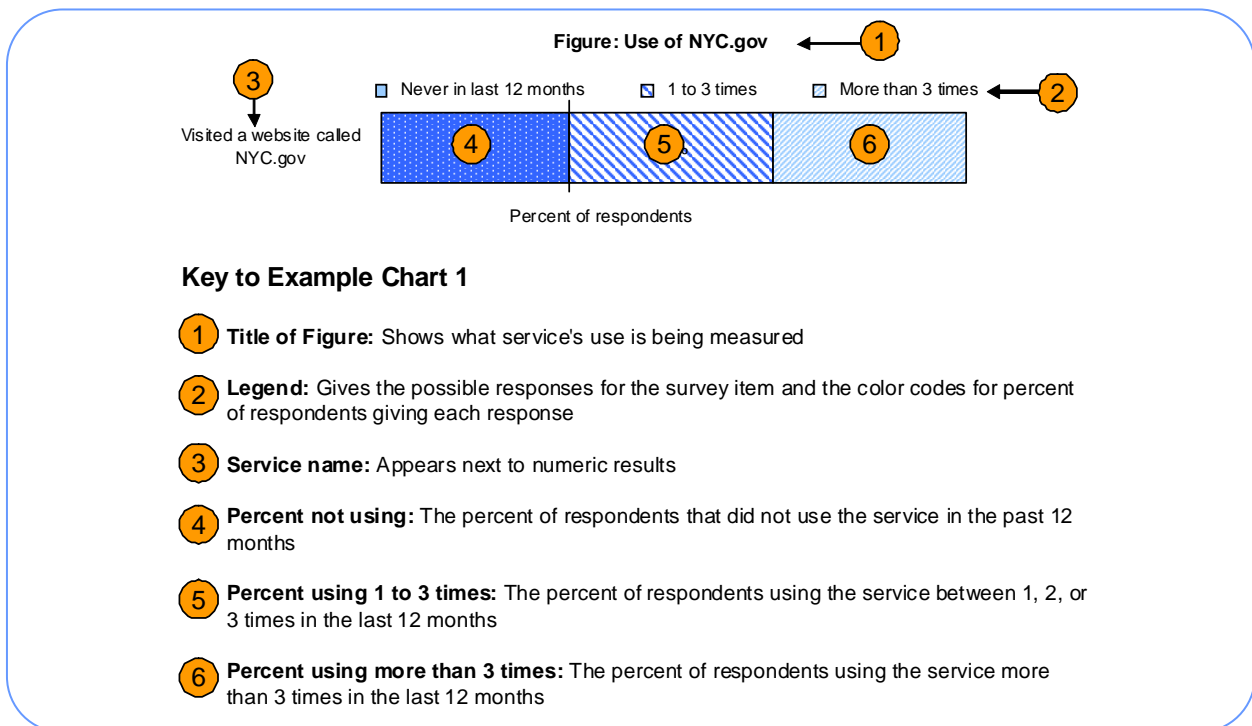
Each shows the percent of respondents who gave each possible response to the survey items, in concise graphic form.

Use of Service Summaries

This type of chart summarizes results for survey items that ask whether the respondent has used a certain type of City service in the past year, and if so, how frequently. One possible response to these items is “Never in last 12 months,” among other responses concerning the frequency of use. There may be different frequency of use categories depending on the type of service being asked about.

The basic results for each item are the percent of respondents giving each of these answers. These percents are shown within segments of a color-coded bar next to the item name.

Example 1: Use of Services Chart



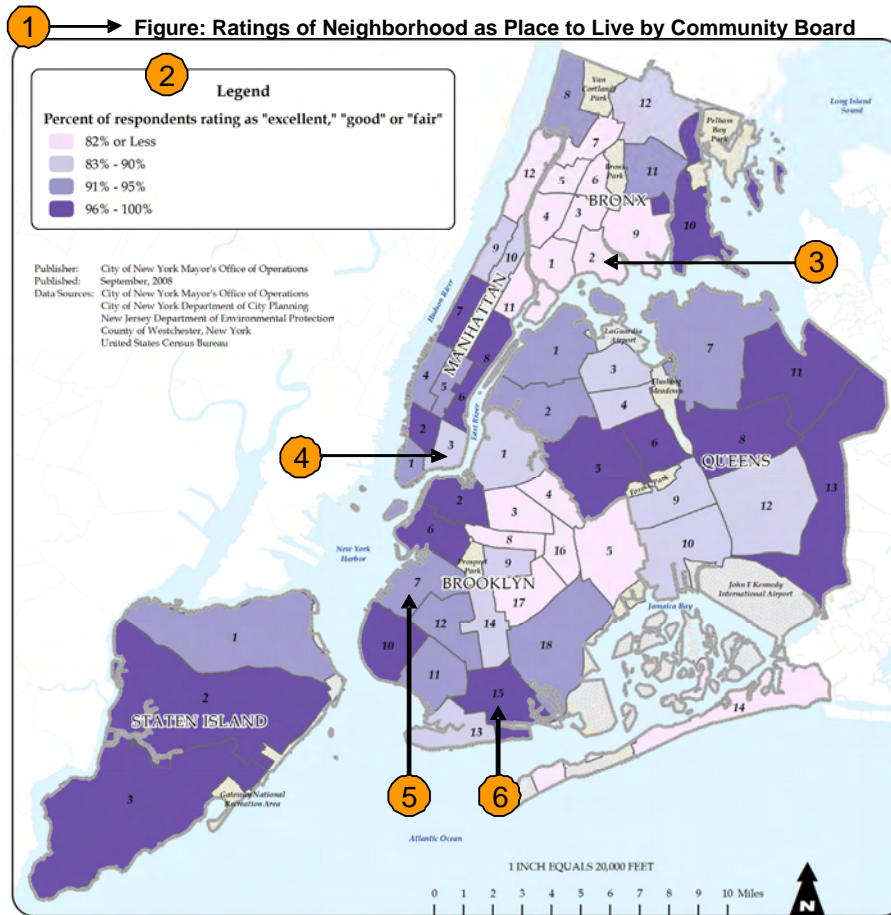
Community Board Maps

For selected survey items, results are also shown in map form illustrating differences in responses across the 59 Community Boards into which New York City is divided. Additional information about each Community Board, including the city neighborhoods that lie within its boundaries and additional survey results, can be found in Attachment 2: Summary Survey Results for Each Community Board.

The data shown in these maps are the percent of respondents who rated a given survey item either “excellent,” “good,” or “fair.” Each map is color-coded to show three or four “ranges” of results. A “range” is a spread of numeric results: for instance, the first range might be “82% or less,” meaning that 82% or less of the respondents rated the item “excellent,” “good,” or “fair.”

The color of a Community Board on the map reflects into which range the results for that Board falls. The darker the shading, the higher the percent of respondents giving a positive rating to the survey item. The ranges were chosen so that approximately equal numbers of Community Boards fall into each range.

Example 2: Community Board Maps



- 1** **Title of Figure:** The title indicates what survey item or Index Score is being mapped – in this case, ratings of “neighborhood as a place to live.”
- 2** **Legend:** The legend gives the “ranges” of survey results for this item and indicates what each color code represents. The darker the color, the higher the rating.
- 3** **Community Board in first range:** 82% or fewer respondents in this Community Board (Bronx #2 – Hunts Point, Longwood) rated the survey item as “excellent,” “good” or “fair.”
- 4** **Community Board in second range:** Between 83% and 90% of respondents in this Community Board (Manhattan #3 – Chinatown, Lower East Side) rated the survey item as “excellent,” “good” or “fair.”
- 5** **Community Board in third range:** Between 91% and 95% of respondents in this Community Board (Brooklyn #7 – Sunset Park, Red Hook) rated the survey item as “excellent,” “good” or “fair.”
- 6** **Community Board in fourth range:** 96% to 100% of respondents in this Community Board (Brooklyn #15 – Gravesend, Manhattan Beach) rated the survey item as “excellent,” “good” or “fair.”

Service Index Summaries

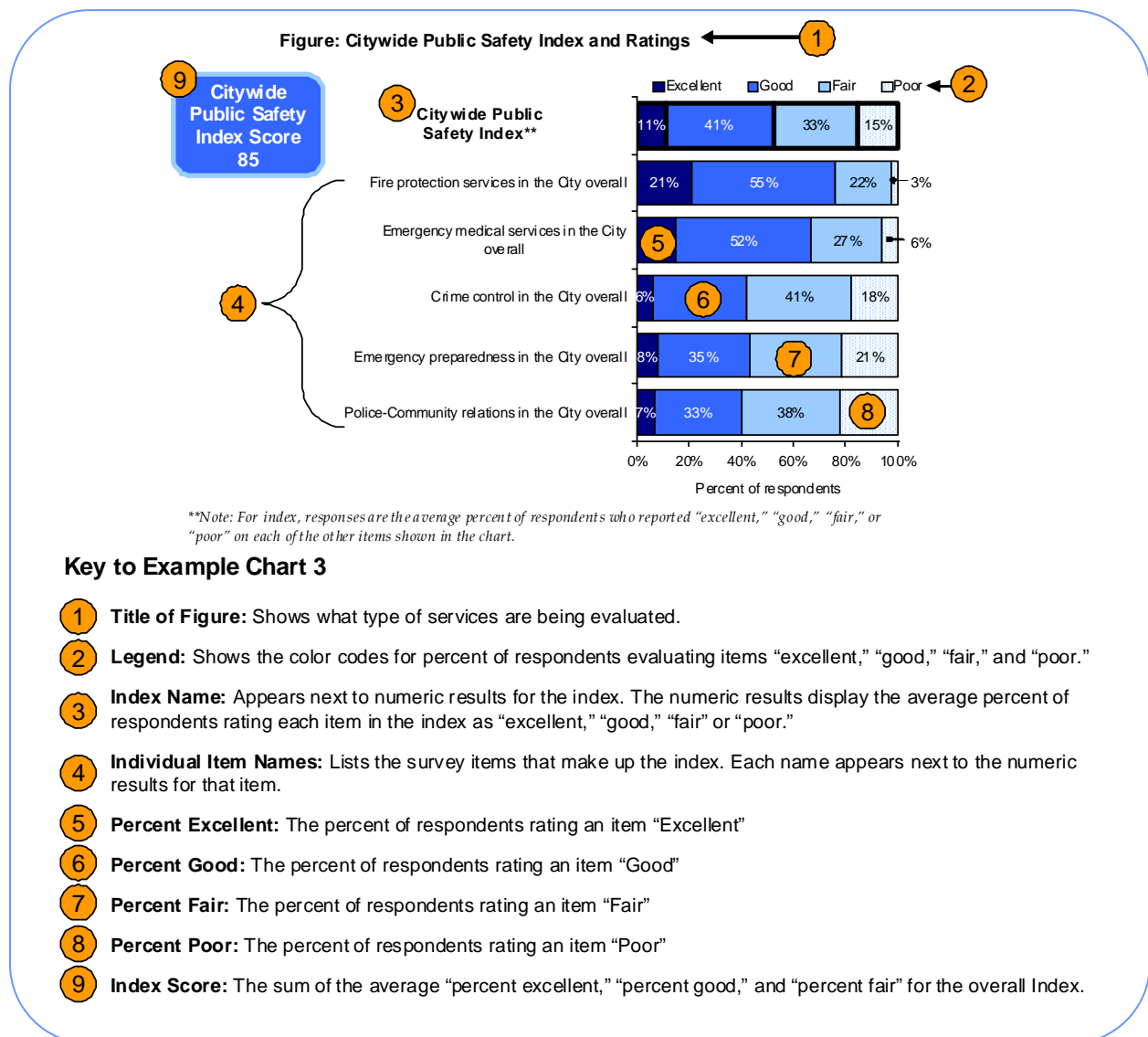
This type of chart summarizes results for survey items that rate the quality of services (or the quality of life). Each of these items was rated by respondents as either “excellent,” “good,” “fair,” or “poor.” The basic results for each item are the percent of respondents giving each of these answers. These percents are shown within segments of a color-coded bar next to the item name. The darker the color, the higher the customer rating.

An “Index” is a combination of different survey items that, taken together, represent a respondents’ evaluation of one particular type of service (or one aspect of the quality of life in New York City). The example shown below is for the Citywide Public Safety Index.

The Index results are the average of the results in each of these categories across individual items that make up the Index: for instance, the average percent “excellent” across the five items in the Citywide Public Safety Services Index, becomes the percent “excellent” for that Index.

The Index Score is the sum of the “excellent,” “good,” and “fair” percents for the overall index.

Example 3: Service Index Chart



III. Survey Methodology

Overview of Survey Methodology

- The *Survey* was mailed to 136,642 households
 - ◆ 24,339 questionnaires were completed and returned
 - ◆ 18% response rate
- Data were collected from June 13 through August 15, 2008
- Data were weighted to align the demographic profile of those who completed the survey with the demographic profile from the U.S. Census 2006 American Community Survey estimates for adults within the City's Community Boards

Obtaining Survey Responses

The City of New York contracted with the National Research Center (NRC), a nationally recognized leading research and evaluation firm focusing on the information requirements of the public sector. NRC's team also included non-resident senior fellow Gregg Van Ryzin of Rutgers University, Harry Hatry of The Urban Institute, and Diamond Management & Technology Consultants.

A total of 136,642 randomly selected New York City households representing every Community Board were invited to participate in the *Survey*. Starting in June 2008, each selected household was contacted four times. First, a prenotification announcement informing household members that they had been selected to participate in the *Survey* was sent. This announcement contained a detachable postage-paid postcard that recipients could mail back to NRC to request to receive the *Survey* in a foreign language -- Spanish, Russian, Simplified Chinese, or Traditional Chinese.

Recipients received a second contact approximately one week after mailing the prenotification announcement. Each household was mailed a survey containing a cover letter signed by Mayor Bloomberg and Public Advocate Gotbaum. The letter invited *Survey* recipients to complete the paper survey and return it in an enclosed pre-paid envelope, or to complete the *Survey* online, with a unique ID to allow them access to the survey. The other side of the cover letter provided information about the survey in Spanish, Russian, Simplified Chinese, or Traditional Chinese, including the Web address where the survey could be completed and a toll-free number which recipients could call to request a copy of the survey in a foreign language.

The third contact consisted of a reminder letter and a second survey packet, which arrived one week after the first letter. The fourth and final contact was a reminder postcard sent one week after the second survey packet. Of the 135,171 households receiving a survey (1,471 of the surveys mailed could not be delivered because the housing unit was vacant), 24,339 completed the survey (22,193 by mail, 91%; and 2,146 via the Web, 9%), providing a response rate of 18%.

The margin of error (or confidence interval) quantifies the "sampling error" or precision of the estimates made from the survey results. The 95% confidence interval, or margin of error, for the citywide results from the *Survey* is generally no greater than plus or minus one percentage point around any given result reported for the entire set of respondents. Results for subgroups (such as respondents from individual boroughs, Community Boards, or demographic groups) have wider margins of error, up to plus or minus six percentage points. For example, the margin of error for borough results is generally plus or minus three percentage points and the margin of error for Community Board results is generally plus or minus six percentage points.

It should be noted that the reported margin of error is determined solely by the number of responses received, and does not account for any other potential sources of error or bias in the survey results. Great care was taken to use survey practices that reduce the impact of these other possible error sources. For example, possible “coverage error” due to the exclusion of any New York City households from the mailing list used for random sampling was reduced by using a mailing list based on the United States Postal Service address listing, which is quite accurate. In addition, non-response error, which may occur if those who did not respond to the *Survey* would have given different ratings than those who did respond, was mitigated by contacting selected households multiple times and by providing the survey in multiple languages. These other types of “errors” cannot be quantified and reported in the same way that the sampling error can be quantified by the 95% confidence level.

Survey Analysis

The survey results were weighted to align the demographic profile of those who completed the survey with the demographic profile from the U.S. Census 2006 American Community Survey estimates for adults within the City’s Community Boards. The main variables used for weighting were age, gender, and race. In addition, results for each individual Community Board were weighted to reflect the Community Board’s proportion of the City’s overall population. The results are representative of the entire adult population of New York City. A full description of the survey methodology can be found online, in Appendix A: Survey and Reporting Methodology. A copy of the questionnaire is provided as Attachment 1 to this report.

This report focuses on overall results from the entire set of citywide survey respondents, unless otherwise noted. Supplemental appendices with breakdowns of results by respondent subgroups and by geographic location are provided in separate appendices. In addition, a two-page summary of results for each Community Board is included.

On many of the questions in the questionnaire, respondents could give an answer of “don’t know.” However, these responses have been removed from the analyses presented in this report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from those who had an opinion about or provided a response to a specific item. The proportion of respondents giving a “don’t know” answer and the proportion choosing not to answer each question is shown in the full set of responses included online, in Appendix B: Frequency of Responses to All Questions (with Don’t Knows and No Responses Included).

Occasionally, the percents reported will not total to 100%; this is due to the customary practice of percentages being rounded to the nearest whole number.

An index score provides a combined result based on the responses to several different survey items which address a common subject. Twelve indices were created from the survey items. Each index score represents the average percent of respondents reporting “excellent,” “good,” or “fair” for each of the questions included in the index.

In creating the indices, items were grouped into categories based on the extent to which they were conceptually linked. Next, the statistical properties of the indices were tested. The indices were revised and retested as necessary. The final 12 indices exhibited statistical strength. More information on the statistical properties of the indices can be found online in Appendix A: Survey and Reporting Methodology. The items included in each of the 12 indices are described as they appear in the body of the report.

The table below displays a few characteristics of those responding to the *Survey*.

Figure INTRO-7: Profile of Survey Respondents

Demographic Question	Percent of respondents	Demographic Question	Percent of respondents
About how many years have you lived in New York City?		What is your age?	
Less than 5 years	8%	18-24 years old	6%
5 to 9 years	9%	25-34 years old	26%
10 to 14 years	9%	35-44 years old	17%
15 to 24 years	18%	45-54 years old	21%
25 to 39 years	25%	55-64 years old	13%
40 years or more	32%	65-74 years old	10%
75 or older		75 or older	7%
Does your household have any working computers with Internet access?		How many children (under age 18) are there in your household?	
No, no computers	18%	None (0)	66%
Yes, computers but no Internet access	6%	One (1)	17%
Yes, with high-speed Internet access	69%	Two (2)	12%
Yes, with dial-up Internet access	7%	Three or more (3+)	5%
Are you living in New York City public housing, or are you receiving a rent subsidy, like Section 8, from the government?		What is your gender?	
Yes, living in New York City public housing	7%	Male	46%
Yes, receiving a rent subsidy, like Section 8	6%	Female	54%
No, not public housing or rent subsidy	87%		
Are you Hispanic or Latino/Latina?		Are you employed?	
Yes	23%	Yes	71%
No	77%	No	29%
Which best describes your race? (Please check all that apply)*		About how much was the total 2007 income before taxes for your household as a whole?	
American Indian, Eskimo or Aleut	1%	Less than \$10,000	11%
Asian or Pacific Islander	12%	\$10,000 - \$34,999	24%
Black or African American	23%	\$35,000 - \$49,999	16%
White	48%	\$50,000 - \$99,999	29%
Other	18%	\$100,000 - \$199,999	15%
		\$200,000 or more	5%

*Total may add to more than 100% as respondents could select more than one race.

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Survey Results

Chapter 1: Overall Quality of Life and Government Services

The *NYC Feedback Citywide Customer Survey* (the *Survey*) included questions about residents' overall quality of life and their perceptions of the overall quality of services provided by the City. While perception of the quality of overall service delivery may be influenced by a variety of factors, understanding whether this impression is positive or negative provides a context in which to understand the ratings given to specific services.

Information provided in this chapter includes:

- Figure 1-A: Quality of Life Ratings
- Figure 1-C: Respondents' Intent to Remain in New York City
- Figure 1-D: Ratings of Neighborhood as Place to Live by Community Board
- Figure 1-E: Important Issues Facing City Mentioned Most Frequently by Respondents
- Figure 1-F: Ratings of Overall Quality of NYC Government Services
- Figure 1-G: Ratings of the City's Financial Health
- Figure 1-H: Ratings of Overall Quality of NYC Services by Community Board

Supplemental appendices, which are available online (at www.nyc.gov/operations), provide breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

Overall Quality of Life

Two broad questions were posed at the beginning of the *Survey* – one asked respondents to rate their overall quality of life in the City and the other asked respondents how they would rate their neighborhood as a place to live.

The overall quality of life was rated as “excellent” by 6% of those completing the questionnaire, and as “good” by 45% (see Figure 1-A). Ratings of neighborhoods were somewhat more positive; 15% of those completing the questionnaire rated their neighborhood as an “excellent” place to live, while another 44% rated it as a “good” place to live. Both items were rated as at least “fair” by 88% of survey respondents.

Figure 1-A: Quality of Life Ratings

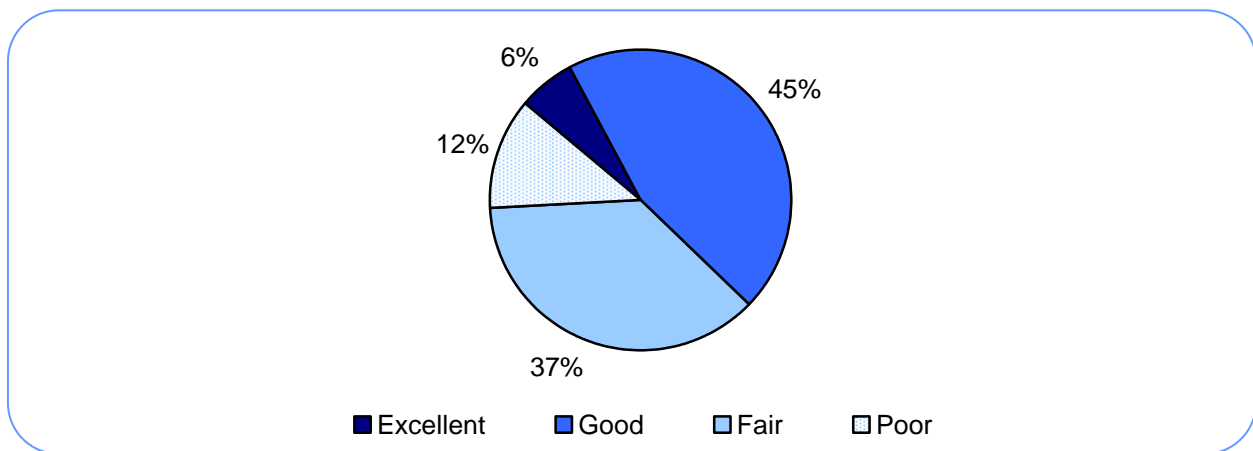
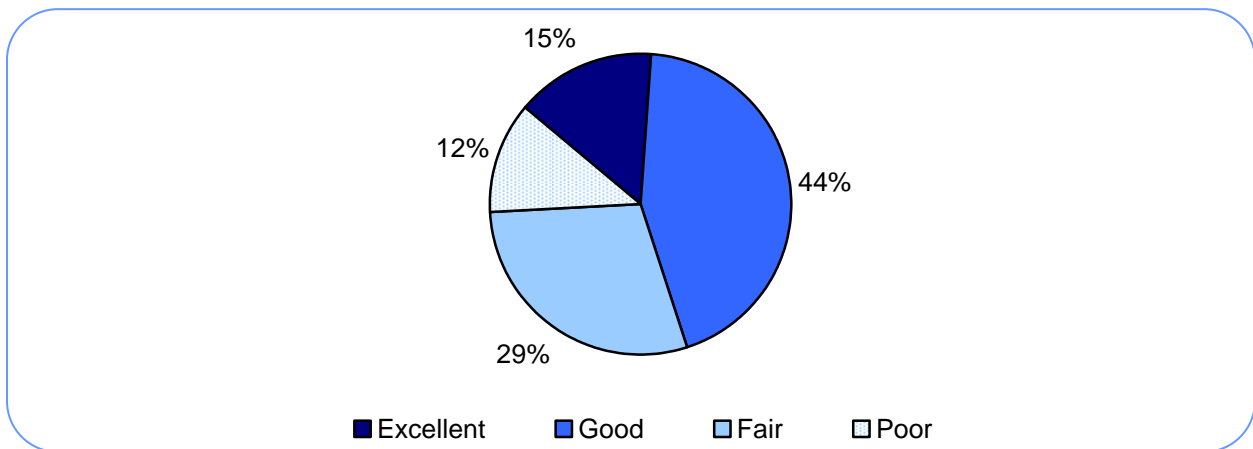
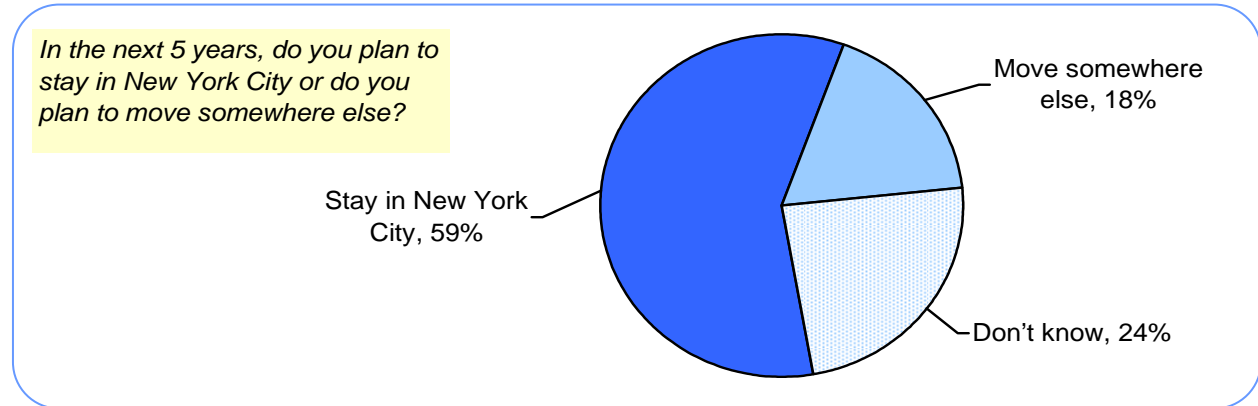


Figure 1-B: Neighborhood as a Place to Live



When asked whether they planned to continue living in New York City or move away in the next five years, a majority (59%) reported that they intended to stay in New York City (see Figure 1-C). Less than 20% said they planned to move somewhere else, while the remainder were unsure about relocation plans.

Figure 1-C: Respondents' Intent to Remain in New York City



Variation in intentions to stay in New York City or move away was examined by respondent characteristics. Observed differences included:

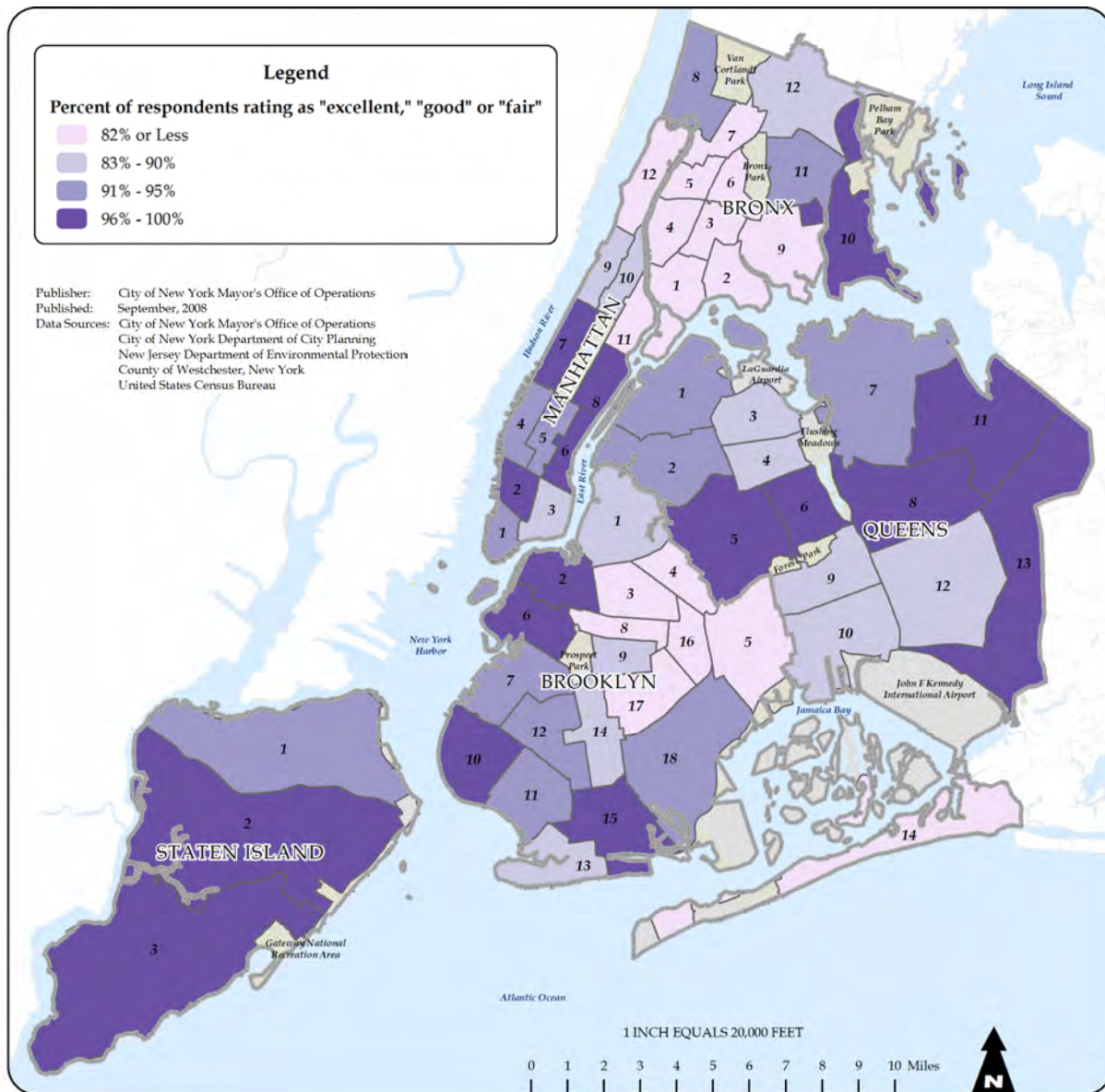
- Older respondents were more likely to say they were going to remain in New York City than were younger respondents.
- Survey participants who did not have children were more likely to say they were going to stay in New York City than those who had children.
- Those who rated the quality of life in New York City or their neighborhood as a place to live as "excellent," "good," or "fair" were more likely to report their intentions were to stay in New York City than were those who rated the quality of life in the City or their neighborhood as "poor."

The map below shows the percent of respondents within each Community Board who gave “excellent,” “good,” or “fair” ratings to their neighborhood as a place to live. The ratings ranged from 57% in Bronx Community Board #3 (Morrisania and Claremont) to 100% in Manhattan Community Board #8 (the Upper East Side).

In 16 of the 59 Community Boards, more than 95% of respondents rated their neighborhood as a place to live as at least fair; while in only 4 Community Boards did fewer than 60% of respondents rate their neighborhood as at least fair.

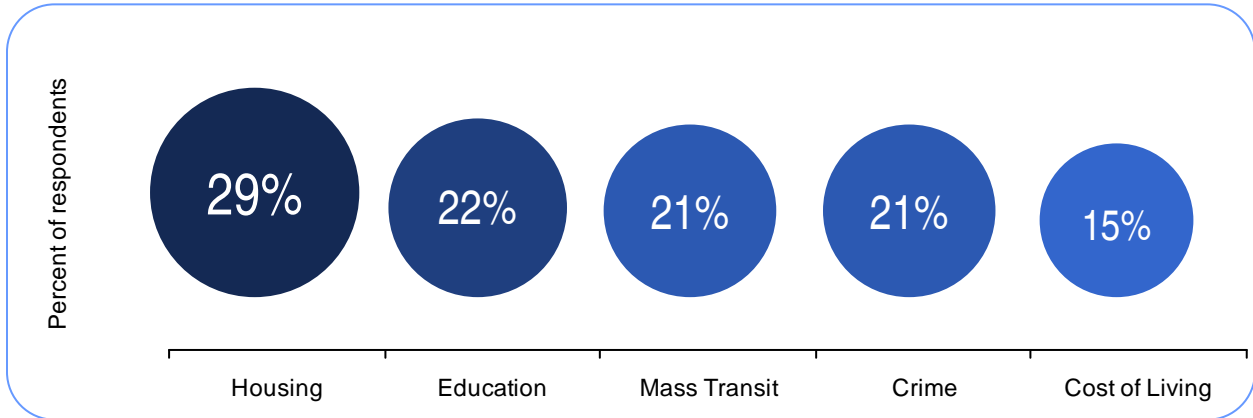
In general, respondents who lived in Staten Island gave the most positive ratings to their neighborhoods (96% of respondents), followed by Queens (92%), Manhattan (91%), Brooklyn (87%), and the Bronx (78%).

Figure 1-D: Ratings of Neighborhood as Place to Live by Community Board



The *Survey* included one open-ended question asking respondents to write, in their own words, what they thought were the most important issues facing New York City. These results were categorized into several response topics. Housing issues (including affordability and availability) were mentioned by approximately 3 in 10 respondents. Issues related to education (including concerns about quality, availability, and condition of schools), mass transit (including affordability, modernization, availability), and crime (including drugs and gangs) were the next most popular responses, each referred to by approximately one in five respondents. Cost of living was the fifth most commonly provided response.

Figure 1-E: Important Issues Facing City Mentioned Most Frequently by Respondents

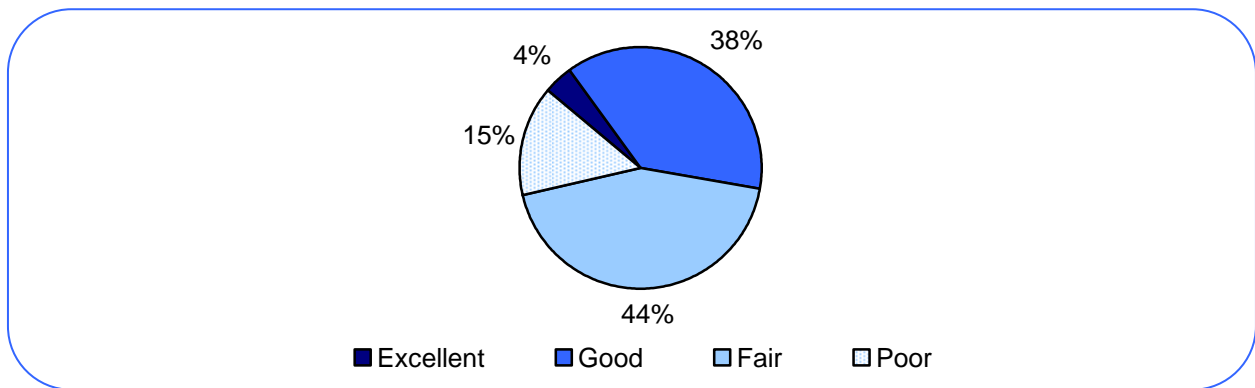


Overall Quality of Government Services

Municipal services are often the lens through which residents observe and evaluate City government. Efficient and quality service delivery lead to positive impressions of City government, while the opposite is also true. As previously noted, those who gave poor ratings to their neighborhood or to the City of New York, as a whole, reported being more likely to move elsewhere. The following describes residents' evaluations of overall service delivery as well as how City government spends money and how well it fosters economic development.

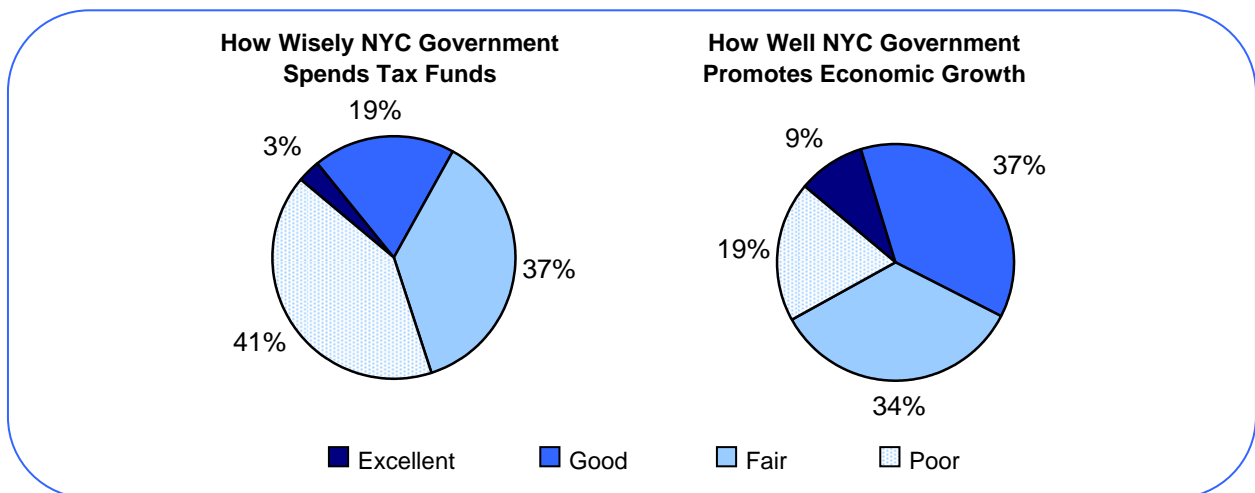
Approximately two in five respondents rated the overall quality of New York City government services as "good," with a small percent (4%) rating the overall quality of services as "excellent" (see Figure 1-F).

Figure 1-F: Ratings of Overall Quality of NYC Government Services



When asked if they thought the City government spends tax dollars wisely, approximately one in five respondents thought the City does an "excellent" or "good" job, and approximately two in five thought the City does a "fair" job. Survey participants rated the job the City is doing to promote economic growth more positively than they rated expenditures of tax dollars. Nearly 1 in 10 respondents thought the City was doing an "excellent" job, and approximately 8 in 10 believed the City was doing at least a "fair" job.

Figure 1-G: Ratings of the City's Financial Health

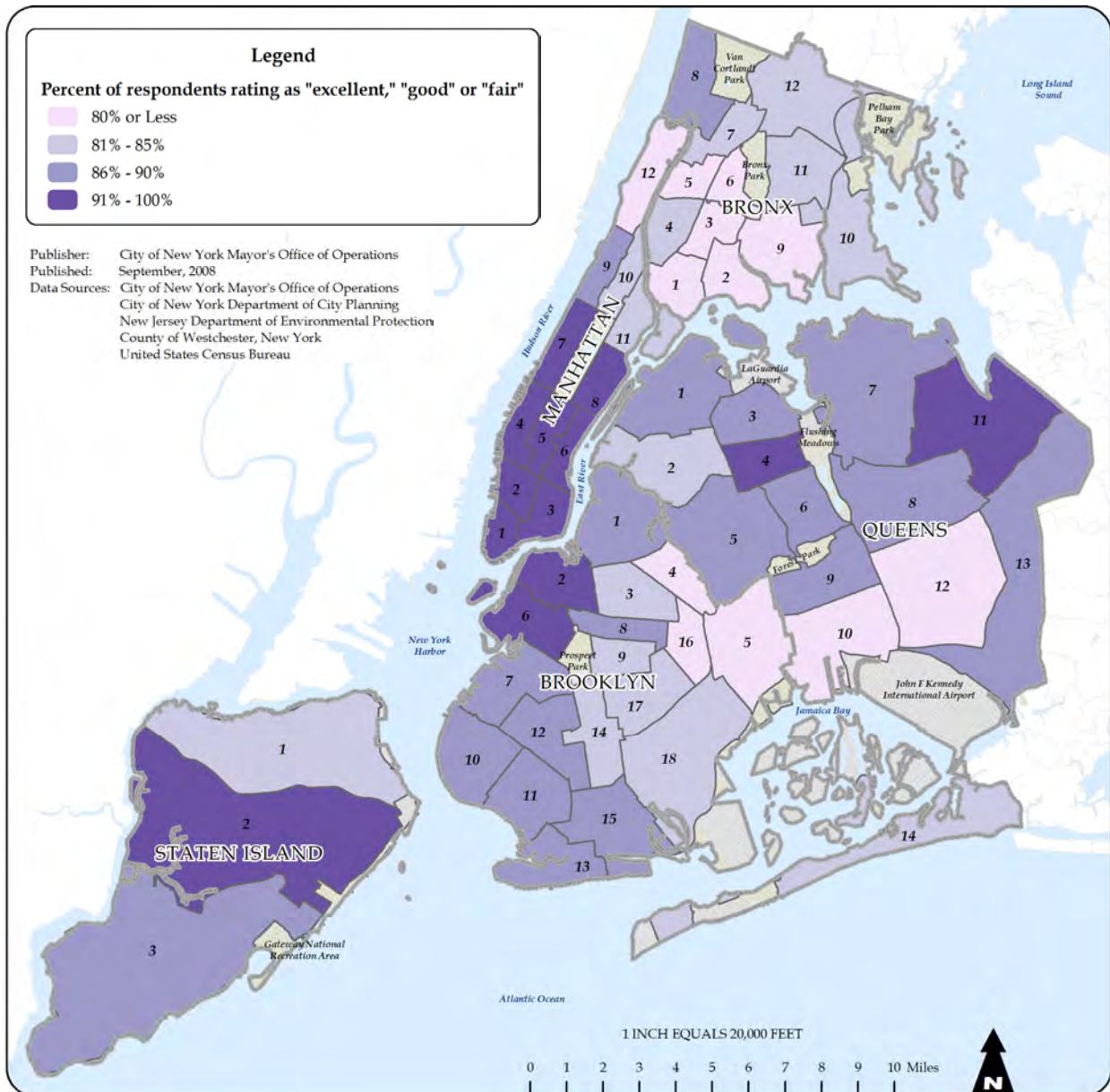


The map below displays the percent of respondents within each Community Board who rated the overall quality of government services as “excellent,” “good,” or “fair.” Ratings ranged from 73% in the Bronx Community Board #1 (Mott Haven and Melrose) to 96% in Manhattan Community Board #5 (Midtown and Flatiron) and Manhattan Community Board #8 (the Upper East Side).

The ratings of overall quality of services by Community Board were fairly tightly clustered, with between 81% and 90% of respondents from 34 of the 59 Community Boards giving ratings of “excellent,” “good,” or “fair.” In 13 of the Community Boards, over 90% rated overall quality of government services as at least fair. In only two Community Boards did 75% or fewer respondents rate overall quality of services as at least fair.

In general, survey participants from the Bronx gave lower ratings than did participants from other boroughs.

Figure 1-H: Ratings of Overall Quality of NYC Services by Community Board



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Chapter 2: Customer Service and Access to Government

A key component to providing quality government services and promoting economic growth is to provide excellent customer service to residents and businesses. City customers may interact with City agencies over the phone through 3-1-1, online at NYC.gov, and in-person at City walk-in centers.

Survey data examined in this chapter include:

- Figure 2-A: Customer Service Index and Ratings
- Figure 2-B: Type of Service Contacted by Respondents in the Last 12 Months
- Figure 2-C: Customer Service Ratings by Service Type
- Figure 2-D: Use of NYC.gov
- Figure 2-E: Use of 3-1-1
- Figure 2-F: Ratings of Provision of Services in the Respondent's Preferred Language
- Figure 2-G: Respondents' Experience Making Complaints to 3-1-1 or City Agencies
- Figure 2-H: Ratings of Interactions with Specific City Business Services
- Figure 2-I: Respondents' Interaction with Specific City Business Services

Supplemental appendices, which are available online (at www.nyc.gov/operations), provide breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

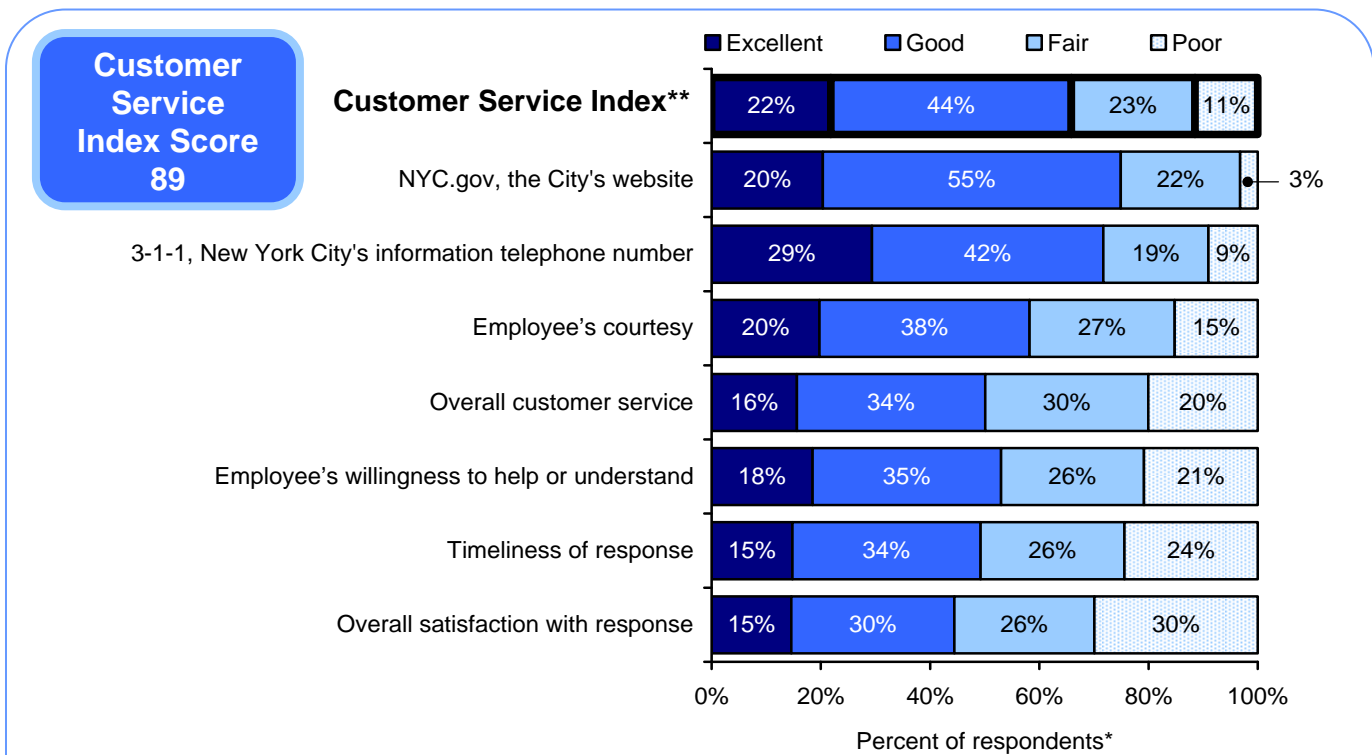
Customer Service

City employees constitute the City’s front line for customer service – they provide the public with a wide array of direct services ranging from cleaning City streets to responding to emergencies. A resident’s single experience with an individual employee can lead them to assess the City in either a positive or negative light.

The *Survey’s* Customer Service Index was designed to summarize respondents’ satisfaction with City customer service. This Index synthesizes ratings of several different related services; the score for each index represents the average percent of respondents reporting “excellent,” “good,” or “fair” for each of the questions captured by the index. The Customer Service Index was comprised of five questions which asked respondents to evaluate their interactions with City employees in the previous 12 months, and two questions related to the City website, NYC.gov, and 3-1-1, the City’s information telephone number. As seen in Figure 2-A below, the score on the Customer Service Index was 89.

Those who had contact with a City employee were also asked to rate their most recent interaction. As shown in Figure 2-A, employee’s courtesy was rated fairly high, with 58% of those who had contact with a City employee in the last 12 months rating courtesy as “excellent” or “good.” A majority (53%) also rated the employee’s willingness to help or understand as “excellent” or “good.” Timeliness of response was rated slightly lower. Seventy percent or more of respondents rated each aspect of their interaction as at least “fair.”

Figure 2-A: Customer Service Index and Ratings



*Note: Responses are only from those who reported being in contact with a City of New York government office or agency in the last 12 months.

**Note: For index, responses are the average percent of respondents who reported “excellent,” “good,” “fair,” or “poor” on each of the other items shown in the chart. The Index Score represents the sum of the “excellent,” “good” and “fair” responses.

A significant minority of respondents (38%) had been in contact with a City government office or agency either in-person or over the phone in the 12 months prior to the *Survey*. (The question did not specifically mention 3-1-1, so those who had only contacted 3-1-1 in the past 12 months probably did not answer this question affirmatively.)

Those who reported having interacted with a City government office or agency were then asked to indicate within what category of service their most recent contact fell. The most common types of services about which survey participants had contacted the City were housing (15%), transportation (13%), health and social services (11%), public safety (10%), and sanitation (10%) (see Figure 2-B).

Figure 2-B: Type of Service Contacted by Respondents in the Last 12 Months

About what type of service did you most recently make contact with a City office or agency?	Percent of respondents*
Housing	15%
Transportation	13%
Health and Social Services	11%
Public safety	10%
Sanitation	10%
Education	7%
Business licenses/permits	5%
Parks	5%
Cultural and Community Services	1%
Other	21%
Total	100%

*Note: Responses are only from those who reported being in contact with any City of New York government office or agency in the last 12 months.

Customer service ratings were fairly similar across the different service types. Cultural and Community Services and Housing had the most favorable ratings for “overall customer service,” while Education and Public Safety had the least favorable ratings for “overall customer service” (see Figure 2-C).

Figure 2-C: Customer Service Ratings by Service Type

Service Type	Ratings of Customer Service by Type of Service Contacted*				
	Timeliness of response	Employee’s courtesy	Employee’s willingness to help or understand	Overall customer service	Overall satisfaction with response
Housing	81%	90%	86%	87%	79%
Transportation	81%	87%	81%	82%	74%
Health and Social Services	76%	82%	79%	80%	76%
Public safety	65%	81%	72%	73%	57%
Sanitation	77%	88%	80%	82%	69%
Education	79%	82%	80%	77%	72%
Business licenses/permits	83%	82%	79%	82%	77%
Parks	73%	89%	85%	82%	68%
Cultural and Community Services	82%	91%	87%	90%	76%
Other	72%	84%	76%	76%	64%

*Percent of respondents reporting “excellent,” “good,” or “fair.”

Access to Government

The City offers a variety of ways in which residents and businesses can interact with local government. A popular means of contacting the City is through the 3-1-1 Customer Service Center, which provides information and services for all City agencies. Another common method of contacting the City is through NYC.gov, the City's official website, which provides online access to City services and information. In addition, the City's 700 walk-in centers provide another easily accessible means to interact with local agencies, accounting for at least 9.2 million customer visits annually.

The City's information services were used by a large portion of its residents. Approximately two-thirds of those completing the *Survey* said they had visited the NYC.gov website (see Figure 2-D), and the same proportion had called 3-1-1 at least once in the last 12 months (see Figure 2-E). A third of respondents were more frequent users of NYC.gov, having used the website more than three times in the previous 12 month period. NYC.gov and 3-1-1 were each rated as "excellent" or "good" by more than 7 in 10 respondents who had used these services at least once in the last 12 months (see Figure 2-A on page 24). All respondents, even those who had not used NYC.gov or 3-1-1 in the last 12 months, were asked to rate these services. Ratings were similar among all respondents compared to those who used the services, with users giving slightly more positive ratings (the ratings given by all respondents can be found in Appendix C: Frequency of Responses to All Questions).

Figure 2-D: Use of NYC.gov

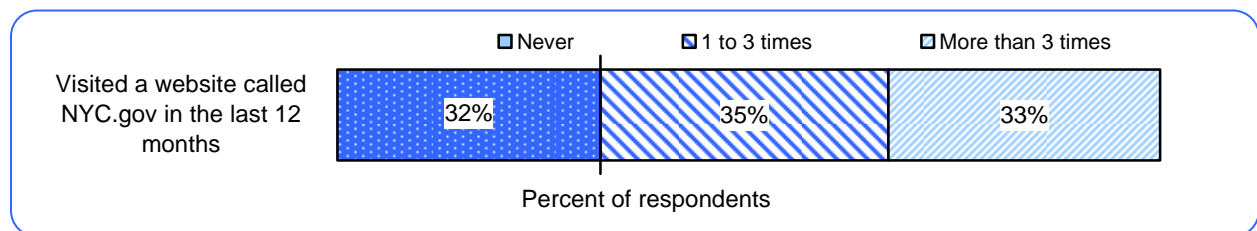
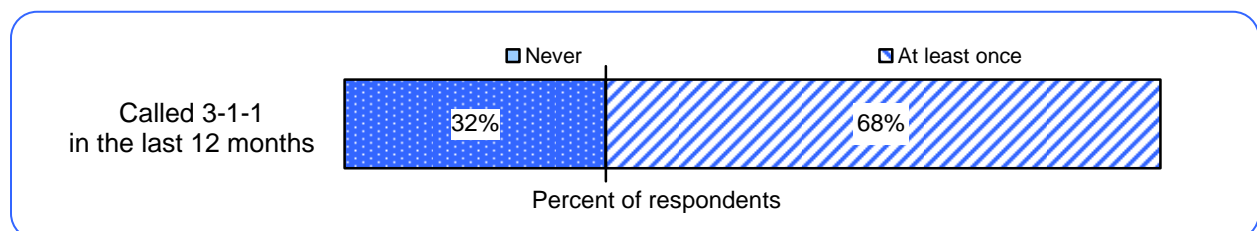


Figure 2-E: Use of 3-1-1

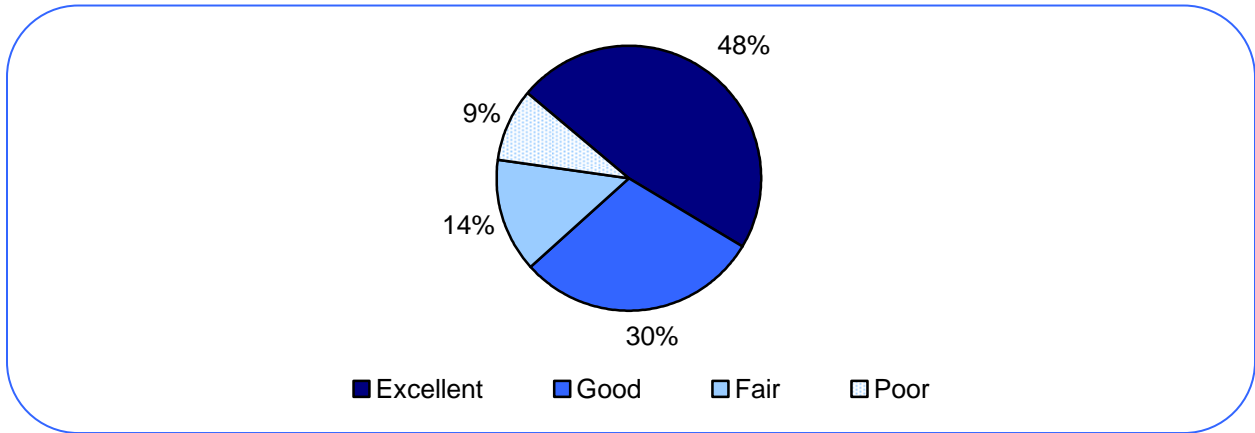


Differences in the use of customer information services and ratings of customer information services were analyzed by demographic characteristics. Observations included:

- Asian/Pacific Islander respondents used 3-1-1 at lower rates than did other races. Use of NYC.gov was highest among White respondents.
- Those with the highest annual household incomes (\$200,000 or more) were least likely to have used 3-1-1. Those with annual household incomes below \$35,000 were least likely to have visited the NYC.gov website.
- Older respondents were less likely than younger respondents to have visited the NYC.gov website or to have called 3-1-1.

