



Baltimore in Depth

A Closer Look at the 2011 Baltimore Citizen Survey Results

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

The 2011 Citizen Survey asked 1,786 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 **Southern District**.

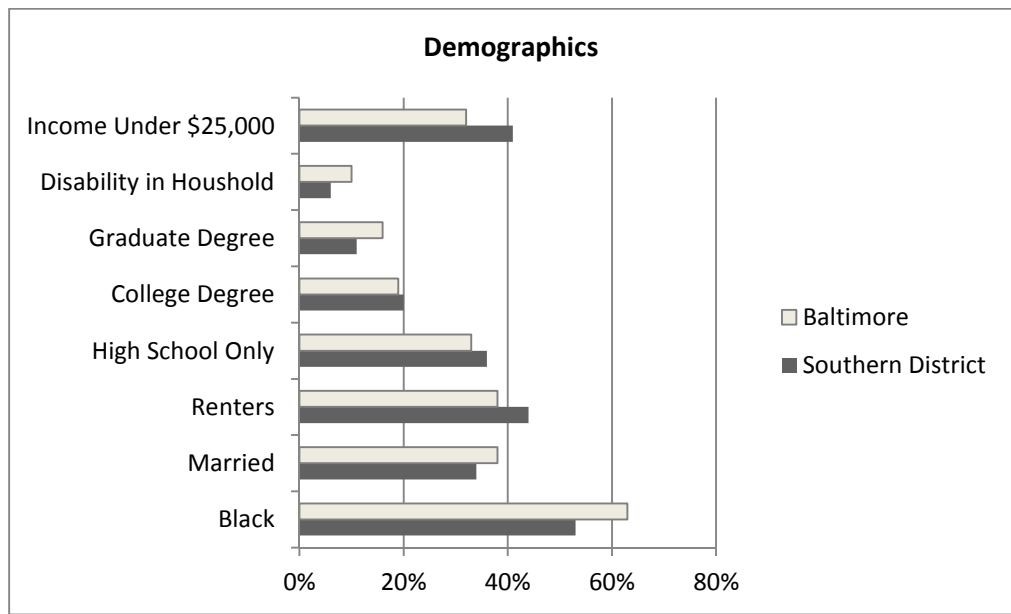


Chart 1: Demographics

Demographics

The Southern Planning District of Baltimore differed from the population as a whole in terms of income, racial makeup, and homeownership. The chart above shows major differences in select categories, showing how Southern Baltimore residents were more likely to have an annual income of under \$25,000, to rent a home, and less likely to identify as Black.

Southern District

The Southern Planning District has its northern border along Mulberry St. Its western border is made up of the Shipley Hill, Millhill, Carroll Park, Saint Paul Mount Winans, and Lakeland neighborhoods.

The District contains Locust Point, Federal Hill, Riverside, Otterbein, Cherry Hill, Brooklyn, Curtis Bay, and Fairfield Area. The district also contains Camden Yards and M&T Bank stadiums. The District has four industrial areas, with most of its residential areas concentrated in its northern section.

Key Findings:

Demographics characteristics of Southern district residents:

- 41% with income under \$25,000
- 6% in a disability household
- 11% with a graduate degree
- 44% were renters
- 34% were married
- 53% were Black

Southern district residents were:

- Less likely to be satisfied with City services
- More likely to plan to leave Baltimore
- Less likely to rate neighborhood cleanliness as excellent or good
- Less likely to rate services related to a cleaner and more sustainable Baltimore as excellent or good
- Less likely to rate police protection and safety as excellent or good
- Less likely to rate drivers disobeying traffic laws as a serious or very serious problem

2011 Citizen Survey Results

In the 2011 Citizen Survey, Southern district residents were less likely to be satisfied or very satisfied with City services and were more likely to plan on leaving Baltimore in the next one to three years than the entire sample.

For cleanliness-related issues, Southern district residents were less likely to rate neighborhood cleanliness as excellent or good. The percentage of respondents who thought neighborhood cleanliness was excellent or good (41%) was the lowest among the nine planning districts. Southern district residents were also less likely to rate services related to a cleaner and more sustainable Baltimore, including water and sewer services, trash removal services, curbside recycling, and rat removal services, as excellent or good.

