

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix Q1: Responses to Selected Survey Results by Community Board (Manhattan)

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Results by Manhattan Community Boards

Introduction

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

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

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

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

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

Results by Manhattan Community Boards 1-4

Table 1: Index Scores by Respondent Community Boards 1-4

	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Customer Service Index	85	87	88	86
Health Services Clients Index	88	81	88	82
Social Support Services Index	66	54	65	56
Human Services Clients Index	98	95	94	91
Public Education Index	70	72	79	69
Public School Users Index	90	90	93	69
Cleaning and Maintenance Index	88	86	78	89
Streets and Sidewalks Index	82	82	80	81
Community Amenities Index	90	93	91	91
Mass Transit Index	91	92	88	89
Citywide Public Safety Index	93	90	86	89
Neighborhood Public Safety Index	98	96	90	95

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

Table 2: Quality of Life by Respondent Community Boards 1-4

Quality of Life	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
How would you rate the quality of life in NYC overall?	96%	96%	93%	95%
How would you rate your neighborhood as a place to live?	95%	98%	90%	94%

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

Table 3: Perceptions of Safety by Respondent Community Boards 1-4

Please rate how safe you feel in each of the following locations or situations:	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Feelings of safety walking alone on a street in your neighborhood at night	93%	87%	74%	89%
Feelings of safety in a park or playground during the day	100%	98%	89%	93%
Feelings of safety riding a subway during the day	96%	97%	92%	95%
Feelings of safety riding a subway at night	65%	66%	58%	62%

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

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

Please rate each of the following in your neighborhood.	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Cleanliness of your neighborhood	88%	89%	73%	87%
Control of street noise in your neighborhood	68%	57%	58%	52%
Household garbage pick-up in your neighborhood	88%	92%	88%	93%
Recycling services in your neighborhood	90%	83%	83%	85%
Rat control in your neighborhood	76%	75%	60%	81%
Graffiti control in your neighborhood	95%	90%	75%	94%
Pedestrian safety (crossing intersections) in your neighborhood	88%	88%	86%	83%
Maintenance of streets and roads in your neighborhood	74%	82%	79%	83%
Maintenance of sidewalks in your neighborhood	85%	87%	83%	88%
Removal of snow from city streets in your neighborhood	98%	93%	88%	95%
Parking enforcement in your neighborhood	85%	90%	88%	89%
Condition of street trees in your neighborhood	91%	91%	91%	94%
Storm water drainage and sewer maintenance in your neighborhood	88%	83%	79%	86%
Availability of health care services in your neighborhood	91%	90%	88%	87%
Availability of cultural activities in your neighborhood	93%	95%	87%	94%
Neighborhood parks	94%	92%	90%	89%
Neighborhood playgrounds	92%	93%	92%	89%

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

Table 5: Ratings of City Services in the Neighborhood by Respondent Community Boards 1-4

Please rate each of the following in your neighborhood...	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Fire protection services in your neighborhood	99%	100%	97%	99%
Emergency medical services in your neighborhood	98%	97%	96%	97%
Police-Community relations in your neighborhood	96%	91%	82%	91%
Crime control in your neighborhood	98%	94%	87%	93%
Bus services in your neighborhood	93%	91%	89%	89%
Subway services in your neighborhood	89%	94%	86%	92%
Public libraries in your neighborhood	79%	93%	96%	92%

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

Table 6: Ratings of City Services in the City Overall by Respondent Community Boards 1-4

Please rate each of the following in the City overall...	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Fire protection services in the City overall	100%	100%	98%	99%
Emergency medical services in the City overall	99%	96%	94%	96%
Police-Community relations in the City overall	87%	85%	81%	84%
Crime control in the City overall	95%	92%	86%	89%
Bus services in the City overall	94%	89%	87%	88%
Subway services in the City overall	89%	91%	87%	86%
Public libraries in the City overall	98%	95%	97%	92%

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

Table 7: Ratings of City Services by Respondent Community Boards 1-4

Please rate each of the following in New York City...	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
NYC.gov, the City website	96%	96%	96%	94%
3-1-1, New York City's information telephone number	91%	90%	93%	92%
Public education (kindergarten – 12th grade)	71%	71%	80%	71%
Public after-school programs	68%	71%	83%	68%
Air quality in the City overall	67%	62%	66%	62%
Restaurant cleanliness in the City overall	91%	93%	85%	90%
Overall ease of travel within the city	86%	88%	91%	88%
Public housing in the City overall	62%	45%	62%	51%
Public assistance (such as Medicaid, food stamps, etc.)	81%	74%	84%	82%
Services addressing homelessness	67%	51%	57%	55%
Availability of youth employment programs	67%	56%	65%	60%
Services protecting children at risk of abuse and neglect	59%	51%	63%	54%

