



**STEPHANIE
RAWLINGS-BLAKE**
MAYOR

2011 Baltimore Citizen Survey

www.baltimorecity.gov/citizensurvey

Conducted by:
The Schaefer Center for Public Policy
University of Baltimore

 **university of
baltimore**
Schaefer Center for Public Policy

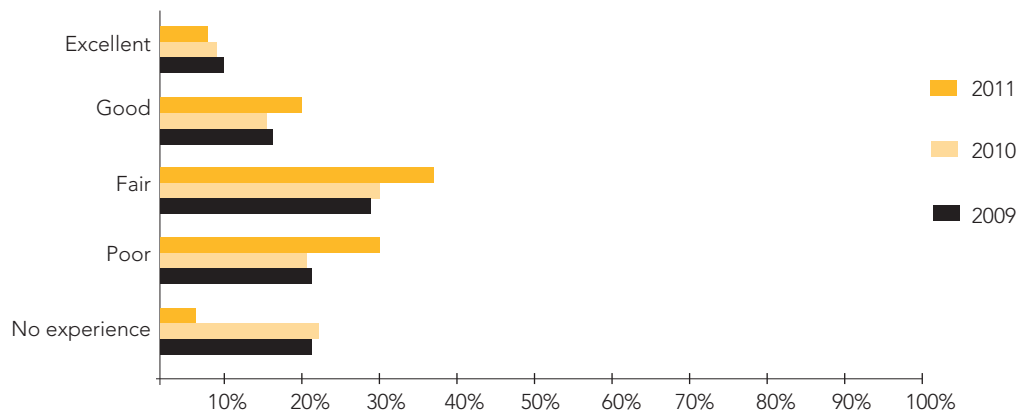
PRIORITY OUTCOME: Better Schools

When asked how they would rate the quality of public education in Baltimore, over a quarter of respondents (28%) rated public K through 12 education as Good or Excellent.

Thirty-eight percent (38%) of respondents said that Baltimore City Public Schools had either greatly or somewhat improved in the last three years. This opinion ties in well with an increase in the percentage of twelfth graders graduating from high school in Baltimore, up from 63% in 2008 and 2009 to 66% in 2010.

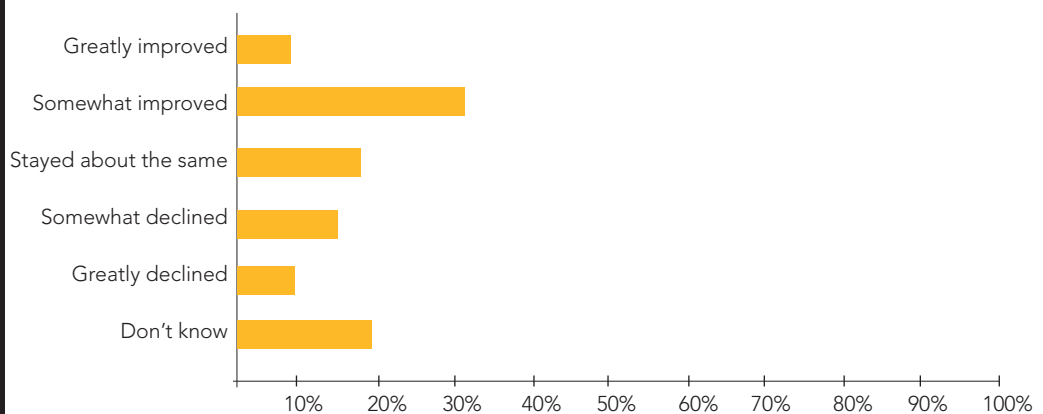
Rating of K-12 Education Services (2009-2011)

How would you rate the quality of Baltimore public K-12 education services?



Change in Baltimore City Public Schools in the last three years

In the past three years, do you think Baltimore City Schools have improved or declined?



