



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 citizens' perception of *cleanliness*.

2011 Citizen Survey Results

Citizens were asked about their ratings of cleanliness and the amount of green space in the City and in their neighborhoods in the Citizen Survey. Neighborhood cleanliness was the most highly rated, followed by neighborhood green space, City green space, and City cleanliness.

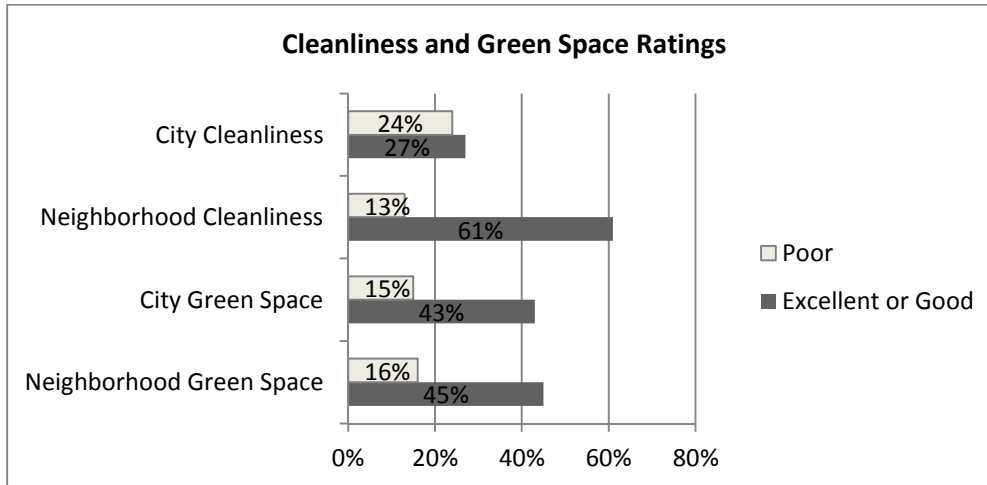


Chart 1: Cleanliness and Green Space Ratings

Perception of cleanliness and the amount of green space remained stable compared to 2010. Male respondents and respondents who were 65 or above were more likely to rate City and neighborhood cleanliness and their amount of green space as excellent, whereas respondents who were between the age of 18 and 24 were more likely to rate City and neighborhood cleanliness and their amount of green space as poor.

Northern districts' residents were more likely to rate City and neighborhood cleanliness and green space highly. For City cleanliness, the Northwestern district received the best ratings with the highest percentage of respondents rating Baltimore's cleanliness as excellent or good (38%). The Southern districts received the poorest ratings. The Southwestern district had the lowest percentage of respondents rating it as excellent or good (19%) and the Southern district had the highest percentage of respondents rating Baltimore's cleanliness as poor (31%).

Key Findings:

Demographics characteristics of those who were more likely to rate cleanliness as poor:

- Females
- 18 to 24 years old
- Southern district residents
- Income under \$25,000

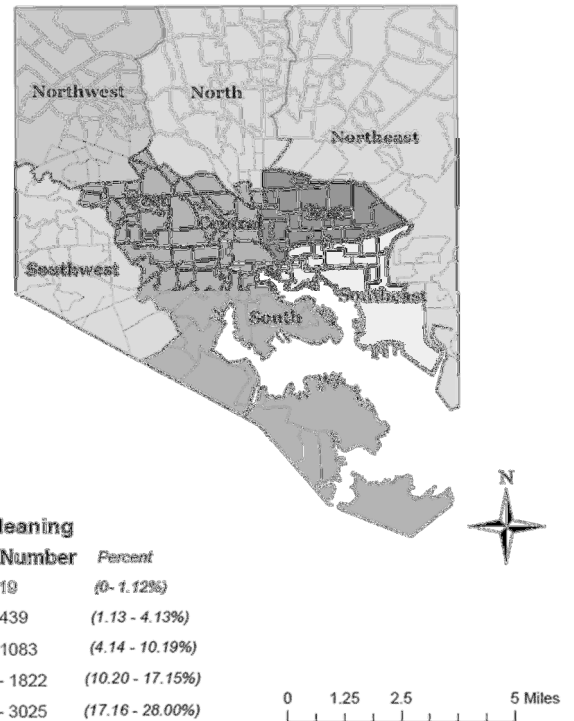
Those who rated cleanliness as poor were:

