

REPORT OF RESULTS

2023 NYC Resident Survey



March 2024



FOREWORD

Founded in 1932, the Citizens Budget Commission (CBC) is a nonpartisan, nonprofit think tank and watchdog whose mission is to achieve constructive change in the finances, services, and policies of New York City and New York State government.

CBC initiated and oversaw this research—and engaged Polco to conduct the survey— because a statistically valid survey is the best method to identify how New Yorkers rate the quality of life and the quality of services as the city emerges from the pandemic. This survey largely mirrors those conducted by CBC in 2017 and the City in 2008, which also were administered by Polco. CBC believes that consistent, validated feedback from residents should help guide City priorities and be part of the City’s efforts to manage services.

This research was overseen by Ana Champeny, Vice President for Research. This report was written by Polco, which administered the survey, collected and tabulated responses, and analyzed the results. This report, Polco’s companion report and presentation, and CBC’s final report, can be found at <https://cbcny.org/2023-nyc-resident-survey>.

The most important contributors to this survey are the New York City residents who took the time to answer the questions posed to them. More than 6,600 adults spanning every borough and representing the city’s various populations provided their own opinions. We are indebted to them for their time and invaluable feedback.

Andrew Rein, President

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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.

In 2023, the CBC hired Polco (which merged with National Research Center, Inc. in 2021) to conduct a new iteration of the NYC Resident Feedback Survey. Most of the survey questions were kept identical to those asked in 2008 and 2017 to allow direct comparisons, while a few items were added. Survey methods in 2023 mimicked those in 2008 and 2017.

Nearly 126,000 households were randomly selected to receive the survey. Completed responses were received from 6,632 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 71 survey questions capturing resident perspectives on aspects of quality of life and quality of services provided by the 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 and a few on importance were answered on a "very important, somewhat important, not important" scale.

The 71 items were placed in five larger categories: The Big Picture, items examining broad overall ratings; Quality of Life: Safety; Quality of Life: Non-Safety; Quality of Services; and Experience with City Services.

Beginning on page 11, four tables are presented for each of the 71 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 three tables break down responses by the borough in which the respondents live, their race/ethnicity and the self-declared household income. For most of 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;" the proportion answering "very" or "somewhat important;"

The next eight pages display a summary of the results.

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 2023. Of these indicators, 63 could be compared to results from the 2017 survey -although 3 of them underwent modifications of different scope in their wording: ‘Neighborhood parks and playgrounds’ was called ‘Neighborhood parks’ in 2017; ‘Public safety’ was called ‘Crime control’ in 2017; and ‘Prepares for an emergency (pandemic, natural disaster, etc.)’ was called ‘Prepares the city for an emergency such as a natural disaster’ in 2017. The second column shows the change in the proportion of respondents giving a positive rating in 2023 from 2017. 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 5 shows the proportion of respondents in each year of the survey giving a positive rating to each item.

The table on page 7 shows the proportion of respondents in each of the 5 boroughs giving a positive rating to each item.

The table on page 9 shows the proportion of respondents in five household income brackets giving a positive rating to each item.

NYC Resident Feedback Survey: Results at a Glance

	2023 Ratings	Change from 2017	2023	
			Non-Hispanic White	Black or Hispanic
Big Picture Indicators				
Neighborhood as a place to live	50.0%	-12.6%	61.6%	37.9%
Quality of life in NYC	29.8%	-21.4%	36.0%	24.3%
Overall quality of NYC government services	23.8%	-20.2%	27.2%	22.9%
Promotes the economic growth of New York City	23.9%	-16.8%	26.9%	21.6%
Overall ease of travel within the city	30.1%	-7.4%	32.6%	27.1%
Spends tax dollars wisely	10.7%	-10.1%	10.7%	12.0%
Quality of Life: Safety				
In a park or playground during the day	71.3%	-13.6%	77.2%	63.5%
Riding a subway during the day	49.1%	-32.4%	53.6%	44.6%
Walking alone on a street in your neighborhood at night	51.2%	-18.9%	56.8%	44.5%
Public safety	37.1%	-13.0%	44.2%	31.5%
Protects the city from a terrorist attack	43.5%	-23.2%	48.1%	41.0%
Pedestrian safety	38.7%	-14.0%	40.9%	36.1%
Prepares for an emergency (pandemic, natural disaster, etc.)	23.2%	-24.7%	24.0%	22.8%
Riding a subway at night	21.7%	-24.7%	25.8%	18.3%
Bike safety	30.5%	-15.2%	31.7%	28.4%
Quality of Life: Non-Safety				
Health services	39.1%	(NA)	46.3%	33.1%
Availability of health care services	53.6%	-6.7%	62.3%	46.2%
Neighborhood parks and playgrounds	53.4%	-3.3%	64.1%	42.9%
Availability of cultural activities	45.7%	*	55.7%	35.2%
Cleanliness of your neighborhood	34.0%	-13.4%	40.3%	26.8%
Rat control	27.4%	-17.7%	32.8%	21.5%
Control of street noise	29.2%	-11.2%	34.0%	24.4%
Air Quality	25.4%	-10.3%	29.3%	18.9%
Traffic	12.6%	-7.0%	11.8%	13.0%
Quality of Services				
Fire protection services	67.5%	-5.9%	79.3%	56.8%
Emergency medical services	64.6%	-5.2%	76.6%	55.1%
Household garbage pick-up	57.0%	-9.4%	62.8%	51.4%
Public libraries	61.8%	-4.3%	70.8%	54.9%
311, telephone number for City government information	52.4%	-12.2%	55.5%	51.1%
NYC.gov, the City's official website	47.2%	-16.8%	49.7%	45.6%
Recycling services	54.8%	-8.8%	60.3%	49.5%
Bus services	50.8%	-6.4%	58.2%	44.8%
Pre-kindergarten programs	46.4%	-8.2%	50.1%	44.8%
Subway services	44.0%	-10.5%	50.0%	40.6%
Snow removal	48.5%	-4.9%	57.0%	40.5%
Parking enforcement	38.8%	-12.7%	43.6%	33.4%
Storm water drainage and sewer maintenance	36.9%	-13.6%	40.8%	33.3%
Public education (kindergarten' 12th grade)	39.1%	-8.9%	41.2%	36.8%
Public after-school programs	35.3%	-6.8%	37.2%	34.5%
Maintenance of streets and roads	33.6%	-5.4%	37.4%	30.2%
Services protecting children at risk of abuse and neglect	21.5%	*	19.6%	19.4%
Public housing	14.7%	-5.5%	15.9%	12.0%
Addresses New Yorkers housing needs	9.8%	(NA)	9.0%	10.1%
Services for homeless people	10.7%	*	9.2%	9.7%
Summer youth programs	35.1%	(NA)	36.1%	32.9%
Mental health and substance use services	21.5%	(NA)	20.7%	20.9%
Public assistance programs, such as TANF, SNAP, or Medicaid	41.3%	(NA)	43.6%	37.5%

† Green shading indicates more than 50% rated positively | Orange shading indicates 50% or fewer rated positively
 * Indicates change in 2023 from 2017 was less than 3.0% in either direction: (NA) indicates no data available for 2017.

	2023 Ratings	Change from 2017	2023	
			Non-Hispanic White	Black or Hispanic
Experience with city services				
911 call	57.5%	-12.4%	64.2%	53.9%
Voting in an election	67.9%	*	75.4%	62.4%
New York City Public Schools (pre-K to 12th grade)	41.4%	-8.7%	44.3%	38.7%
Safety at NYC Public Schools (pre-K to 12th grade)	37.8%	-12.0%	41.6%	34.6%
New York City Public Schools after-school programs	33.6%	-8.9%	37.5%	32.5%
Employment training program	24.1%	-4.8%	26.9%	23.0%
Public housing services	17.3%	-7.8%	17.6%	16.4%
Public hospital services	34.2%	-5.6%	38.8%	31.8%
Public health clinic services	34.8%	-5.4%	38.7%	33.2%
Public mental health or substance use services	21.4%	-10.3%	19.8%	21.9%
Public senior center	33.5%	-8.7%	36.0%	32.6%
Paid a fine or ticket to the City	37.0%	*	41.7%	33.8%
Contacted the City with a tax question	23.9%	-7.8%	25.1%	23.6%
Obtained licenses or permits	39.1%	-8.7%	40.6%	39.7%
Public assistance programs, such as TANF, SNAP, or Medicaid	41.7%	(NA)	47.0%	37.2%
Services in your primary languages	65.3%	(NA)	74.6%	64.0%
Made a complaint to 311 or to a city agency in the last 12	40.9%	4.9%	41.1%	42.8%
The complaint or issue was resolved	34.9%	-8.3%	35.3%	36.0%
Had phone or in-person contact with any NYC government	35.2%	*	34.9%	38.4%
Timeliness of response	40.1%	-5.2%	45.9%	36.2%
Employee's courtesy	56.0%	*	64.4%	51.2%
Employee's willingness to help or understand	49.4%	*	54.6%	47.9%
Overall satisfaction with response	38.9%	-4.3%	42.7%	36.8%

† ■ Green shading indicates more than 50% rated positively | ■ Orange shading indicates 50% or fewer rated positively

* Indicates change in 2023 from 2017 was less than 3.0% in either direction: (NA) indicates no data available for 2017.

