

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix N: Selected Survey Results by Presence of Children in Household

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Selected Survey Results by Presence of Children in Household

Introduction

This appendix provides the results of select survey responses by how many children (under age 18) lived in the respondent's household. Below are the percent of respondents with no children, one child, two children or three or more children in their household.

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

Results by Presence of Children in Household

Table 1: Index Scores by Presence of Children in Household

	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Customer Service Index	89	89	88	87
Health Services Clients Index	83	82	85	76
Social Support Services Index	57	56	60	60
Human Services Clients Index	93	90	91	90
Public Education Index	75	73	75	75
Public School Users Index	83	85	88	85
Cleaning and Maintenance Index	84	82	81	78
Streets and Sidewalks Index	80	76	78	76
Community Amenities Index	86	83	80	80
Mass Transit Index	87	84	86	86
Citywide Public Safety Index	86	83	83	80
Neighborhood Public Safety Index	90	87	85	84

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

Table 2: Quality of Life by Presence of Children in Household

Quality of Life	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
How would you rate the quality of life in NYC overall?	91%	84%	83%	86%
How would you rate your neighborhood as a place to live?	90%	87%	84%	81%

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

Table 3: Perceptions of Safety by Presence of Children in Household

Please rate how safe you feel in each of the following locations or situations:	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Feelings of safety walking alone on a street in your neighborhood at night	72%	65%	64%	59%
Feelings of safety in a park or playground during the day	88%	84%	83%	81%
Feelings of safety riding a subway during the day	88%	85%	84%	81%
Feelings of safety riding a subway at night	49%	39%	38%	34%

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

Table 4: Ratings of Neighborhood Services by Presence of Children in Household

Please rate each of the following in your neighborhood.	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Cleanliness of your neighborhood	82%	80%	79%	78%
Control of street noise in your neighborhood	67%	65%	68%	66%
Household garbage pick-up in your neighborhood	93%	91%	90%	89%
Recycling services in your neighborhood	90%	89%	88%	88%
Rat control in your neighborhood	75%	71%	67%	59%
Graffiti control in your neighborhood	81%	79%	77%	74%
Pedestrian safety (crossing intersections) in your neighborhood	87%	83%	84%	84%
Maintenance of streets and roads in your neighborhood	77%	71%	74%	71%
Maintenance of sidewalks in your neighborhood	81%	76%	76%	77%
Removal of snow from city streets in your neighborhood	85%	79%	80%	78%
Parking enforcement in your neighborhood	87%	83%	85%	85%
Condition of street trees in your neighborhood	87%	85%	86%	83%
Storm water drainage and sewer maintenance in your neighborhood	80%	78%	77%	76%
Availability of health care services in your neighborhood	87%	85%	87%	86%
Availability of cultural activities in your neighborhood	77%	70%	68%	67%
Neighborhood parks	89%	86%	83%	83%
Neighborhood playgrounds	89%	85%	81%	81%

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

Table 5: Ratings of City Services in the Neighborhood by Presence of Children in Household

Please rate each of the following in your neighborhood...	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Fire protection services in your neighborhood	98%	98%	96%	97%
Emergency medical services in your neighborhood	97%	95%	93%	92%
Police-Community relations in your neighborhood	82%	76%	76%	75%
Crime control in your neighborhood	85%	80%	77%	75%
Bus services in your neighborhood	86%	83%	86%	85%
Subway services in your neighborhood	86%	83%	84%	85%
Public libraries in your neighborhood	91%	90%	89%	90%

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

Table 6: Ratings of City Services in the City Overall by Presence of Children in Household

Please rate each of the following in the City overall...	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Fire protection services in the City overall	97%	97%	96%	96%
Emergency medical services in the City overall	95%	94%	95%	91%
Police-Community relations in the City overall	80%	76%	76%	74%
Crime control in the City overall	85%	78%	78%	74%
Bus services in the City overall	88%	85%	88%	86%
Subway services in the City overall	86%	82%	85%	85%
Public libraries in the City overall	96%	94%	96%	94%

