

# NYC Feedback

## Citywide Customer Survey

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Report of Survey Results  
December 2008

### Appendix C: Frequency of Responses to All Questions (with Don't Knows and No Responses Removed)

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

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## Introduction

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The tables in this appendix show the percent of respondents answering each question who had an opinion. In other words, the percent of respondents who answered "don't know" and the percent who did not answer the question have been removed.

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	6%
Good	45%
Fair	37%
Poor	12%
Total	100%

**Table 2: Question 2**

How would you rate your neighborhood as a place to live?	Percent of respondents
Excellent	15%
Good	44%
Fair	29%
Poor	12%
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	Total
Walking alone on a street in your neighborhood at night (safe)	19%	50%	22%	9%	100%
In a park or playground during the day	39%	47%	11%	3%	100%
Riding a subway during the day	33%	53%	11%	3%	100%
Riding a subway at night	7%	38%	35%	20%	100%

**Table 4: Question 4**

<b>Please rate each of the following in your neighborhood.</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
Cleanliness of your neighborhood	10%	38%	33%	19%	100%
Control of street noise in your neighborhood	6%	28%	32%	34%	100%
Household garbage pick-up in your neighborhood	18%	49%	25%	8%	100%
Recycling services in your neighborhood	17%	47%	26%	11%	100%
Rat control in your neighborhood	13%	34%	26%	27%	100%
Graffiti control in your neighborhood	14%	36%	30%	20%	100%
Pedestrian safety (crossing intersections) in your neighborhood	11%	41%	33%	15%	100%
Maintenance of streets and roads in your neighborhood	7%	32%	36%	25%	100%
Maintenance of sidewalks in your neighborhood	7%	36%	37%	21%	100%
Removal of snow from city streets in your neighborhood	9%	39%	34%	17%	100%
Parking enforcement in your neighborhood	13%	43%	29%	14%	100%
Condition of street trees in your neighborhood	11%	44%	31%	13%	100%
Storm water drainage and sewer maintenance in your neighborhood	8%	38%	33%	21%	100%
Availability of health care services in your neighborhood	12%	43%	31%	14%	100%
Availability of cultural activities in your neighborhood	16%	30%	29%	26%	100%
Neighborhood parks	17%	40%	31%	12%	100%
Neighborhood playgrounds	14%	40%	32%	14%	100%

**Table 5: Question 5: In the Neighborhood**

<b>Please rate each of the following...</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
Fire protection services in your neighborhood	29%	53%	16%	2%	100%
Emergency medical services in your neighborhood	23%	51%	21%	4%	100%
Police-Community relations in your neighborhood	12%	37%	30%	20%	100%
Crime control in your neighborhood	10%	39%	33%	17%	100%
Bus services in your neighborhood	12%	42%	32%	14%	100%
Subway services in your neighborhood	11%	41%	33%	15%	100%
Public libraries in your neighborhood	18%	46%	27%	10%	100%

**Table 6: Question 5: In the City overall**

Please rate each of the following...	Excellent	Good	Fair	Poor	Total
Fire protection services in the City overall	21%	55%	22%	3%	100%
Emergency medical services in the City overall	15%	52%	27%	6%	100%
Police-Community relations in the City overall	7%	33%	38%	22%	100%
Crime control in the City overall	6%	36%	41%	18%	100%
Bus services in the City overall	8%	42%	37%	13%	100%
Subway services in the City overall	8%	41%	36%	15%	100%
Public libraries in the City overall	19%	51%	25%	5%	100%

**Table 7: Question 6**

Please rate each of the following in New York City:	Excellent	Good	Fair	Poor	Total
NYC.gov, the City website	19%	54%	23%	4%	100%
3-1-1, New York City's information telephone number	25%	47%	21%	6%	100%
Public education (kindergarten – 12th grade)	6%	32%	40%	22%	100%
Public after-school programs	5%	28%	38%	29%	100%
Air quality in the City overall	2%	20%	45%	32%	100%
Restaurant cleanliness in the City overall	3%	33%	48%	16%	100%
Overall ease of travel within the city	10%	40%	35%	14%	100%
Public housing in the City overall	3%	16%	37%	44%	100%
Public assistance (such as Medicaid, food stamps, etc.)	8%	28%	37%	28%	100%
Services addressing homelessness	2%	16%	34%	48%	100%
Availability of youth employment programs	3%	16%	35%	46%	100%
Services protecting children at risk of abuse and neglect	4%	18%	33%	44%	100%

