



Results for the
**2023 New York City
Resident Survey**

March 2024



Agenda

1. Survey Methodology
2. The Big Picture
3. Health and Leisure
4. Safety
5. City Services
6. Race/ethnicity Disparities
7. Income Disparities

Survey background and methods

- 3rd time conducting the NYC Resident Feedback Survey
 - Previous iterations in 2008 and 2017
- Data collection:
 - Probability-based, mail-based sample of 125,851 households
 - Multi-contact, multi-mode approach (postcard + printed survey + postcard)
 - Data collected from September 14th to December 18th, 2023
- 6,632 total responses received, for a 5.3% overall response rate
- 95% confidence interval
 - ± 1 percentage point for overall results
 - Between ± 2 and 6 percentage points within borough
 - ± 10 percentage points within Community Board
- Statistically weighted to reflect demographic profile within Community Board

Data collection goals and outcomes

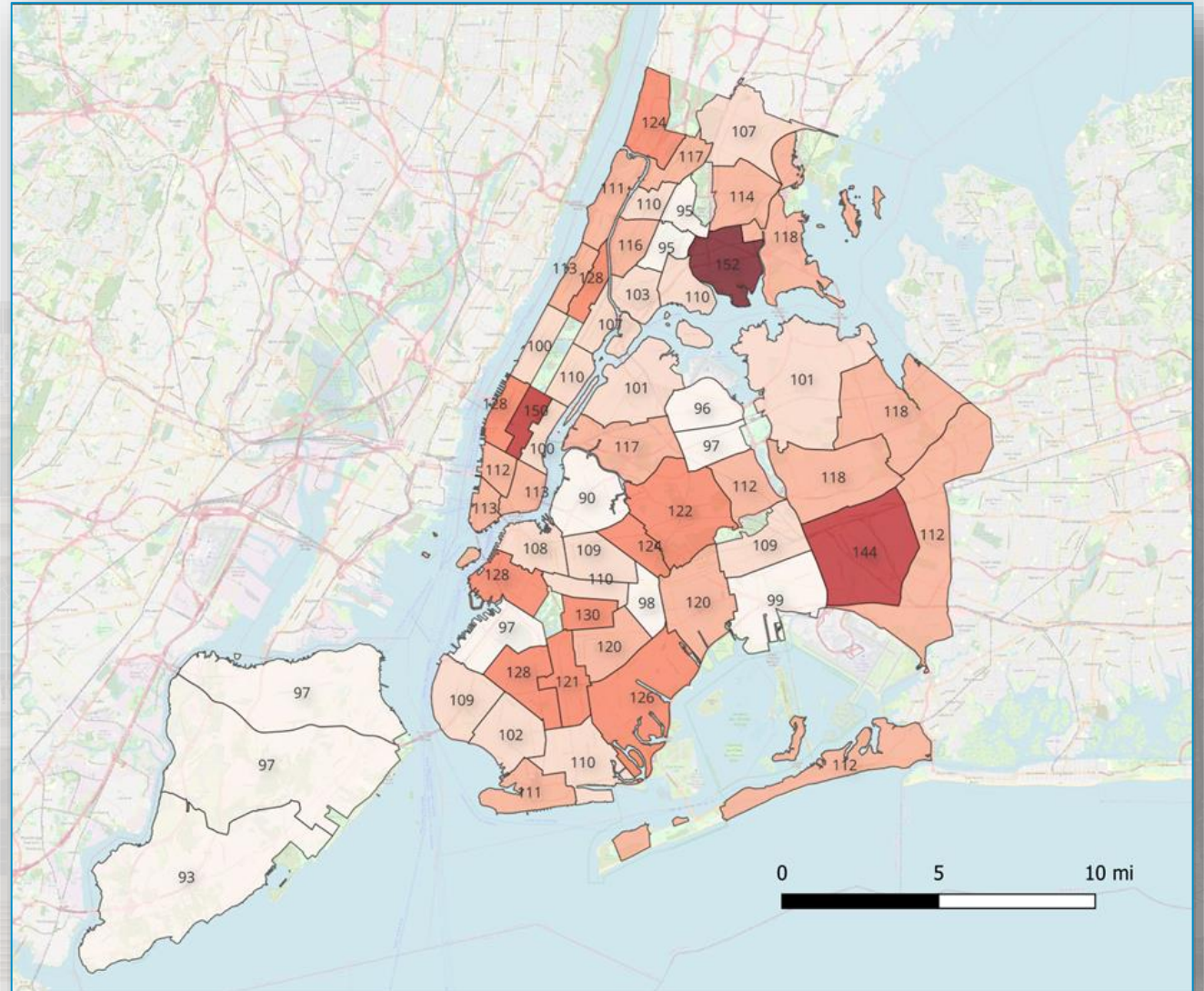
Goals:

- 100 completed surveys per Community Board (CB)
- About 6,000 total surveys

Outcomes:

- 48 CBs with 100+ surveys
- 11 CBs with 90-99 surveys
- Total of 6,632 surveys
 - 3,911 paper
 - 2,721 online

