Baltimore City Citizen Survey 2012

university of baltimore
Schaefer Center for Public Policy

KNOWLEDGE THAT WORKS FOR Government AND Nonprofit Organizations

Baltimore City Citizen Survey

2012 Report

Schaefer Center for Public Policy

University of Baltimore

1420 North Charles Street
Baltimore, MD 21201
410-837-6188
http://scpp.ubalt.edu

October 2012

The chief researchers for the survey were Ann Cotten, DPA; Don Haynes, PhD; 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, with the help of Schaefer Center Graduate Fellows Kristi Grimes and Anthony Bolling, Research Assistant Peter Julnes. The research team would like to thank our contacts at the Bureau of the Budget and Management Research: Andrew Kleine, Kristin Dawson, Amy Costanzo, Vieen Leung, and everyone at Baltimore City Government for their efforts and collaboration on this project.

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.

Table of Contents

Section 1: Executive Summary 1
Purpose 1
Methods 1
General Findings 4
Major Findings by Priority Outcome 6
1. Better Schools 6
2. Safer Streets 6
3. Stronger Neighborhoods 7
4. A Growing Economy 8
5. Innovative Government 8
6. A Cleaner and Healthier City 8
Section 2: Survey Background 10
Survey Purpose 10
Methods 10
Section 3: Report of Results 12
Understanding the Results 12
General Findings 13
Priority Outcome 1 – Better Schools 30
Priority Outcome 2 – Safer Streets 31
Priority Outcome 3 – Stronger Neighborhoods 47
Priority Outcome 4 – A Growing Economy 55
Priority Outcome 5 – Innovative Government 58
Priority Outcome 6 – A Cleaner and Healthier City 61
Appendix A: GIS Maps of Selected Findings 67
Appendix B: Survey Instrument with Responses 80
Appendix C: Respondent Characteristics, by Citizen Survey District 90
Appendix D: Weighting Factor Calculations 100
Appendix E: Survey Weight Calculations 103
Appendix F: Survey Methodology 105

List of Charts

Chart 1: Most Important Service the City Provides (Open Ended Question) 13
Chart 2: Overall Satisfaction with Baltimore City Services (2009-2012) 14
Chart 3: Priorities for Baltimore City 15
Chart 4: Priorities Willing to Pay More Taxes For 16
Chart 5 : Baltimore City Services Mean Importance and Rating (2012) 17
Chart 6: Perception of Quality of Life Issues in Baltimore (2012) 21
Chart 7: Perception of Change in Quality of Life Issues in Baltimore (2012) 22
Chart 8: Quality of Life Satisfaction Ratings (2012) 23
Chart 9: Single Most Important Thing to Improve Life in Baltimore City (2012) 24
Chart 10: Likelihood of Moving Out of Baltimore (2009-2012) 25
Chart 11: Reasons for Leaving Baltimore (2012) 26
Chart 12: Why Residents Continue to Live in Baltimore (2012) 27
Chart 13: Recommend Baltimore as a Place to Live (2009, 2010, 2012) 27
Chart 14: Recommend Baltimore as a Place to Raise Children (2009, 2010, 2012) 28
Chart 15: Recommend Baltimore as a Place to Retire (2009, 2010, 2012) 28
Chart 16: Recommend Buying a Home in Baltimore (2009, 2010, 2012) 29
Chart 17: Rating of Public K-12 Education Services (2009-2012) 30
Chart 18: Rating of Safety-Related Services (2012) 31
Chart 19: Perception of Neighborhood Safety-Daytime (2009-2012) 32
Chart 20: Perception of Neighborhood Safety- Nighttime (2009-2012) 33
Chart 21: Perception of Downtown Safety - Daytime (2009-2012) 34
Chart 22: Perception of Downtown Safety - Nighttime (2009-2012) 35
Chart 23: Perception of City Park Safety - Daytime (2009-2012) 36
Chart 24: Quality of Police Protection (2009 – 2012) 36
Chart 25: Overall Perception of Baltimore City Police Department (2012) 37
Chart 26: Sources of Perceptions about Crime and Safety (2012) 38
Chart 27: Level of Police Presence (2009, 2010, 2012) 40
Chart 28: Satisfaction with Police Responsiveness (2009, 2010, 2012) 41
Chart 29: Approachability of Police (2009, 2010, 2012) 42
Chart 30: Ability of Police to prevent Crime (2009, 2010, 2012) 43
Chart 31: Professionalism of Police (2012) 44
Chart 32: Perception of Safety Issues in Baltimore (2012) 45
Chart 33: How Problematic is Illegal Drug Use? (2009-2012) 46
Chart 34: Mean Importance Rating of Neighborhood Services 48
Chart 35: Rating of Neighborhood-Related Services (2012) 48
Chart 36: Availability of Recreational Opportunities in Baltimore (2009-2012) 50
Chart 37: Quality of City Recreation Centers (2012) 51
Chart 38: Frequency of Visits to City Parks (2009, 2010, 2012) 52

Chart 39: City Parks - Cleanliness (2009, 2010, 2012) 52
Chart 40: City Parks - Convenience of Location (2009, 2010, 2012) 53
Chart 41: Why Respondent Has Not Visited a City Park (2012) 54
Chart 42: Availability of Good Jobs in Baltimore (2009 – 2012) 55
Chart 43: Availability of Cultural Activities in Baltimore (2009 – 2012) 56
Chart 44: Availability of Parking in Commercial Areas (2009 – 2012) 57
Chart 45: Overall Satisfaction with Baltimore City Services (2009 – 2012) 58
Chart 46: Type of City Employee Most Recently Contacted (2012) 59
Chart 47: Rating of City Employee Interaction (2012) 60
Chart 48: Mean Importance of Clean and Sustainable Services (2012) 61
Chart 49: Rating of Services Related to a Clean and Sustainable Baltimore (2012) 62
Chart 50: Cleanliness of City (2009–2012) 63
Chart 51: Cleanliness of Neighborhood (2009–2012) 63
Chart 52: Transportation for Work, School, or Shopping (2012) 64

List of Maps

Map 1: Baltimore City Citizen Survey Districts and Zip Codes (2012) 3
Map 2: Perception of Cleanliness – Respondent's Neighborhood (2012) 67
Map 3: Perception of Cleanliness – Baltimore City (2012) 68
Map 4: Perception of the Availability of Good Jobs – Baltimore City (2012) 69
Map 5: Perception of the Availability of Recreational Activities – Baltimore City (2012) 70
Map 6: Perception of the Availability of Cultural Activities – Baltimore City (2012) 71
Map 7: Perception of Safety in Respondent's Neighborhood – Nighttime (2012) 72
Map 8: Perception of Safety Downtown – Night (2012) 73
Map 9: Perception of Police Protection – Baltimore City (2012) 74
Map 10: Satisfaction with Police Presence – Respondent's Neighborhood (2012) 75
Map 11: Satisfaction with Police Responsiveness – Respondent's Neighborhood (2012) 76
Map 12: Satisfaction with the Approachability of Police – Respondent's Neighborhood (2012) 77
Map 13: Satisfaction with Police Professionalism – Respondent's Neighborhood (2012) 78
Map 14: Satisfaction with the Ability of Police to Prevent Crime – Respondent's Neighborhood (2012) 79

List of Tables

Table 1: Citizen Survey Districts and Zip Codes 2
Table 2: Interactions with BCPD in Last Year (2012) 39
Table 3: Respondent Characteristics, Baltimore City 90

Table 4: Respondent Characteristics, Central District 91
Table 5: Respondent Characteristics, Eastern District 92
Table 6: Respondent Characteristics, Northern District 93
Table 7: Respondent Characteristics, Northeastern District 94
Table 8: Respondent Characteristics, Northwestern District 95
Table 9: Respondent Characteristics, Southern District 96
Table 10: Respondent Characteristics, Southwestern District 97
Table 11: Respondent Characteristics, Southeastern District 98
Table 12: Respondent Characteristics, Western District 99
Table 13: Actual Population by gender, age, and district 101
Table 14: Expected Sample by gender, age, and district (anticipated sample of 1,800) 101
Table 15: Actual Sample by gender, age, and district 102
Table 16: Final Weights 104

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 1,761 Baltimore City residents who were at least 18 years of age. Data were collected via Computer Aided Telephone Interviewing (CATI) between March 5, 2012 and May 20, 2012. For the purpose of geographic comparison, respondents were classified according to zip code as residents in one of the nine Citizen Survey 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 sampling error for the responses is ±2.33% 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. The margin of error reflects the error that can be expected due to random sampling within the population. Other influences such as question wording, questionnaire design, non-response, or limitations of land-line only sampling could also introduce aspects of error into the statistical analysis, which are not accounted for by the sampling error

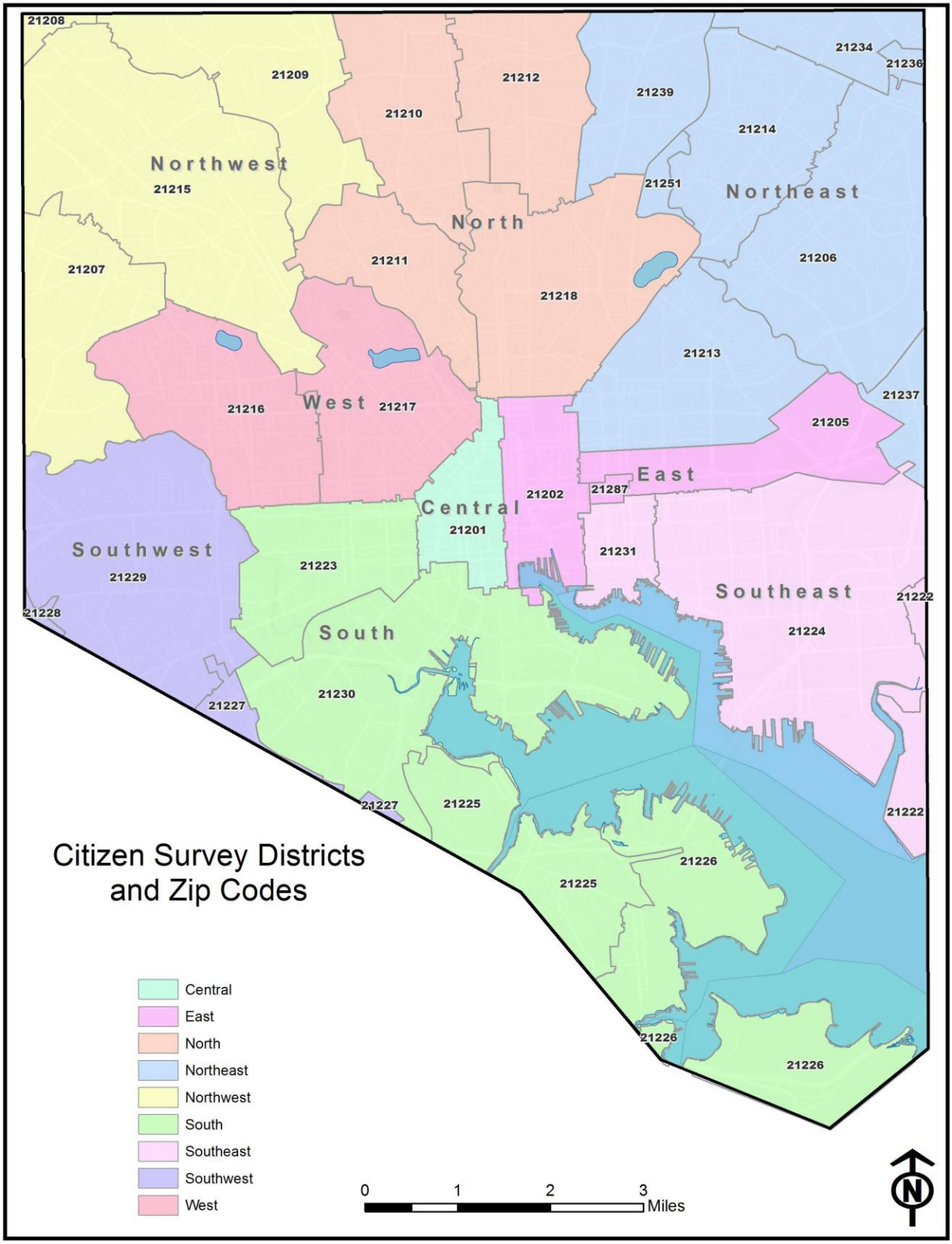
To simplify reporting, survey results described in this report have been rounded to the nearest whole percentage. In some cases due to rounding or where missing data and refusals are not presented, the figures reported will not sum to one hundred percent (100%).

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 nine Citizen Survey Districts. Each zip code was mapped to belong to only one Citizen Survey District. For example, zip code 21218 was assigned to the Northern district. Table 1, below, shows how each zip code was mapped to a specific district. Map 1 (on the next page) is a reference for the boundaries of Citizen Survey Districts and zip codes.

Table 1: Citizen Survey Districts and Zip Codes

CITIZEN SURVEY DISTRICT	ZIPCODES
Central	21201
Eastern	21205, 21287, 21202
Northern	21210, 21212, 21211, 21218
Northeastern	21237, 21239, 21251, 21213, 21206, 21214, 21234, 21236
Northwestern	21208, 21209, 21207, 21215
Southern	21226, 21225, 21230, 21223
Southwestern	21227, 21229, 21228
Southeastern	21222, 21224, 21231
Western	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.



Map 1: Baltimore City Citizen Survey Districts and Zip Codes (2012)

General Findings

The Baltimore City Citizen Survey included 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, allowing residents to choose whatever they wished. These responses were then categorized into general groups of services.

Importance of City Services

- The most important services cited most often (27%) 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 14%, a slight decrease from 17% last year, services related to trash, sanitation, and cleanliness were cited as the most important services slightly less frequently than 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 2012.

Respondents have consistently identified these services as the most important.

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 (46%), essentially unchanged from 48% in 2011 and an increase from 43% in 2010.
- The percentage of those who were neither satisfied nor unsatisfied with Baltimore City services in general (17%) was virtually unchanged from all previous years.
- Those who reported being either unsatisfied or very unsatisfied with Baltimore City services in general increased four percentage points from 33% in 2011 to 37% this year, but it remained level with the 2010 result (38%).

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

- Once again, violent crime (83%) and Illegal drug use (81%) topped the list of quality of life issues perceived to be either serious or very serious problems.
- The percentage of those who thought that Illegal drug use was a serious or very serious problem fell from 90% last year to 81% this year.
- The impression of violent crime as a very serious problem fell from 59% in 2011 to 53% this year, with those who considered it a moderate problem increasing from seven percent last year (7%) to 12% this year.
- Still the least “serious” problem of all, graffiti was classified as a serious or very serious problem by 20% of respondents this year, down from 24% in 2011.

- While the perception of the lack of affordable housing has been relatively unchanged in the past, the percentage who viewed this as very serious or serious fell from 60% last year to 56% in 2012, with a corresponding increase in those who saw it as a moderate problem from 19% in 2011 to 24% this year.

As in 2011, respondents were asked if certain issues were getting better or worse in Baltimore. Overall, the impression of respondents was that:

- Graffiti was again the issue with the highest percentage of respondents (23%) who thought it was getting better or much better, an increase from 16% in 2011.
- The issue of vacant or abandoned buildings was viewed as getting worse or much worse by over half of respondents, but by a smaller percentage of respondents (55% this year, down from 65% in 2011).
- The percentage of those who thought that the issue of poorly maintained homes and properties was getting better increased from six percent (6%) last year to 14% in 2012.
- The percentage of those who thought that violent crime was getting worse fell from 61% in 2011 to 51% this year, while those who saw it getting better increased from nine percent (9%) last year to 14% in 2012.
- While homelessness was viewed as getting worse by 60% of respondents last year, in 2012 that percentage fell to 51%.

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

- Residents continue to be significantly more likely to see their neighborhoods as cleaner than Baltimore City in general.
- A majority (58%) rated their neighborhood cleanliness as good or excellent.
- Sixteen percent (16%) rated the cleanliness of their own neighborhoods as poor.
- Just over a quarter of respondents (27%) rated the cleanliness of Baltimore City as good or excellent.
- Almost half of respondents (49%) rated the cleanliness of Baltimore City as fair.
- Almost a quarter of respondents (24%) rated the cleanliness of Baltimore City as poor.

Respondents were asked again in 2012 about their perceptions of the availability of good jobs in Baltimore.

- The percentage of respondents that thought the availability of good jobs in Baltimore was poor continued to fall, from 42% in 2010 to 38% in 2011, and 34% in 2012.
- Eighteen percent (18%) of respondents thought that the availability of good jobs in Baltimore was either good or excellent, the same percentage as 2011 (18%) and an increase 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 from 2009 through 2012. The percentage of those who reported having no experience with K-12 education, after an extreme decline in 2011, was back to the same level that it had been in previous years (22%), suggesting an aberration in 2011.

- Twenty-nine percent (29%) felt that the schools were good or excellent.
- Twenty-two percent (22%) reported having no experience with Baltimore City Public Schools, which is essentially identical to the 23% and 22% in 2010 and 2009, respectively.
- There was a 17 point decrease in the percentage of those who indicated that the schools were either fair or poor, as compared to 2011. Half of respondents (50%) felt that schools were fair (31%) or poor (19%) this year, compared to 67% rating schools as either fair (37%) or poor (30%) in 2011. However, these results were substantially similar to what was found in 2009 and 2010.

2. Safer Streets

Emergency services were consistently rated high in satisfaction among respondents; however, not all emergency services were viewed the same.

- The city services that received the highest average importance rating (out of 10 points) were Fire protection (9.58), EMS/Ambulance service (9.25), and Police protection (9.25).
- Fire protection was again the most highly rated of all City services.
- Over half (64%) rated fire protection as excellent or good, which is essentially unchanged from 65% in 2011.
- Almost half (46%) rated police protection as excellent or good, which is essentially unchanged from 48% in 2011.
- There was a shift in negative opinion about police protection, with 19% indicating that the quality of police protection was poor, an increase of four percentage points. This is the first change in the poor rating since the survey began in 2009.
- 311 non-emergency services were rated excellent or good by 45% of respondents, a significant decrease from 2011, where 56% had the same opinion.
- Again, almost one-fifth of respondents (19%) indicated not having any experience with the City's 311 non-emergency services.

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

- An overwhelming majority (90%) reported feeling safe or very safe in their own neighborhoods during the day. This is essentially the same percentage as last year, but still lower than in 2009 and 2010.

- A majority (66%) also reported feeling safe or very safe in their neighborhoods at night. This essentially unchanged from last year and is a slight decrease from 2009 and 2010.
- Almost three-quarters (73%) reported feeling safe or very safe downtown during the day. This is a slight decrease from 2009 and 2010, but essentially unchanged from last year.
- Over a third (35%) of respondents indicated feeling safe or very safe downtown at night, which is an increase from 29% last year, bringing it back into line with 2009 and 2010.
- Almost three-quarters of respondents (71%) reported feeling safe or very safe in City parks.

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.

- Violent crime was seen as the most serious problem, with 83% rating it as either a very serious or serious problem. This is a significant decrease from past years, but the first time that violent crime has been rated as the most serious problem.
- Illegal drug use was the second most serious concern, with 81% rating it as either a very serious or serious problem. This is a significant decrease from past years.
- Property crime was perceived as a very serious or serious problem by a bare majority of respondents (56%), which is essentially unchanged from 2011.
- A slight majority of respondents (55%) indicated that they perceived illegal drug use to be getting worse or much worse, but that is a decline from 65% in 2011.
- A slight majority of respondents (51%) indicated that they perceived violent crime to be getting worse or much worse, which is a decrease from 61% in 2011.

Respondents were asked about their overall perceptions of the Baltimore City Police Department.

- Over half (54%) reported having a somewhat or very favorable impression of the Baltimore City Police Department.
- The most common interactions that respondents reported having with the Baltimore City Police Department were to file a complaint, some other, unspecified interaction with an on-duty officer, and asking an officer for information, directions, etc.
- Over half of respondents (55%) reported that their own personal experience played a very or fairly large role in their perceptions of the crime and safety in Baltimore.

3. Stronger Neighborhoods

When given a choice of potential problems facing Baltimore, only one of the top five most serious problems were related to buildings or housing. This is down from three of the top five last year.

- Over three-quarters (80%) of respondents thought that vacant or abandoned buildings were a very serious or serious problem. This is essentially the same as in previous years.
- Three-quarters (75%) of respondents thought that homelessness was a very serious or serious problem. This is almost identical to results from the previous three years.
- Just over half (56%) of respondents thought that lack of affordable housing was a very serious or serious problem. This is a slight reduction from the previous three years.

- A majority of respondents (57%) rated the cleanliness of their neighborhoods as either excellent or good, a slight decrease from last year (61%), but in line with 2009 and 2010.
- The percentage of respondents who rated the cleanliness of the city as either excellent or good was 27%, essentially unchanged from 2011.
- A slim majority of respondents (51%) indicated that they perceived homelessness to be getting worse, which is a decrease from 60% in 2011.
- The quality of life issue for which the highest percentage of respondents thought was getting worse was vacant or abandoned buildings (55%). This still represents a decrease from 65% in 2011.
- More respondents indicated that they perceived the problem of graffiti to be staying the same this year (53%) than in 2011 (45%)
- The percentage of respondents who thought graffiti was getting better or much better increased in 2012 to 23% from 16% in 2011. Graffiti had the highest percentage of respondents who thought it was getting better or much better.

4. A Growing Economy

- Positive perceptions of the availability of good jobs in Baltimore were essentially the same in 2012 as in 2011, with 18% indicating that the availability of good jobs in Baltimore was either excellent or good.
- The percentage of those that felt that the availability of good jobs was poor fell from 2010 (42%) to 2011 (38%) and fell further in 2012 (34%).
- The percentage of those that felt that parking in commercial areas was a serious or very serious problem (41%) was essentially the same as in 2011 (39%), but still significantly below the levels seen in 2009 (48%) and 2010 (51%).
- More respondents perceived that finding parking in commercial areas was about the same (46%) as opposed to getting worse or much worse (33%).
- Over half of respondents (54%) indicated that the availability of cultural activities in Baltimore was either good or excellent in 2012, essentially the same as in 2011.

5. Innovative Government

- Overall satisfaction with the services of Baltimore City government was essentially the same as in 2011 (48%), with 46% of respondents reporting that they were either very satisfied or satisfied.
- Those reporting that they felt unsatisfied and very unsatisfied with the services that Baltimore City government provides increased slightly from 33% in 2011 to 37% in 2012.
- 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 fell slightly to 57% in 2012 from 61% in 2011, though this is about the same percentage as those who had the same opinion in 2009 and 2010.

- In a similar result to 2011, most respondents this year rated the cleanliness of the City as fair (49%), and the percentage that saw the cleanliness of the City as either excellent or good was essentially unchanged from 2011 at 27%.
- Over half of respondents (57%) believed that trash removal was excellent or good, which is an increase from 50% in 2011. This is still below the level reported in 2009 (64%).
- Less than half of respondents (48%) thought their curbside recycling service was excellent or good in comparison to 53% in 2011, 65% in 2010, and 57% in 2009.
- In 2009, 22% of respondents reported having no experience with curbside recycling, but that percentage has fallen and held steady at 13% in 2010, 2011, and 2012.
- There was an increase in the percentage of respondents who felt that curbside recycling service was poor, up from eight percent to 11% in 2009 through 2011 to 18% in 2012.

Section 2: Survey Background

Survey Purpose

The Baltimore City Citizen Survey serves as an annual report card for City government. Now in its fourth 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 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 spending, 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. However, 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.

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) March 5, 2012 and May 20, 2012. For the purpose of geographic comparison, respondents were classified according to zip code as residents in one of the nine Citizen Survey 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 sampling error for the responses is ± 2.33% 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 numbers that are non-working, disconnected, unassigned, assigned to dedicated fax machines or modems, or numbers listed with business or government organizations. The margin of error is the error that can be expected due to random variation within the sample chosen and within the population. Other influences such as question

wording, questionnaire design, non-response, or limitations of land-line only sampling can also introduce aspects of error into the statistical analysis, which are not accounted for by the sampling error.

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 City of Baltimore's decision to move to an outcome-based budgeting model, it is crucial to obtain information about how Baltimore's citizens 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).

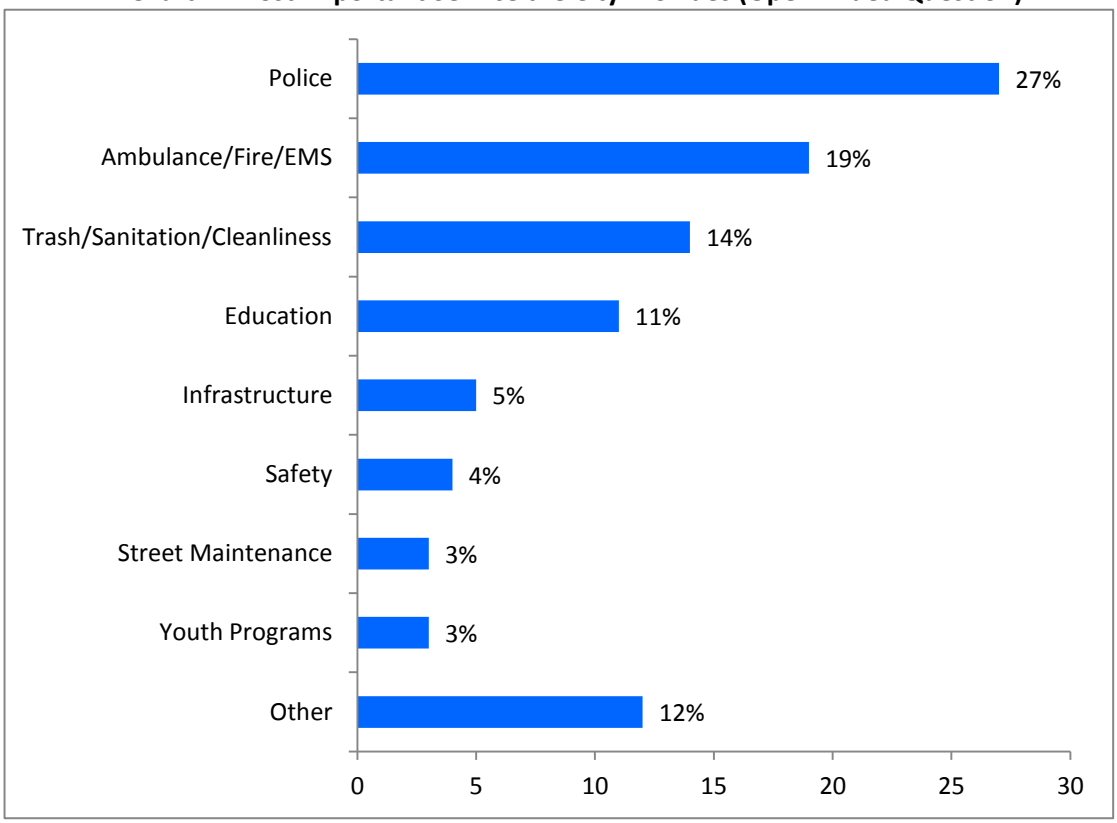
Where meaningful, the percentages of respondents indicating that they do not know about a particular question or topic are included in graphs and tables. For reporting purposes, "Don't know" responses are included in the calculation of response distributions. In addition, all reported percentages are 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, certain key points are highlighted to present a more detailed picture of the perceptions of citizens to each question where there are discernible differences among demographic groups, Citizen Survey Districts or overall trends. Since this is the fourth 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 (27%), 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 (14%) 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. The percentages of respondents who rated these services as the most important have been very stable. In fact, the top four have been the top four most important services every year.

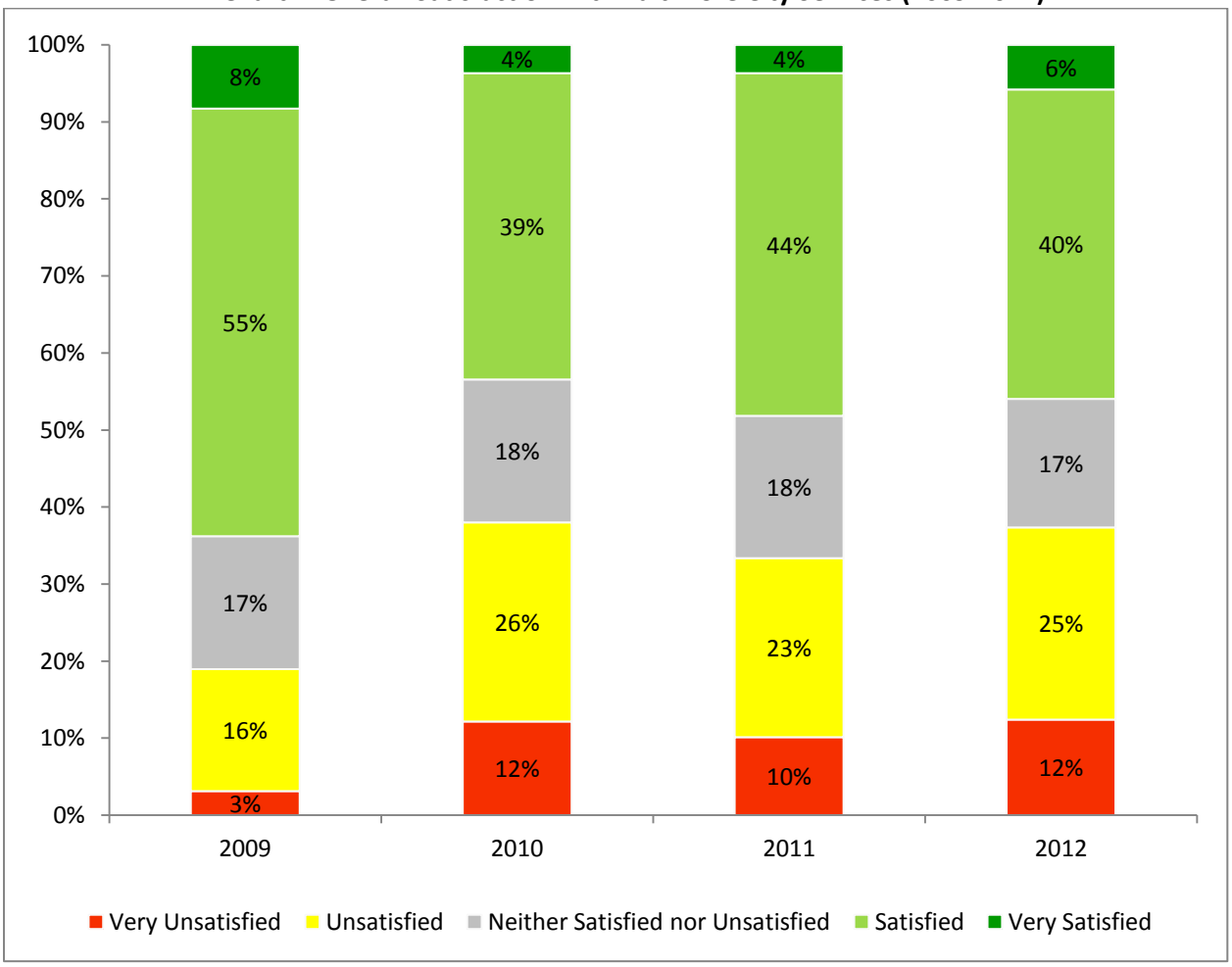
Chart 1: Most Important Service the City Provides (Open Ended Question)



All responses related to utilities, sewerage, lighting, and general public works are included in the "Infrastructure" category. The "Other" category is comprised of responses that did not constitute a large enough proportion of all responses to be above the survey's margin of sampling error, including healthcare, jobs, assistance, housing, and transportation.

When asked about their overall satisfaction with Baltimore City services, respondents in 2012 continued the 2011 increase in tending to be more satisfied than in 2010, but did not rise to the levels first measured in 2009. The slight changes seen from 2011 are statistically insignificant, and should be seen as status quo.

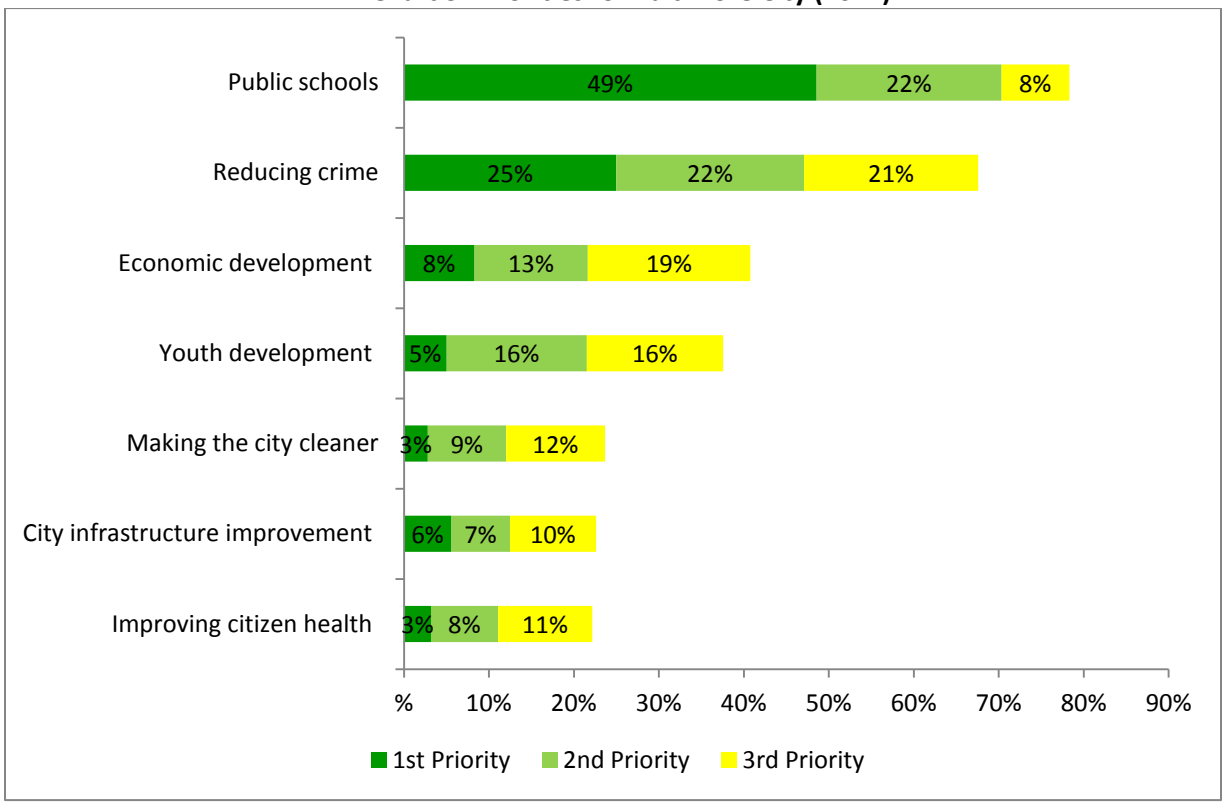
Chart 2: Overall Satisfaction with Baltimore City Services (2009-2012)



Citizen Priorities for City Services

Respondents were asked about their opinions regarding seven priority areas: public schools, youth development, reducing crime, making the city cleaner, economic development, improving citizen health, and city infrastructure. Two questions were asked, the first asked respondents to choose from among the seven areas and select their first, second, and third priorities. The second question asked which of the areas the respondent would be willing to pay more taxes for. Respondents could select any one or more of the areas to pay more taxes for, or they could select "none."

Chart 3: Priorities for Baltimore City (2012)



Seventy-eight percent of respondents (78%) ranked public schools as one their top three priority areas for Baltimore City. Public Schools also received the highest percentage of those ranking it as their first Priority. Public schools and reducing crime tied for the top second priority at 22% each. For their third priority, respondents most often chose reducing crime (21%) and economic development (19%).

