

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix I: Responses to Selected Survey Results by Household Income

Michael R. Bloomberg
Mayor, New York City

Betsy Gotbaum
Public Advocate, New York City

Edward Skyler
Deputy Mayor for Operations

Jeffrey A. Kay
Director, Mayor's Office of Operations

For more information about this report contact
the New York City Mayor's Office of Operations:

Jeffrey A. Kay, Director, Mayor's Office of Operations
Carole Post, Director, Agency Services
Emily Rubenstein, Senior Policy Advisor
Jeff Roth, Policy Advisor
Amy Forgacs, Senior Policy Analyst

The Mayor's Office of Operations
253 Broadway, 10th Floor
New York, New York 10007

For an electronic version of this report, please visit:
www.nyc.gov/operations

Tables

Table 1: Index Scores by Respondent’s Household Income	2
Table 2: Quality of Life by Respondent’s Household Income	3
Table 3: Perceptions of Safety by Respondent’s Household Income	3
Table 4: Ratings of Neighborhood Services by Respondent’s Household Income.....	4
Table 5: Ratings of City Services in the Neighborhood by Respondent’s Household Income.....	5
Table 6: Ratings of City Services in the City Overall by Respondent’s Household Income.....	5
Table 7: Ratings of City Services by Respondent’s Household Income	6
Table 8: Public Trust by Respondent’s Household Income	6
Table 9: Overall Quality of City Services by Respondent’s Household Income.....	7
Table 10: Frequency of Use of City Resources by Respondent’s Household Income.....	7
Table 11: Use of City Services by Respondent’s Household Income	8
Table 12: Question 10: Ratings by Respondent’s Household Income.....	9
Table 13: Contact with the City by Respondent’s Household Income	10
Table 14: Ratings of Customer Service by Respondent’s Household Income	10
Table 15: Most Important Issues Facing the City by Respondent’s Household Income.....	10
Table 16: Emergency Preparedness by Respondent’s Household Income.....	11

This page intentionally left blank.

Responses to Selected Survey Results by Respondent's Household Income

Introduction

This appendix provides the results of select survey responses by respondent household income. Below are the percent of respondents who reported each income level.

About how much was the total 2007 income before taxes for your household as a whole?	Percent of respondents
Less than \$10,000	11%
\$10,000 - \$34,999	24%
\$35,000 - \$49,999	16%
\$50,000 - \$99,999	29%
\$100,000 - \$199,999	15%
\$200,000 or more	5%
Total	100%

Results by Household Income

Table 1: Index Scores by Respondent's Household Income

	Total 2007 income before taxes for 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
Customer Service Index	86	89	89	89	89	89
Health Services Clients Index	87	84	82	80	80	79
Social Support Services Index	61	61	56	54	56	60
Human Services Clients Index	92	93	92	90	90	93
Public Education Index	77	77	73	74	73	67
Public School Users Index	81	84	85	86	88	91
Cleaning and Maintenance Index	76	80	82	85	88	89
Streets and Sidewalks Index	74	78	77	80	83	85
Community Amenities Index	80	83	82	86	88	91
Mass Transit Index	84	86	85	87	88	90
Citywide Public Safety Index	81	83	83	85	89	93
Neighborhood Public Safety Index	84	86	87	90	93	95

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

Table 2: Quality of Life by Respondent's Household Income

Quality of Life	Total 2007 income before taxes for 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
How would you rate the quality of life in NYC overall?	79%	85%	88%	91%	94%	96%
How would you rate your neighborhood as a place to live?	77%	84%	87%	91%	95%	97%

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

Table 3: Perceptions of Safety by Respondent's Household Income

Please rate how safe you feel in each of the following locations or situations:	Total 2007 income before taxes for 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
Feelings of safety walking alone on a street in your neighborhood at night	53%	60%	65%	75%	83%	90%
Feelings of safety in a park or playground during the day	76%	81%	84%	90%	94%	97%
Feelings of safety riding a subway during the day	79%	84%	86%	89%	91%	94%
Feelings of safety riding a subway at night	35%	39%	42%	48%	55%	64%

