



**Baltimore City Citizen Survey  
2013**

**KNOWLEDGE** THAT  
**WORKS** FOR Government  
AND Nonprofit  
Organizations

**Baltimore City Citizen Survey  
2013**

**Schaefer Center for Public Policy  
University of Baltimore**

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

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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, Kathleen Ford, and Emmanuel Welsh. The research team would like to thank our contacts at the Bureau of the Budget and Management Research: Andrew Kleine and Amy Costanzo, 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](http://www.aapor.org).

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## Section 1: Executive Summary

### Purpose

The Baltimore City Citizen Survey serves as an annual report card for City government. Baltimore City implemented the survey in 2009 to provide residents the opportunity to rate the quality of life in the city and their satisfaction with City government. Mayor Rawlings-Blake, her administration, City Council members and City agencies use survey data to better understand what residents perceive as the top issues facing the city. This enables the city to better match its priorities and resource allocation to citizen needs. This annual survey provides important time-trend data to understand changes in residents' attitudes, behaviors, and perceptions of quality of life in Baltimore.

### Methods

The Schaefer Center for Public Policy at the University of Baltimore, in conjunction with the Baltimore City government, conducted a telephone survey of 1,794 Baltimore City residents who were at least 18 years of age. Data were collected via Computer Aided Telephone Interviewing (CATI) between May 5, 2013 and August 9, 2013. 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. For analysis at the city level, the margin of sampling error for the responses is  $\pm 2.31\%$  at the 95% confidence 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 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.

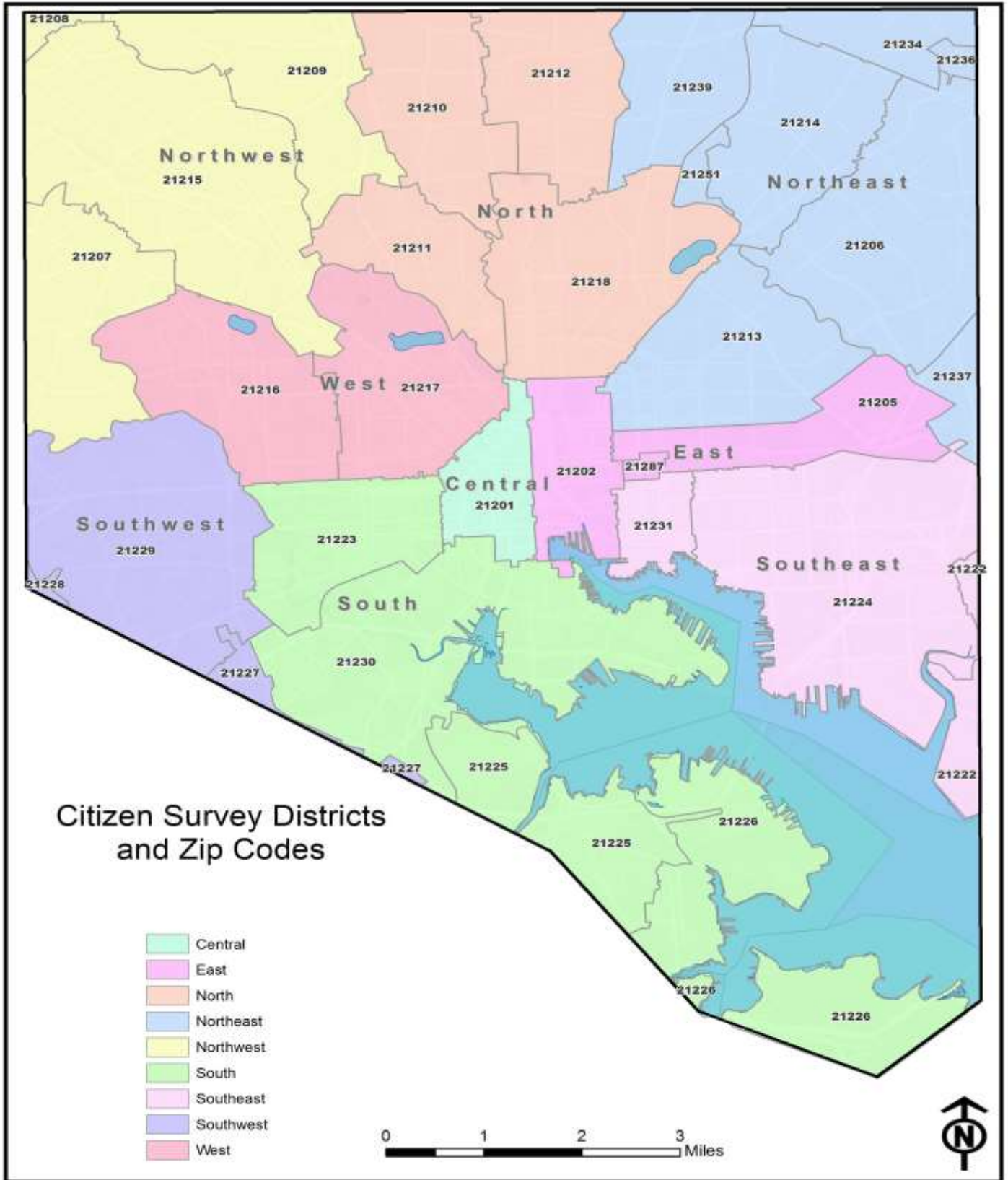
**Table 1: Citizen Survey Districts and Zip Codes (2013)**

<b>CITIZEN SURVEY DISTRICT</b>	<b>ZIPCODES</b>
Central	21201
Eastern	21202, 21205, 21287
Northern	21210, 21211, 21212, 21218
Northeastern	21206, 21213, 21214, 21234, 21236, 21237, 21239, 21251
Northwestern	21207, 21208, 21209, 21215
Southern	21223, 21225, 21226, 21230
Southwestern	21227, 21228, 21229
Southeastern	21222, 21224, 21231
Western	21216, 21217

A more in-depth discussion of the methods used in this study can be found in Appendix G: Survey Methodology. Frequencies of the results are available at:

[www.baltimorecity.gov/outcomebudgeting](http://www.baltimorecity.gov/outcomebudgeting).

Map 1: Baltimore City Citizen Survey Districts and Zip Codes (2013)



## 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.

### Importance of City Services

- The services cited most often as important (15%) were related to ambulance, fire, and emergency medical services (EMS), which had been the second most often cited services last year.
- Services related to trash, sanitation and cleanliness were the second most commonly cited services in terms of importance at 13% of all responses, which is essentially unchanged from last year.
- Police services fell from the most often cited service last year to the third most often cited, with 12% of all responses. This is a significant decrease from the 27% that police-related services garnered in 2012.
- Respondents have consistently identified these three services as the most important.

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

- Thirty-eight percent (38%) of all respondents indicated that they were either satisfied or very satisfied with Baltimore City services in general, which is a decrease from the 2012 (46%) and 2011 (48%) results.
- The percentage of those who were neither satisfied nor unsatisfied with Baltimore City services in general (23%) increased from all previous years.
- Those who reported being either unsatisfied or very unsatisfied with Baltimore City services in general remained the same as last year (37%).

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, illegal drug use (87%) and violent crime (86%) 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 increased from 81% last year to 87% 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, the same proportion as in 2012.

As has been done since 2011, respondents were asked if certain issues were getting better or worse in Baltimore.

- Graffiti was again the issue with the highest percentage of respondents (21%) who thought it was getting better or much better, an increase from 16% in 2011, but essentially unchanged from 2012 (23%).

- The issue of vacant or abandoned buildings was viewed as getting worse or much worse by more than half of respondents, but by a slightly larger percentage of respondents (60% this year, up from 55% in 2012).
- The percentage of those who thought that violent crime was getting worse increased from 51% in 2012 to 56% this year.

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 (59%) rated their neighborhood cleanliness as good or excellent.
- Sixteen percent (16%) rated the cleanliness of their own neighborhoods as poor.
- Just under a quarter of respondents (24%) rated the cleanliness of Baltimore City as good or excellent.
- Almost half of respondents (46%) rated the cleanliness of Baltimore City as fair.
- More than a quarter of respondents (29%) rated the cleanliness of Baltimore City as poor.

Respondents were asked again in 2013 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 showed a slight increase in 2013, rising to 39% after falling 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 2012 (18%) and 2011 (18%).

## 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 2013. 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 (23%), suggesting an aberration in 2011.

- Twenty-nine percent (29%) felt that the schools were good or excellent.
- Twenty-three percent (23%) reported having no experience with Baltimore City Public Schools, which is essentially identical to the 23% in 2010 and 22% in 2012 and 2009.
- There was little change in the percentage of those who indicated that the schools were either fair or poor, as compared to 2012. Almost half of respondents (48%) felt that schools were fair (28%) or poor (20%) this year, compared to 50% rating schools as either fair (31%) or poor (19%) in 2012. 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 (9.6), EMS/ambulance service (9.4), and police protection (9.2).
- Fire protection was again the most highly rated of all City services.
- More than half (67%) rated fire protection as excellent or good, which is essentially unchanged from 64% in 2012.
- Almost half (48%) rated police protection as excellent or good, which is essentially unchanged from 46% in 2012.
- There was no change in the negative opinion about police protection, with 18% indicating that the quality of police protection was poor, much like the 19% in 2012.
- 311 non-emergency services were rated excellent or good by 54% of respondents, a significant increase from 2012 where 45% had the same opinion, but little different from 2011, where 56% had the same opinion.
- Almost a quarter of respondents (22%) 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 (91%) reported feeling safe or very safe in their own neighborhoods during the day. This is essentially the same percentage as all years of the Citizen Survey.
- A majority (69%) also reported feeling safe or very safe in their neighborhoods at night. This is essentially unchanged from last year and is a slight decrease from 2012 and 2011.
- Three-quarters (75%) reported feeling safe or very safe downtown during the day. This is essentially unchanged from 2012 and 2011.