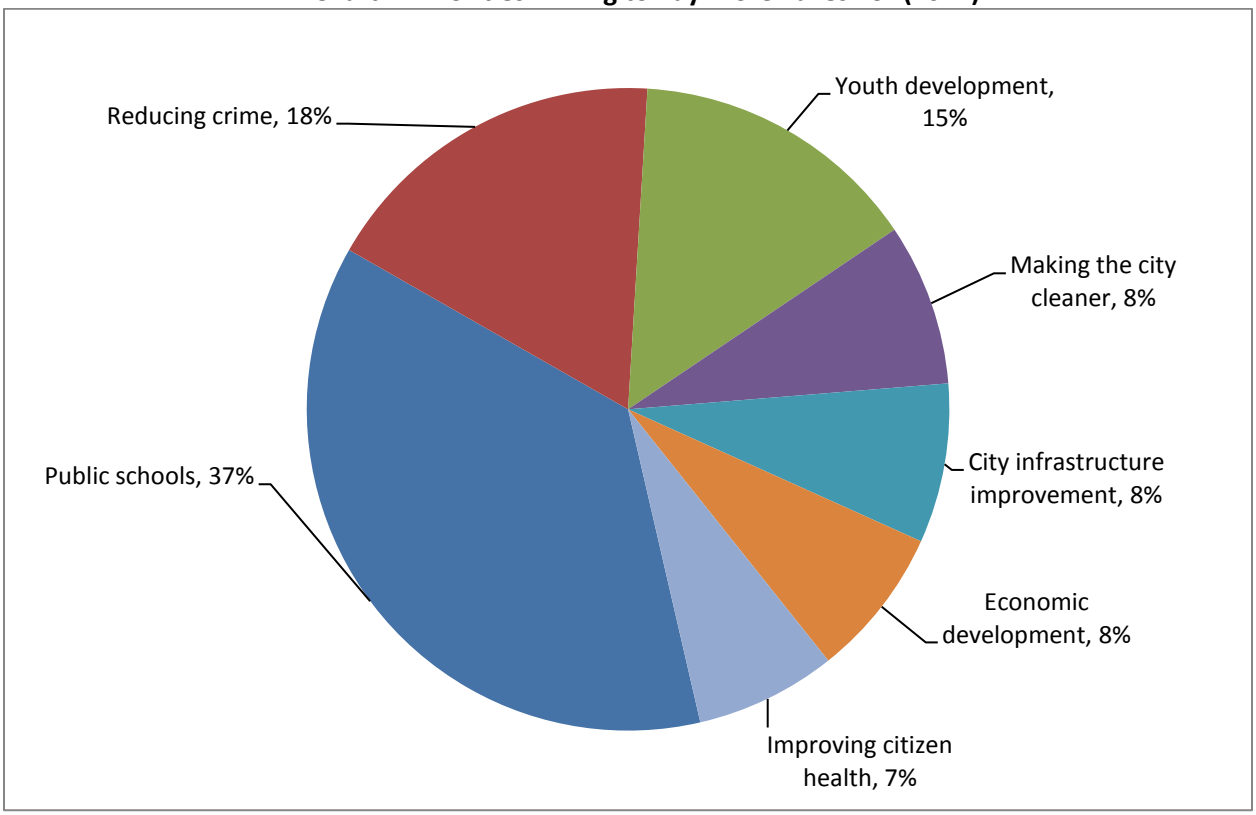
When asked which of these same priority areas they would be willing to pay more taxes for, three priority areas received 70% of all the endorsements given for where respondents would be willing to pay more taxes. The percentages in Chart 4 represent the percentage that each priority area

represents out of all the responses that were given, rather than the percentage of respondents who answered, since respondents were allowed to select as many of the seven priorities as they wished.

One-quarter (25%) of all respondents indicated that they would not be willing to pay higher taxes for any of the listed areas. Of the three-quarters of respondents who were willing to pay more taxes for at least one of the seven priority areas, public schools and reducing crime were the top priorities for which respondents were willing to pay for taxes.

Youth development was the third most frequently cited priority in terms of paying more taxes. Youth development was described as "youth programs, after-school activities, recreation programs for youth, etc. that are run by the City." The remaining priority areas received essentially the same percentage of support for paying more taxes.

Chart 4: Priorities Willing to Pay More Taxes For (2012)



In addition to questions about the overall satisfaction with Baltimore City services, respondents were once again asked to provide their opinions about the importance of a list of services that the City of Baltimore provides and their ratings of the quality of the same services in the past 12 months.

Chart 5 : Baltimore City Services Mean Importance and Rating (2012)

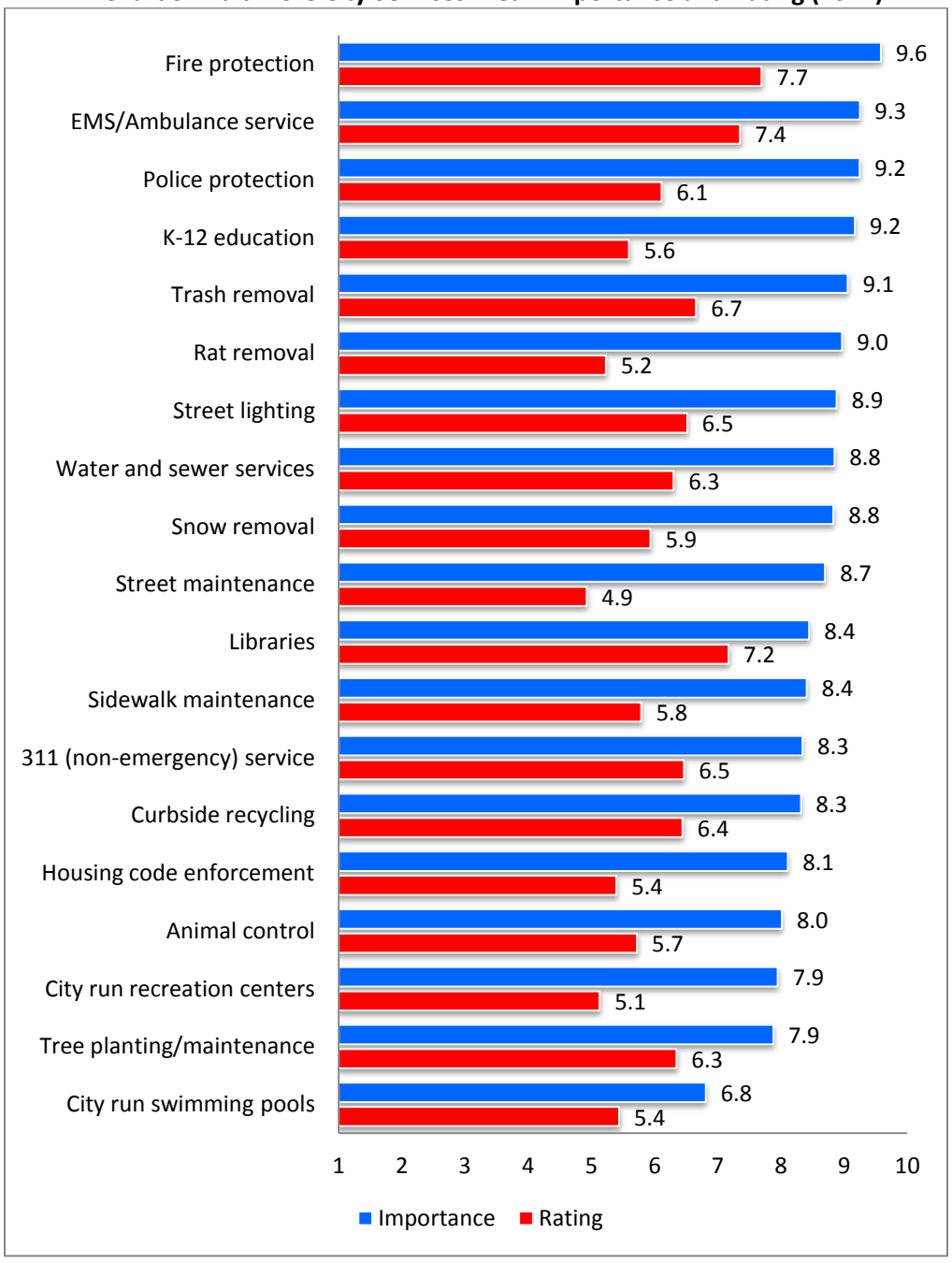


Chart 5 shows a side-by-side comparison of the City services that were discussed in the 2012 Baltimore Citizen Survey. The mean rating for each service (where 1 is "Poor" and 4 is "Excellent")

was multiplied by 2.5. This converts it to the same scale as the importance rating, which was rated on a ten point importance scale (where 1 is lowest and 10 is highest importance). Each service was rated on its own, rather than in comparison to the other listed services.

While the displays of the adjusted mean rating and mean importance can be used to compare average rating among services or average importance among services, it is not the most appropriate way to compare the perception and opinion of rating to importance. In 2012, a new importance – satisfaction analysis index provides a comparison that can directly compare the importance of a service with the satisfaction (rating) of that service.

Importance – Satisfaction Analysis and Index

The 2012 survey asked the same question about respondents' opinions of the importance of and satisfaction with a range of specific services that Baltimore City provides to citizens. This year, Baltimore City has used an index to compare the relative scores of importance and satisfaction for the services that were discussed. Since the measures of importance and satisfaction are calculated on different scales, a direct comparison of the scores is not possible. However, an index can be created, which will calculate the relative satisfaction with and perceived importance of each services in relation to the average or mean rating of importance and satisfaction for all the services.

Importance-Satisfaction (IS) Analysis is a tool that was developed by ETC Institute[1]. It evaluates the priority that should be placed on City services. Importance-Satisfaction Analysis is based on the concept that citizens' satisfaction can be maximized by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the issue is relatively high.

Importance-Satisfaction Matrix

The Importance-Satisfaction matrix is based on the concept that overall satisfaction can be maximized by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. The ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major issues that were assessed on the survey against satisfaction with performance in the area. The two axes on the matrix represent Satisfaction (vertical) and Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows:

- ***Continued Emphasis*** *(above average importance and above average satisfaction).*

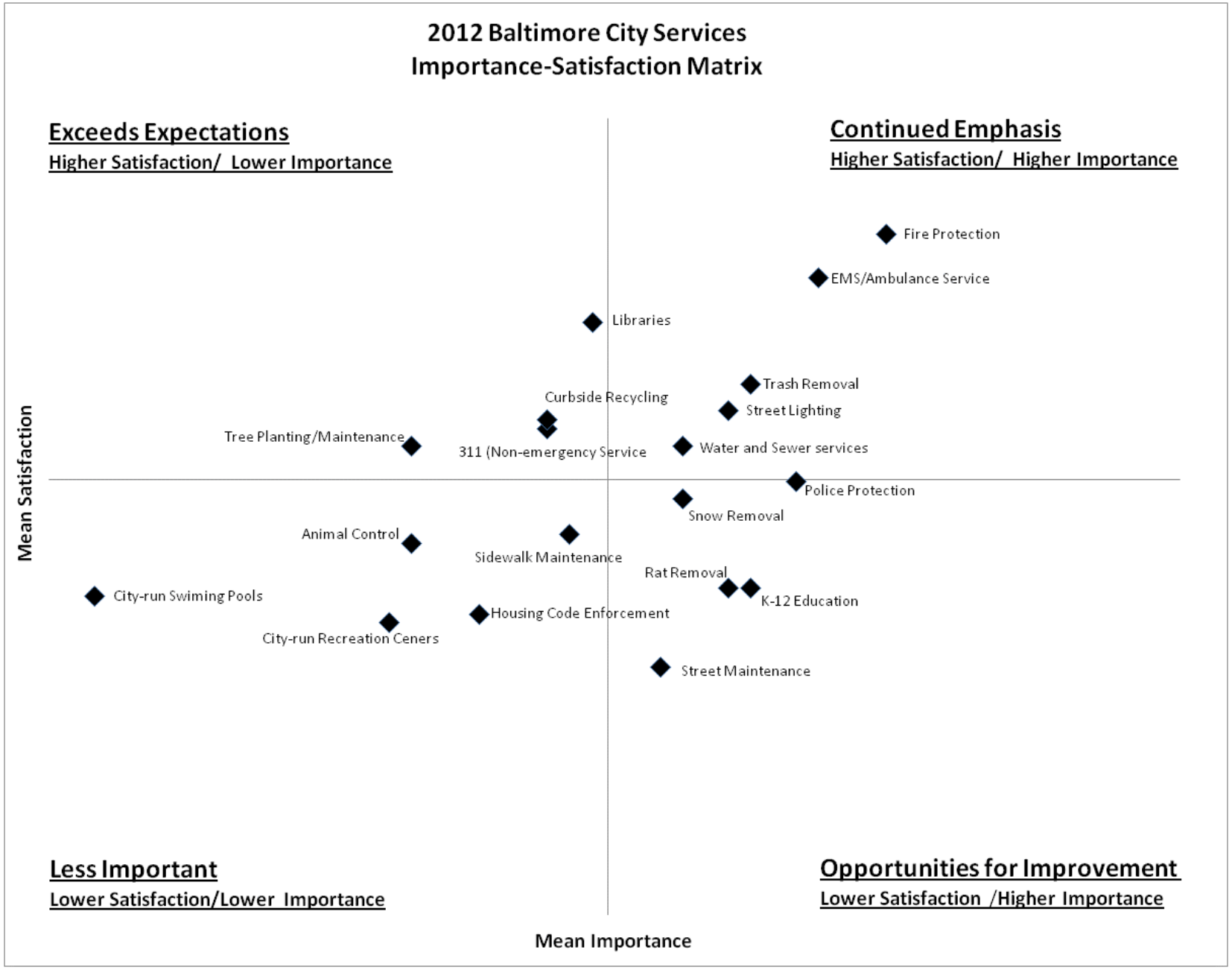
[1] (ETC Institute, 2009)

This area shows where City service is meeting expectations. Items in this area have a significant impact on overall satisfaction. Baltimore City should maintain (or slightly increase) emphasis on items in this area.

- ***Exceeding Expectations*** *(below average importance and above average satisfaction)*.
  This area shows where City service is performing significantly better than expected. Items in this area do not significantly affect the overall level of satisfaction. Baltimore City should maintain (or slightly decrease) emphasis on items in this area.

- ***Opportunities for Improvement*** *(above average importance and below average satisfaction)*.
  This area shows where City service is not performing as well as residents expect the agency to perform. This area has a significant impact on satisfaction, and the City should definitely increase emphasis on items in this area.

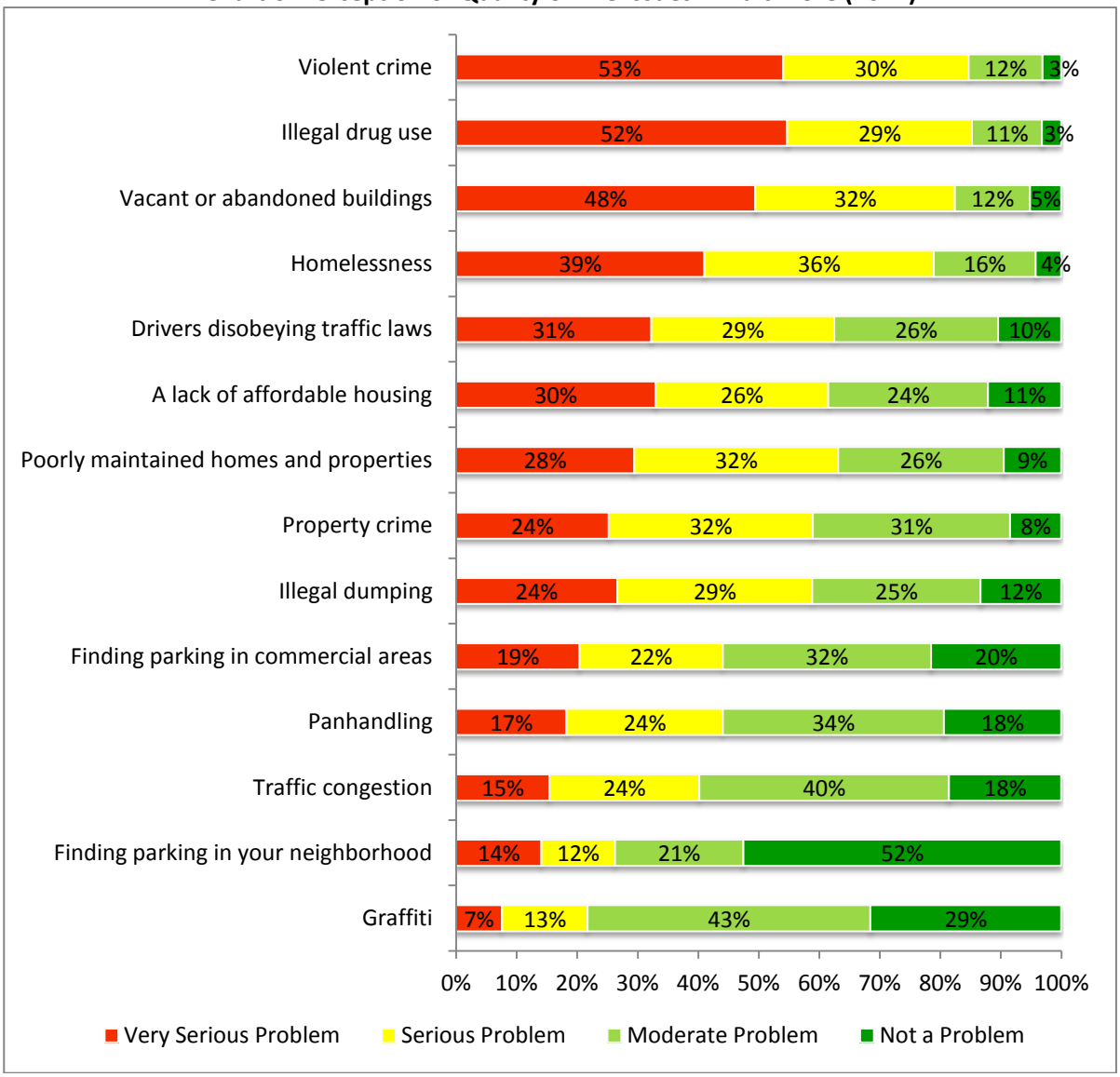
- ***Less Important*** *(below average importance and below average satisfaction)*.
  This area shows where City service is not performing well relative to performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction because the items are less important. Baltimore City should maintain current levels of decreased emphasis on items in this area.


2012 Baltimore City Services
Importance-Satisfaction Matrix
Exceeds Expectations
Higher Satisfaction/ Lower Importance
Continued Emphasis
Higher Satisfaction/ Higher Importance
Less Important
Lower Satisfaction/Lower Importance
Opportunities for Improvement
Lower Satisfaction /Higher Importance
Mean Satisfaction
Mean Importance
Fire Protection
EMS/Ambulance Service
Libraries
Trash Removal
Curbside Recycling
Street Lighting
Tree Planting/Maintenance
311 (Non-emergency Service
Water and Sewer services
Police Protection
Snow Removal
Animal Control
Sidewalk Maintenance
Rat Removal
City-run Swiming Pools
K-12 Education
Housing Code Enforcement
City-run Recreation Ceners
Street Maintenance

Perception of Quality of Life Issues in Baltimore

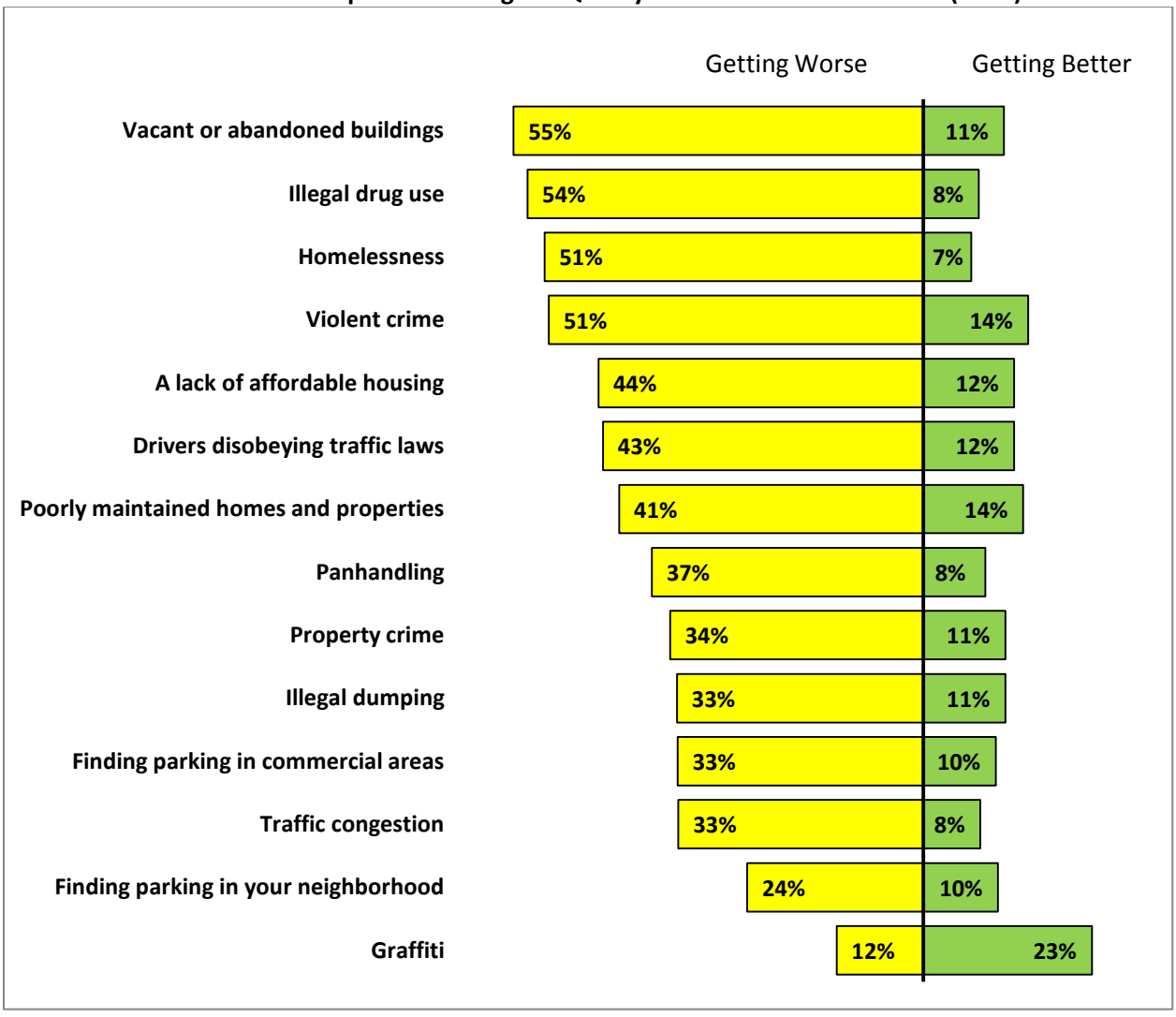
When asked about a range of issues facing residents of Baltimore, violent crime use rated the most serious with 83% of residents indicating that they believed this to be a serious or very serious issue. Illegal drug use only slightly trails violent crime, with 81% of respondents perceiving violent crime as serious or very serious. The least serious issues according to residents were graffiti, finding parking in their neighborhoods, and traffic congestion, which were viewed as serious or very serious among only 20%, 26%, and 39% of residents, respectively.

Chart 6: Perception of Quality of Life Issues in Baltimore (2012)



Another series of questions, first asked in 2011, concerned whether the perception of certain quality of life issues was getting better or worse. Once again, most respondents tended to perceive quality of life as getting worse or staying about the same. The only exception was graffiti, where 23% thought it was getting better or much better and 12% thought it was getting worse or much worse. Fifty-five percent (55%) of respondents thought the prevalence of vacant or abandoned buildings was getting worse or much worse while 11% thought it was getting better. This represents a positive shift in the perception of vacant and abandoned buildings from last year, when 65% thought that the issue was getting worse or much worse and only 5% thought that it was getting better or much better.

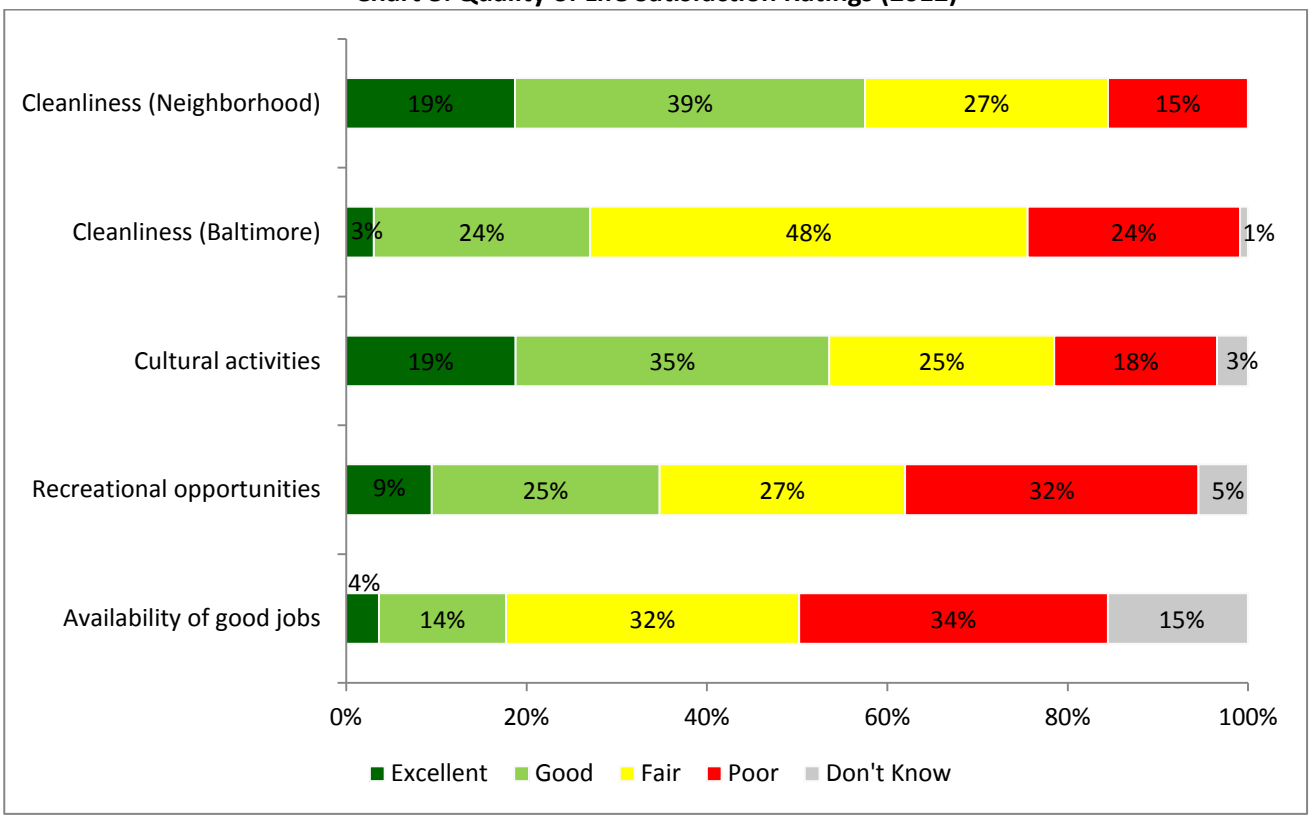
Chart 7: Perception of Change in Quality of Life Issues in Baltimore (2012)



There were five general quality of life questions in the 2012 survey, which asked respondents to rate their perceptions of cleanliness in their neighborhoods, cleanliness in Baltimore City, the availability

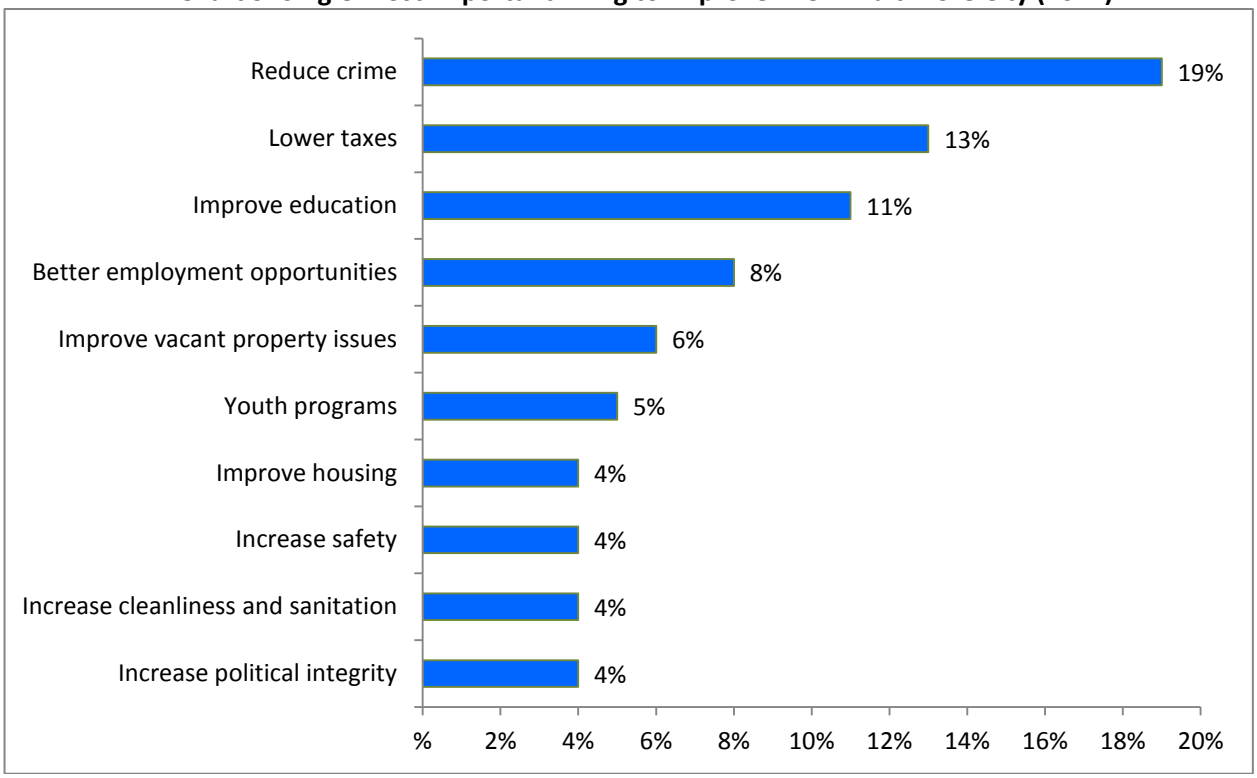
of cultural activities in Baltimore, the recreational opportunities available in Baltimore, and the availability of good jobs in Baltimore.

Chart 8: Quality of Life Satisfaction Ratings (2012)



As in previous years, respondents rated the conditions in their own neighborhoods more highly than those in Baltimore City as a whole. The cleanliness in the respondents' neighborhoods was afforded the highest rating, with 58% perceiving the cleanliness of their neighborhoods as good or excellent – down slightly from 61% in 2011. Respondents' perceptions of the availability of good jobs scored the lowest, with 18% reporting that the availability of good jobs was excellent (4%) or good (14%), 66% thought it was fair (32%) or poor (34%), almost unchanged from 2011.

Chart 9: Single Most Important Thing to Improve Life in Baltimore City (2012)

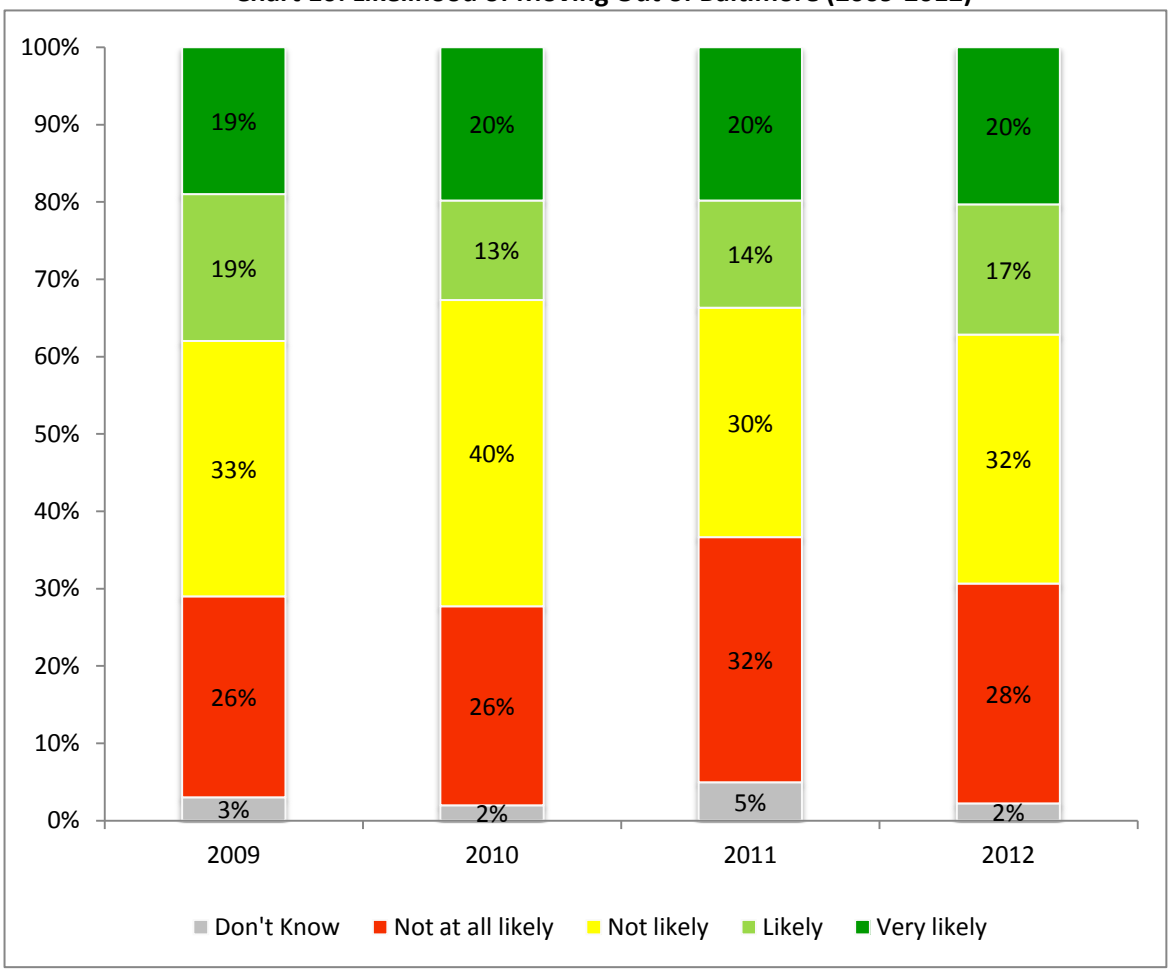


Respondents were asked to provide their impression of what the single most important thing that Baltimore City government could do to improve life in the city. The responses were recorded verbatim and then recoded to group similar responses together. Responses related to reducing crime were the most numerous, comprising 19% of all responses, followed closely by lowering taxes (13%), and improving education (11%).

