Living on Roosevelt Island

Survey Results

November 2025

NEW YORK STATE OF OPPORTUNITY.
Roosevelt Island Operating Corporation

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Engaging The Island: Methodology

- In August 2025, RIOC sent out a survey through the Everbridge Advisory System soliciting feedback on basic island operations and sentiment
- The survey was intended to give our incoming CEO data points to help evaluate sentiment regarding RIOC and the island, with a focus on:
  - Public Safety
  - Island Transit
  - Grounds/Maintenance
  - Communications & Community Affairs
- The survey was sent out twice, on 8/24 and again on 9/2 to 6,761 contacts
- The survey was closed on 9/9
- In total, we received 457 responses to the survey



Overall Sentiment

People Like Living Here

- Respondents were asked to rate the overall experience of living on Roosevelt Island in one of four categories: ***Poor, Fair, Good, Excellent.***
- Of those surveyed, 86% of respondents said living on the island was "Good" or "Excellent, with "Good" being the largest cohort of responses (56%)
- The number of people who responded "Excellent" (30%) doubled the combined number of those who rated it "Poor" (2%) and "Fair" (13%)

"Public safety is visible, patrols around the island very often. They are also visible in shops like Walgreens."

"Lived here for 49 years it was a beautiful place to raise children and now an easy retirement lifestyle."

"Great place to raise my kids. Now that we're seniors, even better."

"Roosevelt Island is a little paradise away from the city."

"Been here 47 yrs and love the community."

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Clean, Green, Safe & Serene

- We asked respondents to list their top 3 favorite things about living on the island from a curated list of 12 pre-selected responses. The top 3 answers were:
  - *Parks and open green spaces (357 votes)*
  - *The quieter, serene feel (349 votes)*
  - *Island Safety (271 votes)*
- Fourth place went to “Family Friendly Community” (231 votes)
- The bottom 4 selections were “Transportation options”, “Island businesses,” “Island schools,” and “other”



Opportunities



Better Retail Options

- Overwhelming demand for better grocery options (Trader Joe's Fairway, Whole Foods) and more restaurants
- A real Bank Branch/ATMs
- Fill Vacant Storefronts
- Doctor's Office



More Reliable Transportation Options

- Resident priority boarding for the Tram received many mentions
- Ongoing frustration with subway reliability
- Ferry expansion, a pedestrian bridge to Manhattan, or elevator to Queensboro Bridge also requested



More Community Rec. Space for Kids and Adults

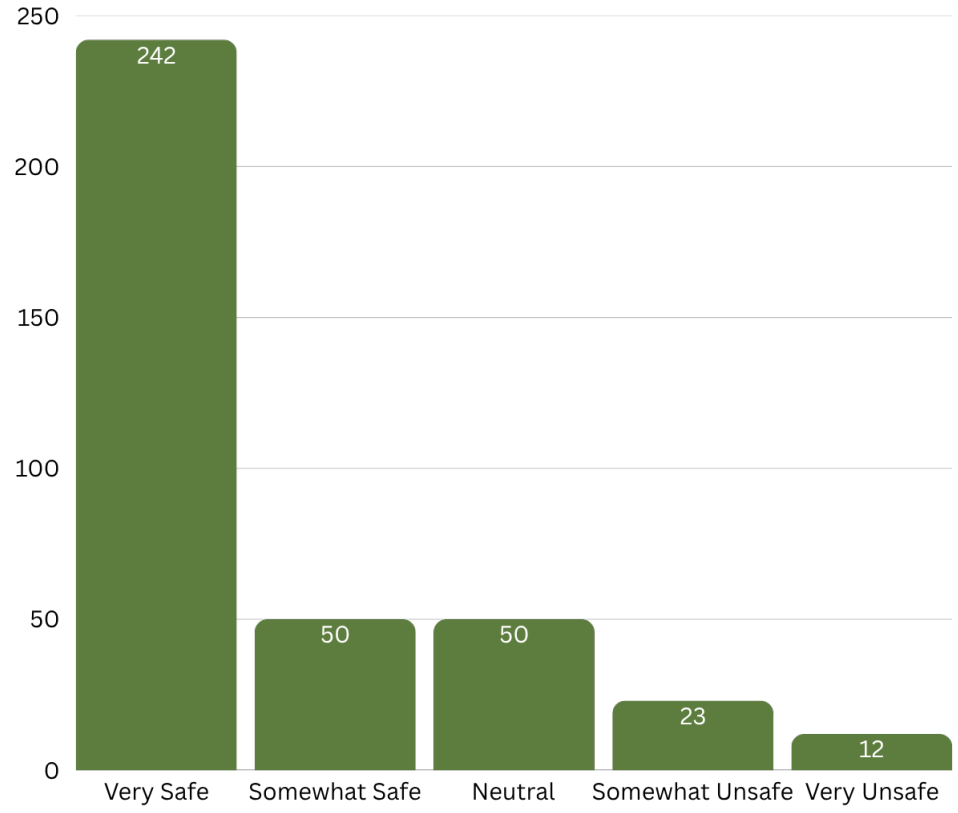
- Request for indoor kids play area, youth/teen spaces, and Adult-centered recreation space/events
- Desire also for more green space
- Toddler playground

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Public Safety

People Feel Safe on the Island



"Because PSD is constantly patrolling and responses are quick."

