

Percent rating as excellent or good						
Greater than 50% of residents		NYC Overall	Queens Overall	Queens CD1	Queens CD2	Queens CD3
Less than 50% of residents						
BIG PICTURE INDICATORS						
Neighborhood as a place to live		62.6%	66.5%	78.8%	77.5%	64.3%
Plan to stay in New York City		58.2%	60.0%	62.4%	54.7%	59.9%
Quality of life in NYC		51.2%	48.4%	70.3%	52.6%	55.3%
Overall quality of NYC government services		44.0%	43.1%	60.5%	45.6%	43.5%
City promotes economic growth of NYC		40.7%	38.5%	62.3%	50.0%	41.6%
Overall ease of travel within the city		37.5%	36.6%	47.7%	52.3%	46.1%
City spends tax dollars wisely		20.8%	19.3%	25.8%	26.2%	21.5%
QUALITY OF LIFE: SAFETY INDICATORS						
Feeling safe in a park or playground during the day		84.9%	86.6%	93.1%	88.3%	84.8%
Feeling safe riding a subway during the day		81.5%	82.2%	88.2%	92.2%	85.6%
Feeling safe walking alone in your neighborhood at night		70.1%	72.3%	83.9%	80.8%	68.7%
City protects the city from a terrorist attack		66.7%	64.9%	72.9%	66.8%	71.5%
Pedestrian safety		52.7%	55.3%	68.5%	65.1%	57.7%
City prepares for a natural disaster		47.9%	46.2%	53.0%	44.8%	49.8%
Feeling safe riding a subway at night		46.4%	43.8%	65.1%	60.7%	55.2%
Bike safety		45.7%	48.6%	60.2%	53.4%	44.7%
QUALITY OF LIFE: NON-SAFETY INDICATORS						
Availability of health care services		60.3%	59.8%	68.6%	55.7%	60.9%
Neighborhood parks		56.7%	53.0%	65.6%	62.2%	43.0%
Neighborhood playgrounds		55.5%	53.4%	67.7%	62.1%	43.8%
Availability of cultural activities		47.6%	40.2%	52.8%	53.5%	42.7%
Cleanliness of your neighborhood		47.4%	51.4%	52.6%	58.7%	43.0%
Rat control		45.1%	52.2%	63.0%	54.7%	48.7%
Control of street noise		40.4%	46.9%	51.8%	53.0%	34.1%
Air quality		35.7%	39.0%	32.7%	42.3%	34.7%
Traffic		19.6%	22.4%	17.3%	22.6%	21.1%
QUALITY OF SERVICES INDICATORS						
Fire protection services		73.4%	73.6%	83.5%	72.2%	70.9%
Emergency medical services		69.8%	69.0%	78.3%	70.9%	69.9%
Household garbage pick-up		66.4%	71.5%	72.9%	74.3%	70.8%
Public libraries		66.1%	68.4%	66.2%	63.4%	69.5%
311		64.6%	63.8%	68.9%	74.5%	68.0%
NYC.gov, the City's official website		64.0%	63.7%	69.3%	67.4%	64.1%
Recycling services		63.6%	68.8%	76.2%	76.9%	71.8%
Bus services		57.2%	57.6%	65.4%	60.8%	65.3%
Pre-kindergarten programs		54.6%	59.0%	65.1%	75.7%	61.5%
Subway services		54.5%	51.9%	62.0%	62.0%	66.3%
Condition of street trees		54.0%	52.3%	57.9%	67.9%	61.4%
Snow removal		53.4%	50.2%	65.7%	55.3%	53.9%
Parking enforcement		51.5%	50.8%	62.0%	47.0%	51.3%
Storm water drainage and sewer maintenance		50.5%	49.7%	62.4%	58.8%	57.9%
Crime control		50.1%	51.5%	65.4%	56.1%	41.9%
Public education (k-12)		48.0%	53.8%	63.4%	63.2%	60.3%
Public after-school programs		42.1%	42.4%	53.0%	58.1%	52.4%
Maintenance of streets and roads		39.0%	35.9%	50.7%	42.2%	45.5%
Services protecting at-risk children		22.9%	24.8%	39.7%	33.4%	30.1%
Public housing		20.2%	23.1%	27.3%	25.2%	32.4%
