



NYC RESIDENT FEEDBACK SURVEY

Report of Results

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The Citizens Budget Commission (CBC) is a nonprofit, nonpartisan civic organization devoted to influencing constructive change in the finances and services of New York State and New York City governments. A major activity of the CBC is conducting research on the financial and management practices of the State and City. Research initiatives are overseen by committees of its Trustees. The survey was undertaken under the auspices of CBC's Competitiveness Committee, whose members are: Zachary Aarons, Lawrence D. Ackman, Eric Altman, Kenneth W. Bond, John Breit, Thomas J. Brodsky, Robert L. Burch, IV, Lawrence B. Bittenwieser, Vishaan Chakrabarti, Herman R. Charbonneau, Anthony D. Dougherty, Jake Elghanayan, Bud H. Gibbs, Kenneth D. Gibbs, David R. Greenbaum, H. Dale Hemmerdinger, Robert N. Hoggund, Peter A. Joseph, Eugene J. Keilin, Michael Kopko, James L. Lipscomb, Aaron Maltz, Frances Milberg, James S. Normile, James M. Orphanides, Carin Pai, Steven M. Polan, Andrew Rothbaum, Heather L. Ruth, Brian P. Sanvidge, Timothy Sheehan, Alair A. Townsend, Jim Tozer, Claudia Wagner, James Walton, Kevin Willens, Joni Yoswein, and Edward Skyler, ex-officio.

National Research Center administered the survey, collected and tabulated responses, analyzed the results, and prepared this report.

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About the Survey and the Results Reported

In 2008, the City of New York Mayor's Office commissioned the NYC Feedback Citywide Customer Survey. In partnership with the Office of the Public Advocate, the Mayor's Office designed the survey to gauge public perceptions of the overall quality of life in the City and the quality of local government service delivery. It covered issues related to quality of life; customer service and access to government; public safety; health and human services; public education; community conditions, such as the cleanliness of streets and sidewalks; transportation, including mass transit; and recreation and culture.

Citizens Budget Commission (CBC) has long supported regular surveys as a way of gauging and improving resident satisfaction with city government and services. In 2017, CBC desired to repeat the 2008 survey, using similar methods, to evaluate the current status of resident perceptions of quality of life and quality of local government service delivery of New York City residents. National Research Center, Inc., which conducted the 2008 survey, was again hired to conduct the 2017 survey.

Many of the survey questions were kept identical to those asked in 2008 to allow direct comparisons. Some questions were eliminated to make the survey shorter and easier to complete, while a few items were added. Survey methods in 2017 mimicked those in 2008, but with a smaller sample.

Nearly 72,000 households were randomly selected to receive the survey. Completed responses were received from 9,873 households.

Details about how the survey was conducted can be found in *Appendix A: Survey Methodology*, while a copy of the questionnaire and survey materials can be found in *Appendix B: Questionnaire and Survey Materials*.

This report includes data from 45 survey questions capturing resident perspectives on aspects of quality of life and quality of services provided by New York City government.

Most of these items were evaluated on an "excellent, good, fair, or poor" scale. A few of the safety questions were answered on a "very safe, somewhat safe, somewhat unsafe, or very unsafe" scale. One of the items examined asked whether, in the next 5 years, survey respondents planned to stay in New York City or planned to move somewhere else. For this item, the proportion of people who planned to stay in NYC is reported.

The 45 items were placed in four larger categories: **The Big Picture**, items examining broad overall ratings; **Quality of Life: Safety**; **Quality of Life: Non-Safety**; and **Quality of Services**.

Beginning on page 5, three tables are presented for each of the 45 items. The first table shows the number and proportion of respondents giving each response option to the question (excluding those who answered "don't know"). The next two tables break down responses by the borough in which the respondents live and their race/ethnicity. For these tables, the figures displayed are the proportion who gave a positive answer to the question: either the proportion answering "excellent" or "good;" the proportion answering "very" or "somewhat safe;" or the proportion who responded that they planned to stay in NYC in the next 5 years.

The next two pages display a summary of the results for the 45 indicators, with the indicators shown down the left side of the page. The table on page 3 is meant as a

“dashboard” of the survey results for the City overall. The first column shows the percent giving the item a positive rating in 2017. Of these 45 indicators, 41 could be compared to results from the 2008 survey. The second column shows the change in the proportion of respondents giving a positive rating in 2017 from 2008. The last two columns in the table on page 3 show the proportion of Non-Hispanic White and Black or Hispanic respondents giving a positive rating to each item.

The table on page 4 shows the proportion of respondents in each of the 5 boroughs giving a positive rating to each the 45 items in 2017.

NYC Resident Feedback Survey: Results at a Glance

	2017 Rating [†]	Change from 2008	Disparity 2017	
			Non-Hispanic White	Black or Hispanic
Big Picture Indicators				
Neighborhood as a place to live	62.6%	+4.0%	73.7%	49.7%
Plan to stay in New York City (not move)	58.2%	*	61.7%	52.9%
Quality of life in NYC	51.2%	*	58.5%	43.1%
Overall quality of NYC government services	44.0%	*	46.6%	40.0%
City promotes the economic growth of New York City	40.7%	-6.1%	44.6%	35.3%
Overall ease of travel within the city	37.5%	-12.8%	36.9%	37.4%
City spends tax dollars wisely	20.8%	*	20.8%	19.1%
Quality of Life Safety Indicators				
Feeling safe in a park or playground during the day	84.9%	*	89.9%	78.9%
Feeling safe riding a subway during the day	81.5%	-4.6%	84.0%	77.8%
Feeling safe walking alone in your neighborhood at night	70.1%	*	76.8%	61.8%
City protects the city from a terrorist attack	66.7%	(NA)	71.2%	62.8%
Pedestrian safety	52.7%	*	57.1%	49.7%
City prepares the city for a natural disaster	47.9%	+4.2%	49.2%	46.8%
Feeling safe riding a subway at night	46.4%	*	49.0%	42.5%
Bike safety	45.7%	(NA)	48.4%	43.7%
Quality of Life Non-Safety Indicators				
Availability of health care services	60.3%	+5.0%	67.4%	54.3%
Neighborhood parks	56.7%	*	66.2%	47.9%
Neighborhood playgrounds	55.5%	*	65.0%	46.3%
Availability of cultural activities	47.6%	*	57.1%	39.1%
Cleanliness of your neighborhood	47.4%	*	53.2%	40.9%
Rat control	45.1%	*	56.0%	34.1%
Control of street noise	40.4%	+6.1%	43.9%	36.9%
Air quality	35.7%	+13.2%	36.9%	31.9%
Traffic	19.6%	(NA)	16.3%	20.4%
Quality of Services Indicators				
Fire protection	73.4%	-8.3%	83.5%	65.6%
Emergency medical services	69.8%	-4.4%	79.0%	63.1%
Household garbage pick-up	66.4%	*	71.5%	62.2%
Public libraries	66.1%	*	72.0%	61.5%
3-1-1	64.6%	-7.6%	63.9%	66.0%
NYC.gov, the City's official website	64.0%	-9.8%	64.1%	64.0%
Recycling services	63.6%	*	69.5%	59.2%
Bus services	57.2%	+3.5%	61.0%	53.3%
Pre-kindergarten programs	54.6%	(NA)	60.3%	50.9%
Subway services	54.5%	*	58.5%	51.0%
Condition of street trees	54.0%	*	58.2%	48.4%
Snow removal	53.4%	+4.6%	59.4%	46.8%
Parking enforcement	51.5%	-4.9%	56.6%	47.3%
Storm water drainage and sewer maintenance	50.5%	+4.7%	54.9%	45.2%
Crime control	50.1%	*	60.9%	40.2%
Public education (K-12)	48.0%	+9.5%	50.4%	44.1%
Public after-school programs	42.1%	+8.7%	45.4%	39.5%
Maintenance of streets and roads	39.0%	*	41.3%	37.0%
Services protecting at-risk children	22.9%	*	19.3%	19.4%
Public housing	20.2%	*	20.3%	17.2%
Services for homeless people	13.7%	-4.3%	13.3%	12.2%

[†] Blue shading indicates more than 50% rated positively; Orange shading indicates 50% or fewer rated positively
 * Indicates change in 2017 from 2008 was less than 3.0% in either direction.

