

**Baltimore City Citizen
Survey 2011**

**Baltimore City Citizen Survey
2011 Report**

Schaefer Center for Public Policy

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The chief researchers for the survey were Ann Cotten, DPA; Don Haynes, PhD; Eric Stokan, MA; and William Wells, MPA. The survey was conducted at the Schaefer Center's Computer Aided Telephone Interviewing (CATI) lab, with all programming, analysis, and report generation being performed by the Schaefer Center for Public Policy staff. The research team would like to thank Kristin Dawson, Andrew Kleine and everyone at Baltimore City Government for their efforts and collaboration on this project, as well as Hanna Pillion, Schaefer Center Graduate Fellow, and the professional Schaefer Center CATI Lab staff.

The Schaefer Center implemented this project in full compliance with the standards and best practices as adopted by the American Association for Public Opinion Research (AAPOR). A full explanation of these standards may be found on AAPOR's website: www.aapor.org.

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Section 1: Executive Summary

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 $\pm 2.3\%$ at the 95% confidence level for analysis at the city level.

The sampling method used by the Schaefer Center was based on a list-assisted random digit dialing (RDD) approach. List-assisted RDD samples are generated randomly from blocks of working telephone numbers and screened to remove non-working numbers, such as dedicated fax or modem numbers, disconnected, unassigned, or business and government numbers.

To simplify reporting, survey results described in this report have been rounded to the nearest whole percentage. In some cases, where missing data and refusals are not presented, the figures reported will not sum to one hundred percent (100%).

In order to geographically locate respondents, each respondent was asked for the zip code where he or she lived. The zip codes were then mapped to correspond to one of Baltimore City’s nine Planning Districts. Since the boundaries for Planning Districts and zip codes are not the same, a conversion based on population was used to classify each zip code as belonging to only one Planning District. A zip code was assigned to the Planning District based on where most of the population lived. For example, zip code 21218 crosses three Planning Districts, but was assigned to the North district for this survey because most of the population is in the North. Table 1, below, shows how each zip code was mapped to a specific district. Map 1 (on the next page) can serve as a reference for readers unfamiliar with the typical boundaries of Planning Districts and zip codes. Survey results are reported at both the City level and by Planning District.

Since Planning Districts and zip code boundaries are not the same, a conversion was used to classify each zip code as belonging to only one Planning District. Table 1, below, shows how each zip code was mapped to a specific district.

Table 1: Planning Districts and Zip Codes

PLANNING DISTRICT	ZIPCODES
Central	21201
East	21205, 21287, 21202
North	21210, 21212, 21211, 21215, 21218
Northeast	21237, 21239, 21251, 21213, 21237, 21206, 21214, 21234, 21236
Northwest	21208, 21209, 21207
South	21226, 21225, 21230, 21223
Southwest	21227, 21229, 21228
Southeast	21222, 21224, 21231
West	21217, 21216

A more in-depth discussion of the methods used in this study can be found in Appendix F: Survey Methodology. Frequencies of the results are available at www.baltimorecity.gov/outcomebudgeting.

General Findings

There were a series of questions that asked respondents to give open-ended responses to questions about the most important City services and the biggest problems facing Baltimore City. These questions were asked without providing a set list of potential services or problem areas, allowing residents to choose whatever they wished. These responses were then categorized into general groups of services and problems.

Importance of City Services

- The most important services cited most often (26%) were related to the Police Department.
- Ambulance, fire, and emergency medical services (EMS) were the second most commonly cited services in terms of importance at 19% of all responses.
- At 17%, services relating to trash, sanitation, and cleanliness were cited as frequently as ambulance, fire and EMS services.
- Education was cited as being the most important service 11% of the time, ranking as the fourth most important service in response to this question.

Problems Facing Baltimore

- Thirty-two percent (32%) of respondents indicated that crime was the biggest problem facing the City.
- Unemployment was seen as the second biggest problem facing the City, accounting for 10% of the responses to this question.

Respondents were also asked about their overall satisfaction with Baltimore City services as a whole.

- Almost half of all respondents indicated that they were either satisfied or very satisfied with Baltimore City services in general (48%), representing a five percentage point increase from 43% in 2010.
- Those who indicated that they were neither satisfied nor unsatisfied with Baltimore City services in general were virtually unchanged from previous years at 18%
- Those who reported being either unsatisfied or very unsatisfied with Baltimore City services in general fell five percentage points from 38% in 2010 to 33% in 2011.

Residents responding to the survey were asked about a list of issues facing residents of Baltimore City. They were asked to rate the overall seriousness of each issue.

- Illegal drug use (90%) and violent crime (89%) received virtually identical percentages of those indicating that they were either serious or very serious.
- Only 24% of respondents indicated that graffiti was either a serious or very serious problem, making it the least serious of all the issues listed.
- Almost half of residents responding to the survey (49%) indicated that finding parking in their neighborhoods was not a problem.
- Traffic congestion had the greatest percentage drop in those considering it a serious or very serious problem, down 14 percentage points from 49% in 2010 to 35% in 2011.

New in 2011 was a series of questions, asking if respondents believed the same issues were getting better or worse.

- Graffiti was the issue that the highest percentage of respondents (16%) thought was getting better or much better.
- Over half (65%) of respondents thought that the issue of vacant or abandoned buildings was getting worse or much worse.
- Sixty-one percent (61%) of respondents thought that violent crime was getting worse or much worse.
- Fifty-eight percent (58%) of respondents thought that illegal drug use was getting worse or much worse.

As in previous years, respondents were asked a series of questions about their perceptions of cleanliness and green space in their neighborhoods and Baltimore City as a whole. These results have been virtually unchanged over the last three years.

- Residents are significantly more likely to see their neighborhoods as cleaner and rate the green space more highly than in Baltimore City in general.
- A majority (59%) rated their neighborhood cleanliness as good or excellent.
- Just over a quarter of respondents (27%) rated the cleanliness of Baltimore City as good or excellent.
- Almost half of respondents (47%) rated the cleanliness of Baltimore City as fair.
- A majority (59%) rated the amount of green space in their neighborhoods as good or excellent.
- Forty-one percent (41%) of respondents rated the amount of green space in Baltimore City as good or excellent.

Respondents were asked again in 2011 about their perceptions of the availability of good jobs in Baltimore.

- The percentage of respondents who thought that the availability of good jobs in Baltimore was poor fell to 38%, down from 42% in 2010.
- Eighteen percent (18%) of respondents thought that the availability of good jobs in Baltimore was either good or excellent, an increase of four percentage points from 14% in 2010.

Major Findings by Priority Outcome

1. Better Schools

For respondents with experience of Baltimore City's K-12 public schools, perceptions were relatively stable, with no statistically significant change in those who rated the public schools as good or excellent from 2009 and 2010 to 2011. There were large changes in those who said they had no experience with the Baltimore City Public Schools.

- Twenty-eight percent (28%) felt that the schools were good or excellent.
- Only six percent (6%) reported having no experience with Baltimore City Public Schools, down from 23% and 22% in 2010 and 2009.
- There were increases in those who indicated that the schools were fair (37%) and poor (30%) from previous years.
- Thirty-eight percent (38%) reported that the Baltimore City Public Schools either greatly or somewhat improved over the last three years.
- Twenty-three percent (23%) indicated that Baltimore City Public Schools had either somewhat or greatly declined over the past three years.
- An overwhelming majority (90%) indicated that Baltimore City Public Schools are extremely or very important to Baltimore City's future.
- Of those who had an opinion, three-quarters (74%) indicated that they believed that they themselves had a role in ensuring improvements of Baltimore City Public Schools.

2. Safer Streets

Emergency services were consistently rated high in satisfaction among respondents; however, not all emergency services were viewed the same or similar compared to the last two years.

- Fire protection was again the most highly rated of all City services.
- Over half (65%) rated fire protection as excellent or good.
- Almost half (48%) rated police protection as excellent or good.
- 311 non-emergency services were rated excellent or good by 66% of respondents.
- Almost one-fifth of respondents (19%) indicated not having any experience with the City's 311 non-emergency services.

The same safety-related services were again ranked most important by respondents to the survey this year.

- Fire protection was given an average importance of 9.5 out of 10.
- EMS/Ambulance service was given an average importance of 9.3 out of 10.
- Police Protection was given an average importance of 9.2 out of 10.

Respondents were specifically asked about how safe they felt in their own neighborhoods, downtown, and in Baltimore City parks.

- An overwhelming majority (89%) reported feeling safe or very safe in their own neighborhoods during the day. This is a slight decrease from the previous two years.
- A majority (64%) also reported feeling safe or very safe in their neighborhoods at night. This is a slight decrease from the previous two years.
- Almost three-quarters (74%) reported feeling safe or very safe downtown during the day. This is a slight decrease from the previous two years.
- Less than a third (29%) of respondents reported feeling safe or very safe downtown at night, a substantial decrease from the previous two years.
- A majority of respondents (69%) reported feeling safe or very safe in City parks. This represents a decrease from the approximately three-quarters who had this same opinion in 2009 and 2010.

Respondents were also asked about their perceptions of how significant different types of crime were in Baltimore – illegal drug use, violent crime, drivers disobeying traffic laws, and property crime.

- Illegal drug use was the most serious concern, with 90% rating it as either a very serious or serious problem. This is essentially unchanged from the past two years.
- Violent crime was seen as a similarly serious problem, with 89% rating it as either a very serious or serious problem. This is essentially unchanged from the past two years.
- Property crime was perceived as a very serious or serious problem by a bare majority of respondents (55%), which represents a steady decrease over the past two years.
- A majority of respondents (65%) indicated that they perceived illegal drug use to be getting worse or much worse.
- A majority of respondents (61%) indicated that they perceived violent crime to be getting worse or much worse.

3. Stronger Neighborhoods

When given a choice of potential problems facing Baltimore, three of the top five most serious problems were related to buildings or housing.

- Over three-quarters (81%) of respondents thought that vacant or abandoned buildings were a very serious or serious problem. This is not significantly different from the last two years.
- Just over three-quarters (77%) of respondents thought that homelessness was a very serious or serious problem. This is almost identical to results from the last two years.
- Over half (60%) of respondents thought that lack of affordable housing was a very serious or serious problem. This almost identical to results from the last two years.
- A majority of respondents (61%) rated the cleanliness of their neighborhoods as either excellent or good.
- The percentage of respondents who rated the cleanliness of the city as either excellent or good increased to 28%.
- A majority of respondents (60%) indicated that they perceived homelessness to be getting worse.
- A majority of respondents (65%) indicated that they thought the problem of vacant or abandoned buildings was getting worse.
- More respondents indicated that they perceived the problem of graffiti to be staying the same (45%), but were split equally over whether the problem was getting better or much better (16%) or worse or much worse (16%).

4. A Growing Economy

- Perceptions of the availability of good jobs in Baltimore increased from 2010, with 18% indicating that the availability of good jobs in Baltimore was either excellent or good.
- The percentage of those who felt that the availability of good jobs was poor fell by four percentage points from 42% in 2010 to 38% in 2011.
- Those who felt that parking in commercial areas was a serious or very serious problem fell to 39%, significantly below the levels seen in 2009 and 2010.
- More respondents perceived that finding parking in commercial areas was about the same (41%) as opposed to getting worse or much worse (36%).
- Over half of respondents (53%) indicated that the availability of cultural activities in Baltimore was either good or excellent in 2011, an increase of nine percentage points from 2010.

5. Innovative Government

- Overall satisfaction with the services of Baltimore City government rose slightly from 2010, with 48% of respondents reporting that they were either very satisfied or satisfied, as compared to 43% in 2010.
- Those reporting that they felt unsatisfied and very unsatisfied fell five percentage points from 38% in 2010 to 33% in 2011.
- Overall satisfaction with City services still lags the 2009 level (63%).

6. A Cleaner and Healthier City

- The percentage of respondents who rated the cleanliness of their neighborhoods as either excellent or good increased from 57% in 2010 to 61% in 2011.
- While most respondents rated the cleanliness of the City as fair (47%), the percentage who saw the cleanliness of the City as either excellent or good increased six percentage points from 22% in 2010 to 28% in 2011.
- About half of respondents (50%) believed that trash removal was excellent or good, which is essentially unchanged from last year. This is still below the level reported in 2009 (64%)
- Fifty-three percent (53%) of respondents thought their curbside recycling service was excellent or good in comparison to 65% feeling the same in 2010 and 57% in 2009.

Section 2: Survey Background

Survey Purpose

The Baltimore City Citizen Survey serves as an annual report card for City government. Now in its third year, 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 services. Mayor Rawlings-Blake, her administration, City Council members and City agencies use survey data to better understand the perceptions and priorities of residents for policy decisions and resource allocation. An annual survey provides especially useful year over year data to analyze trends and changes in residents' attitudes, behaviors and quality of life indicators over time.

The annual Citizen Survey is part of a larger city initiative called Outcome Budgeting. Outcome Budgeting is a budget process that aligns funding with the results that matter most to citizens. In traditional budgeting, agencies are allocated funding based on prior year allocation, and adjustments are made up or down based on revenue projections. In Outcome Budgeting, agencies compete for funding by demonstrating how the services they offer will achieve the results citizens want. But, Outcome Budgeting is more than just how the City budgets its money. A natural extension of CitiStat, Outcome Budgeting aims to push a focus on customer satisfaction and performance measurement to every corner of City government.

This report reflects many of the same questions asked in 2009 and 2010. However, more detailed questions regarding respondent satisfaction with City-run pools and libraries, among others, were removed to create space for new questions to be asked in 2011. The new questions added this year regarding Baltimore City Public Schools, TV-25, and the City's Community Action Centers provide feedback on specific services and quality of life issues not addressed in the previous surveys. The 2012 survey will not include these new questions from 2011, and instead will return to the more standard content from 2009 and 2010.

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 $\pm 2.3\%$ at the 95% confidence level for analysis at the city level.

The sampling method used by the Schaefer Center was based on a list-assisted random digit dialing (RDD) approach. List-assisted RDD samples are generated randomly from blocks of working telephone numbers and screened to remove non-working numbers, such as dedicated fax or modem numbers, disconnected, unassigned, or business and government numbers.

A more in-depth discussion of the methods used in this study can be found in Appendix F: Survey Methodology.

Section 3: Report of Results

Understanding the Results

In light of the desire on the part of the City of Baltimore to move to an outcome-based budgeting model, it is crucial to obtain information about how citizens of the City of Baltimore view both the importance of the services that the city provides and their satisfaction with those services.

Results are organized by six Priority Outcomes: 1) Better Schools; 2) Safer Streets; 3) Stronger Neighborhoods; 4) A Growing Economy; 5) Innovative Government and 6) A Cleaner and Healthier City. Each question asked during the interview is associated with one of these areas (excluding demographic, classification, and screening questions).

Where meaningful, the percentages of respondents indicating that they do not know about a particular question or topic are included in graphs and tables. For reporting purposes, “Don’t know” responses are included in the calculation of response distributions. In addition, all reported percentages are rounded to the nearest whole percentage. For these reasons, it is possible that the percentages presented in graphs and charts may not sum to exactly 100%. “Don’t know” responses can make the total reported in the figure less than 100% and rounding can make the total in the figure appear to be either just above or just below 100%.

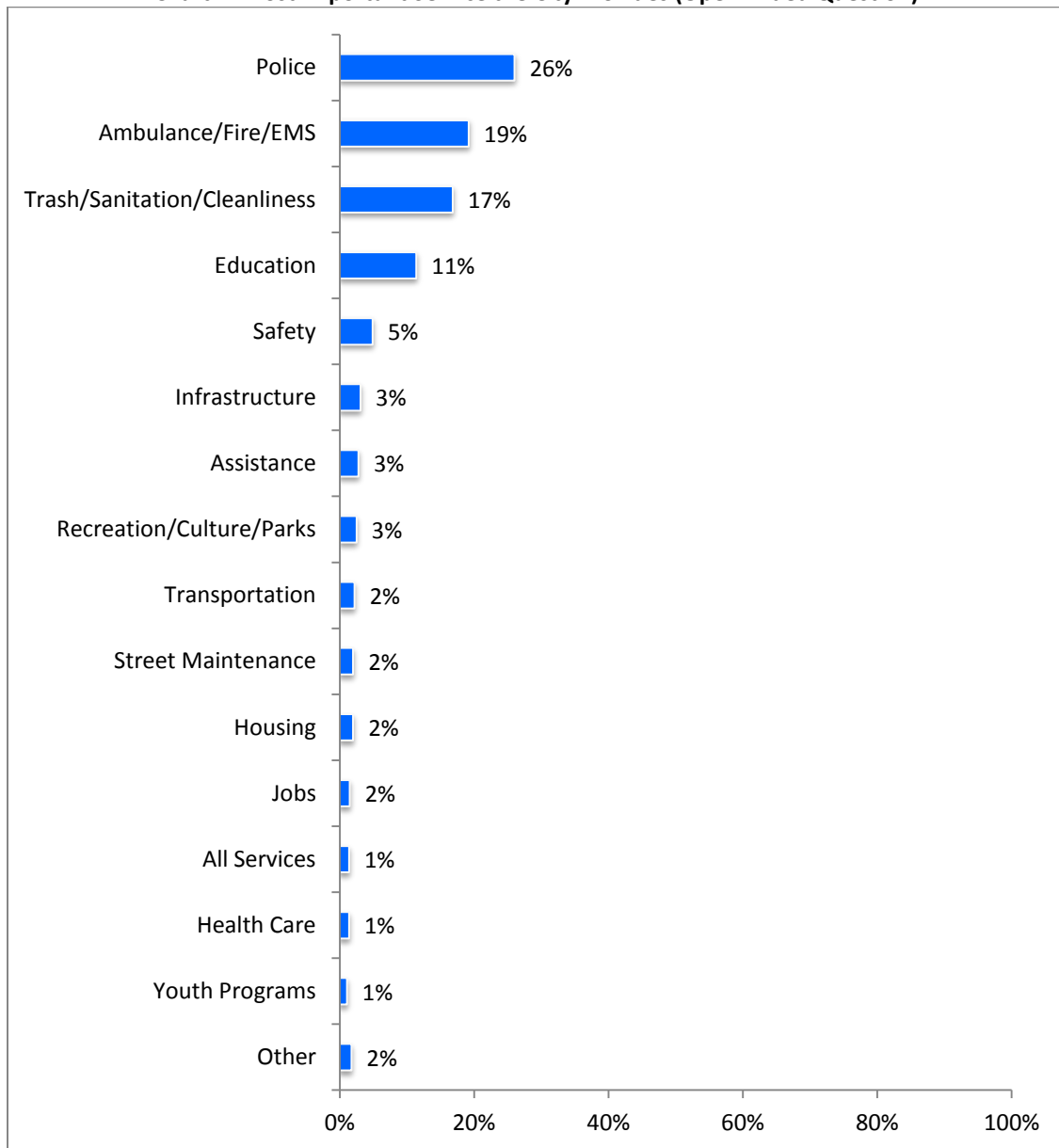
Within each section, where there are discernable differences among demographic groups or overall trends, certain key points are highlighted to present a more detailed picture of the perceptions of citizens to each question. Since this is the third year that this survey is being conducted, areas of change or difference over the previous years’ results are highlighted, as well as places where public perception has remained stable.

General Findings

Residents were asked what they thought were the most important services that Baltimore City provides. They were not prompted with a list of services, but asked to state what they thought the most and second most important services were. Most commonly (26%), respondents reported that police services were the most important. Ambulance, fire, and EMS services were cited as being the most important services by 19% of respondents. These services were followed by trash, sanitation, and cleanliness (17%) and education (11%). These results track

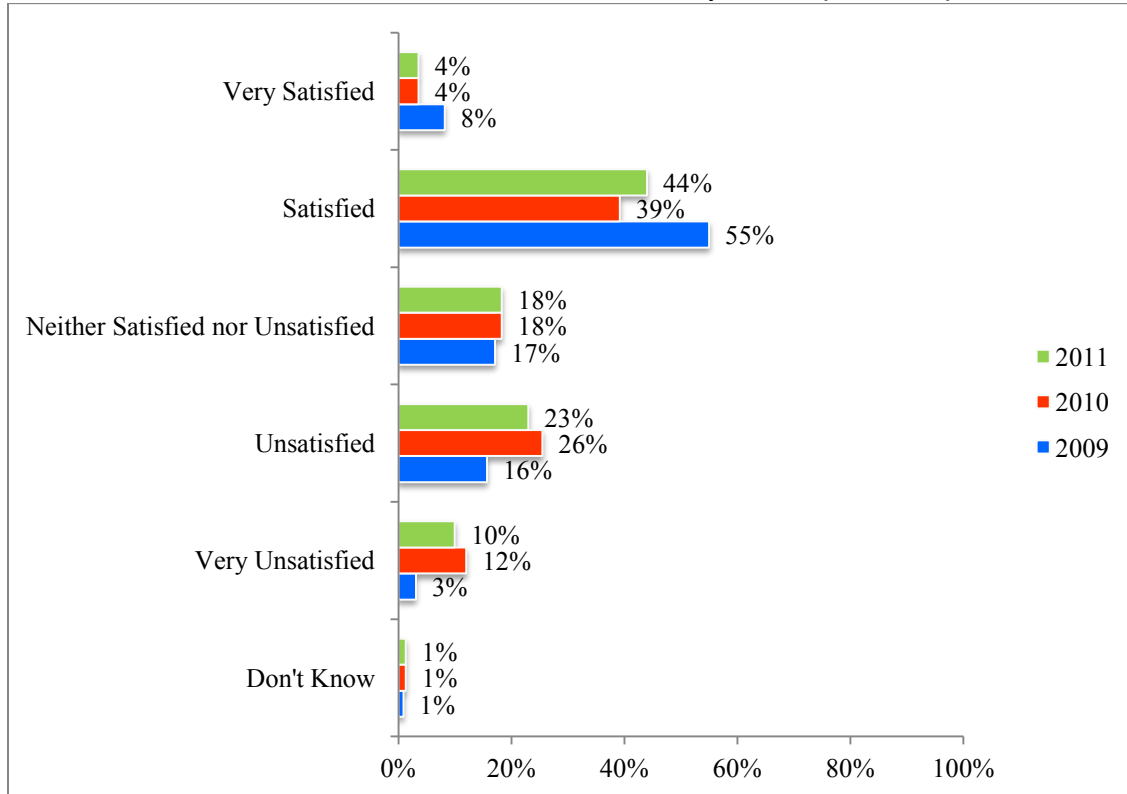
very well with the list of services that residents were asked to rate on a ten point scale of importance. Chart 1 displays the overall results of the open ended question.

Chart 1: Most Important Service the City Provides (Open Ended Question)



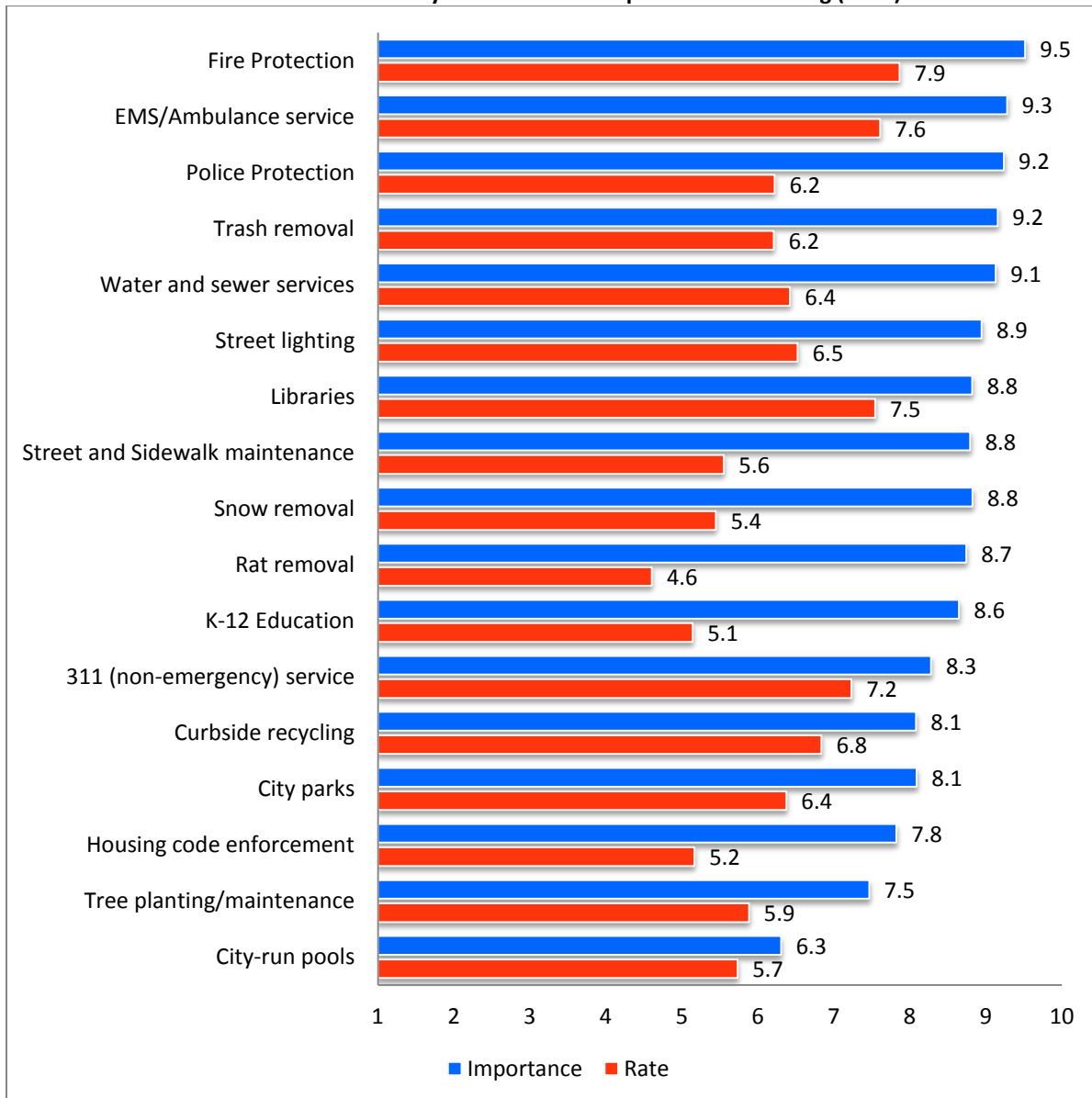
When asked about their overall satisfaction with Baltimore City services, respondents in 2011 tended to be more satisfied than respondents in 2010 and less satisfied than respondents in 2009. Those indicating that they were very satisfied held at four (4%) percentage points and those indicating that they were satisfied increased by five (5%) percentage points to 44%.

Chart 2: Overall Satisfaction with Baltimore City Services (2009-2011)



The chart below shows a side-by-side comparison of the City services that were discussed in the 2011 Baltimore Citizen Survey. In order to provide a clear comparison of the rating relative to importance, the mean rating for each service (where 1 is “Poor” and 4 is “Excellent”) was multiplied by 2.5. This allows a clearer comparison with the mean value for importance, which was rated on a ten point importance scale (where 1 is lowest and 10 is highest importance).

Chart 3: Baltimore City Services Mean Importance and Rating (2011)

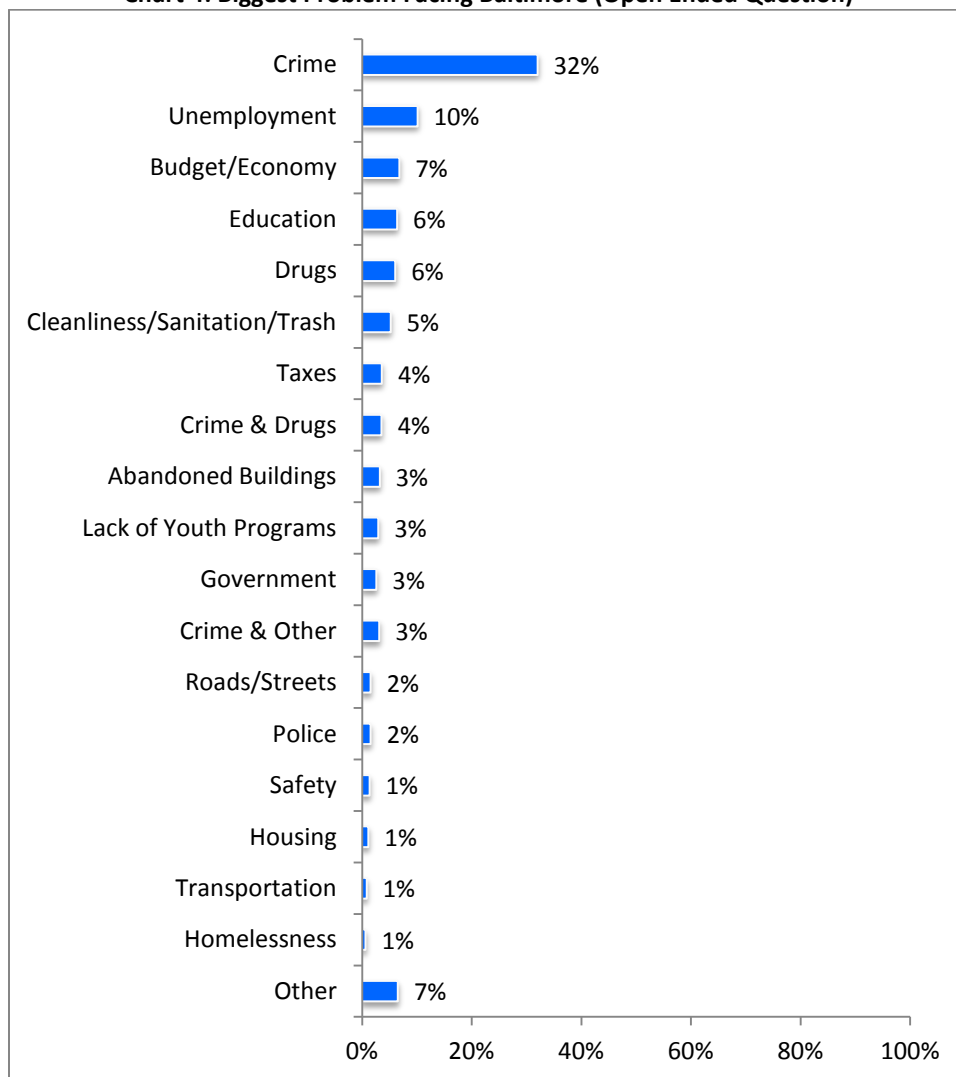


The 2009 and 2010 Citizen Surveys asked respondents to rate satisfaction with City parks, pools, and libraries. See the 2009 and 2010 reports at www.baltimorecity.gov/outcomebudgeting for those results.

New to the 2011 survey was an open ended question about the biggest problem facing the City of Baltimore. Respondents were allowed to say whatever they wished, and the responses were broadly categorized to gain a sense of what were the most commonly cited categories of problems facing Baltimore.

