



# 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 lived in the **Northwestern District**.

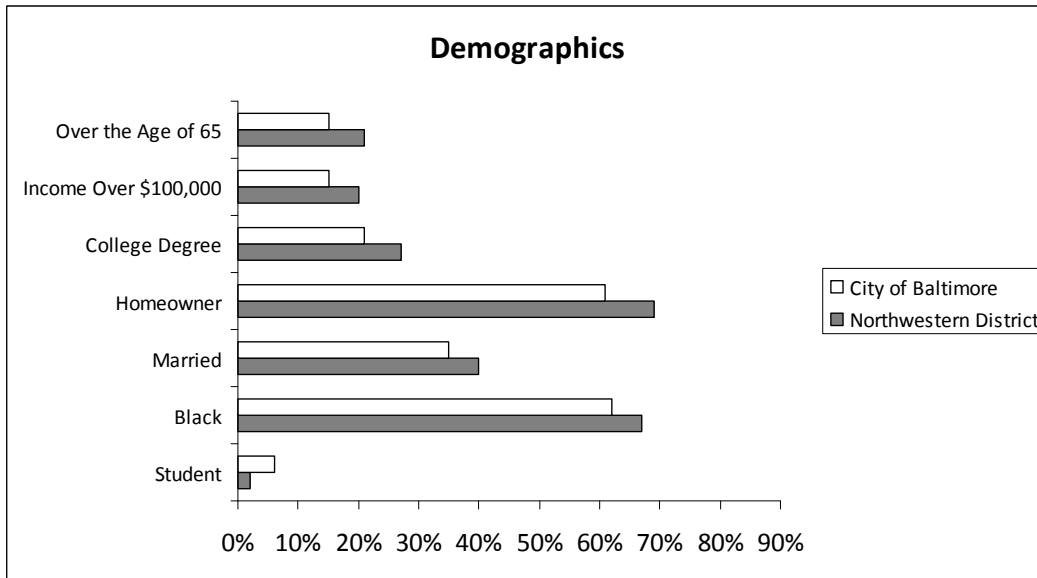


Chart 1: Demographics

### Demographics

The Northwestern District of Baltimore differed from the population as a whole in select categories. The chart above shows how Northwestern Baltimore residents were more likely to have an annual income of over \$100,000, and own their home. Additionally, Northwester residents were more likely to be elderly, black and married.

### Northwestern District

The Northwestern District’s southern border falls along Franklinton Road, with the neighborhoods of Hanlon-Longwood, Garwyn Oaks, Windsor Hills, West Forest Park, and Purnell just on the border. The eastern border is along Interstate-83 and Falls Road, with Park circle, Greenspring, Parklane, Cylburn, and Levindale along the border. At its northeastern corner, the District also contains the Mount Washington neighborhood.

Some of the District’s major neighborhoods and areas are Cheswolde, Glen, Central Park Heights, Howard Park, the Forest Park Golf Course, and the Seton Business Park.

### Key Findings:

Demographics characteristics of Northwestern district residents:

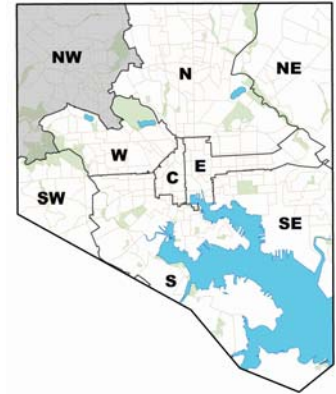
- 20% with income over \$100,000
- 21% over the age of 65
- 27% with a graduate degree
- 69% were homeowners
- 40% were married
- 67% were Black

Northwestern district residents were:

- More likely to be satisfied with City services
- Less likely to plan to leave Baltimore
- More likely to rate neighborhood cleanliness as excellent or good
- More likely to rate neighborhood-related services as good or excellent.
- Less likely to rate police protection and safety as excellent or good
- Less likely to rate violent and property crimes as serious or very serious problems

2012 Citizen Survey Results

In the 2012 Citizen Survey, Northwestern district residents were more likely to be satisfied or very satisfied with City services and were less likely to plan on leaving Baltimore in the next one to three years than the entire sample. The percentage of Northwestern residents rating city services decreased in 2012 (49%) from its 2011 level (52%) but remained above its 2010 percentage (40%). Northwestern residents were also slightly less likely to recommend living in their neighborhood to a friend.



