



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 **Southwestern District**.

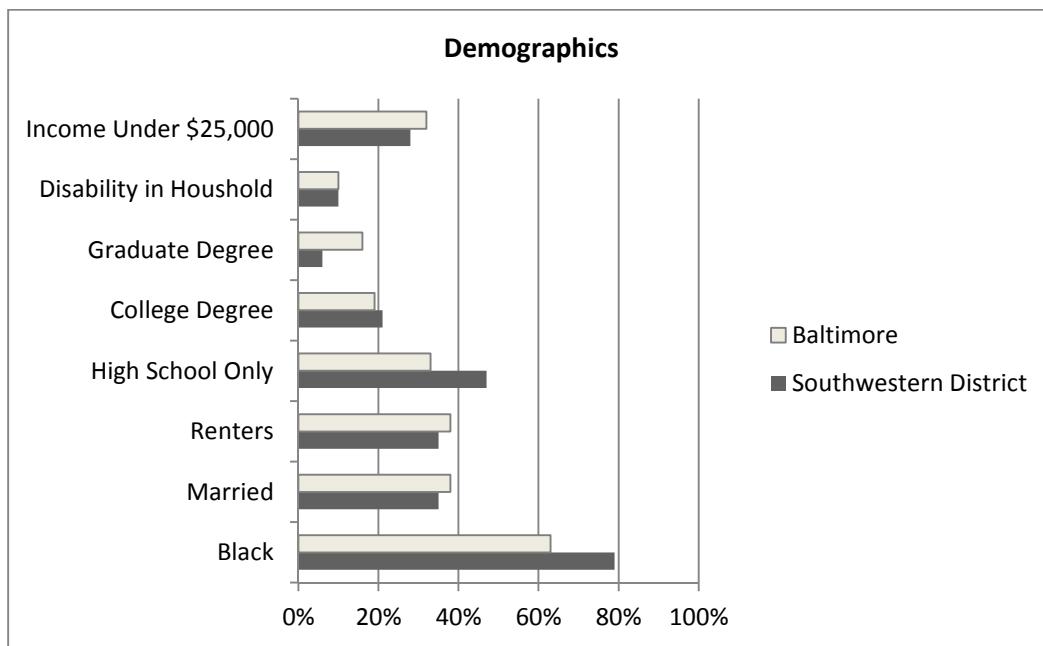


Chart 1: Demographics

Demographics

The Southwestern Planning District of Baltimore differed from the population as a whole in terms of income, racial makeup, and education level. The chart above shows major differences in select categories, showing how Southwestern Baltimore residents were less likely to have an annual income of under \$25,000, to have a graduate degree, and more likely to identify as Black.

Southwestern District

The Southwestern District runs from Dickeyville and Wakefield in its northwest-most corner, with its eastern border made up of Gwynns Falls/Leakin Park, Carroll-South Hilton, Gwynns Falls, and Morrell Park. The major geographic landmarks in the District are Gwynns Falls/Leakin Park along its eastern border, and I-95 running through its southeastern tip.

Key Findings:

Demographics characteristics of Southwestern district residents:

- 28% with income under \$25,000
- 10% in a disability household
- 6% with a graduate degree
- 35% were renters
- 35% were married
- 79% were Black

Southwestern 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 police protection as excellent or good
- More likely to rate safety as excellent or good
- More likely to rate violent crime as a serious or very serious problem

2011 Citizen Survey Results

In the 2011 Citizen Survey, Southwestern district residents were less likely to be satisfied or very satisfied with City services and were more likely to plan on leaving Baltimore in the next one to three years than the entire sample

For cleanliness-related issues, Southwestern district residents were less likely to rate neighborhood cleanliness and amount of green space as excellent or good. The ratings improved compared to the 2010 Citizen Survey, with a 10% decrease in the percentage of those who thought neighborhood cleanliness was poor. Southwestern 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, curbside recycling, and rat removal services, as excellent or good.

For neighborhood-related services, Southwestern Baltimore residents were less likely to rate snow removal services and street and sidewalk maintenance as excellent or good, but were more likely to give housing code enforcement higher ratings than the entire sample.

While Southwestern district residents were less likely to rate police protection as excellent or good, they were more likely to rate neighborhood safety in the daytime and nighttime as very safe or safe. Southwestern district residents were also less likely to rate property crime, illegal drug use, and drivers disobeying traffic laws as very serious or serious but were more likely to rate violent crime as a very serious or serious problem.

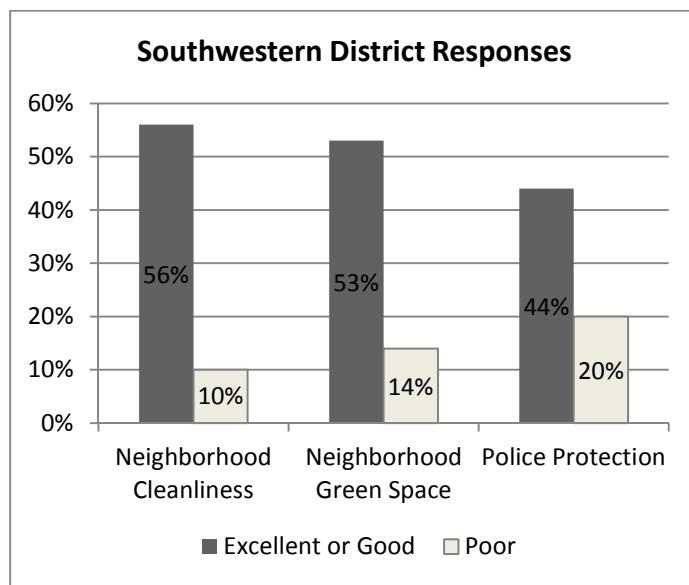


Chart 2: Southwestern District Responses on Cleanliness and Police Protection

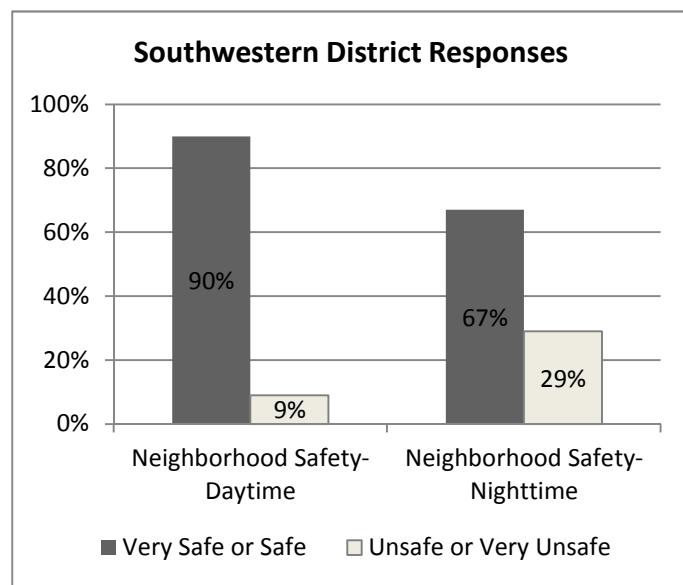


Chart 3: Southwestern District Responses on Safety