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

Table 8: Public Trust by Respondent Community Boards 1-4

Please rate how well you think New York City government does the following:	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Promotes the economic growth of New York City	92%	94%	83%	91%
Prepares the city for an emergency	90%	85%	83%	83%
Spends tax dollars wisely	76%	73%	67%	71%

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

Table 9: Overall Quality of City Services by Respondent Community Boards 1-4

Overall Quality of Services	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Rate the overall quality of New York City government services	95%	94%	91%	92%

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

Table 10: Frequency of Use of City Resources by Respondent Community Boards 1-4

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Used the public libraries	53%	58%	68%	63%
Visited a website called NYC.gov	65%	67%	60%	62%
Used one of the City's public parks or recreation facilities	89%	88%	82%	87%
Used City services for the mobility impaired	3%	4%	9%	5%
Used a City child daycare program	2%	2%	8%	2%
Used a City youth program	5%	4%	12%	5%

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

Table 11: Use of City Services by Respondent Community Boards 1-4t

Done by you or any household member?	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Called 3-1-1	56%	56%	56%	58%
Called 9-1-1	15%	22%	25%	18%
Attended a New York City Public School (K - 12)	8%	6%	24%	11%
Attended a New York City Public School after-school program	6%	2%	11%	6%
Received consumer assistance	9%	8%	9%	13%
Visited a public community center	13%	16%	28%	14%
Participated in an employment training program	3%	2%	6%	4%
Used public hospital services	24%	19%	37%	21%
Used public health clinic services	9%	11%	32%	16%
Used public mental health services	0%	1%	6%	3%
Used public substance abuse services	0%	1%	1%	1%
Used a public senior center	4%	4%	13%	6%
Used other public senior services (e.g., respite care, transportation, etc.)	3%	4%	6%	4%
Received Medicaid	3%	5%	29%	11%
Paid a fine or ticket to the City	36%	31%	25%	23%
Contacted the City with a tax question	10%	6%	9%	9%

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

Table 12: User Ratings of City Services by Respondent Community Boards 1-4

Rate the services received	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
3-1-1 services	84%	87%	89%	85%
9-1-1 services	79%	88%	90%	86%
New York City Public Schools	91%	89%	94%	66%
Student safety at public schools	93%	86%	90%	69%
Public School after-school programs	94%	92%	97%	76%
Consumer assistance	72%	42%	74%	71%
Public community center	100%	97%	95%	86%
Employment training program	94%	86%	87%	94%
Public hospital services	87%	76%	88%	77%
Public health clinic services	89%	89%	85%	85%
Public mental health services	100%	100%	93%	82%
Public substance abuse services	.	100%	95%	100%
Public senior center	100%	90%	97%	87%
Other public senior services	78%	86%	97%	94%
Medicaid services	91%	85%	94%	91%
Paying a fine or ticket to the City	67%	73%	67%	62%
Contacting the City with a tax question	65%	71%	79%	61%

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

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

Table 13: Contact with the City by Respondent Community Boards 1-4

Contact with City Office or Agency	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Phone or in-person contact w City office/agency last 12 mos?	36%	34%	31%	36%

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

Table 14: Ratings of Customer Service by Respondent Community Boards 1-4

How would you rate the response of the office or agency with which you most recently had contact?	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Timeliness of response	77%	78%	79%	82%
Employee's courtesy	82%	86%	87%	82%
Employee's willingness to help or understand	77%	82%	79%	76%
Overall customer service	74%	78%	80%	81%
Overall satisfaction with response	66%	61%	63%	75%

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

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

Table 15: Most Important Issues Facing the City by Respondent Community Boards 1-4

Most Important Issues Facing New York City	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
Housing Issues	25%	37%	44%	35%
Cost of living	12%	10%	11%	9%
Crime	8%	12%	15%	14%
Education	22%	23%	19%	18%
Mass Transit Issues	25%	21%	18%	25%

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

Table 16: Emergency Preparedness by Respondent Community Boards 1-4

Emergency Preparedness	Community Board			
	Manhattan Community Board #1	Manhattan Community Board #2	Manhattan Community Board #3	Manhattan Community Board #4
How prepared your hh would be if there were an emergency?	60%	59%	51%	57%

