# Baltimore in Depth

## *A Closer Look at the 2011 Baltimore Citizen Survey Results*

**City of Baltimore/Department of Finance/Bureau of the Budget and Management Research**

The 2011 Citizen Survey asked 1,786 respondents a series of questions to gauge their satisfaction with the services offered by the City of Baltimore and the quality of life in the City. This report focuses on individuals who lived in the **Northern District**.
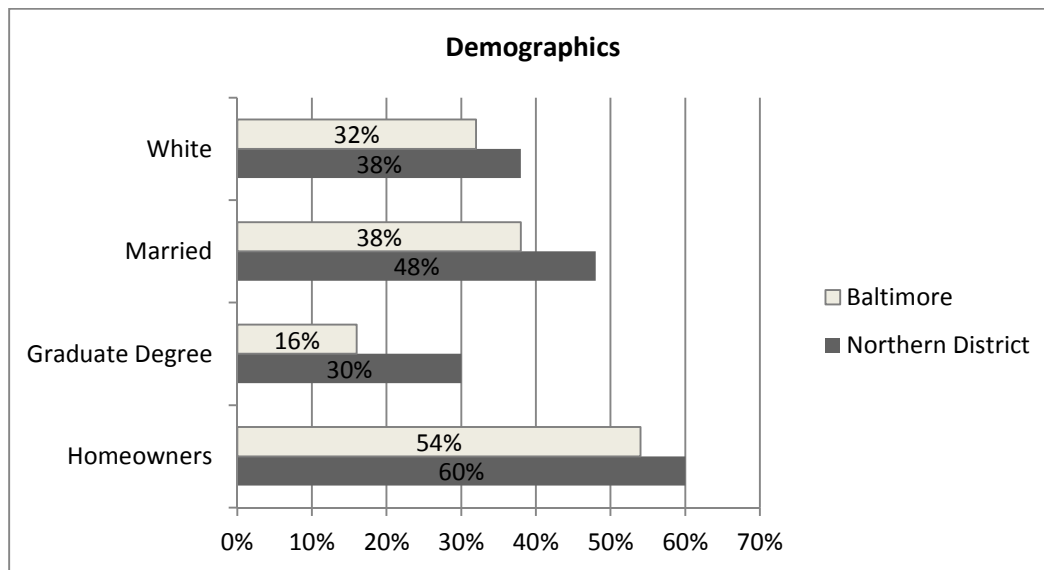


**Demographics**

| | |
|---|---|
| White | Baltimore 32% / Northern District 38% |
| Married | Baltimore 38% / Northern District 48% |
| Graduate Degree | Baltimore 16% / Northern District 30% |
| Homeowners | Baltimore 54% / Northern District 60% |

*Chart 1: Demographics*

Demographics

The Northern Planning District of Baltimore differed from the population as a whole in terms of racial makeup, income level, education level, and homeownership. The chart above shows major differences in select categories, showing how North Baltimore residents were more likely to have a graduate degree, to own a home, to be married and to identify as White.

Northern District

The Northern Planning District encompasses the corridors up Greenmount Avenue, North Charles Street, and Falls Road. Druid Hill Park is in the districts southwest corner, while the southeast corner is made up of the Barclay and Better Waverly neighborhoods and Charles Village.

The district contains the Johns Hopkins University Homewood Campus between Hampden and Charles Village. It also contains Roland Park and North Roland Park.

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**Key Findings:**

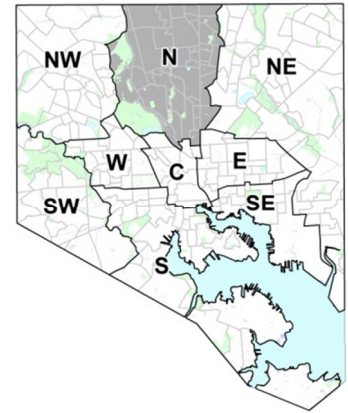Demographics characteristics of Northern district residents:

- 38% White
- 48% married
- 30% with a graduate degree
- 60% homeowners

Northern district residents were:

- Less likely to be unsatisfied with City services
- More likely to rate neighborhood cleanliness and green space as excellent or good
- More likely to rate trash removal services and curbside recycling as excellent or good
- More likely to rate police protection and neighborhood safety in the daytime as excellent or good
- More likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as a serious or very serious problem

In the 2011 Citizen Survey, Northern district residents were less likely to be unsatisfied or very unsatisfied with City services. Their likelihood to leave Baltimore in the next one to three years closely matched the responses of the entire sample. Thirty-one percent (31%) of all respondents from the Northern district said that they were likely or very likely to leave Baltimore.

