

Results from NYC Feedback Citywide Customer Survey

Manhattan Community Board #11

Background: Manhattan Community Board #11

Population and Households

- Total Population: 134,287
- Total Households: 45,682

Gender

- Male: 47%
- Female: 53%

Race/Ethnicity

- Non-Hispanic White: 11%
- Non-Hispanic Black: 31%
- Non-Hispanic Asian: 4%
- Hispanic: 52%
- Other: 2%

Median Annual Household Income

- \$27,012 (2006 Inflation-Adjusted Dollars)

Age

- <18 years old: 28%
- 18-54 years old: 53%
- 55+ years old: 19%

Source: U.S. Census Bureau - 2006 American Community Survey, Population Division - New York City Department of City Planning

The Neighborhoods of Manhattan Community Board #11

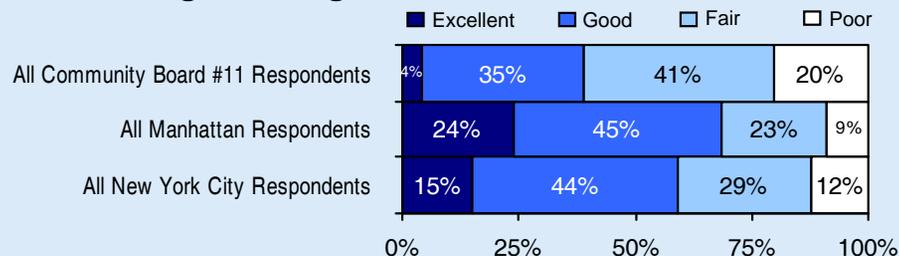


Source: NYC Planning Department

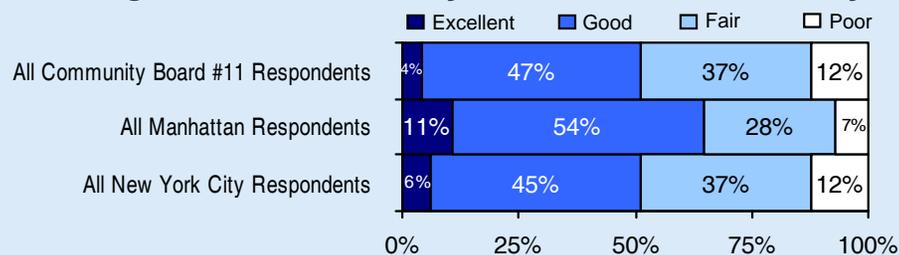
Survey Responses: Manhattan Community Board #11

- 513 Responses
- 17.1% Response Rate
- ±4.3% Margin of Error (95% Confidence Interval)

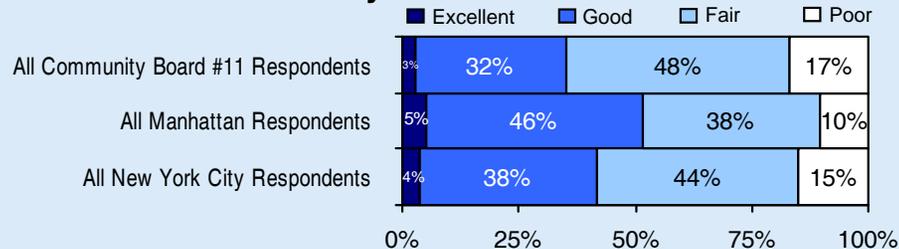
Ratings of Neighborhood as a Place to Live



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 #11 Compared to Ratings Given by All Respondents

All Community Board #11 Respondents
 All New York City Respondents

	Excellent	Good	Fair	Poor	Index Score
Social Support Services Index	3%	22%	31%	43%	57
	4%	19%	35%	42%	58
Public Education Index	5%	31%	39%	26%	74
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	7%	35%	32%	25%	75
	13%	41%	29%	17%	83
Streets and Sidewalks Index	7%	35%	34%	25%	75
	9%	36%	34%	21%	79
Mass Transit Services Index	12%	42%	32%	14%	86
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	14%	40%	28%	17%	83
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Manhattan Community Board #11

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 #11 respondents are listed below.

1. Housing
2. Crime
3. Mass Transit

Ratings of Neighborhood Services: Manhattan Community Board #11

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. Condition of street trees
4. Parking enforcement
5. Subway services

Lowest Rated

1. Control of street noise
2. Rat control
3. Cleanliness of your neighborhood
4. Police-Community relations
5. Maintenance of streets and roads