

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

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

This page intentionally left blank.

Selected Survey Results by Living in Public Housing

Introduction

This appendix provides the results of select survey responses by whether or not the respondent lived in public housing or received a rent subsidy. Below are the percent of respondents with who lived in public housing, received a rent subsidy or did not receive a subsidy or live in public housing.

Are you living in New York City public housing, or are you receiving a rent subsidy, like Section 8, from the government?	Percent of respondents
Yes, living in New York City public housing	7%
Yes, receiving a rent subsidy, like Section 8	6%
No, not living in public housing or receiving a rent subsidy	87%
Total	100%

Results by Public Housing Residency

Table 1: Index Scores by Public Housing Residency

	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Customer Service Index	88	87	89
Health Services Clients Index	86	87	82
Social Support Services Index	62	61	57
Human Services Clients Index	93	92	92
Public Education Index	78	75	75
Public School Users Index	84	82	86
Cleaning and Maintenance Index	73	77	84
Streets and Sidewalks Index	75	74	80
Community Amenities Index	79	80	85
Mass Transit Index	84	84	86
Citywide Public Safety Index	81	80	86
Neighborhood Public Safety Index	82	83	89

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

Table 2: Quality of Life by Public Housing Residency

Quality of Life	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
How would you rate the quality of life in NYC overall?	81%	80%	89%
How would you rate your neighborhood as a place to live?	71%	75%	90%

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

Table 3: Perceptions of Safety by Public Housing Residency

Please rate how safe you feel in each of the following locations or situations:	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Feelings of safety walking alone on a street in your neighborhood at night	46%	52%	72%
Feelings of safety in a park or playground during the day	73%	76%	88%
Feelings of safety riding a subway during the day	78%	81%	87%
Feelings of safety riding a subway at night	34%	35%	47%

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

Table 4: Ratings of Neighborhood Services by Public Housing Residency

Please rate each of the following in your neighborhood.	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Cleanliness of your neighborhood	69%	75%	82%
Control of street noise in your neighborhood	58%	58%	68%
Household garbage pick-up in your neighborhood	83%	88%	93%
Recycling services in your neighborhood	74%	84%	91%
Rat control in your neighborhood	58%	54%	75%
Graffiti control in your neighborhood	67%	74%	81%
Pedestrian safety (crossing intersections) in your neighborhood	82%	81%	86%
Maintenance of streets and roads in your neighborhood	75%	74%	75%
Maintenance of sidewalks in your neighborhood	76%	74%	80%
Removal of snow from city streets in your neighborhood	79%	77%	84%
Parking enforcement in your neighborhood	82%	83%	86%
Condition of street trees in your neighborhood	88%	87%	87%
Storm water drainage and sewer maintenance in your neighborhood	75%	77%	79%
Availability of health care services in your neighborhood	84%	85%	87%
Availability of cultural activities in your neighborhood	66%	67%	75%
Neighborhood parks	82%	82%	88%
Neighborhood playgrounds	80%	81%	87%

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

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

Please rate each of the following in your neighborhood...	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Fire protection services in your neighborhood	97%	95%	98%
Emergency medical services in your neighborhood	92%	93%	96%
Police-Community relations in your neighborhood	72%	71%	81%
Crime control in your neighborhood	67%	72%	85%
Bus services in your neighborhood	84%	84%	86%
Subway services in your neighborhood	85%	85%	85%
Public libraries in your neighborhood	89%	87%	91%

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

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

Please rate each of the following in the City overall...	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Fire protection services in the City overall	96%	95%	97%
Emergency medical services in the City overall	92%	92%	95%
Police-Community relations in the City overall	76%	72%	79%
Crime control in the City overall	73%	73%	84%
Bus services in the City overall	86%	83%	87%
Subway services in the City overall	83%	82%	85%
Public libraries in the City overall	94%	93%	95%