NYC Resident Feedback Survey: Yearly comparisons

	2023	2017	2008
Big Picture Indicators			
Neighborhood as a place to live	50.0%	62.6%	58.6%
Quality of life in NYC	29.8%	51.2%	50.9%
Overall quality of NYC government services	23.8%	44.0%	41.9%
Promotes the economic growth of New York City	23.9%	40.7%	46.8%
Overall ease of travel within the city	30.1%	37.5%	50.2%
Spends tax dollars wisely	10.7%	20.8%	21.7%
Quality of Life: Safety			
In a park or playground during the day	71.3%	84.9%	86.1%
Riding a subway during the day	49.1%	81.5%	86.1%
Walking alone on a street in your neighborhood at night	51.2%	70.1%	68.9%
Public safety	37.1%	50.1%	49.1%
Protects the city from a terrorist attack	43.5%	66.7%	(NA)
Pedestrian safety	38.7%	52.7%	52.3%
Prepares for an emergency (pandemic, natural disaster, etc.)	23.2%	47.9%	43.7%
Riding a subway at night	21.7%	46.4%	44.7%
Bike safety	30.5%	45.7%	(NA)
Quality of Life: Non-Safety			
Health services	39.1%	(NA)	(NA)
Availability of health care services	53.6%	60.3%	55.3%
Neighborhood parks and playgrounds	53.4%	56.7%	56.8%
Availability of cultural activities (concerts, plays, museums, etc.)	45.7%	47.6%	45.5%
Cleanliness of your neighborhood	34.0%	47.4%	47.5%
Rat control	27.4%	45.1%	46.8%
Control of street noise	29.2%	40.4%	34.4%
Air Quality	25.4%	35.7%	22.4%
Traffic	12.6%	19.6%	(NA)
Quality of Services			
Fire protection services	67.5%	73.4%	81.7%
Emergency medical services	64.6%	69.8%	74.2%
Household garbage pick-up	57.0%	66.4%	67.2%
Public libraries	61.8%	66.1%	63.7%
311, telephone number for City government information	52.4%	64.6%	72.2%
NYC.gov, the City's official website	47.2%	64.0%	73.8%
Recycling services	54.8%	63.6%	63.7%
Bus services	50.8%	57.2%	53.8%
Pre-kindergarten programs	46.4%	54.6%	(NA)
Subway services	44.0%	54.5%	52.2%
Snow removal	48.5%	53.4%	48.7%
Parking enforcement	38.8%	51.5%	56.4%
Storm water drainage and sewer maintenance	36.9%	50.5%	45.8%
Public education (kindergarten' 12th grade)	39.1%	48.0%	38.4%
Public after-school programs	35.3%	42.1%	33.4%
Maintenance of streets and roads	33.6%	39.0%	38.7%
Services protecting children at risk of abuse and neglect	21.5%	22.9%	22.5%
Public housing	14.7%	20.2%	19.3%
Addresses New Yorkers housing needs	9.8%	(NA)	(NA)
Services for homeless people	10.7%	13.7%	18.0%
Summer youth programs	35.1%	(NA)	(NA)
Mental health and substance use services	21.5%	(NA)	(NA)
Public assistance programs, such as TANF, SNAP, or Medicaid	41.3%	(NA)	(NA)

† Green shading indicates more than 50% rated positively | Orange shading indicates 50% or fewer rated positively

* 'Neighborhood parks and playgrounds' was called 'Neighborhood parks' in 2017; 'Public safety' was called 'Crime control' in 2017; and 'Prepares for an emergency (pandemic, natural disaster, etc.)' was called 'Prepares the city for an emergency such as a natural disaster' in 2017.

	2023	2017	2008
Experience with city services			
911 call	57.5%	69.9%	68.4%
Voting in an election	67.9%	67.0%	(NA)
New York City Public Schools (pre-K to 12th grade)	41.4%	50.1%	55.9%
Safety at NYC Public Schools (pre-K to 12th grade)	37.8%	49.8%	47.4%
New York City Public Schools after-school programs	33.6%	42.5%	56.7%
Employment training program	24.1%	28.9%	51.7%
Public housing services	17.3%	25.1%	(NA)
Public hospital services	34.2%	39.8%	47.0%
Public health clinic services	34.8%	40.2%	52.3%
Public mental health or substance use services	21.4%	31.7%	49.9%
Public senior center	33.5%	42.2%	70.3%
Paid a fine or ticket to the City	37.0%	38.2%	34.7%
Contacted the City with a tax question	23.9%	31.7%	51.9%
Obtained licenses or permits	39.1%	47.8%	(NA)
Public assistance programs, such as TANF, SNAP, or Medicaid	41.7%	(NA)	(NA)
Services in your primary languages	65.3%	(NA)	(NA)
Made a complaint to 311 or to a city agency in the last 12 months	40.9%	36.0%	41.5%
The complaint or issue was resolved	34.9%	43.2%	47.8%
Had phone or in-person contact with any City of New York government	35.2%	35.0%	38.1%
Timeliness of response	40.1%	45.3%	49.2%
Employee's courtesy	56.0%	57.1%	58.2%
Employee's willingness to help or understand	49.4%	51.7%	53.0%
Overall satisfaction with response	38.9%	43.2%	44.4%

NYC Resident Feedback Survey: Results by Borough

	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Big Picture Indicators					
Neighborhood as a place to live	57.9%	29.1%	52.9%	52.3%	58.2%
Quality of life in NYC	40.0%	20.8%	32.4%	26.4%	23.6%
Overall quality of NYC government services	25.9%	23.3%	24.2%	24.4%	14.0%
Promotes the economic growth of New York City	27.9%	20.1%	24.8%	24.4%	15.1%
Overall ease of travel within the city	38.9%	27.1%	30.1%	29.0%	13.6%
Spends tax dollars wisely	10.5%	12.0%	10.8%	11.0%	5.6%
Quality of Life: Safety					
In a park or playground during the day	79.2%	55.9%	74.9%	71.5%	67.5%
Riding a subway during the day	62.3%	37.7%	52.6%	46.7%	26.4%
Walking alone on a street in your neighborhood at night	54.6%	35.9%	55.8%	52.1%	56.1%
Public safety	40.8%	27.6%	38.8%	37.2%	43.8%
Protects the city from a terrorist attack	52.7%	42.5%	43.5%	40.1%	33.8%
Pedestrian safety	36.7%	32.7%	37.4%	43.2%	49.6%
Prepares for an emergency (pandemic, natural disaster, etc.)	26.0%	25.2%	23.4%	21.6%	15.9%
Riding a subway at night	28.9%	15.8%	24.2%	19.6%	10.5%
Bike safety	24.7%	25.6%	29.4%	35.2%	48.4%
Quality of Life: Non-Safety					
Health services	46.1%	34.9%	38.4%	39.4%	32.8%
Availability of health care services	62.1%	46.9%	51.4%	53.7%	57.0%
Neighborhood parks and playgrounds	67.2%	38.1%	53.0%	54.2%	50.4%
Availability of cultural activities (concerts, plays, museums...)	66.1%	27.1%	47.3%	41.3%	40.6%
Cleanliness of your neighborhood	33.4%	24.9%	30.3%	39.6%	56.1%
Rat control	21.5%	20.6%	25.5%	33.6%	54.3%
Control of street noise	24.5%	21.3%	29.2%	32.6%	51.8%
Air Quality	24.3%	20.3%	24.4%	30.5%	25.1%
Traffic	12.2%	10.8%	11.9%	15.2%	10.3%
Quality of Services					
Fire protection services	76.1%	55.7%	66.1%	68.8%	78.8%
Emergency medical services	72.8%	53.4%	63.0%	65.8%	76.8%
Household garbage pick-up	54.5%	47.3%	56.8%	63.2%	64.2%
Public libraries	64.7%	52.0%	64.0%	63.7%	59.0%
311, telephone number for City government information	52.3%	53.3%	54.6%	51.2%	44.2%
NYC.gov, the City's official website	46.6%	45.9%	51.0%	47.0%	34.3%
Recycling services	51.0%	45.2%	53.7%	62.1%	65.2%
Bus services	62.3%	44.4%	47.9%	52.2%	40.3%
Pre-kindergarten programs	44.3%	41.8%	47.8%	50.4%	39.9%
Subway services	54.4%	38.1%	47.2%	40.3%	18.2%
Snow removal	57.1%	38.6%	47.2%	49.6%	53.2%
Parking enforcement	40.0%	34.3%	38.1%	38.8%	53.5%
Storm water drainage and sewer maintenance	44.6%	36.5%	30.2%	37.9%	45.5%
Public education (kindergarten' 12th grade)	37.8%	34.0%	41.1%	42.0%	34.3%
Public after-school programs	34.6%	33.3%	35.3%	37.1%	34.2%
Maintenance of streets and roads	36.8%	28.1%	33.3%	35.0%	33.0%
Services protecting children at risk of abuse and neglect	18.7%	21.7%	19.0%	26.1%	18.8%
Public housing	12.3%	15.0%	13.4%	17.2%	16.3%
Addresses New Yorkers housing needs	6.9%	11.5%	9.8%	10.9%	10.9%
Services for homeless people	8.7%	12.6%	9.1%	12.3%	12.8%
Summer youth programs	33.2%	34.2%	35.2%	37.4%	31.2%
Mental health and substance use services	19.7%	24.3%	20.2%	23.2%	16.6%
Public assistance programs, such as TANF, SNAP, or Medicaid	39.9%	41.2%	41.8%	42.7%	36.4%

† Green shading indicates more than 50% rated positively | Orange shading indicates 50% or fewer rated positively

	Manhattan	Bronx	Brooklyn	Queens	Staten Island
Experience with city services					
911 call	57.2%	53.4%	59.3%	59.1%	56.5%
Voting in an election	74.8%	58.3%	69.3%	67.8%	65.7%
New York City Public Schools (pre-K to 12th grade)	46.7%	35.9%	42.7%	45.0%	29.4%
Safety at NYC Public Schools (pre-K to 12th grade)	42.9%	29.4%	40.6%	42.3%	25.5%
New York City Public Schools after-school programs	36.4%	31.7%	32.2%	36.3%	29.4%
Employment training program	24.7%	21.9%	23.2%	29.2%	13.1%
Public housing services	15.9%	16.3%	16.2%	20.6%	14.9%
Public hospital services	39.4%	34.7%	29.4%	36.5%	33.6%
Public health clinic services	40.1%	35.2%	33.6%	34.8%	24.7%
Public mental health or substance use services	21.1%	23.3%	20.0%	24.0%	8.9%
Public senior center	37.8%	35.0%	33.5%	33.0%	21.5%
Paid a fine or ticket to the City	34.8%	39.4%	37.8%	36.8%	33.0%
Contacted the City with a tax question	20.0%	25.1%	24.1%	27.7%	12.0%
Obtained licenses or permits	39.9%	41.9%	38.9%	38.3%	33.2%
Public assistance programs, as TANF, SNAP, or Medicaid	40.3%	38.5%	42.3%	46.8%	28.3%
Services in your primary languages	74.5%	63.7%	65.7%	61.1%	61.5%
Made a complaint to 311 or to a city agency in the last year	34.8%	43.0%	42.1%	41.8%	44.6%
The complaint or issue was resolved	32.2%	34.1%	37.2%	34.7%	33.9%
Had phone or in-person contact with NYC government	32.5%	37.3%	36.1%	34.0%	39.8%
Timeliness of response	44.1%	38.4%	41.7%	38.3%	33.6%
Employee's courtesy	65.8%	48.7%	56.9%	54.0%	51.2%
Employee's willingness to help or understand	57.7%	44.8%	48.8%	47.3%	51.2%
Overall satisfaction with response	43.9%	37.2%	39.1%	38.1%	31.2%



