

# NYC Feedback

## Citywide Customer Survey

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Report of Survey Results  
December 2008

### Appendix G: Rating of Services by Preferred Language

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# Ratings of Services in Preferred Language

## Introduction

This appendix shows the percent of respondents who rated the way the City of New York provides services in their language by the respondent's preferred language. Preferred language was determined using two approaches: the language in which the respondent chose to complete the survey and a question on the survey that asked the respondent to indicate their preferred first language.

The survey was available in English, Spanish, Russian and Chinese. Below are the percent of respondents who completed the survey in each of the four languages available.

| Language Survey Was Completed In     | Percent of respondents |
|--------------------------------------|------------------------|
| English                              | 98%                    |
| Spanish                              | 1%                     |
| Russian                              | <1%                    |
| Chinese (Simplified and Traditional) | 1%                     |
| Total                                | 100%                   |

A list of 16 languages, plus an "other" category, was provided to respondents from which they could select their preferred first language. Responses were grouped into five categories: English, Spanish, Russian, Chinese and "Other." Below are the percent of respondents who selected each as their preferred first language.

| What is your preferred first language? | Percent of respondents |
|--|------------------------|
| English                                | 76%                    |
| Spanish                                | 10%                    |
| Chinese (Mandarin and Cantonese)       | 4%                     |
| Russian                                | 2%                     |
| Other                                  | 8%                     |
| Total                                  | 100%                   |

## Results by Preferred First Language

**Table 1: In-Language Service Provision by Preferred First Language**

| How would you rate the way the City of New York provides services in your language? | Respondent's Preferred First Language |         |                                  |         |       |
|---|---------------------------------------|---------|----------------------------------|---------|-------|
|   | English                               | Spanish | Chinese (Mandarin and Cantonese) | Russian | Other |
| Rate the way the City provides services in your language                            | 97%                                   | 89%     | 80%                              | 83%     | 45%   |

*Percent of respondents who reported "excellent," "good" or "fair" prepared*

**Table 2: In-Language Service Provision by Language Completed the Survey**

| How would you rate the way the City of New York provides services in your language? | Language in which survey was completed |         |         |   |  |
|---|--|---------|---------|---|--|
|   | English                                | Spanish | Russian | Traditional Chinese (mailed or online only) | Simplified Chinese (mailed or online only) |
| Rate the way the City provides services in your language                            | 92%                                    | 86%     | 81%     | 87%   | 75%  |

*Percent of respondents who reported "excellent," "good" or "fair" prepared*