

NYC Feedback

Citywide Customer Survey

Report of Survey Results
December 2008

Appendix Q2: Responses to Selected Survey Results by Community Board (Bronx)

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Results by Bronx Community Boards

Introduction

Recipients of the NYC Feedback Citywide Community Survey were selected from every Community Board within the City of New York. Thus, survey results could be generated for each Community Board. This appendix provides the results of select survey responses by respondents from Community Boards in the Bronx. Comparisons for Community Boards in other boroughs can be found in Appendix Q1 and Q3 through Q5.

Below are the percent of respondents who live in each Community Board across the entire City.

Community Boards	Percent of respondents
Manhattan Community Board #1	1%
Manhattan Community Board #2	1%
Manhattan Community Board #3	2%
Manhattan Community Board #4	1%
Manhattan Community Board #5	1%
Manhattan Community Board #6	2%
Manhattan Community Board #7	3%
Manhattan Community Board #8	3%
Manhattan Community Board #9	1%
Manhattan Community Board #10	1%
Manhattan Community Board #11	1%
Manhattan Community Board #12	2%
Bronx Community Board #1	1%
Bronx Community Board #2	1%
Bronx Community Board #3	1%
Bronx Community Board #4	1%
Bronx Community Board #5	1%
Bronx Community Board #6	1%
Bronx Community Board #7	1%
Bronx Community Board #8	1%
Bronx Community Board #9	2%
Bronx Community Board #10	1%
Bronx Community Board #11	1%
Bronx Community Board #12	1%
Brooklyn Community Board #1	2%
Brooklyn Community Board #2	1%
Brooklyn Community Board #3	1%

Community Boards	Percent of respondents
Brooklyn Community Board #4	1%
Brooklyn Community Board #5	2%
Brooklyn Community Board #6	1%
Brooklyn Community Board #7	2%
Brooklyn Community Board #8	1%
Brooklyn Community Board #9	1%
Brooklyn Community Board #10	1%
Brooklyn Community Board #11	2%
Brooklyn Community Board #12	1%
Brooklyn Community Board #13	1%
Brooklyn Community Board #14	2%
Brooklyn Community Board #15	2%
Brooklyn Community Board #16	1%
Brooklyn Community Board #17	2%
Brooklyn Community Board #18	2%
Queens Community Board #1	2%
Queens Community Board #2	2%
Queens Community Board #3	2%
Queens Community Board #4	2%
Queens Community Board #5	2%
Queens Community Board #6	1%
Queens Community Board #7	3%
Queens Community Board #8	2%
Queens Community Board #9	2%
Queens Community Board #10	1%
Queens Community Board #11	1%
Queens Community Board #12	2%
Queens Community Board #13	2%
Queens Community Board #14	1%
Staten Island Community Board #1	2%
Staten Island Community Board #2	2%
Staten Island Community Board #3	2%
Did not give an answer*	9%
Total	100%

**Respondents for whom Community Board could not be identified were not included in the comparisons of these appendices.*

Results by Bronx Community Boards 1-4

Table 1: Index Scores by Respondent Community Boards 1-4

	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Customer Service Index	88	87	89	89
Health Services Clients Index	79	85	85	79
Social Support Services Index	53	56	55	59
Human Services Clients Index	92	94	89	79
Public Education Index	70	73	70	76
Public School Users Index	84	78	77	80
Cleaning and Maintenance Index	64	71	69	72
Streets and Sidewalks Index	68	71	68	70
Community Amenities Index	71	72	68	76
Mass Transit Index	83	85	83	87
Citywide Public Safety Index	80	78	74	87
Neighborhood Public Safety Index	75	76	74	82

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

Table 2: Quality of Life by Respondent Community Boards 1-4

Quality of Life	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
How would you rate the quality of life in NYC overall?	81%	82%	78%	85%
How would you rate your neighborhood as a place to live?	58%	68%	57%	70%

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

Table 3: Perceptions of Safety by Respondent Community Boards 1-4

Please rate how safe you feel in each of the following locations or situations:	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Feelings of safety walking alone on a street in your neighborhood at night	32%	35%	33%	53%
Feelings of safety in a park or playground during the day	69%	71%	65%	83%
Feelings of safety riding a subway during the day	79%	81%	74%	87%
Feelings of safety riding a subway at night	30%	35%	31%	49%

