

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix L: Selected Survey Results by Length of Residency

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 Length of Residency	2
Table 2: Quality of Life by Length of Residency	2
Table 3: Perceptions of Safety by Length of Residency	3
Table 4: Ratings of Neighborhood Services by Length of Residency	4
Table 5: Ratings of City Services in the Neighborhood by Length of Residency	5
Table 6: Ratings of City Services in the City Overall by Length of Residency	5
Table 7: Ratings of City Services by Length of Residency	6
Table 8: Public Trust by Length of Residency	6
Table 9: Overall Quality of City Services by Length of Residency	7
Table 10: Frequency of Use of City Resources by Length of Residency	7
Table 11: Use of City Services by Length of Residency	8
Table 12: User Ratings of City Services by Length of Residency	9
Table 13: Contact with the City by Length of Residency	9
Table 14: Ratings of Customer Service by Length of Residency	10
Table 15: Most Important Issues Facing the City by Length of Residency	10
Table 16: Emergency Preparedness by Length of Residency	10

This page intentionally left blank.

Selected Survey Results by Length of Residency

Introduction

This appendix provides the results of select survey responses by the length of time the respondent had lived in New York City. Respondents were asked to write in how long they had lived in New York City; these responses were then grouped into six categories. Below are the percent of respondents falling into each length of residency category.

About how many years have you lived in New York City? (Staten Island, Brooklyn, Queens, Bronx, Manhattan)	Percent of respondents
Less than 5 years	8%
5 to 9 years	9%
10 to 14 years	9%
15 to 24 years	18%
25 to 39 years	25%
40 years or more	32%
Total	100%

Results by Length of Residency

Table 1: Index Scores by Length of Residency

	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Customer Service Index	87	88	89	89	88	89
Health Services Clients Index	74	82	81	82	82	86
Social Support Services Index	61	64	64	62	55	54
Human Services Clients Index	95	93	91	91	90	93
Public Education Index	73	74	74	77	73	76
Public School Users Index	90	86	86	86	84	85
Cleaning and Maintenance Index	85	84	83	82	82	84
Streets and Sidewalks Index	84	81	79	79	77	79
Community Amenities Index	86	84	84	83	82	87
Mass Transit Index	90	88	85	86	84	86
Citywide Public Safety Index	89	89	86	84	83	84
Neighborhood Public Safety Index	91	89	88	87	86	90

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

Table 2: Quality of Life by Length of Residency

Quality of Life	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
How would you rate the quality of life in NYC overall?	92%	90%	87%	88%	86%	89%
How would you rate your neighborhood as a place to live?	90%	89%	86%	86%	86%	91%

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

Table 3: Perceptions of Safety by Length of Residency

Please rate how safe you feel in each of the following locations or situations:	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Feelings of safety walking alone on a street in your neighborhood at night	76%	74%	70%	66%	68%	68%
Feelings of safety in a park or playground during the day	94%	93%	87%	85%	85%	84%
Feelings of safety riding a subway during the day	93%	92%	91%	87%	86%	81%
Feelings of safety riding a subway at night	59%	59%	52%	44%	43%	37%