"From when I first moved here thirty-five years ago there has been a "slight rise" in crime, but not serious!"

We asked respondents how safe they feel on the island, ranging from "Very Unsafe" to "Very Safe"

- 81% said they felt either "Very Safe" or "Somewhat Safe"
- 11% were neutral
- 5% said they felt "Somewhat Unsafe" and only 3% said they felt "Very Unsafe"

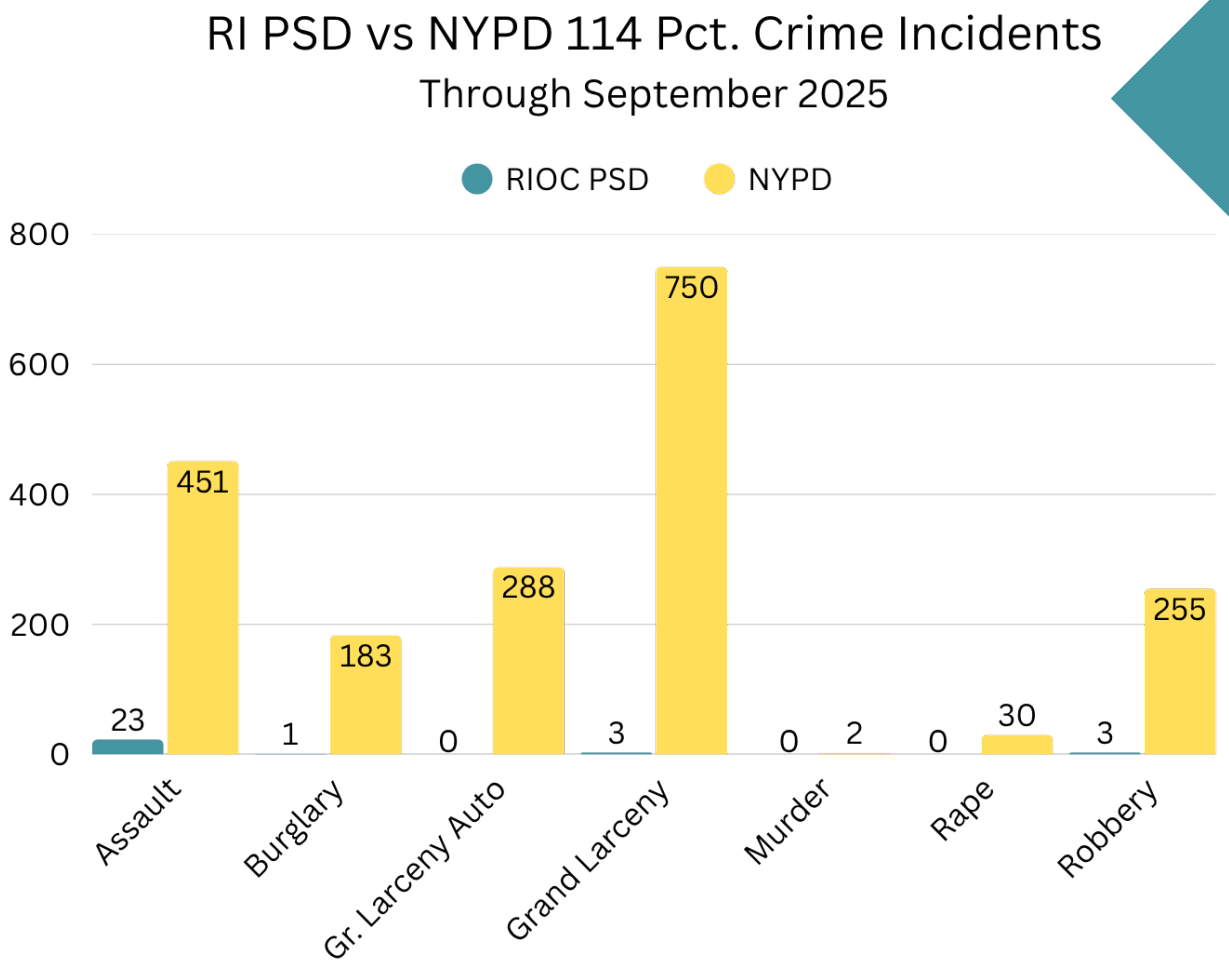
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People Feel Safe on the Island

These responses support our crime statistics, which are very low for the city

- Crime incidents on Roosevelt Island make up just 1.6% of those reported across the entire 114th Precinct.

"Overall, it's a very safe community."



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Public Safety: What Can Improve?

Better Officer Visibility and Enforcement

- Residents note pre patrolling needed outside vehicles in high-traffic areas
- Requests for more patrolling in buildings, stairwells, playgrounds and high-traffic areas
- Greater visibility at night
- More engagement with youth
- Parking enforcement inconsistency is noted
- Unleashed dogs are often cited
- Loitering and drug use were also referenced as being under enforced

"PSD should be a much bigger presence for traffic and parking enforcement."