- Less than one-third of respondents (30%) indicated feeling safe or very safe downtown at night, which is a decrease from 35% last year and from 2009 (36%) and 2010 (37%), but the same as 2011.
- Almost three-quarters of respondents (70%) 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.

- Illegal drug use was perceived as the most serious problem, with 87% rating it as either a very serious or serious problem. This is an increase from last year.
- Violent crime was seen as the second most serious problem, with 86% rating it as either a very serious or serious problem. This is the same as last year.
- Property crime was perceived as a very serious or serious problem by a majority of respondents (58%), which is essentially unchanged from 2011 and 2012.
- Half of respondents (50%) indicated that they perceived illegal drug use to be getting worse or much worse, but that is a decline from 55% in 2012 and 65% in 2011.
- A majority of respondents (56%) indicated that they perceived violent crime to be getting worse or much worse, which is a decrease from 61% in 2011 and a slight increase from 51% in 2012.

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

- More than half (57%) 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 an unspecified interaction with an on-duty officer; asking an officer for information, directions, etc.; or filing a complaint.

### **3. Stronger Neighborhoods**

When given a choice of possible problems facing Baltimore, respondents indicated that three of the top five most serious problems were related to buildings or housing. This is the same as 2011, but up from one of the top five last year.

- Over three-quarters of respondents (83%) thought that vacant or abandoned buildings were a very serious or serious problem. This is similar to previous years.
- Three-quarters of respondents (79%) thought that homelessness was a very serious or serious problem. This is essentially the same as the previous four years.
- A majority (60%) of respondents thought that poorly maintained homes and properties were a very serious or serious problem. This is the same as last year, though that was not a high enough percentage to place it in the top five most serious problems facing the city.
- More than half of respondents (59%) rated the cleanliness of their neighborhoods as either excellent or good, a figure that has shown little change since 2009.
- The percentage of respondents who rated the cleanliness of the city as either excellent or good was 24%, essentially unchanged from the past two years.
- A slim majority of respondents (53%) indicated that they perceived homelessness to be getting worse, which is a decrease from 60% in 2011 and about the same as in 2012.

- The quality of life issue that most respondents thought was getting worse was again vacant or abandoned buildings (60%). While this represents a slight increase from 55% in 2012, it is below what was reported in 2011 (65%).
- More respondents indicated that they perceived the problem of graffiti to be staying the same (as opposed to getting better or worse) this year (56%) than in 2012 (53%) and 2011 (45%).
- The percentage of respondents who thought graffiti was getting better or much better was about the same this year (21%) as in 2012 (23%) and still above the 2011 survey (16%)
- Graffiti still had the highest percentage of respondents who thought it was getting better or much better out of all the quality of life issues.

#### **4. A Growing Economy**

- Positive perceptions of the availability of good jobs in Baltimore were essentially the same in 2013 as in both 2012 and 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 rose this year to 39% after falling from 42% in 2010 to 38% in 2011 and 34% in 2012.
- The percentage of those that felt that parking in commercial areas was a serious or very serious problem (43%) was essentially the same as in 2012 (41%) and 2011 (39%), but 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 (35%), which is essentially the same as last year.
- Over half of respondents (54%) indicated that the availability of cultural activities in Baltimore was either good or excellent in 2013, essentially the same as in 2012 and 2011.

#### **5. Innovative Government**

- Overall satisfaction with the services of Baltimore City government was lower in 2013 than in 2012 (46%) and 2011 (48%), with 38% of respondents reporting that they were either very satisfied or satisfied.
- Those reporting that they felt unsatisfied or very unsatisfied with the services that Baltimore City government provides (37%) was almost the same as the percentage of those who were satisfied or very satisfied and the same as 2012.
- Overall satisfaction with City services continues to lag 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 was essentially the same in 2013 (59%) as it was in 2012 (57%). This is about the same percentage as those who had this opinion in 2009 and 2010.
- In a similar result to the last four years of the Citizen Survey, most respondents this year rated the cleanliness of the City as fair (47%), and the percentage that saw the cleanliness of the City as either excellent or good was essentially unchanged from 2012 and 2011 at 25%.

- Over half of respondents (57%) believed that trash removal was excellent or good, which is the same as in 2012 (57%). This is still below the level reported in 2009 (64%).
- More than half of respondents (57%) thought that curbside recycling service was excellent or good in comparison to 48% in 2012, 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 fell to 14% in 2013 and was 13% in 2010, 2011, and 2012.
- There was a dramatic decrease in the percentage of respondents who felt that curbside recycling service was poor, down from 18% in 2012 to 9% in 2013. This is more in line with results from 2009 through 2011, when it ranged from 8% to 11%.



## Section 2: Survey Background

### Purpose

The Baltimore City Citizen Survey serves as an annual report card for City government. Now in its fifth 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 making resource allocations and other policy decisions. 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 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 of adults in Baltimore City. At the city level the margin of sampling error for the responses is  $\pm 2.33\%$  at the 95% confidence 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 G: 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).

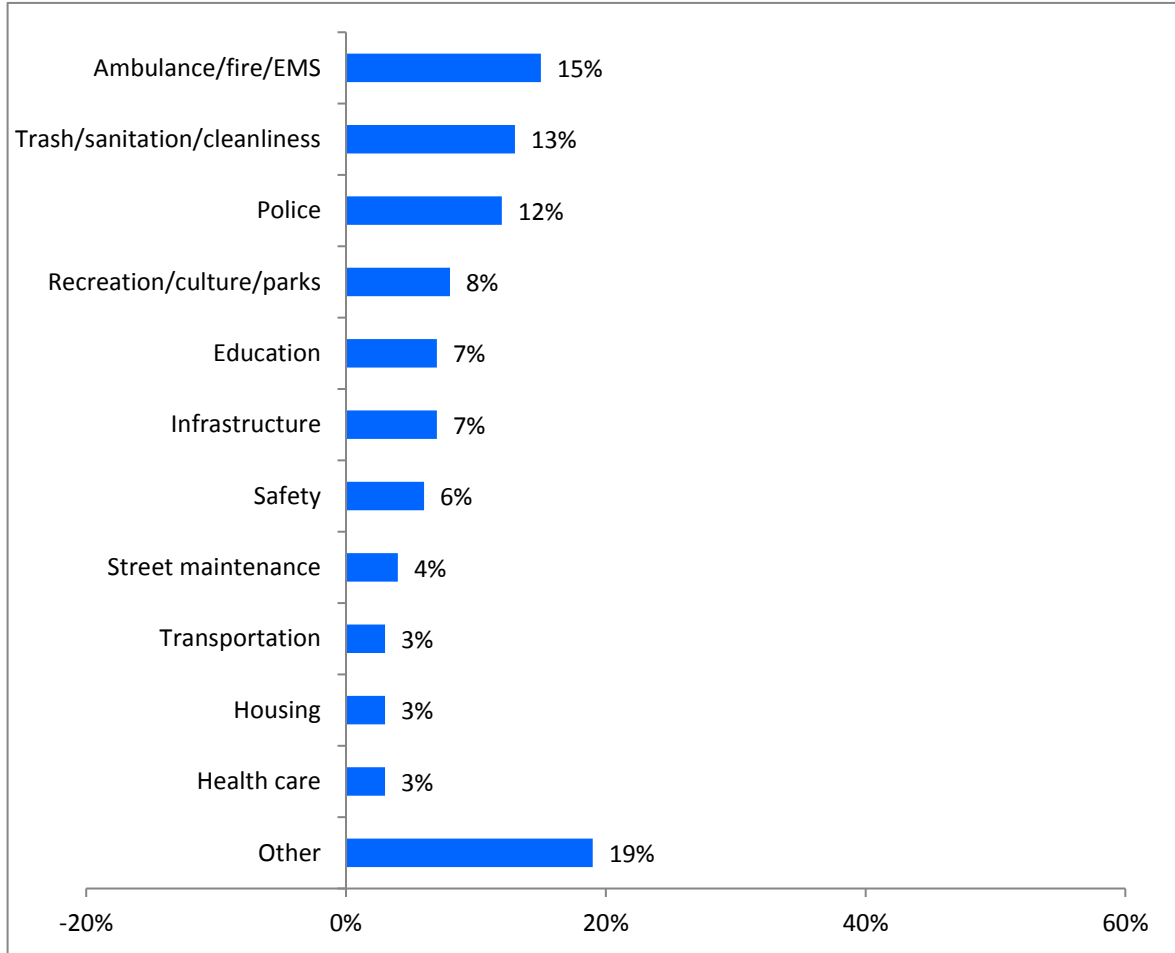
Where meaningful, the percentages of respondents indicating that they do not know about a particular question or topic are included in graphs and tables. All reported percentages are rounded to the nearest whole percentage. For these reasons, it is possible that the percentages presented in graphs and 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 differences in perception by demographic group or Citizen Survey District are highlighted to present a more detailed picture of the responses. Since this is the fifth 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 (15%), respondents reported that ambulance, fire, or EMS services were the most important, followed closely by trash, sanitation, and cleanliness-related services (13%), and police-related services (12%). Ambulance, fire, and EMS services were cited as being the most important services by 19% of respondents. These services were followed by those having to do with trash, sanitation, and cleanliness (14%) and by education (11%). Chart 1 displays the overall results of the open-ended question.

