# OCOOLEEBSS Jaion

NEIGHBORHOOD

# Commercial District Needs Assessment





careers businesses **neighborho<u>ods</u>** 



Bangladeshi American Community Development & Youth Services (BACDYS)



# **ABOUT OZONE PARK**



#### The Neighborhood 360°

program was created by the **NYC Department of Small Business Services** to identify, develop, and launch commercial revitalization projects in partnership with local stakeholders. Through proactive planning and targeted investments, Neighborhood 360° supports projects that strengthen and revitalize the streets, small businesses, and communitybased organizations that anchor New York City neighborhoods.

The Neighborhood 360° Commercial District Needs Assessment (CDNA) highlights a neighborhood's existing business landscape and consumer characteristics.

This CDNA features the **101st** Avenue, Atlantic Avenue, Cross Bay Boulevard, Liberty Avenue, and Rockaway Boulevard commercial corridors in Ozone Park, and was conducted in partnership with BACDYS between July 2023 and June 2024.

Key issues and opportunities identified through this assessment will help prioritize SBS-supported local investments, and serve as an informational and marketing resource for the neighborhood.

#### **In This Report**

Existing conditions, business data, and qualitative depictions of the neighborhood were gathered from more than **700 surveys** and various stakeholder meetings with neighborhood merchants, shoppers, workers, property owners, and residents.

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### Background

Ozone Park has undergone a transformative journey over the past 20 years, resulting in a vibrant and diverse residential and commercial district. This dynamic community seamlessly blends tradition with modernity, offering a one-stop destination for residents and visitors alike. Ozone Park is bordered by East New York to the west, Woodhaven to the north, Howard Beach to the south, and South Richmond Hill to the east.

Founded in the late 1800s, Ozone Park was initially a sought-after retreat for wealthy New Yorkers drawn to its clean and refreshing air. The Lalance and Grosjean Manufacturing Co., producers of tin cutlery, established a factory in Ozone Park in the late 1800s, bringing with it the introduction of worker housing. The neighborhood further densified after the Fulton Street elevated line, now the A and C train, was built along Liberty Avenue. Evolving into a mix of residential and commercial spaces, the neighborhood now boasts a landscape scattered with mom-and-pop businesses, schools, and grocery stores that cater to the needs of its growing population.

Ozone Park stands as a testament to cultural diversity, notably with its growing South Asian, Hispanic, and Indo-Caribbean population adding to the historic Italian and Jewish populations. The community has become a melting pot of Bangladeshi, Indian, Pakistani, Dominican, Peruvian, and Guyanese cuisine, contributing to a vibrant and eclectic food scene that reflects the diverse tapestry of the neighborhood.

The neighborhood's primary commercial corridors include Atlantic Avenue, Liberty Avenue, 101st Avenue, and Rockaway Boulevard. Atlantic Avenue, a truck route, shares features with Liberty Avenue and Rockaway Boulevard, including a variety of autobody shops interspersed with counter service restaurants, professional offices, and salons. The Queens Public Library along Rockaway Boulevard provides a cultural and educational space for children and adults, enhancing the community's intellectual fabric. The major intersection of Liberty Avenue, Cross Bay Boulevard, Woodhaven Boulevard, and Atlantic Avenue serves as a vital transportation hub, especially for students, residents, and commuters alike. 101st Avenue is a busy corridor that is a popular destination for shoppers seeking diverse services and products, including doctors' and professional offices, pharmacies, and Halal supermarkets and restaurants. Preserving its historical charm while embracing change, Ozone Park provides a well-rounded lifestyle with diverse restaurants and shopping destinations.

### **Neighborhood Demographics**

See more on page 13

With a neighborhood population of 52,308 residents, Ozone Park features a median household income of \$81,512, lower than that of Queens (\$82,431) but higher than that of New York City (\$76,607). Ozone Park is 41% Hispanic/Latino, 39% Asian, 14% white, and 10% Black. Major ethnic subgroups include Puerto Ricans and Dominicans (25% and 28% respectively) and South Asians (82% of the Asian population). 44% of existing housing structures were built before 1940, compared to 30% boroughwide; and 76% of housing structures feature two units or less, compared to 48% boroughwide.

