

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix B: Frequency of Responses to All Questions (with Don't Knows and No Responses Included)

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Frequency of Responses to All Questions (with Don't Knows and No Responses)

Introduction

The tables in this appendix show the percent of respondents who answered each question, including the percent of respondents who answered "don't know" and the percent who did not answer the question at all.

Occasionally, the percents reported will not total to 100%; this is due to the customary practice of percentages being rounded to the nearest whole number.

Results

Table 1: Question 1

How would you rate the quality of life in New York City overall?	Percent of respondents
Excellent	5%
Good	44%
Fair	36%
Poor	12%
Don't know	1%
Did not give an answer	2%
Total	100%

Table 2: Question 2

How would you rate your neighborhood as a place to live?	Percent of respondents
Excellent	14%
Good	43%
Fair	29%
Poor	12%
Don't know	0%
Did not give an answer	2%
Total	100%

Table 3: Question 3

Please rate how safe you feel in each of the following locations or situations:	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know	Did not give an answer	Total
Walking alone on a street in your neighborhood at night (safe)	19%	49%	22%	9%	1%	1%	100%
In a park or playground during the day	37%	45%	10%	3%	3%	2%	100%
Riding a subway during the day	32%	50%	10%	3%	3%	2%	100%
Riding a subway at night	6%	35%	32%	18%	6%	2%	100%

Table 4: Question 4

Please rate each of the following in your neighborhood.	Excellent	Good	Fair	Poor	Don't know	Did not give an answer	Total
Cleanliness of your neighborhood	9%	38%	33%	19%	0%	1%	100%
Control of street noise in your neighborhood	6%	28%	31%	33%	0%	2%	100%
Household garbage pick-up in your neighborhood	18%	47%	24%	8%	2%	1%	100%
Recycling services in your neighborhood	16%	44%	24%	10%	4%	1%	100%
Rat control in your neighborhood	11%	30%	22%	24%	11%	2%	100%
Graffiti control in your neighborhood	13%	33%	28%	19%	5%	2%	100%
Pedestrian safety (crossing intersections) in your neighborhood	11%	40%	32%	14%	1%	1%	100%
Maintenance of streets and roads in your neighborhood	6%	32%	36%	25%	1%	1%	100%
Maintenance of sidewalks in your neighborhood	7%	35%	36%	20%	1%	2%	100%
Removal of snow from city streets in your neighborhood	9%	38%	33%	16%	3%	1%	100%
Parking enforcement in your neighborhood	12%	38%	26%	12%	10%	2%	100%
Condition of street trees in your neighborhood	11%	42%	30%	13%	3%	1%	100%
Storm water drainage and sewer maintenance in your neighborhood	7%	35%	30%	19%	7%	2%	100%
Availability of health care services in your neighborhood	10%	36%	26%	11%	14%	2%	100%
Availability of cultural activities in your neighborhood	14%	27%	26%	23%	8%	2%	100%
Neighborhood parks	16%	38%	29%	12%	4%	1%	100%
Neighborhood playgrounds	13%	36%	29%	12%	10%	1%	100%

Table 5: Question 5: In the Neighborhood

Please rate each of the following...	Excellent	Good	Fair	Poor	Don't know	Did not give an answer	Total
Fire protection services in your neighborhood	24%	44%	13%	2%	14%	2%	100%
Emergency medical services in your neighborhood	18%	41%	17%	4%	16%	3%	100%
Police-Community relations in your neighborhood	10%	31%	25%	17%	14%	3%	100%
Crime control in your neighborhood	9%	35%	30%	16%	8%	3%	100%
Bus services in your neighborhood	11%	38%	29%	13%	6%	3%	100%
Subway services in your neighborhood	10%	37%	30%	14%	6%	3%	100%
Public libraries in your neighborhood	15%	38%	22%	8%	13%	3%	100%