For cleanliness-related issues, Northern district residents were more likely to rate neighborhood cleanliness and green space as excellent or good. The percentage of respondents who thought neighborhood cleanliness was excellent or good improved significantly (from 61% to 80%) compared to the 2010 Citizen Survey. Northern district residents were also more likely to rate trash removal services and curbside recycling as excellent or good, but less likely to rate water and sewer services, rat removal services, snow removal services, street and sidewalk maintenance, and housing code enforcement as excellent or good.

When asked about their perception of illegal dumping and graffiti, Northern district residents were less likely to rate illegal dumping as getting better or much better but more likely to rate graffiti as getting better or much better.

For safety-related issues, Northern district residents were more likely to rate police protection, neighborhood safety in the daytime, and Downtown safety in the daytime and nighttime as excellent or good. Northern district residents were also more likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as a serious or very serious problem.
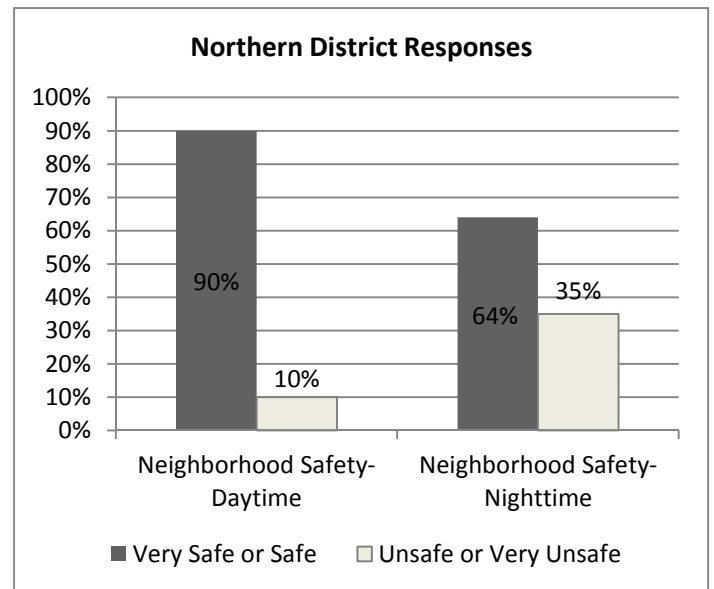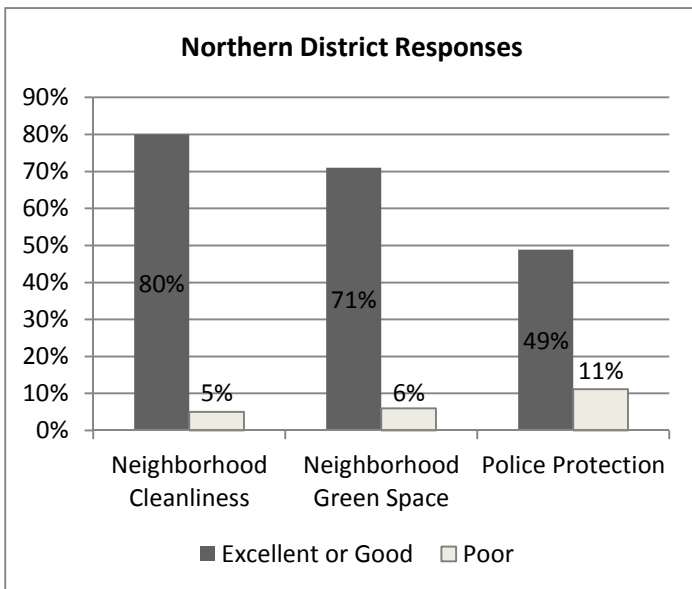


**Northern District Responses**

Neighborhood Cleanliness: Excellent or Good 80%, Poor 5%
Neighborhood Green Space: Excellent or Good 71%, Poor 6%
Police Protection: Excellent or Good 49%, Poor 11%

■ Excellent or Good  □ Poor



**Northern District Responses**

Neighborhood Safety-Daytime: Very Safe or Safe 90%, Unsafe or Very Unsafe 10%
Neighborhood Safety-Nighttime: Very Safe or Safe 64%, Unsafe or Very Unsafe 35%

■ Very Safe or Safe  □ Unsafe or Very Unsafe

*Chart 2: Northern District Responses on Cleanliness and Police Protection*    *Chart 3: Northern District Responses on Safety*