NYC Resident Feedback Survey: Results by Borough

	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Big Picture Indicators					
Neighborhood as a place to live	72.9%	42.5%	61.3%	66.5%	73.8%
Plan to stay in New York City (not move)	64.4%	49.9%	58.6%	60.0%	50.6%
Quality of life in NYC	65.3%	40.7%	51.8%	48.4%	43.8%
Overall quality of NYC government services	51.5%	40.7%	43.9%	43.1%	33.1%
City promotes the economic growth of New York City	50.1%	34.2%	42.4%	38.5%	27.1%
Overall ease of travel within the city	42.9%	34.5%	39.8%	36.6%	19.5%
City spends tax dollars wisely	24.3%	20.2%	22.1%	19.3%	13.2%
Quality of Life Safety Indicators					
Feeling safe in a park or playground during the day	91.3%	73.2%	85.0%	86.6%	89.6%
Feeling safe riding a subway during the day	89.7%	67.9%	84.4%	82.2%	75.1%
Feeling safe walking alone in your neighborhood at night	72.9%	42.5%	61.3%	66.5%	73.8%
City protects the city from a terrorist attack	74.4%	62.4%	67.9%	64.9%	59.9%
Pedestrian safety	57.1%	45.5%	51.4%	55.3%	55.9%
City prepares the city for a natural disaster	54.5%	47.1%	48.6%	46.2%	36.5%
Feeling safe riding a subway at night	57.8%	31.5%	52.1%	43.8%	31.4%
Bike safety	46.9%	43.9%	42.3%	48.6%	54.0%
Quality of Life Non-Safety Indicators					
Availability of health care services	69.6%	56.7%	56.3%	59.8%	66.2%
Neighborhood parks	71.1%	45.9%	55.4%	53.0%	61.0%
Neighborhood playgrounds	67.5%	45.4%	55.0%	53.4%	58.9%
Availability of cultural activities	68.1%	33.8%	48.0%	40.2%	43.1%
Cleanliness of your neighborhood	49.5%	38.9%	44.5%	51.4%	61.1%
Rat control	44.2%	34.0%	44.4%	52.2%	63.8%
Control of street noise	34.3%	34.6%	38.8%	46.9%	57.5%
Air quality	34.5%	32.7%	35.4%	39.0%	36.6%
Traffic	16.9%	22.4%	19.0%	22.4%	12.4%
Quality of Services Indicators					
Fire protection	80.6%	65.6%	72.2%	73.6%	79.7%
Emergency medical services	78.6%	61.6%	68.8%	69.0%	75.9%
Household garbage pick-up	66.2%	61.8%	64.4%	71.5%	70.7%
Public libraries	70.9%	60.0%	64.1%	68.4%	68.5%
3-1-1	61.6%	67.1%	67.0%	63.8%	58.7%
NYC.gov, the City's official website	64.9%	64.9%	64.4%	63.7%	59.1%
Recycling services	63.9%	58.3%	61.1%	68.8%	70.0%
Bus services	64.9%	51.2%	56.2%	57.6%	51.8%
Pre-kindergarten programs	52.8%	49.1%	53.3%	59.0%	64.2%
Subway services	67.9%	47.3%	53.6%	51.9%	38.3%
Condition of street trees	59.2%	51.7%	54.4%	52.3%	52.0%
Snow removal	66.5%	46.1%	51.6%	50.2%	55.5%
Parking enforcement	61.3%	46.5%	49.0%	50.8%	56.8%
Storm water drainage and sewer maintenance	56.9%	50.3%	49.0%	49.7%	48.3%
Crime control	60.5%	36.8%	48.7%	51.5%	54.8%
Public education (K-12)	45.3%	41.3%	47.0%	53.8%	55.5%
Public after-school programs	43.2%	38.7%	42.1%	42.4%	49.7%
Maintenance of streets and roads	46.8%	37.4%	40.0%	35.9%	26.4%
Services protecting at-risk children	19.9%	21.6%	23.6%	24.8%	23.5%
Public housing	20.8%	18.9%	18.9%	23.1%	19.8%
Services for homeless people	11.7%	14.4%	13.1%	14.2%	15.7%

† Blue shading indicates more than 50% rated positively; Orange shading indicates 50% or fewer rated positively

Big Picture

Neighborhood as a place to live

Table 1: Neighborhood as a place to live: Frequency of responses

	Excellent		Good		Fair		Poor		Total	
How would you rate your neighborhood as a place to live?	16.0%	N=1535	46.7%	N=4483	27.3%	N=2625	10.0%	N=965	100.0%	N=9607

Table 2: Neighborhood as a place to live by Borough: Percent rating as excellent or good

	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
How would you rate your neighborhood as a place to live?	72.9%	42.5%	61.3%	66.5%	73.8%	62.6%

Table 3: Neighborhood as a place to live by Respondent Race/Ethnicity: Percent rating as excellent or good

	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
How would you rate your neighborhood as a place to live?	66.8%	48.8%	73.7%	54.0%	51.0%	62.6%

Plan to stay in New York City

Table 4: Plan to stay in New York City (not move): Frequency of responses

In the next 5 years, do you plan to stay in New York City or do you plan to move somewhere else?	Stay in New York City		Move outside the city, but in New York state		Move out of state		Don't know		Total	
		58.2%	N=5614	5.5%	N=534	12.5%	N=1202	23.8%	N=2297	100.0%

Table 5: Plan to stay in New York City (not move) by Borough: Percent who plan to stay

In the next 5 years, do you plan to stay in New York City or do you plan to move somewhere else?	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Percent who plan to stay in New York City (not move)	64.5%	49.9%	58.6%	60.0%	50.6%	58.2%

Table 6: Plan to stay in New York City (not move) by Respondent Race/Ethnicity: Percent who plan to stay

In the next 5 years, do you plan to stay in New York City or do you plan to move somewhere else?	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Percent who plan to stay in New York City (not move)	64.8%	52.1%	61.7%	52.2%	54.1%	58.2%

Quality of life in NYC

Table 7: Quality of life in NYC: Frequency of responses

	Excellent		Good		Fair		Poor		Total	
How would you rate the quality of life in New York City overall?	6.1%	N=586	45.0%	N=4300	37.1%	N=3540	11.7%	N=1121	100.0%	N=9547

Table 8: Quality of life in NYC by Borough: Percent rating as excellent or good

	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
How would you rate the quality of life in New York City overall?	65.3%	40.7%	51.8%	48.4%	43.8%	51.2%

Table 9: Quality of life in NYC by Respondent Race/Ethnicity: Percent rating as excellent or good

	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
How would you rate the quality of life in New York City overall?	57.0%	41.8%	58.5%	39.9%	45.0%	51.2%

Overall quality of NYC government services

Table 10: Overall quality of NYC government services: Frequency of responses

	Excellent		Good		Fair		Poor		Total	
How would you rate the overall quality of New York City government services?	5.6%	N=502	38.4%	N=3440	41.0%	N=3671	15.0%	N=1346	100.0%	N=8959

Table 11: Overall quality of NYC government services by Borough: Percent rating as excellent or good

	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
How would you rate the overall quality of New York City government services?	51.6%	40.7%	43.9%	43.1%	33.1%	44.0%

Table 12: Overall quality of NYC government services by Respondent Race/Ethnicity: Percent rating as excellent or good

	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
How would you rate the overall quality of New York City government services?	50.9%	40.1%	46.6%	37.5%	39.9%	44.0%

City promotes the economic growth of New York City

Table 13: City promotes the economic growth of New York City: Frequency of responses

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	7.1%	N=578	33.6%	N=2731	36.8%	N=2996	22.5%	N=1830	100.0%

Table 14: City promotes the economic growth of New York City by Borough: Percent rating as excellent or good

Please rate how well you think New York City government does the following:	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Promotes the economic growth of New York City	50.2%	34.2%	42.4%	38.5%	27.1%	40.7%

Table 15: City promotes the economic growth of New York City by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate how well you think New York City government does the following:	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Promotes the economic growth of New York City	46.1%	34.3%	44.6%	35.3%	36.7%	40.7%

Overall ease of travel within the city

Table 16: Overall ease of travel within the city: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Overall ease of travel within the city	7.3%	N=678	30.1%	N=2793	38.4%	N=3559	24.1%	N=2236	100.0%	N=9266

Table 17: Overall ease of travel within the city by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Overall ease of travel within the city	42.9%	34.5%	39.8%	36.6%	19.5%	37.5%

Table 18: Overall ease of travel within the city by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Overall ease of travel within the city	45.0%	36.6%	36.9%	31.6%	38.5%	37.5%

City spends tax dollars wisely

Table 19: City spends tax dollars wisely: Frequency of responses

Please rate how well you think New York City government does the following:	Excellent		Good		Fair		Poor		Total	
Spends tax dollars wisely	2.8%	N=222	18.0%	N=1447	36.8%	N=2951	42.4%	N=3398	100.0%	N=8018

Table 20: City spends tax dollars wisely by Borough: Percent rating as excellent or good