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

Table 4: Ratings of Neighborhood Services by Respondent Community Boards 1-4

Please rate each of the following in your neighborhood.	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Cleanliness of your neighborhood	49%	61%	67%	69%
Control of street noise in your neighborhood	43%	42%	49%	41%
Household garbage pick-up in your neighborhood	77%	87%	86%	81%
Recycling services in your neighborhood	70%	82%	74%	81%
Rat control in your neighborhood	36%	42%	44%	50%
Graffiti control in your neighborhood	58%	66%	57%	67%
Pedestrian safety (crossing intersections) in your neighborhood	80%	80%	74%	77%
Maintenance of streets and roads in your neighborhood	69%	75%	69%	72%
Maintenance of sidewalks in your neighborhood	67%	72%	68%	76%
Removal of snow from city streets in your neighborhood	73%	77%	65%	76%
Parking enforcement in your neighborhood	83%	86%	83%	85%
Condition of street trees in your neighborhood	83%	88%	83%	89%
Storm water drainage and sewer maintenance in your neighborhood	75%	74%	75%	80%
Availability of health care services in your neighborhood	83%	81%	76%	80%
Availability of cultural activities in your neighborhood	55%	60%	50%	59%
Neighborhood parks	74%	74%	73%	85%
Neighborhood playgrounds	73%	71%	74%	81%

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

Table 5: Ratings of City Services in the Neighborhood by Respondent Community Boards 1-4

Please rate each of the following in your neighborhood...	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Fire protection services in your neighborhood	95%	93%	94%	97%
Emergency medical services in your neighborhood	90%	91%	90%	91%
Police-Community relations in your neighborhood	63%	66%	57%	70%
Crime control in your neighborhood	55%	58%	54%	72%
Bus services in your neighborhood	83%	86%	85%	83%
Subway services in your neighborhood	82%	82%	82%	88%
Public libraries in your neighborhood	84%	89%	78%	85%

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

Table 6: Ratings of City Services in the City Overall by Respondent Community Boards 1-4

Please rate each of the following in the City overall...	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Fire protection services in the City overall	96%	95%	94%	96%
Emergency medical services in the City overall	94%	89%	88%	92%
Police-Community relations in the City overall	73%	72%	66%	77%
Crime control in the City overall	75%	73%	67%	76%
Bus services in the City overall	85%	86%	82%	87%
Subway services in the City overall	81%	83%	81%	85%
Public libraries in the City overall	94%	94%	92%	93%

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

Table 7: Ratings of City Services by Respondent Community Boards 1-4

Please rate each of the following in New York City...	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
NYC.gov, the City website	93%	97%	90%	96%
3-1-1, New York City's information telephone number	94%	95%	88%	94%
Public education (kindergarten – 12th grade)	73%	75%	73%	82%
Public after-school programs	67%	71%	68%	72%
Air quality in the City overall	49%	57%	57%	66%
Restaurant cleanliness in the City overall	80%	80%	76%	81%
Overall ease of travel within the city	86%	85%	86%	92%
Public housing in the City overall	46%	55%	56%	58%
Public assistance (such as Medicaid, food stamps, etc.)	65%	68%	65%	69%
Services addressing homelessness	45%	50%	46%	55%
Availability of youth employment programs	54%	55%	52%	52%
Services protecting children at risk of abuse and neglect	58%	54%	54%	65%

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

Table 8: Public Trust by Respondent Community Boards 1-4

Please rate how well you think New York City government does the following:	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Promotes the economic growth of New York City	68%	75%	70%	74%
Prepares the city for an emergency	69%	72%	69%	83%
Spends tax dollars wisely	51%	51%	42%	56%

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

Table 9: Overall Quality of City Services by Respondent Community Boards 1-4

Overall Quality of Services	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Rate the overall quality of New York City government services	73%	77%	75%	83%

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

Table 10: Frequency of Use of City Resources by Respondent Community Boards 1-4

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Used the public libraries	76%	73%	73%	61%
Visited a website called NYC.gov	65%	68%	74%	62%
Used one of the City's public parks or recreation facilities	79%	81%	76%	78%
Used City services for the mobility impaired	13%	12%	17%	13%
Used a City child daycare program	22%	22%	25%	15%
Used a City youth program	24%	28%	30%	15%

