Baltimore City Resident Survey 2010

[Note: This survey is being presented in a mail survey format for ease of review. Because this survey is administered by phone, it is programmed for administration via a script for callers and generated by a computer-aided telephone interviewing system.]

1. How would you rate …		Excellent	Good	Fair	Poor	DK
a.	How do you rate the cleanliness of the city?	4	3	2	1	9
b.	How do you rate the cleanliness of your neighborhood?	4	3	2	1	9
c.	How do you rate the amount of green space in Baltimore?	4	3	2	1	9
d.	How do you rate the amount of green space in your neighborhood?	4	3	2	1	9
e.	How do you rate the availability of good jobs in Baltimore?	4	3	2	1	9
f.	How do you rate the availability of cultural activities in Baltimore?	4	3	2	1	9
g.	How do you rate the availability of recreational opportunities in Baltimore?	4	3	2	1	9

2. Overall how satisfied would you say you are with the quality of the services that Baltimore City provides? Would you say you are…

Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	D/K
5	4	3	2	1	9

3. Below is a list of services provided by Baltimore City. For each please tell us how important the service is to you on a scale of 1 to 10 with 1 being not at all important and 10 being most important, and your rating of the service in the past 12 months using the scale excellent, good, fair, or poor. If you do not have experience with a particular service, feel free to indicate that as well.

	Service *[Note – Randomize order]*	3a. On a scale of 1 to 10 how important are the following services to you?	3b. How satisfied are you with this service? 4= Excellent 3= Good 2= Fair 1= Poor 8= No Experience 9= Refused (Don't know will be added to the final response set.)					
a.	Police protection		4	3	2	1	8	9
b.	Fire protection		4	3	2	1	8	9
c.	Street and sidewalk maintenance		4	3	2	1	8	9
d.	(K-12) Education		4	3	2	1	8	9
e.	Street lighting		4	3	2	1	8	9
f.	Snow removal		4	3	2	1	8	9
g.	Trash removal		4	3	2	1	8	9
h.	Curbside recycling		4	3	2	1	8	9
i.	Rat control		4	3	2	1	8	9
j.	EMS/Ambulance service		4	3	2	1	8	9
k.	311 (non-emergency) service		4	3	2	1	8	9
l.	Housing code enforcement (illegal dumping, high grass and weeds, poorly maintained homes)		4	3	2	1	8	9
m.	Water and sewer services		4	3	2	1	8	9
n.	Tree planting/maintenance		4	3	2	1	8	9

4a. What do you consider to be the most important service that Baltimore City provides? **[Record response verbatim]**
4b. What do you consider to be the second most important service that Baltimore City provides? **[Record response verbatim]**

5. During the past year, how often did you [insert list from below] Would you say daily, weekly, monthly, occasionally, or never.

		Daily	Weekly	Monthly	Occasi onally	Never [If never – why]	Refused
a.	Visit a City Park	5	4	3	2	1	9
b.	Visit a City Run Pool (during the season)	5	4	3	2	1	9
c.	Visit a City Library	5	4	3	2	1	9

6. Thinking about the City parks you have visited in the past year, how satisfied were you with their [insert list from below], would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied or very unsatisfied?

		Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Cleanliness	5	4	3	2	1	9
b.	Convenience of Location	5	4	3	2	1	9

7. What is the primary reason why you have not visited a city park in the past year? **(Field code response, list is not read.)**

Locations are not convenient	1
Hours of operation are not convenient	2
The facilities I want are not offered	3
I don't feel safe there	4
They are not clean - trash	5
They are not clean – dog feces	6
Other specify -	7
Don't know	8
Refused	9

8. Thinking about the City Run Pools you have visited in the past year, how satisfied were you with the [insert list from below], would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied or very unsatisfied?

		Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion / DK (Volunt eered)
a.	Convenience of location	5	4	3	2	1	9
b.	Hours of operation	5	4	3	2	1	9
c.	Cleanliness	5	4	3	2	1	9
d.	Helpfulness of staff	5	4	3	2	1	9

9. What is the primary reason why you have not visited a City Run Pool in the past year? **(Field code response, list is not read.)**

Locations are not convenient	1
Hours of operation are not convenient	2
I don't feel safe there	3
They are not clean	4

I have no interest in swimming		5
I can't swim		6
Other specify -		7
Don't know		8
Refused		9

10. Thinking about the City libraries you have visited in the past year, how satisfied were you with the [insert list from below], would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied or very unsatisfied?

		Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion / DK (Volunteered)
a.	Convenience of location	5	4	3	2	1	9
b.	Hours of operation	5	4	3	2	1	9
c.	Availability of materials you want to use	5	4	3	2	1	9
d.	Helpfulness of staff	5	4	3	2	1	9

11. What is the primary reason why you have not visited a city library in the past year?
(Field code response, list is not read.)

Locations are not convenient	1
Hours of operation are not convenient	2
The services I want are not offered	3
I don't feel safe there	4
Too crowded	5
No parking	6
Never any computers open	7
I buy my books	8
Other specify -	9
Refused	10

12. During the past year, how often did you use the following modes of transportation to get to work, school, or shopping? For each tell me if it was always, most of the time, sometimes, rarely, or never.

	[RANDOMIZE]	Always	Most of the Time	Sometimes	Rarely	Never	Refused
a.	Public Transportation	5	4	3	2	1	9
b.	Bicycle	5	4	3	2	1	9
c.	Walk	5	4	3	2	1	9

13. What is the single most important reason you did not [insert from below] more often to school, work, or shopping?

a.	Take public transportation	**Field code** – list not read - most common responses – not safe, not reliable, does not go where I want to go, takes too long,
b.	Ride a bike	**Field code** – list not read - most common responses – there are no bike lanes, not safe, don't own bike, don't want to ride a bike, can't ride a bike, too far to bike, poor sidewalks
c.	Walk	**Field code** – list not read - most common responses – there are not enough sidewalks, sidewalks are blocked, sidewalks are broken, not safe, can't walk well, too far to bike

14. Please rate how problematic the following issues are for the city of Baltimore? Would you say they are not a problem, a moderate problem, a serious problem, or a very serious problem?

RANDOMIZE		Not a problem	Moderate Problem	Serious Problem	Very Serious Problem	D/K
a.	Illegal dumping	1	2	3	4	9
b.	Illegal drug use	1	2	3	4	9
c.	Traffic congestion	1	2	3	4	9
d.	Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross)	1	2	3	4	9
e.	Violent crime	1	2	3	4	9
f.	Property crime (homes, cars)	1	2	3	4	9
g.	Graffiti	1	2	3	4	9
h.	Homelessness	1	2	3	4	9
i.	Vacant or abandoned buildings	1	2	3	4	9
j.	Poorly maintained homes and properties	1	2	3	4	9
k.	A lack of affordable housing	1	2	3	4	9
l.	Finding parking in your neighborhood	1	2	3	4	9
m.	Finding parking in commercial areas	1	2	3	4	9
n.	Panhandling	1	2	3	4	9

15. How safe or unsafe do you feel in the following locations? Would you say…? Very Safe, Safe, Unsafe, or Very Unsafe? {Downtown is defined however the respondent chooses}

		Very Safe	Safe	Unsafe	Very Unsafe	No Opinion/ DK (Volunteered)
a.	In your neighborhood during the day	4	3	2	1	9
b.	In your neighborhood at night	4	3	2	1	9
c.	Downtown during the day	4	3	2	1	9
d.	Downtown at night	4	3	2	1	9
e.	In city parks during the day	4	3	2	1	9

16. Thinking about the police in your neighborhood, please tell me if you are very satisfied, satisfied, unsatisfied or very unsatisfied with [INSERT ITEM FROM BELOW] if you don't have an opinion, you can tell me that as well.

		Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Level of Police presence	5	4	3	2	1	9
b.	Their responsiveness	5	4	3	2	1	9
c.	Their approachability	5	4	3	2	1	9
d.	Their ability to prevent crime	5	4	3	2	1	9

17. Did you contact a city Employee in the past year?

Yes	1
No	2

17a. Thinking about your most recent contact with a City employee, who did you contact, was he or she a

311 operator	1
City hall operator	2
City council member	3
Other city employee (specify)	4
Don't know/ can't remember	5
Refused	9

18. Overall, how satisfied were you with the [insert from list below]? Would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied, or very unsatisfied?