"Public Safety need to be on bikes patrolling or walking not driving cars on this small island."

"There's room for improvement, but on the whole, I've lived here 45 years and feel safe."

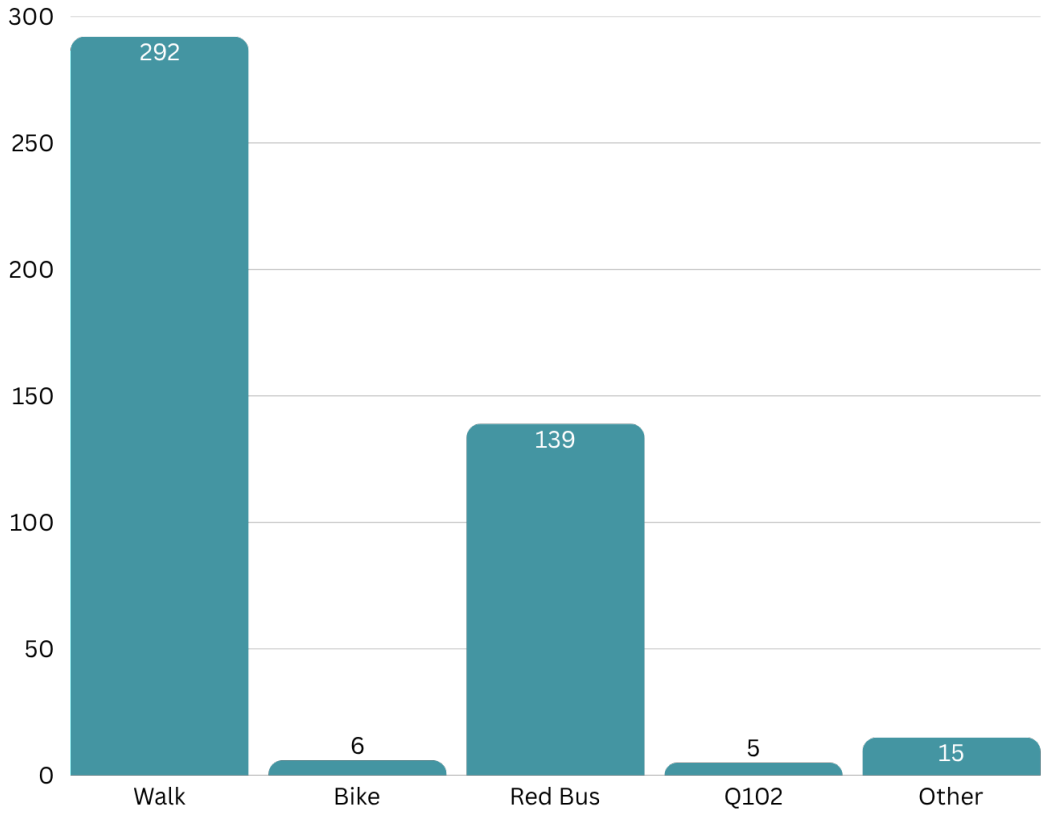
"Leash laws need to be enforced."

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Transportation

A Walking Community First



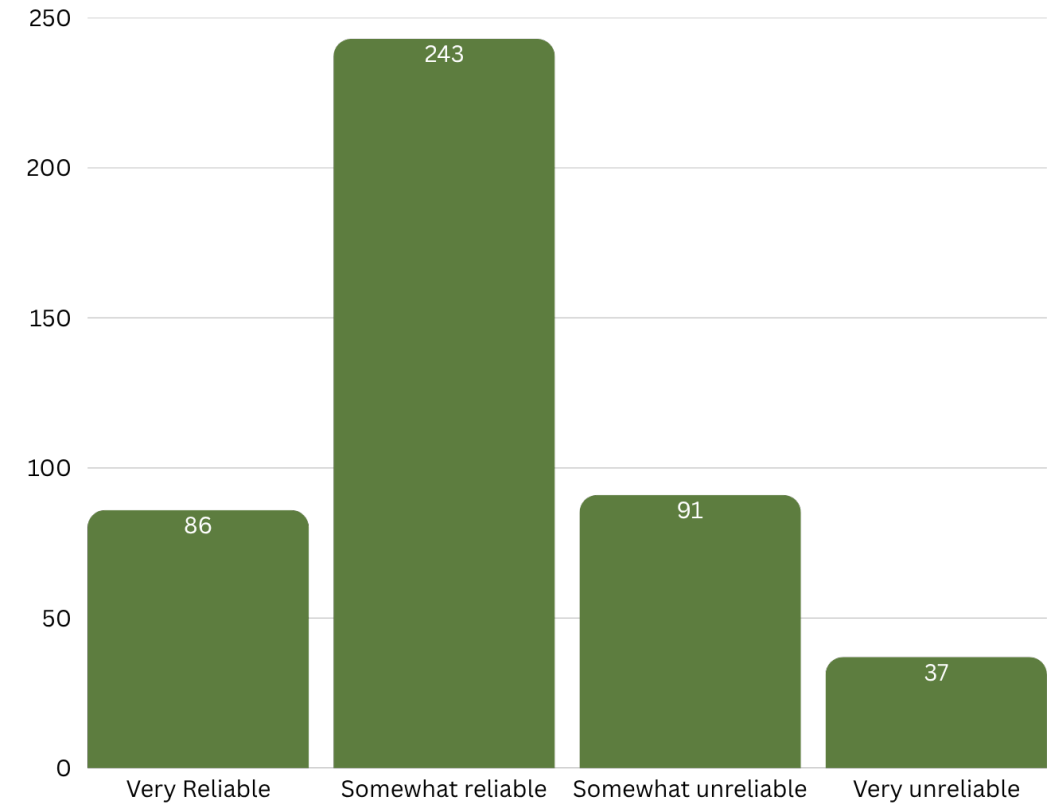
"We like to walk in the nights and we feel safe."