Table 6: Question 5: In the City overall

Please rate each of the following...	Excellent	Good	Fair	Poor	Don't know	Did not give an answer	Total
Fire protection services in the City overall	14%	37%	15%	2%	19%	14%	100%
Emergency medical services in the City overall	10%	34%	18%	4%	21%	14%	100%
Police-Community relations in the City overall	5%	22%	26%	15%	18%	14%	100%
Crime control in the City overall	4%	26%	30%	13%	12%	14%	100%
Bus services in the City overall	6%	31%	27%	10%	12%	15%	100%
Subway services in the City overall	6%	32%	28%	12%	8%	14%	100%
Public libraries in the City overall	12%	34%	17%	3%	18%	16%	100%

Table 7: Question 6

Please rate each of the following in New York City:	Excellent	Good	Fair	Poor	Don't know	Did not give an answer	Total
NYC.gov, the City website	14%	40%	17%	3%	23%	3%	100%
3-1-1, New York City's information telephone number	21%	40%	18%	5%	13%	2%	100%
Public education (kindergarten – 12th grade)	4%	22%	27%	15%	29%	3%	100%
Public after-school programs	3%	16%	22%	17%	39%	3%	100%
Air quality in the City overall	2%	19%	42%	30%	4%	2%	100%
Restaurant cleanliness in the City overall	3%	30%	44%	14%	5%	3%	100%
Overall ease of travel within the city	10%	38%	33%	14%	3%	2%	100%
Public housing in the City overall	2%	9%	20%	24%	42%	4%	100%
Public assistance (such as Medicaid, food stamps, etc.)	4%	15%	20%	15%	44%	3%	100%
Services addressing homelessness	1%	9%	19%	27%	41%	3%	100%
Availability of youth employment programs	1%	8%	18%	24%	46%	3%	100%
Services protecting children at risk of abuse and neglect	2%	11%	20%	26%	39%	3%	100%

Table 8: Question 7

Please rate how well you think New York City government does the following:	Excellent	Good	Fair	Poor	Don't know	Did not give an answer	Total
Promotes the economic growth of New York City	8%	33%	30%	17%	9%	2%	100%
Prepares the city for an emergency	7%	31%	31%	18%	10%	2%	100%
Spends tax dollars wisely	3%	16%	31%	35%	14%	2%	100%

Table 9: Question 8

How would you rate the overall quality of New York City government services?	Percent of respondents
Excellent	4%
Good	34%
Fair	40%
Poor	13%
Don't know	6%
Did not give an answer	3%
Total	100%

Table 10: Question 9

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Never	1 to 3 times	More than 3 times	Did not give an answer	Total
Used the public libraries	26%	33%	39%	2%	100%
Visited a website called NYC.gov	31%	35%	32%	2%	100%
Used one of the City's public parks or recreation facilities	19%	26%	52%	2%	100%
Used City services for the mobility impaired	87%	5%	4%	4%	100%
Used a City child daycare program	90%	4%	4%	3%	100%
Used a City youth program	86%	7%	4%	3%	100%

Table 11: Question 10: Use of City Services

Done by you or any household member?	Yes	No	Did not give an answer	Total
Called 3-1-1	67%	31%	2%	100%
Called 9-1-1	31%	64%	5%	100%
Attended a New York City Public School (K – 12)	29%	68%	3%	100%
Attended a New York City Public School after-school program	13%	81%	5%	100%
Received consumer assistance	11%	85%	4%	100%
Visited a public community center	18%	78%	4%	100%
Participated in an employment training program	8%	89%	3%	100%
Used public hospital services	39%	58%	3%	100%
Used public health clinic services	25%	72%	3%	100%
Used public mental health services	6%	91%	3%	100%
Used public substance abuse services	2%	95%	3%	100%
Used a public senior center	8%	88%	3%	100%
Used other public senior services (e.g., respite care, transportation, etc.)	8%	88%	3%	100%
Received Medicaid	22%	74%	4%	100%
Paid a fine or ticket to the City	44%	53%	3%	100%
Contacted the City with a tax question	14%	82%	3%	100%

