



NYC Resident Survey

How do you think NYC is doing?



Citizens Budget Commission Launches NYC Resident Survey

Survey invites New Yorkers to rate municipal services and the quality of their neighborhood and city

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New York, NY (September 26, 2023) — The Citizens Budget Commission (CBC) today announced the launch of the [NYC Resident Survey](#), a rare opportunity for New Yorkers to provide independent, statistically valid feedback about the City’s services and the quality of life in their neighborhood and the city.

With a more stable economy and the COVID-19 pandemic mostly behind us, but affordability challenges and economic change still to confront, CBC is surveying 72,000 randomly selected New York City households to provide key insights about their quality of life; the quality of K-12 education, sanitation, health, and other public services; public safety; housing affordability; whether and why they could leave New York; and more.

“Following several unprecedented years, there has never been a more critical time to assess the state of our city,” said **Andrew S. Rein, President, CBC**. “CBC’s *NYC Resident Survey* gives New Yorkers the chance to highlight the critical issues facing their communities and tell the City’s leaders about their quality of life and the quality of core City services affecting health, public safety, education, sanitation, and more.”

This is the third such resident survey, following surveys conducted in 2008 by the City and 2017 by CBC. Comparing the [results from prior surveys](#) to this year will provide direct insights into how New Yorkers’ lives, perspectives, and priorities have changed in the aftermath of the pandemic and with current societal shifts. Among numerous issues, the survey will find out whether, like in 2017, 70% of New Yorkers feel safe walking alone in their neighborhood at night, 45% feel positively about the City’s rat control, 48% feel positively about the quality of public education, and 21% feel the City spends their tax dollars wisely.

“This survey promises to provide insight into how New Yorkers are rating the “livability” of our city,” said **Kathryn Wylde, President & CEO, Partnership for New York City**. “The

results will help guide public policies and private investment that ensures New York will continue to attract and retain the talent we need to remain the greatest city in the world.”

“In a vibrant metropolis like New York City, ensuring that our residents have the tools to actively participate in shaping their communities is of paramount importance. The *NYC Resident Survey* is a vital step towards that goal,” said **Melva M. Miller, CEO, Association for a Better New York (ABNY)**. “New York City is a global leader, and it is imperative that we continue to invest in the wellbeing of our residents. CBC's initiative provides us with a crucial baseline to assess the city's affordability, quality of life, and city services, enabling us to make informed decisions about how to maintain our competitiveness on a global scale. We must ensure that New York City remains a place where all residents, regardless of their background, can thrive.”

“Knowing how New Yorkers feel about their city, from sanitation to safety, is critical for so many industries to be able to meet the needs of our residents,” said **Michelle Jackson, Executive Director, Human Services Council**. “The Citizens Budget Commission *NYC Resident Survey* provides crucial information that helps the nonprofit sector better respond to those we serve because we can better understand how New Yorkers view their own community. The results help Human Services Council better advocate for expanded and improved social services because New Yorkers are telling us exactly what they need.”

“This is an important moment for New York and an opportune time to take the pulse of New Yorkers,” said **Jonathan Bowles, Executive Director, Center for an Urban Future**. “At a time when the city is facing so many real and perceived challenges, from affordability and public safety to remote work and the migrant crisis, it will be incredibly helpful for policymakers to see what things matter most to New Yorkers.”

The randomly selected New York households are receiving postcards and [physical surveys inviting feedback on topics spanning 63 categories](#). Respondents can fill out a paper survey or go online to fill it out electronically in one of nine languages. The completely anonymous and confidential responses will be compiled to deliver a five-borough, 59 neighborhood view.

Responses to the *NYC Resident Survey* will be collected through October 23rd, and the results of the survey will be made public this winter. These results will be a pivotal tool to help the City's leaders understand the needs of New Yorkers and will highlight issues needing focus.

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About the Citizens Budget Commission

The Citizens Budget Commission (CBC) is a nonpartisan, nonprofit civic 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.