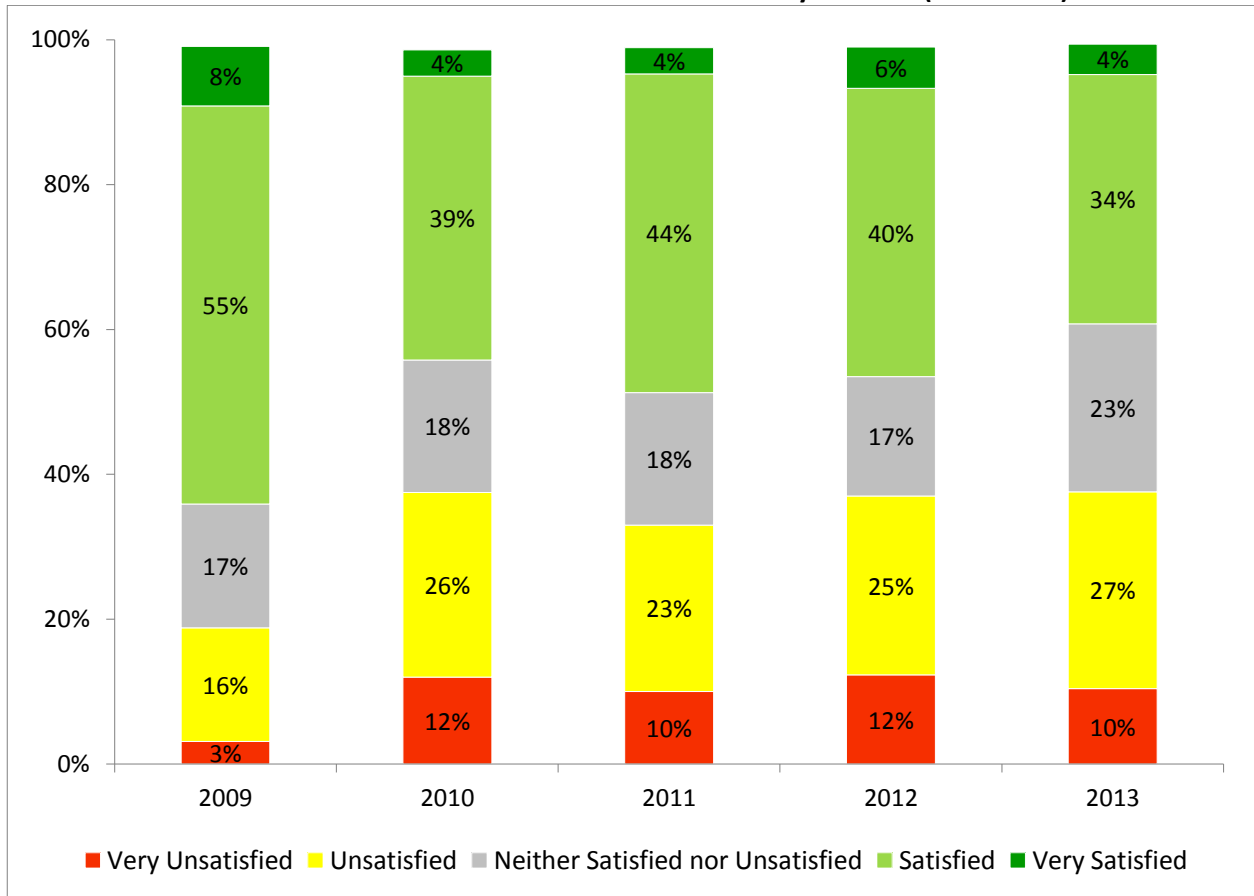
**Chart 1: Most Important Service the City Provides (Open-Ended Question)**



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 on their own to be above the survey’s margin of sampling error.

When asked about their overall satisfaction with Baltimore City services, the percentage of respondents who reported being satisfied overall fell from 46% last year to 38% in 2013. There was a corresponding increase in the percentage of those who were neither satisfied nor dissatisfied with all of the services that the City provides. At the same time, the percentage of those who expressed dissatisfaction did not increase from last year.

**Chart 2: Overall Satisfaction with Baltimore City Services (2009-2013)**



In addition to questions about the overall satisfaction with Baltimore City services, respondents were 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 3 : Baltimore City Services Mean Importance and Quality Ratings (2013)**

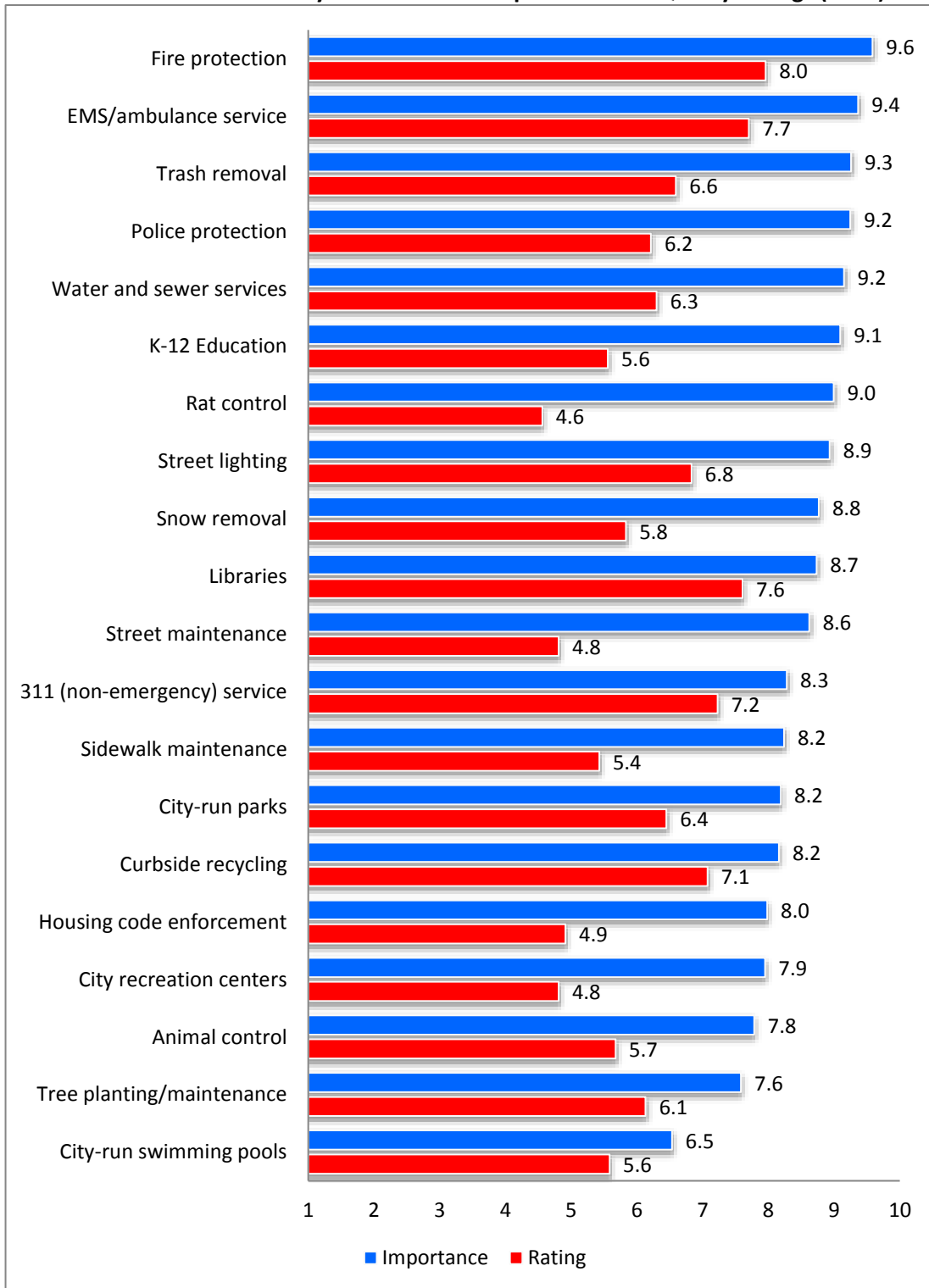


Chart 3 shows a side-by-side comparison of the City services that were discussed in the 2013 Baltimore Citizen Survey. The mean rating for each service (where 1 is “poor” and 4 is “excellent”) was multiplied by 2.5 to convert the measure to a ten-point scale. The importance rating, which was originally rated

on a ten-point scale (where 1 is lowest and 10 is highest importance), is shown for each service in the survey. Each service was rated on its own, rather than in comparison to the other listed services. The City service “City recreation centers” was added for 2013, but otherwise the list of services is the same as it was in 2012.

### **Importance-Satisfaction Analysis**

Since the measures of importance and satisfaction are calculated on different scales, a direct comparison of the scores on each scale to one another is not possible. However, indices can be created that calculate the relative satisfaction with and perceived importance of each service in relation to the average or mean rating of importance and satisfaction for all the services. The indices can be combined as an importance-satisfaction matrix. The two axes on the matrix represent Satisfaction (vertical) and Importance (horizontal).

This tool, Importance-Satisfaction (I-S) Analysis, was developed by ETC Institute<sup>1</sup>. It evaluates the priority that should be placed on City services. The idea behind the analysis is 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.