Please rate how well you think New York City government does the following:	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Spends tax dollars wisely	24.4%	20.2%	22.1%	19.3%	13.2%	20.8%

Table 21: City spends tax dollars wisely by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate how well you think New York City government does the following:	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Spends tax dollars wisely	26.9%	17.2%	20.8%	18.8%	21.7%	20.8%

Quality of Life: Safety

Feeling of safety in a park or playground

Table 22: Feeling of safety in a park or playground: Frequency of responses

Please rate how safe or unsafe you feel in each of the following locations or situations:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	In a park or playground during the day	39.9%	N=3651	45.0%	N=4125	11.4%	N=1044	3.7%	N=341	100.0%

Table 23: Feeling of safety in a park or playground by Borough: Percent rating as very or somewhat safe

Please rate how safe or unsafe you feel in each of the following locations or situations:	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	In a park or playground during the day	91.3%	73.2%	85.0%	86.6%	89.6%

Table 24: Feeling of safety in a park or playground Respondent Race/Ethnicity: Percent rating as very or somewhat safe

Please rate how safe or unsafe you feel in each of the following locations or situations:	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
	In a park or playground during the day	88.6%	79.5%	89.9%	82.0%	78.2%

Feeling of safety riding a subway during the day

Table 25: Feeling of safety riding a subway during the day: Frequency of responses

Please rate how safe or unsafe you feel in each of the following locations or situations:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	Riding a subway during the day	31.5%	N=2898	50.0%	N=4609	13.8%	N=1274	4.6%	N=428	100.0%

Table 26: Feeling of safety riding a subway during the day by Borough: Percent rating as very or somewhat safe

Please rate how safe or unsafe you feel in each of the following locations or situations:	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Riding a subway during the day	89.7%	67.9%	84.4%	82.2%	75.1%

Table 27: Feeling of safety riding a subway during the day by Respondent Race/Ethnicity: Percent rating as very or somewhat safe

Please rate how safe or unsafe you feel in each of the following locations or situations:	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
	Riding a subway during the day	89.4%	79.0%	84.0%	77.9%	76.2%

Feeling of safety walking alone in neighborhood at night

Table 28: Feeling of safety walking alone in your neighborhood at night: Frequency of responses

Please rate how safe or unsafe 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	21.0%	N=2000	49.1%	N=4664	22.0%	N=2088	7.9%	N=753	100.0%

Table 29: Feeling of safety walking alone in your neighborhood at night by Borough: Percent rating as very or somewhat safe

Please rate how safe or unsafe you feel in each of the following locations or situations:	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Walking alone on a street in your neighborhood at night	80.0%	52.1%	70.7%	72.3%	77.7%

Table 30: Feeling of safety walking alone in your neighborhood at night by Respondent Race/Ethnicity: Percent rating as very or somewhat safe

Please rate how safe or unsafe you feel in each of the following locations or situations:	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
	Walking alone on a street in your neighborhood at night	75.3%	63.7%	76.8%	65.9%	59.1%

City protects the city from a terrorist attack

Table 31: City protects the city from a terrorist attack: Frequency of responses

Please rate how well you think New York City government does the following:	Excellent		Good		Fair		Poor		Total	
Protects the city from a terrorist attack	21.9%	N=1799	44.8%	N=3687	22.7%	N=1870	10.6%	N=874	100.0%	N=8231

Table 32: City protects the city from a terrorist attack by Borough: Percent rating as excellent or good

Please rate how well you think New York City government does the following:	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Protects the city from a terrorist attack	74.4%	62.4%	67.9%	64.9%	59.9%	66.7%

Table 33: City protects the city from a terrorist attack by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate how well you think New York City government does the following:	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Protects the city from a terrorist attack	67.0%	62.9%	71.2%	64.6%	62.6%	66.7%

Pedestrian safety

Table 34: Pedestrian safety: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Pedestrian safety	10.4%	N=974	42.3%	N=3959	33.8%	N=3164	13.5%	N=1264	100.0%

Table 35: Pedestrian safety by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Pedestrian safety	57.0%	45.5%	51.4%	55.3%	55.9%	52.7%

Table 36: Pedestrian safety by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Pedestrian safety	56.5%	48.9%	57.1%	42.6%	50.7%	52.7%

City prepares the city for a natural disaster

Table 37: City prepares the city for a natural disaster: Frequency of responses

Please rate how well you think New York City government does the following:	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Prepares the city for an emergency such as a natural disaster	10.3%	N=859	37.6%	N=3131	34.2%	N=2847	17.9%	N=1492	100.0%	N=8328

Table 38: City prepares the city for a natural disaster by Borough: Percent rating as excellent or good

Please rate how well you think New York City government does the following:	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Prepares the city for an emergency such as a natural disaster	54.5%	47.1%	48.6%	46.2%	36.5%

Table 39: City prepares the city for a natural disaster by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate how well you think New York City government does the following:	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Prepares the city for an emergency such as a natural disaster	50.7%	46.8%	49.2%	44.8%	46.8%

Feeling of safety riding a subway at night

Table 40: Feeling of safety riding a subway at night: Frequency of responses

Please rate how safe or unsafe you feel in each of the following locations or situations:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	Riding a subway at night	9.0%	N=803	37.4%	N=3354	32.8%	N=2940	20.8%	N=1865	100.0%

Table 41: Feeling of safety riding a subway at night by Borough: Percent rating as very or somewhat safe

Please rate how safe or unsafe you feel in each of the following locations or situations:	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Riding a subway at night	57.9%	31.5%	52.1%	43.8%	31.4%

Table 42: Feeling of safety riding a subway at night by Respondent Race/Ethnicity: Percent rating as very or somewhat safe

Please rate how safe or unsafe you feel in each of the following locations or situations:	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Riding a subway at night	53.5%	43.9%	49.0%	45.5%	40.5%

Bike safety

Table 43: Bike safety: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Bike safety	8.9%	N=688	36.8%	N=2836	35.8%	N=2758	18.5%	N=1427	100.0%

Table 44: Bike safety by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Bike safety	46.8%	43.9%	42.3%	48.6%	54.0%

Table 45: Bike safety by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
	Bike safety	47.8%	43.6%	48.4%	41.5%	43.9%

Quality of Life: Non-Safety

Availability of health care services

Table 46: Availability of health care services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Availability of health care services	14.9%	N=1260	45.4%	N=3825	29.5%	N=2488	10.2%	N=856	100.0%

Table 47: Availability of health care services by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Availability of health care services	69.5%	56.7%	56.3%	59.8%	66.2%	60.3%

Table 48: Availability of health care services by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Availability of health care services	62.4%	52.6%	67.4%	53.3%	56.6%	60.3%

Neighborhood parks

Table 49: Neighborhood parks: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Neighborhood parks	17.5%	N=1602	39.2%	N=3598	30.5%	N=2800	12.8%	N=1175	100.0%

Table 50: Neighborhood parks by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Neighborhood parks	71.1%	45.9%	55.4%	53.0%	61.0%	56.7%

Table 51: Neighborhood parks by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Neighborhood parks	55.7%	47.8%	66.2%	51.9%	47.9%	56.7%

Neighborhood playgrounds

Table 52: Neighborhood playgrounds: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Neighborhood playgrounds	15.1%	N=1277	40.4%	N=3429	32.0%	N=2712	12.6%	N=1068	100.0%

Table 53: Neighborhood playgrounds by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Neighborhood playgrounds	67.6%	45.4%	55.0%	53.4%	58.9%	55.5%

Table 54: Neighborhood playgrounds by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Neighborhood playgrounds	56.6%	46.1%	65.0%	49.8%	46.7%	55.5%

Availability of cultural activities

Table 55: Availability of cultural activities: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Availability of cultural activities (concerts, plays, museums, etc.)	16.7%	N=1443	30.9%	N=2665	27.0%	N=2324	25.4%	N=2192	100.0%

Table 56: Availability of cultural activities by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Availability of cultural activities (concerts, plays, museums, etc.)	68.1%	33.8%	48.0%	40.2%	43.1%	47.6%

Table 57: Availability of cultural activities by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Availability of cultural activities (concerts, plays, museums, etc.)	46.7%	38.7%	57.1%	41.1%	39.6%	47.6%

Cleanliness of your neighborhood

Table 58: Cleanliness of your neighborhood: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Cleanliness of your neighborhood	10.2%	N=987	37.1%	N=3580	32.8%	N=3165	19.8%	N=1911	100.0%

Table 59: Cleanliness of your neighborhood by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Cleanliness of your neighborhood	49.5%	38.9%	44.5%	51.4%	61.1%	47.4%

