Results from NYC Feedback Citywide Customer Survey
Manhattan Community Board #1

Background: Manhattan Community Board #1

Population and Households
- Total Population: 34,420
- Total Households: 15,830

Median Annual Household Income
- $79,479

Gender
- Male: 53%
- Female: 47%

Age
- <18 years old: 9%
- 20-64 years old: 83%
- 65+ years old: 7%

Race/Ethnicity
- Non-Hispanic White: 67%
- Non-Hispanic Black: 7%
- Non-Hispanic Asian: 14%
- Hispanic: 8%
- Other: 4%

The Neighborhoods of Manhattan
Community Board #1

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

Survey Responses: Manhattan Community Board #1

- 321 Responses
- 18.2% Response Rate
- ±5.5% Margin of Error (95% Confidence Interval)

Ratings of Neighborhood as a Place to Live

- Excellent: 38%
- Good: 42%
- Fair: 14%
- Poor: 1%

- All Community Board #1 Respondents
- All Manhattan Respondents
- All New York City Respondents

Ratings of Overall Quality of Life in New York City

- Excellent: 18%
- Good: 55%
- Fair: 23%
- Poor: 4%

- All Community Board #1 Respondents
- All Manhattan Respondents
- All New York City Respondents

Ratings of Overall Quality of New York City Government Services

- Excellent: 6%
- Good: 52%
- Fair: 38%
- Poor: 9%

- All Community Board #1 Respondents
- All Manhattan Respondents
- All New York City Respondents

Source: NYC Planning Department
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 Manhattan Community Board #1 respondents are listed below.

1. Mass Transit
2. Housing
3. Education

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

<table>
<thead>
<tr>
<th>Highest Rated</th>
<th>Lowest Rated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fire protection services</td>
<td>1. Control of street noise</td>
</tr>
<tr>
<td>2. Removal of snow from city streets</td>
<td>2. Maintenance of streets and roads</td>
</tr>
<tr>
<td>3. Emergency medical services</td>
<td>3. Rat control</td>
</tr>
<tr>
<td>5. Police-Community relations</td>
<td>5. Parking enforcement</td>
</tr>
</tbody>
</table>

### Ratings of Neighborhood Services: Manhattan Community Board #1

<table>
<thead>
<tr>
<th>Service Index</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Index Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streets and Sidewalks Index</td>
<td>18%</td>
<td>38%</td>
<td>26%</td>
<td>18%</td>
<td>82</td>
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<tr>
<td></td>
<td>9%</td>
<td>36%</td>
<td>34%</td>
<td>21%</td>
<td>79</td>
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<tr>
<td>Mass Transit Services Index</td>
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<td>44%</td>
<td>28%</td>
<td>9%</td>
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<td>14%</td>
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<td>42%</td>
<td>34%</td>
<td>66</td>
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<tr>
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<td>4%</td>
<td>19%</td>
<td>35%</td>
<td>42%</td>
<td>58</td>
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<td>Public Education Index</td>
<td>2%</td>
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<td>33%</td>
<td>30%</td>
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<tr>
<td></td>
<td>6%</td>
<td>30%</td>
<td>39%</td>
<td>25%</td>
<td>75</td>
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