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

Results by Manhattan Community Boards 5-8

Table 17: Index Scores by Respondent Community Boards 5-8

	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Customer Service Index	89	91	89	91
Health Services Clients Index	84	83	89	89
Social Support Services Index	57	57	55	54
Human Services Clients Index	96	88	89	97
Public Education Index	73	73	67	67
Public School Users Index	87	93	91	82
Cleaning and Maintenance Index	86	93	90	93
Streets and Sidewalks Index	81	86	87	88
Community Amenities Index	91	92	96	97
Mass Transit Index	94	91	88	88
Citywide Public Safety Index	92	92	88	92
Neighborhood Public Safety Index	95	97	95	98

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

Table 18: Quality of Life by Respondent Community Boards 5-8

Quality of Life	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
How would you rate the quality of life in NYC overall?	95%	96%	98%	97%
How would you rate your neighborhood as a place to live?	94%	97%	98%	100%

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

Table 19: Perceptions of Safety by Respondent Community Boards 5-8

Please rate how safe you feel in each of the following locations or situations:	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Feelings of safety walking alone on a street in your neighborhood at night	90%	93%	90%	95%
Feelings of safety in a park or playground during the day	95%	97%	98%	97%
Feelings of safety riding a subway during the day	94%	95%	96%	94%
Feelings of safety riding a subway at night	69%	59%	71%	63%

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

Table 20: Ratings of Neighborhood Services by Respondent Community Boards 5-8

Please rate each of the following in your neighborhood.	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Cleanliness of your neighborhood	80%	94%	93%	94%
Control of street noise in your neighborhood	50%	65%	72%	76%
Household garbage pick-up in your neighborhood	88%	96%	93%	98%
Recycling services in your neighborhood	86%	91%	88%	92%
Rat control in your neighborhood	85%	87%	77%	83%
Graffiti control in your neighborhood	95%	96%	96%	95%
Pedestrian safety (crossing intersections) in your neighborhood	89%	85%	90%	92%
Maintenance of streets and roads in your neighborhood	83%	88%	87%	84%
Maintenance of sidewalks in your neighborhood	87%	90%	89%	89%
Removal of snow from city streets in your neighborhood	93%	97%	97%	97%
Parking enforcement in your neighborhood	87%	92%	92%	94%
Condition of street trees in your neighborhood	90%	95%	96%	97%
Storm water drainage and sewer maintenance in your neighborhood	81%	88%	88%	92%
Availability of health care services in your neighborhood	88%	94%	93%	95%
Availability of cultural activities in your neighborhood	93%	91%	97%	97%
Neighborhood parks	91%	92%	99%	99%
Neighborhood playgrounds	87%	90%	97%	99%

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

Table 21: Ratings of City Services in the Neighborhood by Respondent Community Boards 5-8

Please rate each of the following in your neighborhood...	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Fire protection services in your neighborhood	100%	99%	99%	100%
Emergency medical services in your neighborhood	97%	99%	97%	100%
Police-Community relations in your neighborhood	92%	95%	92%	97%
Crime control in your neighborhood	95%	97%	95%	97%
Bus services in your neighborhood	95%	89%	91%	92%
Subway services in your neighborhood	96%	89%	89%	84%
Public libraries in your neighborhood	93%	96%	90%	92%

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

Table 22: Ratings of City Services in the City Overall by Respondent Community Boards 5-8

Please rate each of the following in the City overall...	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Fire protection services in the City overall	99%	100%	98%	99%
Emergency medical services in the City overall	99%	99%	95%	97%
Police-Community relations in the City overall	85%	91%	82%	90%
Crime control in the City overall	92%	96%	92%	94%
Bus services in the City overall	91%	93%	89%	90%
Subway services in the City overall	92%	92%	86%	89%
Public libraries in the City overall	96%	97%	96%	95%

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

Table 23: Ratings of City Services by Respondent Community Boards 5-8

Please rate each of the following in New York City...	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
NYC.gov, the City website	98%	97%	95%	97%
3-1-1, New York City's information telephone number	92%	94%	92%	96%
Public education (kindergarten – 12th grade)	72%	78%	68%	67%
Public after-school programs	78%	65%	67%	73%
Air quality in the City overall	66%	72%	74%	74%
Restaurant cleanliness in the City overall	91%	90%	93%	93%
Overall ease of travel within the city	90%	88%	87%	90%
Public housing in the City overall	59%	56%	47%	47%
Public assistance (such as Medicaid, food stamps, etc.)	72%	71%	71%	78%
Services addressing homelessness	58%	56%	52%	57%
Availability of youth employment programs	65%	55%	50%	56%
Services protecting children at risk of abuse and neglect	53%	50%	50%	48%