Number of Responses by Community Board

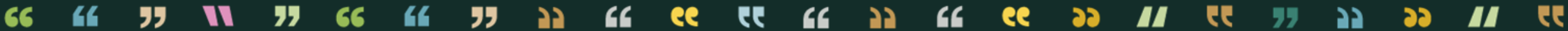
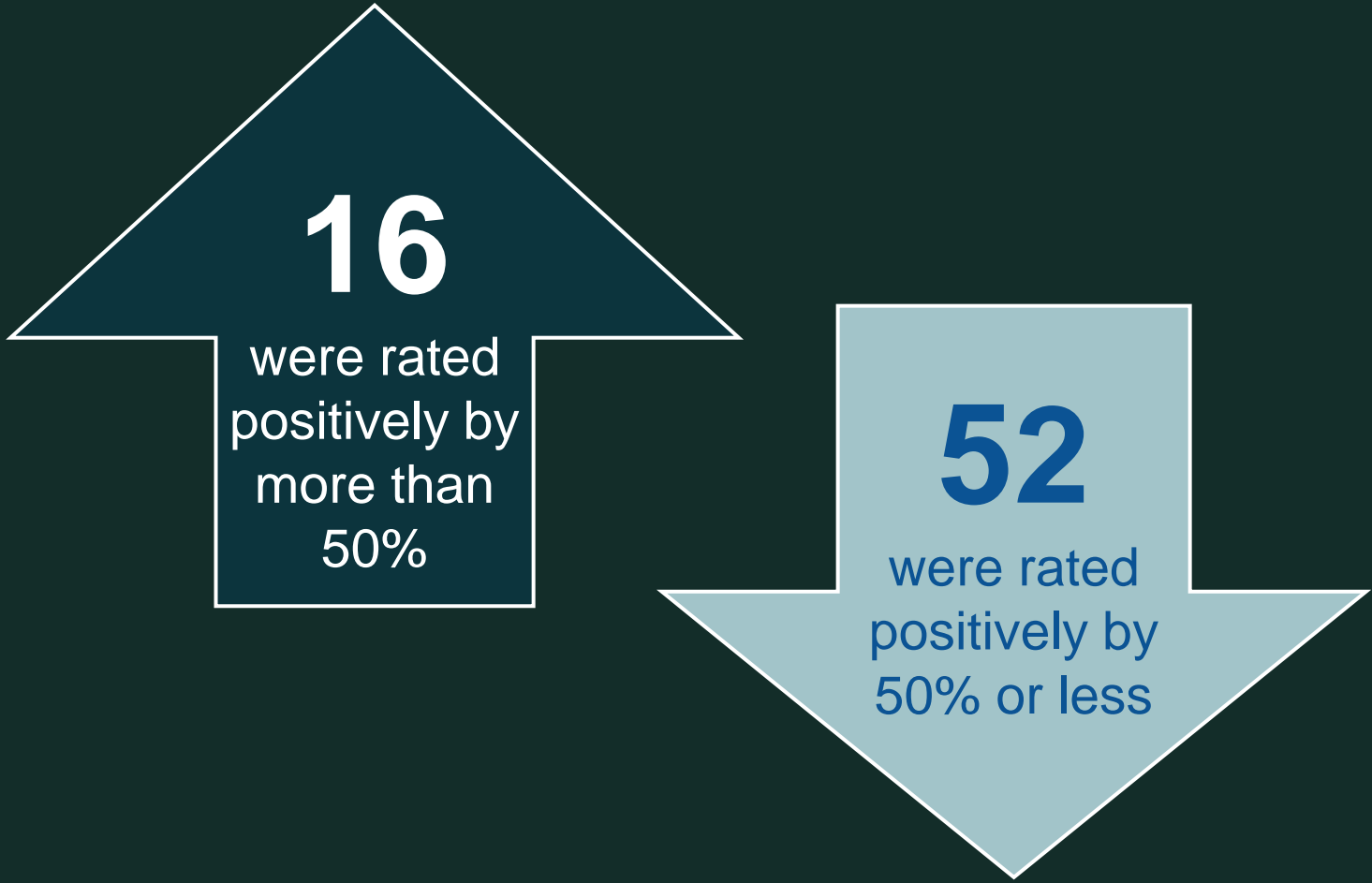




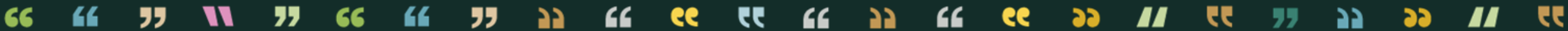
Overview of Survey Results



The survey included 68 evaluative items



62 evaluative items could be compared to 2017



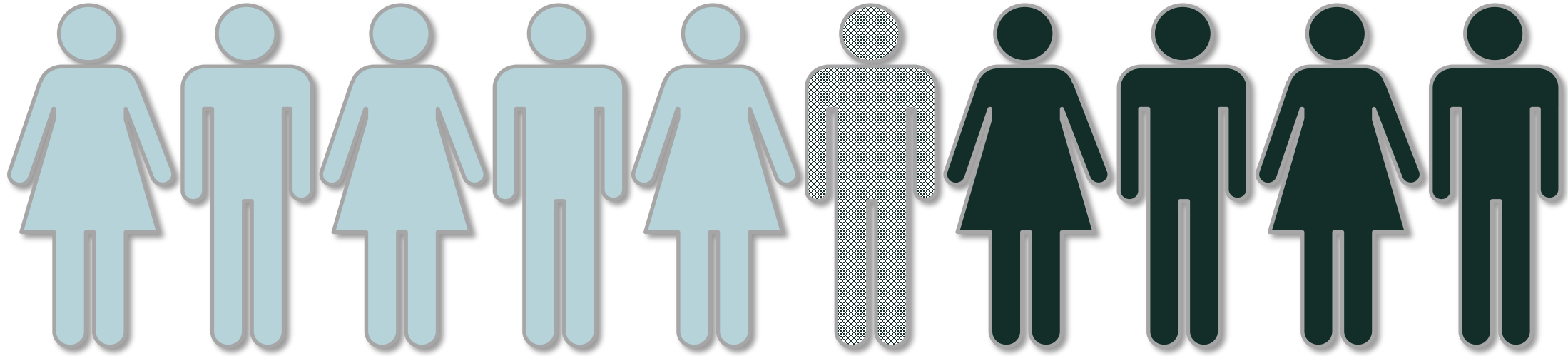


Big Picture



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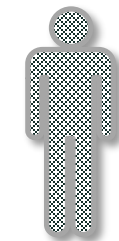
Neighborhood as a place to live



Excellent or good 50%

5 *in* **10**

! In 2017, the neighborhood as a place to live was rated excellent or good by 6 in 10.

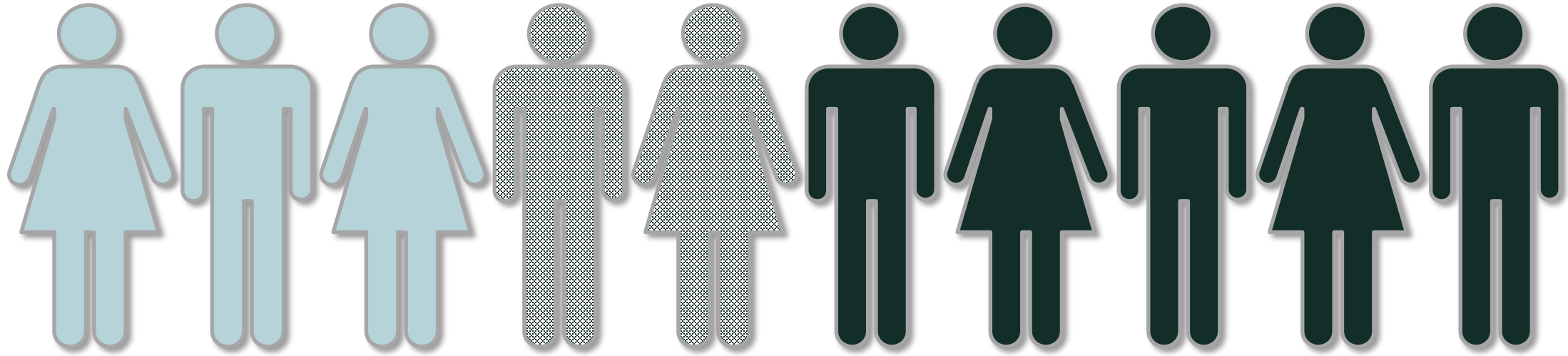


2017 Results



2024 Results

Quality of life in NYC

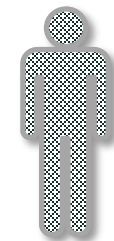


Excellent or good 30%

3 *in* **10**



In 2017, the quality of life in NYC was rated excellent or good by 51% of the residents.