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 Respondent Community Boards 1-4

Done by you or any household member?	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Called 3-1-1	68%	66%	73%	69%
Called 9-1-1	48%	47%	49%	42%
Attended a New York City Public School (K - 12)	48%	50%	53%	29%
Attended a New York City Public School after-school program	29%	27%	28%	19%
Received consumer assistance	16%	15%	17%	16%
Visited a public community center	34%	31%	32%	19%
Participated in an employment training program	24%	17%	17%	12%
Used public hospital services	69%	67%	74%	66%
Used public health clinic services	58%	58%	65%	46%
Used public mental health services	15%	14%	20%	16%
Used public substance abuse services	9%	6%	6%	6%
Used a public senior center	13%	7%	9%	12%
Used other public senior services (e.g., respite care, transportation, etc.)	13%	8%	9%	13%
Received Medicaid	56%	56%	50%	40%
Paid a fine or ticket to the City	38%	37%	33%	32%
Contacted the City with a tax question	24%	19%	21%	16%

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 Respondent Community Boards 1-4

Rate the services received	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
3-1-1 services	91%	93%	89%	93%
9-1-1 services	86%	83%	93%	88%
New York City Public Schools	89%	83%	79%	93%
Student safety at public schools	78%	75%	72%	75%
Public School after-school programs	86%	91%	84%	78%
Consumer assistance	68%	73%	68%	75%
Public community center	94%	93%	84%	78%
Employment training program	66%	84%	69%	63%
Public hospital services	72%	83%	84%	79%
Public health clinic services	85%	89%	88%	75%
Public mental health services	79%	91%	89%	90%
Public substance abuse services	70%	88%	85%	91%
Public senior center	98%	98%	89%	93%
Other public senior services	84%	95%	83%	94%
Medicaid services	88%	93%	93%	80%
Paying a fine or ticket to the City	66%	71%	62%	65%
Contacting the City with a tax question	73%	68%	74%	88%

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 Respondent Community Boards 1-4

Contact with City Office or Agency	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Phone or in-person contact w City office/agency last 12 mos?	40%	38%	41%	37%

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 Respondent Community Boards 1-4

How would you rate the response of the office or agency with which you most recently had contact?	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Timeliness of response	70%	66%	76%	77%
Employee's courtesy	73%	82%	80%	86%
Employee's willingness to help or understand	68%	79%	75%	71%
Overall customer service	67%	78%	59%	84%
Overall satisfaction with response	65%	73%	67%	63%

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 Respondent Community Boards 1-4

Most Important Issues Facing New York City	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
Housing Issues	33%	37%	36%	50%
Cost of living	19%	20%	13%	12%
Crime	29%	27%	30%	20%
Education	18%	27%	19%	24%
Mass Transit Issues	14%	15%	16%	26%

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

Table 16: Emergency Preparedness by Respondent Community Boards 1-4

Emergency Preparedness	Community Board			
	Bronx Community Board #1	Bronx Community Board #2	Bronx Community Board #3	Bronx Community Board #4
How prepared your household would be if there were an emergency?	47%	49%	54%	56%

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

Results by Bronx Community Boards 5-8

Table 17: Index Scores by Respondent Community Boards 5-8

	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Customer Service Index	89	87	87	90
Health Services Clients Index	87	85	88	84
Social Support Services Index	54	52	56	61
Human Services Clients Index	92	91	95	90
Public Education Index	73	71	76	73
Public School Users Index	79	81	85	88
Cleaning and Maintenance Index	70	70	75	89
Streets and Sidewalks Index	70	71	72	83
Community Amenities Index	68	80	78	90
Mass Transit Index	82	84	87	91
Citywide Public Safety Index	80	78	83	87
Neighborhood Public Safety Index	76	77	83	93

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

Table 18: Quality of Life by Respondent Community Boards 5-8

Quality of Life	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
How would you rate the quality of life in NYC overall?	81%	77%	82%	91%
How would you rate your neighborhood as a place to live?	58%	61%	76%	93%

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

Table 19: Perceptions of Safety by Respondent Community Boards 5-8

Please rate how safe you feel in each of the following locations or situations:	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Feelings of safety walking alone on a street in your neighborhood at night	38%	32%	50%	76%
Feelings of safety in a park or playground during the day	66%	71%	78%	91%
Feelings of safety riding a subway during the day	81%	78%	82%	85%
Feelings of safety riding a subway at night	31%	24%	33%	45%