†  Green shading indicates more than 50% rated positively |  Orange shading indicates 50% or fewer rated positively

NYC Resident Feedback Survey: Results by Household Income

	Less than \$35,000	\$35,000 - \$49,999	\$50,000 - \$99,999	\$100,000 - \$199,999	\$200,000 or more
Big Picture Indicators					
Neighborhood as a place to live	39.2%	41.8%	47.4%	60.5%	70.3%
Quality of life in NYC	29.0%	23.3%	26.5%	31.8%	45.4%
Overall quality of NYC government services	27.4%	22.7%	20.3%	22.5%	28.4%
Promotes the economic growth of New York City	25.2%	22.5%	20.3%	24.6%	30.5%
Overall ease of travel within the city	29.9%	30.1%	28.1%	28.8%	39.7%
Spends tax dollars wisely	15.2%	10.2%	8.0%	8.5%	10.0%
Quality of Life: Safety					
In a park or playground during the day	60.5%	67.9%	71.3%	81.3%	86.2%
Riding a subway during the day	41.6%	45.0%	48.2%	58.0%	63.8%
Walking alone on a street in your neighborhood at night	39.9%	48.2%	50.7%	62.6%	66.9%
Public safety	34.1%	30.5%	35.6%	41.4%	46.8%
Protects the city from a terrorist attack	39.7%	40.4%	39.9%	48.8%	58.6%
Pedestrian safety	37.6%	33.7%	36.1%	44.0%	44.3%
Prepares for an emergency (pandemic, natural disaster, etc.)	26.7%	24.1%	21.0%	20.6%	24.6%
Riding a subway at night	17.9%	18.9%	20.1%	27.2%	30.6%
Bike safety	30.7%	27.2%	28.0%	34.4%	31.3%
Quality of Life: Non-Safety					
Health services	40.8%	36.1%	35.9%	40.9%	43.9%
Availability of health care services	49.6%	49.0%	48.8%	62.8%	61.9%
Neighborhood parks and playgrounds	45.1%	43.6%	53.7%	61.0%	68.9%
Availability of cultural activities (concerts, plays, museums, etc.)	39.1%	36.5%	41.6%	52.0%	67.0%
Cleanliness of your neighborhood	30.3%	28.1%	32.0%	39.2%	43.9%
Rat control	21.7%	23.0%	28.1%	33.6%	34.1%
Control of street noise	26.6%	23.8%	29.2%	32.9%	36.0%
Air Quality	25.6%	22.8%	23.3%	26.6%	30.4%
Traffic	16.7%	15.0%	11.3%	9.2%	10.4%
Quality of Services					
Fire protection services	58.6%	61.9%	65.3%	77.0%	84.2%
Emergency medical services	58.3%	57.6%	62.8%	73.2%	79.0%
Household garbage pick-up	49.6%	53.5%	55.8%	66.1%	63.0%
Public libraries	54.6%	59.5%	60.9%	68.1%	71.4%
311, telephone number for City government information	54.9%	51.9%	50.4%	52.6%	51.3%
NYC.gov, the City's official website	50.0%	48.1%	44.5%	46.6%	49.4%
Recycling services	47.4%	49.7%	54.3%	62.3%	62.6%
Bus services	44.9%	48.5%	49.1%	56.4%	61.3%
Pre-kindergarten programs	47.6%	44.0%	43.2%	48.8%	52.1%
Subway services	40.4%	41.5%	41.8%	47.9%	53.5%
Snow removal	41.1%	42.8%	47.5%	55.7%	66.5%
Parking enforcement	34.2%	35.3%	40.0%	43.3%	44.6%
Storm water drainage and sewer maintenance	34.0%	31.9%	38.0%	40.1%	42.5%
Public education (kindergarten' 12th grade)	43.0%	43.1%	32.9%	39.3%	37.3%
Public after-school programs	38.4%	33.4%	29.9%	37.6%	37.9%
Maintenance of streets and roads	32.2%	33.3%	32.1%	34.7%	41.6%
Services protecting children at risk of abuse and neglect	27.3%	21.5%	16.8%	17.1%	19.0%
Public housing	19.8%	13.4%	11.1%	11.3%	10.6%
Addresses New Yorkers housing needs	16.3%	8.6%	6.4%	8.3%	4.4%
Services for homeless people	15.6%	13.5%	7.0%	8.2%	7.3%
Summer youth programs	37.4%	34.3%	31.2%	36.5%	38.0%
Mental health and substance use services	28.2%	26.1%	17.0%	16.4%	17.9%
Public assistance programs, such as TANF, SNAP, or Medicaid	46.5%	35.5%	35.9%	38.7%	46.6%

2023 NYC Resident Feedback Survey

	Less than \$35,000	\$35,000 - \$49,999	\$50,000 - \$99,999	\$100,000 - \$199,999	\$200,000 or more
Experience with city services					
911 call	58.3%	57.6%	54.4%	61.2%	59.1%
Voting in an election	61.4%	68.8%	65.4%	73.3%	78.5%
New York City Public Schools (pre-K to 12th grade)	43.2%	45.4%	34.3%	42.3%	49.4%
Safety at NYC Public Schools (pre-K to 12th grade)	39.6%	39.5%	31.8%	39.8%	43.9%
New York City Public Schools after-school programs	35.3%	32.1%	25.8%	38.0%	45.1%
Employment training program	27.9%	26.6%	19.6%	20.2%	16.7%
Public housing services	22.8%	13.4%	12.5%	13.7%	12.4%
Public hospital services	36.4%	36.5%	30.7%	30.9%	41.4%
Public health clinic services	39.7%	35.8%	28.5%	31.4%	35.3%
Public mental health or substance use services	29.1%	22.5%	14.7%	15.7%	14.6%
Public senior center	38.1%	30.8%	27.5%	30.7%	40.2%
Paid a fine or ticket to the City	33.2%	27.9%	36.6%	42.6%	49.1%
Contacted the City with a tax question	30.1%	21.0%	18.9%	20.6%	23.9%
Obtained licenses or permits	41.6%	38.9%	36.8%	37.2%	40.5%
Public assistance programs, such as TANF, SNAP, or Medicaid	46.9%	37.2%	34.2%	40.1%	39.5%
Services in your primary languages	59.0%	58.2%	64.6%	75.0%	80.2%
Made a complaint to 311 or to a city agency in the last year	33.9%	43.6%	43.0%	44.9%	39.7%
The complaint or issue was resolved	32.7%	38.9%	35.4%	35.8%	36.4%
Had phone or in-person contact with NYC government	36.8%	37.8%	34.0%	35.8%	30.3%
Timeliness of response	39.5%	37.5%	35.4%	43.6%	51.8%
Employee's courtesy	51.5%	50.0%	54.7%	64.0%	65.0%
Employee's willingness to help or understand	44.3%	51.8%	47.1%	53.6%	58.5%
Overall satisfaction with response	39.4%	34.1%	35.3%	42.4%	45.1%

†  Green 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?	12.4%	N=803	37.6%	N=2433	31.4%	N=2033	18.6%	N=1202	100.0%	N=6471

Table 2: Neighborhood as a place to live by Borough

	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
How would you rate your neighborhood as a place to live?	57.9%	29.1%	52.9%	52.3%	58.2%	50.0%

Table 3: Neighborhood as a place to live by Respondent Race/Ethnicity

	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?	53.7%	41.8%	61.6%	37.1%	37.7%	50.0%

Table 4: Neighborhood as a place to live by Household Income

	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
How would you rate your neighborhood as a place to live?	39.2%	45.6%	63.7%	50.0%

Quality of life in NYC

Table 5: 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?	4.2%	N=269	25.6%	N=1656	36.2%	N=2340	34.0%	N=2199	100.0%	N=6464

Table 6: Quality of life in NYC by Borough

	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
How would you rate the quality of life in New York City overall?	40.0%	20.8%	32.4%	26.4%	23.6%	29.8%

Table 7: Quality of life in NYC by Respondent Race/Ethnicity

	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?	34.0%	27.3%	36.0%	21.6%	20.1%	29.8%

Table 8: Quality of life in NYC by Household Income

	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
How would you rate the quality of life in New York City overall?	29.0%	25.5%	36.3%	29.8%

Overall quality of NYC government services

Table 9: 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?	3.0%	N=177	20.9%	N=1236	40.7%	N=2410	35.5%	N=2105	100.0%	N=5928

Table 10: Overall quality of NYC government services by Borough

	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
How would you rate the overall quality of New York City government services?	25.9%	23.3%	24.2%	24.4%	14.0%	23.8%

Table 11: Overall quality of NYC government services by Respondent Race/Ethnicity

	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?	24.5%	25.3%	27.2%	18.6%	12.5%	23.8%

Table 12: Overall quality of NYC government services by Household Income

	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
How would you rate the overall quality of New York City government services?	27.4%	21.0%	24.4%	23.8%

City promotes the economic growth of New York City

Table 13: 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	4.0%	N=228	19.9%	N=1145	32.6%	N=1869	43.5%	N=2498	100.0%	N=5740

Table 14: Promotes the economic growth of New York City by Borough

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Promotes the economic growth of New York City	27.9%	20.1%	24.8%	24.4%	15.1%	23.9%

Table 15: Promotes the economic growth of New York City by Respondent Race/Ethnicity

Please rate how well you think New York City government does the following: Percent rating as excellent or good	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	26.9%	25.6%	26.9%	18.1%	12.8%	23.9%

Table 16: Promotes the economic growth of New York City by Household Income

	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Promotes the economic growth of New York City	25.2%	21.0%	26.5%	23.9%

Overall ease of travel within the city

Table 17: 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	
Overall ease of travel within the city	5.6%	N=342	24.5%	N=1501	37.2%	N=2278	32.7%	N=2006	100.0%	N=6128

Table 18: Overall ease of travel within the city by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Overall ease of travel within the city	38.9%	27.1%	30.1%	29.0%	13.6%	30.1%

Table 19: Overall ease of travel within the city by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	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	35.1%	29.8%	32.6%	24.9%	21.4%	30.1%

Table 20: Overall ease of travel within the city by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Overall ease of travel within the city	29.9%	28.7%	32.5%	30.1%

City spends tax dollars wisely

Table 21: 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	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Spends tax dollars wisely	1.5%	N=87	9.2%	N=527	25.7%	N=1479	63.7%	N=3666	100.0%	N=5759