Move from Baltimore

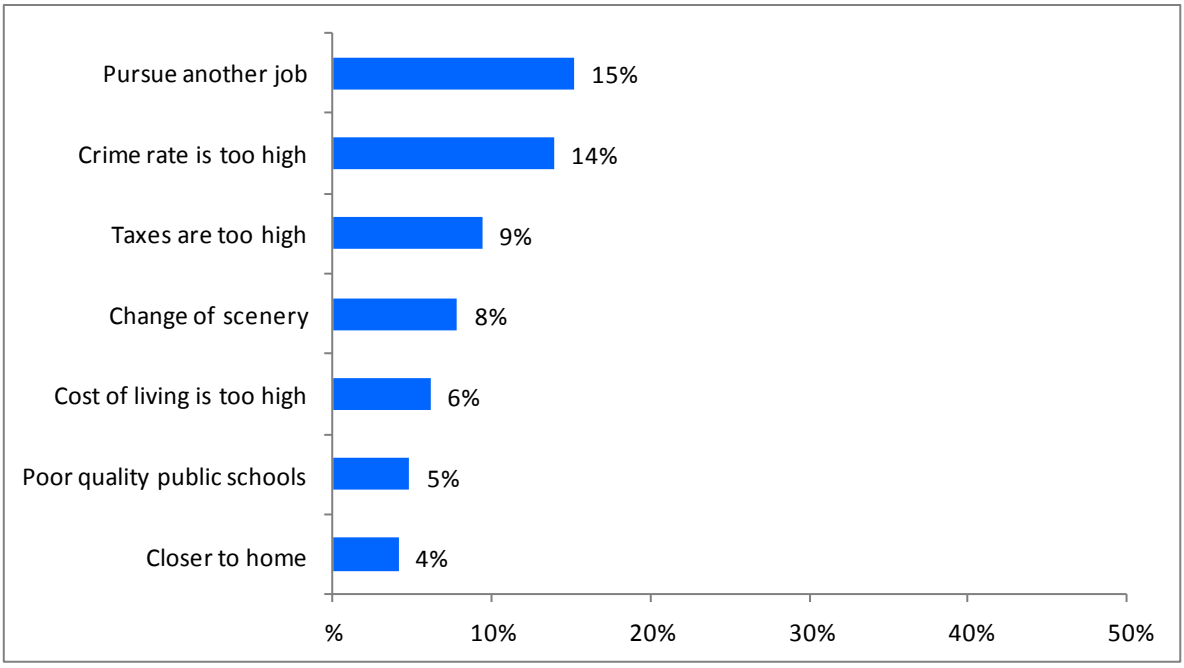
Respondents were once again asked how likely it was that they might move away from Baltimore in the next one to three years. The percentage of respondents saying that they are likely or very likely to move out of Baltimore in the next three years (37%) is only slightly higher than what was reported over the last two years and virtually the same as it was in 2009. After rising last year, the percentage of respondents saying that they were not at all likely to move out of Baltimore in the next one to three years fell four percentage points to virtually the same level as in 2009 and 2010.

Chart 10: Likelihood of Moving Out of Baltimore (2009-2012)



As in previous years, for those respondents who indicated that they were either likely or very likely to leave Baltimore in the next three years, a follow-up question was asked about why they were planning to leave. The respondents were not prompted with a list but were allowed to say whatever they thought. Their responses were then coded by the interviewer into predefined categories. Any responses that were categorized as falling into an "other" category were recoded to group together similar responses. Twenty-two percent of the responses (22%) were spread across categories that could not be classified into other categories at a meaningful percentage. In a departure from previous years, crime and safety were essentially tied with pursuing another job as the most frequently cited reasons for being likely to leave Baltimore at 14% and 15%, respectively. This represents a decline in crime and safety from 31% last year, and 21% in 2010. The most often cited reason, to pursue another job (15%), represents an increase from 10% in 2011 and 2010, as well as moving to the most frequently cited reason from the third most frequent.

Chart 11: Reasons for Leaving Baltimore (2012)

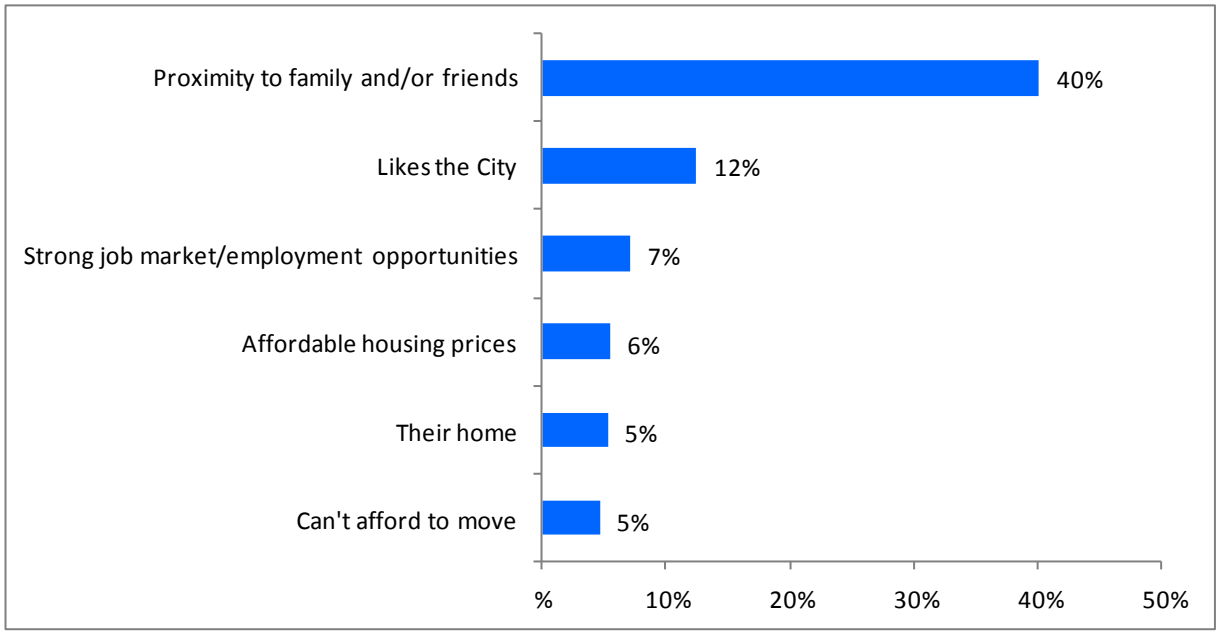


Moving to and Staying in Baltimore

Respondents were asked why they chose to move to or to stay in Baltimore. Their comments were recorded verbatim and then recoded into categories around similar aspects. About one-third of respondents indicated that they moved to Baltimore or continued to stay in Baltimore because of their proximity to their family and friends (40%). The second most often cited category was that the

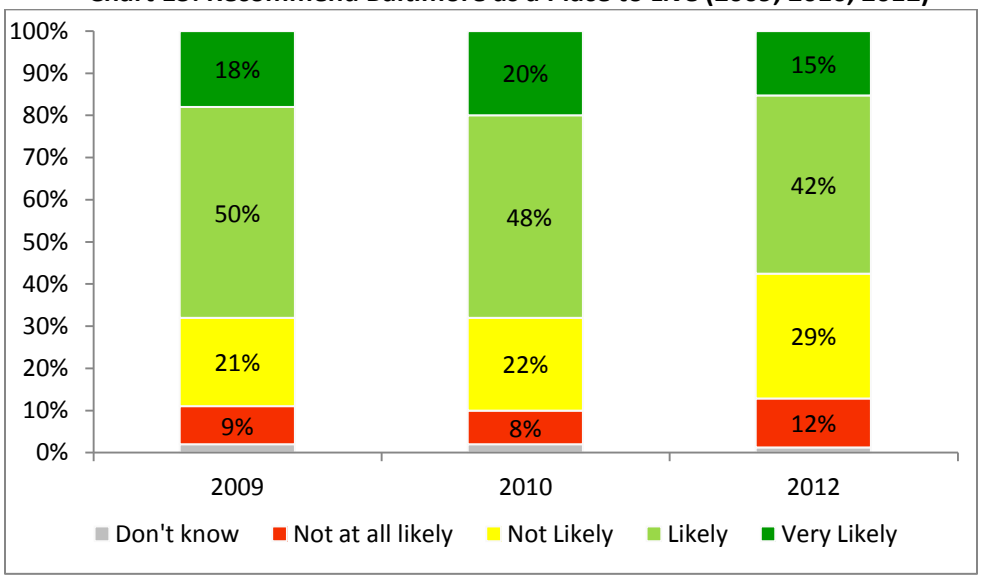
respondent liked the city (12%). Twenty-five percent of the responses (25%) were spread across categories that could not be classified into other categories at a meaningful percentage.

Chart 12: Why Residents Continue to Live in Baltimore (2012)



All respondents were asked how likely they would be to recommend living in Baltimore to their friends. Most respondents indicated they would be either likely or very likely to recommend Baltimore as a place to live (57%). Respondents were less likely to recommend Baltimore as a place to live in 2012 than they were in 2009 and 2010.

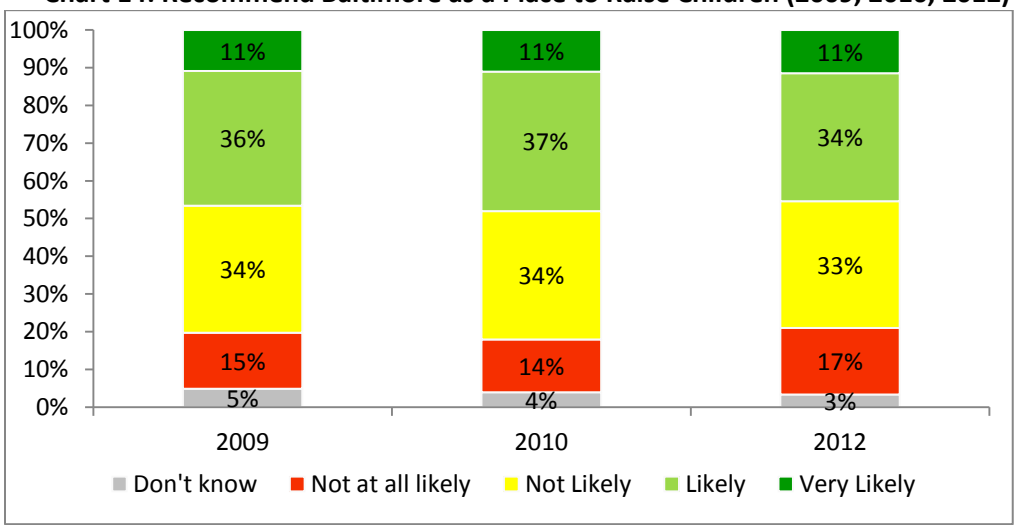
Chart 13: Recommend Baltimore as a Place to Live (2009, 2010, 2012)



Raising Children in Baltimore

Respondents were also asked how likely they would be to recommend Baltimore as a place to raise children. Less than half (45%) said that they would be very likely or likely to recommend Baltimore as a place to raise children, which is not significantly changed from 2009 and 2010.

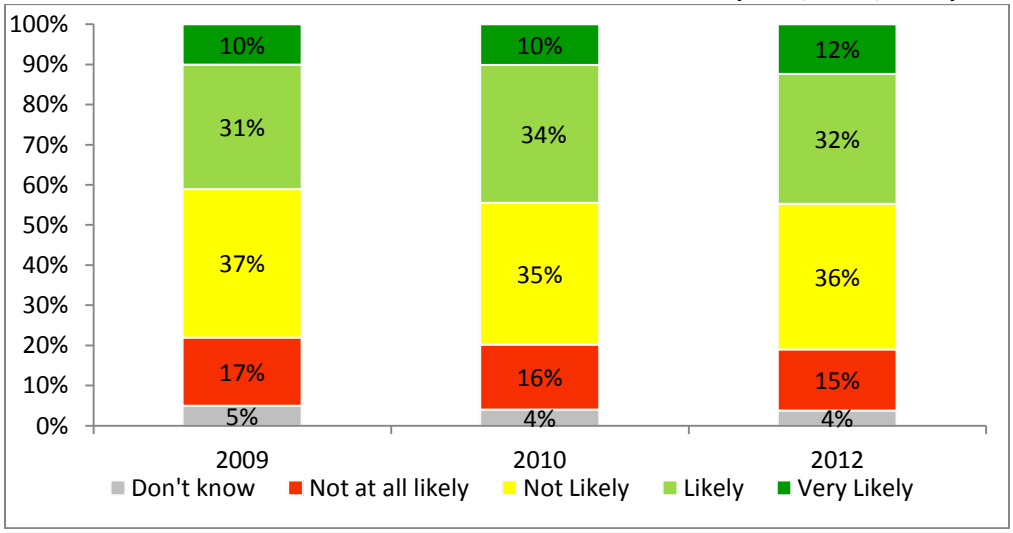
Chart 14: Recommend Baltimore as a Place to Raise Children (2009, 2010, 2012)



Retiring in Baltimore

Responses were more frequently negative in regards to recommending Baltimore as a place to retire, with the percentage of those that were not likely or not at all likely to recommend Baltimore as a place to retire (51%), slightly ahead of the percentage of those that were likely and very likely to do so (44%). These differences were virtually unchanged from 2009 and 2010.

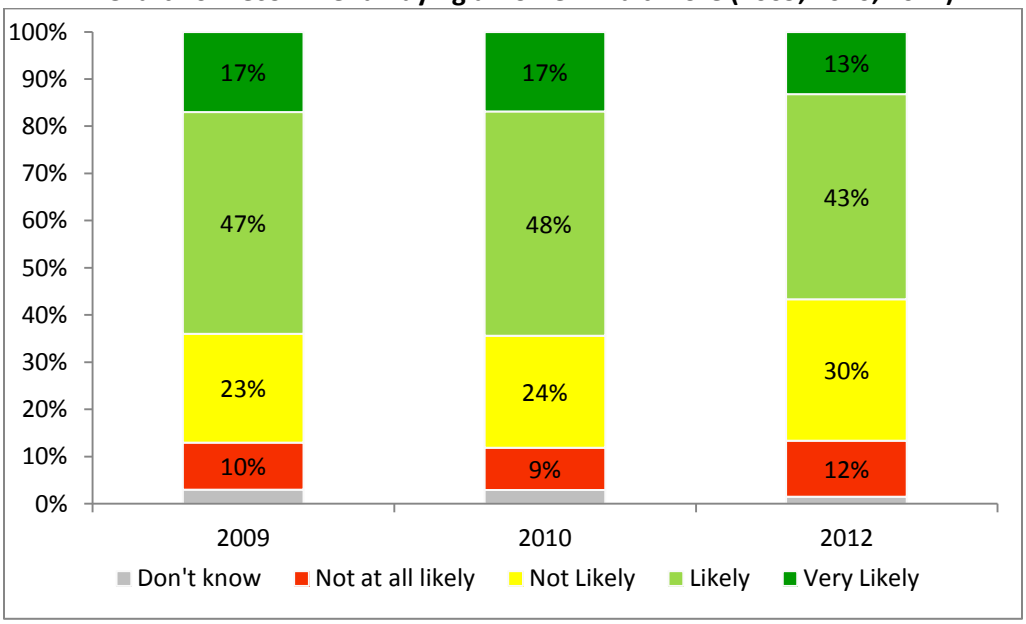
Chart 15: Recommend Baltimore as a Place to Retire (2009, 2010, 2012)



Buying a Home in Baltimore

While over half of respondents (56%) were either likely or very likely to recommend buying a home in Baltimore to others, this was a decline from 2009 (64%) and 2010 (65%). Likewise, the percentage of those respondents that were unlikely or very unlikely to recommend buying a home in Baltimore rose from 33% in 2009 and 2010 to 42% in 2012.

Chart 16: Recommend Buying a Home in Baltimore (2009, 2010, 2012)



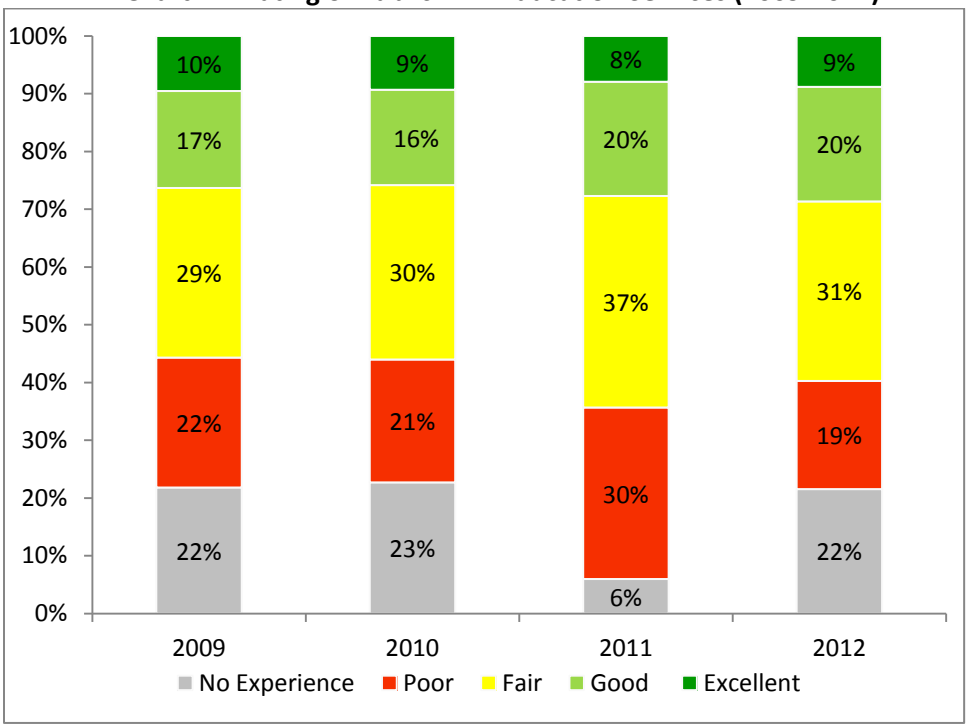
Priority Outcome 1 – Better Schools

While a number of questions were asked in 2011 about citizen perceptions of and satisfaction with K–12 education, not all of those questions were asked again in 2012.

This year, citizens 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 K-12 education on a 4-point scale. In terms of importance, K-12 education moved up to the fourth most important service that Baltimore City provides out of the 19 that were discussed in the survey. This was an increase from being near the middle of the list (ranked 11 out of 17), with a mean importance rating of 8.6 last year. This year's mean importance score was 9.17, which is a slight increase from previous years (9.1 in 2009 and 9.0 in 2010).

While those who reported having a fair opinion of the K-12 educational services in Baltimore City decreased from 37% last year to 31% in 2012, all the response categories were more in line with 2009 and 2010 than 2011. Last year, there was an inexplicable decrease in the percentage of those who reported having no experience with Baltimore City K-12 education, and this could account for the swing in percentages in other categories for 2011.

Chart 17: Rating of Public K-12 Education Services (2009-2012)

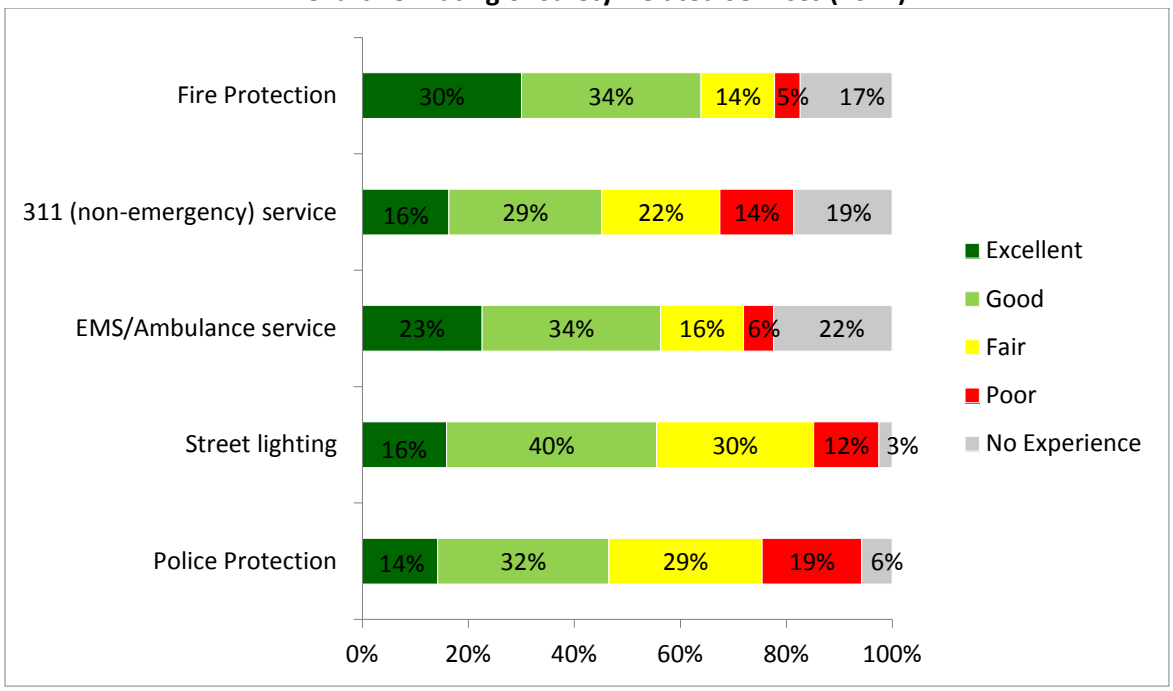


Priority Outcome 2 – Safer Streets

This section analyzes the survey findings relating to citizens' perceptions of crime and safety; perceptions 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 18: Rating of Safety-Related Services (2012)



Fire protection was again the most highly rated of all City services. The percentage of respondents rating their satisfaction with fire protection as excellent was virtually the same in 2012 as it was last year. The poor rating for 311 (non-emergency) (14%) was twice what it was in 2011, and there was a small increase in the fair rating. These increases brought down the percentages of respondents who thought that 311 service was excellent and good by eight and three percentage points, respectively. There was a slight decrease in the percentage of respondents who had no experience with Baltimore's EMS/Ambulance services, down six percentage points from 28% in 2011 to 22% in 2012.

There were differences in the way the quality of police services were perceived by the oldest (65+ years of age) and youngest (18-24 years of age) respondents. Respondents in the top age range

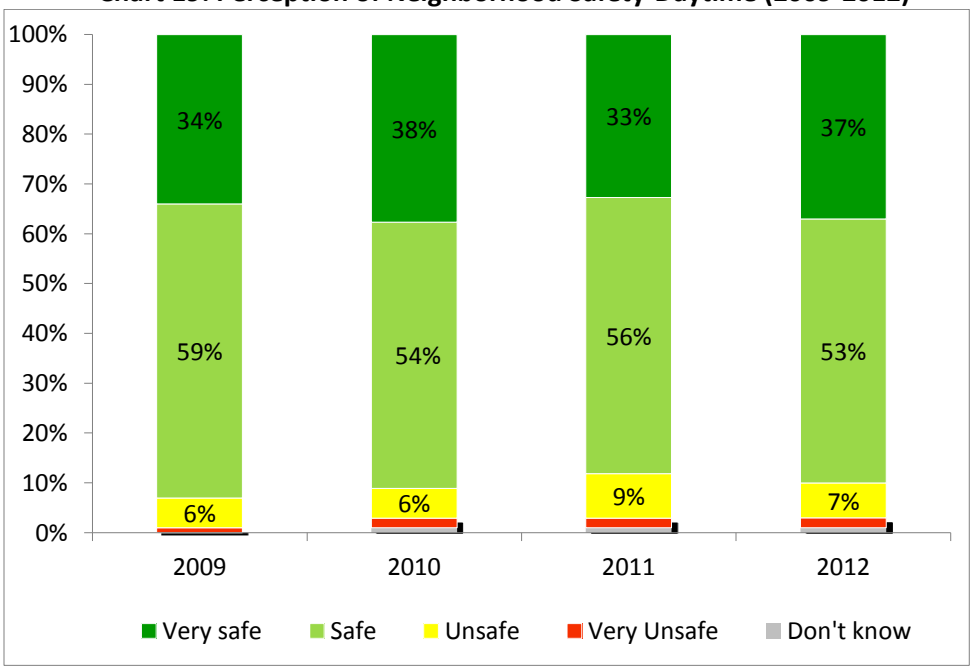
were almost twice as likely to rate the quality of police protection as good or excellent (64%) compared to the youngest age group (37%).

There were also differences in the way White and Black respondents viewed the quality of police protection, with White respondents being more likely to rate police protection as good or excellent (68%) than Black respondents (40%). The differences were even more dramatic when considering the lowest rating, where Black respondents were almost four times as likely (27%) to rate the quality of police protection as poor than White respondents (7%).

Neighborhood Safety

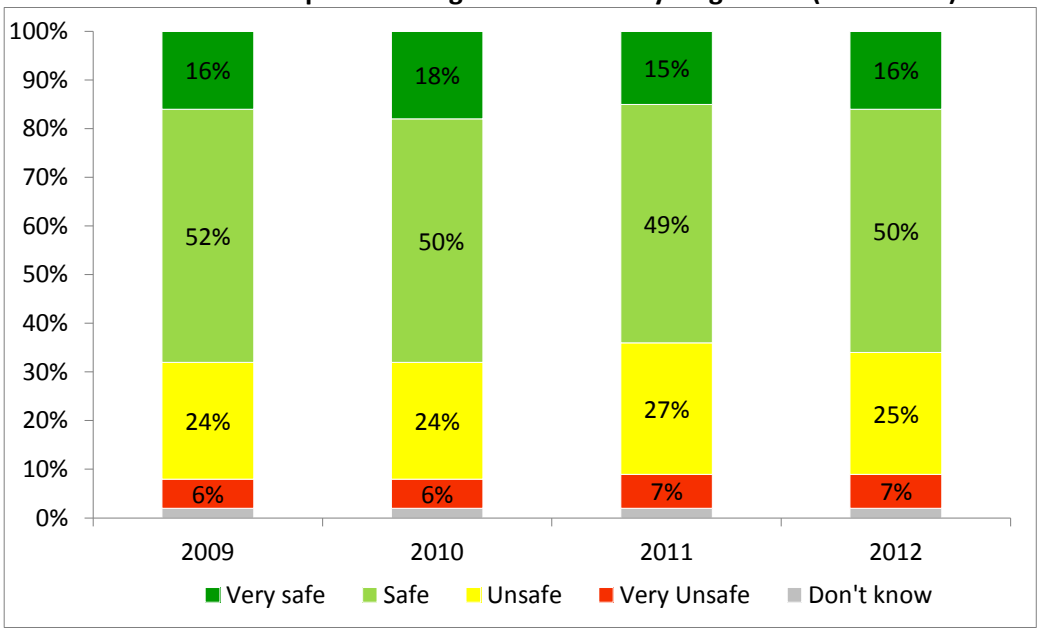
A majority of Baltimore residents continued to report feeling either safe or very safe in their own neighborhoods during the day (90%) and at night (66%). While the results indicate that respondents felt less safe downtown than in their own neighborhoods, especially at night, a majority of residents reported feeling at least safe downtown during the day (73%). Significant percentages of respondents could not rate their feeling of safety downtown either during the day (10%) or at night (15%). These results were virtually identical to last year's.

Chart 19: Perception of Neighborhood Safety-Daytime (2009-2012)



While respondents continued to feel significantly less safe in their neighborhoods at night than during the day, with 66% reporting feeling either safe or very safe, the results have been very stable from 2009 through 2012.

Chart 20: Perception of Neighborhood Safety- Nighttime (2009-2012)

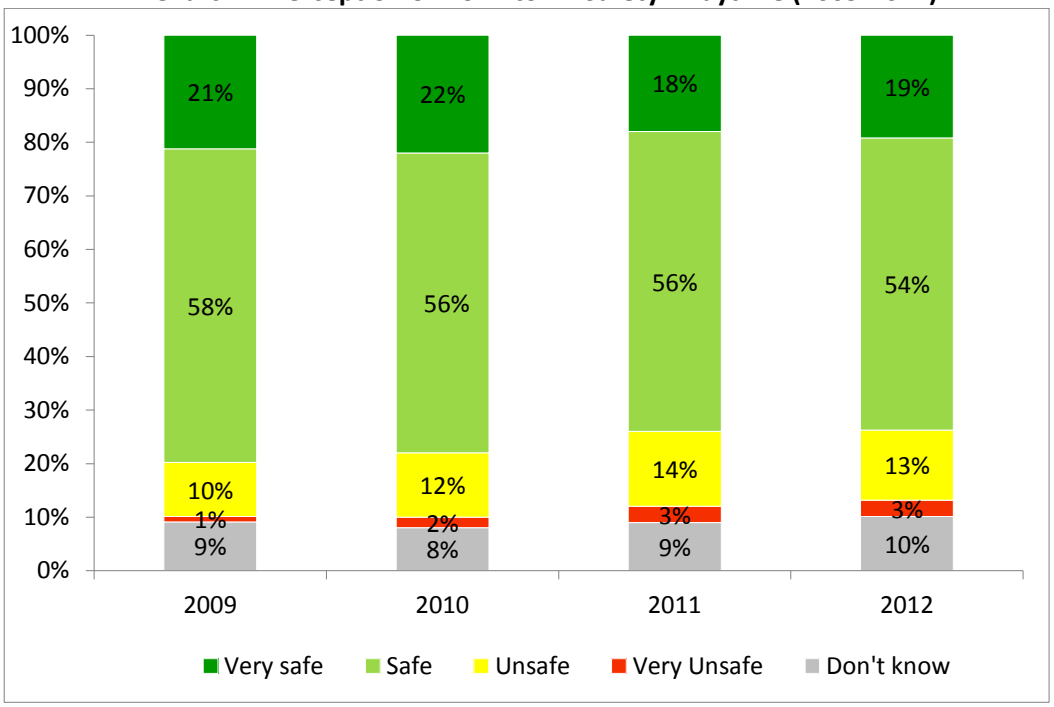


There were two notable geographic differences in the distribution of opinion about how safe respondents felt in the neighborhoods at night when responses were mapped to Citizen Survey Districts. While the majority of the city fell into a similar range, with 51% to 75% reporting that they felt either safe or very safe in their neighborhoods at night, residents in the Northern district fell into the highest category, between 76% and 100%. Respondents from the Central district were less likely to feel safe or very safe in their neighborhoods at night, in the range of 26% to 50%. A map representing these distributions can be found in Appendix A: GIS Maps of Selected Findings, Map 7: Perception of Safety in Respondent's Neighborhood – Nighttime (2012).

Safety Downtown

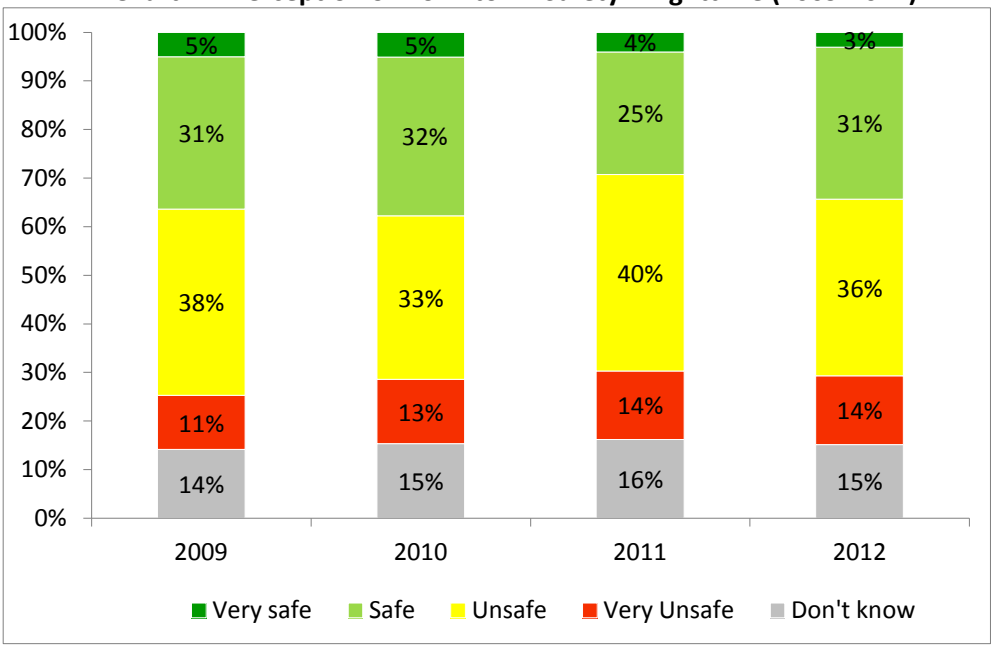
Respondents were again asked about how safe they felt downtown during the day and at night. There was little change in the perception of safety downtown during the day from last year, with almost three-quarters of respondents indicating that they felt either safe or very safe downtown during the day. While still down slightly from 2009 and 2010, perceptions of safety downtown were very similar to last year.

Chart 21: Perception of Downtown Safety - Daytime (2009-2012)



When asked about their perception of safety downtown at night, there was a five-percentage point increase this year in the percentage of those who reported that they felt safe or very safe from what was reported in 2011. These gains were reflected in a slight decrease in the percentage of those who reported feeling unsafe, down four percentage points from 40% in 2011 to 36% in 2012.

Chart 22: Perception of Downtown Safety - Nighttime (2009-2012)

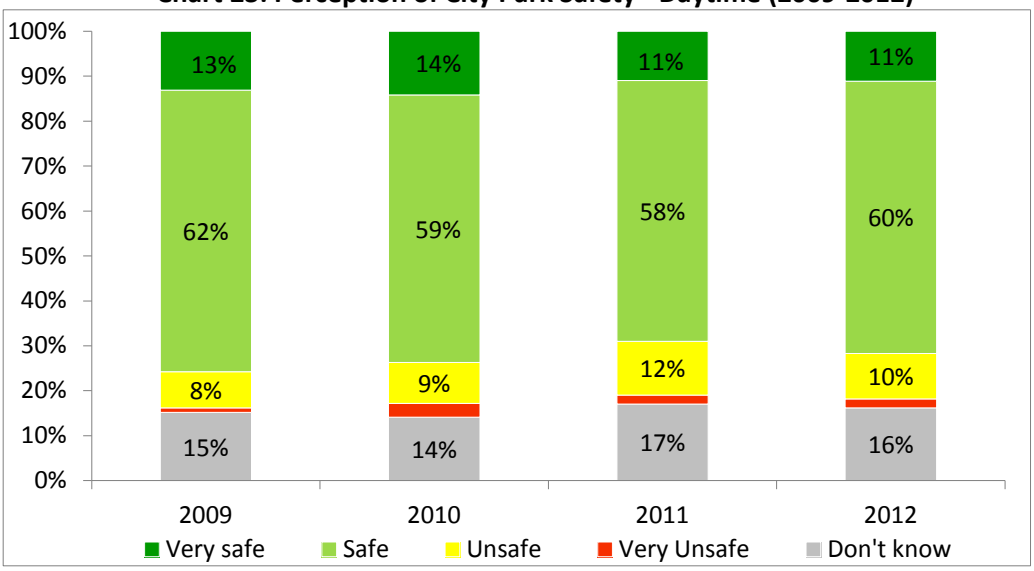


Just as there has been very little city-wide variation over the years on the feeling of safety downtown at night, there is very little geographic variation. When viewed by Citizen Survey District, all districts fall into the range of 26% to 50% reporting a feeling of safe or very safe downtown at night. A map of these results can be found in Appendix A: GIS Maps of Selected Findings, Map 8: Perception of Safety in Downtown – Nighttime (2012).

Safety in City Parks

Likewise, the question about how safe respondents felt in Baltimore City parks during the day has remained relatively constant over the years that the Baltimore Citizen Survey has been administered.

