

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix Q4: Responses to Selected Survey Results by Community Board (Queens)

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Tables

Table 1: Index Scores by Respondent Community Boards 1-5	3
Table 2: Quality of Life by Respondent Community Boards 1-5	4
Table 3: Perceptions of Safety by Respondent Community Boards 1-5	4
Table 4: Ratings of Neighborhood Services by Respondent Community Boards 1-5	5
Table 5: Ratings of City Services in the Neighborhood by Respondent Community Boards 1-5.....	6
Table 6: Ratings of City Services in the City Overall by Respondent Community Boards 1-5.....	7
Table 7: Ratings of City Services by Respondent Community Boards 1-5.....	8
Table 8: Public Trust by Respondent Community Boards 1-5	9
Table 9: Overall Quality of City Services by Respondent Community Boards 1-5	9
Table 10: Frequency of Use of City Resources by Respondent Community Boards 1-5	10
Table 11: Use of City Services by Respondent Community Boards 1-5.....	11
Table 12: User Ratings of City Services by Respondent Community Boards 1-5	12
Table 13: Contact with the City by Respondent Community Boards 1-5	13
Table 14: Ratings of Customer Service by Respondent Community Boards 1-5	13
Table 15: Most Important Issues Facing the City by Respondent Community Boards 1-5.....	14
Table 16: Emergency Preparedness by Respondent Community Boards 1-5	14
Table 17: Index Scores by Respondent Community Boards 6-10	15
Table 18: Quality of Life by Respondent Community Boards 6-10	16
Table 19: Perceptions of Safety by Respondent Community Boards 6-10.....	16
Table 20: Ratings of Neighborhood Services by Respondent Community Boards 6-10	17
Table 21: Ratings of City Services in the Neighborhood by Respondent Community Boards 6-10.....	18
Table 22: Ratings of City Services in the City Overall by Respondent Community Boards 6-10.....	19
Table 23: Ratings of City Services by Respondent Community Boards 6-10.....	20
Table 24: Public Trust by Respondent Community Boards 6-10	21
Table 25: Overall Quality of City Services by Respondent Community Boards 6-10.....	21
Table 26: Frequency of Use of City Resources by Respondent Community Boards 6-10	22
Table 27: Use of City Services by Respondent Community Boards 6-10.....	23
Table 28: User Ratings of City Services by Respondent Community Boards 6-10	24
Table 29: Contact with the City by Respondent Community Boards 6-10	25
Table 30: Ratings of Customer Service by Respondent Community Boards 6-10	25
Table 31: Most Important Issues Facing the City by Respondent Community Boards 6-10.....	26
Table 32: Emergency Preparedness by Respondent Community Boards 6-10	26
Table 33: Index Scores by Respondent Community Boards 11-14	27
Table 34: Quality of Life by Respondent Community Boards 11-14	28
Table 35: Perceptions of Safety by Respondent Community Boards 11-14.....	28

Table 36: Ratings of Neighborhood Services by Respondent Community Boards 11-14	29
Table 37: Ratings of City Services in the Neighborhood by Respondent Community Boards 11-14.....	30
Table 38: Ratings of City Services in the City Overall by Respondent Community Boards 11-14.....	30
Table 39: Ratings of City Services by Respondent Community Boards 11-14.....	31
Table 40: Public Trust by Respondent Community Boards 11-14	32
Table 41: Overall Quality of City Services by Respondent Community Boards 11-14.....	32
Table 42: Frequency of Use of City Resources by Respondent Community Boards 11-14	32
Table 43: Use of City Services by Respondent Community Boards 11-14.....	33
Table 44: User Ratings of City Services by Respondent Community Boards 11-14	34
Table 45: Contact with the City by Respondent Community Boards 11-14	35
Table 46: Ratings of Customer Service by Respondent Community Boards 11-14	35
Table 47: Most Important Issues Facing the City by Respondent Community Boards 11-14.....	35
Table 48: Emergency Preparedness by Respondent Community Boards 11-14	36