Services for homeless people		13.7%	14.2%	11.7%	15.3%	16.8%

Percent rating as excellent or good						
Greater than 50% of residents	■	Queens CD4	Queens CD5	Queens CD6	Queens CD7	Queens CD8
Less than 50% of residents	■					
BIG PICTURE INDICATORS						
Neighborhood as a place to live		51.8%	72.8%	86.3%	67.0%	70.0%
Plan to stay in New York City		55.1%	64.3%	69.0%	65.6%	59.5%
Quality of life in NYC		46.9%	41.1%	52.4%	51.1%	46.3%
Overall quality of NYC government services		48.1%	33.2%	43.4%	47.0%	43.8%
City promotes economic growth of NYC		42.4%	39.6%	42.8%	35.5%	35.6%
Overall ease of travel within the city		39.6%	24.1%	38.3%	38.2%	31.8%
City spends tax dollars wisely		26.3%	14.1%	19.5%	18.5%	21.8%
QUALITY OF LIFE: SAFETY INDICATORS						
Feeling safe in a park or playground during the day		85.5%	86.9%	92.2%	91.2%	94.3%
Feeling safe riding a subway during the day		85.8%	82.6%	82.6%	84.5%	87.6%
Feeling safe walking alone in your neighborhood at night		63.9%	81.4%	85.9%	82.5%	74.4%
City protects the city from a terrorist attack		61.9%	54.4%	67.4%	62.5%	62.1%
Pedestrian safety		46.3%	58.6%	44.6%	55.0%	59.0%
City prepares for a natural disaster		46.6%	35.9%	51.4%	52.5%	47.2%
Feeling safe riding a subway at night		43.1%	37.0%	44.8%	41.9%	43.1%
Bike safety		42.1%	49.8%	40.2%	47.4%	50.7%
QUALITY OF LIFE: NON-SAFETY INDICATORS						
Availability of health care services		59.7%	59.2%	71.3%	67.1%	65.5%
Neighborhood parks		41.5%	56.7%	63.5%	55.4%	59.1%
Neighborhood playgrounds		44.8%	55.5%	64.4%	52.7%	58.8%
Availability of cultural activities		35.0%	29.2%	49.6%	48.0%	45.4%
Cleanliness of your neighborhood		37.1%	48.4%	64.1%	56.2%	59.5%
Rat control		34.3%	47.8%	63.2%	54.3%	55.2%
Control of street noise		34.7%	38.9%	46.9%	47.2%	57.7%
Air quality		35.3%	38.3%	37.0%	44.0%	46.5%
Traffic		25.6%	9.6%	11.5%	20.8%	28.7%
QUALITY OF SERVICES INDICATORS						
Fire protection services		62.4%	79.0%	82.8%	77.1%	71.4%
Emergency medical services		55.6%	71.5%	76.9%	72.7%	68.1%
Household garbage pick-up		57.1%	70.9%	72.6%	71.7%	65.4%
Public libraries		69.7%	67.0%	66.5%	77.0%	67.5%
311		60.6%	60.8%	62.4%	63.4%	60.0%
NYC.gov, the City's official website		65.6%	59.3%	59.7%	59.5%	64.9%
Recycling services		59.5%	72.2%	66.4%	60.7%	59.9%
Bus services		54.0%	55.5%	50.1%	58.9%	63.6%
Pre-kindergarten programs		57.5%	49.1%	50.9%	68.3%	65.1%
Subway services		57.3%	41.8%	54.8%	50.2%	47.5%
Condition of street trees		45.1%	46.5%	57.1%	55.6%	58.3%
Snow removal		54.8%	45.0%	50.0%	50.0%	45.3%
Parking enforcement		42.0%	54.7%	57.8%	55.9%	48.2%
Storm water drainage and sewer maintenance		48.9%	49.8%	50.8%	50.8%	52.2%
Crime control		45.1%	58.6%	66.9%	60.6%	54.7%
Public education (k-12)		54.4%	44.3%	54.6%	71.0%	55.4%
Public after-school programs		44.6%	20.7%	39.3%	54.6%	58.5%
Maintenance of streets and roads		39.2%	35.6%	39.7%	32.9%	39.9%
Services protecting at-risk children		43.7%	14.4%	18.7%	23.4%	23.8%