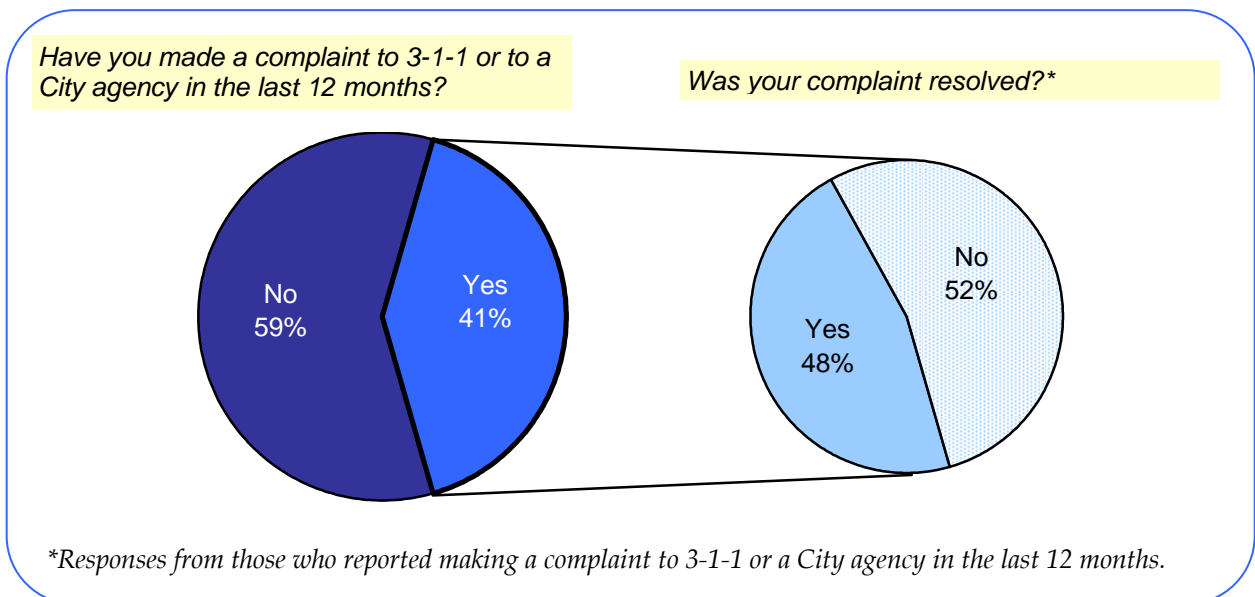
Survey participants were asked to rate the provision of services in the respondent’s preferred language; nearly half rated the City’s performance in this area as “excellent” and more than three-quarters deemed it as “excellent” or “good.” Those who spoke English as their preferred first language gave the highest ratings to this item (97% rated as “excellent,” “good,” or “fair”), followed by those who spoke Spanish (89%), Mandarin (85%), Russian (83%), and Cantonese (77%). Respondents who spoke languages other than these as their preferred language gave lower ratings. The survey was offered in English, Spanish, Russian, and Chinese, which may account for the higher ratings given by people who spoke these languages compared to those who spoke other languages.

Figure 2-F: Ratings of Provision of Services in the Respondent’s Preferred Language



All those completing the *Survey* were asked whether they had made a complaint to 3-1-1 or to a City agency in the last 12 months. Approximately two in five respondents reported they had made a complaint (see Figure 2-G). Nearly half of those who had made a complaint reported that the complaint had been resolved, while the other half did not consider the complaint resolved.

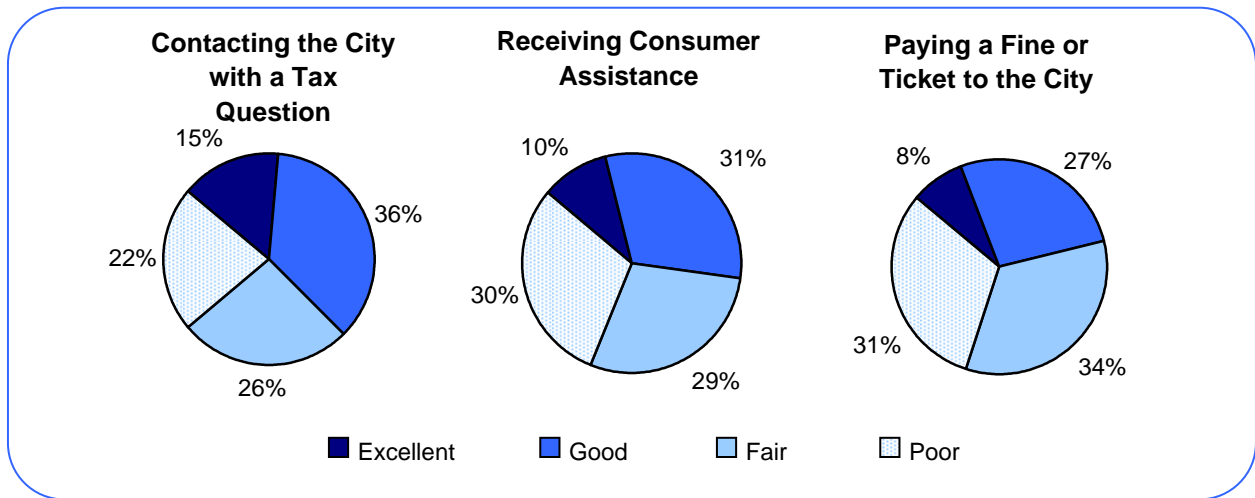
Figure 2-G: Respondents’ Experience Making Complaints to 3-1-1 or City Agencies



*Responses from those who reported making a complaint to 3-1-1 or a City agency in the last 12 months.

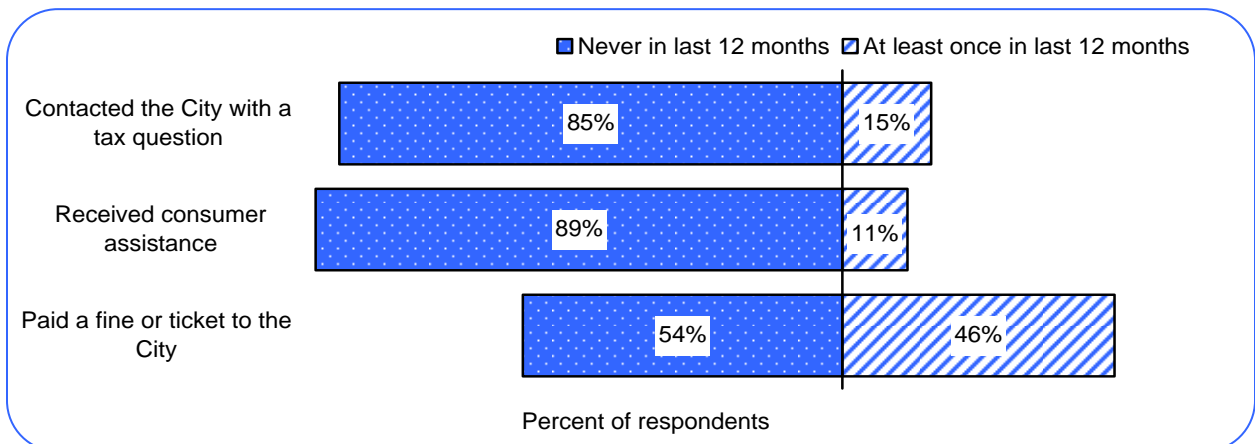
Respondents were also asked to evaluate their experience with three specific interactions: contacting the City with a tax question, requesting consumer assistance, and paying a fine or ticket to the City. Interacting with the City about tax questions was rated as “excellent” or “good” by just more than half of respondents (see Figure 2-H), and consumer assistance was rated as “excellent” or “good” by 41% of respondents, while 35% had an “excellent” or “good” experience paying a fine or ticket to the City. For each of the three services, 69% or more of respondents rated them as at least “fair.”

Figure 2-H: Ratings of Interactions with Specific City Business Services



The proportion of respondents who had engaged with each business service in Figure 2-H is shown in Figure 2-I below. Just under half said they had paid a fine or ticket to the City in the last 12 months. Fifteen percent had contacted the City with a tax question, and 11% had received consumer assistance.

Figure 2-I: Respondents’ Interaction with Specific City Business Services



Chapter 3: Public Safety

The Public Safety chapter covers those government services devoted to reducing crime, maintaining a safe and secure public environment, and providing timely responses to emergency situations. Perceptions of public safety are a critical part of how residents perceive their quality of life in the City.

The following information about public safety from the *Survey* was included in this chapter:

- Figure 3-A: Neighborhood Public Safety Index and Ratings
- Figure 3-B: Citywide Public Safety Index and Ratings
- Figure 3-C: Ratings of Personal Safety in the City
- Figure 3-D: Neighborhood Public Safety Index Ratings by Community Board
- Figure 3-E: Percent of Respondent Households That Called 9-1-1 in Last 12 Months
- Figure 3-F: Ratings of 9-1-1 Services
- Figure 3-G: Household Emergency Preparedness

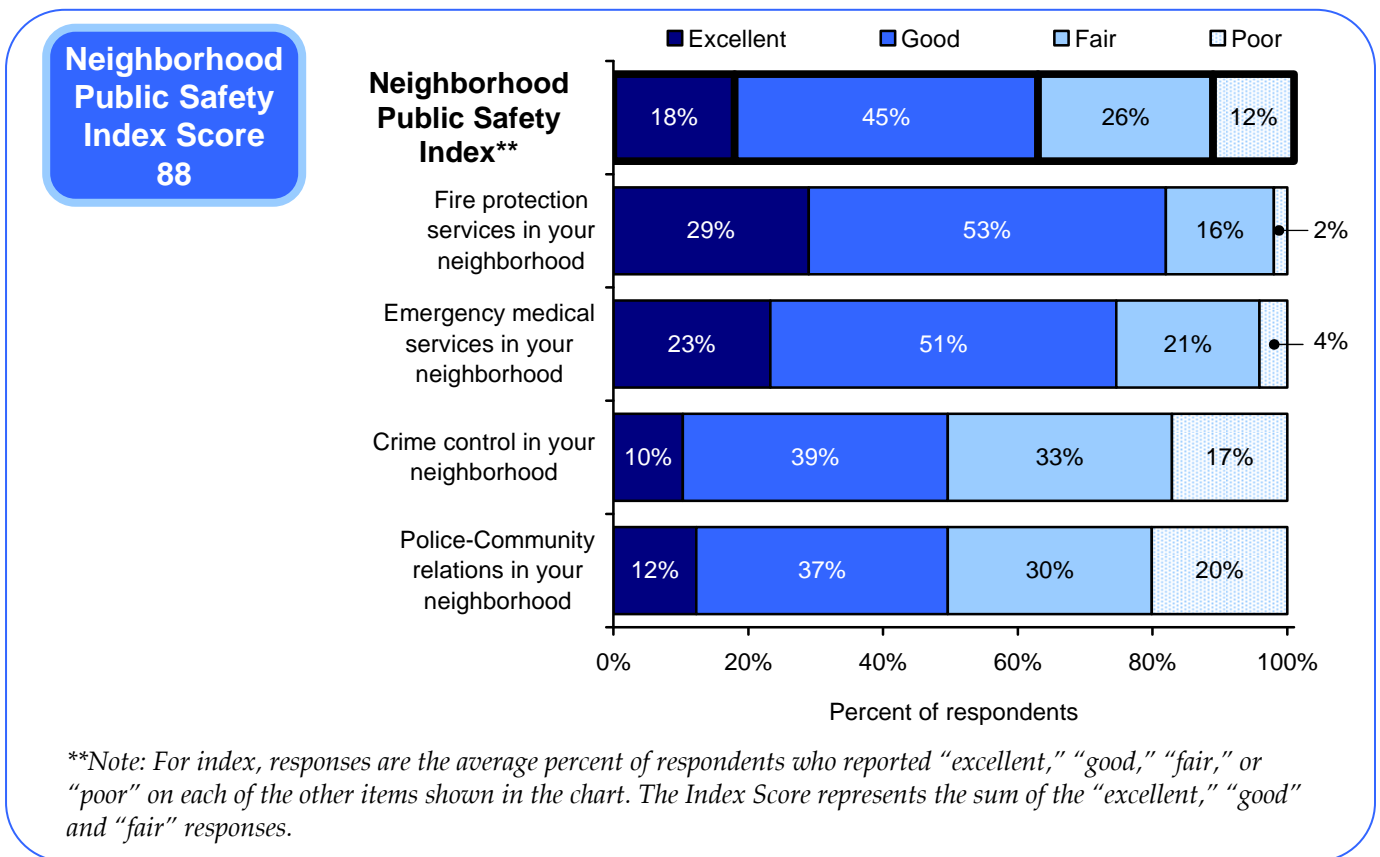
Supplemental appendices, which are available online (at www.nyc.gov/operations), provide breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

Public Safety

The City employs more than 35,000 police officers who work to protect quality of life, deter crime, and quickly respond to emergency situations. New York City’s Fire Department responds to more than 250,000 fire- and nonfire-related emergencies and more than one million medical emergencies each year, and maintains more than 250 firehouses and ambulance stations.

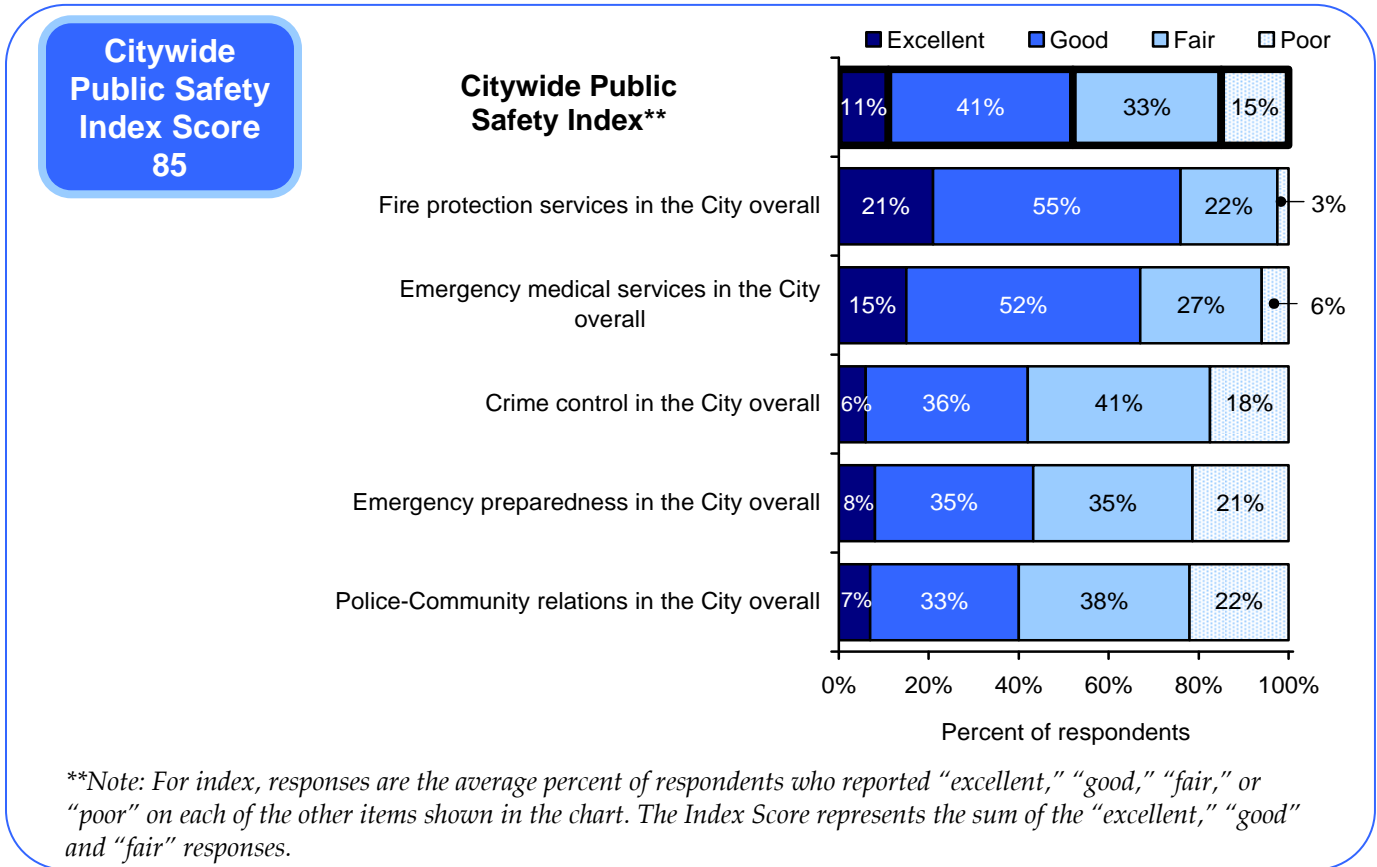
Overall, respondents rated public safety-related services higher in their neighborhood than citywide. The Neighborhood Public Safety Index, which received a score of 88, was made up of four items: fire protection services, emergency medical services, crime control and police-community relations. Each of these items (displayed in Figure 3-A) was rated as “fair” or better by 80% or more of respondents. Virtually all respondents rated fire protection services and emergency medical services as at least “fair,” with three-quarters or more of respondents rating these as “excellent” or “good.” Crime control and police-community relations were each judged as “excellent” or “good” by nearly half (49%) of respondents.

Figure 3-A: Neighborhood Public Safety Index and Ratings



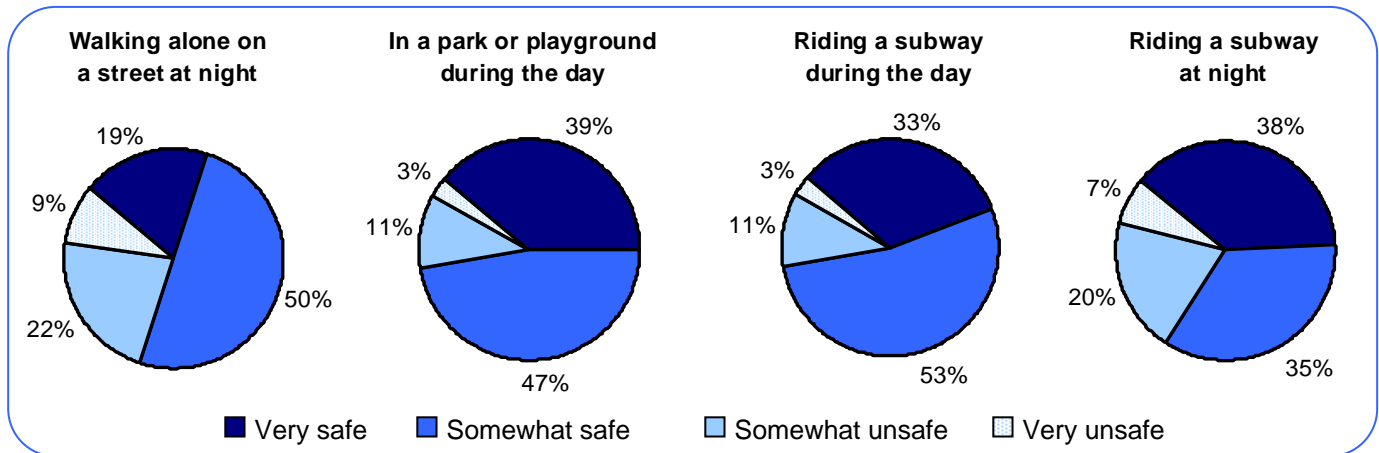
The Citywide Public Safety Index received a score of 85 (see Figure 3-B), slightly lower than the score given to the Neighborhood Public Safety Index. The Citywide Index included all four questions asked in the Neighborhood Index, plus one more item – preparing the City for an emergency. Approximately four in five respondents regarded the City government as doing at least a “fair” job in preparing the City for an emergency.

Figure 3-B: Citywide Public Safety Index and Ratings



The *Survey* also included questions about how respondents perceived their personal safety while walking alone at night, in local parks and playgrounds during the day, and when riding mass transit both during the day and at night. More than two-thirds of respondents reported they felt “very” or “somewhat safe” walking alone on a street at night. A large majority (86%) of respondents indicated they felt at least “somewhat safe” in a park or playground during the day. More than half of survey participants reported they felt “somewhat safe” riding a subway during the day, with an additional one-third of respondents reporting that they felt “very safe.” Nearly three-quarters of respondents (73%) said they felt at least “somewhat safe” riding a subway at night.

Figure 3-C: Ratings of Personal Safety in the City



Examination of ratings of public safety by respondent subgroups revealed the following patterns:

- In general, Non-Hispanic respondents reported greater feelings of personal safety than did Hispanic respondents.
- In general, White respondents and Asian/Pacific Islander respondents gave somewhat more positive ratings to the public safety items than did respondents of other races (with White respondents often giving slightly higher ratings than Asian/Pacific Islander respondents).

The following map shows the average Neighborhood Public Safety Index rating by Community Board. A score of 96 or higher was observed in six of the 59 Community Boards; these six Community Boards were:

- Manhattan #1 (Tribeca, Battery Park City, and Financial District)
- Manhattan #2 (West Village, Greenwich Village, and Soho)
- Manhattan #6 (Stuyvesant Town, Gramercy, and Murray Hill)
- Manhattan #8 (the Upper East Side)
- Queens #6 (Rego Park and Forest Hills)
- Queens #11 (Auburndale, Bayside, and Oakland Gardens)

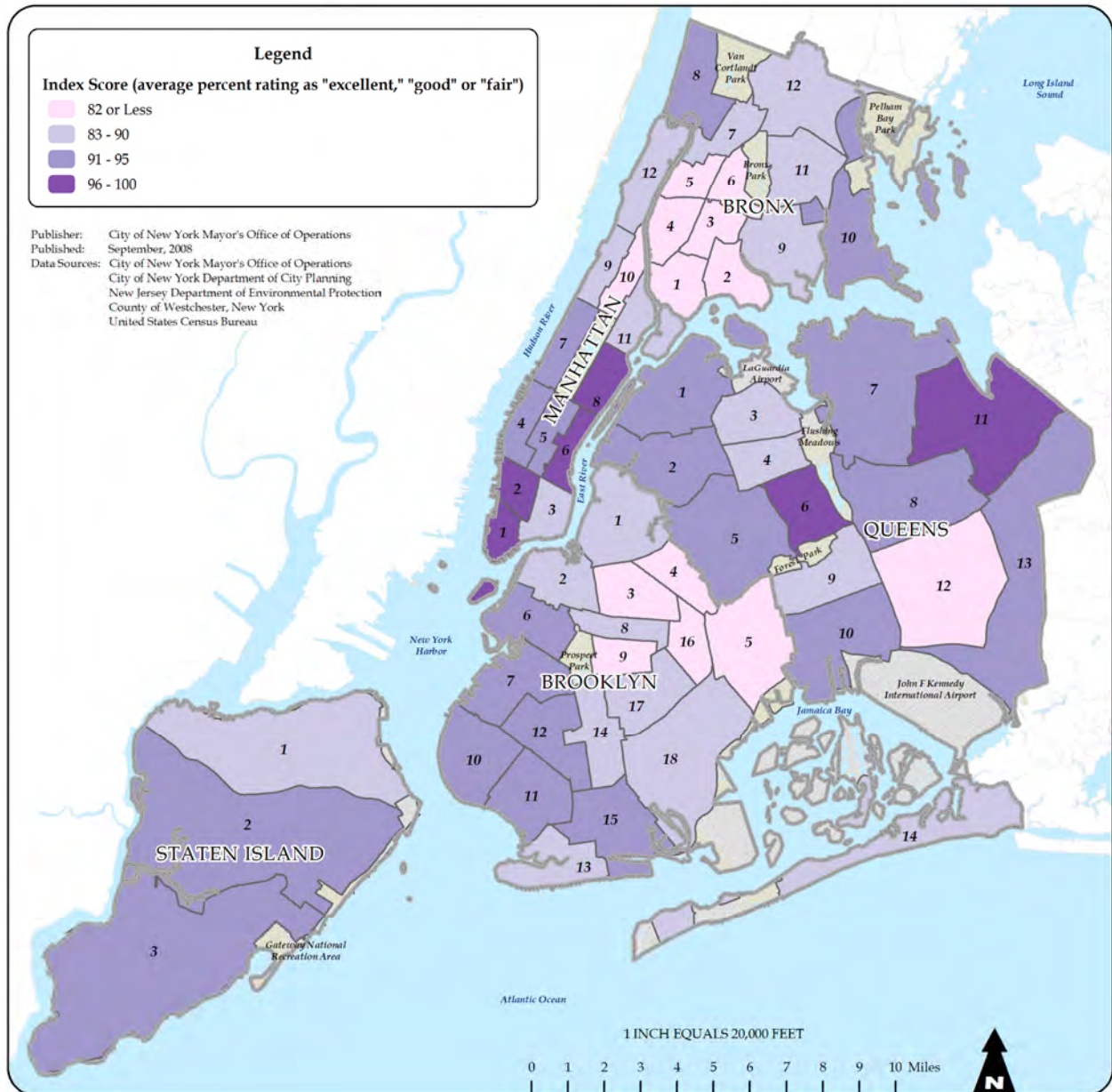
Scores of 75 or lower were given by respondents in three Community Boards:

- Bronx #1 (Mott Haven and Melrose)
- Bronx #3 (Morrisania and Claremont)
- Brooklyn #16 (Ocean Hill and Brownsville).

Forty of the 59 Community Boards received Neighborhood Public Safety Index scores between 83 and 95.

The average scores by borough were highest in Staten Island (92), Queens (91), and Manhattan (91), followed by Brooklyn (87) and the Bronx (83).

Figure 3-D: Neighborhood Public Safety Index Ratings by Community Board



The 9-1-1 system is an important component in the system of public safety services, allowing New Yorkers to get rapid assistance in emergency situations. Approximately a third of those completing the *Survey* reported that they or another household member had called 9-1-1 within the last 12 months (see Figure 3-E). Those who had done so were asked to rate the quality of the 9-1-1 services. Two-thirds rated 9-1-1 services as “excellent” or “good,” with 88% rating 9-1-1 services as at least “fair” (see Figure 3-F: Ratings of 9-1-1 Services).

Figure 3-E: Percent of Respondent Households That Called 9-1-1 in Last 12 Months

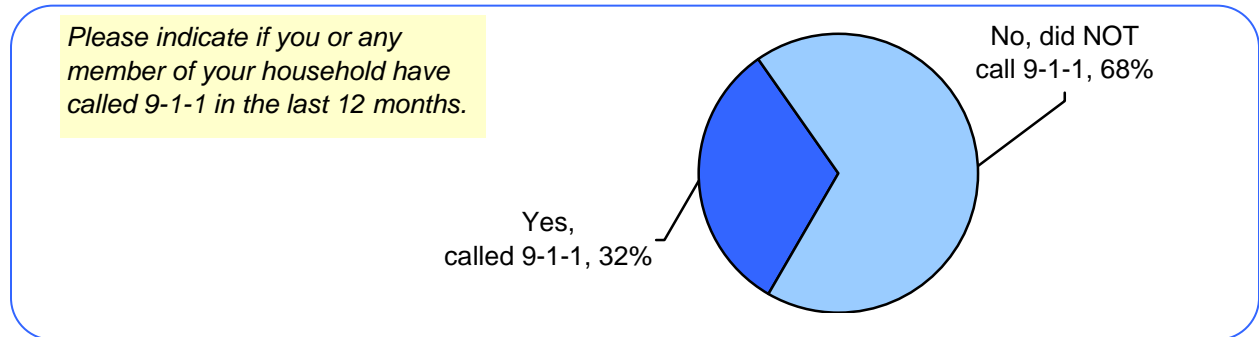
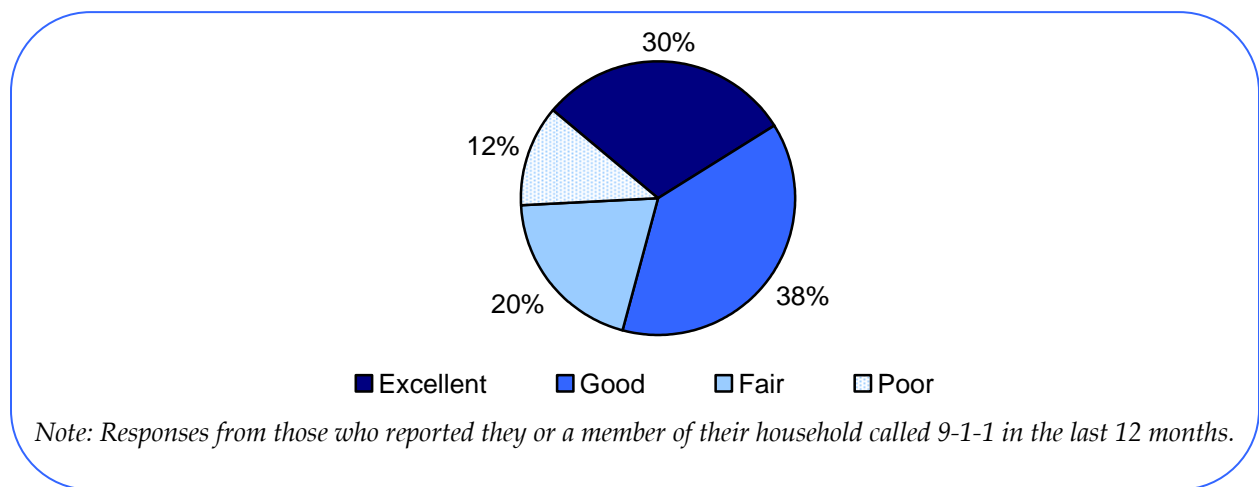
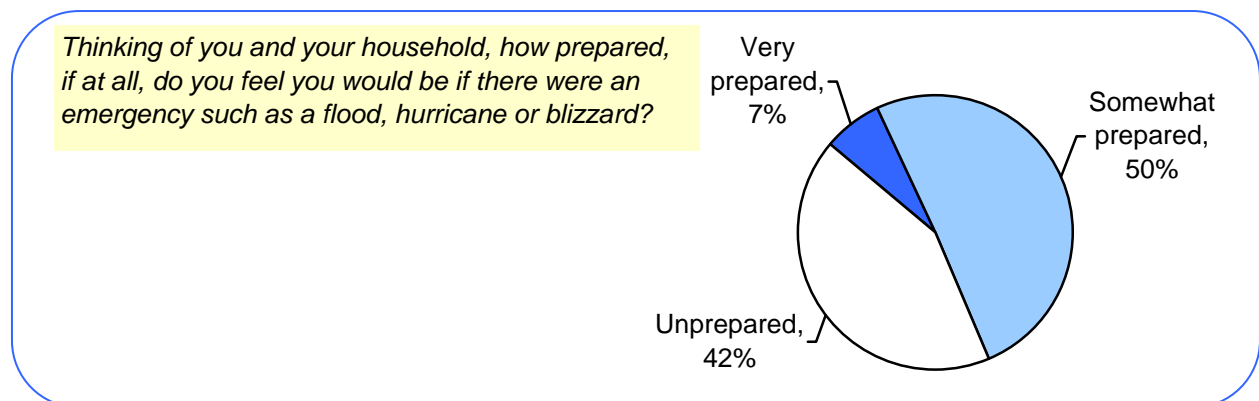


Figure 3-F: Ratings of 9-1-1 Services



The *Survey* also asked respondents how prepared they felt in the event of an emergency, such as a flood, hurricane, or snow event. More than half of survey respondents reported being “somewhat” or “very” prepared (see Figure 3-G).

Figure 3-G: Household Emergency Preparedness



Chapter 4: Health and Human Services

The City provides many services that foster community health, promote self-sufficiency, protect children, and support families. Recipients of the *Survey* were asked to rate the City's social services, including those related to public health and human services.

The data displayed in this chapter include:

- Figure 4-A: Health Services Clients Index and Ratings
- Figure 4-B: Use of Public Health Services
- Figure 4-C: Ratings of Neighborhood Availability of Health Care Services
- Figure 4-D: Health Services Clients Index Ratings by Community Board
- Figure 4-E: Ratings of Community Health Characteristics
- Figure 4-F: Social Support Services Index and Ratings
- Figure 4-G: Social Support Services Index Ratings by Community Board
- Figure 4-H: Human Services Clients Index and Ratings
- Figure 4-I: Use of Human Services
- Figure 4-J: Rating of Employment Training Programs
- Figure 4-K: Use of Other Human Services

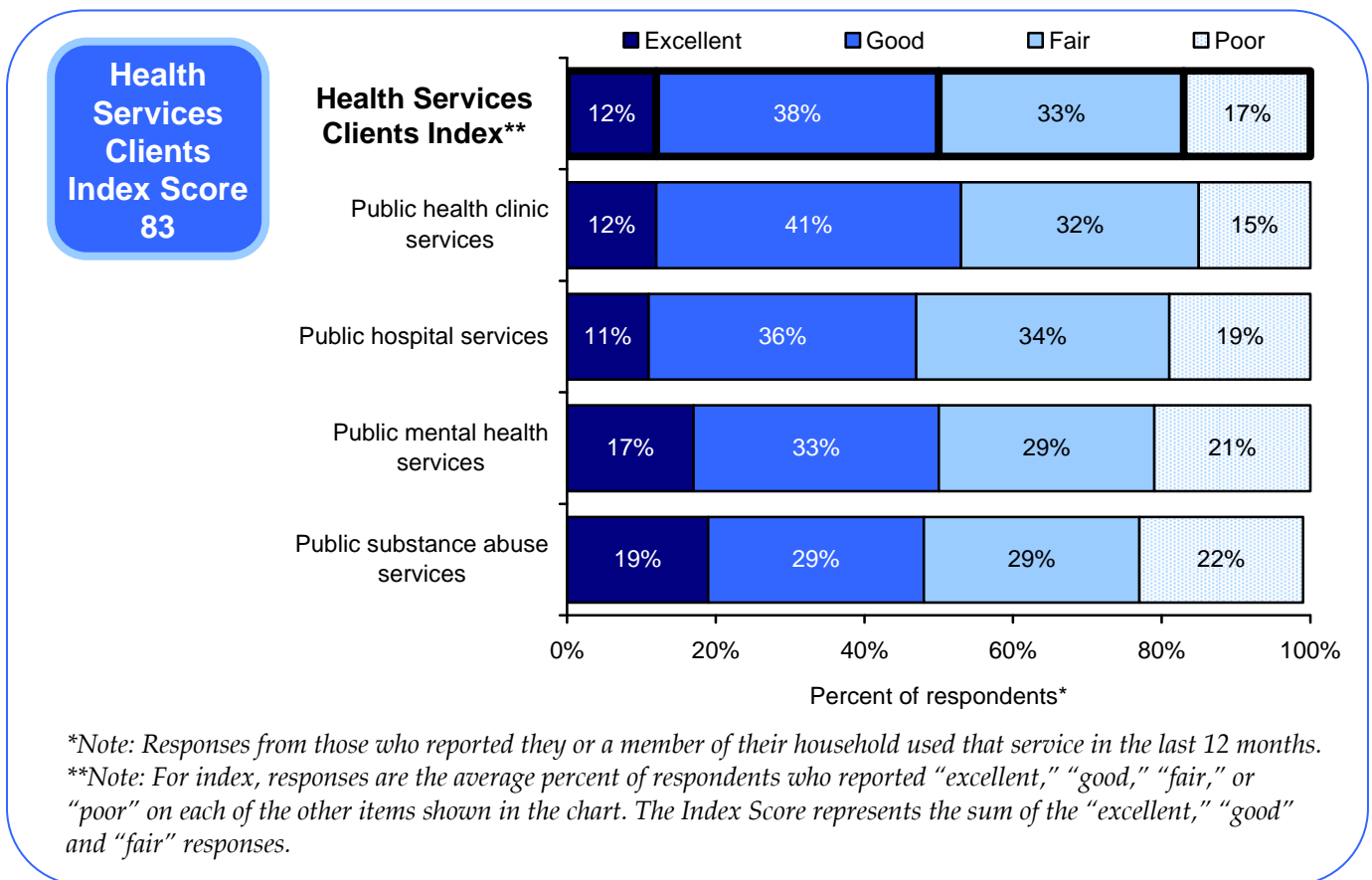
Supplemental appendices, which are available online (at www.nyc.gov/operations), provide breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

Health Services

To ensure that New Yorkers have adequate access to quality health care, the City runs or funds a number of facilities including 11 acute care hospitals, four skilled nursing facilities, six large diagnostic and treatment centers, and 100 community and school-based clinics.

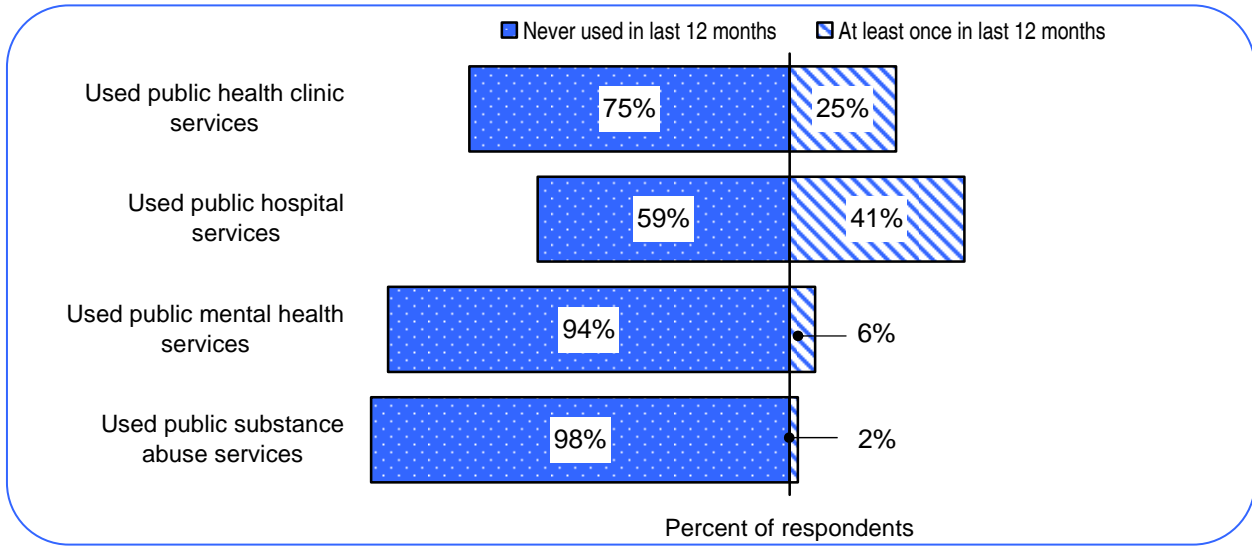
Questions related to four types of public health services were included on the questionnaire. Respondents who had utilized one of the four services were asked to rate the quality of that service. Each service was considered at least “fair” by 78% or more of respondents who had used these services (see Figure 4-A). The score for the Health Services Clients Index, which summarizes the “excellent,” “good,” and “fair” ratings for these four items, was an 83 out of a possible 100.

Figure 4-A: Health Services Clients Index and Ratings



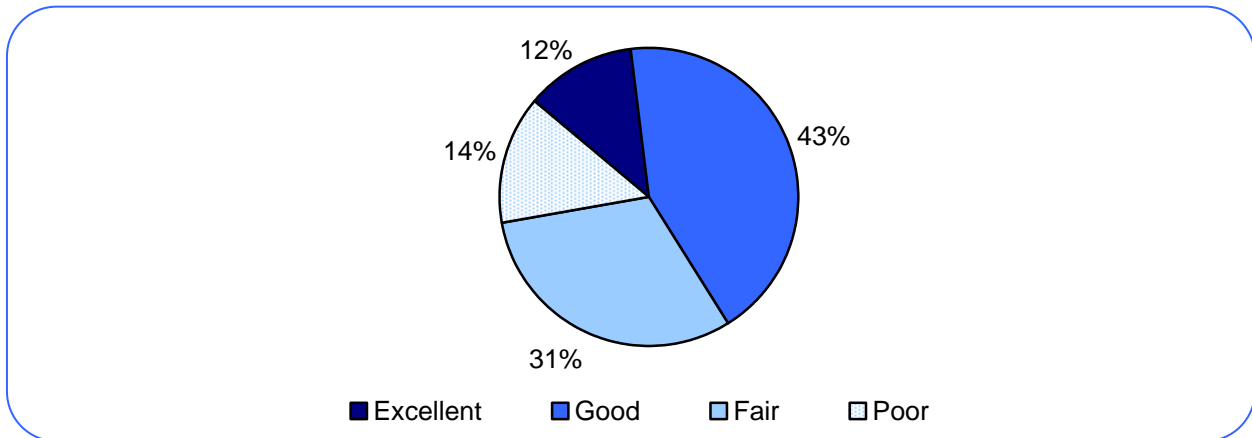
Only a small percentage of respondents reported that they or a household member had used public mental health services or public substance abuse services within the last 12 months; 6% of participating households had used a public mental health service, and 2% had used a public substance abuse service (see Figure 4-B). Public health clinic and public hospital services were used more frequently; 25% of surveyed households had used public health clinic services, while 41% had used public hospital services.

Figure 4-B: Use of Public Health Services



The *Survey* also asked respondents to rate the availability of health care services in their neighborhood. A majority of those completing the questionnaire rated the availability of health care services in their neighborhood as “excellent” or “good” (see Figure 4-C), with 86% giving at least a “fair” rating.

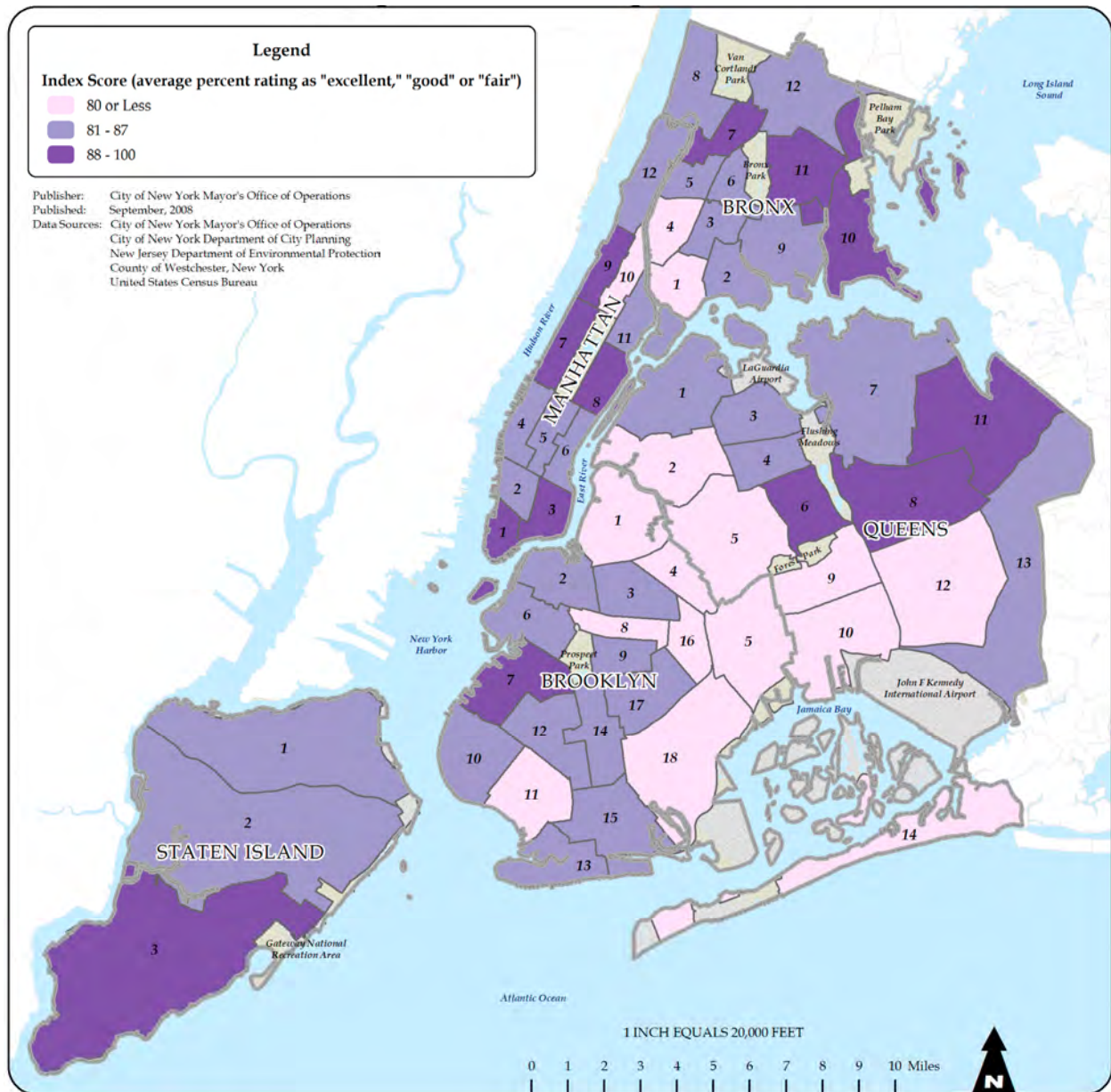
Figure 4-C: Ratings of Neighborhood Availability of Health Care Services



The map below shows the average Health Services Clients Index rating given by respondents within each Community Board in the City of New York. Scores ranged from 71 in Queens Community Board #5 (Maspeth, Glendale, and Middle Village) to 96 in Queens Community Board #11 (Auburndale, Bayside, and Oakland Gardens). In 42 of the 59 Community Boards, the scores received on the Health Services Clients Index were between 80 and 90.

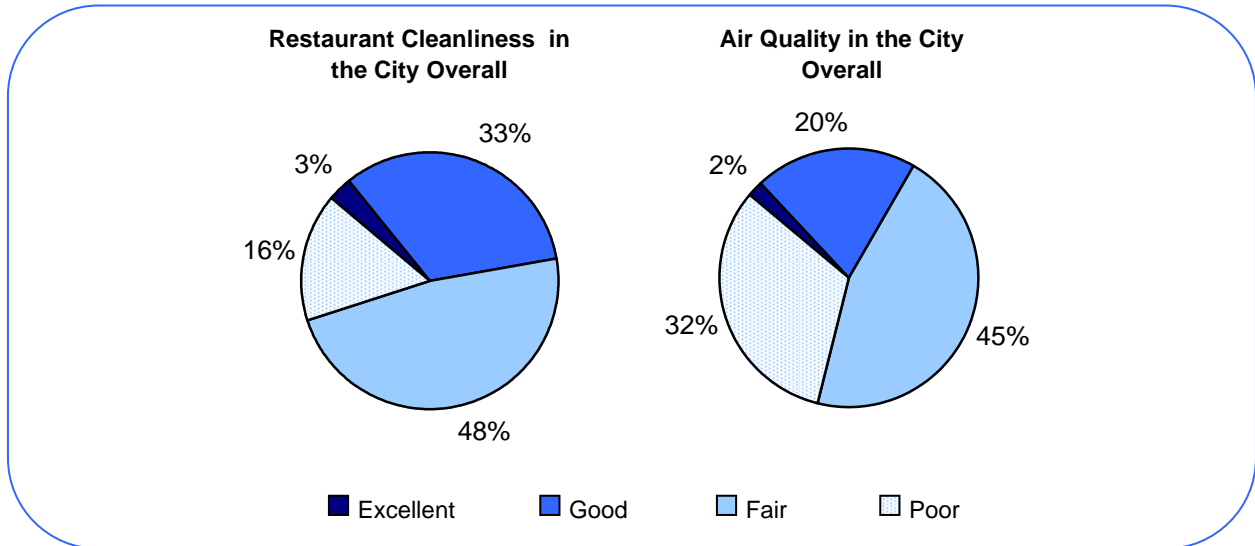
In general, respondents who lived in Staten Island gave the most positive ratings to the Health Services Clients Index (a score of 87), followed by Manhattan and the Bronx (85 each), and then by Brooklyn and Queens (81 each).

Figure 4-D: Health Services Clients Index Ratings by Community Board



One way the City works to protect the health of residents is to conduct health and safety inspections to enforce the health code. Additionally, as part of PlaNYC, the City is working to reduce carbon emissions 30% citywide by the year 2030. The *Survey* captured respondents' ratings of restaurant cleanliness and of air quality in the City. Restaurant cleanliness was deemed as at least "fair" by 84% of respondents. Approximately two-thirds of respondents considered air quality in New York City to be "fair" or better.

Figure 4-E: Ratings of Community Health Characteristics



Some variation in ratings of air quality was seen by borough. Respondents from Queens gave more positive ratings, with 72% rating air quality as "excellent," "good," or "fair" than did those from other boroughs. Respondents living in Brooklyn gave the least positive ratings, with 62% rating air quality as "excellent," "good," or "fair."

Human Services

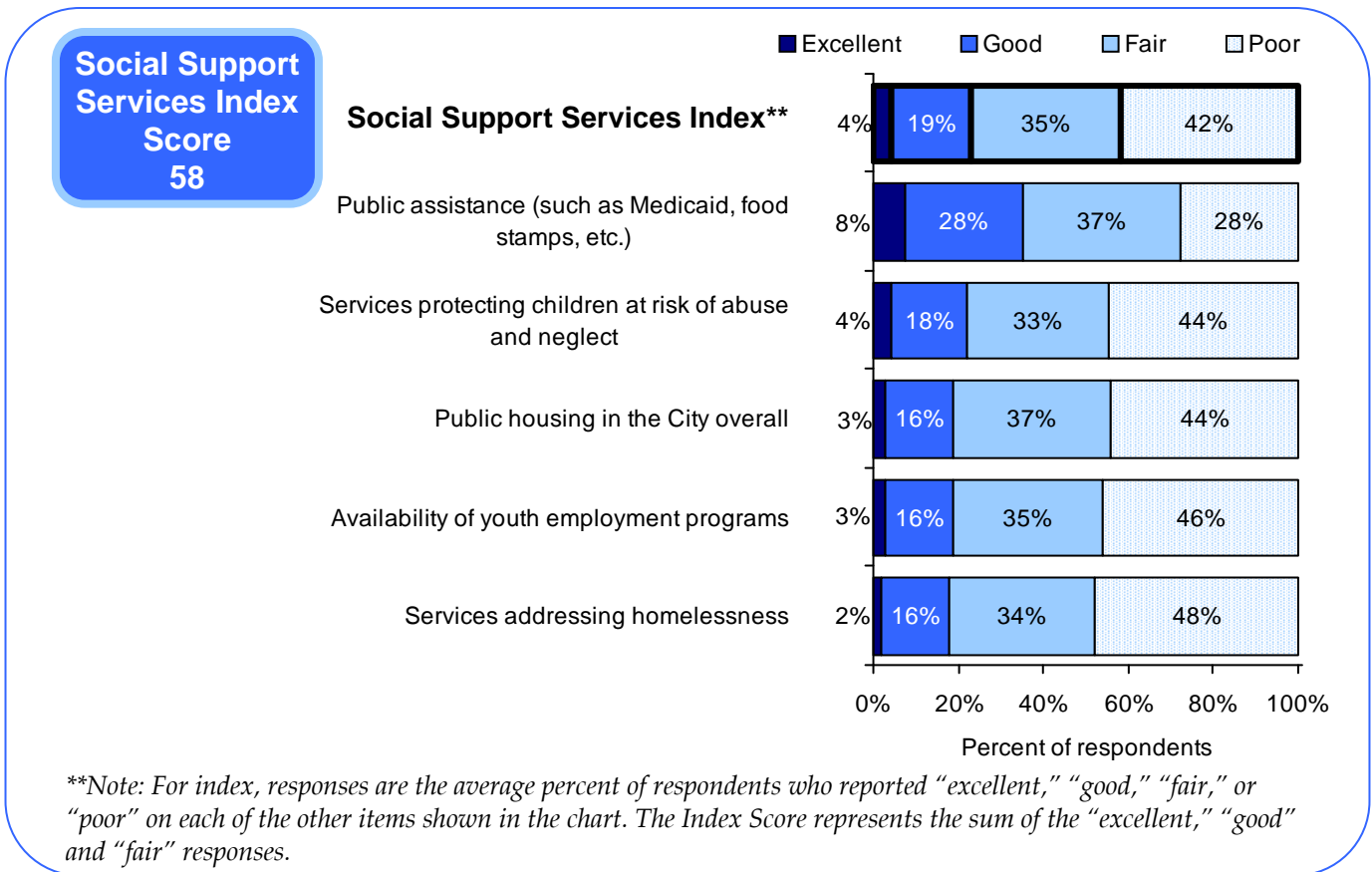
The City provides a variety of supports to promote the economic and social well-being of individuals, families, and neighborhoods in the five boroughs and to enhance individual and family efforts to achieve independence and self-sufficiency. New York City provides affordable housing to nearly 420,000 low- and moderate-income residents in 345 housing developments with 180,000 apartments in the five boroughs. The City assists nearly 90,000 families in receiving federal rent subsidies. While making available 15 City-run and 206 privately-run shelter facilities, consisting of 51 adult facilities and 170 family facilities, the City also works to prevent homelessness through community-based programs.