While Southern Baltimore residents were less likely to be satisfied with City services, their ratings of neighborhood-related services, including snow removal services, street and sidewalk maintenance, and housing code enforcement, followed closely the ratings by the entire sample.

For safety-related issues, Southern district residents were less likely to rate police protection as excellent or good than the entire sample. Their perception of police protection declined significantly compared to the 2010 Citizen Survey, with the percentage to those who thought police protection as excellent or good declining from 57% to 42%. Southern district residents were also less likely to rate neighborhood safety in the daytime and nighttime as very safe or safe. Their ratings for violent crime, property crime, and illegal drug use followed closely the ratings by the entire sample, but were less likely to rate drivers disobeying traffic laws as a very serious or serious problem.

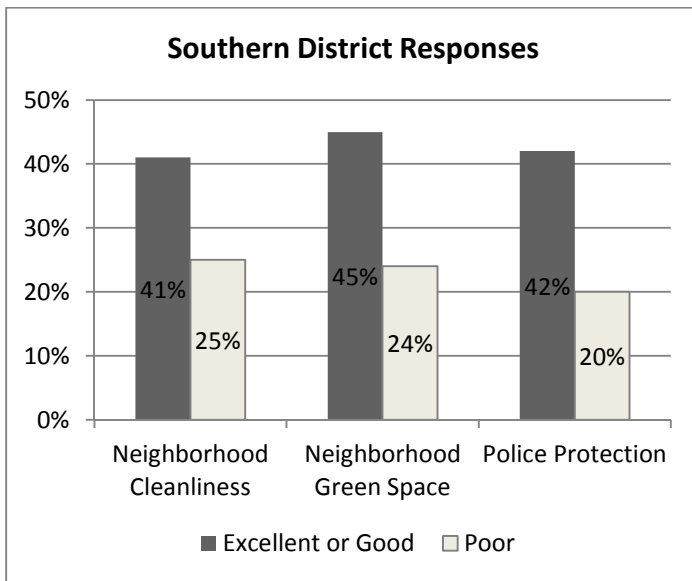
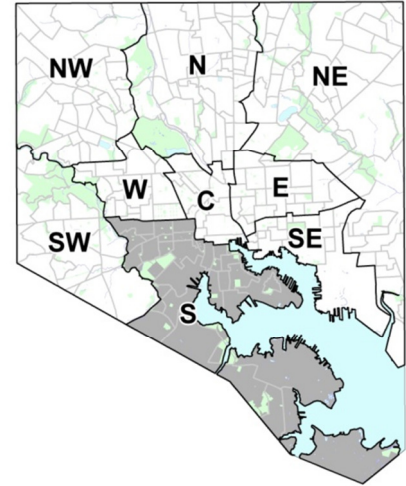


Chart 2: Southern District Responses on Cleanliness and Police Protection

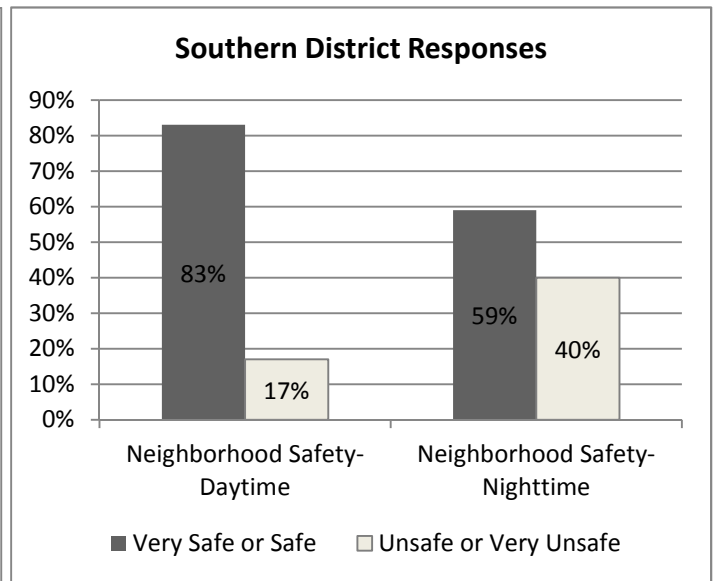


Chart 3: Southern District Responses on Safety