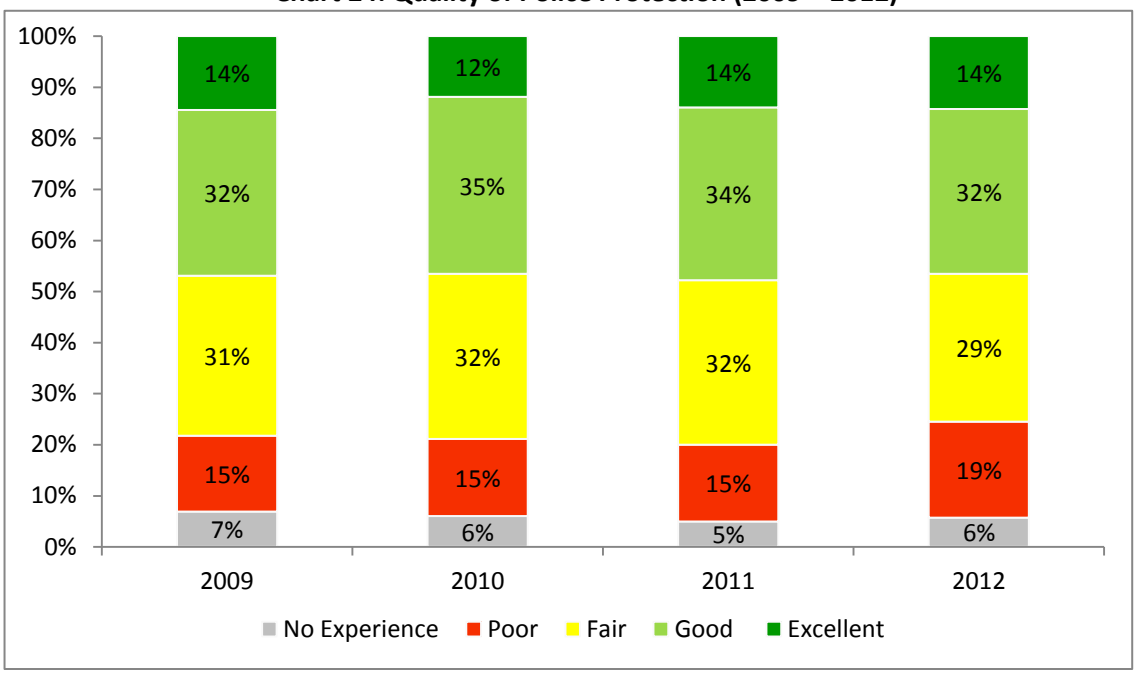
Chart 23: Perception of City Park Safety - Daytime (2009-2012)



Perceptions of Police in Baltimore

Just under half (46%) of respondents felt that police protection was good or excellent. This rating has changed only slightly in the four years that the Baltimore City Citizen Survey has been conducted. One aspect that did shift this year was the percentage of those that rated the quality of police protection as poor up to 19% in 2012 from a stable rating of 15% in each of the previous three years.

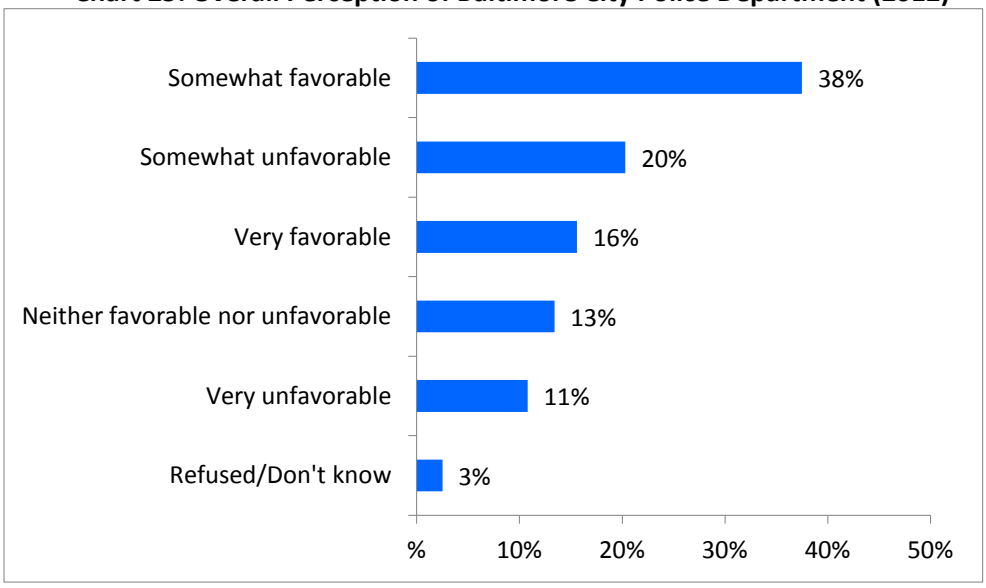
Chart 24: Quality of Police Protection (2009 – 2012)



The distribution of opinion about the quality of police protection across Citizen Survey Districts shows some interesting division between the eastern and western parts of Baltimore City. While 51% to 75% of residents in the Northern, Northeastern, Central and Southeastern districts rated police protection as good or excellent, the Eastern district plus districts that make up the western half of Baltimore– Northwestern, Western, Southern, and Southwestern – rated the quality of the police as good or excellent in the range of 26% to 50%. A map depicting this distribution can be found in Appendix A: GIS Maps of Selected Findings, Map 9: Perception of Police Protection – Baltimore City (2012).

This year's survey included a new series of questions about overall perception of the Baltimore City Police Department. The first question asked about each respondent's overall perception of the BCPD on a scale of very favorable, somewhat favorable, neither favorable nor unfavorable, somewhat unfavorable, or very unfavorable.

Chart 25: Overall Perception of Baltimore City Police Department (2012)



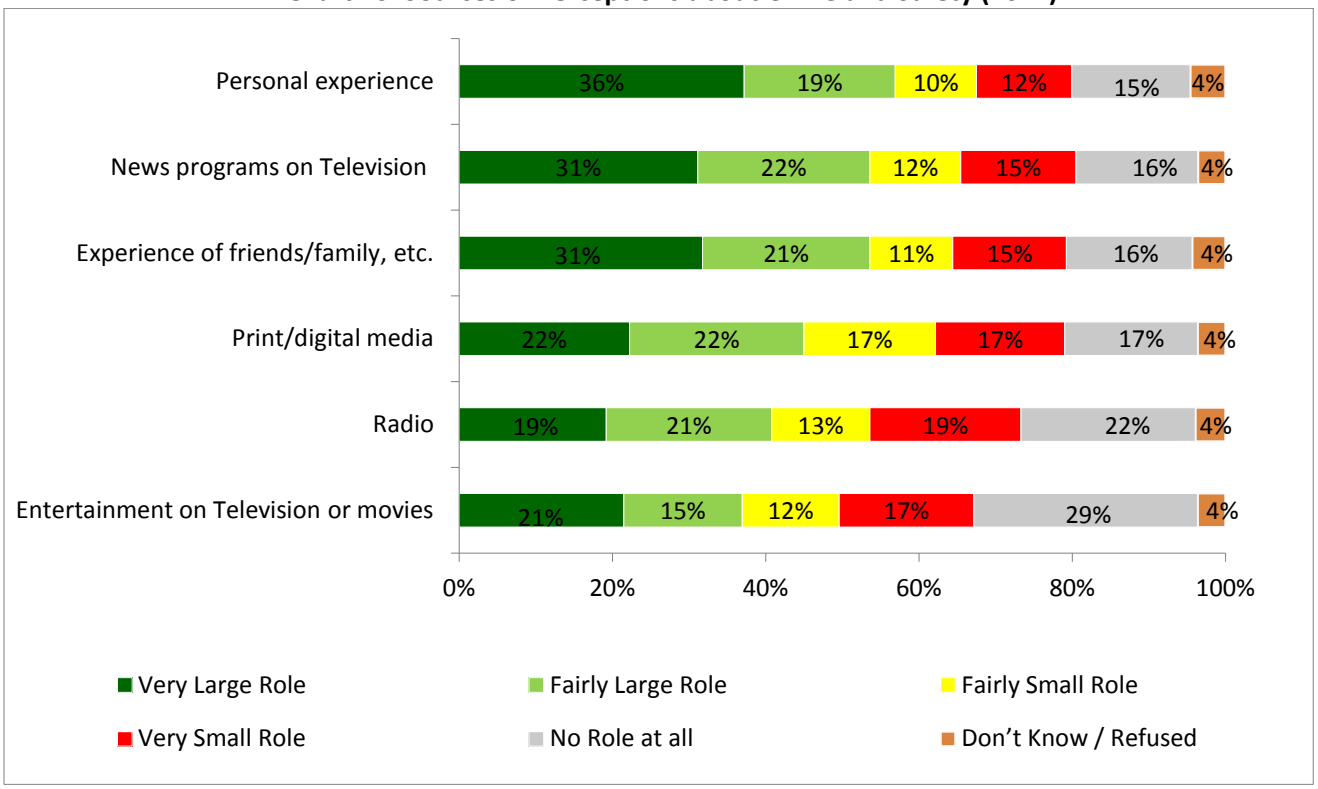
A little more than half of respondents (53%) indicated that their overall perception of BCPD was either somewhat favorable (38%) or very favorable (16%). Thirty-one percent (31%) indicated an unfavorable perception, either somewhat unfavorable (20%) or very unfavorable (11%).

Black and White respondents had different perceptions of the overall favorability of BCPD. While half of Black respondents (50%) had a somewhat or very favorable opinion of BCPD, a slightly higher proportion of White respondents had the same opinion (60%). On the other end of the spectrum, 24% of White respondents had an unfavorable or very unfavorable opinion of the BCPD, while 35% of Black respondents felt the same way.

As a follow-up to get an idea about what may influence respondents' perceptions of the BCPD, the 2012 survey asked specifically how much of a role certain types of media and experiences play in forming their perceptions.

The top three sources were virtually tied: personal experience (55%), news programs on television (53%), and the experiences of family and friends (52%). Almost a third (29%) reported that entertainment on television or the movies played no role at all in forming their perceptions about crime and safety in Baltimore City.

Chart 26: Sources of Perceptions about Crime and Safety (2012)



All respondents were asked about their interactions with the Baltimore City Police Department within the past year. The most commonly reported interaction was filing a complaint (36%). The results for all interactions are displayed below in Table 2.

Table 2: Interactions with BCPD in Last Year (2012)

Type of Interaction	Yes
Filed a complaint	36%
On-duty, other interaction	27%
Asked for information (directions, advice, etc.)	25%
Community activity, meeting, etc.	22%
Off-duty Personal interaction (in a social setting)	20%
Report a crime as the victim of a crime	16%
Routine traffic stop	16%
Witness to a crime	13%
Report a crime as a witness	12%
Traffic accident	12%
Suspect in or Arrest for a crime	4%

For those respondents who had interacted with Baltimore City police in the last year, a follow-up question was asked about how the respondent viewed all of his or her interactions with the police. A majority of respondents indicated that their interactions were positive, with 68% saying that they were on the whole positive, while 26% indicated that they had been on the whole negative. Six percent of respondents (6%) either couldn't characterize their interactions or refused to.

White respondents were almost eight times more likely to report having had a positive interaction with Baltimore City police (88% positive versus 12% negative); Black respondents almost twice as likely to report having had a positive interaction with police than a negative interaction (64% positive versus 36% negative).

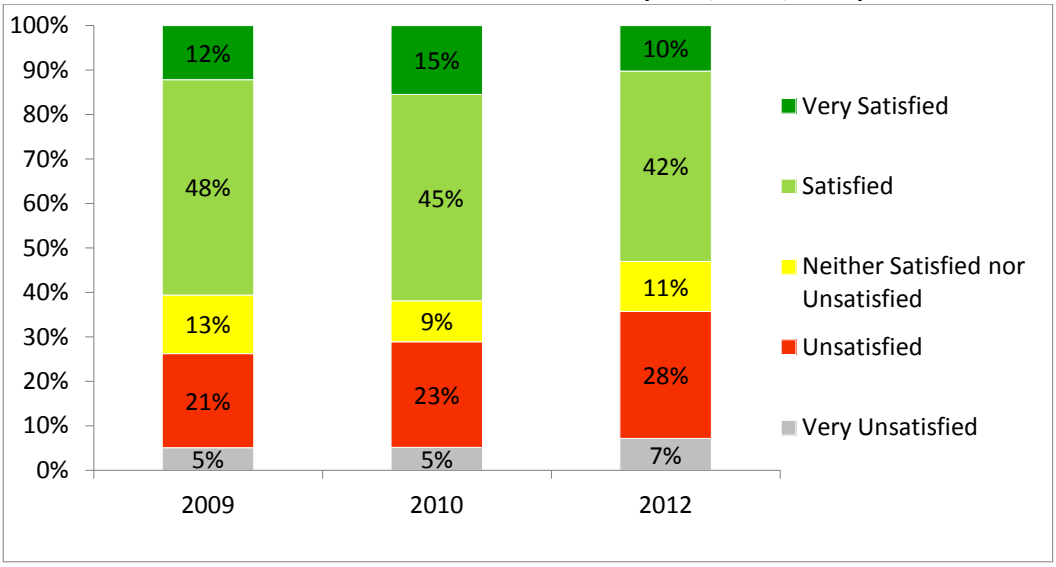
Perceptions of Police in Respondents' Neighborhoods

In 2009 and 2010, residents were asked about their satisfaction with and perceptions of the Baltimore City Police. Specifically, they were asked how satisfied they were with four aspects of police service in their neighborhoods. These questions were not asked in 2011, but they were asked again in 2012.

On the whole, Baltimoreans reported being satisfied with police service in their neighborhoods. However, responses this year were slightly different from perceptions in previous years, with all differences being in the direction of less satisfied and more unsatisfied. The neutral responses of neither satisfied nor unsatisfied remained fairly constant.

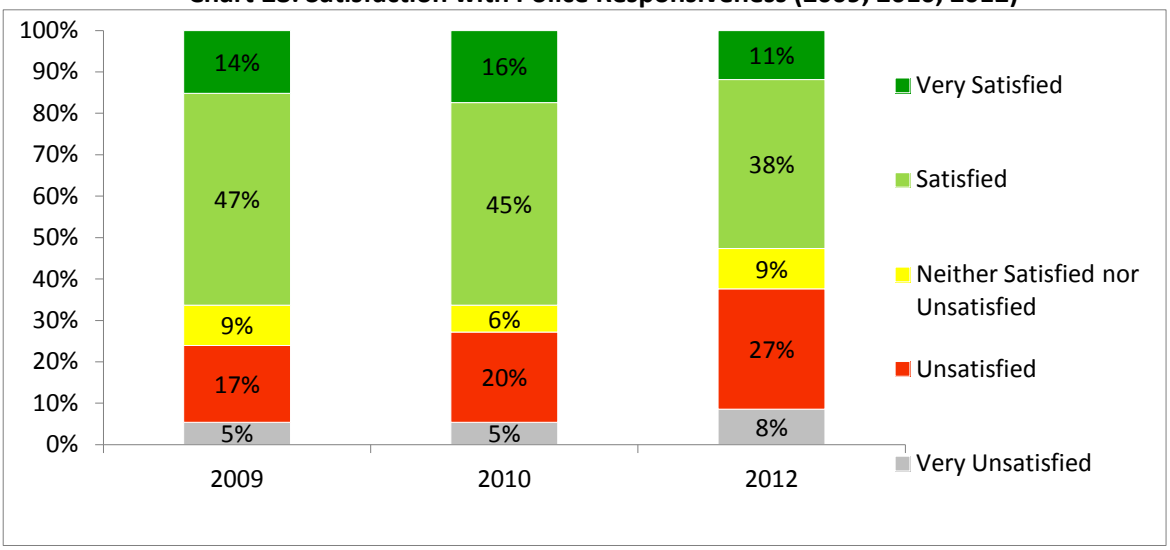
Satisfied was again the most common response when asked about the level of police presence in the respondent's neighborhood. However, the percentage of those who were satisfied or very satisfied fell from 60% in 2009 and 2010 to 52% in 2012. There was a corresponding increase in the percentage of those who were unsatisfied with the presence of police in their neighborhoods, up from 21% in 2009 and 23% in 2010 to 28% in 2012.

Chart 27: Level of Police Presence (2009, 2010, 2012)



When looking at the distribution of satisfaction with the level of police presence in respondents' neighborhoods across Citizen Survey Districts, three areas of the city fall into lower ranges of satisfaction than the rest of the city. In the Northwestern, Southeastern, and Central districts, those who reported being satisfied or very satisfied fell into the 26% to 50% range. All other areas of the city fell into the next highest range, 51% to 75%. A map of these results can be found in Appendix A: GIS Maps of Selected Findings, Map 10: Satisfaction with Police Presence – Respondent's Neighborhood (2012).

Chart 28: Satisfaction with Police Responsiveness (2009, 2010, 2012)

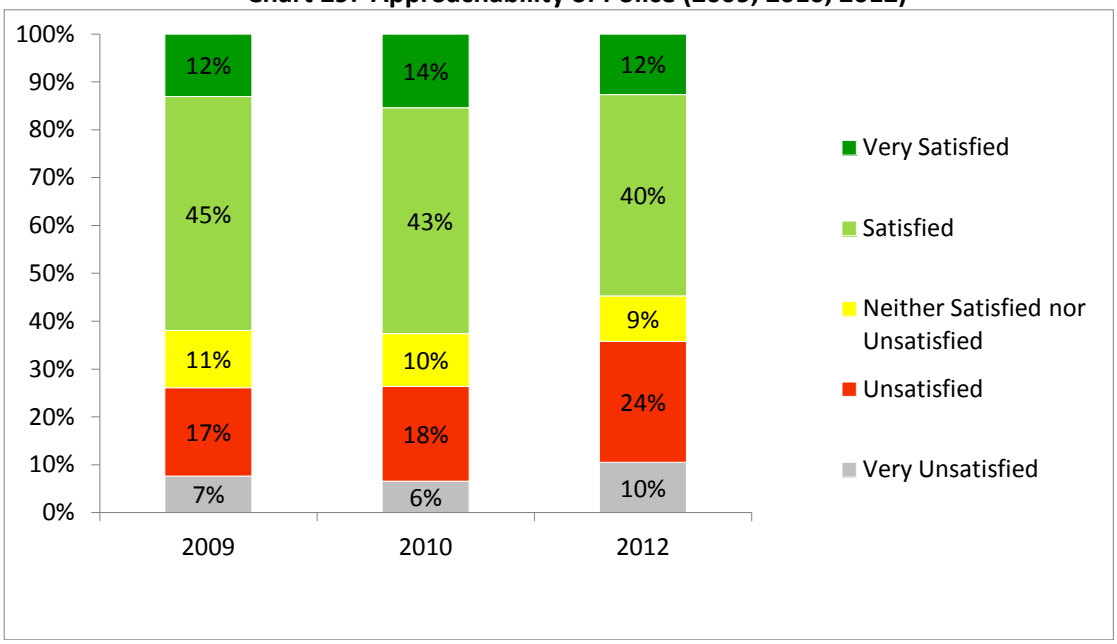


When asked about their satisfaction with the responsiveness of the police in their neighborhoods, respondents were most likely to be satisfied (38%). The total percentage of those who were satisfied or very satisfied was lower in 2012 (49%) than in 2009 (61%) and 2010 (61%). There was a similar increase in the percentage of respondents who were unsatisfied with police responsiveness in their neighborhoods in 2012, increasing from 2009 (17%) and 2010 (20%) to 27% in 2012.

When mapping the results of satisfaction with police responsiveness in respondents' neighborhoods to Citizen Survey Districts, the city is divided between east and west. The Southeastern, Central, Eastern, Northern, and Northeastern districts fall into the range of between 51% and 75% feeling satisfied or very satisfied with police responsiveness. To the west, the Northwestern, Western, Southwestern and Southern districts, fall into a lower range of satisfaction, 26% to 50%. These districts fall into the range of 26% to 50% of respondents reporting feeling satisfied or very satisfied. A representation of this distribution can be found in Appendix A: GIS Maps of Selected Findings, Map 11: Satisfaction with Police Responsiveness – Respondent's Neighborhood (2012).

Women were slightly more likely to be satisfied with the responsiveness of police in their neighborhoods than men. Fifty-three percent (53%) of women reported being satisfied or very satisfied with police responsiveness, while 44% of men felt the same way.

Chart 29: Approachability of Police (2009, 2010, 2012)

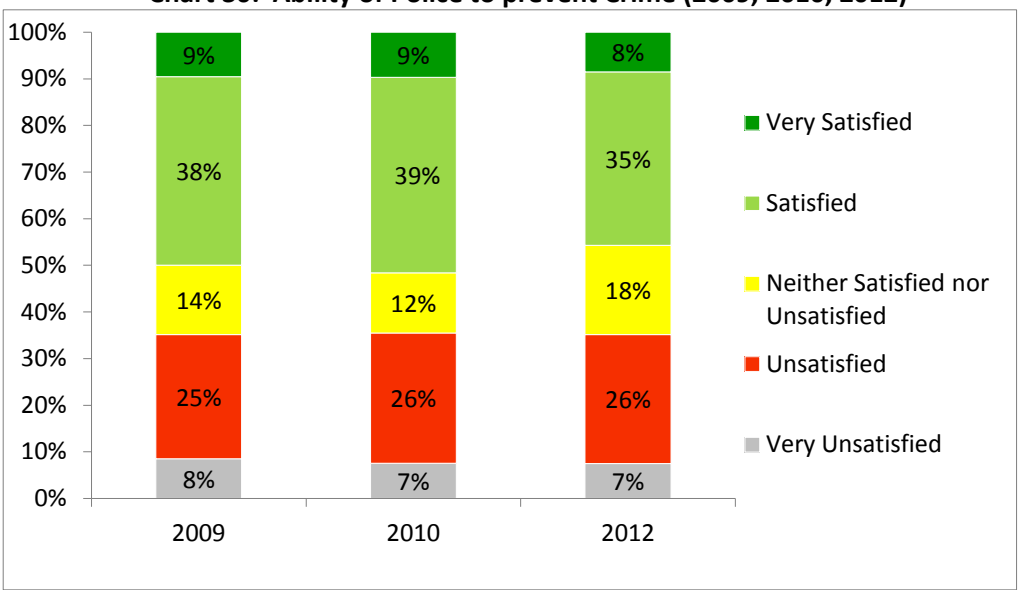


While respondents continued to be more satisfied than unsatisfied when asked about the approachability of police in their neighborhoods, there were small changes in respondents overall attitudes from 2011 to 2012. The overall satisfied responses fell from 57% satisfied or very satisfied in 2009 and 2010 to 52% in 2012. There were corresponding increases in the percentage of respondents who were unsatisfied and very unsatisfied, up from 24% in 2009 and 2010 to 34% in 2012.

In most of the city, respondents reported feeling either satisfied or very satisfied with the approachability of police in their neighborhoods in the range of 51% to 75%. Three districts had satisfaction levels that that were lower, in the 26% to 50% range, the Southwestern, Western, and Eastern Citizen Survey Districts. A map of these distributions can be found in Appendix A: GIS Maps of Selected Findings, Map 12: Satisfaction with Approachability of Police – Respondent's Neighborhood (2012).

Black respondents were more likely to report being unsatisfied or very unsatisfied with the approachability of police in their neighborhoods (38%) than White respondents (24%).

Chart 30: Ability of Police to prevent Crime (2009, 2010, 2012)

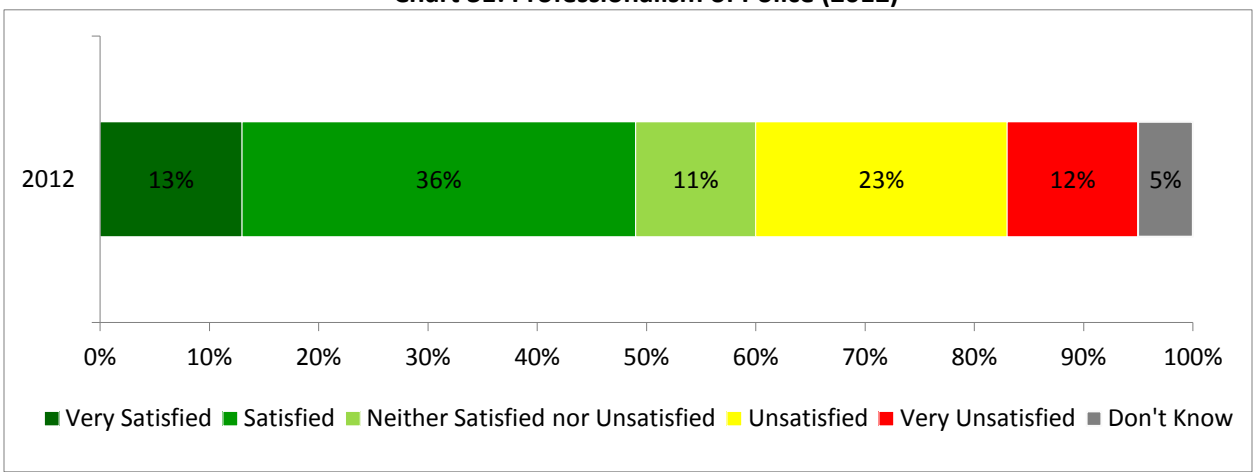


There was less movement in opinion about the ability of police to prevent crime. While 2012 saw a decrease in the percentage of those who were either satisfied or very satisfied with the police ability to prevent crime in their neighborhoods, by a slim margin, more were satisfied than unsatisfied. The percentage of those who reported being either satisfied or very satisfied fell from 47% in 2009 and 48% in 2010 to 43% in 2012. The percentage of those who were dissatisfied did not increase, rather an increase was found in the percentage of those who were neither satisfied nor unsatisfied, rising from 14% in 2009 and 12% in 2010 to 18% in 2012.

There was almost no variation geographically in the positive perception of police ability to prevent crime; that is, the percentage of those who were satisfied or very satisfied. The lowest Citizen Survey District rating was just above 40% and the highest was 50%. A map of these distributions can be found in Appendix A: GIS Maps of Selected Findings, Map 14: Satisfaction with the Ability of Police to Prevent Crime – Respondent's Neighborhood (2012).

White respondents were twice as likely as Black respondents to report being neither satisfied nor unsatisfied with the ability of the police to prevent crime in their neighborhoods (27% versus 13%). At the same time, 39% of Black respondents reported being unsatisfied or very unsatisfied with the same issue compared to 24% of White respondents.

Chart 31: Professionalism of Police (2012)



A new question in 2012, also about perceptions of police in respondents' neighborhoods, was how satisfied respondents were with the professionalism of police in their neighborhoods. Respondents were generally satisfied with this aspect of the police, with almost half (49%) reporting that they felt either satisfied or very satisfied. A map showing the uniformity of these results can be found in Appendix A: GIS Maps of Selected Findings, Map 14: Satisfaction with the Ability of Police to prevent Crime – Respondent's Neighborhood (2012).

When looking at differences among Citizen Survey Districts in the satisfaction with police professionalism, two geographic areas reported a lower satisfaction than the rest of the city. Respondents in the Western and Southern districts were least likely to say that they were satisfied or very satisfied with the professionalism of the police in their neighborhoods (26% to 50%) than the rest of the city (51% to 75%). A map of these results can be found in Appendix A: GIS Maps of Selected Findings, Map 13: Satisfaction with Police Professionalism – Respondent's Neighborhood (2012).

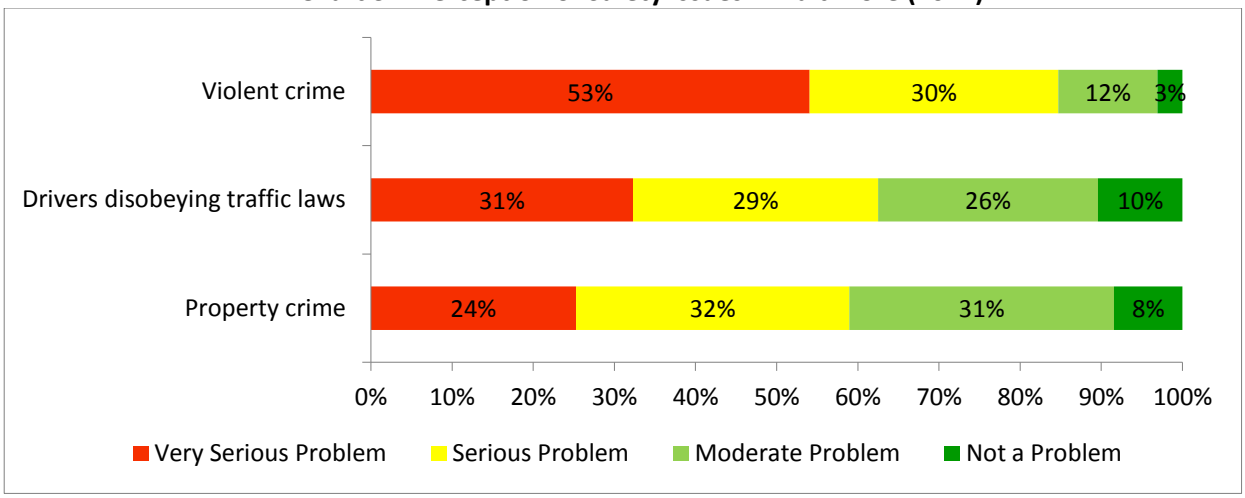
Safety Issues

As in 2009 through 2011, respondents were again asked in 2012 about their perceptions of the severity of some common problems, three of which were safety-related: drivers disobeying traffic laws, violent crime, and property crime. All were once again perceived as at least serious problems by a majority of the respondents, with only small percentages of respondents responding that any were not a problem. The percentage of residents who thought that property crime was not a problem has been steady at about eight percent (8%), since falling from 11% in 2009.

The most significant safety problem, and also virtually tied with illegal drug use as the most serious of all the problems included in the survey, was violent crime. A slightly lower percentage reported that violent crime was a very serious problem in 2012, 53%, down from 59% in 2011. There was little change in the perception of the seriousness of property crime from last year, with 56% of respondents considering it a very serious or serious problem. For the second year in a row,

residents were asked about the seriousness of drivers disobeying traffic laws (although this year, the description was changed to included examples of distracted driving). Sixty percent (60%) of respondents reported this as being a serious or very serious issue.

Chart 32: Perception of Safety Issues in Baltimore (2012)

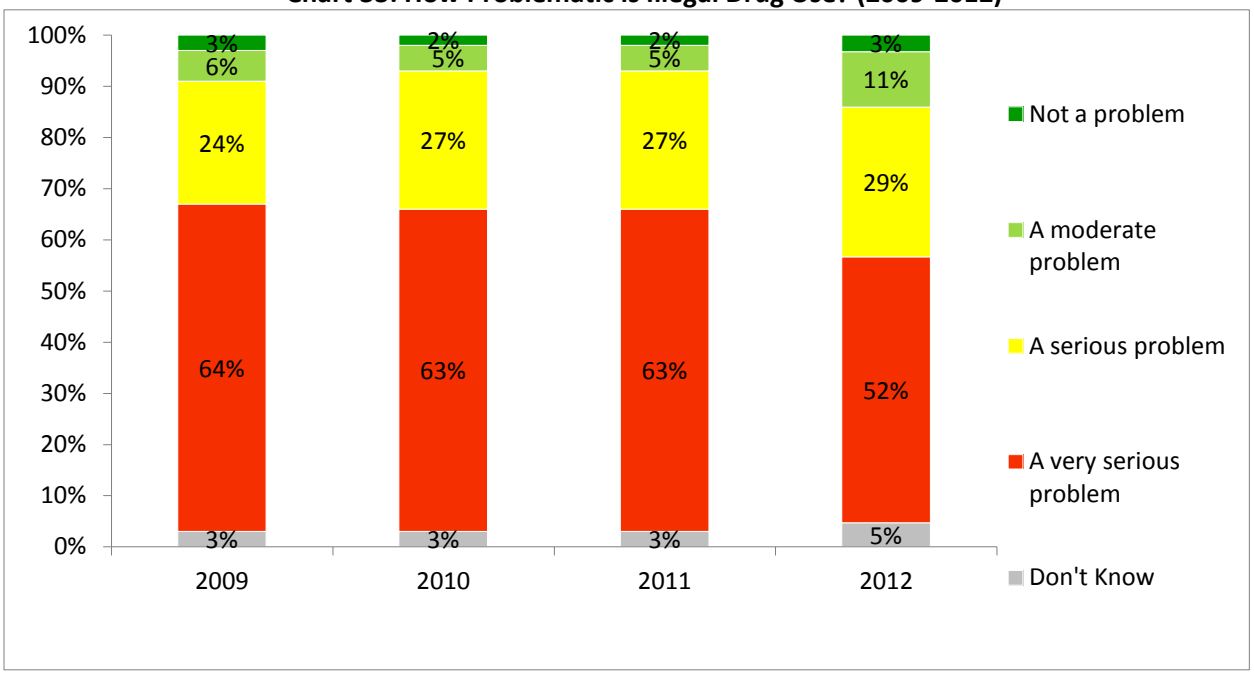


Men were more likely than women to say that the problem of violent crime was getting better or much better in Baltimore (19% versus 10%). Black respondents were twice as likely as White respondents to view violent crime as getting worse or much worse (62% versus 31%). While only nine percent (9%) of Black respondents thought violent crime was getting better, almost a quarter of White respondents shared that same opinion (23%).

Illegal Drug Use

This year, illegal drug use was virtually tied with violent crime as the number one most serious problem in the list of problems that respondents were asked about. However, the percentage of those who thought that illegal drug use was a very serious problem fell, from 63% in 2011 to 52% this year.

Chart 33: How Problematic is Illegal Drug Use? (2009-2012)



While there was little difference in the perception of the problem of illegal drug use between Black respondents and White respondents, Black respondents were much more likely to think that illegal drug use was getting worse or much worse (63%) than White respondents (38%). White respondents were almost twice as likely to say that illegal drug use was about the same (42%) as Black respondents (23%).

Priority Outcome 3 – Stronger Neighborhoods

Several questions in the survey dealt with the priority outcome of Stronger Neighborhoods, including: the importance of and rating of street maintenance, 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.

In previous years, the items of street maintenance and sidewalk maintenance were combined into one item. This year, they were split into distinct categories, making direct comparison to previous years difficult. At the same time, this distinction provides a better measure of how opinion may be different when it comes to streets as opposed to sidewalks.

Another city service that was included in the 2012 survey for the first time is animal control, defined for respondents as dead animal pick-up, threatening animal pick-up, and the animal shelter.

There were differences in the perception of the problem of homelessness between White and Black respondents. Black respondents were almost twice as likely to say that the problem of homelessness was getting worse or much worse (60%) than White respondents (34%). A similar divide was evident in the perceptions of vacant or abandoned buildings, with 65% of Black respondents viewing the problem of vacant or abandoned buildings as getting worse or much worse versus 38% of White respondents. Black respondents were also much more likely to view a lack of affordable housing as getting worse or much worse (56%) than White respondents (22%).

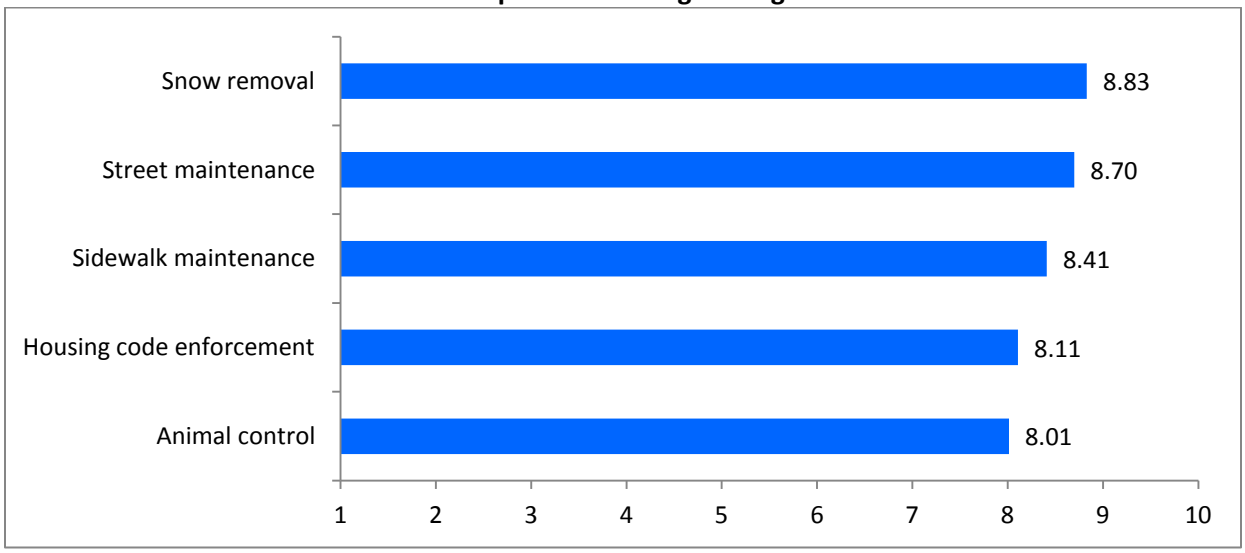
Neighborhood Services

Citizens were asked to rate the importance of and their satisfaction with four services (street maintenance, sidewalk maintenance, snow removal, and housing code enforcement) that are related to the "Stronger Neighborhoods" Mayoral Priority Outcome. Respondents were asked to rate the importance of each 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 same 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, although the mean importance rating for housing code enforcement (8.11) continued to rise from a mean importance score of 7.7 in 2010 and 7.8 last year. Snow removal

(8.83), street maintenance (8.70), and sidewalk maintenance (8.41) were near the middle of the group of all city services in regards to mean importance rating. Animal control was lower on the list of services in terms of average importance rating at 8.01.