In addition to housing assistance, the City provides services to low-income residents, children, and older adults. Public assistance is offered at 19 Medicaid Community Offices and food stamps are offered at 30 offices. The City also offers summer employment placement and year round job training services to introduce youth and young adults to the job market and help them develop the skills to succeed. The City's Workforce1 Career Centers, operated in coordination with the New York State Department of Labor and the City University of New York, offer a variety of workshops designed to prepare jobseekers for new careers. In addition, by investigating more than 50,000 reports of abuse or neglect each year and assisting foster parents and caregivers, the City helps ensure the protection of children.

The Social Support Services Index, which summarizes the ratings of the five services displayed in Figure 4-F below, received a score of 58. More than half of respondents rated each of the five services as at least “fair.” The highest rated service in this Index was public assistance, including programs such as Medicaid and food stamps. These social support services, nonetheless, were among the lowest rated across the entire questionnaire.

It should be noted that a relatively large proportion of respondents felt they could not rate these services because they did not know enough about them. Approximately 40% of those completing the questionnaire answered “don’t know” to these questions. The proportion of all respondents providing a “don’t know” response to each question can be found in Appendix B: Frequency of Responses to All Questions (with Don’t Knows and No Responses Included).

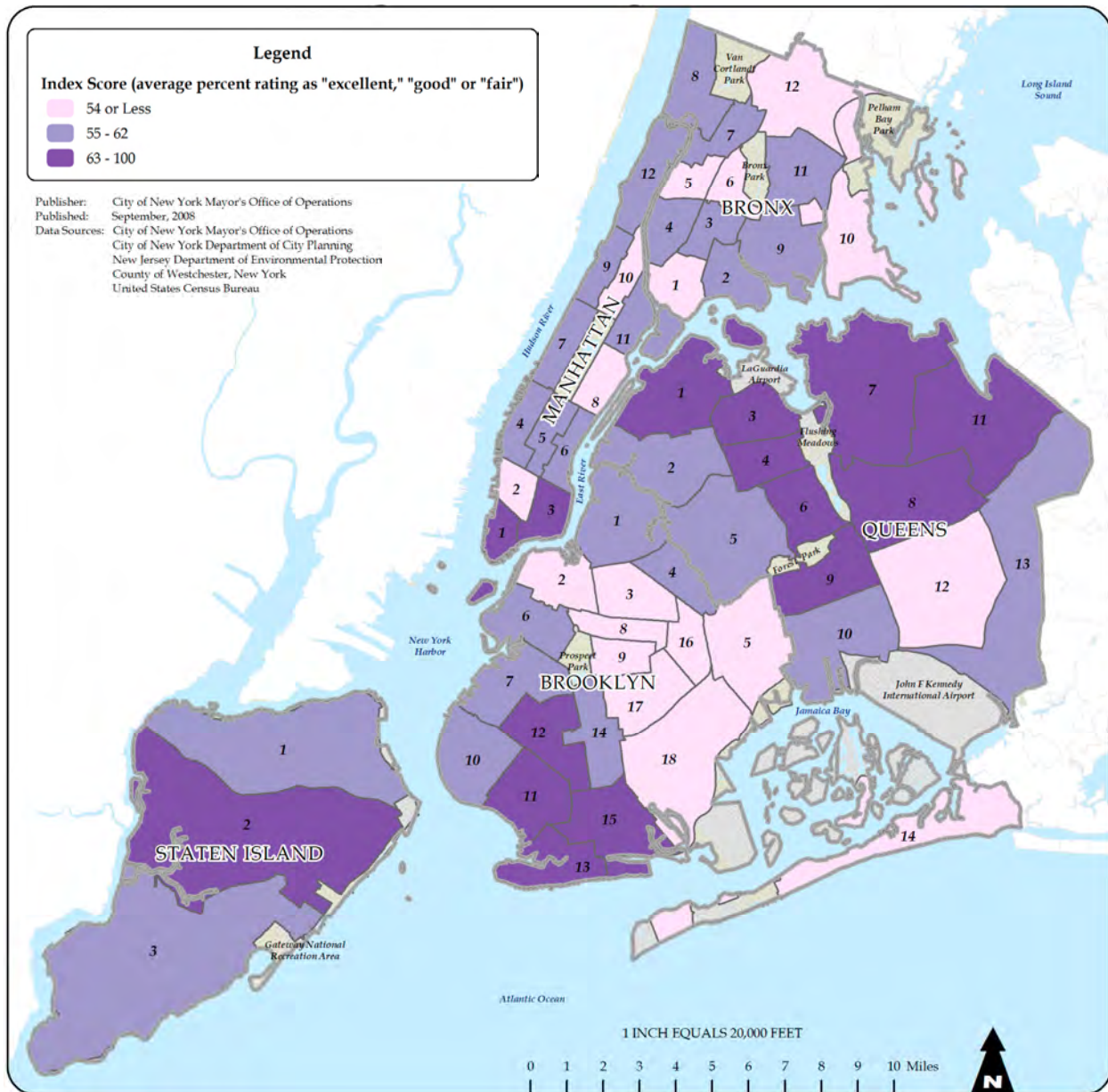
Figure 4-F: Social Support Services Index and Ratings



The average Social Support Services Index ratings by Community Board are displayed in the map below. They ranged from a low of 46 for Brooklyn Community Board #8 (Prospect Heights and Crown Heights) to a high of 71 for Queens Community Board #7 (Flushing, Whitestone, and College Point). About half (29) of the 59 Community Boards received a Social Support Services Index score between 56 and 65.

Differences between boroughs in the average scores of the Social Support Services Index were not high, ranging from 61 for Queens and Staten Island, to 57 for Manhattan, and 56 for Brooklyn and the Bronx.

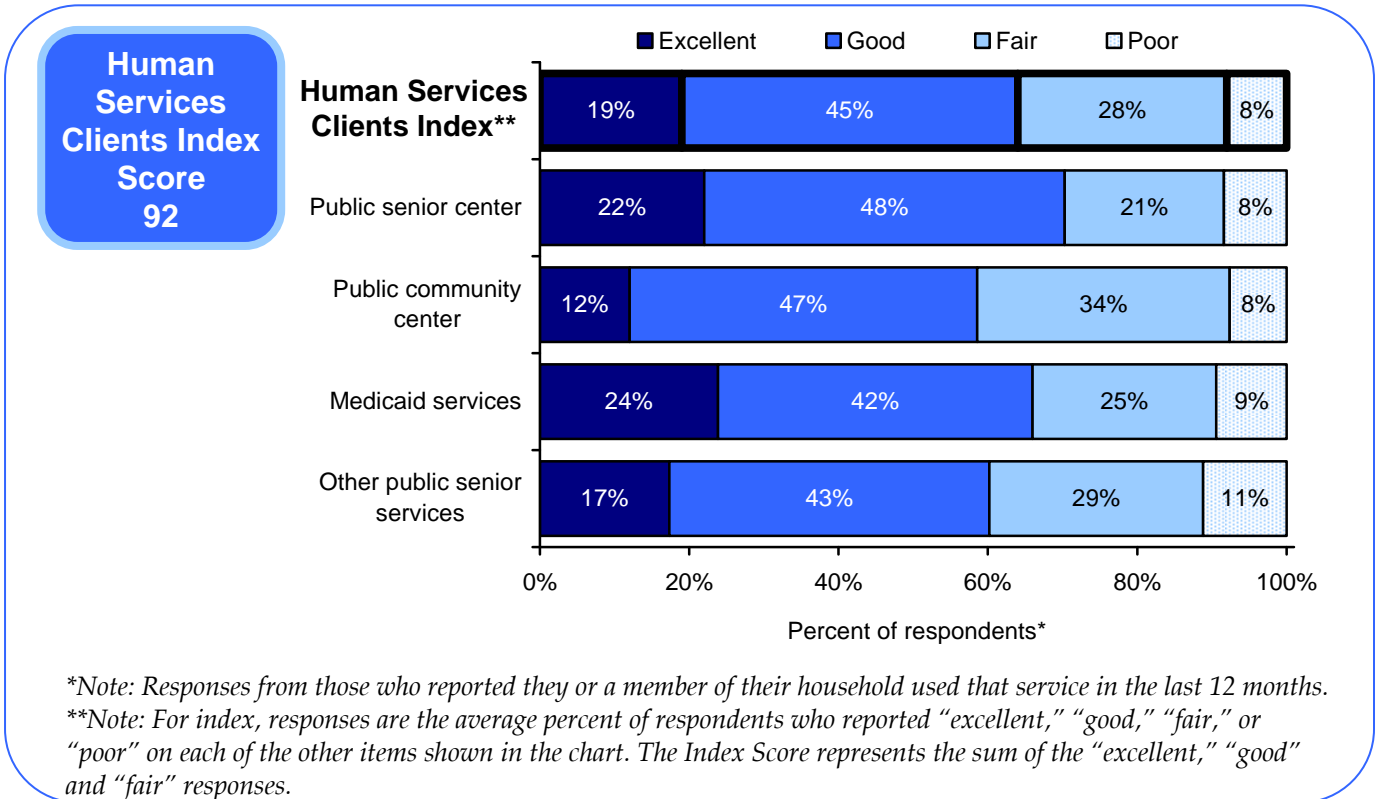
Figure 4-G: Social Support Services Index Ratings by Community Board



Those respondents who received human services support from the City, by using public senior center services, other public senior services, Medicaid services and/or public community center services, tended to rate these services most positively among all services on the *Survey*. The Human Services Clients Index, which summarizes these ratings, obtained a score of 92.

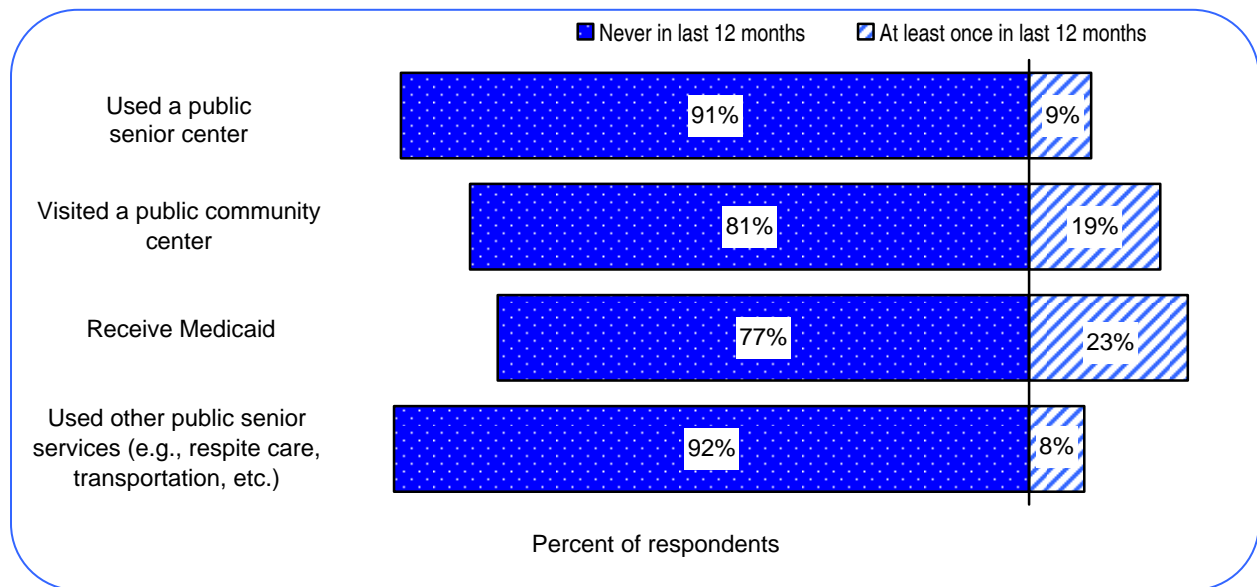
The services included in the Human Services Clients Index were rated as at least “fair” by 89% to 92% of clients (see Figure 4-H). The top rated services out of these four were Medicaid services (rated as “excellent” by nearly a quarter of respondents) and public senior center services (rated as “excellent” by 22% of those giving a rating).

Figure 4-H: Human Services Clients Index and Ratings



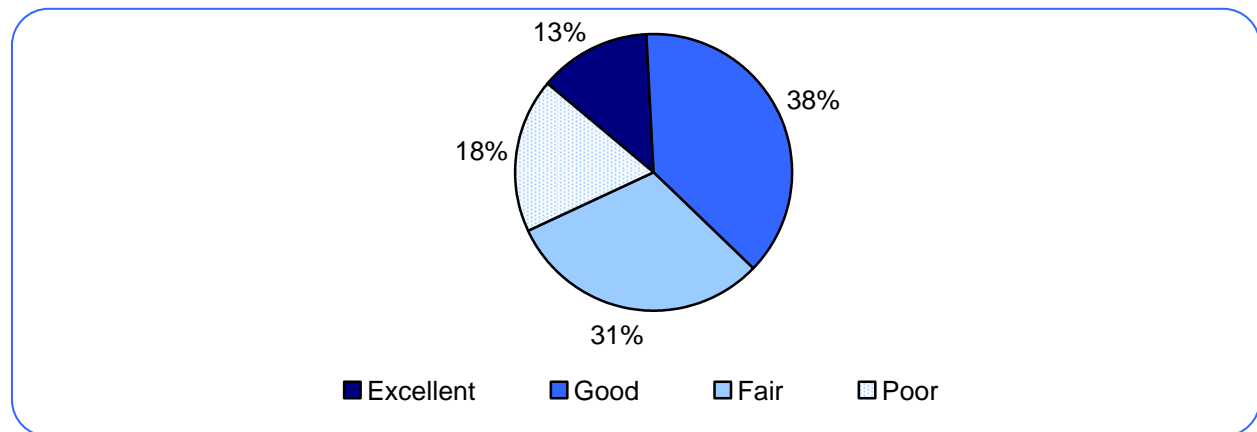
The proportion of respondents who had used each of the services rated in Figure 4-H on the previous page is displayed in Figure 4-I below.

Figure 4-I: Use of Human Services



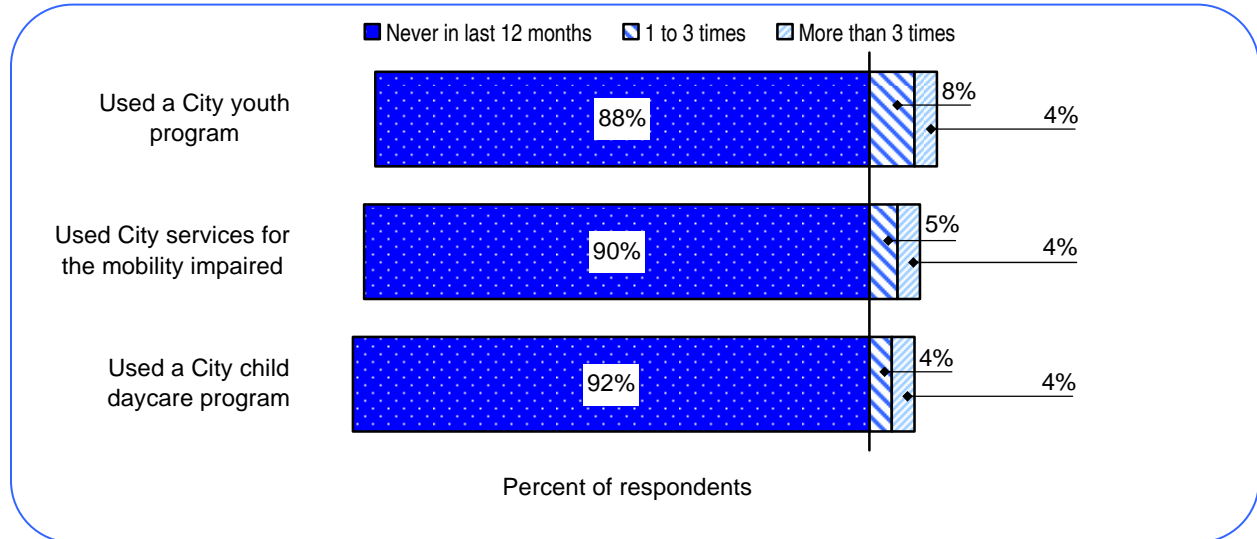
Not included in the Human Services Clients Index Score were ratings for employment training programs provided by the City. Eight percent of respondents reported that they had participated in an employment training program in the previous 12 months. Just over half of these respondents rated the trainings as “excellent” or “good” (see Figure 4-J), and 82% rated them as at least “fair.”

Figure 4-J: Rating of Employment Training Programs



Respondents were asked about their participation in several of the City’s other social service programs. Nine percent of surveyed households had used a City service for the mobility impaired in the last 12 months (see Figure 4-K), 12% had used a City youth program and 8% had used a City child daycare program.

Figure 4-K: Use of Other Human Services



Differences among respondent subgroups in the use of and ratings of human services were examined. Findings of note included:

- Asian/Pacific Islander respondents, compared to the other races, tended to give the highest ratings to the social support services. Black/African American respondents tended to give the lowest ratings to the social support services.

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Chapter 5: Public Education and After-School Programs

A high quality public education is essential to the overall success of children and youth, and helps to create a strong workforce, improve public health, reduce poverty and crime rates, and create opportunities for higher education and career advancement. New York City has an extensive public education system to support its large population. Residents' opinions about the public schools and after-school programs were sought through the *Survey*.

Survey data summarized in this chapter include:

- Figure 5-A: Public Education Index and Ratings
- Figure 5-B: Public School Users Index and Ratings
- Figure 5-C: Household Members' Attendance at Public Schools and Public After-School Programs
- Figure 5-D: Public Education Index Ratings by Community Board

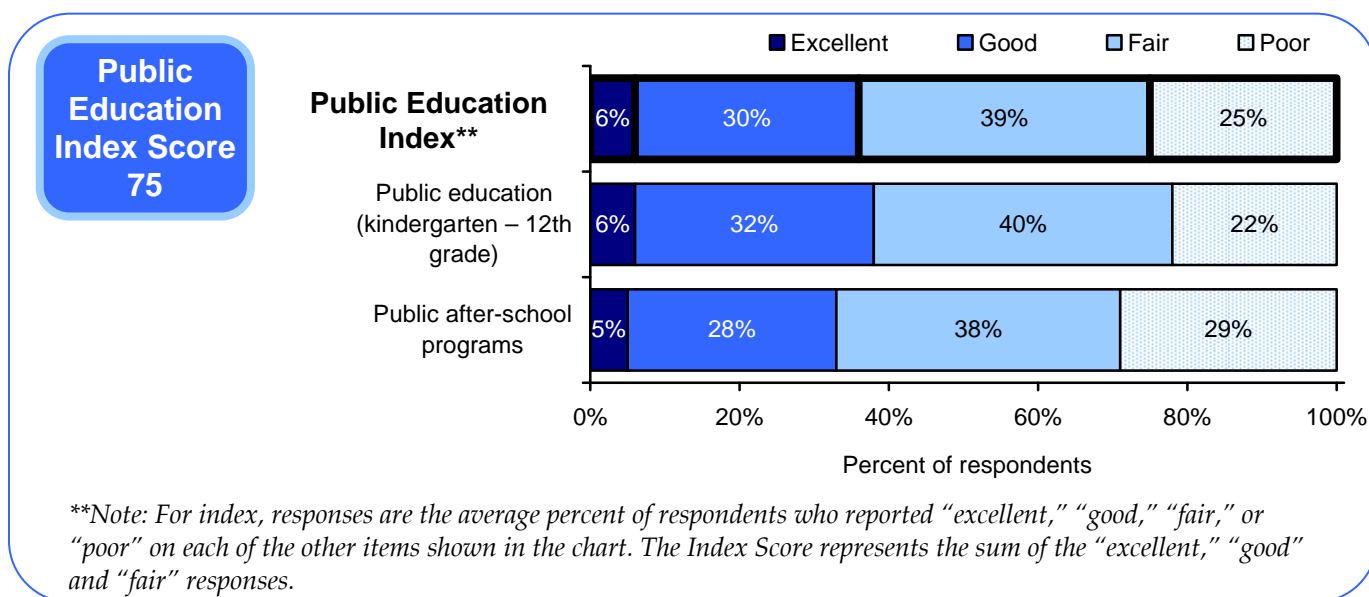
Supplemental appendices, which are available online (at www.nyc.gov/operations), provide breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

Public Education and After-School Programs

Public education is provided to a large number of New York City residents. More than one million pre-kindergarten to grade 12 students attend more than 1,400 schools in the City. Employing approximately 79,000 teachers, the City works to prepare students to meet grade level standards in reading, math, and other basic skills. In addition, more than 2,800 community-based and City-funded organizations offer a mix of academic support, sports/recreational activities, and arts and cultural experiences, through after-school programming.

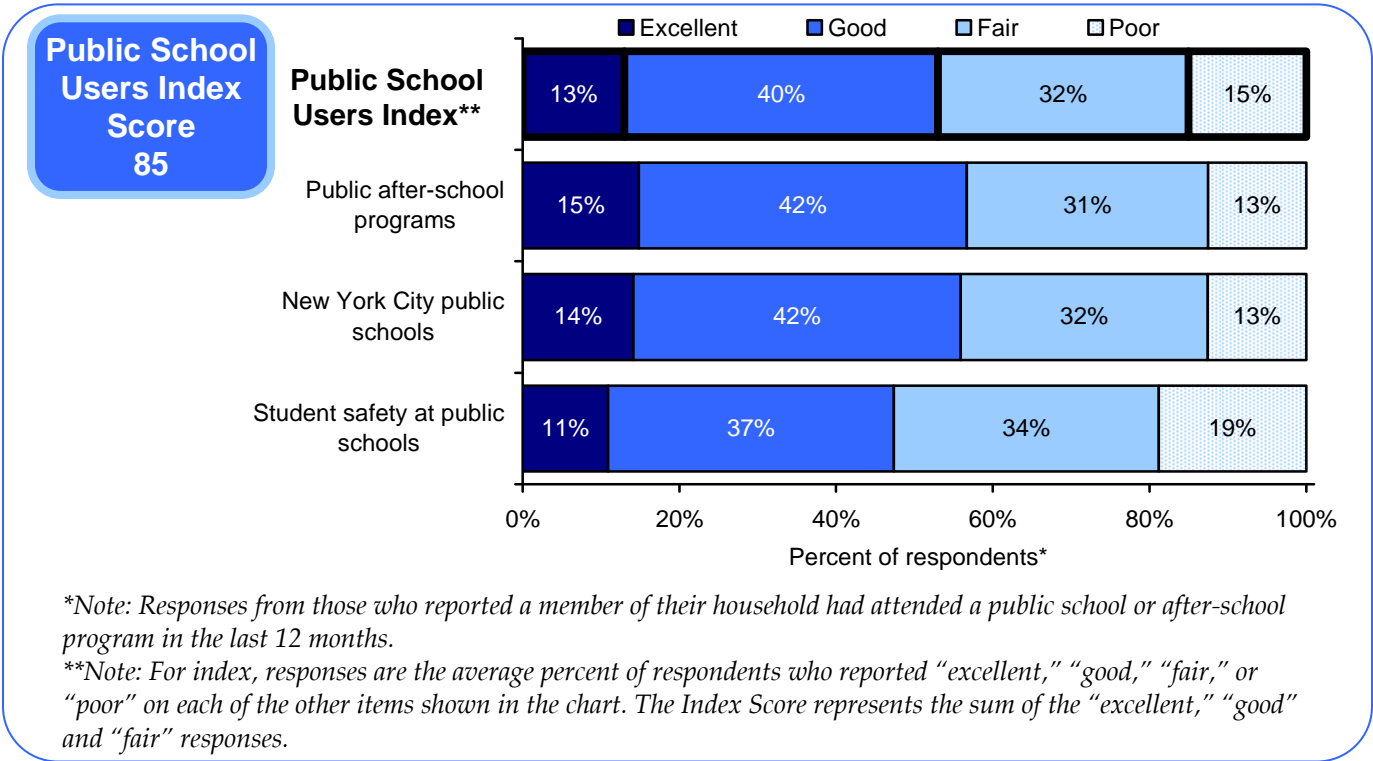
The *Survey* asked all respondents to rate the quality of public education and public after-school programs, regardless of whether or not they had a child in the public school system. The Public Education Index, which summarizes all respondents' ratings of these services, was 75. This means that approximately three-quarters of all respondents rated public education and public after-school programs as at least "fair" (see Figure 5-A).

Figure 5-A: Public Education Index and Ratings



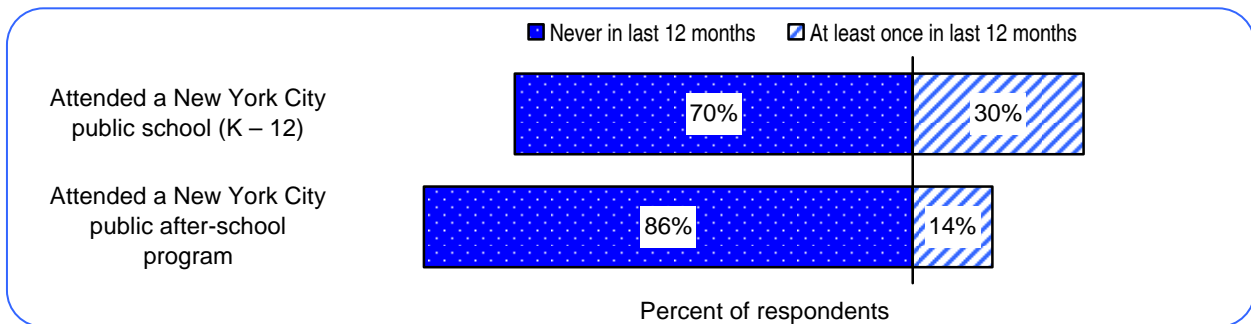
To assess ratings by the users of education services, a set of questions was asked only of parents or guardians whose children were enrolled in a public school or after-school program. These respondents gave more positive ratings of schools than did all respondents. This difference was reflected in the Public School Users Index score, which, at 85 (see Figure 5-B), was higher than the Public Education Index score of 75. Those respondents with children in the public school system also were asked to rate student safety. Just under half (48%) of respondents with children in the schools rated school safety as "excellent" or "good," with approximately 80% of respondents rating student safety as at least "fair."

Figure 5-B: Public School Users Index and Ratings



Thirty percent of surveyed residents reported having at least one child who attended a New York City public school within the last 12 months (see Figure 5-C). Approximately half as many (14%) said they had a child who had attended a New York City public after-school program.

Figure 5-C: Household Members' Attendance at Public Schools and Public After-School Programs



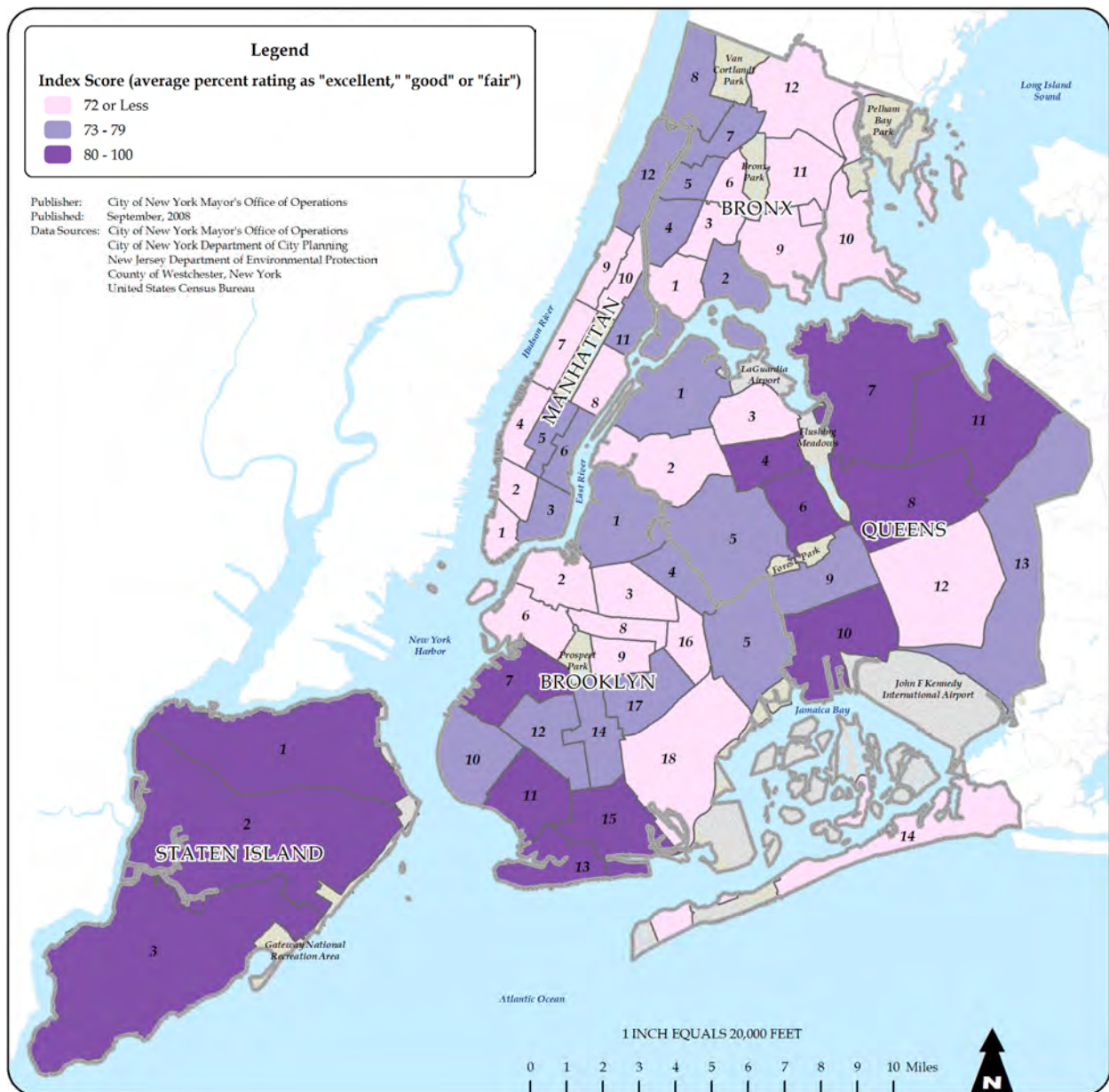
Differences in ratings of public school education in New York City among various respondent subgroups were examined. Some of the differences observed included:

- Ratings of the quality of public education and after-school programming were similar among Hispanic and Non-Hispanic survey participants.
- Older respondents tended to give more positive ratings to public schools and after-school programs than did younger respondents.
- Public education and public after-school programs were given somewhat higher ratings by those whose preferred first language was not English compared to those whose preferred first language was English.

Average scores for the Public Education Index (the average ratings given by all respondents for public schools and public after-school programs) by Community Board are shown in the map below. These scores ranged from a low of 65 in Manhattan Community Board #10 (Central Harlem) to a high of 90 in Queens Community Board #11 (Bayside). Out of the 59 Community Boards, 25 had a score of 72 or less, while 13 had a score of 80 or higher.

Respondents living in Staten Island gave the most positive ratings to the public education items, with an average score of 84. The least positive ratings were observed in Manhattan and the Bronx, with average scores of 72. In the middle were Brooklyn with a score of 74 and Queens with a score of 78.

Figure 5-D: Public Education Index Ratings by Community Board



Chapter 6: Community Conditions and Transportation

The City provides a wide array of services to keep neighborhoods clean and well-maintained. The upkeep and enhancement of the transportation and water infrastructure critical to the City's economic vitality and quality of life are the work of several City agencies. The Metropolitan Transportation Authority (MTA) provides mass transit services throughout the five boroughs.

The following chapter reflects New Yorkers' experience of their streetscape as well as transportation systems, and includes the following information:

- Figure 6-A: Cleaning and Maintenance Index and Ratings
- Figure 6-B: Cleaning and Maintenance Index Ratings by Community Board
- Figure 6-C: Mass Transit Index and Ratings
- Figure 6-D: Streets and Sidewalks Index and Ratings
- Figure 6-E: Overall Ease of Travel Within the City
- Figure 6-F: Streets and Sidewalks Index Ratings by Community Board

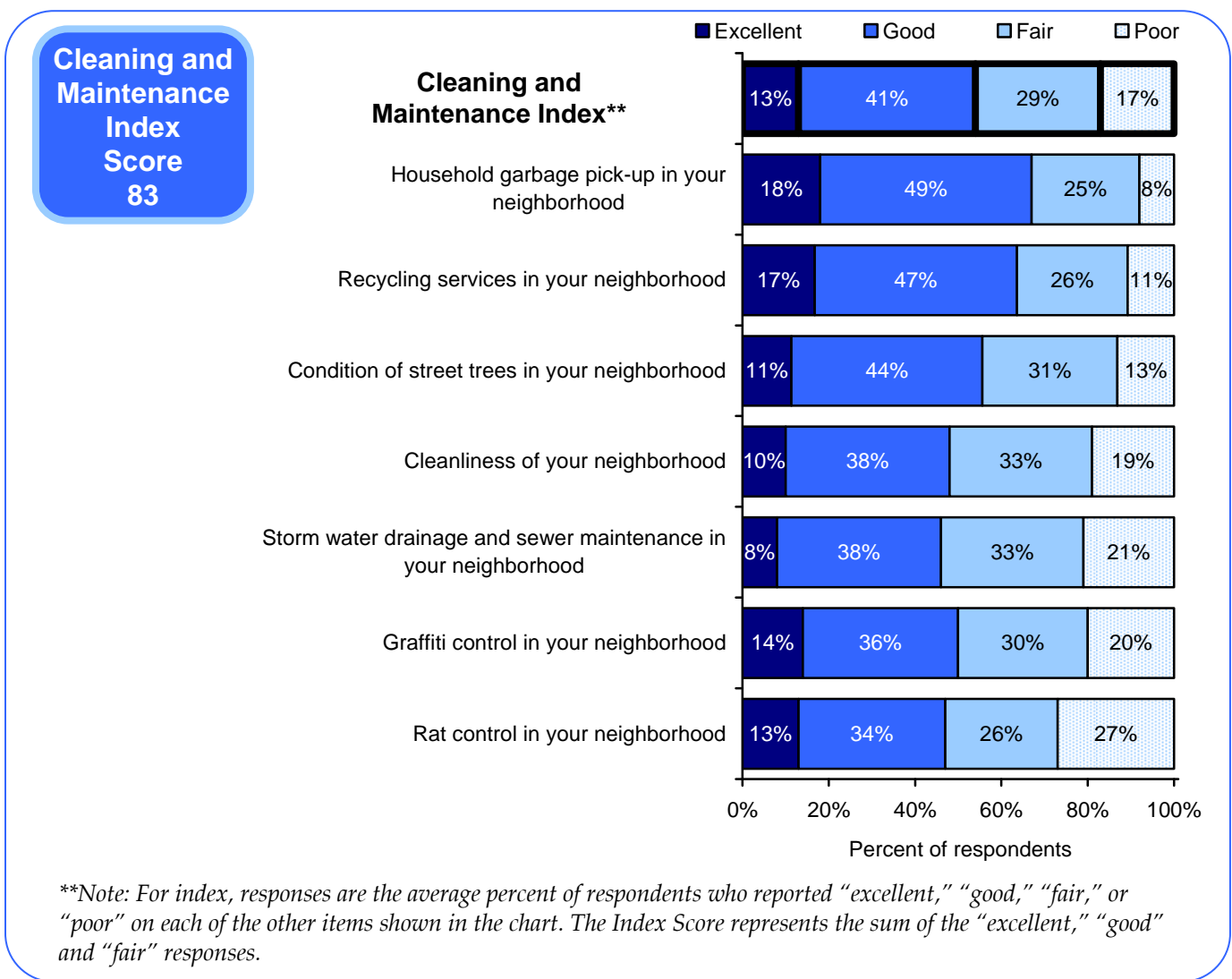
Supplemental appendices, which are available online (at www.nyc.gov/operations), provide breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

Community Conditions

The City provides numerous and diverse services to ensure the quality of the conditions of the urban landscape. To put the scale of these services in perspective, the City removes more than 11,000 tons of household and institutional waste on a daily basis; clears litter, snow, and ice from approximately 5,800 City street miles; and removes debris from vacant lots. The City also operates more than 13,000 miles of water mains and sewers, and manages 14 treatment plants capable of processing more than 1.3 billion gallons of wastewater a day to protect the environment of the City’s surrounding waterways.

Those who received the *Survey* were asked to rate a number of these neighborhood services and characteristics, such as waste pick-up services and the condition of street trees. Responses are summarized in the Cleaning and Maintenance Index (see Figure 6-A), which received a score of 83. Recycling and waste collection services were rated as “excellent” or “good” by approximately two-thirds of respondents. About half considered the condition of neighborhood street trees and graffiti control as at least “good.” Cleanliness of the neighborhood, rat control, storm drainage, and sewer maintenance were deemed “excellent” or “good” by just under half of respondents. All services were rated as at least “fair” by 73% or more of respondents.

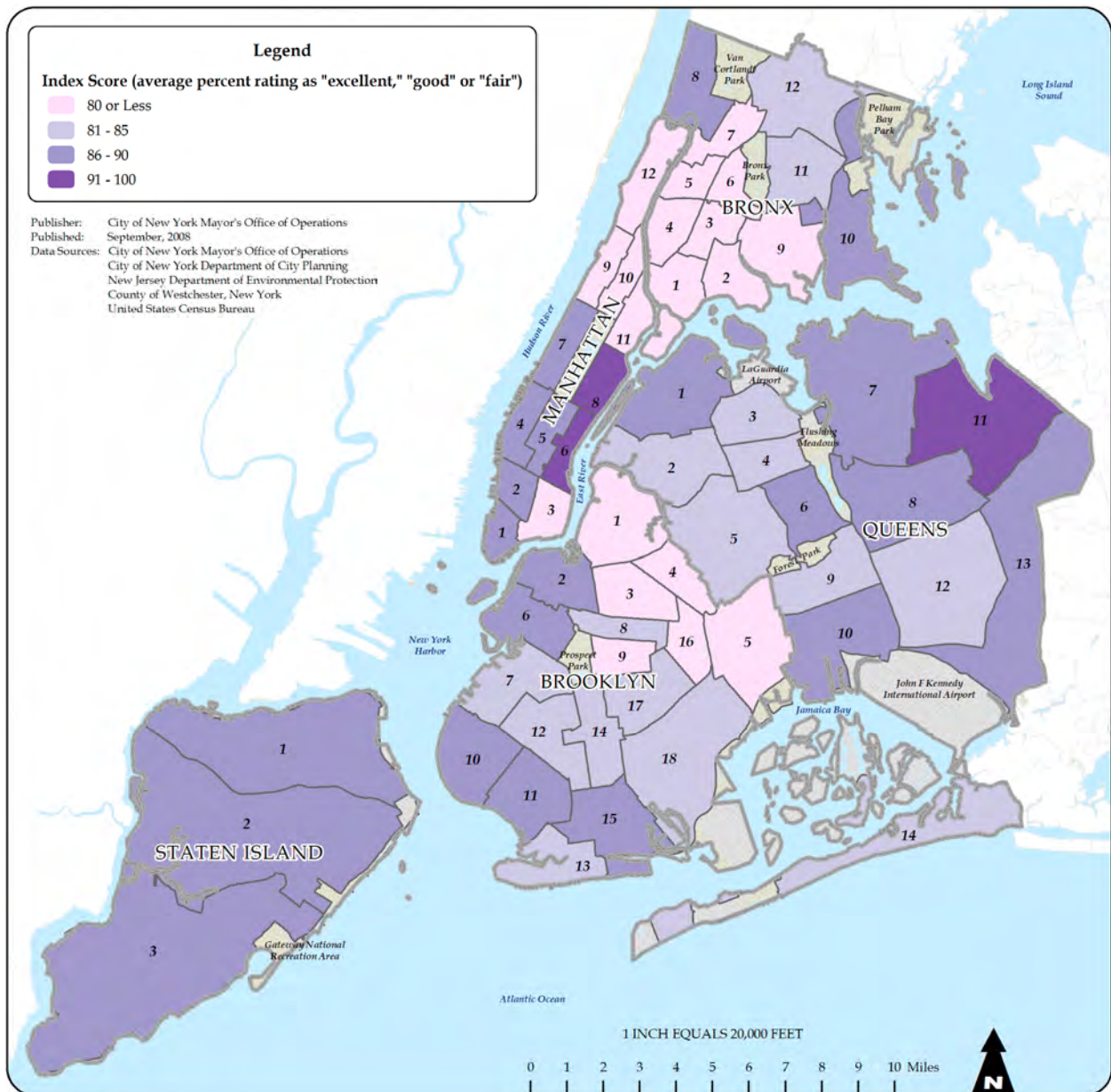
Figure 6-A: Cleaning and Maintenance Index and Ratings



The Cleaning and Maintenance Index ratings given by respondents within each Community Board are displayed in the map below. The Index scores ranged from a 64 in Bronx Community Board #1 (Mott Haven and Melrose) to 93 in Manhattan Community Board #8 (Upper East Side), Manhattan #6 (Stuyvesant Town, Gramercy, and Murray Hill), and Queens #11 (Auburndale, Bayside, and Oakland Gardens). More than half (37) of the 59 Community Boards had Cleaning and Maintenance Index scores between 81 and 90.

While one of the Community Boards with a high score of 93 was located in Queens and the other two were in Manhattan, the borough with the highest average score overall was Staten Island, with a score of 89; this was followed by Queens (86), Manhattan (84), Brooklyn (82), and the Bronx (78).

Figure 6-B: Cleaning and Maintenance Index Ratings by Community Board



A few differences among respondent groups were noteworthy:

- In general, Hispanic survey participants gave somewhat lower ratings to the community conditions items than Non-Hispanic respondents.
- White respondents and Asian/Pacific Islander respondents gave somewhat higher ratings to the cleaning and maintenance items than did respondents of other races.
- Survey respondents who reported feeling safer in their neighborhoods gave higher ratings on the Cleaning and Maintenance Index than did those who reported feeling less safe in their neighborhood.

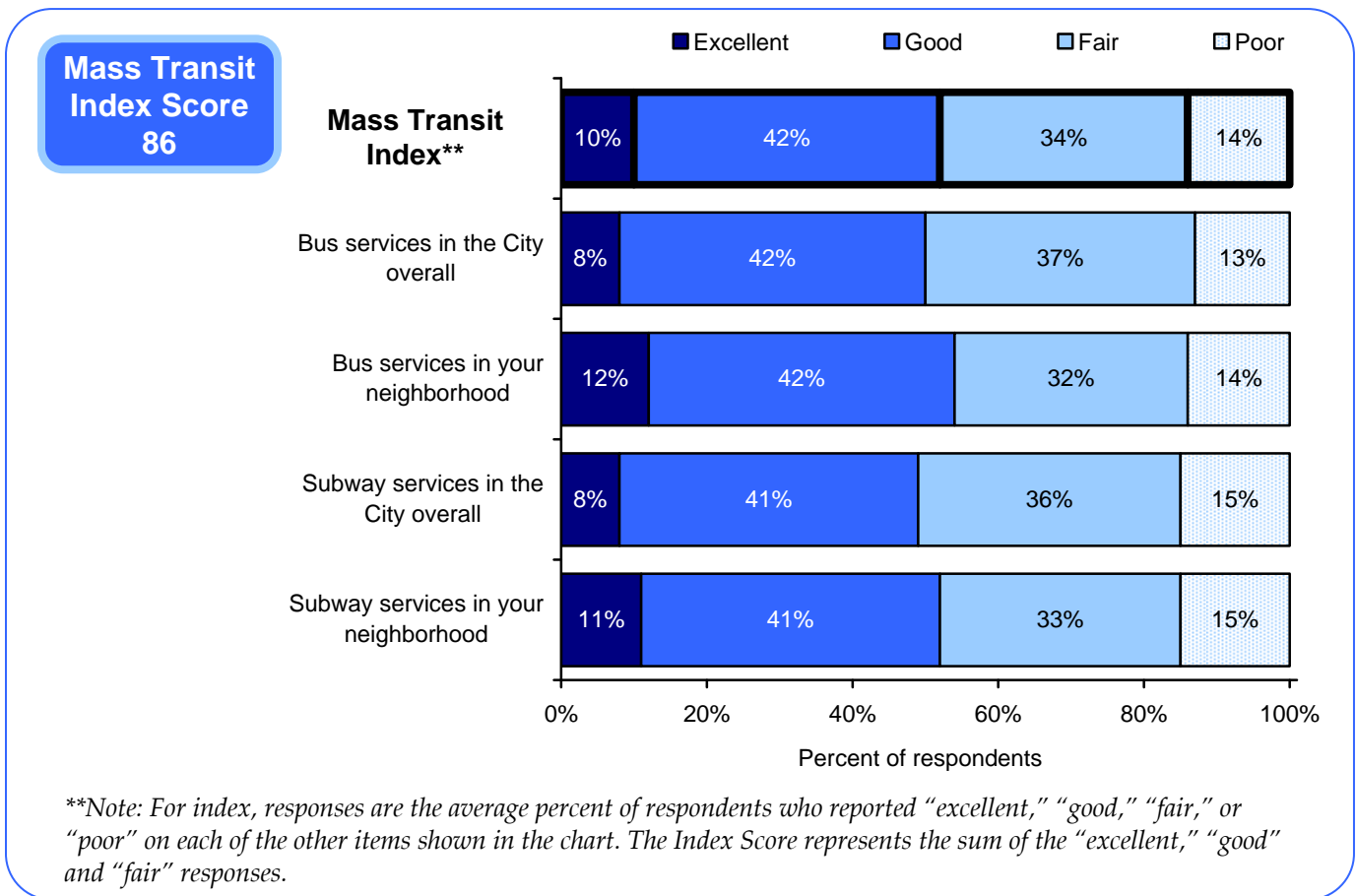
Transportation

The ability to easily move people and goods throughout the City impacts not only the daily experience of residents, but it can also impact the City’s economic vitality. The City of New York is responsible for the condition of nearly 6,000 miles of streets and highways and 789 bridge structures, including six tunnels. To ensure pedestrian safety and smooth multi-modal transportation, the City installs and maintains traffic signals at more than 11,800 intersections. It also maintains more than 1.3 million signs, more than 300,000 streetlights, 69 million linear feet of street markings, and approximately 63,000 parking meters. The City promotes the overall ease of transportation by encouraging use of alternative modes of transportation, and recently piloted an automobile-free streets program in Manhattan to promote more sustainable forms of transportation.

The *Survey* included several questions to assess resident opinion about transportation infrastructure in New York City and the ease of travel within the City. The Mass Transit Index is comprised of ratings of bus and subway services in the neighborhood and in the City overall. Mass transit services were viewed relatively favorably and the Index received a score of 86 – the fourth highest rating among 12 indices.

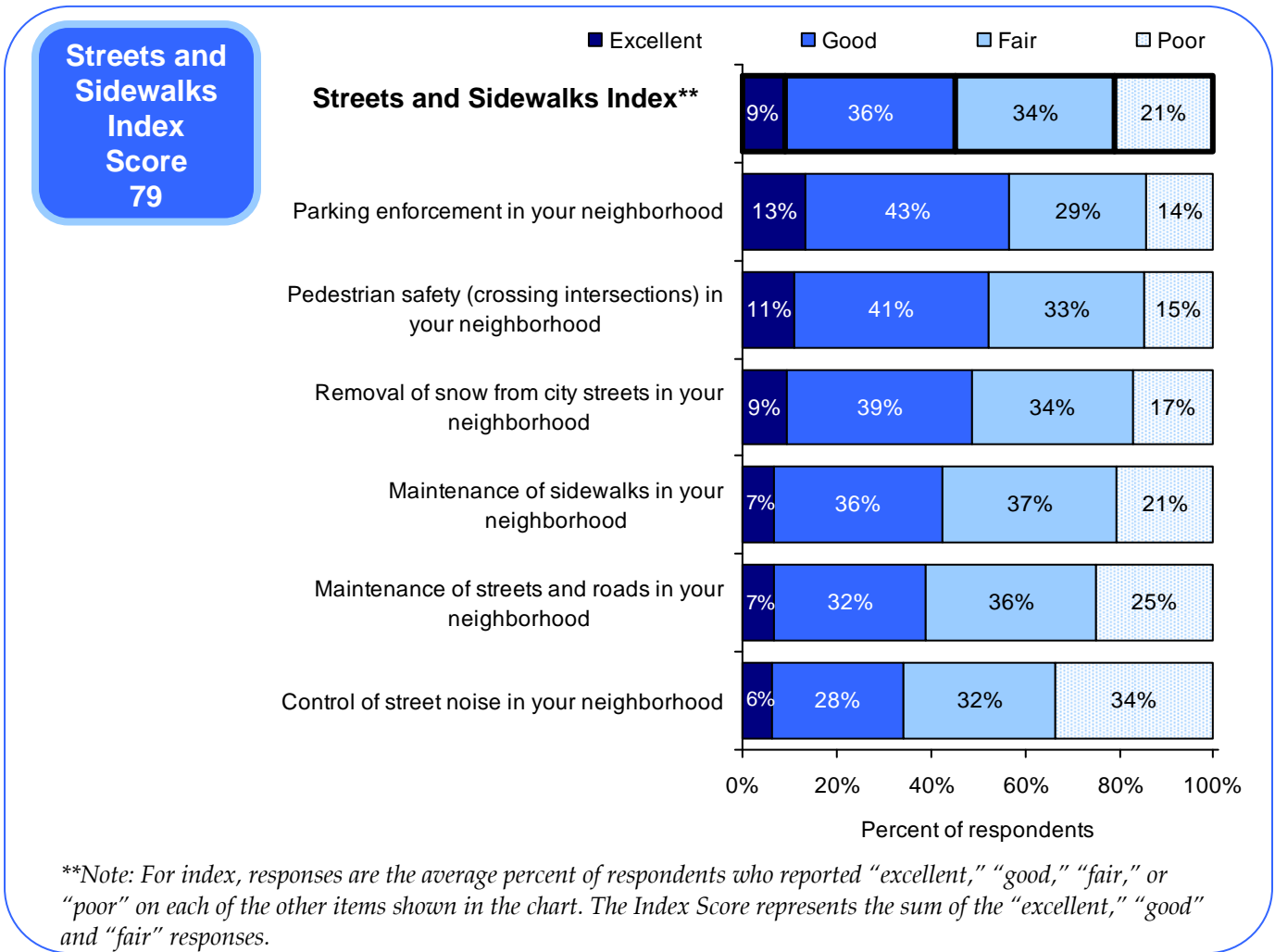
Respondents tended to view bus and subway services in their neighborhood slightly more positively than in the City as a whole. Each of these neighborhood mass transit services was rated as “excellent” or “good” by slightly more than half of respondents each (see Figure 6-C). Bus services were considered “excellent” or “good” in the City overall by exactly half of respondents; just less than half regarded subway services in the City overall as “excellent” or “good.”

Figure 6-C: Mass Transit Index and Ratings



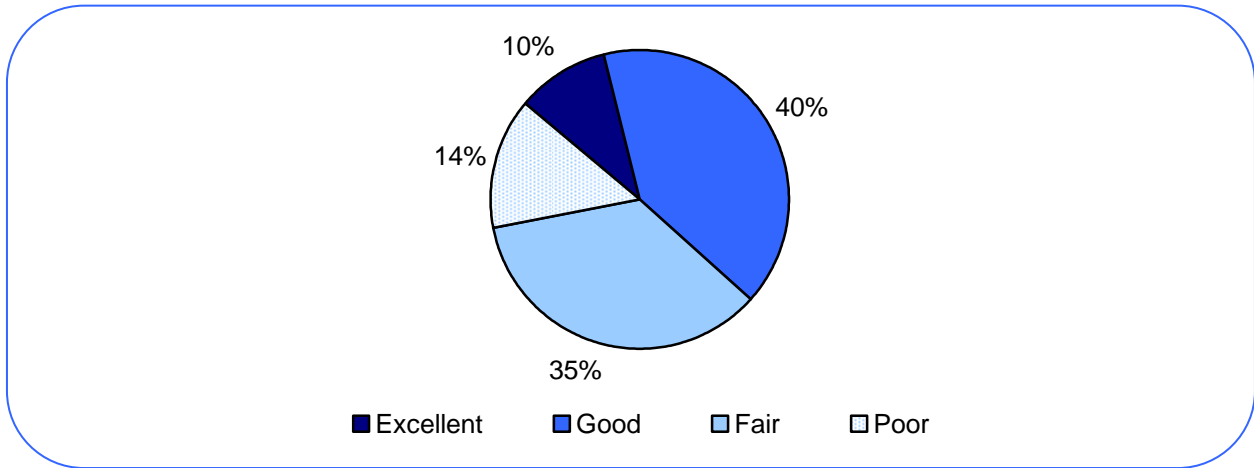
The Streets and Sidewalks Index received a score of 79. The items encompassed by this Index (Figure 6-D) related to the maintenance and quality of the neighborhood streetscape. Each of the six items was rated as at least “fair” by two-thirds or more of survey participants. The most positive ratings within this service area were parking enforcement and pedestrian safety (each rated as “excellent” or “good” by a majority of respondents).

Figure 6-D: Streets and Sidewalks Index and Ratings



In addition to rating mass transit services and transportation infrastructure services, those completing the *Survey* evaluated the overall ease of travel within the City. Half of respondents considered the overall ease of travel “excellent” or “good” within the City.

