



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 live in the **Northeastern District**.

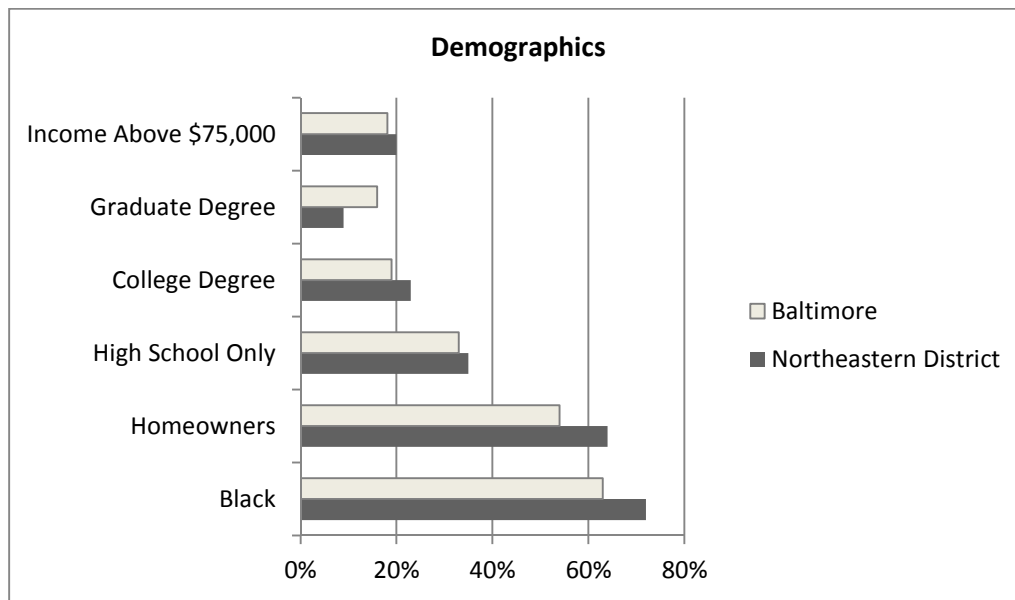


Chart 1: Demographics

Demographics

The chart above shows major differences in select demographic categories. Northeast Baltimore residents are more likely to have a college degree, to own a home, to have higher income, and to identify as Black.

Northeastern District

The Northeastern District is the largest of the Planning Districts in Baltimore, stretching from the Dundalk Marine Terminal and Holabird Industrial Park in the south to Taylor Heights in the northeastern corner and Glen Oaks and Idlewood in its northwest corner. The District contains Herring Run Park, Mount Pleasant Park, and Clifton Park.

Key Findings:

Demographics characteristics of Northeastern district residents:

- 72% Black
- 9% with a graduate degree
- 64% homeowners
- 20% with income above \$75,000

Northeastern district residents were:

- More likely to be unsatisfied with City services
- More likely to leave Baltimore
- More likely to rate neighborhood cleanliness and green space as excellent or good
- Less likely to rate services related to a cleaner and more sustainable Baltimore as excellent or good
- More likely to rate their neighborhood as safe or very safe
- More likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as serious or very serious problems

2011 Citizen Survey Results

In the 2011 Citizen Survey, Northeastern district residents were more likely to be unsatisfied or very unsatisfied with City services. They were also more likely to plan on leaving Baltimore in the next one to three years. Twenty-four percent (24%) of all respondents from the Northeastern district said that they were very likely to leave Baltimore, compared to 19 percent for the entire sample.



For cleanliness-related issues, Northeastern district residents were more likely to rate neighborhood cleanliness and green space as excellent or good. Northeastern district residents were also less likely to rate services related to a cleaner and more sustainable Baltimore (water and sewer services, trash removal services, curbside recycling, and rat removal services) as excellent or good, and were less likely to rate snow removal services and housing code enforcement as excellent or good. Northeastern district residents, however, were more likely to rate street and sidewalk maintenance as excellent or good.

When asked about their perception of illegal dumping and graffiti, Northeastern district residents were less likely to rate both illegal dumping and graffiti as getting better or much better.

For safety-related issues, Northeastern district residents gave lower ratings for police protection but were more likely to rate neighborhood safety in the daytime and nighttime as excellent or good. The percentage of respondents who thought neighborhood safety in the daytime and nighttime was safe or very unsafe declined in 2011 when compared to the 2010 Citizen Survey. Northeastern district residents were also more likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as a serious or very serious problem.

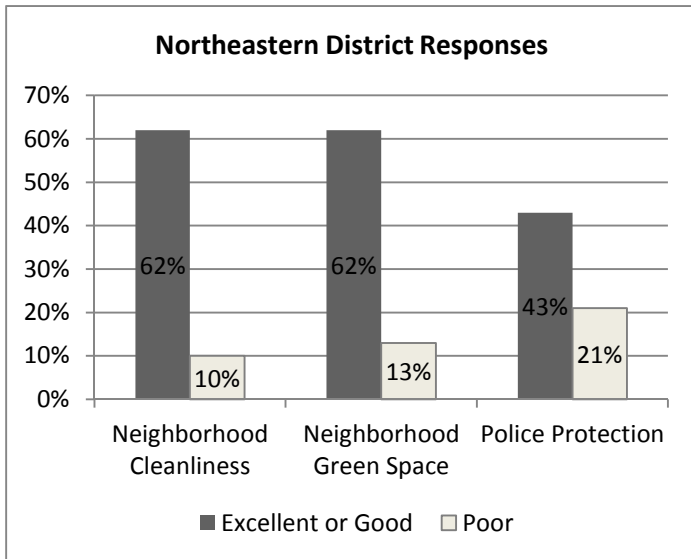


Chart 2: Northeastern District Responses on Cleanliness and Police Protection

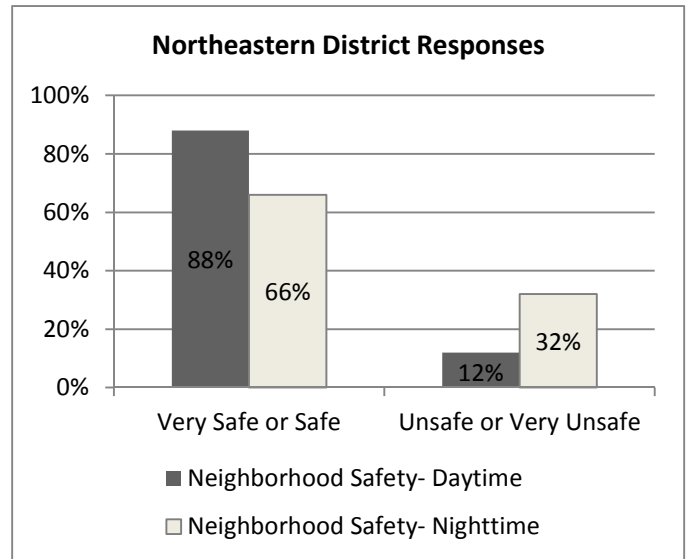


Chart 3: Northeastern District Responses on Safety