Chart 34: Mean Importance Rating of Neighborhood Services



When looking at the way respondents rated the same neighborhood services, the percentage who rated housing code enforcement as good or excellent increased in 2012 to 26% from 21% in 2011.

Chart 35: Rating of Neighborhood-Related Services (2012)

The percentage of residents rating snow removal as excellent was 12%, which is virtually unchanged from results since 2009. Those ascribing a rating of good (33%) rose to almost the same level seen in 2009, after having fallen from 35% in 2009 to 29% in 2010 and to 25% in 2011. There was an increase in the percentage of those who indicated that they had no experience with snow removal, up from a statistically insignificant 1% in 2011 to 4% in 2012.

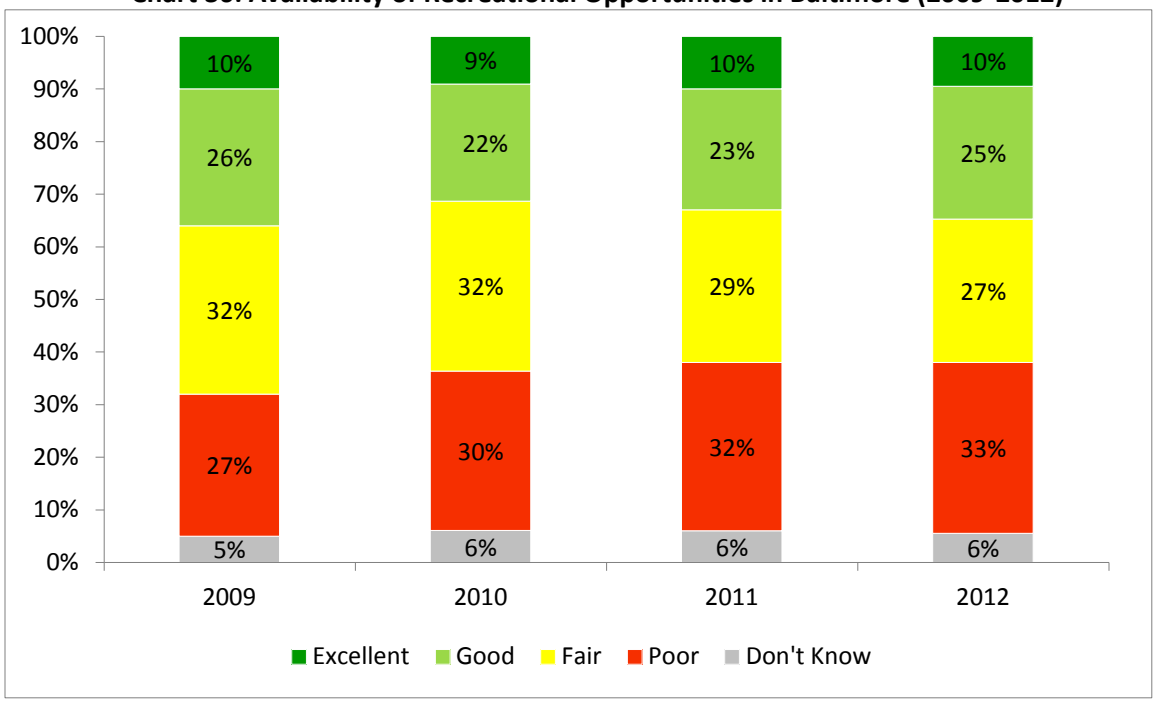
While the ratings for street and sidewalk maintenance had remained almost unchanged from 2009 through 2011, when these were split into two distinct services in 2012, opinion on each service diverged. While the positive rating for sidewalk maintenance was 42% (excellent and good), the positive rating for street maintenance was 28% (excellent and good). The reverse was true of the negative rating, with sidewalk maintenance perceived as poor by 20% of respondents, while street maintenance was perceived as poor by 36% of respondents.

One-fifth of respondents (20%) reported not having any experience with animal control. Chart 31 shows the percentages of all respondents who gave an opinion about the quality of animal control services – including those who had no experience. When looking at the opinions of only those without the 20% who reported having no experience, the percentages shift in the following ways: those who rated animal control as excellent increases to 9%, the good rating increases to 33%, the fair rating increases to 37%, and the poor rating increases to 22%.

Recreational Opportunities

There was virtually no change from the percentage of residents' ratings of the availability of recreational opportunities in Baltimore in 2012. In fact, this is one of the most stable measures that is asked every year in the citizen survey.

Chart 36: Availability of Recreational Opportunities in Baltimore (2009-2012)



There were notable differences in the geographic distribution of opinion about the availability of recreational opportunities in Baltimore when looking at Citizen Survey Districts. While 26% to 50% of respondents in most of the city reported that the availability of recreational opportunities was good or excellent, there were four areas that had either higher or lower percentages who shared that opinion. In the Central and Southeastern districts, 51% to 75% of respondents reported that the availability of recreational opportunities was good or excellent; and at the other end of the spectrum, less than 25% of respondents in the Western and Southwestern districts had the same positive opinion. A map, depicting these findings can be found in Appendix A: GIS Maps of Selected Findings, Map 5: Perception of the Availability of Cultural Activities – Baltimore City (2012).

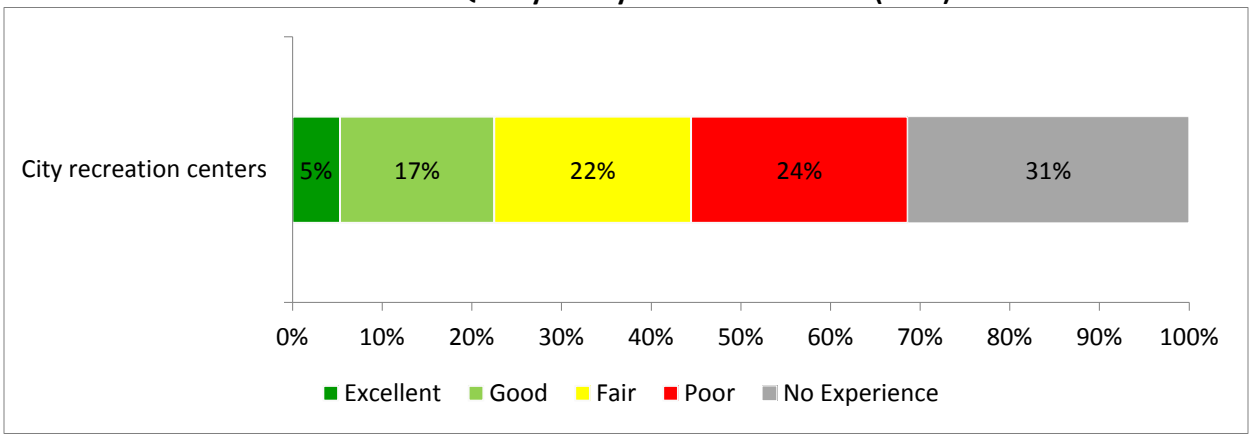
Black respondents were overwhelmingly more likely to rate the availability of recreational opportunities as poor (46%) than White respondents (8%). Conversely, White respondents were nearly three times more likely (60%) than Black respondents (21%) to view the availability of recreational opportunities as good or excellent.

City Recreation Centers

Another new question was asked in 2012 about the importance and satisfaction of the city recreation centers. City recreation centers received the second lowest average importance score (7.85), and almost a third of all respondents said that they had no experience with city recreation

centers (31%). While almost a quarter of respondents (24%) had a poor impression of city recreation centers, a comparable percentage of respondents thought that they were either good or excellent, 17% and 5%, respectively.

Chart 37: Quality of City Recreation Centers (2012)



Black respondents were three times more likely to rate the quality of city run recreation centers as poor (42%) than White respondents (14%). At the same time, White respondents were almost twice as likely to rate them as fair (46%) as compared to Black respondents (28%). This trend was not as pronounced in the good and excellent ratings for recreation centers, where the differences were marginal.

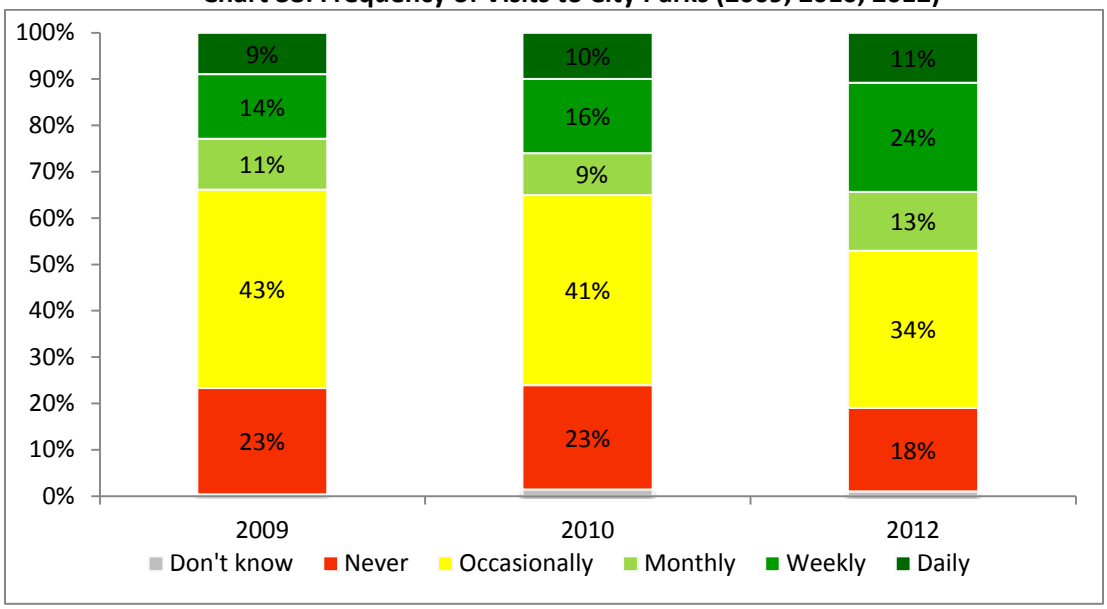
City Parks

Although not asked in 2011, the 2012 survey asked questions about respondents' use and impression of city parks, starting with how often they had visited a city park in the last year. Respondents were prompted with a scale of responses: daily, weekly, monthly, occasionally, or never. Most respondents indicated that they occasionally visited a city park.

Respondents reported most frequently having been to a city park occasionally (34%), 35% reported having been to a city park either daily or weekly in the past year. The percentage of those who said that they had visited a park weekly increased to 24% this year, up from 16% in 2010 and 14% in 2009.

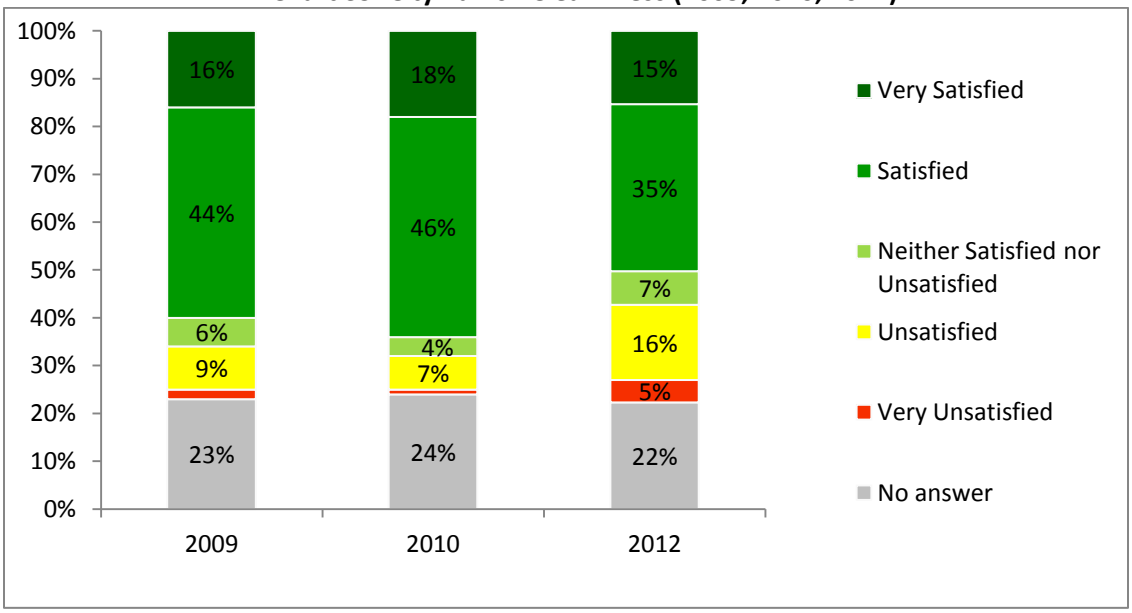
While most variation by Citizen Survey Districts was either not large enough or based on too few observations to be reliable, one aspect was notable. Respondents from the Southeastern Citizen Survey District were most likely to have visited city parks either daily or weekly in the last year at 54%. The range for other distracts was between 28% and 37%.

Chart 38: Frequency of Visits to City Parks (2009, 2010, 2012)



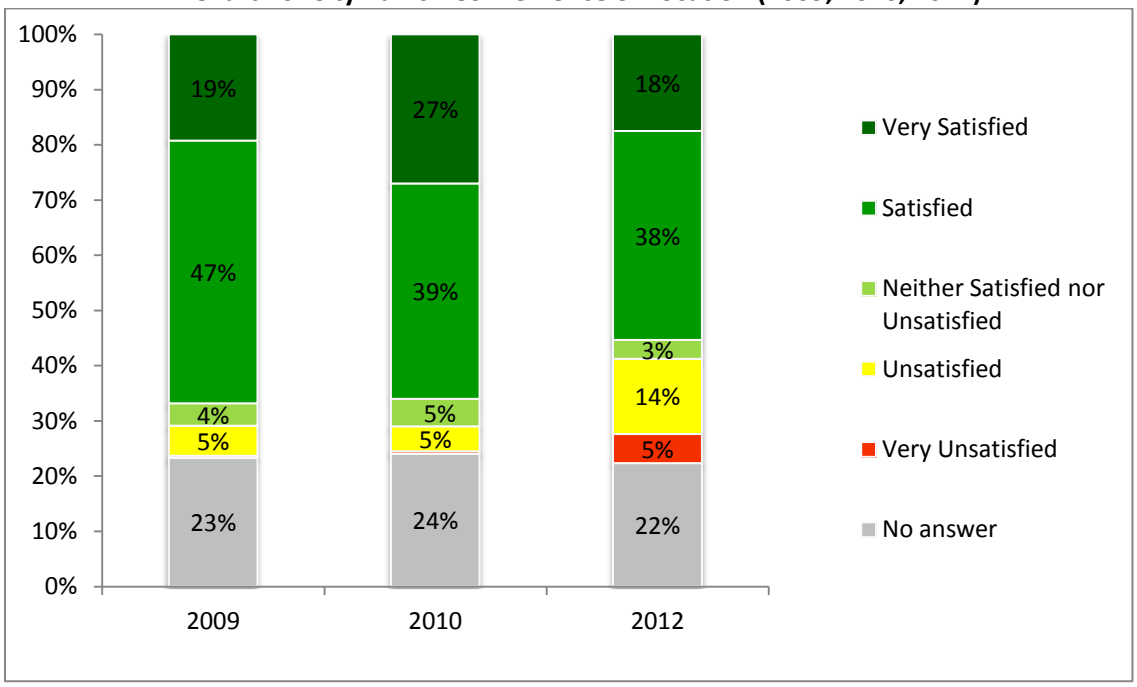
On the whole, respondents who had visited a park in the previous year remained satisfied with the cleanliness and convenience of the location of city parks, but there was an overall decrease in the positive opinion of these aspects and a corresponding increase in the percentages of respondents who were unsatisfied and very unsatisfied. For both aspects, there was virtually no change in the percentages of respondents who said they had no opinion or refused to answer, just under a quarter of respondents in each year.

Chart 39: City Parks - Cleanliness (2009, 2010, 2012)



Fifty percent (50%) of respondents were satisfied or very satisfied with city parks' cleanliness in 2012, which is down from 60% in 2009 and 64% 2010. Twenty-one percent (21%) of respondents were either unsatisfied or very unsatisfied with city park cleanliness in 2012, a significant increase from 11% in 2009 and 8% in 2010.

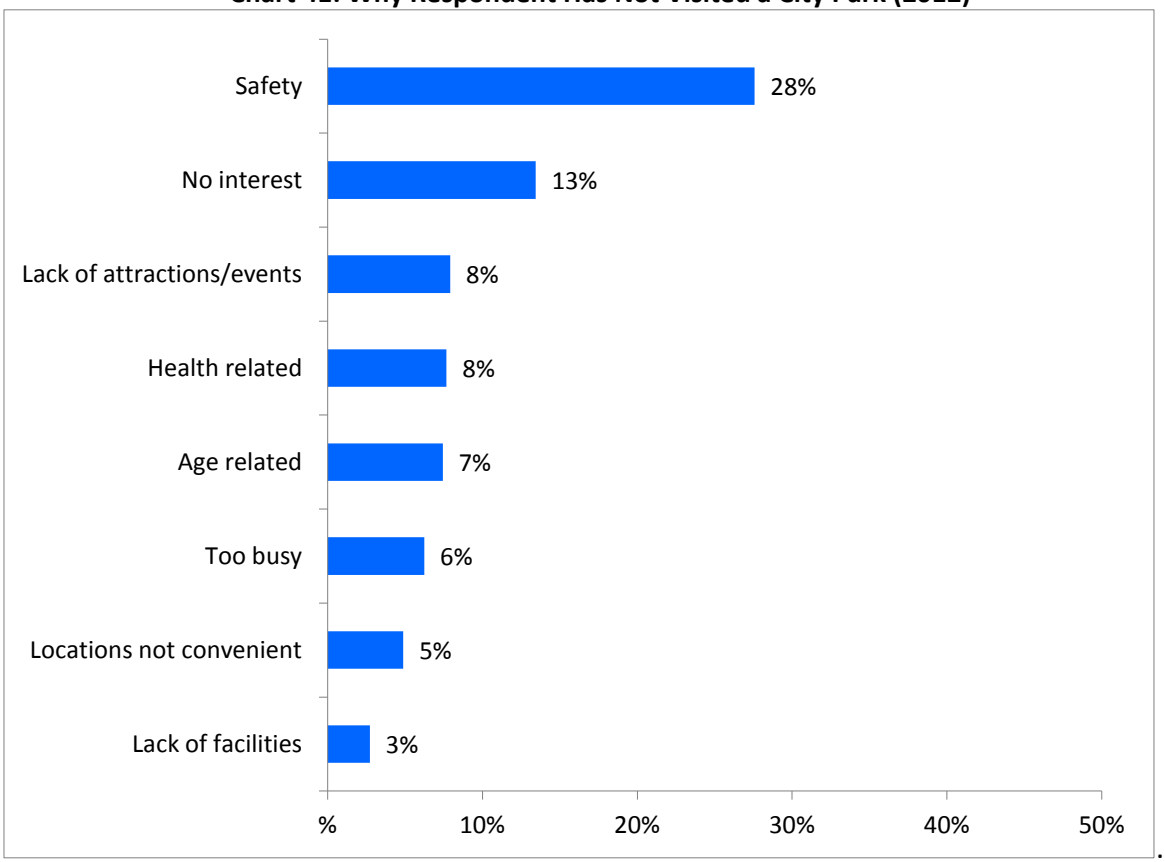
Chart 40: City Parks - Convenience of Location (2009, 2010, 2012)



Over half of respondents (56%) were either satisfied or very satisfied with the convenience of location of city parks, which represented a decrease from 66% in both 2009 and 2010. There was a corresponding significant increase in the percentage of those who were either unsatisfied or very unsatisfied, rising to 19% in 2012 from six percent (6%) in both 2009 and 2010.

For those who had never visited a city park in the last year (417 respondents), a follow up question was asked about why they had not done so. Responses to this question were similar to the results in 2009 and 2010. The most commonly cited reason was safety (28%), followed by not having an interest in Baltimore City parks.

Chart 41: Why Respondent Has Not Visited a City Park (2012)



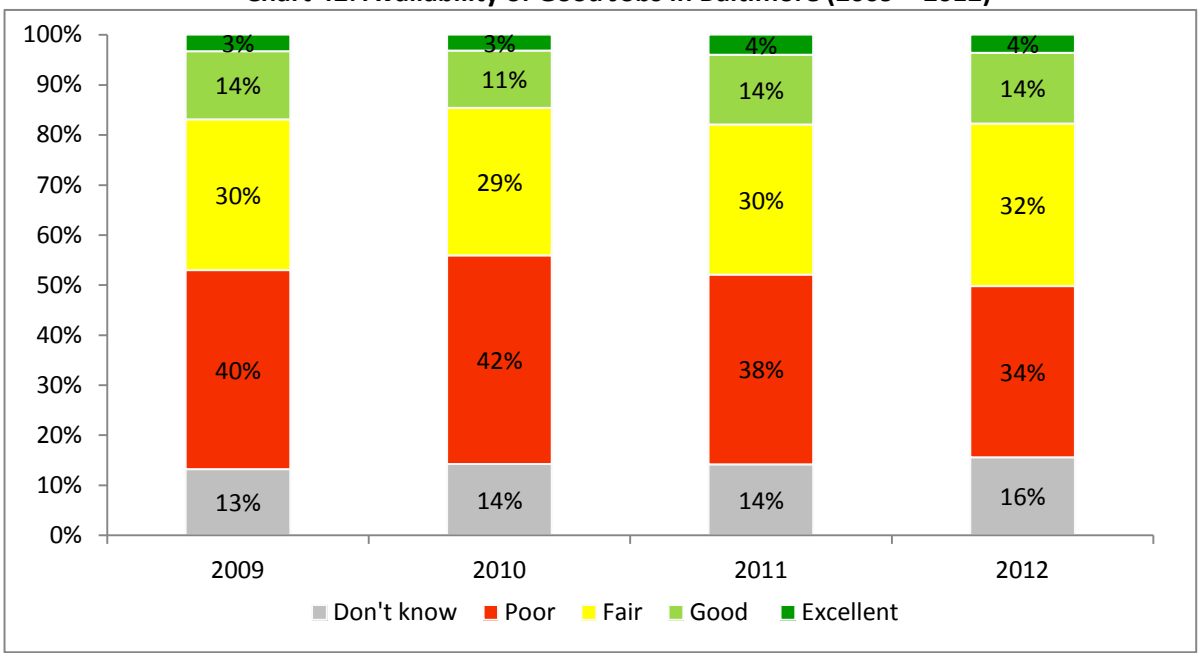
Priority Outcome 4 – A Growing Economy

The Mayoral priority of a "Growing Economy" has been a part of the Baltimore City Citizen Survey every year since its inception in 2009. This priority is measured through questions about the availability of good jobs, the availability of cultural activities, and the availability of parking in commercial areas.

Availability of Jobs

There has been stability in the measure of opinion about the availability of good jobs in Baltimore over the past four years. In fact, the results from year to year are virtually indistinguishable. Again in 2012, 18% of respondents felt that the availability of good jobs was good or excellent, while almost equal percentages felt that the availability of jobs was fair (32%) and poor (34%).

Chart 42: Availability of Good Jobs in Baltimore (2009 – 2012)



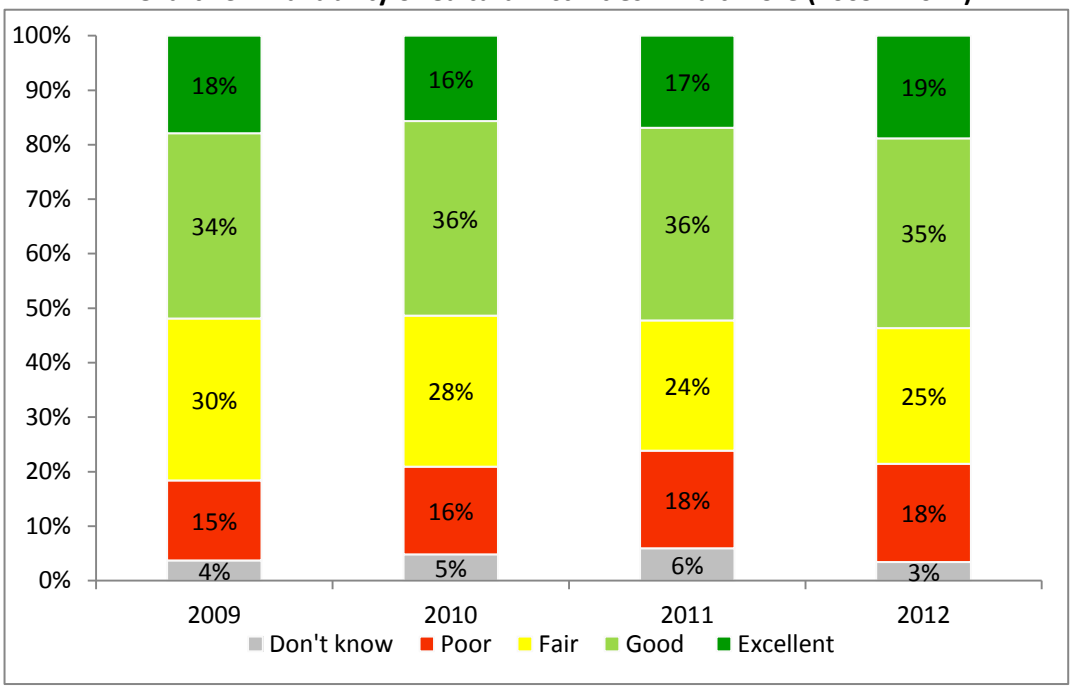
When looking at the distribution of respondents' ratings of the availability of good jobs in Baltimore across Citizen Survey Districts, in no areas were the percentage of respondents that rated the availability of good jobs above 50%. Four areas had slightly higher percentages of respondents reporting ratings of good and excellent: the Central, Eastern, and Southeastern districts and the Northwestern district all had between 26% and 50% of respondents rating the availability of jobs as good or excellent. A map illustrating these results can be found in Appendix A: GIS Maps of Selected Findings, Map 4: Perception of the Availability of Good Jobs – Baltimore City (2012).

There were differences in the way racial groups viewed the availability of good jobs in Baltimore. White respondents were more likely to rate the availability of good jobs as good or excellent (26%) than Black respondents (14%). There was a corresponding difference on the other end of the rating scale, with Black respondents being twice as likely as White respondents to rate the availability of good jobs as poor – 43% versus 20%.

Availability of Cultural Activities

Respondents were asked to rate the availability of cultural activities in Baltimore. There has been very little variation in respondents' opinions over the last four years. Over half of respondents (54%) continue to rate the availability of cultural activities in Baltimore as either good or excellent. The percentage of respondents who had no opinion about the availability of cultural activities was cut in half, from six percent (6%) in 2011 to three percent (3%) this year.

Chart 43: Availability of Cultural Activities in Baltimore (2009 – 2012)



While the citywide perception of the availability of cultural activities has varied little over the years, the 2012 results showed an interesting geographical distribution of results. The Citizen Survey Districts that were most likely to rate the availability of cultural activities as good or excellent ranged from the northwestern to the southeastern region of the city – the Northern, Northwestern, Southeastern, Southern, and Central districts – between 51% and 75% of respondents that had this positive view of cultural activities. The Northeastern, Eastern, Western and Southwestern districts

were more likely to have a lower positive opinion, with only 26% to 50% reporting that the availability of cultural activities was good or excellent. These results can be viewed as a map in Appendix A: GIS Maps of Selected Findings, Map 6: Perception of the Availability of Cultural Activities – Baltimore City (2012).

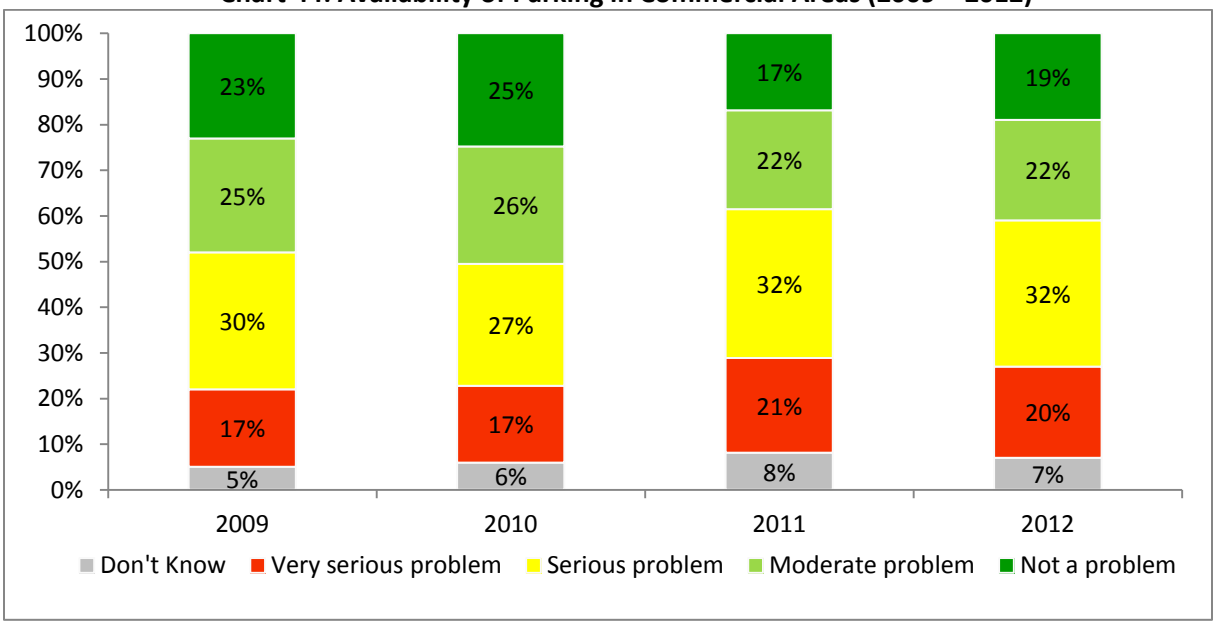
There was a dramatic split along racial lines in the perception of cultural activities. While Black respondents were eight times more likely (26%) than White respondents (3%) to feel that the availability of cultural activities was poor, White respondents were twice as likely (80%) as Black respondents (40%) to view the availability as good or excellent.

Commercial Parking Availability

In a series of questions about rating the severity of problems facing Baltimore, respondents were asked about their perceptions of the availability of parking in commercial areas. There was an increase in the proportion of those who saw the availability of parking in commercial areas as a serious or very serious problem from 2009 and 2010 to 2011 and 2012. This corresponds with lower percentage of respondents rating the availability of parking in commercial areas as either a moderate problem or not a problem.

One-third of respondents (33%) indicated that they thought the problem of finding parking in commercial areas was getting worse, versus 10% who thought it was getting better. This is also very similar to results from last year, where 36% though that the problem was getting worse and seven percent (7%) thought it was getting better.

Chart 44: Availability of Parking in Commercial Areas (2009 – 2012)



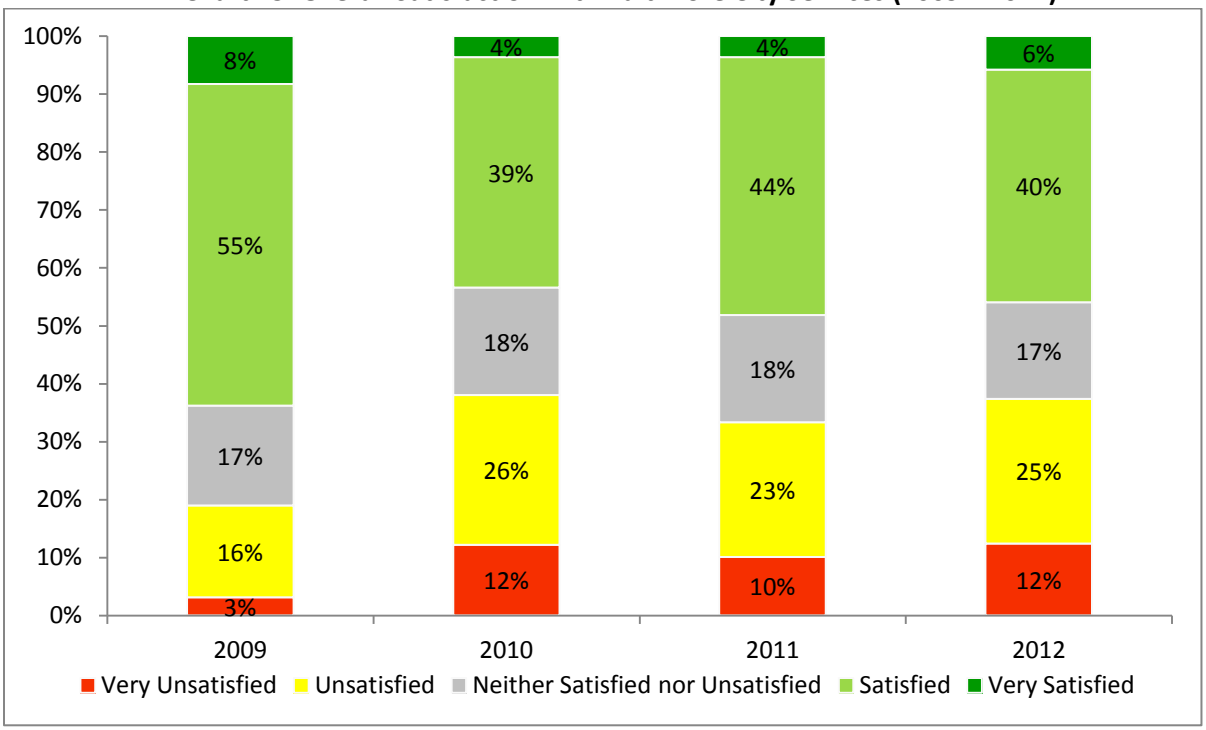
Priority Outcome 5 – Innovative Government

The 2012 Baltimore City Citizen Survey asked about aspects of Baltimore City government that are related to government innovation and services. These aspects included overall satisfaction with city services, the most important services that Baltimore City government provides, contact with Baltimore City employees, and the importance and satisfaction with the 311 non-emergency service.

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 (46%) than unsatisfied or very unsatisfied (37%). While this is an insignificant decrease in the positive rating, down from 48% in 2011, there is a slight increase in the negative rating, up from 33% in 2011 to 37% in 2012. The percentage of those indicating that they were neither satisfied nor unsatisfied was essentially unchanged from last year.