Figure 6-E: Overall Ease of Travel Within the City



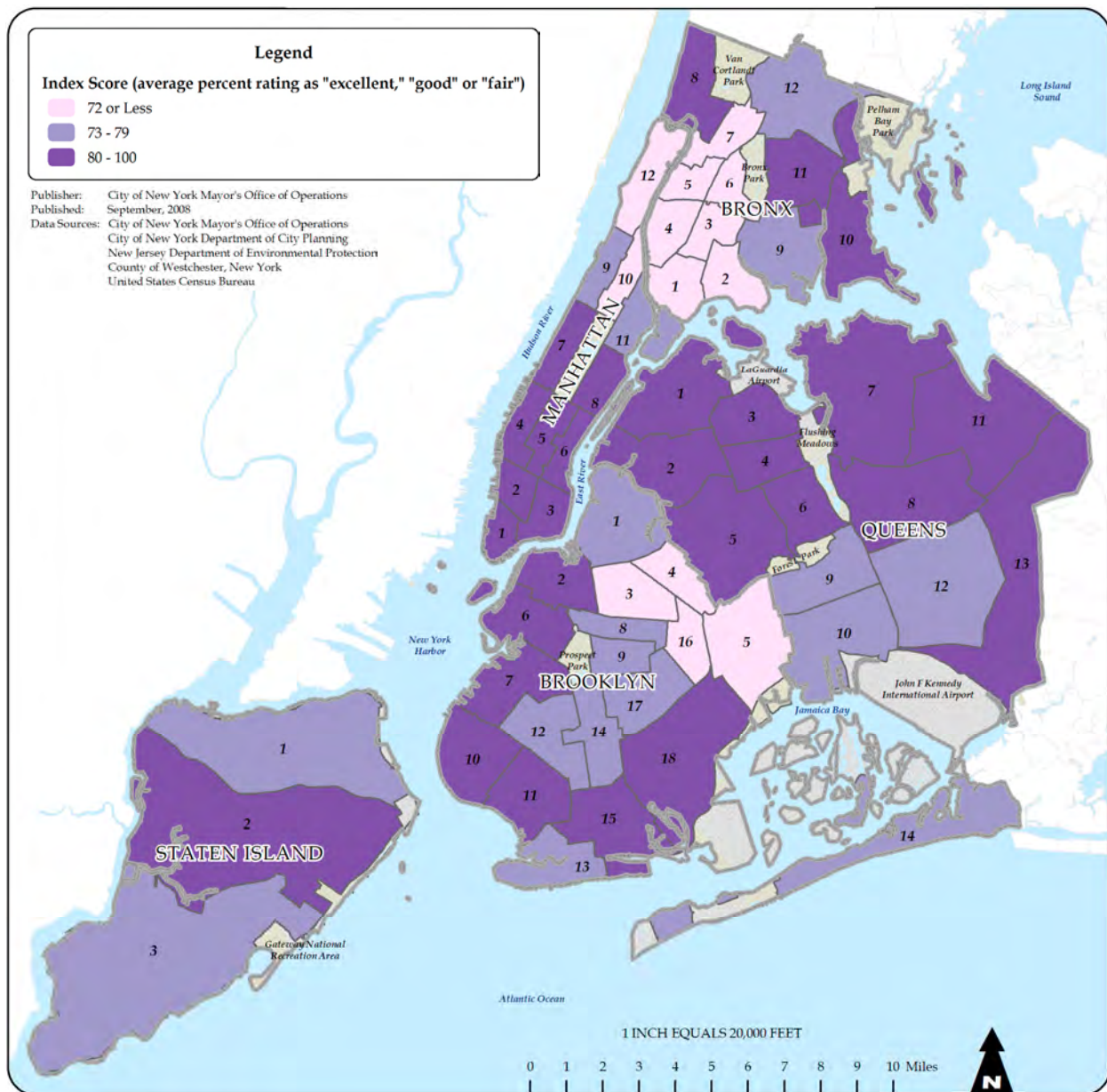
Examination of ratings of transportation and street conditions by respondent subgroups revealed a few differences of note:

- In general, White respondents and Asian/Pacific Islander respondents gave somewhat higher ratings to the transportation and street conditions items than did respondents of other races.
- Higher ratings on the Streets and Sidewalks Index were given by those who reported feeling safer in their neighborhood than by those who reported feeling less safe in their neighborhood.

The map below reflects the average ratings of the Streets and Sidewalks Index for each Community Board. Among the 59 Community Boards, 13 had scores of 72 or lower on the Streets and Sidewalks Index. Most of these Boards were located in the Bronx or Brooklyn, with one located in Manhattan. The borough with the highest average score on this Index was Queens (82), followed by Manhattan (81), Staten Island (80), Brooklyn (77), and the Bronx (75).

The Streets and Sidewalks Index scores for the Community Boards ranged from 67 in Brooklyn Community Board #16 (Ocean Hill/Brownsville) to 89 in Queens Community Board #11 (Bayside). About half (29) of the 59 Community Boards had Index scores of 80 or more.

Figure 6-F: Streets and Sidewalks Index Ratings by Community Board



Chapter 7: Recreation and Culture

Open space, recreational areas and cultural resources are critical amenities in neighborhoods that help shape the character of communities. The City of New York has world-renowned parks and cultural institutions, and a large number of facilities and programs that provide residents with opportunities to engage in a diversity of recreational and cultural experiences.

The *Survey* information provided in this chapter includes:

- Figure 7-A: Community Amenities Index and Ratings
- Figure 7-B: Use of Libraries and Parks
- Figure 7-C: Ratings of Libraries and Parks by User
- Figure 7-D: Community Amenities Index Ratings by Community Board

Supplemental appendices, which are available online (at www.nyc.gov/operations), provide breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

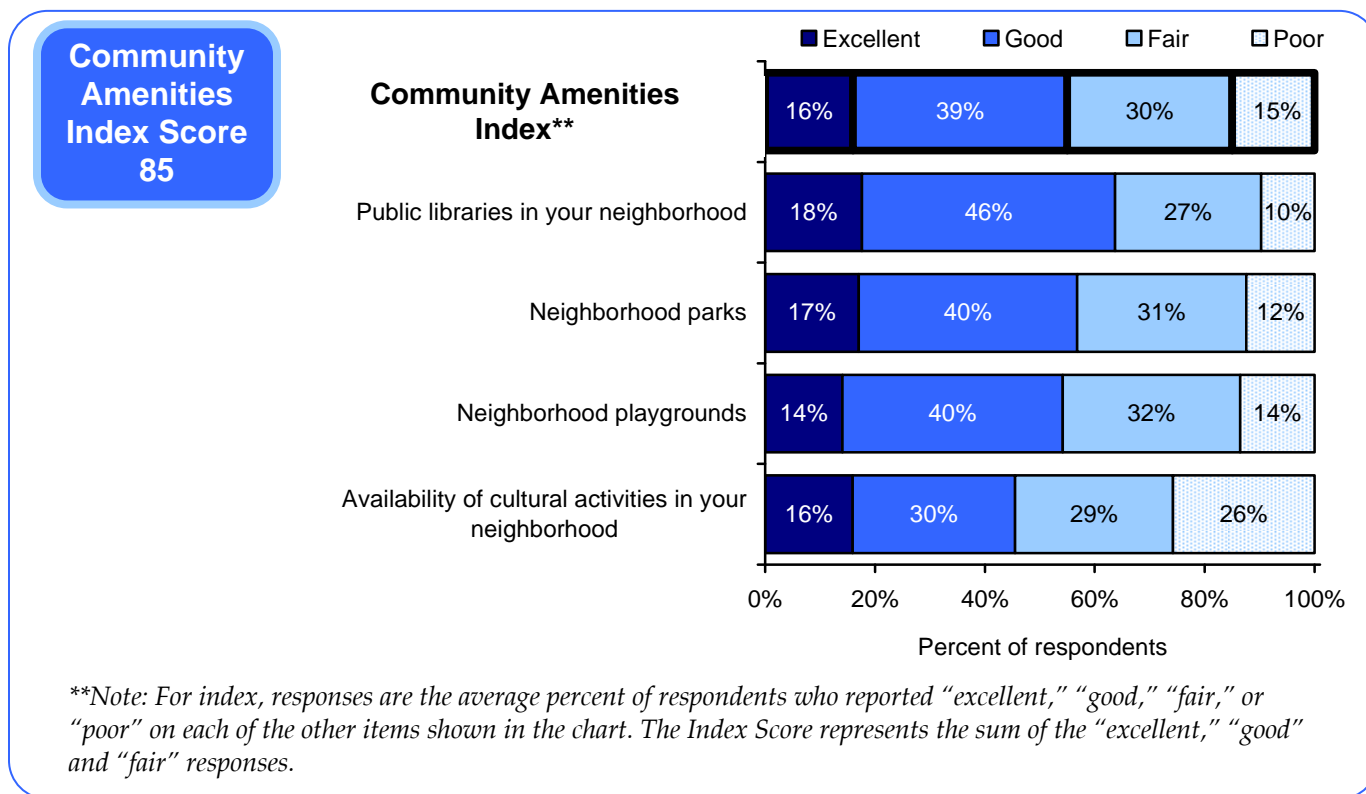
Recreation and Culture

The City’s municipal park system offers more than 28,800 acres including nearly 1,700 parks and more than 990 playgrounds and numerous other recreation facilities from athletic fields to zoos. The City strives to provide cultural opportunities to each neighborhood and works with 34 City-owned cultural institutions and more than 1,500 other not-for-profit organizations. The City’s 208 local library branches and four research library centers offer free and open access to their extensive hard copy and electronic resources.

Residents were asked about their perceived opportunities for culture and recreation, the amount of recreation they sought, and the quality of neighborhood parks and recreation services. The Community Amenities Index summarized these items and produced a score of 85.

Neighborhood parks and playgrounds were each evaluated as “excellent” or “good” by more than half of respondents. The availability of cultural activities in the neighborhood (as opposed to the City overall), received a rating of “excellent” or “good” by less than half (46%) of respondents. All items were rated as at least “fair” by approximately three-quarters of respondents.

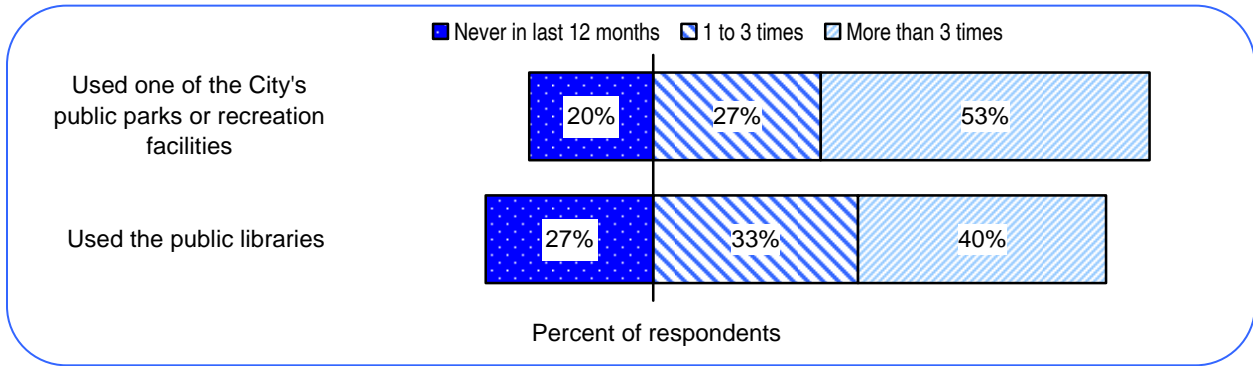
Figure 7-A: Community Amenities Index and Ratings



Residents were also asked to rate public libraries in the City overall; this rating was not included in the Community Amenities Index because the Index was comprised only of neighborhood items. However, respondents did hold more favorable perceptions of public libraries at the City level; 70% deemed public libraries “excellent” or “good” in the City overall, compared to 64% for libraries in the neighborhood (data for City overall can be found in Appendix C: Frequency of Responses to All Questions).

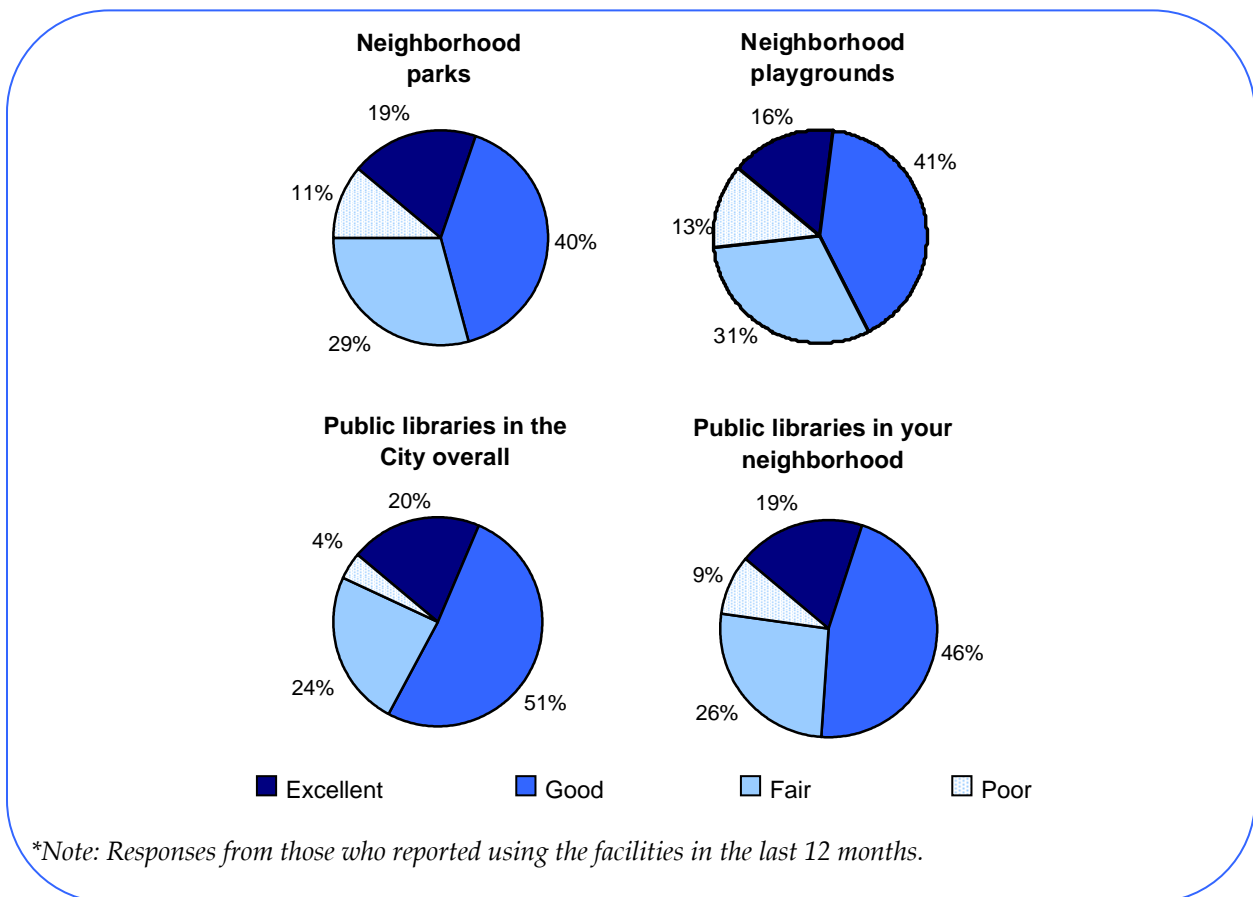
The extent to which New Yorkers enjoy the City’s parks, recreation, and library facilities was also assessed through the *Survey*. More than 70% of households had used a public library at least once in the last 12 months; 40% had done so more than three times (see Figure 7-B). The City’s public parks and recreation facilities had been visited at least once by 80% of households, with more than half having visited a park or recreation facility more than three times in the previous 12 months.

Figure 7-B: Use of Libraries and Parks



Ratings of libraries and parks were examined by user status. The ratings of these facilities were similar but slightly more positive for those who had used these facilities within the previous year (see Figure 7-C) compared to all respondents (see Figure 7-A on the previous page).

Figure 7-C: Ratings of Libraries and Parks by Users



Differences in use of parks and recreation facilities and libraries were observed, and included the following:

- Higher annual household incomes were associated with higher use of parks and recreational facilities. However, use of libraries was similar among all income groups except the very highest (\$200,000 or more annually), where use of libraries was somewhat lower.
- Younger respondents were somewhat more likely to have used a park and recreation facility or visited a library than were older respondents.

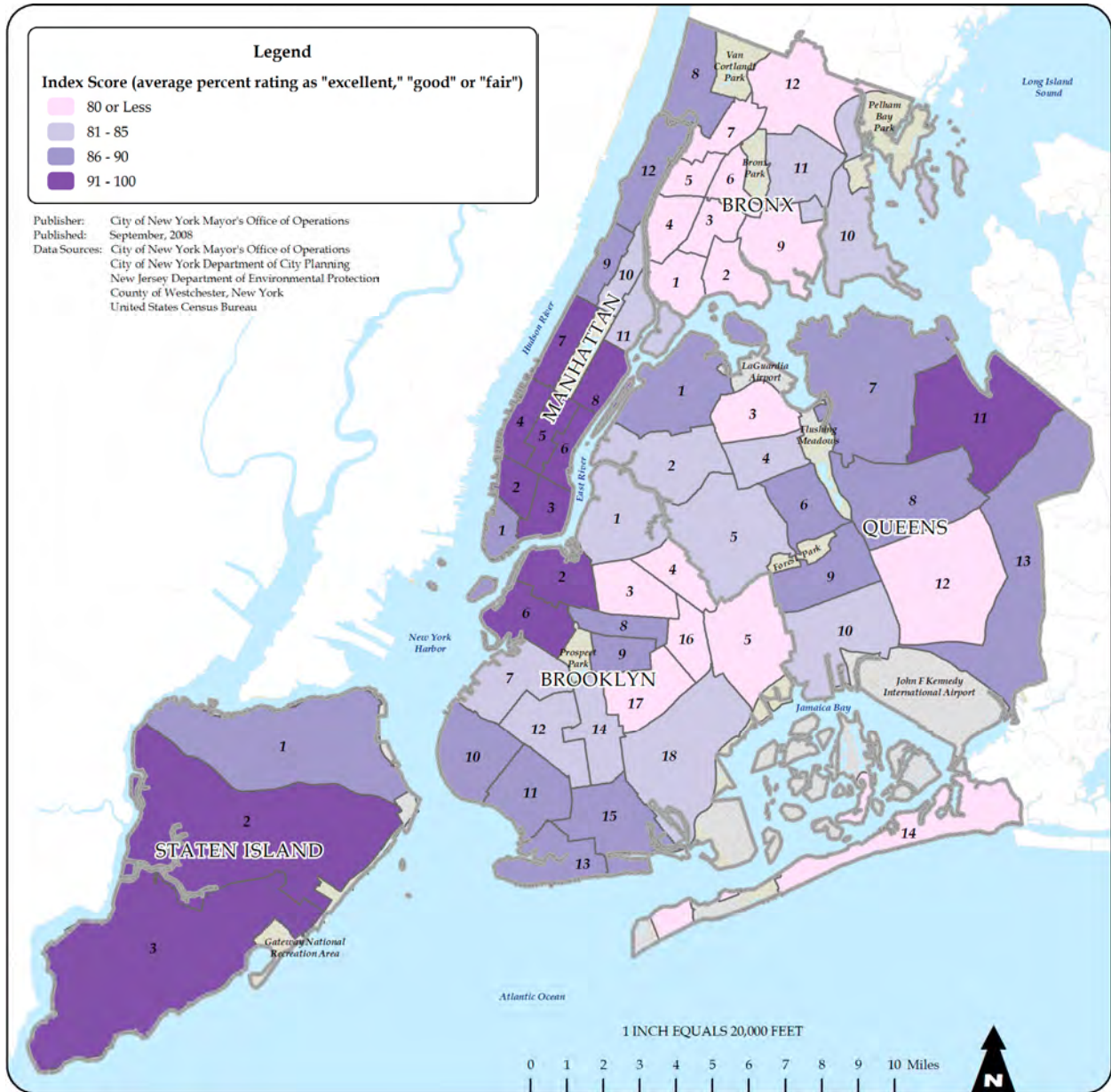
Some of the differences in recreation and culture ratings included:

- Non-Hispanic respondents gave somewhat higher ratings to recreation and culture items than did Hispanic respondents.
- In general, White respondents and Asian/Pacific Islander respondents gave somewhat higher ratings to the recreation and culture items than did respondents of other races.

Exhibited in the map below are the average scores by Community Board for the Community Amenities Index. The scores ranged from 64 in Brooklyn Community Board #4 (Bushwick) to 97 in Manhattan Community Board #8 (the Upper East Side). Twelve of the 59 Boards had average scores of 91 or higher, while 17 had scores of 80 or less.

The boroughs of Manhattan and Staten Island had the most positive average ratings on the Community Amenities Index, with average scores of 91. Queens was next, with an average score of 85, followed by Brooklyn (83), and the Bronx (78).

Figure 7-D: Community Amenities Index Ratings by Community Board



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Chapter 8: Conclusion

The *NYC Feedback Citywide Customer Survey* represents a new tool for the City to measure how effectively it provides quality services – from the public’s perspective. With this new tool, City administrators will now have another dimension of data from which to learn. The *Survey* creates a baseline of public perceptions and a benchmark for performance management that may be tracked over time to observe trends.

The *Survey* results provide significant detail about differences among respondents, by location and by demographics. For even more detail, a two-page summary of results for each Community Board is included at the end of the main report. Supplemental appendices are also available online, providing breakdowns of all results by respondent characteristics, such as age, gender, race and ethnicity, and by every borough.

Analyzing results of the *Survey* is the first step in the City’s efforts to understand public perceptions about government performance. Following distribution of this report, the Mayor’s Office intends to engage City agencies to review how the *Survey* results can contribute to the continuous improvement of their service delivery, operations, and/or public outreach.

The City of New York is grateful to the public for taking the opportunity to provide us with their invaluable feedback. The information provided through this *Survey* effort will contribute to developing a more accountable, transparent and accessible City.

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Attachment 1: Questionnaire and Cover Letter

The following pages contain a copy of the questionnaire as well as the cover letter that accompanied it in the first mailing to survey recipients.

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Importante, ¡dé vuelta la página!
Contraseña para Internet:

Важно! Переверните
страницу: пароль Интернета

重要, 請繼續下一頁!
網上答卷密碼:

重要, 請繼續下一頁!
網上答卷密碼:



Office of the Mayor
City Hall
New York, NY 10007

June 2008

Dear New Yorker:

We want to hear from you! Your household was randomly selected to participate in the *NYC Feedback Citywide Customer Survey*. By completing the survey you have the chance to tell us what you think of City government's service delivery and how you view the quality of life in New York. The survey is important, because we will use the information you provide to help us improve the performance of City government in your neighborhood and throughout the five boroughs.

To select the person to take this survey, choose the adult (anyone 18 years or older) who lives in your household who most recently had a birthday. That person's year of birth does not matter, as long as he or she is at least 18 years old.

You also can complete the survey online. Just go to www.nyc.gov/nycfeedback and enter your unique password. Your password can be found in the upper lefthand corner of this page, above your address.

If you choose to complete the written survey, return the completed survey in the enclosed postage-paid envelope to the below address:

National Research Center, Inc.
7 Times Square, Suite 4303
New York, NY 10036

Your responses will be **completely confidential and no private information will be made available to the public or to the City**. Responses will be reported in summary form only.

If you have any questions about this survey, please contact 3-1-1 or go to www.nyc.gov. We will use these survey results to review and improve the performance of City government, and we thank you for your valuable time.

Sincerely,

Handwritten signature of Michael R. Bloomberg.

Michael R. Bloomberg
Mayor

Handwritten signature of Betsy Gotbaum.

Betsy Gotbaum
Public Advocate

Office of the Public Advocate
1 Centre Street,
15th Floor
New York, NY 10007

¡Deseamos conocer su opinión! La Ciudad de Nueva York le brinda una importante oportunidad para que nos cuente lo que piensa sobre la prestación de los servicios del gobierno de la Ciudad y cuál es su visión sobre la calidad de vida en Nueva York. Su hogar ha sido seleccionado al azar para participar en esta encuesta y su opinión es importante para nosotros.

Si no pudiera completar la encuesta adjunta en inglés, quizá algún amigo o familiar pueda ayudarlo a completarla y luego enviarla en el sobre adjunto con franqueo pago. Si desea recibir una copia de la encuesta en español, llame al (1-800-815-7412). Allí tendrá que dejar un mensaje con su dirección y le enviaremos una versión en español de la encuesta. También puede realizar la encuesta en español por Internet. Visite www.nyc.gov/nycfeedback/spanish e ingrese su Contraseña única. La contraseña se encuentra en la parte superior de la página anterior.

Todas sus respuestas serán totalmente confidenciales y no se pondrá información privada alguna a la disposición del público ni de la Ciudad. Las respuestas serán informadas únicamente en forma grupal.

Gracias.

Мы хотим знать Ваше мнение! Администрация города Нью-Йорк предоставляет Вам возможность рассказать нам, что Вы думаете о работе служб городской администрации и уровне жизни в Нью-Йорке. Ваша семья была произвольно выбрана для участия в этом опросе, и мы дорожим Вашим мнением.

Если Вы не можете заполнить данную анкету на английском языке, Вы можете попросить друга или члена семьи помочь Вам, а потом вернуть анкету в приложенном конверте (пересылка оплачена).

Если Вы хотите получить копию анкеты на русском языке, позвоните 1-800-815-7579. Оставьте сообщение и Ваш адрес, и Вам будет выслана анкета на русском языке по почте. Вы также можете заполнить анкету на русском языке в электронном формате на Интернете: наберите адрес www.nyc.gov/nycfeedback/russian и введите Ваш пароль (password). Ваш пароль (password) находится на верху предыдущей страницы.

Все ответы абсолютно конфиденциальны и Ваша частная информация не будет предоставлена общественности или городской администрации. Результаты будут представлены только в обобщенной форме. Спасибо!

我們希望聽到你的聲音！

紐約市政府為你提供這一重要機會，告訴我們你對市府的服務執行情況評價如何，對紐約市的生活質量有何觀點。你戶被隨機抽樣選中參與這次調查，你的意見對我們十分重要。

如果你無法用英語填寫內附的問卷，你可以請朋友或家人幫助填寫，填寫完畢後使用內附郵資已付信封寄回。如果你希望收到一份繁體字中文問卷，請撥打(1-888-452-3842)，聽到提示後留下你的地址，我們將會郵寄給你一份中文繁體字問卷。你也可以上網填寫中文繁體字問卷，網址是

www.nyc.gov/nycfeedback/chinese，在鍵入你專用的密碼後填寫。你的密碼在前一頁的頂端。

所有問卷答复均為完全保密，任何私人資訊都不會提供給公眾或市政府。我們只以歸納總結的形式報告調查結果。

謝謝你。

我们希望听到你的声音！

纽约市政府为你提供这一重要机会，告诉我们你对市府的服务执行情况评价如何，对纽约市的生活质量有何观点。你户被随机抽样选中参与这次调查，你的意见对我们十分重要。

如果你无法用英语填写内附的问卷，你可以请朋友或家人帮助填写，填写完毕后使用内附邮资已付信封寄回。如果你希望收到一份简体字中文问卷，请拨打(1-888-452-3842)，听到提示后留下你的地址，我们将会邮寄给你一份中文简体字问卷。你也可以上网填写中文简体字问卷，网址是

www.nyc.gov/nycfeedback/chinese，在键入你专用的密码后填写。你的密码在前一頁的頂端。

所有问卷答复均为完全保密，任何私人资讯都不会提供给公众或市政府。我们只以归纳总结的形式报告调查结果。

谢谢你。



NYC Feedback

Citywide Customer Survey

Thank you for participating in this survey! As a reminder, this survey should be completed by the adult (18 years or older) in your household who most recently had a birthday.

For each question, please circle the response that most closely matches your opinion, or check the box that indicates your answer.

Return the completed survey in the enclosed postage-paid envelope or submit your responses online. Your responses are completely confidential and will be reported in summary form only.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
1. How would you rate the quality of life in New York City overall?	1	2	3	4	5
2. How would you rate your neighborhood as a place to live?	1	2	3	4	5

3. Please rate how safe you feel in each of the following locations or situations:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
Walking alone on a street in your neighborhood at night.....	1	2	3	4	5
In a park or playground during the day	1	2	3	4	5
Riding a subway during the day.....	1	2	3	4	5
Riding a subway at night.....	1	2	3	4	5

Please think about **your own neighborhood** as you rate the items in the next question.

4. Please rate each of the following **in your neighborhood**.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Cleanliness of your neighborhood	1	2	3	4	5
Control of street noise.....	1	2	3	4	5
Household garbage pick-up.....	1	2	3	4	5
Recycling services	1	2	3	4	5
Rat control	1	2	3	4	5
Graffiti control	1	2	3	4	5
Pedestrian safety (crossing intersections)	1	2	3	4	5
Maintenance of streets and roads	1	2	3	4	5
Maintenance of sidewalks.....	1	2	3	4	5
Removal of snow from city streets.....	1	2	3	4	5
Parking enforcement.....	1	2	3	4	5
Condition of street trees.....	1	2	3	4	5
Storm water drainage and sewer maintenance	1	2	3	4	5
Availability of health care services.....	1	2	3	4	5
Availability of cultural activities (such as concerts, plays, museums)	1	2	3	4	5
Neighborhood parks	1	2	3	4	5
Neighborhood playgrounds.....	1	2	3	4	5



For the next question, please think about **your neighborhood** first AND THEN your experiences in **New York City overall**.

5. Please rate each of the following

	<u>in your neighborhood</u>					<u>in the City overall</u>				
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Fire protection services.....	1	2	3	4	5	1	2	3	4	5
Emergency medical services (e.g., ambulance, etc.)	1	2	3	4	5	1	2	3	4	5
Police-Community relations	1	2	3	4	5	1	2	3	4	5
Crime control	1	2	3	4	5	1	2	3	4	5
Bus services	1	2	3	4	5	1	2	3	4	5
Subway services.....	1	2	3	4	5	1	2	3	4	5
Public libraries, including bookmobiles, telephone reference services, or online services	1	2	3	4	5	1	2	3	4	5

For the next question, please think about **New York City overall** (as opposed to just your neighborhood).

6. Please rate each of the following **in New York City**:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
NYC.gov, the City website that provides information about the City and its services.....	1	2	3	4	5
3-1-1, New York City's information telephone number for government information and non-emergency services.....	1	2	3	4	5
Public education (kindergarten – 12th grade)	1	2	3	4	5
Public after-school programs	1	2	3	4	5
Air quality	1	2	3	4	5
Restaurant cleanliness	1	2	3	4	5
Overall ease of travel within the city	1	2	3	4	5
Public housing	1	2	3	4	5
Public assistance (such as Medicaid, food stamps, welfare, etc.)	1	2	3	4	5
Services addressing homelessness	1	2	3	4	5
Availability of youth employment programs	1	2	3	4	5
Services protecting children at risk of abuse and neglect.....	1	2	3	4	5

7. Please rate how well you think New York City government does the following:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Promotes the economic growth of New York City	1	2	3	4	5
Prepares the city for an emergency.....	1	2	3	4	5
Spends tax dollars wisely	1	2	3	4	5

Now, please consider all your experiences with City services over the last 12 months.

8. How would you rate the overall quality of
New York City government services?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
.....	1	2	3	4	5



9. In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?

	Never	1 to 3 times	More than 3 times
Used the public libraries (not including school or university libraries) including bookmobiles, telephone reference services, or online services	1	2	3
Visited a website called NYC.gov, which provides information about various City of New York government agencies	1	2	3
Used one of the City of New York's public parks or recreation facilities, including playgrounds and public swimming pools	1	2	3
Used City services for the mobility impaired	1	2	3
Used a City child daycare program.....	1	2	3
Used a City youth program	1	2	3

10. Please indicate whether or not you or any member of your household have done any of the following in the last 12 months. If you have, please rate the quality of the services you received most recently.

	Done by you or any household member?		Rate the services received				
	Yes	No	Excellent	Good	Fair	Poor	Don't know
Called 3-1-1	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Called 9-1-1	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Attended a New York City Public School (kindergarten – 12th grade)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
If you marked “yes” above, How would you rate student safety at public schools?			1	2	3	4	5
Attended a New York City Public School after-school program.....	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Received consumer assistance (e.g., complained about fraud or unfair business practices, or received consumer protection services)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Visited a public community center	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Participated in an employment training program	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Used public hospital services	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Used public health clinic services	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Used public mental health services	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Used public substance abuse services	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Used a public senior center	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Used other public senior services (e.g., respite care, transportation, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Received Medicaid	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Paid a fine or ticket to the City	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Contacted the City with a tax question	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5



11. Have you made a complaint to 3-1-1 or to a city agency in the last 12 months?

- No
Yes -> Was your complaint or issue resolved?
Yes No Don't know

12. Have you had phone or in-person contact with any City of New York government office or agency in the last 12 months?

- Yes No -> go to question #15

13. About what type of service did you most recently make contact with a City office or agency?

- Housing Parks Sanitation
Public safety Education Other
Transportation Health and Social Services Don't know
Business licenses/permits Cultural and Community services

14. How would you rate the response of the office or agency with which you most recently had contact?

Table with 5 columns: Excellent, Good, Fair, Poor, Not applicable/don't know. Rows include Timeliness of response, Employee's courtesy, Employee's willingness to help or understand, Overall customer service, Overall satisfaction with response.

15. What do you think are the most important issues facing New York City? Please name up to three issues.

- 1)
2)
3)

Our last questions are about you and your household. This information is completely confidential, will be used to classify responses, and will be reported in group form only.

16. About how many years have you lived in New York City? (Staten Island, Brooklyn, Queens, Bronx, Manhattan)

(Record 0 if less than 12 months) _____ years

17. In the next 5 years, do you plan to stay in New York City or do you plan to move somewhere else?

- Stay in New York City
Move somewhere else
Don't know

18. Does your household have any working computers with Internet access?

- No, no computers
Yes, computers but no internet access
Yes, with high-speed Internet access
Yes, with dial-up Internet access

19. Are you employed?

- Yes
No



20. Thinking of you and your household, how prepared, if at all, do you feel you would be if there were an emergency such as a flood, hurricane or blizzard?

- Very prepared
- Somewhat prepared
- Unprepared

21. Please check the one box that most closely describes the type of house you live in.

- An apartment in an apartment building
- A one family detached house
- A one family attached house
- Other

22. Is your residence rented or owned?

- Rented
- Owned

23. Are you living in New York City public housing, or are you receiving a rent subsidy, like Section 8, from the government?

- Yes, living in New York City public housing
- Yes, receiving a rent subsidy, like Section 8
- No, not living in public housing or receiving a rent subsidy

24. About how much was the total 2007 income before taxes for your household as a whole?

- Less than \$10,000
- \$10,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$99,999
- \$100,000 - \$199,999
- \$200,000 or more

25. Including yourself, how many adults (age 18 or older) are there in your household?

- One (1)
- Two (2)
- Three (3)
- Four or more (4+)

26. How many children (under age 18) are there in your household?

- None (0)
- One (1)
- Two (2)
- Three or more (3+)

27. Is any member of your household age 65 or older?

- Yes
- No

28. What is your age?

- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65-74 years old
- 75 or older

29. What is the highest level of education you have completed?

- 0-11 years, no diploma
- High school graduate
- Some college, no degree
- Associate Degree
- Bachelor's Degree
- Graduate Degree (e.g., PhD, MS, MA, etc.)

30. Are you Hispanic or Latino/Latina?

- Yes
- No

31. Which best describes your race? (Please check all that apply)

- American Indian, Eskimo or Aleut
- Asian or Pacific Islander
- Black or African American
- White
- Other

32. What is your preferred first language?

- Arabic
- Cantonese
- Mandarin
- English
- French
- German
- Greek
- Hebrew
- Hindi
- Italian
- Korean
- Polish
- Russian
- Spanish
- Tagalog
- Yiddish
- Other

33. How would you rate the way the City of New York provides services in your language?

- Excellent
- Good
- Fair
- Poor
- Don't know

34. What is your gender?

- Male
- Female

Thank You!

Please return the completed questionnaire in the postage paid envelope to:
NYC Feedback Citywide Customer Survey
c/o National Research Center, Inc.
7 Times Square, Suite 4303
New York, NY 10036



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Attachment 2: Summary Survey Results for Each Community Board

The following pages contain a 2 page summary of survey results for each Community Board, preceded by a User Guide explaining the information displayed.

In each summary report, information about that Community Board is displayed, including demographic information from the 2006 American Community Survey (conducted by the Census Bureau) and from the 2000 decennial Census for those Community Boards where the 2006 data were not available.

The charts in each Community Board report compare ratings given by respondents who lived within the Community Board boundaries to all NYC survey respondents (including those within the Community Board). In a few cases, comparisons are also made to responses given by all respondents living within the borough in which the Community Board is located.

For example, when looking at ratings for “neighborhood as a place to live” the reader can see how respondents in that Community Board rated their neighborhood, how all respondents from the borough rated their neighborhood and how survey respondents from the entire City rated their neighborhood.

NYC Feedback: Understanding the Community Board Results

Survey Summary

- In June 2008, the NYC Feedback Citywide Customer Survey was mailed to 136,642 randomly selected households within the 59 community boards throughout the five boroughs of New York City.
- Respondents could return the survey by mail or complete it on the Web. A total of 24,339 surveys were returned for a response rate of 18%.
- Within each of the 59 Community Boards, the number of surveys returned ranged from 253 to 645.
- A full description of the survey methodology and citywide findings can be found at www.nyc.gov/operations or in the *NYC Feedback Citywide Customer Survey: Report of Survey Results*.

About the Community Board Reports

- A summary of survey results has been created for each of the 59 Community Boards in New York City.
- Each Community Board Report includes a list of index scores.
- An index score provides a combined result based on the responses to several different survey questions that address a related subject.
- Each index score represents the average percent of respondents reporting “excellent,” “good,” or “fair” for each of the items included in the index.
- Index ratings given by respondents living in the Community Board boundaries are compared to the ratings given by all respondents citywide.

NYC Feedback: Understanding the Community Board Results

Index Structure

There are 12 different indices discussed in the report; each is comprised of various questions that were asked of the survey respondents. There are seven indices included in the Community Board reports. These indices and their respective questions are as follows:

Social Support Services Index

- Public assistance (such as Medicaid, food, stamps, etc.)
- Services protecting children at risk of abuse and neglect
- Public housing in the City overall
- Availability of youth employment programs
- Services addressing homelessness

Streets and Sidewalks Index

- Parking enforcement in your neighborhood
- Pedestrian safety (crossing intersections) in your neighborhood
- Removal of snow from city streets in your neighborhood
- Maintenance of sidewalks in your neighborhood
- Maintenance of streets and roads in your neighborhood
- Control of street noise in your neighborhood

Education Index

- Public education (kindergarten – 12th grade)
- Public after-school programs

Cleaning and Maintenance Index

- Household garbage pick-up in your neighborhood
- Recycling services in your neighborhood
- Condition of street trees in your neighborhood
- Cleanliness in your neighborhood
- Storm water drainage and sewer maintenance in your neighborhood
- Graffiti control in your neighborhood
- Rat control in your neighborhood

Mass Transit Services Index

- Bus services in the City overall
- Bus services in your neighborhood
- Subway services in the City overall
- Subway services in your neighborhood

Neighborhood Public Safety Index

- Fire protection services in your neighborhood
- Emergency medical services in your neighborhood
- Crime control in your neighborhood
- Police-Community relations in your neighborhood

NYC Feedback: Understanding the Community Board Results

Background: Brooklyn Community Board #1

Population and Households

- Total Population: 141,513
- Total Households: 51,802

Gender

- Male: 48%
- Female: 52%

Age

- <18 years old: 27%
- 18-54 years old: 52%
- 55+ years old: 21%

Race/Ethnicity

- Non-Hispanic White: 64%
- Non-Hispanic Black: 2%
- Non-Hispanic Asian: 5%
- Hispanic: 27%
- Other: 2%

Median Annual Household Income

- \$32,307
- (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #1



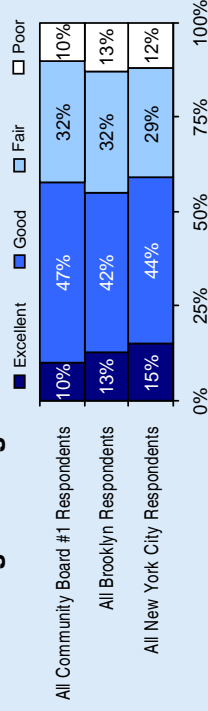
See detail below

Source: NYC Planning Department

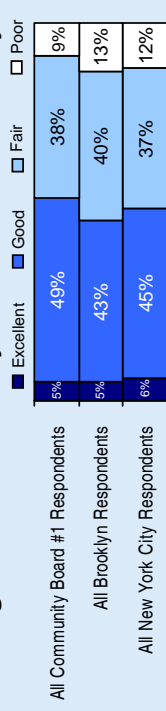
Survey Responses: Brooklyn Community Board #1

- 498 Responses
- 16.6% Response Rate
- $\pm 4.4\%$ Margin of Error (95% Confidence Interval)

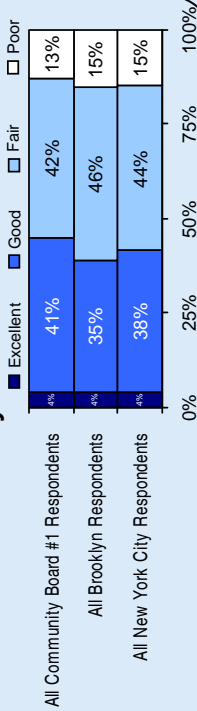
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



1

2

3

4

1

2

3

4

The number of responses received from respondents within that Community Board, as well as the response rate and the margin of error. ("Margin of error" refers to the band of uncertainty around results based on the number of responses received.)

A map showing the location of the district within New York City and the neighborhoods within the district

Demographic profile of the district; data taken from NYC Department of City Planning 2006 American Community Survey or the 2000 U.S. Census

These charts provide selected survey results for respondents who lived within the Community Board boundaries, compared to responses given by respondents who lived within the borough, compared to all NYC survey respondents.

NYC Feedback: Understanding the Community Board Results

Index Ratings: Brooklyn Community Board #1 Compared to Ratings Given by All Respondents

All Community Board #1 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	18%	35%	42%	58
	4%	19%	35%	42%	58
Public Education Index	8%	30%	36%	27%	73
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	9%	35%	32%	24%	76
	13%	41%	29%	17%	83
Streets and Sidewalks Index	7%	34%	35%	24%	76
	9%	36%	34%	21%	79
Mass Transit Services Index	9%	43%	32%	15%	85
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	15%	43%	31%	12%	88
	18%	45%	26%	12%	89

5

5 Table shows selected index score results for survey respondents who lived in the Community Board boundaries, compared to all NYC survey respondents.

6 Shows what respondents who lived in the Community Board felt were the three most important issues facing the City, as reported in an open-ended question.

Most Important Issues Facing New York City: Brooklyn Community Board #1

6 Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #1 respondents are listed below.

1. Housing
2. Mass Transit
3. Education

6

Ratings of Neighborhood Services: Brooklyn Community Board #1

7 Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

- | Highest Rated | Lowest Rated |
|-------------------------------|-------------------------------------|
| 1. Fire protection services | 1. Control of street noise |
| 2. Emergency medical services | 2. Rat control |
| 3. Household garbage pick-up | 3. Graffiti control |
| 4. Neighborhood parks | 4. Cleanliness of your neighborhood |
| 5. Parking enforcement | 5. Maintenance of streets and roads |

7

7 Each respondent was given a total of 24 neighborhood services to rate on a scale of "excellent," "good," "fair" or "poor." This section of the Community Board report shows how respondents who lived in the Community Board rated neighborhood services – which five services received the highest ratings and which five services received the lowest ratings

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #1

Background: Bronx Community Board #1

Population and Households

- Total Population: 82,159
- Total Households: 26,909

Gender

- Male: 46%
- Female: 54%

Age

- <18 years old: 35%
- 20-64 years old: 57%
- 65+ years old: 8%

Median Annual Household Income

- \$18,520

Race/Ethnicity

- Non-Hispanic White: 1%
- Non-Hispanic Black: 26%
- Non-Hispanic Asian: 1%
- Hispanic: 71%
- Other: 1%

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

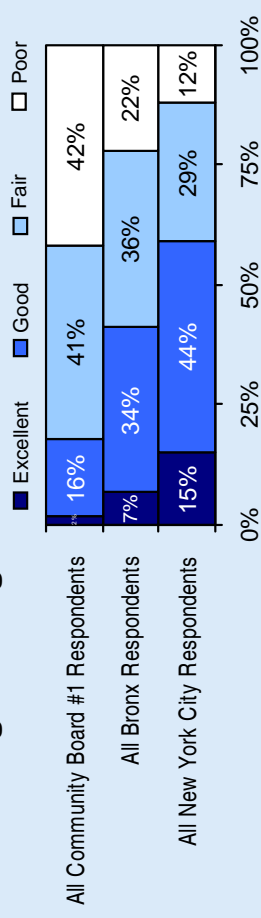
The Neighborhoods of the Bronx Community Board #1



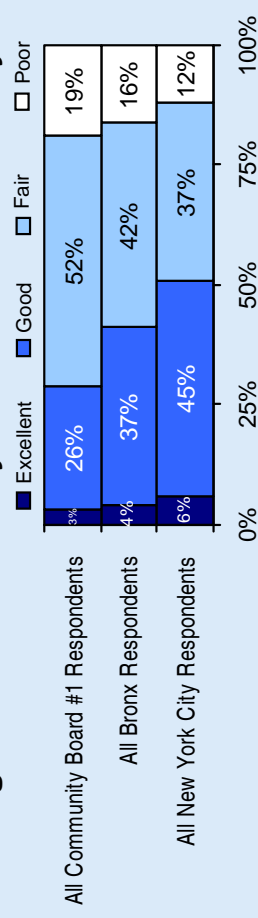
Survey Responses: Bronx Community Board #1

- 413 Responses
- 11.7% Response Rate
- ±4.8% Margin of Error (95% Confidence Interval)

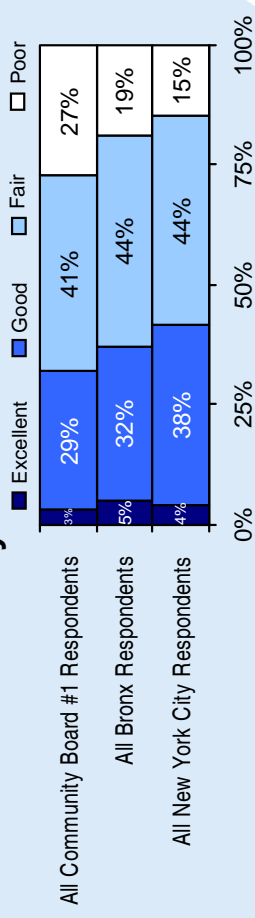
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Bronx Community Board #1 Compared to Ratings Given by All Respondents

- All Community Board #1 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	18%	30%	47%	53
	4%	19%	35%	42%	58
Public Education Index	4%	30%	36%	30%	70
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	5%	24%	35%	36%	64
	13%	41%	29%	17%	83
Streets and Sidewalks Index	4%	25%	39%	32%	68
	9%	36%	34%	21%	79
Mass Transit Services Index	8%	38%	36%	17%	83
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	10%	32%	33%	25%	75
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #1

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #1 respondents are listed below.

1. Housing
2. Crime
3. Jobs

Ratings of Neighborhood Services: Bronx Community Board #1

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Rat control
2. Emergency medical services	2. Control of street noise
3. Public libraries	3. Cleanliness of your neighborhood
4. Condition of street trees	4. Availability of cultural activities
5. Parking enforcement	5. Crime control

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #2

Background: Bronx Community Board #2

Population and Households

- Total Population: 46,824
- Total Households: 14,446

Gender

- Male: 47%
- Female: 53%

Age

- <18 years old: 35%
- 20-64 years old: 58%
- 65+ years old: 7%

Median Annual Household Income

- \$19,607

Race/Ethnicity

- Non-Hispanic White: 1%
- Non-Hispanic Black: 21%
- Non-Hispanic Asian: 0%
- Hispanic: 76%
- Other: 1%

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

The Neighborhoods of the Bronx Community Board #2



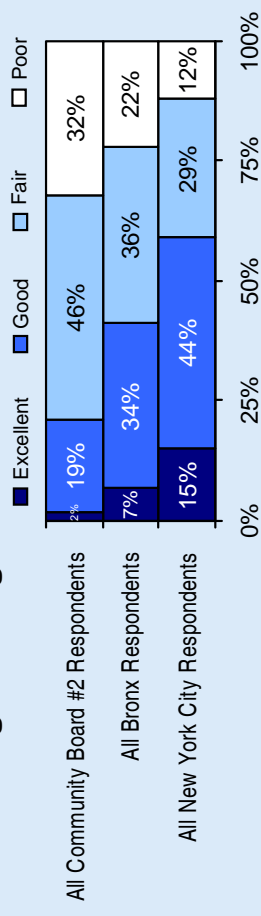
See detail below

Source: NYC Planning Department

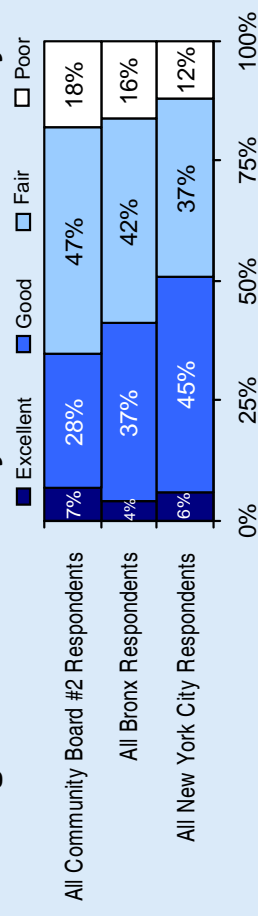
Survey Responses: Bronx Community Board #2

- 393 Responses
- 9.8% Response Rate
- $\pm 4.9\%$ Margin of Error (95% Confidence Interval)

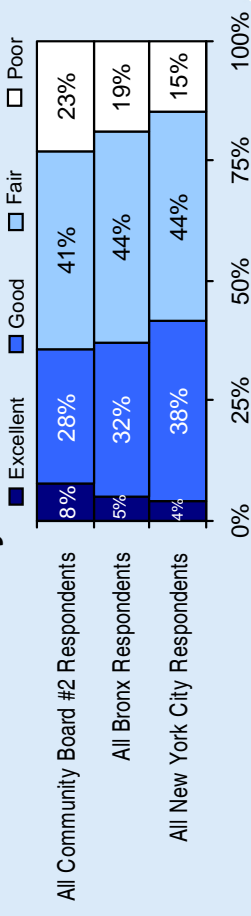
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Bronx Community Board #2 Compared to Ratings Given by All Respondents

All Community Board #2 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	21%	30%	44%	56
	4%	19%	35%	42%	58
Public Education Index	7%	33%	33%	27%	73
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	8%	29%	34%	29%	71
	13%	41%	29%	17%	83
Streets and Sidewalks Index	6%	29%	37%	29%	71
	9%	36%	34%	21%	79
Mass Transit Services Index	11%	38%	36%	15%	85
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	11%	33%	32%	24%	76
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #2

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #2 respondents are listed below.

1. Housing
2. Education
3. Crime

Ratings of Neighborhood Services: Bronx Community Board #2

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated Lowest Rated

- | | |
|-------------------------------|--|
| 1. Fire protection services | 1. Rat control |
| 2. Emergency medical services | 2. Control of street noise |
| 3. Public libraries | 3. Crime control |
| 4. Condition of street trees | 4. Availability of cultural activities |
| 5. Household garbage pick-up | 5. Cleanliness of your neighborhood |

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #3

Background: Bronx Community Board #3

Population and Households

- Total Population: 68,574
- Total Households: 22,411

Gender

- Male: 45%
- Female: 55%

Race/Ethnicity

- Non-Hispanic White: 1%
- Non-Hispanic Black: 44%
- Non-Hispanic Asian: 0%
- Hispanic: 53%
- Other: 2%

Age

- <18 years old: 37%
- 20-64 years old: 57%
- 65+ years old: 7%

Median Annual Household Income

- \$18,734

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

The Neighborhoods of the Bronx Community Board #3

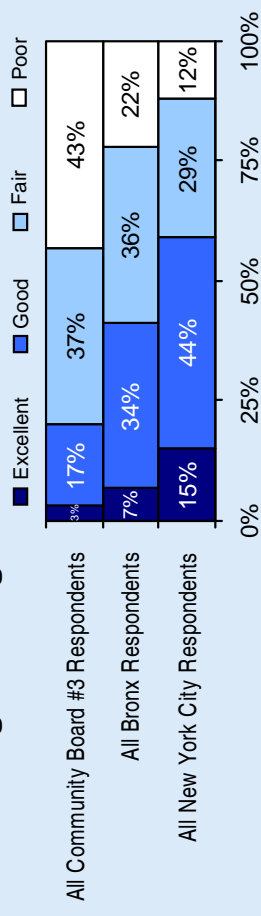


Source: NYC Planning Department

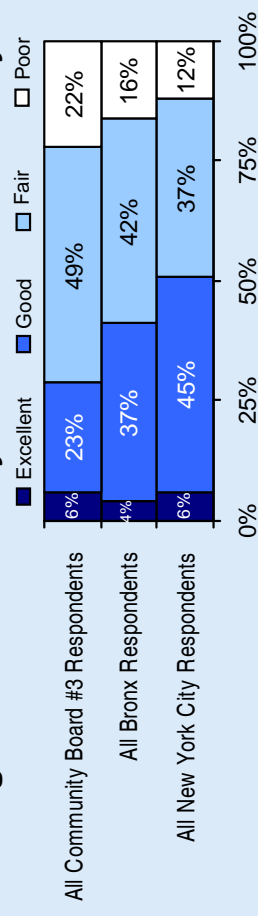
Survey Responses: Bronx Community Board #3

- 402 Responses
- 11.7% Response Rate
- $\pm 4.9\%$ Margin of Error (95% Confidence Interval)

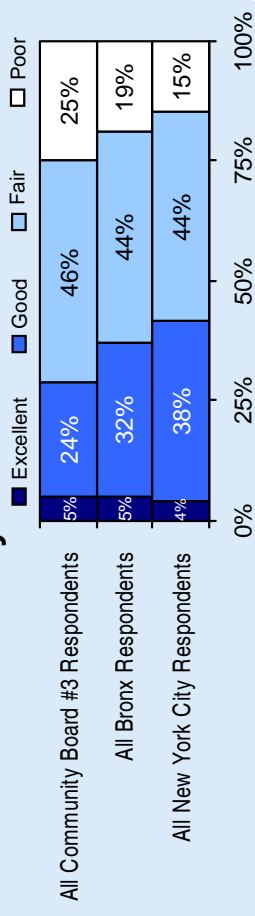
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Bronx Community Board #3 Compared to Ratings Given by All Respondents

- All Community Board #3 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	17%	33%	45%	55
	4%	19%	35%	42%	58
Public Education Index	7%	26%	37%	30%	77
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	6%	24%	39%	31%	69
	13%	41%	29%	17%	83
Streets and Sidewalks Index	6%	23%	39%	32%	68
	9%	36%	34%	21%	79
Mass Transit Services Index	9%	33%	41%	17%	83
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	10%	31%	33%	26%	74
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #3

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #3 respondents are listed below.