Results by Queens 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 Queens. Comparisons for Community Boards in other boroughs can be found in Appendix Q1 through Q3 and 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 Queens Community Boards 1-5

Table 1: Index Scores by Respondent Community Boards 1-5

	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Customer Service Index	88	86	90	92	90
Health Services Clients Index	85	72	84	85	71
Social Support Services Index	65	56	63	69	57
Human Services Clients Index	92	88	90	93	94
Public Education Index	76	65	69	85	75
Public School Users Index	90	85	89	90	88
Cleaning and Maintenance Index	86	84	83	83	84
Streets and Sidewalks Index	84	81	80	80	80
Community Amenities Index	86	82	78	84	84
Mass Transit Index	86	82	81	86	88
Citywide Public Safety Index	87	87	82	86	88
Neighborhood Public Safety Index	92	93	88	90	91

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

Table 2: Quality of Life by Respondent Community Boards 1-5

Quality of Life	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
How would you rate the quality of life in NYC overall?	92%	84%	89%	94%	87%
How would you rate your neighborhood as a place to live?	95%	92%	89%	84%	96%

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

Table 3: Perceptions of Safety by Respondent Community Boards 1-5

Please rate how safe you feel in each of the following locations or situations:	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Feelings of safety walking alone on a street in your neighborhood at night	82%	80%	64%	60%	78%
Feelings of safety in a park or playground during the day	92%	93%	92%	84%	95%
Feelings of safety riding a subway during the day	92%	93%	93%	89%	88%
Feelings of safety riding a subway at night	59%	58%	49%	41%	46%

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

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

Please rate each of the following in your neighborhood.	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Cleanliness of your neighborhood	87%	86%	79%	76%	85%
Control of street noise in your neighborhood	74%	70%	62%	59%	75%
Household garbage pick-up in your neighborhood	95%	95%	91%	93%	94%
Recycling services in your neighborhood	91%	93%	90%	94%	94%
Rat control in your neighborhood	81%	73%	80%	72%	84%
Graffiti control in your neighborhood	79%	73%	76%	76%	78%
Pedestrian safety (crossing intersections) in your neighborhood	90%	83%	87%	88%	86%
Maintenance of streets and roads in your neighborhood	82%	77%	81%	80%	69%
Maintenance of sidewalks in your neighborhood	86%	81%	83%	85%	80%
Removal of snow from city streets in your neighborhood	84%	84%	81%	84%	88%
Parking enforcement in your neighborhood	88%	90%	86%	85%	82%
Condition of street trees in your neighborhood	88%	89%	82%	89%	82%
Storm water drainage and sewer maintenance in your neighborhood	81%	79%	86%	77%	73%
Availability of health care services in your neighborhood	86%	81%	85%	92%	88%
Availability of cultural activities in your neighborhood	80%	64%	64%	68%	70%
Neighborhood parks	87%	86%	76%	84%	87%
Neighborhood playgrounds	88%	88%	76%	86%	87%

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

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

Please rate each of the following in your neighborhood...	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Fire protection services in your neighborhood	99%	97%	97%	99%	100%
Emergency medical services in your neighborhood	97%	96%	98%	98%	93%
Police-Community relations in your neighborhood	86%	87%	78%	78%	82%
Crime control in your neighborhood	89%	90%	80%	84%	91%
Bus services in your neighborhood	81%	83%	82%	85%	84%
Subway services in your neighborhood	88%	83%	80%	83%	88%
Public libraries in your neighborhood	90%	93%	93%	96%	90%

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

Table 6: Ratings of City Services in the City Overall by Respondent Community Boards 1-5

Please rate each of the following in the City overall...	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Fire protection services in the City overall	99%	97%	98%	98%	96%
Emergency medical services in the City overall	96%	94%	96%	96%	92%
Police-Community relations in the City overall	85%	85%	72%	82%	85%
Crime control in the City overall	88%	86%	79%	87%	86%
Bus services in the City overall	91%	83%	84%	88%	88%
Subway services in the City overall	88%	79%	80%	84%	92%
Public libraries in the City overall	97%	95%	98%	98%	94%