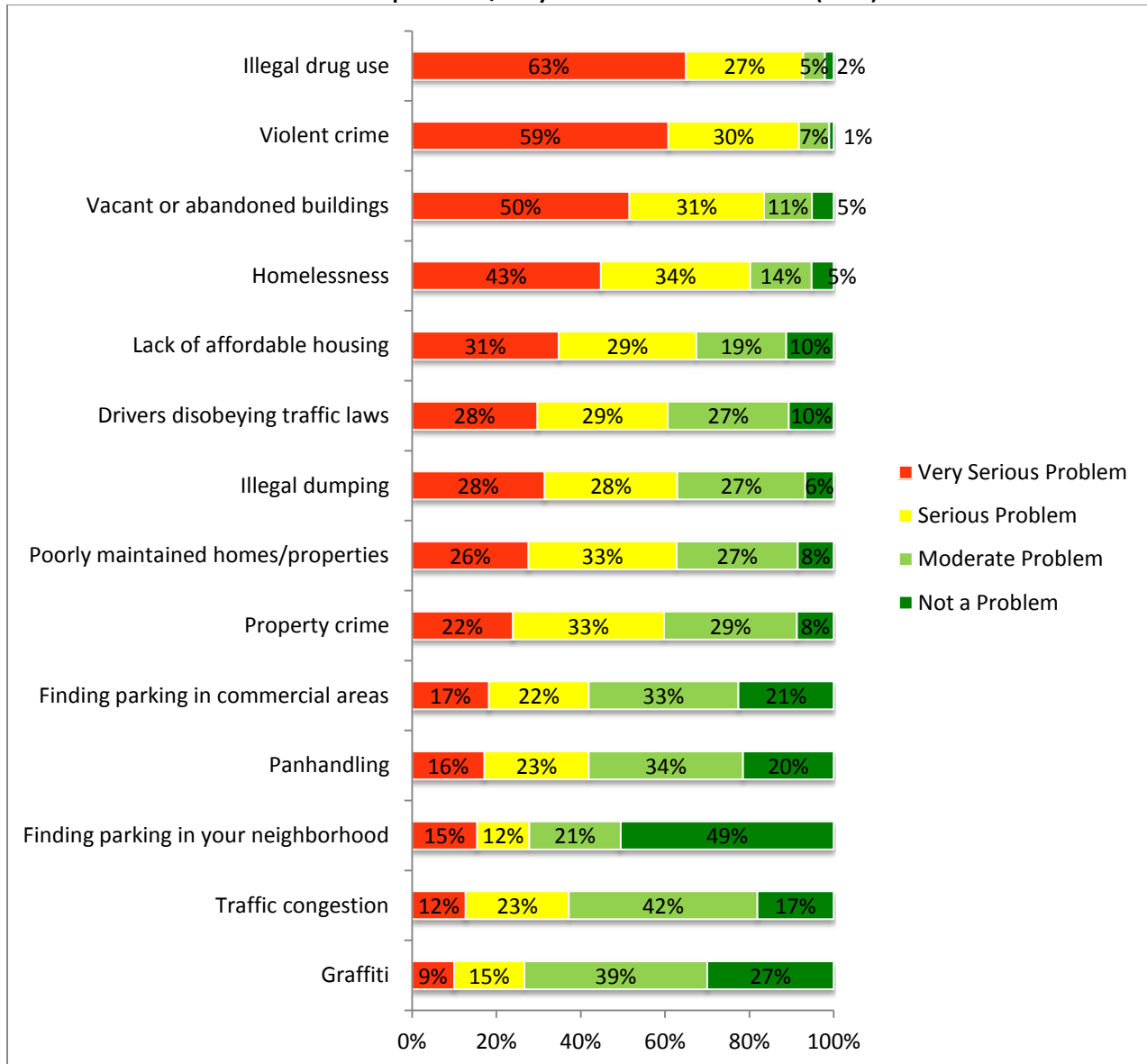
The most commonly reported category was crime (32%), although crime was also mentioned in connection with other problems (crime and drugs, 4% and crime and other issues 3%). Many cited financial concerns involving either unemployment (10%) or the budget/economy (7%) as the biggest problem facing Baltimore. Education (6%), drugs (6%), and cleanliness (5%) were not far behind.

Chart 4: Biggest Problem Facing Baltimore (Open Ended Question)



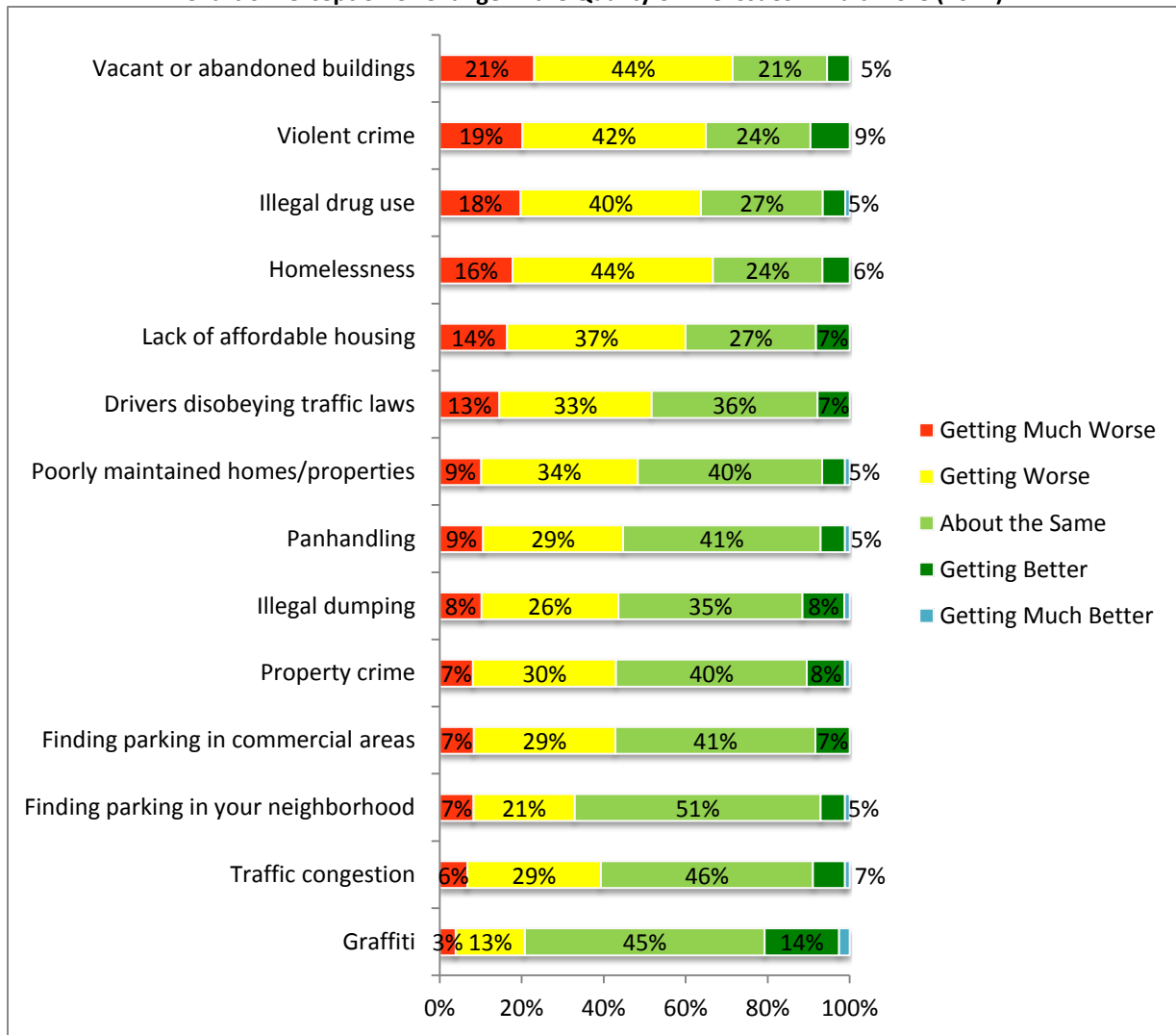
When asked about a range of issues facing residents of Baltimore, illegal drug use was rated the most serious with 90% of residents indicating that they believed this to be a serious or very serious issue. Violent crime only slightly trails illegal drug use, with 89% of respondents perceiving violent crime as serious or very serious. The least serious issues according to residents were finding parking in the respondent's neighborhood, traffic congestion, and graffiti which were viewed as serious or very serious among only 27%, 35%, and 24% of residents respectively.

Chart 5: Perception of Quality of Life Issues in Baltimore (2011)



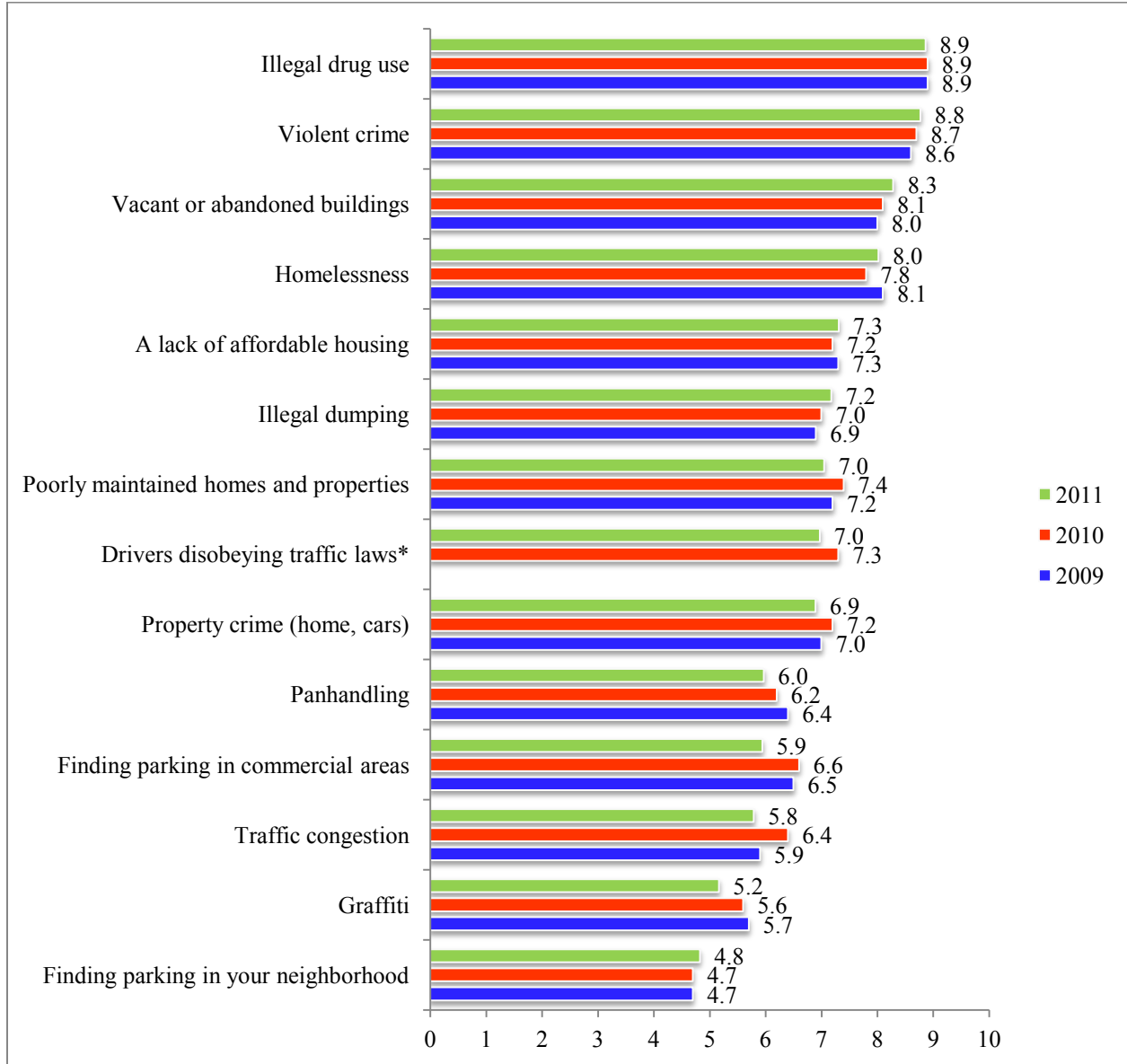
New in 2011 was a series of questions concerning whether the quality of life issues have gotten better or worse. Most respondents tended to perceive quality of life as getting worse or staying about the same. The only exception was graffiti, where 16% thought it was getting better or much better and 16% thought it was getting worse or much worse. Sixty-five percent (65%) of respondents thought the prevalence of vacant or abandoned buildings was getting worse or much worse while only 5% thought it was getting better.

Chart 6: Perception of Change in the Quality of Life Issues in Baltimore (2011)



When converted to a 10 point scale, respondents' perceptions of quality of life issues in Baltimore were very similar to the past two years. Notably, the perception of how big a problem it is to find parking in commercial areas showed a decline of 0.7 in average score, the largest decline of all quality of life issues. The perception of how problematic traffic congestion is also fell, from an average score of 6.4 in 2010 to 5.8 in 2011.

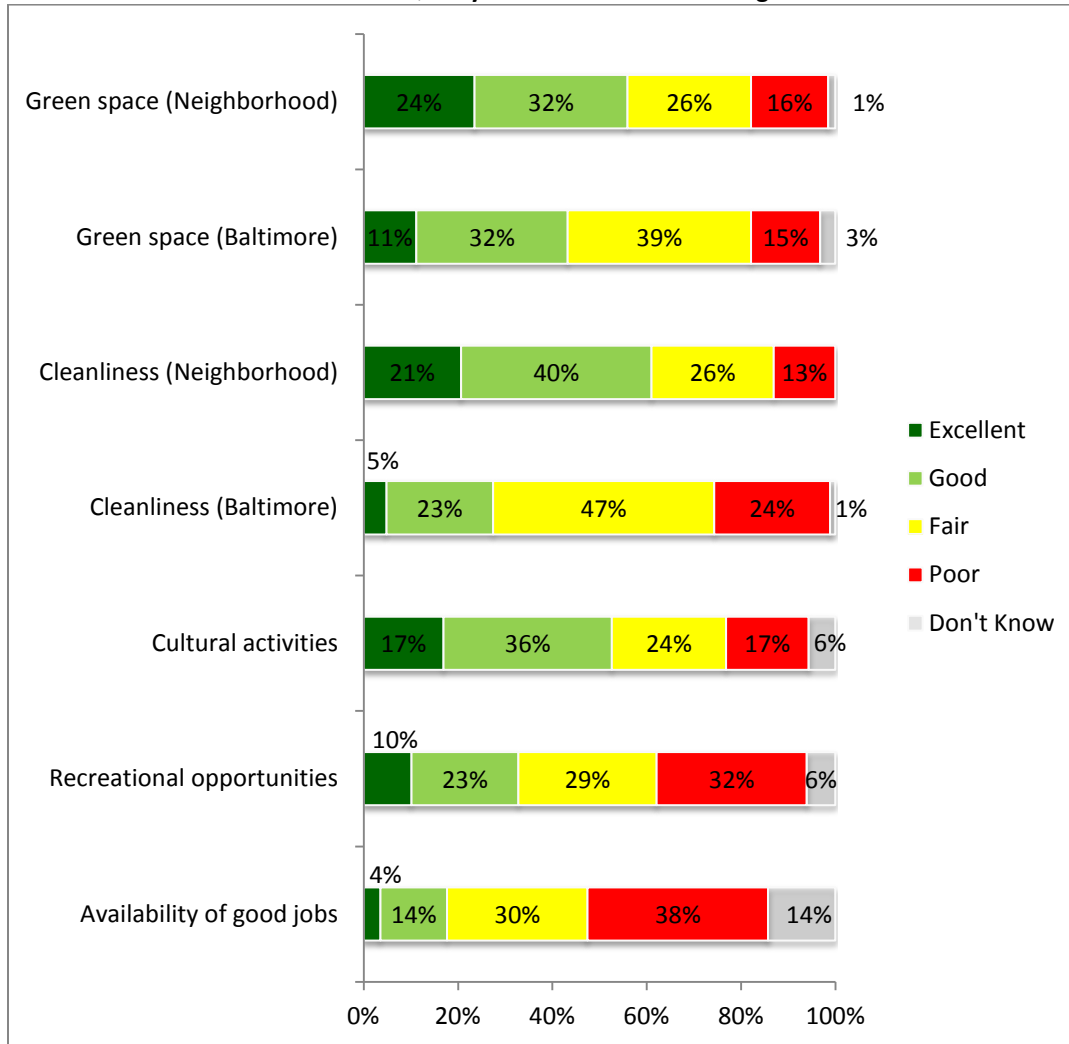
Chart 7: Perception of Quality of Life Issues in Baltimore (Converted to 10 Point Scale)



*Question regarding driver's disobeying traffic laws was not asked in 2009.

Violent crime, vacant and abandoned buildings, and illegal dumping continue to see year-over-year increases since 2009.

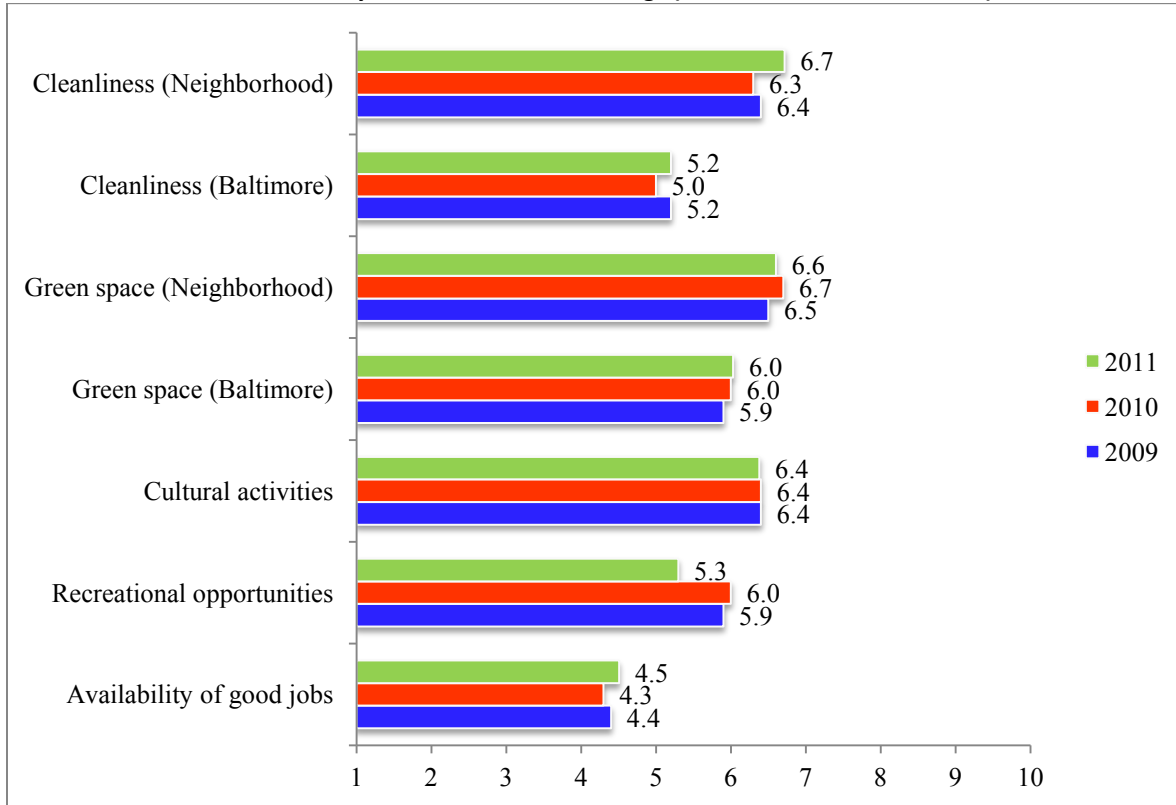
Chart 8: Quality of Life Satisfaction Ratings



As in previous years, respondents rated the conditions in their own neighborhoods more highly than those in Baltimore City as a whole. The amount of green space and the cleanliness in the respondent’s neighborhood were afforded the highest ratings with 56% of respondents perceiving the amount of green space in their neighborhoods as good or excellent and 61% perceiving the cleanliness of their neighborhoods as good or excellent. Respondents’ perceptions of the availability of good jobs scored the lowest on the satisfaction ratings. While 18% thought the availability of good jobs was excellent (4%) or good (14%), 68% thought it was fair (30%) or poor (38%).

When converted to a 10 point scale, respondents' perceptions of the cleanliness of their neighborhood and the availability of good jobs were highest in 2011 among the three years. While availability of good jobs was ranked the lowest, the score was still an improvement relative to 2009 and 2010.

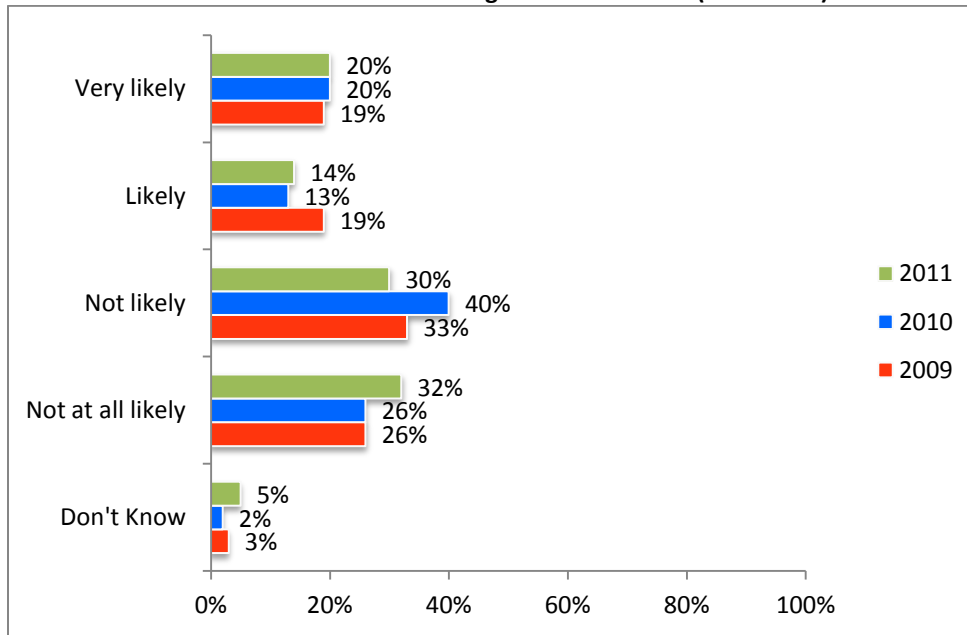
Chart 9: Quality of Life Satisfaction Ratings (Converted to 10 Point Scale)



Move from Baltimore

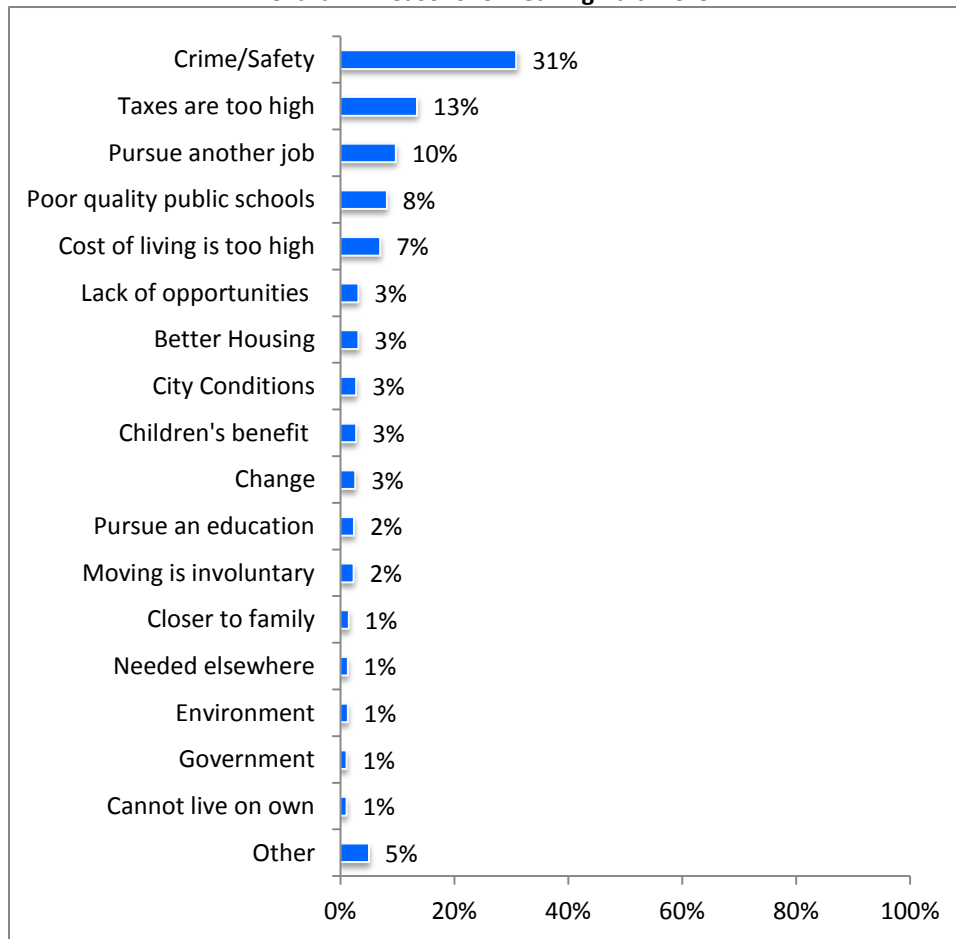
Recognizing that retaining citizens is critical to making progress on the objectives presented in this report, residents were once again asked how likely it was that they might move away from Baltimore in the next one to three years. The percentage of respondents saying that they are likely or very likely to move out of Baltimore in the next three years (34%) is virtually the same as it was last year (33%) and lower than in 2009 (38%). At the same time, the percentage of those saying that they are not likely at all to move has risen from 26% in each of the last two years to 32% in 2011.

Chart 10: Likelihood of Moving Out of Baltimore (2009-2011)



For those indicating that they were at least likely to leave Baltimore in the next three years, a follow-up question was asked about why they were planning to leave. Once again, crime/safety topped the list of reasons at 31%, up from 21% last year. In addition, pursuing another job fell to third place, yet it held steady at 10%. Thirteen percent (13%) cited high taxes, compared to 8% last year. Dissatisfaction with public schools as a reason for leaving Baltimore fell from 8% in 2009 to 3% in 2010, but went back to 8% in 2011.

Chart 11: Reasons for Leaving Baltimore



Priority Outcome 1 – Better Schools

A number of questions were used to understand citizen perceptions of satisfaction with the issues of health, education, children, and families. Questions were asked about K – 12 education and new in 2011 were questions about respondents’ perceptions of Baltimore Public Schools and their role in its improvements.

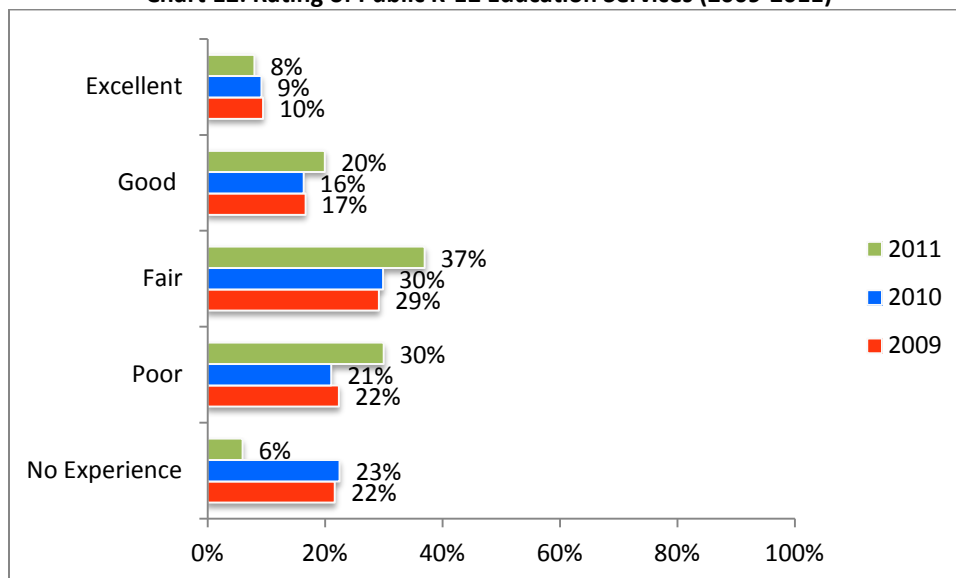
Citizens were asked to rate the importance of and their satisfaction with a variety of City services.

K-12 Education

Respondents were asked to rate the importance of K-12 education on a scale of 1 to 10, with 1 being not at all important and 10 being most important, and then to rate their satisfaction with the service on a 4-point scale. In terms of importance, K-12 education was once again toward the middle of the list (ranked 11 out of 17), with a mean importance rating of 8.6. Last year, K-12 education received a mean importance score of 9.0 and in 2009 it was at 9.1.

It is notable that many more reported having an opinion about the K-12 educational system in Baltimore City in 2011 than in 2010 or 2009.

Chart 12: Rating of Public K-12 Education Services (2009-2011)



There were some notable differences in the demographic distribution of perception about Baltimore’s K-12 educational system. The 55-64 age cohort were most likely to have had

experience with K-12 education in Baltimore (only 4% reported that they had no experience), while the 65+ age cohort were most likely to believe that it was either good or excellent (40%). White (9%) and Asian (15%) residents, on the other hand, were significantly more likely to report not having had experience with the Baltimore City Public Schools. White residents were also less likely as Black residents to consider K-12 education excellent (6% versus 9%) but a similar percentage of both White and Black residents considered K-12 education poor (32% and 28%, respectively).

Residents in the Central planning district were most likely to rate Baltimore's K-12 education excellent (17%), and Southern district residents were most likely to rate K-12 education as poor (36%).

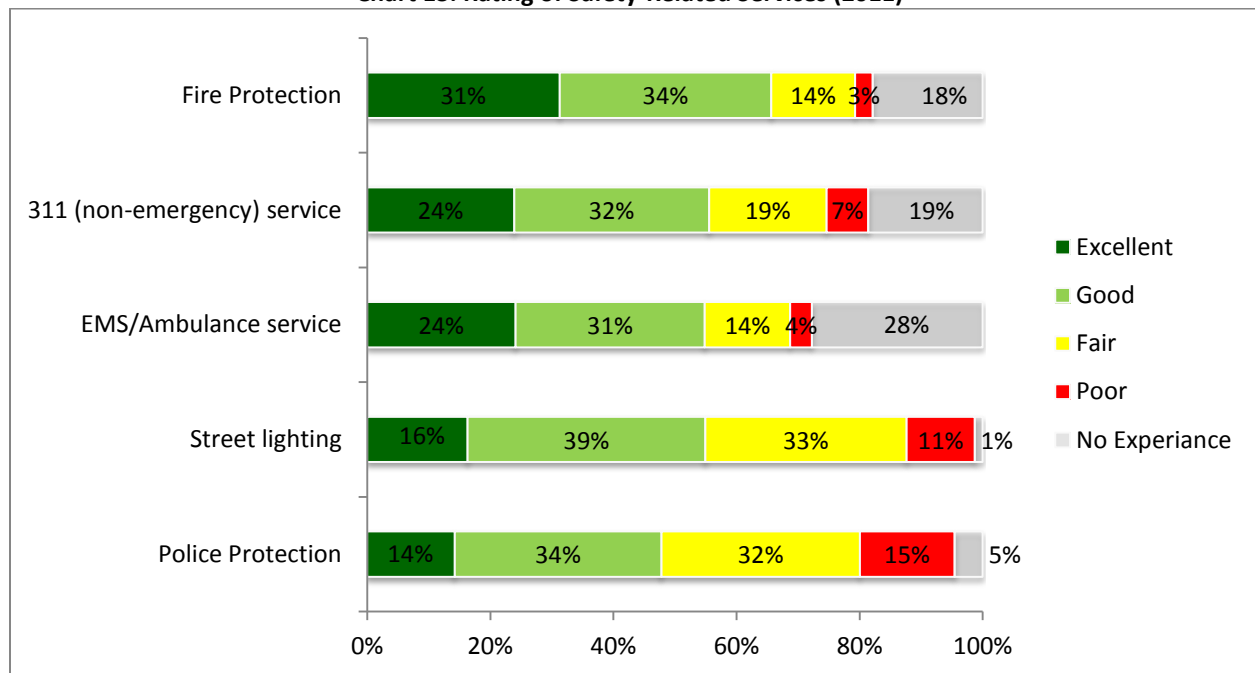
Priority Outcome 2 – Safer Streets

This section analyzes the survey findings relating to citizens' perceptions of crime and safety; perception of the Police Department; and satisfaction with safety related services including police, fire, and EMS services.

