



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 2012 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 **Southeastern District**.

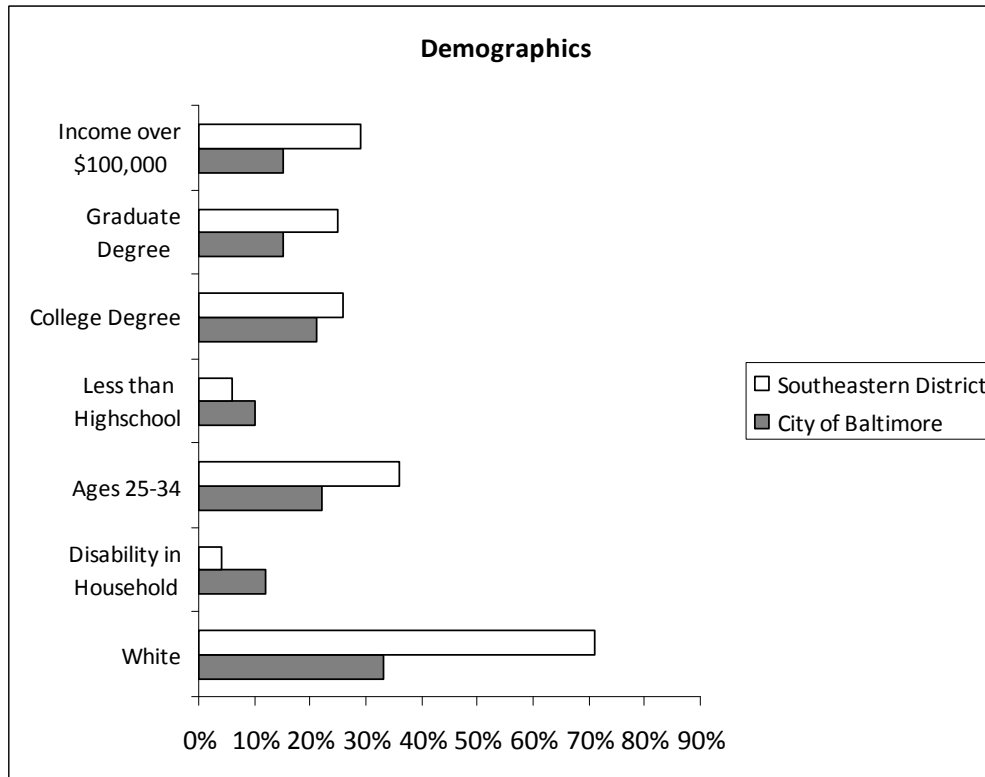


Chart 1: Demographics

Demographics

The Southeastern 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 Southeastern Baltimore residents were more likely to have an annual income of over \$100,000, to have a college or graduate degree, be between the ages of 25 and 34, and identify as White.

Southeastern District

The Southeastern Planning District stretches from Little Italy and Fells Point in the west, to Canton and the Canton Industrial Area in the east. The district includes Washington Hill, Butcher’s Hill, Patterson Park and its surrounding neighborhoods, Brewer’s Hill, Baltimore Highlands, and Kresson.

Key Findings:

Demographics characteristics of Southeastern district residents:

- 25% with income over \$100,000
- 17% in a disability household
- 18% with a graduate degree
- 36% were renters
- 34% were married
- 29% were Black

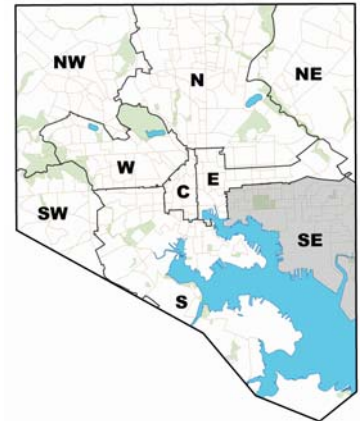
Southeastern district residents were:

- More likely to be satisfied with City services
- Less likely to plan to leave Baltimore
- Less likely to rate neighborhood cleanliness as excellent or good
- More likely to rate trash removal services as good or excellent
- More likely to rate police protection and safety as excellent or good
- Less likely to rate violent 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, Southeastern district residents were more likely to be satisfied or very satisfied with City services and recommend living in their neighborhood to a friend, and were less likely to plan on leaving Baltimore in the next one to three years than the entire sample.

