



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 **Northwestern District**.

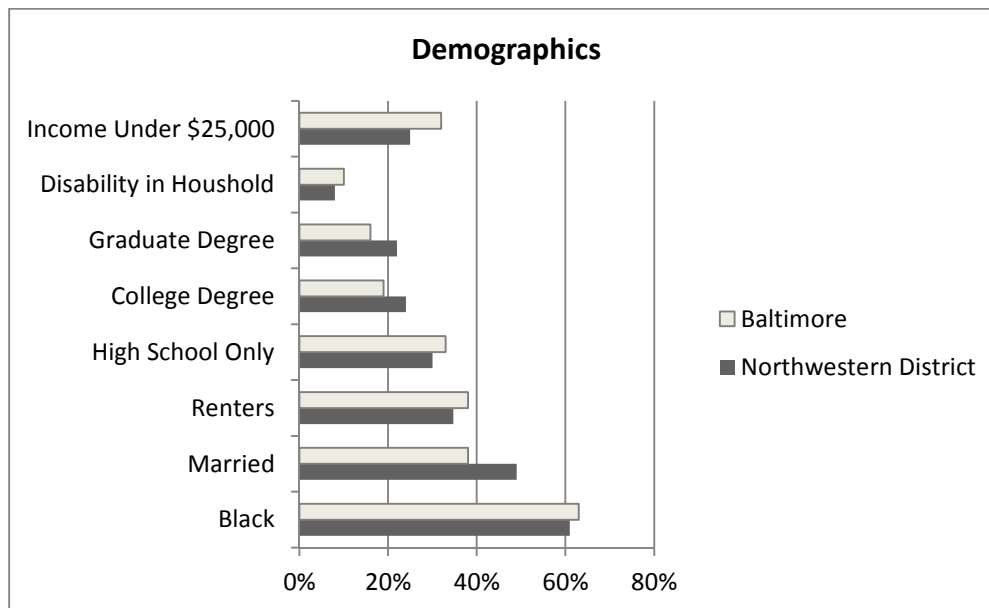


Chart 1: Demographics

Demographics

The Northwestern Planning District of Baltimore differed from the population as a whole in select categories. The chart above shows how Northwestern Baltimore residents were less likely to have an annual income of under \$25,000, more likely to have higher education, and more likely to be married.

Northwestern District

The Northwestern District’s southern border falls along Gwynns Falls 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 Greenspring Avenue, with Park circle, Greenspring, Parklane, Cyburn, 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:

- 25% with income under \$25,000
- 8% in a disability household
- 22% with a graduate degree
- 34% were renters
- 49% were married
- 62% were Black

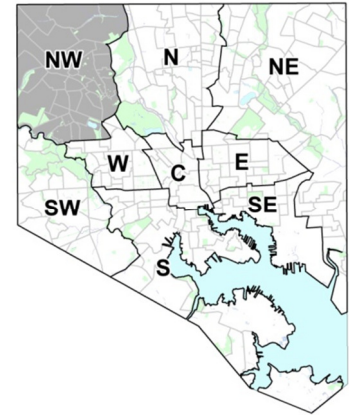
Northwestern district residents were:

- More likely to be satisfied with City services
- Less likely to plan to leave Baltimore
- More likely to rate neighborhood cleanliness and amount of green space as excellent or good
- More likely to rate police protection and safety as excellent or good
- Less likely to rate drivers disobeying traffic laws as a serious or very serious problem

2011 Citizen Survey Results

In the 2011 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.

For cleanliness-related issues, Northwestern district residents were more likely to rate neighborhood cleanliness and amount of green space as excellent or good. For services related to a cleaner and more sustainable Baltimore, Northwestern district residents were more likely to rate water and sewer services, curbside recycling, and rat removal as excellent or good, but were less likely to rate trash removal services as excellent or good.



For neighborhood-related services, Northwestern district residents were more likely to rate street and sidewalk maintenance and housing code enforcement as excellent or good, but were more likely to give snow removal lower ratings.

The Northwestern district was one of the districts that gave higher ratings to police protection and neighborhood safety. Northwestern district residents were more likely to rate police protection as excellent or good and were more likely to rate neighborhood safety in the daytime and nighttime as very safe or safe. Northwestern district residents' ratings for violent crime, property crime, and illegal drug use followed closely the ratings by the entire sample, but were less likely to rate drivers disobeying traffic laws as a serious or very serious problem.

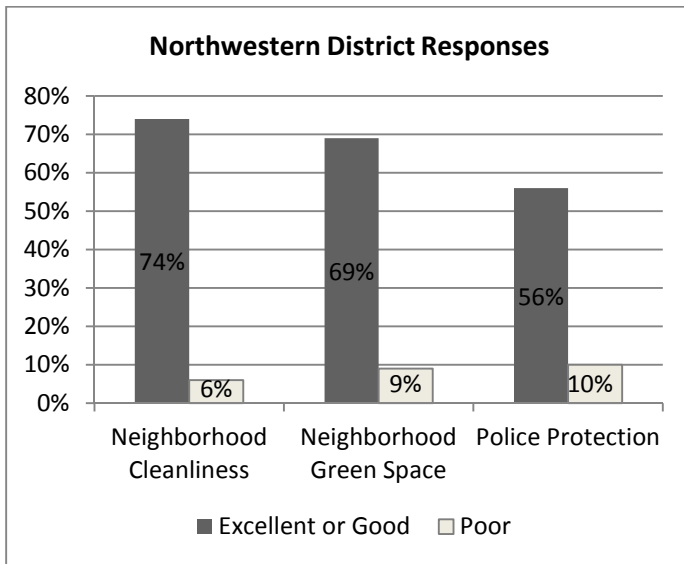


Chart 2: Northwestern District Responses on Cleanliness and Police Protection

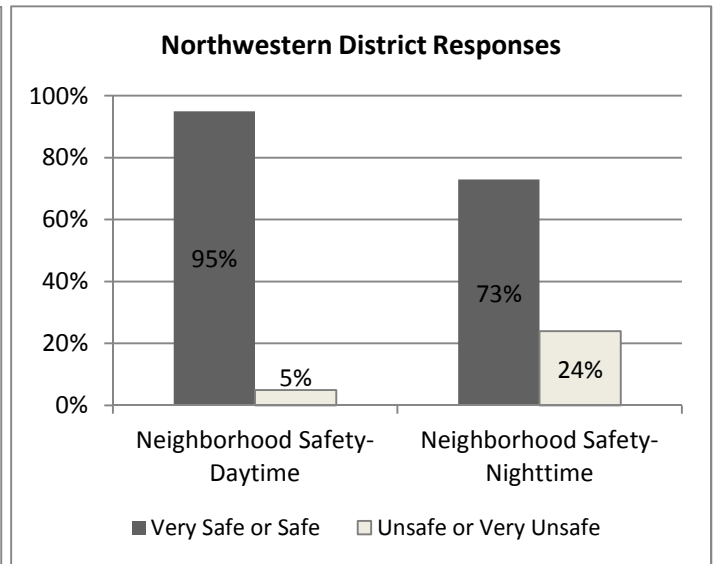


Chart 3: Northwestern District Responses on Safety