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.

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.

1. 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.

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

3. 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%).

4. 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.

5. 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.

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

7. 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.

- Fire Protection: 68%
- Libraries: 66%
- EMS/Ambulance: 61%
- Recycling: 52%
- Parks: 52%
- 311 Request System: 51%

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.

- Crime Reduction: 25%
- Employment Opportunities: 14%
- K-12 Education: 11%
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

32 Average number of years residents have called Baltimore home.

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%
Areas of Improvement
Residents report seeing improvement in these services over the last year.

<table>
<thead>
<tr>
<th>Service</th>
<th>Getting Better</th>
<th>About the Same</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graffiti</td>
<td>79%</td>
<td>33%</td>
</tr>
<tr>
<td>Neighborhood Parking</td>
<td>64%</td>
<td>14%</td>
</tr>
<tr>
<td>Traffic Congestion</td>
<td>57%</td>
<td>11%</td>
</tr>
<tr>
<td>Disobeying Traffic Laws</td>
<td>56%</td>
<td>15%</td>
</tr>
<tr>
<td>Illegal Dumping</td>
<td>56%</td>
<td>16%</td>
</tr>
<tr>
<td>Property Crime</td>
<td>55%</td>
<td>15%</td>
</tr>
<tr>
<td>Parking in Commercial Areas</td>
<td>54%</td>
<td>11%</td>
</tr>
<tr>
<td>Poorly Maintained Homes/Properties</td>
<td>51%</td>
<td>17%</td>
</tr>
</tbody>
</table>

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

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