Table 12: Question 10: User Ratings of City Services

Rate the services received	Excellent	Good	Fair	Poor	Don't know	Did not give an answer	Total
3-1-1 services	19%	27%	12%	6%	0%	36%	100%
9-1-1 services	9%	11%	6%	4%	0%	70%	100%
New York City Public Schools	3%	10%	7%	3%	0%	76%	100%
Student safety at public schools	3%	10%	9%	5%	1%	72%	100%
Public School after-school programs	2%	6%	4%	2%	1%	86%	100%
Consumer assistance	1%	3%	3%	3%	1%	89%	100%
Public community center	2%	8%	6%	1%	1%	82%	100%
Employment training program	1%	3%	2%	1%	0%	92%	100%
Public hospital services	4%	13%	12%	7%	1%	63%	100%
Public health clinic services	3%	9%	7%	3%	1%	77%	100%
Public mental health services	1%	2%	2%	1%	1%	94%	100%
Public substance abuse services	0%	1%	1%	0%	1%	98%	100%
Public senior center	2%	4%	2%	1%	1%	92%	100%
Other public senior services	1%	3%	2%	1%	1%	92%	100%
Medicaid services	5%	8%	5%	2%	1%	79%	100%
Paying a fine or ticket to the City	3%	10%	13%	12%	2%	59%	100%
Contacting the City with a tax question	2%	5%	4%	3%	1%	86%	100%

Table 13: Question 11

Have you made a complaint to 3-1-1 or to a city agency in the last 12 months?	Percent of respondents
No	56%
Yes	40%
Did not give an answer	4%
Total	100%

Table 14: Question 11a

Was your complaint or issue resolved?	Percent of respondents
Yes	17%
No	19%
Don't know	6%
Did not give an answer	58%
Total	100%

Table 15: Question 12

Have you had phone or in-person contact with any City of New York government office or agency in the last 12 months?	Percent of respondents
Yes	37%
No	60%
Did not give an answer	3%
Total	100%

Table 16: Question 13

About what type of service did you most recently make contact with a City office or agency?	Percent of respondents
Housing	5%
Public safety	3%
Transportation	4%
Business licenses/permits	2%
Parks	2%
Education	2%
Health and Social Services	4%
Cultural and Community services	1%
Sanitation	3%
Other	7%
Don't know	1%
Did not give an answer	66%
Total	100%

Table 17: Question 14

How would you rate the response of the office or agency with which you most recently had contact?	Excellent	Good	Fair	Poor	Not applicable/Don't know	Did not give an answer	Total
Timeliness of response	5%	12%	9%	9%	1%	63%	100%
Employee's courtesy	7%	14%	10%	5%	1%	63%	100%
Employee's willingness to help or understand	7%	12%	9%	7%	1%	63%	100%
Overall customer service	6%	12%	11%	7%	1%	63%	100%
Overall satisfaction with response	5%	11%	9%	11%	1%	63%	100%

Table 18: Question 16

About how many years have you lived in New York City? (Staten Island, Brooklyn, Queens, Bronx, Manhattan)	Percent of respondents
Less than 5 years	7%
5 to 9 years	9%
10 to 14 years	8%
15 to 24 years	17%
25 to 39 years	24%
40 years or more	31%
Did not give an answer	3%
Total	100%
Average length of residency	30.47 years

Table 19: Question 17

In the next 5 years, do you plan to stay in New York City or do you plan to move somewhere else?	Percent of respondents
Stay in New York City	58%
Move somewhere else	17%
Don't know	24%
Did not give an answer	1%
Total	100%

Table 20: Question 18

Does your household have any working computers with Internet access?	Percent of respondents
No, no computers	18%
Yes, computers but no internet access	6%
Yes, with high-speed Internet access	67%
Yes, with dial-up Internet access	7%
Did not give an answer	2%
Total	100%