PRIORITY OUTCOME: Safer Streets

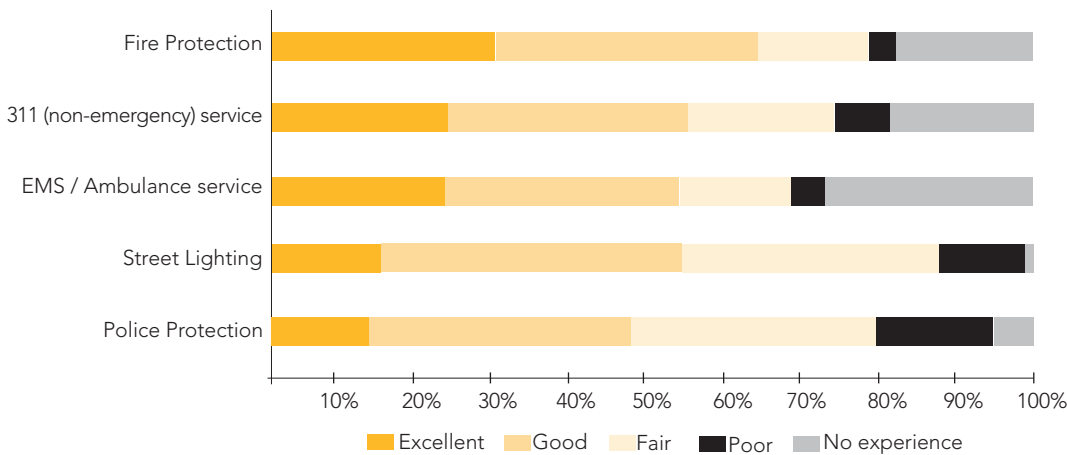
Fire Protection was the most highly rated safety-related service, with 65% rating it as excellent or good.

While the statistics for violent crime in Baltimore have shown a decrease since 2007, respondents' perceptions about crime seem to have remained unchanged in the last three citizen surveys, with over half (61%) indicating that they believed violent crime was getting worse or much worse.

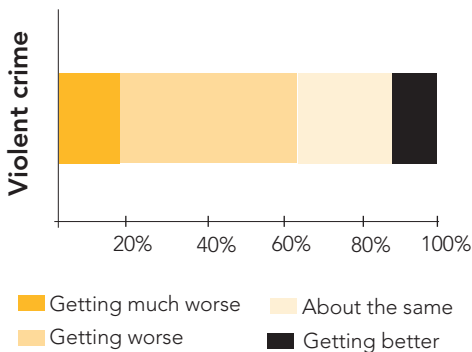


Rating of Safety Related Services 2011

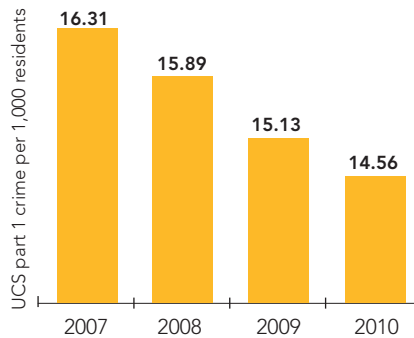
How would you rate the quality of the following safety-related services?



Do you think violent crime in Baltimore is getting better or worse?



Violent Crime Rate - Baltimore City*



*Source: Federal Bureau of Investigation Uniform Crime Reports (UCR)

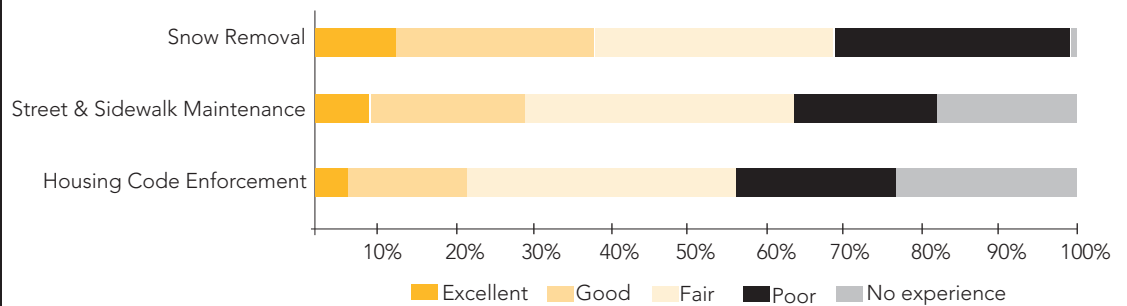
PRIORITY OUTCOME: Stronger Neighborhoods

Snow removal was perceived to be more positive than street and sidewalk maintenance, with 37% of respondents rating snow removal as excellent or good and 29% rating street and sidewalk maintenance as excellent or good.