We asked respondents how they prefer to get around the island: walking, biking, Red Bus, other

- 64% say they walk
- 30% say they use the Red Bus
- Biking and Q102 each received 1% of the vote

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Red Bus Reliability



"Maintain the set schedule. Have a red bus always meet the tram as it used to."

We asked respondents how reliable they felt Red Bus service is on the island:

- 19% said "Very Reliable"
- 53% said "Somewhat Reliable"
- 20% said "Somewhat Unreliable"
- 8% said "Very Unreliable"
- Top 3 Ways to Improve Service: Increase bus frequency; stick to a consistent, published schedule; Improve bus tracking app experience and add countdown clocks to stops

"I love the Red Bus. It's great!"

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Red Bus Service: What Can Improve?

Focus on Reliability

- Keeping to the set schedule, ensuring buses are spaced out properly when in service
- Considering adding additional infrastructure like countdown clocks to high-use stops
- Ensuring the Transit app is functioning at a high level
- Let the data help guide decision making

"I know some people have some complaints but… don't worry, it's truly already very good!"

"Make it easily trackable."

"The red bus should come around the island more frequently."

"More reliable schedule."

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Parks and Public Spaces



We Like our Parks and Public Spaces

"Compared to Manhattan parks, it's like a dream here!"

"Parks are generally quite clean, but dog owners do not clean up their dogs' feces."

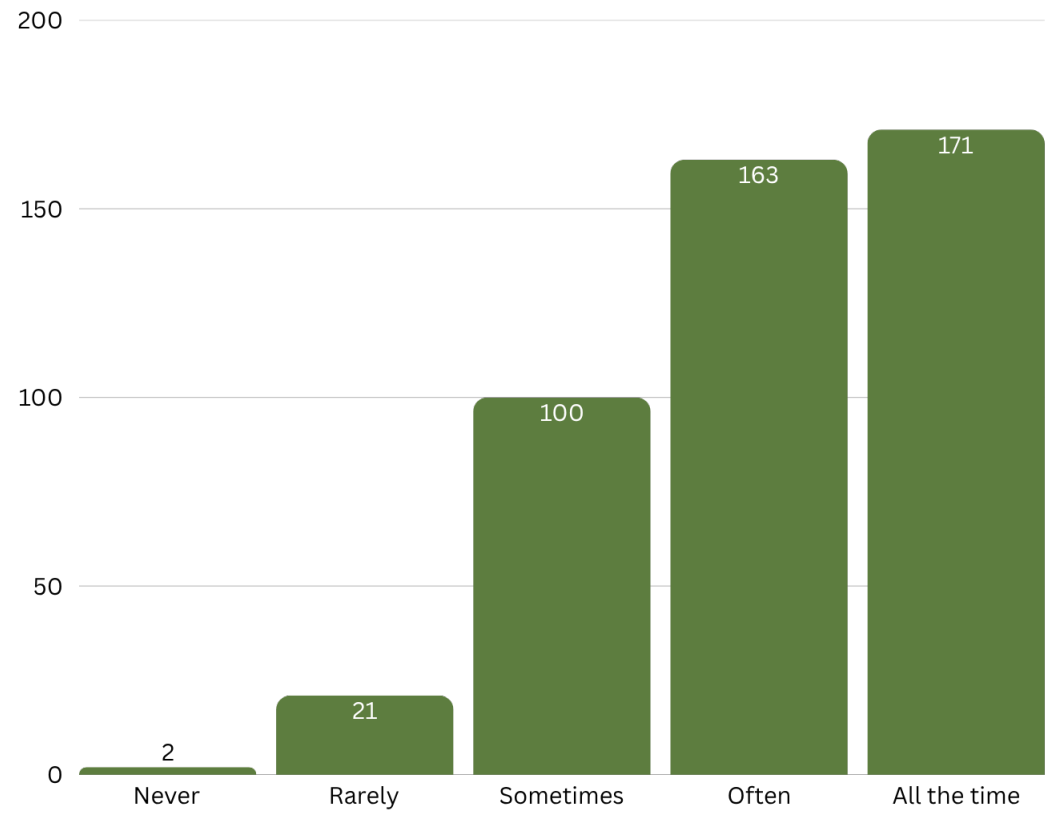
"I always compare Roosevelt Island with what living in the city is. In that respect, it is good overall, much better than the city, but far from being excellent."