Table 22: Spends tax dollars wisely by Borough

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Spends tax dollars wisely	10.5%	12.0%	10.8%	11.0%	5.6%

Table 23: Spends tax dollars wisely by Respondent Race/Ethnicity

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Spends tax dollars wisely	12.2%	13.8%	10.7%	8.6%	4.1%

Table 24: Spends tax dollars wisely by Household Income

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Spends tax dollars wisely	15.2%	8.7%	9.0%

Quality of Life: Safety

Feeling of safety in a park or playground during the day

Table 25: In a park or playground 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	
In a park or playground during the day	29.6%	N=1830	41.7%	N=2578	18.6%	N=1148	10.2%	N=629	100.0%	N=6185

Table 26: In a park or playground during the day by Borough

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
In a park or playground during the day	79.2%	55.9%	74.9%	71.5%	67.5%	71.3%

Table 27: In a park or playground during the day by Respondent Race/Ethnicity

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	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	77.0%	70.0%	77.2%	62.0%	64.9%	71.3%

Table 28: In a park or playground during the day by Household Income

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
In a park or playground during the day	60.5%	70.2%	82.9%	71.3%

Feeling of safety riding a subway during the day

Table 29: 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	12.9%	N=797	36.2%	N=2235	28.5%	N=1762	22.4%	N=1380	100.0%	N=6174

Table 30: Riding a subway during the day by Borough

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Riding a subway during the day	62.3%	37.7%	52.6%	46.7%	26.4%	49.1%

Table 31: Riding a subway during the day by Respondent Race/Ethnicity

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Riding a subway during the day	56.9%	50.0%	53.6%	40.3%	30.4%	49.1%

Table 32: Riding a subway during the day by Household Income

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Riding a subway during the day	41.6%	47.1%	59.9%	49.1%

Feeling of safety walking alone in neighborhood at night

Table 33: 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	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Walking alone on a street in your neighborhood at night	12.9%	N=828	38.3%	N=2450	28.7%	N=1837	20.1%	N=1284	100.0%	N=6400

Table 34: Walking alone in your neighborhood at night by Borough

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Walking alone on a street in your neighborhood at night	54.6%	35.9%	55.8%	52.1%	56.1%

Table 35: Walking alone in your neighborhood at night by Respondent Race/Ethnicity

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	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	56.8%	50.7%	56.8%	42.8%	40.7%

Table 36: Walking alone in your neighborhood at night by Household Income

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Walking alone on a street in your neighborhood at night	39.9%	49.9%	64.0%

Public safety

Table 37: Public safety: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Public safety	7.2%	N=442	29.9%	N=1825	36.2%	N=2211	26.6%	N=1625	100.0%	N=6104

Table 38: Public safety by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Public safety	40.8%	27.6%	38.8%	37.2%	43.8%	37.1%

Table 39: Public safety by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Public safety	33.9%	36.2%	44.2%	29.3%	19.6%	37.1%

Table 40: Public safety by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Public safety	34.1%	34.0%	43.2%	37.1%

City protects the city from a terrorist attack

Table 41: 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	12.2%	N=600	31.3%	N=1543	30.0%	N=1478	26.5%	N=1308	100.0%	N=4928

Table 42: Protects the city from a terrorist attack by Borough

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Protects the city from a terrorist attack	52.7%	42.5%	43.5%	40.1%	33.8%	43.5%

Table 43: Protects the city from a terrorist attack by Respondent Race/Ethnicity

Please rate how well you think New York City government does the following: Percent rating as excellent or good	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	42.6%	45.4%	48.1%	36.4%	62.9%	43.5%

Table 44: Protects the city from a terrorist attack by Household income

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Protects the city from a terrorist attack	39.7%	40.1%	52.0%	43.5%

Pedestrian safety

Table 45: Pedestrian safety: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Pedestrian safety	7.1%	N=443	31.6%	N=1963	36.0%	N=2238	25.2%	N=1567	100.0%	N=6211

Table 46: Pedestrian safety by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Pedestrian safety	36.7%	32.7%	37.4%	43.2%	49.6%

Table 47: Pedestrian safety by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Pedestrian safety	41.5%	39.6%	40.9%	34.6%	42.3%

Table 48: Pedestrian safety by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Pedestrian safety	37.6%	35.3%	44.1%

City prepares the city for an emergency

Table 49: Prepares the city for an emergency: Frequency of responses

Please rate how well you think New York City government does the following:	Excellent		Good		Fair		Poor		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Prepares for an emergency (pandemic, natural disaster, etc.)	4.0%	N=236	19.2%	N=1115	35.0%	N=2038	41.7%	N=2428	100.0%	N=5817

Table 50: Prepares the city for an emergency by Borough

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Prepares for an emergency (pandemic, natural disaster, etc.)	26.0%	25.2%	23.4%	21.6%	15.9%

Table 51: Prepares the city for an emergency by Respondent Race/Ethnicity

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Prepares for an emergency (pandemic, natural disaster, etc.)	24.7%	25.9%	24.0%	20.5%	3.9%

Table 52: Prepares the city for an emergency by Household income

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Prepares for an emergency (pandemic, natural disaster, etc.)	26.7%	21.9%	21.9%

Feeling of safety riding a subway at night

Table 53: 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	4.1%	N=253	17.6%	N=1078	25.7%	N=1573	52.6%	N=3216	100.0%

Table 54: Riding a subway at night by Borough

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Riding a subway at night	28.9%	15.8%	24.2%	19.6%	10.5%

Table 55: Riding a subway at night by Respondent Race/Ethnicity

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Riding a subway at night	20.5%	21.5%	25.8%	17.8%	15.0%

Table 56: Riding a subway at night by Household income

Please rate how safe or unsafe you feel in each of the following locations or situations: Percent rating as very or somewhat safe	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Riding a subway at night	17.9%	19.7%	28.3%

Bike safety

Table 57: Bike safety: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
	5.2%	N=281	25.3%	N=1368	34.8%	N=1885	34.7%	N=1880	100.0%	N=5415
Bike safety										

Table 58: Bike safety by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Bike safety	24.7%	25.6%	29.4%	35.2%	48.4%

Table 59: Bike safety by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Bike safety	32.4%	32.9%	31.7%	26.4%	19.5%

Table 60: Bike safety by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Bike safety	30.7%	27.8%	33.3%

Quality of Life: Non-Safety

Quality of health services

Table 61: Health services: Frequency of responses

Please rate each of the following in New York City:	Excellent		Good		Fair		Poor		Total	
Health services	8.0%	N=426	31.1%	N=1647	40.7%	N=2158	20.2%	N=1069	100.0%	N=5300

Table 62: Health services by Borough

Please rate each of the following in New York City: Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Health services	46.1%	34.9%	38.4%	39.4%	32.8%	39.1%

Table 63: Health services by Respondent Race/Ethnicity

Please rate each of the following in New York City: Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Health services	40.4%	37.3%	46.3%	31.0%	7.8%	39.1%

Table 64: Health services by Household income

Please rate each of the following in New York City: Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Health services	40.8%	36.0%	41.8%	39.1%

Availability of health care services

Table 65: 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=881	38.7%	N=2281	32.4%	N=1907	14.0%	N=826	100.0%	N=5895

Table 66: Availability of health care services by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Availability of health care services	62.1%	46.9%	51.4%	53.7%	57.0%	53.6%

Table 67: Availability of health care services by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Availability of health care services	53.3%	49.8%	62.3%	45.1%	16.8%	53.6%

Table 68: Availability of health care services by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Availability of health care services	49.6%	48.8%	62.5%	53.6%

Neighborhood parks and playgrounds

Table 69: Neighborhood parks and playgrounds: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Neighborhood parks and playgrounds	16.4%	N=1007	37.1%	N=2279	31.2%	N=1921	15.3%	N=941	100.0%	N=6148

Table 70: Neighborhood parks and playgrounds by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Neighborhood parks and playgrounds	67.2%	38.1%	53.0%	54.2%	50.4%	53.4%

Table 71: Neighborhood parks and playgrounds by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Neighborhood parks and playgrounds	54.2%	45.3%	64.1%	43.6%	39.6%	53.4%

Table 72: Neighborhood parks and playgrounds by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Neighborhood parks and playgrounds	45.1%	50.5%	63.6%	53.4%

Availability of cultural activities

Table 73: 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.)	15.8%	N=923	29.9%	N=1747	29.5%	N=1726	24.8%	N=1448	100.0%	N=5843

Table 74: Availability of cultural activities by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Availability of cultural activities (concerts, plays, museums, etc.)	66.1%	27.1%	47.3%	41.3%	40.6%	45.7%

Table 75: Availability of cultural activities by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	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.)	43.8%	39.6%	55.7%	35.6%	24.6%	45.7%

Table 76: Availability of cultural activities by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Availability of cultural activities (concerts, plays, museums, etc.)	39.1%	40.0%	57.1%	45.7%

Cleanliness of your neighborhood

Table 77: 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	6.6%	N=426	27.4%	N=1775	34.0%	N=2198	32.1%	N=2076	100.0%	N=6476

Table 78: Cleanliness of your neighborhood by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Cleanliness of your neighborhood	33.4%	24.9%	30.3%	39.6%	56.1%	34.0%

Table 79: Cleanliness of your neighborhood by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Cleanliness of your neighborhood	36.6%	29.5%	40.3%	27.1%	14.2%	34.0%

Table 80: Cleanliness of your neighborhood by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Cleanliness of your neighborhood	30.3%	30.8%	40.7%	34.0%

Rat control

Table 81: Rat control: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Rat control	7.2%	N=418	20.2%	N=1177	27.8%	N=1616	44.8%	N=2608	100.0%	N=5819

Table 82: Rat control by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Rat control	21.5%	20.6%	25.5%	33.6%	54.3%	27.4%

Table 83: Rat control by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Rat control	29.3%	23.9%	32.8%	21.8%	8.5%	27.4%

Table 84: Rat control by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Rat control	21.7%	26.4%	33.8%	27.4%

Control of street noise

Table 85: 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	5.7%	N=362	23.5%	N=1490	32.1%	N=2035	38.6%	N=2447	100.0%	N=6334

Table 86: Control of street noise by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Control of street noise	24.5%	21.3%	29.2%	32.6%	51.8%	29.2%

Table 87: Control of street noise by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Control of street noise	30.9%	28.5%	34.0%	21.9%	20.1%	29.2%

Table 88: Control of street noise by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Control of street noise	26.6%	27.5%	33.9%	29.2%