A third of respondents (33%) thought that the availability of recreational opportunities in Baltimore was either good or excellent, which is fairly consistent over the last three years.

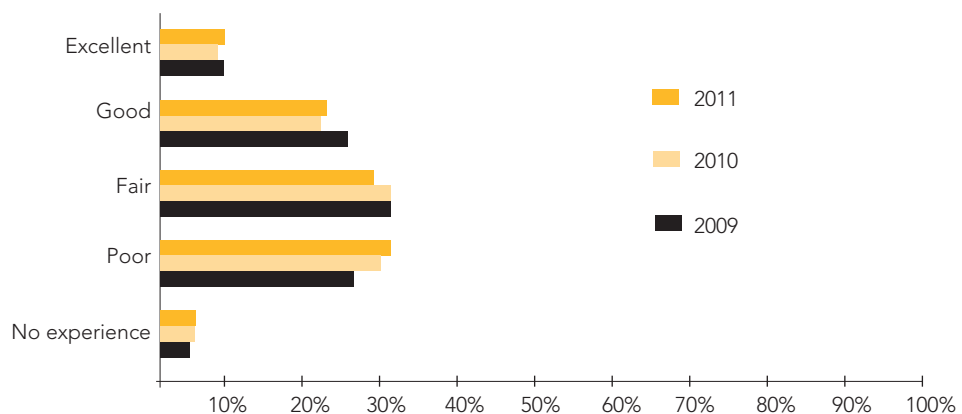
Rating of Neighborhood-Related Services (2011)

How would you rate the quality of the following neighborhood-related services?



Availability of Recreational Opportunities in Baltimore (2009-2011)

How would you rate the the availability of recreational opportunities in Baltimore?



PRIORITY OUTCOME: A Growing Economy

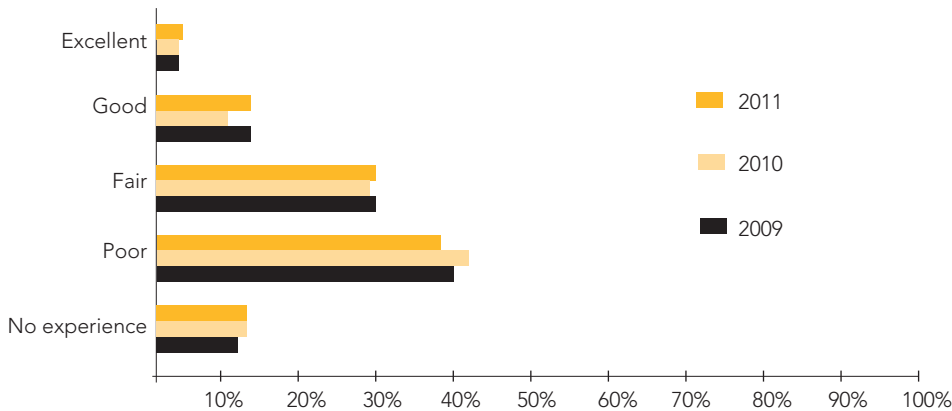
Respondents perceived the availability of good jobs as increasing over last year, with 18% indicating that the availability was excellent or good. The percentage who thought that the availability of good jobs was poor fell from 42% in 2010 to 38% in 2011.

Over half of respondents (53%) indicated that the availability of cultural activities in Baltimore was excellent or good, an increase from previous years.

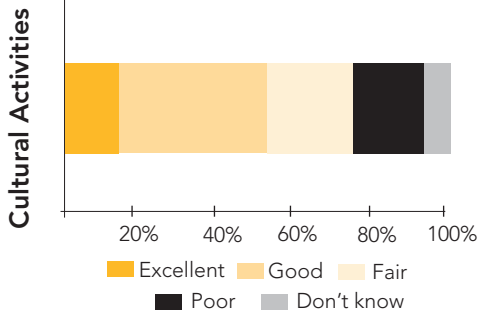
The percentage of respondents indicating that finding parking in commercial areas was a serious or very serious problem showed a sharp decline, falling from 51% in 2010 to 39% in 2011.