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

Table 7: Ratings of City Services by Presence of Children in Household

Please rate each of the following in New York City...	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
NYC.gov, the City website	97%	96%	96%	97%
3-1-1, New York City's information telephone number	94%	94%	93%	96%
Public education (kindergarten – 12th grade)	78%	77%	80%	79%
Public after-school programs	73%	68%	69%	71%
Air quality in the City overall	68%	66%	69%	64%
Restaurant cleanliness in the City overall	86%	84%	81%	79%
Overall ease of travel within the city	87%	83%	84%	82%
Public housing in the City overall	57%	54%	55%	54%
Public assistance (such as Medicaid, food stamps, etc.)	74%	68%	71%	74%
Services addressing homelessness	52%	51%	55%	52%
Availability of youth employment programs	54%	52%	57%	54%
Services protecting children at risk of abuse and neglect	55%	55%	60%	62%

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

Table 8: Public Trust by Presence of Children in Household

Please rate how well you think New York City government does the following:	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Promotes the economic growth of New York City	83%	77%	79%	74%
Prepares the city for an emergency	80%	77%	76%	78%
Spends tax dollars wisely	61%	54%	58%	54%

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

Table 9: Overall Quality of City Services by Presence of Children in Household

Overall Quality of Services	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Rate the overall quality of New York City government services	87%	83%	83%	81%

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

Table 10: Frequency of Use of City Resources by Presence of Children in Household

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Used the public libraries	67%	83%	86%	87%
Visited a website called NYC.gov	64%	77%	79%	72%
Used one of the City's public parks or recreation facilities	76%	88%	90%	90%
Used City services for the mobility impaired	8%	11%	11%	12%
Used a City child daycare program	3%	13%	17%	20%
Used a City youth program	6%	20%	21%	28%

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 Presence of Children in Household

Done by you or any household member?	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Called 3-1-1	64%	75%	78%	79%
Called 9-1-1	29%	36%	39%	44%
Attended a New York City Public School (K - 12)	14%	55%	67%	72%
Attended a New York City Public School after-school program	6%	24%	31%	40%
Received consumer assistance	10%	12%	14%	16%
Visited a public community center	18%	22%	20%	24%
Participated in an employment training program	6%	11%	10%	13%
Used public hospital services	35%	53%	50%	56%
Used public health clinic services	21%	34%	31%	40%
Used public mental health services	5%	6%	6%	9%
Used public substance abuse services	2%	2%	2%	3%
Used a public senior center	10%	6%	4%	8%
Used other public senior services (e.g., respite care, transportation, etc.)	9%	7%	6%	9%
Received Medicaid	18%	30%	33%	44%
Paid a fine or ticket to the City	40%	55%	59%	61%
Contacted the City with a tax question	12%	18%	20%	23%

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 Presence of Children in Household

Rate the services received	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
3-1-1 services	90%	92%	92%	93%
9-1-1 services	89%	87%	85%	88%
New York City Public Schools	86%	88%	90%	86%
Student safety at public schools	78%	81%	85%	80%
Public School after-school programs	87%	86%	90%	89%
Consumer assistance	70%	68%	73%	67%
Public community center	94%	91%	90%	88%
Employment training program	83%	84%	81%	79%
Public hospital services	81%	80%	83%	73%
Public health clinic services	85%	86%	88%	81%
Public mental health services	81%	80%	78%	67%
Public substance abuse services	82%	84%	68%	57%
Public senior center	95%	84%	90%	72%
Other public senior services	91%	88%	81%	85%
Medicaid services	90%	90%	93%	90%
Paying a fine or ticket to the City	70%	66%	71%	68%
Contacting the City with a tax question	77%	79%	80%	77%

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 Presence of Children in Household

Contact with City Office or Agency	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Phone or in-person contact w City office/agency last 12 months?	36%	41%	42%	46%

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 Presence of Children in Household

How would you rate the response of the office or agency with which you most recently had contact?	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Timeliness of response	77%	73%	73%	69%
Employee's courtesy	86%	83%	82%	82%
Employee's willingness to help or understand	81%	78%	76%	75%
Overall customer service	81%	80%	77%	76%
Overall satisfaction with response	71%	69%	69%	68%

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 Presence of Children in Household

Most Important Issues Facing New York City	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
Housing Issues	30%	29%	25%	25%
Cost of living	14%	19%	17%	17%
Crime	20%	22%	23%	22%
Education	18%	27%	34%	33%
Mass Transit Issues	25%	18%	15%	10%

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

Table 16: Emergency Preparedness by Presence of Children in Household

Emergency Preparedness	How many children are there in your household?			
	None (0)	One (1)	Two (2)	Three or more (3+)
How prepared your household would be if there were an emergency?	59%	55%	55%	51%

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