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

Table 20: Ratings of Neighborhood Services by Respondent Community Boards 5-8

Please rate each of the following in your neighborhood.	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Cleanliness of your neighborhood	60%	68%	70%	89%
Control of street noise in your neighborhood	48%	55%	52%	74%
Household garbage pick-up in your neighborhood	85%	84%	90%	97%
Recycling services in your neighborhood	74%	78%	85%	94%
Rat control in your neighborhood	45%	44%	47%	80%
Graffiti control in your neighborhood	64%	63%	67%	84%
Pedestrian safety (crossing intersections) in your neighborhood	76%	76%	82%	87%
Maintenance of streets and roads in your neighborhood	71%	71%	77%	79%
Maintenance of sidewalks in your neighborhood	71%	74%	77%	85%
Removal of snow from city streets in your neighborhood	72%	75%	69%	84%
Parking enforcement in your neighborhood	81%	78%	79%	88%
Condition of street trees in your neighborhood	83%	82%	87%	93%
Storm water drainage and sewer maintenance in your neighborhood	83%	68%	82%	85%
Availability of health care services in your neighborhood	81%	77%	84%	90%
Availability of cultural activities in your neighborhood	48%	59%	56%	72%
Neighborhood parks	70%	84%	84%	95%
Neighborhood playgrounds	68%	84%	81%	96%

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

Table 21: Ratings of City Services in the Neighborhood by Respondent Community Boards 5-8

Please rate each of the following in your neighborhood...	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Fire protection services in your neighborhood	93%	95%	96%	97%
Emergency medical services in your neighborhood	87%	94%	93%	98%
Police-Community relations in your neighborhood	64%	60%	70%	85%
Crime control in your neighborhood	63%	62%	72%	91%
Bus services in your neighborhood	84%	86%	87%	91%
Subway services in your neighborhood	83%	81%	88%	91%
Public libraries in your neighborhood	87%	89%	91%	96%

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

Table 22: Ratings of City Services in the City Overall by Respondent Community Boards 5-8

Please rate each of the following in the City overall...	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Fire protection services in the City overall	96%	95%	95%	99%
Emergency medical services in the City overall	92%	95%	93%	97%
Police-Community relations in the City overall	75%	67%	72%	80%
Crime control in the City overall	74%	73%	73%	83%
Bus services in the City overall	84%	83%	81%	90%
Subway services in the City overall	80%	82%	84%	88%
Public libraries in the City overall	94%	95%	95%	99%

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

Table 23: Ratings of City Services by Respondent Community Boards 5-8

Please rate each of the following in New York City...	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
NYC.gov, the City website	95%	95%	97%	97%
3-1-1, New York City's information telephone number	93%	95%	93%	93%
Public education (kindergarten – 12th grade)	78%	76%	80%	74%
Public after-school programs	68%	65%	73%	76%
Air quality in the City overall	58%	57%	61%	74%
Restaurant cleanliness in the City overall	80%	79%	78%	86%
Overall ease of travel within the city	87%	88%	90%	87%
Public housing in the City overall	52%	47%	56%	63%
Public assistance (such as Medicaid, food stamps, etc.)	64%	66%	65%	77%
Services addressing homelessness	52%	53%	52%	59%
Availability of youth employment programs	46%	45%	50%	65%
Services protecting children at risk of abuse and neglect	59%	55%	54%	61%

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

Table 24: Public Trust by Respondent Community Boards 5-8

Please rate how well you think New York City government does the following:	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Promotes the economic growth of New York City	71%	73%	75%	88%
Prepares the city for an emergency	74%	75%	78%	82%
Spends tax dollars wisely	53%	46%	54%	67%

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

Table 25: Overall Quality of City Services by Respondent Community Boards 5-8

Overall Quality of Services	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Rate the overall quality of New York City government services	79%	79%	81%	90%

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

Table 26: Frequency of Use of City Resources by Respondent Community Boards 5-8

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Used the public libraries	70%	76%	77%	75%
Visited a website called NYC.gov	64%	67%	70%	65%
Used one of the City's public parks or recreation facilities	78%	88%	81%	82%
Used City services for the mobility impaired	17%	14%	12%	8%
Used a City child daycare program	17%	17%	10%	8%
Used a City youth program	17%	21%	16%	10%

Percent of respondents reporting they or a member of their household participated at least once in the last 12 months.