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

Table 4: Ratings of Neighborhood Services by Length of Residency

Please rate each of the following in your neighborhood.	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Cleanliness of your neighborhood	76%	77%	79%	79%	80%	85%
Control of street noise in your neighborhood	68%	65%	65%	63%	66%	68%
Household garbage pick-up in your neighborhood	91%	91%	91%	92%	91%	93%
Recycling services in your neighborhood	85%	84%	88%	89%	89%	92%
Rat control in your neighborhood	79%	75%	71%	69%	71%	74%
Graffiti control in your neighborhood	87%	84%	82%	79%	78%	78%
Pedestrian safety (crossing intersections) in your neighborhood	90%	88%	85%	87%	84%	84%
Maintenance of streets and roads in your neighborhood	81%	80%	77%	77%	72%	73%
Maintenance of sidewalks in your neighborhood	85%	83%	82%	81%	77%	78%
Removal of snow from city streets in your neighborhood	91%	86%	83%	81%	80%	84%
Parking enforcement in your neighborhood	88%	88%	86%	86%	85%	85%
Condition of street trees in your neighborhood	91%	89%	89%	87%	85%	85%
Storm water drainage and sewer maintenance in your neighborhood	85%	86%	82%	79%	78%	76%
Availability of health care services in your neighborhood	87%	86%	86%	84%	85%	89%
Availability of cultural activities in your neighborhood	78%	76%	75%	70%	69%	79%
Neighborhood parks	89%	88%	85%	86%	86%	90%
Neighborhood playgrounds	88%	86%	85%	84%	85%	89%

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

Table 5: Ratings of City Services in the Neighborhood by Length of Residency

Please rate each of the following in your neighborhood...	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Fire protection services in your neighborhood	97%	98%	97%	97%	97%	98%
Emergency medical services in your neighborhood	97%	95%	95%	95%	94%	97%
Police-Community relations in your neighborhood	84%	82%	80%	78%	75%	82%
Crime control in your neighborhood	88%	85%	82%	82%	80%	84%
Bus services in your neighborhood	91%	88%	86%	85%	84%	85%
Subway services in your neighborhood	88%	85%	85%	85%	83%	86%
Public libraries in your neighborhood	90%	88%	91%	91%	89%	92%

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

Table 6: Ratings of City Services in the City Overall by Length of Residency

Please rate each of the following in the City overall...	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Fire protection services in the City overall	97%	98%	97%	98%	96%	97%
Emergency medical services in the City overall	97%	97%	94%	94%	93%	95%
Police-Community relations in the City overall	84%	84%	77%	78%	75%	80%
Crime control in the City overall	90%	90%	84%	80%	80%	81%
Bus services in the City overall	94%	90%	86%	87%	85%	87%
Subway services in the City overall	90%	89%	83%	84%	83%	85%
Public libraries in the City overall	97%	97%	96%	96%	94%	94%

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

Table 7: Ratings of City Services by Length of Residency

Please rate each of the following in New York City...	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
NYC.gov, the City website	97%	97%	96%	97%	96%	97%
3-1-1, New York City's information telephone number	93%	94%	92%	94%	93%	94%
Public education (kindergarten – 12th grade)	74%	76%	76%	79%	76%	81%
Public after-school programs	73%	75%	72%	73%	68%	71%
Air quality in the City overall	64%	67%	68%	66%	66%	71%
Restaurant cleanliness in the City overall	89%	85%	83%	83%	83%	85%
Overall ease of travel within the city	90%	89%	85%	86%	83%	85%
Public housing in the City overall	59%	61%	60%	57%	52%	56%
Public assistance (such as Medicaid, food stamps, etc.)	75%	77%	79%	75%	68%	72%
Services addressing homelessness	55%	59%	59%	53%	48%	51%
Availability of youth employment programs	73%	58%	61%	60%	53%	47%
Services protecting children at risk of abuse and neglect	64%	69%	66%	63%	53%	49%

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

Table 8: Public Trust by Length of Residency

Please rate how well you think New York City government does the following:	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Promotes the economic growth of New York City	90%	86%	81%	79%	77%	82%
Prepares the city for an emergency	86%	82%	81%	78%	77%	79%
Spends tax dollars wisely	71%	69%	64%	60%	53%	56%

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

Table 9: Overall Quality of City Services by Length of Residency

Overall Quality of Services	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Rate the overall quality of New York City government services	92%	91%	87%	84%	82%	85%

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

Table 10: Frequency of Use of City Resources by Length of Residency

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Used the public libraries	64%	71%	77%	79%	75%	71%
Visited a website called NYC.gov	66%	72%	73%	71%	75%	59%
Used one of the City's public parks or recreation facilities	90%	90%	86%	84%	82%	70%
Used City services for the mobility impaired	5%	7%	10%	11%	8%	11%
Used a City child daycare program	3%	5%	9%	10%	10%	5%
Used a City youth program	5%	9%	10%	15%	15%	10%