Respondents indicated that safety-related services were among the most important that the city provides.

Several safety-related questions were asked to determine residents' perception of safety in different areas of the city – their neighborhoods, downtown, and in City parks – both during the day and at night. Overall, responses were relatively consistent with last year.

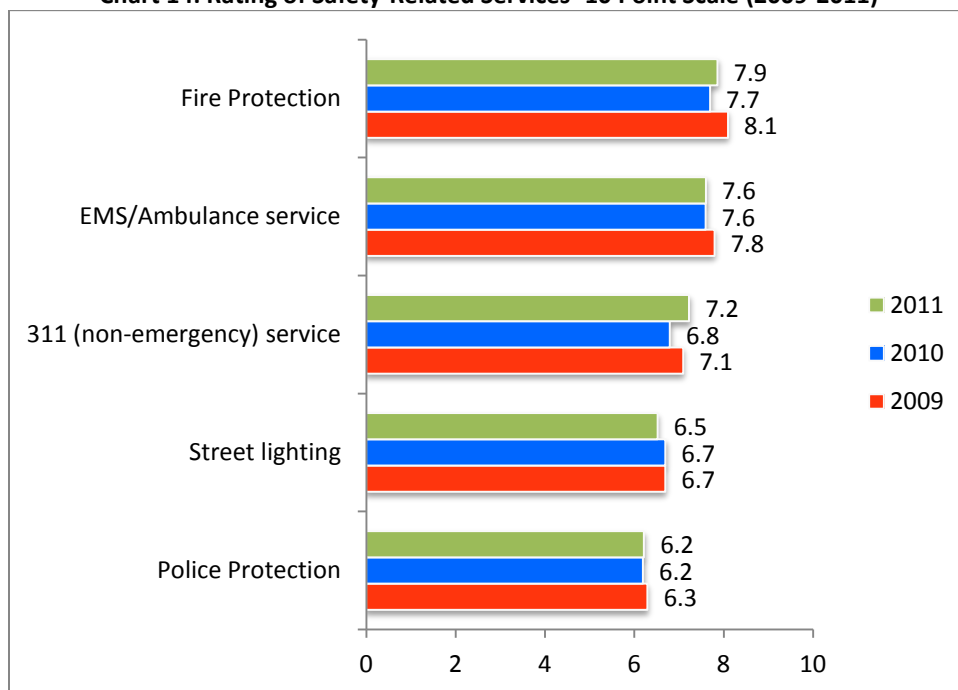
Chart 13: Rating of Safety-Related Services (2011)



Fire protection was again the most highly rated of all City services. The percentage of respondents rating their satisfaction with fire protection as excellent increased from 25% last year to 31% this year which is only 3% below the response in 2009. A majority of respondents rated Fire protection (65%), 311 (non-emergency) service (56%), EMS/Ambulance service (55%), and Street lighting (55%) as at least good. Police protection (48%) was the only safety-related service for which less than half of respondents indicated that their satisfaction with the service was either excellent or good.

Converting safety-related services to a 10 point scale, one can see that fire protection and EMS/Ambulance services remain the highest rated services to most Baltimore residents. The mean rating for 311 (non-emergency) services improved over the 2010 rating. The rating for Fire protection improved over 2010, but was still below the mean rating from 2009.

Chart 14: Rating of Safety-Related Services- 10 Point Scale (2009-2011)

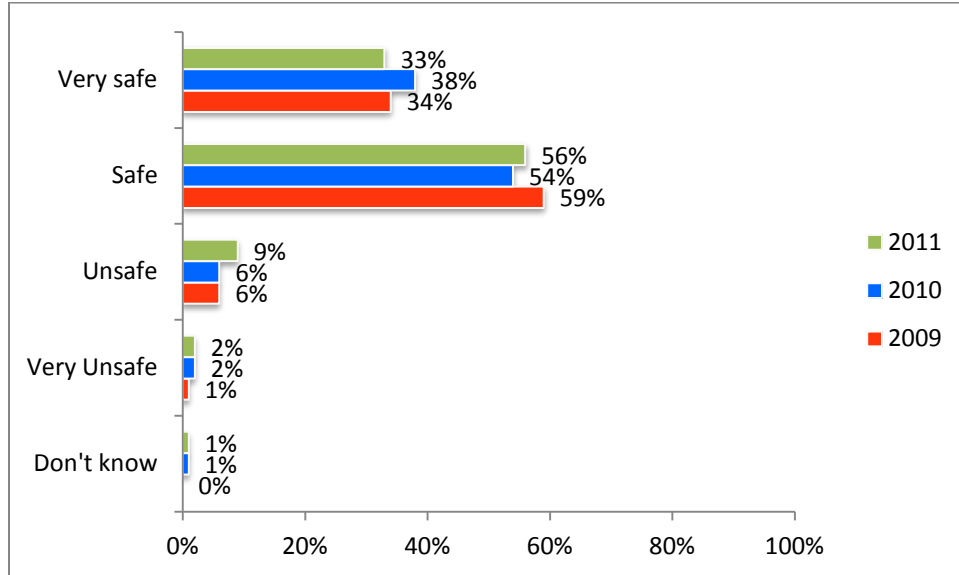


Neighborhood Safety

A majority of Baltimore residents reported feeling either safe or very safe in their own neighborhoods during the day (89%) and at night (64%). While the results indicate that respondents felt less safe downtown than in their own neighborhoods, especially at night, a majority of residents reported feeling at least safe downtown during the day (74%). Significant percentages of respondents could not rate their feeling of safety downtown either during the day (9%) or at night (16%).

Slightly lower percentages reported feeling very safe and safe in their neighborhoods during the day, as compared to last year, with the number of residents feeling very safe dropping five percentage points (roughly to the 2009 levels). Those reporting feeling unsafe and very unsafe in their neighborhoods both at night and during the day were marginally higher than last year's results.

Chart 15: Perception of Neighborhood Safety-Daytime (2009-2011)

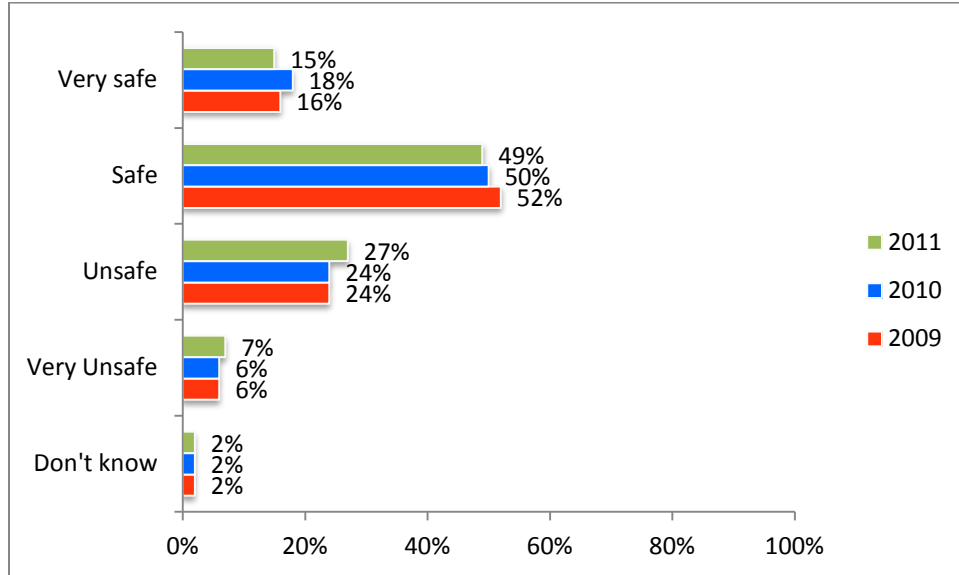


During the day, men and women both indicated an overwhelming feeling of safety in their neighborhoods, with 88% of men and 89% of women indicating that they felt at least safe.

The percentages of residents feeling either safe or very safe in their own neighborhoods were highest among Hispanic and White residents (100% and 92%, respectively), while lower percentages of Black and Asian residents reported feeling safe or very safe in their own neighborhoods during the day (86% and 85%, respectively).

When looking at feelings of safety during the day by planning district, all districts reported at least 80% of residents feeling either safe or very safe during the day.

Chart 16: Perception of Neighborhood Safety- Nighttime (2009-2011)



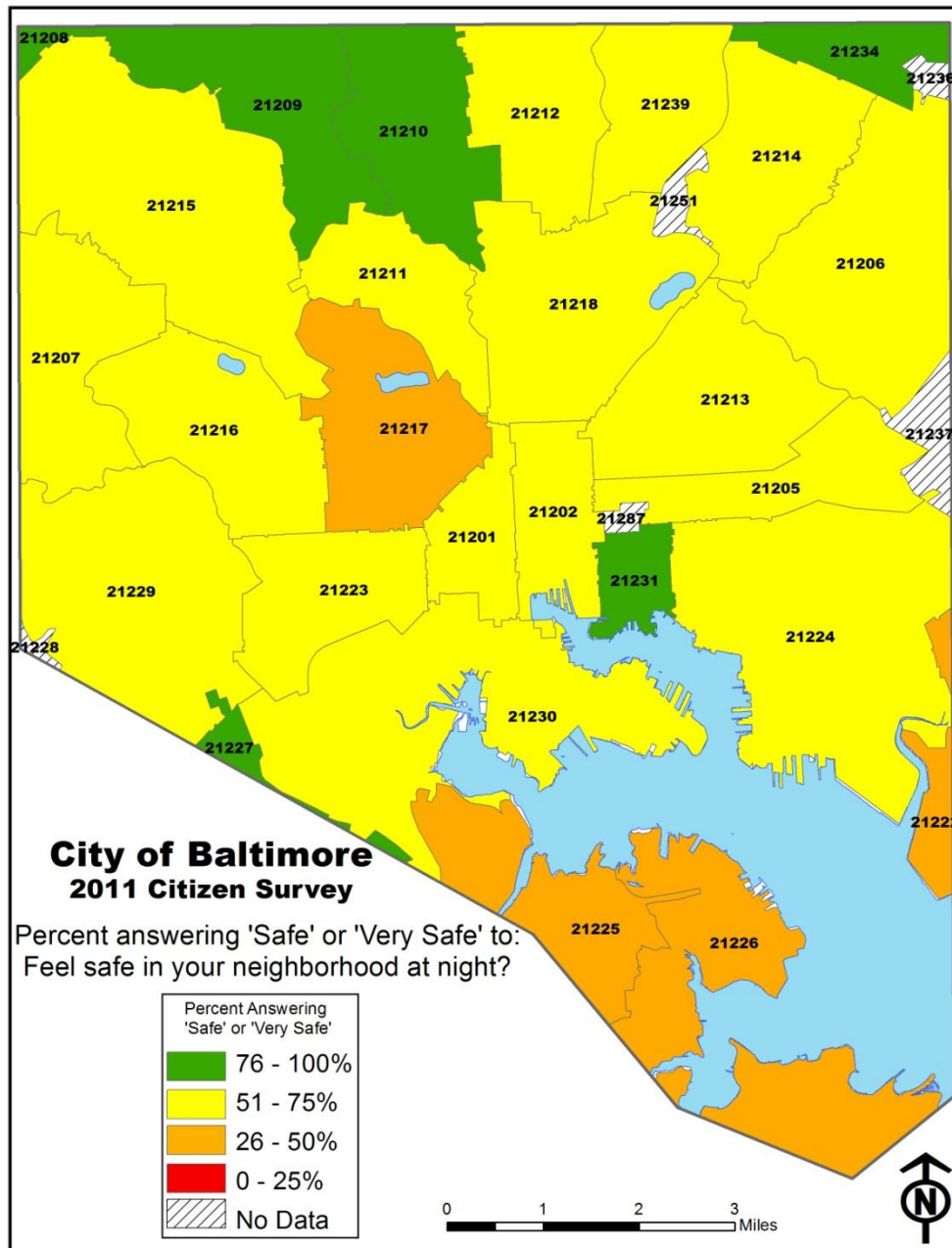
While men and women were statistically indistinguishable in terms of their safety feeling during the day, at night 70% of men and 59% of women reported feeling either safe or very safe in their neighborhoods.

During the nighttime, Hispanics still felt the safest in their own neighborhood with 85% reporting feeling safe or very safe versus only 65% of White residents and 63% of Black residents feeling the same. Seventy-five percent (75%) of Asian residents also felt safe or very safe in their neighborhood at night.

Map 2: Perception of Safety in Neighborhood- Daytime



Map 3: Perception of Safety in Neighborhood- Nighttime



The 2009 and 2010 Citizen Surveys asked respondents to rate satisfaction with police presence in their neighborhood. See the 2009 and 2010 reports at www.baltimorecity.gov/outcomebudgeting for those results.

Downtown Safety

The feeling of safety downtown was slightly less than in 2009 and 2010, with 74% of residents indicating that they felt either very safe or safe downtown during the day (4% lower than 2010 and 5% lower than 2009). This figure dropped at night to 29%, which is a decrease of 8% from 2010. It is notable that the percentage of residents indicating that they felt either unsafe or very unsafe downtown during the day increased from 11% in 2009 to 14% in 2010 and finally to 17% in 2011.

Again, Hispanics felt safer than any other race/ethnic group in the downtown during the day with 93% reporting feeling safe or very safe, relative to only 50% of Asians who felt the same. Seventy nine percent (79%) of White residents and 72% of Black residents felt the same. At night in the downtown area, Hispanics felt twice as safe as any other group (64%). Only 5% of Asians recorded feeling safe or very safe in the downtown during the nighttime.

When examining differences among various demographic groups in response to feelings of safety downtown, Baltimoreans aged 65 years or older expressed the lowest feelings of safety, with only 58% reporting feeling either safe or very safe during the day.

While majorities of men (81%) and women (69%) reported feeling at least safe downtown during the day, a much lower percentage of women (22%) than men (38%) reported feeling safe downtown at night.

Across planning districts most residents reported feeling safe downtown during the day, with respondents from only two districts reporting less than a safe or very safe rating of 70% (69% in both the Southwestern and Northwestern planning districts). Residents of the Central and Eastern planning districts reported feeling safest downtown during the day (Central 84% and Northern 82%). Residents of the Central, Southeastern, and Northern districts reported feeling the safest downtown at night (Central 37%, Southeastern 34%, and Northern 34%). Residents of the Northwestern district were least likely to feel at least safe downtown at night (23%).

Chart 17: Perception of Downtown Safety- Daytime (2009-2011)

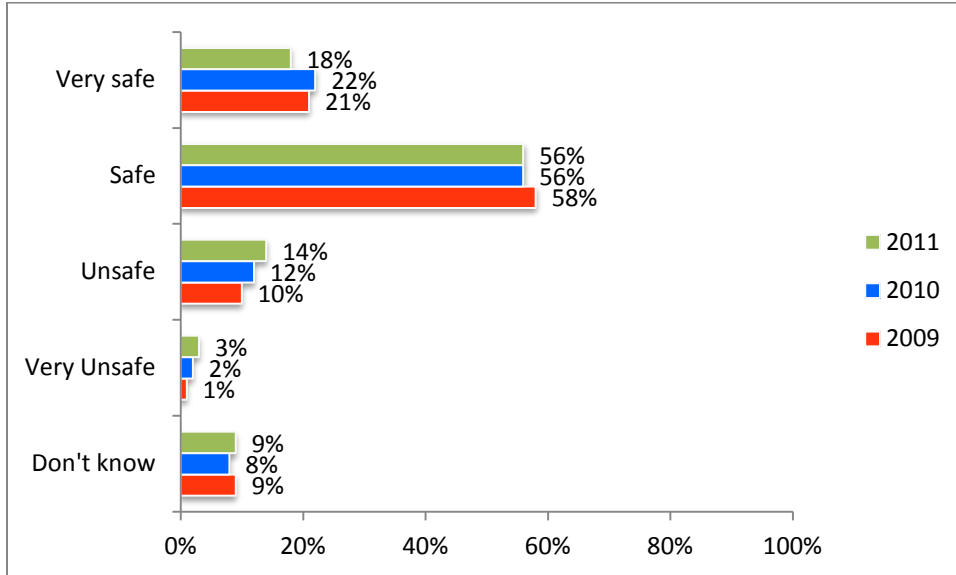
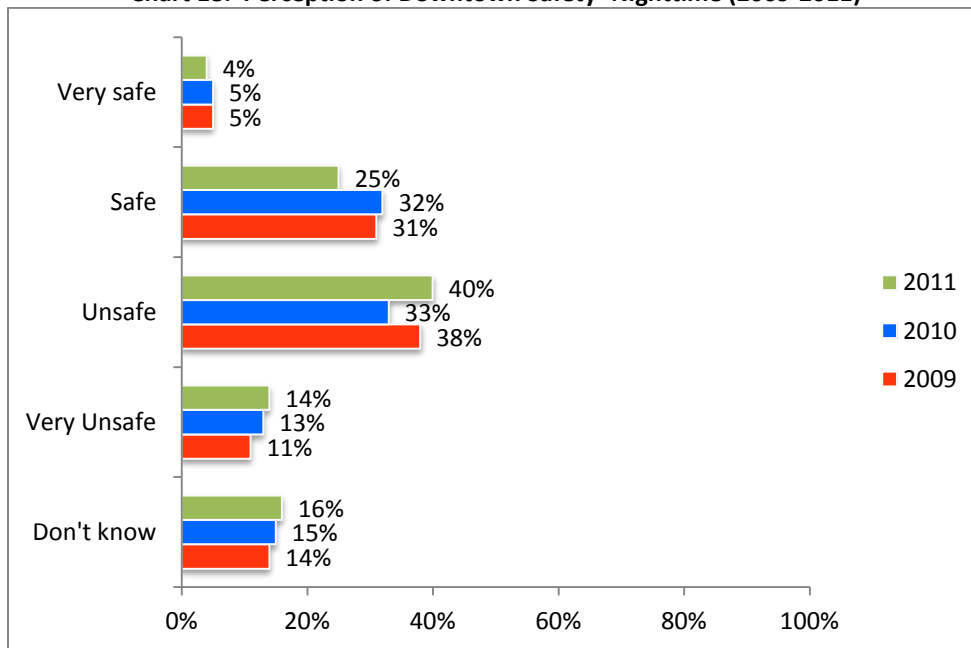


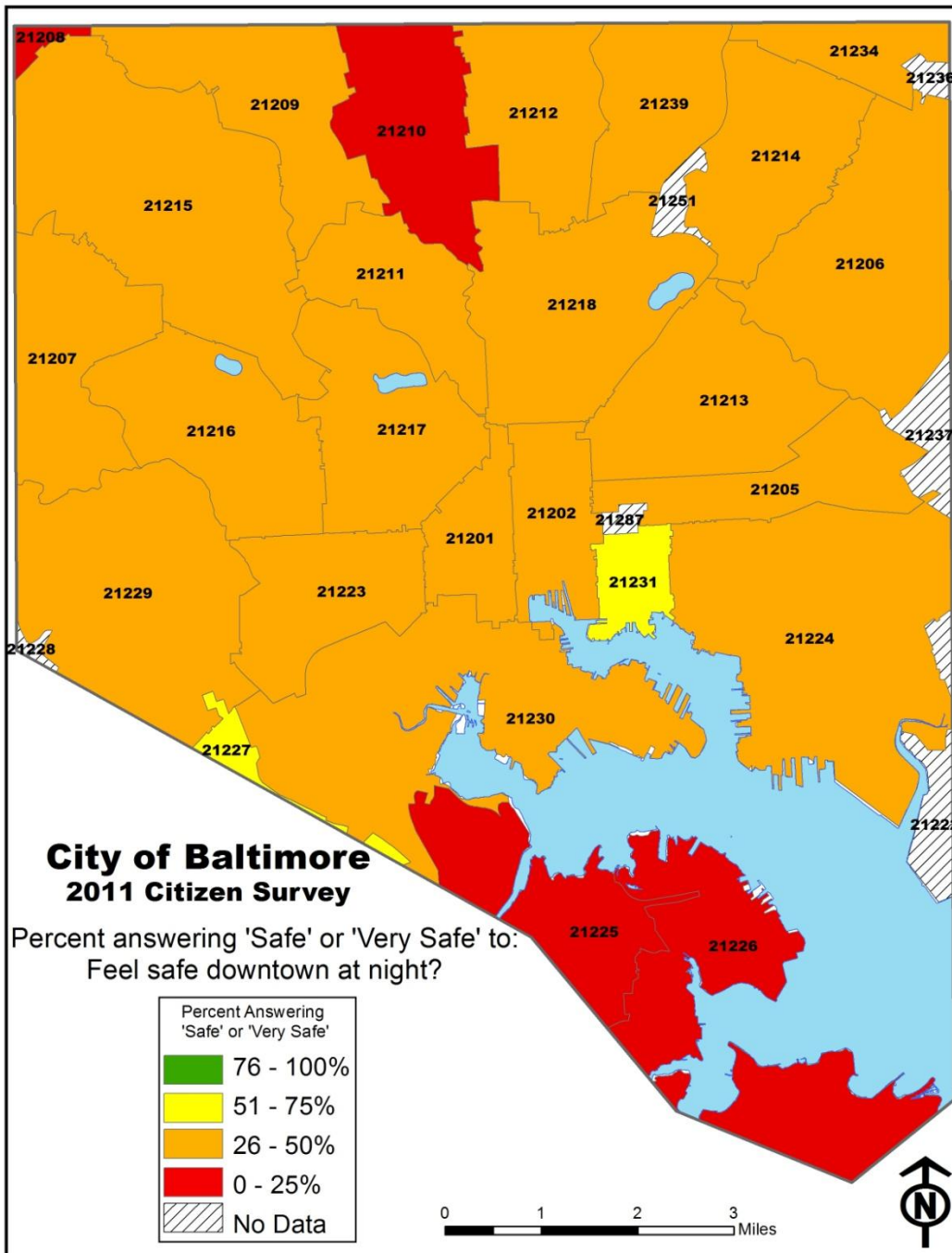
Chart 18: Perception of Downtown Safety- Nighttime (2009-2011)



Map 4: Perception of Safety Downtown- Daytime

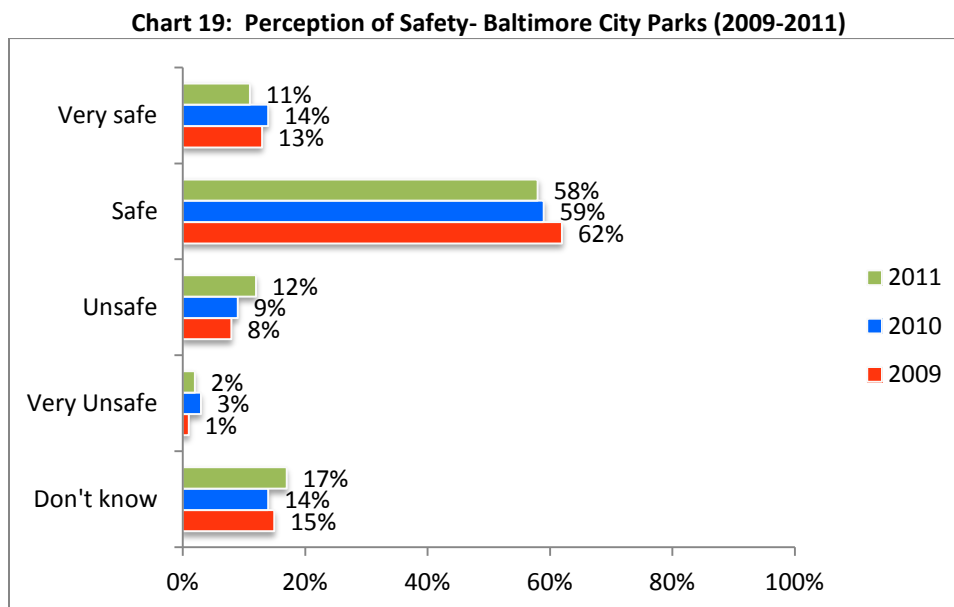


Map 5: Perception of Safety Downtown- Nighttime



City Park Safety

Perceptions of safety in City parks like other areas of safety declined again; however, a large majority of residents (69%) reported that they felt at least safe. Seventeen percent (17%) of respondents indicated that they did not know how safe they felt in City parks.



Since Baltimore City parks are not open after dark, residents were only asked about their perceptions of safety at parks during the day.

Disproportionately, the oldest Baltimore residents (those 64 years of age and older) reported not knowing about safety in City parks (37%), up from 31% last year. The youngest category (18-24) of Baltimoreans reported feeling the safest at City parks, with 85% reporting that they felt either safe or very safe.

Women felt safe less frequently than men (64% versus 77%), but were also much more likely to report not knowing how safe they felt in City parks during the day (21% versus 12%).

In terms of geographic differences, the Central district residents reported feeling the safest at City parks, with 77% reporting that they felt either safe or very safe.

Map 6: Perception of Safety in City Parks- Daytime



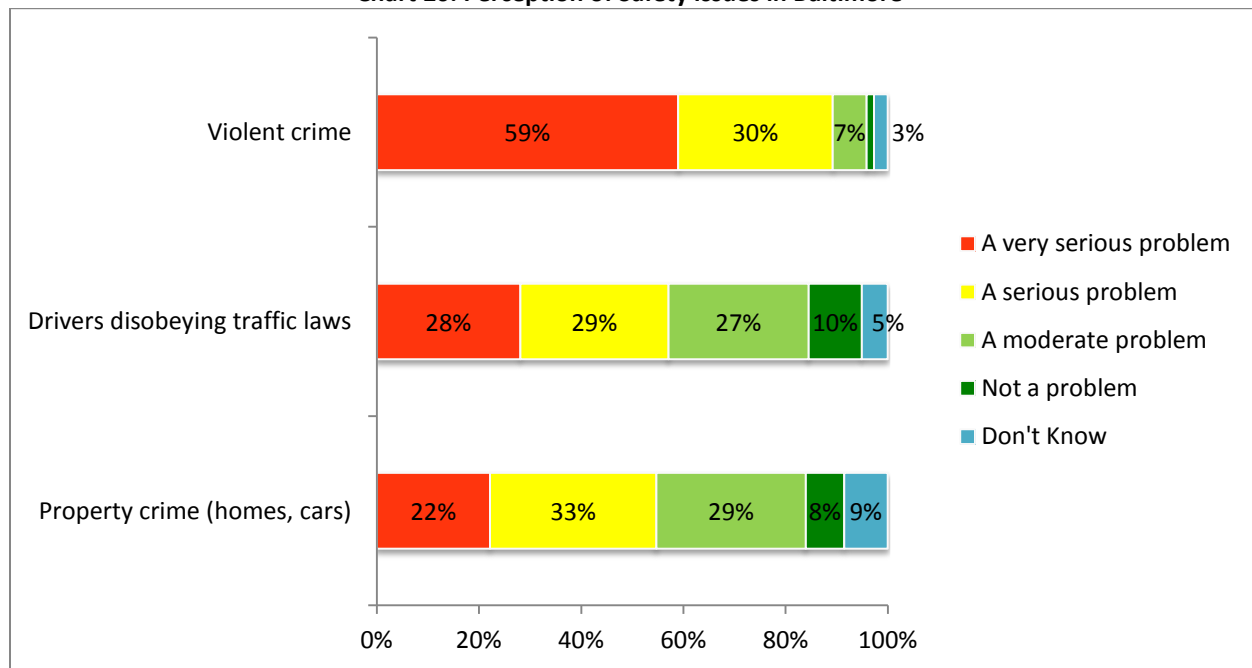
The 2009 and 2010 Citizen Surveys asked respondents to rate satisfaction with City parks. See the 2009 and 2010 reports at www.baltimorecity.gov/outcomebudgeting for those results.

Safety Issues

Baltimore shares a common list of problems with other large, modern cities. Residents were asked about their perceptions of the severity of some of those problems, three of which were safety-related: drivers disobeying traffic laws, violent crime, and property crime. While all were perceived as at least serious problems by a majority of the respondents, only small percentages of respondents thought that any were not a problem. The percentage of residents who thought that property crime was not a problem increased from 7% last year to 8% this year which is still down from 2009, when 11% thought it was not a problem.

The most significant safety problem (and the second most significant of all the problems included in the survey) was violent crime, with over half (59%) reporting that violent crime was a very serious problem, the same as 2010 and not substantially different from 2009. For the second year in a row, residents were asked about their perception of the seriousness of drivers disobeying traffic laws. Fifty-seven (57%) of respondents reported this as being a serious or very serious issue relative to sixty-five percent (65%) in 2010.

Chart 20: Perception of Safety Issues in Baltimore

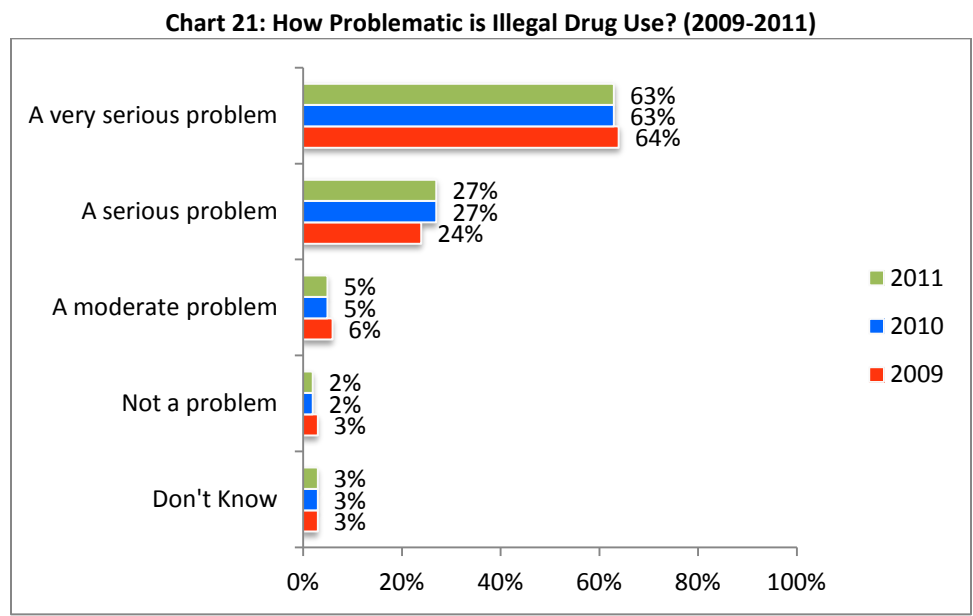


When considering differences among demographic groups, it is notable that there was little variation in the perceived seriousness of these problems.

