



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 **Eastern District**.

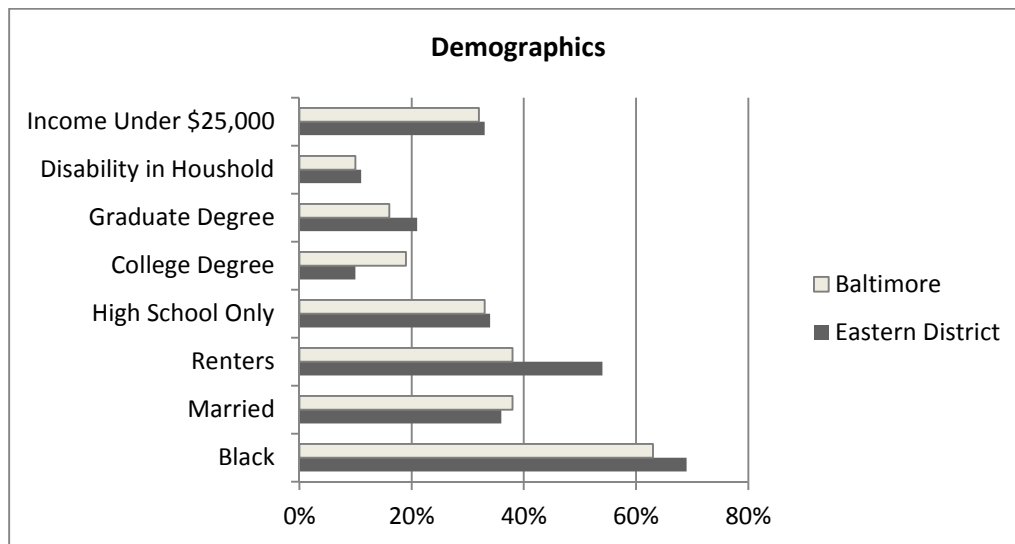


Chart 1: Demographics

Demographics

The Eastern Planning District of Baltimore differed from the population as a whole in terms of racial makeup, education level, and homeownership. The chart above shows major differences in select categories, showing how East Baltimore residents were more likely to have a graduate degree, to rent a home, and to identify as Black.

Compared to 2010, Eastern district residents' income level and education improved in 2011 with fewer respondents with income under \$25,000 and more respondents with a graduate degree. Respondents were also more likely to be married and less likely to be renters and Black in 2011.

Eastern District

The Eastern district stretches from the downtown I-83 corridor on its Western border to the Orangeville neighborhood at its eastern end. Its southern border runs along Fayette Street while its Northern edge followed 25th and Sinclair Streets.

The Eastern district contains the Johns Hopkins Medical Institute. It is also the site of the large scale East Baltimore Development, Inc. redevelopment project.

Key Findings:

Demographics characteristics of Eastern district residents:

- 33% with income under \$25,000
- 11% in a disability household
- 21% with a graduate degree
- 54% were renters
- 36% were married
- 69% were Black

Eastern district residents were:

- More likely to be satisfied with City services
- More likely to leave Baltimore
- Less likely to rate neighborhood cleanliness and amount of green space 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
- More likely to rate violent crime and illegal drug use as a serious or very serious problem

2011 Citizen Survey Results

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

For cleanliness-related issues, Eastern district residents were less likely to rate neighborhood cleanliness and amount of green space as excellent or good. The percentage of respondents who thought neighborhood cleanliness was excellent or good increased significantly (from 41% to 56%) compared to the 2010 Citizen Survey. Eastern district residents were also less likely to rate services related to a cleaner and more sustainable Baltimore (water and sewer services, trash removal, curbside recycling, and rat removal services) as excellent or good.

On the other hand, they were more likely to rate neighborhood-related services including street and sidewalk maintenance and housing code enforcement as excellent or good.

For safety-related issues, Eastern district residents were less likely to rate police protection and neighborhood safety in the daytime and nighttime as excellent or good. Eastern district residents were also more likely to rate violent crime and illegal drug use as a serious or very serious problem but less likely to rate property crime and drivers disobeying traffic laws as a serious or very serious problem.

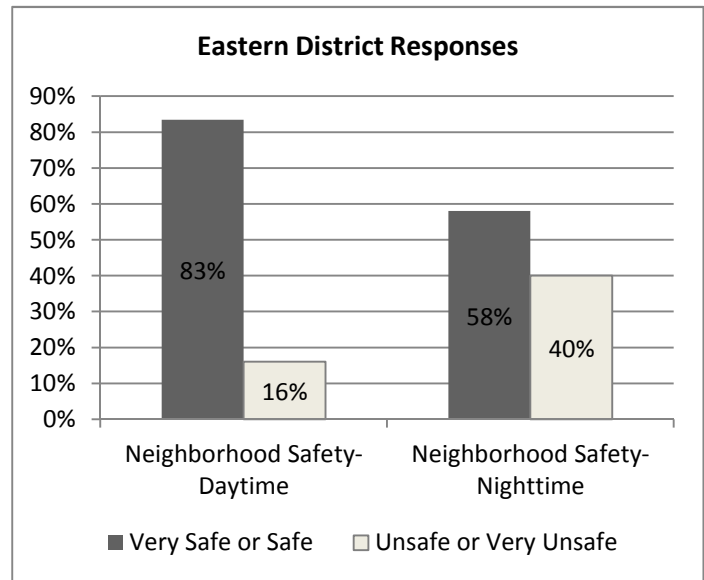
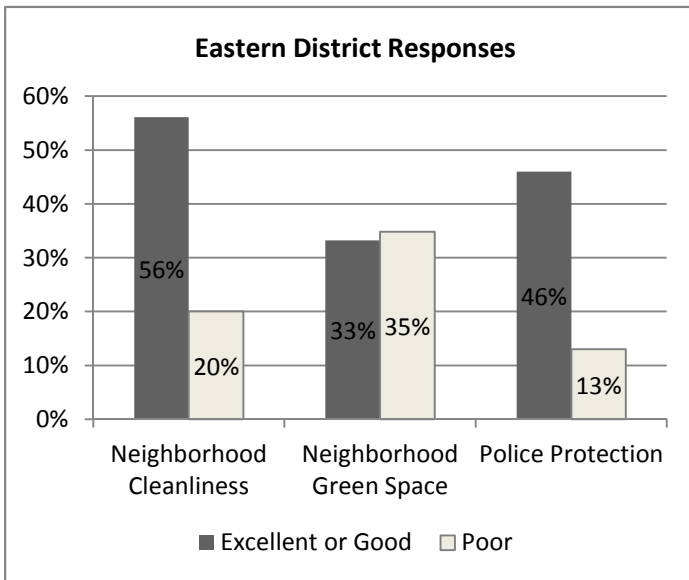
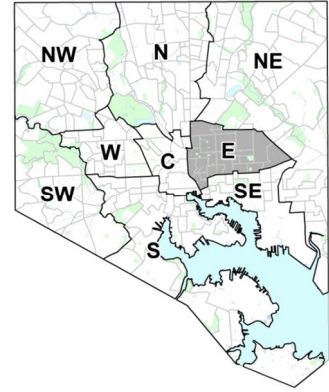


Chart 2: Eastern District Responses on Cleanliness and Police Protection Chart 3: Eastern District Responses on Safety