



# Baltimore in Depth

## A Closer Look at the 2012 Baltimore Citizen Survey Results



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

The 2012 Citizen Survey asked 1,761 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 live in the **Northeastern District**.

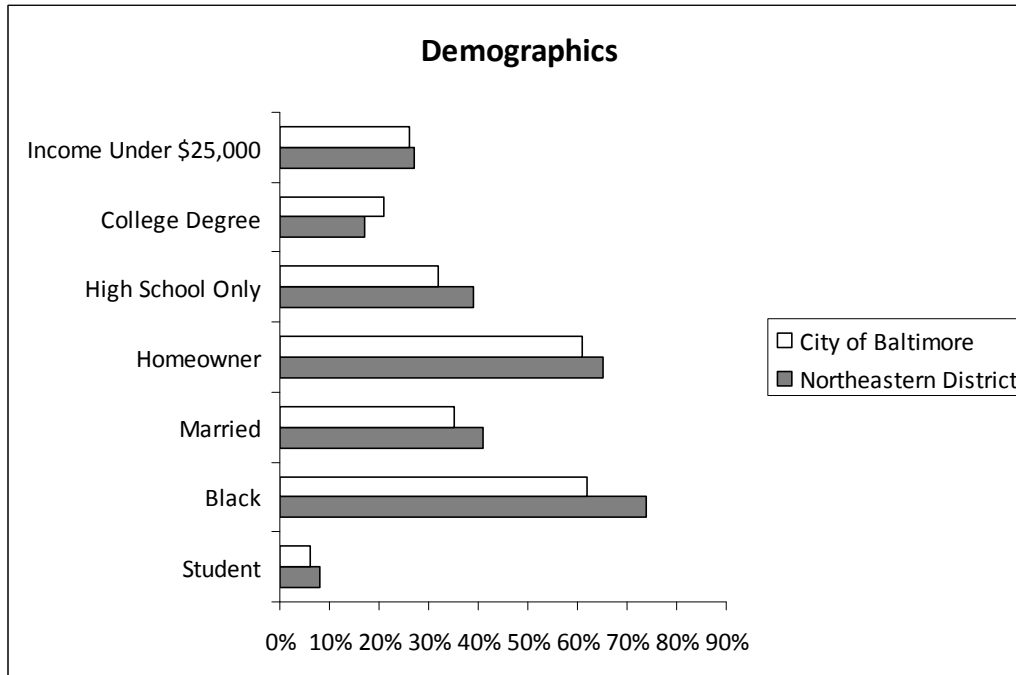


Chart 1: Demographics

### Demographics

The chart above shows major differences in select demographic categories between the Northeast District and the city as a whole. Northeast Baltimore residents are more likely to be a high school graduate, to own a home, to be married, and to identify as Black.

### Northeastern District

The Northeastern District stretches from the Pulaski Industrial Area in the southeast to the Hamilton Hills neighborhood in the northwest corner of the district. This district includes the neighborhoods of Frankford, Lauraville, Waltherson, Cedmont and Overlea. The District also contains a substantial amount of green space, including Herring Run Park, Mount Pleasant Park, and Clifton Park.

### Key Findings:

Demographics characteristics of Northeastern district residents:

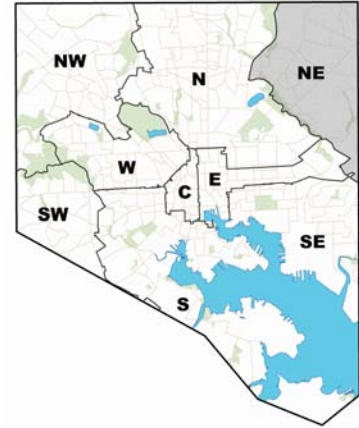
- 74% Black
- 10% with a graduate degree
- 65% homeowners
- 27% with income under \$25,000

Northeastern district residents were:

- Slightly more likely to be satisfied with City services
- Less likely to leave Baltimore
- More likely to rate neighborhood cleanliness as good or excellent
- More likely to rate neighborhood related services such as street maintenance and sidewalk maintenance as good or excellent
- More likely to rate police services as good or excellent
- More likely to rate violent crime, illegal drug use, and drivers disobeying traffic laws as serious or very serious problems

2012 Citizen Survey Results

In the 2012 Citizen Survey, Northeastern district residents were slightly more likely to be satisfied or very satisfied with City services. They were also more likely to recommend living their neighborhood to a friend and less likely to plan on leaving Baltimore in the next one to three years. Sixty-six percent (66%) of respondents from the Northeastern district said that they were either not likely or not at all likely to leave Baltimore, compared to 60% for the entire sample.