"Generally, parks and public spaces are well maintained."

"Very clean parks."



We Like our Parks and Public Spaces

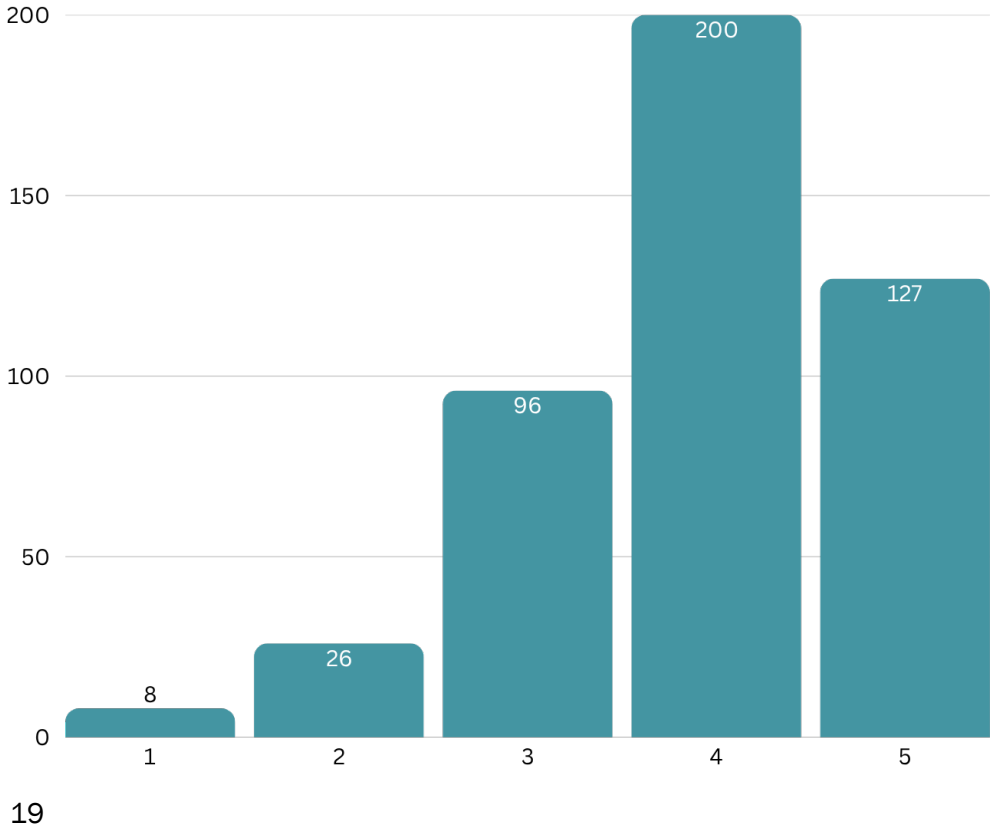


We asked respondents how often they use our parks and open spaces:

- 73% say “All the time” or “Often”
- 22% say “Sometimes”
- Only 5% of respondents said “Rarely” or “Never”
- This is one of the main draws of island living and a key differentiator between R.I. and other city communities

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Island Cleanliness



"We have the best grounds and maintenance crew!"

"Tourists leave a lot of trash and geese poop needs to be cleaned up."

On a scale of 1-5 (5 being the best) how would you rate the Maintenance and Cleanliness of the island?

"The trash can be excessive on weekends in peak season."

- 74% rated 4 or 5 (44% a 4)
- 21% gave the island a 3
- Only 8% gave the island a 1 or 2 (6% a 2)
- This is one of the main draws of island living and a key differentiator between R.I. and other city communities

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Island Cleanliness: What Can Improve?

Proper Waste Disposal

- Dog owners not cleaning up after their dogs
- Overflowing garbage cans, particularly on weekends and holidays
- Goose and other animal waste
- Visitors not cleaning up after themselves
- Cigarette buds, bottles, and food wrappers in high-traffic areas
- More recycling bins

"The island is clean, I see the maintenance crew often, also, residents do clean up after themselves."

"Sometimes the garbage are overflowing, but otherwise the green space is very well maintained and welcoming."