Availability of Good Jobs in Baltimore (2009-2011)

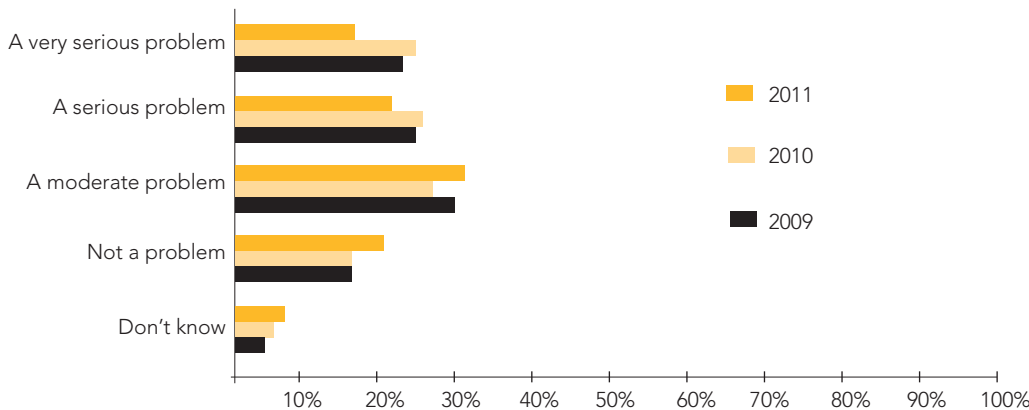
How would you rate the the availability of good jobs in Baltimore?



How would you rate the availability of cultural activities in Baltimore?



How problematic is finding parking in commercial areas?