Black and White residents seem to have split in opposite directions over perceptions of violent crime, with Whites being more likely to consider violent crime a moderate (11%) or serious (32%) problem (versus Black residents at 5% and 29%, respectively). Black residents were more likely to consider violent crime a very serious problem at 64% versus 51% for White residents.

Illegal Drug Use

Just as last year, this year illegal drug use ranked as the number one problem facing the City of Baltimore, with 63% of residents rating it as a very serious problem and 27% indicating that it is a serious problem (the same as 2010). This is an increase of two percentage points (2%) over those who viewed illegal drug use as a serious or very serious problem in 2009.



With few exceptions, there was little variation in the perceived seriousness of illegal drug use across different groups of Baltimore residents. The oldest residents (64 years and older) were most likely to say that illegal drug use was not a problem (3%) and almost twice as likely as the rest of the city to say that they did not know how much of a problem illegal drug use was (4%). The youngest Baltimoreans surveyed were most likely to see illegal drug use as a very serious problem (66%), which is the opposite of 2010 when they were the least likely to see it as a very serious problem (43%).

There was a slight difference in the perception of seriousness of illegal drug use on the part of White and Black residents. Following the same trend as the previous year, the 2011 results show that Black residents are more likely to see illegal drug use as a serious or very serious

problem (92%) relative to White residents (85%). A higher percentage of Hispanic respondents (100%) believed the problem of illegal drug use to be either serious or very serious.

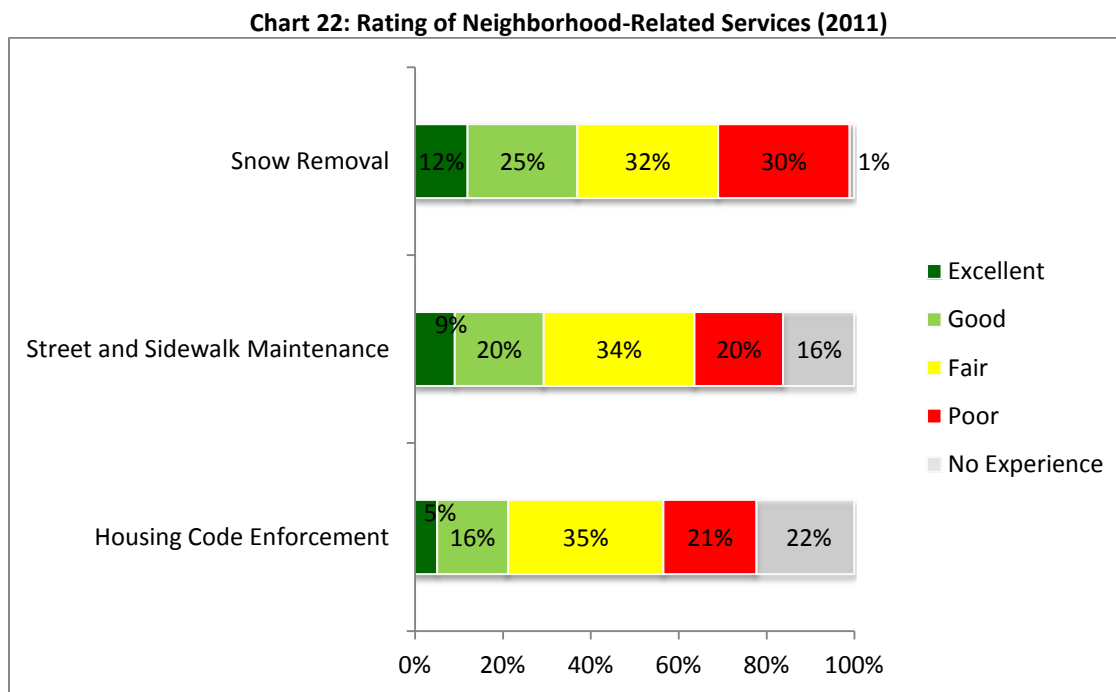
Residents of the Southeastern district were least likely to see illegal drug use as a very serious problem (50%), while Southwestern district residents were most likely to see the problem as very serious (69%).

Priority Outcome 3 – Stronger Neighborhoods

Several questions were asked that deal with neighborhoods including: the importance of and rating of street and sidewalk maintenance, snow removal, and housing code enforcement; rating the availability of recreational activities; questions about City parks; and rating the seriousness of problems like illegal dumping, traffic congestion, graffiti, homelessness, vacant and abandoned buildings, poorly maintained homes, affordable housing, parking in neighborhoods, and panhandling.

Neighborhood Services

Citizens were asked to rate the importance of and their satisfaction with a variety of City services. Three of these services (street and sidewalk maintenance, snow removal, and housing code enforcement) were related to the “Stronger Neighborhoods” Mayoral Priority Outcome. Respondents were asked to rate the importance of the service on a scale of 1 to 10, with 1 being not at all important and 10 being most important, and then to rate their satisfaction with the service on a 4-point scale, with 1 being poor and 4 being excellent.



Housing code enforcement was once again near the bottom of the mean importance rankings, among all services rated. The rating for housing code enforcement did rise slightly from a mean

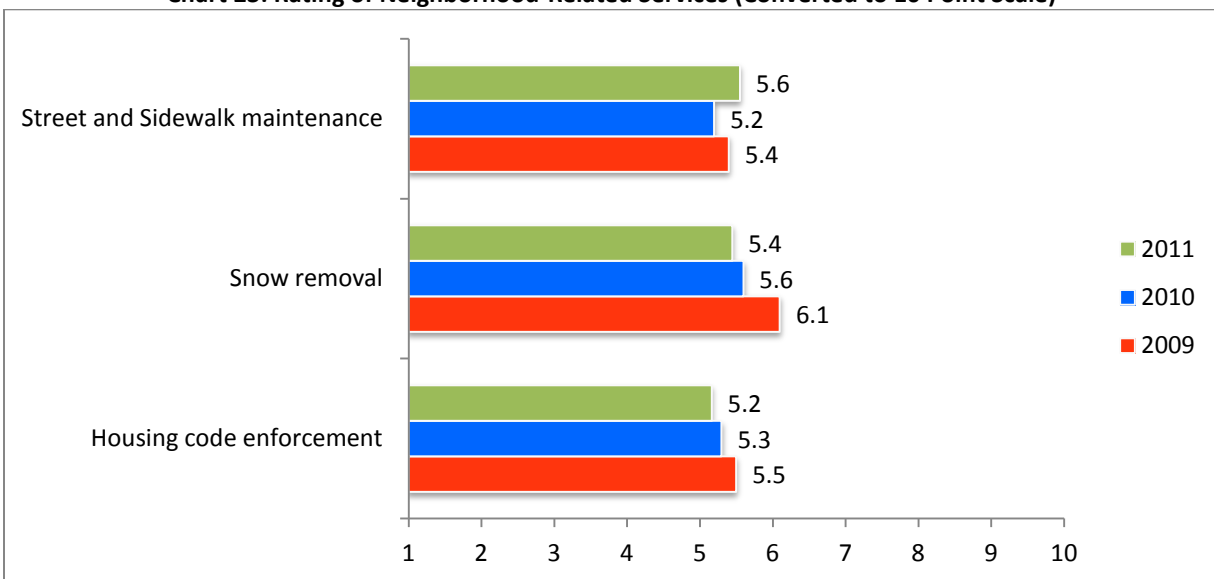
importance score of 7.7 last year to 7.8 this year, but still down from 8.1 in 2009. Snow removal and street and sidewalk maintenance were near the middle of the mean importance rating scale at 8.8 each.

The percentage of residents rating snow removal as excellent was 12%, which is virtually unchanged from results in 2010 (13%) and 2009 (14%). Those ascribing a rating of good fell more dramatically, from 35% in 2009 to 29% in 2010 and finally to 25% in 2011.

For the third year in a row, the rating of street and sidewalk maintenance was virtually unchanged, with 9% considering it excellent. Chart 23 shows the average rating scores for neighborhood-related services over the last three years.

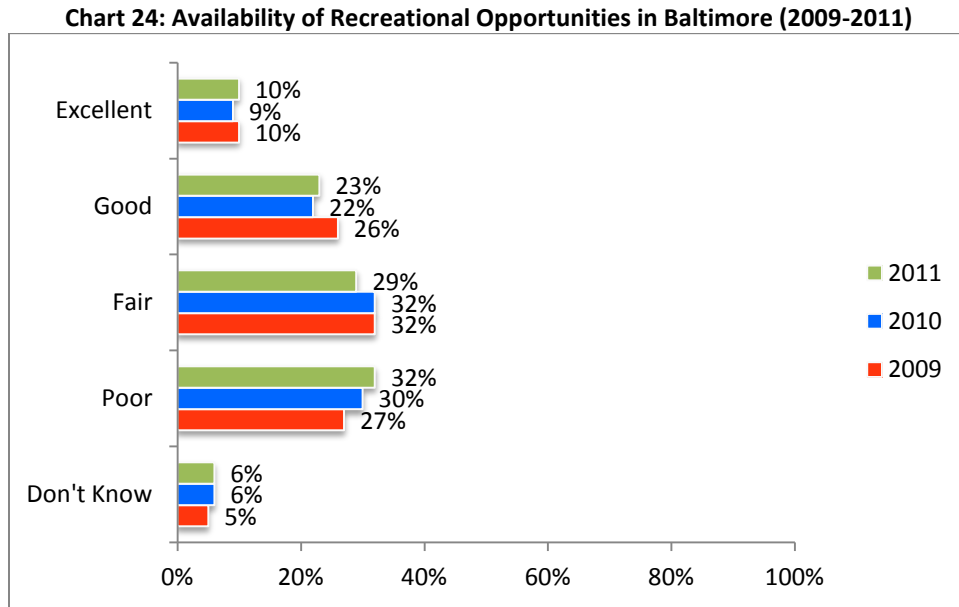
Neighborhood-related services, on average, were perceived to be less satisfactory than they were in 2009 or 2010. Respondents' perceptions of snow removal have marked the most significant decline in average rating of the three neighborhood-related services.

Chart 23: Rating of Neighborhood-Related Services (Converted to 10 Point Scale)



Recreational Opportunities

There was virtually no change from the percentage of residents' ratings of the availability of recreational opportunities in Baltimore in 2010.



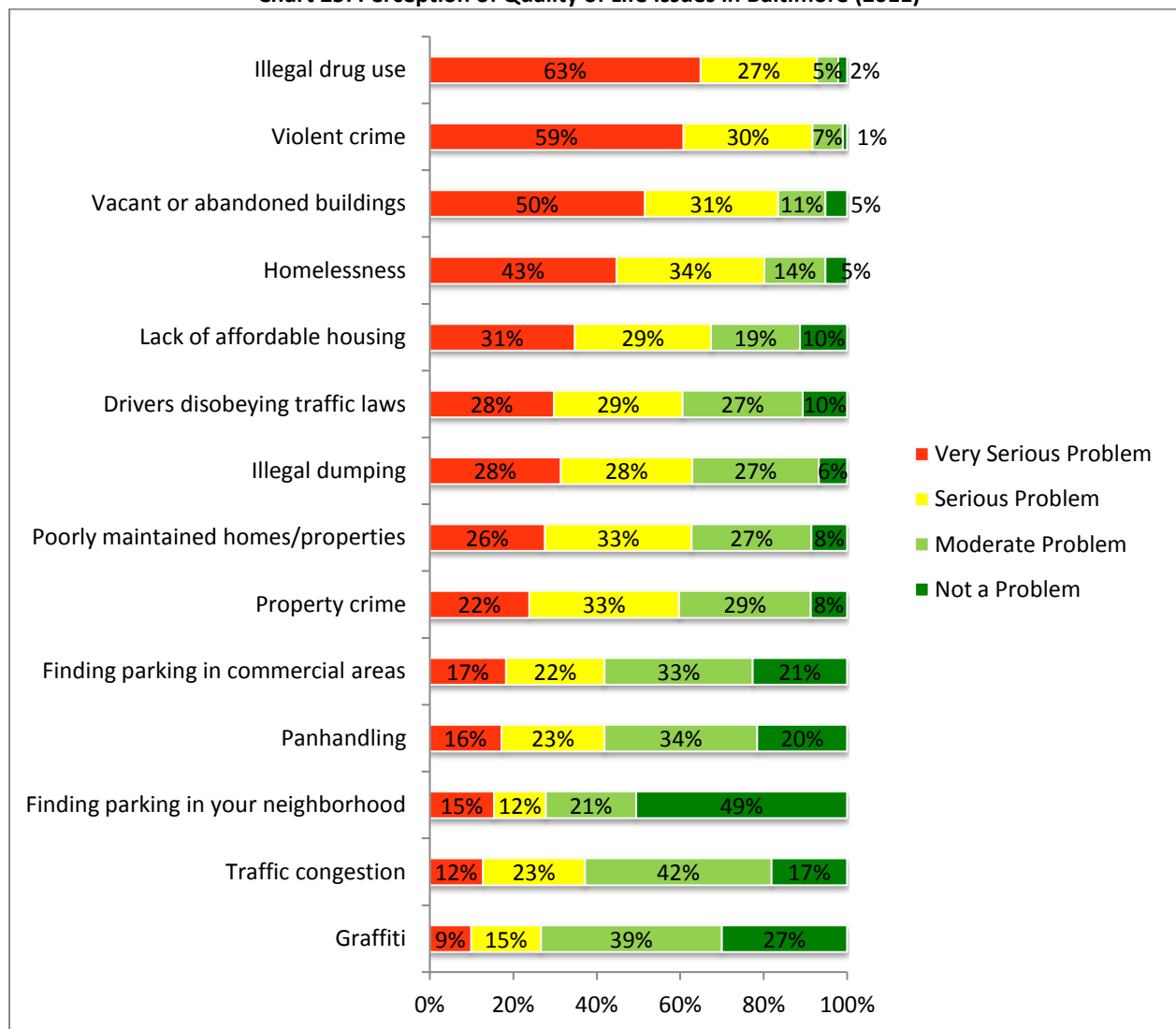
Those residents in the highest age group who answered the survey, age 64 and over, were most likely to report that they did not know how to rate recreational opportunities (14%). Between one-third and one-half of men rated the availability of recreational opportunities as good or excellent (41%), while women were less likely to do so (27%). White residents were more than twice as likely to rate the availability of recreational opportunities as excellent (17%) as Black residents (7%).

The 2009 and 2010 Citizen Surveys asked respondents to rate satisfaction with City parks and pools. See the 2009 and 2010 reports at www.baltimorecity.gov/outcomebudgeting for those results.

Quality of Life

Residents were asked about specific problems in Baltimore and were asked to rate the seriousness of those problems. The majority of the problems related to the “Stronger Neighborhoods Outcome,” (9 out of 14). Vacant or abandoned buildings was the third most serious problem on the list – followed by homelessness and the lack of affordable housing at spots four and five. Drivers disobeying traffic laws and illegal dumping were near the middle of the list this year, and panhandling, finding parking in your neighborhood, traffic congestion, and graffiti were the lowest ranked problems on the list. These occupy similar positions as compared to their rankings last year.

Chart 25: Perception of Quality of Life Issues in Baltimore (2011)

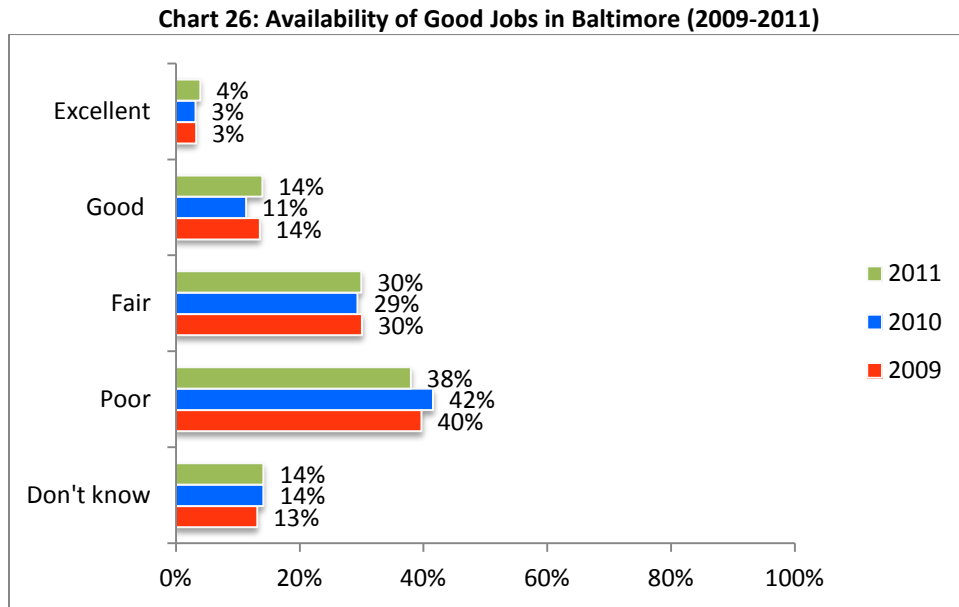


The problem of vacant or abandoned buildings was viewed as a slightly less serious problem by residents this year, down three percentage points from 84% last year. The perception of the seriousness of homelessness was virtually unchanged from the previous two years. The overall perception of the seriousness of a lack of affordable housing was virtually unchanged from previous years even though the percentage of those who saw a lack of affordable housing as a serious problem fell to 29% from 33% last year.

In terms of those who rated it as a very serious problem, panhandling has continued to fall from 22% in 2009 to 18% in 2010 to 16% this year.

Priority Outcome 4 – A Growing Economy

The 2011 Baltimore City Citizen Survey asked three economic-related questions. These questions were about the availability of good jobs in Baltimore, the availability of cultural activities in Baltimore, and the availability of parking in commercial areas of the city.



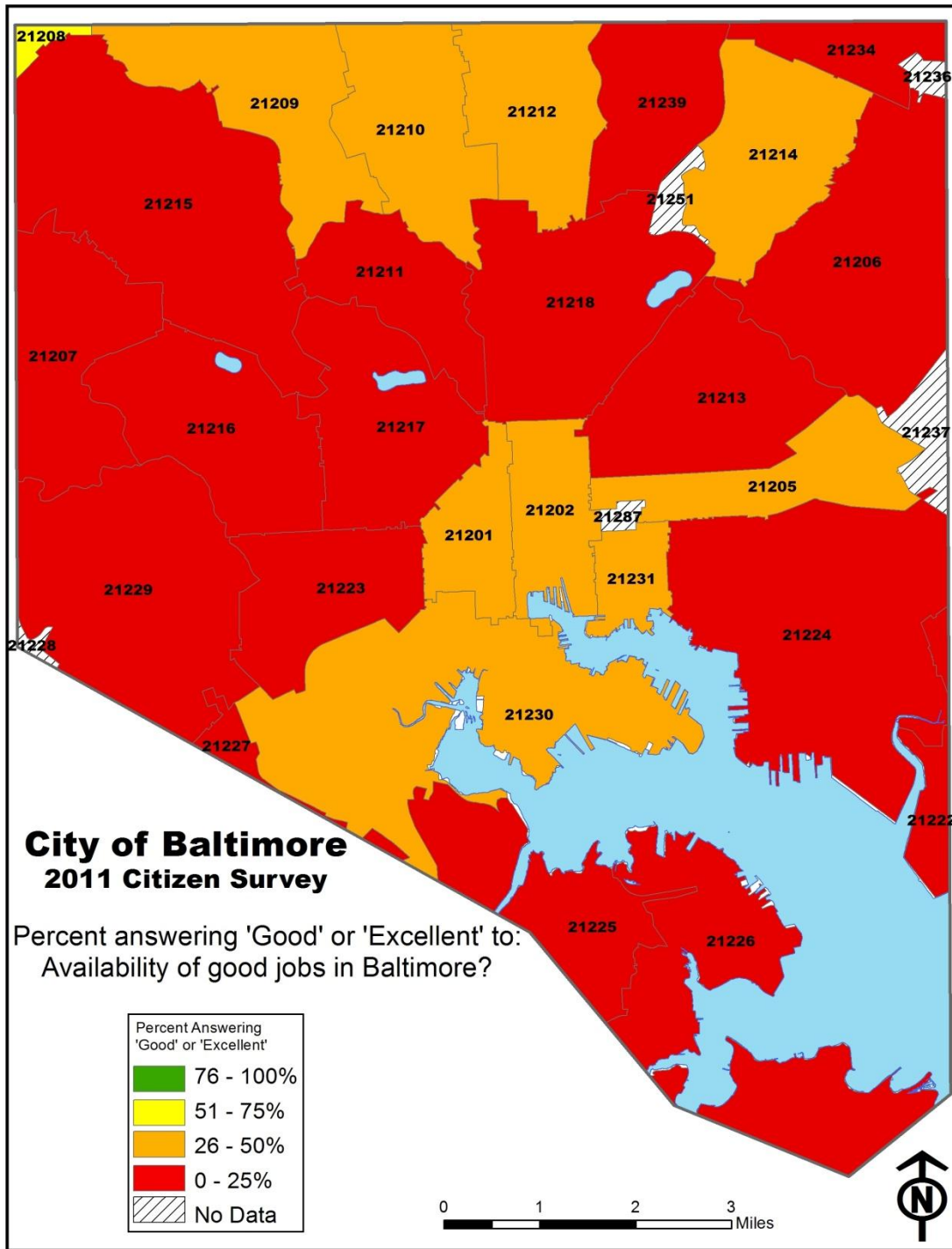
Availability of Jobs

Similarly to last year, there was a difference in the perception of the availability of good jobs in Baltimore between White and Black residents. As before, about half of Black residents thought that the availability of jobs was poor (47%), similar to Hispanics (46%), while less than a quarter of White residents felt the same way (22%). White residents were almost twice as likely as Black residents to respond that they did not know about the availability of good jobs in Baltimore – 20% versus 11%.

There was minimal variation this year in the perception of job availability among the age groups, though over half of the youngest respondents, aged 18 to 24 years, thought that job availability was poor (52%). This contrasted with the oldest residents, those 64 years of age and older, of which only a little over a quarter (29%) reported being similarly pessimistic about the availability of good jobs.

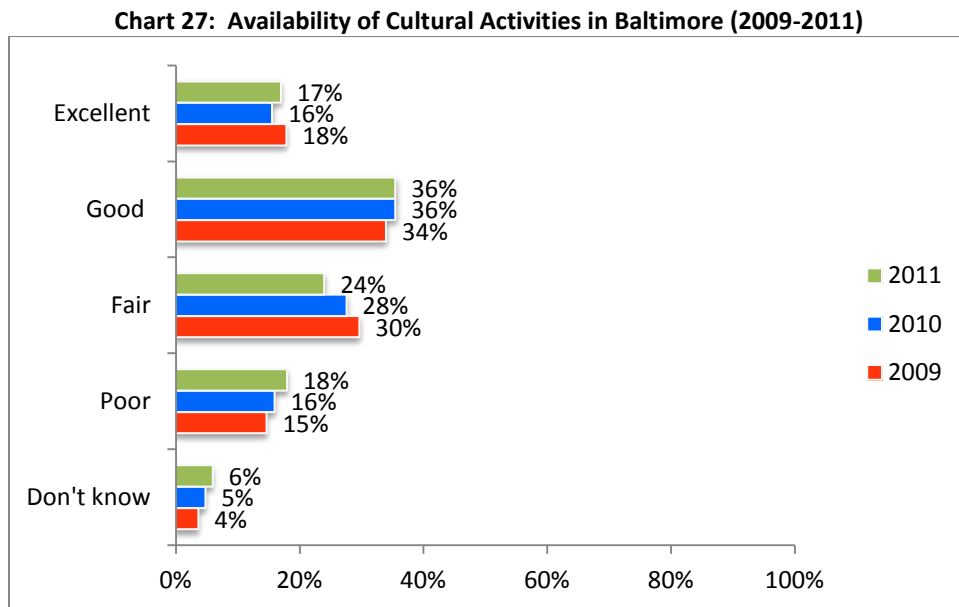
When focusing on the differences regarding the availability of good jobs across planning districts, nearly half of the residents of the Western (48%), Southern (46%), and Northeastern (43%) planning districts indicated that the availability of good jobs in Baltimore was poor. Respondents in the Eastern (25%) and Southeastern (25%) districts reported the highest percentage of those who thought that the availability of good jobs was either good or excellent.

Map 8: Perception of the Availability of Good Jobs – Baltimore City



Availability of Cultural Activities

Residents were asked to rate the availability of cultural activities in Baltimore. There was virtually no change in the percentages this year in relation to last. Over half of residents rated the availability of cultural activities as either excellent (17%) or good (36%).



Men were more likely than women to rate the availability of cultural activities in Baltimore as at least good, 57% versus 49%. There was a large disparity in the feelings of Black and White respondents about cultural activities. Three-quarters (75%) of White residents rated the availability of cultural activities as either good or excellent, but less than half of Black residents (42%) felt the same way. Hispanic and Asian residents tended to fall in the middle at 62% and 60%, respectively.

Residents who reported the highest ratings for the availability of cultural activities were residents of the Central and Southeastern districts, rating the availability as excellent at 25% and 24%, respectively. The Northeast district had the least positive rating, with 27% rating the availability of cultural activities in Baltimore as poor.

As age increased, so too did perceptions of the availability of cultural activities. While 38% of those 18 to 24 years of age viewed the availability as good or excellent, 57% of those both 35 to 44 years of age and over 64 years of age felt the same.

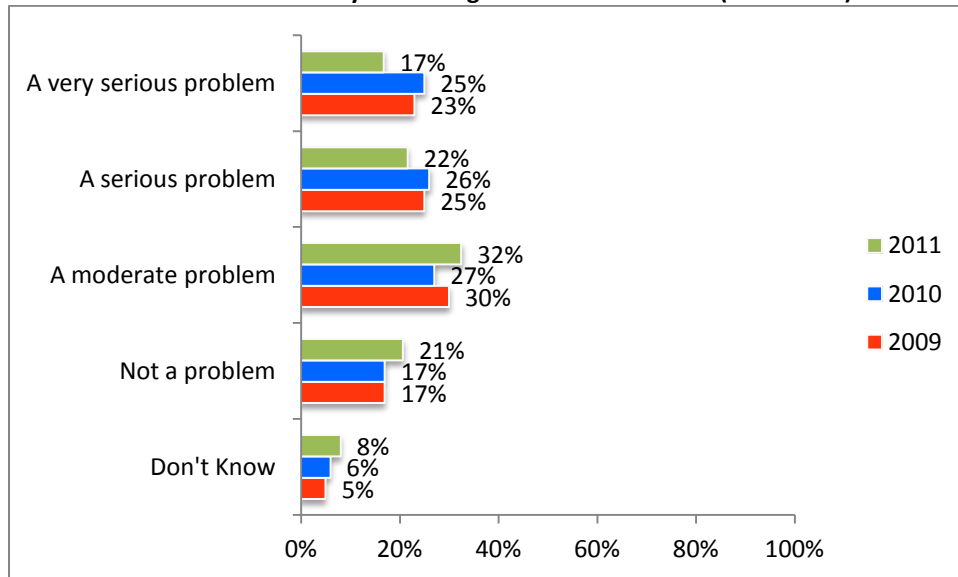
Map 9: Satisfaction with the Availability of Cultural Activities in Baltimore



Parking Availability

In addition to other problems facing Baltimore, residents were asked to rate their perceptions of parking in commercial areas. The results improved dramatically this year compared to the last two years with 21% indicating that they did not think there was a problem with finding parking in commercial areas. Fewer than three-quarters (71%) of residents thought that parking in commercial areas was at least a moderate problem (compared to 78% in 2010), with most viewing the problem as moderate (32%), slightly less as serious (22%), and even fewer as very serious (17%).

Chart 28: Availability of Parking in Commercial Areas (2009-2011)



Younger residents were more likely to see parking in commercial areas as a problem. Almost a third of residents aged 18 to 24 years rated finding parking in commercial areas to be a serious or very serious problem (34%) while 38% of those between the ages of 35 and 44 felt the same. Black residents rated the problem of finding parking in commercial areas a serious or very serious problem almost one and a half times as often as White residents (44% versus 31%).

Residents of the Central district were most likely to see parking in commercial districts as a very serious problem (25%) though it was down from 2010 when 34% felt the same. Interestingly, residents of the Central district also said that parking was not a problem more frequently than residents of any other district (24%) except the Northwest (24%).

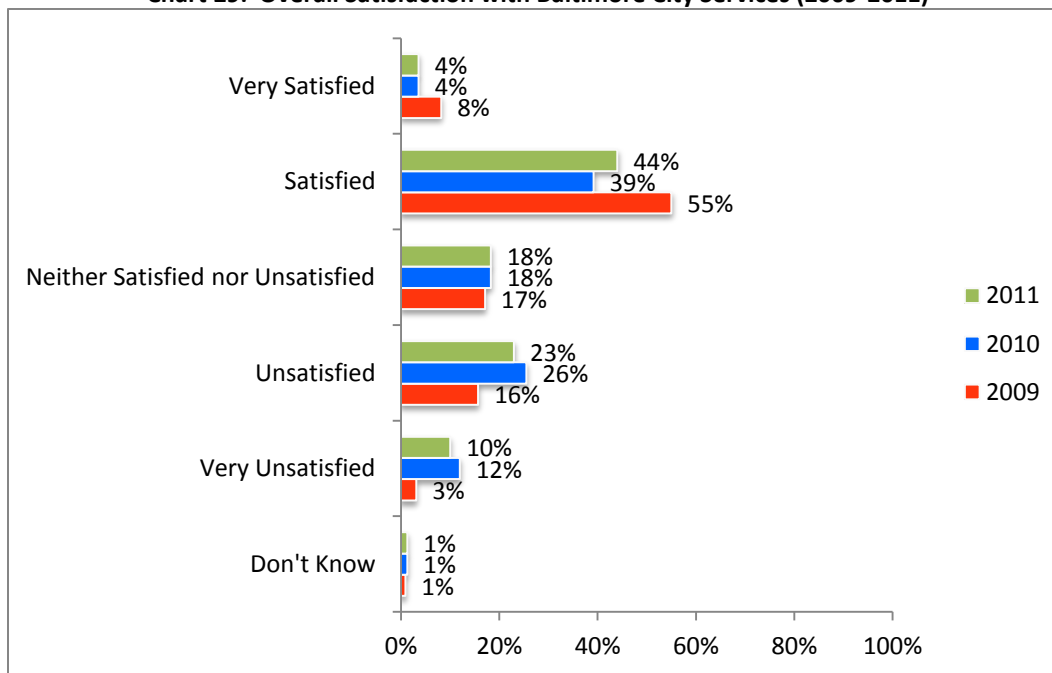
Priority Outcome 5 – Innovative Government

The 2011 survey asked questions related to the importance of and satisfaction with the 311 non-emergency service, what residents consider the most and second-most important services that Baltimore City provides, and the respondent’s overall satisfaction with the services that Baltimore City provides.