- More likely to be unsatisfied with City services
- More likely to rate Downtown in the daytime and nighttime as unsafe or very unsafe

Other Findings:

- Respondents rated their neighborhoods higher than the city as a whole
- Ratings for City and neighborhood cleanliness improved in 2011
- Respondents who were 65 or above were more likely to give higher ratings for cleanliness-related services

Citizens' perception of neighborhood cleanliness closely matched the performance data. The map on the right shows the number of solid waste cleaning service requests created for each planning district in FY2011. The Northern districts had the lowest number of services requests whereas the Eastern and the Southern districts had the highest number of service requests. The low number of service requests in the Northern districts suggests the high ratings for neighborhood cleanliness by Northern districts' residents, while the high number of service requests created in the Eastern and Southern districts explains the below-average perception of neighborhood cleanliness by Eastern and Southern districts' residents.



Those who rated City and neighborhood cleanliness as poor were more likely to be unsatisfied with City services and were more likely to rate Downtown safety in the daytime and nighttime as unsafe or very unsafe.

Compared to the 2010 Citizen Survey, ratings for City and neighborhood cleanliness improved while ratings for City and neighborhood green space declined. The chart below shows the trend of citizens' perception from 2009 to 2011.

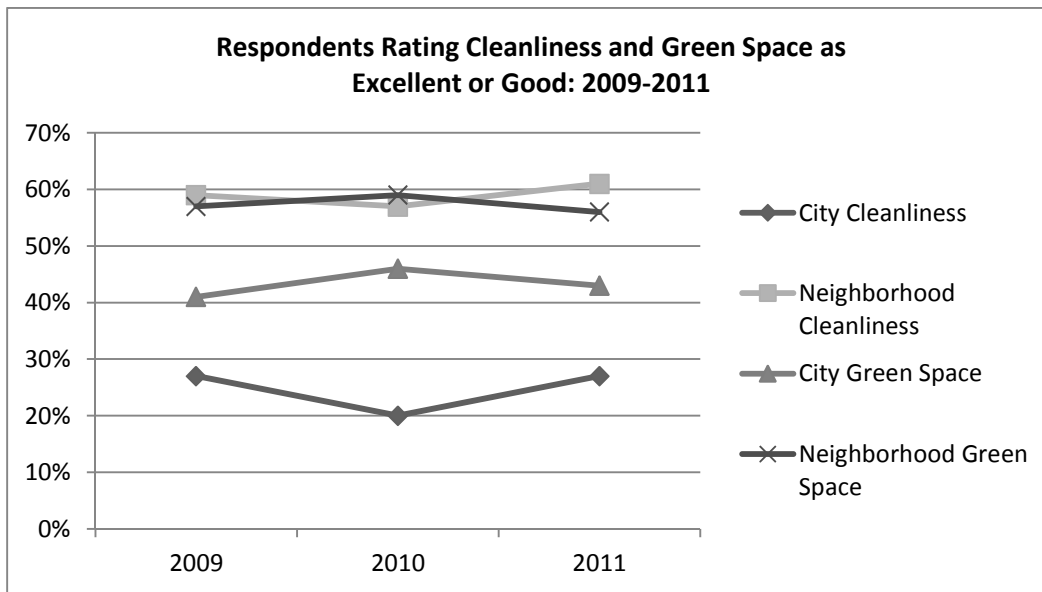


Chart 2: Cleanliness and Green Space Ratings: 2009 to 2011

Services Related to a Cleaner and More Sustainable Baltimore

Respondents who were 65 or above were more likely to rate all four services related to a cleaner and more sustainable Baltimore (water and sewer services, trash removal services, curbside recycling, and rat removal services) as excellent or good. Out of the four services related to a cleaner and more sustainable Baltimore, only

trash removal services had improved ratings in 2011. Water and sewer services, curbside recycling, and trash removal services all had declined ratings in 2011.