The importance-satisfaction matrix should be interpreted as follows:

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

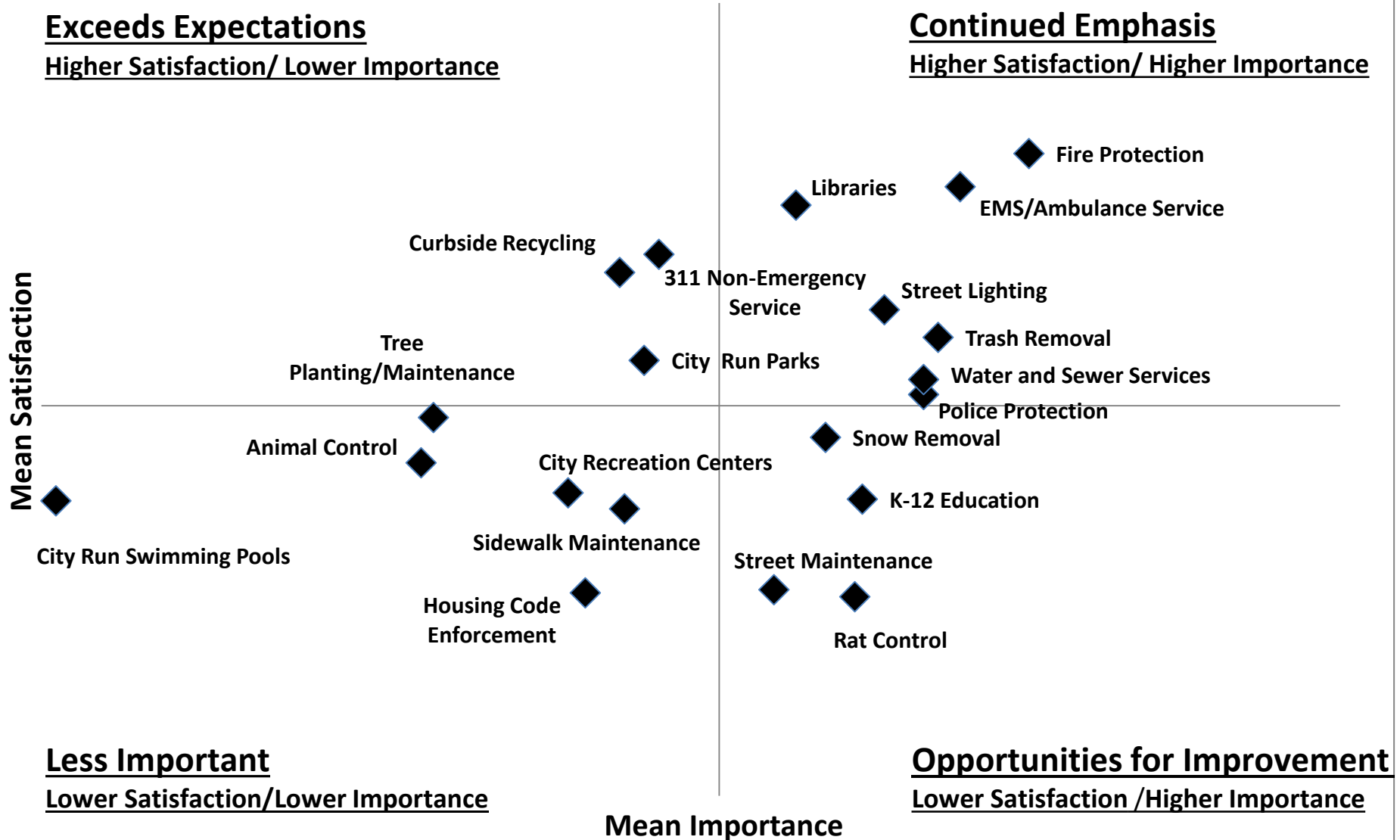
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<sup>1</sup> (ETC Institute, 2009)

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.



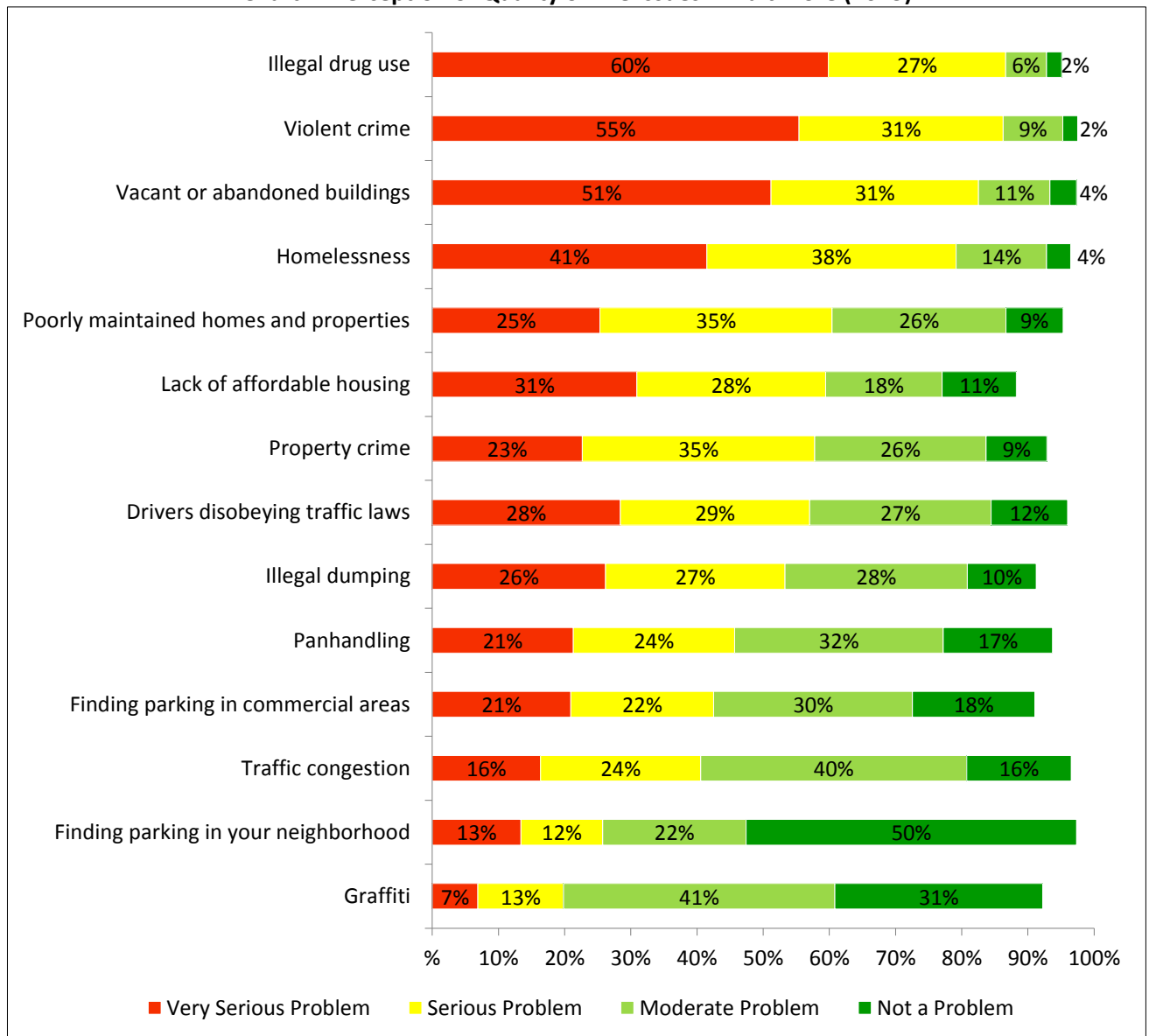
## 2013 Baltimore City Services Importance-Satisfaction Matrix



## Perception of Quality of Life Issues in Baltimore

When asked about a range of issues facing residents of Baltimore, respondents rated illegal drug use as the most serious, with 87% of residents indicating that they believed this to be a serious or very serious issue. Violent crime only slightly trails illegal drug use, 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%, 25%, and 40% of residents, respectively.

**Chart 4: Perception of Quality of Life Issues in Baltimore (2013)**



Citizens were also asked if they thought the same quality of life issues were getting better or worse. As in past years, citizens tended to perceive quality of life as getting worse or staying about the same for most issues, with the exception of graffiti, where fewer than 10% felt that it was getting worse or much worse and 21% felt that it was getting better or much better.

The quality of life issues can be grouped into three broad categories: stronger neighborhoods; safer streets; and a cleaner and healthier City and a growing economy. Below, the results of the perception of change in the quality of life issues in the citizen survey are presented with the values from 2011, 2012, and 2013 and discussed within these three groupings. The responses for “better and “much better” are represented as “getting better” and “worse” and “much worse” are represented as “getting worse.”