Table 60: Cleanliness of your neighborhood by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Cleanliness of your neighborhood	50.2%	40.6%	53.2%	40.4%	41.2%	47.4%

Rat control

Table 61: Rat control: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Rat control	13.5%	N=1138	31.6%	N=2661	26.3%	N=2212	28.6%	N=2407	100.0%

Table 62: Rat control by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Rat control	44.1%	34.0%	44.4%	52.2%	63.8%	45.1%

Table 63: Rat control by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Rat control	49.5%	33.8%	56.0%	37.7%	34.6%	45.1%

Control of street noise

Table 64: Control of street noise: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Control of street noise	8.5%	N=812	31.9%	N=3050	32.7%	N=3123	26.9%	N=2568	100.0%

Table 65: Control of street noise by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Control of street noise	34.2%	34.6%	38.8%	46.9%	57.5%	40.4%

Table 66: Control of street noise by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Control of street noise	41.6%	38.4%	43.9%	36.9%	34.9%	40.4%

Air quality

Table 67: Air quality: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
	Air quality	4.5%	N=413	31.2%	N=2830	43.0%	N=3907	21.3%	N=1934	100.0%

Table 68: Air quality by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Air quality	34.5%	32.7%	35.4%	39.0%	36.6%	35.7%

Table 69: Air quality by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Air quality	44.7%	30.6%	36.9%	30.2%	33.6%	35.7%

Traffic

Table 70: Traffic: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
	Traffic	2.1%	N=199	17.4%	N=1614	37.9%	N=3501	42.6%	N=3936	100.0%

Table 71: Traffic by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Traffic	17.0%	22.4%	19.0%	22.4%	12.4%

Table 72: Traffic by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Traffic	26.1%	19.7%	16.3%	19.7%	21.3%

Quality of Services

Fire protection

Table 73: Fire protection: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Fire protection services	24.1%	N=1934	49.2%	N=3944	22.7%	N=1817	3.9%	N=313	100.0%

Table 74: Fire protection by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Fire protection services	80.6%	65.6%	72.2%	73.6%	79.7%	73.4%

Table 75: Fire protection by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Fire protection services	70.6%	64.8%	83.5%	67.3%	66.8%	73.4%

Emergency medical services

Table 76: Emergency medical services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Emergency medical services	22.4%	N=1769	47.4%	N=3745	24.3%	N=1923	5.9%	N=464	100.0%

Table 77: Emergency medical services by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Emergency medical services	78.7%	61.6%	68.8%	69.0%	75.9%	69.8%

Table 78: Emergency medical services by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Emergency medical services	67.1%	62.6%	79.0%	63.8%	63.7%	69.8%

Household garbage pick-up

Table 79: Household garbage pick-up: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Household garbage pick-up	19.7%	N=1859	46.7%	N=4419	25.1%	N=2371	8.5%	N=808	100.0%

Table 80: Household garbage pick-up by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Household garbage pick-up	66.1%	61.8%	64.4%	71.5%	70.7%	66.4%

Table 81: Household garbage pick-up by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Household garbage pick-up	66.8%	62.2%	71.5%	58.1%	62.2%	66.4%

Public libraries

Table 82: Public libraries: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Public libraries	19.5%	N=1617	46.6%	N=3861	25.1%	N=2082	8.8%	N=726	100.0%

Table 83: Public libraries by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Public libraries	70.9%	60.0%	64.1%	68.4%	68.5%

Table 84: Public libraries by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
	Public libraries	67.1%	61.8%	72.0%	56.9%	61.0%

3-1-1, telephone number for City government information

Table 85: 3-1-1, telephone number for City government information: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
	3-1-1, telephone number for City government information	18.1%	N=1378	46.5%	N=3534	26.7%	N=2030	8.8%	N=666	100.0%

Table 86: 3-1-1, telephone number for City government information by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
3-1-1, telephone number for City government information	61.7%	67.1%	67.0%	63.8%	58.7%	64.6%

Table 87: 3-1-1, telephone number for City government information by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
3-1-1, telephone number for City government information	66.6%	65.2%	63.9%	62.7%	67.2%	64.6%

NYC.gov, the City's official website

Table 88: NYC.gov, the City's official website: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
NYC.gov, the City's official website	13.3%	N=887	50.7%	N=3387	28.6%	N=1909	7.5%	N=501	100.0%	N=6684

Table 89: NYC.gov, the City's official website by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
NYC.gov, the City's official website	64.9%	64.9%	64.4%	63.7%	59.1%	64.0%

Table 90: NYC.gov, the City's official website by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
NYC.gov, the City's official website	65.7%	63.9%	64.1%	62.1%	64.1%	64.0%

Recycling services

Table 91: Recycling services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Recycling services	18.3%	N=1698	45.3%	N=4188	26.7%	N=2471	9.7%	N=898	100.0%	N=9255

Table 92: Recycling services by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Recycling services	63.8%	58.3%	61.1%	68.8%	70.0%	63.6%

Table 93: Recycling services by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Recycling services	63.1%	59.1%	69.5%	55.6%	59.4%	63.6%

Bus services

Table 94: Bus services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Bus services	13.5%	N=1216	43.8%	N=3953	29.8%	N=2693	12.9%	N=1169	100.0%

Table 95: Bus services by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Bus services	64.9%	51.2%	56.2%	57.6%	51.8%	57.2%

Table 96: Bus services by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Bus services	61.8%	52.0%	61.0%	51.7%	55.1%	57.2%

Pre-kindergarten programs

Table 97: Pre-kindergarten programs: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Pre-kindergarten programs	12.4%	N=580	42.1%	N=1966	30.7%	N=1433	14.7%	N=687	100.0%	N=4665

Table 98: Pre-kindergarten programs by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Pre-kindergarten programs	52.8%	49.1%	53.3%	59.0%	64.2%	54.6%

Table 99: Pre-kindergarten programs by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Pre-kindergarten programs	62.2%	48.2%	60.3%	42.2%	54.2%	54.6%

Subway services

Table 100: Subway services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Subway services	14.4%	N=1297	40.0%	N=3606	30.3%	N=2727	15.3%	N=1375	100.0%

Table 101: Subway services by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Subway services	68.0%	47.3%	53.6%	51.9%	38.3%

Table 102: Subway services by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
	Subway services	56.2%	50.0%	58.5%	49.3%	52.4%

Condition of street trees

Table 103: Condition of street trees: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Condition of street trees	10.2%	N=950	43.7%	N=4070	31.7%	N=2953	14.3%	N=1331	100.0%

Table 104: Condition of street trees by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Condition of street trees	59.2%	51.7%	54.4%	52.3%	52.0%	54.0%

Table 105: Condition of street trees by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Condition of street trees	59.2%	46.4%	58.2%	48.9%	51.2%	54.0%

Snow removal

Table 106: Snow removal: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Snow removal	14.1%	N=1341	39.3%	N=3742	30.7%	N=2929	15.9%	N=1516	100.0%

Table 107: Snow removal by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Snow removal	66.6%	46.1%	51.6%	50.2%	55.5%	53.4%

Table 108: Snow removal by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Snow removal	59.1%	44.7%	59.4%	43.5%	49.6%	53.4%

Parking enforcement

Table 109: Parking enforcement: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Parking enforcement	11.8%	N=964	39.7%	N=3240	31.7%	N=2585	16.9%	N=1378	100.0%

Table 110: Parking enforcement by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Parking enforcement	61.2%	46.5%	49.0%	50.8%	56.8%	51.5%

Table 111: Parking enforcement by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Parking enforcement	52.3%	47.5%	56.6%	46.6%	47.0%	51.5%

Storm water drainage and sewer maintenance

Table 112: Storm water drainage and sewer maintenance: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Storm water drainage and sewer maintenance	9.9%	N=867	40.6%	N=3569	33.1%	N=2912	16.4%	N=1441	100.0%

Table 113: Storm water drainage and sewer maintenance by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Storm water drainage and sewer maintenance	56.9%	50.3%	49.0%	49.7%	48.3%	50.5%

Table 114: Storm water drainage and sewer maintenance by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Storm water drainage and sewer maintenance	54.3%	42.1%	54.9%	47.7%	49.3%	50.5%

Crime control

Table 115: Crime control: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Crime control	10.9%	N=945	39.2%	N=3408	33.1%	N=2879	16.8%	N=1461	100.0%

Table 116: Crime control by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Crime control	60.4%	36.8%	48.7%	51.5%	54.8%	50.1%

Table 117: Crime control by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Crime control	50.8%	41.2%	60.9%	42.1%	38.9%	50.1%

Public education (K-12)

Table 118: Public education (K-12): Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
	Public education (kindergarten – 12th grade)	10.9%	N=626	37.1%	N=2131	32.7%	N=1882	19.3%	N=1110	100.0%