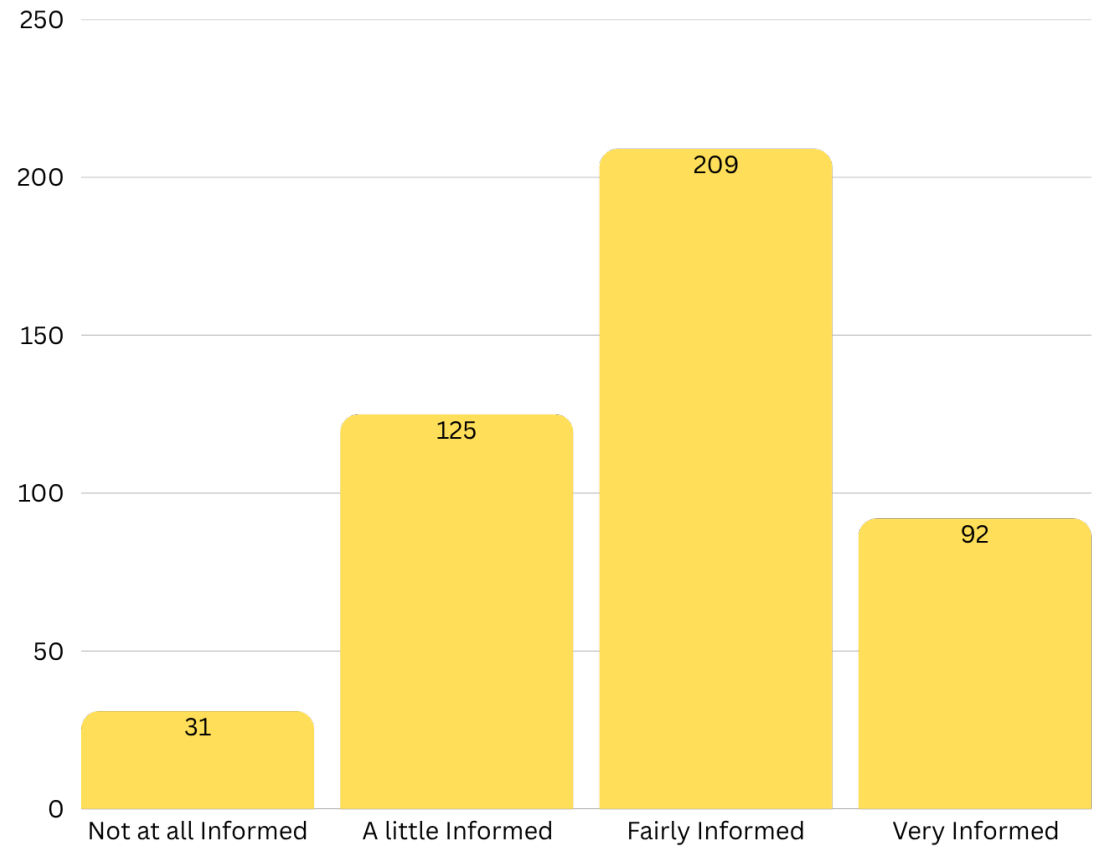
"A lot of dogs poop everywhere!"

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Communications & Community Affairs



Informed About RIOC Initiatives



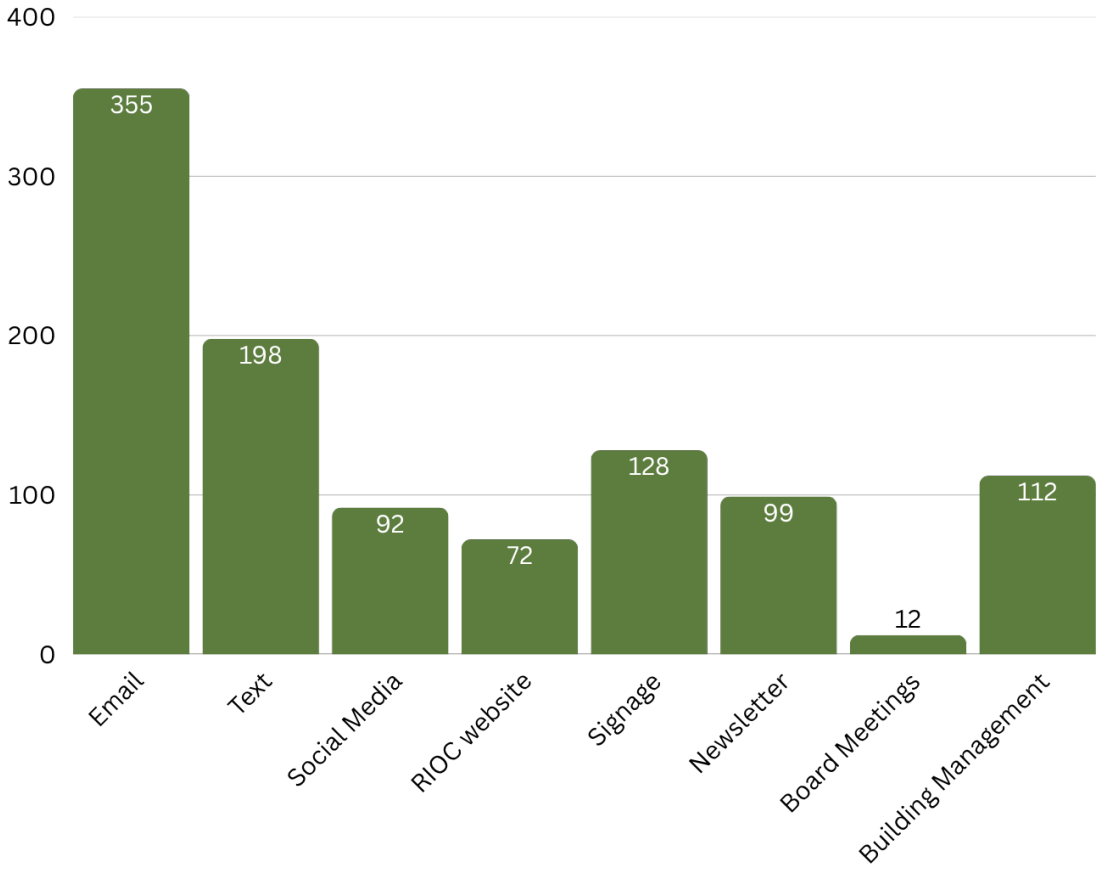
- 66% said “Very” or “fairly” Informed (46% Fairly)
- 27% said “A little informed”
- 7% said “Not at all informed”