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

Table 7: Ratings of City Services by Respondent Community Boards 1-5

Please rate each of the following in New York City...	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
NYC.gov, the City website	98%	93%	96%	96%	98%
3-1-1, New York City's information telephone number	93%	92%	93%	98%	95%
Public education (kindergarten – 12th grade)	78%	67%	72%	89%	80%
Public after-school programs	75%	59%	66%	82%	75%
Air quality in the City overall	66%	61%	70%	76%	74%
Restaurant cleanliness in the City overall	84%	82%	80%	81%	85%
Overall ease of travel within the city	87%	84%	84%	91%	85%
Public housing in the City overall	65%	50%	65%	72%	56%
Public assistance (such as Medicaid, food stamps, etc.)	78%	70%	86%	79%	73%
Services addressing homelessness	58%	50%	55%	61%	50%
Availability of youth employment programs	63%	53%	55%	71%	56%
Services protecting children at risk of abuse and neglect	61%	56%	61%	72%	50%

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

Table 8: Public Trust by Respondent Community Boards 1-5

Please rate how well you think New York City government does the following:	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Promotes the economic growth of New York City	82%	83%	81%	79%	83%
Prepares the city for an emergency	81%	79%	74%	78%	85%
Spends tax dollars wisely	60%	58%	57%	65%	56%

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

Table 9: Overall Quality of City Services by Respondent Community Boards 1-5

Overall Quality of Services	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Rate the overall quality of New York City government services	88%	84%	88%	91%	86%

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

Table 10: Frequency of Use of City Resources by Respondent Community Boards 1-5

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				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Used the public libraries	67%	66%	77%	81%	77%
Visited a website called NYC.gov	66%	66%	67%	67%	75%
Used one of the City's public parks or recreation facilities	79%	76%	75%	76%	79%
Used City services for the mobility impaired	9%	7%	10%	9%	5%
Used a City child daycare program	6%	6%	4%	6%	5%
Used a City youth program	8%	10%	7%	10%	6%

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 1-5

Done by you or any household member?	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Called 3-1-1	65%	72%	68%	65%	72%
Called 9-1-1	33%	31%	35%	31%	31%
Attended a New York City Public School (K - 12)	20%	24%	27%	34%	27%
Attended a New York City Public School after-school program	10%	12%	15%	15%	10%
Received consumer assistance	13%	8%	13%	11%	6%
Visited a public community center	16%	14%	19%	13%	12%
Participated in an employment training program	7%	6%	6%	8%	3%
Used public hospital services	34%	35%	43%	39%	42%
Used public health clinic services	21%	21%	24%	26%	17%
Used public mental health services	4%	4%	6%	3%	5%
Used public substance abuse services	1%	1%	1%	3%	1%
Used a public senior center	8%	6%	7%	9%	13%
Used other public senior services (e.g., respite care, transportation, etc.)	7%	6%	9%	6%	6%
Received Medicaid	19%	15%	20%	32%	14%
Paid a fine or ticket to the City	45%	48%	51%	50%	58%
Contacted the City with a tax question	13%	11%	10%	14%	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 Respondent Community Boards 1-5

Rate the services received	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
3-1-1 services	88%	90%	92%	95%	90%
9-1-1 services	92%	90%	84%	84%	79%
New York City Public Schools	93%	90%	89%	92%	87%
Student safety at public schools	89%	70%	85%	90%	89%
Public School after-school programs	86%	89%	93%	86%	96%
Consumer assistance	77%	65%	69%	58%	64%
Public community center	95%	93%	87%	92%	96%
Employment training program	87%	71%	94%	83%	100%
Public hospital services	84%	66%	80%	86%	69%
Public health clinic services	85%	67%	95%	90%	66%
Public mental health services	83%	92%	100%	53%	74%
Public substance abuse services	79%	29%	100%	83%	37%
Public senior center	93%	94%	93%	87%	97%
Other public senior services	92%	86%	85%	87%	78%
Medicaid services	87%	69%	87%	92%	93%
Paying a fine or ticket to the City	65%	56%	74%	74%	65%
Contacting the City with a tax question	68%	72%	78%	77%	54%