For cleanliness-related issues, Southeastern district residents were less likely to rate neighborhood cleanliness as excellent or good but more likely to rate most city services related to a cleaner more sustainable Baltimore as excellent or good. Southeastern district residents were also more likely to rate water and sewer services, trash removal services, and curbside recycling, as excellent or good. Southeastern district respondents rated rat removal as good or excellent at about the same percentage as the citywide sample.



For neighborhood-related services, Southeastern Baltimore residents were less likely to rate street maintenance and housing code enforcement as excellent or good, but gave snow removal services higher ratings than the entire sample. Sidewalk maintenance was given positive ratings at the same rate of the citywide sample.

For safety-related issues, Southeastern district residents were more likely to rate police protection as excellent or good. The percentage of those who thought police protection was excellent or good dropped between 2010 and 2011 from 59% to 51% before rebounding back to 60% in 2012. At its current level, Southeastern district ratings of police protection are higher than any other district. Southeastern district residents were also more likely to rate neighborhood safety in the daytime and nighttime as very safe or safe, and were also less likely to rate violent crime, illegal drug use, and drivers disobeying traffic laws as a very serious or serious problem. Southeastern district respondents were the least likely to rate violent crime as a very serious or serious problem. Property crime, on the other hand, was more likely to be rated as a serious or very serious problem by southeastern residents.

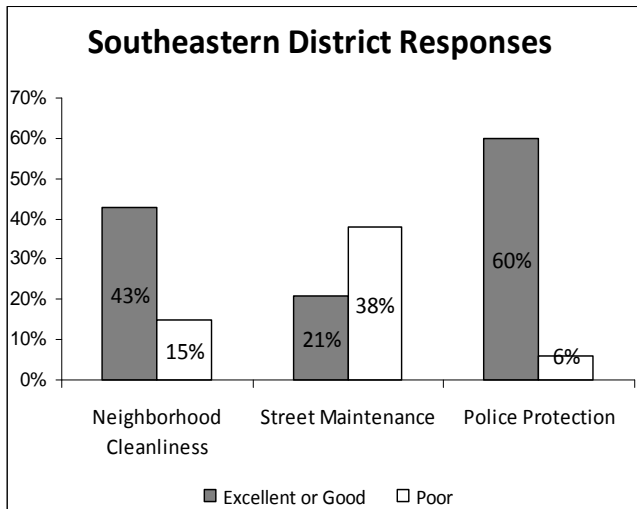


Chart 2: Southeastern District Responses on Cleanliness, Street Maintenance, and Police Protection

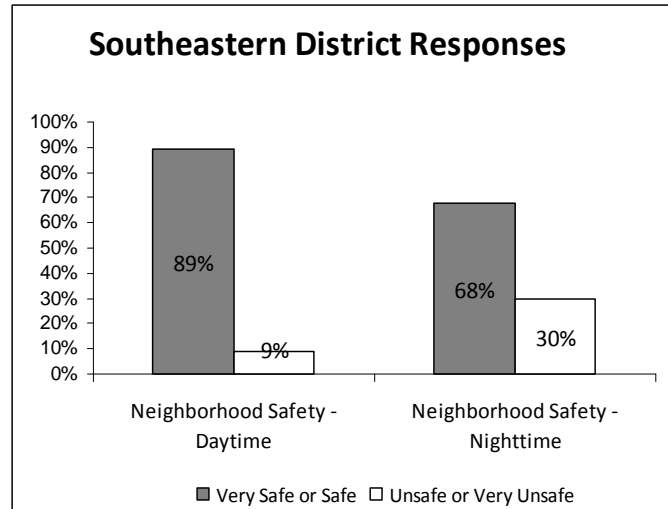


Chart 3: Southeastern District Responses on Safety