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

Table 24: Public Trust by Respondent Community Boards 5-8

Please rate how well you think New York City government does the following:	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Promotes the economic growth of New York City	94%	93%	92%	96%
Prepares the city for an emergency	84%	86%	86%	86%
Spends tax dollars wisely	76%	76%	76%	79%

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

Table 25: Overall Quality of City Services by Respondent Community Boards 5-8

Overall Quality of Services	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Rate the overall quality of New York City government services	96%	93%	92%	96%

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

Table 26: Frequency of Use of City Resources by Respondent Community Boards 5-8

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Used the public libraries	60%	61%	66%	59%
Visited a website called NYC.gov	62%	59%	64%	57%
Used one of the City's public parks or recreation facilities	88%	82%	95%	90%
Used City services for the mobility impaired	5%	5%	4%	4%
Used a City child daycare program	2%	0%	2%	1%
Used a City youth program	2%	1%	4%	2%

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

Table 27: Use of City Services by Respondent Community Boards 5-8

Done by you or any household member?	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Called 3-1-1	51%	46%	58%	52%
Called 9-1-1	15%	16%	19%	15%
Attended a New York City Public School (K - 12)	7%	8%	12%	7%
Attended a New York City Public School after-school program	4%	2%	5%	2%
Received consumer assistance	6%	9%	10%	7%
Visited a public community center	11%	14%	12%	10%
Participated in an employment training program	2%	2%	1%	2%
Used public hospital services	23%	22%	22%	14%
Used public health clinic services	11%	7%	11%	8%
Used public mental health services	3%	1%	2%	1%
Used public substance abuse services	1%	1%	1%	0%
Used a public senior center	3%	3%	4%	4%
Used other public senior services (e.g., respite care, transportation, etc.)	3%	5%	7%	5%
Received Medicaid	4%	3%	6%	4%
Paid a fine or ticket to the City	26%	20%	26%	29%
Contacted the City with a tax question	6%	8%	8%	8%

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

Table 28: User Ratings of City Services by Respondent Community Boards 5-8

Rate the services received	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
3-1-1 services	92%	86%	88%	92%
9-1-1 services	91%	90%	93%	96%
New York City Public Schools	85%	95%	93%	91%
Student safety at public schools	85%	88%	93%	74%
Public School after-school programs	75%	100%	72%	100%
Consumer assistance	60%	61%	65%	68%
Public community center	96%	90%	94%	98%
Employment training program	48%	68%	74%	100%
Public hospital services	83%	83%	89%	88%
Public health clinic services	86%	96%	88%	82%
Public mental health services	79%	100%	82%	41%
Public substance abuse services	100%	0%	48%	.
Public senior center	100%	86%	91%	95%
Other public senior services	100%	96%	83%	100%
Medicaid services	89%	63%	77%	88%
Paying a fine or ticket to the City	67%	74%	66%	73%
Contacting the City with a tax question	60%	89%	80%	67%

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

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

Table 29: Contact with the City by Respondent Community Boards 5-8

Contact with City Office or Agency	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Phone or in-person contact w City office/agency last 12 mos?	29%	32%	35%	29%

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

Table 30: Ratings of Customer Service by Respondent Community Boards 5-8

How would you rate the response of the office or agency with which you most recently had contact?	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Timeliness of response	78%	83%	82%	78%
Employee's courtesy	87%	89%	86%	89%
Employee's willingness to help or understand	82%	85%	85%	86%
Overall customer service	82%	80%	82%	80%
Overall satisfaction with response	65%	73%	72%	70%

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

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

Table 31: Most Important Issues Facing the City by Respondent Community Boards 5-8

Most Important Issues Facing New York City	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
Housing Issues	30%	33%	31%	27%
Cost of living	11%	14%	12%	14%
Crime	10%	12%	7%	14%
Education	15%	18%	28%	23%
Mass Transit Issues	23%	20%	28%	36%

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

Table 32: Emergency Preparedness by Respondent Community Boards 5-8

Emergency Preparedness	Community Board			
	Manhattan Community Board #5	Manhattan Community Board #6	Manhattan Community Board #7	Manhattan Community Board #8
How prepared your hh would be if there were an emergency?	59%	60%	63%	62%