Table 119: Public education (K-12) by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Public education (kindergarten – 12th grade)	45.2%	41.3%	47.0%	53.8%	55.5%	48.0%

Table 120: Public education (K-12) by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Public education (kindergarten – 12th grade)	59.8%	40.1%	50.4%	38.4%	49.1%	48.0%

Public after-school programs

Table 121: Public after-school programs: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
	8.9%	N=417	33.2%	N=1552	34.0%	N=1592	23.9%	N=1116	100.0%	N=4678
Public after-school programs										

Table 122: Public after-school programs by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Public after-school programs	43.2%	38.7%	42.1%	42.4%	49.7%	42.1%

Table 123: Public after-school programs by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Public after-school programs	51.9%	35.8%	45.4%	28.6%	44.1%	42.1%

Maintenance of streets and roads

Table 124: Maintenance of streets and roads: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Maintenance of streets and roads	7.2%	N=681	31.9%	N=3031	35.6%	N=3391	25.3%	N=2409	100.0%	N=9511

Table 125: Maintenance of streets and roads by Borough: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Maintenance of streets and roads	46.8%	37.4%	40.0%	35.9%	26.4%	39.0%

Table 126: Maintenance of streets and roads by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in your neighborhood.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Maintenance of streets and roads	43.9%	34.6%	41.3%	31.4%	40.4%	39.0%

Services protecting at-risk children

Table 127: Services protecting at-risk children: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
	Services protecting children at risk of abuse and neglect	4.7%	N=236	18.2%	N=910	29.1%	N=1455	48.0%	N=2396	100.0%

Table 128: Services protecting at-risk children by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Services protecting children at risk of abuse and neglect	19.9%	21.6%	23.6%	24.8%	23.5%	22.9%

Table 129: Services protecting at-risk children by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Services protecting children at risk of abuse and neglect	45.4%	15.5%	19.3%	19.2%	25.0%	22.9%

Public housing

Table 130: Public housing: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
	Public housing	3.7%	N=183	16.5%	N=825	31.8%	N=1588	48.0%	N=2396	100.0%

Table 131: Public housing by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Public housing	20.9%	18.9%	18.9%	23.1%	19.8%	20.2%

Table 132: Public housing by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Public housing	31.9%	15.2%	20.3%	14.7%	20.1%	20.2%

Services for homeless people

Table 133: Services for homeless people: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
Services for homeless people	2.9%	N=154	10.8%	N=579	24.0%	N=1288	62.3%	N=3340	100.0%	N=5361

Table 134: Services for homeless people by Borough: Percent rating as excellent or good

Please rate each of the following in New York City.	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Services for homeless people	11.7%	14.4%	13.1%	14.2%	15.7%

Table 135: Services for homeless people by Respondent Race/Ethnicity: Percent rating as excellent or good

Please rate each of the following in New York City.	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
	Services for homeless people	22.1%	10.4%	13.3%	9.2%	14.8%

Most Important Issues Reported Requiring Attention from City Government

Those completing the survey were asked “What do you think are the most important issues requiring more attention from New York City government? Please name up to three issues.” Respondents were provided three blank lines on which they could write their responses in their own words. Of the 9,873 survey participants, 8,203 responded with at least one issue; a total of 20,599 issues were named.¹ These responses were coded into the broad categories shown on the next page. Infrastructure, safety, and housing were the most pressing concerns of respondents.

¹ The number of respondents shown in the table on the next page is the weighted number of respondents, and thus the total of 8,131 respondents on that table is slightly different than the actual total number of respondents who answered the question.

Table 136: Three Most Important Issues Requiring More Attention from New York City Government

What do you think are the most important issues requiring more attention from New York City government? Please name up to three issues.	Percent	Number
Infrastructure {Includes improvements to roads, bridges, public transportation and facilities}	29.9%	N=2428
Safety/crime, safety services {Includes people detailing issues related to safety (guns, gangs, etc.), crime, and safety services (did NOT include mention of relationship with police department and discrimination)}	29.5%	N=2400
Housing issues, development and gentrification {Includes affordable housing, landlord issues, issues with section 8 housing and the NY HUD dept., construction of new housing and related issues and gentrification issues}	29.3%	N=2380
Traffic/parking/mobility {Related specifically to issues related to traffic, parking issues and tickets and mobility (pedestrian, bicycle ease of travel, overall ease of travel issues)}	20.4%	N=1662
Homelessness and services {People wanting help and services for homeless, enforcement/loitering}	19.4%	N=1575
Schools/Education and programs {Includes improving schools, after school programs and the education system in general, as well as facilities}	18.5%	N=1508
Cleanliness/appearance {Related to garbage, cleanliness of sidewalks, streets, parks and in general; also included appearance of buildings}	16.1%	N=1306
Cost of living/affordability/income issues {Includes mentions of issues affording living in the city, including income, high taxes, public transportation fares, assistance programs, cost of food and basic needs}	12.8%	N=1043
City services and service delivery {Related to all services delivered by the city and how those services are delivered, including customer service of City employees}	12.3%	N=1004
Health care {Includes mentions of affordable health care, desire for additional services and facilities related to health care (hospitals, etc.), including mental health care}	10.1%	N=819
Jobs and Training/Economic Development {Related to desire for additional jobs and job training, development of economic opportunities and shops/businesses in neighborhoods}	9.4%	N=763
Government and policies/spending {Includes mentions of government leadership (Mayor, etc.), general policies and positions of the government and spending tax dollars (for taxes, many thought they were too high and causing them to leave NY-those went into affordability, but if they mentioned something like misspent taxes, this went to government.)}	7.3%	N=591
Noise {Any issues with noise; most from traffic and safety service vehicles}	4.3%	N=348
Discrimination (general, police, etc.) {Combination of general discrimination and racism felt by residents from the government, as well as the NYPD specifically}	4.2%	N=339
Parks, recreation, arts and culture {Includes improvements desired related to parks, recreation services and facilities, improved arts and culture programs}	4.1%	N=331
Natural Environment/Air Pollution {Related to recycling, composting, climate change, air quality and pollution}	3.6%	N=295
Child protection services {Child abuse and protection}	1.7%	N=140
Immigration {Immigration policy}	1.7%	N=136
Other {Other comments not related to above categories}	9.0%	N=738
Nothing {"Can't think of anything"; "None"; "Nothing" etc.}	8.3%	N=675
Total		N=8131

*Percents add to more than 100% as respondents could give more than one answer.

Appendix A: Survey Methodology

In 2008, the City of New York Mayor's Office commissioned the NYC Feedback Citywide Customer Survey. In partnership with the Office of the Public Advocate, the Mayor's Office and National Research Center researchers designed the survey to gauge public perceptions of the overall quality of life in the City and the quality of local government service delivery. The survey covered issues related to quality of life; customer service and access to government; public safety; health and human services; public education; community conditions, such as the cleanliness of streets and sidewalks; transportation, including mass transit; and recreation and culture.

In 2017, Citizens Budget Commission (CBC) desired to repeat the survey, using similar methods, to evaluate the current status of New York City residents' perceptions of quality of life and quality of local government service delivery. National Research Center, Inc., which conducted the 2008 survey, was again hired to conduct the 2017 survey.

Developing the Questionnaire

For the 2017 NYC Resident Feedback Survey, many of the survey questions were kept identical to those asked in 2008 to allow direct comparisons. Some questions were eliminated to make the survey shorter and easier to complete, while a few items were added.

Selecting Survey Recipients

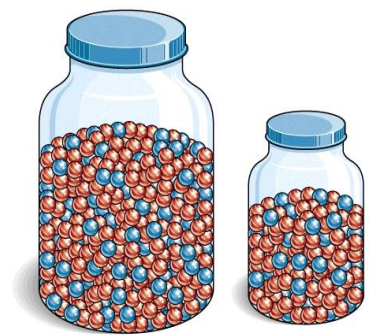
One of the first steps taken to ensure that survey results are representative of the target population is to use a source of resident enumeration from which recipients are selected that provides "coverage" as complete as possible of the target population. This source is referred to as the "sampling frame". For a survey of residents, a list of addresses based on the United States Postal Service (USPS) delivery sequence file is the most comprehensive list of households. For this survey, the list was purchased from Marketing Systems Group.

Since it would be cost prohibitive to survey every household in New York City, a random selection of records from the sampling frame was made. An example that may be familiar is the jar of marbles of various colors. If the jar has two-thirds red marbles and one-third blue marbles, a random selection of marbles from the jar should result in a similar proportion of red and blue marbles as in the original jar.