Air quality

Table 89: Air Quality: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
Air quality	3.3%	N=202	22.1%	N=1349	41.7%	N=2544	32.9%	N=2004	100.0%	N=6098

Table 90: Air Quality by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Air Quality	24.3%	20.3%	24.4%	30.5%	25.1%	25.4%

Table 91: Air Quality by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Air Quality	32.9%	20.6%	29.3%	19.6%	13.4%	25.4%

Table 92: Air Quality by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Air Quality	25.6%	23.1%	27.8%	25.4%

Traffic

Table 93: Traffic: 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
Traffic	1.5%	N=91	11.1%	N=688	30.8%	N=1905	56.6%	N=3500	100.0%	N=6185

Table 94: Traffic within the city by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Traffic	12.2%	10.8%	11.9%	15.2%	10.3%

Table 95: Traffic within the city by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Traffic	17.5%	15.3%	11.8%	9.8%	7.6%

Table 96: Traffic within the city by Household Income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Traffic	16.7%	12.5%	9.6%

Quality of Services

Fire protection

Table 97: Fire protection services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Fire protection services	21.8%	N=1152	45.7%	N=2409	26.0%	N=1373	6.5%	N=343	100.0%	N=5277

Table 98: Fire protection services by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Fire protection services	76.1%	55.7%	66.1%	68.8%	78.8%	67.5%

Table 99: Fire protection services by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Fire protection services	63.2%	61.1%	79.3%	56.9%	43.9%	67.5%

Table 100: Fire protection services by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Fire protection services	58.6%	64.2%	79.2%	67.5%

Emergency medical services

Table 101: Emergency medical services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Emergency medical services	20.2%	N=1086	44.4%	N=2385	26.3%	N=1415	9.1%	N=487	100.0%	N=5374

Table 102: Emergency medical services by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Emergency medical services	72.8%	53.4%	63.0%	65.8%	76.8%	64.6%

Table 103: Emergency medical services by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Emergency medical services	59.9%	60.2%	76.6%	53.5%	25.1%	64.6%

Table 104: Emergency medical services by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Emergency medical services	58.3%	61.1%	75.0%	64.6%

Household garbage pick-up

Table 105: 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	16.6%	N=1043	40.4%	N=2537	29.9%	N=1879	13.1%	N=825	100.0%	N=6284

Table 106: Household garbage pick-up by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Household garbage pick-up	54.5%	47.3%	56.8%	63.2%	64.2%	57.0%

Table 107: Household garbage pick-up by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Household garbage pick-up	56.9%	54.6%	62.8%	50.0%	34.5%	57.0%

Table 108: Household garbage pick-up by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Household garbage pick-up	49.6%	55.1%	65.1%	57.0%

Public libraries

Table 109: Public libraries: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Public libraries	19.5%	N=1066	42.3%	N=2318	27.5%	N=1507	10.7%	N=587	100.0%	N=5477

Table 110: Public libraries by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Public libraries	64.7%	52.0%	64.0%	63.7%	59.0%	61.8%

Table 111: Public libraries by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Public libraries	60.6%	57.6%	70.8%	53.5%	33.3%	61.8%

Table 112: Public libraries by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Public libraries	54.6%	60.4%	69.2%	61.8%

311, telephone number for City government information

Table 113: 311, telephone number for City government information: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
311, telephone number for City government information	12.8%	N=668	39.6%	N=2070	31.3%	N=1634	16.4%	N=855	100.0%	N=5226

Table 114: 311, telephone number for City government information by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
311, telephone number for City government information	52.3%	53.3%	54.6%	51.2%	44.2%	52.4%

Table 115: 311, telephone number for City government information by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
311, telephone number for City government information	49.1%	56.2%	55.5%	48.5%	18.1%	52.4%

Table 116: 311, telephone number for City government information by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
311, telephone number for City government information	54.9%	50.9%	52.2%	52.4%

NYC.gov, the City's official website

Table 117: 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	8.0%	N=384	39.2%	N=1876	38.1%	N=1826	14.7%	N=703	100.0%	N=4788

Table 118: NYC.gov, the City's official website by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
NYC.gov, the City's official website	46.6%	45.9%	51.0%	47.0%	34.3%	47.2%

Table 119: NYC.gov, the City's official website by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	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	49.5%	51.1%	49.7%	42.3%	22.0%	47.2%

Table 120: NYC.gov, the City's official website by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
NYC.gov, the City's official website	50.0%	45.7%	47.4%	47.2%

Recycling services

Table 121: Recycling services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Recycling services	15.4%	N=942	39.3%	N=2400	29.9%	N=1822	15.4%	N=939	100.0%	N=6103

Table 122: Recycling services by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Recycling services	51.0%	45.2%	53.7%	62.1%	65.2%	54.8%

Table 123: Recycling services by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Recycling services	56.1%	53.8%	60.3%	47.1%	21.6%	54.8%

Table 124: Recycling services by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Recycling services	47.4%	52.8%	62.4%	54.8%

Bus services

Table 125: Bus services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Bus services	12.5%	N=739	38.4%	N=2272	33.6%	N=1989	15.6%	N=924	100.0%	N=5923

Table 126: Bus services by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Bus services	62.3%	44.4%	47.9%	52.2%	40.3%	50.8%

Table 127: Bus services by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Bus services	49.7%	47.5%	58.2%	44.1%	23.6%	50.8%

Table 128: Bus services by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Bus services	44.9%	48.9%	58.0%	50.8%

Pre-kindergarten programs

Table 129: Pre-kindergarten programs: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
Pre-kindergarten programs	11.2%	N=358	35.2%	N=1128	33.0%	N=1056	20.7%	N=662	100.0%	N=3204

Table 130: Pre-kindergarten programs by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Pre-kindergarten programs	44.3%	41.8%	47.8%	50.4%	39.9%	46.4%

Table 131: Pre-kindergarten programs by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Pre-kindergarten programs	47.5%	46.4%	50.1%	43.5%	24.4%	46.4%

Table 132: Pre-kindergarten programs by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Pre-kindergarten programs	47.6%	43.5%	49.8%	46.4%

Subway services

Table 133: Subway services: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Subway services	10.7%	N=644	33.3%	N=2001	32.3%	N=1945	23.7%	N=1427	100.0%	N=6017

Table 134: Subway services by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Subway services	54.4%	38.1%	47.2%	40.3%	18.2%	44.0%

Table 135: Subway services by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Subway services	41.7%	43.9%	50.0%	37.5%	18.0%	44.0%

Table 136: Subway services by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Subway services	40.4%	41.7%	49.8%	44.0%

Snow removal

Table 137: Snow removal: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Snow removal	10.9%	N=629	37.6%	N=2167	34.7%	N=1997	16.8%	N=969	100.0%	N=5762

Table 138: Snow removal by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Snow removal	57.1%	38.6%	47.2%	49.6%	53.2%	48.5%

Table 139: Snow removal by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Snow removal	51.1%	45.6%	57.0%	38.4%	16.2%	48.5%

Table 140: Snow removal by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Snow removal	41.1%	45.9%	59.1%	48.5%

Parking enforcement

Table 141: Parking enforcement: Frequency of responses

Please rate each of the following in your neighborhood.	Excellent		Good		Fair		Poor		Total	
Parking enforcement	9.3%	N=498	29.6%	N=1592	31.0%	N=1667	30.2%	N=1623	100.0%	N=5379

Table 142: Parking enforcement by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Parking enforcement	40.0%	34.3%	38.1%	38.8%	53.5%	38.8%

Table 143: Parking enforcement by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Parking enforcement	39.8%	36.2%	43.6%	34.3%	12.9%	38.8%

Table 144: Parking enforcement by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Parking enforcement	34.2%	38.4%	43.7%	38.8%

Storm water drainage and sewer maintenance

Table 145: 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	6.5%	N=381	30.4%	N=1777	35.5%	N=2078	27.6%	N=1616	100.0%	N=5853

Table 146: Storm water drainage and sewer maintenance by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Storm water drainage and sewer maintenance	44.6%	36.5%	30.2%	37.9%	45.5%	36.9%

Table 147: Storm water drainage and sewer maintenance by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Storm water drainage and sewer maintenance	35.5%	36.4%	40.8%	32.7%	27.9%	36.9%

Table 148: Storm water drainage and sewer maintenance by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Storm water drainage and sewer maintenance	34.0%	36.0%	40.9%	36.9%

Public education (K-12)

Table 149: 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)	8.3%	N=319	30.8%	N=1192	33.9%	N=1312	27.0%	N=1043	100.0%	N=3866

Table 150: Public education (K-12) by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Public education (kindergarten' 12th grade)	37.8%	34.0%	41.1%	42.0%	34.3%	39.1%

Table 151: Public education (K-12) by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Public education (kindergarten' 12th grade)	45.4%	36.8%	41.2%	36.6%	22.1%	39.1%

Table 152: Public education (K-12) by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Public education (kindergarten' 12th grade)	43.0%	36.4%	38.7%	39.1%

Public after-school programs

Table 153: Public after-school programs: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
Public after-school programs	7.9%	N=243	27.4%	N=844	36.1%	N=1111	28.7%	N=883	100.0%	N=3082

Table 154: Public after-school programs by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Public after-school programs	34.6%	33.3%	35.3%	37.1%	34.2%	35.3%

Table 155: Public after-school programs by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Public after-school programs	38.1%	35.7%	37.2%	33.2%	25.5%	35.3%

Table 156: Public after-school programs by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Public after-school programs	38.4%	31.2%	37.7%	35.3%

Maintenance of streets and roads

Table 157: 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	5.1%	N=323	28.4%	N=1788	36.8%	N=2315	29.6%	N=1864	100.0%	N=6289

Table 158: Maintenance of streets and roads by Borough

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Maintenance of streets and roads	36.8%	28.1%	33.3%	35.0%	33.0%	33.6%

Table 159: Maintenance of streets and roads by Respondent Race/Ethnicity

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Maintenance of streets and roads	37.9%	30.2%	37.4%	29.4%	19.6%	33.6%

Table 160: Maintenance of streets and roads by Household income

Please rate each of the following in your neighborhood. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Maintenance of streets and roads	32.2%	32.5%	37.0%	33.6%

Services protecting at-risk children

Table 161: Services protecting children at risk of abuse and neglect: 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	5.3%	N=171	16.2%	N=523	32.1%	N=1039	46.4%	N=1502	100.0%	N=3236