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

Results by Manhattan Community Boards 9-12

Table 33: Index Scores by Respondent Community Boards 9-12

	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Customer Service Index	86	87	88	88
Health Services Clients Index	90	80	83	84
Social Support Services Index	58	49	57	58
Human Services Clients Index	92	93	96	88
Public Education Index	69	65	74	76
Public School Users Index	88	81	81	83
Cleaning and Maintenance Index	78	75	75	75
Streets and Sidewalks Index	78	71	75	71
Community Amenities Index	86	84	84	87
Mass Transit Index	87	83	86	84
Citywide Public Safety Index	88	79	85	85
Neighborhood Public Safety Index	86	80	83	84

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

Table 34: Quality of Life by Respondent Community Boards 9-12

Quality of Life	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
How would you rate the quality of life in NYC overall?	90%	85%	88%	84%
How would you rate your neighborhood as a place to live?	84%	84%	80%	77%

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

Table 35: Perceptions of Safety by Respondent Community Boards 9-12

Please rate how safe you feel in each of the following locations or situations:	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Feelings of safety walking alone on a street in your neighborhood at night	62%	64%	55%	59%
Feelings of safety in a park or playground during the day	86%	86%	85%	87%
Feelings of safety riding a subway during the day	90%	87%	90%	84%
Feelings of safety riding a subway at night	55%	53%	51%	49%

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

Table 36: Ratings of Neighborhood Services by Respondent Community Boards 9-12

Please rate each of the following in your neighborhood.	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Cleanliness of your neighborhood	69%	62%	60%	70%
Control of street noise in your neighborhood	54%	47%	49%	42%
Household garbage pick-up in your neighborhood	88%	84%	85%	87%
Recycling services in your neighborhood	78%	75%	77%	81%
Rat control in your neighborhood	59%	57%	52%	50%
Graffiti control in your neighborhood	84%	82%	78%	68%
Pedestrian safety (crossing intersections) in your neighborhood	88%	85%	83%	81%
Maintenance of streets and roads in your neighborhood	79%	70%	73%	72%
Maintenance of sidewalks in your neighborhood	80%	71%	76%	79%
Removal of snow from city streets in your neighborhood	82%	76%	84%	75%
Parking enforcement in your neighborhood	88%	77%	88%	78%
Condition of street trees in your neighborhood	87%	87%	93%	89%
Storm water drainage and sewer maintenance in your neighborhood	83%	76%	78%	81%
Availability of health care services in your neighborhood	80%	79%	87%	85%
Availability of cultural activities in your neighborhood	76%	77%	77%	78%
Neighborhood parks	92%	91%	85%	92%
Neighborhood playgrounds	88%	88%	86%	89%

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

Table 37: Ratings of City Services in the Neighborhood by Respondent Community Boards 9-12

Please rate each of the following in your neighborhood...	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Fire protection services in your neighborhood	97%	97%	97%	95%
Emergency medical services in your neighborhood	94%	95%	94%	93%
Police-Community relations in your neighborhood	76%	59%	68%	70%
Crime control in your neighborhood	77%	73%	74%	73%
Bus services in your neighborhood	88%	81%	84%	87%
Subway services in your neighborhood	89%	84%	87%	82%
Public libraries in your neighborhood	88%	83%	85%	88%

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

Table 38: Ratings of City Services in the City Overall by Respondent Community Boards 9-12

Please rate each of the following in the City overall...	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Fire protection services in the City overall	98%	97%	98%	97%
Emergency medical services in the City overall	98%	95%	93%	88%
Police-Community relations in the City overall	78%	73%	78%	78%
Crime control in the City overall	85%	84%	85%	85%
Bus services in the City overall	87%	86%	88%	83%
Subway services in the City overall	89%	84%	88%	77%
Public libraries in the City overall	96%	93%	94%	96%

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

Table 39: Ratings of City Services by Respondent Community Boards 9-12

Please rate each of the following in New York City...	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
NYC.gov, the City website	96%	94%	97%	99%
3-1-1, New York City's information telephone number	93%	92%	94%	94%
Public education (kindergarten – 12th grade)	71%	65%	79%	78%
Public after-school programs	66%	64%	69%	75%
Air quality in the City overall	65%	60%	64%	64%
Restaurant cleanliness in the City overall	91%	81%	87%	81%
Overall ease of travel within the city	91%	86%	89%	85%
Public housing in the City overall	65%	53%	57%	58%
Public assistance (such as Medicaid, food stamps, etc.)	70%	61%	72%	76%
Services addressing homelessness	49%	43%	49%	55%
Availability of youth employment programs	51%	38%	56%	49%
Services protecting children at risk of abuse and neglect	54%	49%	52%	60%