Chart 45: Overall Satisfaction with Baltimore City Services (2009 – 2012)



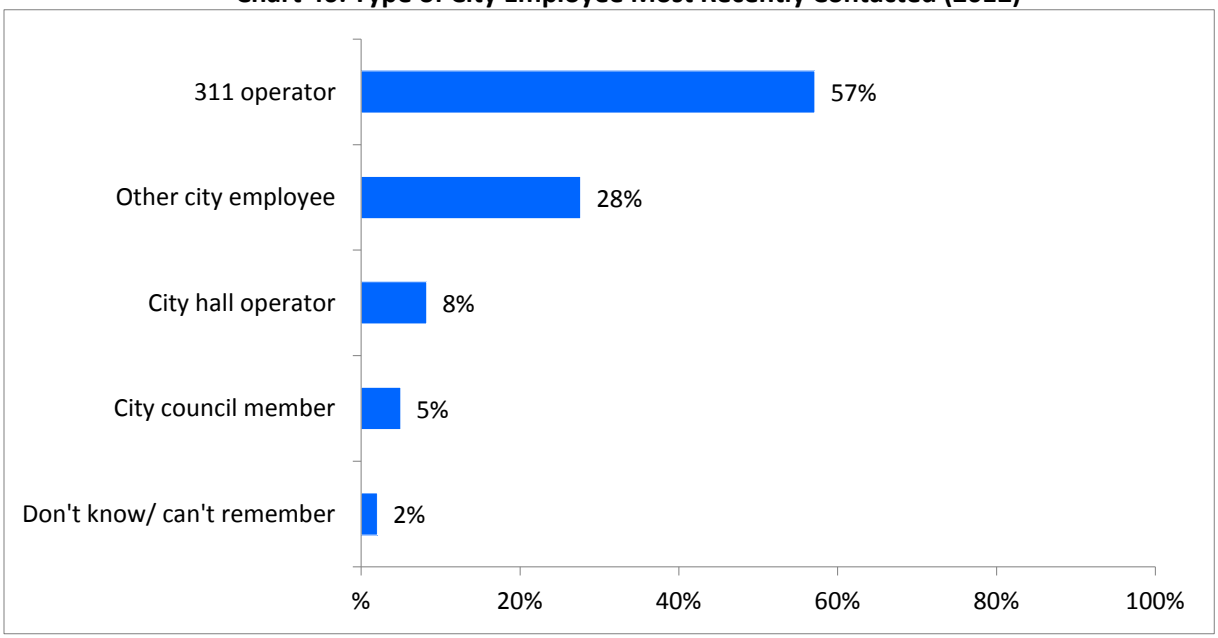
White respondents were more likely to be satisfied or very satisfied with the services that Baltimore City provides (59%) than Black respondents (39%). There was a corresponding difference of opinion

between the two groups of respondents on the other end of the scale, with Black respondents being nearly twice as likely to be unsatisfied or very unsatisfied (44%) than White respondents (24%).

City Employee Contact

As in 2009 and 2010, respondents were once again asked about their recent contacts with Baltimore City employees in the 2012 survey. Unlike in 2010, less than half of respondents in 2012 said that they had contacted a city employee in the previous twelve months (45%), a decrease of seven percentage points from 52% in 2010. Of those who reported contacting a city employee in the previous twelve months, the most often cited interaction was with a 311 non-emergency operator (57%).

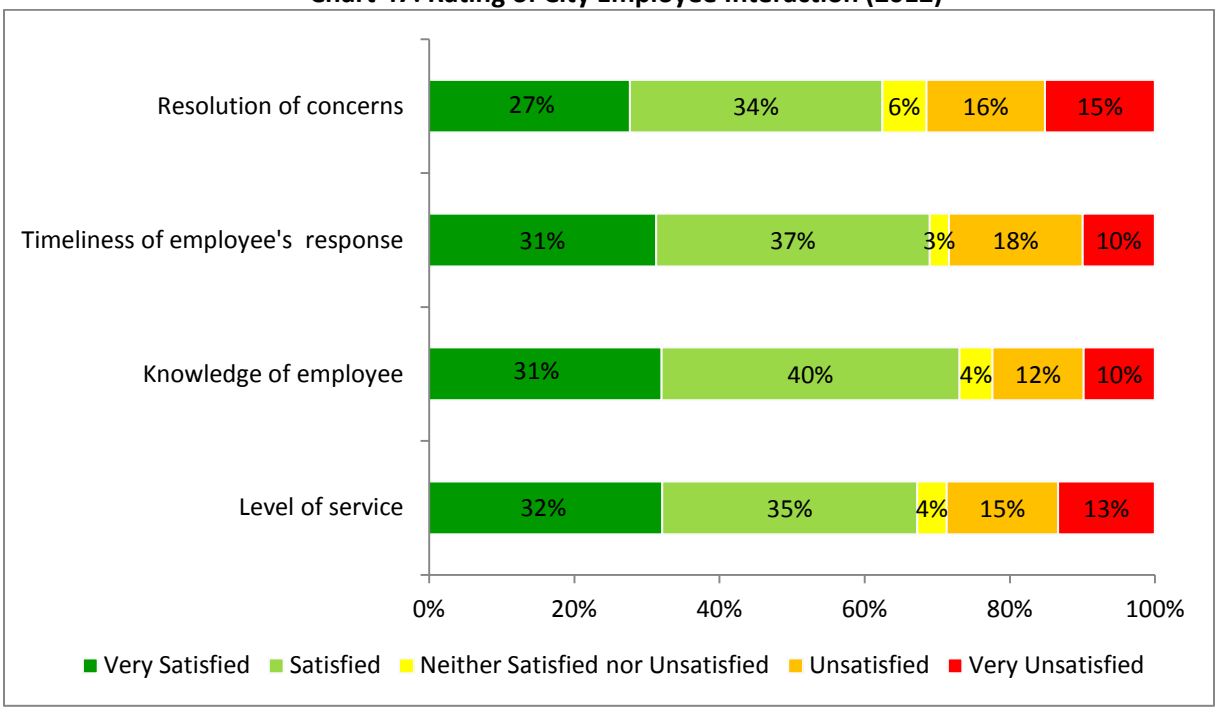
Chart 46: Type of City Employee Most Recently Contacted (2012)



Many respondents (28%) indicated that they had contacted another type of city employee. Of those, the most frequently cited contact was someone at the Department of Public Works (50%), followed by the Housing Authority of Baltimore City (21%), and 911/emergency services (19%).

For those who had contacted a city employee, a series of follow-up questions were asked about their satisfaction with aspects of their contacts with that city employee.

Chart 47: Rating of City Employee Interaction (2012)



On the whole, respondents reported having positive experiences with city employees. Once again, the most highly rated aspect of their interactions was the knowledge of the employee, with 71% reporting being either satisfied or very satisfied. Respondents were least satisfied with the resolution of their concerns, which was still rated as either satisfied or very satisfied by over half of respondents (61%).

Priority Outcome 6 – A Cleaner and Healthier City

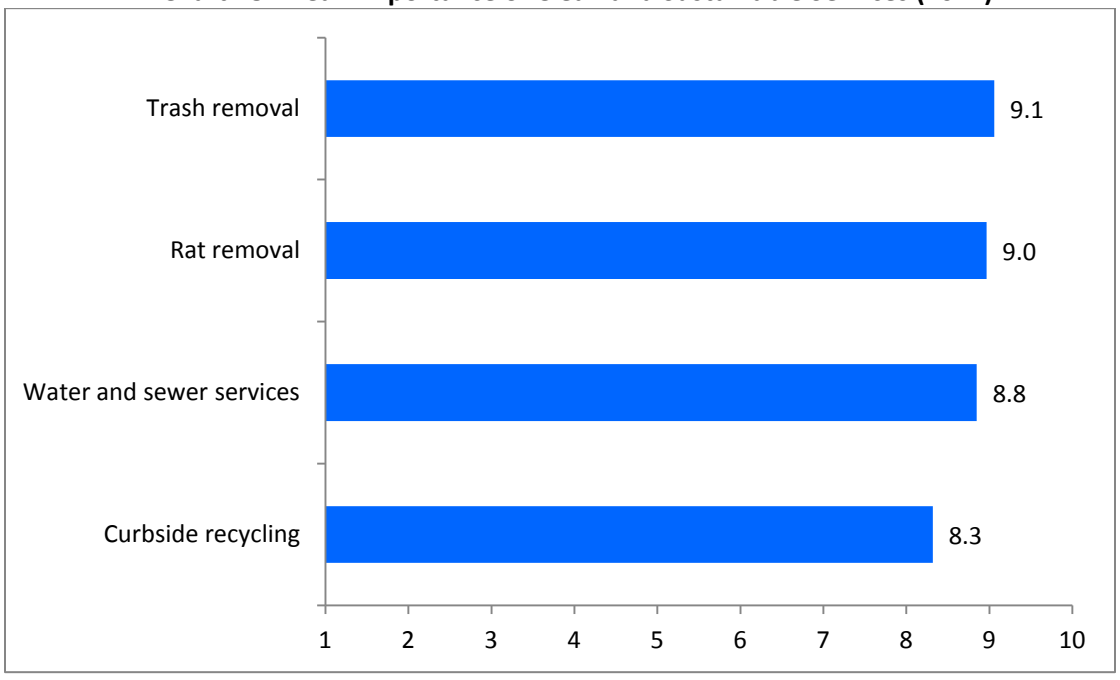
This section addresses those questions related to the outcome to make Baltimore a cleaner and more sustainable city. Baltimore residents tended to think that their own neighborhoods were cleaner than the city as a whole. Sixty-one percent (61%) of respondents believed their own neighborhood's cleanliness 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.

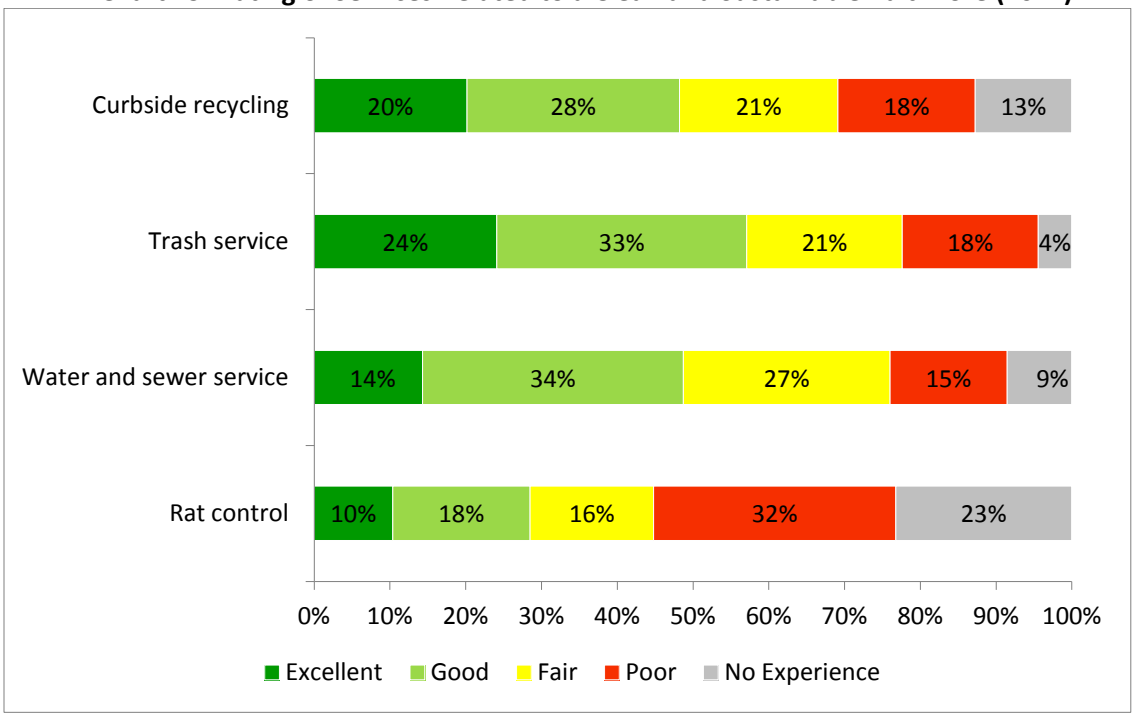
Of the city services related to a clean and sustainable Baltimore, trash removal and rat removal were ranked most highly in terms of importance, at 9.1 and 9.0, respectively. While trash removal was once again the most important of these services, rat removal had been rated as less important than water and sewer services last year at 8.7. Curbside recycling continued to receive the lowest mean importance score of clean and sustainable services at 8.3, which is only slightly higher than the 8.1 score from 2011.

Chart 48: Mean Importance of Clean and Sustainable Services (2012)



Trash service was rated most highly of the services related to a clean and sustainable Baltimore, with over half (57%) rating trash service as good or excellent and almost a quarter of respondents (24%) rating the service excellent. Curbside recycling and water and sewer services received the same percentage of respondents rating each as good or excellent (48%). Rat control continues to lag behind the other clean and sustainable services, with only 28% viewing rat control as either good or excellent.

Chart 49: Rating of Services Related to a Clean and Sustainable Baltimore (2012)



On the whole, these ratings are similar to the ratings in 2011, with a few exceptions. Trash service saw an increase in the percentage of respondents who rated it as excellent, up six percentage points from 18% in 2011 to 24% in 2012. There was a four percentage point decrease in the percentage of those who saw curbside recycling as good, down from 32% in 2011 to 28% in 2012. This was accompanied by an increase in the poor rating, up eight percentage points from 10% in 2011 to 18% in 2012. The percentage of respondents who rated rat control as excellent almost tripled from 4% in 2011 to 10% in 2012.

In terms of the 10-point ratings for importance, trash removal (9.06), rat control (8.97), and water and sewer services (8.85) received high average ratings for importance, placing them in the top half of the rating of 19 city services that the survey asked about. Curbside recycling (8.32) was in the lower half of services in terms of the average importance rating. While trash removal remains one

of the top five most important services, water and sewer services slipped from the fifth most important in 2011 to eighth in 2012.

There were differences in the way that White and Black respondents viewed trash removal and recycling services. While almost three-quarters of White respondents graded curbside recycling as good or excellent (72%), less than half of Black residents (46%) shared the same opinion. In a similar split, 75% of White respondents rated the quality of trash removal as good or excellent, while 51% of Black respondents felt the same way.

Cleanliness

Respondents were asked to rate the cleanliness of their neighborhoods, as well as the cleanliness of Baltimore City. Results for 2012 were almost identical to results from 2011. Respondents continue to see their own neighborhoods as more clean than the city in general

Chart 50: Cleanliness of City (2009–2012)

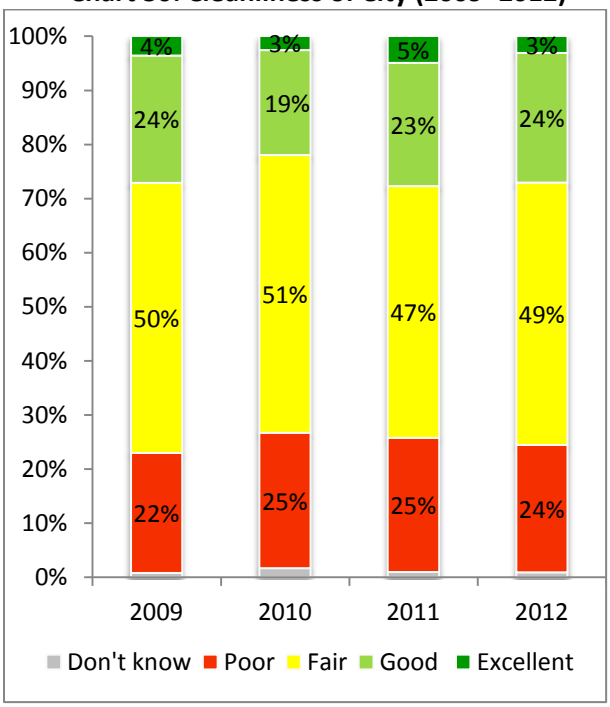
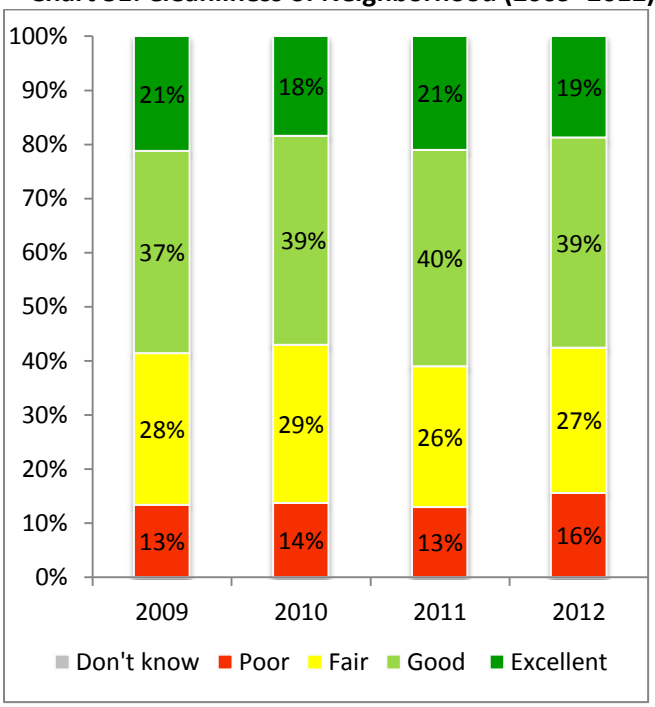


Chart 51: Cleanliness of Neighborhood (2009–2012)



When looking at the geographic distribution of perceptions of neighborhood cleanliness by Citizen Survey Districts, respondents from most of the city graded the cleanliness of their own neighborhoods as excellent or good between 51% and 75% of the time. There was a notable cluster of districts where the rating was lower. In the Central, Western, and Southern districts, a lower percentage of respondents graded the cleanliness of their neighborhoods as good or excellent (26%

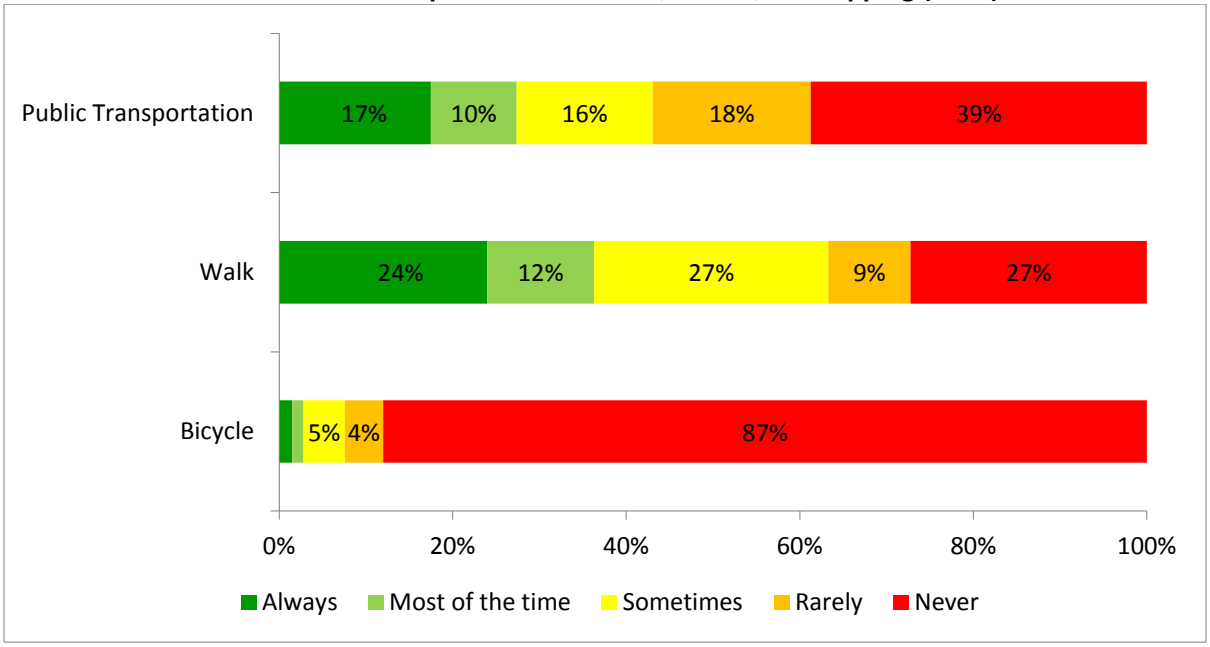
to 50%). A representation of these findings can be found in Appendix A: GIS Maps of Selected Findings, Map 2: Perception of Cleanliness – Respondent's Neighborhood (2012).

Respondents in general graded the cleanliness of the city lower than the cleanliness of their own neighborhoods. When looking at a geographic distribution of these opinions across Citizen Survey Districts, it is notable that respondents from the Central district were more likely to rate the cleanliness of the city as good or excellent (51% to 75%) than the other districts. Districts on both sides of the city – the Northwestern, Northeastern, Eastern, and Southeastern – appear to rate the cleanliness of the city more highly than the central part of the city – excluding the Central district. The Northern, Western, Southern, and Southwestern districts were least likely to rate the cleanliness of the city as good or excellent (0% to 25%), while the Northwestern, Southeastern, Northeastern, and Eastern districts were more likely to rate the cleanliness of the city as good or excellent (26% to 50%). A representation of these findings can be found in Appendix A: GIS Maps of Selected Findings, Map 3: Perception of Cleanliness – Baltimore City (2012).

Black respondents were more likely to rate their satisfaction with the cleanliness of the city as poor (28%) as compared to White respondents (16%).

Transportation in Baltimore

Chart 52: Transportation for Work, School, or Shopping (2012)



Since alternative modes of transportation relate to a cleaner city, respondents were asked to rate how often they used three modes of transportation to get to work, school or shopping: public

transportation, walking, and bicycling. Over a third of respondents (36%) indicated that they walked either always or most of the time. A lower percentage (27%) indicated that they took public transportation always or most of the time, while at the same time, over half (57%) indicated that they took public transpiration either rarely or never. The majority of respondents (87%) indicated that they never used a bicycle to get to work, school or shopping.

This question was previously asked in 2010, and the results from 2012 show that the greatest increase has been in the percentage of respondents who indicated that they always walk in order to get to work, school or shopping, up eight percentage points from 16% in 2010 to 24% in 2012. The percentages of those who said that they had never used public transportation or walked for these purposes fell from 43% and 35% in 2010 to 39% and 27% in 2012.

There was a difference in the way that Black respondents and White respondents reported using public transportation. White respondents were more likely to report using public transportation rarely or never (71%) than Black respondents (50%). Ten percent (10%) of White respondents reported using public transportation most of the time or always, which was three-times less often than Black respondents (35%).

Women were less likely than men to walk to get to work, school or shopping, with a slightly higher percentage of women saying that they walked rarely or never (41%) than men (31%).

Sources

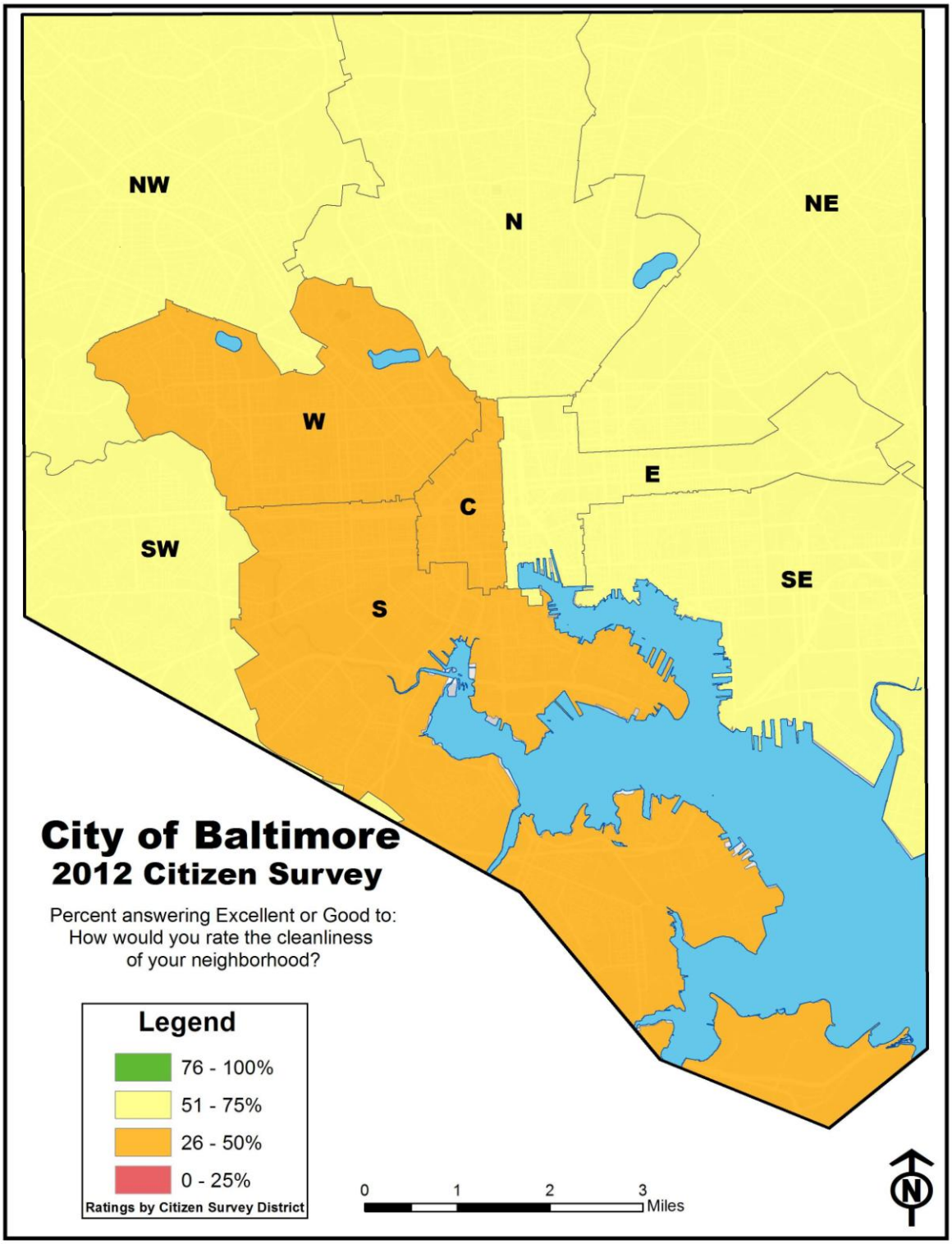
Cotten, A., Haynes, D., Bauer-Leffler, S. & Wells, W. (2009). *Baltimore City Citizen Survey: Final Report-Revised 08/13/2009.* Baltimore: Schaefer Center for Public Policy: University of Baltimore.

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.

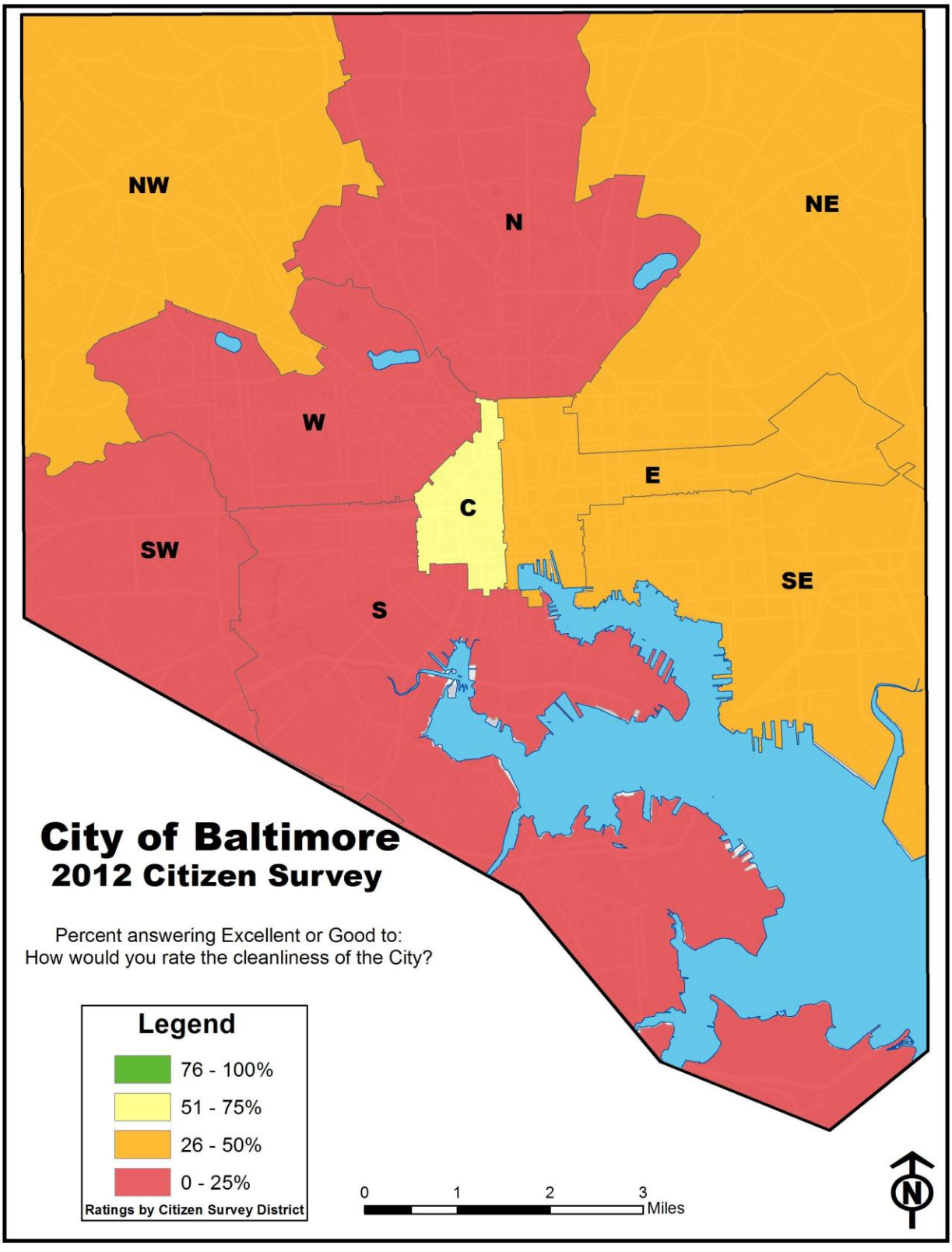
Cotten, A., Haynes, D., Stokan, Eric & Wells, W. (2011). *Baltimore City Citizen Survey: Final Report-Revised 10/19/2011.* Baltimore: Schaefer Center for Public Policy: University of Baltimore.

Appendix A: GIS Maps of Selected Findings

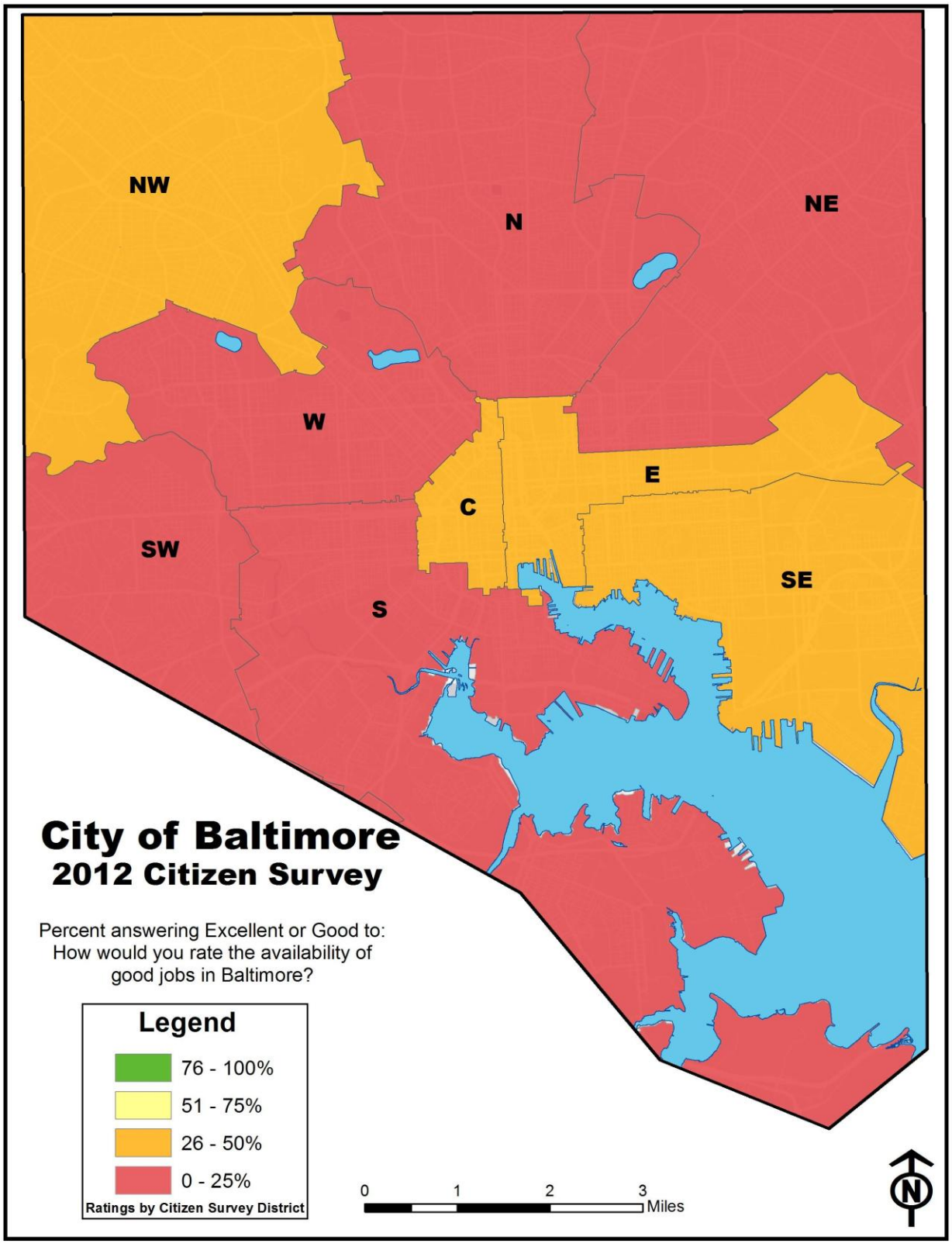
Map 2: Perception of Cleanliness – Respondent's Neighborhood (2012)



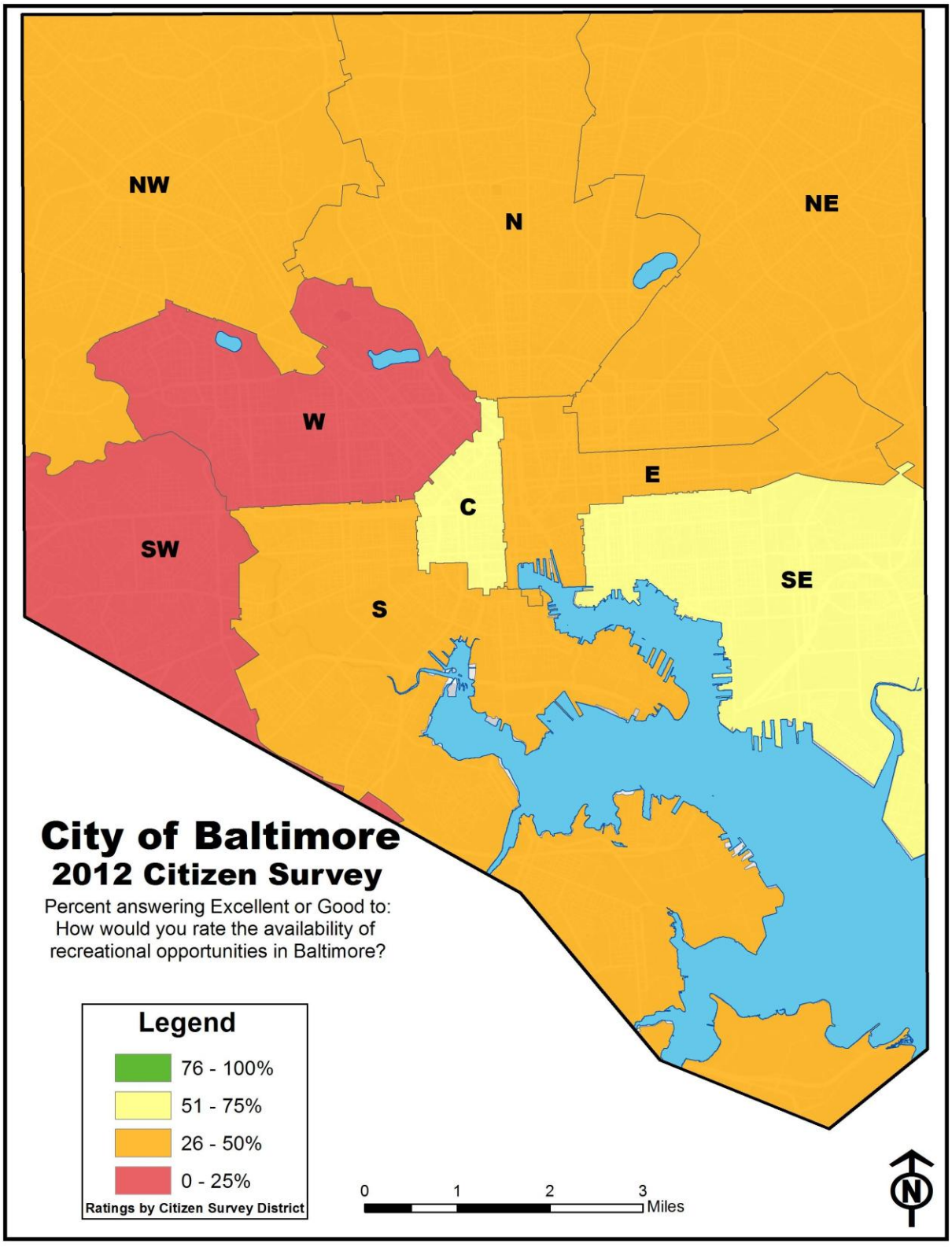
Map 3: Perception of Cleanliness – Baltimore City (2012)