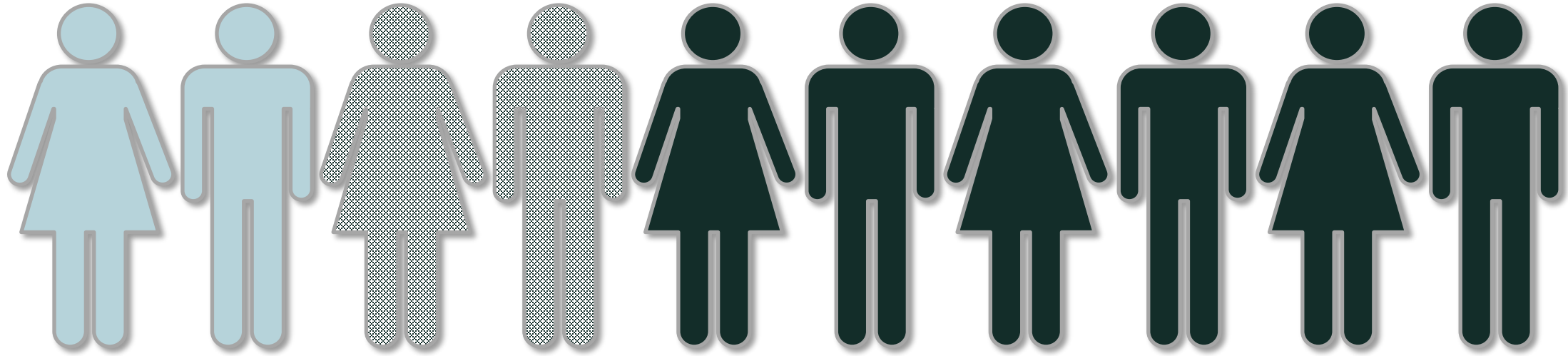


2017 Results



2024 Results

Overall quality of NYC government services

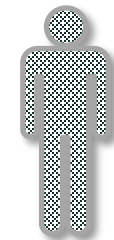


Excellent or good 24%

2 *in* **10**



In 2017, the NYC government services were rated excellent or good by 44% of the residents.

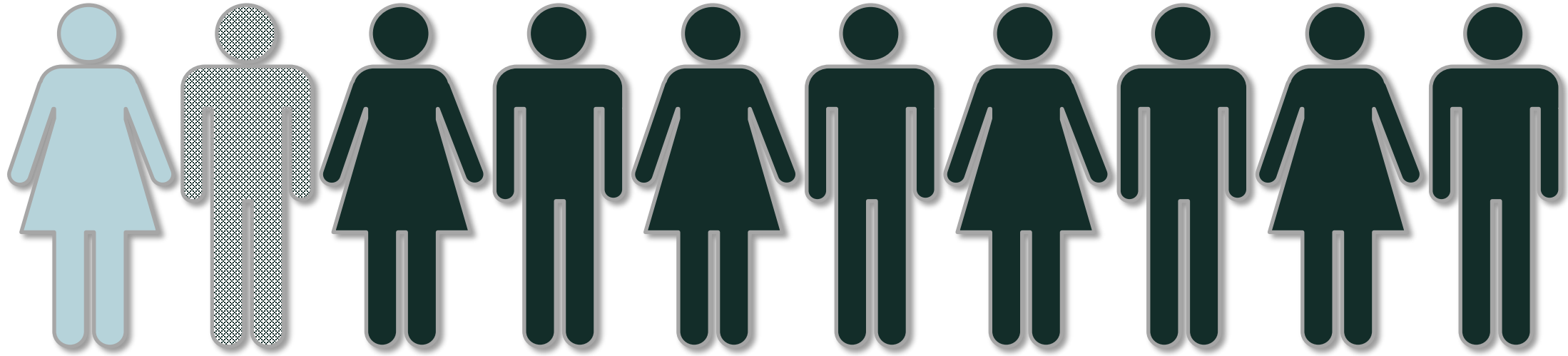


2017 Results



2024 Results

Spends tax dollars wisely

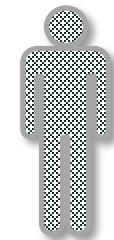


Excellent or good 11%

1 *in* **10**



In 2017, 21% of the residents rated as excellent or good the way the City spent tax dollars.

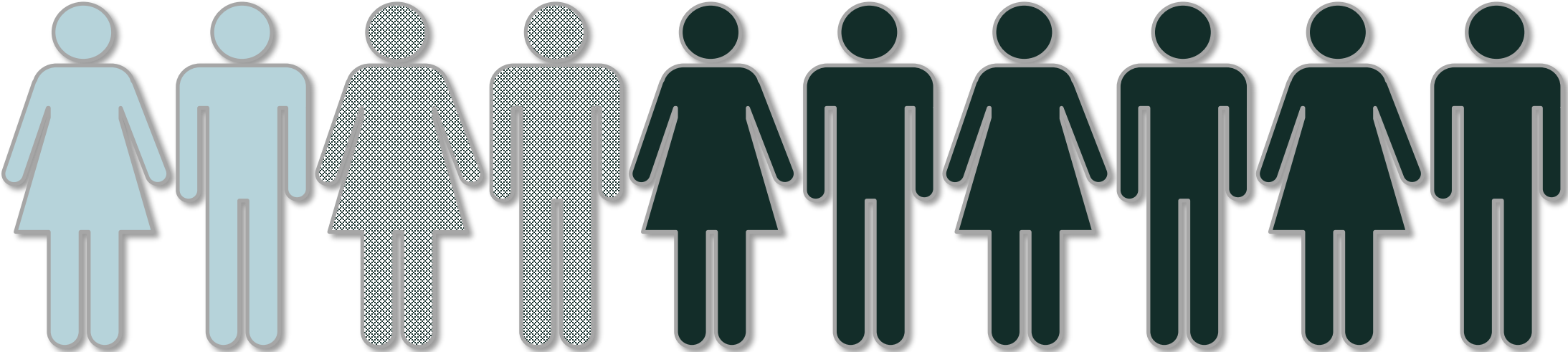


2017 Results



2024 Results

City promotes the economic growth of New York City

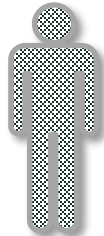


Excellent or good 24%

2 *in* **10**



In 2017, 41% of the residents rated as excellent or good the way the City promoted economic growth.