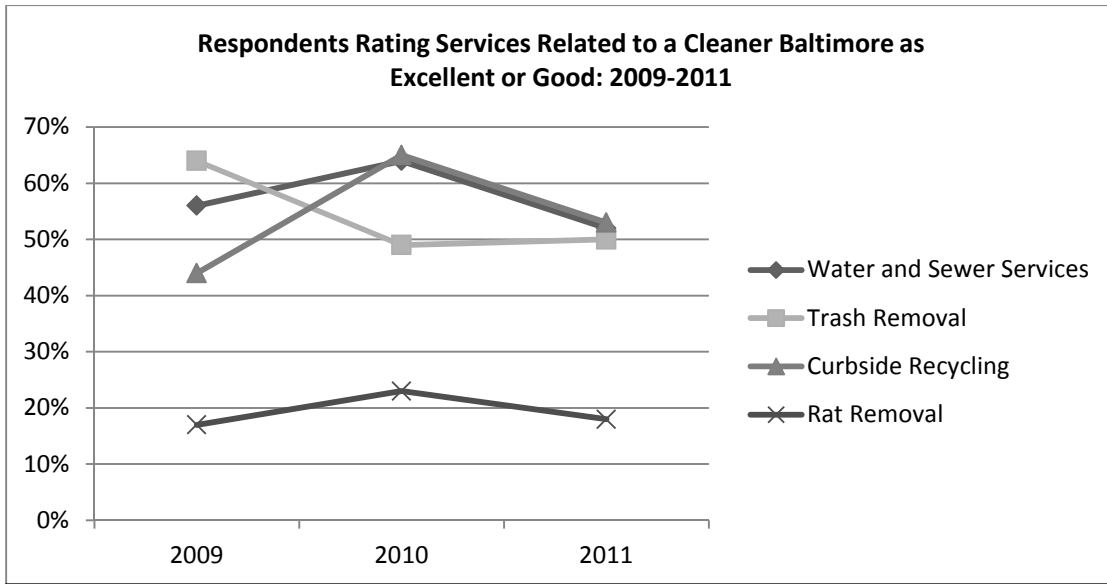


Chart 3: Ratings of Services Related to a Cleaner and More Sustainable Baltimore: 2009 to 2011

Neighborhood-related Services

Respondents who were 65 or above were more likely to rate the three neighborhood-related services (snow removal services, street and sidewalk maintenance, and housing code enforcement) as excellent or good. Central district residents were more likely to rate snow removal services as excellent or good, Southeastern district residents were more likely to rate street and sidewalk maintenance as excellent or good, and Eastern district residents were more likely to rate housing code enforcement as excellent or good.

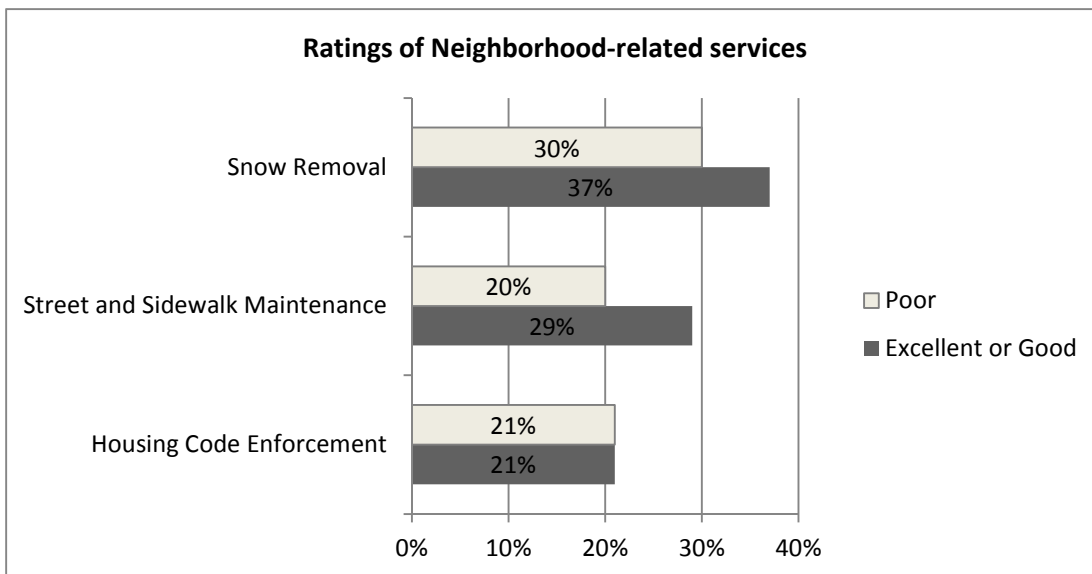


Chart 4: Ratings of Neighborhood-related Services

All three neighborhood-related services had declined ratings in 2011 compared to both the 2009 and 2010 Citizen Surveys, as shown in the chart below.