Table 27: Use of City Services by Respondent Community Boards 5-8

Done by you or any household member?	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Called 3-1-1	74%	69%	69%	61%
Called 9-1-1	48%	40%	46%	26%
Attended a New York City Public School (K - 12)	45%	47%	39%	25%
Attended a New York City Public School after-school program	25%	22%	22%	12%
Received consumer assistance	11%	12%	13%	11%
Visited a public community center	25%	25%	22%	18%
Participated in an employment training program	18%	23%	13%	8%
Used public hospital services	71%	70%	59%	35%
Used public health clinic services	58%	48%	39%	20%
Used public mental health services	15%	16%	9%	5%
Used public substance abuse services	6%	2%	3%	2%
Used a public senior center	6%	6%	7%	9%
Used other public senior services (e.g., respite care, transportation, etc.)	10%	10%	8%	10%
Received Medicaid	55%	51%	39%	17%
Paid a fine or ticket to the City	38%	42%	38%	50%
Contacted the City with a tax question	20%	23%	17%	12%

Note: Percent of respondents reporting they or a member of their household used a service at least once in the last 12 months.

Table 28: User Ratings of City Services by Respondent Community Boards 5-8

Rate the services received	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
3-1-1 services	90%	93%	90%	90%
9-1-1 services	88%	75%	86%	90%
New York City Public Schools	86%	88%	90%	89%
Student safety at public schools	64%	72%	79%	87%
Public School after-school programs	89%	85%	89%	91%
Consumer assistance	69%	66%	70%	84%
Public community center	93%	92%	97%	92%
Employment training program	85%	79%	78%	76%
Public hospital services	85%	81%	88%	82%
Public health clinic services	91%	91%	88%	83%
Public mental health services	83%	83%	85%	80%
Public substance abuse services	78%	64%	70%	76%
Public senior center	100%	85%	96%	94%
Other public senior services	86%	87%	94%	89%
Medicaid services	93%	90%	93%	82%
Paying a fine or ticket to the City	69%	71%	58%	74%
Contacting the City with a tax question	84%	66%	85%	70%

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 29: Contact with the City by Respondent Community Boards 5-8

Contact with City Office or Agency	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Phone or in-person contact w City office/agency last 12 mos?	36%	42%	39%	36%

Percent of respondents who reported they had contacted a City office or agency in the last 12 months.

Table 30: Ratings of Customer Service by Respondent Community Boards 5-8

How would you rate the response of the office or agency with which you most recently had contact?	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Timeliness of response	76%	79%	73%	83%
Employee's courtesy	83%	73%	82%	94%
Employee's willingness to help or understand	82%	69%	70%	88%
Overall customer service	78%	73%	79%	89%
Overall satisfaction with response	75%	73%	69%	76%

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 31: Most Important Issues Facing the City by Respondent Community Boards 5-8

Most Important Issues Facing New York City	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
Housing Issues	37%	30%	35%	28%
Cost of living	12%	12%	15%	16%
Crime	29%	24%	21%	18%
Education	17%	16%	27%	25%
Mass Transit Issues	15%	15%	15%	24%

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

Table 32: Emergency Preparedness by Respondent Community Boards 5-8

Emergency Preparedness	Community Board			
	Bronx Community Board #5	Bronx Community Board #6	Bronx Community Board #7	Bronx Community Board #8
How prepared your household would be if there were an emergency?	53%	55%	52%	63%

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

Results by Bronx Community Boards 9-12

Table 33: Index Scores by Respondent Community Boards 9-12

	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Customer Service Index	85	87	85	86
Health Services Clients Index	84	89	92	81
Social Support Services Index	59	53	58	54
Human Services Clients Index	94	97	94	93
Public Education Index	72	72	71	67
Public School Users Index	83	91	83	74
Cleaning and Maintenance Index	79	90	85	82
Streets and Sidewalks Index	78	86	81	73
Community Amenities Index	80	85	84	71
Mass Transit Index	85	89	89	90
Citywide Public Safety Index	78	85	85	79
Neighborhood Public Safety Index	84	94	90	83