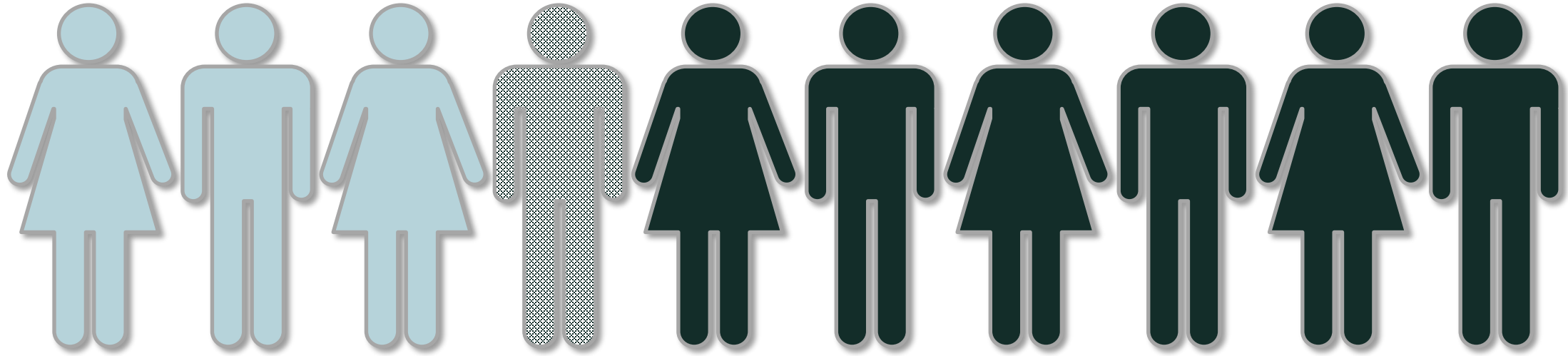


2017 Results



2024 Results

Overall ease of travel within the city

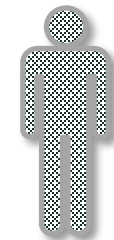


Excellent or good 30%

3 *in* **10**



In 2017, 38% of residents rated as excellent or good the overall ease of travel within the city.

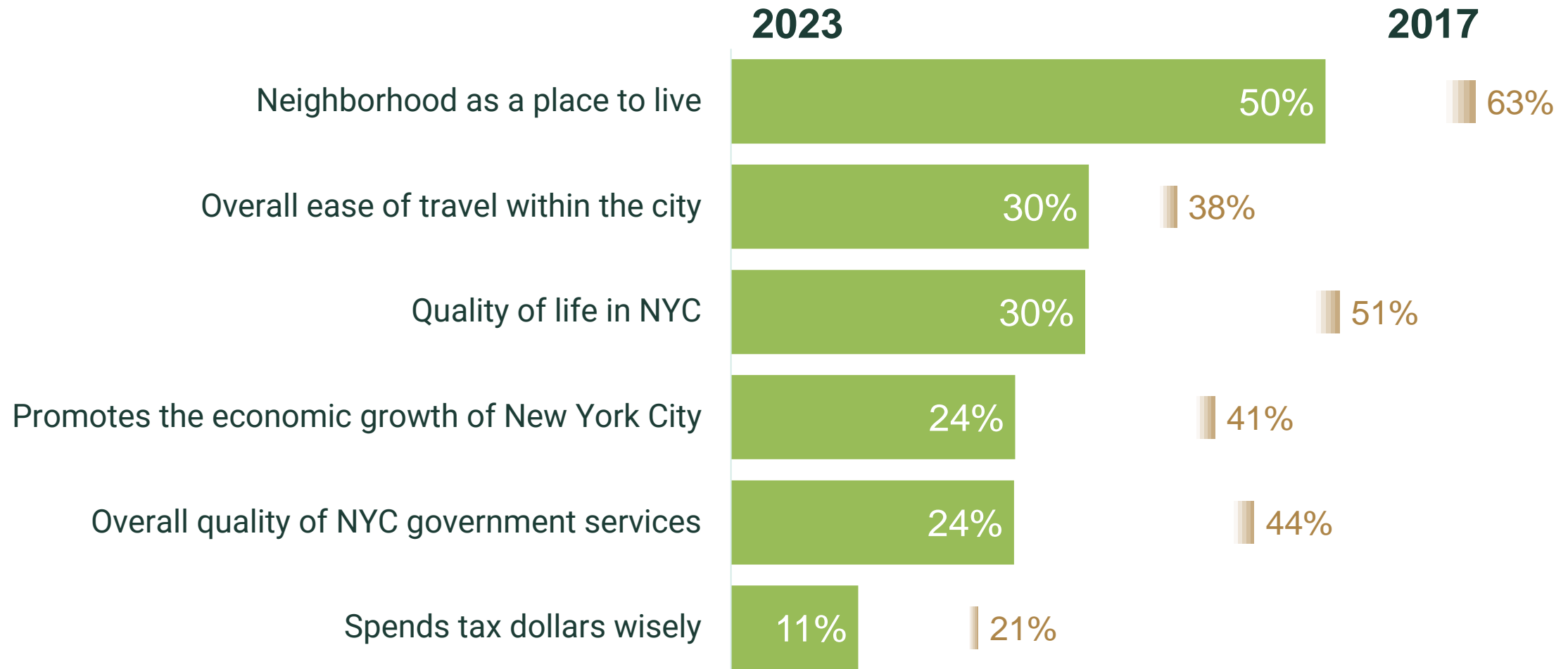


2017 Results



2024 Results

Big Picture ratings (2023 & 2017)



Most important issues – Open-ended question



Safety/crime, safety services

46%

Housing, development and gentrification

32%

Cleanliness/appearance

22%

Homelessness and services

22%

Traffic/parking/mobility

20%

Immigration/“Migrant crisis”

15%

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

**Respondents answered this question in their own words. Percents add to more than 100% as respondents could name more than one issue.*



Quality of Life: Non-Safety



Buckets of satisfaction



Sorted the items into four “buckets”

- Happy: Greater than 65% rated positive
- Satisfied: Between 50-64.9%
- Dissatisfied: Between 35-49.9%
- Unhappy: Less than 35%