Table 162: Services protecting children at risk of abuse and neglect by Borough

Please rate each of the following in New York City: Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Services protecting children at risk of abuse and neglect	18.7%	21.7%	19.0%	26.1%	18.8%	21.5%

Table 163: Services protecting children at risk of abuse and neglect by Respondent Race/Ethnicity

Please rate each of the following in New York City: Percent rating as excellent or good	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	35.2%	19.5%	19.6%	20.5%	12.8%	21.5%

Table 164: Services protecting children at risk of abuse and neglect by Household income

Please rate each of the following in New York City: Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Services protecting children at risk of abuse and neglect	27.3%	18.5%	17.6%	21.5%

Public housing

Table 165: Public housing: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
Public housing	3.0%	N=113	11.6%	N=431	26.2%	N=970	59.2%	N=2194	100.0%	N=3709

Table 166: Public housing by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Public housing	12.3%	15.0%	13.4%	17.2%	16.3%	14.7%

Table 167: Public housing by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Public housing	21.1%	13.0%	15.9%	12.6%	4.8%	14.7%

Table 168: Public housing by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Public housing	19.8%	11.9%	11.1%	14.7%

Addressing housing need

Table 169: Addresses New Yorkers' housing needs: Frequency of responses

Please rate how well you think New York City government does the following:	Excellent		Good		Fair		Poor		Total	
Addresses New Yorkers' housing needs	2.2%	N=120	7.7%	N=426	21.9%	N=1218	68.2%	N=3786	100.0%	N=5550

Table 170: Addresses New Yorkers' housing needs by Borough

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Addresses New Yorkers housing needs	6.9%	11.5%	9.8%	10.9%	10.9%

Table 171: Addresses New Yorkers' housing needs by Respondent Race/Ethnicity

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Addresses New Yorkers housing needs	13.8%	10.7%	9.0%	8.9%	9.0%

Table 172: Addresses New Yorkers' housing needs by Household income

Please rate how well you think New York City government does the following: Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Addresses New Yorkers housing needs	16.3%	7.1%	7.0%

Services for homeless people

Table 173: 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	3.0%	N=131	7.7%	N=335	18.8%	N=816	70.5%	N=3071	100.0%	N=4353

Table 174: Services for homeless people by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Services for homeless people	8.7%	12.6%	9.1%	12.3%	12.8%	10.7%

Table 175: Services for homeless people by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Services for homeless people	18.9%	9.6%	9.2%	10.8%	.0%	10.7%

Table 176: Services for homeless people by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Services for homeless people	15.6%	9.1%	7.9%	10.7%

Summer youth programs

Table 177: Summer youth programs: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
Summer youth programs	7.6%	N=238	27.5%	N=856	35.9%	N=1119	29.0%	N=905	100.0%	N=3117

Table 178: Summer youth programs by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Summer youth programs	33.2%	34.2%	35.2%	37.4%	31.2%	35.1%

Table 179: Summer youth programs by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Summer youth programs	42.0%	33.2%	36.1%	34.2%	32.5%	35.1%

Table 180: Summer youth programs by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Summer youth programs	37.4%	32.3%	36.9%	35.1%

Mental health and substance use services

Table 181: Mental health and substance use services: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
Mental health and substance use services	4.5%	N=179	17.0%	N=683	26.8%	N=1072	51.7%	N=2073	100.0%	N=4007

Table 182: Mental health and substance use services by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Mental health and substance use services	19.7%	24.3%	20.2%	23.2%	16.6%	21.5%

Table 183: Mental health and substance use services by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Mental health and substance use services	29.8%	20.9%	20.7%	18.7%	20.8%	21.5%

Table 184: Mental health and substance use services by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Mental health and substance use services	28.2%	20.0%	16.9%	21.5%

Public assistance programs, such as TANF, SNAP, or Medicaid

Table 185: Public assistance programs, such as TANF, SNAP, or Medicaid: Frequency of responses

Please rate each of the following in New York City.	Excellent		Good		Fair		Poor		Total	
Public assistance programs, such as TANF, SNAP, or Medicaid	12.3%	N=475	29.0%	N=1120	33.7%	N=1303	24.9%	N=962	100.0%	N=3860

Table 186: Public assistance programs, such as TANF, SNAP, or Medicaid by Borough

Please rate each of the following in New York City. Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Public assistance programs, such as TANF, SNAP, or Medicaid	39.9%	41.2%	41.8%	42.7%	36.4%	41.3%

Table 187: Public assistance programs, such as TANF, SNAP, or Medicaid by Respondent Race/Ethnicity

Please rate each of the following in New York City. Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Public assistance programs, such as TANF, SNAP, or Medicaid	52.6%	36.8%	43.6%	37.2%	38.2%	41.3%

Table 188: Public assistance programs, such as TANF, SNAP, or Medicaid by Household income

Please rate each of the following in New York City. Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Public assistance programs, such as TANF, SNAP, or Medicaid	46.5%	35.8%	40.7%	41.3%

Experience with City Services

911 call

Table 189: 911 call: Frequency of responses – Excluding a ‘Don’t know’ of 53.3%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	911 call	21.2%	N=635	36.3%	N=1086	26.7%	N=801	15.7%	N=471	100.0%

Table 190: 911 call by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	911 call	57.2%	53.4%	59.3%	59.1%	56.5%

Table 191: 911 call by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	911 call	63.5%	60.2%	64.2%	47.9%	13.8%

Table 192: 911 call by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	911 call	58.3%	55.6%	60.6%

Voting in an election

Table 193: Voting in an election: Frequency of responses – Excluding a ‘Don’t know’ of 19.4%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Voting in an election	26.9%	N=1375	41.0%	N=2099	23.1%	N=1183	9.0%	N=463	100.0%

Table 194: Voting in an election by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Voting in an election	74.8%	58.3%	69.3%	67.8%	65.7%

Table 195: Voting in an election by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Voting in an election	67.2%	66.6%	75.4%	58.6%	49.8%

Table 196: Voting in an election by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Voting in an election	61.4%	66.4%	74.9%

New York City Public Schools

Table 197: New York City Public Schools (pre-K to 12th grade): Frequency of responses – Excluding a ‘Don’t know’ of 56.2%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	New York City Public Schools (pre-K to 12th grade)	9.8%	N=272	31.6%	N=878	31.8%	N=883	26.8%	N=743	100.0%

Table 198: New York City Public Schools (pre-K to 12th grade) by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	New York City Public Schools (pre-K to 12th grade)	46.7%	35.9%	42.7%	45.0%	29.4%

Table 199: New York City Public Schools (pre-K to 12th grade) by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	New York City Public Schools (pre-K to 12th grade)	48.1%	42.2%	44.3%	36.6%	22.9%

Table 200: New York City Public Schools (pre-K to 12th grade) by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	New York City Public Schools (pre-K to 12th grade)	43.2%	38.3%	44.1%

Safety at NYC Public Schools

Table 201: Safety at NYC Public Schools (pre-K to 12th grade): Frequency of responses – Excluding a ‘Don’t know’ of 56.0%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Safety at NYC Public Schools (pre-K to 12th grade)	8.7%	N=240	29.1%	N=799	34.0%	N=935	28.2%	N=776	100.0%

Table 202: Safety at NYC Public Schools (pre-K to 12th grade) by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Safety at NYC Public Schools (pre-K to 12th grade)	42.9%	29.4%	40.6%	42.3%	25.5%

Table 203: Safety at NYC Public Schools (pre-K to 12th grade) by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Safety at NYC Public Schools (pre-K to 12th grade)	45.4%	38.0%	41.6%	31.8%	25.3%

Table 204: Safety at NYC Public Schools (pre-K to 12th grade) by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Safety at NYC Public Schools (pre-K to 12th grade)	39.6%	34.6%	40.9%

New York City Public Schools after-school programs

Table 205: New York City Public Schools after-school programs: Frequency of responses – Excluding a ‘Don’t know’ of 62.9%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	New York City Public Schools after-school programs	7.3%	N=170	26.3%	N=611	34.3%	N=798	32.1%	N=746	100.0%

Table 206: New York City Public Schools after-school programs by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	New York City Public Schools after-school programs	36.4%	31.7%	32.2%	36.3%	29.4%

Table 207: New York City Public Schools after-school programs by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	New York City Public Schools after-school programs	33.2%	35.6%	37.5%	30.0%	32.7%

Table 208: New York City Public Schools after-school programs by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	New York City Public Schools after-school programs	35.3%	28.1%	39.9%

Employment training program

Table 209: Employment training program: Frequency of responses – Excluding a ‘Don’t know’ of 65.5%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Employment training program	4.7%	N=102	19.4%	N=418	33.3%	N=717	42.6%	N=919	100.0%

Table 210: Employment training program by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Employment training program	24.7%	21.9%	23.2%	29.2%	13.1%

Table 211: Employment training program by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Employment training program	26.2%	27.7%	26.9%	20.0%	17.9%

Table 212: Employment training program by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Employment training program	27.9%	22.3%	19.5%

Public housing services

Table 213: Public housing services: Frequency of responses – Excluding a ‘Don’t know’ of 58.5%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Public housing services	3.9%	N=101	13.4%	N=349	27.3%	N=709	55.4%	N=1439	100.0%

Table 214: Public housing services by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Public housing services	15.9%	16.3%	16.2%	20.6%	14.9%

Table 215: Public housing services by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Public housing services	22.8%	21.6%	17.6%	12.9%	.0%

Table 216: Public housing services by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Public housing services	22.8%	12.8%	13.4%

Public hospital services

Table 217: Public hospital services: Frequency of responses – Excluding a ‘Don’t know’ of 41.0%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Public hospital services	7.3%	N=267	26.9%	N=991	36.2%	N=1329	29.6%	N=1090	100.0%

Table 218: Public hospital services by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Public hospital services	39.4%	34.7%	29.4%	36.5%	33.6%

Table 219: Public hospital services by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Public hospital services	35.5%	35.6%	38.8%	29.6%	19.4%

Table 220: Public hospital services by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Public hospital services	36.4%	32.8%	33.6%

Public health clinic services

Table 221: Public health clinic services: Frequency of responses – Excluding a ‘Don’t know’ of 45.8%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Public health clinic services	7.4%	N=252	27.4%	N=934	38.0%	N=1297	27.2%	N=926	100.0%

Table 222: Public health clinic services by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Public health clinic services	40.1%	35.2%	33.6%	34.8%	24.7%

Table 223: Public health clinic services by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Public health clinic services	37.6%	36.8%	38.7%	29.6%	32.5%

