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 **Southeastern District**.
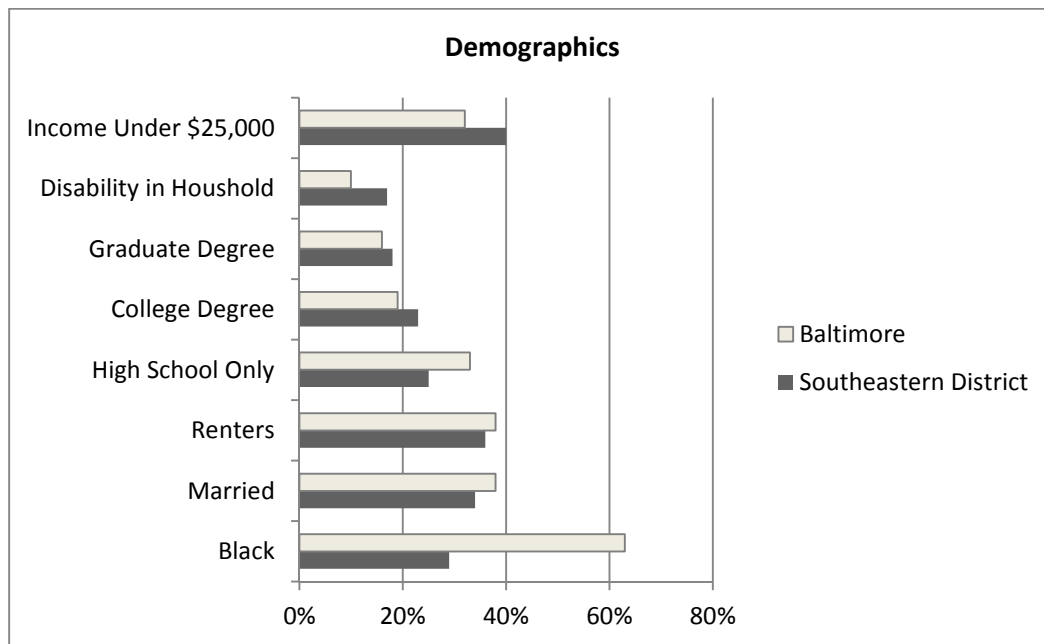

Chart 1: Demographics

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 under $25,000, to have a college degree, and less likely to identify as Black.

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:

- 40% with income under $25,000
- 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
- More likely to plan to leave Baltimore
- Less likely to rate neighborhood cleanliness as excellent or good
- More likely to rate rat removal services as poor
- More likely to rate police protection and safety as excellent or good
- Less likely to rate violent crime, property crime, illegal drug use and drivers disobeying traffic laws as a serious or very serious problem

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In the 2011 Citizen Survey, Southeastern district residents were more 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, Southeastern district residents were less likely to rate neighborhood cleanliness and amount of green space as excellent or good but were more likely to rate City cleanliness and green space as excellent or good. Southeastern district residents were also more likely to rate services related to a cleaner and more sustainable Baltimore, including water and sewer services, trash removal services, and curbside recycling, as excellent or good, but was one of the districts that gave rat removal services the lowest ratings.
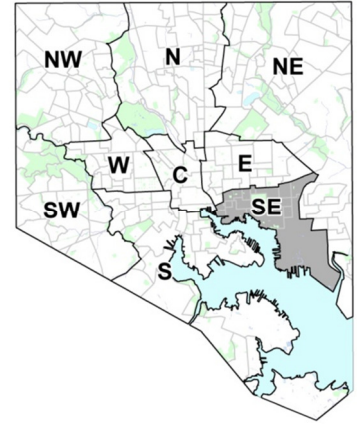
For neighborhood-related services, Southeastern Baltimore residents were more likely to rate street and sidewalk maintenance and housing code enforcement as excellent or good, but gave snow removal services lower ratings than the entire sample.

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 slightly from 59% to 51% compared to the 2010 Citizen Survey. 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, property crime, illegal drug use, and drivers disobeying traffic laws as a very serious or serious problem.
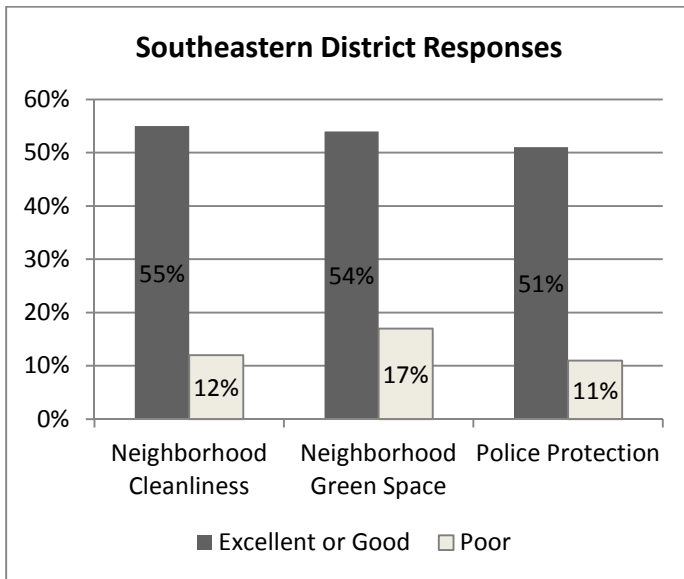

Southeastern District Responses

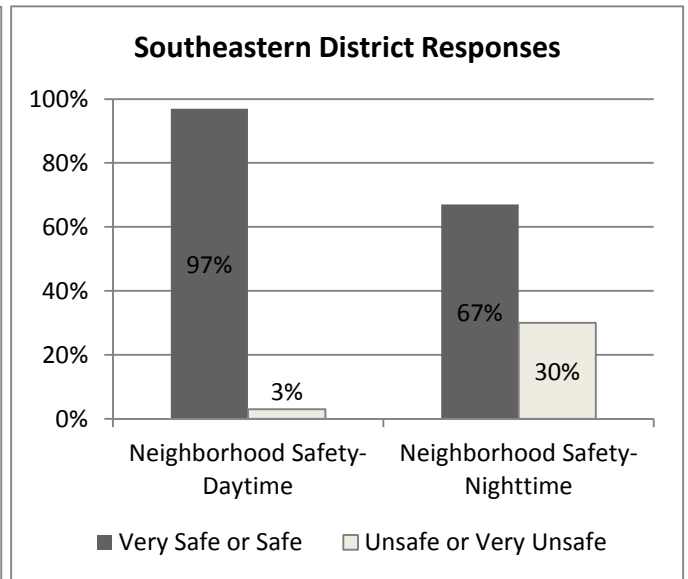*Chart 2: Southeastern District Responses on Cleanliness and Police Protection*

Southeastern District Responses

Chart 3: Southeastern District Responses on Safety