### **Future Opportunities**

See more on page 5

Ozone Park presents exciting opportunities for commercial growth and development. Local stakeholders have held initial conversations regarding the establishment of a Business Improvement District spanning multiple corridors, which would aim to enhance the business landscape, foster economic vitality, and create a more cohesive community. Embracing green initiatives, such as integrating green spaces and recreational facilities into the neighborhood's built environment, would promote a healthier and more sustainable lifestyle for families. One such example is the potential construction of the QueensWay linear park, which according to plans will stretch from Ozone Park north to Forest Hills. Community events and street fairs would provide a platform for small businesses to showcase their offerings, stimulate local commerce, and foster increased community engagement. As Ozone Park looks towards the future, these and other initiatives can pave the way for a more vibrant, sustainable, and community-focused neighborhood, ensuring its continued attractiveness as a place to live, work, and play.

# **NEIGHBORHOOD CONTEXT**

### **Ozone Park**



#### Points of Interest

Assessed Commercial Corridors

Parks & Public Spaces

Notable Places

Public Facilities

#### ▲ Notable Places



#### **Neighborhood Events**

**BACDYS** Ramadan Food Drive

Bhavanee Mad Mandir Phagwah/Holi Celebration

City Line Ozone Park Civilian Patrol Weekly Food Pantry

#### **Community Groups**

Bangladeshi American Community Development & Youth Services (BACDYS)

**Breaking Ground** 

City Line Ozone Park Civilian Patrol

Ozone Park Residents Block Association

Ozone Park Howard Beach Woodhaven Lion's Club

# **KEY FINDINGS & OPPORTUNITIES**

### **Strengths**

- Community support for local merchants and stores fosters a sense of unity
- The commercial corridors feature a variety of retail businesses and services that offer culturally relevant goods, allowing local residents to find essentials without leaving the neighborhood
- Some commercial corridors in the district benefit from the proximity of the A train
- The neighborhood is family-oriented and provides a welcoming environment for newcomers who have recently arrived in the community
- The intersection of Liberty Avenue, Rockaway Boulevard, Woodhaven Boulevard, and Cross Bay Boulevard is a commercial hub with significant foot traffic, providing small businesses a prime location for enhanced visibility and potential sales due to its strategic meeting point

### **Challenges**

- A lack of attractive commercial signage and storefronts discourages foot traffic
- Traffic congestion and minimal street parking deters potential consumers from shopping in the area
- Litter is prevalent along all commercial corridors
- Insufficient access to family-friendly recreational spaces and retail stores catering to children forces families with young children to shop online or in other neighborhoods
- Aside from the A train, a lack of reliable public transportation hinders the accessibility of commercial corridors

- There is a lack of green space in the neighborhood
- Merchants are challenged with commercial vandalism and petty theft
- Consumers expressed safety concerns throughout the district, particularly in the evening due to a lack of lighting and unsafe walking conditions
- The development of a new subway station elevator at the intersection of Liberty Avenue, Rockaway Boulevard, and Cross Bay Boulevard will provide improved transit accessibility, although the construction work is loud, has narrowed the sidewalk in an extremely congested area, and has forced the Q11 and Q21 bus stops to be relocated





### **Opportunities**

- Disseminate inclusive information and resources to local business owners, especially those whose first language is not English
- Explore the creation of new public green spaces that will offer more gathering areas and foster a more familyfriendly environment
- Reassess parking regulations and develop alternative transportation options to ease congestion, such as the creation of a bus route along Rockaway Boulevard
- Host more street fairs, festivals, and other community events to promote collaboration and engagement opportunities among merchants and consumers
- Collaborate with the NYPD and community leaders to increase public safety measures along the commercial corridors
- Increase the availability of healthy food options by educating businesses on the demand for healthier food or by introducing a farmer's market to the neighborhood
- Work to attract businesses that offer family-friendly entertainment such as activity spaces

- Develop neighborhood marketing programs that help small businesses leverage the neighborhood's rich cultural diversity
- Work with social service providers and public agencies to help individuals and families in need and improve public perceptions of safety
- Encourage public investments in technology and infrastructure, such as LinkNYC kiosks, that can provide marketing opportunities for local businesses and organizations
- Develop wayfinding signs and guides aligned with district marketing efforts to encourage shoppers to visit the commercial corridors
- Work with the city and/or local supplemental sanitation services to clean and beautify the commercial corridors

#### Want to Learn More?

SBS offers a range of grant programs to help community-based organizations strengthen and revitalize commercial districts.