Table 224: Public health clinic services by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Public health clinic services	39.7%	31.2%	32.4%

Public mental health or substance use services

Table 225: Public mental health or substance use services: Frequency of responses – Excluding a ‘Don’t know’ of 59.3%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	5.0%	N=126	16.4%	N=415	26.2%	N=665	52.4%	N=1327	100.0%	N=2533
Public mental health or substance use services	5.0%	N=126	16.4%	N=415	26.2%	N=665	52.4%	N=1327	100.0%	N=2533

Table 226: Public mental health or substance use services by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Public mental health or substance use services	21.1%	23.3%	20.0%	24.0%	8.9%

Table 227: Public mental health or substance use services by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Public mental health or substance use services	28.0%	25.8%	19.8%	18.0%	8.6%

Table 228: Public mental health or substance use services by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Public mental health or substance use services	29.1%	17.5%	15.5%

Public senior center

Table 229: Public senior center: Frequency of responses – Excluding a ‘Don’t know’ of 62.1%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Public senior center	8.0%	N=189	25.5%	N=606	34.5%	N=819	31.9%	N=758	100.0%

Table 230: Public senior center by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Public senior center	37.8%	35.0%	33.5%	33.0%	21.5%

Table 231: Public senior center by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Public senior center	38.9%	37.8%	36.0%	26.3%	29.5%

Table 232: Public senior center by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Public senior center	38.1%	28.7%	32.5%

Paid a fine or ticket to the City

Table 233: Paid a fine or ticket to the City: Frequency of responses – Excluding a ‘Don’t know’ of 45.3%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Paid a fine or ticket to the City	9.7%	N=331	27.3%	N=932	34.3%	N=1168	28.7%	N=979	100.0%

Table 234: Paid a fine or ticket to the City by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Paid a fine or ticket to the City	34.8%	39.4%	37.8%	36.8%	33.0%

Table 235: Paid a fine or ticket to the City by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Paid a fine or ticket to the City	37.8%	34.8%	41.7%	33.0%	14.3%

Table 236: Paid a fine or ticket to the City by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Paid a fine or ticket to the City	33.2%	33.9%	44.5%

Contacted the City with a tax question

Table 237: Contacted the City with a tax question: Frequency of responses – Excluding a ‘Don’t know’ of 67.7%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Contacted the City with a tax question	5.2%	N=106	18.7%	N=380	34.1%	N=693	41.9%	N=852	100.0%

Table 238: Contacted the City with a tax question by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Contacted the City with a tax question	20.0%	25.1%	24.1%	27.7%	12.0%

Table 239: Contacted the City with a tax question by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Contacted the City with a tax question	25.9%	30.8%	25.1%	18.2%	16.6%

Table 240: Contacted the City with a tax question by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Contacted the City with a tax question	30.1%	19.6%	21.5%

Obtained licenses or permits

Table 241: Obtained licenses or permits: Frequency of responses – Excluding a ‘Don’t know’ of 51.7%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Obtained licenses or permits	9.7%	N=290	29.3%	N=875	35.3%	N=1054	25.6%	N=765	100.0%

Table 242: Obtained licenses or permits by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Obtained licenses or permits	39.9%	41.9%	38.9%	38.3%	33.2%

Table 243: Obtained licenses or permits by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Obtained licenses or permits	37.1%	44.3%	40.6%	35.9%	35.2%

Table 244: Obtained licenses or permits by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Obtained licenses or permits	41.6%	37.5%	38.2%

Public assistance programs, such as TANF, SNAP, or Medicaid

Table 245: Public assistance programs, such as TANF, SNAP, or Medicaid: Frequency of responses – Excluding a ‘Don’t know’ of 54.1%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	11.8%	N=343	29.8%	N=864	31.3%	N=905	27.1%	N=784	100.0%	N=2895
Public assistance programs, such as TANF, SNAP, or Medicaid	11.8%	N=343	29.8%	N=864	31.3%	N=905	27.1%	N=784	100.0%	N=2895

Table 246: Public assistance programs, such as TANF, SNAP, or Medicaid by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Public assistance programs, such as TANF, SNAP, or Medicaid	40.3%	38.5%	42.3%	46.8%	28.3%

Table 247: Public assistance programs, such as TANF, SNAP, or Medicaid by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Public assistance programs, such as TANF, SNAP, or Medicaid	50.5%	37.7%	47.0%	37.7%	38.5%

Table 248: Public assistance programs, such as TANF, SNAP, or Medicaid by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Public assistance programs, such as TANF, SNAP, or Medicaid	46.9%	35.4%	40.0%

Services in your primary language

Table 249: Services in your primary language: Frequency of responses – Excluding a ‘Don’t know’ of 26.4%

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.” Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
	Services in your primary language	30.2%	N=1396	35.1%	N=1620	23.3%	N=1073	11.4%	N=526	100.0%

Table 250: Services in your primary language by Borough

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.” Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	Services in your primary languages	74.5%	63.7%	65.7%	61.1%	61.5%

Table 251: Services in your primary language by Respondent Race/Ethnicity

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.” Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	Services in your primary languages	48.6%	70.3%	74.6%	59.0%	44.1%

Table 252: Services in your primary language by Household Income

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.” Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	Services in your primary languages	59.0%	62.4%	76.6%

Complaints

Table 253: 311 Complaints: Frequency of responses

Have you made a complaint to 311 or to a city agency in the last 12 months?	No		Yes		Total	
	59.1%	N=3566	40.9%	N=2469	100.0%	N=6035

Table 254: 311 Complaints by Borough

Have you made a complaint to 311 or to a city agency in the last 12 months? Percent rating as yes	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	34.8%	43.0%	42.1%	41.8%	44.6%	40.9%

Table 255: 311 Complaints by Respondent Race/Ethnicity

Have you made a complaint to 311 or to a city agency in the last 12 months? Percent rating as yes	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	31.3%	43.9%	41.1%	43.2%	45.0%	40.9%

Table 256: 311 Complaints by Household Income

Have you made a complaint to 311 or to a city agency in the last 12 months? Percent rating as yes	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	33.9%	43.2%	43.2%	40.9%

Resolved complaints

Table 257: Complaints resolved: Frequency of responses

Was your complaint or issue resolved?	Yes		No		Total	
	34.9%	N=927	65.1%	N=1727	100.0%	N=2654

Table 258: Complaints resolved by Borough

Was your complaint or issue resolved? Percent rating as yes	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	32.2%	34.1%	37.2%	34.7%	33.9%	34.9%

Table 259: Complaints resolved by Respondent Race/Ethnicity

Was your complaint or issue resolved? Percent rating as yes	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
	38.1%	39.0%	35.3%	30.7%	43.6%	34.9%

Table 260: Complaints resolved by Household Income

Was your complaint or issue resolved? Percent rating as yes	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	32.7%	36.5%	36.0%	34.9%

Phone or in-person contact with any City of New York government

Table 261: Contact with NYC government office: Frequency of responses

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		Total	
	35.2%	N=2242	64.8%	N=4124	100.0%	N=6367

Table 262: Contact with NYC government office by Borough

Have you had phone or in-person contact with any City of New York government office or agency in the last 12 months? Percent rating as yes	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
	32.5%	37.3%	36.1%	34.0%	39.8%	35.2%

Table 263: Contact with NYC government office by Respondent Race/Ethnicity

Have you had phone or in-person contact with any City of New York government office or agency in the last 12 months? Percent rating as yes	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
	25.0%	39.9%	34.9%	36.4%	50.4%	35.2%

Table 264: Contact with NYC government office by Household Income

Have you had phone or in-person contact with any City of New York government office or agency in the last 12 months? Percent rating as yes	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
	36.8%	35.3%	34.0%	35.2%

Agencies contacted

Table 265: NYC agency contacted: Frequency of responses

For what types of services did you contact a City office or agency in the last 12 months? (Please check all that apply.)	Percent	Number
Housing	25.5%	N=583
Public safety	20.4%	N=466
Transportation	18.6%	N=426
Business licenses/permits	8.6%	N=197
Parks	10.2%	N=233
Education	7.9%	N=181
Health and Social Services	24.6%	N=564
Cultural and Community services	5.3%	N=121
Sanitation	24.1%	N=553
Other	31.7%	N=726
Don't know	2.1%	N=49

Table 266: NYC agency contacted by Borough

For what types of services did you contact a City office or agency in the last 12 months? (Please check all that apply.)	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Housing	31.7%	33.3%	25.1%	17.8%	19.6%	25.5%
Public safety	20.4%	21.3%	18.9%	22.0%	17.9%	20.4%
Transportation	20.7%	16.3%	18.6%	18.0%	22.0%	18.6%
Business licenses/permits	10.4%	7.1%	9.5%	7.6%	7.9%	8.6%
Parks	8.7%	9.3%	7.5%	13.0%	18.7%	10.2%
Education	5.7%	9.4%	8.5%	7.9%	7.4%	7.9%
Health and Social Services	22.0%	31.6%	23.1%	24.3%	21.2%	24.6%
Cultural and Community services	7.3%	5.0%	5.5%	4.7%	1.7%	5.3%
Sanitation	14.8%	16.3%	28.2%	27.2%	39.3%	24.1%
Other	29.7%	32.2%	30.7%	32.6%	37.8%	31.7%
Don't know	1.3%	3.8%	2.5%	1.4%	1.0%	2.1%

Table 267: NYC agency contacted by Respondent Race/Ethnicity

For what types of services did you contact a City office or agency in the last 12 months? (Please check all that apply.)	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Housing	22.0%	33.8%	17.6%	32.4%	55.2%	25.5%
Public safety	19.0%	14.7%	21.1%	21.3%	57.2%	20.4%
Transportation	14.9%	17.0%	18.6%	20.6%	24.5%	18.6%
Business licenses/permits	8.5%	6.9%	10.3%	7.1%	0.0%	8.6%
Parks	8.2%	8.2%	10.7%	12.0%	11.7%	10.2%
Education	7.3%	7.4%	7.4%	8.7%	21.2%	7.9%
Health and Social Services	21.6%	27.6%	21.8%	28.2%	45.5%	24.6%
Cultural and Community services	3.9%	5.1%	4.4%	6.5%	21.2%	5.3%
Sanitation	22.0%	22.1%	25.5%	23.1%	25.9%	24.1%
Other	22.8%	27.0%	31.6%	39.9%	15.4%	31.7%
Don't know	2.5%	1.0%	1.4%	2.9%	21.2%	2.1%