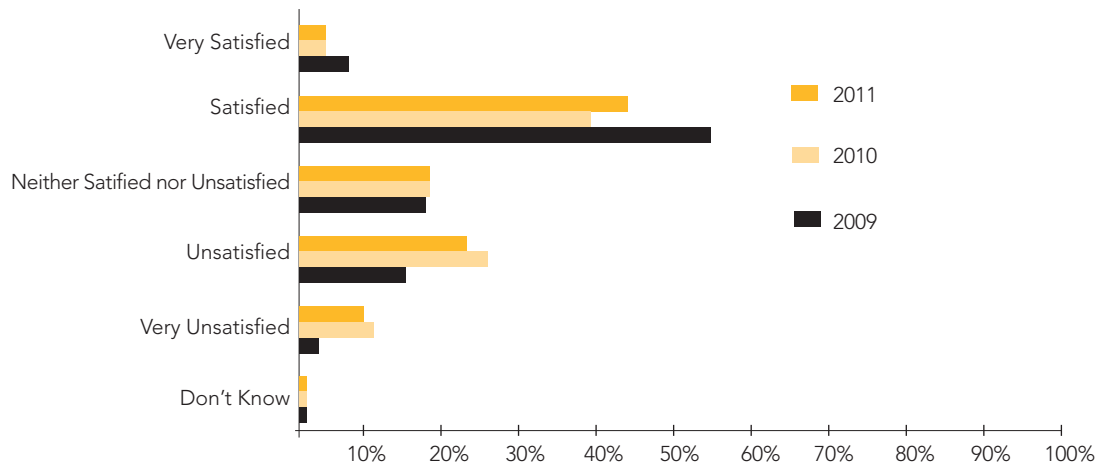


PRIORITY OUTCOME: Innovative Government

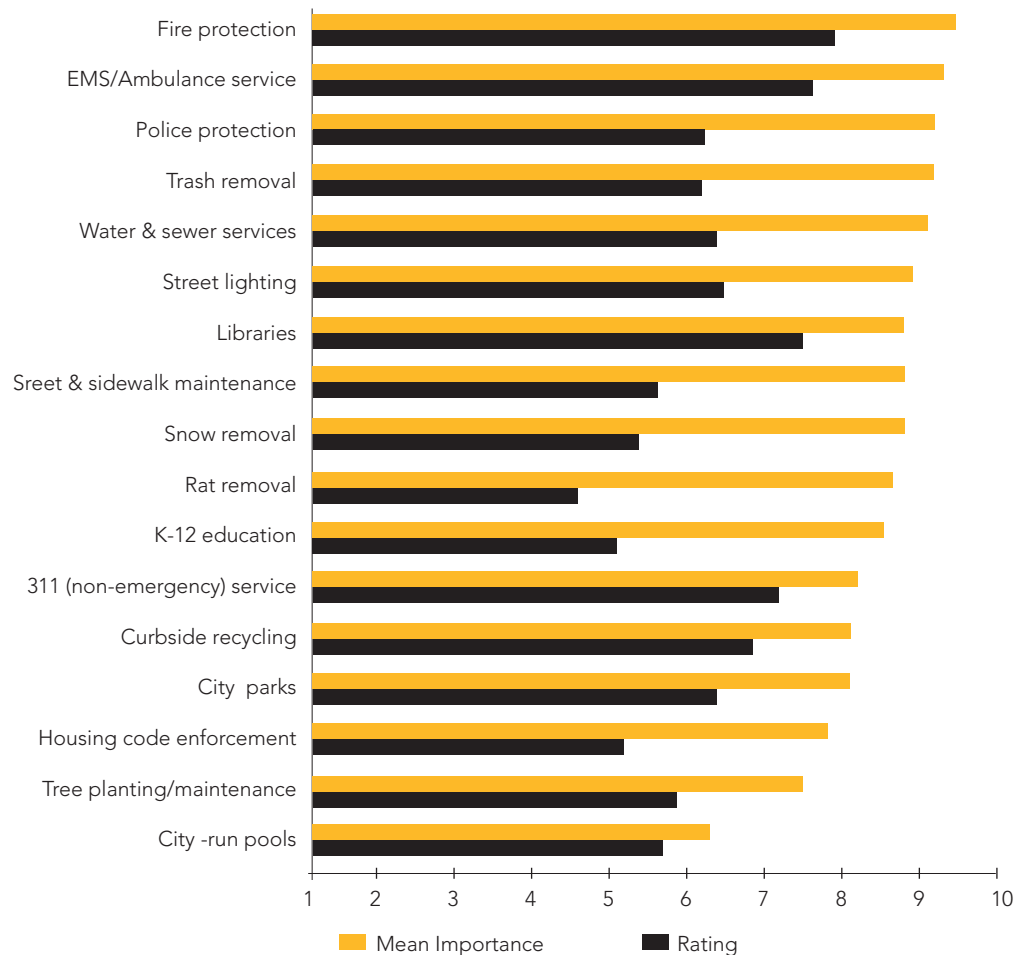
Overall, respondents were satisfied with the services that the City of Baltimore provides, with 48% indicating that they were either very satisfied or satisfied. This is an increase from 43% in 2010, but a decrease from 63% in 2009.

Fire protection and EMS/ambulance services were the most highly rated services that Baltimore City provides, with average ratings of 7.9 and 7.6, respectively (out of 10 possible points).

Overall Satisfaction with Baltimore City Services (2009-2011)



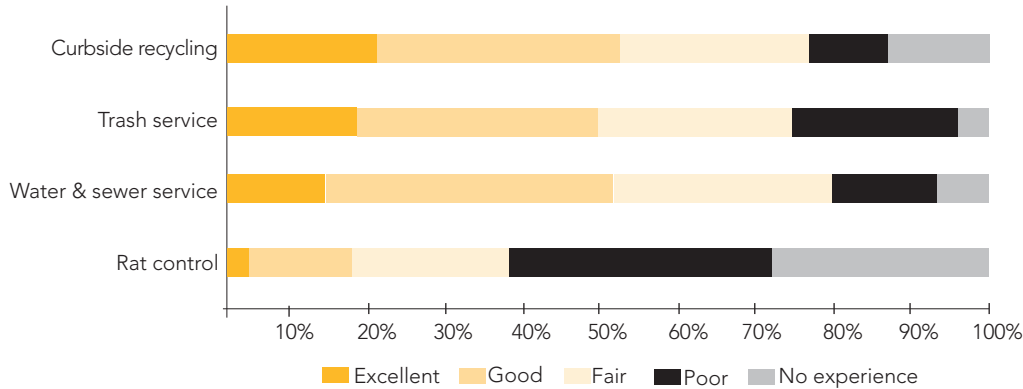
Baltimore City Services Mean Importance and Rating (2011)



