



# 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 **Central District**.

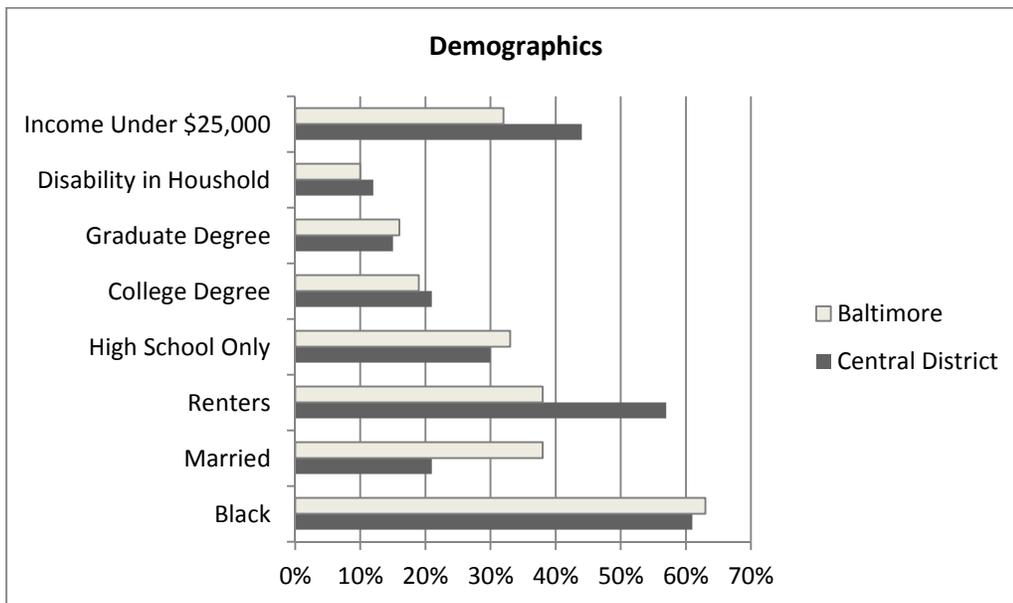


Chart 1: Demographics

### Demographics

The Central Planning District of Baltimore differed from the population as a whole in terms of income, marital status, and homeownership. The chart above shows major differences in select categories, showing how Central Baltimore residents were more likely to have an annual income of under \$25,000, to rent a home, and less likely to be married.

### Central District

The Central District is comprised of Downtown Baltimore, the Inner Harbor, Mount Vernon, and Lexington Market. Some of Baltimore's most well known buildings are located in the Central District, including the Hippodrome Theatre, the Alex Brown Building, the Baltimore Convention Center, and Baltimore's City Hall. The Central District stretches from Key Highway in the south to 20<sup>th</sup> Street in the northeastern corner and Druid Park Lake Drive in its northwest corner. Its western border runs along North Avenue, Fremont Avenue, and Pratt Street.

### Key Findings:

Demographics characteristics of Central district residents:

- 44% with income under \$25,000
- 12% in a disability household
- 15% with a graduate degree
- 57% were renters
- 21% were married
- 61% were Black

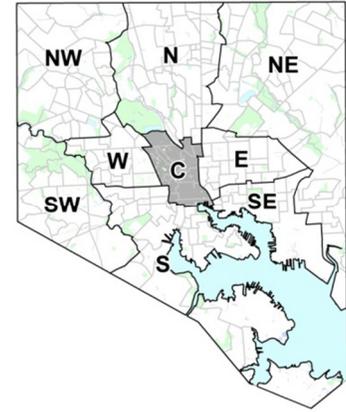
Central district residents were:

- 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
- Less likely to rate services related to a cleaner and more sustainable Baltimore as excellent or good
- More likely to rate police protection as excellent or good
- Less likely to rate violent crime and illegal drug use as a serious or very serious problem

2011 Citizen Survey Results

In the 2011 Citizen Survey, Central 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.

For cleanliness-related issues, Central district residents were more likely to rate neighborhood cleanliness as excellent or good. The percentage of respondents who thought neighborhood cleanliness was excellent or good improved significantly (from 45% to 69%) compared to the 2010 Citizen Survey. Central district residents were also more likely to rate neighborhood-related services including street and sidewalk maintenance and housing code enforcement as excellent or good.



On the other hand, they were less likely to rate services related to a cleaner and more sustainable Baltimore such as water and sewer services, trash removal services, and curbside recycling as excellent or good.

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

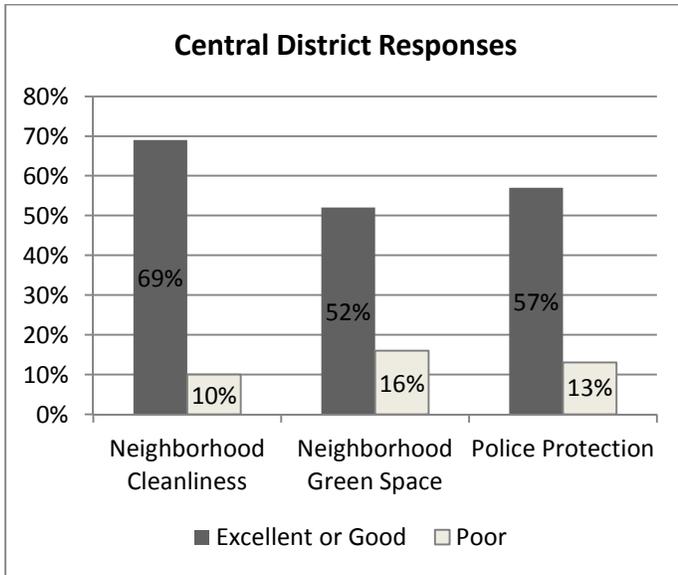


Chart 2: Central District Responses on Cleanliness and Police Protection

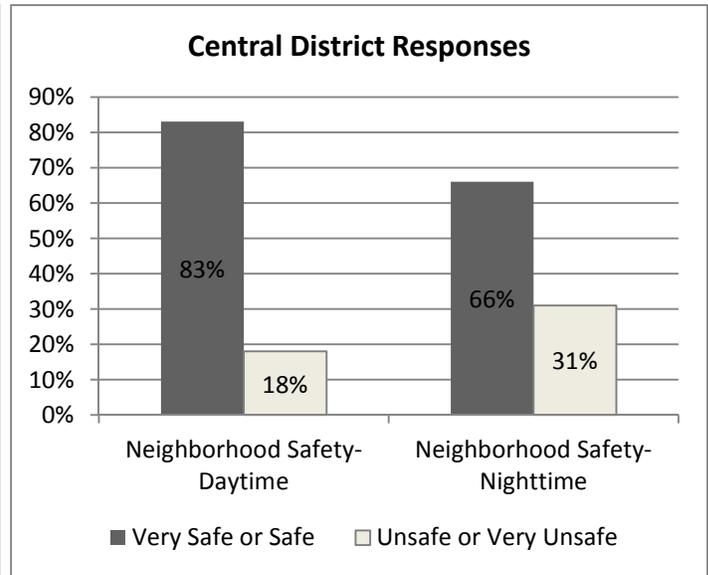


Chart 3: Central District Responses on Safety