Public housing		26.3%	8.4%	23.1%	30.3%	20.4%
Services for homeless people		26.0%	12.4%	7.4%	19.2%	14.3%

Percent rating as excellent or good						
Greater than 50% of residents	■	Queens CD9	Queens CD10	Queens CD11	Queens CD12	Queens CD13
Less than 50% of residents	■					
BIG PICTURE INDICATORS						
Neighborhood as a place to live		60.9%	59.6%	86.8%	42.6%	70.4%
Plan to stay in New York City		63.9%	56.5%	70.7%	53.0%	52.8%
Quality of life in NYC		52.3%	30.1%	54.7%	43.4%	36.2%
Overall quality of NYC government services		38.3%	33.5%	50.3%	35.5%	44.0%
City promotes economic growth of NYC		34.0%	24.9%	37.1%	33.4%	29.8%
Overall ease of travel within the city		33.9%	23.6%	37.4%	34.7%	34.9%
City spends tax dollars wisely		19.4%	16.3%	19.5%	15.9%	15.6%
QUALITY OF LIFE: SAFETY INDICATORS						
Feeling safe in a park or playground during the day		86.2%	71.7%	93.3%	77.8%	84.8%
Feeling safe riding a subway during the day		84.0%	67.5%	80.5%	78.4%	74.7%
Feeling safe walking alone in your neighborhood at night		71.7%	58.0%	91.3%	46.5%	68.8%
City protects the city from a terrorist attack		60.5%	62.3%	69.9%	63.8%	66.0%
Pedestrian safety		50.4%	44.3%	70.3%	40.6%	63.8%
City prepares for a natural disaster		44.1%	39.5%	48.2%	42.9%	49.9%
Feeling safe riding a subway at night		39.1%	31.5%	46.4%	32.6%	39.4%
Bike safety		43.9%	42.9%	57.7%	36.2%	64.5%
QUALITY OF LIFE: NON-SAFETY INDICATORS						
Availability of health care services		53.1%	53.5%	75.3%	50.2%	59.5%
Neighborhood parks		56.6%	35.9%	73.6%	40.5%	50.6%
Neighborhood playgrounds		56.4%	40.3%	78.7%	36.1%	55.6%
Availability of cultural activities		34.4%	29.3%	54.3%	27.5%	31.0%
Cleanliness of your neighborhood		43.4%	50.7%	78.1%	32.9%	61.3%
Rat control		38.1%	51.7%	80.5%	36.3%	61.4%
Control of street noise		32.1%	47.6%	65.4%	35.2%	68.3%
Air quality		38.4%	31.8%	52.1%	35.6%	42.5%
Traffic		22.1%	16.3%	32.4%	27.6%	33.4%
QUALITY OF SERVICES INDICATORS						
Fire protection services		72.8%	69.0%	92.4%	59.8%	78.1%
Emergency medical services		66.0%	64.2%	87.2%	61.1%	76.6%
Household garbage pick-up		68.3%	68.8%	89.0%	66.1%	83.4%
Public libraries		57.7%	64.9%	85.7%	66.1%	69.8%
311		65.6%	60.2%	69.0%	68.6%	56.2%
NYC.gov, the City's official website		62.2%	62.0%	66.9%	71.0%	62.2%
Recycling services		62.4%	71.3%	83.7%	66.1%	77.6%
Bus services		50.5%	51.9%	66.2%	57.2%	60.1%
Pre-kindergarten programs		69.2%	59.3%	57.0%	47.7%	52.5%
Subway services		53.8%	52.0%	38.9%	57.4%	40.4%
Condition of street trees		47.3%	45.6%	65.1%	38.5%	46.0%
Snow removal		41.8%	48.9%	62.0%	31.1%	61.1%
Parking enforcement		39.3%	50.9%	63.6%	37.8%	60.6%
Storm water drainage and sewer maintenance		53.8%	35.6%	53.9%	36.7%	51.2%
Crime control		43.6%	35.3%	74.4%	29.8%	55.4%
Public education (k-12)		55.6%	46.2%	60.0%	38.1%	49.8%
Public after-school programs		48.0%	31.7%	50.1%	31.7%	30.9%
Maintenance of streets and roads		24.9%	31.6%	39.9%	19.3%	37.8%