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

Table 7: Ratings of City Services by Public Housing Residency

Please rate each of the following in New York City...	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
NYC.gov, the City website	95%	95%	97%
3-1-1, New York City's information telephone number	93%	92%	94%
Public education (kindergarten – 12th grade)	81%	79%	78%
Public after-school programs	75%	72%	70%
Air quality in the City overall	64%	62%	68%
Restaurant cleanliness in the City overall	80%	81%	85%
Overall ease of travel within the city	88%	86%	85%
Public housing in the City overall	64%	62%	54%
Public assistance (such as Medicaid, food stamps, etc.)	73%	71%	73%
Services addressing homelessness	51%	51%	52%
Availability of youth employment programs	57%	54%	54%
Services protecting children at risk of abuse and neglect	59%	57%	55%

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

Table 8: Public Trust by Public Housing Residency

Please rate how well you think New York City government does the following:	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Promotes the economic growth of New York City	74%	73%	82%
Prepares the city for an emergency	76%	75%	80%
Spends tax dollars wisely	52%	51%	60%

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

Table 9: Overall Quality of City Services by Public Housing Residency

Overall Quality of Services	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Rate the overall quality of New York City government services	79%	80%	86%

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

Table 10: Frequency of Use of City Resources by Public Housing 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?	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Used the public libraries	72%	73%	73%
Visited a website called NYC.gov	59%	59%	70%
Used one of the City's public parks or recreation facilities	74%	78%	81%
Used City services for the mobility impaired	20%	16%	8%
Used a City child daycare program	18%	19%	6%
Used a City youth program	23%	22%	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 Public Housing Residency

Done by you or any household member?	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Called 3-1-1	61%	68%	69%
Called 9-1-1	43%	46%	31%
Attended a New York City Public School (K - 12)	47%	40%	28%
Attended a New York City Public School after-school program	26%	22%	12%
Received consumer assistance	15%	15%	11%
Visited a public community center	37%	31%	17%
Participated in an employment training program	17%	20%	6%
Used public hospital services	68%	68%	36%
Used public health clinic services	57%	56%	21%
Used public mental health services	16%	19%	4%
Used public substance abuse services	6%	6%	1%
Used a public senior center	19%	15%	7%
Used other public senior services (e.g., respite care, transportation, etc.)	17%	17%	7%
Received Medicaid	55%	70%	17%
Paid a fine or ticket to the City	28%	27%	49%
Contacted the City with a tax question	20%	19%	14%

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 Public Housing Residency

Rate the services received	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
3-1-1 services	91%	91%	91%
9-1-1 services	89%	88%	88%
New York City Public Schools	87%	86%	88%
Student safety at public schools	80%	77%	82%
Public School after-school programs	87%	87%	88%
Consumer assistance	79%	72%	68%
Public community center	91%	91%	93%
Employment training program	85%	79%	82%
Public hospital services	84%	83%	80%
Public health clinic services	88%	90%	83%
Public mental health services	84%	84%	76%
Public substance abuse services	82%	83%	75%
Public senior center	92%	93%	91%
Other public senior services	92%	90%	88%
Medicaid services	93%	92%	90%
Paying a fine or ticket to the City	74%	76%	69%
Contacting the City with a tax question	80%	77%	77%

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 Public Housing Residency

Contact with City Office or Agency	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Phone or in-person contact w City office/agency last 12 months?	38%	44%	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 Public Housing Residency

How would you rate the response of the office or agency with which you most recently had contact?	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Timeliness of response	75%	75%	76%
Employee's courtesy	83%	82%	85%
Employee's willingness to help or understand	77%	77%	80%
Overall customer service	80%	78%	80%
Overall satisfaction with response	73%	74%	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 15: Most Important Issues Facing the City by Public Housing Residency

Most Important Issues Facing New York City	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
Housing Issues	37%	40%	28%
Cost of living	14%	14%	16%
Crime	26%	22%	20%
Education	19%	18%	23%
Mass Transit Issues	14%	17%	23%

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

Table 16: Emergency Preparedness by Public Housing Residency

Emergency Preparedness	Living in Public Housing or Receiving a Rent Subsidy		
	Yes, living in New York City public housing	Yes, receiving a rent subsidy, like Section 8	No, not living in public housing or receiving a rent subsidy
How prepared your household would be if there were an emergency?	56%	52%	58%

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

This page intentionally left blank.