Overall City Satisfaction

When asked to rate their overall satisfaction with the services that the city provides, residents were more likely to indicate that on the whole they were satisfied or very satisfied (48%) than unsatisfied or very unsatisfied (33%). This is substantially more satisfied than residents reported last year, when 43% indicated that they were either satisfied or very satisfied with all of the services that Baltimore City provides. The percentage of those indicating that they were neither satisfied nor unsatisfied was essentially unchanged from last year.

Chart 29: Overall Satisfaction with Baltimore City Services (2009-2011)



There was also a decrease in the percentage of residents indicating that they were dissatisfied with Baltimore City services. The unsatisfied response fell from 26% last year to 23% this year. Likewise, the very unsatisfied response fell from 12% last year to 10% this year.

Those residents aged 65 years and over were most likely to be satisfied with Baltimore City services with 50% reporting being satisfied and 6% reporting being very satisfied. This contrasts with 25 to 34 year olds for which only 43% were satisfied (40%) or very satisfied (4%). Asian residents were most likely to be satisfied (50%) or very satisfied (10%) with the services provided by Baltimore City while White residents were more often than not satisfied (50%) or very satisfied (5%) with Baltimore City services. Black residents were more likely than both to be unsatisfied (27%) or very unsatisfied (12%), an improvement from 2010.

Residents in the Western district were most likely to be unsatisfied or very unsatisfied (45%) with Baltimore City services, and residents in the Northern district were most likely to be at least satisfied (50%) with Baltimore City services.

Priority Outcome 6 – A Cleaner and Healthier City

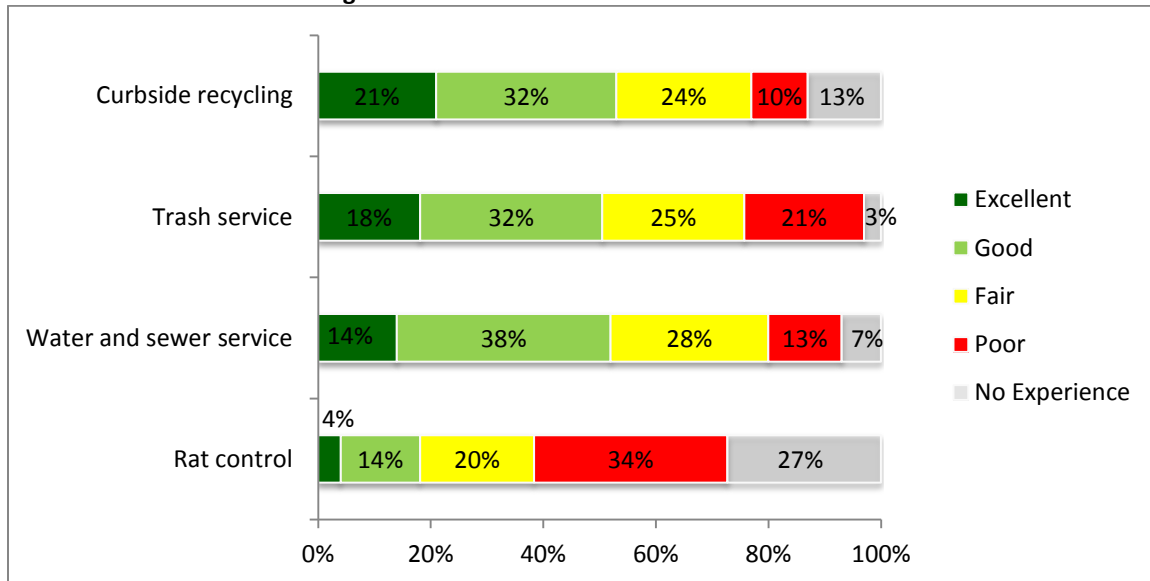
This section addresses those questions related to the outcome to make Baltimore a cleaner and more sustainable city. Baltimore residents tended to think that their own neighborhoods were cleaner than the city as a whole. Sixty-one percent (61%) of respondents believed their own neighborhood’s cleanliness was either good or excellent (compared to 57% in 2010); whereas, 28% of respondents believed the city’s cleanliness was either good or excellent (compared to 22% in 2010).

Clean and Sustainable Baltimore

Citizens were asked to rate the importance of and their satisfaction with a variety of city services. Four of these services were related to the Mayor’s Priority Outcome, “A Cleaner and Healthier City:” Respondents were asked to rate the importance of the service on a scale of 1 to 10, with 1 being not at all important and 10 being most important, and then to rate their satisfaction with the service on a 4-point scale.

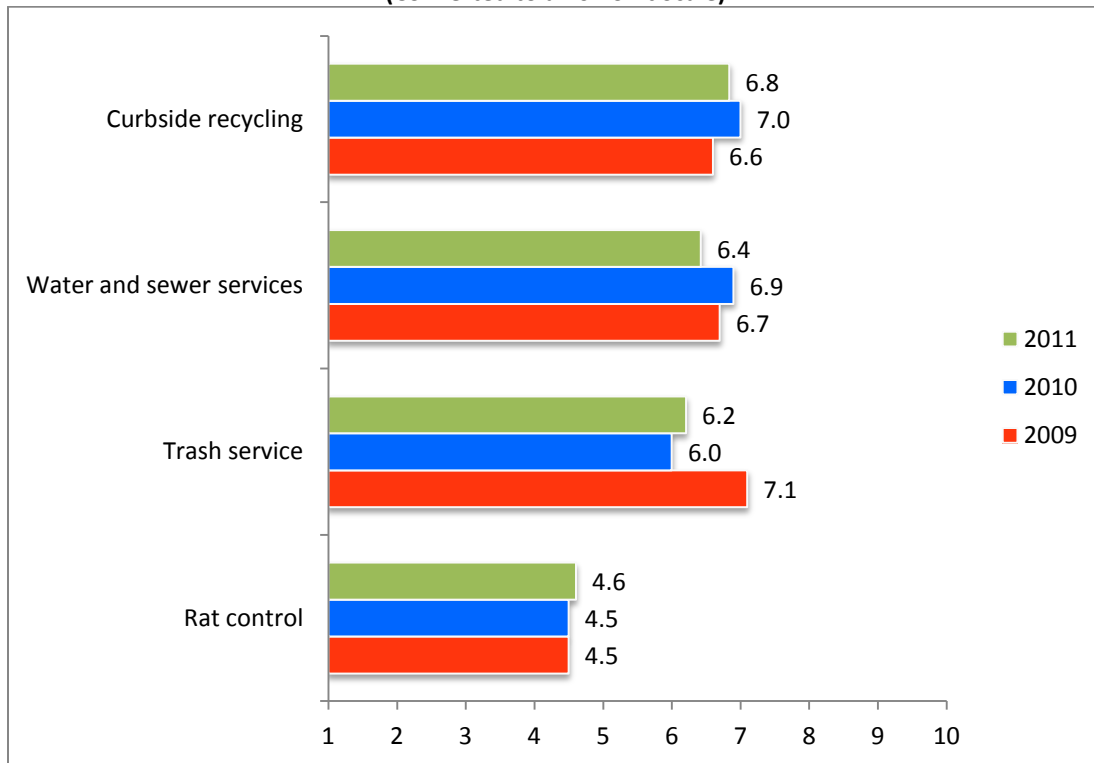
Roughly one in five residents (21%) indicated that curbside recycling was excellent. Over half of respondents (53%) graded the City’s curbside recycling service as either good or excellent. Water and sewer service was perceived as good or excellent by 52% of respondents, which is a decline from 2010, when 61% of residents surveyed held the same opinion. Trash service was rated virtually the same as last year, with 50% perceiving this service as excellent or good (compared to 48% in 2010). Likewise, rat control, the lowest ranked service, was virtually unchanged from last year with 18% believing it to be good or excellent (compared to 20% in 2010).

Chart 30: Rating of Services Related to a Clean and Sustainable Baltimore



Converting the results to a 10 point scale makes clear that while trash service was perceived to be less satisfactory than in 2009, its average rating was above 2010 levels. Water and sewer services and curbside recycling experienced slight decreases from 2010.

**Chart 31: Rating of Services Related to a Clean and Sustainable Baltimore
(Converted to a 10 Point Scale)**



Trash removal and water and sewer services were the fourth and fifth most highly rated of all Baltimore City services this year, which is where they were last year. Rat control and curbside recycling both dropped in their ranking of importance (10th and 13th, relative to 2010 when they were 8th and 12th, respectively) and rat control’s mean importance ratings fell slightly (from 9.0 in 2009 to 8.8 in 2010 to 8.7 in 2011), while the mean importance of curbside recycling increased from 2010 (from 8.2 in 2009 to 8.0 in 2010 to 8.1 in 2011).

Curbside recycling received a very high rating when considering the percentage of residents who graded the services as either excellent or good (53%), and water and sewer services was just slightly lower at 52%. These service ratings trail slightly behind fire protection (65%), EMS/ambulance service (55%) and street lighting (55%).

Cleanliness

The chart below illustrates that the majority of respondents view both the City and their neighborhoods as relatively clean. The percentage of respondents rating the City's cleanliness as excellent or good increased from 22% in 2010 to 28% in 2011. Twenty-five percent (25%) of residents rated Baltimore's cleanliness as poor in 2011 and 2010, compared to 22% in 2009.

Chart 32: Cleanliness of City (2009-2011)

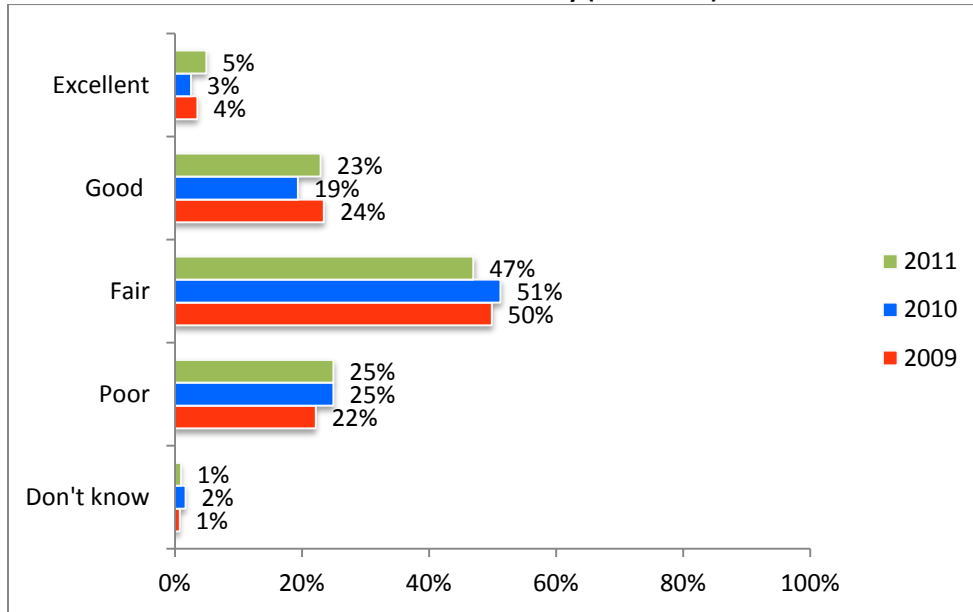
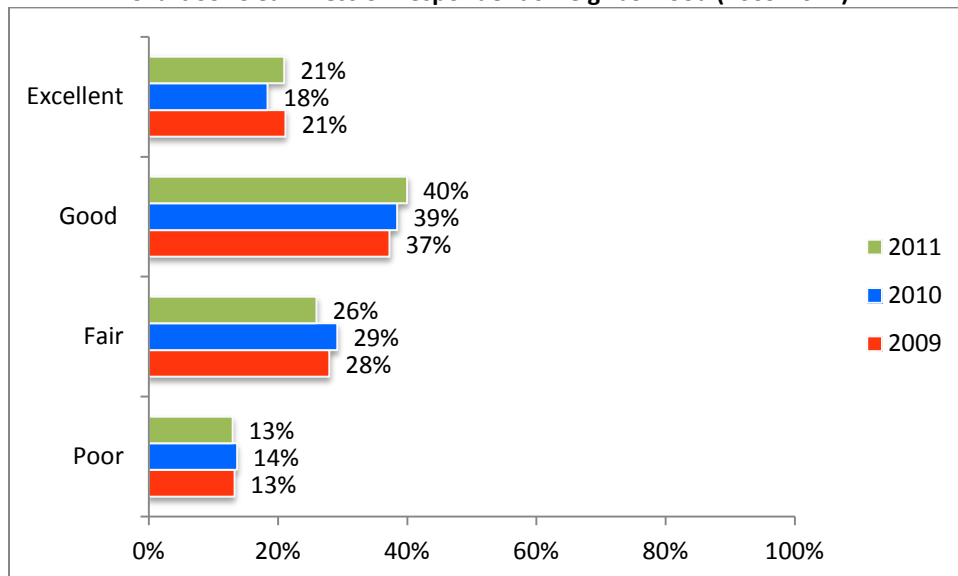


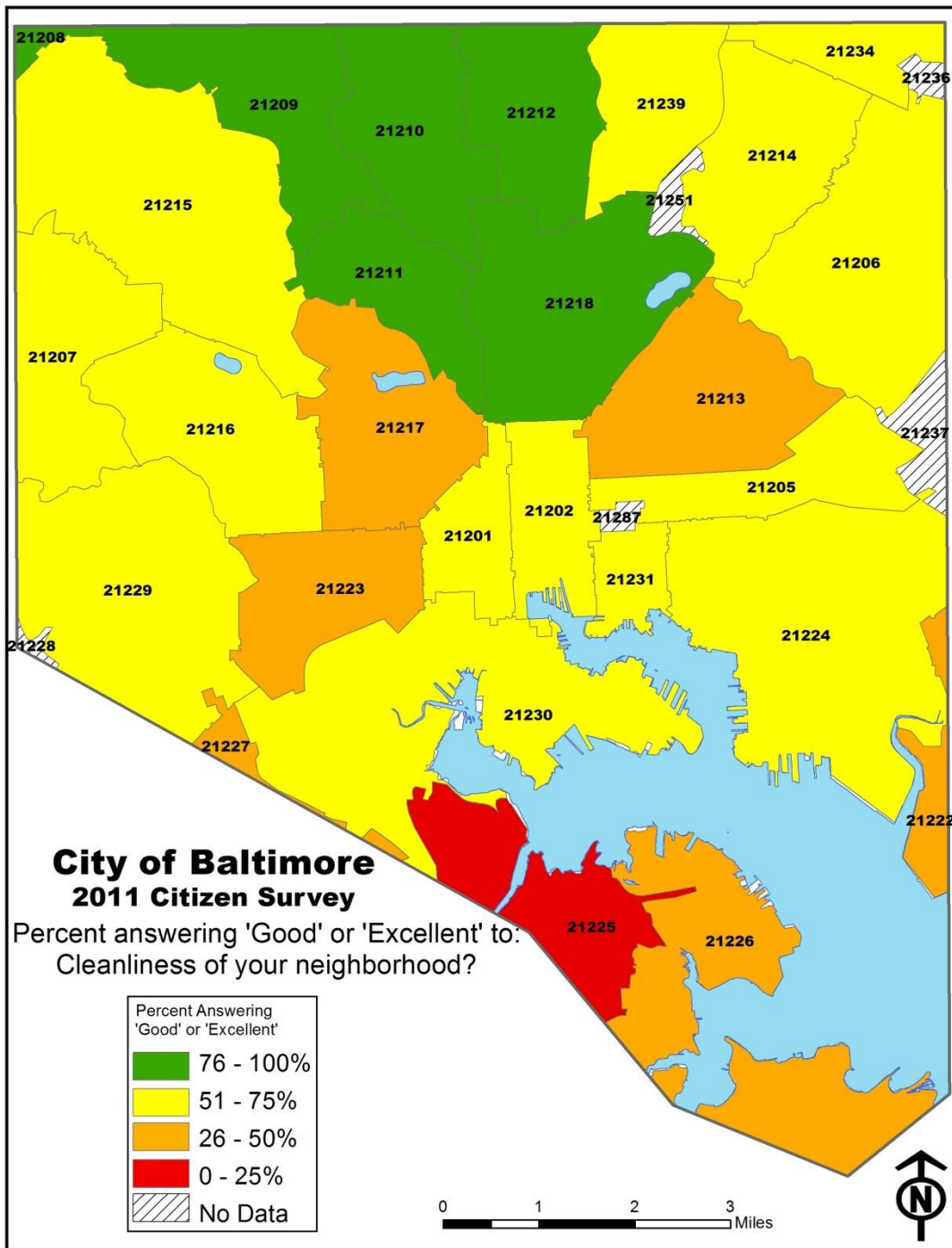
Chart 33: Cleanliness of Respondent's Neighborhood (2009-2011)



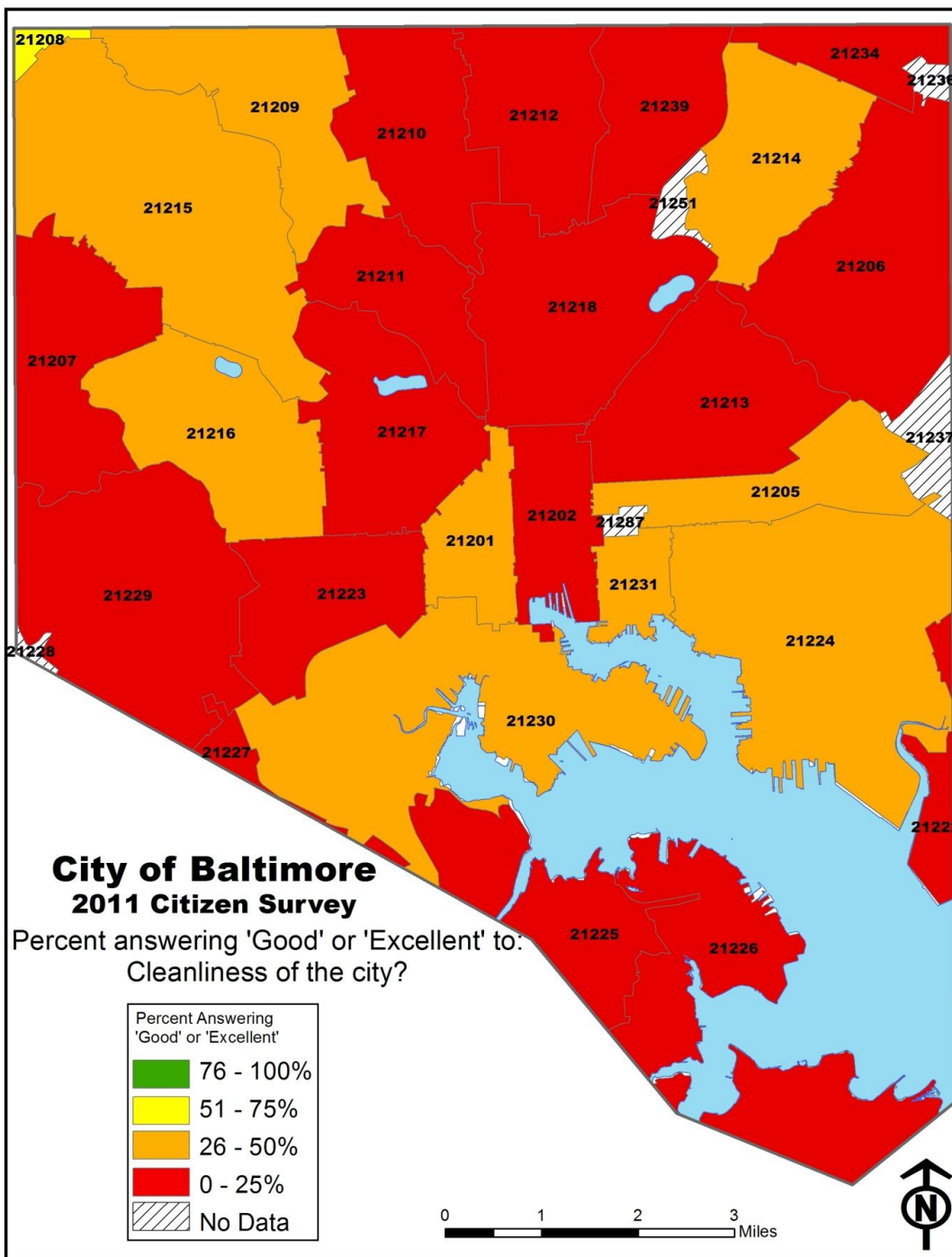
When asked the same question about their neighborhoods, residents reported feeling more positive about their neighborhoods than the city as a whole. The 61% who rated their neighborhoods' cleanliness as either good or excellent represents a slight increase from 57% in 2010. Females were slightly less likely to believe that their own neighborhoods were cleaner, with 60% of females believing their neighborhood's cleanliness was either good or excellent compared to 62% of men feeling the same.

Those in the Central district were more likely to be positive about the City's cleanliness, with 16% rating it excellent, 10% more than in any other district. The Southeastern district was second, with 6% rating the City's cleanliness as excellent.

Map 10: Perception of Cleanliness- Respondent's Neighborhood



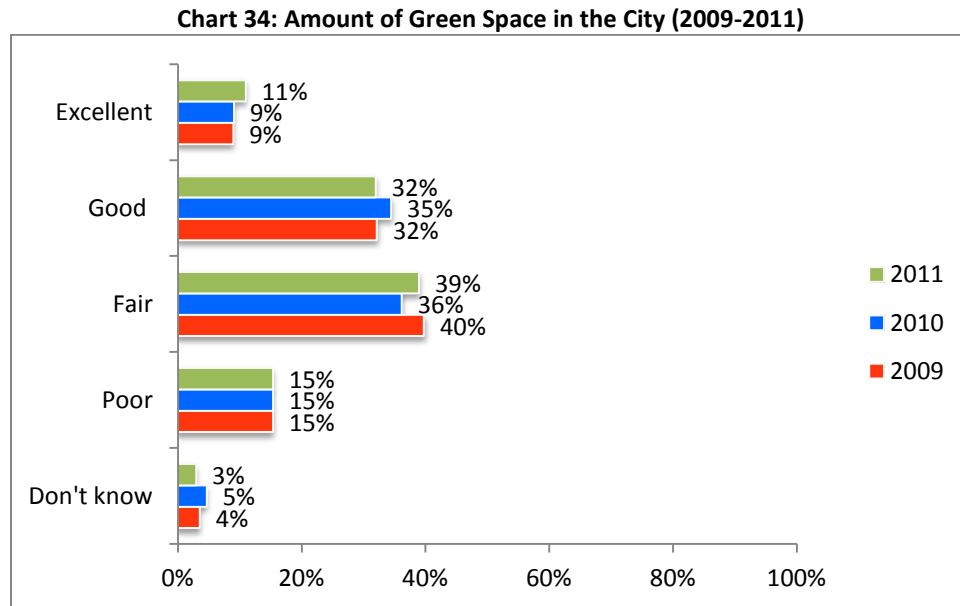
Map 11: Perception of Cleanliness- Baltimore City



Green Space

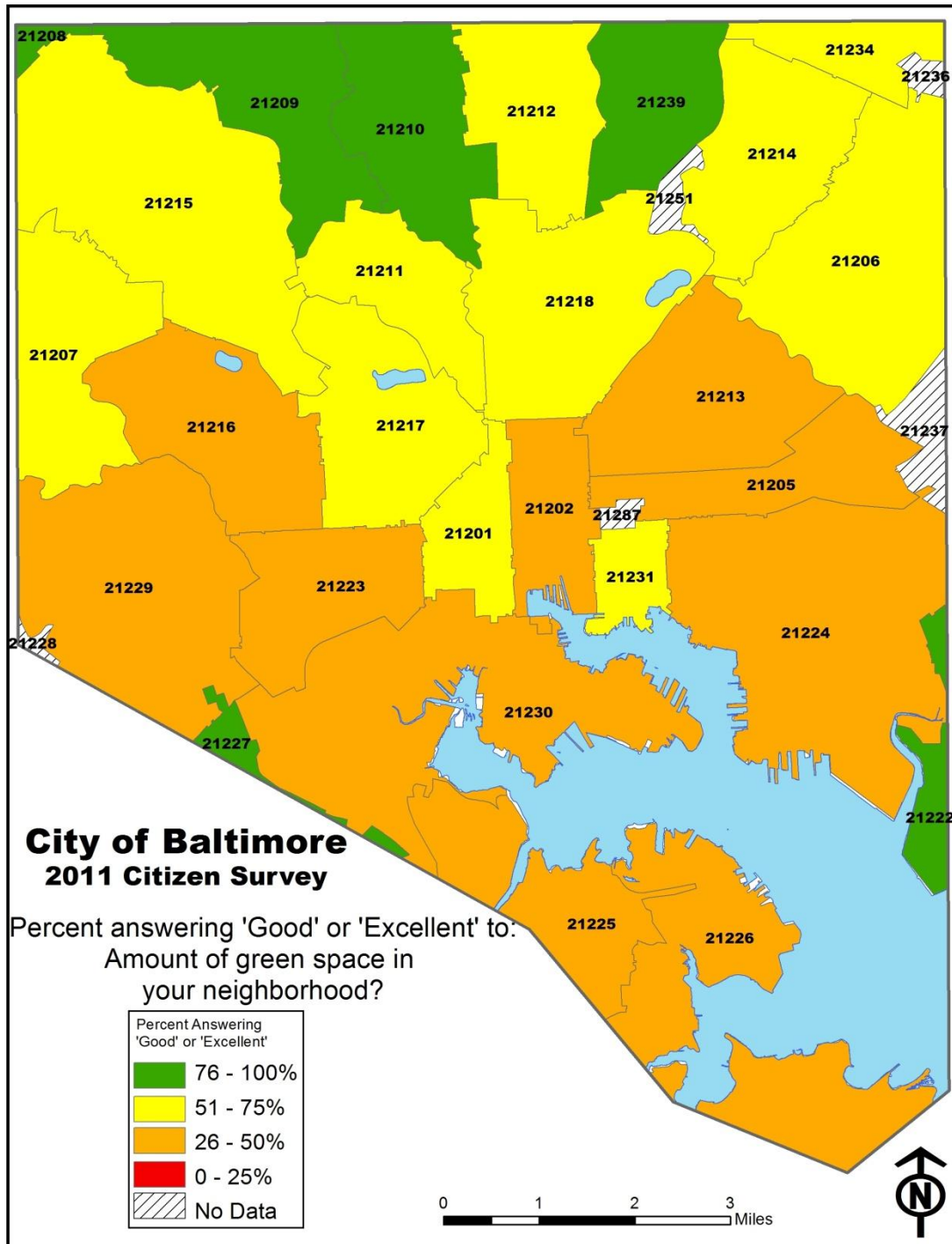
Residents were asked to rate the amount of green space in Baltimore. For the city as a whole, less than half of residents (43%) rated the amount of green space in the city as either good or excellent. These results are nearly identical to the results from last year's survey.

Black residents were less likely to perceive the amount of green space in Baltimore as good or excellent in comparison to White residents at 42% and 48% respectively.



Respondents in the Northwestern district gave the highest ratings for green space (53% rating the City's green space as good or excellent), while the Eastern and Southern districts were the lowest

Map 12: Perception of Green Space – Respondent’s Neighborhood



Map 13: Perception of Green Space – Baltimore City



Section 4: Results by Customer

New to the 2011 survey were questions about the Mayor's Office on Human Services Community Action Partnership, Cable and Communication through TV-25, and the Baltimore City Public Schools. The responses to these questions are discussed on the following pages.

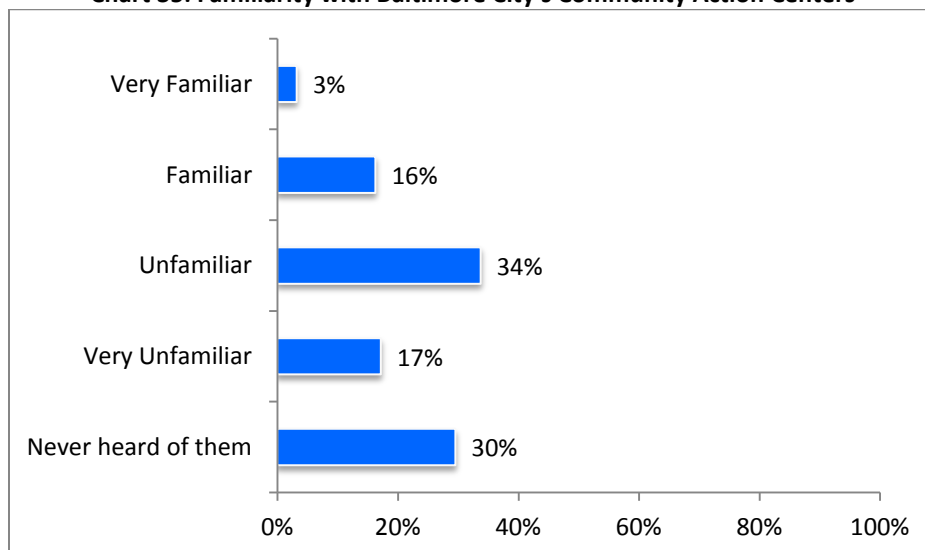
Mayor's Office on Human Services

Baltimore Community Action Partnership

The Baltimore Community Action Partnership (CAP) administers services and delivery systems that promote self sufficiency and provide opportunities for low-income households. CAP operates five Community Action Centers throughout Baltimore City to provide low-income people with programs that promote economic stability. Direct Services programs are designed to provide a safety net for families in crisis, such as Energy Assistance or Low Income Water Assistance. Case managers provide ongoing support on an individual basis and refer individuals to other government and non-profit services to address areas of mental health, substance abuse, housing and employment development.

Respondents were asked about their familiarity with Baltimore City's Community Action Centers. Nineteen percent (19%) of respondents indicated being either familiar (16%) or very familiar (3%). Nearly half of the respondents indicated that they were either very unfamiliar or had never heard of them. The remaining 34% indicated that they were unfamiliar with Community Action Centers.