Satisfaction with the 9 Quality of Life: Non-Safety items



Happy
0 item



Satisfied
2 items



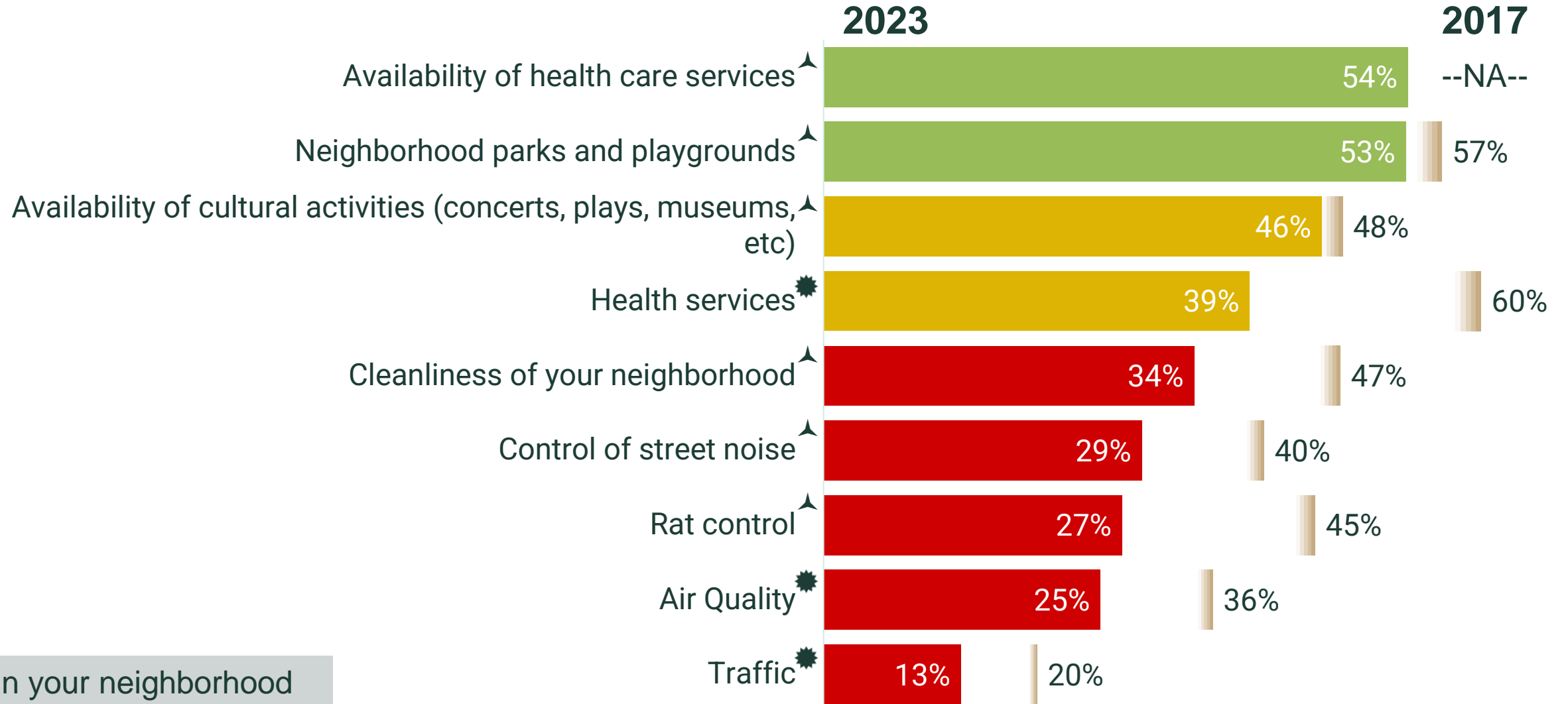
Dissatisfied
2 items



Unhappy
5 items



Quality of Life: Non-Safety ratings (2023 & 2017)



▲ In your neighborhood
★ In NYC



Safety



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Satisfaction with the 9 safety items



Happy
1 item



Satisfied
1 item



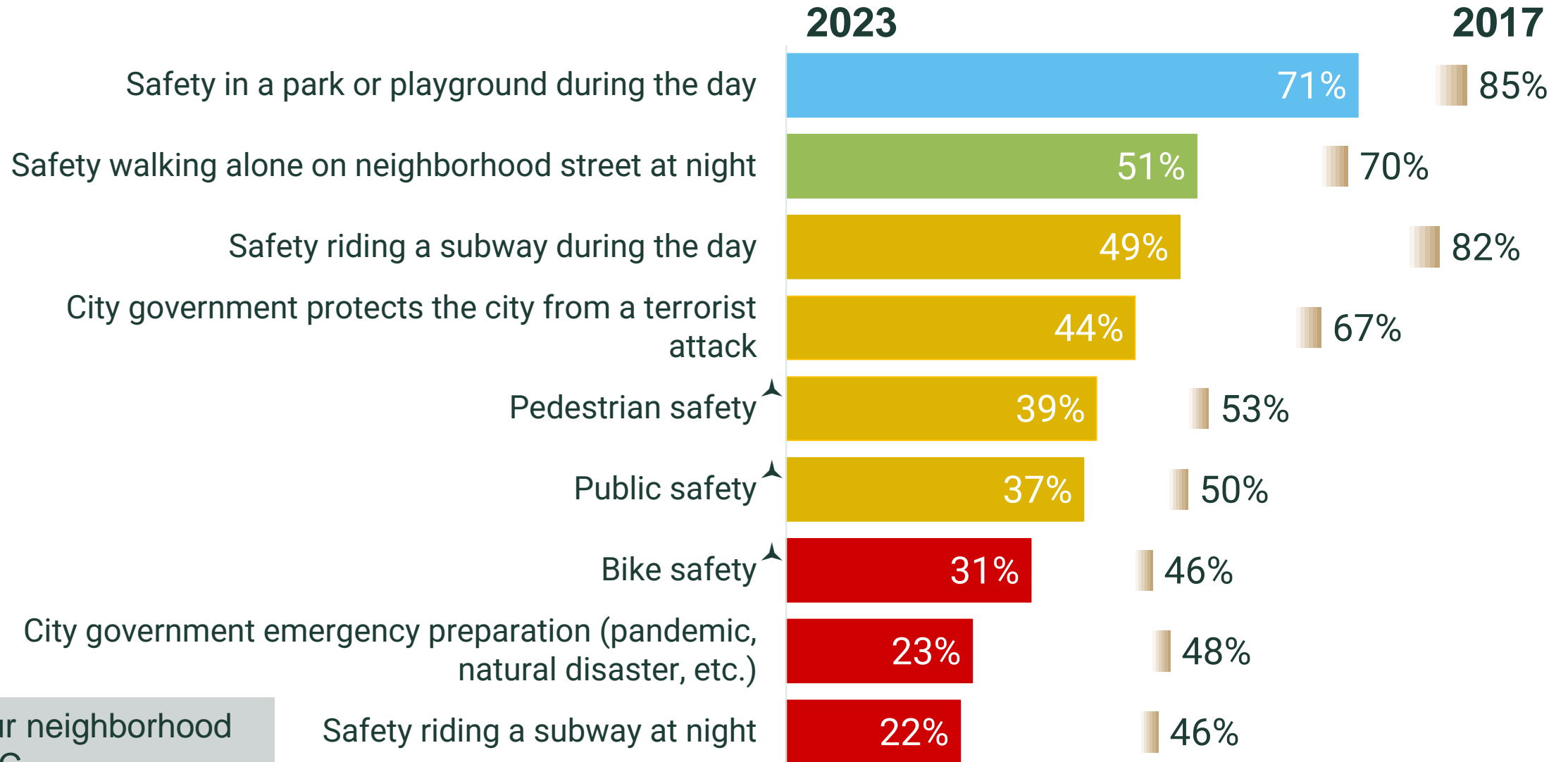
Dissatisfied
4 items



Unhappy
3 items



Safety ratings (2023 & 2017)



