

# Results from NYC Feedback Citywide Customer Survey

## Manhattan Community Board #5

### Background: Manhattan Community Board #5

<p><b>Population and Households</b></p> <ul style="list-style-type: none"> <li>• Total Population: 44,028</li> <li>• Total Households: 25,805</li> </ul>	<p><b>Gender</b></p> <ul style="list-style-type: none"> <li>• Male: 49%</li> <li>• Female: 51%</li> </ul>	<p><b>Race/Ethnicity</b></p> <ul style="list-style-type: none"> <li>• Non-Hispanic White: 72%</li> <li>• Non-Hispanic Black: 4%</li> <li>• Non-Hispanic Asian: 14%</li> <li>• Hispanic: 7%</li> <li>• Other: 3%</li> </ul>
<p><b>Median Annual Household Income</b></p> <ul style="list-style-type: none"> <li>• \$122,173</li> </ul>	<p><b>Age</b></p> <ul style="list-style-type: none"> <li>• &lt;18 years old: 6%</li> <li>• 20-64 years old: 83%</li> <li>• 65+ years old: 10%</li> </ul>	

Source: U.S. Census Bureau - 2000 Census, Population Division - New York City Department of City Planning

### The Neighborhoods of Manhattan Community Board #5

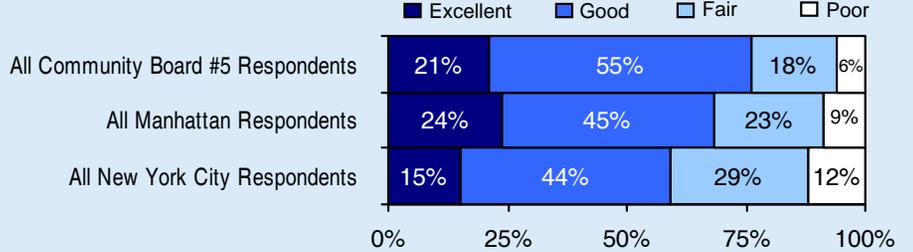


Source: NYC Planning Department

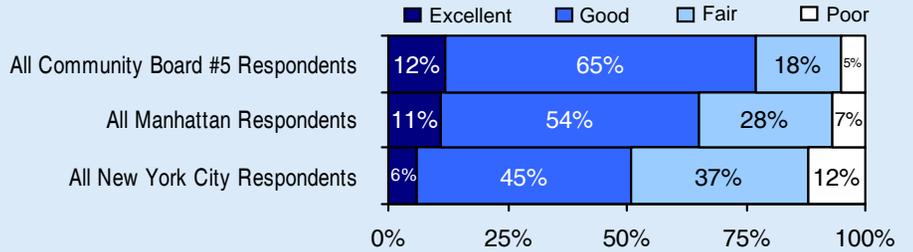
### Survey Responses: Manhattan Community Board #5

- 304 Responses
- 18.6% Response Rate
- ±5.6% Margin of Error (95% Confidence Interval)

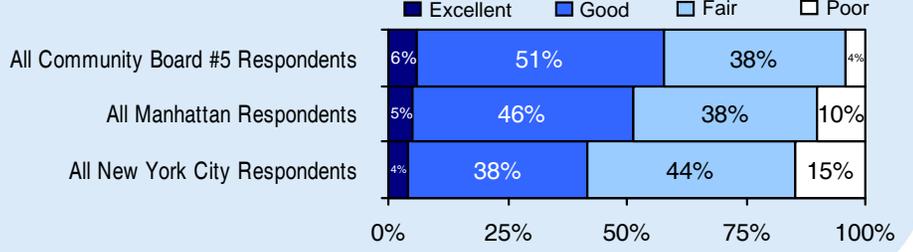
#### Ratings of Neighborhood as a Place to Live



#### Ratings of Overall Quality of Life in New York City



#### Ratings of Overall Quality of New York City Government Services



## Index Ratings: Manhattan Community Board #5 Compared to Ratings Given by All Respondents

  All Community Board #5 Respondents  
  All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
<b>Social Support Services Index</b>	3%	17%	37%	43%	<b>57</b>
	4%	19%	35%	42%	<b>58</b>
<b>Public Education Index</b>	5%	17%	51%	27%	<b>73</b>
	6%	30%	39%	25%	<b>75</b>
<b>Cleaning and Maintenance Index</b>	15%	45%	26%	14%	<b>86</b>
	13%	41%	29%	17%	<b>83</b>
<b>Streets and Sidewalks Index</b>	14%	40%	27%	19%	<b>81</b>
	9%	36%	34%	21%	<b>79</b>
<b>Mass Transit Services Index</b>	19%	50%	24%	6%	<b>94</b>
	10%	42%	34%	14%	<b>86</b>
<b>Neighborhood Public Safety Index</b>	24%	54%	17%	5%	<b>95</b>
	18%	45%	26%	12%	<b>89</b>

## Most Important Issues Facing New York City: Manhattan Community Board #5

Survey respondents were asked to name what they thought were the three most important issues facing New York City. The three responses most commonly given by Manhattan Community Board #5 respondents are listed below.

1. Housing
2. Mass Transit
3. Education

## Ratings of Neighborhood Services: Manhattan Community Board #5

Survey respondents rated 24 services in their neighborhood. The highest and lowest rated services are displayed below.

### Highest Rated

1. Fire protection services
2. Emergency medical services
3. Subway services
4. Graffiti control
5. Bus services

### Lowest Rated

1. Control of street noise
2. Cleanliness of your neighborhood
3. Storm water drainage and sewer maintenance
4. Maintenance of streets and roads
5. Rat control