Table 268: NYC agency contacted by Household Income

For what types of services did you contact a City office or agency in the last 12 months? (Please check all that apply.)	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Housing	45.8%	21.6%	13.5%	25.5%
Public safety	13.3%	24.1%	22.1%	20.4%
Transportation	22.4%	18.7%	15.1%	18.6%
Business licenses/permits	7.0%	7.6%	10.8%	8.6%
Parks	7.9%	11.1%	12.0%	10.2%
Education	7.1%	8.6%	8.0%	7.9%
Health and Social Services	38.7%	23.1%	15.6%	24.6%
Cultural and Community services	6.1%	5.5%	4.4%	5.3%
Sanitation	13.5%	28.9%	26.7%	24.1%
Other	32.9%	29.8%	32.5%	31.7%
Don't know	2.9%	2.2%	0.7%	2.1%

Timeliness of response

Table 269: Timeliness of response: Frequency of responses

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
Timeliness of response	13.5%	N=297	26.6%	N=585	24.0%	N=528	35.8%	N=788	100.0%	N=2198

Table 270: Timeliness of response by Borough

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Timeliness of response	44.1%	38.4%	41.7%	38.3%	33.6%	40.1%

Table 271: Timeliness of response by Respondent Race/Ethnicity

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ethnicities	Hispanic	Overall
Timeliness of response	37.9%	41.6%	45.9%	32.7%	27.9%	40.1%

Table 272: Timeliness of response by Household Income

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Timeliness of response	39.5%	36.1%	46.0%	40.1%

Employee's courtesy

Table 273: Employee's courtesy: Frequency of responses

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
Employee's courtesy	20.9%	N=445	35.1%	N=745	24.2%	N=515	19.8%	N=421	100.0%	N=2126

Table 274: Employee's courtesy by Borough

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Employee's courtesy	65.8%	48.7%	56.9%	54.0%	51.2%	56.0%

Table 275: Employee's courtesy by Respondent Race/Ethnicity

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Employee's courtesy	50.1%	58.5%	64.4%	46.5%	17.3%	56.0%

Table 276: Employee's courtesy by Household Income

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Employee's courtesy	51.5%	53.0%	64.3%	56.0%

Employee's willingness to help or understand

Table 277: Employee's willingness to help or understand: Frequency of responses

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Excellent	Good	Fair	Poor	Total
Employee's willingness to help or understand	19.2% N=409	30.2% N=643	26.6% N=565	24.0% N=510	100.0% N=2127

Table 278: Employee's willingness to help or understand by Borough

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Employee's willingness to help or understand	57.7%	44.8%	48.8%	47.3%	51.2%	49.4%

Table 279: Employee's willingness to help or understand by Respondent Race/Ethnicity

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Employee's willingness to help or understand	42.8%	52.2%	54.6%	44.3%	15.7%	49.4%

Table 280: Employee's willingness to help or understand by Household Income

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Employee's willingness to help or understand	44.3%	48.8%	55.0%	49.4%

Overall satisfaction with response

Table 281: Overall satisfaction with response: Frequency of responses

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Excellent		Good		Fair		Poor		Total	
Overall satisfaction with response	14.0%	N=304	24.8%	N=537	25.4%	N=550	35.7%	N=772	100.0%	N=2162

Table 282: Overall satisfaction with response by Borough

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Manhattan	Bronx	Brooklyn	Queens	Staten Island	Overall
Overall satisfaction with response	43.9%	37.2%	39.1%	38.1%	31.2%	38.9%

Table 283: Overall satisfaction with response by Respondent Race/Ethnicity

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Asian or Pacific Islander	Black or African American	Non-Hispanic White	Other or 2+ races/ ethnicities	Hispanic	Overall
Overall satisfaction with response	36.3%	43.2%	42.7%	32.8%	15.7%	38.9%

Table 284: Overall satisfaction with response by Household Income

How would you rate the response of the office or agency with which you most recently had contact? Percent rating as excellent or good	Less than \$34,999	Between \$35,000 and \$99,999	\$100,000 and more	Overall
Overall satisfaction with response	39.4%	34.9%	43.2%	38.9%

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 with three blank lines on which they could write their responses in their own words. Of the 6,632 survey participants, 5,822 responded with at least one issue; a total of 16,097 issues were named. These responses were coded into the broad categories shown on the next page. Safety and housing were the most pressing concerns of respondents.

Table 285: 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
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)}	46.2%	N=2664
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}	31.8%	N=1834
Cleanliness/appearance {Related to garbage, cleanliness of sidewalks, streets, parks and in general; also included appearance of buildings and rats}	21.5%	N=1242
Homelessness and services {People wanting help and services for homeless, enforcement/loitering}	21.5%	N=1241
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)}	20.2%	N=1163
Immigration {Related to immigration policy and sanctuary city status}	15.3%	N=883
Infrastructure {Includes improvements to roads, bridges, sewer system, public transportation and facilities}	14.7%	N=848
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.)}	14.2%	N=819
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}	10.4%	N=602
Schools/Education and programs {Includes improving schools, after school programs and the education system in general, as well as facilities}	8.9%	N=511
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}	7.0%	N=404
Health care {Includes mentions of affordable health care, desire for additional services and facilities related to health care (hospitals, etc.), excluding mental health care}	7.0%	N=402
Jobs and Training/Economic Development {Related to desire for additional jobs and job training, development of economic opportunities and shops/businesses in neighborhoods}	5.3%	N=306
Mental Health issues {Related to mental health treatments and services}	5.0%	N=288
Drugs {Related to public use, substance abuse and drug dealing}	4.1%	N=235
Noise {Any issues with noise; most from traffic and safety service vehicles}	3.0%	N=174
Natural Environment/Air Pollution {Related to recycling, composting, climate change, air quality and pollution}	2.9%	N=168
Parks, recreation, arts and culture {Includes improvements desired related to parks, recreation services and facilities, improved arts and culture programs}	1.3%	N=78
Discrimination (general, police, etc.) {Combination of general discrimination and racism felt by residents from the government, as well as the NYPD specifically}	1.1%	N=61
Other {Other comments not related to above categories}	10.7%	N=743
Nothing {"Can't think of anything"; "None"; "Nothing" etc.}	2.1%	N=118

*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.

Again in 2023 CBC hired Polco (which had merged with National Research Center in 2021) to conduct a new iteration of the NYC Resident Feedback Survey.

Developing the Questionnaire

For the 2023 NYC Resident Feedback Survey, most of the survey questions were kept identical to those asked in 2008 and 2017 to allow direct comparisons, while a few items were added.

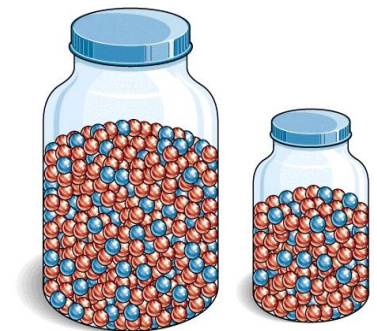
Selecting Survey Recipients

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 2023, as in 2017 and 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 to have at least 100 completed surveys within each community district. The number to be selected was based on the observed community district response rate in 2017, with the assumption that response rates would be lower in 2023 than in 2017. Therefore, a total of 71,972 addresses were originally selected for the survey, with a goal of obtaining about 100 completed surveys per Community Board.



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 three mailings each beginning in September 2023. The first mailing was a pre-notification postcard announcing the upcoming survey. This postcard contained a brief message in English, Spanish, Russian, Simplified Chinese, Traditional Chinese, Creole, Bengali, and Yiddish introducing the survey as well as a URL to complete the survey online. The online survey was available in all 8 languages.

A survey package was sent a week after the pre-notification postcard. These survey mailings contained a letter from the President of CBC inviting the household to participate in the survey, a paper copy of the survey, and a postage-paid return envelope. It also included a URL to complete the survey online. The second page of the cover letter included one paragraph each in Spanish, Russian, Simplified Chinese, Traditional Chinese, Creole, Bengali, and Yiddish explaining the contents of the packet, and inviting recipients to take the survey in their own language on the online survey.

The third contact was a reminder postcard sent about a week after the survey package. This reminder postcard included a brief message in all eight languages with the URL where recipients could go to complete the survey.

Expanding the sample

During the period of data collection, it was decided to expand the sample to assure that the goal of responses was achieved in time. In total, 53,879 additional households were sampled. Each one of the 53,879 received two contacts. The first contact was a survey package, as described above, sent on the first week of November 2023. One week later each household received a reminder postcard.

Processing Returned Surveys (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, Polco 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; Polco 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

About 1% 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 #2¹ for mailed surveys of unnamed persons was 5.3%.

The number of completed surveys from within a community district ranged from a low of 90 to a high of 152, averaging 112 completed surveys.

Of the 6,632 surveys received, 3,911 were received by mail and 2,721 online; 6,486 were completed in English and 146 in another language.

Table 286: Survey Response Rate

	Overall
Total sample used	125,851
I=Complete survey	6,632
USPS: Vacant	1,432
NC=Non Contact	117,787
Response rate:	5.3%

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 2023 NYC Resident Feedback Survey is plus or minus 1.0%, due to the large number of completed surveys. The margin of error for the community districts ranges from $\pm 10\%$ to $\pm 8\%$, while for the boroughs it ranges from $\pm 6\%$ to $\pm 2\%$.

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.

¹ 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.

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 2023 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 2021 American Community Survey 5-Year Estimates.²

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).

Table 287: Weighting Table

Characteristic	Population Norm (2021 ACS)	Unweighted Data	Weighted Data
Race and Ethnicity			
Non-Hispanic White	31.9%	39.1%	34.4%
All Others	68.1%	60.9%	65.6%
Sex			
Male	48.0%	40.0%	45.8%
Female	52.0%	58.6%	52.8%
Other	-	1.4%	1.3%
Age			
18-34 years of age	32.4%	15.1%	31.1%
35-54 years of age	33.3%	34.7%	33.8%
55+ years of age	34.3%	50.2%	35.1%
Borough			
Manhattan	20.5%	20.9%	19.1%
Bronx	16.0%	20.5%	16.9%
Brooklyn	30.2%	30.8%	31.0%
Queens	27.7%	23.5%	27.4%
Staten Island	5.6%	4.3%	5.6%

² <https://www.nyc.gov/site/planning/planning-level/nyc-population/american-community-survey.page.page>

Appendix B: Questionnaire and Survey Materials

The following pages contain a copy of the survey materials.