▲ In your neighborhood
* In NYC



City services



Satisfaction with the 23 city services



Happy
2 items

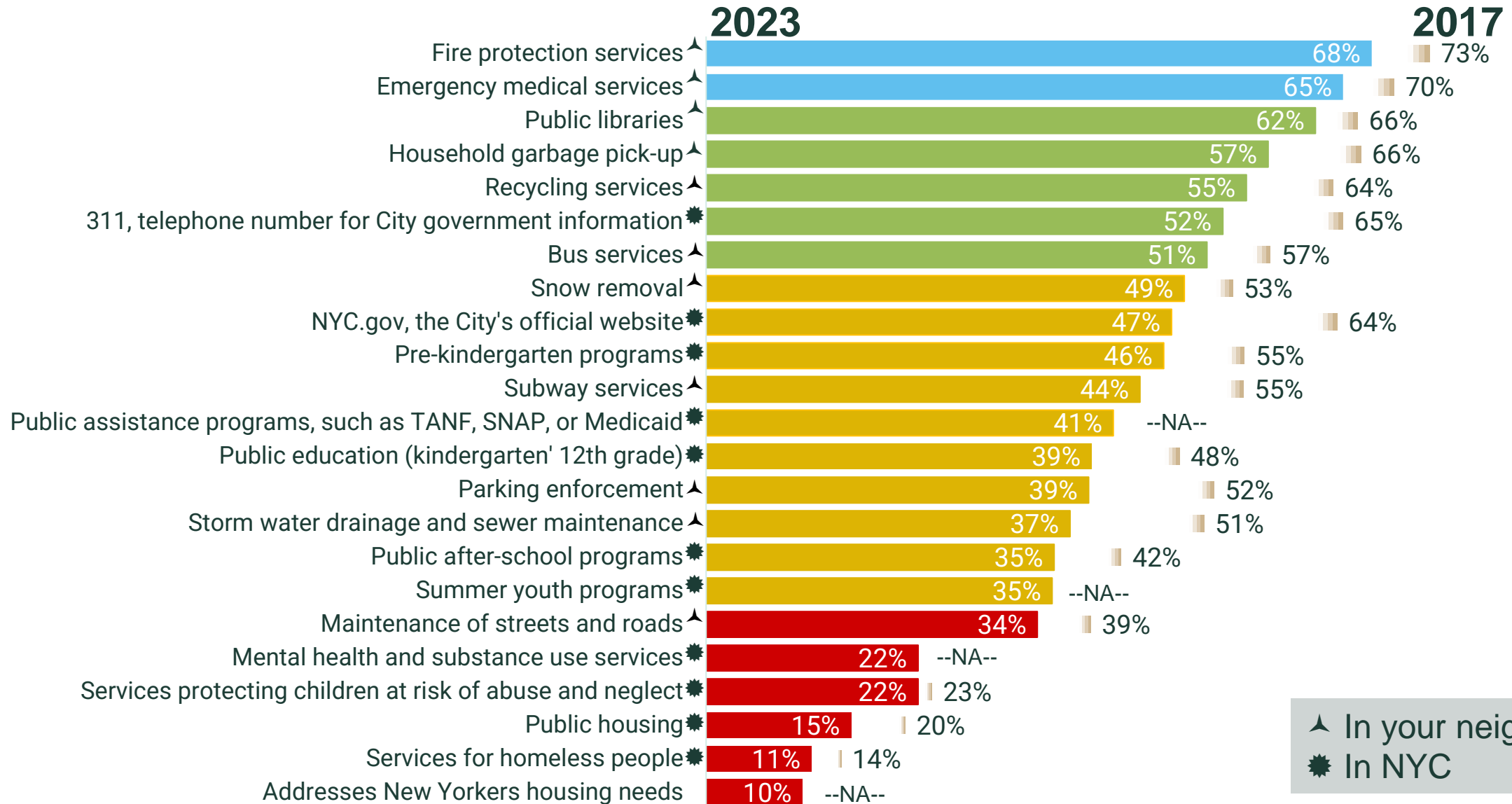
Satisfied
5 items

Dissatisfied
10 items

Unhappy
6 items



Satisfaction ratings (2017 & 2023)



▲ In your neighborhood
★ In NYC



Race/ethnicity disparities



Overall race/ethnicity disparities

(White compared to Black and Hispanic)



Substantial
14 items
(29%)

Moderate
14 items
(29%)

Small
20 items
(42%)

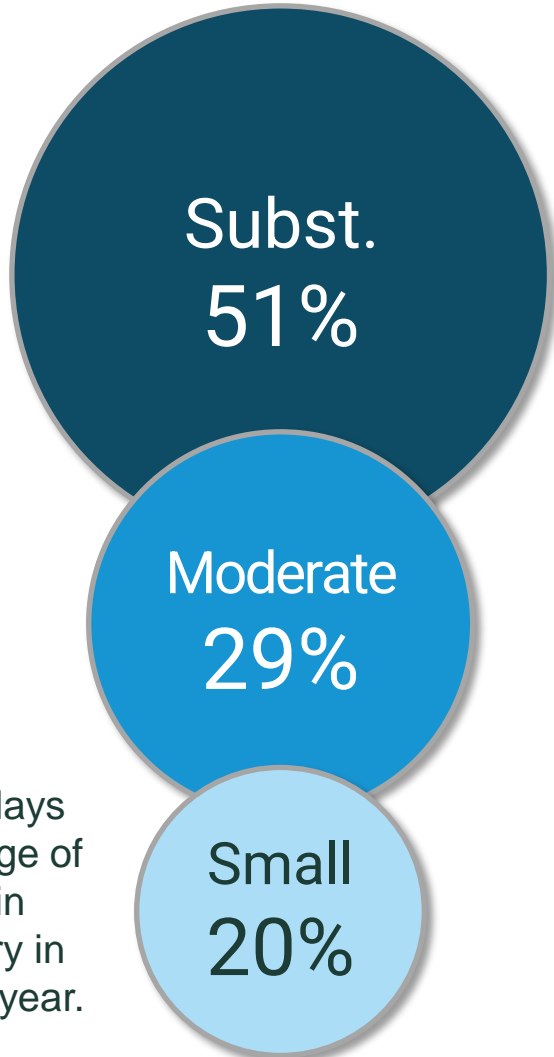
Substantial Disparities: >12%
Moderate Disparities: 6% - 12%
Small Disparities: <6%