For more information, visit: nyc.gov/neighborhoods

# **BUSINESS LANDSCAPE: OZONE PARK**

## **Business Inventory**

**399** Total Number of Storefronts



\*Note: As of June 2024, New York City's 75 Business Improvement Districts have an average storefront vacancy rate of 12.8% and median storefront vacancy rate of 11.8% (LiveXYZ).

# **Storefront & Retail Mix**

56		Auto Services, Industrial, & Storage
54		Professional & Medical Services
39		Beauty / Nail Salons & Barbershops
34	34	Vacant
	27	Delis / Bodegas
	24	Limited Service Restaurants & Cafes
	20	Full Service Restaurants
	17	Laundromats, Dry Cleaners, & Shoe Repair Shops
	16	<b>Religious Organizations &amp; Houses of Worship</b>
	14	Pharmacies, Optical, & Health Stores
Corridor Number of Vacancy Storefronts Rate	13 Cor	General Merchandise Stores, Office Supplies, & Photo Studios
101st 150 10%		Supermarkets & Grocery Stores
Atlantic 53 11%		Clothing Stores
Avenue Gross Bay		Social Services, Government Agencies, & Nonprofits
Boulevard 40 3%		Bars, Clubs, & Event Spaces
Liberty 96 9% Avenue		Hardware, Home Goods, Furniture Stores, & Florists
Rockaway 60 5% Boulevard		Schools
	6	Cell Phone & Electronics Stores
Business inventory and retail mix d		Liquor Stores
were gathered by BACDYS through a comprehensive area inventory of		Check Cashing & Money Transfer Services
storefront businesses located alon 101st Avenue, Atlantic Avenue, Cro	3 store	Banks & Credit Unions
Bay Boulevard, Liberty Avenue, and	3 Bay B	Car Service Offices
Rockaway Boulevard from Octobe December 2023.		Specialty Food Stores





### What We've Heard from Ozone Park Merchants



# How many years have you been

### How many full-time employees do you have?

Improved

Stayed the Same

N/A or No Response Expand Stay Relocate

Close

N/A or No Response

7

11%

Source: Based on 96 merchant surveys conducted by BACDYS in Fall 2023 and Winter 2024.

Decreased

Ozone Park

# **BUSINESS LANDSCAPE: OZONE PARK**

### What We've Heard from Ozone Park Merchants and Shoppers



# What changes need to occur to attract more visitors/shoppers?

	% Merchant Response	% Consumer Response
► Safety	53%	71%
Landscaping/Beautification	46%	<b>42</b> %
Sanitation	40%	73%
Street Lighting	34%	60%
Transportation Improvements	s <b>29</b> %	35%
Community Events	<b>24</b> %	43%
Storefront Improvements	18%	27%
▶ Other	17%	7%
More Open Space	16%	<b>42</b> %
<ul> <li>Merchant Collaboration</li> </ul>	11%	8%
► Graffiti Removal	10%	10%

# What changes would you like to see to improve the commercial district?



Source: Based on 96 merchant surveys and 642 consumer surveys conducted by BACDYS in Fall 2023 and Winter 2024.

# **BUSINESS OUTLOOK**

### **Ozone Park Retail Demand**

Residents spent \$1.81B on retail goods and services in 2024 **Residents will spend** 

**\$2.06B** each year on retail goods and services by 2029

### 2024 Consumer Spending

Supermarkets, Groceries, Produce		\$393.9M
Restaurants & Other Eating Places	\$205.5M	l
Home Renovation Services	\$181.8M	
Gasoline	\$148.8M	
Cars & Vehicle Purchases	\$121.8M	
Clothing	\$86.2M	
Electronics & Computers	\$81M	
Vehicle Maintenance & Repairs	\$66.IM	
Pets	\$47.2M	
Housekeeping Supplies	\$45.IM	
Furniture	\$44.7M	
Alcoholic Beverages	\$36.8M	
Personal Care Products	\$29.9M	
Child Care	\$29.1M	
Hardware & Home Maintenance Supplies	\$28.7M	
Plants, Flowers, & Garden Equipment	\$28.4M	
Shoes	\$27.3M	
Major Household Appliances	\$26.1M	
Home Goods	\$24.9M	
Prescription & Nonprescription Drugs	\$22.1M	
Smoking Products	\$20.1M	
Jewelry & Watches	\$16.4M	
Gyms & Health Clubs	\$16.1M	
Exercise, Sports, & Recreational Equipment	\$10.8M	
Movies, Theater, Museums, & Entertainment	\$10.7M	
Toys, Games, Arts & Crafts	\$9.4M	
Books, Magazines, E-Books	\$7.9M	
Eyeglasses & Contact Lenses	\$6.3M	Consumer spending data is household- based and represents the amount spent
Laundry, Dry Cleaning, & Tailors	\$2.9M	annually for a product or service by all
School Books & Supplies		local households within the trade area.