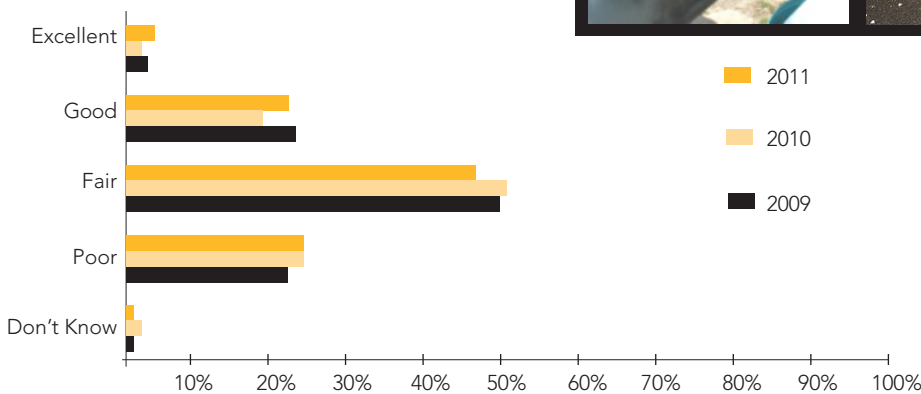
PRIORITY OUTCOME: A Cleaner & Healthier City

Most respondents rated recycling (53%), trash service (50%), and water and sewer service (52%) as excellent or good. Twenty-eight percent (28%) of respondents indicated that they thought the cleanliness of the City was either excellent or good. Over half (61%) rated their own neighborhoods' cleanliness as either excellent or good.

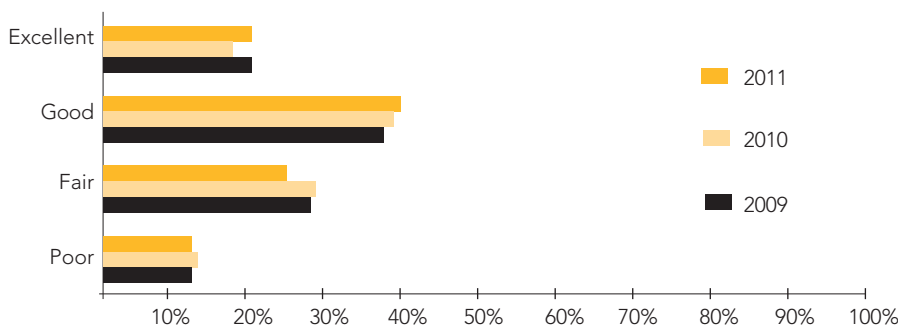
Rating of Services Related to a Clean and Sustainable Baltimore



Cleanliness of City (2009-2011)



Cleanliness of Respondent's Neighborhood (2009-2011)



About the 2011 Baltimore Citizen Survey

www.baltimorecity.gov/citizensurvey

Purpose

The Baltimore City Citizen Survey serves as an annual report card for City government. Baltimore City implemented the survey in 2009 to provide residents the opportunity to rate the quality of life in the city and their satisfaction with City government. Mayor Rawlings-Blake, her administration, City Council members and City agencies use survey data to better understand what residents perceive as the top issues facing the city. This enables the city to better align its priorities and resource allocation with citizen needs. This annual survey provides important time-trend data to understand changes in residents' attitudes, behaviors and quality of life indicators.

Methods

The Schaefer Center for Public Policy at the University of Baltimore, in conjunction with the Baltimore City government, conducted a telephone survey of 1,786 Baltimore City residents who were at least 18 years of age. Data were collected via Computer Aided Telephone Interviewing (CATI) between April 1, 2011 and June 8, 2011. For the purpose of geographic comparison, respondents were classified according to zip code as residents in one of the nine Baltimore City planning districts. The responses were then weighted at the city level to more closely reflect the distribution of age, gender, race and residence. The margin of error for the responses is 2.3% at the 95% confidence level for analysis at the city level.