In 2017, as in 2008, it was desired that results be representative at the Community District level. Thus addresses were randomly selected from within each of these districts.

A goal was set of having at least 120 completed surveys within each community district. The number to be selected was based on the observed community district response rate in 2008, with the assumption that response rates would be about 60% lower in 2017 than in 2008. Therefore, a total of 71,673 addresses were selected for the survey, with a goal of obtaining about 7,000 total completed responses.

An individual within each household was randomly selected using the birthday method. The birthday method is implemented by including instructions in the cover letter



requesting that “the adult (age 18 or over) whose birthday has most recently passed” complete the questionnaire. The underlying assumption in this method is that date of birth has no relationship to the way people respond to surveys.

Administering the Survey

The database of selected household addresses was processed for certification and verification, using CASS™/NCOA software that relies on USPS National Directory information to verify and standardize the address elements and assign each address a complete, nine-digit zip code where possible.

Selected households received four mailings each beginning in January 2017. The first mailing was a pre-notification postcard announcing the upcoming survey. This postcard was designed as a “tear-away,” and contained a brief two sentence message explaining in English, Spanish, Russian, Traditional Chinese, and Simplified Chinese that the survey was coming. Recipients could return the tear-off half of the postcard to mail back a request for the survey in one of the four non-English languages.

The first wave of the survey was sent a week after the pre-notification postcard. The second wave was sent one week after the first. These survey mailings contained a letter from the President of CBC inviting the household to participate in the survey, a copy of the survey, and a postage-paid return envelope. The second page of the cover letter included two paragraphs each in Spanish, Russian, Traditional Chinese, or Simplified Chinese explaining the contents of the packet, and inviting recipients to find a friend or family member who could read English to help them complete the enclosed survey, or to go online to complete the survey in that language. The English cover letter also invited recipients to complete the survey online, if they so desired.

The fourth contact was a reminder postcard sent about a week after the second wave survey. This reminder postcard included a brief message in all five languages with the URL where recipients could go to complete the survey online if they no longer had a hard copy of the survey.

Processing Returned Surveys (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, NRC staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a respondent may have chosen two response categories on a question for which only one answer was allowed; NRC staff would choose randomly one of the two selected categories to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Data from the web surveys were automatically entered into an electronic dataset and generally required minimal cleaning. The web survey data were downloaded, cleaned as necessary, and then merged with the data from the mail survey to create one complete dataset.

Calculating the Survey Response Rate

The mailing materials included a password that recipients were instructed to enter to complete the online survey. This password was also an ID that allowed identification of the community district in which the recipient resided. It also allowed tracking of duplicate responses from households. The final dataset was examined for multiple responses per household, and the first response received was chosen to remain in the dataset when multiple IDs were found.

About 3% of the surveys were returned because they either had incorrect addresses or were received by vacant housing units. The response rate calculated using AAPOR’s response rate #2² for mailed surveys of unnamed persons was 13.8%, about the same as the unadjusted response rate 13.8%. Of the 69,295 households that received a survey, 9,873 completed the survey, providing a contact rate of 14.2% using AAPOR’s contact rate #3.²

Undeliverable surveys were not tracked at the community district level; unadjusted response rates within a community district ranged from a low of 9.0% to a high of 21.5%. The number of completed surveys from within a community district ranged from a low of 120 to a high of 250.

Of the 9,873 surveys received, 8,842 were received by mail and 1,031 online; 9,702 were completed in English and 171 in another language.

Table 137: Survey Response Rate

	Overall
Total sample used	71,673
I=Complete survey	9,797
P=Partial survey	76
R=Refusal and break off	0
USPS: Vacant (mail, mail_U)	2,378
NC=Non Contact	59,422
O=Other	0
UH=Unknown household	0
UO=Unknown other	0
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	13.8%
Contact rate: $(I+P)+R+O / (I+P)+R+O+NC$	14.2%

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within a certain range if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. The margin of error for the 2017 NYC Resident Feedback Survey is plus or minus 1.0%, due to

² See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

the large number of completed surveys. The margin of error for the community districts ranges from $\pm 8.9\%$ to $\pm 6.2\%$, while for the boroughs it ranges from $\pm 4.9\%$ to $\pm 1.8\%$.

Despite the best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error). Coverage error is very low for this survey, as the USPS delivery sequence file used to select addresses has nearly complete coverage of all households. No adjustments were made to the confidence intervals for design effects.

Analyzing the Results

One of the first steps in the data analysis was to statistically adjust the survey results so that the demographic profile of the respondents mirrors that of the population as a whole. This process is known as “weighting” the data. The primary objective of weighting survey data is to make the survey sample reflective of the larger population. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent sources; and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the known demographic profile and yield the most different results are the best candidates for data weighting.

For the 2017 NYC Resident Feedback Survey, it was desired that responses be representative at the community district level. Demographic profiles of the community district populations were available from the 2010 Census PUMA data.³

The variables used for weighting within community district were gender, age, and race and ethnicity. A special software program using mathematical algorithms was used to calculate the appropriate weights. After the weights were applied within the community district, a weight was applied to bring the adult population of the community districts into their correct balance for the city as a whole. The results of the weighting scheme are presented in the table on the following page.

The electronic dataset was analyzed using the Statistical Package for the Social Sciences (SPSS).

³ https://www1.nyc.gov/assets/planning/download/pdf/data-maps/nyc-population/census2010/t_sf1_dp_cd.pdf

Table 138: Weighting Table

Characteristic	Population Norm (U.S. Census 2010 PUMA Districts)	Unweighted Data	Weighted Data
Race and Ethnicity			
Non-Hispanic White	32.7%	40.5%	36.2%
All Others	67.3%	59.5%	63.8%
Sex			
Male	46.7%	39.5%	44.8%
Female	53.3%	60.5%	55.2%
Age			
18-34 years of age	35.0%	17.3%	33.1%
35-54 years of age	34.8%	38.0%	35.4%
55+ years of age	30.2%	44.7%	31.4%
Borough			
Manhattan	21.0%	19.3%	21.0%
Bronx	15.9%	23.7%	15.9%
Brooklyn	29.9%	29.7%	29.9%
Queens	27.6%	23.2%	27.6%
Staten Island	5.5%	4.2%	5.5%

One of the concerns is whether the survey is representative of the range of annual household incomes found in New York City. A comparison of the weighted survey respondents' reported annual household income to the household incomes reported by the U.S. Census Bureau found they were very similar; accordingly, household income was not used as an additional weighting variable.

Table 139: Comparison of Survey Respondents' Annual Household Income to Census Data

Characteristic	Population Norm 2011-2015 ACS 5-Year Estimates	Unweighted Data	Weighted Data
Annual Household Income			
Less than \$10,000	10.4%	12.1%	10.5%
\$10,000 - \$34,999	25.5%	24.2%	22.8%
\$35,000 - \$49,999	11.4%	13.0%	13.6%
\$50,000 - \$99,999	26.3%	25.2%	26.2%
\$100,000 - \$199,999	18.5%	17.6%	18.8%
\$200,000 or more	7.8%	7.9%	8.1%
Total	100.0%	100.0%	100.0%

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Appendix B: Questionnaire and Survey Materials

The following pages contain a copy of the survey materials.

Is the City government serving you well? Tell us what you think!

Your copy of the NYC Resident Feedback Survey will be delivered next week! (Open for more information!)

- Quisiera recibir la Encuesta de opinión para residentes de NYC en español. (¡Abra para obtener más información!)
- Я желаю получить Опрос мнений жителей Нью-Йорка на русском языке. (Подробнее читайте внутри!)
- 我希望以简体中文接受纽约市居民反馈问卷调查。（请打开以获取更多信息！）
- 我希望以繁體中文接受紐約市居民回饋問卷調查。（請打開以獲取更多資訊！）

Thank You!

Passwordxxxxxx
Resident
Address
New York, NY XXXXX
Bar code

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

NYC Resident Feedback Survey
Citizens Budget Commission
c/o National Research Center, Inc.
PO Box 549
Belle Mead, NJ 08502



Is the City government serving you well? Tell us what you think!

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- Quisiera recibir la Encuesta de opinión para residentes de NYC en español. (¡Abra para obtener más información!)
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- 我希望以简体中文接受纽约市居民反馈问卷调查。（请打开以获取更多信息！）
- 我希望以繁體中文接受紐約市居民回饋問卷調查。（請打開以獲取更多資訊！）

Thank You!