For cleanliness-related issues, Northeastern district residents were more likely to rate neighborhood cleanliness as excellent or good. The percentage of Northeastern respondents that have rated their neighborhood’s cleanliness as good or excellent has increased steadily over the past three years starting at 60% in 2010 and rising to 62% in 2011 and 66% in 2012. Northeastern district residents were also more likely to rate most services related to a cleaner and more sustainable Baltimore, such as trash removal services, curbside recycling, and rat removal services as excellent or good. However, Northeastern District residents were less likely to give the same positive ratings to water and sewer and snow removal services. For neighborhood-related services, Northeastern district residents were more likely to rate street maintenance and sidewalk maintenance as excellent or good.

For safety-related issues, Northeastern district residents gave higher ratings for police protection and were more likely to rate neighborhood safety in the daytime and nighttime as excellent or good. The percentage of Northeastern residents rating of police protection as good or excellent have now risen three years in a row, from 39% in 2010, to 43% in 2011 and increasing significantly in 2012 to 51%. Conversely, Northeastern district residents were also more likely to rate violent crime, illegal drug use, and drivers disobeying traffic laws as a serious or very serious problem.

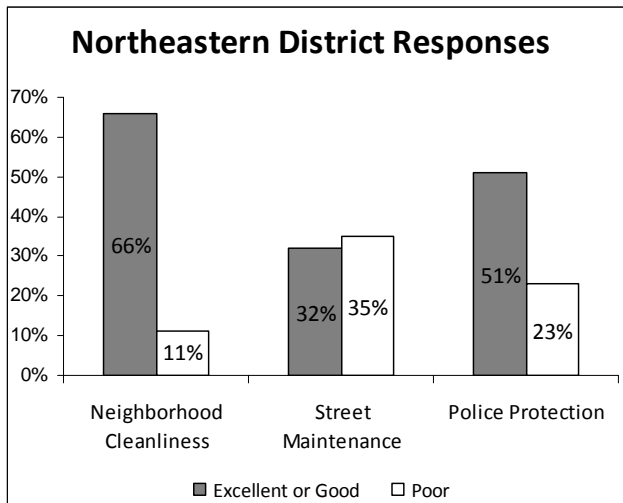


Chart 2: Northeastern District Responses on Cleanliness, Street Maintenance and Police Protection

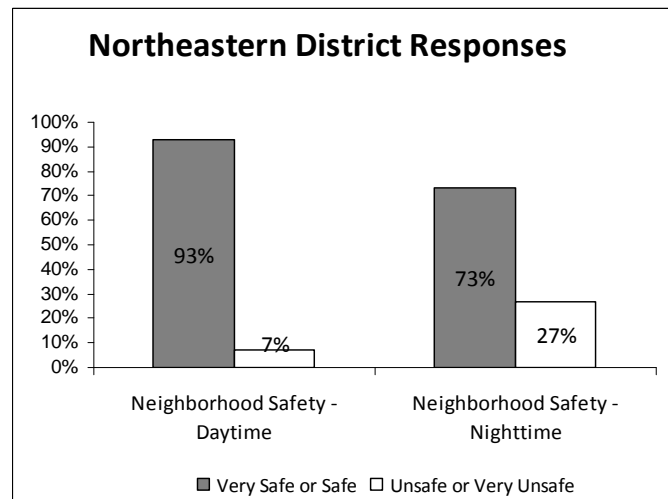


Chart 3: Northeastern District Responses on Safety