

Results from NYC Feedback Citywide Customer Survey

Queens Community Board #11

Background: Queens Community Board #11

Population and Households

- Total Population: 117,784
- Total Households: 46,728

Gender

- Male: 48%
- Female: 52%

Race/Ethnicity

- Non-Hispanic White: 51%
- Non-Hispanic Black: 2%
- Non-Hispanic Asian: 32%
- Hispanic: 14%
- Other: 1%

Median Annual Household Income

- \$67,472 (2006 Inflation-Adjusted Dollars)

Age

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

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

The Neighborhoods of Queens Community Board #11

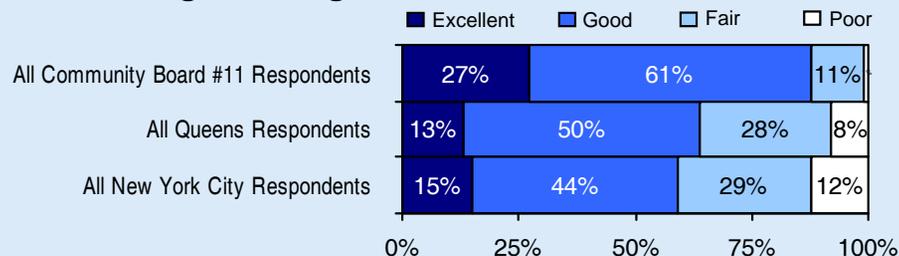


Source: NYC Planning Department

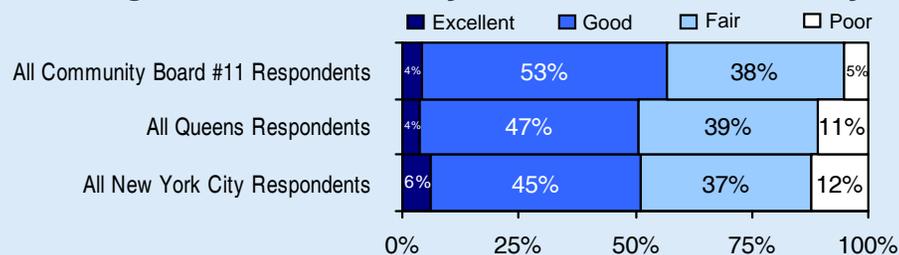
Survey Responses: Queens Community Board #11

- 376 Responses
- 30.6% Response Rate
- ±5.1% Margin of Error (95% Confidence Interval)

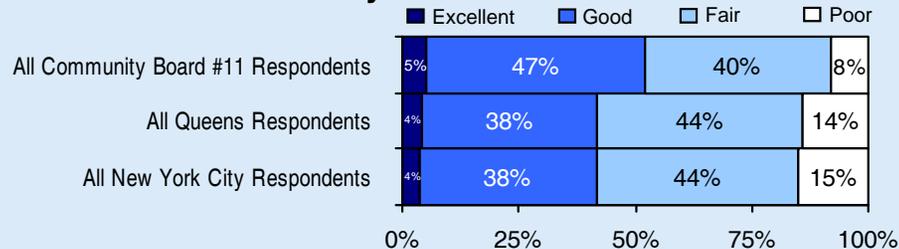
Ratings of Neighborhood as a Place to Live



Ratings of Overall Quality of Life in New York City



Ratings of Overall Quality of New York City Government Services



Index Ratings: Queens 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	4%	24%	39%	33%	67
	4%	19%	35%	42%	58
Public Education Index	8%	40%	42%	10%	90
	6%	30%	39%	25%	75
Cleaning and Maintenance Index	26%	48%	18%	7%	93
	13%	41%	29%	17%	83
Streets and Sidewalks Index	14%	48%	28%	11%	89
	9%	36%	34%	21%	79
Mass Transit Services Index	11%	48%	30%	12%	88
	10%	42%	34%	14%	86
Neighborhood Public Safety Index	23%	55%	17%	4%	96
	18%	45%	26%	12%	89

Most Important Issues Facing New York City: Queens 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 Queens Community Board #11 respondents are listed below.

1. Education
2. Taxes
3. Public Safety

Ratings of Neighborhood Services: Queens 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. Household garbage pick-up
3. Emergency medical services
4. Cleanliness of your neighborhood
5. Recycling services

Lowest Rated

1. Subway services
2. Storm water drainage and sewer maintenance
3. Availability of cultural activities
4. Maintenance of streets and roads
5. Condition of street trees