Overall race/ethnicity disparities

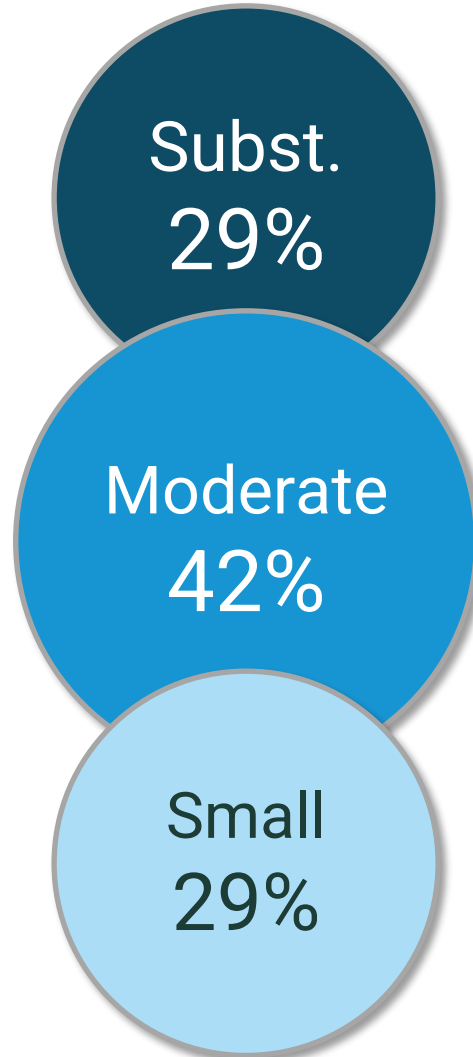
(White compared to Black and Hispanic)



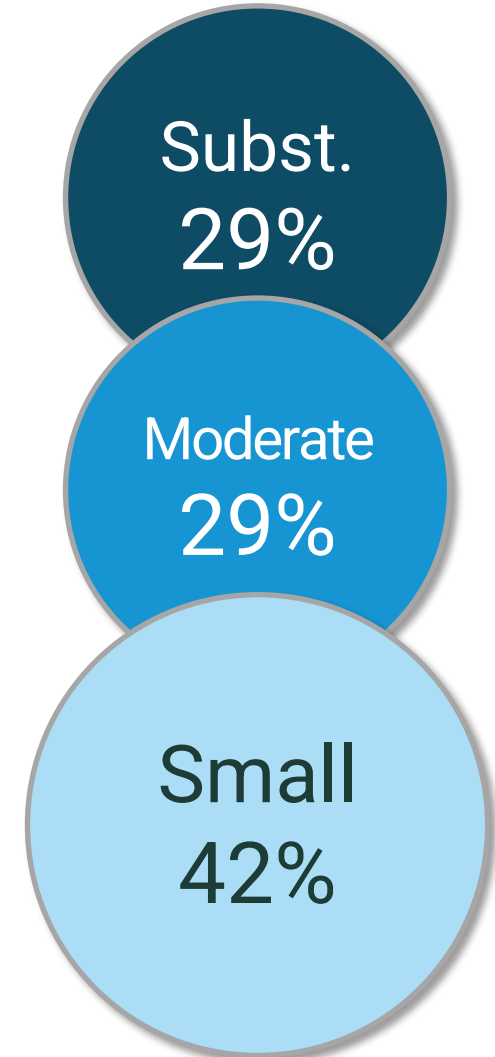
2008



2017



2023



* Graph displays the percentage of items falling in each category in each survey year.

Substantial race/ethnicity disparities found in...

(White compared to Black and Hispanic)



Big Picture

{ Neighborhood as a place to live*

Quality of life:
Non-Safety

- ✱ Health services
- ▲ Availability of health care services
- ▲ Neighborhood parks and playgrounds*
- ▲ Availability of cultural activities*
- ▲ Cleanliness of your neighborhood

Safety

- { In a park or playground during the day*
- { Walking alone on a street in your neighborhood at night*
- ▲ Public safety

City services

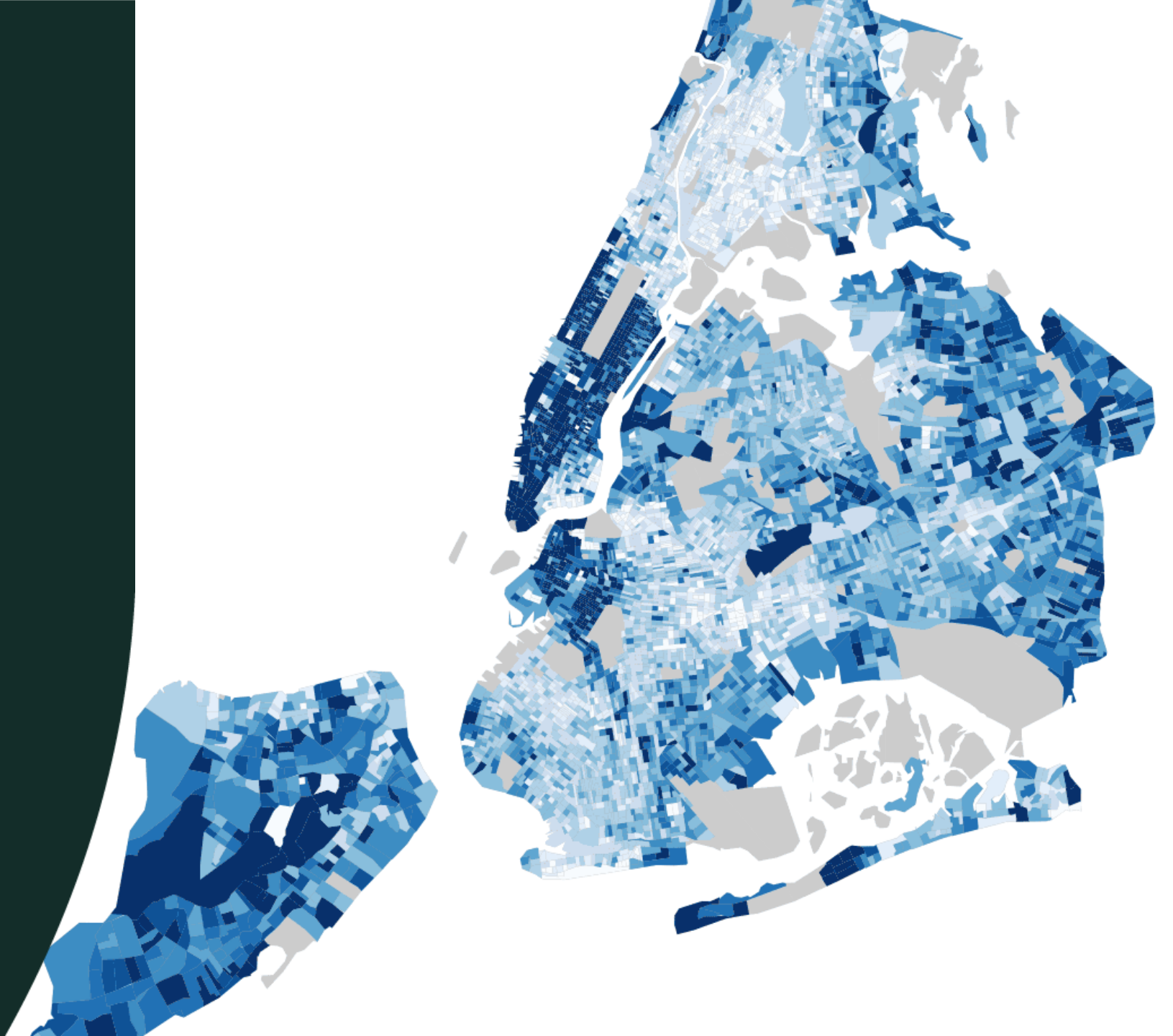
- ▲ Fire protection services*
- ▲ Emergency medical services*
- ▲ Public libraries*
- ▲ Bus services*
- ▲ Snow removal*

