



What You Told Us

The City of Baltimore conducts an annual, statistically-significant community survey to understand the priorities of its residents and measure the quality of services provided. This report highlights the 2015 survey results.

802

Baltimore residents were surveyed via telephone across the City's nine planning districts.

Priority Outcomes

City services fall under one of seven Priority Outcomes. Below, the outcomes are ranked by order of resident importance.



Better Schools

Baltimore residents see K-12 education as one of the most important services the City provides (83%), but only 25% of residents are satisfied with it.



Safer Streets

Across all City services, fire protection is the most important to residents.



A Growing Economy

Resident satisfaction with arts and culture activities (51%) is good, but only fair to poor for recreation (36%) and job opportunities (16%).



A Healthier City

Panhandling in the City is seen as getting better or about the same by half of residents. Significantly fewer feel this way about illegal drug use and homelessness.



Stronger Neighborhoods

Parks, rat control and street maintenance are rated as most important to residents; 52% are satisfied with parks and 21% of residents are satisfied with rat control and street maintenance.



Innovative Government

Baltimore's 311 Request System is important to 67% and half (51%) are satisfied with it.



A Cleaner City

Trash removal (84%) and water/sewer services (81%) are most important to City residents and less than half are satisfied with each service.

Top Performing City Services

Residents are most satisfied with the performance of these City services.

68%



Fire Protection

66%



Libraries

61%



EMS/Ambulance

52%



Recycling

52%



Parks

51%



311 Request System

44%

Residents are very or somewhat satisfied with City services overall.

Top Three Resident Priorities

Residents named three areas they see as the most crucial to improve life in Baltimore.

25%



Crime Reduction

14%



Employment Opportunities

11%



K-12 Education

Quality of Life

Residents were asked to rate their satisfaction with the following aspects of City life.



**Neighborhood
Day Safety**

86%



**Neighborhood
Night Safety**

63%



**Recreational
Activities**

51%



**Neighborhood
Cleanliness**

49%

32

Average number of years residents have called Baltimore home.



42% of residents choose Baltimore as home to be closer to family/friends



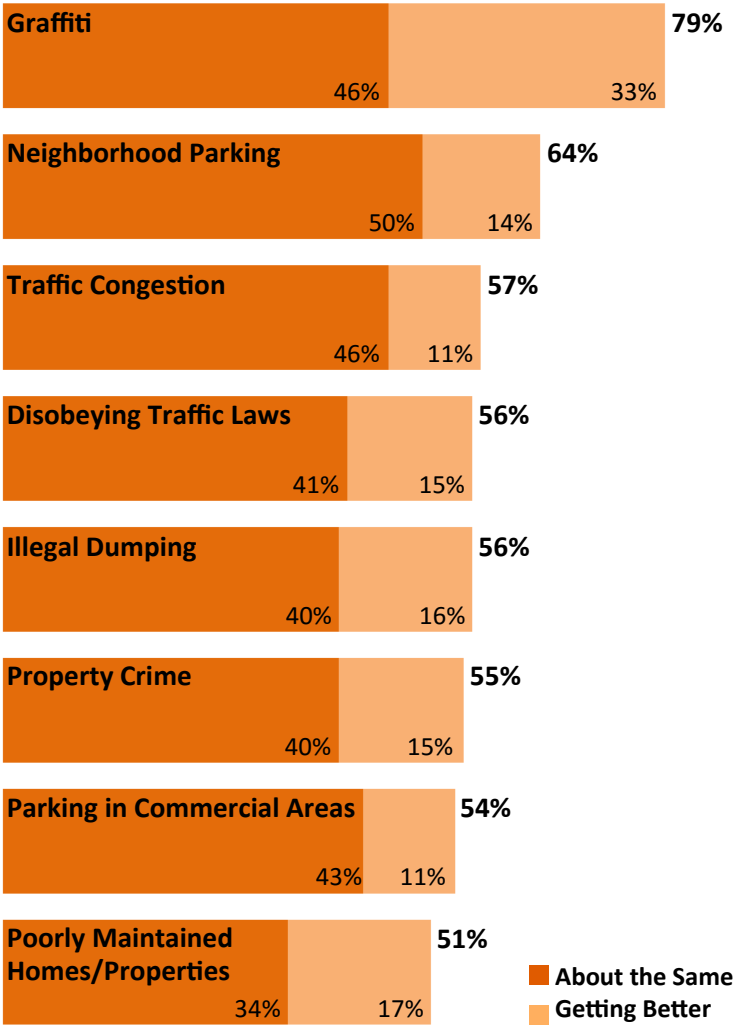
52% of residents would recommend living in Baltimore to friends




64% of residents would recommend their specific neighborhood to friends


Areas of Improvement


Residents report seeing improvement in these services over the last year.



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The full community survey report can be found online at: budget.baltimorecity.gov



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This year's survey was conducted by The Melior Group, a woman-owned community survey research firm.