Source: Esri forecasts for 2024 and 2029; Consumer Spending data are derived from the 2020 and 2021 Consumer Expenditure Surveys, Bureau of Labor Statistics.

# **BUSINESS OUTLOOK**

### **Business Trends**

#### Change in Total Business Sales, 2017-2024



#### **Ozone Park Total Business Sales**



Change in Median Sales by Business, 2017-2024



#### **Ozone Park Median Sales by Business**



\*Year 2024 reflects data gathered up until March 2024. Source: Division of Tax Policy, NYC Department of Finance

# What We've Heard from Shoppers

# What additional types of businesses would you like to see in Ozone Park?

Department Stores
Pharmacies
Supermarkets
Full Service Restaurants
Clothing Stores
Specialty Food & Grocery Stores

### How do you usually travel to Ozone Park?



10

Walk	1 38%
Personal Car	23%
Subway	22%
Bus	14%
Taxi/Ride Share	<b>2</b> %
Bike	a 1%

### When do you usually shop in Ozone Park?



### How often do you shop in Ozone Park?



Source: Based on 642 consumer surveys conducted by BACDYS in Fall 2023 and Winter 2024.

### **Storefront Vacancies**



An analysis of 399 storefronts along 101st Avenue, Atlantic Avenue, Cross Bay Boulevard, Liberty Avenue, and Rockaway Boulevard revealed that 14% of storefronts are in poor condition, 29% are in average condition, and 58% are in good condition.

### **Public Space Study: Liberty Avenue Plaza**

Liberty Avenue Plaza, located at the junction of Liberty Avenue and 101st Street, is used by residents and community-based organizations for various cultural gatherings and community support initiatives. The space is surrounded by a bustling commercial area including banks and South Asian restaurants while popular food trucks drive foot traffic at either end of the plaza. Contributing to the community spirit, benches offer a place to rest and connect in the plaza alongside planters.

### What are the top 3 issues that need to be addressed in this plaza?

	% Plaza User Responses
Cleanliness	71%
Lighting	53%
Landscaping/Beautification	41%
Physical Conditions/Amenities	35%
<ul> <li>Safety</li> </ul>	29%
Programs/Events	18%
Accessibility	<b>12</b> %

### How often do you visit this plaza?

65% Regularly

Occasionally

Source: Based on 17 user surveys conducted by BACDYS in Spring 2024.

# PHYSICAL ENVIRONMENT

### **Streetscape Observations**

- Storefronts with brighter awnings and clear signage tend to enjoy higher levels of foot traffic
- Insufficient lighting, particularly at certain intersections and along 101st Avenue, poses a safety concern and discourages foot traffic, especially during the darker winter months
- Cracked sidewalks, potholes in the road, and sanitation issues, particularly on Rockaway Boulevard, pose safety risks and inhibit walkability of the corridor
- Green space is lacking in the neighborhood
- Graffiti on garage doors along Atlantic Avenue adds to negative perceptions of safety
- Lack of traffic cameras on Atlantic Avenue, Woodhaven Boulevard, and Rockaway Boulevard, coupled with unsafe driving practices and a lack of pedestrian infrastructure, pose risks to pedestrians
- A recent increase in visible homelessness shows the need for social support and intervention services
- Prevalence of bird droppings under the A train affects nearby auto shops and creates sanitation issues



### How do you typically use this plaza?

	% Plaza User Responses
<ul> <li>Socializing/Meeting Friends</li> </ul>	76%
Shopping	65%
Commuting/Passing Through	<b>29</b> %
Eating	18%
<ul> <li>Public Programs/Events</li> </ul>	18%

### What is your relationship to this plaza?

13%	
Resident	





% Plaza Llear Responses

How much time do you typically spend here?

