

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix K: Responses to Selected Survey Results by Gender

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Responses to Selected Survey Results by Gender

Introduction

This appendix provides the results of select survey responses by respondent gender. Below are the percent of respondents who reported being male or female.

What is your gender?	Percent of respondents
Male	46%
Female	54%
Total	100%

Results by Gender

Table 1: Index Scores by Gender of Respondent

	What is your gender?	
	Male	Female
Customer Service Index	88	89
Health Services Clients Index	82	83
Social Support Services Index	60	56
Human Services Clients Index	91	92
Public Education Index	75	75
Public School Users Index	85	85
Cleaning and Maintenance Index	83	83
Streets and Sidewalks Index	79	79
Community Amenities Index	85	84
Mass Transit Index	87	85
Citywide Public Safety Index	86	84
Neighborhood Public Safety Index	89	88

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

Table 2: Quality of Life by Gender of Respondent

Quality of Life	What is your gender?	
	Male	Female
How would you rate the quality of life in NYC overall?	89%	88%
How would you rate your neighborhood as a place to live?	88%	88%

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

Table 3: Perceptions of Safety by Gender of Respondent

Please rate how safe you feel in each of the following locations or situations:	What is your gender?	
	Male	Female
Feelings of safety walking alone on a street in your neighborhood at night	72%	67%
Feelings of safety in a park or playground during the day	88%	85%
Feelings of safety riding a subway during the day	89%	84%
Feelings of safety riding a subway at night	50%	41%

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

Table 4: Ratings of Neighborhood Services by Gender of Respondent

Please rate each of the following in your neighborhood.	What is your gender?	
	Male	Female
Cleanliness of your neighborhood	81%	81%
Control of street noise in your neighborhood	66%	67%
Household garbage pick-up in your neighborhood	93%	92%
Recycling services in your neighborhood	90%	89%
Rat control in your neighborhood	73%	72%
Graffiti control in your neighborhood	79%	81%
Pedestrian safety (crossing intersections) in your neighborhood	86%	85%
Maintenance of streets and roads in your neighborhood	74%	76%
Maintenance of sidewalks in your neighborhood	80%	80%
Removal of snow from city streets in your neighborhood	85%	82%
Parking enforcement in your neighborhood	85%	87%
Condition of street trees in your neighborhood	86%	87%
Storm water drainage and sewer maintenance in your neighborhood	80%	78%
Availability of health care services in your neighborhood	86%	87%
Availability of cultural activities in your neighborhood	76%	73%
Neighborhood parks	88%	88%
Neighborhood playgrounds	87%	86%

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

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

Please rate each of the following in your neighborhood...	What is your gender?	
	Male	Female
Fire protection services in your neighborhood	98%	98%
Emergency medical services in your neighborhood	96%	95%
Police-Community relations in your neighborhood	79%	81%
Crime control in your neighborhood	84%	82%
Bus services in your neighborhood	87%	84%
Subway services in your neighborhood	85%	85%
Public libraries in your neighborhood	90%	90%

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

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

Please rate each of the following in the City overall...	What is your gender?	
	Male	Female
Fire protection services in the City overall	97%	97%
Emergency medical services in the City overall	95%	94%
Police-Community relations in the City overall	78%	79%
Crime control in the City overall	84%	81%
Bus services in the City overall	89%	86%
Subway services in the City overall	86%	84%
Public libraries in the City overall	95%	95%

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

Table 7: Ratings of City Services by Gender of Respondent

Please rate each of the following in New York City...	What is your gender?	
	Male	Female
NYC.gov, the City website	96%	97%
3-1-1, New York City's information telephone number	93%	94%
Public education (kindergarten – 12th grade)	79%	78%
Public after-school programs	71%	71%
Air quality in the City overall	70%	66%
Restaurant cleanliness in the City overall	86%	84%
Overall ease of travel within the city	85%	86%
Public housing in the City overall	58%	54%
Public assistance (such as Medicaid, food stamps, etc.)	74%	71%
Services addressing homelessness	55%	50%
Availability of youth employment programs	57%	52%
Services protecting children at risk of abuse and neglect	60%	52%

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

Table 8: Public Trust by Gender of Respondent

Please rate how well you think New York City government does the following:	What is your gender?	
	Male	Female
Promotes the economic growth of New York City	82%	80%
Prepares the city for an emergency	81%	78%
Spends tax dollars wisely	61%	57%

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

Table 9: Overall Quality of City Services by Gender of Respondent

Overall Quality of Services	What is your gender?	
	Male	Female
Rate the overall quality of New York City government services	87%	85%

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

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

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	What is your gender?	
	Male	Female
Used the public libraries	71%	75%
Visited a website called NYC.gov	69%	68%
Used one of the City's public parks or recreation facilities	82%	79%
Used City services for the mobility impaired	8%	10%
Used a City child daycare program	6%	9%
Used a City youth program	10%	12%

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

Table 11: Use of City Services by Gender of Respondent

Done by you or any household member?	What is your gender?	
	Male	Female
Called 3-1-1	67%	70%
Called 9-1-1	33%	32%
Attended a New York City Public School (K - 12)	28%	32%
Attended a New York City Public School after-school program	13%	15%
Received consumer assistance	10%	12%
Visited a public community center	18%	20%
Participated in an employment training program	7%	9%
Used public hospital services	39%	41%
Used public health clinic services	23%	27%
Used public mental health services	5%	6%
Used public substance abuse services	2%	2%
Used a public senior center	7%	10%
Used other public senior services (e.g., respite care, transportation, etc.)	7%	10%
Received Medicaid	21%	25%
Paid a fine or ticket to the City	51%	42%
Contacted the City with a tax question	14%	15%

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

Table 12: User Ratings of City Services by Gender of Respondent

Rate the services received	What is your gender?	
	Male	Female
3-1-1 services	90%	92%
9-1-1 services	86%	89%
New York City Public Schools	88%	87%
Student safety at public schools	81%	82%
Public School after-school programs	88%	88%
Consumer assistance	67%	72%
Public community center	92%	93%
Employment training program	79%	85%
Public hospital services	79%	82%
Public health clinic services	84%	86%
Public mental health services	74%	84%
Public substance abuse services	73%	82%
Public senior center	89%	94%
Other public senior services	90%	89%
Medicaid services	89%	92%
Paying a fine or ticket to the City	67%	72%
Contacting the City with a tax question	73%	81%

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

Note: Responses are only from those who reported they or a member of their household used this service at least once in the last 12 months.

Table 13: Contact with the City by Gender of Respondent

Contact with City Office or Agency	What is your gender?	
	Male	Female
Phone or in-person contact w City office/agency last 12 months?	39%	38%

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

Table 14: Ratings of Customer Service by Gender of Respondent

How would you rate the response of the office or agency with which you most recently had contact?	What is your gender?	
	Male	Female
Timeliness of response	75%	76%
Employee's courtesy	85%	85%
Employee's willingness to help or understand	78%	80%
Overall customer service	78%	81%
Overall satisfaction with response	69%	71%

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

Note: Responses are only from those who reported they or a member of their household had been in contact with a City office or agency in the last 12 months.

Table 15: Most Important Issues Facing the City by Gender of Respondent

Most Important Issues Facing New York City	What is your gender?	
	Male	Female
Housing Issues	27%	31%
Cost of living	15%	16%
Crime	21%	21%
Education	20%	24%
Mass Transit Issues	23%	21%

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

Table 16: Emergency Preparedness by Gender of Respondent

Emergency Preparedness	What is your gender?	
	Male	Female
How prepared your household would be if there were an emergency?	60%	55%

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

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