Chart 35: Familiarity with Baltimore City's Community Action Centers



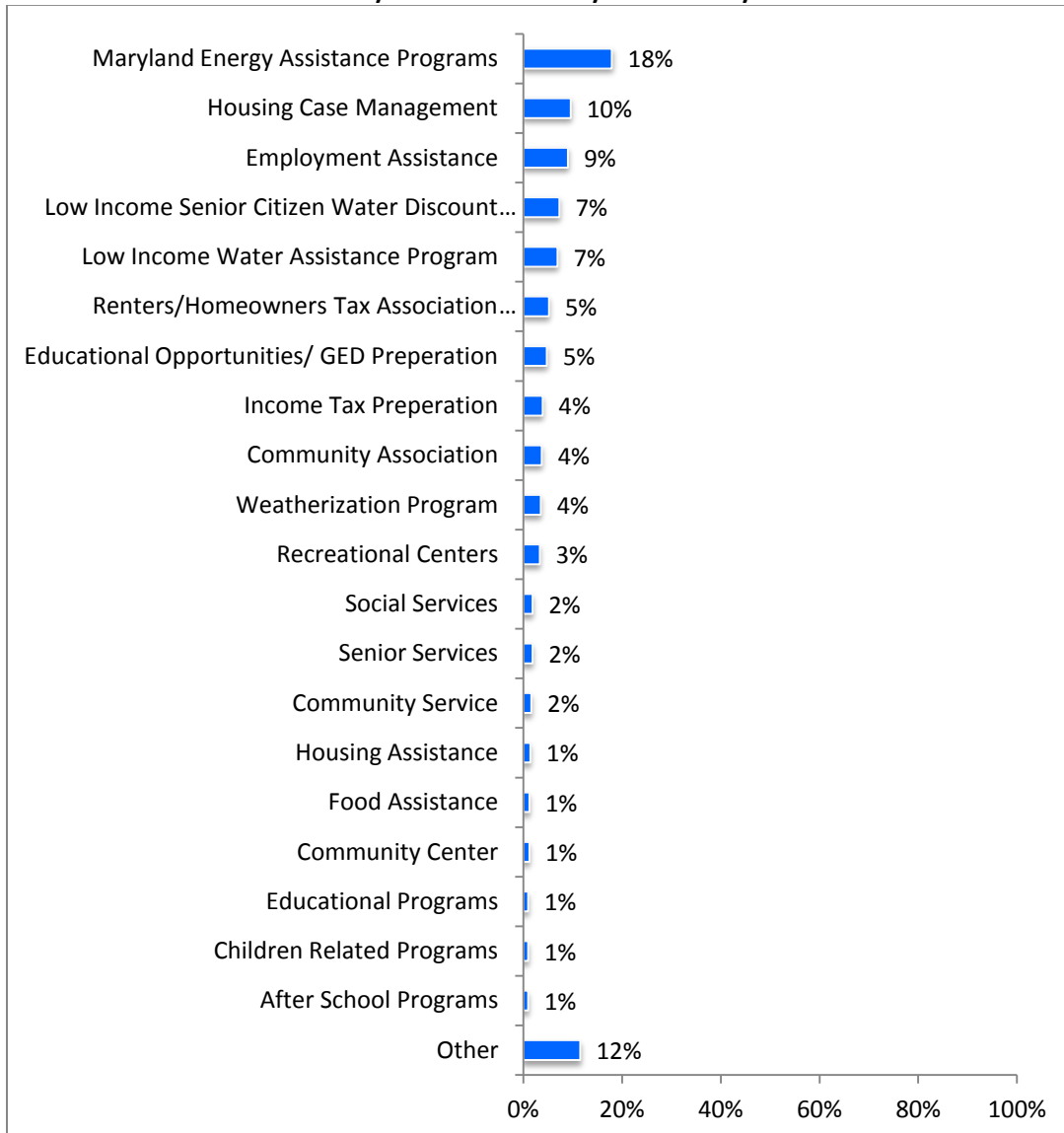
There was little difference between men and women in their familiarity with Baltimore City's Community Action Centers. However, nearly twice as many women (3.8%) indicated being very familiar compared to men (2.4%), though it was still a very small percentage that indicated this. Twenty percent (20%) of women indicated that they were either familiar or very familiar with the Community Action Centers relative to 19% of men who indicated the same.

Differences in race led to very different distributions of familiarity with the Centers. While only 9% of White residents indicated familiarity with the Community Action Centers, 24% of Black residents indicated being either familiar or very familiar with the Centers.

By district, on the high end of the spectrum, 27% of residents from the Eastern district were familiar or very familiar with the Centers, while only 12% of those in the Central district indicated the same.

Respondents who were at least somewhat familiar with the Centers were asked a follow up question regarding what specific services the individual was familiar with. In about 1% of the cases, the respondent indicated that they were not familiar with any. In an additional 1% of cases, the individuals indicated something that was not relevant to the question. Of the remaining, 18% indicated the Maryland energy assistance programs followed by housing case management and employment assistance as the top services provided by the Baltimore City Community Action Centers.

Chart 36: Familiarity with Baltimore City's Community Action Centers



Mayor's Office of Cable and Communications

TV-25 is the City's government-access cable channel and televises City Council and Planning Commission meetings, among other programs.

Baltimore City respondents were asked whether they have ever watched TV-25, the City's government access television station. Forty-three percent (43%) indicated that they had watched the station while 57% had not. Less than ten percent (9%) of all respondents indicated that they were regular viewers of TV-25. Of those who indicated that they had ever watched TV-25, 20% indicated that they were regular viewers while 80% indicated that they were not.

Men and women were almost equally as likely to watch TV-25. Forty-three percent (42%) of both men and women indicated that they have ever watched TV-25. Twenty-two percent (22%) of those women who had ever watched TV-25 classified themselves as regular viewers while 19% of men indicated the same.

Black residents were nearly twice as likely as White residents to have ever watched TV-25 at 51% and 27% respectively. Both were much more likely than Hispanics (15%) and Asians (0%) to have ever watched the station. Twenty-three percent (23%) of Black residents who had ever watched TV-25 indicated that they were regular viewers in comparison to 9% of White residents.

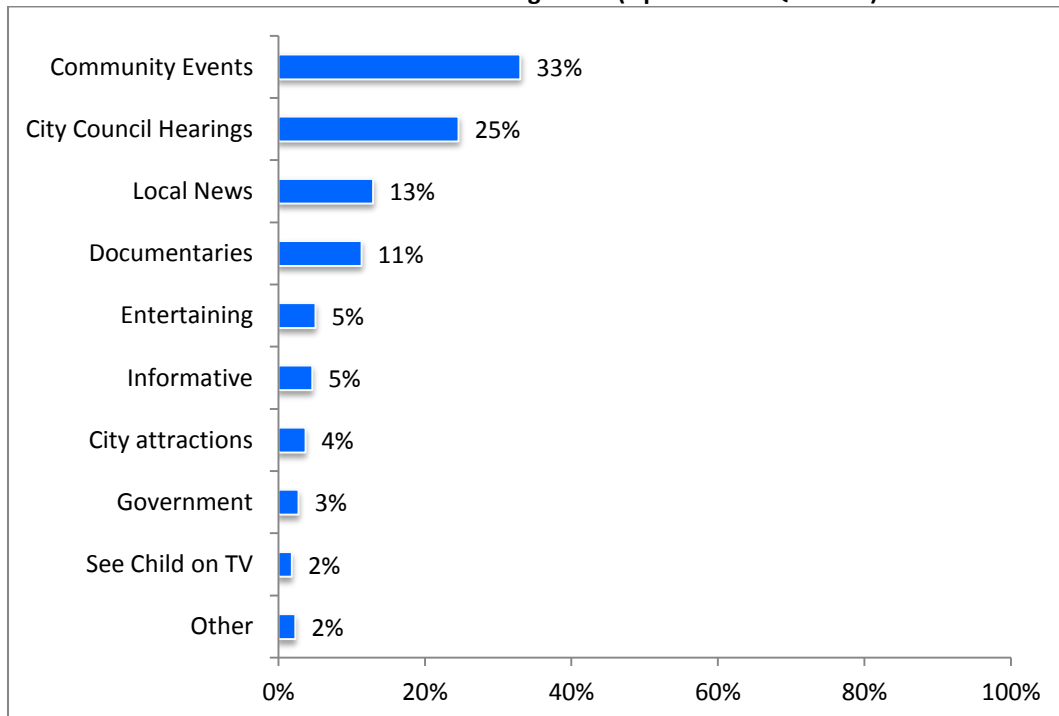
As the age of the respondent increased, so too did the likelihood that residents watched TV-25. This was true through age 54, and then it started decreasing again. Those aged 45-54 were nearly twice as likely as their 18-24 year old counterparts to have ever watched TV-25 at 51% and 26% respectively. They were similarly more likely to consider themselves regular viewers.

Those in the Western district were more than twice as likely as those in the Central district to have ever watched TV-25. While 59% from the Western District had ever watched TV-25, only 20% considered themselves regular viewers. Though only 27% of residents from the Central district had every watched TV-25, of those who had 35% considered themselves regular viewers.

Those who indicated they were regular viewers were asked a follow up question as to why they regularly watch TV-25. This question was originally asked as a list of possible responses. For any respondent who said that they had a reason for watching that was not on the list, a follow-up, open-ended question was asked. The results from both of these questions were put together to capture all the possible reasons that a respondent might have watched TV-25. The responses were broadly categorized to gain a sense of what were the most common of reasons for watching TV-25. In addition, respondents were allowed to list as many reasons for watching as they wished.

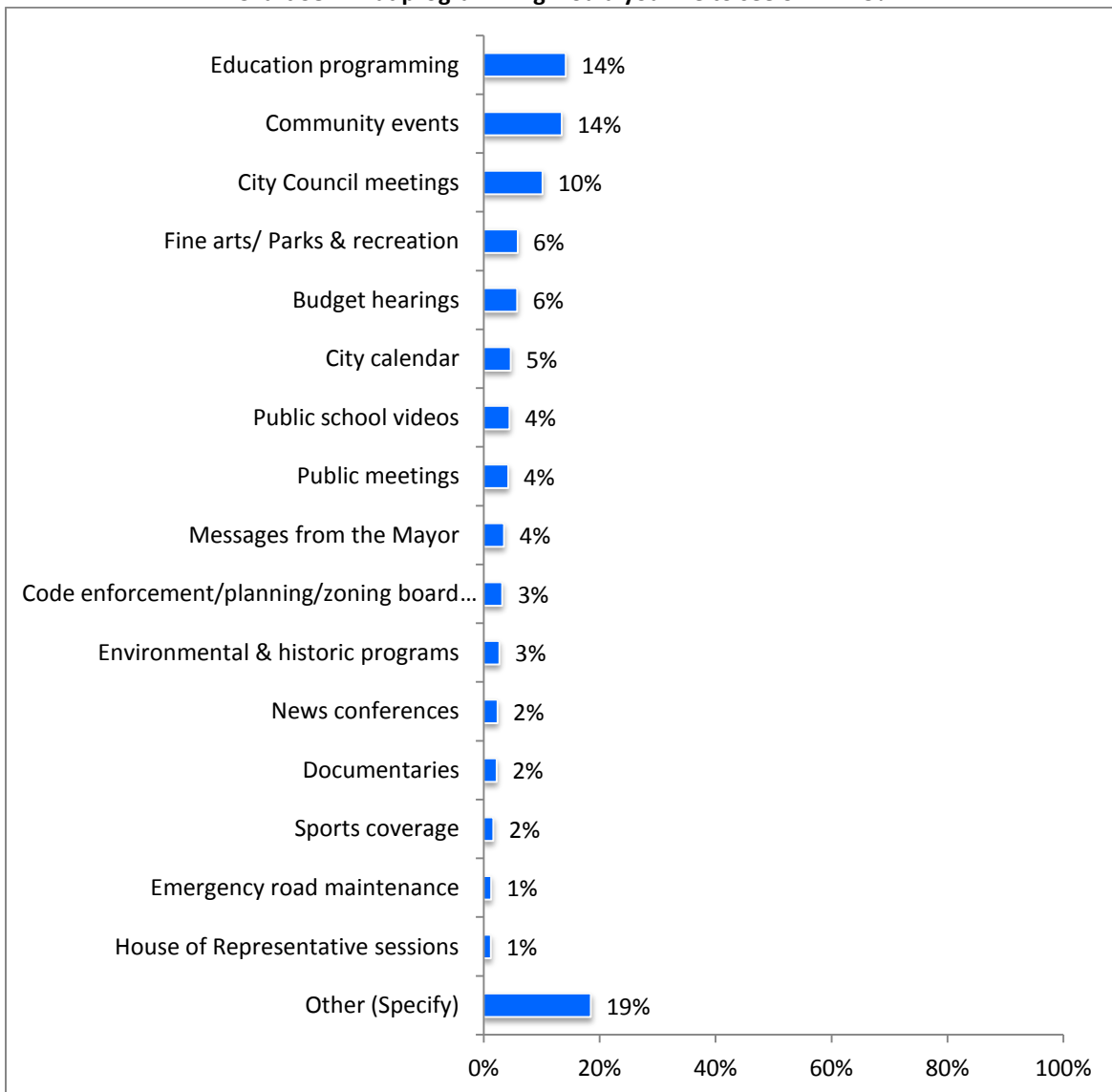
Chart 37 indicates that the most common reason was for community events (32%) followed by City Council Hearings (24%). As a means to watch local news (13%) and documentaries (11%) were not far behind. Two percent (2%) of respondents indicated that they watch it to see their own children on TV.

Chart 37: Reasons for watching TV-25 (Open-Ended Question)



Those respondents who indicated that they had watched TV-25 were asked what types of programming they would like to see on TV-25. This was an open-ended question, and respondents were allowed to say whatever they wished, and the interviewer categorized the responses according to a set list. Respondents were allowed to mention multiple types of programming, so the percentages represent the percentage of all responses given, rather than the percentage of respondents answering. This list included an “other” category for responses that did not fit into one of the predetermined categories. The most frequent response was educational programming (14%), community events (14%), or City Council meetings (10%).

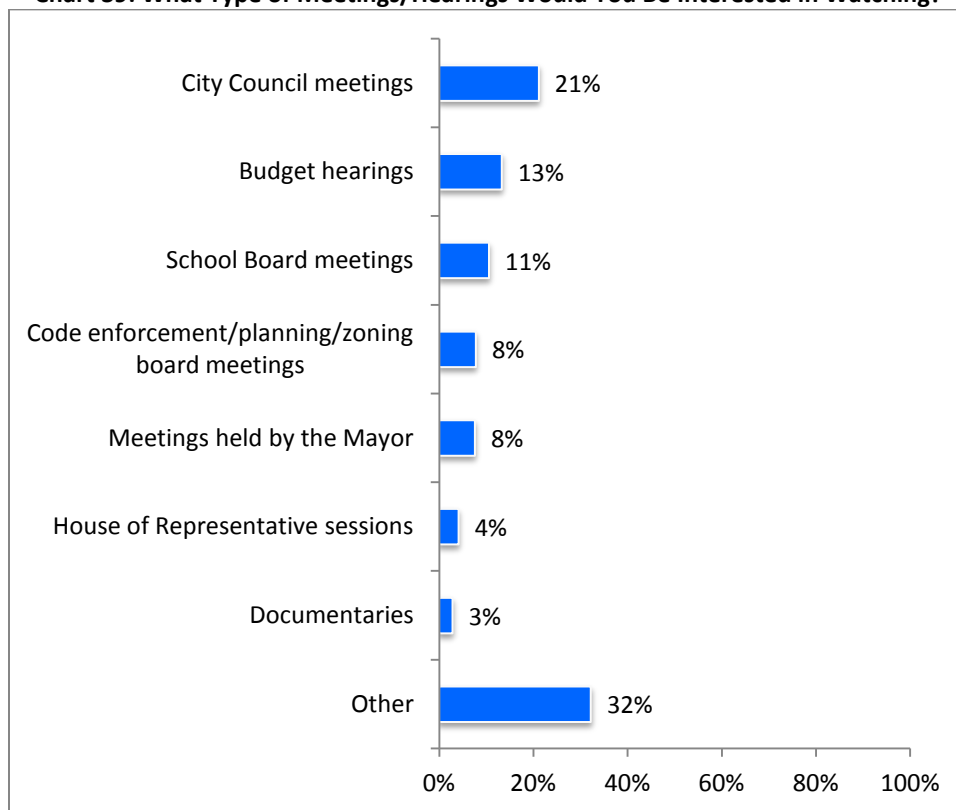
Chart 38: What programming would you like to see on TV-25?



Respondents who indicated that they had watched TV-25 (43% of all respondents) were next asked if they would be interested in watching more government meetings and hearings on TV-25. Over half (65%) indicated that they would while 27% indicated that they would not. Eight percent (8%) indicated that they did not know if they would like to see more government meetings and hearings.

All respondents, regardless of whether they had ever watched TV-25 or not, were asked if there were any specific types of meetings or hearings that they would be interested in watching on TV-25. This was an open-ended question, and respondents were allowed to say whatever they wished, and the interviewer categorized the responses according to a set list. Respondents were allowed to mention multiple types of programming, so the percentages represent the percentage of all responses given, rather than the percentage of respondents answering. This list included an “other” category for responses that did not fit into one of the predetermined categories. Chart 39 shows the distribution of responses.

Chart 39: What Type of Meetings/Hearings Would You Be Interested in Watching?



Finally, respondents who had originally said that they had ever watched TV-25 were asked whether they thought TV-25 should continue or be discontinued. The overwhelming response was that it should continue (80%) while a small percentage thought it should be discontinued (7%). An additional 13% indicated that they did not know if TV-25 should continue or be discontinued.

An equally large majority of both men and women who were familiar with TV-25 (81%) thought that TV-25 should continue. Eighty-seven percent (87%) of Black residents who were familiar with TV-25 thought the station should continue while only 64% of White residents who were familiar with TV-25 felt the same way. All age groups were consistent in their desire for the station to continue. Between 76% and 87% of respondents 18 to 64 years of age believed the station should continue while 70% of those aged 65 and older felt the same way. Between 54% and 76% of residents in all districts who were familiar with TV-25 believed the station should continue.

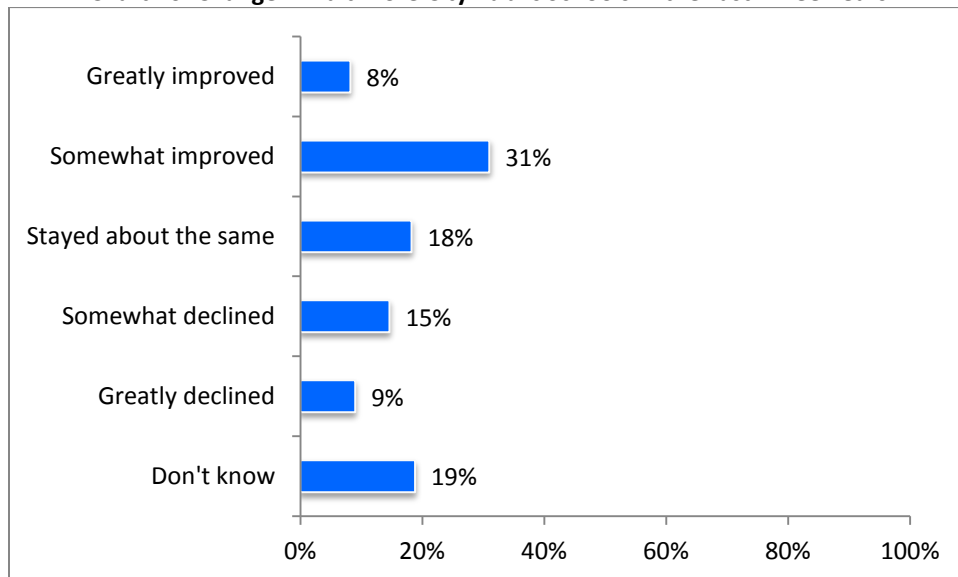
Baltimore City Public Schools

Baltimore City Public School District (BCPS) operates 193 schools from pre-kindergarten through grade 12 in the City of Baltimore, serving 82,128 students.

Respondents were asked whether they believed Baltimore City Public Schools have improved or declined in the past three years, how important they believe Baltimore City Public Schools are to the future of the city, and whether they believe they have a role in ensuring the improvement of Baltimore City Public Schools.

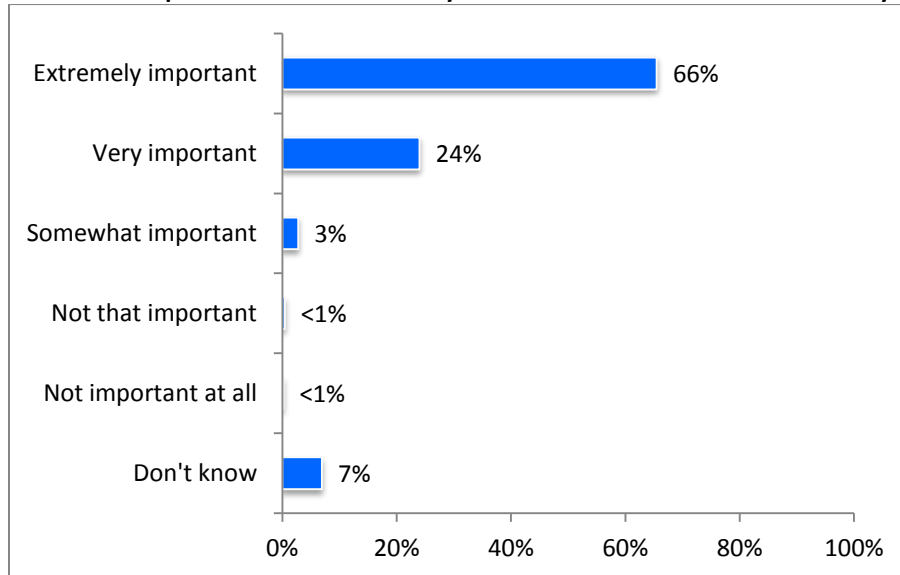
Of those who responded, most tended to think that Baltimore City Public Schools have improved or stayed the same in the past three years (56%). Nineteen percent (19%) responded that they did not know whether Baltimore City Public Schools had improved in the past three years.

Chart 40: Change in Baltimore City Public Schools in the Last Three Years



Respondents were also asked how important they believe improvements to Baltimore City Public Schools are to the future of the city. Overwhelmingly, respondents thought that they were extremely important (66%) or very important (24%). Less than one percent of respondents indicated that they thought Baltimore City Public Schools were either not important or not important at all to the future of the City.

Chart 41: Importance of Baltimore City Public Schools to the Future of the City

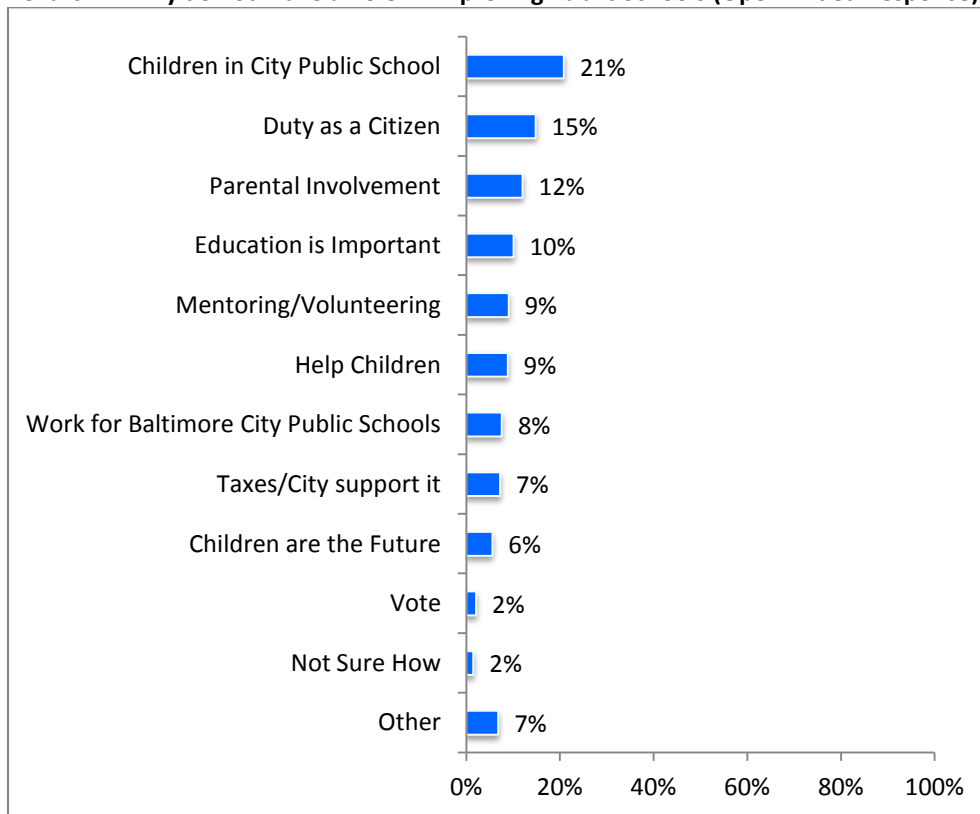


Respondents were then asked if they believed that they personally had a role in ensuring the improvements of Baltimore City Public Schools. While 12% of all respondents indicated that they did not know whether they had a role in ensuring the improvements of Baltimore City Public Schools, of those that had an opinion, 74% indicated that they believed that they did while 26% indicated that they did not.

For those who indicated that they did have a role in ensuring the improvements of Baltimore City Public Schools, a follow up question was asked about why they felt this way. This was an open-ended question, and respondents were allowed to reply with whatever description they chose to use. The responses were broadly categorized to gain a sense of what were the most common of reasons for why people felt they had a role in ensuring the improvements of Baltimore City Public Schools.

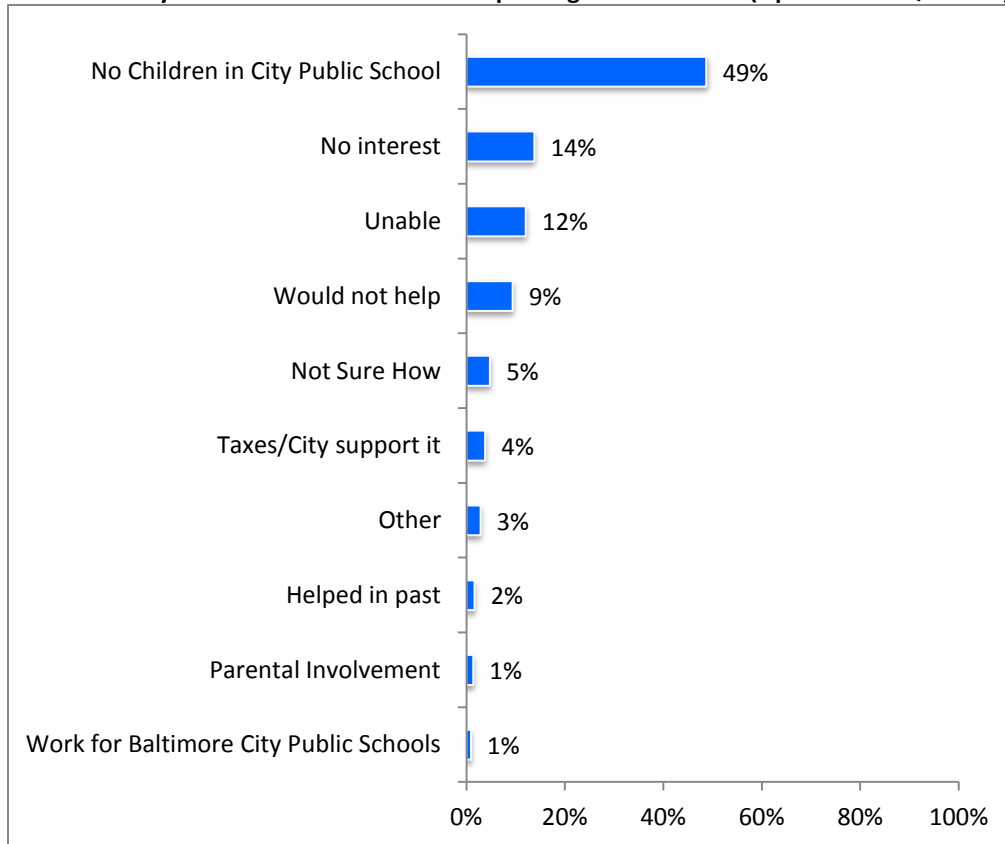
Chart 42 shows that the most common reason was because the respondent had a child in the Baltimore City Public School system. This was followed by the sense of duty as a citizen (15%) and the notion that parents should be involved (12%). These sentiments were followed by the general idea that education is important (10%) and the benefits of mentoring or volunteering (9%) which is also closely related to helping children (9%). Nine percent (9%) of respondents worked for Baltimore City Public Schools and 7% indicated it was important because they were tax payers or city supporters. An additional 6% noted that children are the future. 2% of respondents indicated they were not sure how they felt and 2% indicated other reasons.

Chart 42: Why do You Have a Role in Improving Public Schools (Open-Ended Response)



Nearly half (49%) of those who felt that they did not personally have a role in the future of Baltimore City Public Schools said that they did not have a child in the schools. Fourteen percent (14%) simply had no interest in helping, while 12% indicated that they were unable. Nine percent (9%) had low levels of efficacy regarding whether their input would make an impact while 5% were simply unsure how to help and 4% did not think they needed to since that was why they pay taxes.

Chart 43: Why do You not Have a Role in Improving Public Schools (Open-Ended Question)



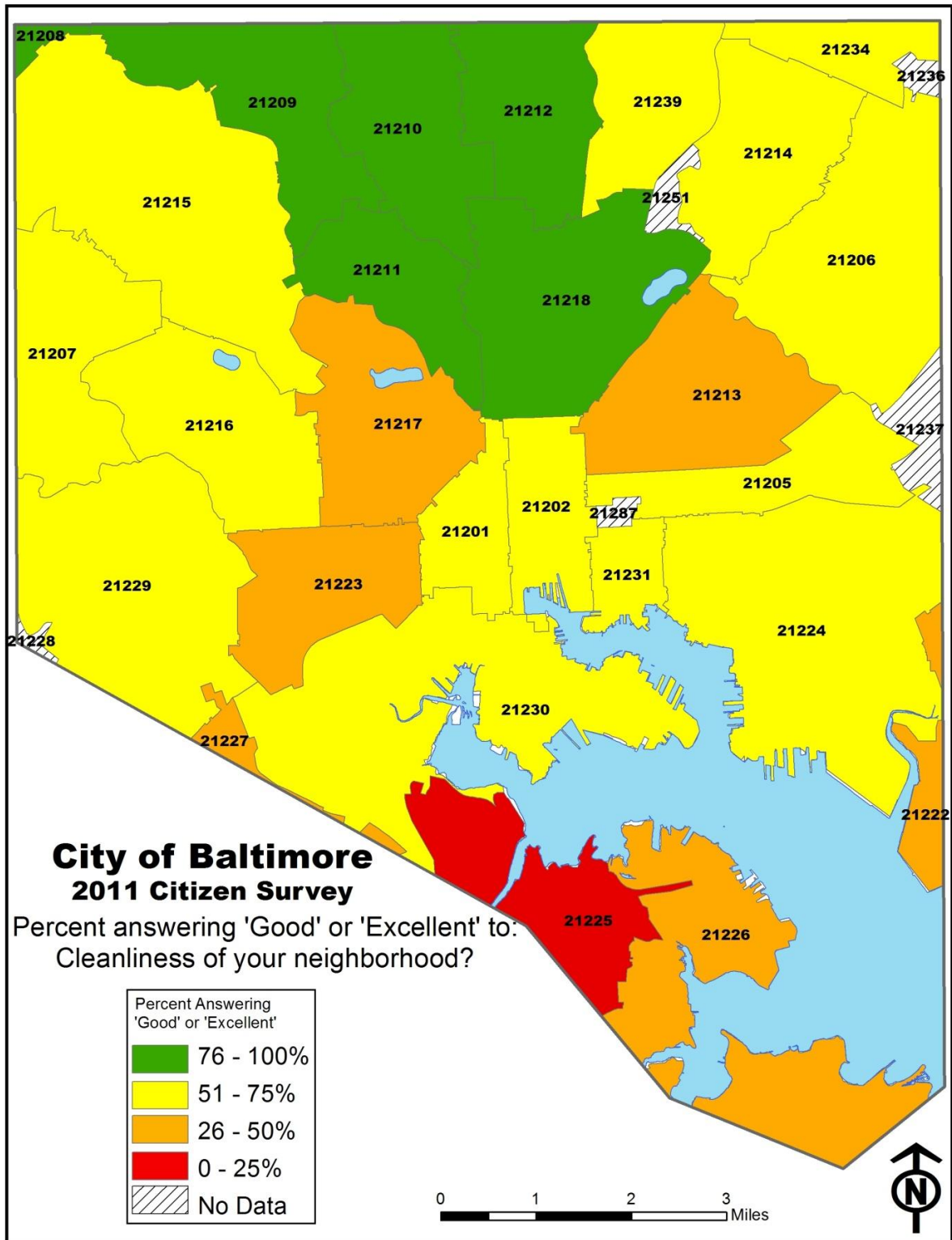
This was also an open-ended question, and respondents were allowed to reply with whatever description they chose to use. The responses were broadly categorized to gain a sense of what were the most common of reasons for why people felt they did not have a role in ensuring the improvements of Baltimore City Public Schools.