**Chart 5: Quality of Life for Stronger Neighborhoods (2011 - 2013)**

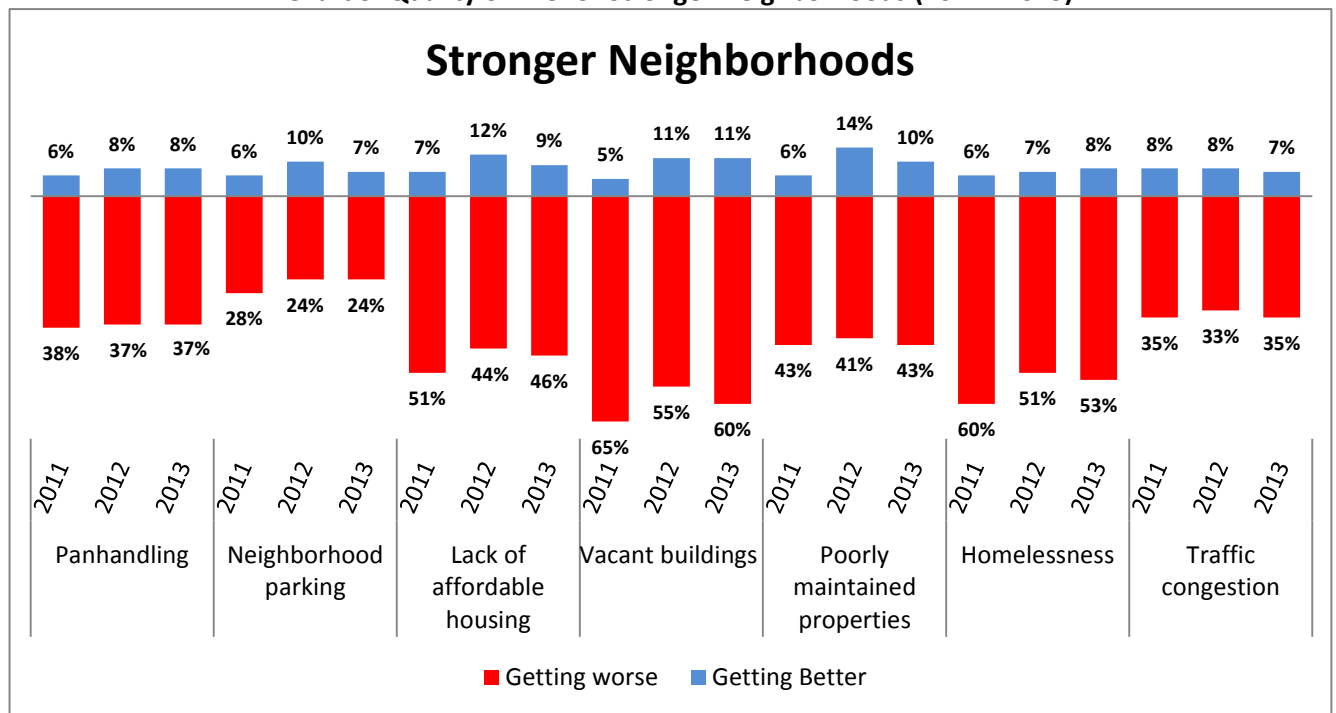
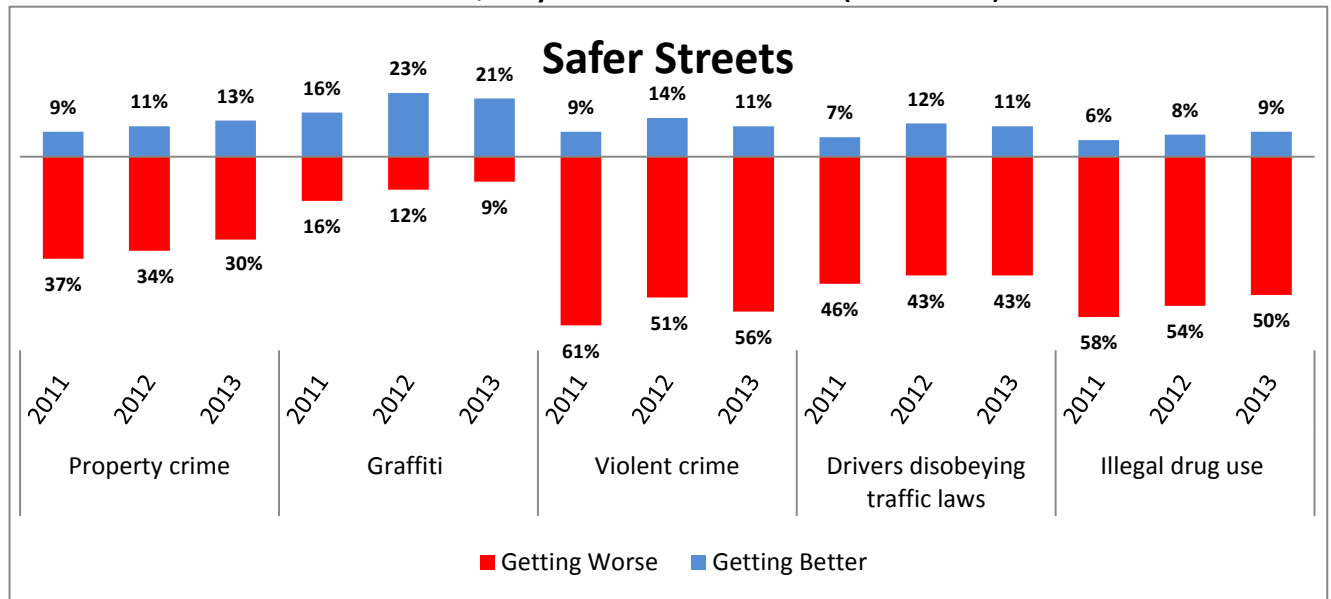


Chart 5 shows the percentage of respondents who said that each issue was getting better in blue and the percentage who said that each issue was getting worse in red. While there are very few changes over the three years that this question has been asked, there was a noticeable increase in the percentage of those who felt that the problem of vacant or abandoned buildings was getting worse, rising to 60% in 2013 after falling from 65% in 2011 to 55% in 2012. At the same time, the percentage of those who felt that vacant or abandoned buildings was getting better remained unchanged from 2012 at 11%.

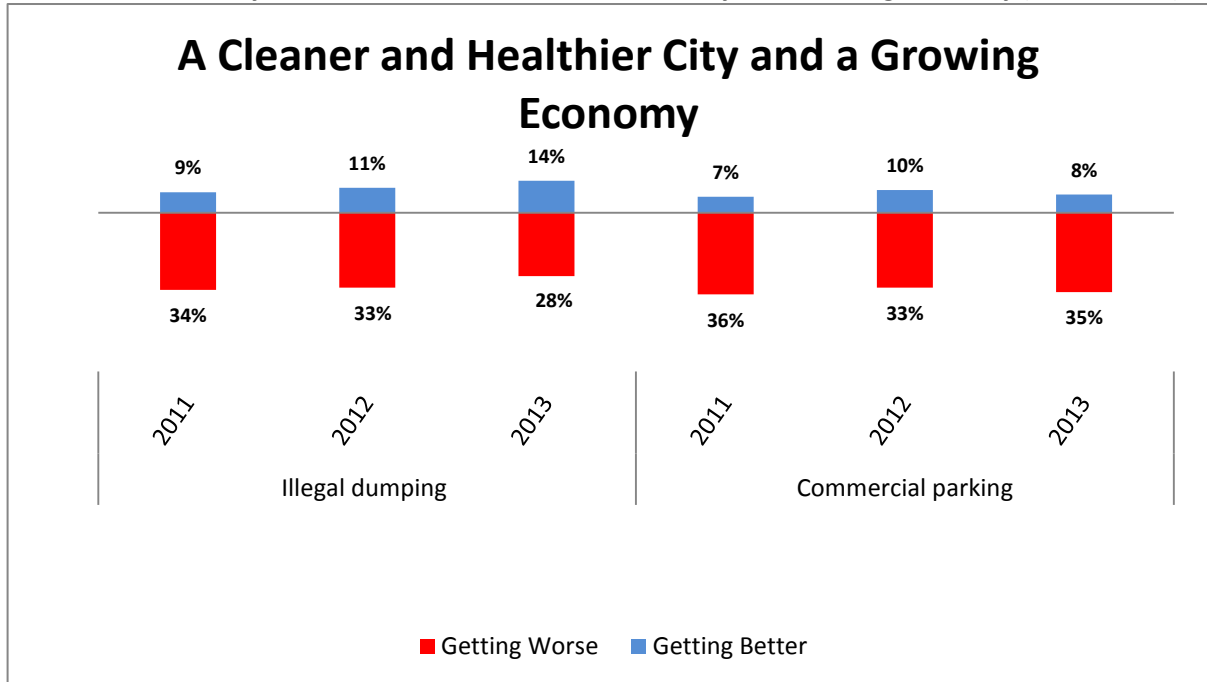
Of the quality of life issues related to stronger neighborhoods, vacant or abandoned buildings received the highest percentage for those who viewed it getting worse or much worse (60%) and this same issue had the highest percentage who viewed it getting better or much better (11%).

**Chart 6: Quality of Life for Safer Streets (2011 - 2013)**



In responses to quality of life issues related to safer streets, very little change occurred over the last three years. Of these quality of life issues, graffiti received the highest percentage for those who viewed it getting better (21%) and this same issue received the highest percentage who viewed it getting better of all the quality of life issues in any of the three categories.