1. Housing
2. Crime
3. Jobs

Ratings of Neighborhood Services: Bronx Community Board #3

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Emergency medical services
3. Household garbage pick-up
4. Bus services
5. Condition of street trees

Lowest Rated

1. Rat control
2. Control of street noise
3. Availability of cultural activities
4. Crime control
5. Police-Community relations

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #4

Background: Bronx Community Board #4

Population and Households

- Total Population: 132,838
- Total Households: 46,036

Gender

- Male: 47%
- Female: 53%

Race/Ethnicity

- Non-Hispanic White: 1%
- Non-Hispanic Black: 34%
- Non-Hispanic Asian: 2%
- Hispanic: 61%
- Other: 2%

Age

- <18 years old: 32%
- 18-54 years old: 53%
- 55+ years old: 15%

Median Annual Household Income

- \$24,334 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

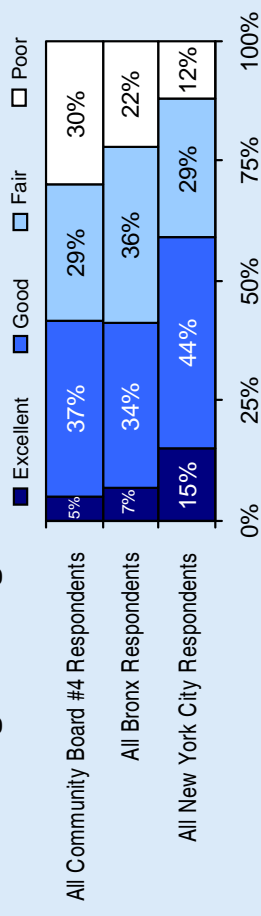
The Neighborhoods of Bronx Community Board #4



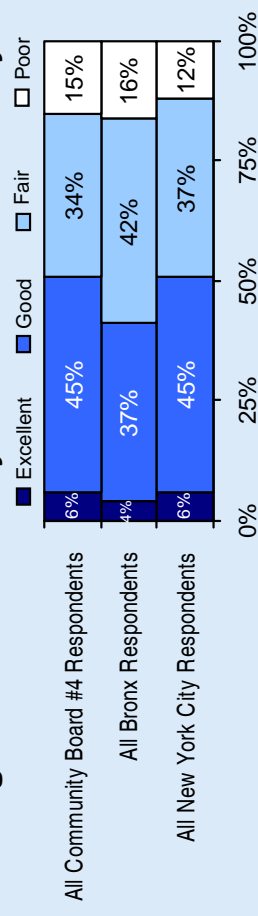
Survey Responses: Bronx Community Board #4

- 356 Responses
- 9.3% Response Rate
- $\pm 5.2\%$ Margin of Error (95% Confidence Interval)

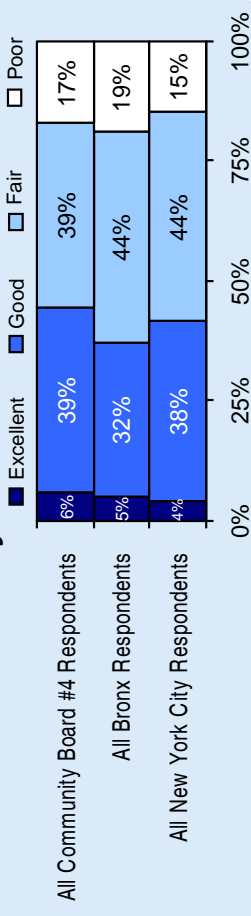
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Bronx Community Board #4 Compared to Ratings Given by All Respondents

All Community Board #4 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	25%	30%	41%	59
	4%	19%	35%	42%	58
Public Education Index	5%	37%	34%	24%	76
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	6%	33%	33%	28%	72
	13%	41%	29%	17%	83
Streets and Sidewalks Index	6%	31%	33%	30%	70
	9%	36%	34%	21%	79
Mass Transit Services Index	10%	43%	34%	13%	87
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	13%	40%	29%	18%	82
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #4

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #4 respondents are listed below.

1. Housing
2. Mass Transit
3. Education

Ratings of Neighborhood Services: Bronx Community Board #4

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Condition of street trees	3. Availability of cultural activities
4. Subway services	4. Graffiti control
5. Neighborhood parks	5. Cleanliness of your neighborhood

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #5

Background: Bronx Community Board #5

Population and Households

- Total Population: 133,858
- Total Households: 42,592

Gender

- Male: 48%
- Female: 52%

Race/Ethnicity

- Non-Hispanic White: 1%
- Non-Hispanic Black: 29%
- Non-Hispanic Asian: 2%
- Hispanic: 67%
- Other: 2%

Age

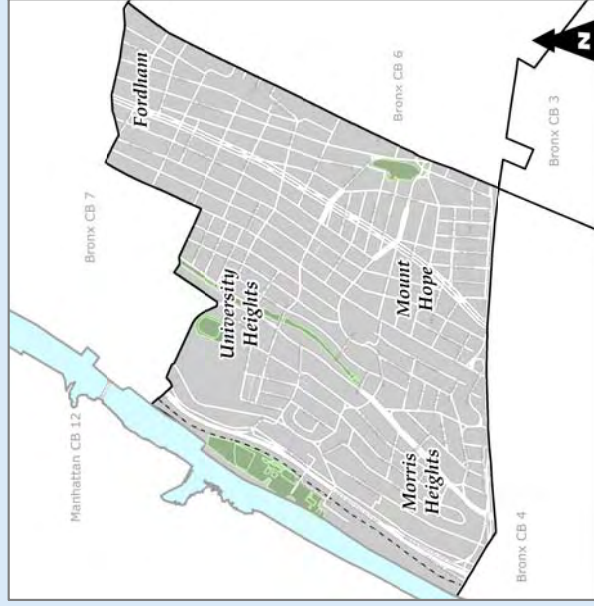
- <18 years old: 34%
- 18-54 years old: 55%
- 55+ years old: 12%

Median Annual Household Income

- \$20,367 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Bronx Community Board #5

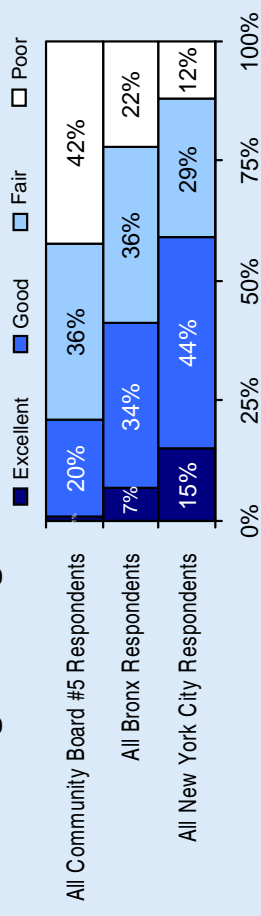


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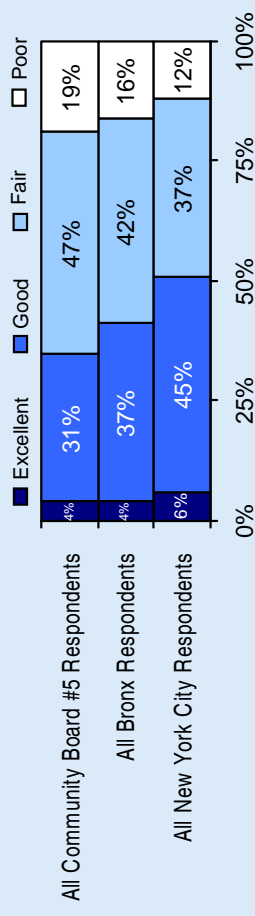
Survey Responses: Bronx Community Board #5

- 380 Responses
- 10.4% Response Rate
- $\pm 5.0\%$ Margin of Error (95% Confidence Interval)

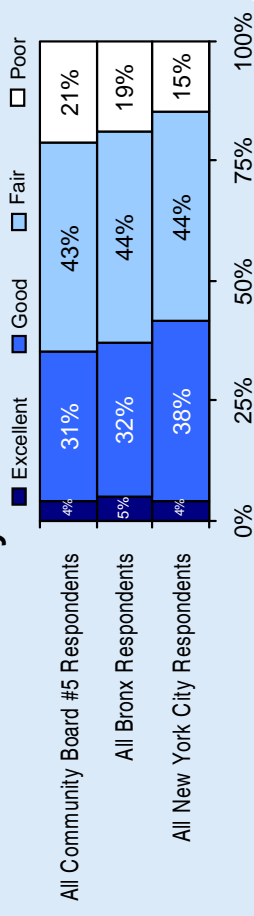
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Bronx Community Board #5 Compared to Ratings Given by All Respondents

 All Community Board #5 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	18%	32%	46%	54
	4%	19%	35%	42%	58
Public Education Index	5%	30%	37%	27%	73
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	5%	28%	37%	30%	70
	13%	41%	29%	17%	83
Streets and Sidewalks Index	5%	24%	41%	30%	70
	9%	36%	34%	21%	79
Mass Transit Services Index	10%	38%	35%	18%	82
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	9%	34%	33%	24%	76
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #5

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #5 respondents are listed below.

1. Housing
2. Crime
3. Jobs

Ratings of Neighborhood Services: Bronx Community Board #5

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Rat control
2. Emergency medical services	2. Availability of cultural activities
3. Public libraries	3. Control of street noise
4. Household garbage pickup	4. Cleanliness of your neighborhood
5. Bus services	5. Crime control

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #6

Background: Bronx Community Board #6

Population and Households

- Total Population: 75,688
- Total Households: 24,618

Gender

- Male: 46%
- Female: 54%

Race/Ethnicity

- Non-Hispanic White: 9%
- Non-Hispanic Black: 26%
- Non-Hispanic Asian: 1%
- Hispanic: 61%
- Other: 2%

Age

- <18 years old: 34%
- 20-64 years old: 58%
- 65+ years old: 8%

Median Annual Household Income

- \$19,300

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

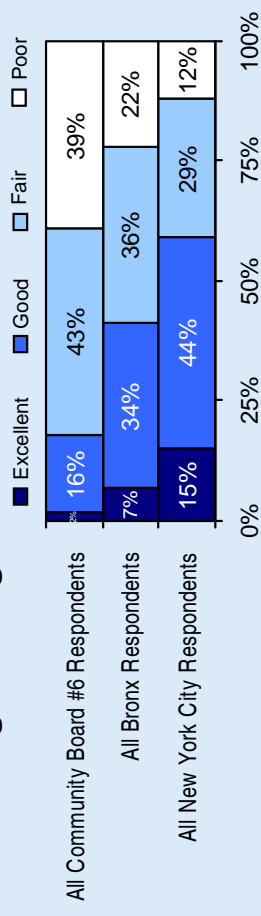
The Neighborhoods of the Bronx Community Board #6



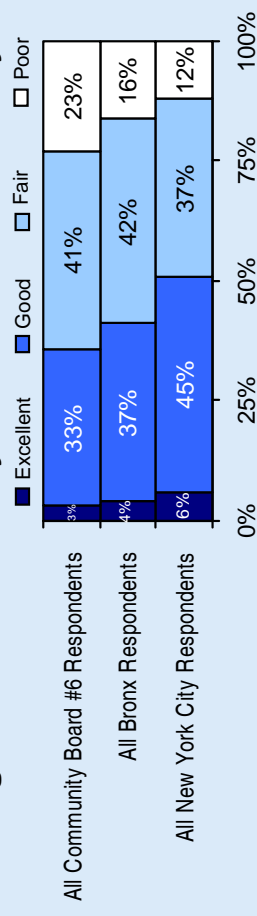
Survey Responses: Bronx Community Board #6

- 368 Responses
- 8.8% Response Rate
- $\pm 5.1\%$ Margin of Error (95% Confidence Interval)

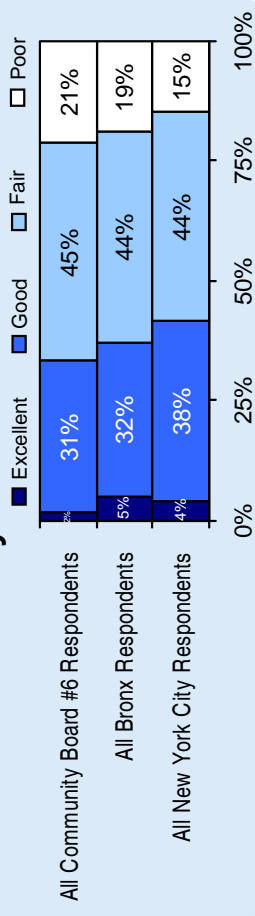
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Bronx Community Board #6 Compared to Ratings Given by All Respondents

 All Community Board #6 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	18%	30%	48%	52
	4%	19%	35%	42%	58
Public Education Index	7%	32%	32%	29%	71
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	9%	28%	32%	30%	70
	13%	41%	29%	17%	83
Streets and Sidewalks Index	7%	29%	36%	29%	71
	9%	36%	34%	21%	79
Mass Transit Services Index	10%	36%	38%	16%	84
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	13%	31%	33%	23%	77
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #6

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #6 respondents are listed below.

1. Housing
2. Jobs
3. Crime

Ratings of Neighborhood Services: Bronx Community Board #6

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Emergency medical services
3. Public libraries
4. Bus services
5. Household garbage pick-up

Lowest Rated

1. Rat control
2. Control of street noise
3. Availability of cultural activities
4. Police-Community relations
5. Crime control

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #7

Background: Bronx Community Board #7

Population and Households

- Total Population: 124,968
- Total Households: 45,225

Gender

- Male: 48%
- Female: 52%

Race/Ethnicity

- Non-Hispanic White: 7%
- Non-Hispanic Black: 20%
- Non-Hispanic Asian: 6%
- Hispanic: 62%
- Other: 4%

Age

- <18 years old: 29%
- 18-54 years old: 54%
- 55+ years old: 17%

Median Annual Household Income

- \$28,267 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Bronx Community Board #7



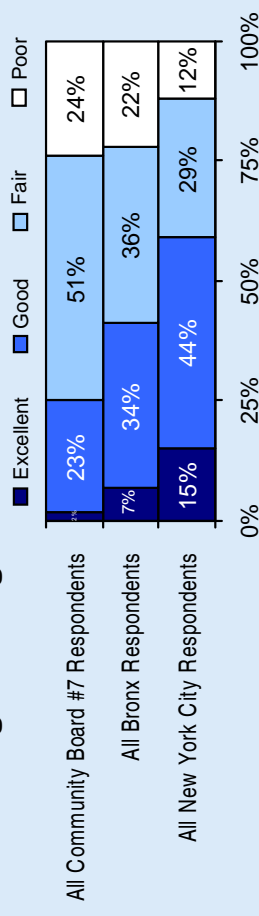
See detail below

Source: NYC Planning Department

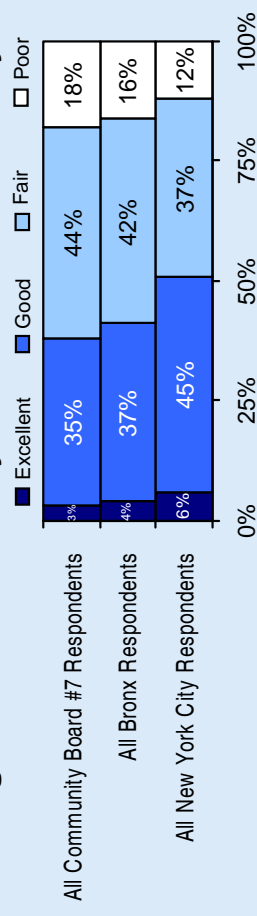
Survey Responses: Bronx Community Board #7

- 397 Responses
- 12.3% Response Rate
- ±4.9% Margin of Error (95% Confidence Interval)

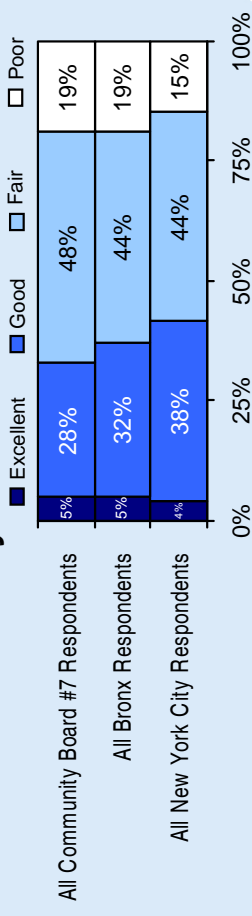
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Bronx Community Board #7 Compared to Ratings Given by All Respondents

All Community Board #7 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	19%	33%	44%	56
	4%	19%	35%	42%	58
Public Education Index	4%	28%	43%	24%	76
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	6%	33%	36%	25%	75
	13%	41%	29%	17%	83
Streets and Sidewalks Index	5%	28%	39%	28%	72
	9%	36%	34%	21%	79
Mass Transit Services Index	10%	42%	35%	13%	87
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	13%	38%	31%	17%	83
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #7

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #7 respondents are listed below.

1. Housing
2. Education
3. Crime

Ratings of Neighborhood Services: Bronx Community Board #7

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Emergency medical services
3. Public libraries
4. Household garbage pick-up
5. Subway services

Lowest Rated

1. Rat control
2. Control of street noise
3. Availability of cultural activities
4. Graffiti control
5. Removal of snow from city streets

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #8

Background: Bronx Community Board #8

Population and Households

- Total Population: 111,199
- Total Households: 43,006

Gender

- Male: 44%
- Female: 56%

Age

- <18 years old: 23%
- 18-54 years old: 49%
- 55+ years old: 28%

Median Annual Household Income

- \$49,167
(2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 40%
- Non-Hispanic Black: 14%
- Non-Hispanic Asian: 5%
- Hispanic: 39%
- Other: 2%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Bronx Community Board #8

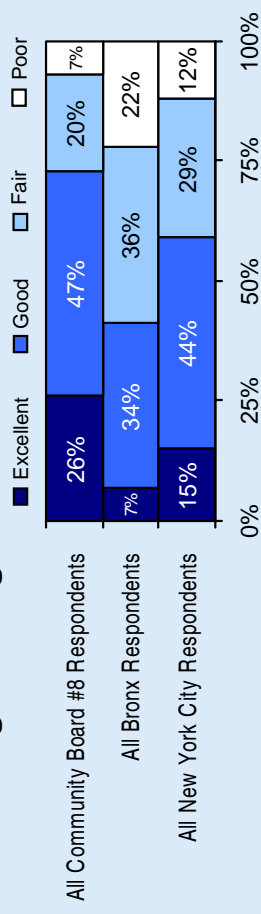


Source: NYC Planning Department

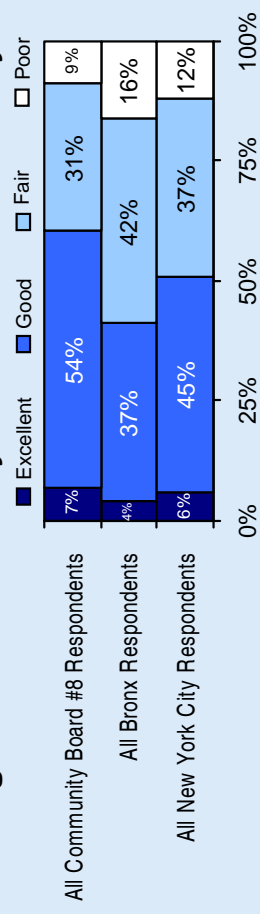
Survey Responses: Bronx Community Board #8

- 343 Responses
- 19.5% Response Rate
- $\pm 5.3\%$ Margin of Error (95% Confidence Interval)

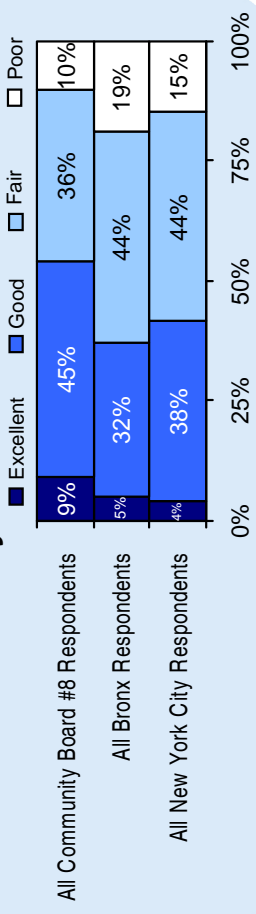
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Bronx Community Board #8 Compared to Ratings Given by All Respondents

- All Community Board #8 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	23%	35%	39%	61
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	4%	30%	40%	27%	73
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	20%	44%	25%	11%	89
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	11%	44%	27%	17%	83
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	11%	49%	31%	9%	91
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	22%	51%	19%	7%	93
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #8

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #8 respondents are listed below.

1. Housing
2. Education
3. Mass Transit

Ratings of Neighborhood Services: Bronx Community Board #8

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Emergency medical services	1. Availability of cultural activities
2. Household garbage pick-up	2. Control of street noise
3. Fire protection services	3. Maintenance of streets and roads
4. Neighborhood playgrounds	4. Rat control
5. Public libraries	5. Graffiti control

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #9

Background: Bronx Community Board #9

Population and Households

- Total Population: 180,396
- Total Households: 65,245

Gender

- Male: 47%
- Female: 53%

Race/Ethnicity

- Non-Hispanic White: 3%
- Non-Hispanic Black: 32%
- Non-Hispanic Asian: 6%
- Hispanic: 57%
- Other: 3%

Age

- <18 years old: 28%
- 18-54 years old: 52%
- 55+ years old: 20%

Median Annual Household Income

- \$34,630 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Bronx Community Board #9

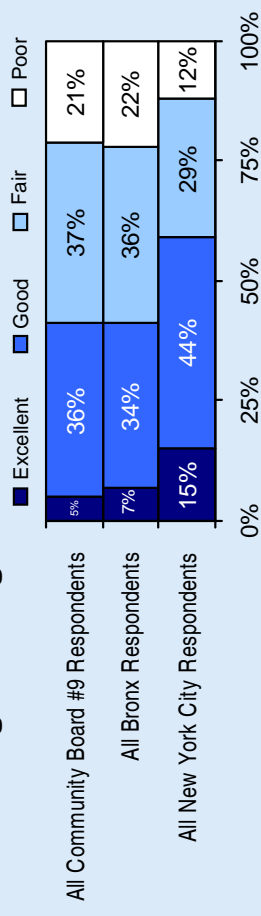


Source: NYC Planning Department

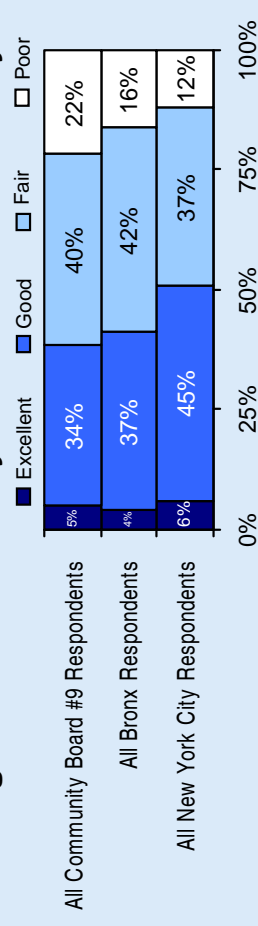
Survey Responses: Bronx Community Board #9

- 359 Responses
- 13.3% Response Rate
- $\pm 5.2\%$ Margin of Error (95% Confidence Interval)

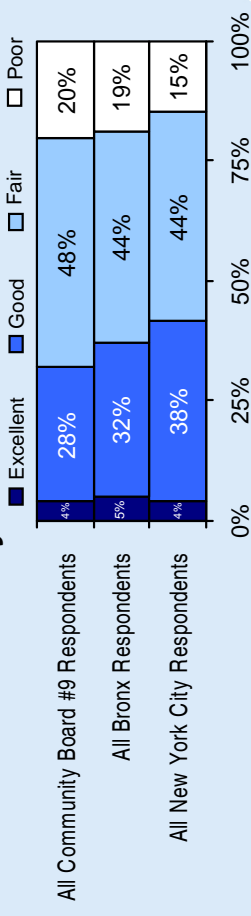
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Bronx Community Board #9 Compared to Ratings Given by All Respondents

- All Community Board #9 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	17%	39%	41%	59
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	7%	28%	36%	28%	72
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	12%	40%	27%	21%	79
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	10%	33%	35%	22%	78
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	9%	38%	38%	15%	85
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	14%	39%	32%	16%	84
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #9

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #9 respondents are listed below.

1. Housing
2. Jobs
3. Crime

Ratings of Neighborhood Services: Bronx Community Board #9

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Control of street noise
3. Condition of street trees	3. Rat control
4. Public libraries	4. Police-Community relations
5. Household garbage pick-up	5. Storm water drainage and sewer maintenance

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #10

Background: Bronx Community Board #10

Population and Households

- Total Population: 114,081
- Total Households: 43,533

Gender

- Male: 43%
- Female: 57%

Race/Ethnicity

- Non-Hispanic White: 47%
- Non-Hispanic Black: 23%
- Non-Hispanic Asian: 3%
- Hispanic: 25%
- Other: 2%

Age

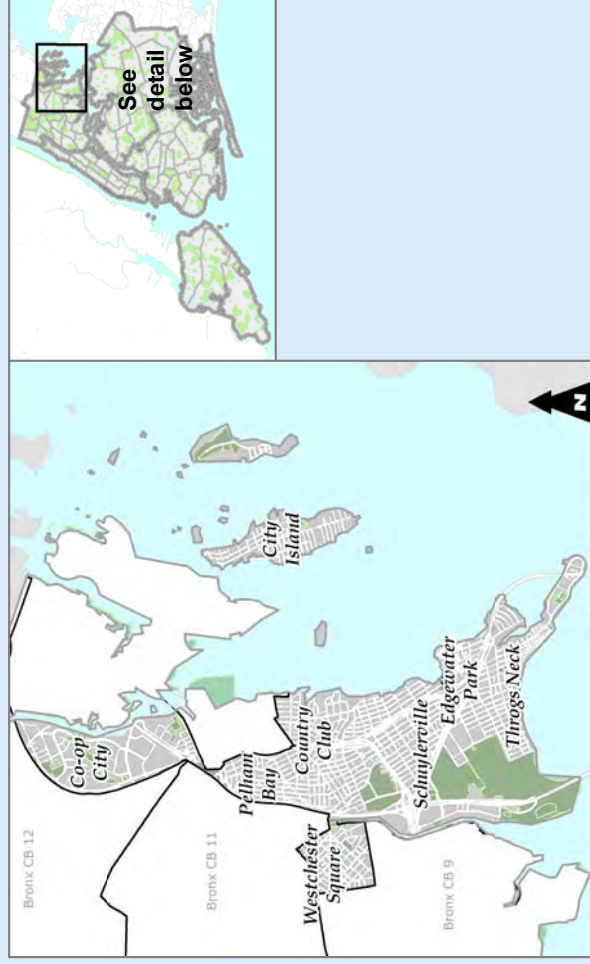
- <18 years old: 19%
- 18-54 years old: 49%
- 55+ years old: 32%

Median Annual Household Income

- \$51,778 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Bronx Community Board #10

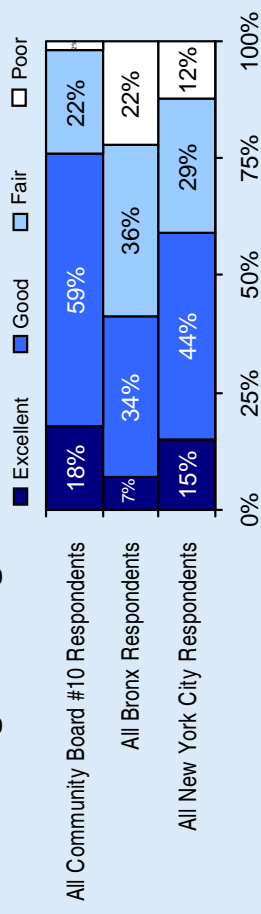


Source: NYC Planning Department

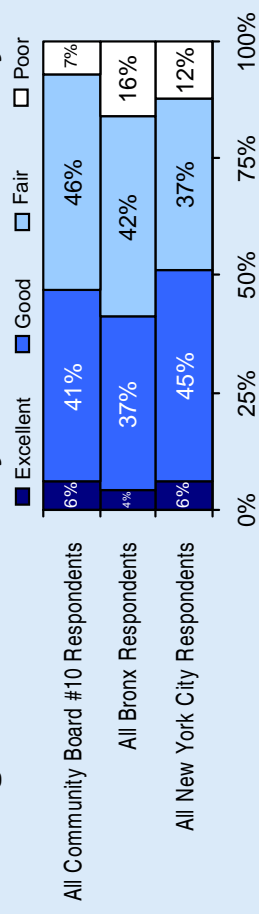
Survey Responses: Bronx Community Board #10

- 329 Responses
- 20.2% Response Rate
- $\pm 5.4\%$ Margin of Error (95% Confidence Interval)

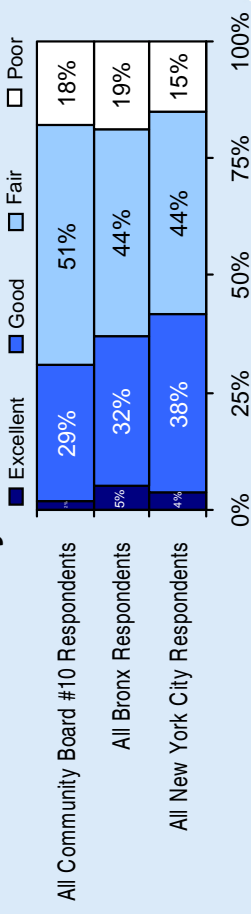
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Bronx Community Board #10 Compared to Ratings Given by All Respondents

- All Community Board #10 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	19%	32%	47%	53
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	4%	24%	44%	28%	72
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	21%	46%	24%	10%	90
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	11%	43%	31%	14%	86
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	10%	42%	37%	11%	89
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	21%	47%	26%	6%	94
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #10

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #10 respondents are listed below.

1. Crime
2. Housing
3. Education

Ratings of Neighborhood Services: Bronx Community Board #10

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Storm water drainage and sewer maintenance
3. Household garbage pick-up	3. Maintenance of streets and roads
4. Cleanliness of your neighborhood	4. Graffiti control
5. Recycling services	5. Pedestrian safety (crossing intersections)

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #11

Background: Bronx Community Board #11

Population and Households

- Total Population: 121,465
- Total Households: 43,633

Gender

- Male: 46%
- Female: 54%

Age

- <18 years old: 27%
- 18-54 years old: 48%
- 55+ years old: 25%

Median Annual Household Income

- \$42,107
(2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 33%
- Non-Hispanic Black: 18%
- Non-Hispanic Asian: 6%
- Hispanic: 41%
- Other: 1%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Bronx Community Board #11



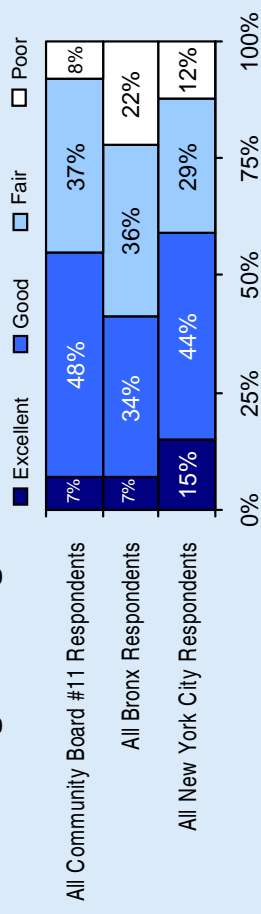
See detail below

Source: NYC Planning Department

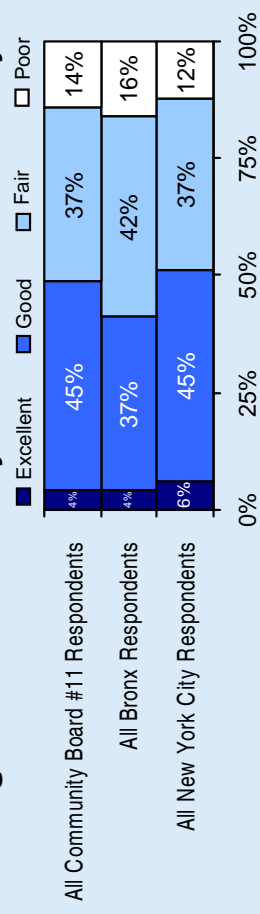
Survey Responses: Bronx Community Board #11

- 332 Responses
- 16.1% Response Rate
- $\pm 5.4\%$ Margin of Error (95% Confidence Interval)

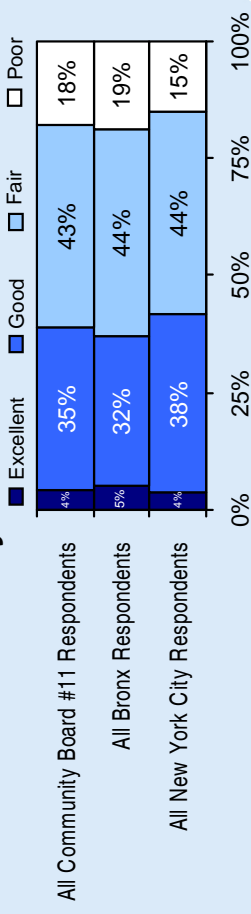
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Bronx Community Board #11 Compared to Ratings Given by All Respondents

- All Community Board #11 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	20%	34%	42%	58
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	5%	31%	35%	29%	71
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	14%	41%	30%	15%	85
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	8%	40%	32%	19%	81
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	9%	46%	34%	11%	89
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	18%	48%	24%	10%	90
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #11

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #11 respondents are listed below.

1. Crime
2. Housing
3. Education

Ratings of Neighborhood Services: Bronx Community Board #11

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Removal of snow from city streets
3. Household garbage pick-up	3. Maintenance of streets and roads
4. Public libraries	4. Control of street noise
5. Neighborhood parks	5. Graffiti control

Results from NYC Feedback Citywide Customer Survey

Bronx Community Board #12

Background: Bronx Community Board #12

Population and Households

- Total Population: 147,818
- Total Households: 47,058

Gender

- Male: 46%
- Female: 54%

Race/Ethnicity

- Non-Hispanic White: 8%
- Non-Hispanic Black: 68%
- Non-Hispanic Asian: 2%
- Hispanic: 19%
- Other: 3%

Age

- <18 years old: 29%
- 18-54 years old: 52%
- 55+ years old: 18%

Median Annual Household Income

- \$45,621 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Bronx Community Board #12

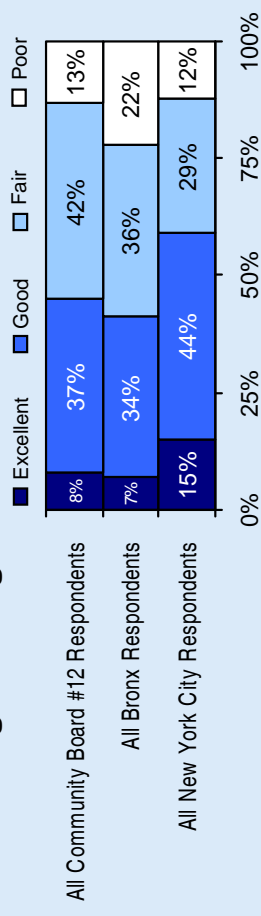


See detail below

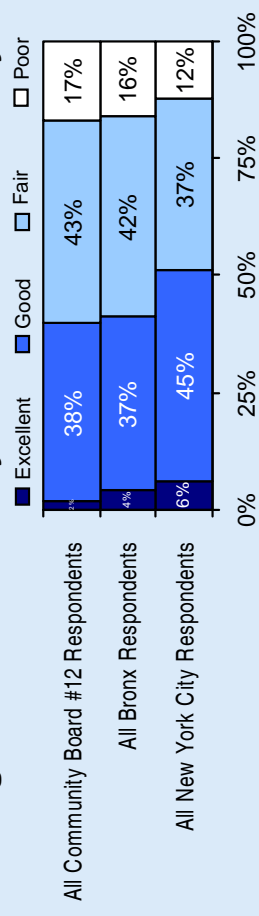
Survey Responses: Bronx Community Board #12

- 277 Responses
- 11.4% Response Rate
- $\pm 5.9\%$ Margin of Error (95% Confidence Interval)

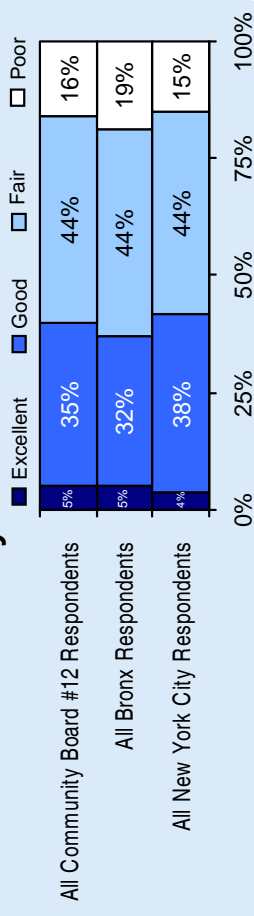
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Bronx Community Board #12 Compared to Ratings Given by All Respondents

- All Community Board #12 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	15%	35%	46%	54
	4%	19%	35%	42%	58
Public Education Index	5%	24%	37%	33%	67
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	15%	39%	28%	18%	82
	13%	41%	29%	17%	83
Streets and Sidewalks Index	8%	32%	34%	27%	73
	9%	36%	34%	21%	79
Mass Transit Services Index	9%	40%	41%	10%	90
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	15%	39%	29%	17%	83
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #12

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #12 respondents are listed below.

1. Crime
2. Housing
3. Jobs

Ratings of Neighborhood Services: Bronx Community Board #12

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Emergency medical services
3. Household garbage pick-up
4. Subway services
5. Bus services

Lowest Rated

1. Availability of cultural activities
2. Maintenance of streets and roads
3. Removal of snow from city streets
4. Control of street noise
5. Rat control

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #1

Background: Brooklyn Community Board #1

Population and Households

- Total Population: 141,513
- Total Households: 51,802

Gender

- Male: 48%
- Female: 52%

Age

- <18 years old: 27%
- 18-54 years old: 52%
- 55+ years old: 21%

Median Annual Household Income

- \$32,307 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 64%
- Non-Hispanic Black: 2%
- Non-Hispanic Asian: 5%
- Hispanic: 27%
- Other: 2%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #1

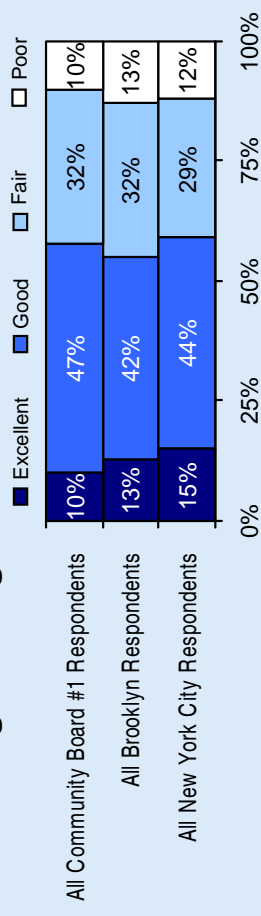


Source: NYC Planning Department

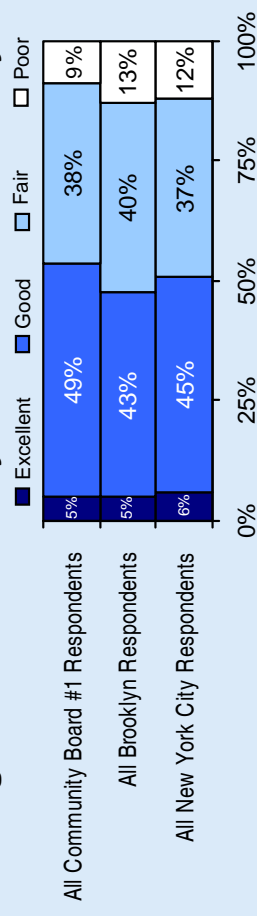
Survey Responses: Brooklyn Community Board #1

- 498 Responses
- 16.6% Response Rate
- $\pm 4.4\%$ Margin of Error (95% Confidence Interval)

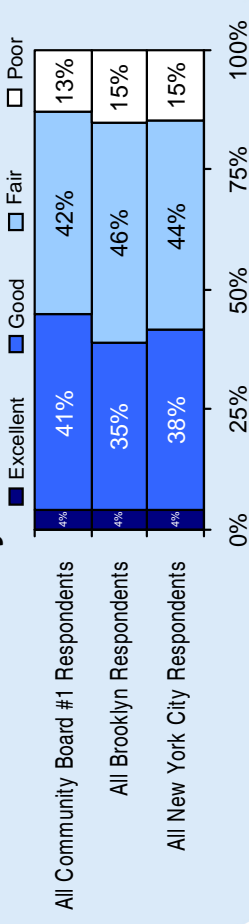
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #1 Compared to Ratings Given by All Respondents

- All Community Board #1 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	18%	35%	42%	58
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	8%	30%	36%	27%	73
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	9%	35%	32%	24%	76
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	7%	34%	35%	24%	76
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	9%	43%	32%	15%	85
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	15%	43%	31%	12%	88
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #1

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #1 respondents are listed below.

1. Housing
2. Mass Transit
3. Education

Ratings of Neighborhood Services: Brooklyn Community Board #1

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Household garbage pick-up	3. Graffiti control
4. Neighborhood parks	4. Cleanliness of your neighborhood
5. Parking enforcement	5. Maintenance of streets and roads

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #2

Background: Brooklyn Community Board #2

Population and Households

- Total Population: 111,796
- Total Households: 48,250

Gender

- Male: 48%
- Female: 52%

Race/Ethnicity

- Non-Hispanic White: 39%
- Non-Hispanic Black: 28%
- Non-Hispanic Asian: 7%
- Hispanic: 21%
- Other: 4%

Age

- <18 years old: 19%
- 18-54 years old: 61%
- 55+ years old: 20%

Median Annual Household Income

- \$54,953 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #2

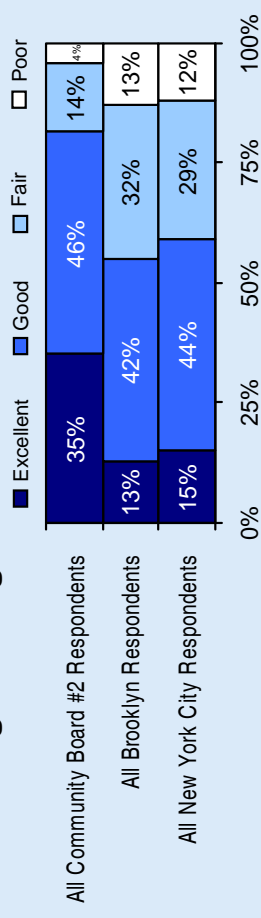


Source: NYC Planning Department

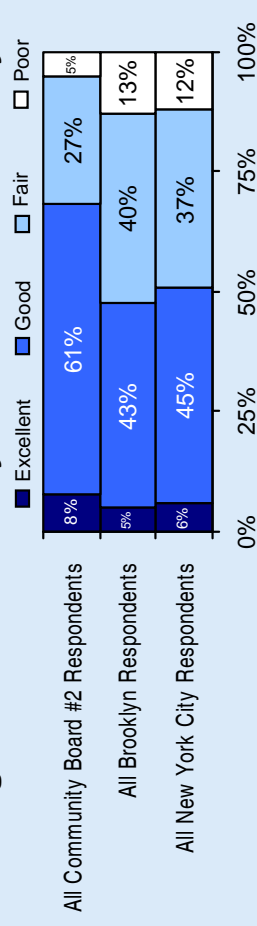
Survey Responses: Brooklyn Community Board #2

- 468 Responses
- 23.4% Response Rate
- $\pm 4.5\%$ Margin of Error (95% Confidence Interval)

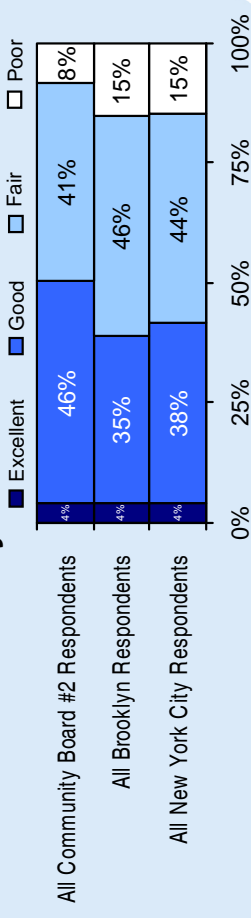
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #2 Compared to Ratings Given by All Respondents

- All Community Board #2 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	1%	13%	36%	49%	51
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	3%	18%	44%	35%	65
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	17%	48%	24%	11%	89
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	14%	38%	33%	15%	85
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	12%	43%	34%	11%	89
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	21%	45%	23%	11%	89
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #2

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #2 respondents are listed below.

1. Housing
2. Education
3. Mass Transit

Ratings of Neighborhood Services: Brooklyn Community Board #2

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Neighborhood playgrounds	2. Rat control
3. Household garbage pick-up	3. Maintenance of streets and roads
4. Emergency medical services	4. Maintenance of sidewalks
5. Graffiti control	5. Police-Community relations

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #3

Background: Brooklyn Community Board #3

Population and Households

- Total Population: 132,087
- Total Households: 42,376

Gender

- Male: 45%
- Female: 55%

Age

- <18 years old: 33%
- 18-54 years old: 51%
- 55+ years old: 16%

Median Annual Household Income

- \$27,598 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 10%
- Non-Hispanic Black: 67%
- Non-Hispanic Asian: 2%
- Hispanic: 19%
- Other: 2%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #3

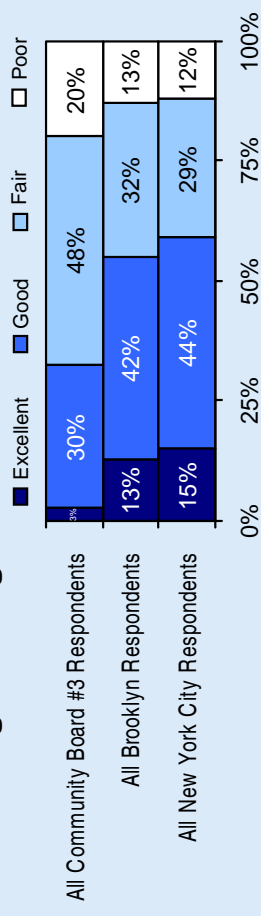


Source: NYC Planning Department

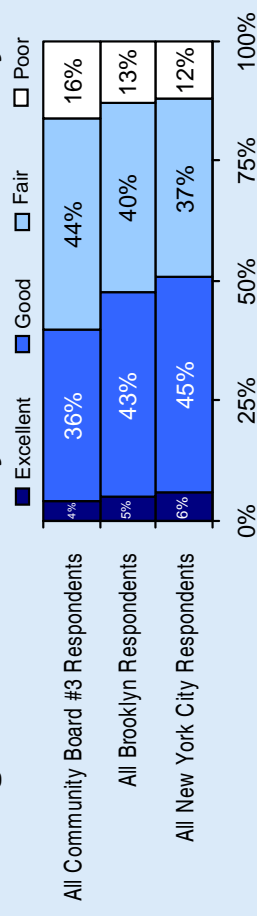
Survey Responses: Brooklyn Community Board #3

- 496 Responses
- 14.4% Response Rate
- $\pm 4.4\%$ Margin of Error (95% Confidence Interval)

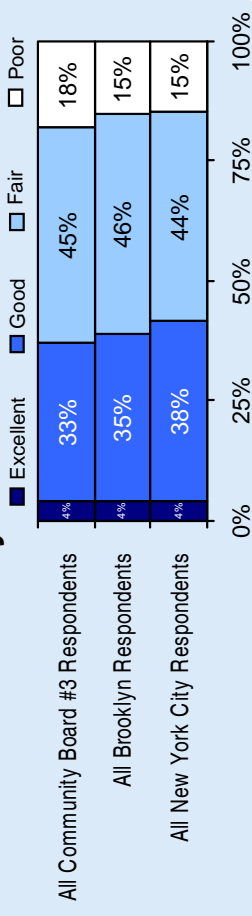
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #3 Compared to Ratings Given by All Respondents

- All Community Board #3 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	14%	33%	50%	50
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	5%	29%	36%	29%	71
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	9%	34%	36%	21%	79
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	5%	28%	38%	29%	71
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	9%	41%	36%	14%	86
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	9%	34%	34%	23%	77
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #3

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #3 respondents are listed below.

1. Housing
2. Jobs
3. Education

Ratings of Neighborhood Services: Brooklyn Community Board #3

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Maintenance of streets and roads
2. Household garbage pick-up	2. Control of street noise
3. Condition of street trees	3. Rat control
4. Emergency medical services	4. Police-Community relations
5. Recycling services	5. Availability of cultural activities

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #4

Background: Brooklyn Community Board #4

Population and Households

- Total Population: 123,871
- Total Households: 38,660

Gender

- Male: 48%
- Female: 52%

Age

- <18 years old: 30%
- 18-54 years old: 53%
- 55+ years old: 17%

Median Annual Household Income

- \$27,852 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 4%
- Non-Hispanic Black: 21%
- Non-Hispanic Asian: 3%
- Hispanic: 70%
- Other: 2%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #4

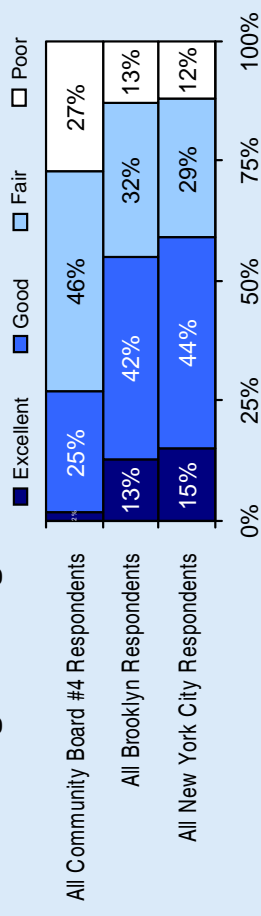


Source: NYC Planning Department

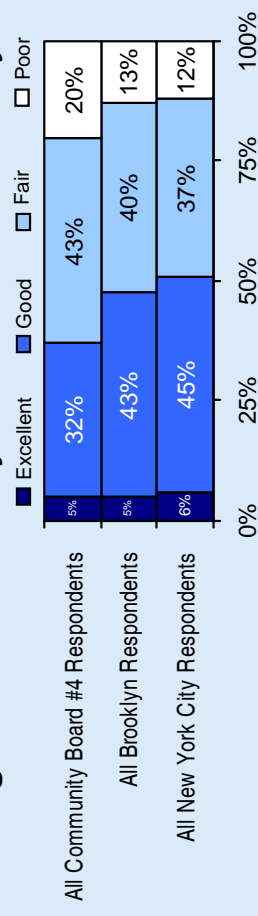
Survey Responses: Brooklyn Community Board #4

- 405 Responses
- 12.4% Response Rate
- \pm 4.9% Margin of Error (95% Confidence Interval)

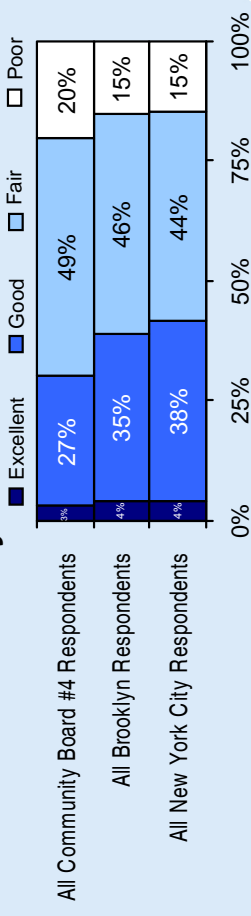
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #4 Compared to Ratings Given by All Respondents

- All Community Board #4 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	20%	33%	44%	56
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	4%	26%	46%	24%	76
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	7%	31%	32%	30%	70
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	4%	28%	38%	30%	70
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	10%	43%	34%	13%	87
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	11%	33%	35%	21%	79
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #4

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #4 respondents are listed below.