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 1-5

Contact with City Office or Agency	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Phone or in-person contact w City office/agency last 12 months?	38%	34%	36%	33%	32%

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 1-5

How would you rate the response of the office or agency with which you most recently had contact?	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Timeliness of response	72%	68%	78%	77%	62%
Employee's courtesy	81%	81%	86%	85%	87%
Employee's willingness to help or understand	74%	80%	87%	85%	76%
Overall customer service	76%	75%	85%	85%	77%
Overall satisfaction with response	66%	69%	75%	77%	58%

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 1-5

Most Important Issues Facing New York City	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
Housing Issues	33%	32%	30%	23%	19%
Cost of living	17%	17%	12%	13%	16%
Crime	17%	20%	22%	18%	15%
Education	20%	11%	28%	19%	25%
Mass Transit Issues	28%	32%	26%	18%	19%

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

Table 16: Emergency Preparedness by Respondent Community Boards 1-5

Emergency Preparedness	Community Board				
	Queens Community Board #1	Queens Community Board #2	Queens Community Board #3	Queens Community Board #4	Queens Community Board #5
How prepared your household would be if there were an emergency?	56%	52%	49%	52%	71%

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

Results by Queens Community Boards 6-10

Table 17: Index Scores by Respondent Community Boards 6-10

	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Customer Service Index	90	92	89	91	85
Health Services Clients Index	89	87	90	79	79
Social Support Services Index	67	71	65	64	61
Human Services Clients Index	96	92	88	91	95
Public Education Index	86	88	81	77	80
Public School Users Index	96	93	85	82	86
Cleaning and Maintenance Index	90	88	88	84	86
Streets and Sidewalks Index	85	85	86	79	79
Community Amenities Index	87	90	87	87	84
Mass Transit Index	89	90	88	84	85
Citywide Public Safety Index	89	89	88	86	84
Neighborhood Public Safety Index	96	95	92	88	92

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

Table 18: Quality of Life by Respondent Community Boards 6-10

Quality of Life	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
How would you rate the quality of life in NYC overall?	93%	92%	90%	90%	87%
How would you rate your neighborhood as a place to live?	99%	92%	96%	90%	88%

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

Table 19: Perceptions of Safety by Respondent Community Boards 6-10

Please rate how safe you feel in each of the following locations or situations:	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Feelings of safety walking alone on a street in your neighborhood at night	87%	81%	74%	66%	67%
Feelings of safety in a park or playground during the day	93%	89%	91%	85%	83%
Feelings of safety riding a subway during the day	93%	86%	87%	86%	74%
Feelings of safety riding a subway at night	53%	42%	39%	39%	28%

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

Table 20: Ratings of Neighborhood Services by Respondent Community Boards 6-10

Please rate each of the following in your neighborhood.	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Cleanliness of your neighborhood	91%	86%	89%	84%	86%
Control of street noise in your neighborhood	80%	76%	84%	65%	70%
Household garbage pick-up in your neighborhood	96%	93%	98%	94%	96%
Recycling services in your neighborhood	94%	96%	96%	97%	98%
Rat control in your neighborhood	89%	86%	84%	80%	89%
Graffiti control in your neighborhood	89%	84%	87%	74%	82%
Pedestrian safety (crossing intersections) in your neighborhood	81%	92%	89%	86%	87%
Maintenance of streets and roads in your neighborhood	85%	81%	85%	80%	74%
Maintenance of sidewalks in your neighborhood	87%	86%	86%	82%	77%
Removal of snow from city streets in your neighborhood	90%	87%	87%	83%	86%
Parking enforcement in your neighborhood	91%	87%	89%	82%	83%
Condition of street trees in your neighborhood	90%	91%	88%	81%	80%
Storm water drainage and sewer maintenance in your neighborhood	80%	82%	74%	71%	74%
Availability of health care services in your neighborhood	95%	92%	93%	83%	89%
Availability of cultural activities in your neighborhood	76%	82%	72%	72%	68%
Neighborhood parks	89%	91%	88%	90%	89%
Neighborhood playgrounds	91%	90%	89%	90%	88%