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

Table 34: Quality of Life by Respondent Community Boards 9-12

Quality of Life	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
How would you rate the quality of life in NYC overall?	78%	93%	86%	83%
How would you rate your neighborhood as a place to live?	79%	98%	92%	87%

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

Table 35: Perceptions of Safety by Respondent Community Boards 9-12

Please rate how safe you feel in each of the following locations or situations:	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Feelings of safety walking alone on a street in your neighborhood at night	55%	83%	66%	61%
Feelings of safety in a park or playground during the day	80%	93%	84%	77%
Feelings of safety riding a subway during the day	83%	81%	78%	85%
Feelings of safety riding a subway at night	36%	34%	33%	36%

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

Table 36: Ratings of Neighborhood Services by Respondent Community Boards 9-12

Please rate each of the following in your neighborhood.	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Cleanliness of your neighborhood	77%	95%	90%	81%
Control of street noise in your neighborhood	66%	88%	78%	67%
Household garbage pick-up in your neighborhood	89%	98%	93%	93%
Recycling services in your neighborhood	84%	94%	91%	89%
Rat control in your neighborhood	67%	92%	80%	70%
Graffiti control in your neighborhood	77%	83%	79%	83%
Pedestrian safety (crossing intersections) in your neighborhood	87%	84%	83%	84%
Maintenance of streets and roads in your neighborhood	77%	83%	78%	65%
Maintenance of sidewalks in your neighborhood	79%	89%	82%	73%
Removal of snow from city streets in your neighborhood	81%	86%	76%	66%
Parking enforcement in your neighborhood	80%	86%	88%	87%
Condition of street trees in your neighborhood	90%	89%	80%	76%
Storm water drainage and sewer maintenance in your neighborhood	72%	81%	84%	77%
Availability of health care services in your neighborhood	84%	92%	91%	83%
Availability of cultural activities in your neighborhood	63%	67%	69%	44%
Neighborhood parks	83%	92%	91%	82%
Neighborhood playgrounds	84%	92%	87%	79%

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

Table 37: Ratings of City Services in the Neighborhood by Respondent Community Boards 9-12

Please rate each of the following in your neighborhood...	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Fire protection services in your neighborhood	94%	100%	98%	95%
Emergency medical services in your neighborhood	92%	99%	98%	94%
Police-Community relations in your neighborhood	71%	86%	81%	72%
Crime control in your neighborhood	78%	90%	84%	71%
Bus services in your neighborhood	87%	86%	88%	90%
Subway services in your neighborhood	86%	91%	88%	91%
Public libraries in your neighborhood	90%	92%	92%	81%

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

Table 38: Ratings of City Services in the City Overall by Respondent Community Boards 9-12

Please rate each of the following in the City overall...	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Fire protection services in the City overall	94%	98%	97%	93%
Emergency medical services in the City overall	89%	95%	95%	92%
Police-Community relations in the City overall	70%	72%	78%	72%
Crime control in the City overall	71%	79%	80%	75%
Bus services in the City overall	84%	88%	91%	91%
Subway services in the City overall	82%	85%	87%	85%
Public libraries in the City overall	92%	91%	94%	91%

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

Table 39: Ratings of City Services by Respondent Community Boards 9-12

Please rate each of the following in New York City...	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
NYC.gov, the City website	96%	95%	96%	94%
3-1-1, New York City's information telephone number	89%	91%	94%	95%
Public education (kindergarten – 12th grade)	73%	73%	71%	78%
Public after-school programs	70%	70%	70%	56%
Air quality in the City overall	62%	66%	72%	56%
Restaurant cleanliness in the City overall	84%	92%	87%	75%
Overall ease of travel within the city	86%	81%	87%	89%
Public housing in the City overall	50%	52%	56%	50%
Public assistance (such as Medicaid, food stamps, etc.)	74%	74%	72%	66%
Services addressing homelessness	57%	49%	59%	52%
Availability of youth employment programs	52%	44%	56%	42%
Services protecting children at risk of abuse and neglect	59%	49%	57%	56%

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

Table 40: Public Trust by Respondent Community Boards 9-12

Please rate how well you think New York City government does the following:	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Promotes the economic growth of New York City	78%	79%	77%	73%
Prepares the city for an emergency	71%	78%	80%	75%
Spends tax dollars wisely	56%	48%	55%	52%