Table 21: Question 19

Are you employed?	Percent of respondents
Yes	69%
No	29%
Did not give an answer	2%
Total	100%

Table 22: Question 20

Thinking of you and your household, how prepared, if at all, do you feel you would be if there were an emergency such as a flood, hurricane or blizzard?	Percent of respondents
Very prepared	7%
Somewhat prepared	48%
Unprepared	41%
Did not give an answer	4%
Total	100%

Table 23: Question 21

Please check the one box that most closely describes the type of house you live in.	Percent of respondents
An apartment in an apartment building	57%
A one family detached house	12%
A one family attached house	12%
Other	15%
Did not give an answer	4%
Total	100%

Table 24: Question 22

Is your residence rented or owned?	Percent of respondents
Rented	52%
Owned	43%
Did not give an answer	4%
Total	100%

Table 25: Question 23

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	82%
Did not give an answer	5%
Total	100%

Table 26: Question 24

About how much was the total 2007 income before taxes for your household as a whole?	Percent of respondents
Less than \$10,000	10%
\$10,000 - \$34,999	22%
\$35,000 - \$49,999	14%
\$50,000 - \$99,999	26%
\$100,000 - \$199,999	14%
\$200,000 or more	5%
Did not give an answer	10%
Total	100%

Table 27: Question 25

Including yourself, how many adults (age 18 or older) are there in your household?	Percent of respondents
One (1)	34%
Two (2)	40%
Three (3)	13%
Four or more (4+)	8%
Did not give an answer	5%
Total	100%

Table 28: Question 26

How many children (under age 18) are there in your household?	Percent of respondents
None (0)	63%
One (1)	16%
Two (2)	11%
Three or more (3+)	5%
Did not give an answer	4%
Total	100%

Table 29: Question 27

Is any member of your household age 65 or older?	Percent of respondents
Yes	24%
No	72%
Did not give an answer	4%
Total	100%

Table 30: Question 28

What is your age?	Percent of respondents
18-24 years old	6%
25-34 years old	25%
35-44 years old	17%
45-54 years old	20%
55-64 years old	13%
65-74 years old	9%
75 or older	7%
Did not give an answer	5%
Total	100%

Table 31: Question 29

What is the highest level of education you have completed?	Percent of respondents
0-11 years, no diploma	8%
High school graduate	17%
Some college, no degree	18%
Associate Degree	8%
Bachelor's Degree	25%
Graduate Degree (e.g., PhD, MS, MA, etc.)	20%
Did not give an answer	5%
Total	100%

Table 32: Question 30

Are you Hispanic or Latino/Latina?	Percent of respondents
Yes	22%
No	73%
Did not give an answer	5%
Total	100%

Table 33: Question 31

Which best describes your race? (Please check all that apply)	Percent of respondents
American Indian, Eskimo or Aleut	1%
Asian or Pacific Islander	12%
Black or African American	23%
White	48%
Other	18%

Total may add to more than 100% as respondents could select more than one race.

Table 34: Question 32

What is your preferred first language?	Percent of respondents
Arabic	0%
Cantonese	3%
Mandarin	2%
English	73%
French	1%
German	0%
Greek	0%
Hebrew	0%
Hindi	0%
Italian	1%
Korean	0%
Polish	0%
Russian	2%
Spanish	9%
Tagalog	0%
Yiddish	0%
Other	3%
Did not give an answer	4%
Total	100%

Table 35: Question 33

How would you rate the way the City of New York provides services in your language?	Percent of respondents
Excellent	43%
Good	27%
Fair	12%
Poor	8%
Don't know	5%
Did not give an answer	5%
Total	100%

Table 36: Question 34

What is your gender?	Percent of respondents
Male	44%
Female	51%
Did not give an answer	5%
Total	100%