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

Table 21: Ratings of City Services in the Neighborhood by Respondent Community Boards 6-10

Please rate each of the following in your neighborhood...	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Fire protection services in your neighborhood	99%	99%	99%	98%	100%
Emergency medical services in your neighborhood	98%	98%	96%	94%	98%
Police-Community relations in your neighborhood	93%	91%	81%	82%	84%
Crime control in your neighborhood	96%	95%	90%	81%	86%
Bus services in your neighborhood	88%	91%	92%	82%	80%
Subway services in your neighborhood	90%	87%	87%	85%	85%
Public libraries in your neighborhood	94%	95%	96%	94%	90%

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

Table 22: Ratings of City Services in the City Overall by Respondent Community Boards 6-10

Please rate each of the following in the City overall...	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Fire protection services in the City overall	98%	99%	98%	99%	98%
Emergency medical services in the City overall	95%	96%	95%	97%	95%
Police-Community relations in the City overall	90%	83%	80%	81%	80%
Crime control in the City overall	88%	86%	86%	81%	86%
Bus services in the City overall	87%	93%	89%	87%	88%
Subway services in the City overall	87%	84%	84%	86%	86%
Public libraries in the City overall	97%	95%	98%	97%	95%

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

Table 23: Ratings of City Services by Respondent Community Boards 6-10

Please rate each of the following in New York City...	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
NYC.gov, the City website	98%	98%	97%	97%	97%
3-1-1, New York City's information telephone number	95%	94%	95%	96%	91%
Public education (kindergarten – 12th grade)	88%	92%	84%	79%	84%
Public after-school programs	80%	83%	79%	75%	75%
Air quality in the City overall	77%	77%	79%	78%	66%
Restaurant cleanliness in the City overall	89%	84%	84%	86%	80%
Overall ease of travel within the city	89%	85%	88%	89%	78%
Public housing in the City overall	71%	67%	68%	64%	63%
Public assistance (such as Medicaid, food stamps, etc.)	82%	85%	73%	75%	75%
Services addressing homelessness	63%	68%	58%	61%	62%
Availability of youth employment programs	67%	77%	61%	62%	66%
Services protecting children at risk of abuse and neglect	61%	72%	62%	63%	59%

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

Table 24: Public Trust by Respondent Community Boards 6-10

Please rate how well you think New York City government does the following:	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Promotes the economic growth of New York City	91%	86%	86%	82%	72%
Prepares the city for an emergency	84%	87%	84%	80%	78%
Spends tax dollars wisely	67%	64%	66%	62%	53%

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

Table 25: Overall Quality of City Services by Respondent Community Boards 6-10

Overall Quality of Services	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Rate the overall quality of New York City government services	90%	87%	86%	86%	80%

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

Table 26: Frequency of Use of City Resources by Respondent Community Boards 6-10

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				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Used the public libraries	74%	81%	81%	77%	78%
Visited a website called NYC.gov	65%	69%	70%	69%	73%
Used one of the City's public parks or recreation facilities	74%	83%	79%	81%	72%
Used City services for the mobility impaired	9%	15%	9%	10%	7%
Used a City child daycare program	5%	5%	4%	7%	4%
Used a City youth program	6%	13%	8%	11%	10%