1. Housing
2. Crime
3. Jobs

Ratings of Neighborhood Services: Brooklyn Community Board #4

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Rat control
3. Household garbage pick-up	3. Control of street noise
4. Recycling services	4. Graffiti control
5. Subway services	5. Maintenance of streets and roads

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #5

Background: Brooklyn Community Board #5

Population and Households

- Total Population: 161,064
- Total Households: 49,800

Gender

- Male: 44%
- Female: 56%

Race/Ethnicity

- Non-Hispanic White: 5%
- Non-Hispanic Black: 46%
- Non-Hispanic Asian: 6%
- Hispanic: 39%
- Other: 5%

Age

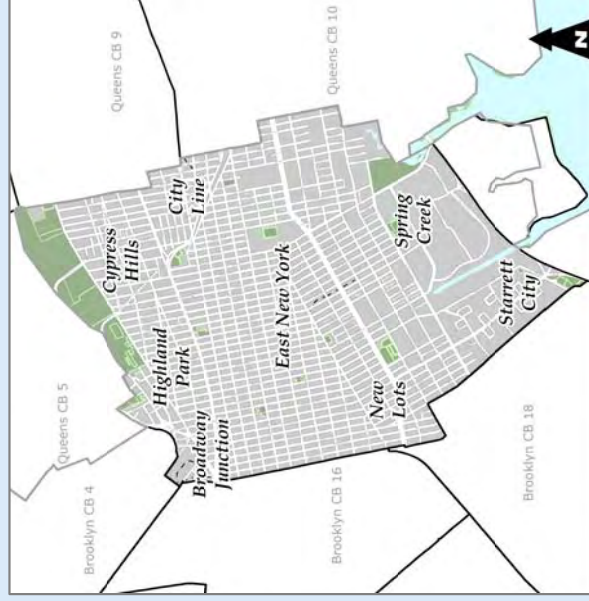
- <18 years old: 32%
- 18-54 years old: 52%
- 55+ years old: 16%

Median Annual Household Income

- \$28,067 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #5

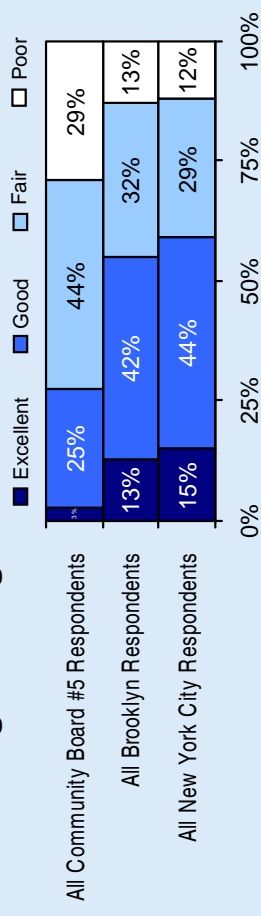


Source: NYC Planning Department

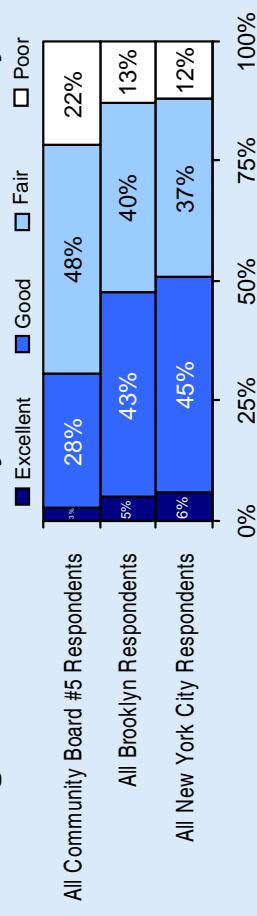
Survey Responses: Brooklyn Community Board #5

- 485 Responses
- 12.5% Response Rate
- $\pm 4.4\%$ Margin of Error (95% Confidence Interval)

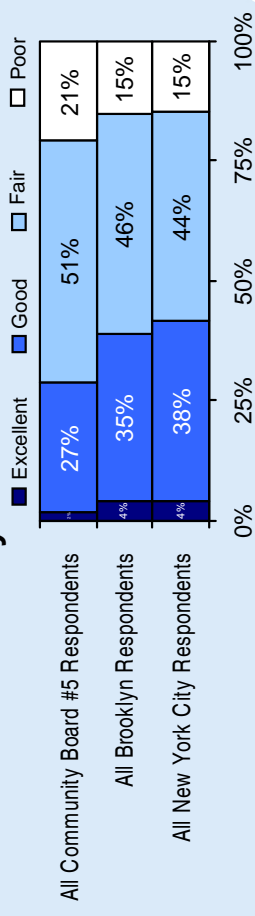
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #5 Compared to Ratings Given by All Respondents

- All Community Board #5 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	15%	34%	48%	52
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	3%	29%	40%	27%	73
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	10%	34%	31%	26%	74
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	7%	27%	34%	31%	69
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	6%	39%	38%	18%	82
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	11%	35%	33%	21%	79
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #5

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #5 respondents are listed below.

1. Crime
2. Housing
3. Education

Ratings of Neighborhood Services: Brooklyn Community Board #5

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Control of street noise
3. Household garbage pick-up	3. Maintenance of streets and roads
4. Recycling services	4. Rat control
5. Condition of street trees	5. Graffiti control

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #6

Background: Brooklyn Community Board #6

Population and Households

- Total Population: 110,032
- Total Households: 46,286

Gender

- Male: 47%
- Female: 53%

Age

- <18 years old: 21%
- 18-54 years old: 60%
- 55+ years old: 19%

Median Annual Household Income

- \$74,205 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 61%
- Non-Hispanic Black: 8%
- Non-Hispanic Asian: 7%
- Hispanic: 22%
- Other: 3%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

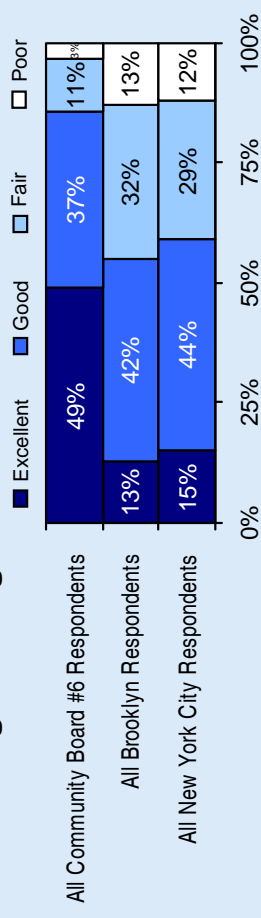
The Neighborhoods of Brooklyn Community Board #6



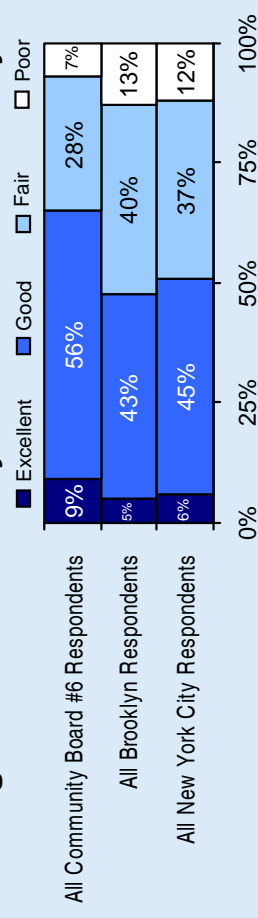
Survey Responses: Brooklyn Community Board #6

- 410 Responses
- 27.3% Response Rate
- $\pm 4.8\%$ Margin of Error (95% Confidence Interval)

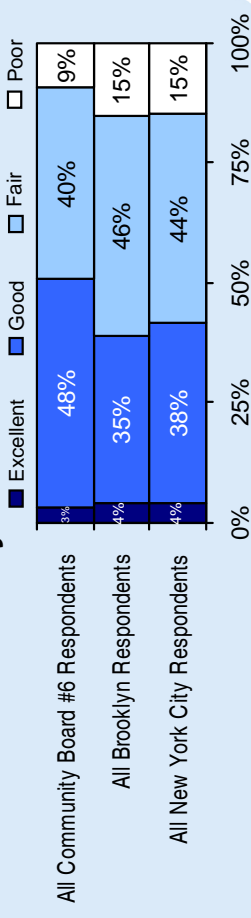
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Brooklyn Community Board #6 Compared to Ratings Given by All Respondents

- All Community Board #6 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	15%	39%	44%	56
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	4%	24%	44%	29%	71
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	14%	49%	26%	12%	88
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	10%	45%	31%	15%	85
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	9%	42%	37%	13%	87
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	20%	52%	21%	7%	93
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #6

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #6 respondents are listed below.

1. Education
2. Housing
3. Mass Transit

Ratings of Neighborhood Services: Brooklyn Community Board #6

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Emergency medical services	1. Control of street noise
2. Fire protection services	2. Storm water drainage and sewer maintenance
3. Neighborhood parks	3. Maintenance of sidewalks
4. Neighborhood playgrounds	4. Maintenance of streets and roads
5. Public libraries	5. Rat control

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #7

Background: Brooklyn Community Board #7

Population and Households

- Total Population: 153,066
- Total Households: 46,104

Gender

- Male: 52%
- Female: 48%

Age

- <18 years old: 24%
- 18-54 years old: 60%
- 55+ years old: 16%

Median Annual Household Income

- \$46,867 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 23%
- Non-Hispanic Black: 3%
- Non-Hispanic Asian: 25%
- Hispanic: 48%
- Other: 1%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #7

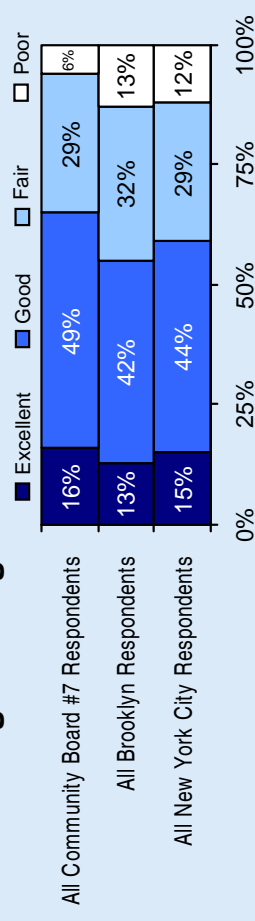


Source: NYC Planning Department

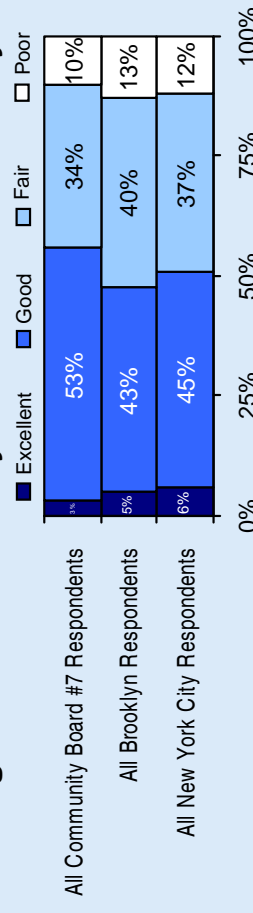
Survey Responses: Brooklyn Community Board #7

- 415 Responses
- 20.8% Response Rate
- $\pm 4.8\%$ Margin of Error (95% Confidence Interval)

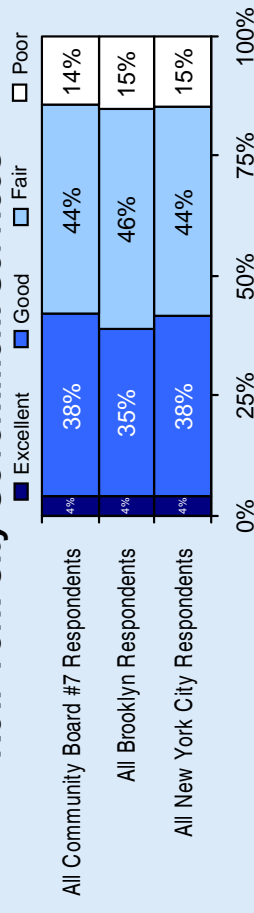
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #7 Compared to Ratings Given by All Respondents

- All Community Board #7 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	18%	37%	41%	59
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	6%	30%	45%	18%	82
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	12%	44%	29%	15%	85
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	8%	40%	33%	20%	80
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	9%	38%	36%	16%	84
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	16%	47%	28%	9%	91
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #7

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #7 respondents are listed below.

1. Housing
2. Education
3. Mass Transit

Ratings of Neighborhood Services: Brooklyn Community Board #7

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
<ol style="list-style-type: none"> 1. Fire protection services 2. Emergency medical services 3. Household garbage pick-up 4. Recycling services 5. Availability of health care services 	<ol style="list-style-type: none"> 1. Control of street noise 2. Availability of cultural activities 3. Maintenance of streets and roads 4. Rat control 5. Graffiti control

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #8

Background: Brooklyn Community Board #8

Population and Households

- Total Population: 127,013
- Total Households: 48,226

Gender

- Male: 46%
- Female: 54%

Race/Ethnicity

- Non-Hispanic White: 13%
- Non-Hispanic Black: 74%
- Non-Hispanic Asian: 2%
- Hispanic: 10%
- Other: 2%

Age

- <18 years old: 25%
- 18-54 years old: 56%
- 55+ years old: 18%

Median Annual Household Income

- \$38,524 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #8

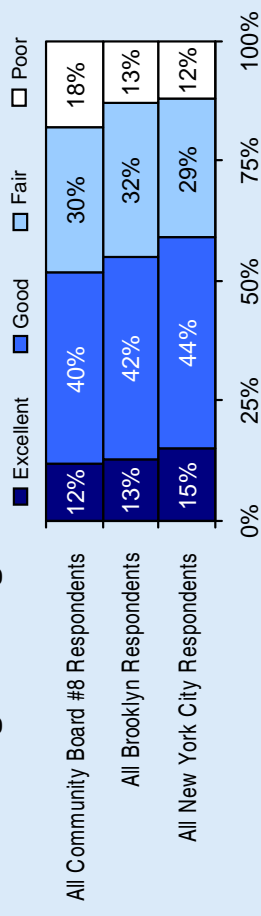


Source: NYC Planning Department

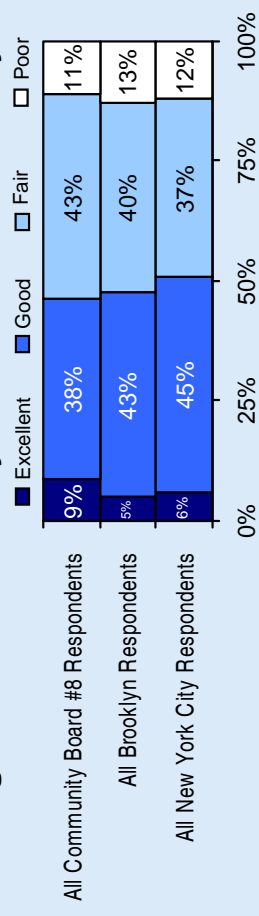
Survey Responses: Brooklyn Community Board #8

- 396 Responses
- 16.8% Response Rate
- $\pm 4.9\%$ Margin of Error (95% Confidence Interval)

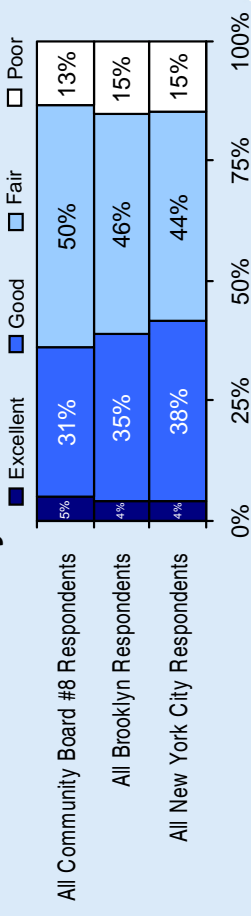
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #8 Compared to Ratings Given by All Respondents

- All Community Board #8 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	13%	29%	54%	46
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	6%	21%	40%	34%	66
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	11%	37%	32%	19%	81
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	10%	35%	32%	23%	77
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	15%	42%	32%	11%	89
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	13%	40%	30%	17%	83
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #8

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #8 respondents are listed below.

1. Housing
2. Education
3. Jobs

Ratings of Neighborhood Services: Brooklyn Community Board #8

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Public libraries	3. Crime control
4. Household garbage pick-up	4. Maintenance of streets and roads
5. Parking enforcement	5. Maintenance of sidewalks

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #9

Background: Brooklyn Community Board #9

Population and Households

- Total Population: 110,333
- Total Households: 39,794

Gender

- Male: 44%
- Female: 56%

Age

- <18 years old: 25%
- 18-54 years old: 55%
- 55+ years old: 20%

Median Annual Household Income

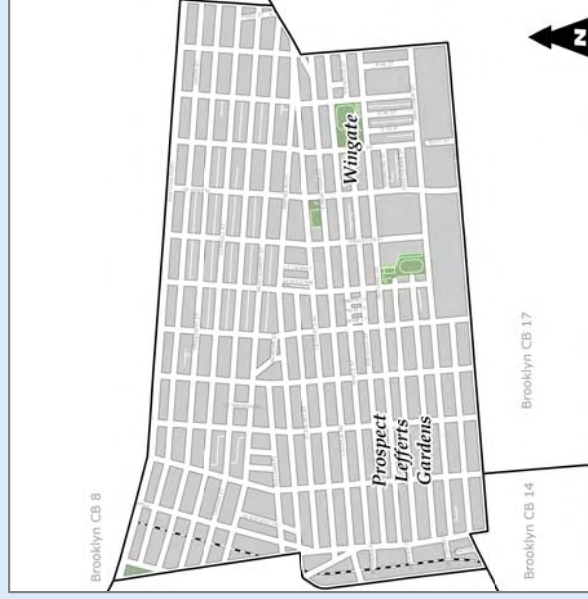
- \$34,151 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 14%
- Non-Hispanic Black: 75%
- Non-Hispanic Asian: 1%
- Hispanic: 8%
- Other: 2%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #9

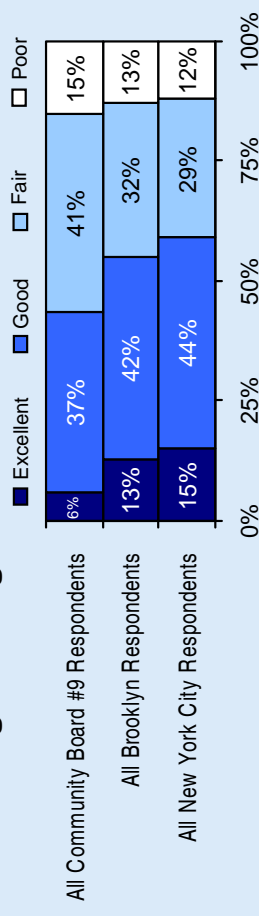


See detail below

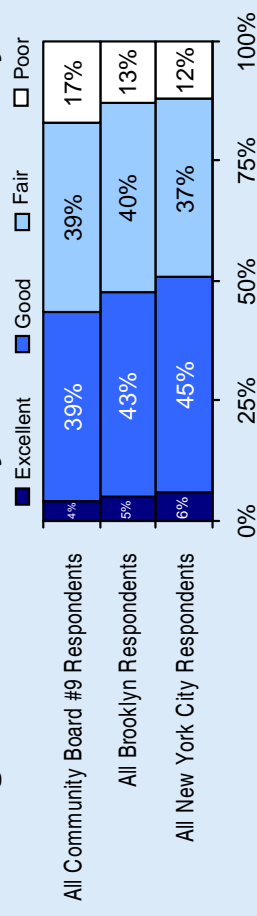
Survey Responses: Brooklyn Community Board #9

- 356 Responses
- 13.0% Response Rate
- $\pm 5.2\%$ Margin of Error (95% Confidence Interval)

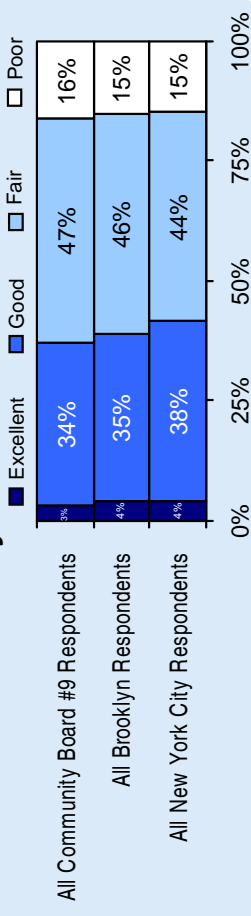
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Brooklyn Community Board #9 Compared to Ratings Given by All Respondents

- All Community Board #9 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	16%	33%	49%	51
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	3%	22%	44%	32%	68
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	10%	36%	33%	21%	79
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	8%	33%	35%	24%	76
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	10%	43%	33%	14%	86
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	12%	38%	30%	19%	81
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #9

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #9 respondents are listed below.

1. Housing
2. Crime
3. Jobs

Ratings of Neighborhood Services: Brooklyn Community Board #9

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Emergency medical services
3. Public libraries
4. Household garbage pickup
5. Availability of health care services

Lowest Rated

1. Rat control
2. Control of street noise
3. Police-Community relations
4. Crime control
5. Storm water drainage and sewer maintenance

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #10

Background: Brooklyn Community Board #10

Population and Households

- Total Population: 123,447
- Total Households: 46,838

Gender

- Male: 50%
- Female: 50%

Race/Ethnicity

- Non-Hispanic White: 65%
- Non-Hispanic Black: 2%
- Non-Hispanic Asian: 17%
- Hispanic: 16%
- Other: 1%

Age

- <18 years old: 19%
- 18-54 years old: 55%
- 55+ years old: 26%

Median Annual Household Income

- \$55,093 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

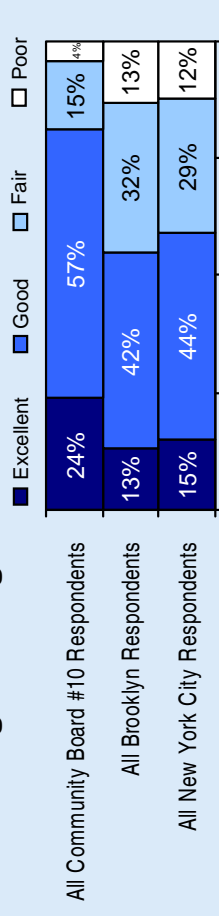
The Neighborhoods of Brooklyn Community Board #10



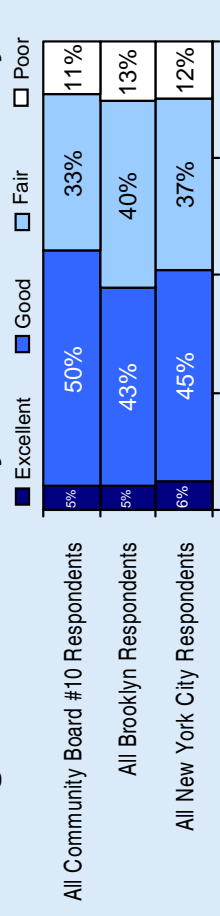
Survey Responses: Brooklyn Community Board #10

- 365 Responses
- 22.3% Response Rate
- ±5.1% Margin of Error (95% Confidence Interval)

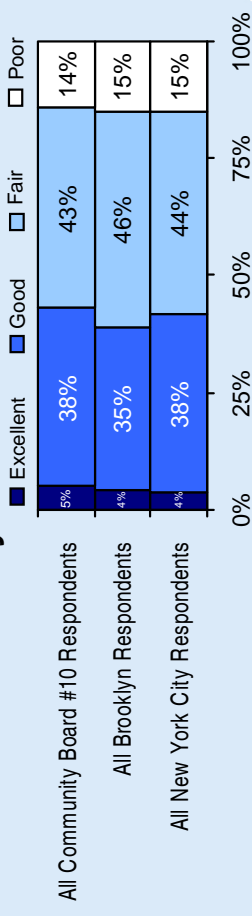
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Bronx Community Board #10 Compared to Ratings Given by All Respondents

- All Community Board #10 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	19%	32%	47%	53
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	4%	24%	44%	28%	72
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	21%	46%	24%	10%	90
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	11%	43%	31%	14%	86
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	10%	42%	37%	11%	89
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	21%	47%	26%	6%	94
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Bronx Community Board #10

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Bronx Community Board #10 respondents are listed below.

1. Crime
2. Housing
3. Education

Ratings of Neighborhood Services: Bronx Community Board #10

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Storm water drainage and sewer maintenance
3. Household garbage pick-up	3. Maintenance of streets and roads
4. Cleanliness of your neighborhood	4. Graffiti control
5. Recycling services	5. Pedestrian safety (crossing intersections)

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #11

Background: Brooklyn Community Board #11

Population and Households

- Total Population: 174,593
- Total Households: 61,210

Gender

- Male: 48%
- Female: 52%

Age

- <18 years old: 21%
- 18-54 years old: 50%
- 55+ years old: 29%

Median Annual Household Income

- \$38,714 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 59%
- Non-Hispanic Black: 0%
- Non-Hispanic Asian: 30%
- Hispanic: 10%
- Other: 1%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #11

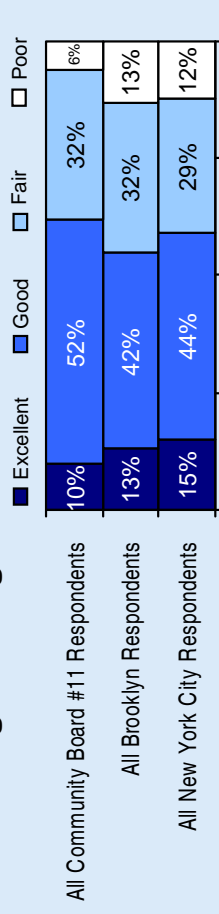


Source: NYC Planning Department

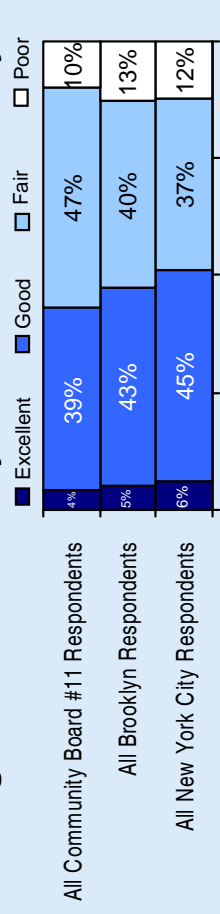
Survey Responses: Brooklyn Community Board #11

- 376 Responses
- 21.8% Response Rate
- ±5.1% Margin of Error (95% Confidence Interval)

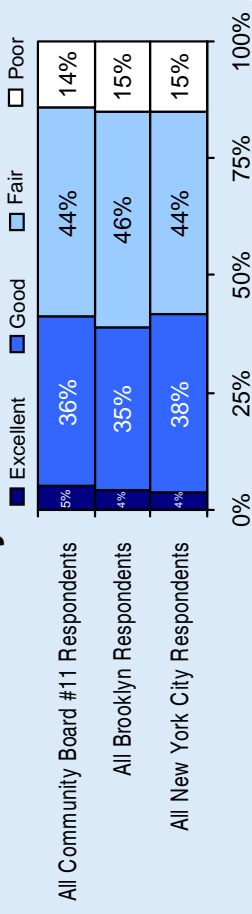
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #11 Compared to Ratings Given by All Respondents

- All Community Board #11 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	29%	33%	34%	66
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	5%	38%	39%	17%	83
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	11%	47%	29%	14%	86
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	8%	39%	35%	18%	82
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	7%	44%	35%	14%	86
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	18%	49%	26%	7%	93
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #11

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #11 respondents are listed below.

1. Crime
2. Education
3. Mass Transit

Ratings of Neighborhood Services: Brooklyn Community Board #11

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Control of street noise
3. Public libraries	3. Maintenance of streets and roads
4. Household garbage pickup	4. Storm water drainage and sewer maintenance
5. Recycling services	5. Graffiti control

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #12

Background: Brooklyn Community Board #12

Population and Households

- Total Population: 155,509
- Total Households: 45,042

Gender

- Male: 51%
- Female: 49%

Race/Ethnicity

- Non-Hispanic White: 71%
- Non-Hispanic Black: 3%
- Non-Hispanic Asian: 13%
- Hispanic: 11%
- Other: 2%

Age

- <18 years old: 37%
- 18-54 years old: 43%
- 55+ years old: 20%

Median Annual Household Income

- \$40,040 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #12

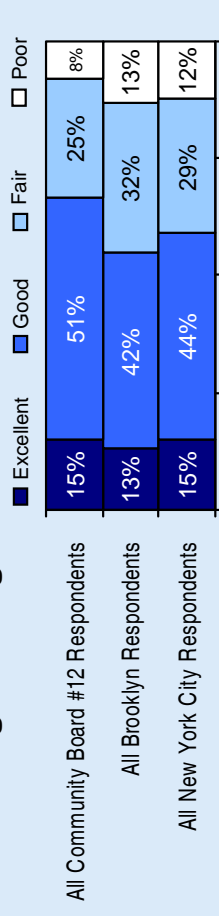


See detail below

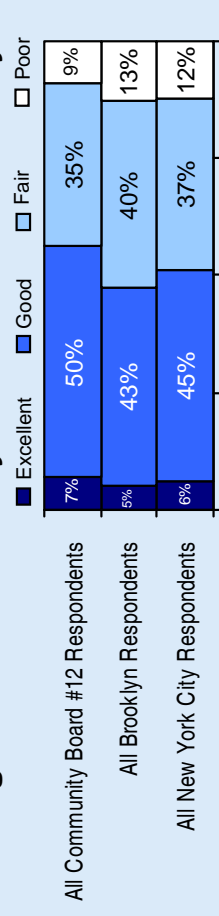
Survey Responses: Brooklyn Community Board #12

- 372 Responses
- 14.9% Response Rate
- $\pm 5.1\%$ Margin of Error (95% Confidence Interval)

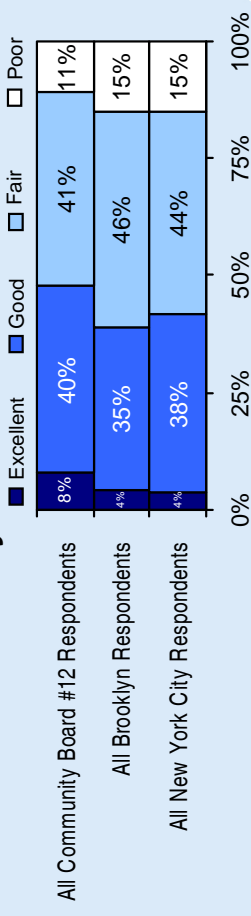
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Brooklyn Community Board #12 Compared to Ratings Given by All Respondents

- All Community Board #12 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	11%	29%	31%	30%	70
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	10%	32%	34%	24%	76
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	12%	42%	31%	16%	84
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	8%	36%	34%	22%	78
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	12%	44%	32%	12%	88
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	22%	48%	23%	7%	93
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #12

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #12 respondents are listed below.

1. Housing
2. Education
3. Cost of living

Ratings of Neighborhood Services: Brooklyn Community Board #12

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Availability of cultural activities
3. Household garbage pick-up	3. Maintenance of streets and roads
4. Public libraries	4. Cleanliness of your neighborhood
5. Subway services	5. Maintenance of sidewalks

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #13

Background: Brooklyn Community Board #13

Population and Households

- Total Population: 103,687
- Total Households: 43,215

Gender

- Male: 46%
- Female: 54%

Age

- <18 years old: 17%
- 18-54 years old: 43%
- 55+ years old: 39%

Median Annual Household Income

- \$27,983 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 63%
- Non-Hispanic Black: 12%
- Non-Hispanic Asian: 10%
- Hispanic: 15%
- Other: 0%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

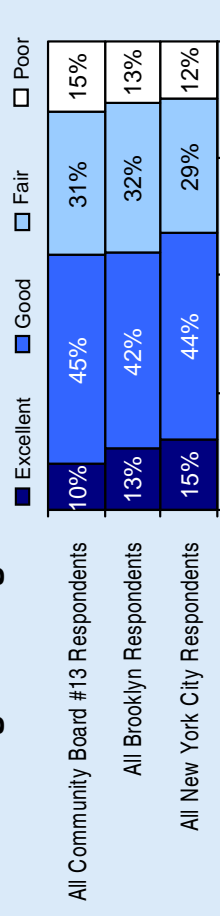
The Neighborhoods of Brooklyn Community Board #13



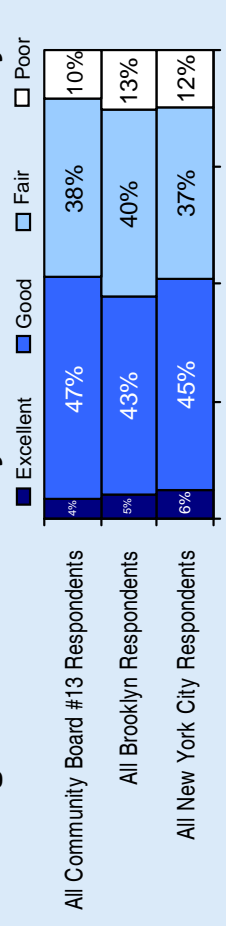
Survey Responses: Brooklyn Community Board #13

- 432 Responses
- 16.4% Response Rate
- \pm 4.7% Margin of Error (95% Confidence Interval)

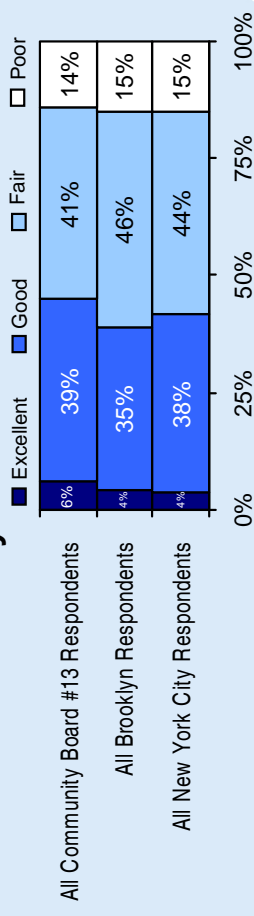
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Brooklyn Community Board #13 Compared to Ratings Given by All Respondents

- All Community Board #13 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	6%	27%	34%	32%	68
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	6%	31%	44%	18%	82
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	9%	40%	31%	19%	81
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	6%	37%	36%	21%	79
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	8%	47%	33%	11%	89
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	14%	49%	26%	10%	90
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #13

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #13 respondents are listed below.

1. Crime
2. Mass Transit
3. Housing

Ratings of Neighborhood Services: Brooklyn Community Board #13

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Public libraries	3. Storm water drainage and sewer maintenance
4. Subway services	4. Maintenance of streets and roads
5. Household garbage pick-up	5. Maintenance of sidewalks

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #14

Background: Brooklyn Community Board #14

Population and Households

- Total Population: 163,099
- Total Households: 56,819

Gender

- Male: 47%
- Female: 53%

Race/Ethnicity

- Non-Hispanic White: 41%
- Non-Hispanic Black: 38%
- Non-Hispanic Asian: 8%
- Hispanic: 11%
- Other: 2%

Age

- <18 years old: 27%
- 18-54 years old: 51%
- 55+ years old: 22%

Median Annual Household Income

- \$40,120 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #14

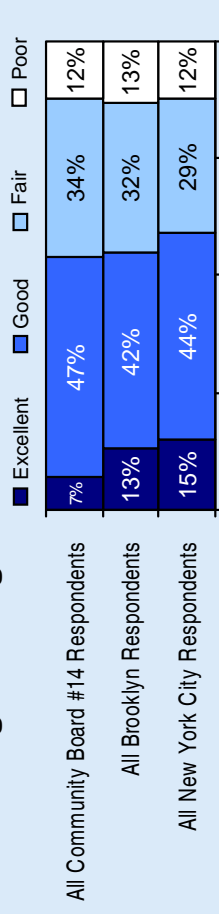


Source: NYC Planning Department

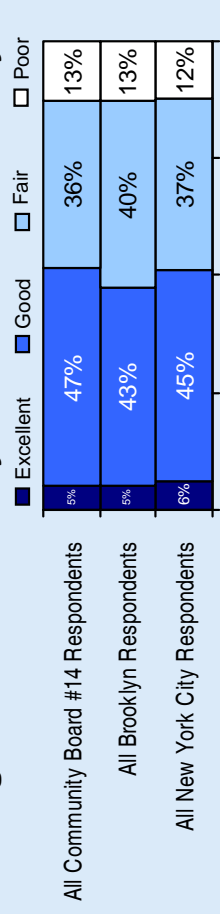
Survey Responses: Brooklyn Community Board #14

- 337 Responses
- 15.0% Response Rate
- ±5.3% Margin of Error (95% Confidence Interval)

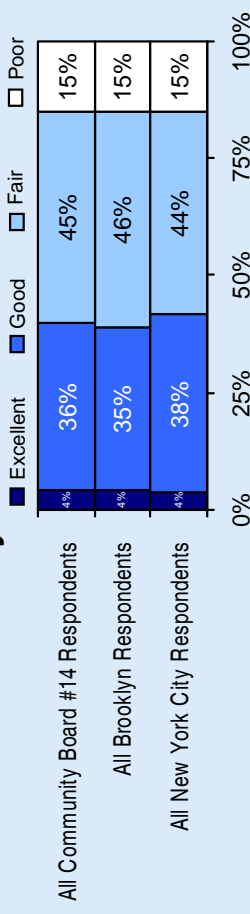
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #14 Compared to Ratings Given by All Respondents

- All Community Board #14 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	20%	32%	43%	57
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	6%	31%	40%	23%	77
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	11%	37%	34%	19%	81
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	6%	34%	36%	24%	76
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	12%	45%	33%	9%	91
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	18%	43%	28%	11%	89
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #14

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #14 respondents are listed below.

1. Housing
2. Education
3. Crime

Ratings of Neighborhood Services: Brooklyn Community Board #14

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
<ol style="list-style-type: none"> 1. Fire protection services 2. Emergency medical services 3. Subway services 4. Recycling services 5. Public libraries 	<ol style="list-style-type: none"> 1. Control of street noise 2. Availability of cultural activities 3. Rat control 4. Maintenance of streets and roads 5. Graffiti control

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #15

Background: Brooklyn Community Board #15

Population and Households

- Total Population: 148,784
- Total Households: 56,282

Gender

- Male: 48%
- Female: 52%

Age

- <18 years old: 20%
- 18-54 years old: 47%
- 55+ years old: 33%

Median Annual Household Income

- \$42,409 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 76%
- Non-Hispanic Black: 4%
- Non-Hispanic Asian: 12%
- Hispanic: 7%
- Other: 1%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #15

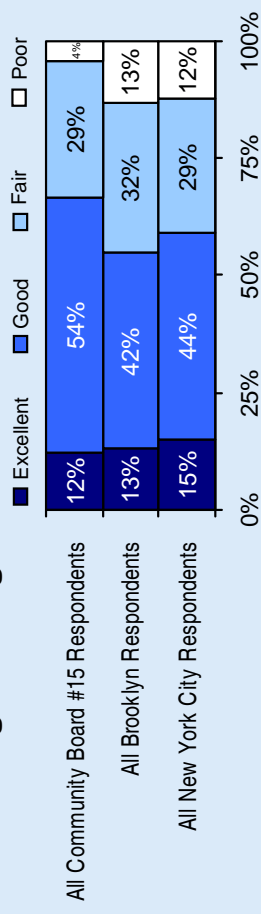


Source: NYC Planning Department

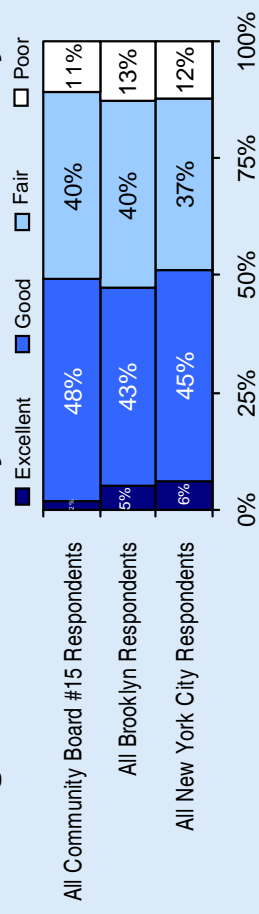
Survey Responses: Brooklyn Community Board #15

- 361 Responses
- 24.1% Response Rate
- ±5.2% Margin of Error (95% Confidence Interval)

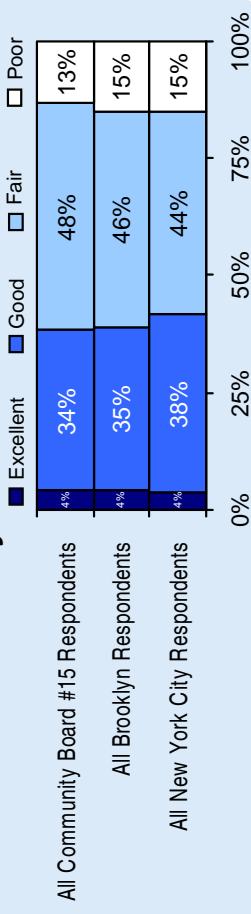
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #15 Compared to Ratings Given by All Respondents

■ All Community Board #15 Respondents
■ All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	24%	39%	34%	66
	4%	19%	35%	42%	58
Public Education Index	6%	34%	40%	20%	80
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	11%	46%	30%	14%	86
	13%	41%	29%	17%	83
Streets and Sidewalks Index	6%	41%	34%	19%	81
	9%	36%	34%	21%	79
Mass Transit Services Index	7%	46%	35%	11%	89
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	19%	49%	24%	8%	92
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #15

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #15 respondents are listed below.

1. Crime
2. Mass Transit
3. Education

Ratings of Neighborhood Services: Brooklyn Community Board #15

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Availability of cultural activities
3. Recycling services	3. Maintenance of streets and roads
4. Household garbage pick-up	4. Graffiti control
5. Crime control	5. Cleanliness of your neighborhood

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #16

Background: Brooklyn Community Board #16

Population and Households

- Total Population: 116,936
- Total Households: 39,520

Gender

- Male: 44%
- Female: 56%

Race/Ethnicity

- Non-Hispanic White: 1%
- Non-Hispanic Black: 77%
- Non-Hispanic Asian: 0%
- Hispanic: 20%
- Other: 1%

Age

- <18 years old: 34%
- 18-54 years old: 49%
- 55+ years old: 18%

Median Annual Household Income

- \$22,975 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #16

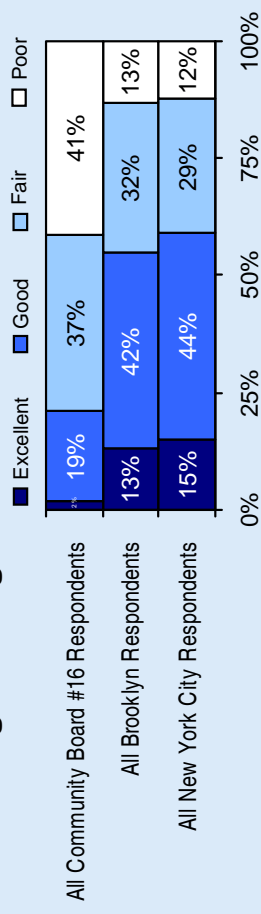


Source: NYC Planning Department

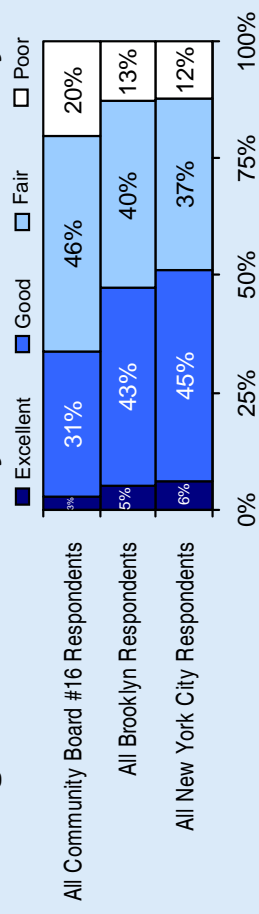
Survey Responses: Brooklyn Community Board #16

- 456 Responses
- 13.6% Response Rate
- $\pm 4.6\%$ Margin of Error (95% Confidence Interval)

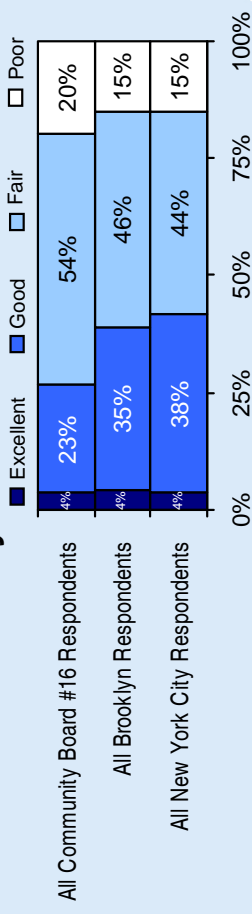
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #16 Compared to Ratings Given by All Respondents

- All Community Board #16 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	15%	34%	48%	52
	4%	19%	35%	42%	58
Public Education Index	6%	21%	39%	34%	66
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	9%	25%	37%	29%	71
	13%	41%	29%	17%	83
Streets and Sidewalks Index	5%	22%	39%	33%	67
	9%	36%	34%	21%	79
Mass Transit Services Index	7%	34%	43%	17%	83
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	10%	30%	33%	27%	73
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #16

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #16 respondents are listed below.

1. Housing
2. Crime
3. Jobs

Ratings of Neighborhood Services: Brooklyn Community Board #16

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated Lowest Rated

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Fire protection services 2. Emergency medical services 3. Household garbage pick-up 4. Parking enforcement 5. Condition of street trees | <ol style="list-style-type: none"> 1. Control of street noise 2. Availability of cultural activities 3. Rat control 4. Cleanliness of your neighborhood 5. Crime control |
|--|---|

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #17

Background: Brooklyn Community Board #17

Population and Households

- Total Population: 147,390
- Total Households: 47,895

Gender

- Male: 43%
- Female: 57%

Age

- <18 years old: 26%
- 18-54 years old: 51%
- 55+ years old: 23%

Median Annual Household Income

- \$41,503 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 1%
- Non-Hispanic Black: 90%
- Non-Hispanic Asian: 0%
- Hispanic: 6%
- Other: 3%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

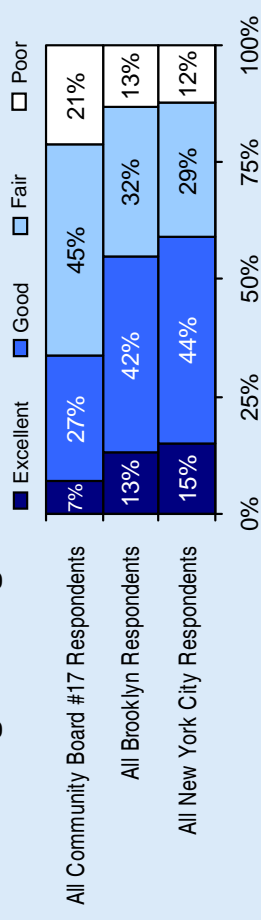
The Neighborhoods of Brooklyn Community Board #17



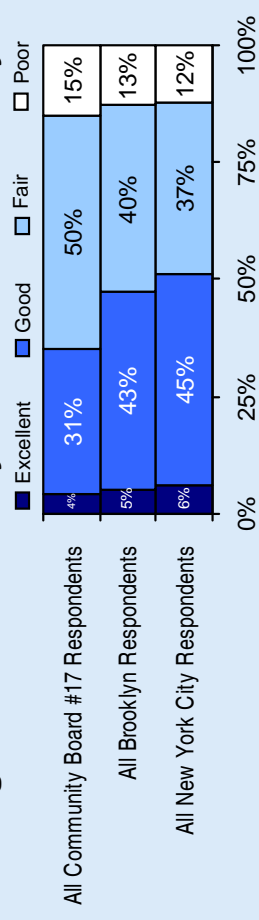
Survey Responses: Brooklyn Community Board #17

- 264 Responses
- 10.5% Response Rate
- ±6.0% Margin of Error (95% Confidence Interval)

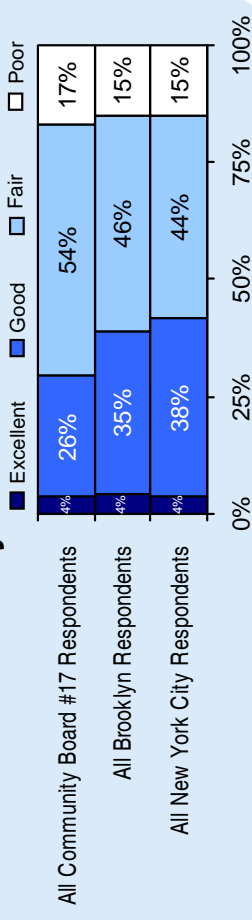
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Brooklyn Community Board #17 Compared to Ratings Given by All Respondents

- All Community Board #17 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	11%	34%	51%	49
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	5%	24%	48%	23%	77
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	8%	33%	40%	19%	81
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	7%	28%	39%	26%	74
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	8%	31%	40%	21%	79
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	10%	34%	38%	17%	83
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #17

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #17 respondents are listed below.

1. Housing
2. Jobs
3. Crime

Ratings of Neighborhood Services: Brooklyn Community Board #17

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Household garbage pick-up	3. Availability of cultural activities
4. Recycling services	4. Crime control
5. Parking enforcement	5. Removal of snow from city streets

Results from NYC Feedback Citywide Customer Survey

Brooklyn Community Board #18

Background: Brooklyn Community Board #18

Population and Households

- Total Population: 204,600
- Total Households: 64,067

Gender

- Male: 48%
- Female: 52%

Race/Ethnicity

- Non-Hispanic White: 31%
- Non-Hispanic Black: 59%
- Non-Hispanic Asian: 3%
- Hispanic: 6%
- Other: 1%

Age

- <18 years old: 26%
- 18-54 years old: 51%
- 55+ years old: 23%

Median Annual Household Income

- \$59,116 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Brooklyn Community Board #18

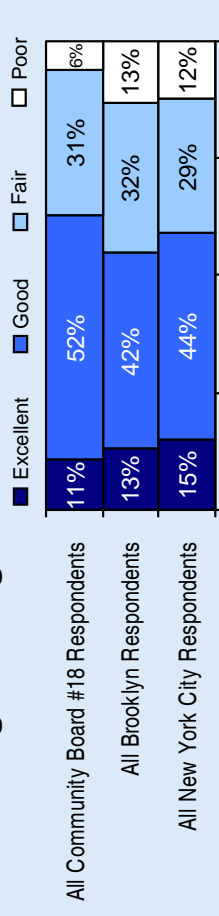


Source: NYC Planning Department

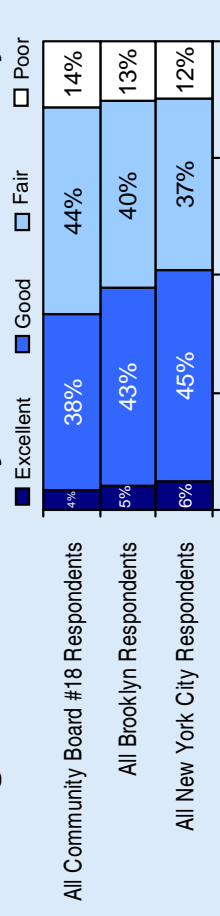
Survey Responses: Brooklyn Community Board #18

- 322 Responses
- 17.4% Response Rate
- ±5.5% Margin of Error (95% Confidence Interval)

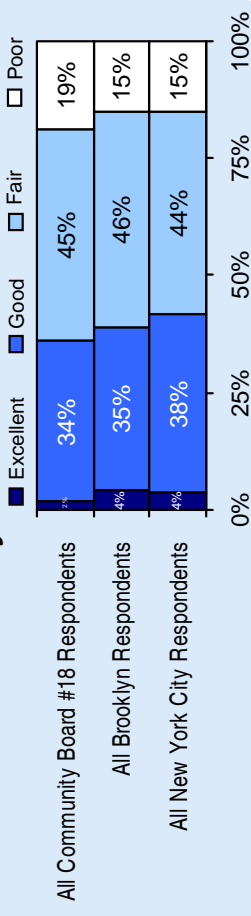
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Brooklyn Community Board #18 Compared to Ratings Given by All Respondents

- All Community Board #18 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	15%	35%	47%	53
	4%	19%	35%	42%	58
Public Education Index	4%	33%	32%	31%	69
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	13%	42%	31%	15%	85
	13%	41%	29%	17%	83
Streets and Sidewalks Index	7%	37%	37%	19%	81
	9%	36%	34%	21%	79
Mass Transit Services Index	7%	40%	35%	18%	82
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	13%	46%	30%	10%	90
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Brooklyn Community Board #18

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Brooklyn Community Board #18 respondents are listed below.

1. Crime
2. Housing
3. Jobs

Ratings of Neighborhood Services: Brooklyn Community Board #18

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Maintenance of streets and roads
2. Emergency medical services	2. Availability of cultural activities
3. Household garbage pick-up	3. Rat control
4. Recycling services	4. Storm water drainage and sewer maintenance
5. Cleanliness of your neighborhood	5. Removal of snow from city streets

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #1

Background: Manhattan Community Board #1

Population and Households

- Total Population: 34,420
- Total Households: 15,830

Gender

- Male: 53%
- Female: 47%

Age

- <18 years old: 9%
- 20-64 years old: 83%
- 65+ years old: 7%

Median Annual Household Income

- \$79,479

Race/Ethnicity

- Non-Hispanic White: 67%
- Non-Hispanic Black: 7%
- Non-Hispanic Asian: 14%
- Hispanic: 8%
- Other: 4%

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #1

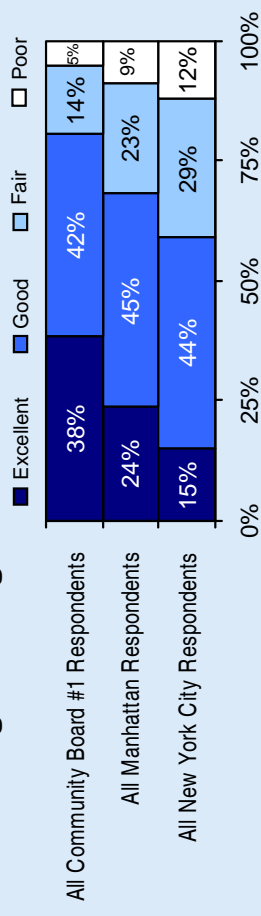


Source: NYC Planning Department

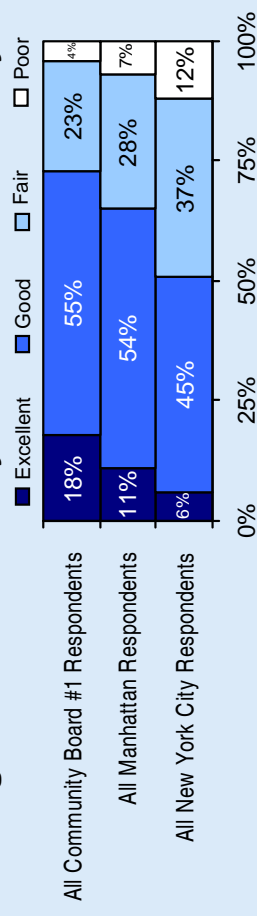
Survey Responses: Manhattan Community Board #1

- 321 Responses
- 18.2% Response Rate
- $\pm 5.5\%$ Margin of Error (95% Confidence Interval)

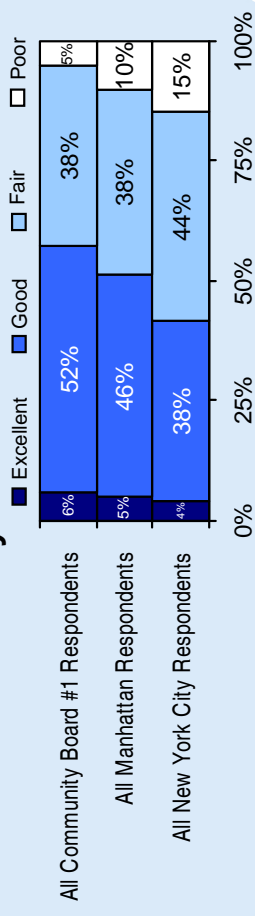
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #1 Compared to Ratings Given by All Respondents

- All Community Board #1 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	21%	42%	34%	66
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	2%	35%	33%	30%	70
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	24%	41%	23%	12%	88
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	18%	38%	26%	18%	82
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	19%	44%	28%	9%	91
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	36%	50%	12%	2%	98
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #1

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #1 respondents are listed below.