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

Table 40: Public Trust by Respondent Community Boards 9-12

Please rate how well you think New York City government does the following:	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Promotes the economic growth of New York City	87%	75%	80%	74%
Prepares the city for an emergency	83%	71%	79%	76%
Spends tax dollars wisely	66%	51%	55%	58%

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

Table 41: Overall Quality of City Services by Respondent Community Boards 9-12

Overall Quality of Services	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Rate the overall quality of New York City government services	87%	81%	83%	79%

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

Table 42: Frequency of Use of City Resources by Respondent Community Boards 9-12

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Used the public libraries	74%	68%	73%	69%
Visited a website called NYC.gov	66%	70%	67%	69%
Used one of the City's public parks or recreation facilities	88%	81%	85%	87%
Used City services for the mobility impaired	9%	8%	11%	13%
Used a City child daycare program	7%	9%	8%	9%
Used a City youth program	10%	16%	14%	13%

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

Table 43: Use of City Services by Respondent Community Boards 9-12

Done by you or any household member?	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Called 3-1-1	62%	66%	62%	67%
Called 9-1-1	29%	31%	38%	38%
Attended a New York City Public School (K - 12)	26%	28%	26%	36%
Attended a New York City Public School after-school program	14%	16%	14%	18%
Received consumer assistance	10%	11%	12%	10%
Visited a public community center	23%	31%	23%	27%
Participated in an employment training program	7%	12%	10%	9%
Used public hospital services	41%	48%	49%	40%
Used public health clinic services	29%	38%	37%	30%
Used public mental health services	8%	6%	8%	6%
Used public substance abuse services	3%	2%	3%	2%
Used a public senior center	7%	11%	13%	10%
Used other public senior services (e.g., respite care, transportation, etc.)	7%	9%	10%	11%
Received Medicaid	24%	24%	30%	35%
Paid a fine or ticket to the City	31%	38%	29%	37%
Contacted the City with a tax question	13%	14%	10%	10%

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

Table 44: User Ratings of City Services by Respondent Community Boards 9-12

Rate the services received	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
3-1-1 services	83%	91%	87%	89%
9-1-1 services	87%	91%	77%	91%
New York City Public Schools	92%	82%	84%	91%
Student safety at public schools	84%	77%	75%	70%
Public School after-school programs	92%	81%	93%	90%
Consumer assistance	81%	74%	59%	85%
Public community center	98%	94%	95%	89%
Employment training program	98%	73%	94%	81%
Public hospital services	90%	76%	79%	84%
Public health clinic services	89%	79%	91%	85%
Public mental health services	90%	83%	86%	87%
Public substance abuse services	100%	49%	85%	92%
Public senior center	98%	93%	97%	95%
Other public senior services	89%	94%	93%	88%
Medicaid services	89%	89%	96%	88%
Paying a fine or ticket to the City	71%	72%	66%	68%
Contacting the City with a tax question	82%	74%	77%	84%

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

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

Table 45: Contact with the City by Respondent Community Boards 9-12

Contact with City Office or Agency	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Phone or in-person contact w City office/agency last 12 months?	38%	42%	41%	34%

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

Table 46: Ratings of Customer Service by Respondent Community Boards 9-12

How would you rate the response of the office or agency with which you most recently had contact?	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Timeliness of response	77%	77%	74%	81%
Employee's courtesy	88%	84%	86%	79%
Employee's willingness to help or understand	81%	79%	82%	75%
Overall customer service	81%	80%	78%	73%
Overall satisfaction with response	70%	73%	68%	69%

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

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

Table 47: Most Important Issues Facing the City by Respondent Community Boards 9-12

Most Important Issues Facing New York City	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
Housing Issues	46%	51%	44%	35%
Cost of living	11%	13%	15%	13%
Crime	18%	23%	24%	21%
Education	25%	23%	16%	15%
Mass Transit Issues	28%	22%	24%	27%

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

Table 48: Emergency Preparedness by Respondent Community Boards 9-12

Emergency Preparedness	Community Board			
	Manhattan Community Board #9	Manhattan Community Board #10	Manhattan Community Board #11	Manhattan Community Board #12
How prepared your household would be if there were an emergency?	50%	54%	56%	58%

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