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 6-10

Done by you or any household member?	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Called 3-1-1	62%	66%	67%	72%	77%
Called 9-1-1	25%	32%	27%	34%	40%
Attended a New York City Public School (K - 12)	20%	28%	28%	40%	39%
Attended a New York City Public School after-school program	7%	9%	8%	18%	15%
Received consumer assistance	10%	10%	9%	8%	15%
Visited a public community center	16%	16%	12%	11%	13%
Participated in an employment training program	1%	6%	5%	5%	9%
Used public hospital services	24%	34%	33%	42%	40%
Used public health clinic services	12%	14%	17%	26%	21%
Used public mental health services	2%	3%	5%	3%	4%
Used public substance abuse services	1%	0%	2%	1%	3%
Used a public senior center	11%	11%	9%	6%	7%
Used other public senior services (e.g., respite care, transportation, etc.)	9%	9%	10%	9%	8%
Received Medicaid	11%	22%	19%	26%	18%
Paid a fine or ticket to the City	47%	54%	61%	59%	64%
Contacted the City with a tax question	9%	12%	14%	14%	25%

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 6-10

Rate the services received	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
3-1-1 services	92%	94%	93%	93%	90%
9-1-1 services	95%	91%	83%	94%	88%
New York City Public Schools	96%	92%	90%	88%	95%
Student safety at public schools	96%	95%	85%	71%	82%
Public School after-school programs	96%	95%	77%	86%	83%
Consumer assistance	74%	65%	51%	66%	56%
Public community center	97%	100%	84%	91%	92%
Employment training program	71%	98%	88%	85%	84%
Public hospital services	90%	87%	90%	75%	77%
Public health clinic services	86%	92%	89%	83%	71%
Public mental health services	84%	80%	83%	80%	63%
Public substance abuse services	100%	72%	92%	59%	91%
Public senior center	91%	94%	88%	93%	100%
Other public senior services	97%	82%	72%	77%	97%
Medicaid services	91%	88%	88%	93%	96%
Paying a fine or ticket to the City	69%	71%	68%	72%	66%
Contacting the City with a tax question	62%	85%	78%	90%	79%

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 6-10

Contact with City Office or Agency	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Phone or in-person contact w City office/agency last 12 mos?	32%	36%	38%	35%	43%

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 6-10

How would you rate the response of the office or agency with which you most recently had contact?	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Timeliness of response	78%	88%	71%	80%	65%
Employee's courtesy	85%	88%	85%	85%	87%
Employee's willingness to help or understand	78%	80%	77%	81%	69%
Overall customer service	84%	84%	81%	81%	73%
Overall satisfaction with response	72%	80%	65%	72%	58%

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 6-10

Most Important Issues Facing New York City	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
Housing Issues	24%	15%	21%	19%	19%
Cost of living	14%	20%	19%	20%	20%
Crime	14%	17%	20%	23%	23%
Education	20%	18%	27%	20%	23%
Mass Transit Issues	35%	19%	33%	24%	16%

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

Table 32: Emergency Preparedness by Respondent Community Boards 6-10

Emergency Preparedness	Community Board				
	Queens Community Board #6	Queens Community Board #7	Queens Community Board #8	Queens Community Board #9	Queens Community Board #10
How prepared your household would be if there were an emergency?	55%	63%	58%	54%	61%

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

Results by Queens Community Boards 11-14

Table 33: Index Scores by Respondent Community Boards 11-14

	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Customer Service Index	91	85	90	88
Health Services Clients Index	96	75	85	72
Social Support Services Index	67	47	55	53
Human Services Clients Index	95	92	96	89
Public Education Index	90	67	76	69
Public School Users Index	93	83	87	73
Cleaning and Maintenance Index	93	81	89	84
Streets and Sidewalks Index	89	78	83	77
Community Amenities Index	93	80	86	73
Mass Transit Index	88	83	86	75
Citywide Public Safety Index	89	79	84	82
Neighborhood Public Safety Index	96	82	93	85