Services protecting at-risk children		27.3%	22.5%	24.6%	20.1%	16.2%
Public housing		22.5%	10.9%	34.1%	17.6%	25.1%
Services for homeless people		11.2%	6.7%	22.1%	13.2%	12.6%

Percent rating as excellent or good					
Greater than 50% of residents		Queens CD14	Queens Most Satisfied CD	Queens Least Satisfied CD	Queens Satisfaction Gap
Less than 50% of residents					
BIG PICTURE INDICATORS					
Neighborhood as a place to live	51.3%	86.8%	42.6%	44.2%	
Plan to stay in New York City	55.8%	70.7%	52.8%	17.9%	
Quality of life in NYC	41.9%	70.3%	30.1%	40.3%	
Overall quality of NYC government services	31.6%	60.5%	31.6%	28.9%	
City promotes economic growth of NYC	28.3%	62.3%	24.9%	37.4%	
Overall ease of travel within the city	22.5%	52.3%	22.5%	29.7%	
City spends tax dollars wisely	11.1%	26.3%	11.1%	15.2%	
QUALITY OF LIFE: SAFETY INDICATORS					
Feeling safe in a park or playground during the day	81.9%	94.3%	71.7%	22.7%	
Feeling safe riding a subway during the day	69.6%	92.2%	67.5%	24.7%	
Feeling safe walking alone in your neighborhood at night	57.4%	91.3%	46.5%	44.8%	
City protects the city from a terrorist attack	68.5%	72.9%	54.4%	18.5%	
Pedestrian safety	49.2%	70.3%	40.6%	29.7%	
City prepares for a natural disaster	34.1%	53.0%	34.1%	18.9%	
Feeling safe riding a subway at night	25.7%	65.1%	25.7%	39.4%	
Bike safety	48.8%	64.5%	36.2%	28.3%	
QUALITY OF LIFE: NON-SAFETY INDICATORS					
Availability of health care services	36.7%	75.3%	36.7%	38.6%	
Neighborhood parks	41.7%	73.6%	35.9%	37.7%	
Neighborhood playgrounds	40.2%	78.7%	36.1%	42.6%	
Availability of cultural activities	30.8%	54.3%	27.5%	26.8%	
Cleanliness of your neighborhood	41.8%	78.1%	32.9%	45.2%	
Rat control	56.6%	80.5%	34.3%	46.2%	
Control of street noise	48.3%	68.3%	32.1%	36.1%	
Air quality	32.6%	52.1%	31.8%	20.4%	
Traffic	19.4%	33.4%	9.6%	23.7%	
QUALITY OF SERVICES INDICATORS					
Fire protection services	66.2%	92.4%	59.8%	32.6%	
Emergency medical services	46.8%	87.2%	46.8%	40.4%	
Household garbage pick-up	71.0%	89.0%	57.1%	31.9%	
Public libraries	59.1%	85.7%	57.7%	28.0%	
311	56.1%	74.5%	56.1%	18.4%	
NYC.gov, the City's official website	54.1%	71.0%	54.1%	16.8%	
Recycling services	57.8%	83.7%	57.8%	25.9%	
Bus services	35.6%	66.2%	35.6%	30.6%	
Pre-kindergarten programs	34.4%	75.7%	34.4%	41.3%	
Subway services	25.5%	66.3%	25.5%	40.8%	
Condition of street trees	41.4%	67.9%	38.5%	29.4%	
Snow removal	41.6%	65.7%	31.1%	34.6%	
Parking enforcement	40.0%	63.6%	37.8%	25.7%	
Storm water drainage and sewer maintenance	30.3%	62.4%	30.3%	32.1%	
Crime control	38.2%	74.4%	29.8%	44.6%	
Public education (k-12)	29.0%	71.0%	29.0%	42.1%	
Public after-school programs	17.6%	58.5%	17.6%	40.9%	
Maintenance of streets and roads	27.0%	50.7%	19.3%	31.4%	
Services protecting at-risk children	13.3%	43.7%	13.3%	30.4%	
Public housing	14.8%	34.1%	8.4%	25.8%	
Services for homeless people	6.6%	26.0%	6.6%	19.3%	