1 hour or more

Around 30 minutes

No Response

11

# DATA APPENDIX

# **Study Area Boundaries**

Assessed Commercial Corridors

Primary data on Ozone Park storefront businesses presented on pg. 6-8 was gathered along the following commercial corridors:

- ► Liberty Avenue between Eldert Lane and Cross Bay Boulevard
- ▶ 101st Avenue between Eldert Lane and Woodhaven Boulevard
- > Atlantic Avenue between Rockaway and Woodhaven boulevards

#### Ozone Park Context Area

Demographic and employment data on pg. 12-13 represents the population within the Ozone Park neighborhood context area.

### Rockaway Boulevard between 90th Avenue and Cross Bay Boulevard

Cross Bay Boulevard between Liberty and 108th avenues

#### ••• Trade Area

Consumer spending data on page 9 corresponds with the 0.75 mile trade area.



### **Area Demographics**

Total Population		
<b>52,308</b>	Ozone Park	
2,360,826	Queens	
8,622,467	New York City	

Population Density (per square mile)		
34,776	Ozone Park	
21,616	Queens	
28.517	New York City	

Average Household Size		
3.51	Ozone Park	
2.85	Queens	
2.56	New York City	

Car Ownership		
<b>69.9%</b>	Ozone Park	
63.3%	Queens	
45.3%	New York City	

Commuting Patterns



# **Area Demographics**

Race/Backgroun	nd	Ozone Park	Queens	NYC
	Hispanic or Latino (of any race)	41%	28%	29%
	White alone	14%	24%	31%
	Black or African American alone	10%	17%	<b>21</b> %
	Asian alone	29%	26%	14%
	Two or more races	4%	3%	3%
	Some other race alone	3%	2%	1%
	American Indian and Alaska Native alone	0%	0%	0%
	Native Hawaiian and Other Pacific Islander	0%	0%	0%

onal Atta	ainment	Ozone Park	Queens	NYC
	12th Grade or Less, No Diploma	21%	17%	17%
	High School Graduate	31%	26%	23%
	Some College, No Degr	ee <b>15%</b>	14%	13%
	Associate's Degree	8%	8%	7%
	Bachelor's Degree	17%	21%	23%
	Graduate or Professional Degree	9%	13%	17%

Population Age		Ozone Park	Queens	NYC
	Under 5 Years	7%	6%	6%
	5–14 Years	13%	11%	11%
	15–24 Years	14%	11%	<b>12</b> %
	25-44 Years	27%	29%	31%
	45-64 Years	27%	<b>27</b> %	25%
	65+ Years	<b>12</b> %	17%	16%

Media	n Age	Foreign	-Born Population
36	Ozone Park	<b>45%</b>	Ozone Park
39.9	Queens	47%	Queens
37.5	New York City	36%	New York City

#### Income

Median Household Income		Pop. Below Poverty Line		
\$81,512	Ozone Park	13%	Ozone Park	
\$82,431	Queens	<b>12%</b>	Queens	
\$76,607	New York City	17%	New York City	

### **Employment**

Population in Labor Force		Unemployment*	
<b>62%</b>	Ozone Park	<b>7.9%</b>	Ozone Park
64%	Queens	7.0%	Queens
<b>63</b> %	New York City	<b>7.6</b> %	New York City

\*Note: As of May 2024, the unemployment rate is 4.3% for Queens and 4.9% for New York City (NYSDOL); updated neighborhood-level data for Woodside is not available.

#### Jobs Located in Ozone Park

	ducational Services, Health Care, ocial Assistance	29%
P	rofessional, Scientific, & Technical Services	1%
R	etail Trade	11%
Т	ransportation, Warehousing, Utilities	34%
	ccommodation, Food Services, rts, Entertainment	6%
Fi	inance, Insurance, Real Estate	2%
0	ther Services	3%
C	onstruction	8%
M	lanufacturing	2%
P	ublic Administration	1%

# Local Jobs and Employment

Local nesidents	Linployment	
	Educational Services, Health Care, Social Assistance	26%
	Professional, Scientific, & Technical Services	11%
	Retail Trade	11%
	Transportation, Warehousing, Utilities	10%
	Accommodation, Food Services, Arts, Entertainment	9%
	Finance, Insurance, Real Estate	9%
	Other Services	6%
	Construction	6%
	Manufacturing	4%
	Public Administration	4%
	—	-17 70