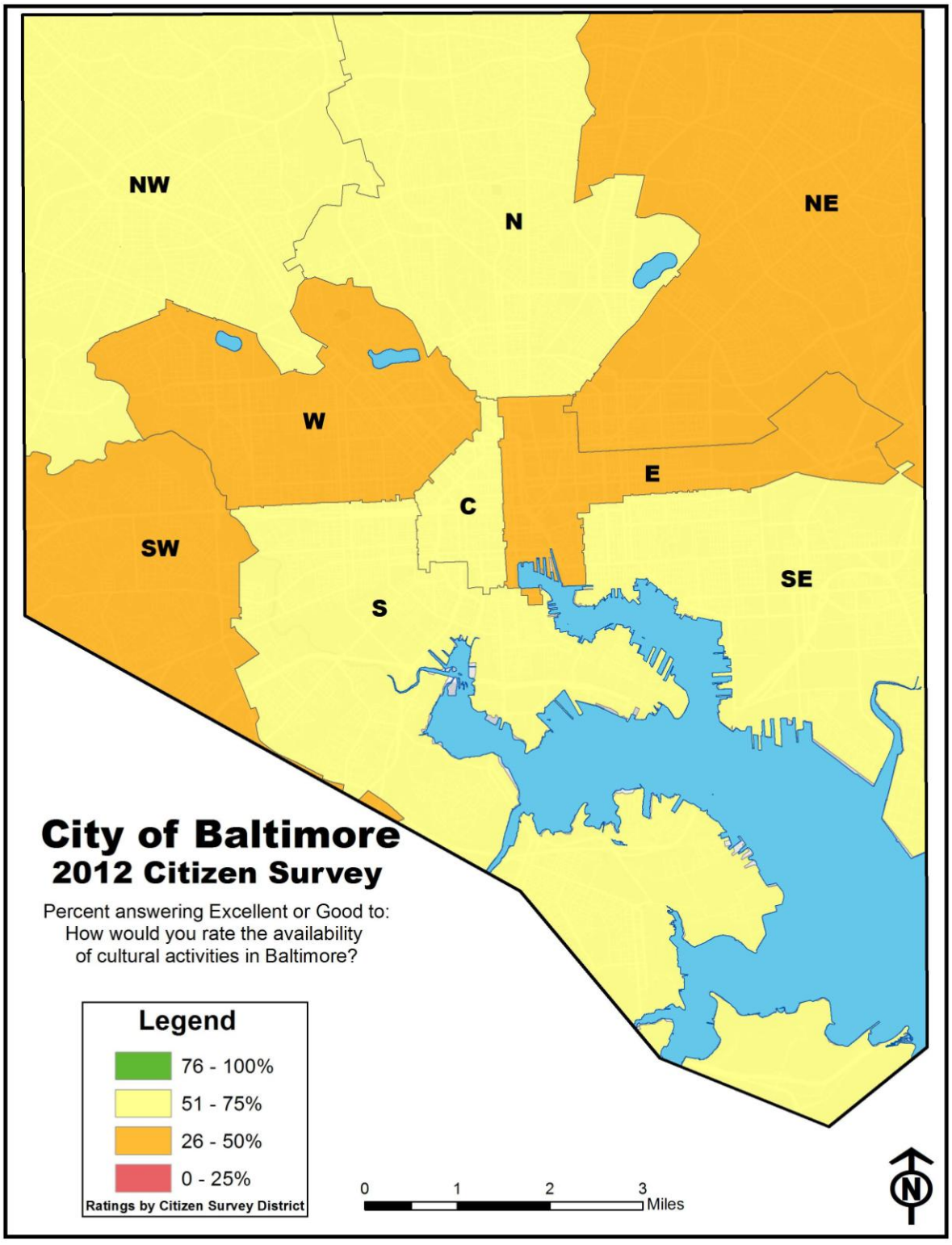
Map 4: Perception of the Availability of Good Jobs – Baltimore City (2012)



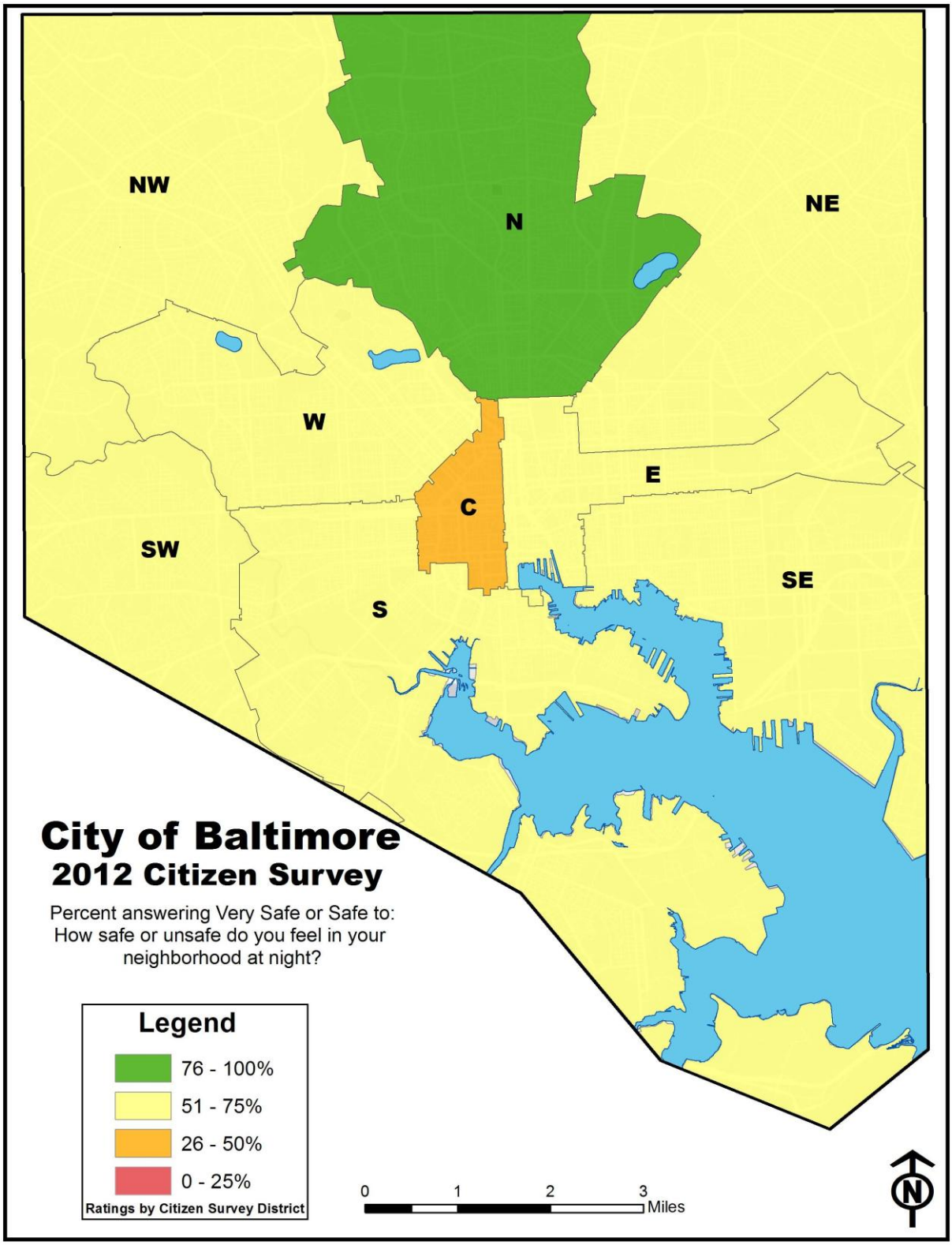
Map 5: Perception of the Availability of Recreational Activities – Baltimore City (2012)



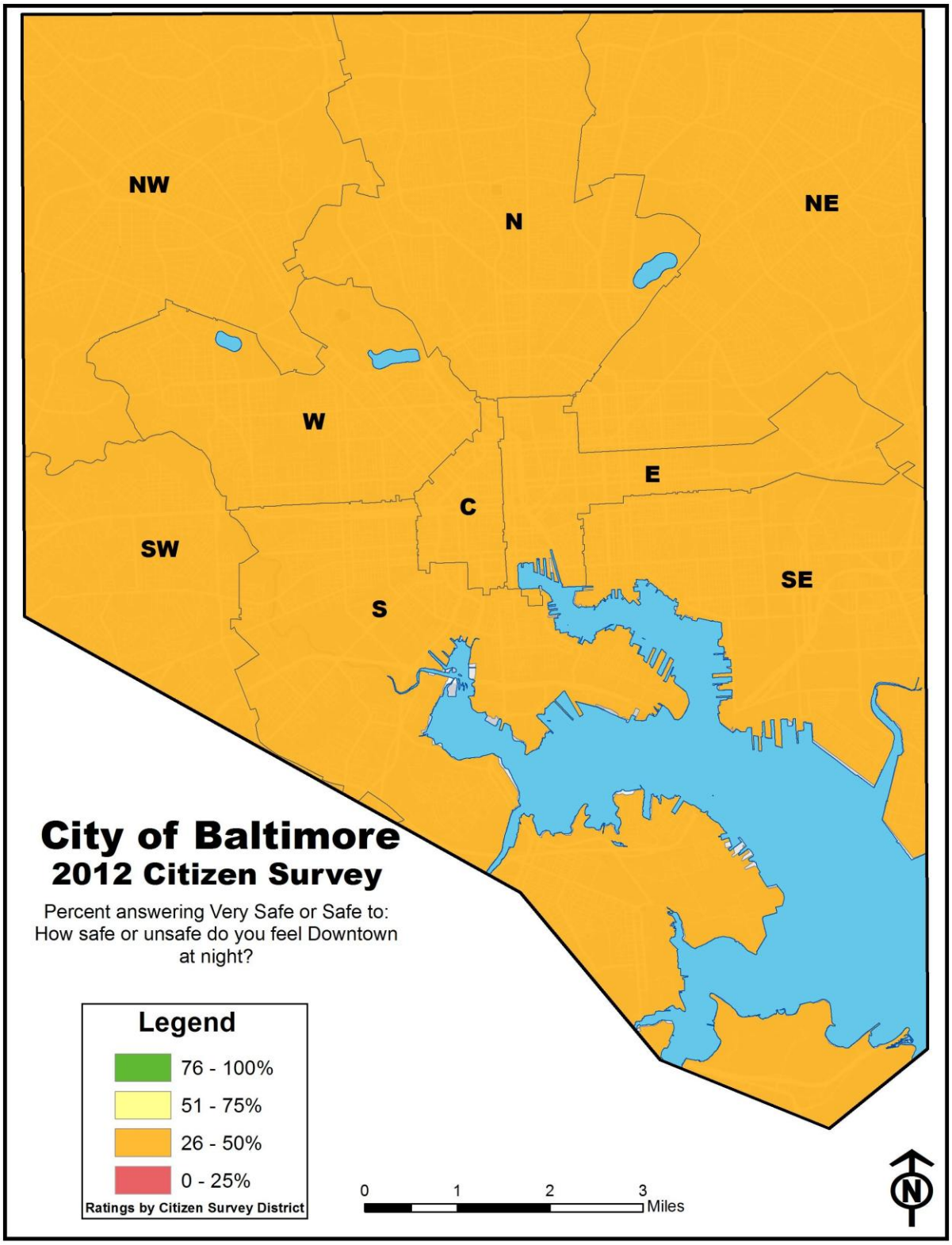
Map 6: Perception of the Availability of Cultural Activities – Baltimore City (2012)



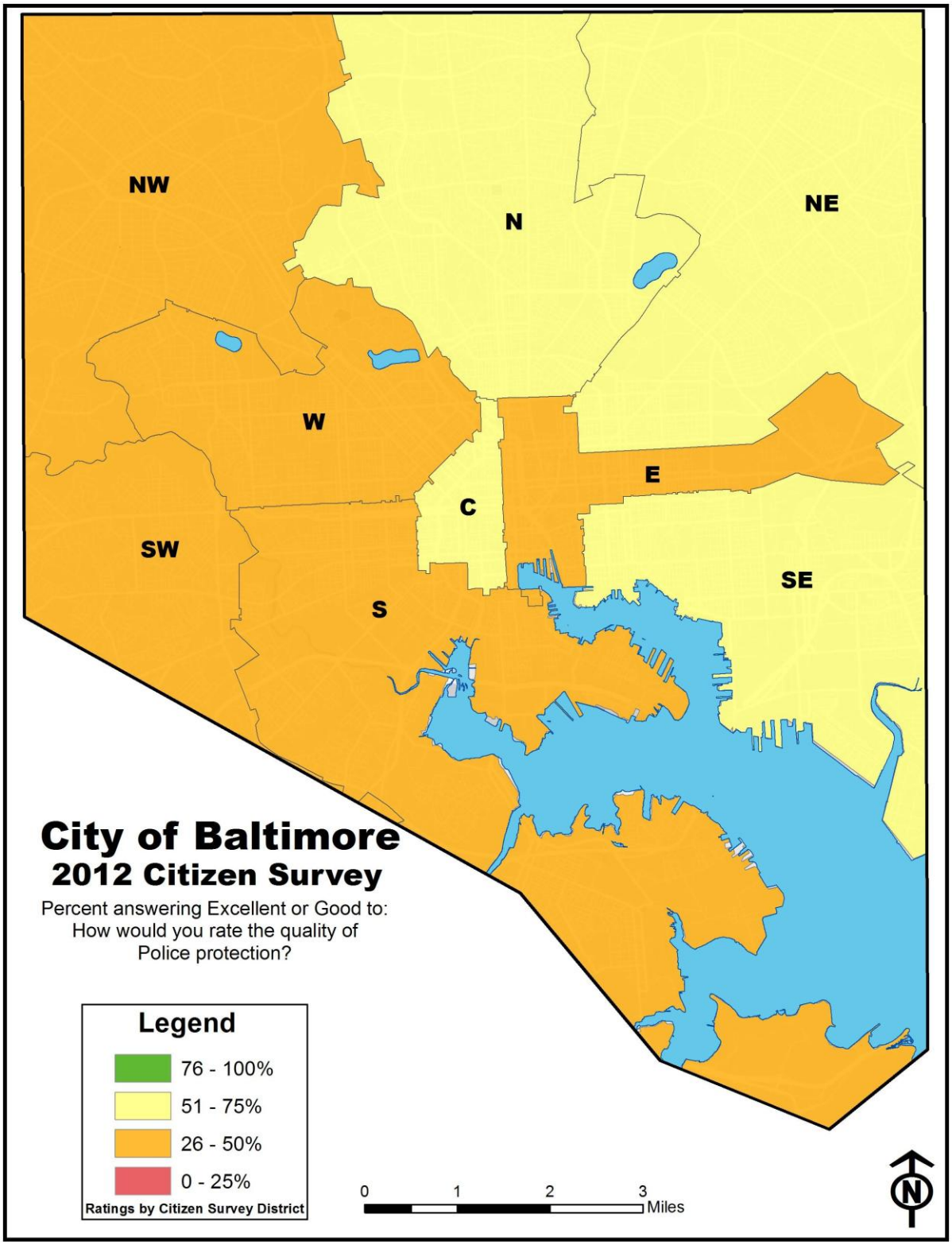
Map 7: Perception of Safety in Respondent's Neighborhood – Nighttime (2012)



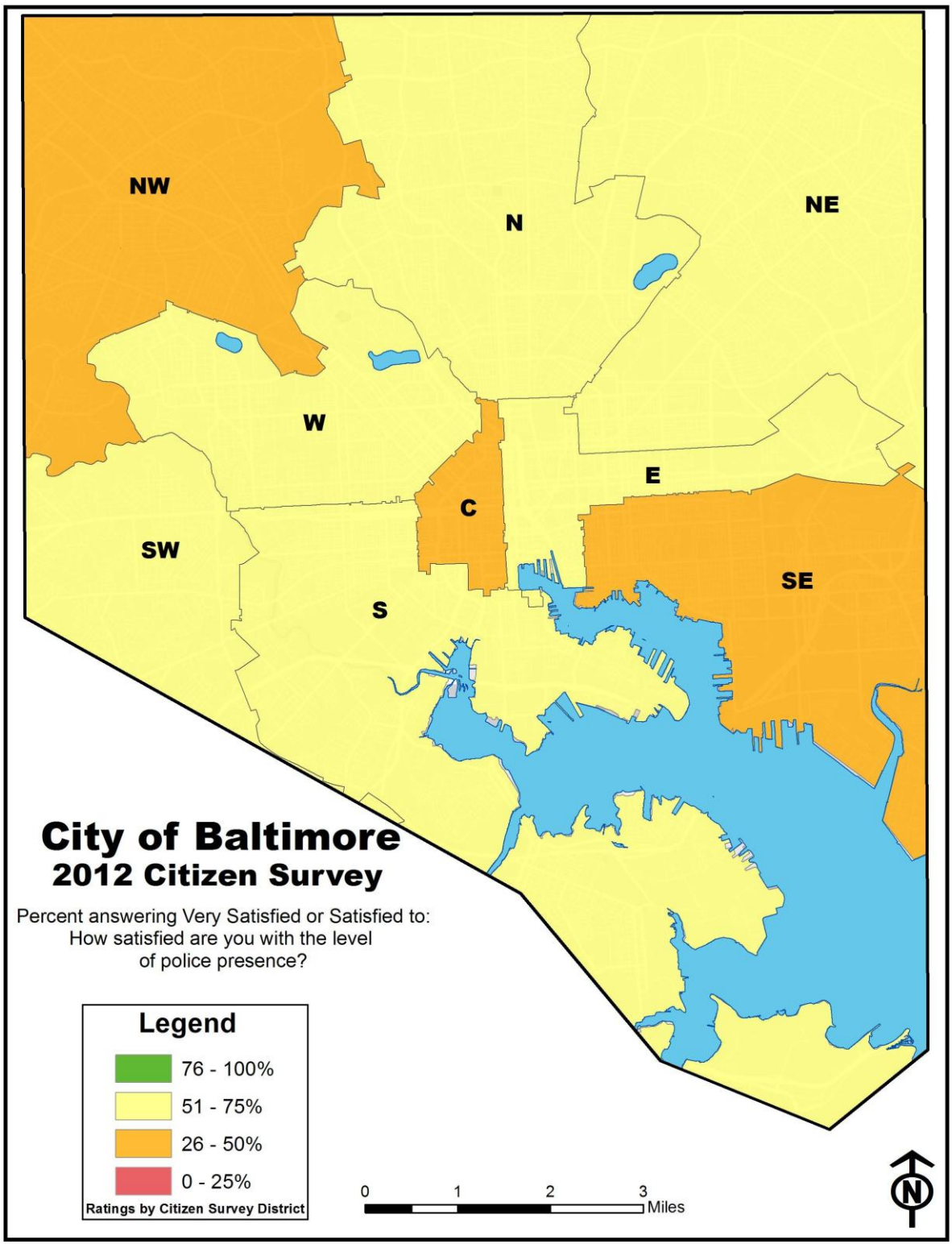
Map 8: Perception of Safety Downtown – Night (2012)



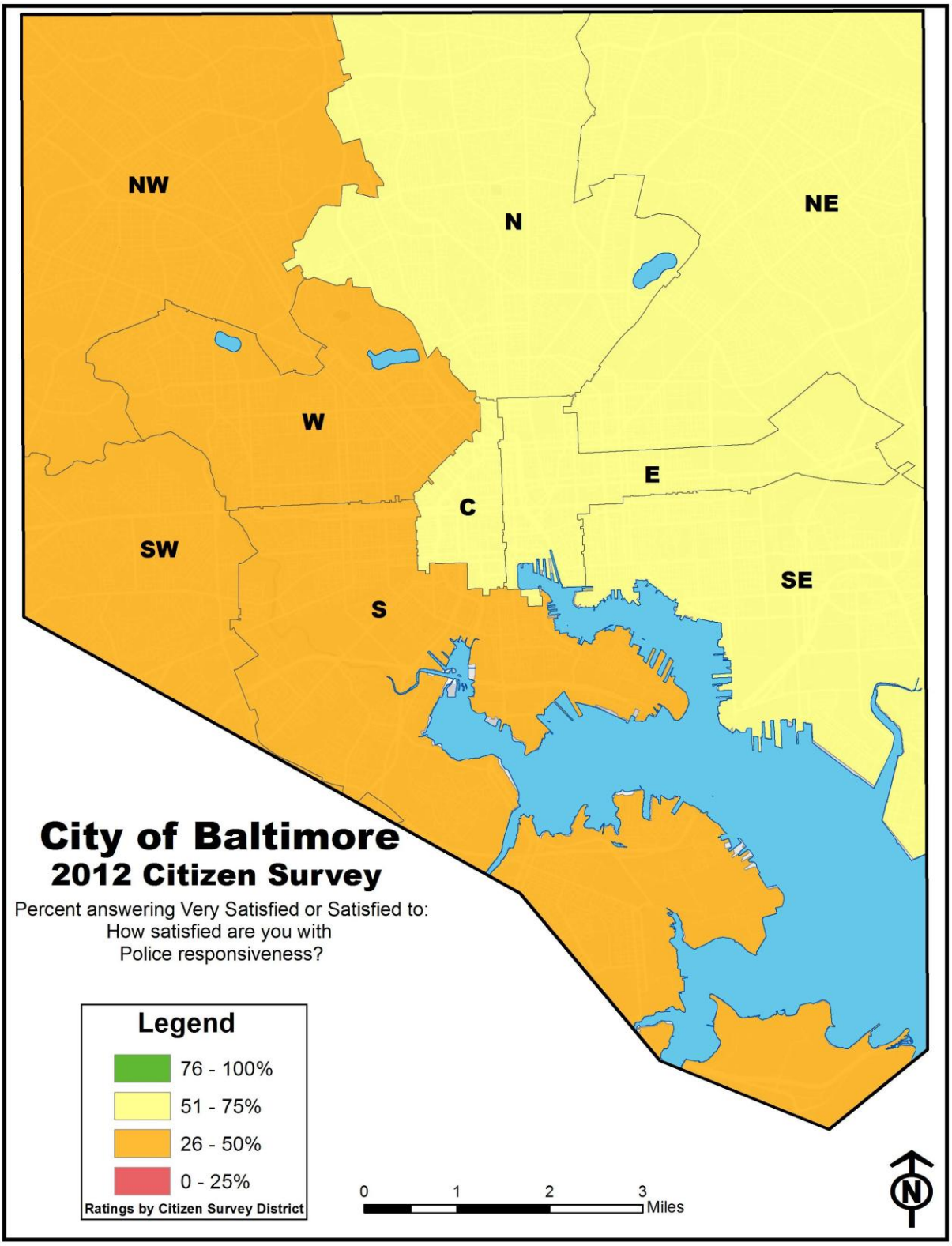
Map 9: Perception of Police Protection – Baltimore City (2012)



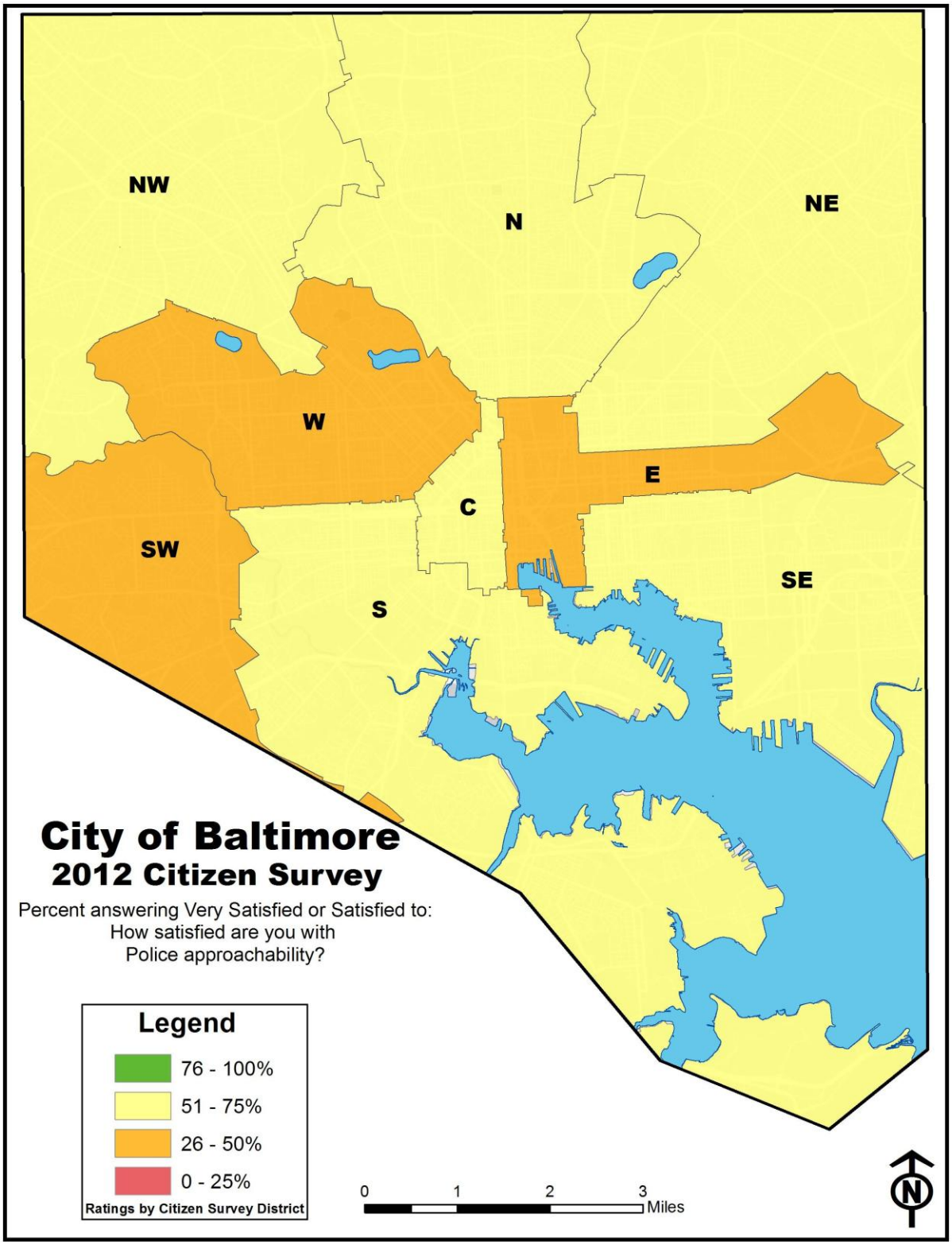
Map 10: Satisfaction with Police Presence – Respondent's Neighborhood (2012)



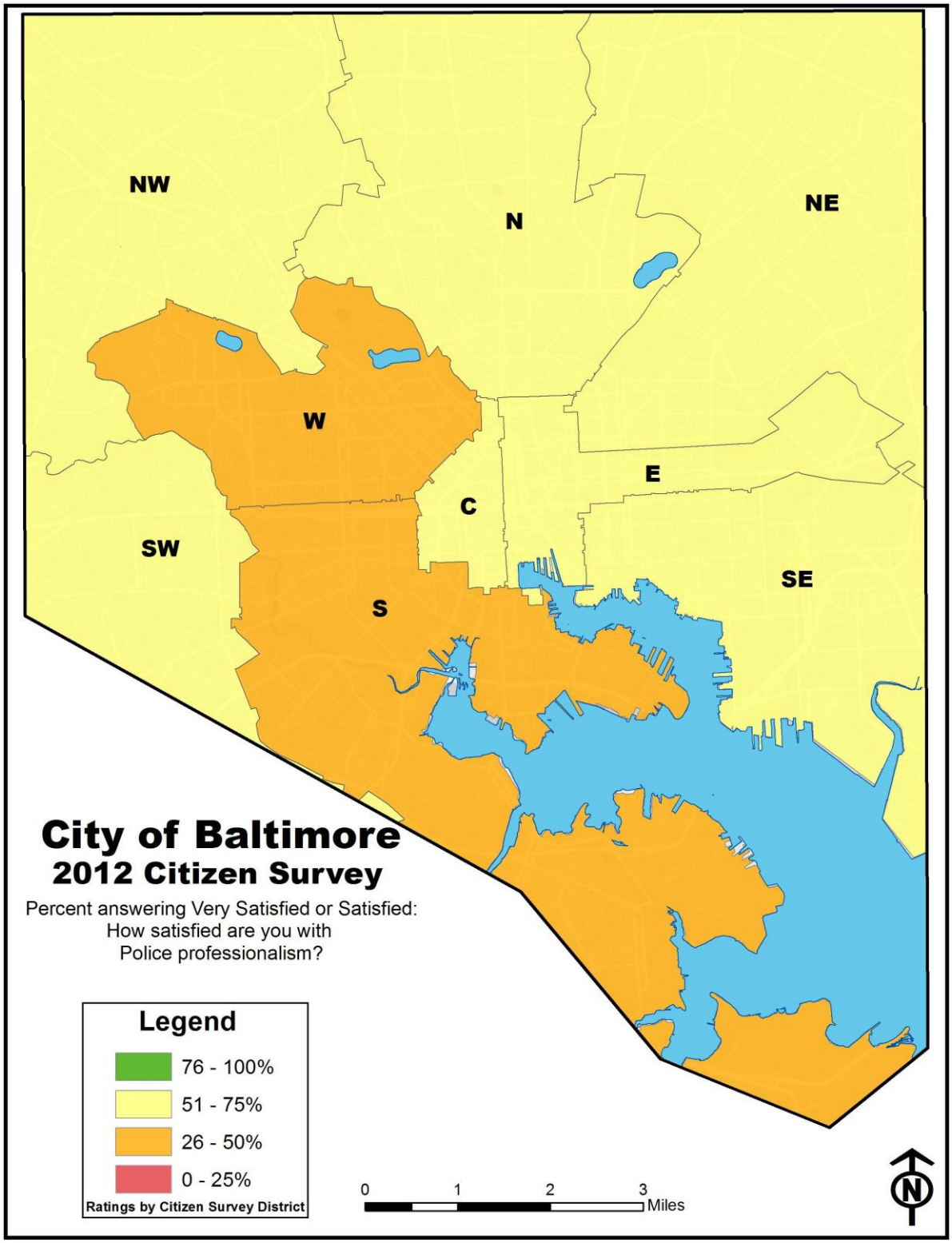
Map 11: Satisfaction with Police Responsiveness – Respondent's Neighborhood (2012)



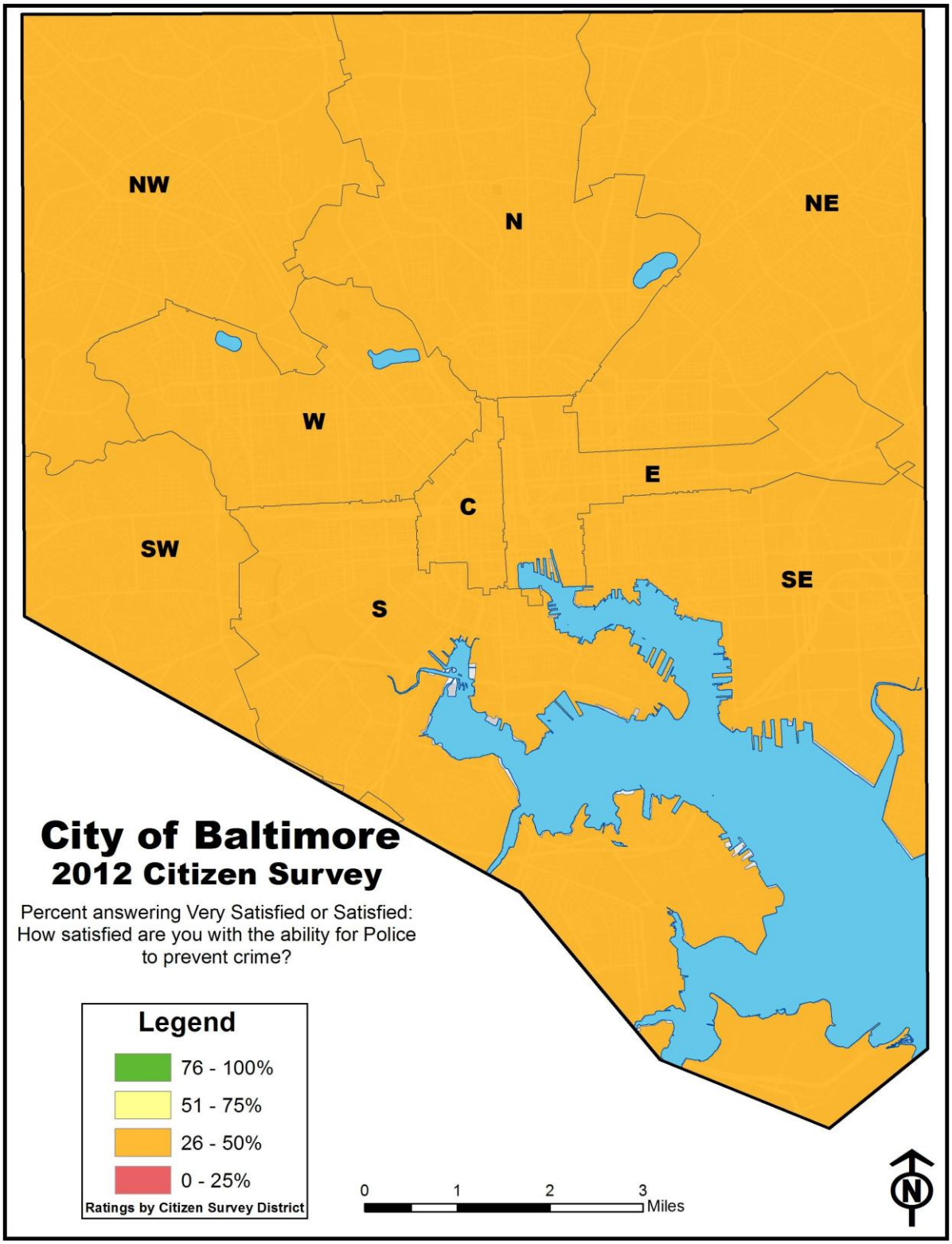
Map 12: Satisfaction with the Approachability of Police – Respondent's Neighborhood (2012)



Map 13: Satisfaction with Police Professionalism – Respondent's Neighborhood (2012)



Map 14: Satisfaction with the Ability of Police to Prevent Crime – Respondent's Neighborhood (2012)



Appendix B: Survey Instrument with Responses

Baltimore City Resident Survey 2012

[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 weighted opinions of 1,827 respondents. Individual questions may have lower responses due to some respondents either refusing to answer, or not being asked questions due to skip patterns.