**Table 8: Question 7**

Please rate how well you think New York City government does the following:	Excellent	Good	Fair	Poor	Total
Promotes the economic growth of New York City	9%	37%	34%	19%	100%
Prepares the city for an emergency	8%	35%	35%	21%	100%
Spends tax dollars wisely	3%	19%	37%	41%	100%

**Table 9: Question 8**

How would you rate the overall quality of New York City government services?	Percent of respondents
Excellent	4%
Good	38%
Fair	44%
Poor	15%
Total	100%

**Table 10: Question 9**

<b>In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?</b>	<b>Never</b>	<b>1 to 3 times</b>	<b>More than 3 times</b>	<b>Total</b>
Used the public libraries	27%	33%	40%	100%
Visited a website called NYC.gov	32%	35%	33%	100%
Used one of the City's public parks or recreation facilities	20%	27%	53%	100%
Used City services for the mobility impaired	90%	5%	4%	100%
Used a City child daycare program	92%	4%	4%	100%
Used a City youth program	88%	8%	4%	100%

**Table 11: Question 10: Use of City Services**

<b>Done by you or any household member?</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
Called 3-1-1	68%	32%	100%
Called 9-1-1	32%	68%	100%
Attended a New York City Public School (K – 12)	30%	70%	100%
Attended a New York City Public School after-school program	14%	86%	100%
Received consumer assistance	11%	89%	100%
Visited a public community center	19%	81%	100%
Participated in an employment training program	8%	92%	100%
Used public hospital services	41%	59%	100%
Used public health clinic services	25%	75%	100%
Used public mental health services	6%	94%	100%
Used public substance abuse services	2%	98%	100%
Used a public senior center	9%	91%	100%
Used other public senior services (e.g., respite care, transportation, etc.)	8%	92%	100%
Received Medicaid	23%	77%	100%
Paid a fine or ticket to the City	46%	54%	100%
Contacted the City with a tax question	15%	85%	100%

**Table 12: Question 10: User Ratings of City Services**

Rate the services received	Excellent	Good	Fair	Poor	Total
3-1-1 services	29%	42%	19%	9%	100%
9-1-1 services	30%	38%	20%	12%	100%
New York City Public Schools	14%	42%	32%	13%	100%
Student safety at public schools	11%	37%	34%	19%	100%
Public School after-school programs	15%	42%	31%	13%	100%
Consumer assistance	10%	31%	29%	30%	100%
Public community center	12%	47%	34%	8%	100%
Employment training program	13%	38%	31%	18%	100%
Public hospital services	11%	36%	34%	19%	100%
Public health clinic services	12%	41%	32%	15%	100%
Public mental health services	17%	33%	29%	21%	100%
Public substance abuse services	19%	29%	29%	22%	100%
Public senior center	22%	48%	21%	8%	100%
Other public senior services	17%	43%	29%	11%	100%
Medicaid services	24%	42%	25%	9%	100%
Paying a fine or ticket to the City	8%	27%	34%	31%	100%
Contacting the City with a tax question	15%	36%	26%	22%	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	59%
Yes	41%
Total	100%

**Table 14: Question 11a**

Was your complaint or issue resolved?	Percent of respondents
Yes	48%
No	52%
Total	100%

*Responses are only from those who reported they or a member of their household had been in contact with 3-1-1 or a city agency in the last 12 months.*

**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	38%
No	62%
Total	100%

**Table 16: Question 13**

<b>About what type of service did you most recently make contact with a City office or agency?</b>	<b>Percent of respondents</b>
Housing	15%
Public safety	10%
Transportation	13%
Business licenses/permits	5%
Parks	5%
Education	7%
Health and Social Services	11%
Cultural and Community services	1%
Sanitation	10%
Other	21%
Total	100%

*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 17: Question 14**

<b>How would you rate the response of the office or agency with which you most recently had contact?</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
Timeliness of response	15%	34%	26%	24%	100%
Employee's courtesy	20%	38%	27%	15%	100%
Employee's willingness to help or understand	18%	35%	26%	21%	100%
Overall customer service	16%	34%	30%	20%	100%
Overall satisfaction with response	15%	30%	26%	30%	100%