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

Table 34: Quality of Life by Respondent Community Boards 11-14

Quality of Life	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
How would you rate the quality of life in NYC overall?	95%	80%	92%	86%
How would you rate your neighborhood as a place to live?	99%	83%	96%	82%

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

Table 35: Perceptions of Safety by Respondent Community Boards 11-14

Please rate how safe you feel in each of the following locations or situations:	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Feelings of safety walking alone on a street in your neighborhood at night	89%	50%	73%	56%
Feelings of safety in a park or playground during the day	93%	80%	86%	80%
Feelings of safety riding a subway during the day	84%	82%	82%	77%
Feelings of safety riding a subway at night	35%	26%	32%	28%

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

Table 36: Ratings of Neighborhood Services by Respondent Community Boards 11-14

Please rate each of the following in your neighborhood.	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Cleanliness of your neighborhood	98%	79%	94%	78%
Control of street noise in your neighborhood	90%	69%	85%	76%
Household garbage pick-up in your neighborhood	99%	93%	98%	95%
Recycling services in your neighborhood	98%	91%	98%	93%
Rat control in your neighborhood	95%	73%	89%	81%
Graffiti control in your neighborhood	91%	90%	90%	85%
Pedestrian safety (crossing intersections) in your neighborhood	93%	88%	89%	86%
Maintenance of streets and roads in your neighborhood	84%	70%	76%	66%
Maintenance of sidewalks in your neighborhood	87%	77%	79%	71%
Removal of snow from city streets in your neighborhood	90%	78%	82%	76%
Parking enforcement in your neighborhood	92%	88%	90%	86%
Condition of street trees in your neighborhood	86%	73%	77%	89%
Storm water drainage and sewer maintenance in your neighborhood	82%	69%	75%	63%
Availability of health care services in your neighborhood	93%	90%	91%	77%
Availability of cultural activities in your neighborhood	83%	65%	69%	51%
Neighborhood parks	96%	86%	90%	78%
Neighborhood playgrounds	96%	80%	89%	79%

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

Table 37: Ratings of City Services in the Neighborhood by Respondent Community Boards 11-14

Please rate each of the following in your neighborhood...	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Fire protection services in your neighborhood	100%	97%	99%	99%
Emergency medical services in your neighborhood	99%	94%	98%	97%
Police-Community relations in your neighborhood	91%	67%	85%	74%
Crime control in your neighborhood	96%	70%	92%	74%
Bus services in your neighborhood	90%	82%	88%	77%
Subway services in your neighborhood	80%	81%	84%	64%
Public libraries in your neighborhood	96%	90%	95%	85%

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

Table 38: Ratings of City Services in the City Overall by Respondent Community Boards 11-14

Please rate each of the following in the City overall...	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Fire protection services in the City overall	97%	96%	94%	96%
Emergency medical services in the City overall	96%	95%	94%	93%
Police-Community relations in the City overall	82%	58%	76%	75%
Crime control in the City overall	86%	70%	81%	77%
Bus services in the City overall	92%	86%	85%	85%
Subway services in the City overall	86%	82%	83%	78%
Public libraries in the City overall	98%	93%	97%	94%

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

Table 39: Ratings of City Services by Respondent Community Boards 11-14

Please rate each of the following in New York City...	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
NYC.gov, the City website	95%	94%	98%	97%
3-1-1, New York City's information telephone number	94%	93%	95%	93%
Public education (kindergarten – 12th grade)	93%	75%	83%	68%
Public after-school programs	85%	58%	65%	67%
Air quality in the City overall	81%	60%	76%	74%
Restaurant cleanliness in the City overall	89%	79%	87%	84%
Overall ease of travel within the city	82%	82%	86%	81%
Public housing in the City overall	59%	45%	58%	54%
Public assistance (such as Medicaid, food stamps, etc.)	81%	55%	71%	65%
Services addressing homelessness	66%	35%	47%	44%
Availability of youth employment programs	65%	48%	43%	55%
Services protecting children at risk of abuse and neglect	68%	46%	49%	49%