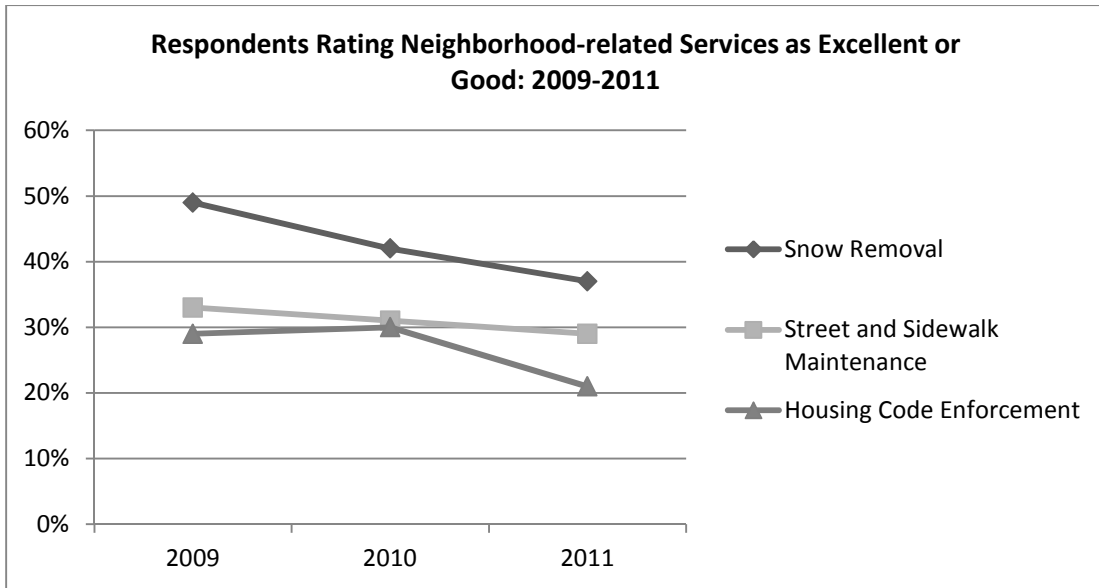


Chart 5: Ratings of Neighborhood-related Services: 2009 to 2011

Issues Related to Quality of Life

Younger respondents were more likely to rate both illegal dumping and graffiti as getting worse or much worse. Western district residents were most likely to rate illegal dumping as getting worse or much worse, whereas Central district residents were most likely to rate graffiti as getting worse or much worse.

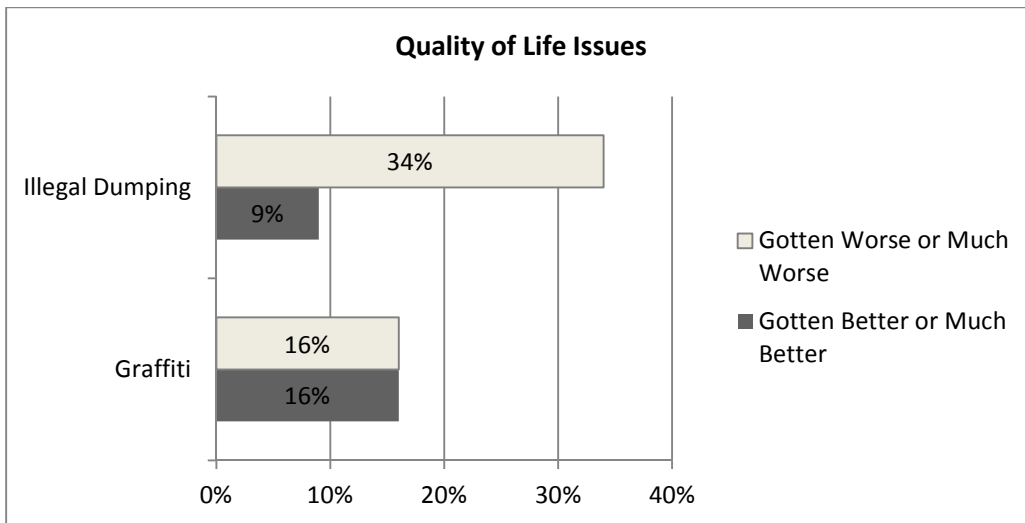


Chart 6: Ratings of Quality of Life Issues