Passwordxxxxxx
Resident
Address
New York, NY XXXXX
Bar code

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

NYC Resident Feedback Survey
Citizens Budget Commission
c/o National Research Center, Inc.
PO Box 549
Belle Mead, NJ 08502



Dear New Yorker,

We want to hear from you! Your household has been randomly selected to receive a survey about New York City in the next week. All information you share will remain confidential. Many thanks in advance for your feedback. Mail back the attached postcard ONLY if you would like to receive the survey in Spanish, Russian or Chinese instead of English.

Se ha seleccionado su hogar al azar para recibir la Encuesta de opinión para residentes de NYC la semana próxima. Para recibir la encuesta en español, marque por favor la casilla en la postal adjunta, despréndala y póngala en el correo; el franqueo está pagado.

Ваша семья выбрана по жребию для получения Опроса мнений жителей Нью-Йорка на следующей неделе. Чтобы получить опрос на русском языке, поставьте отметку в соответствующей рамке на прилагаемой открытке, отделите ее и опустите в почтовый ящик; наклеивать марку не требуется – пересылка уже оплачена!

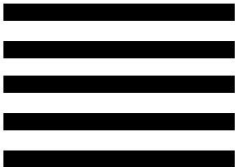
您的家庭已被随机选择于下周收到纽约市居民反馈调查问卷。如要以简体中文接受调查，请勾选随附的明信片上的方框，将其撕下并以邮寄方式投递—邮资已付！

經由隨機選擇，您的家庭於下週收到紐約市居民回饋問卷調查。如要以繁體中文接受調查，請勾選附上的明信片上的方框，將其撕下並以郵寄方式投遞—郵資已付！

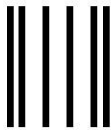


POSTAGE WILL BE PAID BY ADDRESSEE
NATIONAL RESEARCH CENTER
PO BOX 549
BELLE MEAD NJ 08502-9922

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 19 BOULDER, CO



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Dear New Yorker,

We want to hear from you! Your household has been randomly selected to receive a survey about New York City in the next week. All information you share will remain confidential. Many thanks in advance for your feedback. Mail back the attached postcard ONLY if you would like to receive the survey in Spanish, Russian or Chinese instead of English.

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Ваша семья выбрана по жребию для получения Опроса мнений жителей Нью-Йорка на следующей неделе. Чтобы получить опрос на русском языке, поставьте отметку в соответствующей рамке на прилагаемой открытке, отделите ее и опустите в почтовый ящик; наклеивать марку не требуется – пересылка уже оплачена!

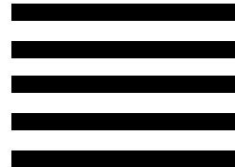
您的家庭已被随机选择于下周收到纽约市居民反馈调查问卷。如要以简体中文接受调查，请勾选随附的明信片上的方框，将其撕下并以邮寄方式投递—邮资已付！

經由隨機選擇，您的家庭於下週收到紐約市居民回饋問卷調查。如要以繁體中文接受調查，請勾選附上的明信片上的方框，將其撕下並以郵寄方式投遞—郵資已付！



POSTAGE WILL BE PAID BY ADDRESSEE
NATIONAL RESEARCH CENTER
PO BOX 549
BELLE MEAD NJ 08502-9922

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NO POSTAGE
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重要, 請繼續下一頁!
網上答卷密碼:

XXXXXXXX

重要, 請繼續下一頁!
網上答卷密碼:

XXXXXXXX



NYC RESIDENT FEEDBACK SURVEY

Passwordxxxxx
Resident
Address
New York, NY XXXXX
Bar code

January 2017

Dear New Yorker:

How are things going in your neighborhood and your City?

We want to hear from you! Your household was randomly selected to participate in the **NYC Resident Feedback Survey**.

Tell us what you think of New York City services and how you view the quality of life here by completing the survey.

This way, the person within your household is also randomly selected.

A few things to note:

- The survey should be completed by a person age 18 or older. If there is more than one person age 18 or over in the household, choose the one who most recently had a birthday (regardless of their age) to complete the survey.
- You may complete the attached questionnaire and return it by mail in the enclosed postage-paid envelope or go online at:

bit.ly/nycresident

You can find your password in the upper lefthand corner of this page, above your address.

Your responses will be **completely confidential**. **NO private information will be given to the public, the City or anyone else.** Responses will be reported in summary form only, and you'll see the results in the news this spring!

If you have any questions about this survey, please contact Maria Doulis, 212.279.2605 ext. 316 or go to www.cbcny.org.

Thank you for taking the time to help your neighbors and your City!

Sincerely,

Carol Kellermann

President, Citizens Budget Commission

The Citizens Budget Commission is a nonpartisan, nonprofit civic research organization working to achieve constructive change in the finances and services of New York City and New York State government.

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網上答卷密碼:

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NYC RESIDENT FEEDBACK SURVEY

Passwordxxxxxx
Resident
Address
New York, NY XXXXX
Bar code

January 2017

Dear New Yorker:

How are things going in your neighborhood and your City?

We want to hear from you! About one week ago you should have received the enclosed *NYC Resident Feedback Survey*.

Tell us what you think of New York City services and how you view the quality of life here by completing the survey.

If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice. If you have not had a chance to complete the survey, we would appreciate your response.

A few things to note:

This way, the person within your household is also randomly selected.

- The survey should be completed by a person age 18 or older. If there is more than one person age 18 or over in the household, choose the one who most recently had a birthday (regardless of their age) to complete the survey.
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¡Nos interesa su opinión! La Comisión Presupuestaria de Ciudadanos de Nueva York le proporciona una importante oportunidad para que nos diga lo que piensa acerca de la prestación de nuestros servicios y cómo considera la calidad de vida aquí en Nueva York. Se seleccionó su hogar al azar para participar en esta encuesta, y su opinión es importante para nosotros.

Si no puede contestar la encuesta adjunta en inglés, puede pedirle a un amigo o familiar que le ayude a contestarla, y envíela en el sobre adjunto con franqueo pagado. También puede contestar la encuesta en línea en español. Simplemente vaya a bit.ly/nycspanish e indique su contraseña exclusiva. Puede hallar su contraseña en la parte superior de la página anterior.

Sus respuestas serán completamente confidenciales y no se pondrá ninguna información a disposición del público ni de la Ciudad ni nadie más. Las respuestas serán informadas solamente en formato resumido.

Gracias.

Мы хотим услышать вас! Бюджетная комиссия горожан Нью-Йорка предоставляет вам важную возможность высказать ваше мнение об услугах городских властей и о качестве жизни в Нью-Йорке. Ваша семья выбрана по жребию для участия в этом опросе, и нам важно узнать ваше мнение.

Если вы не можете заполнить прилагаемый опрос на английском языке, попросите кого-либо из друзей или родственников помочь вам в его заполнении, а затем отправьте заполненный опрос в прилагаемом оплаченном конверте. Можно также заполнить этот опрос на русском языке по интернету. Для этого просто войдите на веб-сайт bit.ly/nycrussian и введите свой уникальный пароль. Ваш пароль указан вверху предыдущей страницы.

Ваши ответы будут полностью конфиденциальными, и никакие личные сведения не будут опубликованы или переданы городским властям или кому-либо еще. Ответы будут передаваться только в обобщенном виде.

Благодарим вас.

我們想聽取您的意見！ 紐約公民預算委員會為您提供了一個重要的機會，告訴我們您對市政府服務提供的想法，以及您對本市生活品質的看法。經由隨機選擇您的家庭參加本次調查，您的意見對我們十分重要。

如果您無法使用英文填寫附上的問卷調查，可以請朋友或家人協助完成，並使用附上的已付郵資信封寄回。您也可以參加繁體中文線上調查。只需登入 bit.ly/nyctrad 並輸入您的專用密碼。可以在上一頁的上方找到您的密碼。

您的回答將完全保密，我們不會向大眾、本市或任何其他人提供任何的私人資料。回答將僅以摘要形式報告。

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謝謝您。



NYC RESIDENT FEEDBACK SURVEY

Thank you for participating in this survey! As a reminder, this survey should be completed by the adult (18 years or older) in your household who most recently had a birthday.

