



# Baltimore in Depth

## A Closer Look at the 2012 Baltimore Citizen Survey Results

City of Baltimore/Department of Finance/Bureau of the Budget and Management Research



The 2011 Citizen Survey asked 1,761 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 **Northern District**.

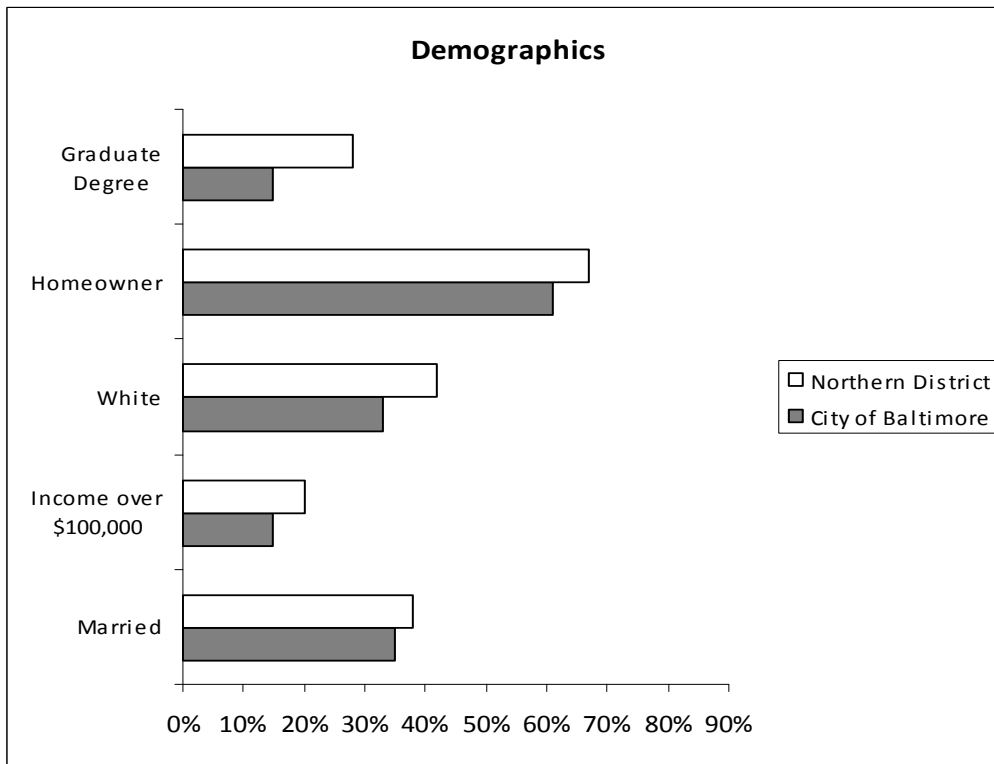


Chart 1: Demographics

### Demographics

The Northern District of Baltimore differed from the population as a whole in terms of racial makeup, income level, education level, and homeownership. The chart above shows major differences in select categories, showing how North Baltimore residents were more likely to have a graduate degree, to own a home, to be married and to identify as White.

### Northern District

The Northern District encompasses the corridors up Perring Parkway, Parkside Avenue, Greenmount Avenue, North Charles Street, and Falls Road. Druid Hill Park is in the district’s southwest corner, while the southeast corner is made up of the Belair-Edison, Barclay and Better Waverly neighborhoods and Charles Village.

The district contains the Johns Hopkins University Homewood Campus between Hampden and Charles Village. It also contains Roland Park and North Roland Park.

2012 Baltimore Citizen Survey Results on the *Northern District*

### **Key Findings:**

Demographics characteristics of Northern district residents:

- 42% White
- 38% married
- 28% with a graduate degree
- 67% homeowners
- 20% Income over \$100,000

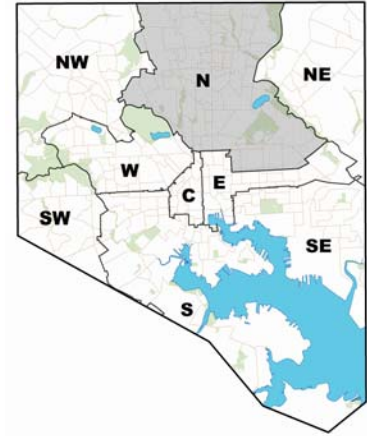
Northern district residents were:

- Less likely to be unsatisfied with City services
- More likely to rate neighborhood cleanliness as excellent or good
- More likely to rate trash removal services and curbside recycling as excellent or good
- More likely to rate police protection and neighborhood safety in the daytime as excellent or good
- More likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as a serious or very serious problem

2012 Citizen Survey Results

In the 2012 Citizen Survey, Northern district residents were more likely to be satisfied or very satisfied with City services. They were also less likely to leave Baltimore in the next one to three years than the citywide sample and more likely to recommend their neighborhood to a friend.

For cleanliness-related issues, Northern district residents were more likely to rate neighborhood cleanliness as excellent or good. However, the percentage of respondents who thought neighborhood cleanliness was excellent or good has varied significantly over the past three years starting at 61% in 2010, expanding to 80% in 2011 and then decreasing to 73% in 2012. Northern district residents were also more likely to rate most cleanliness-related services as good or excellent, including trash removal services, curbside recycling, water and sewer services, and rat removal services. Only snow removal services received lower ratings than the citywide sample.



Northern district residents were less likely to give positive ratings to neighborhood-related services. Both street maintenance and sidewalk maintenance received lower ratings of good or excellent from Northern respondents than the citywide sample. When asked about their perception of illegal dumping and graffiti, Northern district residents were more likely to rate illegal dumping and homelessness as serious or very serious problems but less likely to rate graffiti as a serious or very serious problem. For safety-related issues, Northern district residents were more likely to rate police protection, neighborhood safety in the daytime, and neighborhood safety in the nighttime as excellent or good. The satisfaction ratings of police protection in the northern district have increased steadily over the past three years rising from 47% in 2010 to 49% in 2011 to its current level of 51% in 2012. At the same time, Northern district residents were more likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as a serious or very serious problem.

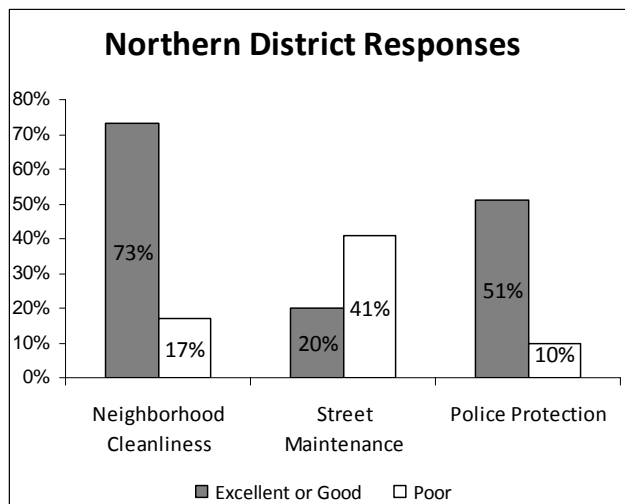


Chart 2: Northern District Responses on Cleanliness, Street Maintenance, and Police Protection

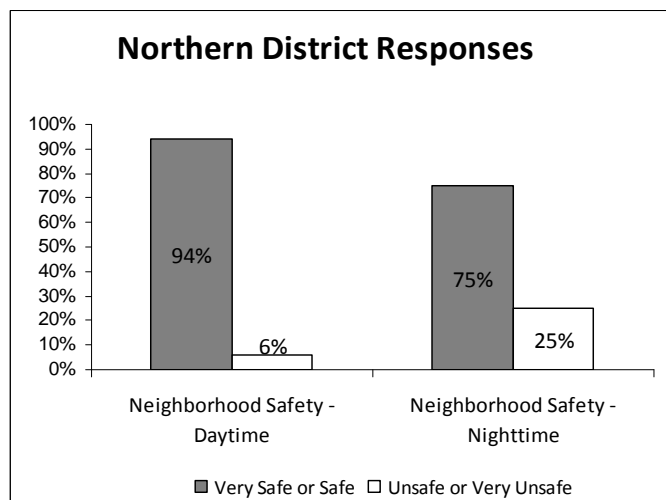


Chart 3: Northern District Responses on Safety