# **DATA APPENDIX**

# **Ozone Park Transportation**



#### ▲ Ozone Park Transportation

Bus Routes

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Average Weekday Bus Ridership (2023)		
12,458	Q52/53 SBS	
7,214	Q8	
<b>4,684</b>	Q24	
3,443	Q112	
2,942	Q11	
2,826	Q7	
<b>1,802</b>	Q21	

- NYC Subway

Average Weekday Subway Ridership (2023)			
4,983	A	Rockaway Boulevard	
3,839	A	Grant Avenue	
2,961	A	80 Street	
1,935	A	88 Street	
1,235	A	104 Street	

Average Daily Vehicular Traffic (2022)		
28,787	Woodhaven Boulevard from Liberty to Atlantic avenues	
23,791	Atlantic Avenue from Eldert Lane to Rockaway Boulevard	
19,636	Atlantic Avenue from Rockaway to Woodhaven boulevards	
10,810	Rockaway Boulevard from Atlantic Avenue to Woodhaven Boulevard	
9,093	Rockaway Boulevard from 90th to Atlantic avenues	

Source: MTA 2023; NYS DOT, 2023 Annual Average Daily Traffic data.

### **Recent SBS Neighborhood Investments**

- Public Realm Grant, Commercial Canvas single year grant of \$50,000 awarded to BACDYS, 2024-2025.
- Merchant Organizing, single year grant of \$60,000 awarded to BACDYS, 2024-2025.
- Commercial Revitalization, Strategic Impact Grant of \$80,000 awarded to BACDYS, 2023-2024.
- BID Exploration, single year grant of \$20,000 awarded to BACDYS, 2022-2023.
- Commercial Revitalization, Avenue NYC multi-year grant of \$300,000 awarded to the Woodhaven BID, 2020-2023.
- COVID-19 Commercial District Support grant of \$20,000 awarded to the Woodhaven BID, 2021.
- COVID-19 Commercial District Support grant of \$20,000 awarded to the Queens Economic Development Corporation, 2021.

### **Current & Planned Developments**

#### **Jewel Streets Neighborhood Plan**

The NYC Department of Housing Preservation and Development (HPD) has launched an area-wide affordable housing and community resilience planning process in the Jewel Streets, commonly referred to as "The Hole", bordering Ozone Park to the west. HPD's goal is to develop concrete strategies to alleviate flooding, redevelop vacant city-owned land, increase housing stability, and create economic opportunity.

### **Existing Plans & Studies**

Reactivating the Rockaway Beach Branch, Metropolitan Transportation Authority, 2019.

The QueensWay Plan, Friends of the QueensWay, 2014.

Ozone Park Rezoning, NYC Department of City Planning, 2013.

### Sources

ESRI and Consumer Expenditure Surveys, Bureau of Labor Statistics. 2024 ESRI Retail Demand Outlook.

Metropolitan Transportation Authority, 2023. Average Daily Weekday Subway Ridership and Average Daily Bus Weekday Ridership.

NYS Department of Transportation. 2022 Annual Average Daily Traffic, using Traffic Data Viewer.

NYC Department of Finance, Division of Tax Policy, using data from NYS Department of Taxation and Finance. Business sales are reported by tax year, which runs from March 1st to February 28th. Sales data are compiled from sales tax returns, which are rolled up by tax filer within a year, excluding returns with negative sales amounts. For each year, each tax filer is reported according to the address listed on their latest return. Large outliers were removed from the analysis, and the top 5% of filers from Manhattan and the top 1% of filers from the outer boroughs by sales were removed.

Live XYZ, NYC Storefront Data, June 2024. SBS Business Improvement Districts Trends Report, FY 2023.

U.S. Census Bureau. 2024. On The Map Application. Longitudinal-Employer Household Dynamics Program.

U.S. Census Bureau. American Community Survey, 2022 American Community Survey 5-Year Estimates, using NYC Population FactFinder. Ozone Park Census Tracts: 32, 34, 36, 38, 40.01, 40.02, 42, 44.01, 50, 52, 54, 58, 86, 88, 1188, 1202

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# **ABOUT SBS**

The NYC Department of Small Business Services helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

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