Return the completed survey in the enclosed postage-paid envelope or submit your responses online at bit.ly/nycresident. Your responses are completely confidential and will be reported in summary form only.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
1. How would you rate the quality of life in New York City overall?	1	2	3	4	5

2. How would you rate your neighborhood as a place to live?	1	2	3	4	5
--	---	---	---	---	---

3. Please rate how safe or unsafe you feel in each of the following locations or situations:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
Walking alone on a street in your neighborhood at night.....	1	2	3	4	5
In a park or playground during the day	1	2	3	4	5
Riding a subway during the day	1	2	3	4	5
Riding a subway at night.....	1	2	3	4	5

4. Please rate each of the following in your neighborhood.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Cleanliness of your neighborhood	1	2	3	4	5
Control of street noise	1	2	3	4	5
Household garbage pick-up.....	1	2	3	4	5
Recycling services.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Rat control.....	1	2	3	4	5
Bike safety.....	1	2	3	4	5
Pedestrian safety.....	1	2	3	4	5
Maintenance of streets and roads.....	1	2	3	4	5
Parking enforcement	1	2	3	4	5
Condition of street trees.....	1	2	3	4	5
Storm water drainage and sewer maintenance.....	1	2	3	4	5
Availability of health care services	1	2	3	4	5
Availability of cultural activities (concerts, plays, museums, etc).....	1	2	3	4	5
Neighborhood parks	1	2	3	4	5
Neighborhood playgrounds.....	1	2	3	4	5
Fire protection services.....	1	2	3	4	5
Emergency medical services	1	2	3	4	5
Crime control	1	2	3	4	5
Bus services.....	1	2	3	4	5
Subway services.....	1	2	3	4	5
Public libraries	1	2	3	4	5

5. Please rate each of the following in New York City:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
NYC.gov, the City's official website	1	2	3	4	5
3-1-1, telephone number for City government information	1	2	3	4	5
Public education (kindergarten – 12th grade)	1	2	3	4	5
Pre-kindergarten programs	1	2	3	4	5
Public after-school programs	1	2	3	4	5
Air quality	1	2	3	4	5
Traffic	1	2	3	4	5
Overall ease of travel within the city.....	1	2	3	4	5
Public housing	1	2	3	4	5
Services for homeless people.....	1	2	3	4	5
Services protecting children at risk of abuse and neglect.....	1	2	3	4	5

6. Please rate how well you think New York City government does the following:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Promotes the economic growth of New York City	1	2	3	4	5
Spends tax dollars wisely	1	2	3	4	5
Prepares the city for an emergency such as a natural disaster	1	2	3	4	5
Protects the city from a terrorist attack.....	1	2	3	4	5

Now, please consider all your experiences with City services over the last 12 months.

7. How would you rate the overall quality of New York City government services?.....

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
.....	1	2	3	4	5

8. Please rate the quality of New York City services accessed by you or any member of your household in the last 12 months. If you have not used these services, please mark "Don't know."

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
9-1-1 call	1	2	3	4	5
Voting in an election	1	2	3	4	5
New York City Public Schools (pre-K to 12th grade).....	1	2	3	4	5
Safety at NYC Public Schools (pre-K to 12th grade).....	1	2	3	4	5
New York City Public Schools after-school programs	1	2	3	4	5
Consumer assistance (e.g., complained about fraud or unfair business practices)	1	2	3	4	5
Employment training program.....	1	2	3	4	5
Public housing services	1	2	3	4	5
Public hospital services	1	2	3	4	5
Public health clinic services	1	2	3	4	5
Public mental health services	1	2	3	4	5
Public senior center	1	2	3	4	5
Paid a fine or ticket to the City	1	2	3	4	5
Contacted the City with a tax question.....	1	2	3	4	5
Obtained licenses or permits	1	2	3	4	5

9. Have you made a complaint to 3-1-1 or to a city agency in the last 12 months?

- No
- Yes → **a. Was your complaint or issue resolved?**
 - Yes
 - No
 - Don't know

10. Have you had phone or in-person contact with any City of New York government office or agency in the last 12 months?

- Yes
- No → go to question #11

a. For what types of services did you contact a City office or agency in the last 12 months? (Please check all that apply.)

- | | | |
|--|--|-------------------------------------|
| <input type="checkbox"/> Housing | <input type="checkbox"/> Parks | <input type="checkbox"/> Sanitation |
| <input type="checkbox"/> Public safety | <input type="checkbox"/> Education | <input type="checkbox"/> Other |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Health and Social Services | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Business licenses/permits | <input type="checkbox"/> Cultural and Community services | |

b. How would you rate the response of the office or agency with which you most recently had contact?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Timeliness of response	1	2	3	4	5
Employee's courtesy	1	2	3	4	5
Employee's willingness to help or understand	1	2	3	4	5
Overall satisfaction with response	1	2	3	4	5

11. What do you think are the most important issues requiring more attention from New York City government? Please name up to three issues.

- 1) _____
- 2) _____
- 3) _____

Our last questions are about you and your household. This information is completely confidential and only will be used to categorize responses.

12. About how many years have you lived in New York City? (Staten Island, Brooklyn, Queens, Bronx, Manhattan)

(Write 0 if less than 12 months) _____ years

13. In the next 5 years, do you plan to stay in New York City or do you plan to move somewhere else?

- Stay in New York City
- Move outside the city, but in New York state
- Move out of state
- Don't know

14. How do you connect to the Internet at home, if you do? Please check all that apply.

- No internet access at home
- Dial-up telephone line
- High-speed internet
- Smartphone

15. Are you employed?

- Yes
- No

16. 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, terrorist attack or blizzard?

- Very prepared
 Somewhat prepared
 Unprepared

17. Please check the one box that most closely describes the type of house you live in.

- An apartment in an apartment building
 A one family detached house
 A one family attached house
 Other

18. Is your residence rented or owned?

- Rented
 Owned

19. Are you living in New York City public housing, or are you receiving a rent subsidy, like Section 8, from the government?

- Yes, living in New York City public housing
 Yes, receiving a rent subsidy, like Section 8
 No, not living in public housing or receiving a rent subsidy

20. About how much was the total 2016 income before taxes for your household as a whole?

- Less than \$10,000
 \$10,000 - \$34,999
 \$35,000 - \$49,999
 \$50,000 - \$99,999
 \$100,000 - \$199,999
 \$200,000 or more

21. Do any of the following live in your household?

Yes No

Table with 2 columns: Question, Yes, No. Rows: Children age 12 and under, Teenagers ages 13 to 19, Adults aged 65 or older (including yourself).

22. What is your age?

- 18-24 years old
 25-34 years old
 35-44 years old
 45-54 years old
 55-64 years old
 65-74 years old
 75 or older

23. What is the highest level of education you have completed?

- 0-11 years, no diploma
 High school graduate
 Some college, no degree
 Associate Degree
 Bachelor's Degree
 Graduate Degree

24. Are you Hispanic or Latino/Latina?

- Yes
 No

25. Which best describes your race? (Please check all that apply)

- American Indian, Eskimo or Aleut
 Asian or Pacific Islander
 Black or African American
 White
 Other

26. What is your preferred first language?

- Arabic
 Cantonese
 Mandarin
 English
 French
 French Creole
 German
 Greek
 Hebrew
 Hindi
 Italian
 Japanese
 Korean
 Other
 Polish
 Russian
 Spanish
 Tagalog
 Urdu
 Yiddish

27. How would you rate the way the City of New York provides services in your language?

- Excellent
 Good
 Fair
 Poor
 Don't know

28. What is your gender?

- Male
 Female

Thank You!

Please return the completed questionnaire in the postage paid envelope to:

National Research Center, Inc.
PO Box 549
Belle Mead, NJ 08502

Dear New Yorker,

Please fill out your NYC Resident Feedback Survey – **we want to hear from you!** If you have already done so, thank you! And remember you can take the survey online at bit.ly/nycresident
Your password is above your address on the back side of this postcard.

Conteste por favor su Encuesta de opinión para residentes de NYC – ¡nos interesa saber lo que opina! Si ya la ha contestado, ¡muchas gracias! Además recuerde que puede contestar la encuesta en línea en bit.ly/nycspanish
Su contraseña se encuentra sobre su dirección al reverso de esta postal.

Просим заполнить Опрос мнений жителей Нью-Йорка – **мы хотим услышать вас!** Если вы уже заполнили его, благодарим вас! И помните, что этот опрос можно заполнить по Интернету, по адресу bit.ly/nycrussian
Ваш пароль указан над вашим адресом на обороте этой открытки.

请填写纽约市居民反馈问卷调查—**我们想听取您的意见!** 如果您已完成调查, 对您表示感谢! 请记住, 您可至 bit.ly/nycsimp 参加在线调查。您的密码在此明信片背面您的地址上方。

請填寫紐約市居民回饋問卷調查—**我們想聽取您的意見!** 如果您已經完成填寫調查, 非常感謝您! 請記住, 您可以至 bit.ly/nyctrad 參加線上調查。您的密碼位於這張明信片背面您的地址上方。

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Ваш пароль указан над вашим адресом на обороте этой открытки.

请填写纽约市居民反馈问卷调查—**我们想听取您的意见!** 如果您已完成调查, 对您表示感谢! 请记住, 您可至 bit.ly/nycsimp 参加在线调查。您的密码在此明信片背面您的地址上方。

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