

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.

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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

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

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

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

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Background: Brooklyn Community Board #1

1

Population and Households

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

Gender

- Male: 48%
- Female: 52%

Race/Ethnicity

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

Age

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

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

2

The Neighborhoods of Brooklyn Community Board #1



Source: NYC Planning Department

1

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

2

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

3

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.)

4

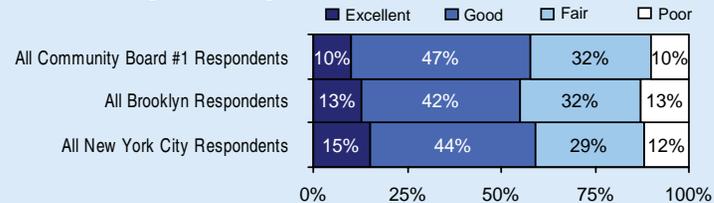
These charts provide selected survey results for respondents who lived within the Community Board boundaries, compared to responses given by respondents who lived within the borough, compared to all NYC survey respondents.

Survey Responses: Brooklyn Community Board #1

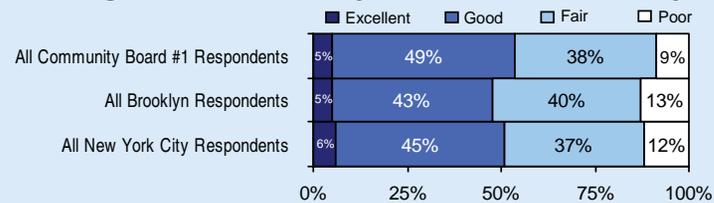
3

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

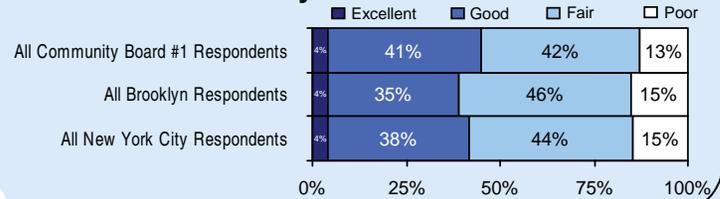
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



4

NYC Feedback: Understanding the Community Board Results

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

5

- 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 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

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.

<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

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