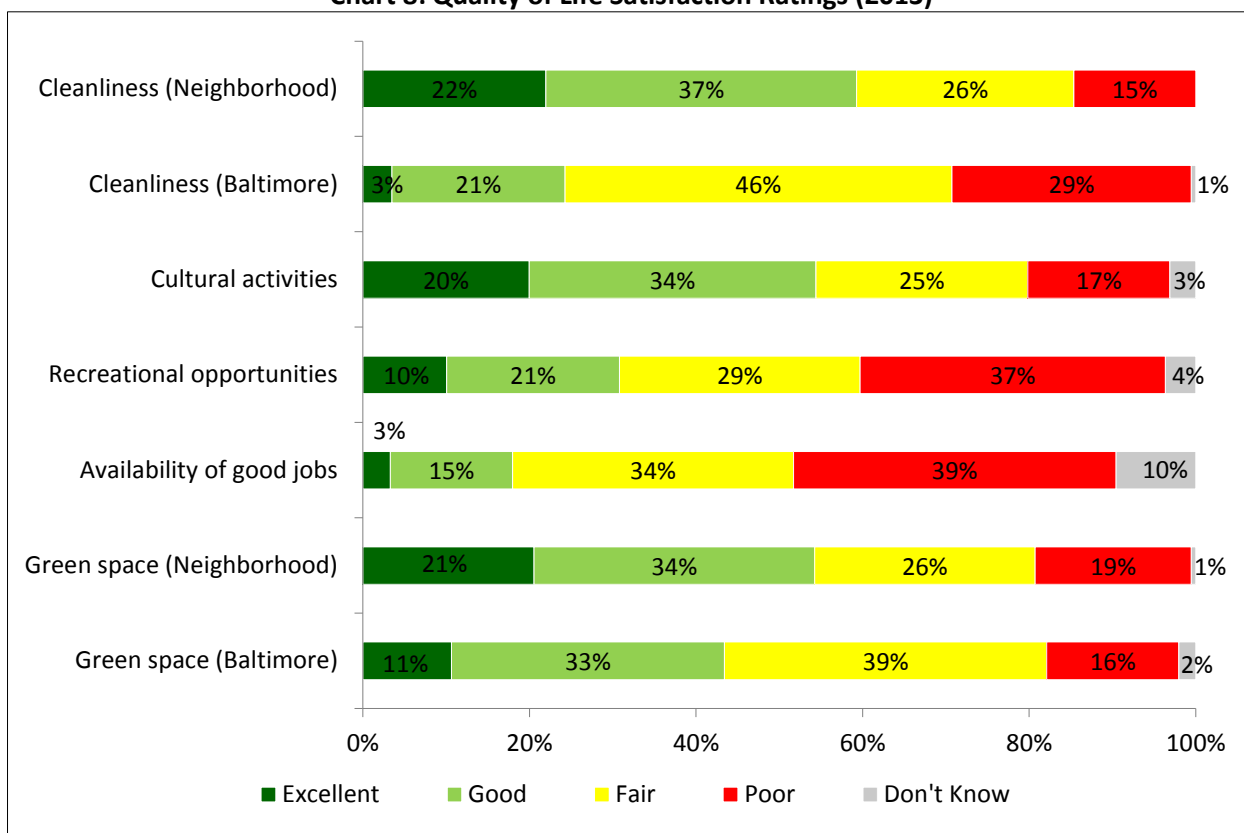
Chart 7: Quality of Life for a Cleaner and Healthier City and Growing Economy (2011 - 2013)



Of the quality of life issues related to a cleaner and healthier City and a growing economy, there were also no significant changes over the last three years of the citizen survey. Fourteen percent (14%) of respondents viewed illegal dumping as getting better, and eight percent (8%) of respondents viewed parking in commercial areas as getting better.

There were seven general quality of life questions in the 2013 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, the availability of good jobs in Baltimore, and the amount of green space in both their neighborhoods and Baltimore in general. While there was virtually no meaningful change in the perceptions of the five indicators from 2012, there are a few noteworthy perceptions.

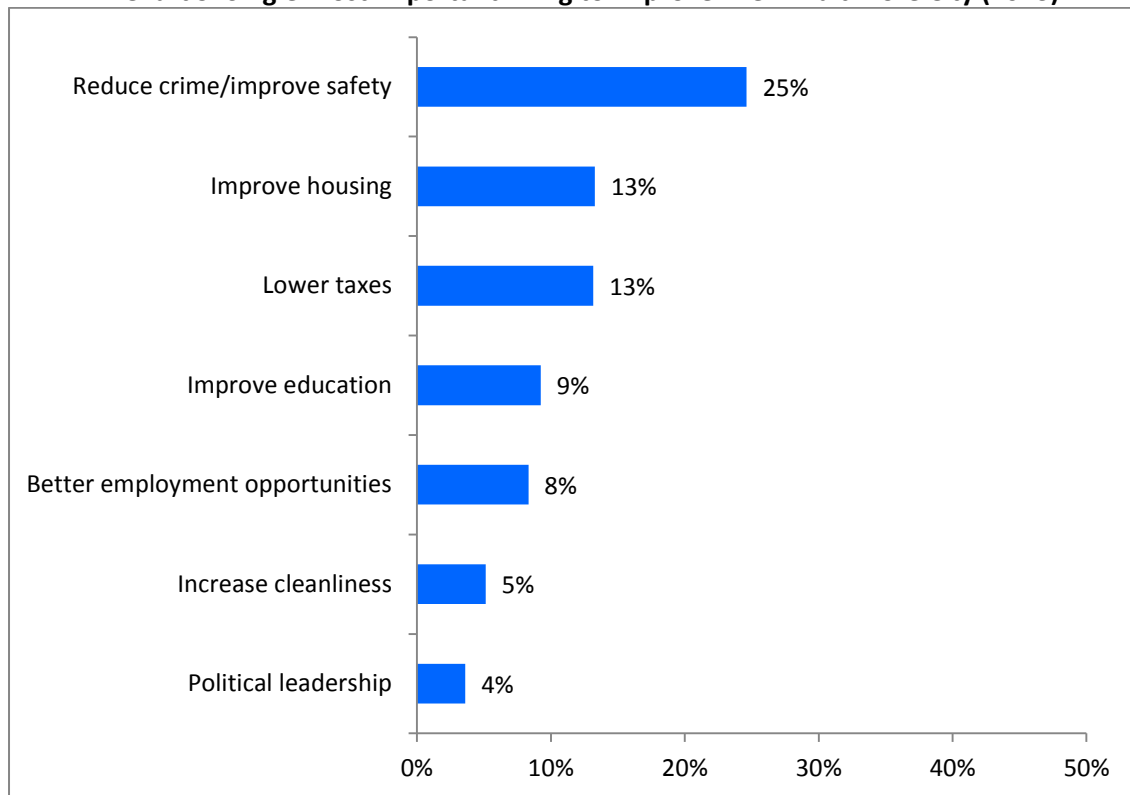
**Chart 8: Quality of Life Satisfaction Ratings (2013)**



Citizens continued to rate 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 59% perceiving the cleanliness of their neighborhoods as good or excellent. Citizens’ perceptions of the availability of good jobs scored the lowest, with 18% reporting that the availability of good jobs was excellent (3%) or good (15%), and almost three-quarters thought it was either fair (34%) or poor (39%), a slight increase from 2011 and 2012.

When asked about green space both in their neighborhoods and in the city as a whole, citizens were also more likely to rate the green spaces in their neighborhoods more positively than in the City, with 55% rating their neighborhoods as excellent or good, versus 44% for Baltimore City in general.

**Chart 9: Single Most Important Thing to Improve Life in Baltimore City (2013)**

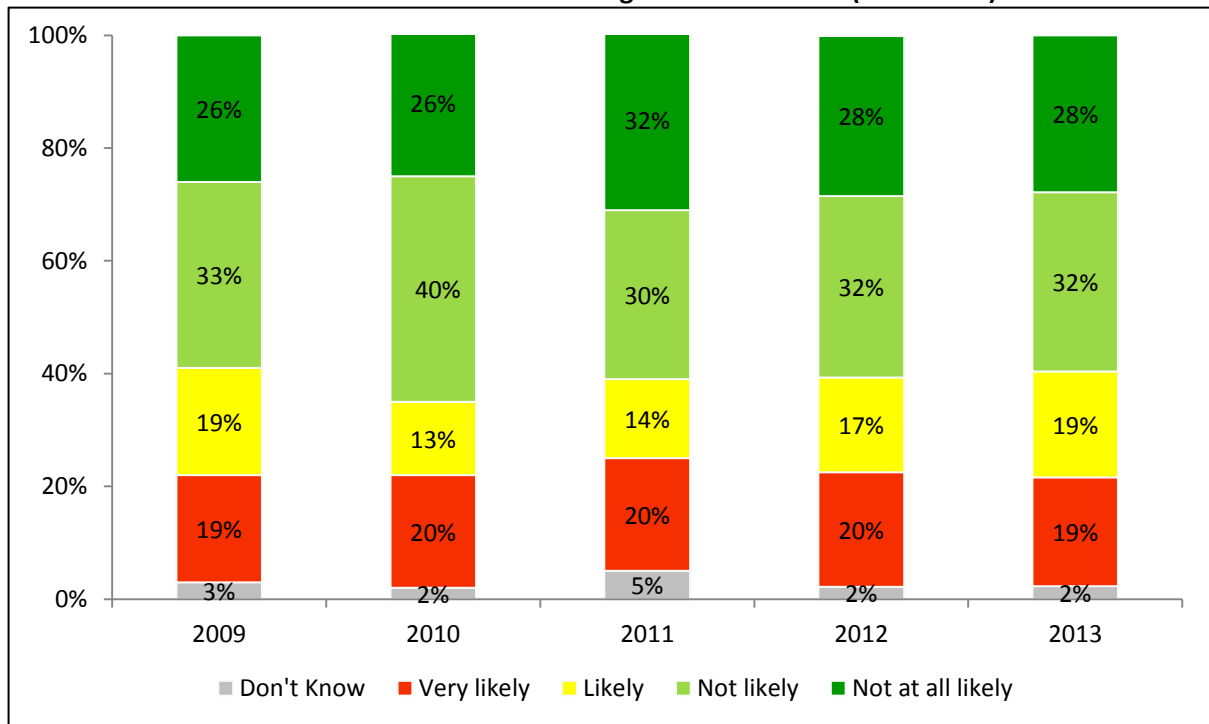


Respondents were asked to name the single most important thing that Baltimore City government could do to improve life in the city. They were not prompted with a list and were allowed to say whatever they thought appropriate. Their responses were recorded verbatim and then coded to group similar responses together. Responses related to reducing crime and improving safety were the most common, comprising 25% of all responses. The next most common responses were related to either improving housing (13%) or lowering taxes (13%) and then improving education (9%) and better employment opportunities (8%).