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Preferred Method of Receiving Information from RIOC

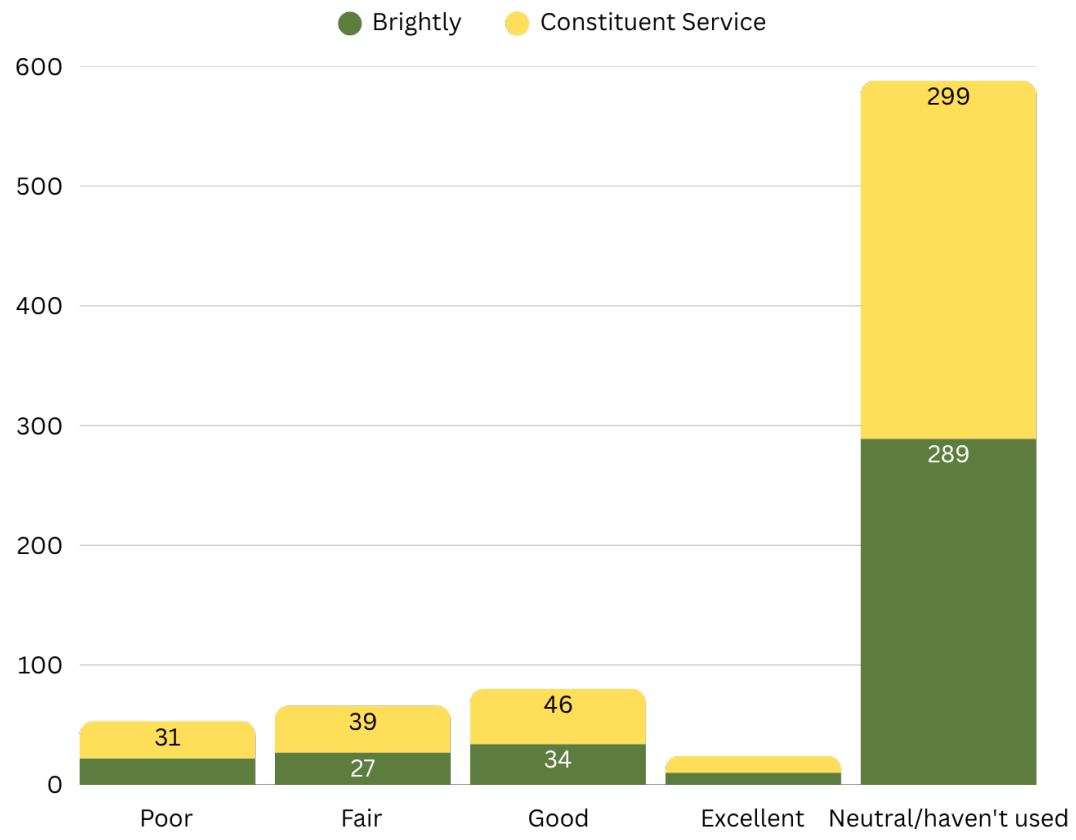
Respondents could choose up to 3:

- The top response was “Email” with 33% of voters saying that was their preferred method
- Text message received the second highest total with 19%
- Signage around the island (12%) and updates from building management (10%) round out the top responses
- Social media only received 9%, tied with the RIOC newsletter
- Board Meetings received the lowest share of votes (1%)



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Constituent Service and Brightly



Most respondents have not used the Brightly ticket system or met with the Constituent Services Department regarding island issues.

