



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 **Southern District**.

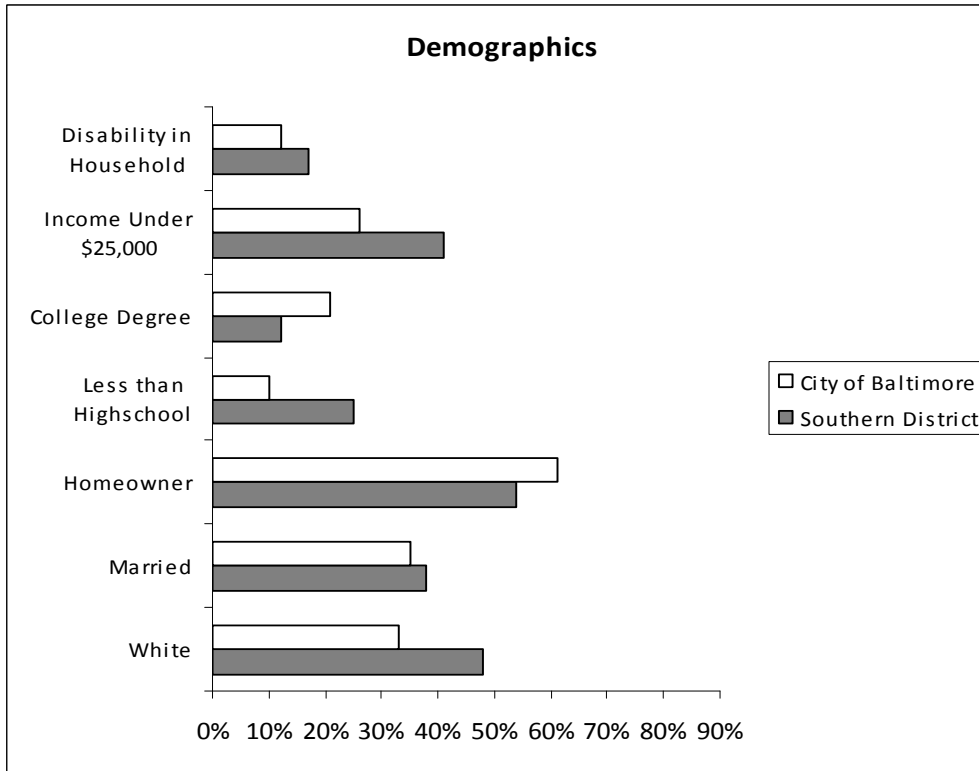


Chart 1: Demographics

Demographics

The Southern District of Baltimore differed from the population as a whole in terms of income, education racial makeup, and homeownership. As shown by the chart above, Southern Baltimore residents were less likely to be homeowners and more likely to have an annual income of under \$25,000, identify as White, and to have achieved less than a high school degree.

Southern District

The Southern District has its northern border along Edmonson Ave and West Franklin Street. Its western border is made up of the Pratt Monroe, Morrell Park, Cherry Hill, and Lakeland neighborhoods. The District also contains Locust Point, Federal Hill, Riverside, Otterbein, Brooklyn, Curtis Bay, and Fairfield Area. The district also contains Camden Yards, M&T Bank stadium and Fort McHenry.

Key Findings:

Demographics characteristics of Southern district residents:

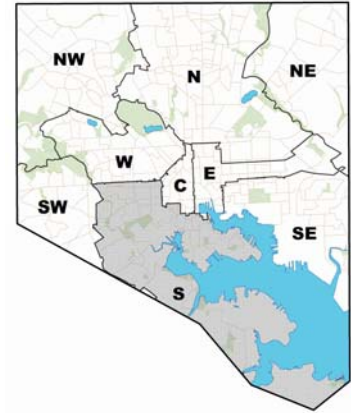
- 17% in a disability household
- 41% with income under \$25,000
- 25% with less than a high school degree
- 54% were homeowners
- 38% were married
- 48% were White

Southern district residents were:

- Less likely to be satisfied with City services
- More likely to plan to leave Baltimore
- Less likely to rate neighborhood cleanliness as excellent or good
- Less likely to rate services related to a cleaner and more sustainable Baltimore as excellent or good
- Less likely to rate street maintenance and sidewalk maintenance as good or excellent
- Less likely to rate police protection and safety as excellent or good

2012 Citizen Survey Results

In the 2012 Citizen Survey, Southern district residents were less likely to be satisfied or very satisfied with City services, were more likely to plan on leaving Baltimore in the next one to three years, and were less likely to recommend living in their neighborhood to a friend than the citywide sample.