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

Table 4: Ratings of Neighborhood Services by Respondent's Household Income

Please rate each of the following in your neighborhood.	Total 2007 income before taxes for 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
Cleanliness of your neighborhood	74%	77%	80%	82%	87%	88%
Control of street noise in your neighborhood	61%	63%	63%	69%	73%	71%
Household garbage pick-up in your neighborhood	86%	90%	93%	94%	95%	94%
Recycling services in your neighborhood	82%	88%	89%	91%	93%	91%
Rat control in your neighborhood	57%	66%	72%	77%	84%	85%
Graffiti control in your neighborhood	73%	77%	79%	82%	84%	91%
Pedestrian safety (crossing intersections) in your neighborhood	79%	85%	86%	87%	88%	89%
Maintenance of streets and roads in your neighborhood	73%	76%	72%	75%	76%	81%
Maintenance of sidewalks in your neighborhood	74%	79%	79%	80%	82%	85%
Removal of snow from city streets in your neighborhood	78%	81%	80%	84%	87%	95%
Parking enforcement in your neighborhood	81%	84%	86%	87%	89%	89%
Condition of street trees in your neighborhood	85%	86%	85%	87%	89%	90%
Storm water drainage and sewer maintenance in your neighborhood	77%	77%	79%	80%	81%	85%
Availability of health care services in your neighborhood	84%	84%	86%	88%	90%	92%
Availability of cultural activities in your neighborhood	67%	70%	69%	76%	81%	91%
Neighborhood parks	83%	85%	86%	89%	91%	93%
Neighborhood playgrounds	82%	84%	85%	88%	91%	92%

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

Table 5: Ratings of City Services in the Neighborhood by Respondent's Household Income

Please rate each of the following in your neighborhood...	Total 2007 income before taxes for 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
Fire protection services in your neighborhood	95%	97%	98%	98%	99%	99%
Emergency medical services in your neighborhood	92%	94%	96%	97%	97%	98%
Police-Community relations in your neighborhood	76%	76%	76%	80%	86%	91%
Crime control in your neighborhood	72%	78%	81%	86%	91%	93%
Bus services in your neighborhood	83%	85%	84%	87%	88%	91%
Subway services in your neighborhood	84%	87%	84%	85%	84%	87%
Public libraries in your neighborhood	90%	91%	89%	90%	91%	90%

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

Table 6: Ratings of City Services in the City Overall by Respondent's Household Income

Please rate each of the following in the City overall...	Total 2007 income before taxes for 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
Fire protection services in the City overall	94%	97%	97%	98%	98%	99%
Emergency medical services in the City overall	91%	93%	95%	96%	96%	98%
Police-Community relations in the City overall	76%	77%	77%	78%	82%	89%
Crime control in the City overall	75%	78%	81%	84%	88%	95%
Bus services in the City overall	83%	85%	87%	88%	90%	93%
Subway services in the City overall	81%	84%	83%	86%	88%	91%
Public libraries in the City overall	94%	95%	95%	96%	95%	96%

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

Table 7: Ratings of City Services by Respondent's Household Income

Please rate each of the following in New York City...	Total 2007 income before taxes for 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
NYC.gov, the City website	94%	96%	96%	97%	97%	97%
3-1-1, New York City's information telephone number	91%	94%	93%	95%	94%	94%
Public education (kindergarten – 12th grade)	81%	81%	76%	77%	76%	68%
Public after-school programs	74%	74%	68%	69%	69%	66%
Air quality in the City overall	64%	66%	66%	68%	71%	76%
Restaurant cleanliness in the City overall	80%	83%	81%	86%	90%	92%
Overall ease of travel within the city	84%	87%	86%	85%	86%	87%
Public housing in the City overall	60%	60%	52%	53%	52%	49%
Public assistance (such as Medicaid, food stamps, etc.)	72%	73%	70%	71%	75%	73%
Services addressing homelessness	52%	51%	51%	51%	56%	67%
Availability of youth employment programs	57%	56%	54%	51%	54%	53%
Services protecting children at risk of abuse and neglect	58%	60%	55%	53%	54%	50%

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

Table 8: Public Trust by Respondent's Household Income

Please rate how well you think New York City government does the following:	Total 2007 income before taxes for 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
Promotes the economic growth of New York City	72%	77%	78%	84%	89%	93%
Prepares the city for an emergency	74%	77%	75%	81%	85%	89%
Spends tax dollars wisely	52%	56%	54%	60%	68%	77%

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

Table 9: Overall Quality of City Services by Respondent's Household Income

Overall Quality of Services	Total 2007 income before taxes for 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
Rate the overall quality of New York City government services	78%	83%	84%	87%	91%	93%