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

Table 40: Public Trust by Respondent Community Boards 11-14

Please rate how well you think New York City government does the following:	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Promotes the economic growth of New York City	86%	73%	76%	78%
Prepares the city for an emergency	86%	72%	78%	77%
Spends tax dollars wisely	70%	50%	57%	56%

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

Table 41: Overall Quality of City Services by Respondent Community Boards 11-14

Overall Quality of Services	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Rate the overall quality of New York City government services	92%	79%	86%	85%

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

Table 42: Frequency of Use of City Resources by Respondent Community Boards 11-14

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			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Used the public libraries	79%	77%	81%	74%
Visited a website called NYC.gov	65%	74%	77%	70%
Used one of the City's public parks or recreation facilities	79%	76%	74%	75%
Used City services for the mobility impaired	8%	11%	8%	8%
Used a City child daycare program	3%	12%	7%	8%
Used a City youth program	6%	21%	15%	8%

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 11-14

Done by you or any household member?	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Called 3-1-1	63%	78%	77%	73%
Called 9-1-1	24%	37%	34%	37%
Attended a New York City Public School (K - 12)	36%	49%	42%	37%
Attended a New York City Public School after-school program	13%	19%	21%	14%
Received consumer assistance	10%	22%	17%	9%
Visited a public community center	11%	31%	17%	19%
Participated in an employment training program	2%	15%	9%	8%
Used public hospital services	19%	53%	35%	46%
Used public health clinic services	9%	34%	20%	28%
Used public mental health services	2%	6%	5%	9%
Used public substance abuse services	0%	1%	1%	1%
Used a public senior center	8%	14%	12%	11%
Used other public senior services (e.g., respite care, transportation, etc.)	5%	13%	7%	9%
Received Medicaid	15%	28%	23%	26%
Paid a fine or ticket to the City	56%	58%	63%	60%
Contacted the City with a tax question	12%	17%	23%	19%

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 11-14

Rate the services received	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
3-1-1 services	94%	91%	94%	93%
9-1-1 services	95%	86%	82%	90%
New York City Public Schools	95%	83%	86%	69%
Student safety at public schools	94%	82%	84%	71%
Public School after-school programs	83%	90%	92%	89%
Consumer assistance	73%	60%	68%	60%
Public community center	99%	98%	90%	92%
Employment training program	100%	85%	75%	76%
Public hospital services	97%	73%	83%	70%
Public health clinic services	98%	81%	80%	68%
Public mental health services	51%	73%	68%	84%
Public substance abuse services	N/A	70%	84%	88%
Public senior center	94%	98%	88%	92%
Other public senior services	100%	81%	94%	88%
Medicaid services	94%	85%	100%	81%
Paying a fine or ticket to the City	73%	69%	76%	66%
Contacting the City with a tax question	78%	88%	87%	74%

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 11-14

Contact with City Office or Agency	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Phone or in-person contact w City office/agency last 12 mos?	31%	48%	45%	42%

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 11-14

How would you rate the response of the office or agency with which you most recently had contact?	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Timeliness of response	79%	72%	71%	74%
Employee's courtesy	93%	85%	89%	88%
Employee's willingness to help or understand	87%	78%	83%	83%
Overall customer service	89%	81%	77%	83%
Overall satisfaction with response	81%	64%	71%	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 47: Most Important Issues Facing the City by Respondent Community Boards 11-14

Most Important Issues Facing New York City	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
Housing Issues	13%	29%	27%	24%
Cost of living	17%	22%	21%	15%
Crime	15%	17%	23%	33%
Education	25%	24%	35%	27%
Mass Transit Issues	15%	21%	18%	19%

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

Table 48: Emergency Preparedness by Respondent Community Boards 11-14

Emergency Preparedness	Community Board			
	Queens Community Board #11	Queens Community Board #12	Queens Community Board #13	Queens Community Board #14
How prepared your household would be if there were an emergency?	60%	51%	59%	64%

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