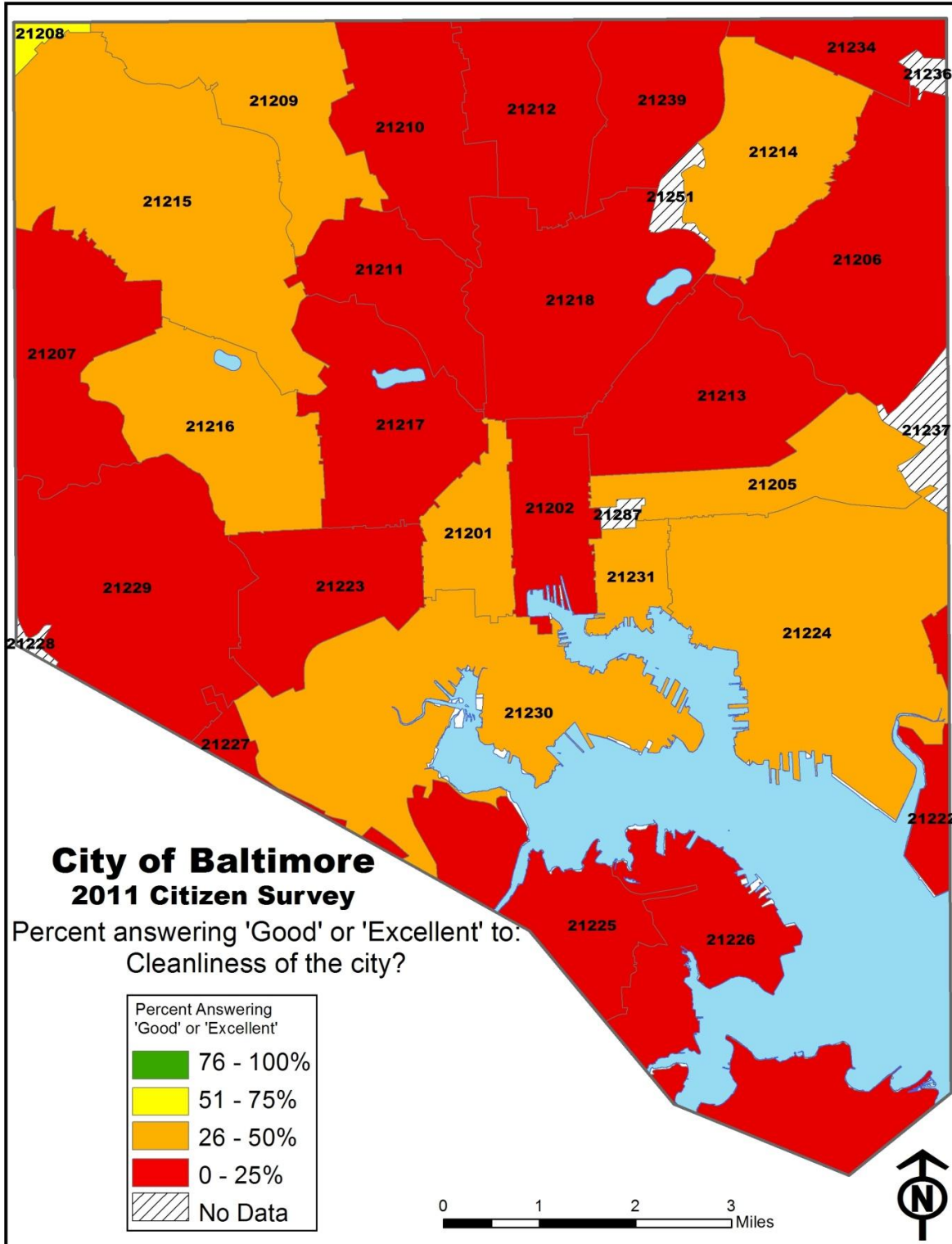
Sources

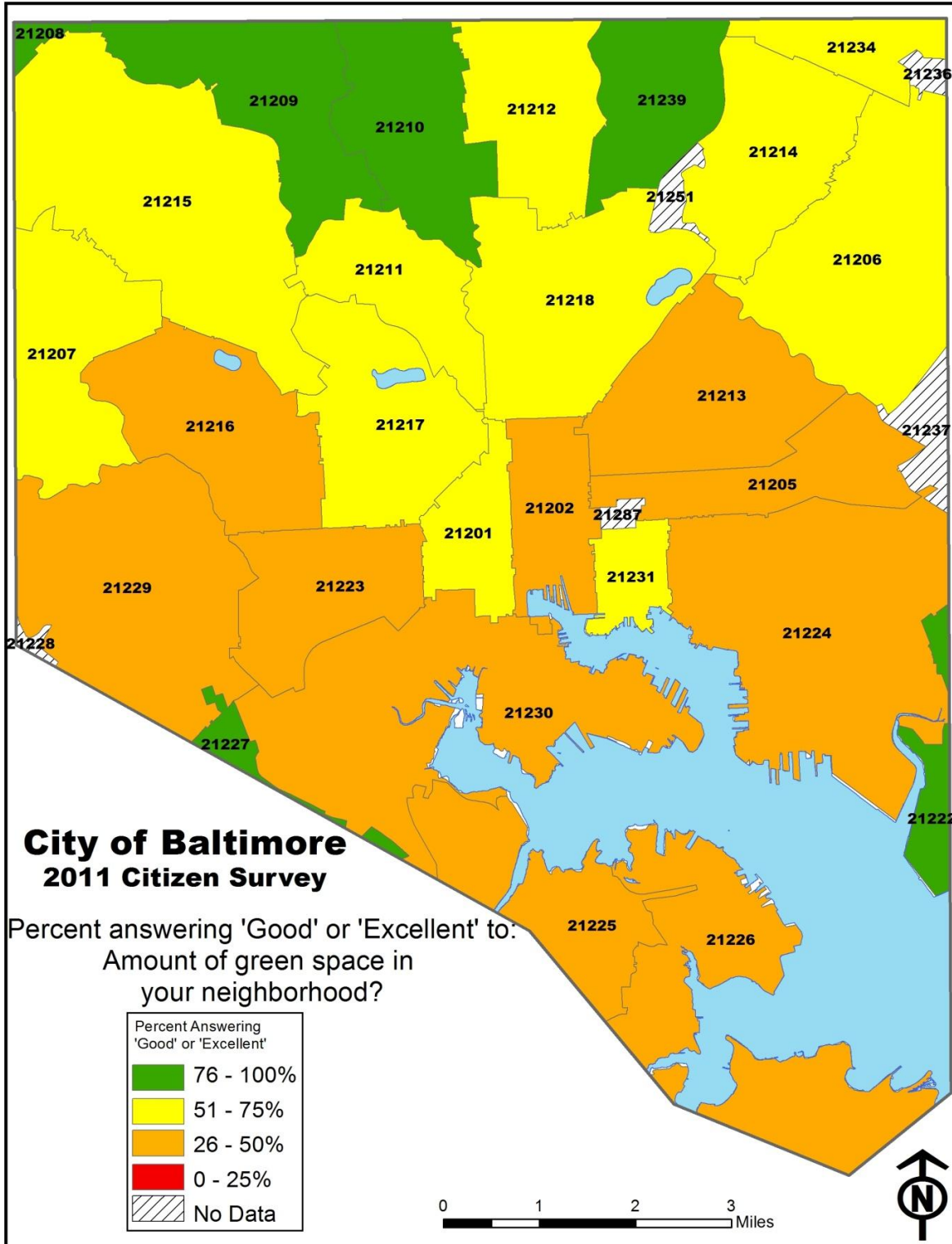
Cotten, A., Haynes, D., Bauer-Leffler, S. & Wells, W. (2009). *Baltimore City Citizen Survey: Final Report-Revised 08/13/2009*. Baltimore: Schaefer Center for Public Policy: University of Baltimore.

Cotten, A., Haynes, D., Stokan, Eric & Wells, W. (2010). *Baltimore City Citizen Survey: Final Report- Revised 10/1/2010*. Baltimore: Schaefer Center for Public Policy: University of Baltimore.

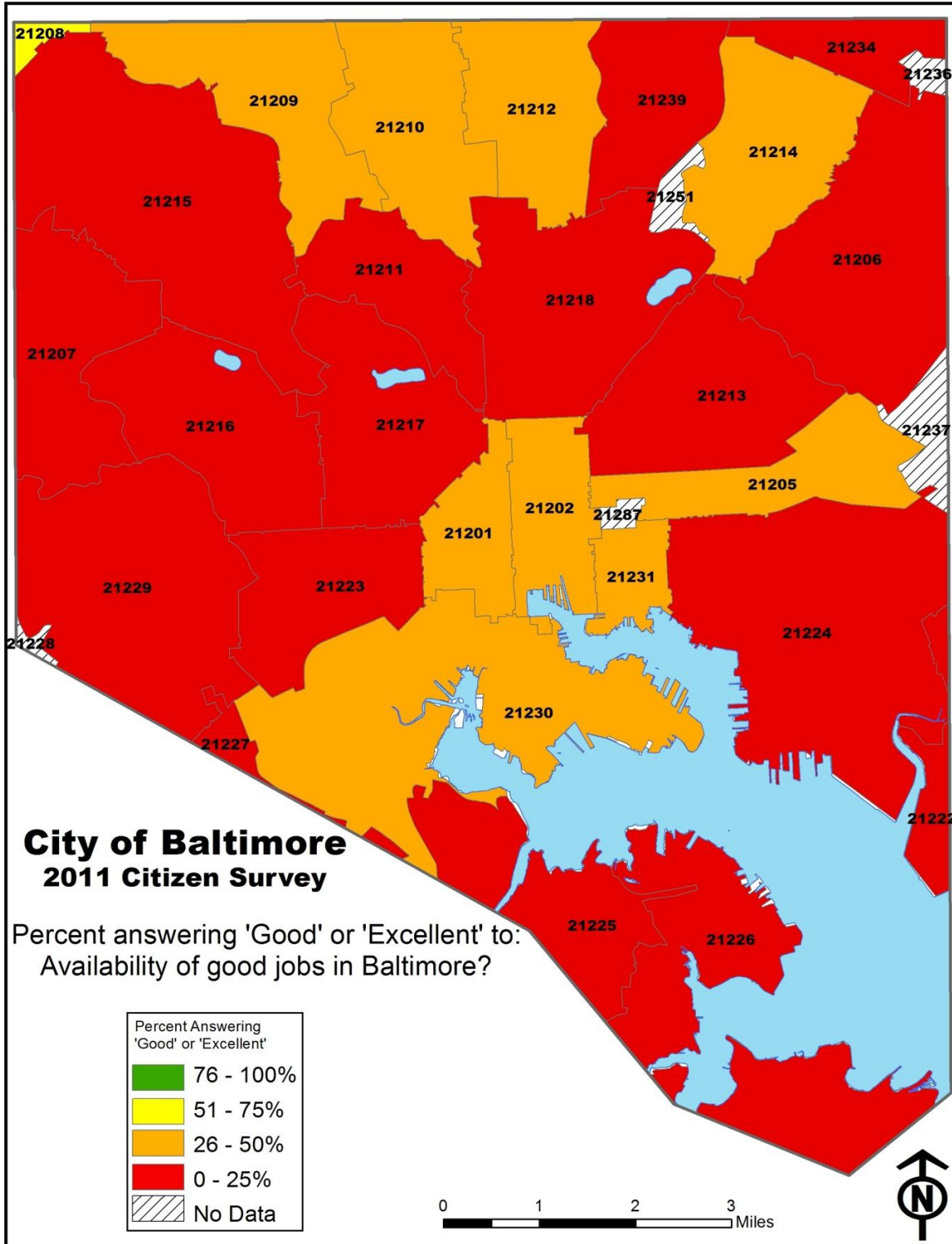
Appendix A: GIS Maps of Key Findings



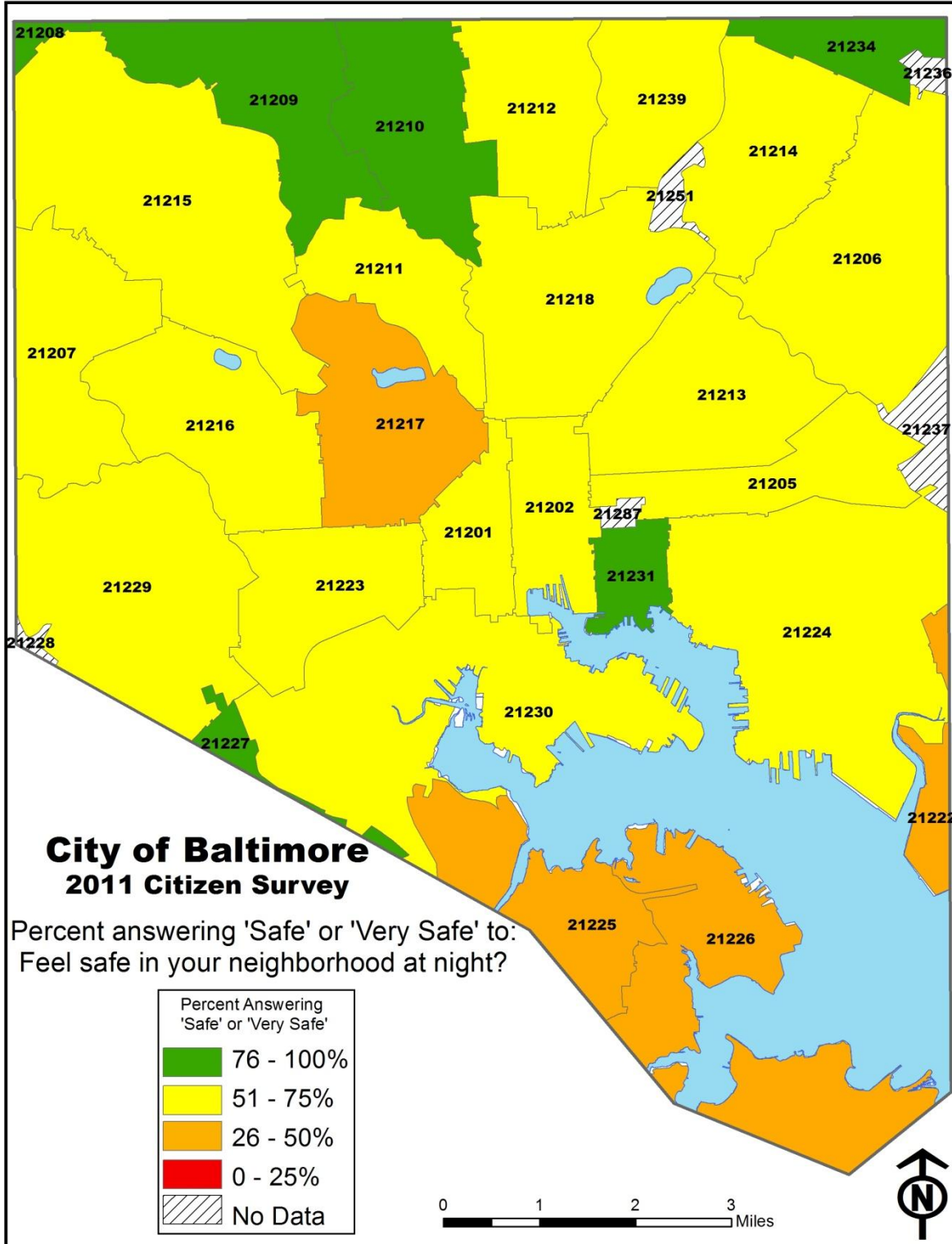




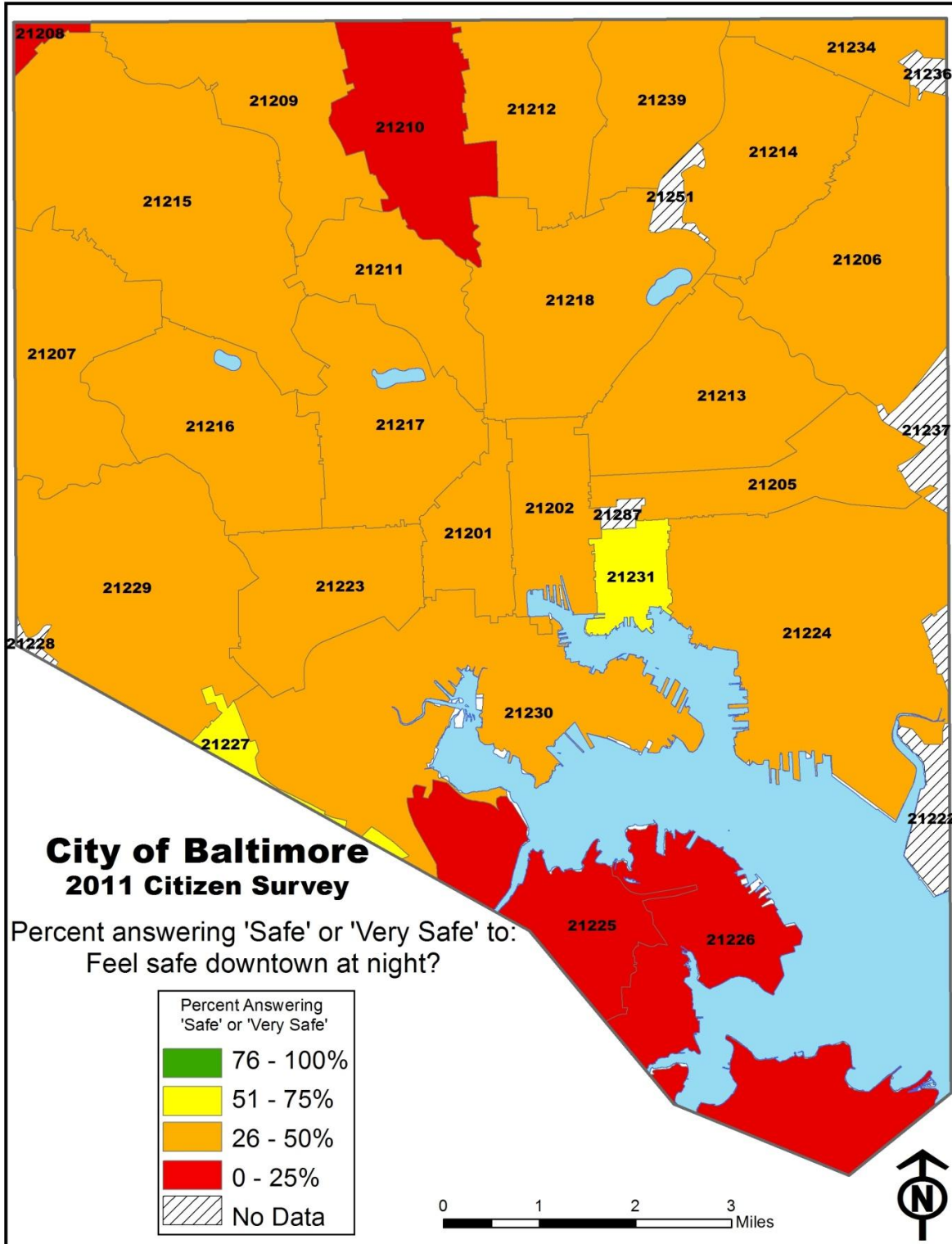


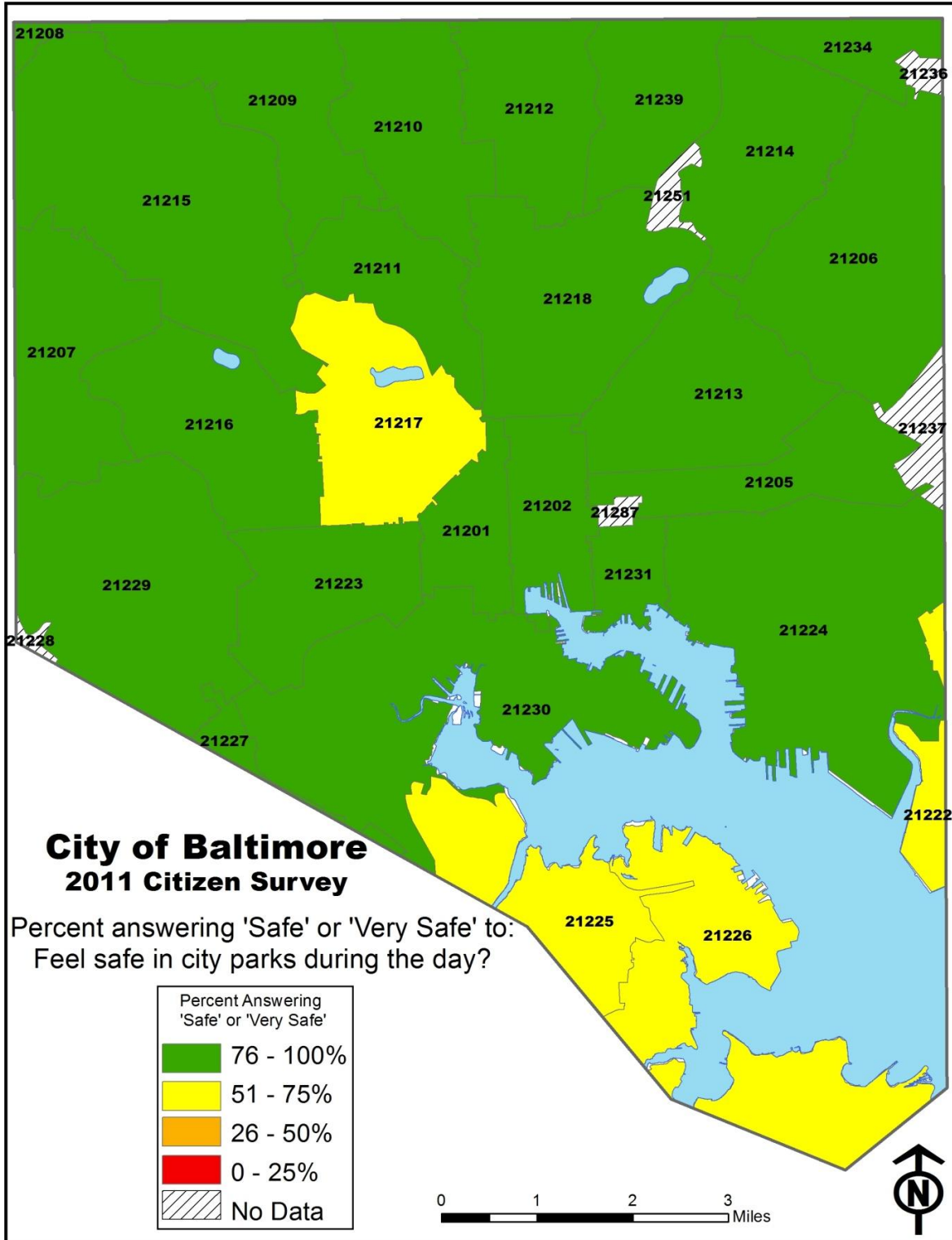


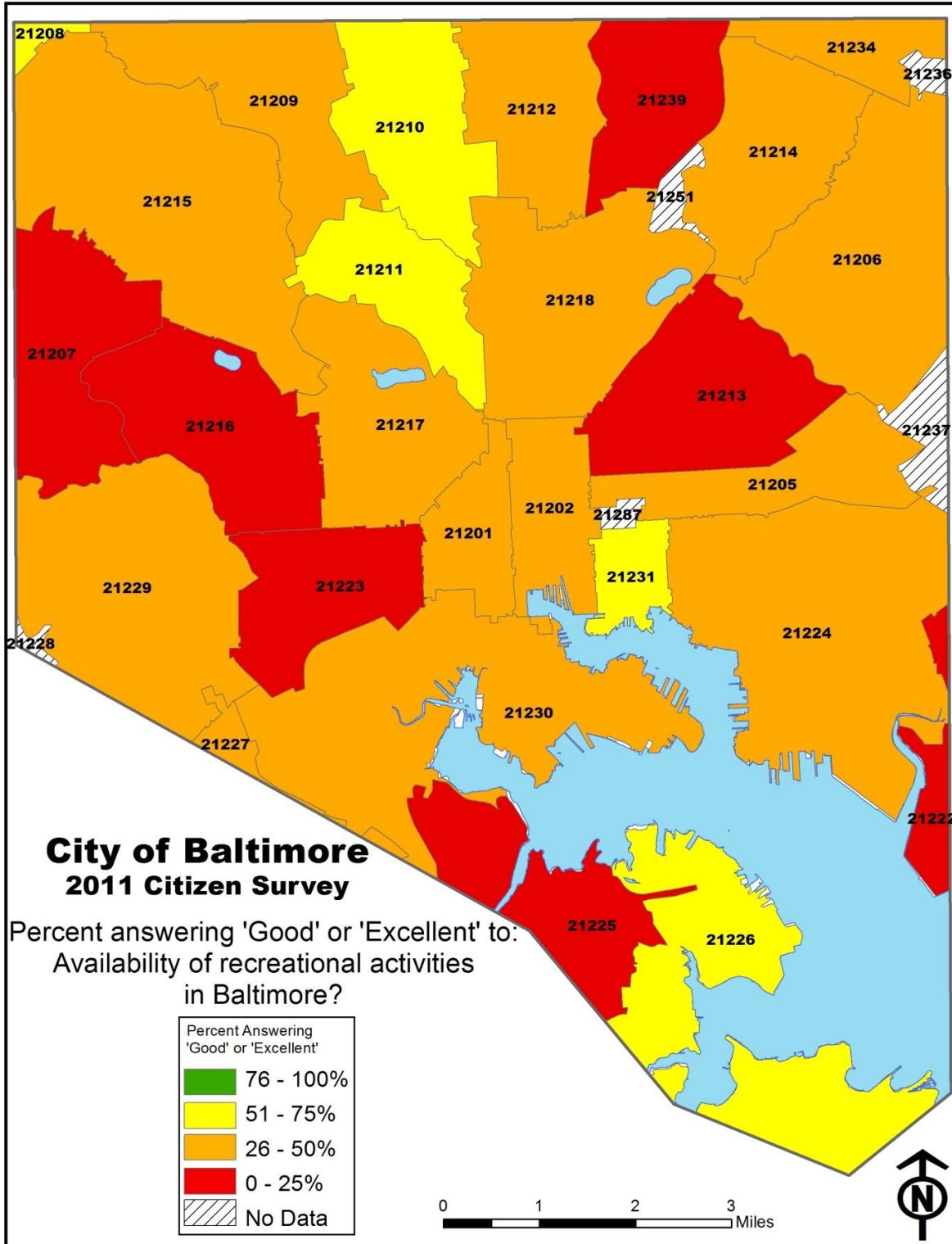


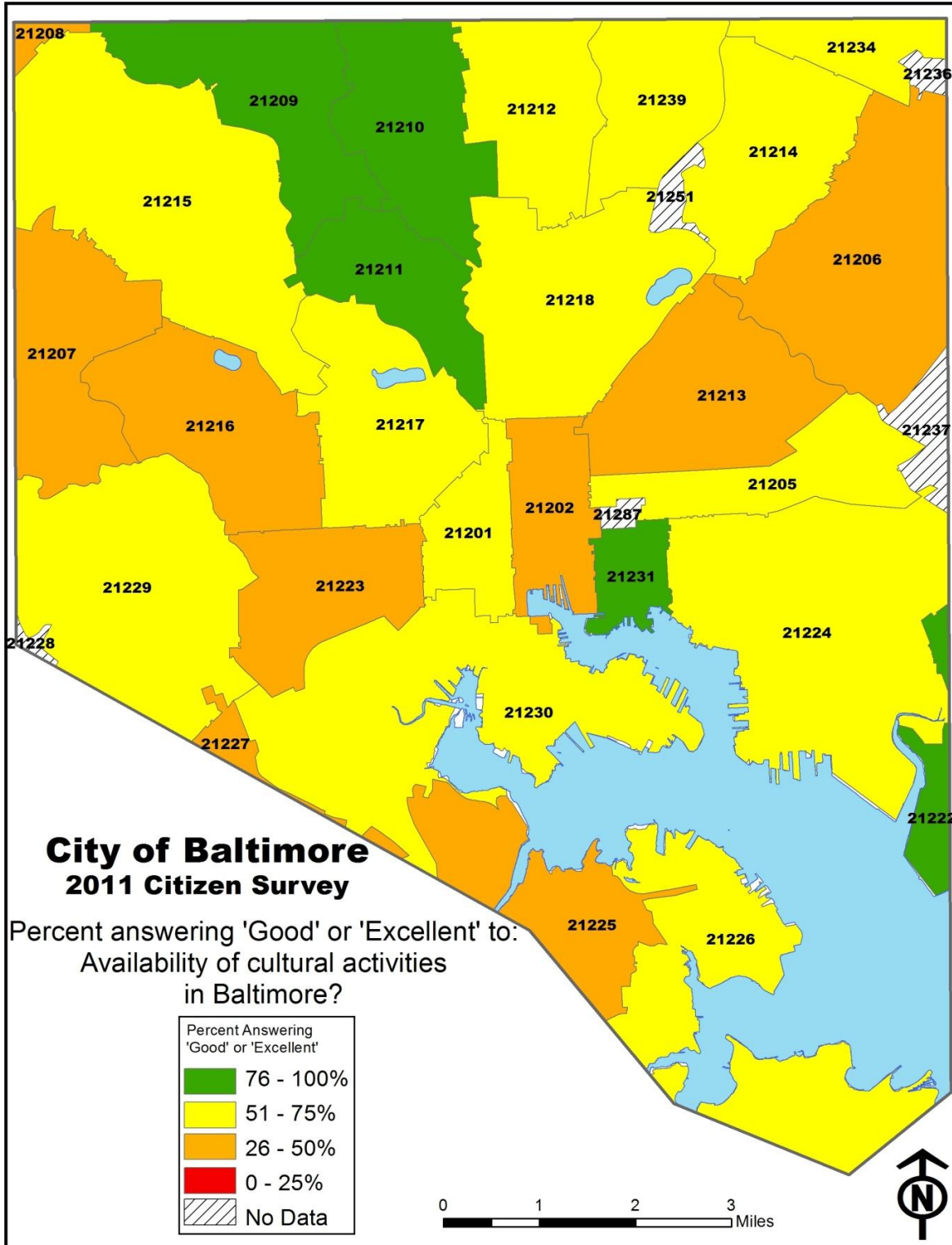












Appendix B: Survey Instrument with Responses

Baltimore City Resident Survey 2011

[Note: This survey is being presented in a mail survey format for ease of review. Because this survey is administered by phone, it is programmed for administration via a script for callers and generated by a computer-aided telephone interviewing system.]