	Aspect	Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Level of service you received	5	4	3	2	1	9
b.	Knowledge of the employee	5	4	3	2	1	9
b.	Timeliness of the employee's response	5	4	3	2	1	9
c.	The resolution of your concerns	5	4	3	2	1	9

19. How long have you lived in Baltimore? [Record response verbatim]
Round Number of years to nearest whole year

20. [Based on previous response, if less than 3 years} Why did you move to Baltimore? [If greater than 3 years} Why do you stay in Baltimore? [Field coded, responses not read. Select response that is most closely matched]

Strong job market/employment opportunities	1
Proximity to family and/or friends	2
Diverse housing options (style, size, age)	3
Affordable housing prices	4
Neighborhoods/Sense of community	5
Historic nature of City	6
Diverse population	7
Green living, including walkability & biking	8
Dining & entertainment options	9
Arts & culture	10
Sports & recreation	11
Faith & spiritual options	12
Mass transit options/Access to other major markets	13
Quality healthcare options	14
Educational opportunities and school choice (public, private, parochial, higher ed)	15
Other	16
Refused	17

21. How likely are you to . . . Would you say very likely, likely, not likely, not at all likely. If you don't know or don't have an opinion feel free to tell me that as well.

		very likely	likely	not likely	not at all likely	DK
a.	Recommend living in Baltimore to your friends?	4	3	2	1	9
b.	Recommend living in your neighborhood to your friends?	4	3	2	1	9
c.	Recommend Baltimore as a place to raise children?	4	3	2	1	9
d.	Recommend Baltimore as a place to retire?	4	3	2	1	9
e.	Recommend buying a home in Baltimore?	4	3	2	1	9

22. How likely are you to move out of Baltimore in the next 1 to 3 years?

Would you say very likely, likely, not likely, not at all likely. If you don't know or don't have an opinion feel free to tell me that as well.	very likely	likely	not likely	not at all likely	DK
	4	3	2	1	9

22a. If you are planning to leave the City, what is the primary reason why? (ask only if response to 22 was "very likely" or "likely") [Field code, do not read response options.]

Crime rate is too high	1
Poor quality public schools	2
Taxes are too high	3
Not enough open space/desire for a backyard	4
Cost of Living is too high	5
Pursue another job	6
Pursue an education	7
Moving is involuntary	8
Other **Specify** _____	9
Don't know	99

23. In your opinion, what is the single most important thing City government can do to improve life in the City? [Record response verbatim]

24. What is the source of information that has the most impact on your opinions about the City and City services? [Field Code]

TV News	1
Newspaper	2
Your own experiences	3
Radio	4
Friends or neighbors	5
City website	6
Other **Specify** _____	7
Don't know	8

25. If we were trying to get information to you quickly about a City policy or City services, what would be the best way to communicate with you?
[Field Code]

E-mail	1
City website	2
TV news	3
Radio	4
Text message	5
Twitter	6
Facebook	7
Other **Specify** _____	8
Don't know	9

The last set of questions is for statistical purposes only.

D1. What sector do you work in?

Non-profit	1
Private	2
Government	3
Unemployed	4
Self-Employed	5
Retired	6
Refused	9

D3. How many x live in your household?

Total number Adults	
Total number Children under 18	

D5. How old were you on your last birthday?

Number in years	

D7. How many children under 18 live in your household who are…?

	Age	Total #	Refused
D7a.	Kindergarten to 5th Grade		99
D7b.	6th to 12th Grade		99

D9. Do you own or rent your home?

Own	1
Rent	2
Live with someone else who is a homeowner	3
Live with someone else who is a renter	4
Refused	9

D2. What is your gender?

Male	1
Female	2
Refused	9

D4. What is your marital status?

Married	1
Single	2
Living as married with a partner	3
Divorced/Widowed/Separated	4

D6. What is your race/ethnicity? Would you say…

White – Not Hispanic	1
Black – Not Hispanic	2
Hispanic	3
Asian	4
Other	5
Refused	9

D8. Overall, where do you do the majority of your shopping?

In my neighborhood	1
In other parts of the city	2
In the county or suburbs	3
D/K	9

D10. What is your zip code? _____

D11. What is the highest grade or year of school that you completed? Would you say…	
Less than High School	1
High School graduate or GED	2
Some College or Technical School (2 year degree)	3
College Graduate (4 year degree)	4
Graduate or professional education	5
Refused	9

D12. Do you or someone in your household have a disability?	
I have a disability	1
Someone in my household has a disability	2
No one in my home has a disability	3
Refused	9

D13. Do you have access to the Internet in your home?	
Yes	1
No	2
Refused	9

D14. Does the head of your household work in Baltimore?	
Yes	1
No	2
Refused	9

D15. What is your annual household income? Would you say . .	
Under $25,000	1
$25,001 – $50,000	2
$50,001 - $75,000	3
$75,001 - $100,000	4
Over $100,000	5
Refused	9

D16. For most of your day-to-day communication do you or a member of your household speak a language other than English?

[Record language verbatim]

This survey does not replace the 2010 Census, and we encourage you to fill out the Census forms. The Census data helps Baltimore get appropriate federal funding, so we want an accurate count.