

## NYC Resident Feedback Survey: Results at a Glance


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


<sup>†</sup>  Blue indicates more than 50% rated positively  Orange indicates 50% or fewer rated positively

\* Indicates change in 2017 from 2008 was less than 3.0% in either direction.

# NYC Resident Feedback Survey: Results by Borough

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

†  Blue indicates more than 50% rated positively

 Orange indicates 50% or fewer rated positively