The weighted results presented represent the opinions of 1,834 respondents. Individual questions may have lower responses due to some respondents

1. How would you rate ...		Excellent	Good	Fair	Poor	DK
a.	How do you rate the cleanliness of the city?	4.9%	22.6%	46.9%	24.5%	1.1%
b.	How do you rate the cleanliness of your neighborhood?	20.7%	40.4%	25.9%	13.1%	0.0%
c.	How do you rate the amount of green space in Baltimore?	11.2%	32.0%	38.8%	14.6%	3.2%
d.	How do you rate the amount of green space in your neighborhood?	23.5%	32.4%	26.1%	16.4%	1.5%
e.	How do you rate the availability of good jobs in Baltimore?	3.6%	14.1%	29.7%	38.2%	14.2%
f.	How do you rate the availability of cultural activities in Baltimore?	16.9%	35.6%	24.1%	17.5%	5.6%
g.	How do you rate the availability of recreational opportunities in Baltimore?	10.2%	22.6%	29.2%	31.8%	6.0%

2. Overall how satisfied would you say you are with the quality of the services that Baltimore City provides? Would you say you are...					
Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	D/K
3.9%	43.5%	18.0%	23.2%	10.3%	1.1%

3. Below is a list of services provided by Baltimore City. For each please tell us how important the service is to you on a scale of 1 to 10 with 1 being not at all important and 10 being most important, and your rating of the service in the past 12 months using the scale excellent, good, fair, or poor. If you do not have experience with a particular service, feel free to indicate that as well.

	Service [Note – Randomize order]	3a. On a scale of 1 to 10 how important are the following services to you?	3b. How satisfied are you with this service? 4= Excellent 3= Good 2= Fair 1= Poor 8= No Experience 9= Refused (Don't know will be added to the final response set.)					
			4	3	2	1	8	9
a.	Police protection	9.24	14.2%	33.5%	32.1%	15.4%	4.5%	0.3%
b.	Fire protection	9.52	31.3%	34.4%	13.6%	2.8%	17.9%	0.0%
c.	Street and sidewalk maintenance	8.79	9.1%	20.2%	34.0%	20.0%	16.3%	0.3%
d.	(K-12) Education	8.65	7.8%	19.6%	37.0%	29.9%	5.5%	0.1%
e.	Street lighting	8.95	16.3%	38.5%	32.6%	11.1%	1.2%	0.2%
f.	Snow removal	8.82	11.5%	25.0%	32.1%	30.3%	1.1%	0.0%
g.	Trash removal	9.16	17.8%	32.4%	25.4%	21.2%	3.1%	0.1%
h.	Curbside recycling	8.08	21.0%	31.9%	24.2%	9.9%	13.0%	0.1%
i.	Rat control	8.74	4.3%	14.1%	20.1%	34.1%	27.3%	0.1%
j.	EMS/Ambulance service	9.28	24.1%	30.7%	13.9%	3.5%	27.7%	0.1%
k.	311 (non- emergency) service	8.28	23.8%	31.6%	19.1%	6.7%	18.5%	0.3%
l.	Housing code enforcement (illegal dumping, high grass and weeds, poorly maintained homes)	7.82	4.8%	16.1%	34.7%	20.7%	21.9%	1.8%
m.	Water and sewer services	9.13	13.9%	38.2%	27.7%	13.1%	7.1%	0.1%
n.	Tree planting/ maintenance	7.47	9.6%	25.4%	33.9%	15.0%	15.8%	0.2%
o.	Libraries	8.82	28.6%	36.8%	17.7%	4.7%	12.1%	0.1%
p.	City-run pools	6.30	5.3%	15.4%	22.3%	10.3%	46.5%	0.2%
q.	City parks	8.09	11.2%	34.9%	32.5%	9.0%	12.1%	0.3%

4a. What do you consider to be the most important service that Baltimore City provides?

1. Police (35.2%),
2. Trash/Sanitation/Cleanliness (16%),
3. Education (12.2%),
4. Ambulance/Fire/EMS (11.7%),
5. Safety (5.8%),
6. Assistance (3.2%),
7. Transportation (2.8%),
8. Infrastructure (2.8%),
9. Housing (1.9%),
10. Recreation/Culture/Parks (1.3%)
11. Street maintenance (1.3%)
12. Health Care (1.2%)

4b. What do you consider to be the second most important service that Baltimore City provides?

1. Ambulance/EMS/Fire (27.1%),
2. Trash/Sanitation (17.7%),
3. Police (16.5%),
4. Education (10.5%),
5. Safety (4.0%),
6. Recreation/Culture/Parks (3.6%),
7. Infrastructure (3.5%),
8. Street Maintenance (2.8%),
9. Assistance (2.3%),
10. Housing (2.2%),
11. Jobs (2.1%),
12. Transportation (1.6%),
13. Health Care (1.5%),
14. Youth Programs (1.3%)

Combined Total

1. Police (26%),
2. Ambulance/EMS/Fire (19.2%),
3. Trash/Sanitation (16.8%),
4. Education (11.4%),
5. Safety (4.9%),
6. Infrastructure (3.1%),
7. Assistance (2.8%),
8. Health Care (1.3%),
9. Recreation/Culture/Parks (2.5%),
10. Transportation (2.2%),
11. Street Maintenance (2.0%),
12. Housing (2.0%),
13. Jobs (1.5%)
14. Health Care (1.4%)
15. Youth Programs (1.1%)

5. Please rate how problematic the following issues are for the City of Baltimore? Would you say they are not a problem, a moderate problem, a serious problem, or a very serious problem?

RANDOMIZE		Not a Problem	Moderate Problem	Serious Problem	Very Serious Problem	D/K
a.	Illegal dumping	6.1%	27.4%	27.6%	28.2%	10.7%
b.	Illegal drug use	2.1%	5.4%	27.1%	62.5%	3.0%
c.	Traffic congestion	17.2%	42.0%	22.8%	12.1%	5.8%
d.	Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross)	10.4%	27.4%	29.0%	28.1%	5.1%
e.	Violent crime	1.4%	6.6%	30.2%	59.0%	2.7%
f.	Property crime (homes, cars)	7.5%	29.2%	32.6%	22.2%	8.5%
g.	Graffiti	27.0%	38.7%	15.4%	8.8%	10.0%
h.	Homelessness	4.7%	13.7%	34.0%	43.1%	4.3%
i.	Vacant or abandoned buildings	4.6%	10.6%	31.4%	50.3%	3.1%
j.	Poorly maintained homes and properties	8.0%	26.6%	33.4%	25.7%	6.3%
k.	A lack of affordable housing	9.5%	19.1%	28.8%	31.3%	11.3%
l.	Finding parking in your neighborhood	48.9%	20.5%	11.8%	15.2%	3.4%
m.	Finding parking in commercial areas	20.7%	32.5%	21.6%	16.8%	8.1%
n.	Panhandling	19.5%	33.7%	22.8%	16.3%	7.7%

6. Please rate whether the following are getting better or worse as problems in Baltimore.							
RANDOMIZE		Getting Much Worse	Getting Worse	About the Same	Getting Better	Getting Much Better	D/K
a.	Illegal dumping	7.8%	26.1%	34.9%	8.4%	0.6%	16.6%
b.	Illegal drug use	18.2%	39.9%	26.8%	5.0%	0.5%	7.4%
c.	Traffic congestion	5.4%	29.1%	46.4%	6.5%	0.7%	8.4%
d.	Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross)	12.6%	32.7%	35.7%	6.7%	0.2%	8.1%
e.	Violent crime	19.4%	42.4%	23.8%	8.6%	0.3%	4.1%
f.	Property crime (homes, cars)	6.8%	29.5%	39.5%	8.0%	0.9%	11.8%
g.	Graffiti	3.4%	12.7%	45.0%	14.2%	2.1%	17.2%
h.	Homelessness	16.2%	43.5%	23.6%	5.9%	0.2%	7.5%
i.	Vacant or abandoned buildings	21.2%	43.6%	21.4%	4.8%	0.3%	6.2%
j.	Poorly maintained homes and properties	9.4%	33.6%	40.4%	4.9%	0.5%	8.2%
k.	A lack of affordable housing	13.7%	37.3%	27.0%	6.9%	0.3%	11.7%
l.	Finding parking in your neighborhood	7.1%	20.6%	51.2%	5.4%	0.8%	10.4%
m.	Finding parking in commercial areas	6.6%	28.6%	41.2%	7.1%	0.3%	11.7%
n.	Panhandling	9.0%	28.7%	41.2%	5.2%	0.6%	11.4%

7. How safe or unsafe do you feel in the following locations? Would you say...? Very Safe, Safe, Unsafe, or Very Unsafe? {Downtown is defined however the respondent chooses}						
		Very Unsafe	Unsafe	Safe	Very Safe	No Opinion/ DK (Volunteered)
a.	In your neighborhood during the day	2.3%	8.7%	55.7%	32.7%	0.5%
b.	In your neighborhood at night	7.3%	26.5%	49.2%	14.7%	2.2%
c.	Downtown during the day	2.6%	13.7%	56.0%	18.2%	9.3%
d.	Downtown at night	14.3%	39.6%	25.2%	4.0%	16.3%
e.	In city parks during the day	1.5%	11.6%	58.1%	11.0%	17.0%

8. How familiar would you say you are with Baltimore City's Community Action Centers?	
Very Familiar	3.2%
Familiar	16.3%
Unfamiliar	33.7%
Very Unfamiliar	17.2%
Never heard of them	21.3%

9. If familiar, what Community Action Center services are you familiar with? (Do Not Read)	
4.9%	Educational Opportunities/ GED Preparation
9.2%	Employment Assistance
9.6%	Housing Case Management
7.0%	Low Income Water Assistance Program
7.0%	Low Income Senior Citizen Water Discount Program
18.1%	Maryland Energy Assistance Programs
5.3%	Renters/Homeowners Tax Association Assistance
4.1%	Income Tax Preparation
3.4%	Weatherization Program
31.3%	Other

10. Do you get TV access from Comcast, Dish/Satellite, Broadcast TV/Antenna, something else or do you not have TV access? (Please Select All that apply)	
62.1%	Comcast subscriber
20.3%	Dish/Satellite subscriber
9.1%	Broadcast TV/antenna
5.7%	Other (Specify)
2.9%	None

11. Have you ever watched TV-25, the City's government access station?	
Yes	42.0%
No	56.4%
Don't Know	1.6%
Refused	0.0%

11a. If yes, Do you consider yourself a regular TV-25 viewer?	
Yes	20.3%
No	79.2%
Don't Know	0.5%

11b. If yes, why do/did you watch TV-25?	
35.9%	Community Events
26.9%	City Council Hearings
12.4%	Documentaries
24.7%	Other

12. What programming would you like to see on TV-25? (Do not read list)	
5.8%	Budget hearings
4.7%	City calendar
10.2%	City Council meetings
3.2%	Code enforcement/planning/zoning board meetings
13.5%	Community events
2.3%	Documentaries
14.2%	Education programming
1.3%	Emergency road maintenance
2.8%	Environmental & historic programs
5.9%	Fine arts/ Parks & recreation
1.3%	House of Representative sessions
3.5%	Messages from the Mayor
2.4%	News conferences
4.2%	Public meetings
4.5%	Public school videos
1.7%	Sports coverage
18.5%	Other

13. Would you like to see more government meetings and hearings on TV-25	
64.9%	Yes
27.2%	No
7.9%	Don't Know

13a. If yes, are there any specific types of meetings or hearings you would be interested in watching? (Do not read list)	
13.3%	Budget Hearings
21.2%	City Council Meetings
7.9%	Code Enforcement/ Planning/ Zoning Board Meetings
2.9%	Documentaries
4.2%	House of Representative Sessions
7.7%	Meetings held by the Mayor
10.7%	School Board Meetings
32.3%	Other

14. Do you think the City should continue or discontinue TV-25?	
Continue	80.4%
Discontinue	6.5%
Don't Know	13.2%

15. How likely are you to move out of Baltimore in the next 1 to 3 years?	
Very Likely	19.7%
Likely	14.0%
Not Likely	29.9%
Not at all Likely	31.5%
Don't Know	4.9%
Refused	0.0%

15a. If you are planning to leave the City, what is the primary reason? [Responses not read]	
25.2%	Crime rate is too high
7.2%	Poor quality public schools
10.2%	Taxes are too high
0.8%	Not enough open space/desire for a backyard
6.2%	Cost of living is too high
8.6%	Pursue another job
2.1%	Pursue an education
2.1%	Moving is involuntary
37.5%	Other (Specify)

17. Overall, in the last 3 years, would you say that Baltimore City Public Schools have:	
Greatly Improved	8.1%
Somewhat Improved	30.4%
Stayed about the Same	17.9%
Somewhat Declined	14.3%
Greatly Declined	8.8%
Don't Know	18.4%
Refused	2.1%

18. How important do you believe the improvements of Baltimore City Public Schools are to the future of the city:

Extremely Important	65.5%
Very Important	24.0%
Somewhat Important	2.8%
Not that Important	0.5%
Not Important at all	0.2%
Don't Know	7.0%
Refused	0.0%

19. Do you believe that you, yourself, have a role in ensuring the improvements of Baltimore City Public Schools

Yes	64.8%
No	22.9%
Don't Know	11.8%
Refused	0.5%

*Respondents' demographics are presented in Appendix C of the report.

Appendix C: Respondent Characteristics, by Planning District

Table 2: Respondent Characteristics, Baltimore City

Gender		Marital Status	
Male	45%	Married	38%
Female	55%	Living with someone as a partner	7%
Disability in home		Single	37%
I have a disability	18%	Divorced, separated or widowed	19%
Someone in my household has a disability	10%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	72%	Yes	7%
Race		No	93%
White – Not Hispanic	32%	Access to the Internet	
Black – Not Hispanic	63%	Yes	78%
Hispanic	1%	No	22%
Asian	1%	HH Works in Baltimore	
Other	3%	Yes	48%
Respondent's Age		No	52%
18-24	14%	Education	
25-34	19%	Less than High School	10%
35-44	20%	High School graduate or GED	33%
45-54	17%	Some College or Technical School	22%
55-64	11%	College Graduate (4 year degree)	19%
65+	18%	Graduate or professional education	16%
Work Sector		Annual Household Income	
Nonprofit sector	10%	Under \$25,000	32%
The private sector	25%	\$25,001-\$50,000	30%
The government sector	14%	\$50,001-\$75,000	15%
Self-Employed		\$75,001-\$100,000	11%
Unemployed	16%	Over \$100,000	12%
Student	3%		
Retired	21%		
Fulltime homemaker or caregiver	5%		
Self-Employed	6%		

Table 3: Respondent Characteristics, Central District

Gender		Marital Status	
Male	50%	Married	21%
Female	50%	Living with someone as a partner	9%
Disability in home		Single	52%
I have a disability	23%	Divorced, separated or widowed	19%
Someone in my household has a disability	12%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	66%	Yes	7%
Race		No	93%
White – Not Hispanic	35%	Access to the Internet	
Black – Not Hispanic	61%	Yes	71%
Hispanic	2%	No	30%
Asian	0%	HH Works in Baltimore	
Other	2%	Yes	48%
Respondent's Age		No	52%
18-24	20%	Education	
25-34	24%	Less than High School	10%
35-44	15%	High School graduate or GED	30%
45-54	15%	Some College or Technical School	24%
55-64	11%	College Graduate (4 year degree)	21%
65+	16%	Graduate or professional education	15%
Work Sector		Annual Household Income	
Nonprofit sector	5%	Under \$25,000	44%
The private sector	24%	\$25,001-\$50,000	31%
The government sector	7%	\$50,001-\$75,000	13%
Self-Employed		\$75,001-\$100,000	6%
Unemployed	23%	Over \$100,000	6%
Student	6%		
Retired	30%		
Fulltime homemaker or caregiver	2%		
Self-Employed	2%		

Table 4: Respondent Characteristics, Eastern District

Gender		Marital Status	
Male	50%	Married	36%
Female	50%	Living with someone as a partner	6%
Disability in home		Single	43%
I have a disability	19%	Divorced, separated or widowed	15%
Someone in my household has a disability	11%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	70%	Yes	5%
Race		No	95%
White – Not Hispanic	27%	Access to the Internet	
Black – Not Hispanic	69%	Yes	77%
Hispanic	1%	No	24%
Asian	2%	HH Works in Baltimore	
Other	1%	Yes	52%
Respondent's Age		No	48%
18-24	15%	Education	
25-34	20%	Less than High School	12%
35-44	24%	High School graduate or GED	34%
45-54	15%	Some College or Technical School	23%
55-64	10%	College Graduate (4 year degree)	10%
65+	14%	Graduate or professional education	21%
Work Sector		Annual Household Income	
Nonprofit sector	23%	Under \$25,000	33%
The private sector	22%	\$25,001-\$50,000	34%
The government sector	8%	\$50,001-\$75,000	12%
Self-Employed		\$75,001-\$100,000	9%
Unemployed	17%	Over \$100,000	13%
Student	4%		
Retired	20%		
Fulltime homemaker or caregiver	3%		
Self-Employed	4%		

Table 5: Respondent Characteristics, Northern District

Gender		Marital Status	
Male	45%	Married	48%
Female	55%	Living with someone as a partner	3%
Disability in home		Single	35%
I have a disability	21%	Divorced, separated or widowed	15%
Someone in my household has a disability	4%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	75%	Yes	12%
Race		No	88%
White – Not Hispanic	38%	Access to the Internet	
Black – Not Hispanic	55%	Yes	79%
Hispanic	0%	No	21%
Asian	1%	HH Works in Baltimore	
Other	5%	Yes	39%
Respondent's Age		No	61%
18-24	21%	Education	
25-34	18%	Less than High School	8%
35-44	18%	High School graduate or GED	22%
45-54	16%	Some College or Technical School	24%
55-64	10%	College Graduate (4 year degree)	17%
65+	16%	Graduate or professional education	30%
Work Sector		Annual Household Income	
Nonprofit sector	7%	Under \$25,000	34%
The private sector	29%	\$25,001-\$50,000	24%
The government sector	12%	\$50,001-\$75,000	12%
Self-Employed		\$75,001-\$100,000	13%
Unemployed	23%	Over \$100,000	17%
Student	4%		
Retired	4%		
Fulltime homemaker or caregiver	2%		
Self-Employed	6%		

Table 6: Respondent Characteristics, Northeastern District

Gender		Marital Status	
Male	44%	Married	39%
Female	56%	Living with someone as a partner	7%
Disability in home		Single	33%
I have a disability	12%	Divorced, separated or widowed	21%
Someone in my household has a disability	12%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	76%	Yes	9%
Race		No	91%
White – Not Hispanic	27%	Access to the Internet	
Black – Not Hispanic	72%	Yes	85%
Hispanic	0%	No	15%
Asian	0%	HH Works in Baltimore	
Other	2%	Yes	55%
Respondent's Age		No	45%
18-24	14%	Education	
25-34	18%	Less than High School	7%
35-44	22%	High School graduate or GED	35%
45-54	18%	Some College or Technical School	25%
55-64	10%	College Graduate (4 year degree)	23%
65+	16%	Graduate or professional education	9%
Work Sector		Annual Household Income	
Nonprofit sector	12%	Under \$25,000	21%
The private sector	25%	\$25,001-\$50,000	31%
The government sector	20%	\$50,001-\$75,000	22%
Self-Employed		\$75,001-\$100,000	16%
Unemployed	12%	Over \$100,000	10%
Student	3%		
Retired	20%		
Fulltime homemaker or caregiver	3%		
Self-Employed	5%		

Table 7: Respondent Characteristics, Northwestern District

Gender		Marital Status	
Male	42%	Married	49%
Female	58%	Living with someone as a partner	7%
Disability in home		Single	24%
I have a disability	13%	Divorced, separated or widowed	21%
Someone in my household has a disability	8%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	80%	Yes	11%
Race		No	89%
White – Not Hispanic	32%	Access to the Internet	
Black – Not Hispanic	61%	Yes	78%
Hispanic	1%	No	22%
Asian	3%	HH Works in Baltimore	
Other	3%	Yes	55%
Respondent's Age		No	45%
18-24	11%	Education	
25-34	15%	Less than High School	5%
35-44	19%	High School graduate or GED	30%
45-54	17%	Some College or Technical School	20%
55-64	14%	College Graduate (4 year degree)	24%
65+	24%	Graduate or professional education	22%
Work Sector		Annual Household Income	
Nonprofit sector	7%	Under \$25,000	25%
The private sector	24%	\$25,001-\$50,000	31%
The government sector	12%	\$50,001-\$75,000	18%
Self-Employed		\$75,001-\$100,000	12%
Unemployed	11%	Over \$100,000	15%
Student	4%		
Retired	26%		
Fulltime homemaker or caregiver	8%		
Self-Employed	9%		

Table 8: Respondent Characteristics, Southern District

Gender		Marital Status	
Male	45%	Married	34%
Female	55%	Living with someone as a partner	13%
Disability in home		Single	32%
I have a disability	25%	Divorced, separated or widowed	20%
Someone in my household has a disability	6%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	70%	Yes	6%
Race		No	94%
White – Not Hispanic	42%	Access to the Internet	
Black – Not Hispanic	53%	Yes	80%
Hispanic	1%	No	20%
Asian	1%	HH Works in Baltimore	
Other	4%	Yes	36%
Respondent's Age		No	64%
18-24	13%	Education	
25-34	22%	Less than High School	19%
35-44	22%	High School graduate or GED	36%
45-54	16%	Some College or Technical School	14%
55-64	11%	College Graduate (4 year degree)	20%
65+	16%	Graduate or professional education	11%
Work Sector		Annual Household Income	
Nonprofit sector	8%	Under \$25,000	41%
The private sector	24%	\$25,001-\$50,000	25%
The government sector	20%	\$50,001-\$75,000	13%
Self-Employed		\$75,001-\$100,000	12%
Unemployed	18%	Over \$100,000	9%
Student	2%		
Retired	18%		
Fulltime homemaker or caregiver	5%		
Self-Employed	6%		

Table 9: Respondent Characteristics, Southwestern District

Gender		Marital Status	
Male	40%	Married	35%
Female	60%	Living with someone as a partner	7%
Disability in home		Single	43%
I have a disability	19%	Divorced, separated or widowed	14%
Someone in my household has a disability	10%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	71%	Yes	10%
Race		No	90%
White – Not Hispanic	16%	Access to the Internet	
Black – Not Hispanic	79%	Yes	72%
Hispanic	0%	No	28%
Asian	1%	HH Works in Baltimore	
Other	5%	Yes	41%
Respondent's Age		No	60%
18-24	13%	Education	
25-34	18%	Less than High School	6%
35-44	17%	High School graduate or GED	47%
45-54	18%	Some College or Technical School	19%
55-64	11%	College Graduate (4 year degree)	21%
65+	19%	Graduate or professional education	6%
Work Sector		Annual Household Income	
Nonprofit sector	6%	Under \$25,000	28%
The private sector	22%	\$25,001-\$50,000	33%
The government sector	18%	\$50,001-\$75,000	21%
Self-Employed		\$75,001-\$100,000	14%
Unemployed	17%	Over \$100,000	5%
Student	3%		
Retired	22%		
Fulltime homemaker or caregiver	6%		
Self-Employed	7%		

Table 10: Respondent Characteristics, Southeastern District

Gender		Marital Status	
Male	47%	Married	34%
Female	53%	Living with someone as a partner	5%
Disability in home		Single	44%
I have a disability	20%	Divorced, separated or widowed	18%
Someone in my household has a disability	17%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	63%	Yes	10%
Race		No	90%
White – Not Hispanic	59%	Access to the Internet	
Black – Not Hispanic	29%	Yes	79%
Hispanic	2%	No	21%
Asian	1%	HH Works in Baltimore	
Other	9%	Yes	50%
Respondent's Age		No	50%
18-24	12%	Education	
25-34	22%	Less than High School	12%
35-44	19%	High School graduate or GED	25%
45-54	16%	Some College or Technical School	23%
55-64	11%	College Graduate (4 year degree)	23%
65+	19%	Graduate or professional education	18%
Work Sector		Annual Household Income	
Nonprofit sector	7%	Under \$25,000	40%
The private sector	28%	\$25,001-\$50,000	20%
The government sector	8%	\$50,001-\$75,000	10%
Self-Employed		\$75,001-\$100,000	10%
Unemployed	19%	Over \$100,000	20%
Student	4%		
Retired	22%		
Fulltime homemaker or caregiver	5%		
Self-Employed	9%		

Table 11: Respondent Characteristics, Western District

Gender		Marital Status	
Male	42%	Married	28%
Female	58%	Living with someone as a partner	4%
Disability in home		Single	47%
I have a disability	22%	Divorced, separated or widowed	21%
Someone in my household has a disability	11%	Day to Day Communications in a Foreign Language?	
No one in my home has a disability	67%	Yes	8%
Race		No	92%
White – Not Hispanic	8%	Access to the Internet	
Black – Not Hispanic	90%	Yes	75%
Hispanic	1%	No	25%
Asian	0%	HH Works in Baltimore	
Other	1%	Yes	55%
Respondent's Age		No	45%
18-24	12%	Education	
25-34	15%	Less than High School	17%
35-44	21%	High School graduate or GED	41%
45-54	18%	Some College or Technical School	24%
55-64	11%	College Graduate (4 year degree)	7%
65+	22%	Graduate or professional education	11%
Work Sector		Annual Household Income	
Nonprofit sector	8%	Under \$25,000	30%
The private sector	23%	\$25,001-\$50,000	42%
The government sector	15%	\$50,001-\$75,000	14%
Self-Employed		\$75,001-\$100,000	2%
Unemployed	16%	Over \$100,000	11%
Student	1%		
Retired	23%		
Fulltime homemaker or caregiver	8%		
Self-Employed	6%		

Appendix D: Weighting Factor Calculations

Weight Factor Calculation:

All weights present in the final data set provided to Baltimore City utilize the same proportional weighting formula, seen below.

$$\pi_k = \frac{N_k / N}{n_k / n}$$

In the standard proportional weighting formula, above, (N) represents a known population, (n) represents the total sample size and (k) indicates a subsection of the respective total.

Using demographic data provided by the City of Baltimore, The Schaefer Center for Public Policy collected information on population percentages for age, gender, and planning district for Baltimore City from 2009. Application of these weights to the data will bring the sample proportions in these demographic areas into line with the population proportions.

Age Weight

	Baltimore Population	N _k /N	Sample n	n _k /n	Age Weight ((N _k /N)/(n _k /n))
18-24	71,141	0.145	68	0.038	3.816
25-34	93,248	0.190	207	0.116	1.638
35-44	101,544	0.207	246	0.138	1.500
45-54	83,408	0.170	341	0.191	0.890
55-64	54,539	0.111	431	0.241	0.461
65+	85,921	0.175	465	0.260	0.673
	N= 489,801		n= 1,786		

Gender Weight

	Baltimore Population	Nk/N	Sample n	nk/n	Gender Weight ((NK/N)/(nk/n))
Male	222,069	0.453	510	0.286	1.584
Female	267,732	0.547	1,276	0.714	0.766
	N= 489,801		n= 1,786		

Planning District Weight

	Baltimore Population	Nk/N	Sample n	nk/n	District Weight ((NK/N)/(nk/n))
North	66,600	0.136	215	0.120	1.133
South	57,240	0.117	228	0.128	0.914
East	43,992	0.090	132	0.074	1.216
West	38,254	0.078	138	0.077	1.013
Central	31,549	0.064	89	0.050	1.280
Northeast	101,591	0.207	431	0.241	0.859
Northwest	70,420	0.144	297	0.166	0.867
Southeast	40,475	0.083	228	0.067	1.24
Southwest	39,680	0.081	137	0.077	1.052
	N= 489,801		n= 1,786		

Appendix E: Survey Weight Calculations

Survey Weight Calculation

A survey weight was developed to provide the most accurate representation of Baltimore citizens' opinions. This weight is the multiplicative term of the age, gender, and planning district weights, resulting in the calculation of 108 weighting factors as seen in the Final Weights table below. The survey weight is the product of each of the demographic weights:

$$(\text{Gender Weight}) \times (\text{Age Weight}) \times (\text{District Weight}) = \text{Final District Weight}$$

Weighting factors are used to adjust the stratification of random samples when the sample of completed surveys in key demographic areas does not match the proportion of individuals in the population. Weighting the sample cases brings the sample demographics into line with the population. The application of weighting factors can widen the variance and therefore the standard deviation of answer distributions. The weighting factors were used in this study to bring the sample proportions into line with the population of Baltimore City.

Because 28 respondents refused to give their ages, they were assigned an age weight of 1.000. This also means that the proportion on which the weights were calculated was based on 1,758, rather than 1,786. The weighting also results in a weighted count of 1,806.

Final Weights

Gender	Age Category	Planning District								
		Central	East	North	North-east	North-west	South	South-west	South-east	West
Male	18-24	2.322	5.374	12.09	3.723	7.035	4.599	1.776	4.321	3.040
	25-34	3.313	4.288	5.279	1.268	10.023	2.696	6.376	1.398	1.762
	35-44	3.730	11.47	2.114	2.180	2.219	2.398	1.000	3.797	1.681
	45-54	2.197	2.853	0.801	0.850	2.149	2.225	2.455	1.380	2.119
	55-64	1.174	1.256	0.619	0.407	0.826	1.091	1.281	1.145	1.002
	65+	1.391	0.946	0.566	0.483	1.351	0.970	2.222	1.359	1.128
Female	18-24	4.076	2.880	8.759	3.757	4.116	1.795	2.759	2.362	5.459
	25-34	1.641	1.041	1.458	0.747	2.445	1.528	1.139	1.036	1.504
	35-44	1.000	1.074	1.323	0.656	1.249	0.872	1.870	1.658	1.901
	45-54	0.826	1.197	0.590	0.433	0.831	0.481	0.917	1.080	0.948
	55-64	0.247	0.460	0.301	0.235	0.451	0.334	0.424	0.547	0.405
	65+	0.585	0.677	0.508	0.467	0.546	0.700	0.634	0.957	0.672

Appendix F: Survey Methodology

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. The Schaefer Center and its subcontractor, Maryland Marketing, provided all labor necessary to achieve 1,794 completed interviews via phone with Baltimore City residents. The Schaefer Center acquired a sample of valid phone numbers (N=22,031) that corresponded to households falling within the boundaries of the City of Baltimore.

Respondents were grouped by their respective planning districts using zip codes. This method was used since most potential respondents would be unaware of which local planning district their residence would fall within. The responses were weighted to more closely reflect the population of Baltimore City in terms of age, gender and area of residence by planning district. Detailed description of the weighting process and calculation can be found in Appendix C of this report. The margin of error for this study is $\pm 2.3\%$ at the 95% confidence level for all analysis at the city level.

The sampling method used by the Schaefer Center was based on a list-assisted random digit dialing (RDD) approach. List-assisted RDD, while not as inclusive as pure RDD, is a much more efficient method of selecting households to survey. In pure RDD, all possible combinations of area code and three digit prefixes have randomly generated four digit suffixes attached. The resulting numbers include businesses, disconnected numbers, and numbers that have not been assigned. This greatly increases the number of non-productive calls that must be made. List-assisted RDD greatly increases the efficiency of the sample with minimal loss of working numbers.

To simplify reporting, survey results described in this document have been rounded to the nearest whole percentage. In some cases, where missing data and refusals are not presented, the figures reported will not sum to one hundred percent (100%).