▲ In your neighborhood
✱ In NYC

* Also substantial disparity by income



Income disparities



“ “ ” \ ” “ “ ”
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Overall income disparities

(<\$35k – \$35k to \$100k – \$100k+ / Top-Bottom differences)



Substantial
16 items
(33%)

Moderate
9 items
(19%)

Small
16 items
(33%)

Inverted
7 items
(15%)

Substantial: >12%

Moderate: 6% - 12%

Small: -6% - 6%

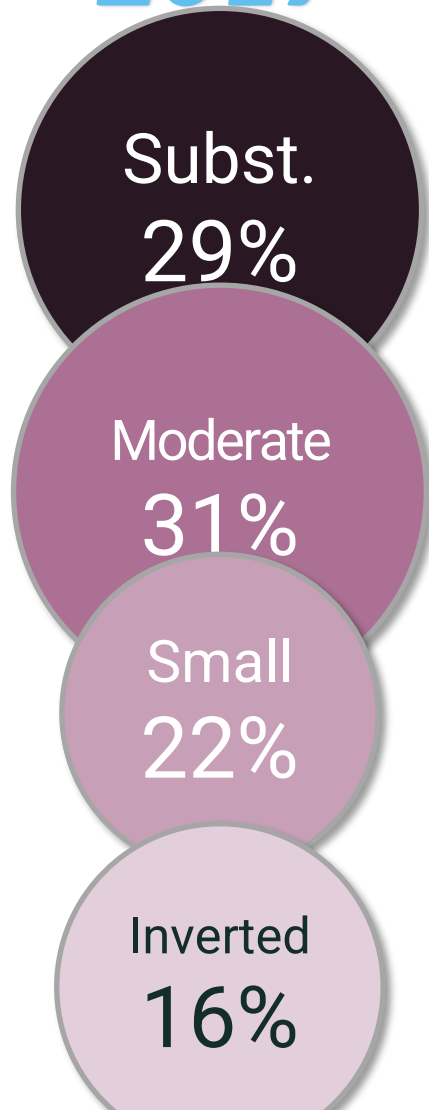
Inverted: <-6%

Overall income disparities

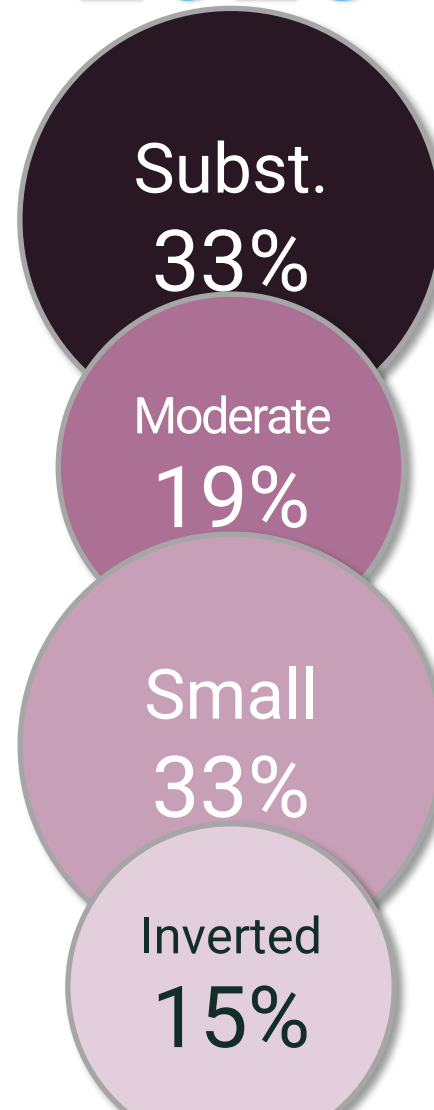
(<\$35k – \$35k to \$100k – \$100k+ / Top-Bottom differences)



2017



2023



* Graph displays the percentage of items falling in each category in each survey year.

Substantial and inverted income disparities found in... (<\$35k – \$35k to \$100k – \$100k+ / Top-Bottom differences)



Substantial

Big Picture

{ Neighborhood as a place to live*

Quality of Life: Non-Safety

{

- ▲ Neighborhood parks and playgrounds*
- ▲ Availability of cultural activities*
- ▲ Availability of health care services

Safety

{

- In a park or playground during the day*
- Walking alone on a street in your neighborhood at night*
- Riding a subway during the day
- Protects the city from a terrorist attack

City services

{

- ▲ Household garbage pick-up
- ▲ Recycling services
- ▲ Snow removal*
- ▲ Fire protection services*
- ▲ Emergency medical services*
- ▲ Public libraries*
- ▲ Rat control
- ▲ Bus services*

** Also substantial disparity by race/ethnicity*

Inverted

Big Picture

{ Spends tax dollars wisely

Health and Leisure

{

- Traffic

City services

{

- Mental health and substance use services
- Public housing
- Services for homeless people
- Services protecting children at risk of abuse and neglect
- Addresses New Yorkers housing needs

▲ In your neighborhood
● In NYC

Thank you!

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