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 Length of Residency

Done by you or any household member?	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Called 3-1-1	46%	64%	67%	68%	74%	71%
Called 9-1-1	21%	30%	33%	33%	36%	33%
Attended a New York City Public School (K - 12)	10%	23%	33%	42%	35%	25%
Attended a New York City Public School after-school program	6%	11%	14%	20%	17%	11%
Received consumer assistance	8%	9%	12%	13%	11%	12%
Visited a public community center	16%	17%	18%	19%	20%	20%
Participated in an employment training program	5%	6%	9%	10%	9%	7%
Used public hospital services	28%	40%	43%	48%	43%	37%
Used public health clinic services	17%	28%	32%	32%	26%	20%
Used public mental health services	3%	4%	5%	6%	6%	7%
Used public substance abuse services	1%	2%	2%	2%	2%	3%
Used a public senior center	1%	3%	5%	6%	7%	15%
Used other public senior services (e.g., respite care, transportation, etc.)	3%	4%	6%	8%	8%	12%
Received Medicaid	11%	19%	31%	31%	25%	19%
Paid a fine or ticket to the City	37%	43%	49%	48%	52%	42%
Contacted the City with a tax question	8%	11%	14%	17%	17%	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 Length of Residency

Rate the services received	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
3-1-1 services	86%	89%	90%	92%	91%	92%
9-1-1 services	85%	87%	83%	86%	88%	91%
New York City Public Schools	89%	89%	87%	88%	86%	88%
Student safety at public schools	88%	82%	83%	82%	79%	81%
Public School after-school programs	95%	88%	88%	87%	86%	89%
Consumer assistance	70%	68%	61%	65%	73%	72%
Public community center	96%	91%	87%	92%	91%	94%
Employment training program	86%	77%	81%	82%	82%	83%
Public hospital services	70%	79%	78%	80%	80%	85%
Public health clinic services	83%	84%	84%	84%	83%	88%
Public mental health services	69%	76%	76%	81%	78%	82%
Public substance abuse services	80%	80%	65%	72%	74%	82%
Public senior center	97%	93%	89%	90%	87%	94%
Other public senior services	93%	91%	90%	84%	86%	91%
Medicaid services	93%	93%	93%	90%	89%	91%
Paying a fine or ticket to the City	67%	71%	70%	66%	67%	73%
Contacting the City with a tax question	77%	73%	72%	78%	77%	80%

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 Length of Residency

Contact with City Office or Agency	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Phone or in-person contact w City office/agency last 12 months?	33%	36%	36%	37%	41%	39%

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 Length of Residency

How would you rate the response of the office or agency with which you most recently had contact?	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Timeliness of response	80%	77%	75%	75%	74%	76%
Employee's courtesy	82%	84%	84%	83%	83%	88%
Employee's willingness to help or understand	78%	78%	79%	78%	77%	82%
Overall customer service	80%	79%	79%	80%	79%	81%
Overall satisfaction with response	74%	69%	71%	71%	69%	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 15: Most Important Issues Facing the City by Length of Residency

Most Important Issues Facing New York City	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
Housing Issues	27%	34%	28%	28%	29%	29%
Cost of living	14%	16%	15%	18%	17%	14%
Crime	17%	15%	17%	20%	22%	24%
Education	14%	21%	24%	25%	26%	20%
Mass Transit Issues	35%	29%	25%	20%	20%	18%

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

Table 16: Emergency Preparedness by Length of Residency

Emergency Preparedness	Length of Residency					
	Less than 5 years	5 to 9 years	10 to 14 years	15 to 24 years	25 to 39 years	40 years or more
How prepared your household would be if there were an emergency?	52%	51%	56%	53%	57%	64%

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