For those who have met with Constituent Service, the response of its effectiveness was diffuse, with slightly more respondents leaning “Poor/Fair” (16%) than “Good/Excellent” (14%)

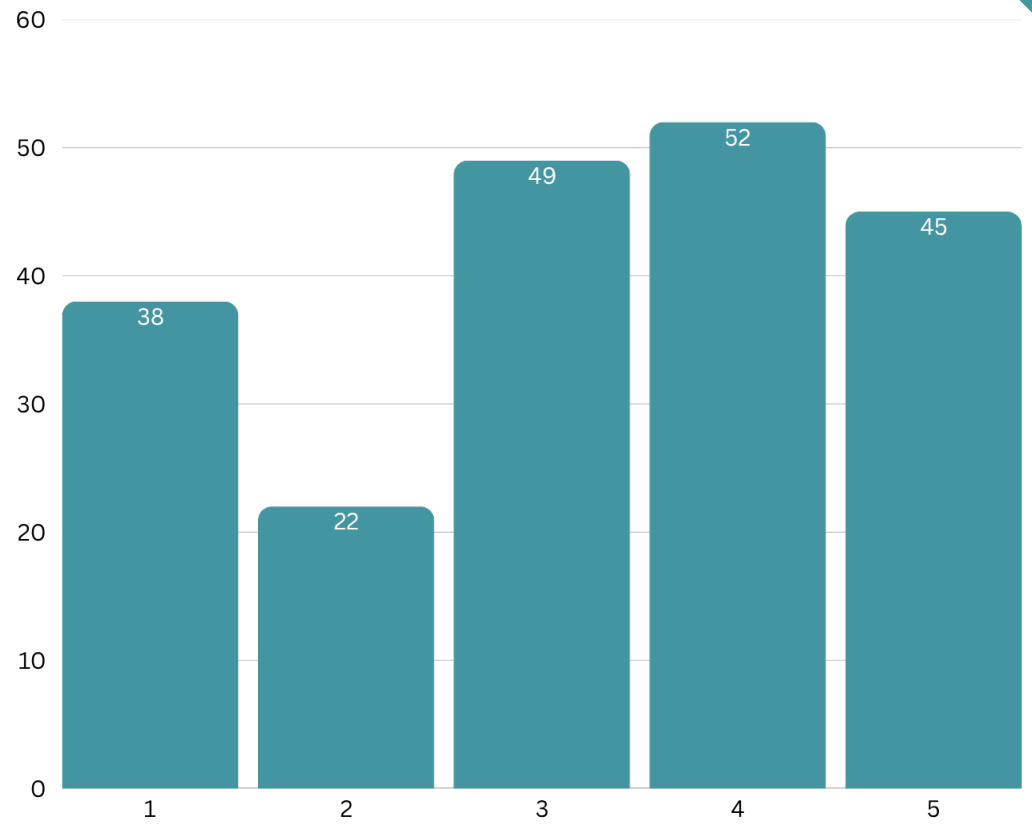
While 74% of respondents have not used the Brightly system, a majority of those who have, had a slightly less favorable view than positive.

Constituent Service and Brightly

Those who have interacted with RIOC staff also had varied opinions of the interactions:

- On a scale of 1-5 (5 being the best) 47% gave RIOC staff 4-5 rating; 34% gave a 2-3 rating; 18% gave a 1

"It's great living here, but many aspects could be improved, especially regarding infrastructure and enforcement of public rules."



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Constituent Service and Communications: What Can Improve?

Raise Awareness and Standard of Care

- Continue to raise awareness about both Constituent Service meetings and the Brightly ticket system
- Focus more on email communications and engaging with building management
- Improve response times and customer service
- Look for opportunities to expand community engagement initiatives

"Need a more responsive RIOC."

"More live music."

"More community events."


Final Thoughts

Where can we improve?

To close out our survey, we asked respondents “What’s one improvement you’d like to see on the island in the next year?”

Key themes centered on off-island transportation, infrastructure improvements, public safety enforcement, retail improvements, and community life.



Other Concerns and Comments

Delayed Projects	• Fix Eleanor's Pier, promenade, Motorgate escalator, playgrounds, water fountains, bathrooms, grills, and piers fenced off for long periods of time.
Roads & Walkways	• Pave Main Street, fix z-bricks, puddling, uneven sidewalks, and railings.
Buildings, Retail, Services, and Amenities	• Overall cleanliness, better use of empty storefronts, noise (from trucks) an issue, no more development. • Call for supermarket, bank, Medical/urgent care, restaurants, and shops.
Traffic & Speeding	• Cars/e-bikes speeding on Main Street, illegal parking, trucks double-parked.
Quality of Life	• Noise in buildings, smoking (marijuana and tobacco), loitering, blasting music.
Tram Overcrowding and Frequency	• Constant concern about tourists overwhelming the Tram. • Repeated requests for resident priority boarding.

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In Sum….

"Thank you for caring enough to send out this survey."

"Overall, I think you guys are doing a great job. Thank you."

- **Transportation:** Priority tram access, reliable & more frequent bus schedule, emergency transit plans
- **Safety & Enforcement:** More visible PSD presence; stricter rule enforcement
- **Cleanliness & Repairs:** Faster fixes for stalled projects, stronger litter/dog waste management
- **Community Life:** More events, indoor gathering spaces, cultural/kids programming
- **RIOC Relations:** More transparency, informal engagement, hire residents into liaison roles
- **Services & Amenities:** Better grocery/retail, more dining, bank branch, doctor's office
- **Housing & Affordability:** Protect mixed-income character; more affordable options
- **Overall Pride:** Residents love the island, but want it to stay livable for locals

Thank you

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