For cleanliness-related issues, Northwestern residents were more likely to rate neighborhood cleanliness as excellent or good. However, for the second year in a row, Northwestern resident’s positive ratings of neighborhood cleanliness dropped from 80% in 2010 to 74% in 2011 to its current level, 68%, in 2012. For services related to a cleaner and more sustainable Baltimore, Northwestern district residents were more likely to rate trash removal and curbside recycling, but were less likely to rate water and sewer services as excellent or good.

Northwestern residents were more likely to rate neighborhood-related services as excellent or good, including street maintenance, sidewalk maintenance, housing code enforcement and snow removal. Residents rated tree planting and maintenance as good or excellent at the same rate as the citywide sample.

The Northwestern district respondents gave slightly lower ratings to police protection and slightly higher ratings to neighborhood safety. Northwestern district residents were slightly likely to rate police protection as excellent or good, but the district’s 2012 positive ratings of the service (45%) have fallen significantly from its 2011 (56%) and 2010 (51%) levels. Conversely, residents were more likely to rate neighborhood safety in the daytime and nighttime as very safe or safe than the city as a whole. Northwestern district residents were also less likely to rate violent crime, property crime, and illegal drug use as serious or very serious problems, but more likely to rate drivers disobeying traffic laws as a serious or very serious problem.

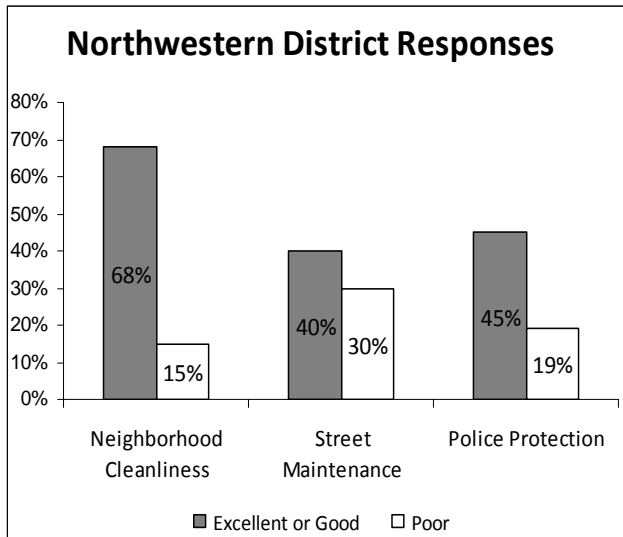


Chart 2: Northwestern District Responses on Cleanliness, Street Maintenance, and Police Protection

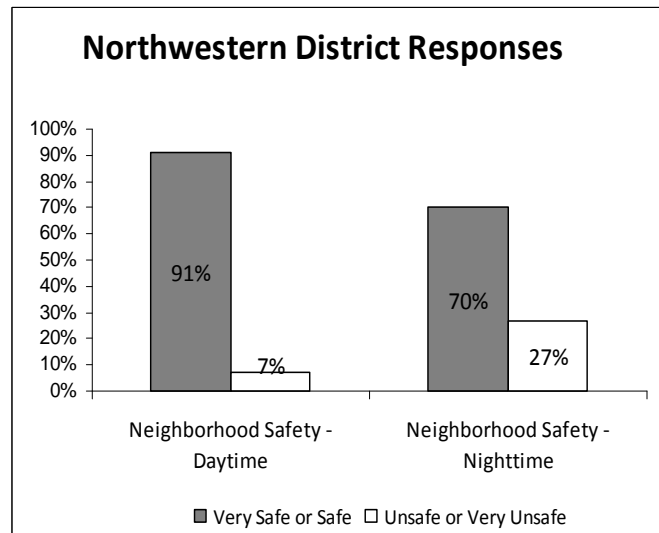


Chart 3: Northwestern District Responses on Safety