1. How would you rate …						
		Excellent	Good	Fair	Poor	DK
a.	How do you rate the cleanliness of the city?	3.1%	24.0%	48.5%	23.6%	0.9%
b.	How do you rate the cleanliness of your neighborhood?	18.7%	38.7%	26.8%	15.5%	0.3%
c.	How do you rate the availability of good jobs in Baltimore?	3.6%	14.1%	32.4%	34.1%	15.5%
d.	How do you rate the availability of cultural activities in Baltimore?	18.8%	34.8%	24.9%	18.0%	3.4%
e.	How do you rate the availability of recreational opportunities in Baltimore?	9.5%	25.2%	27.2%	32.5%	5.5%

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
5.7%	39.8%	16.5%	24.7%	12.3%	0.8%

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 is this service to you? (AVERAGE)	**3b.** How satisfied are you with this service? 4= Excellent 3= Good 2= Fair 1= Poor 8= No Experience 9= Refused					
			4	3	2	1	8	9
a.	Police protection	9.25	14.2%	32.1%	28.8%	18.7%	5.7%	0.5%
b.	Fire protection	9.58	30.0%	33.8%	13.9%	4.8%	17.3%	0.1%
c.	Street maintenance	8.7	5.6%	22.0%	34.3%	36.0%	2.0%	0.1%
d.	Sidewalk maintenance	8.41	8.6%	33.0%	34.4%	20.0%	3.9%	0.1%
e.	(K-12) Education	9.17	8.8%	19.8%	31.0%	18.7%	21.5%	0.2%
f.	Street lighting	8.88	15.9%	39.6%	29.6%	12.3%	2.5%	0.0%
g.	Snow removal	8.83	11.7%	33.1%	30.9%	20.4%	3.8%	0.1%

h.	Trash removal	9.06	24.1%	32.9%	20.5%	17.9%	4.4%	0.2%
i.	Curbside recycling	8.32	20.2%	28.0%	20.9%	18.1%	12.7%	0%
j.	Rat control	8.97	10.4%	18.1%	16.3%	31.9%	23.3%	0%
k.	EMS/Ambulance service	9.25	22.6%	33.6%	15.6%	5.7%	22.3%	0.1%
l.	311 (non-emergency) service	8.34	16.3%	28.8%	22.2%	13.9%	18.5%	0.2%
m.	Housing code enforcement (illegal dumping, high grass and weeds, poorly maintained homes)	8.11	6.4%	20.1%	32.1%	20.4%	20.4%	0.6%
n.	Water and sewer services	8.85	14.3%	34.3%	27.2%	15.4%	8.5%	0.3%
o.	Tree planting/maintenance	7.88	14.9%	29.8%	26.3%	13.8%	15.0%	0.2%
p.	Libraries	8.45	22.9%	32.1%	20.3%	6.7%	17.5%	0.5%
q.	City-run pools	6.81	5.1%	16.5%	23.0%	16.0%	39.0%	0.5%
r.	City recreation centers	7.95	5.3%	17.2%	21.9%	24.1%	31.3%	0.2%
s.	Animal control (this is dead animal pick-up, threatening animal pick-up, and animal shelter)	8.01	7.3%	25.9%	29.1%	17.4%	20.1%	0.3%

4a. What do you consider to be the most important service that Baltimore City provides? [Record response verbatim]

4b. What do you consider to be the second most important service that Baltimore City provides? [Record response verbatim]

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	12.4%	25.4%	28.9%	23.6%	9.6%
b.	Illegal drug use	3.2%	10.8%	29.3%	51.9%	4.7%
c.	Traffic congestion	18.1%	40.4%	23.6%	14.6%	3.3%
d.	Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross, distracted driving (cell phones or other devices))	9.9%	26.1%	29.0%	31.3%	3.7%
e.	Violent crime	3.0%	11.5%	30.1%	53.2%	2.2%
f.	Property crime (homes, cars)	8.1%	30.9%	32.1%	23.5%	5.4%
g.	Graffiti	29.4%	43.4%	12.9%	7.1%	7.2%
h.	Homelessness	3.9%	16.4%	36.4%	39.1%	4.2%
i.	Vacant or abandoned buildings	4.5%	12.2%	32.4%	48.2%	2.7%

j.	Poorly maintained homes and properties	9.3%	26.3%	31.9%	28.3%	4.2%
k.	A lack of affordable housing	10.8%	23.5%	26.2%	29.5%	10.0%
l.	Finding parking in your neighborhood	51.6%	20.7%	12.0%	13.7%	2.0%
m.	Finding parking in commercial areas	19.7%	31.6%	22.1%	19.1%	7.4%
n.	Panhandling	18.4%	34.2%	23.5%	16.5%	7.1%

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	7.4%	25.9%	40.6%	10.2%	0.9%	15.0%
b.	Illegal drug use	15.4%	38.1%	29.3%	6.6%	0.9%	9.8%
c.	Traffic congestion	5.3%	27.8%	52.4%	6.7%	1.0%	6.7%
d.	Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross, distracted driving (cell phones or other devices))	9.3%	34.0%	38.4%	12.0%	0.3%	5.8%
e.	Violent crime	13.7%	36.9%	30.6%	14.2%	0%	4.5%
f.	Property crime (homes, cars)	6.4%	27.8%	45.6%	10.5%	0.6%	9.1%
g.	Graffiti	2.1%	9.6%	53.1%	21.6%	1.2%	12.1%
h.	Homelessness	11.4%	39.8%	33.4%	6.3%	0.2%	8.9%
i.	Vacant or abandoned buildings	14.5%	40.9%	28.3%	10.2%	0.7%	5.3%
j.	Poorly maintained homes and properties	8.9%	32.2%	38.8%	13.0%	0.5%	6.6%
k.	A lack of affordable housing	9.6%	34.3%	31.8%	11.3%	1.0%	0.2%
l.	Finding parking in your neighborhood	4.6%	19.2%	60.1%	8.8%	1.3%	5.9%
m.	Finding parking in commercial areas	6.1%	27.1%	46.3%	9.7%	0.1%	10.4%
n.	Panhandling	7.0%	29.7%	44.4%	7.8%	0.6%	10.2%

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 Safe	Safe	Unsafe	Very Unsafe	No Opinion/ DK (Volunteered)
a.	In your neighborhood during the day	37.1%	53.3%	6.8%	1.8%	0.9%
b.	In your neighborhood at night	15.8%	49.9%	24.9%	6.9%	2.4%
c.	Downtown during the day	19.2%	54.1%	13.1%	3.1%	10.1%
d.	Downtown at night	3.2%	31.4%	35.7%	14.0%	15.4%
e.	In city parks during the day	11.4%	60.2%	10.2%	2.0%	15.7%

8. During the past year, how often did you visit a City Park? Would you say daily, weekly, monthly, occasionally, or never?

		Daily	Weekly	Monthly	Occasionally	Never [If never – why]	Refused
		10.8%	23.4%	12.6%	33.8%	17.9%	0.5%

9. Thinking about the City parks you have visited in the past year, how satisfied were you with their [insert list from below], would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied or very unsatisfied?

		Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Cleanliness	15.3%	34.9%	7.0%	15.7%	4.7%	0.5%
b.	Convenience of Location	17.5%	37.8%	3.4%	13.6%	5.3%	0.4%

10. What is the primary reason why you have not visited a city park in the past year? (Field code response, list is not read.)

Locations are not convenient	3.6%
Hours of operation are not convenient	2.5%
The facilities I want are not offered	3.1%
I don't feel safe there	28.4%
They are not clean - trash	0.6%
They are not clean – dog feces	0.1%
Other specify -	44.4%
Don't know	16.4%
Refused	0.9%

15. During the past year, how often did you use the following modes of transportation to get to work, school, or shopping? For each tell me if it was always, most of the time, sometimes, rarely, or never.

[RANDOMIZE]		Always	Most of the Time	Sometimes	Rarely	Never	Refused
a.	Public Transportation	17.3%	9.8%	15.5%	18.1%	38.5%	0.2%
b.	Bicycle	1.5%	1.3%	4.7%	4.4%	87.2%	0.2%
c.	Walk	23.7%	12.2%	26.7%	9.3%	27.0%	0.2%

16. What is the single most important reason you did not [insert from below] more often to school, work, or shopping? (Field code – list not read - most common responses)

a.	Take public transportation	1. Don't want to use public transportation (49.1%), 2. Does not go where I want to go (11.4%), 3. Takes too long (9.0%), 4. Not safe (7.5%), 5. Not reliable (8.7%), 6. Don't know (14.3%).
b.	Ride a bike	1. Don't own a bike (38.1%), 2. Don't want to ride a bike (22.5%), 3. Not safe (10.9%), 4. Can't ride a bike (12.0%), 5. Too far to ride a bike (7.7%), 6. No bike lanes (1.1%), 7. Poor sidewalks/street (1.3%), 8. Don't know (6.5%)
c.	Walk	1. Don't want to walk (64.2%), 2. Can't walk well (13.6%), 3. Not safe (13.2%), 4. Not enough sidewalks (0.5%), 5. Broken sidewalks (0.6%), 6. Blocked sidewalks (0.2%), 7. Don't know (7.6%)

17. Thinking about your overall perception of the Baltimore City Police Department, would you say that your overall perception is Very Favorable, Somewhat Favorable, Neither Favorable nor Unfavorable, Somewhat Unfavorable, or Very Unfavorable?

		Very Favorable	Somewhat Favorable	Neither Favorable nor Unfavorable	Somewhat Unfavorable	Very Unfavorable	Refused / Don't Know
		15.6%	37.5%	13.4%	20.3%	10.8%	2.5%

18. Thinking about the police in your neighborhood, please tell me if you are very satisfied, satisfied, unsatisfied or very unsatisfied with [INSERT ITEM FROM BELOW] if you don't have an opinion, you can tell me that as well.

		Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Level of Police presence	9.7%	40.7%	10.4%	27.3%	7.1%	2.6%
b.	Their responsiveness	10.8%	36.4%	8.2%	26.1%	7.8%	7.2%
c.	Their approachability	11.4%	38.6%	8.7%	22.8%	9.2%	5.8%
d.	Their professionalism	12.3%	34.9%	10.7%	22.7%	11.3%	5.0%
e.	Their ability to prevent crime	7.8%	34.0%	17.0%	25.4%	7.0%	5.6%

19. Thinking about your overall perceptions of crime and public safety in Baltimore City, how much of a role does each one of the following have in forming your perceptions about crime and public safety in Baltimore City?

		Very Large Role	Fairly Large Role	Fairly Small Role	Very Small Role	No Role at all	Don't Know / Refused
a.	**Print/digital media (newspapers, online publications, blogs, etc.)**	21.9%	22.4%	16.9%	16.6%	17.1%	3.5%
b.	**News programs on Television**	30.7%	22.1%	11.7%	14.8%	15.7%	3.5%
c.	**Entertainment on Television or movies**	21.1%	15.2%	12.4%	17.3%	28.7%	3.5%
d.	**Radio**	18.9%	21.2%	12.6%	19.4%	22.4%	3.8%
e.	**Personal experience**	36.2%	19.2%	10.3%	12.1%	15.1%	4.4%
f.	**Experience of friends/family, etc.**	31.1%	21.4%	10.6%	14.5%	16.1%	4.2%

20. Have you had any of the following experiences with the Baltimore City Police Department or a Baltimore City Police officer in the last year?

	Yes	No	Don't Know / Refused
Report a crime as a witness	12.4%	87.2%	0.3%
Witness to a crime	12.9%	86.7%	0.4%
Report a crime as the victim of a crime	16.2%	83.4%	0.3%
Suspect in or Arrest for a crime	3.5%	96.0%	0.4%
Filed a complaint	35.7%	64.2%	0.1%
Routine traffic stop	15.5%	84.2%	0.3%
Traffic accident	12.3%	87.4%	0.3%
Asked for information (directions, advice, etc.)	24.6%	75.0%	0.4%

Community activity, meeting, etc.	22.1%	77.3%	0.6%
On-duty, other interaction	26.9%	72.5%	0.7%
Off-duty Personal interaction (in a social setting)	19.9%	79.2%	0.9%

20a If answer to any of Q20 is "Yes," Would you say that your interactions with the Baltimore City Police Department over the last year have been on the whole positive or negative?

Positive	Negative	Don't Know / Refused
67.6%	26.0%	6.4%

21. Did you contact a City employee in the past year?

Yes	45.0%
No	53.9%

21a. Thinking about your most recent contact with a City employee, who did you contact, was he or she a:

311 operator	57.1%
City hall operator	8.2%
City council member	5.0%
Other city employee (specify)	27.6%
Don't know/ can't remember	2.0%
Refused	0%

21b. Overall, how satisfied were you with the [insert from list below]? Would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied, or very unsatisfied?

	Aspect	Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Level of service you received	31.8%	34.7%	4.0%	15.2%	13.2%	1.2%
b.	Knowledge of the employee	31.2%	40.0%	4.4%	12.3%	9.5%	2.5%
b.	Timeliness of the employee's response	30.6%	36.9%	2.6%	18.1%	9.7%	2.1%
c.	The resolution of your concerns	27.3%	34.3%	6.0%	16.1%	14.9%	1.4%

22. How long have you lived in Baltimore? [Record response verbatim]

Round Number of years to nearest whole year

23. [Based on previous response, if less than 3 years} Why did you move to Baltimore? [If greater than 3 years} Why do you stay in Baltimore? [Field coded, responses not read. Select response that is most closely matched]	
Strong job market/employment opportunities	7.2%
Proximity to family and/or friends	40.0%
Diverse housing options (style, size, age)	1.2%
Affordable housing prices	5.5%
Neighborhoods/Sense of community	4.3%
Historic nature of City	1.0%
Diverse population	0.5%
Green living, including walkability & biking	0.1%
Dining & entertainment options	0.1%
Arts & culture	0.7%
Sports & recreation	0.4%
Faith & spiritual options	0.1%
Mass transit options/Access to other major markets	0.3%
Quality healthcare options	0.1%
Educational opportunities and school choice (public, private, parochial, higher education)	2.2%
Other	36.1%
Refused	0.7%

24. How likely are you to move out of Baltimore in the next 1 to 3 years?					
Would you say very likely, likely, not likely, not at all likely. If you don't know or don't have an opinion feel free to tell me that as well.	Very Likely	Likely	Not Likely	Not At All Likely	Don't Know/Refused
	20.3%	16.8%	32.2%	28.4%	2.2%

24a. If you are planning to leave the City, what is the primary reason why? (ask only if response to 24 was "very likely" or "likely") [Field code, do not read response options.]	
Crime rate is too high	12.9%
Poor quality public schools	4.3%
Taxes are too high	8.6%
Not enough open space/desire for a backyard	1.9%
Cost of Living is too high	4.3%
Pursue another job	13.9%
Pursue an education	1.5%
Moving is involuntary	2.6%
Other **Specify** _____	47.2%
Don't know	2.8%

25. How likely are you to . . . Would you say very likely, likely, not likely, not at all likely. If you don't know or don't have an opinion feel free to tell me that as well.

		Very Likely	Likely	Not Likely	Not At All Likely	DK
a.	Recommend living in Baltimore to your friends?	15.1%	41.8%	29.3%	11.5%	1.2%
b.	Recommend living in your neighborhood to your friends?	19.6%	41.2%	23.2%	14.6%	0.7%
c.	Recommend Baltimore as a place to raise children?	11.3%	33.5%	33.2%	17.4%	3.4%
d.	Recommend Baltimore as a place to retire?	12.2%	32.0%	35.8%	15.0%	3.8%
e.	Recommend buying a home in Baltimore?	13.1%	43.1%	29.7%	11.8%	1.5%

26. In your opinion, what is the single most important thing that Baltimore City government can do to improve life in the City? [Record response verbatim]

27. Of the following seven priority areas for Baltimore City, indicate which is your first priority, second priority, and third priority.

		First Priority	Second Priority	Third Priority
a.	Public schools	48.6%	21.7%	8.0%
b.	Youth development (youth programs, after-school activities, recreation programs for youth, etc. that are run by the City of Baltimore)	5.0%	16.5%	16.1%
c.	Reducing crime	25.0%	22.1%	20.5%
d.	Making the city cleaner	2.8%	9.2%	11.6%
e.	Economic development (jobs, shopping, entertainment)	8.3%	13.3%	19.1%
f.	Improving citizen health (decreasing obesity, heart disease, diabetes, drug use, smoking)	3.2%	7.9%	11.1%
g.	City infrastructure improvement (roads, sidewalks, bridges, water and sewer services)	5.6%	6.9%	10.2%
h.	Don't Know/Refused	1.5%	2.4%	3.4%

28. Of the following seven priority areas for Baltimore City, which would you be willing to pay more taxes for?

		Pay More Taxes
a.	Public schools	36.9%
b.	Youth development (youth programs, after-school activities, recreation programs for youth, etc. that are run by the City of Baltimore)	14.6%
c.	Reducing crime	17.7%
d.	Making the city cleaner	8.2%
e.	Economic development (jobs, shopping, entertainment)	7.6%
f.	Improving citizen health (decreasing obesity, heart disease, diabetes, drug use, smoking)	7.1%
g.	City infrastructure improvement (roads, sidewalks, bridges, water and sewer services)	8.0%

29. Does your household have an emergency preparedness kit that includes enough water for 72 hours and a flashlight and a radio that are battery operated?	
Yes	57.1%
No	42.8%

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

Appendix C: Respondent Characteristics, by Citizen Survey District

Table 3: Respondent Characteristics, Baltimore City

Gender		Marital Status	
Male	45%	Married	35%
Female	55%	Living with someone as a partner	12%
		Single	36%
Disability in home		Divorced, separated or widowed	17%
I have a disability	19%		
Someone has a disability	12%	Communications in a Foreign Language?	
No one has a disability	69%	Yes	10%
		No	90%
Race			
White – Not Hispanic	33%	Access to the Internet	
Black – Not Hispanic	63%	Yes	88%
Hispanic	1%	No	12%
Asian	1%		
Other	2%	Household Members Work in Baltimore	
		Zero	41%
Respondent's Age		One	35%
18-24	15%	Two	20%
25-34	22%	Three	3%
35-44	16%	Four	1%
45-54	18%	Five or More	0%
55-64	14%		
65+	15%	Education	
		Less than High School	10%
Work Sector		High School graduate or GED	32%
Nonprofit sector	10%	Some College or Technical School	22%
The private sector	24%	College Graduate (4 year degree)	21%
The government sector	17%	Graduate / professional education	15%
Unemployed	10%		
Self-employed	5%	Annual Household Income	
Retired	22%	Under $25,000	26%
Student	6%	$25,001-$50,000	28%
Full time homemaker / caregiver	6%	$50,001-$75,000	21%
		$75,001-$100,000	10%
		Over $100,000	15%

Table 4: Respondent Characteristics, Central District

Gender		Marital Status	
Male	44%	Married	26%
Female	56%	Living with someone as a partner	6%
		Single	45%
Disability in home		Divorced, separated or widowed	23%
I have a disability	18%		
Someone has a disability	9%	Communications in a Foreign Language?	
No one has a disability	73%	Yes	8%
		No	92%
Race			
White – Not Hispanic	36%	Access to the Internet	
Black – Not Hispanic	53%	Yes	87%
Hispanic	0%	No	13%
Asian	0%		
Other	11%	Household Members Work in Baltimore	
		Zero	54%
Respondent's Age		One	28%
18-24	0%	Two	18%
25-34	41%	Three	0%
35-44	16%	Four	0%
45-54	16%	Five or More	0%
55-64	11%		
65+	16%	Education	
		Less than High School	4%
Work Sector		High School graduate or GED	37%
Nonprofit sector	4%	Some College or Technical School	9%
The private sector	25%	College Graduate (4 year degree)	24%
The government sector	6%	Graduate / professional education	26%
Unemployed	11%		
Self-employed	0%	Annual Household Income	
Retired	28%	Under $25,000	31%
Student	15%	$25,001-$50,000	46%
Full time homemaker / caregiver	11%	$50,001-$75,000	8%
		$75,001-$100,000	2%
		Over $100,000	13%

Table 5: Respondent Characteristics, Eastern District

Gender		Marital Status	
Male	47%	Married	18%
Female	53%	Living with someone as a partner	9%
		Single	59%
Disability in home		Divorced, separated or widowed	14%
I have a disability	20%		
Someone has a disability	23%	Communications in a Foreign Language?	
No one has a disability	57%	Yes	16%
		No	84%
Race			
White – Not Hispanic	20%	Access to the Internet	
Black – Not Hispanic	73%	Yes	90%
Hispanic	2%	No	10%
Asian	1%		
Other	4%	Household Members Work in Baltimore	
		Zero	40%
Respondent's Age		One	43%
18-24	9%	Two	9%
25-34	29%	Three	8%
35-44	19%	Four	0%
45-54	19%	Five or More	0%
55-64	13%		
65+	11%	Education	
		Less than High School	20%
Work Sector		High School graduate or GED	26%
Nonprofit sector	13%	Some College or Technical School	19%
The private sector	28%	College Graduate (4 year degree)	35%
The government sector	5%	Graduate / professional education	0%
Unemployed	15%		
Self-employed	4%	Annual Household Income	
Retired	20%	Under $25,000	29%
Student	5%	$25,001-$50,000	29%
Full time homemaker / caregiver	10%	$50,001-$75,000	24%
		$75,001-$100,000	15%
		Over $100,000	3%

Table 6: Respondent Characteristics, Northern District

Gender		Marital Status	
Male	45%	Married	38%
Female	55%	Living with someone as a partner	12%
		Single	37%
Disability in home		Divorced, separated or widowed	13%
I have a disability	12%		
Someone has a disability	9%	Communications in a Foreign Language?	
No one has a disability	79%	Yes	8%
		No	92%
Race			
White – Not Hispanic	42%	Access to the Internet	
Black – Not Hispanic	54%	Yes	91%
Hispanic	0%	No	9%
Asian	2%		
Other	2%	Household Members Work in Baltimore	
		Zero	38%
Respondent's Age		One	32%
18-24	21%	Two	25%
25-34	19%	Three	4%
35-44	15%	Four	1%
45-54	16%	Five or More	0%
55-64	14%		
65+	15%	Education	
		Less than High School	5%
Work Sector		High School graduate or GED	28%
Nonprofit sector	10%	Some College or Technical School	17%
The private sector	25%	College Graduate (4 year degree)	22%
The government sector	21%	Graduate / professional education	28%
Unemployed	7%		
Self-employed	6%	Annual Household Income	
Retired	17%	Under $25,000	21%
Student	9%	$25,001-$50,000	16%
Full time homemaker / caregiver	5%	$50,001-$75,000	31%
		$75,001-$100,000	12%
		Over $100,000	20%

Table 7: Respondent Characteristics, Northeastern District

Gender		Marital Status	
Male	43%	Married	41%
Female	57%	Living with someone as a partner	11%
		Single	31%
Disability in home		Divorced, separated or widowed	17%
I have a disability	18%		
Someone has a disability	13%	Communications in a Foreign Language?	
No one has a disability	69%	Yes	9%
		No	91%
Race			
White – Not Hispanic	20%	Access to the Internet	
Black – Not Hispanic	74%	Yes	87%
Hispanic	1%	No	13%
Asian	3%		
Other	2%	Household Members Work in Baltimore	
		Zero	35%
Respondent's Age		One	41%
18-24	16%	Two	21%
25-34	18%	Three	3%
35-44	17%	Four	0%
45-54	20%	Five or More	0%
55-64	16%		
65+	13%	Education	
		Less than High School	7%
Work Sector		High School graduate or GED	39%
Nonprofit sector	11%	Some College or Technical School	27%
The private sector	22%	College Graduate (4 year degree)	17%
The government sector	17%	Graduate / professional education	10%
Unemployed	10%		
Self-employed	5%	Annual Household Income	
Retired	22%	Under $25,000	27%
Student	8%	$25,001-$50,000	33%
Full time homemaker / caregiver	5%	$50,001-$75,000	20%
		$75,001-$100,000	10%
		Over $100,000	10%

Table 8: Respondent Characteristics, Northwestern District

Gender		Marital Status	
Male	43%	Married	40%
Female	57%	Living with someone as a partner	12%
		Single	29%
Disability in home		Divorced, separated or widowed	19%
I have a disability	25%		
Someone has a disability	10%	Communications in a Foreign Language?	
No one has a disability	65%	Yes	9%
		No	91%
Race			
White – Not Hispanic	32%	Access to the Internet	
Black – Not Hispanic	67%	Yes	85%
Hispanic	0%	No	16%
Asian	0%		
Other	1%	Household Members Work in Baltimore	
		Zero	45%
Respondent's Age		One	35%
18-24	13%	Two	18%
25-34	16%	Three	2%
35-44	15%	Four	0%
45-54	18%	Five or More	0%
55-64	17%		
65+	21%	Education	
		Less than High School	10%
Work Sector		High School graduate or GED	31%
Nonprofit sector	12%	Some College or Technical School	19%
The private sector	22%	College Graduate (4 year degree)	27%
The government sector	14%	Graduate / professional education	13%
Unemployed	11%		
Self-employed	5%	Annual Household Income	
Retired	29%	Under $25,000	23%
Student	2%	$25,001-$50,000	30%
Full time homemaker / caregiver	5%	$50,001-$75,000	18%
		$75,001-$100,000	9%
		Over $100,000	20%

Table 9: Respondent Characteristics, Southern District

Gender		Marital Status	
Male	47%	Married	38%
Female	53%	Living with someone as a partner	16%
		Single	30%
Disability in home		Divorced, separated or widowed	16%
I have a disability	22%		
Someone has a disability	17%	Communications in a Foreign Language?	
No one has a disability	61%	Yes	3%
		No	97%
Race			
White – Not Hispanic	48%	Access to the Internet	
Black – Not Hispanic	50%	Yes	82%
Hispanic	0%	No	18%
Asian	0%		
Other	2%	Household Members Work in Baltimore	
		Zero	44%
Respondent's Age		One	33%
18-24	15%	Two	19%
25-34	26%	Three	0%
35-44	16%	Four	4%
45-54	18%	Five or More	0%
55-64	13%		
65+	12%	Education	
		Less than High School	25%
Work Sector		High School graduate or GED	29%
Nonprofit sector	9%	Some College or Technical School	22%
The private sector	22%	College Graduate (4 year degree)	12%
The government sector	16%	Graduate / professional education	12%
Unemployed	13%		
Self-employed	6%	Annual Household Income	
Retired	17%	Under $25,000	41%
Student	6%	$25,001-$50,000	27%
Full time homemaker / caregiver	11%	$50,001-$75,000	8%
		$75,001-$100,000	8%
		Over $100,000	16%

Table 10: Respondent Characteristics, Southwestern District

Gender		Marital Status	
Male	43%	Married	36%
Female	57%	Living with someone as a partner	14%
		Single	28%
Disability in home		Divorced, separated or widowed	22%
I have a disability	21%		
Someone has a disability	7%	Communications in a Foreign Language?	
No one has a disability	72%	Yes	10%
		No	90%
Race			
White – Not Hispanic	18%	Access to the Internet	
Black – Not Hispanic	82%	Yes	90%
Hispanic	0%	No	10%
Asian	0%		
Other	0%	Household Members Work in Baltimore	
		Zero	50%
Respondent's Age		One	38%
18-24	13%	Two	10%
25-34	17%	Three	2%
35-44	15%	Four	0%
45-54	20%	Five or More	0%
55-64	16%		
65+	19%	Education	
		Less than High School	6%
Work Sector		High School graduate or GED	31%
Nonprofit sector	8%	Some College or Technical School	33%
The private sector	17%	College Graduate (4 year degree)	24%
The government sector	31%	Graduate / professional education	6%
Unemployed	9%		
Self-employed	2%	Annual Household Income	
Retired	22%	Under $25,000	21%
Student	6%	$25,001-$50,000	37%
Full time homemaker / caregiver	5%	$50,001-$75,000	27%
		$75,001-$100,000	5%
		Over $100,000	10%

Table 11: Respondent Characteristics, Southeastern District

Gender		Marital Status	
Male	46%	Married	37%
Female	54%	Living with someone as a partner	14%
		Single	38%
Disability in home		Divorced, separated or widowed	11%
I have a disability	17%		
Someone has a disability	4%	Communications in a Foreign Language?	
No one has a disability	79%	Yes	13%
		No	87%
Race			
White – Not Hispanic	71%	Access to the Internet	
Black – Not Hispanic	24%	Yes	89%
Hispanic	3%	No	11%
Asian	0%		
Other	2%	Household Members Work in Baltimore	
		Zero	39%
Respondent's Age		One	38%
18-24	7%	Two	21%
25-34	36%	Three	2%
35-44	18%	Four	0%
45-54	15%	Five or More	0%
55-64	12%		
65+	12%	Education	
		Less than High School	6%
Work Sector		High School graduate or GED	25%
Nonprofit sector	13%	Some College or Technical School	18%
The private sector	34%	College Graduate (4 year degree)	26%
The government sector	12%	Graduate / professional education	25%
Unemployed	8%		
Self-employed	6%	Annual Household Income	
Retired	15%	Under $25,000	17%
Student	4%	$25,001-$50,000	23%
Full time homemaker / caregiver	8%	$50,001-$75,000	16%
		$75,001-$100,000	15%
		Over $100,000	29%

Table 12: Respondent Characteristics, Western District

Gender		Marital Status	
Male	44%	Married	20%
Female	56%	Living with someone as a partner	12%
		Single	44%
Disability in home		Divorced, separated or widowed	24%
I have a disability	20%		
Someone has a disability	14%	Communications in a Foreign Language?	
No one has a disability	66%	Yes	14%
		No	86%
Race			
White – Not Hispanic	9%	Access to the Internet	
Black – Not Hispanic	86%	Yes	90%
Hispanic	0%	No	10%
Asian	0%		
Other	5%	Household Members Work in Baltimore	
		Zero	41%
Respondent's Age		One	27%
18-24	17%	Two	24%
25-34	16%	Three	6%
35-44	15%	Four	1%
45-54	20%	Five or More	1%
55-64	15%		
65+	17%	Education	
		Less than High School	9%
Work Sector		High School graduate or GED	37%
Nonprofit sector	6%	Some College or Technical School	25%
The private sector	22%	College Graduate (4 year degree)	16%
The government sector	25%	Graduate / professional education	13%
Unemployed	13%		
Self-employed	4%	Annual Household Income	
Retired	26%	Under $25,000	28%
Student	2%	$25,001-$50,000	29%
Full time homemaker / caregiver	2%	$50,001-$75,000	29%
		$75,001-$100,000	8%
		Over $100,000	6%

Appendix D: Weighting Factor Calculations

All weights present in the final data set provided to Baltimore City utilize the same proportional method, illustrated in the 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. The process involves developing a proportion of the expected value based on the known population and the expected sample. This is then used to adjust the actual sample into the same proportion as the expected values based on the population information.

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. Application of these weights to the data will bring the sample proportions in these demographic areas into line with the population proportions.

The weighting factors were calculated by determining the number of individuals in the population, expected values given the sample size for the survey, and actual values for the survey. This was done for each of the three demographic weighting characteristics: gender, age, and planning district.

Table 13: Actual Population by gender, age, and district

Gender	Age	Planning District								
		Central	Eastern	Northern	Northeastern	Northwestern	Southern	Southwestern	Southeastern	Western
	18-24	1,088	3,243	8,273	7,163	3,903	4,368	1,892	3,092	3,818
	25-34	2,227	4,653	7,637	7,636	4,948	7,893	2,307	8,084	3,827
Male	35-44	916	3,173	6,036	7,253	4,497	5,219	2,112	4,381	3,572
	45-54	936	3,193	6,558	8,767	5,560	5,526	2,670	3,371	4,913
	55-64	729	1,898	5,322	6,659	4,795	3,888	2,030	2,596	3,713
	65+	780	1,198	5,107	5,262	5,394	2,970	2,070	2,253	3,373
	18-24	1,648	2,432	9,017	8,248	4,442	4,974	2,112	3,126	5,271
	25-34	2,551	3,526	8,363	9,577	5,831	8,691	2,879	8,108	4,826
Female	35-44	904	2,125	6,307	9,154	5,305	5,137	2,486	3,739	4,248
	45-54	961	2,314	7,005	10,983	6,723	5,725	3,392	3,224	5,624
	55-64	748	1,712	6,226	8,554	6,310	4,094	2,732	2,551	4,349
	65+	1,077	1,876	7,808	8,083	9,139	4,369	3,570	3,165	5,318

Table 14: Expected Sample by gender, age, and district (anticipated sample of 1,800)

Gender	Age	Planning District								
		Central	Eastern	Northern	Northeastern	Northwestern	Southern	Southwestern	Southeastern	Western
	18-24	4	12	31	26	14	16	7	11	14
	25-34	8	17	28	28	18	29	9	30	14
Male	35-44	3	12	22	27	17	19	8	16	13
	45-54	3	12	24	32	21	20	10	12	18
	55-64	3	7	20	25	18	14	7	10	14
	65+	3	4	19	19	20	11	8	8	12
	18-24	6	9	33	30	16	18	8	12	19
	25-34	9	13	31	35	22	32	11	30	18
Female	35-44	3	8	23	34	20	19	9	14	16
	45-54	4	9	26	41	25	21	13	12	21
	55-64	3	6	23	32	23	15	10	9	16
	65+	4	7	29	30	34	16	13	12	20

Table 15: Actual Sample by gender, age, and district

Gender	Age	Planning District								
		Central	Eastern	Northern	Northeastern	Northwestern	Southern	Southwestern	Southeastern	Western
	18-24	0	0	4	4	2	2	2	0	1
	25-34	3	2	7	16	5	5	6	7	6
Male	35-44	1	4	18	13	11	8	2	12	10
	45-54	4	4	20	14	13	11	12	8	15
	55-64	4	4	24	30	17	19	4	19	12
	65+	3	11	26	29	15	14	8	11	16
	18-24	0	4	3	7	5	1	2	3	3
	25-34	3	6	14	20	12	23	8	13	12
Female	35-44	7	7	23	31	19	25	5	14	9
	45-54	6	12	43	60	36	33	18	12	21
	55-64	6	13	50	70	35	31	22	27	38
	65+	7	27	64	60	76	46	20	24	47

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 accounts for the expected proportion of males and females within each age category, within each district, resulting in the calculation of 108 weighting factors as seen in the Final Weights table. The final weight is the proportion of the expected value divided by the actual survey value for each of the 108 demographic categories:

Expected Sample Value / Actual Survey Value = Final 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.

For demographic cells for which there were no responses, a proportional weight cannot be computed and those cases are therefore weighted with a value of 1.000. In addition, it is not possible to compute a proportional weight for those respondents who refused to provide their age, and these cases are also weighted with a value of 1.000. This also means that the proportion on which the weights were calculated was based on 1,701, rather than 1,761. The weighting results in a weighted count of 1,827.

Table 16: Final Weights

Gender	Age	Planning District								
		Central	**Eastern**	**Northern**	**Northeastern**	**Northwestern**	**Southern**	**Southwestern**	**Southeastern**	**Western**
Male	**18-24**	1.000	1.000	7.638	6.613	7.207	8.066	3.494	1.000	14.10
	25-34	2.741	8.592	4.029	1.763	3.655	5.830	1.420	4.265	2.356
	35-44	3.383	2.930	1.238	2.060	1.510	2.409	3.900	1.348	1.319
	45-54	0.864	2.948	1.211	2.313	1.579	1.855	0.822	1.556	1.210
	55-64	0.673	1.752	0.819	0.820	1.042	0.756	1.874	0.505	1.143
	65+	0.960	0.402	0.725	0.670	1.328	0.783	0.956	0.756	0.779
Female	**18-24**	1.000	2.245	11.100	4.351	3.281	18.369	3.900	3.848	6.489
	25-34	3.140	2.170	2.206	1.768	1.795	1.395	1.329	2.303	1.485
	35-44	0.477	1.121	1.013	1.091	1.031	0.759	1.836	0.986	1.743
	45-54	0.592	0.712	0.602	0.676	0.690	0.641	0.696	0.992	0.989
	55-64	0.460	0.486	0.460	0.451	0.666	0.488	0.459	0.349	0.423
	65+	0.568	0.257	0.451	0.498	0.444	0.351	0.659	0.487	0.418

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 March 5, 2012 and May 20, 2011. The Schaefer Center and its subcontractor, Maryland Marketing, provided all labor necessary to achieve 1,761 completed interviews via phone with Baltimore City residents. The Schaefer Center acquired a sample of valid phone numbers (23,846) 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 ± 2.33% 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%).