

# NYC Feedback

## Citywide Customer Survey

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Report of Survey Results  
December 2008

### Appendix D: Summary of Responses to "Most Important Issues" Facing the City

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# Open-Ended Responses

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The NYC Feedback Citywide Customer Survey provided residents the opportunity to identify what they, the resident, felt were the three most important issues facing New York City. Responses were analyzed using an emergent approach where themes were identified by analyzing the data. As themes were identified they were then provided a “code” or a value that represented that theme. For example, a large proportion of responses revolved around the theme of “housing issues” – these included responses such as “affordability,” “availability” and even the general statement of “housing.” All responses that related to the theme of “housing” received the same code. These codes were then analyzed to determine which theme represented the highest percent of the respondents. On the following page is a list of all the identified themes, and the percent of respondents who identified each as one of the top three issues facing New York City. A complete list of all verbatim responses received is contained in a separate database.

<b>Short Code Description</b>	<b>Long Code Description</b>	<b>Percent of All Respondents</b>	<b>Percent of Respondents Naming at Least One Issue</b>
Housing Issues	Housing Issues (affordability, availability, cost, etc.)	25%	29%
Education	Education (quality, availability, condition, funding, policy)	20%	22%
Mass Transit Issues	Mass Transit Issues (service, maintenance, modernization, affordability, anything related to MTA and transit)	19%	21%
Crime	Crime (drugs, gangs, financial and petty crime)	18%	21%
Cost of living	Cost of living ( cost of living general, essential services, gas and oil, affordability of living in city, income divide, losing middle class)	14%	15%
Jobs	Jobs (unemployment, low wages, raise minimum wage)	13%	15%
Public Safety	Public Safety (emergency preparedness, emergency services (fire, EMS), security, safety general)	10%	12%
Healthcare	Healthcare (improve access, quality, cost, availability, hospitals, insurance, Medicaid)	9%	10%
Economic Condition and Development	Economic Condition and Development (economy, small and large businesses, support for businesses, recession)	9%	10%
Traffic Congestion	Traffic Congestion	8%	9%
Taxes	Taxes (tax burden, increasing taxes including property taxes)	8%	9%
Human/Social Services	Human/Social Services (services and programs, welfare, seniors, youth, families, childcare, domestic violence programs, HUD programs)	7%	7%
Cleanliness of City	Cleanliness of City (streets, subways, litter, sidewalks)	6%	7%
Homeless	Homeless (shelter and housing, services, panhandling and begging)	5%	6%
Pollution	Pollution (pollution general, environmental affects of pollution - clean air, clean water)	5%	5%
Noise Pollution	Noise Pollution	4%	5%
Overdevelopment	Overdevelopment (overpopulation, maintaining neighborhood culture and family businesses, impact of gentrification)	4%	5%
City Streets	City Streets (condition and maintenance of streets, lighting, snow removal)	4%	4%
Police Community Relations	Police Community Relations (police response and conduct)	3%	4%
Sanitation Facilities and Services	Sanitation Facilities and Services (collection, garbage waste management, recycling services)	3%	4%

Short Code Description	Long Code Description	Percent of All Respondents	Percent of Respondents Naming at Least One Issue
City Services General	City Services General (customer service, employees, maintain and improve current services, service distribution and equality across the boroughs)	3%	3%
Infrastructure	Infrastructure (aging infrastructure, power utility, power supply, storm drains, maintenance)	3%	3%
Environmental Issues	Environmental Issues (green policy, recycling programs, climate change, environment general)	3%	3%
Parking	Parking (enforcement, availability, cost)	2%	3%
City Budget Issues	City Budget Issues (City budget and spending practices, finances)	2%	3%
Homeland Security	Homeland Security (safety from terrorism, 9/11 focus, or primarily focus on terrorism)	2%	3%
Animal and Pest Control	Animal and Pest Control (dog ordinances, rats, insects)	2%	3%
Law Enforcement	Law Enforcement (traffic enforcement, police and law enforcement general, increase of police presence)	2%	3%
Quality of Community	Quality of Community (quality of life overall, community development)	2%	2%
Food security	Food security (cost, availability, food safety)	2%	2%
Immigration Opposition	Immigration Opposition (illegal immigration, quantity of immigration, negative impact on services, use of English as primary language)	2%	2%
Governance/Public Trust	Governance/Public Trust (dissatisfaction, mistrust, political misconduct, corruption, the interest of private corporations over public interests)	1%	2%
Outdoor Aesthetics and Recreation Opportunities	Outdoor Aesthetics and Recreation Opportunities (beautification, landscaping, green space, trees, parks, playgrounds, recreation)	1%	2%
Zoning and Code Enforcement	Zoning and Code Enforcement (building regulations, construction oversight (safety- cranes, scaffolding), enforcement of building codes)	1%	2%
Civil Rights and Race Issue	Civil Rights and Race Issue (equality, race relations, tolerance (non-police related))	1%	1%
Poverty	Poverty	1%	1%

Short Code Description	Long Code Description	Percent of All Respondents	Percent of Respondents Naming at Least One Issue
Pedestrian and Bicycle Friendly Development	Pedestrian and Bicycle Friendly Development (bike lanes, sidewalks, safety for alternative transportation)	1%	1%
Gun Control	Gun Control	1%	1%
Reduction of Human Services	Reduction of Human Services (welfare reform, elimination or reduction of social programs, cracking down of subsidy fraud)	0%	1%
Pay Increase for Public Servants	Pay Increase for Public Servants (police, fire, teachers, etc.)	0%	1%
Support for Culture and the Arts	Support for Culture and the Arts (including art education)	0%	0%
Immigration Support	Immigration Support (help for immigrants, bilingual services, integration of immigrants)	0%	0%
Praise for NYC Employees and Services	Praise for NYC Employees and Services	0%	0%
Unintelligible	Unintelligible	0%	1%
Nothing	Nothing	0%	0%
Don't Know	Don't Know	0%	0%
Other	Other	6%	7%
No issues named		13%	---