## Moving 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 (38%) has been very consistent over the life of the Baltimore Citizen Survey.

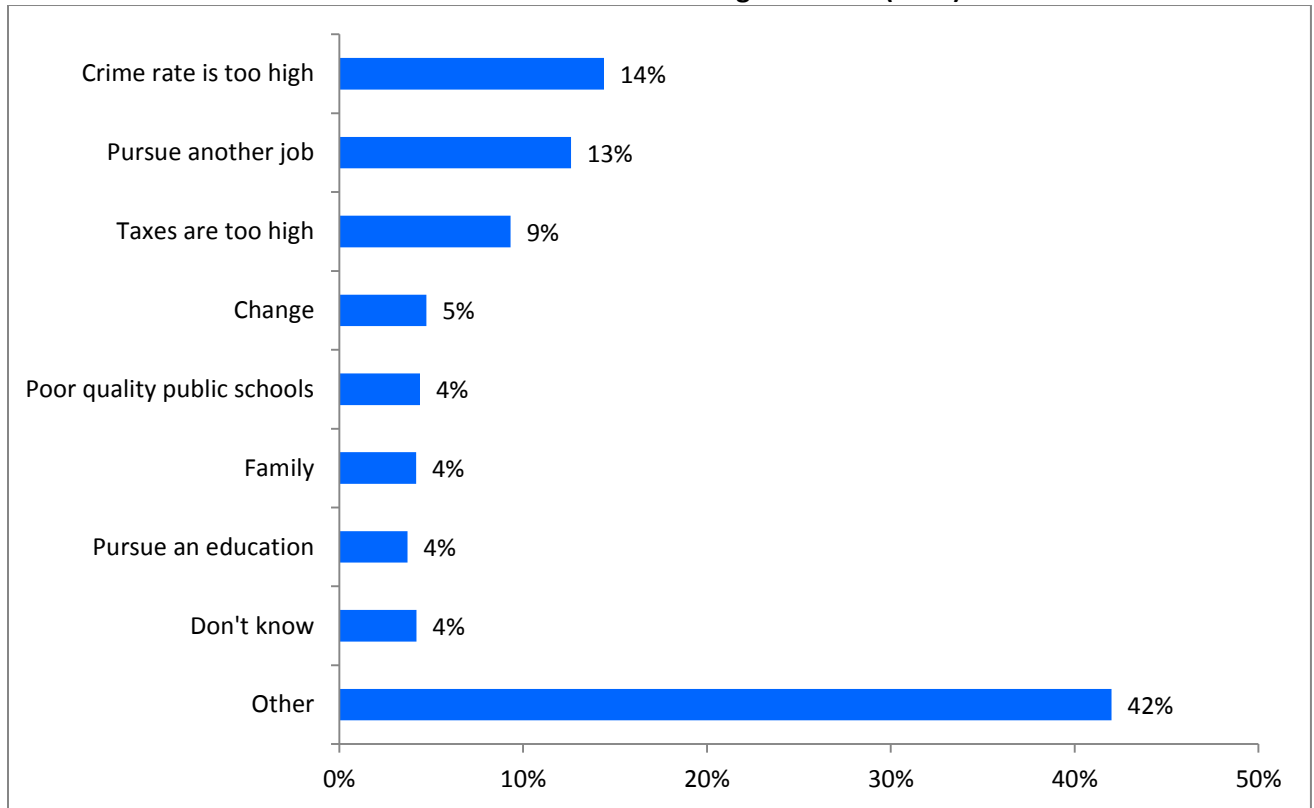
Chart 10: Likelihood of Moving Out of Baltimore (2009-2013)





Any respondent who was likely or very likely to leave Baltimore in the next three years was asked a follow-up question about why they were planning to leave. The respondents were not prompted with a list but were allowed to say whatever they thought, and those responses were then coded by the interviewer into predefined categories. Any responses that were categorized as falling into an “other” category were coded to group together similar responses. Forty-two percent of the responses (42%) were spread across categories that could not be classified into other categories at a meaningful percentage. In a result similar to 2012, 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 13%, respectively. The top three reasons for moving were the same in 2013 as they were in 2012.

**Chart 11: Reasons for Leaving Baltimore (2013)**



## Moving to and Staying in Baltimore

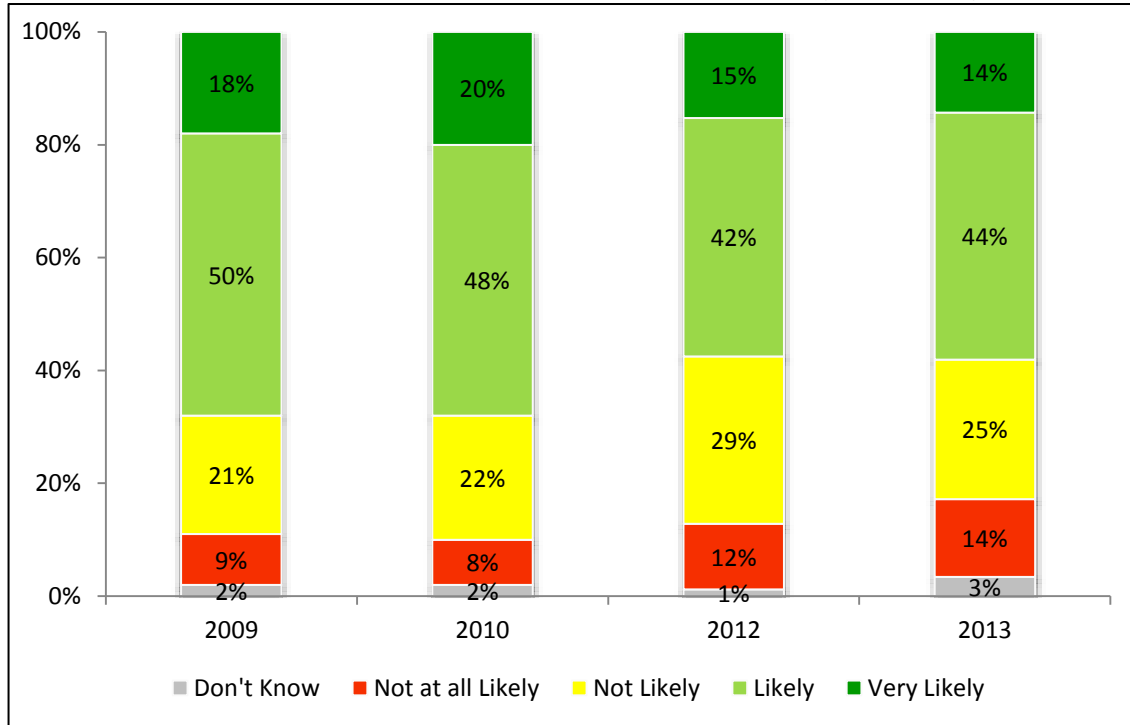
Respondents were asked why they chose to move to or to stay in Baltimore. Their comments were recorded verbatim and then coded into categories around similar aspects. Slightly more than one-third of respondents indicated that they moved to Baltimore or continued to stay in Baltimore because of their proximity to their family and friends (36%). The second most often cited category was affordable housing (11%), followed by liking the city (10%). Any responses that were categorized as falling into an “other” category were coded to group together similar responses. Twenty-three percent of the responses (23%) 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 (2013)**



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 (58%). This was virtually unchanged from last year, but a decrease from 2009 and 2010.

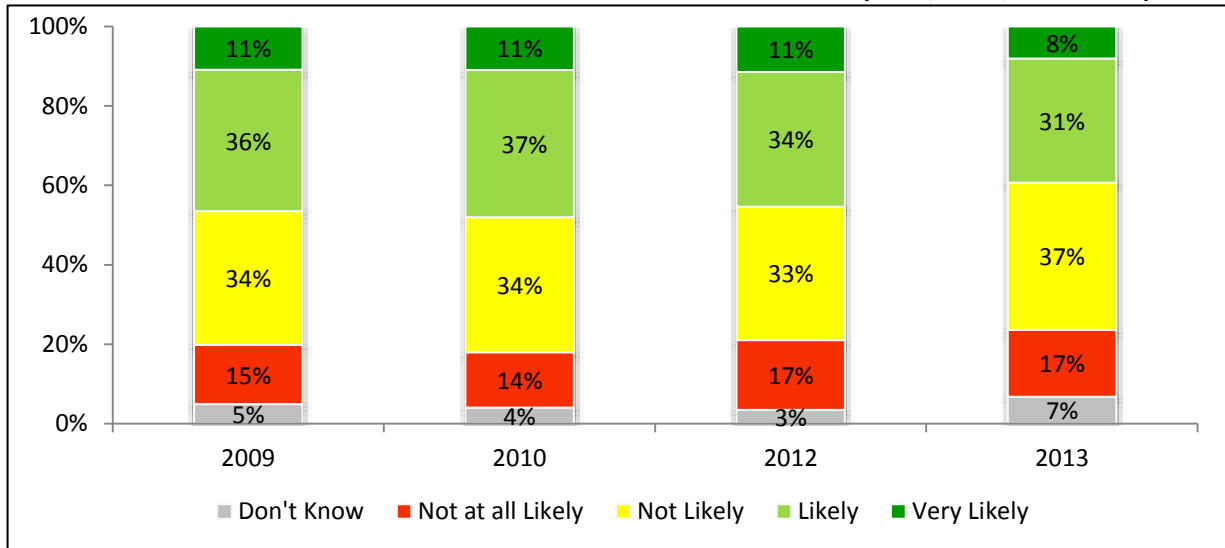
**Chart 13: Recommend Baltimore as a Place to Live (2009 - 2013)**



## 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 (39%) said that they would be very likely or likely to recommend Baltimore as a place to raise children, which is a slightly lower percentage than in 2009 and 2010. This question was not asked in 2011.