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

Table 41: Overall Quality of City Services by Respondent Community Boards 9-12

Overall Quality of Services	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Rate the overall quality of New York City government services	80%	82%	82%	84%

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

Table 42: Frequency of Use of City Resources by Respondent Community Boards 9-12

In the last 12 months, about how many times, if ever, have you or any member of your household done any of the following?	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Used the public libraries	76%	76%	71%	73%
Visited a website called NYC.gov	71%	70%	62%	70%
Used one of the City's public parks or recreation facilities	79%	73%	72%	72%
Used City services for the mobility impaired	11%	6%	10%	9%
Used a City child daycare program	14%	6%	8%	7%
Used a City youth program	20%	9%	11%	15%

Percent of respondents reporting they or a member of their household participated at least once in the last 12 months.

Table 43: Use of City Services by Respondent Community Boards 9-12

Done by you or any household member?	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Called 3-1-1	71%	69%	73%	74%
Called 9-1-1	37%	33%	36%	42%
Attended a New York City Public School (K - 12)	36%	26%	33%	39%
Attended a New York City Public School after-school program	23%	13%	17%	18%
Received consumer assistance	12%	8%	12%	13%
Visited a public community center	33%	19%	20%	18%
Participated in an employment training program	11%	4%	8%	9%
Used public hospital services	54%	39%	45%	52%
Used public health clinic services	41%	26%	30%	32%
Used public mental health services	10%	6%	7%	8%
Used public substance abuse services	2%	1%	2%	5%
Used a public senior center	9%	13%	10%	10%
Used other public senior services (e.g., respite care, transportation, etc.)	10%	8%	6%	8%
Received Medicaid	31%	20%	21%	30%
Paid a fine or ticket to the City	44%	53%	49%	58%
Contacted the City with a tax question	22%	16%	21%	18%

Note: Percent of respondents reporting they or a member of their household used a service at least once in the last 12 months.

Table 44: User Ratings of City Services by Respondent Community Boards 9-12

Rate the services received	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
3-1-1 services	91%	86%	90%	91%
9-1-1 services	80%	98%	93%	79%
New York City Public Schools	85%	94%	88%	77%
Student safety at public schools	81%	89%	77%	67%
Public School after-school programs	86%	91%	92%	84%
Consumer assistance	83%	81%	67%	83%
Public community center	96%	100%	97%	90%
Employment training program	94%	92%	82%	81%
Public hospital services	82%	83%	92%	77%
Public health clinic services	88%	97%	92%	94%
Public mental health services	80%	83%	85%	80%
Public substance abuse services	94%	66%	84%	83%
Public senior center	98%	100%	98%	91%
Other public senior services	98%	97%	93%	91%
Medicaid services	87%	93%	92%	95%
Paying a fine or ticket to the City	78%	75%	78%	66%
Contacting the City with a tax question	92%	79%	90%	85%

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 45: Contact with the City by Respondent Community Boards 9-12

Contact with City Office or Agency	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Phone or in-person contact w City office/agency last 12 mos?	40%	38%	39%	39%

Percent of respondents who reported they had contacted a City office or agency in the last 12 months.

Table 46: Ratings of Customer Service by Respondent Community Boards 9-12

How would you rate the response of the office or agency with which you most recently had contact?	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Timeliness of response	69%	73%	68%	69%
Employee's courtesy	86%	85%	87%	77%
Employee's willingness to help or understand	74%	74%	80%	74%
Overall customer service	80%	83%	81%	75%
Overall satisfaction with response	71%	63%	66%	66%

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 47: Most Important Issues Facing the City by Respondent Community Boards 9-12

Most Important Issues Facing New York City	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
Housing Issues	33%	25%	28%	28%
Cost of living	14%	16%	17%	21%
Crime	23%	27%	29%	28%
Education	22%	24%	24%	19%
Mass Transit Issues	16%	16%	17%	12%

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

Table 48: Emergency Preparedness by Respondent Community Boards 9-12

Emergency Preparedness	Community Board			
	Bronx Community Board #9	Bronx Community Board #10	Bronx Community Board #11	Bronx Community Board #12
How prepared your household would be if there were an emergency?	49%	64%	60%	55%

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