1. Mass Transit
2. Housing
3. Education

Ratings of Neighborhood Services: Manhattan Community Board #1

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Removal of snow from city streets
3. Emergency medical services
4. Crime control
5. Police-Community relations

Lowest Rated

1. Control of street noise
2. Maintenance of streets and roads
3. Rat control
4. Public libraries
5. Parking enforcement

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #2

Background: Manhattan Community Board #2

Population and Households

- Total Population: 93,119
- Total Households: 52,748

Gender

- Male: 50%
- Female: 50%

Age

- <18 years old: 8%
- 20-64 years old: 80%
- 65+ years old: 12%

Median Annual Household Income

- \$65,465

Race/Ethnicity

- Non-Hispanic White: 75%
- Non-Hispanic Black: 2%
- Non-Hispanic Asian: 15%
- Hispanic: 6%
- Other: 2%

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #2

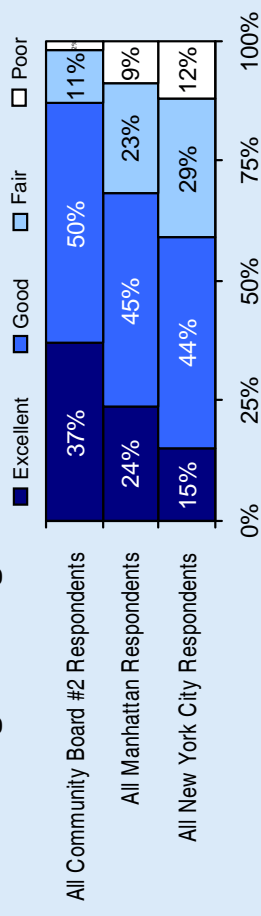


Source: NYC Planning Department

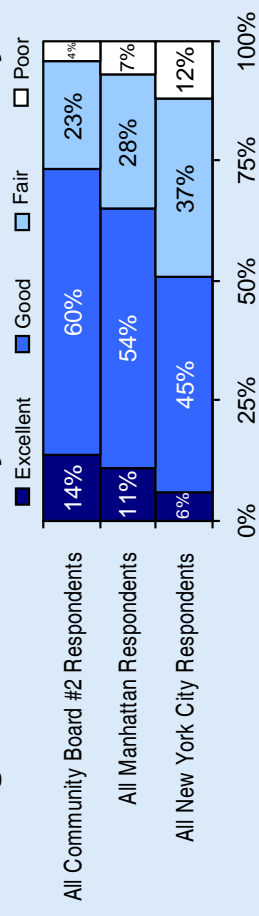
Survey Responses: Manhattan Community Board #2

- 341 Responses
- 22.7% Response Rate
- $\pm 5.3\%$ Margin of Error (95% Confidence Interval)

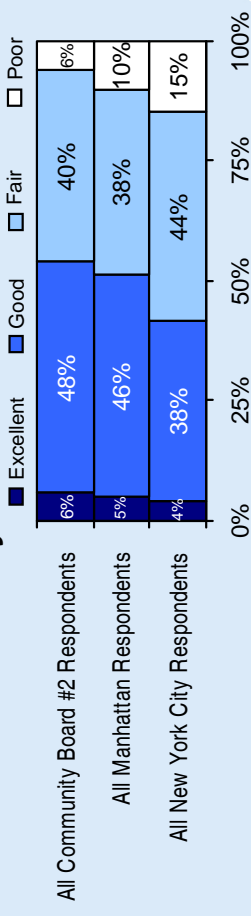
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #2 Compared to Ratings Given by All Respondents

All Community Board #2 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	16%	36%	46%	54
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	2%	28%	43%	28%	72
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	14%	44%	28%	14%	86
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	12%	42%	28%	18%	82
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	18%	50%	24%	8%	92
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	25%	51%	20%	4%	96
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #2

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #2 respondents are listed below.

1. Housing
2. Education
3. Mass Transit

Ratings of Neighborhood Services: Manhattan Community Board #2

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Availability of cultural activities	3. Maintenance of streets and roads
4. Crime control	4. Recycling services
5. Subway services	5. Storm water drainage and sewer maintenance

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #3

Background: Manhattan Community Board #3

Population and Households

- Total Population: 178,669
- Total Households: 73,893

Gender

- Male: 50%
- Female: 50%

Race/Ethnicity

- Non-Hispanic White: 32%
- Non-Hispanic Black: 10%
- Non-Hispanic Asian: 35%
- Hispanic: 21%
- Other: 2%

Age

- <18 years old: 15%
- 18-54 years old: 62%
- 55+ years old: 23%

Median Annual Household Income

- \$36,899 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #3

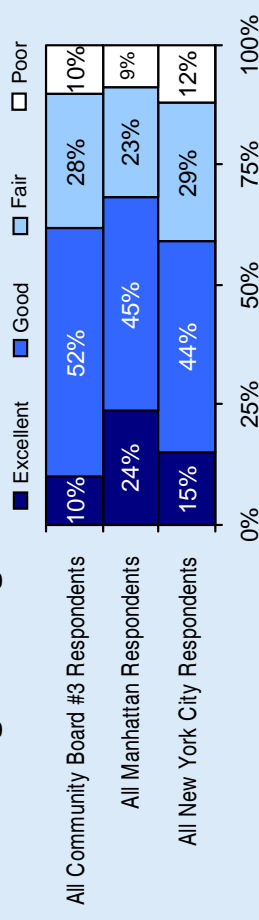


Source: NYC Planning Department

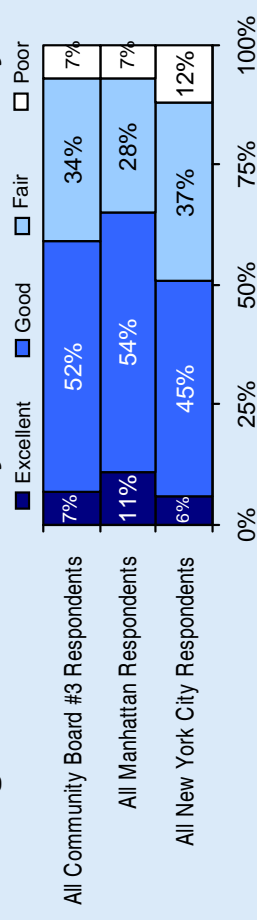
Survey Responses: Manhattan Community Board #3

- 390 Responses
- 17.1% Response Rate
- ±5.0% Margin of Error (95% Confidence Interval)

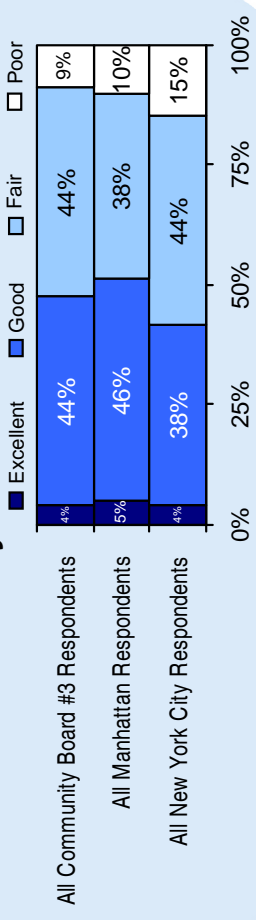
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #3 Compared to Ratings Given by All Respondents

- All Community Board #3 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	23%	39%	35%	65
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	9%	27%	43%	21%	79
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	6%	36%	36%	22%	78
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	6%	37%	37%	20%	80
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	10%	44%	34%	12%	88
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	16%	49%	26%	10%	90
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #3

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #3 respondents are listed below.

1. Housing
2. Education
3. Mass Transit

Ratings of Neighborhood Services: Manhattan Community Board #3

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Public libraries	3. Cleanliness of your neighborhood
4. Neighborhood playgrounds	4. Graffiti control
5. Condition of street trees	5. Maintenance of streets and roads

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #4

Background: Manhattan Community Board #4

Population and Households

- Total Population: 87,479
- Total Households: 51,425

Gender

- Male: 53%
- Female: 47%

Age

- <18 years old: 9%
- 20-64 years old: 79%
- 65+ years old: 12%

Median Annual Household Income

- \$62,514

Race/Ethnicity

- Non-Hispanic White: 60%
- Non-Hispanic Black: 7%
- Non-Hispanic Asian: 8%
- Hispanic: 21%
- Other: 3%

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #4

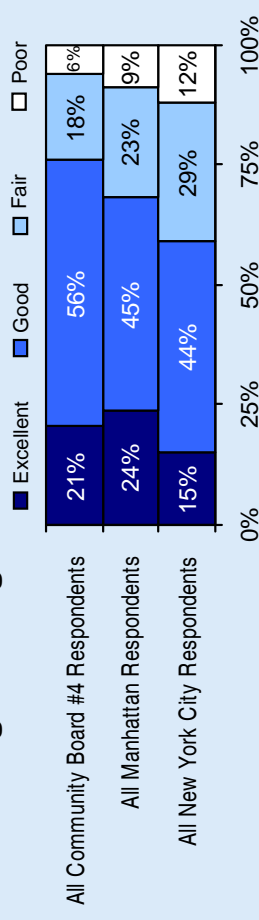


Source: NYC Planning Department

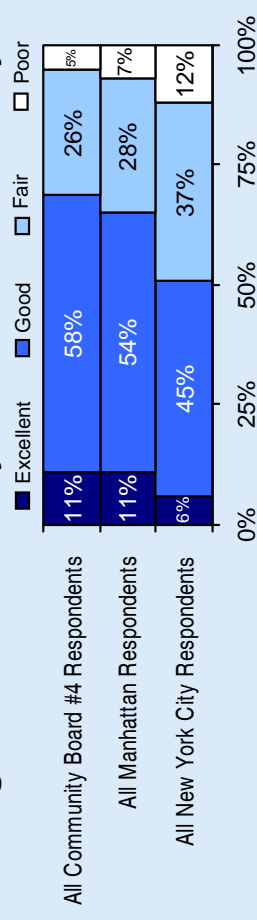
Survey Responses: Manhattan Community Board #4

- 329 Responses
- 21.9% Response Rate
- ±5.4% Margin of Error (95% Confidence Interval)

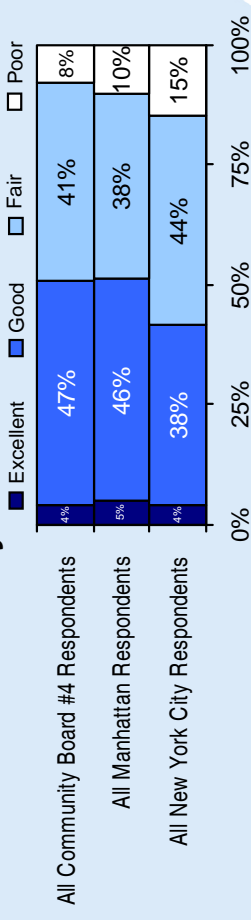
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #4 Compared to Ratings Given by All Respondents

- All Community Board #4 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	20%	33%	44%	56
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	3%	24%	42%	31%	69
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	11%	48%	30%	11%	89
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	9%	42%	30%	19%	81
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	14%	45%	30%	11%	89
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	24%	52%	19%	5%	95
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #4

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #4 respondents are listed below.

1. Housing
2. Mass Transit
3. Traffic Congestion

Ratings of Neighborhood Services: Manhattan Community Board #4

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Emergency medical services
3. Removal of snow from city streets
4. Availability of cultural activities
5. Condition of street trees

Lowest Rated

1. Control of street noise
2. Rat control
3. Pedestrian safety (crossing intersections)
4. Maintenance of streets and roads
5. Recycling services

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #5

Background: Manhattan Community Board #5

Population and Households

- Total Population: 44,028
- Total Households: 25,805

Gender

- Male: 49%
- Female: 51%

Age

- <18 years old: 6%
- 20-64 years old: 83%
- 65+ years old: 10%

Race/Ethnicity

- Non-Hispanic White: 72%
- Non-Hispanic Black: 4%
- Non-Hispanic Asian: 14%
- Hispanic: 7%
- Other: 3%

Median Annual Household Income

- \$122,173

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #5

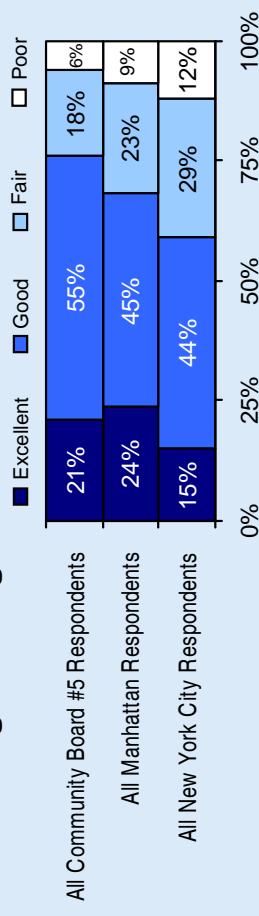


Source: NYC Planning Department

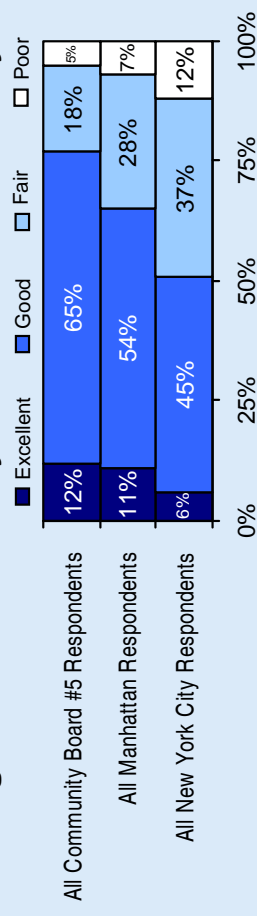
Survey Responses: Manhattan Community Board #5

- 304 Responses
- 18.6% Response Rate
- ±5.6% Margin of Error (95% Confidence Interval)

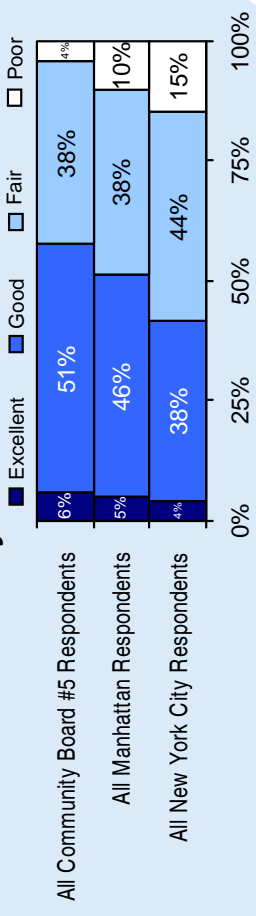
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #5 Compared to Ratings Given by All Respondents

- All Community Board #5 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	17%	37%	43%	57
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	5%	17%	51%	27%	73
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	15%	45%	26%	14%	86
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	14%	40%	27%	19%	81
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	19%	50%	24%	6%	94
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	24%	54%	17%	5%	95
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #5

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #5 respondents are listed below.

1. Housing
2. Mass Transit
3. Education

Ratings of Neighborhood Services: Manhattan Community Board #5

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Emergency medical services
3. Subway services
4. Graffiti control
5. Bus services

Lowest Rated

1. Control of street noise
2. Cleanliness of your neighborhood
3. Storm water drainage and sewer maintenance
4. Maintenance of streets and roads
5. Rat control

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #6

Background: Manhattan Community Board #6

Population and Households

- Total Population: 138,971
- Total Households: 79,278

Gender

- Male: 46%
- Female: 54%

Race/Ethnicity

- Non-Hispanic White: 77%
- Non-Hispanic Black: 2%
- Non-Hispanic Asian: 13%
- Hispanic: 6%
- Other: 2%

Age

- <18 years old: 9%
- 18-54 years old: 64%
- 55+ years old: 28%

Median Annual Household Income

- \$89,714 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #6

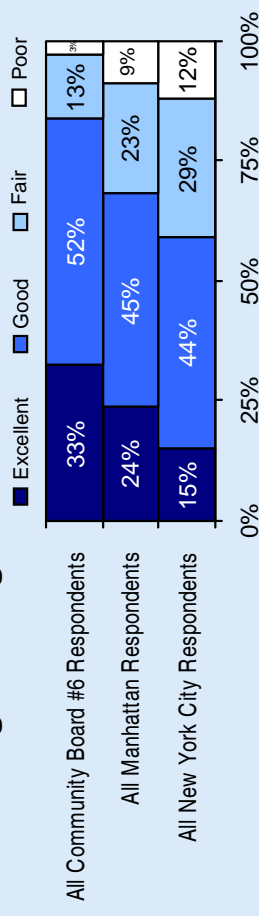


Source: NYC Planning Department

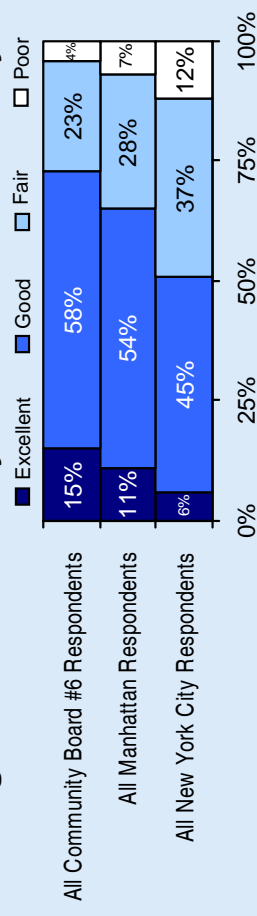
Survey Responses: Manhattan Community Board #6

- 328 Responses
- 21.1% Response Rate
- ±5.4% Margin of Error (95% Confidence Interval)

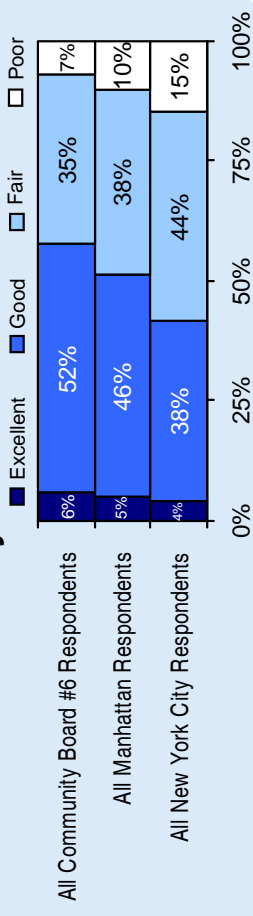
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #6 Compared to Ratings Given by All Respondents

- All Community Board #6 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	16%	39%	43%	57
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	4%	31%	38%	27%	73
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	19%	52%	22%	7%	93
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	14%	46%	26%	14%	86
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	15%	51%	25%	9%	91
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	33%	54%	10%	3%	97
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #6

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #6 respondents are listed below.

1. Housing
2. Mass Transit
3. Traffic Congestion

Ratings of Neighborhood Services: Manhattan Community Board #6

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Pedestrian safety (crossing intersections)
3. Removal of snow from city streets	3. Rat control
4. Crime control	4. Maintenance of streets and roads
5. Public libraries	5. Storm water drainage and sewer maintenance

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #7

Background: Manhattan Community Board #7

Population and Households

- Total Population: 216,812
- Total Households: 107,916

Gender

- Male: 47%
- Female: 53%

Race/Ethnicity

- Non-Hispanic White: 73%
- Non-Hispanic Black: 7%
- Non-Hispanic Asian: 8%
- Hispanic: 11%
- Other: 2%

Age

- <18 years old: 18%
- 18-54 years old: 57%
- 55+ years old: 25%

Median Annual Household Income

- \$90,633 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #7

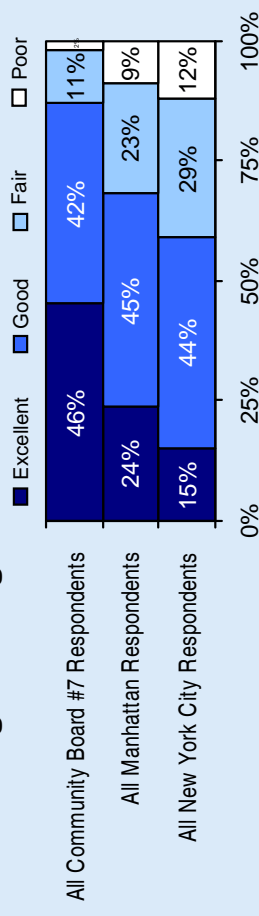


Source: NYC Planning Department

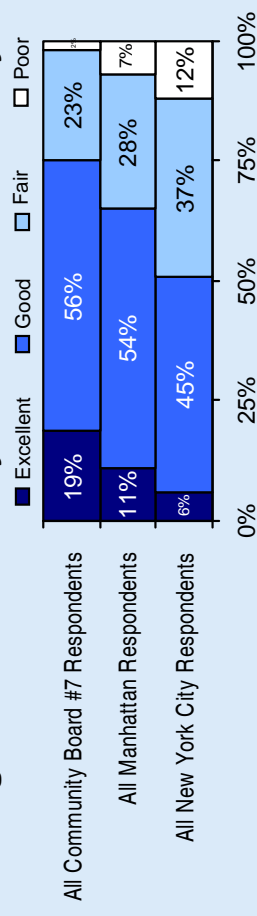
Survey Responses: Manhattan Community Board #7

- 361 Responses
- 22.5% Response Rate
- $\pm 5.2\%$ Margin of Error (95% Confidence Interval)

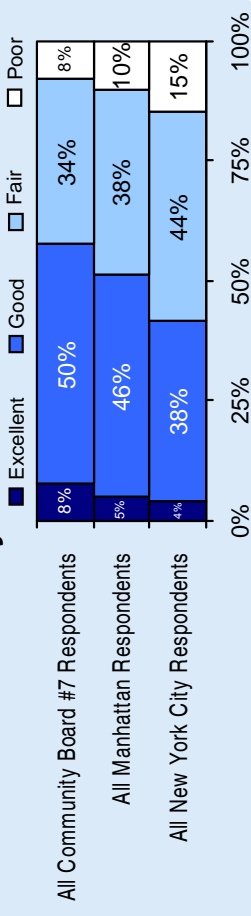
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #7 Compared to Ratings Given by All Respondents

- All Community Board #7 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	19%	32%	45%	55
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	5%	23%	39%	33%	67
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	18%	50%	23%	10%	90
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	16%	45%	27%	13%	87
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	15%	44%	29%	12%	88
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	32%	50%	14%	5%	95
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #7

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #7 respondents are listed below.

1. Housing
2. Mass Transit
3. Education

Ratings of Neighborhood Services: Manhattan Community Board #7

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Neighborhood parks	2. Rat control
3. Emergency medical services	3. Maintenance of streets and roads
4. Neighborhood playgrounds	4. Storm water drainage and sewer maintenance
5. Availability of cultural activities	5. Recycling services

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #8

Background: Manhattan Community Board #8

Population and Households

- Total Population: 214,459
- Total Households: 114,535

Gender

- Male: 46%
- Female: 54%

Age

- <18 years old: 16%
- 18-54 years old: 57%
- 55+ years old: 28%

Median Annual Household Income

- \$96,242 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 81%
- Non-Hispanic Black: 4%
- Non-Hispanic Asian: 7%
- Hispanic: 6%
- Other: 1%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #8

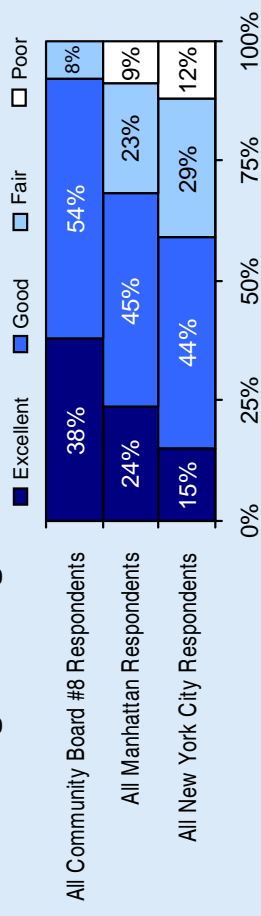


Source: NYC Planning Department

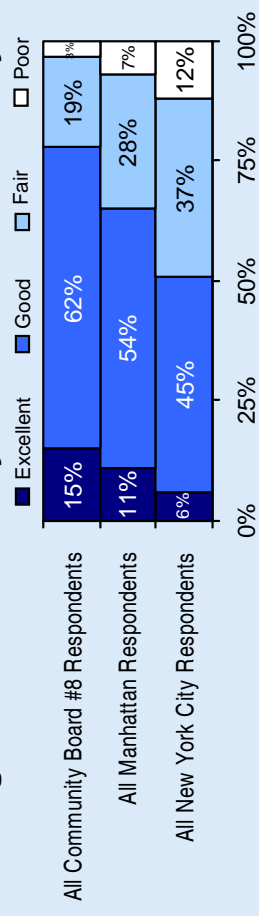
Survey Responses: Manhattan Community Board #8

- 336 Responses
- 22.9% Response Rate
- ±5.3% Margin of Error (95% Confidence Interval)

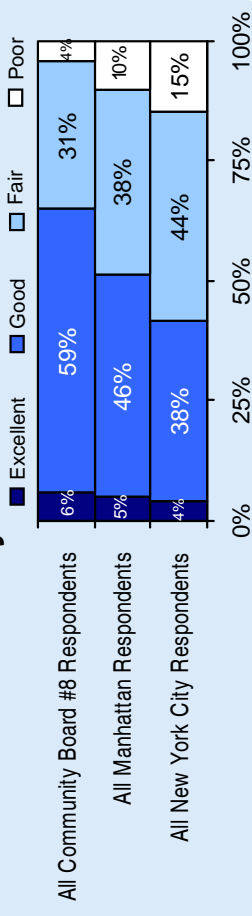
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #8 Compared to Ratings Given by All Respondents

- All Community Board #8 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	17%	34%	46%	54
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	2%	21%	44%	33%	67
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	21%	51%	21%	7%	93
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	15%	45%	28%	12%	88
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	15%	47%	27%	12%	88
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	36%	53%	9%	2%	98
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #8

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #8 respondents are listed below.

1. Mass Transit
2. Housing
3. Education

Ratings of Neighborhood Services: Manhattan Community Board #8

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Neighborhood parks	3. Subway services
4. Neighborhood playgrounds	4. Maintenance of streets and roads
5. Household garbage pick-up	5. Maintenance of sidewalks

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #9

Background: Manhattan Community Board #9

Population and Households

- Total Population: 122,736
- Total Households: 46,253

Gender

- Male: 48%
- Female: 52%

Age

- <18 years old: 17%
- 18-54 years old: 62%
- 55+ years old: 21%

Median Annual Household Income

- \$28,762 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 27%
- Non-Hispanic Black: 23%
- Non-Hispanic Asian: 6%
- Hispanic: 42%
- Other: 2%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #9



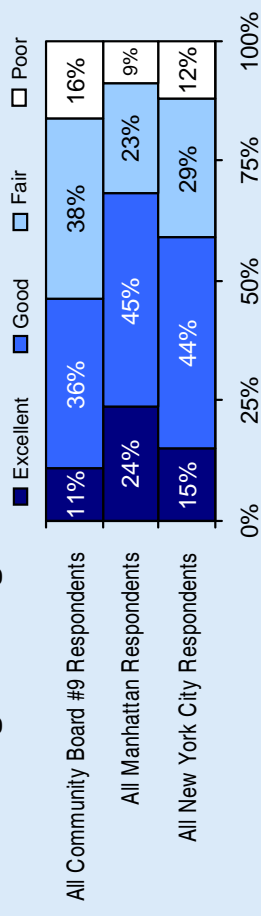
See detail below

Source: NYC Planning Department

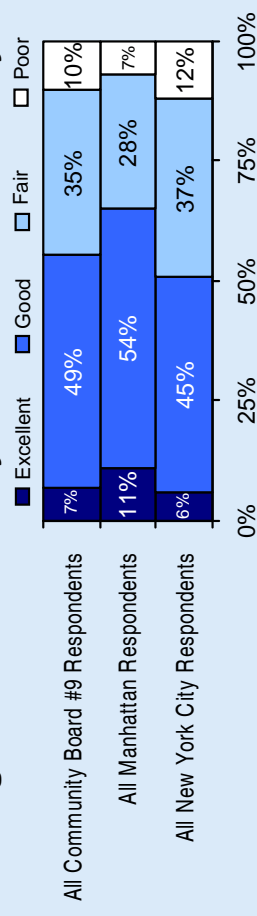
Survey Responses: Manhattan Community Board #9

- 528 Responses
- 17.6% Response Rate
- $\pm 4.3\%$ Margin of Error (95% Confidence Interval)

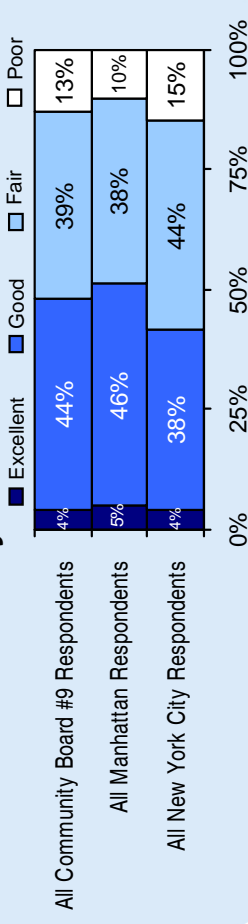
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #9 Compared to Ratings Given by All Respondents

- All Community Board #9 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	20%	34%	42%	58
	4%	19%	35%	42%	58
Public Education Index	7%	25%	37%	31%	69
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	9%	37%	32%	22%	78
	13%	41%	29%	17%	83
Streets and Sidewalks Index	8%	39%	31%	22%	78
	9%	36%	34%	21%	79
Mass Transit Services Index	14%	43%	31%	13%	87
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	13%	41%	31%	14%	86
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #9

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #9 respondents are listed below.

1. Housing
2. Mass Transit
3. Education

Ratings of Neighborhood Services: Manhattan Community Board #9

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Neighborhood parks	3. Cleanliness of your neighborhood
4. Subway services	4. Police-Community relations
5. Pedestrian safety (crossing intersections)	5. Availability of cultural activities

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #10

Background: Manhattan Community Board #10

Population and Households

- Total Population: 118,143
- Total Households: 48,593

Gender

- Male: 45%
- Female: 55%

Race/Ethnicity

- Non-Hispanic White: 7%
- Non-Hispanic Black: 69%
- Non-Hispanic Asian: 2%
- Hispanic: 18%
- Other: 3%

Age

- <18 years old: 26%
- 18-54 years old: 56%
- 55+ years old: 18%

Median Annual Household Income

- \$27,007 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #10

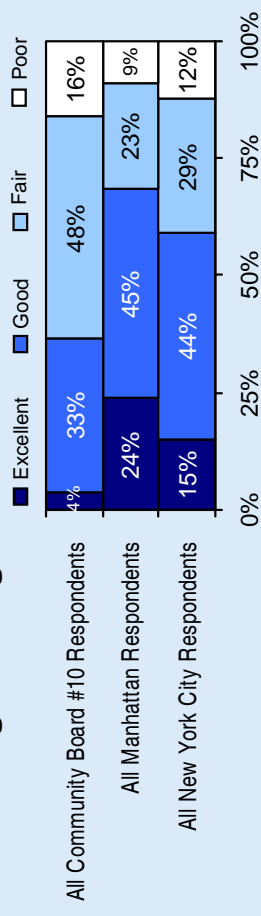


Source: NYC Planning Department

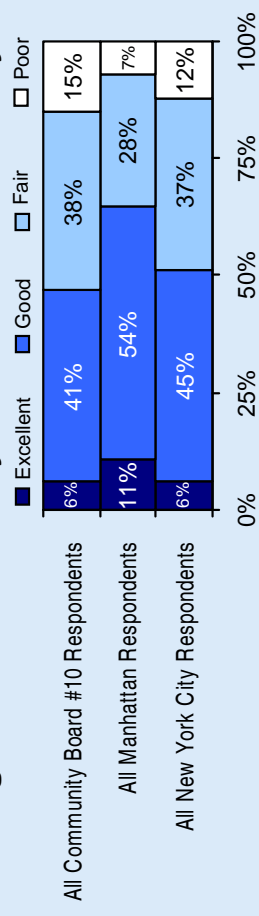
Survey Responses: Manhattan Community Board #10

- 510 Responses
- 17.0% Response Rate
- $\pm 4.3\%$ Margin of Error (95% Confidence Interval)

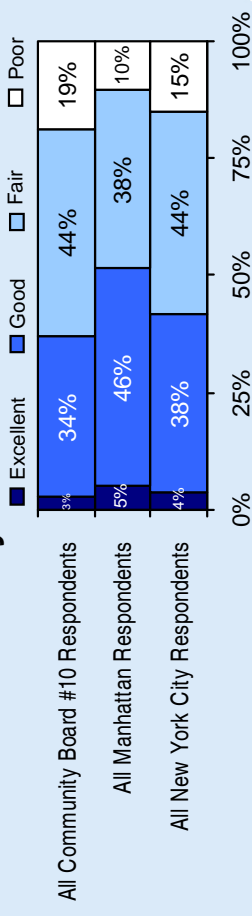
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Manhattan Community Board #10 Compared to Ratings Given by All Respondents

All Community Board #10 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	12%	34%	51%	49
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	4%	20%	40%	35%	65
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	8%	32%	34%	25%	75
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	7%	28%	37%	29%	71
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	10%	34%	38%	17%	83
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	10%	34%	35%	20%	80
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #10

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #10 respondents are listed below.

1. Housing
2. Crime
3. Education

Ratings of Neighborhood Services: Manhattan Community Board #10

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Neighborhood parks	3. Police-Community relations
4. Neighborhood playgrounds	4. Cleanliness of your neighborhood
5. Condition of street trees	5. Maintenance of streets and roads

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #11

Background: Manhattan Community Board #11

Population and Households

- Total Population: 134,287
- Total Households: 45,682

Gender

- Male: 47%
- Female: 53%

Race/Ethnicity

- Non-Hispanic White: 11%
- Non-Hispanic Black: 31%
- Non-Hispanic Asian: 4%
- Hispanic: 52%
- Other: 2%

Age

- <18 years old: 28%
- 18-54 years old: 53%
- 55+ years old: 19%

Median Annual Household Income

- \$27,012 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

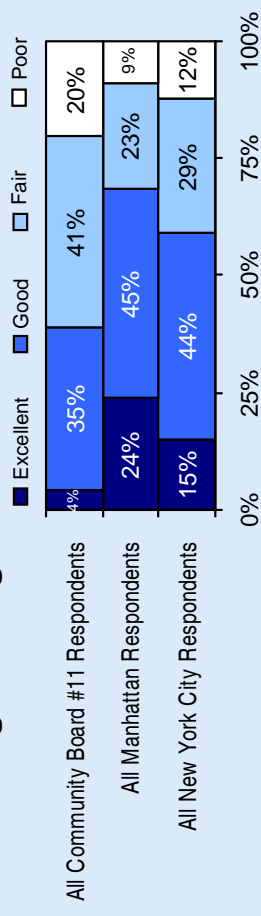
The Neighborhoods of Manhattan Community Board #11



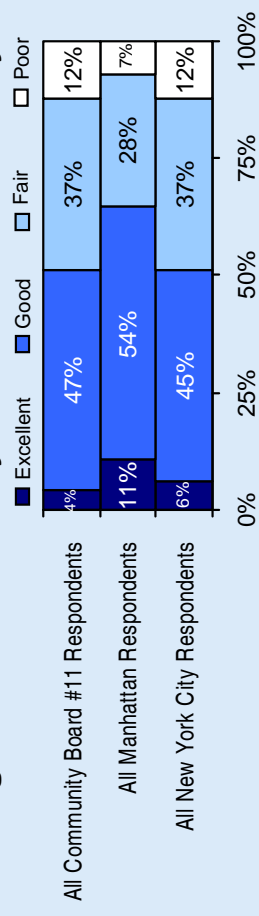
Survey Responses: Manhattan Community Board #11

- 513 Responses
- 17.1% Response Rate
- $\pm 4.3\%$ Margin of Error (95% Confidence Interval)

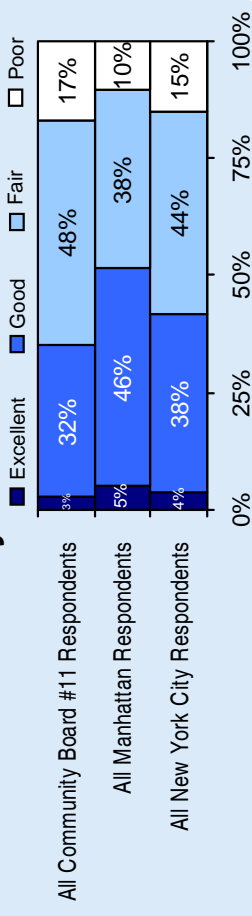
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Manhattan Community Board #11 Compared to Ratings Given by All Respondents

■ All Community Board #11 Respondents
■ All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	22%	31%	43%	57
	4%	19%	35%	42%	58
Public Education Index	5%	31%	39%	26%	74
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	7%	35%	32%	25%	75
	13%	41%	29%	17%	83
Streets and Sidewalks Index	7%	35%	34%	25%	75
	9%	36%	34%	21%	79
Mass Transit Services Index	12%	42%	32%	14%	86
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	14%	40%	28%	17%	83
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #11

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #11 respondents are listed below.

1. Housing
2. Crime
3. Mass Transit

Ratings of Neighborhood Services: Manhattan Community Board #11

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Emergency medical services
3. Condition of street trees
4. Parking enforcement
5. Subway services

Lowest Rated

1. Control of street noise
2. Rat control
3. Cleanliness of your neighborhood
4. Police-Community relations
5. Maintenance of streets and roads

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #12

Background: Manhattan Community Board #12

Population and Households

- Total Population: 208,867
- Total Households: 70,153

Gender

- Male: 48%
- Female: 52%

Age

- <18 years old: 22%
- 18-54 years old: 55%
- 55+ years old: 23%

Median Annual Household Income

- \$32,487 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 14%
- Non-Hispanic Black: 9%
- Non-Hispanic Asian: 1%
- Hispanic: 74%
- Other: 2%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

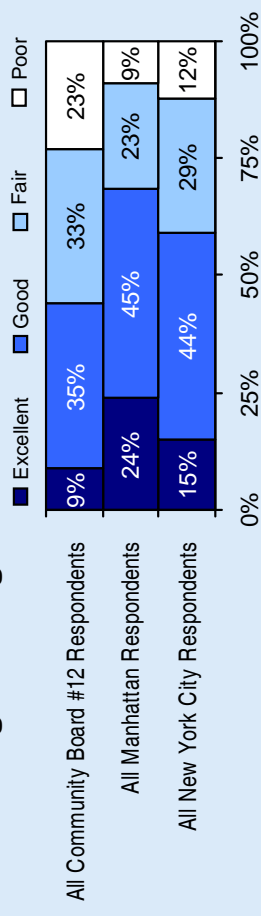
The Neighborhoods of Manhattan Community Board #12



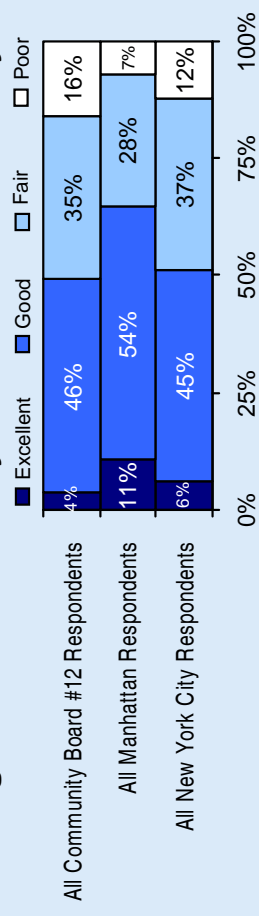
Survey Responses: Manhattan Community Board #12

- 351 Responses
- 14.4% Response Rate
- $\pm 5.2\%$ Margin of Error (95% Confidence Interval)

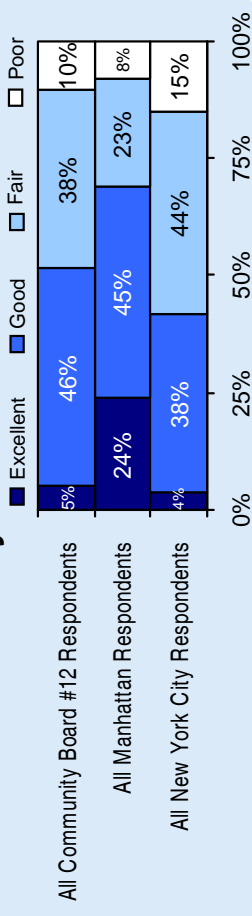
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Manhattan Community Board #12 Compared to Ratings Given by All Respondents

All Community Board #12 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	7%	17%	34%	42%	58
	4%	19%	35%	42%	58
Public Education Index	10%	31%	34%	24%	76
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	11%	33%	32%	25%	75
	13%	41%	29%	17%	83
Streets and Sidewalks Index	10%	29%	32%	29%	71
	9%	36%	34%	21%	79
Mass Transit Services Index	15%	35%	34%	16%	84
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	18%	38%	28%	16%	84
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #12

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #12 respondents are listed below.

1. Housing
2. Mass Transit
3. Crime

Ratings of Neighborhood Services: Manhattan Community Board #12

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Rat control
3. Neighborhood parks	3. Graffiti control
4. Condition of street trees	4. Cleanliness of your neighborhood
5. Neighborhood playgrounds	5. Police-Community relations

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #1

Background: Queens Community Board #1

Population and Households

- Total Population: 190,247
- Total Households: 77,060

Gender

- Male: 48%
- Female: 52%

Age

- <18 years old: 19%
- 18-54 years old: 60%
- 55+ years old: 21%

Median Annual Household Income

- \$42,113 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 46%
- Non-Hispanic Black: 7%
- Non-Hispanic Asian: 13%
- Hispanic: 31%
- Other: 3%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Queens Community Board #1

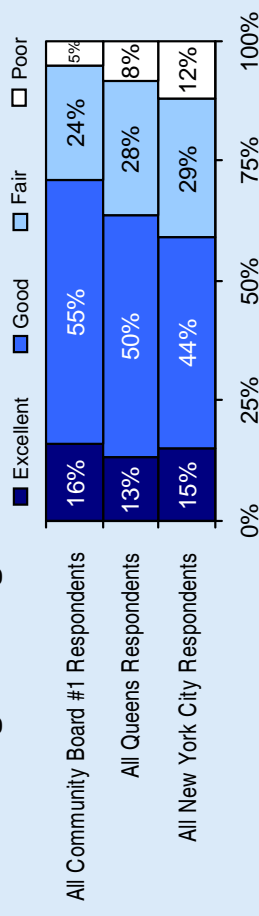


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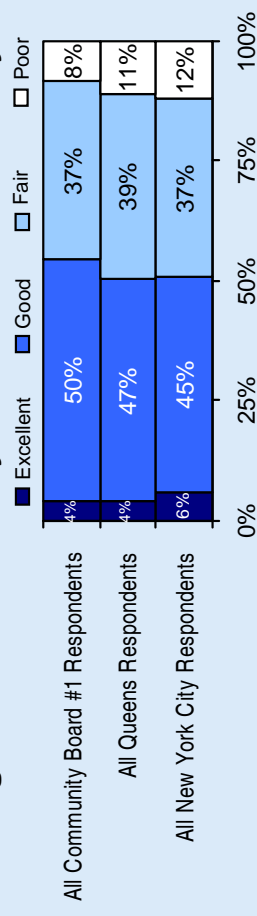
Survey Responses: Queens Community Board #1

- 645 Responses
- 21.5% Response Rate
- ±3.9% Margin of Error (95% Confidence Interval)

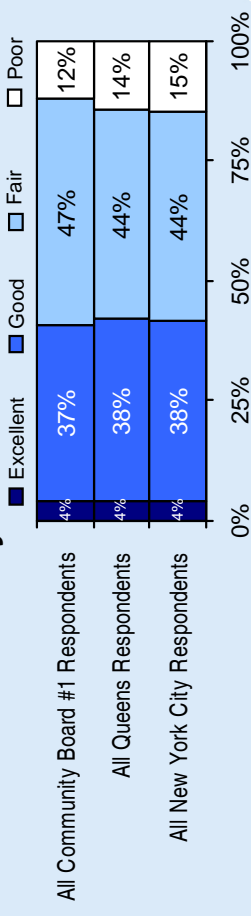
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Queens Community Board #1 Compared to Ratings Given by All Respondents

 All Community Board #1 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	21%	39%	35%	65
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	7%	30%	38%	24%	76
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	12%	44%	30%	14%	86
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	9%	41%	34%	16%	84
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	8%	43%	35%	14%	86
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	17%	51%	24%	8%	92
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #1

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #1 respondents are listed below.

1. Housing
2. Mass Transit
3. Education

Ratings of Neighborhood Services: Queens Community Board #1

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Emergency medical services
3. Household garbage pick-up
4. Recycling services
5. Pedestrian safety (crossing intersections)

Lowest Rated

1. Control of street noise
2. Graffiti control
3. Availability of cultural activities
4. Storm water drainage and sewer maintenance
5. Rat control

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #2

Background: Queens Community Board #2

Population and Households

- Total Population: 128,673
- Total Households: 49,133

Gender

- Male: 50%
- Female: 50%

Race/Ethnicity

- Non-Hispanic White: 29%
- Non-Hispanic Black: 2%
- Non-Hispanic Asian: 33%
- Hispanic: 35%
- Other: 1%

Age

- <18 years old: 18%
- 18-54 years old: 60%
- 55+ years old: 22%

Median Annual Household Income

- \$44,704 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Queens Community Board #2

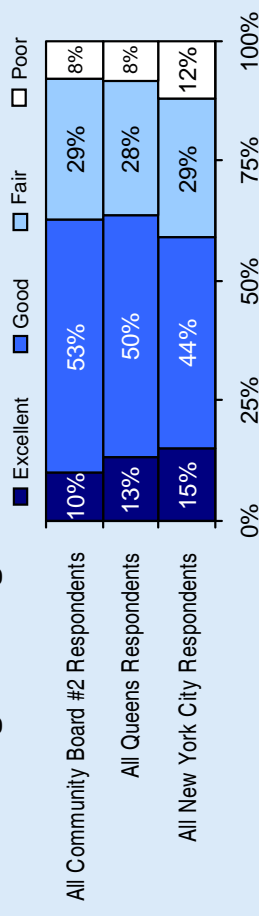


Source: NYC Planning Department

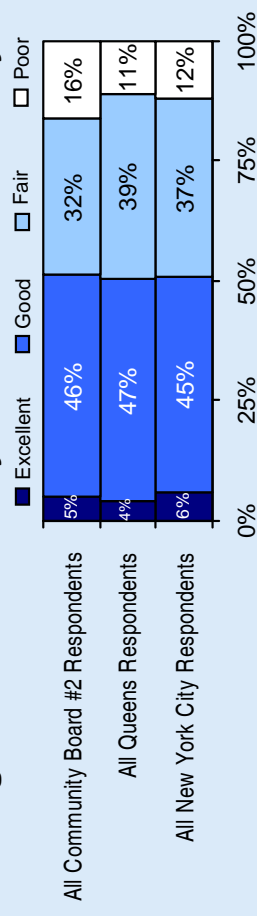
Survey Responses: Queens Community Board #2

- 336 Responses
- 20.7% Response Rate
- ±5.3% Margin of Error (95% Confidence Interval)

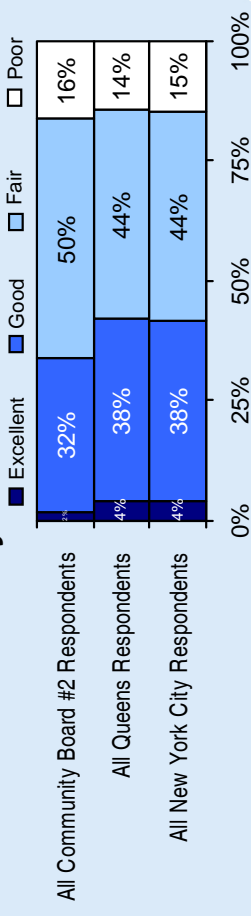
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Queens Community Board #2 Compared to Ratings Given by All Respondents

All Community Board #2 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	15%	39%	44%	56
	4%	19%	35%	42%	58
Public Education Index	5%	28%	33%	35%	65
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	12%	42%	31%	16%	84
	13%	41%	29%	17%	83
Streets and Sidewalks Index	8%	36%	36%	19%	81
	9%	36%	34%	21%	79
Mass Transit Services Index	7%	40%	36%	18%	82
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	14%	52%	26%	7%	93
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #2

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #2 respondents are listed below.

1. Housing Issues
2. Mass Transit Issues
3. Crime

Ratings of Neighborhood Services: Queens Community Board #2

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Control of street noise
3. Household garbage pick-up	3. Rat control
4. Public libraries	4. Graffiti control
5. Recycling services	5. Maintenance of streets and roads

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #3

Background: Queens Community Board #3

Population and Households

- Total Population: 176,387
- Total Households: 53,549

Gender

- Male: 50%
- Female: 50%

Age

- <18 years old: 23%
- 18-54 years old: 57%
- 55+ years old: 20%

Median Annual Household Income

- \$47,799 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 14%
- Non-Hispanic Black: 8%
- Non-Hispanic Asian: 16%
- Hispanic: 61%
- Other: 1%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

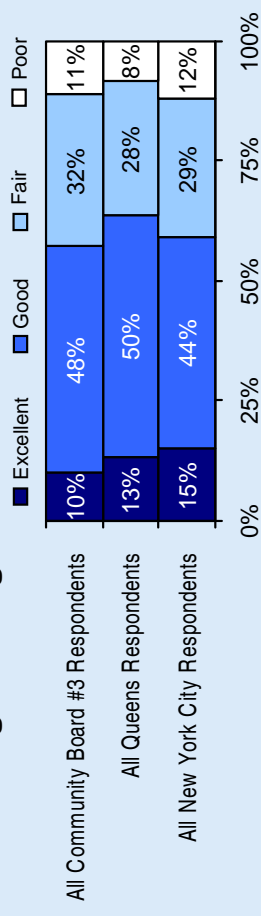
The Neighborhoods of Queens Community Board #3



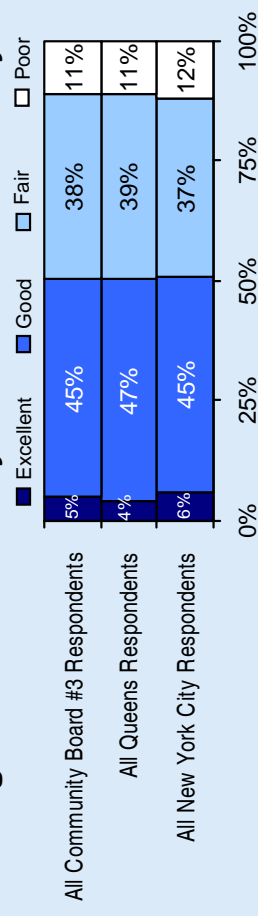
Survey Responses: Queens Community Board #3

- 345 Responses
- 16.4% Response Rate
- ±5.3% Margin of Error (95% Confidence Interval)

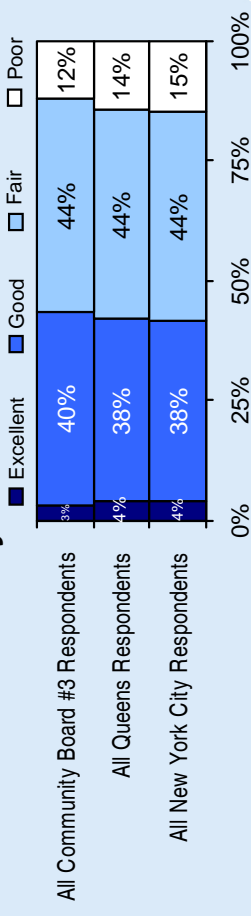
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Queens Community Board #3 Compared to Ratings Given by All Respondents

All Community Board #3 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	7%	22%	34%	37%	63
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	7%	30%	33%	31%	69
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	13%	43%	27%	17%	83
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	9%	35%	36%	20%	80
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	11%	41%	29%	19%	81
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	16%	45%	27%	12%	88
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #3

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #3 respondents are listed below.