For cleanliness-related issues, Southern district residents were less likely to rate neighborhood cleanliness as excellent or good. The percentage of respondents who thought neighborhood cleanliness was excellent or good has fallen steadily in the past three years from 43% in 2010 to 41% in 2011 to 38% in 2012. Southern district residents were also less likely to rate services related to a cleaner and more sustainable Baltimore, including water and sewer services, trash removal services, and curbside recycling as excellent or good. Only rat removal services received positive ratings at the same level of the citywide sample.

For neighborhood related services, Southern Baltimore residents were also less likely to be satisfied with street maintenance and sidewalk maintenance. However, their ratings of other neighborhood-related services, including tree planting and maintenance and housing code enforcement, followed closely the ratings by the entire sample. Southern residents were more likely to rate snow removal as good or excellent, making it the only city service to receive higher ratings from Southern district respondents than the citywide sample.

For safety-related issues, Southern district residents were less likely to rate police protection as excellent or good than the entire sample. Positive ratings of police protection dropped for the second year in a row, falling sharply from 56% in 2010 to 42% in 2011 to its lowest point at 38% in 2012. Southern district residents were also less likely to rate neighborhood safety in the daytime and nighttime as very safe or safe. Their ratings for property crime and illegal drug use as very serious or serious problems were significantly higher than the citywide sample. Conversely, Western residents were less likely to rate violent crime and drivers disobeying traffic laws as very serious or serious problems.

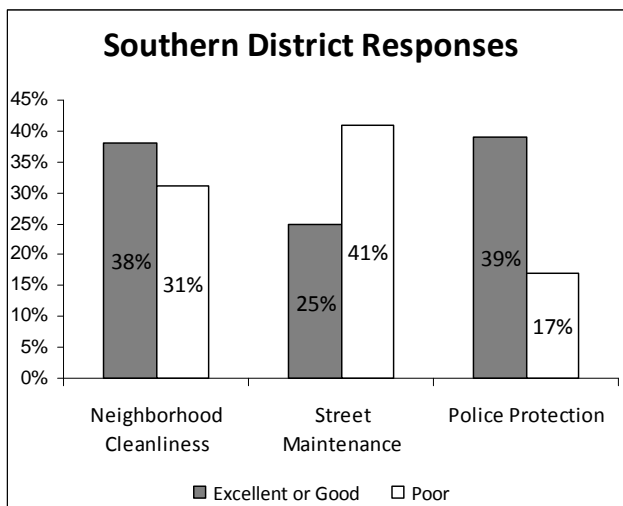


Chart 2: Southern District Responses on Cleanliness Street Maintenance, and Police Protection

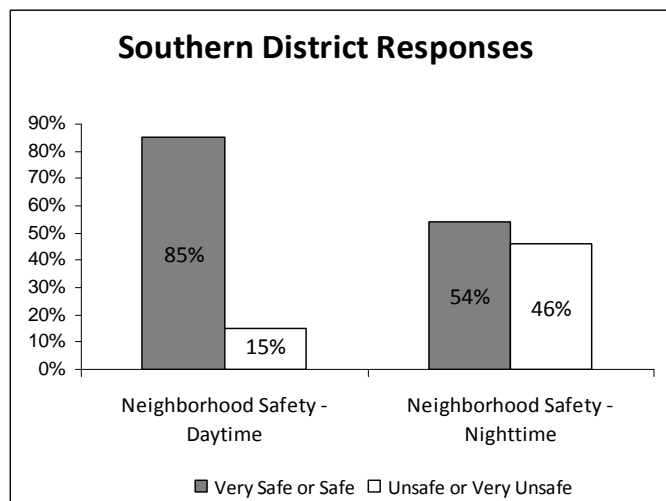


Chart 3: Southern District Responses on Safety