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

Table 10: Frequency of Use of City Resources by Respondent's Household Income

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Total 2007 income before taxes for 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
Used the public libraries	71%	73%	76%	76%	71%	60%
Visited a website called NYC.gov	55%	61%	72%	76%	76%	72%
Used one of the City's public parks or recreation facilities	74%	76%	79%	84%	88%	90%
Used City services for the mobility impaired	19%	14%	9%	7%	5%	2%
Used a City child daycare program	15%	12%	8%	5%	3%	1%
Used a City youth program	17%	15%	14%	10%	6%	3%

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's Household Income

Done by you or any household member?	Total 2007 income before taxes for 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
Called 3-1-1	64%	65%	70%	73%	71%	65%
Called 9-1-1	42%	34%	33%	31%	29%	23%
Attended a New York City Public School (K - 12)	36%	35%	34%	29%	24%	12%
Attended a New York City Public School after-school program	20%	18%	16%	12%	9%	5%
Received consumer assistance	15%	11%	13%	11%	10%	7%
Visited a public community center	30%	24%	19%	16%	14%	7%
Participated in an employment training program	17%	12%	7%	5%	3%	1%
Used public hospital services	66%	50%	42%	34%	28%	18%
Used public health clinic services	55%	37%	27%	15%	9%	5%
Used public mental health services	19%	7%	5%	3%	2%	1%
Used public substance abuse services	6%	2%	2%	1%	1%	1%
Used a public senior center	16%	12%	8%	6%	4%	2%
Used other public senior services (e.g., respite care, transportation, etc.)	17%	11%	7%	6%	5%	3%
Received Medicaid	69%	37%	18%	9%	6%	3%
Paid a fine or ticket to the City	27%	37%	48%	54%	57%	51%
Contacted the City with a tax question	18%	17%	15%	14%	12%	12%

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's Household Income

Rate the services received	Total 2007 income before taxes for 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
3-1-1 services	90%	92%	91%	92%	90%	89%
9-1-1 services	87%	88%	91%	86%	87%	90%
New York City Public Schools	86%	88%	85%	89%	90%	92%
Student safety at public schools	75%	80%	80%	83%	87%	90%
Public School after-school programs	88%	86%	89%	88%	88%	96%
Consumer assistance	70%	73%	69%	67%	67%	70%
Public community center	92%	92%	94%	93%	93%	94%
Employment training program	78%	84%	78%	83%	90%	79%
Public hospital services	85%	81%	80%	79%	79%	77%
Public health clinic services	88%	88%	81%	80%	79%	73%
Public mental health services	88%	80%	68%	73%	77%	78%
Public substance abuse services	89%	77%	64%	66%	81%	74%
Public senior center	92%	93%	88%	91%	91%	80%
Other public senior services	92%	91%	90%	82%	90%	94%
Medicaid services	91%	93%	89%	87%	86%	84%
Paying a fine or ticket to the City	70%	70%	68%	68%	70%	72%
Contacting the City with a tax question	79%	80%	79%	77%	78%	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 13: Contact with the City by Respondent's Household Income

Contact with City Office or Agency	Total 2007 income before taxes for 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
Phone or in-person contact w City office/agency last 12 mos?	42%	36%	37%	39%	41%	37%

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's Household Income

How would you rate the response of the office or agency with which you most recently had contact?	Total 2007 income before taxes for 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
Timeliness of response	74%	76%	77%	74%	77%	78%
Employee's courtesy	82%	83%	86%	85%	87%	89%
Employee's willingness to help or understand	76%	79%	79%	79%	79%	84%
Overall customer service	80%	80%	80%	79%	81%	82%
Overall satisfaction with response	72%	71%	72%	69%	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 Respondent's Household Income

Most Important Issues Facing New York City	Total 2007 income before taxes for 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
Housing Issues	34%	33%	32%	28%	25%	20%
Cost of living	15%	16%	16%	17%	15%	12%
Crime	20%	22%	22%	21%	20%	14%
Education	16%	19%	20%	24%	29%	34%
Mass Transit Issues	18%	19%	21%	25%	25%	20%

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

Table 16: Emergency Preparedness by Respondent's Household Income

Emergency Preparedness	Total 2007 income before taxes for 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
How prepared your hh would be if there were an emergency?	51%	54%	54%	59%	64%	68%

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

This page intentionally left blank.