1. Housing
2. Education
3. Mass Transit

Ratings of Neighborhood Services: Queens Community Board #3

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Emergency medical services	1. Control of street noise
2. Fire protection services	2. Availability of cultural activities
3. Public libraries	3. Neighborhood playgrounds
4. Household garbage pickup	4. Neighborhood parks
5. Recycling services	5. Graffiti control

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #4

Background: Queens Community Board #4

Population and Households

- Total Population: 138,593
- Total Households: 44,728

Gender

- Male: 50%
- Female: 50%

Age

- <18 years old: 22%
- 18-54 years old: 58%
- 55+ years old: 20%

Median Annual Household Income

- \$41,423 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 9%
- Non-Hispanic Black: 6%
- Non-Hispanic Asian: 32%
- Hispanic: 52%
- Other: 1%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Queens Community Board #4

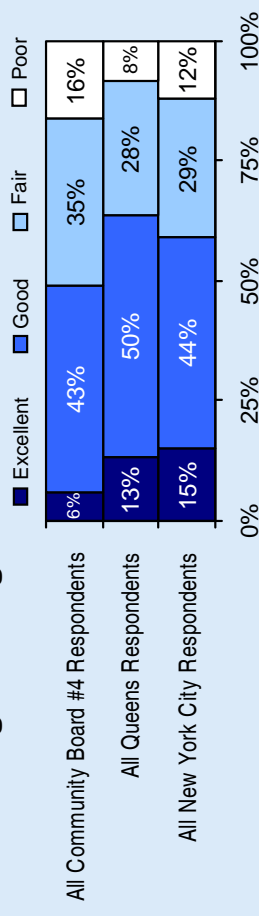


Source: NYC Planning Department

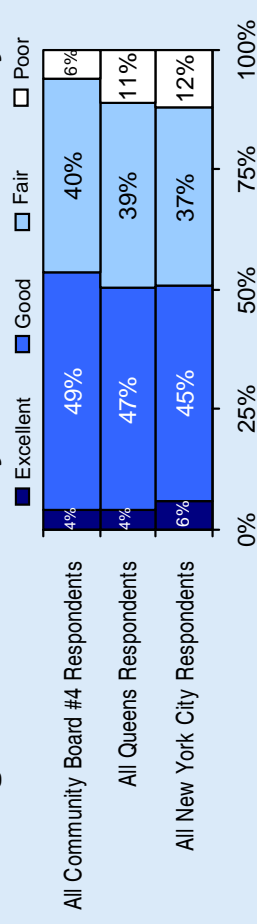
Survey Responses: Queens Community Board #4

- 313 Responses
- 13.4% Response Rate
- $\pm 5.5\%$ Margin of Error (95% Confidence Interval)

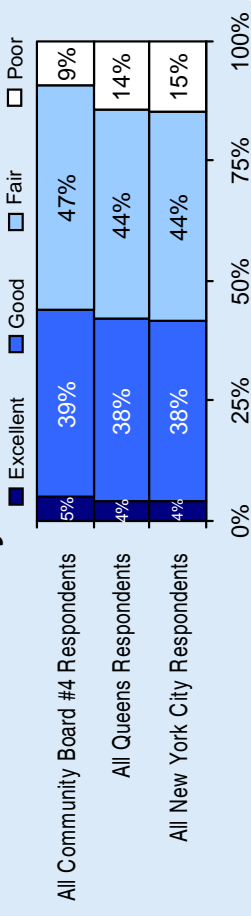
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Queens Community Board #4 Compared to Ratings Given by All Respondents

- All Community Board #4 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	29%	35%	31%	69
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	14%	34%	37%	15%	85
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	10%	43%	30%	17%	83
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	8%	37%	35%	20%	80
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	10%	41%	35%	14%	86
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	16%	47%	26%	10%	90
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #4

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #4 respondents are listed below.

1. Housing
2. Jobs
3. Education

Ratings of Neighborhood Services: Queens Community Board #4

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Emergency medical services	2. Availability of cultural activities
3. Public libraries	3. Rat control
4. Recycling services	4. Cleanliness of your neighborhood
5. Household garbage pick-up	5. Graffiti control

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #5

Background: Queens Community Board #5

Population and Households

- Total Population: 179,768
- Total Households: 62,690

Gender

- Male: 49%
- Female: 51%

Age

- <18 years old: 23%
- 18-54 years old: 54%
- 55+ years old: 23%

Median Annual Household Income

- \$50,477 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 59%
- Non-Hispanic Black: 1%
- Non-Hispanic Asian: 6%
- Hispanic: 32%
- Other: 1%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

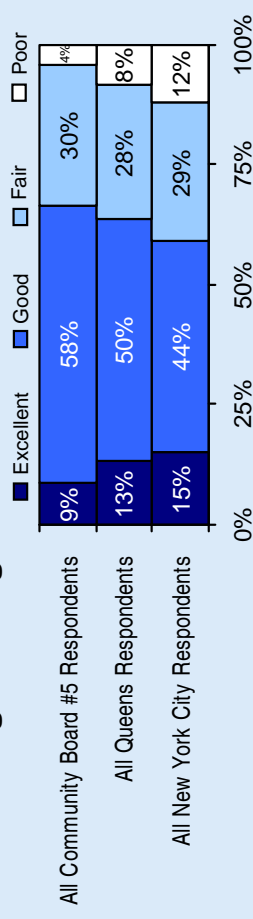
The Neighborhoods of Queens Community Board #5



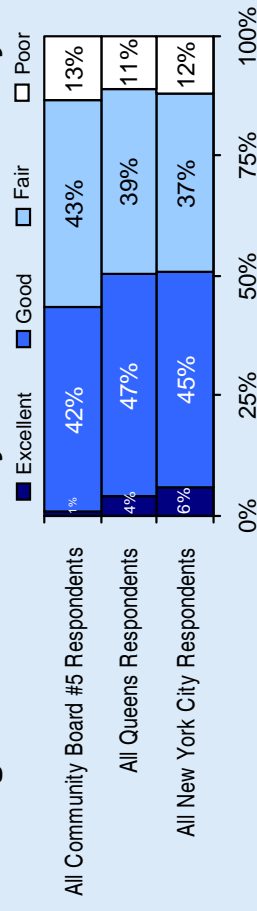
Survey Responses: Queens Community Board #5

- 338 Responses
- 20.2% Response Rate
- ±5.3% Margin of Error (95% Confidence Interval)

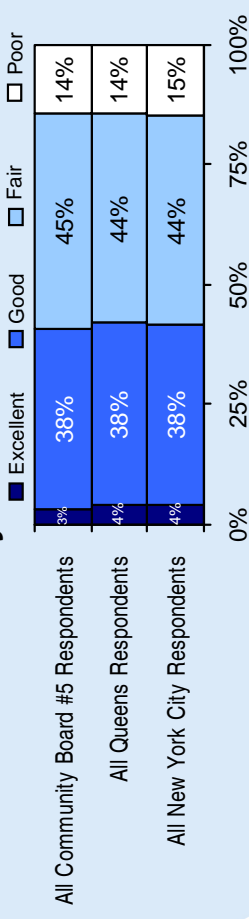
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Queens Community Board #5 Compared to Ratings Given by All Respondents

All Community Board #5 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	19%	35%	43%	57
	4%	19%	35%	42%	58
Public Education Index	2%	35%	38%	25%	75
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	14%	45%	25%	16%	84
	13%	41%	29%	17%	83
Streets and Sidewalks Index	7%	43%	30%	20%	80
	9%	36%	34%	21%	79
Mass Transit Services Index	8%	43%	37%	12%	88
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	18%	49%	24%	9%	91
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #5

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #5 respondents are listed below.

1. Education
2. Taxes
3. Housing

Ratings of Neighborhood Services: Queens Community Board #5

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Maintenance of streets and roads
2. Recycling services	2. Availability of cultural activities
3. Household garbage pick-up	3. Storm water drainage and sewer maintenance
4. Emergency medical services	4. Control of street noise
5. Crime control	5. Graffiti control

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #6

Background: Queens Community Board #6

Population and Households

- Total Population: 116,418
- Total Households: 51,466

Gender

- Male: 48%
- Female: 52%

Age

- <18 years old: 19%
- 18-54 years old: 52%
- 55+ years old: 30%

Median Annual Household Income

- \$60,085 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 59%
- Non-Hispanic Black: 3%
- Non-Hispanic Asian: 23%
- Hispanic: 13%
- Other: 2%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Queens Community Board #6

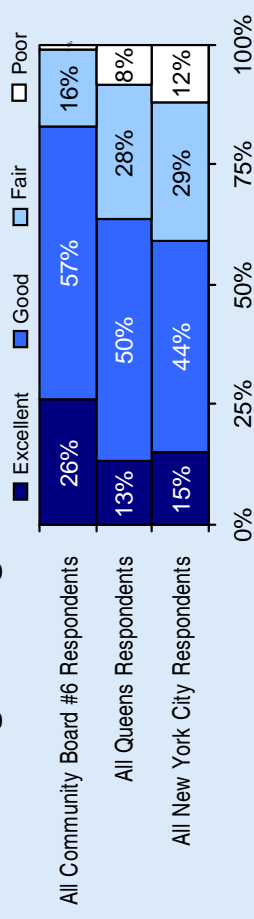


Source: NYC Planning Department

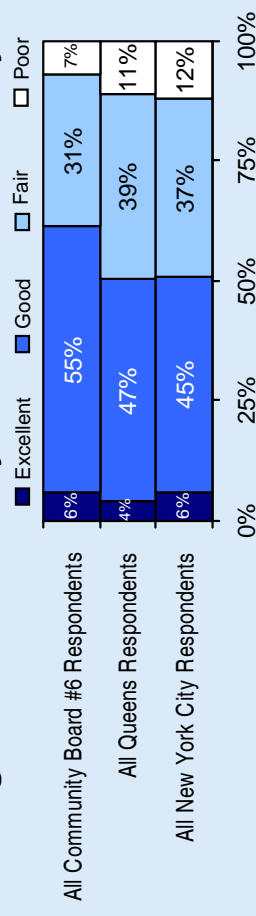
Survey Responses: Queens Community Board #6

- 326 Responses
- 22.3% Response Rate
- $\pm 5.4\%$ Margin of Error (95% Confidence Interval)

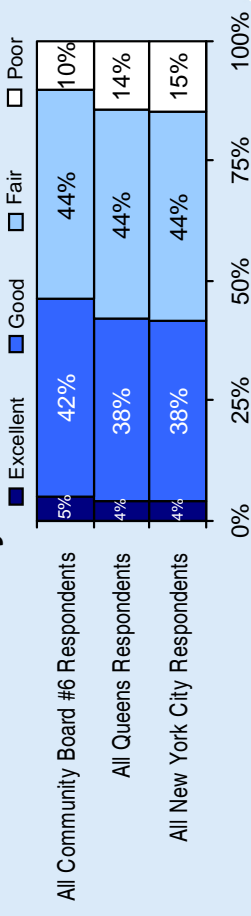
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Queens Community Board #6 Compared to Ratings Given by All Respondents

 All Community Board #6 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	7%	20%	40%	33%	67
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	7%	37%	42%	14%	86
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	19%	47%	24%	10%	90
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	11%	43%	31%	15%	85
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	11%	45%	33%	11%	89
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	22%	55%	19%	4%	96
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #6

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #6 respondents are listed below.

1. Mass Transit
2. Housing
3. Education

Ratings of Neighborhood Services: Queens Community Board #6

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Control of street noise
3. Crime control	3. Storm water drainage and sewer maintenance
4. Household garbage pickup	4. Pedestrian safety (crossing intersections)
5. Availability of health care services	5. Maintenance of streets and roads

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #7

Background: Queens Community Board #7

Population and Households

- Total Population: 246,542
- Total Households: 87,531

Gender

- Male: 49%
- Female: 51%

Age

- <18 years old: 18%
- 18-54 years old: 54%
- 55+ years old: 29%

Median Annual Household Income

- \$50,638 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 34%
- Non-Hispanic Black: 3%
- Non-Hispanic Asian: 45%
- Hispanic: 16%
- Other: 1%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Queens Community Board #7

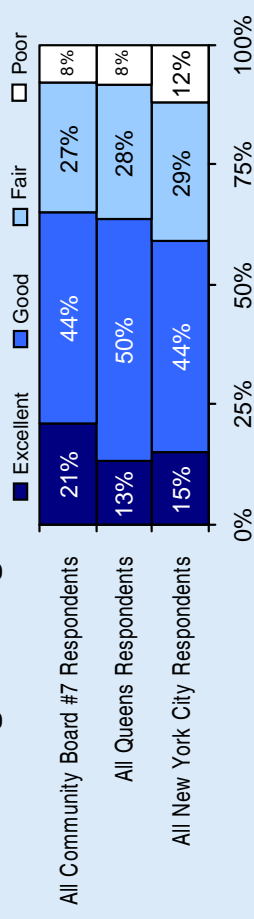


Source: NYC Planning Department

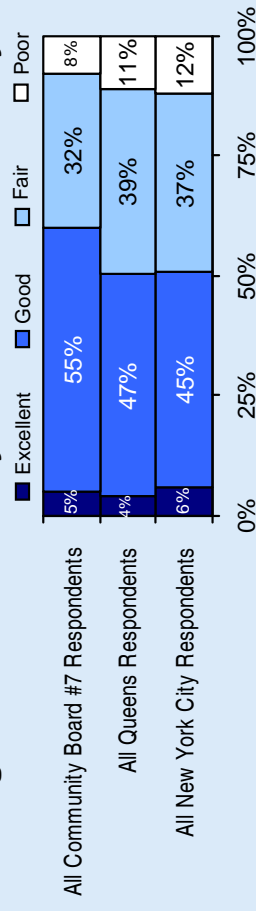
Survey Responses: Queens Community Board #7

- 318 Responses
- 19.8% Response Rate
- ±5.5% Margin of Error (95% Confidence Interval)

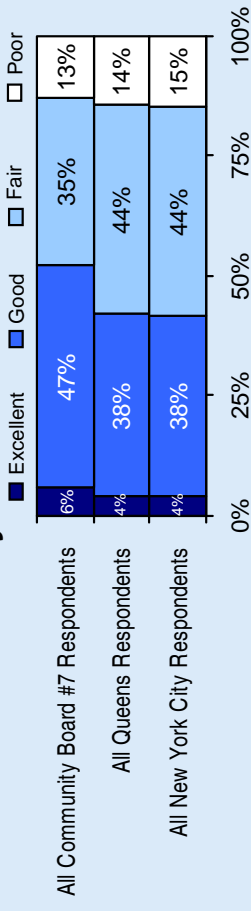
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Queens Community Board #7 Compared to Ratings Given by All Respondents

- All Community Board #7 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	28%	38%	29%	71
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	7%	42%	39%	12%	88
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	17%	44%	27%	12%	88
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	9%	41%	35%	15%	85
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	9%	51%	30%	10%	90
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	20%	50%	24%	5%	95
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #7

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #7 respondents are listed below.

1. Cost of living
2. Mass Transit
3. Education

Ratings of Neighborhood Services: Queens Community Board #7

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

- | | |
|-------------------------------|---|
| <u>Highest Rated</u> | <u>Lowest Rated</u> |
| 1. Fire protection services | 1. Control of street noise |
| 2. Emergency medical services | 2. Maintenance of streets and roads |
| 3. Recycling services | 3. Storm water drainage and sewer maintenance |
| 4. Public libraries | 4. Availability of cultural activities |
| 5. Crime control | 5. Graffiti control |

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #8

Background: Queens Community Board #8

Population and Households

- Total Population: 147,374
- Total Households: 52,407

Gender

- Male: 51%
- Female: 49%

Age

- <18 years old: 23%
- 18-54 years old: 52%
- 55+ years old: 25%

Median Annual Household Income

- \$56,664 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 37%
- Non-Hispanic Black: 11%
- Non-Hispanic Asian: 30%
- Hispanic: 19%
- Other: 3%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Queens Community Board #8

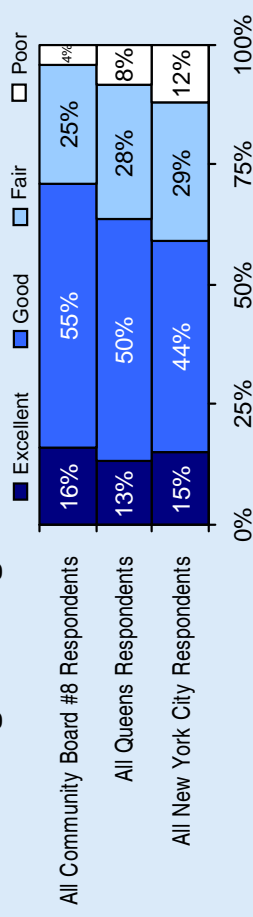


Source: NYC Planning Department

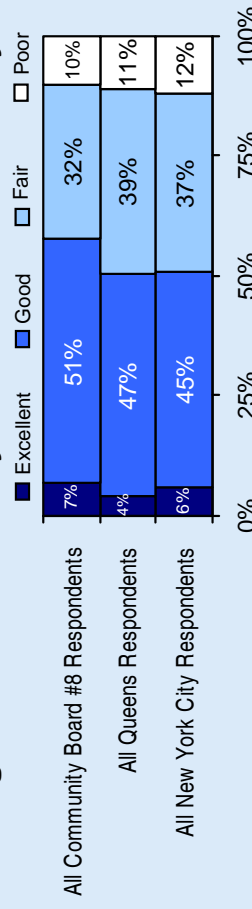
Survey Responses: Queens Community Board #8

- 343 Responses
- 18.2% Response Rate
- $\pm 5.3\%$ Margin of Error (95% Confidence Interval)

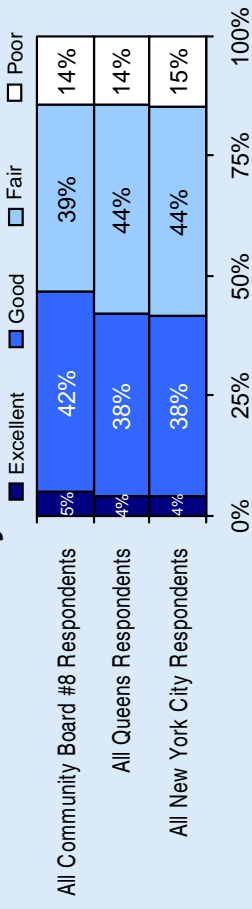
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Queens Community Board #8 Compared to Ratings Given by All Respondents

All Community Board #8 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	24%	35%	35%	65
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	8%	36%	37%	19%	81
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	18%	46%	24%	12%	88
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	13%	43%	31%	14%	86
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	15%	45%	29%	12%	88
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	18%	53%	20%	8%	92
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #8

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #8 respondents are listed below.

1. Mass Transit
2. Education
3. Housing

Ratings of Neighborhood Services: Queens Community Board #8

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Availability of cultural activities
2. Household garbage pick-up	2. Storm water drainage and sewer maintenance
3. Recycling services	3. Police-Community relations
4. Emergency medical services	4. Control of street noise
5. Public libraries	5. Rat control

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #9

Background: Queens Community Board #9

Population and Households

- Total Population: 138,679
- Total Households: 43,117

Gender

- Male: 49%
- Female: 51%

Race/Ethnicity

- Non-Hispanic White: 26%
- Non-Hispanic Black: 9%
- Non-Hispanic Asian: 20%
- Hispanic: 38%
- Other: 7%

Age

- <18 years old: 25%
- 18-54 years old: 56%
- 55+ years old: 19%

Median Annual Household Income

- \$52,722 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

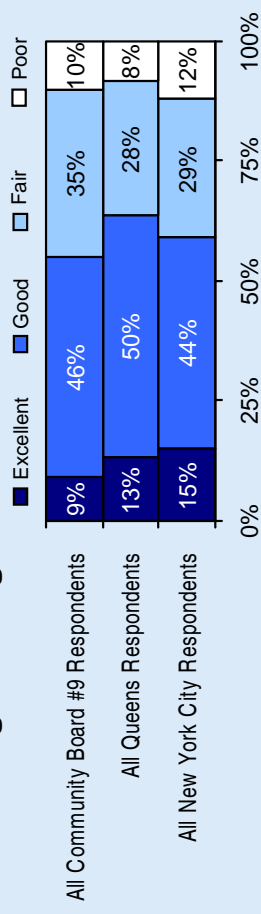
The Neighborhoods of Queens Community Board #9



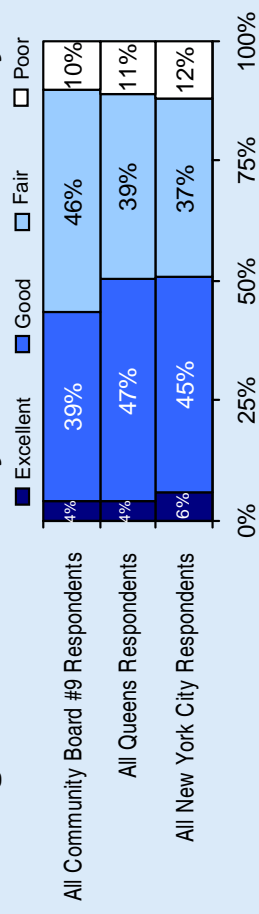
Survey Responses: Queens Community Board #9

- 367 Responses
- 17.3% Response Rate
- ±5.1% Margin of Error (95% Confidence Interval)

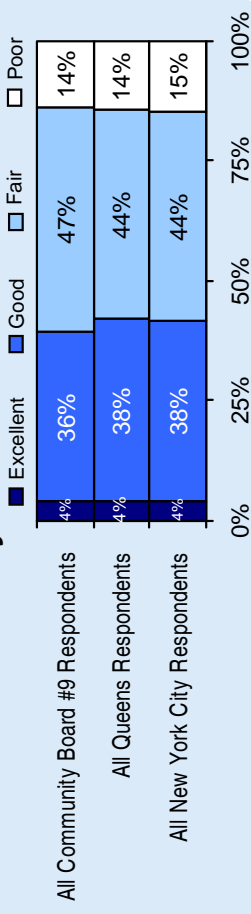
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Queens Community Board #9 Compared to Ratings Given by All Respondents

All Community Board #9 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	20%	40%	36%	64
	4%	19%	35%	42%	58
Public Education Index	4%	33%	40%	23%	77
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	10%	40%	33%	16%	84
	13%	41%	29%	17%	83
Streets and Sidewalks Index	6%	35%	38%	21%	79
	9%	36%	34%	21%	79
Mass Transit Services Index	7%	41%	36%	16%	84
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	15%	48%	26%	12%	88
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #9

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #9 respondents are listed below.

1. Mass Transit
2. Crime
3. Cost of living

Ratings of Neighborhood Services: Queens Community Board #9

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Control of street noise
2. Recycling services	2. Storm water drainage and sewer maintenance
3. Emergency medical services	3. Availability of cultural activities
4. Household garbage pickup	4. Graffiti control
5. Public libraries	5. Rat control

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #10

Background: Queens Community Board #10

Population and Households

- Total Population: 124,623
- Total Households: 37,172

Gender

- Male: 49%
- Female: 51%

Age

- <18 years old: 24%
- 18-54 years old: 50%
- 55+ years old: 25%

Median Annual Household Income

- \$56,615 (2006 Inflation-Adjusted Dollars)

Race/Ethnicity

- Non-Hispanic White: 30%
- Non-Hispanic Black: 15%
- Non-Hispanic Asian: 21%
- Hispanic: 22%
- Other: 13%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Queens Community Board #10

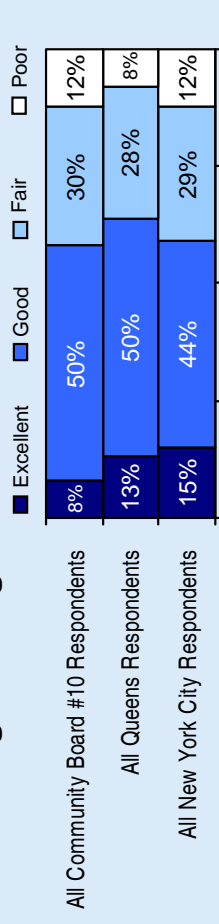


See detail below

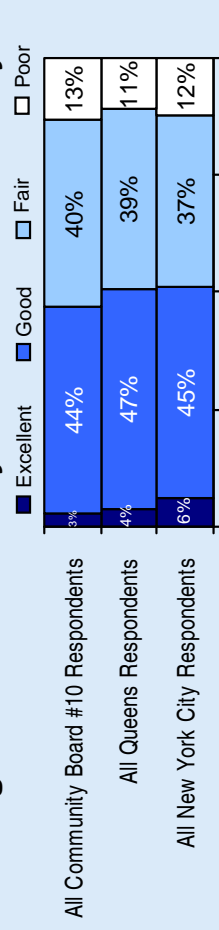
Survey Responses: Queens Community Board #10

- 275 Responses
- 15.9% Response Rate
- $\pm 5.9\%$ Margin of Error (95% Confidence Interval)

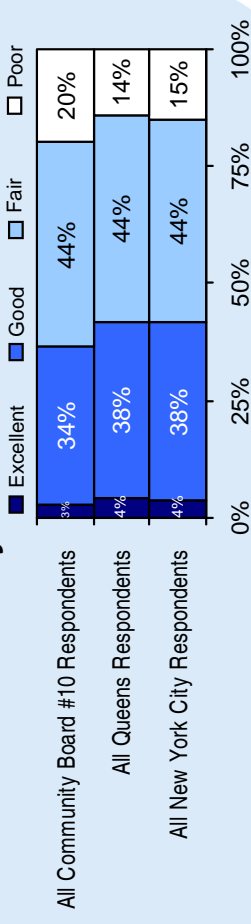
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Queens Community Board #10 Compared to Ratings Given by All Respondents

All Community Board #10 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	22%	36%	39%	61
	4%	19%	35%	42%	58
Public Education Index	7%	36%	37%	20%	80
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	15%	45%	27%	14%	86
	13%	41%	29%	17%	83
Streets and Sidewalks Index	9%	38%	33%	21%	79
	9%	36%	34%	21%	79
Mass Transit Services Index	9%	38%	38%	15%	85
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	18%	46%	28%	8%	92
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #10

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #10 respondents are listed below.

1. Crime
2. Education
3. Cost of living

Ratings of Neighborhood Services: Queens Community Board #10

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Control of street noise
3. Recycling services	3. Storm water drainage and sewer maintenance
4. Household garbage pick-up	4. Maintenance of streets and roads
5. Public libraries	5. Maintenance of sidewalks

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #11

Background: Queens Community Board #11

Population and Households

- Total Population: 117,784
- Total Households: 46,728

Gender

- Male: 48%
- Female: 52%

Race/Ethnicity

- Non-Hispanic White: 51%
- Non-Hispanic Black: 2%
- Non-Hispanic Asian: 32%
- Hispanic: 14%
- Other: 1%

Median Annual Household Income

- \$67,472 (2006 Inflation-Adjusted Dollars)
- <18 years old: 18%
- 18-54 years old: 54%
- 55+ years old: 28%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

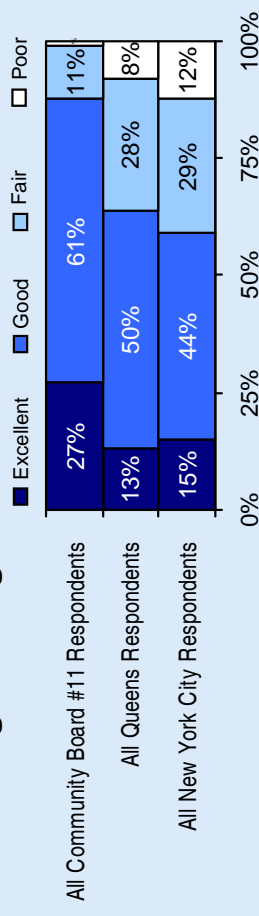
The Neighborhoods of Queens Community Board #11



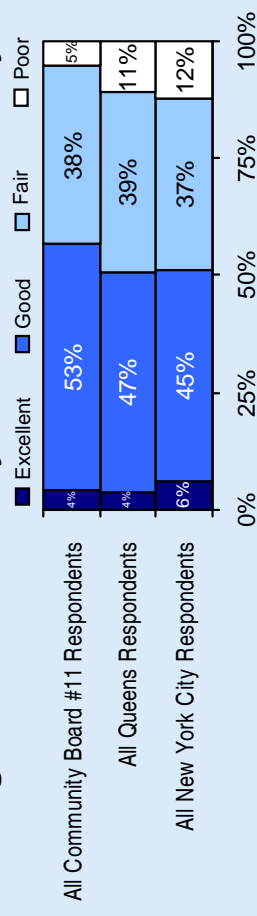
Survey Responses: Queens Community Board #11

- 376 Responses
- 30.6% Response Rate
- ±5.1% Margin of Error (95% Confidence Interval)

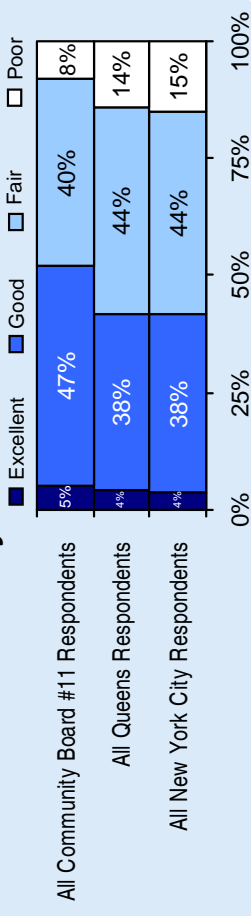
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Queens Community Board #11 Compared to Ratings Given by All Respondents

■ All Community Board #11 Respondents
■ All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	24%	39%	33%	67
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	8%	40%	42%	10%	90
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	26%	48%	18%	7%	93
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	14%	48%	28%	11%	89
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	11%	48%	30%	12%	88
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	23%	55%	17%	4%	96
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #11

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #11 respondents are listed below.

1. Education
2. Taxes
3. Public Safety

Ratings of Neighborhood Services: Queens Community Board #11

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Subway services
2. Household garbage pick-up	2. Storm water drainage and sewer maintenance
3. Emergency medical services	3. Availability of cultural activities
4. Cleanliness of your neighborhood	4. Maintenance of streets and roads
5. Recycling services	5. Condition of street trees

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #12

Background: Queens Community Board #12

Population and Households

- Total Population: 216,115
- Total Households: 66,267

Gender

- Male: 46%
- Female: 54%

Race/Ethnicity

- Non-Hispanic White: 2%
- Non-Hispanic Black: 69%
- Non-Hispanic Asian: 10%
- Hispanic: 14%
- Other: 5%

Age

- <18 years old: 27%
- 18-54 years old: 52%
- 55+ years old: 22%

Median Annual Household Income

- \$48,903 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Queens Community Board #12

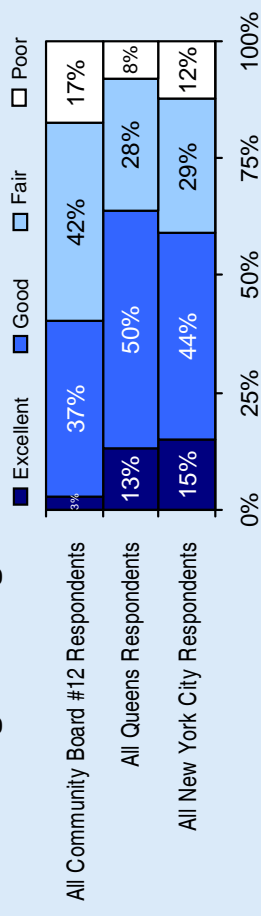


Source: NYC Planning Department

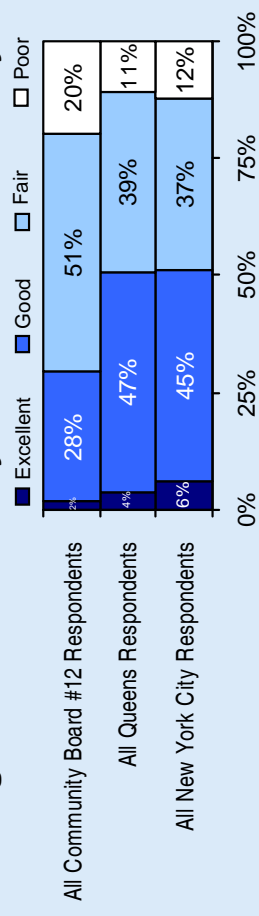
Survey Responses: Queens Community Board #12

- 253 Responses
- 12.8% Response Rate
- $\pm 6.2\%$ Margin of Error (95% Confidence Interval)

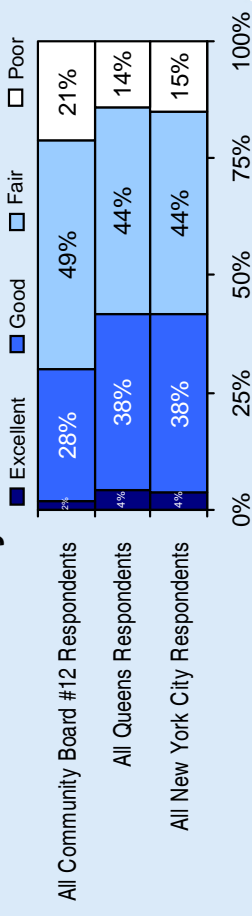
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Queens Community Board #12 Compared to Ratings Given by All Respondents

All Community Board #12 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	12%	33%	53%	47
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	3%	26%	38%	33%	67
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	10%	40%	32%	19%	81
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	4%	35%	39%	22%	78
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	5%	39%	38%	17%	83
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	11%	36%	35%	18%	82
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #12

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #12 respondents are listed below.

1. Housing
2. Education
3. Cost of living

Ratings of Neighborhood Services: Queens Community Board #12

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Police-Community relations
3. Household garbage pick-up	3. Storm water drainage and sewer maintenance
4. Recycling services	4. Control of street noise
5. Public libraries	5. Maintenance of streets and roads

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #13

Background: Queens Community Board #13

Population and Households

- Total Population: 213,704
- Total Households: 64,490

Gender

- Male: 47%
- Female: 53%

Race/Ethnicity

- Non-Hispanic White: 14%
- Non-Hispanic Black: 56%
- Non-Hispanic Asian: 13%
- Hispanic: 12%
- Other: 5%

Age

- <18 years old: 23%
- 18-54 years old: 51%
- 55+ years old: 25%

Median Annual Household Income

- \$66,043 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

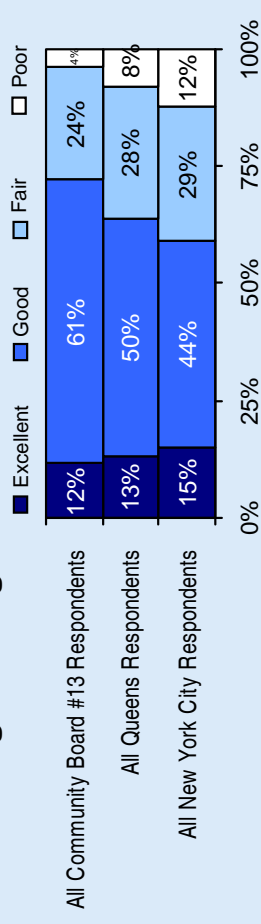
The Neighborhoods of Queens Community Board #13



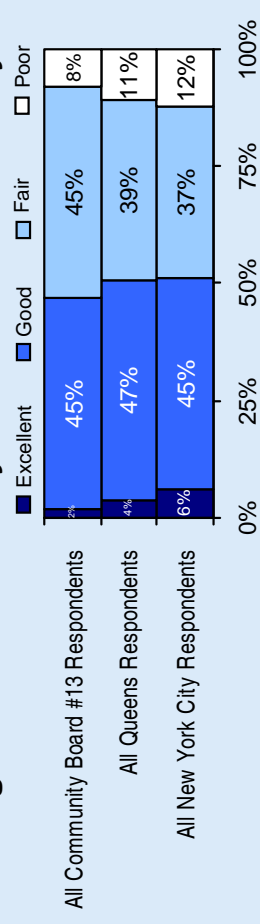
Survey Responses: Queens Community Board #13

- 311 Responses
- 17.9% Response Rate
- ±5.6% Margin of Error (95% Confidence Interval)

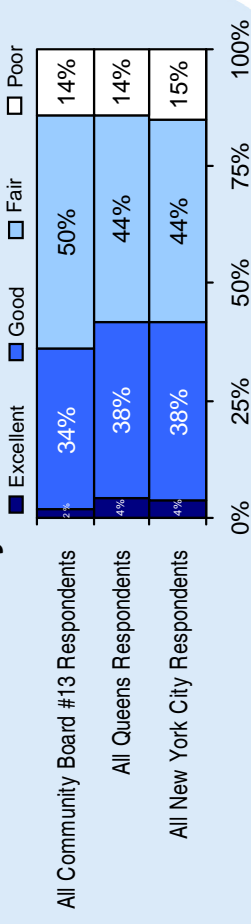
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Source: NYC Planning Department

Index Ratings: Queens Community Board #13 Compared to Ratings Given by All Respondents

All Community Board #13 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	15%	38%	45%	55
	4%	19%	35%	42%	58
Public Education Index	5%	27%	43%	24%	76
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	17%	46%	25%	11%	89
	13%	41%	29%	17%	83
Streets and Sidewalks Index	9%	40%	34%	17%	83
	9%	36%	34%	21%	79
Mass Transit Services Index	6%	44%	36%	14%	86
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	16%	51%	26%	7%	93
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #13

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #13 respondents are listed below.

1. Education
2. Housing
3. Crime

Ratings of Neighborhood Services: Queens Community Board #13

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
1. Fire protection services	1. Availability of cultural activities
2. Recycling services	2. Storm water drainage and sewer maintenance
3. Emergency medical services	3. Maintenance of streets and roads
4. Household garbage pick-up	4. Condition of street trees
5. Public libraries	5. Maintenance of sidewalks

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #14

Background: Queens Community Board #14

Population and Households

- Total Population: 120,268
- Total Households: 38,782

Gender

- Male: 45%
- Female: 55%

Race/Ethnicity

- Non-Hispanic White: 40%
- Non-Hispanic Black: 38%
- Non-Hispanic Asian: 1%
- Hispanic: 18%
- Other: 3%

Age

- <18 years old: 32%
- 18-54 years old: 46%
- 55+ years old: 22%

Median Annual Household Income

- \$43,571 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Queens Community Board #14

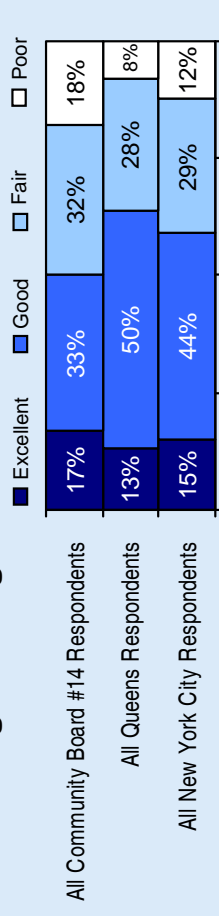


Source: NYC Planning Department

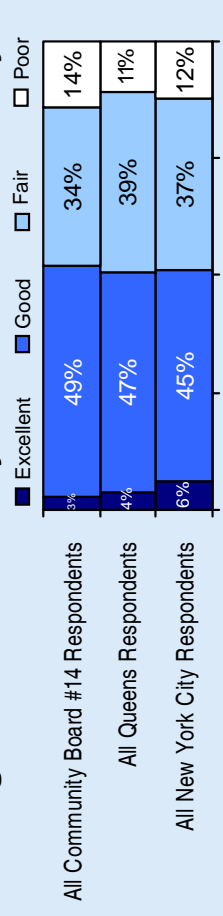
Survey Responses: Queens Community Board #14

- 340 Responses
- 16.0% Response Rate
- ±5.3% Margin of Error (95% Confidence Interval)

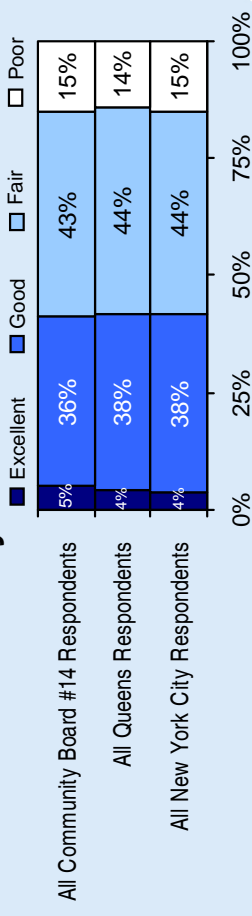
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Queens Community Board #14 Compared to Ratings Given by All Respondents

All Community Board #14 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	17%	31%	47%	53
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	7%	26%	36%	31%	69
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	18%	37%	29%	16%	84
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	13%	31%	33%	23%	77
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	6%	36%	34%	25%	75
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	21%	36%	28%	15%	85
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens Community Board #14

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Queens Community Board #14 respondents are listed below.

1. Crime
2. Education
3. Housing

Ratings of Neighborhood Services: Queens Community Board #14

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Availability of cultural activities
2. Emergency medical services	2. Storm water drainage and sewer maintenance
3. Household garbage pick-up	3. Subway services
4. Recycling services	4. Maintenance of streets and roads
5. Condition of street trees	5. Maintenance of sidewalks

Results from NYC Feedback Citywide Customer Survey

Staten Island Community Board #1

Background: Staten Island Community Board #1

Population and Households

- Total Population: 168,395
- Total Households: 60,757

Gender

- Male: 49%
- Female: 51%

Race/Ethnicity

- Non-Hispanic White: 42%
- Non-Hispanic Black: 22%
- Non-Hispanic Asian: 7%
- Hispanic: 27%
- Other: 2%

Age

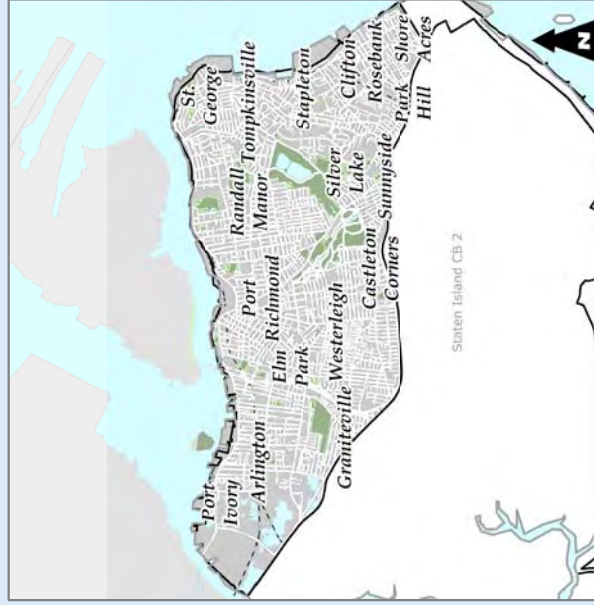
- <18 years old: 25%
- 18-54 years old: 55%
- 55+ years old: 20%

Median Annual Household Income

- \$58,478 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Staten Island Community Board #1

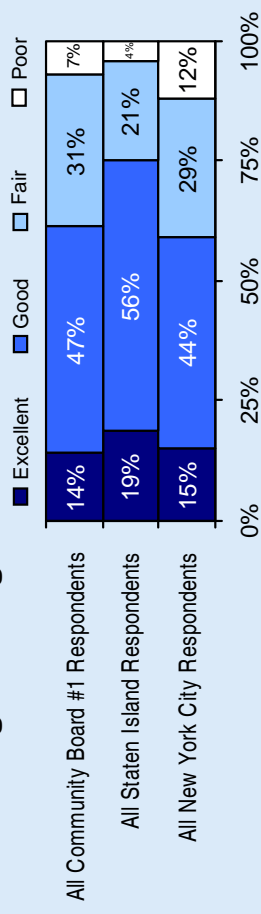


Source: NYC Planning Department

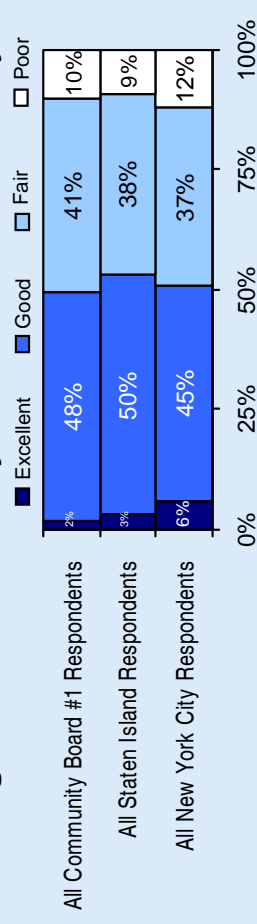
Survey Responses: Staten Island Community Board #1

- 391 Responses
- 19.1% Response Rate
- $\pm 5.0\%$ Margin of Error (95% Confidence Interval)

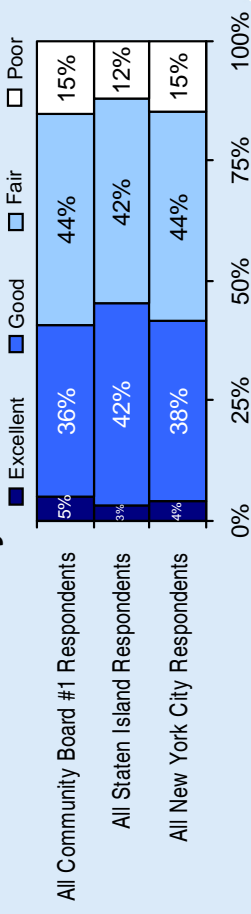
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Staten Island Community Board #1 Compared to Ratings Given by All Respondents

 All Community Board #1 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	5%	16%	40%	39%	61
	4%	19%	35%	42%	58
Public Education Index	8%	33%	39%	20%	80
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	16%	45%	26%	13%	87
	13%	41%	29%	17%	83
Streets and Sidewalks Index	8%	35%	35%	22%	78
	9%	36%	34%	21%	79
Mass Transit Services Index	9%	40%	33%	18%	82
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	23%	45%	20%	12%	88
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Staten Island Community Board #1

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Staten Island Community Board #1 respondents are listed below.

1. Education
2. Crime
3. Mass Transit

Ratings of Neighborhood Services: Staten Island Community Board #1

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<u>Highest Rated</u>	<u>Lowest Rated</u>
1. Fire protection services	1. Maintenance of streets and roads
2. Emergency medical services	2. Subway services
3. Recycling services	3. Maintenance of sidewalks
4. Household garbage pick-up	4. Police-Community relations
5. Public libraries	5. Storm water drainage and sewer maintenance

Results from NYC Feedback Citywide Customer Survey

Staten Island Community Board #2

Background: Staten Island Community Board #2

Population and Households

- Total Population: 133,736
- Total Households: 46,987

Gender

- Male: 47%
- Female: 53%

Race/Ethnicity

- Non-Hispanic White: 75%
- Non-Hispanic Black: 5%
- Non-Hispanic Asian: 11%
- Hispanic: 8%
- Other: 1%

Age

- <18 years old: 23%
- 18-54 years old: 51%
- 55+ years old: 27%

Median Annual Household Income

- \$69,040 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Staten Island Community Board #2

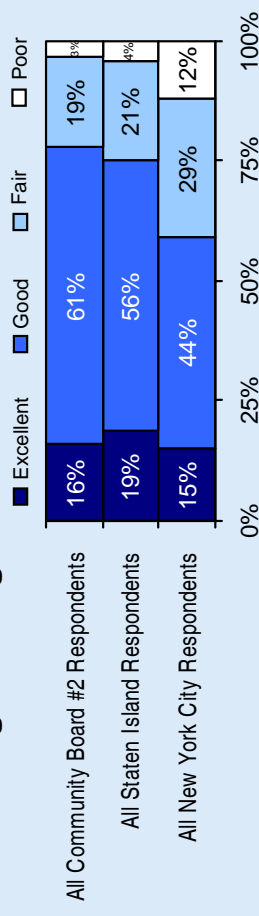


Source: NYC Planning Department

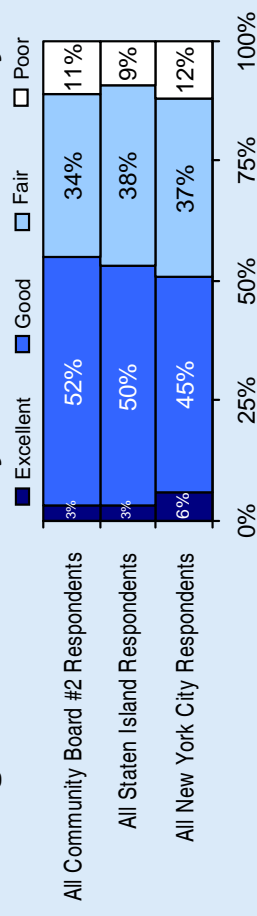
Survey Responses: Staten Island Community Board #2

- 386 Responses
- 26.3% Response Rate
- $\pm 5.0\%$ Margin of Error (95% Confidence Interval)

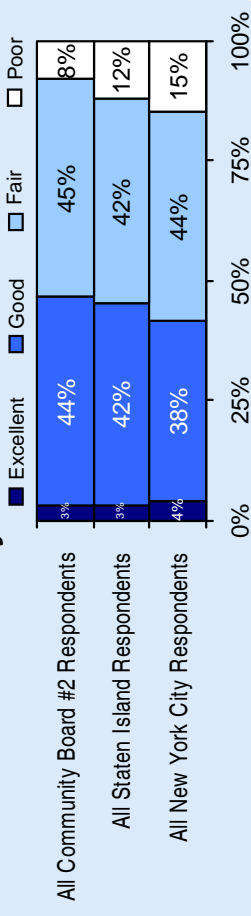
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Staten Island Community Board #2 Compared to Ratings Given by All Respondents

- All Community Board #2 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	2%	20%	43%	35%	65
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	5%	41%	40%	14%	86
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	18%	47%	24%	11%	89
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	8%	40%	34%	18%	82
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	8%	45%	35%	13%	87
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	22%	55%	18%	5%	95
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Staten Island Community Board #2

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Staten Island Community Board #2 respondents are listed below.

1. Traffic Congestion
2. Crime
3. Education

Ratings of Neighborhood Services: Staten Island Community Board #2

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated

1. Fire protection services
2. Public libraries
3. Emergency medical services
4. Cleanliness of your neighborhood
5. Household garbage pick-up

Lowest Rated

1. Maintenance of streets and roads
2. Subway services
3. Maintenance of sidewalks
4. Graffiti control
5. Storm water drainage and sewer maintenance

Results from NYC Feedback Citywide Customer Survey

Staten Island Community Board #3

Background: Staten Island Community Board #3

Population and Households

- Total Population: 175,246
- Total Households: 58,757

Gender

- Male: 49%
- Female: 51%

Race/Ethnicity

- Non-Hispanic White: 84%
- Non-Hispanic Black: 1%
- Non-Hispanic Asian: 5%
- Hispanic: 9%
- Other: 1%

Age

- <18 years old: 24%
- 18-54 years old: 53%
- 55+ years old: 23%

Median Annual Household Income

- \$81,933 (2006 Inflation-Adjusted Dollars)

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Staten Island Community Board #3

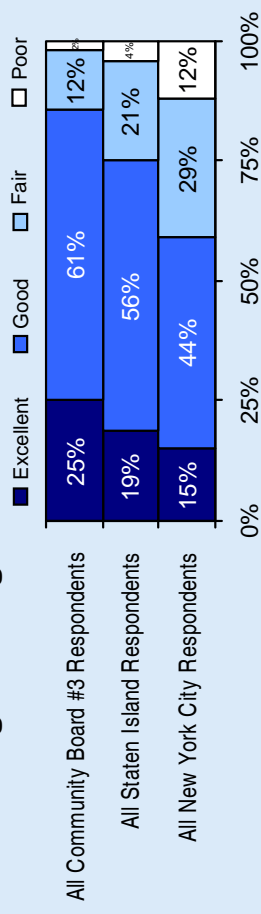


Source: NYC Planning Department

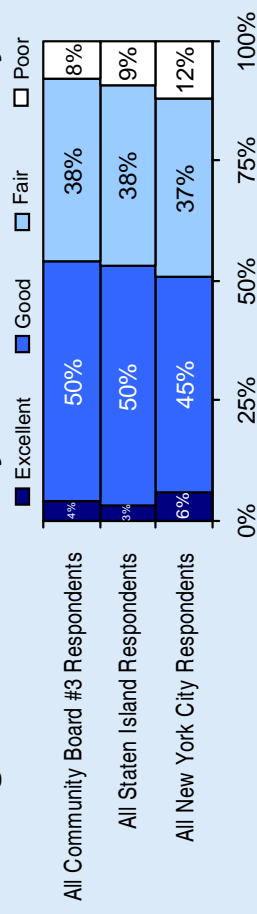
Survey Responses: Staten Island Community Board #3

- 361 Responses
- 30.1% Response Rate
- $\pm 5.2\%$ Margin of Error (95% Confidence Interval)

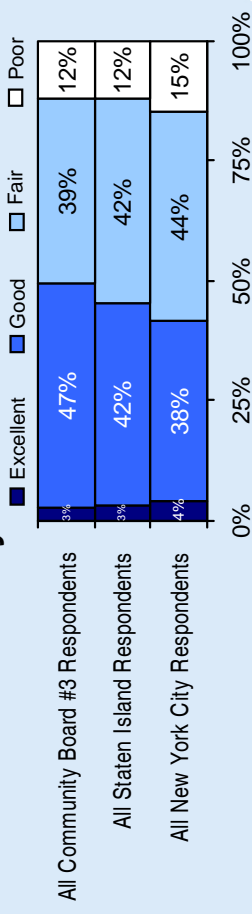
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Staten Island Community Board #3 Compared to Ratings Given by All Respondents

- All Community Board #3 Respondents
- All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	4%	22%	34%	40%	60
	4%	19%	35%	42%	58
<hr/>					
Public Education Index	8%	45%	32%	14%	86
	6%	30%	39%	25%	75
<hr/>					
Cleaning and Maintenance Index	23%	47%	20%	10%	90
	13%	41%	29%	17%	83
<hr/>					
Streets and Sidewalks Index	10%	42%	27%	21%	79
	9%	36%	34%	21%	79
<hr/>					
Mass Transit Services Index	12%	44%	27%	18%	82
	10%	42%	34%	14%	86
<hr/>					
Neighborhood Public Safety Index	25%	52%	18%	5%	95
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Staten Island Community Board #3

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Staten Island Community Board #3 respondents are listed below.

1. Crime
2. Mass Transit
3. Taxes

Ratings of Neighborhood Services: Staten Island Community Board #3

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

Highest Rated	Lowest Rated
<ol style="list-style-type: none"> 1. Fire protection services 2. Emergency medical services 3. Crime control 4. Household garbage pickup 5. Recycling services 	<ol style="list-style-type: none"> 1. Maintenance of streets and roads 2. Maintenance of sidewalks 3. Bus services 4. Subway services 5. Graffiti control