*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 18: Question 16**

<b>About how many years have you lived in New York City? (Staten Island, Brooklyn, Queens, Bronx, Manhattan)</b>	<b>Percent of respondents</b>
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%
Average Length of Residency	30.47 years

**Table 19: Question 17**

<b>In the next 5 years, do you plan to stay in New York City or do you plan to move somewhere else?</b>	<b>Percent of respondents</b>
Stay in New York City	77%
Move somewhere else	23%
Total	100%

**Table 20: Question 18**

<b>Does your household have any working computers with Internet access?</b>	<b>Percent of respondents</b>
No, no computers	18%
Yes, computers but no internet access	6%
Yes, with high-speed Internet access	69%
Yes, with dial-up Internet access	7%
Total	100%

**Table 21: Question 19**

<b>Are you employed?</b>	<b>Percent of respondents</b>
Yes	71%
No	29%
Total	100%

**Table 22: Question 20**

<b>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?</b>	<b>Percent of respondents</b>
Very prepared	7%
Somewhat prepared	50%
Unprepared	42%
Total	100%

**Table 23: Question 21**

<b>Please check the one box that most closely describes the type of house you live in.</b>	<b>Percent of respondents</b>
An apartment in an apartment building	60%
A one family detached house	12%
A one family attached house	12%
Other	16%
Total	100%

**Table 24: Question 22**

<b>Is your residence rented or owned?</b>	<b>Percent of respondents</b>
Rented	55%
Owned	45%
Total	100%

**Table 25: Question 23**

<b>Are you living in New York City public housing, or are you receiving a rent subsidy, like Section 8, from the government?</b>	<b>Percent of respondents</b>
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%

**Table 26: Question 24**

<b>About how much was the total 2007 income before taxes for your household as a whole?</b>	<b>Percent of respondents</b>
Less than \$10,000	11%
\$10,000 - \$34,999	24%
\$35,000 - \$49,999	16%
\$50,000 - \$99,999	29%
\$100,000 - \$199,999	15%
\$200,000 or more	5%
Total	100%

**Table 27: Question 25**

<b>Including yourself, how many adults (age 18 or older) are there in your household?</b>	<b>Percent of respondents</b>
One (1)	35%
Two (2)	42%
Three (3)	14%
Four or more (4+)	9%
Total	100%

**Table 28: Question 26**

<b>How many children (under age 18) are there in your household?</b>	<b>Percent of respondents</b>
None (0)	66%
One (1)	17%
Two (2)	12%
Three or more (3+)	5%
Total	100%

**Table 29: Question 27**

<b>Is any member of your household age 65 or older?</b>	<b>Percent of respondents</b>
Yes	25%
No	75%
Total	100%

**Table 30: Question 28**

<b>What is your age?</b>	<b>Percent of respondents</b>
18-24 years old	6%
25-34 years old	26%
35-44 years old	17%
45-54 years old	21%
55-64 years old	13%
65-74 years old	10%
75 or older	7%
Total	100%

**Table 31: Question 29**

<b>What is the highest level of education you have completed?</b>	<b>Percent of respondents</b>
0-11 years, no diploma	9%
High school graduate	18%
Some college, no degree	19%
Associate Degree	8%
Bachelor's Degree	26%
Graduate Degree (e.g., PhD, MS, MA, etc.)	21%
Total	100%

**Table 32: Question 30**

Are you Hispanic or Latino/Latina?	Percent of respondents
Yes	23%
No	77%
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	76%
French	1%
German	0%
Greek	0%
Hebrew	0%
Hindi	0%
Italian	1%
Korean	0%
Polish	0%
Russian	2%
Spanish	10%
Tagalog	0%
Yiddish	0%
Other	3%
Total	100%

**Table 35: Question 33**

<b>How would you rate the way the City of New York provides services in your language?</b>	<b>Percent of respondents</b>
Excellent	48%
Good	30%
Fair	14%
Poor	9%
Total	100%

**Table 36: Question 34**

<b>What is your gender?</b>	<b>Percent of respondents</b>
Male	46%
Female	54%
Total	100%