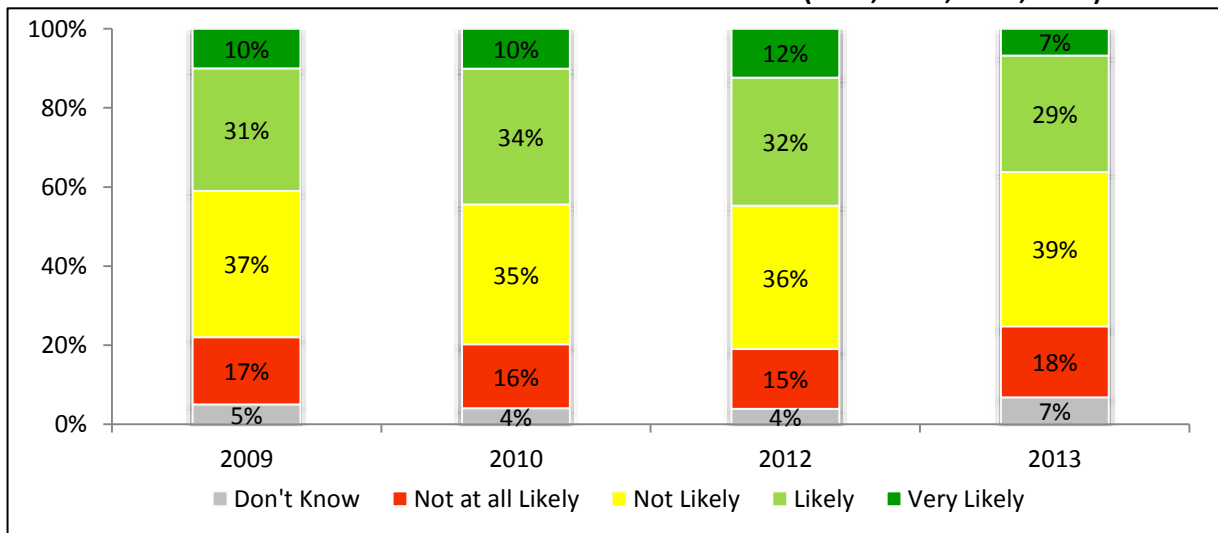
**Chart 14: Recommend Baltimore as a Place to Raise Children (2009, 2010, 2012, 2013)**



## Retiring in Baltimore

Responses were once again more often less likely to recommend Baltimore as a place to retire. The percentage of those who were not likely or not at all likely to recommend Baltimore as a place to retire (57%) increased from 2009, 2010, and 2012. This question was not asked in 2011.

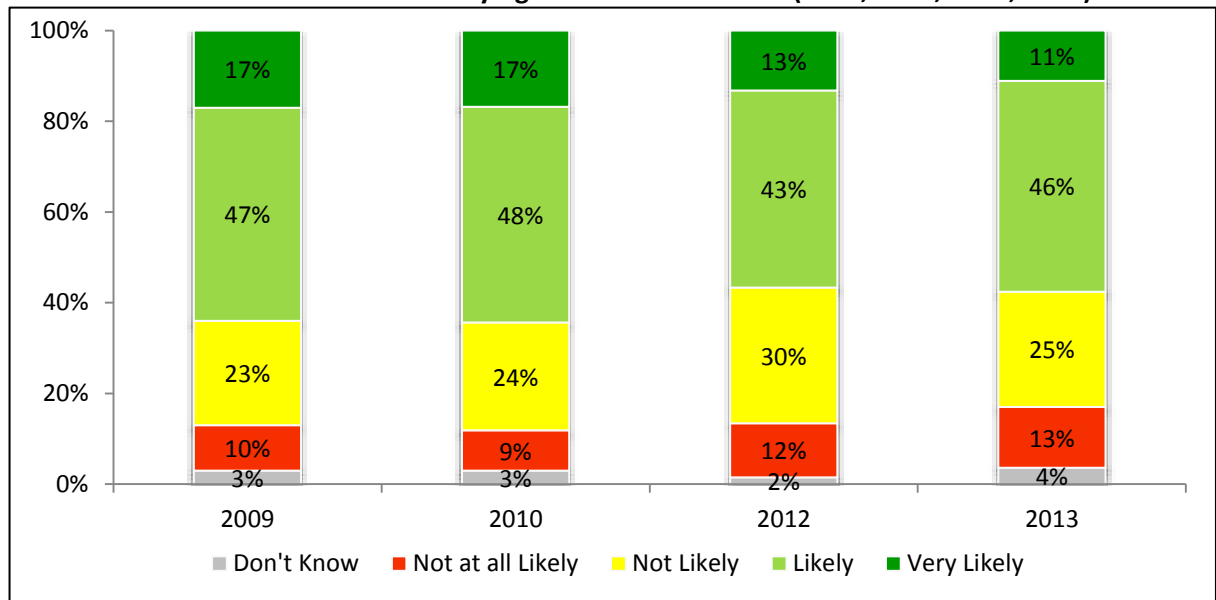
**Chart 15: Recommend Baltimore as a Place to Retire (2009, 2010, 2012, 2013)**



## Buying a Home in Baltimore

Over half of respondents (57%) were either likely or very likely to recommend buying a home in Baltimore to others, a similar percentage to 2012. At the same time, the percentage of those respondents who were unlikely or very unlikely to recommend buying a home in Baltimore fell from 42% in 2012 to 38% in 2013.

Chart 16: Recommend Buying a Home in Baltimore (2009, 2010, 2012, 2013)



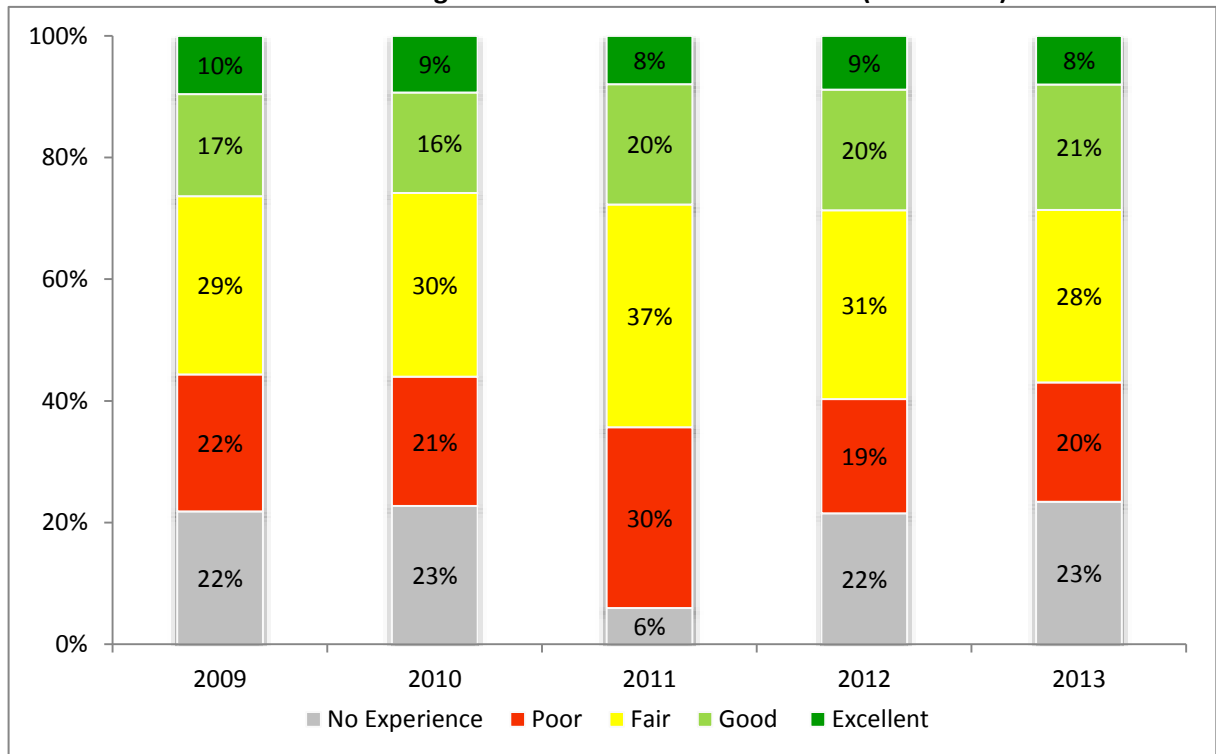
## Priority Outcome 1 – Better Schools

While in previous years a number of questions were asked about citizen perceptions of and satisfaction with K–12 education, only one question with two parts was asked in 2013.

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 the quality of K-12 education on a 4-point scale. K-12 education moved down in importance from the fourth most important service to the sixth, out of 20 services on the 2013 survey, with a mean importance rating of 9.09. This is very similar to last year’s mean importance rating of 9.17, and it is still higher than 8.6 in 2011.

The rating of the quality of K-12 educational services in Baltimore City was little changed in 2013 from 2012. Other than a decrease in the percentage of those with no experience with K-12 education in 2011 (and a corresponding increase in the percentage of those rating it as poor or fair), all the response categories are little changed from 2009, 2010, and 2012.

**Chart 17: Rating of Public K-12 Education Services (2009-2013)**



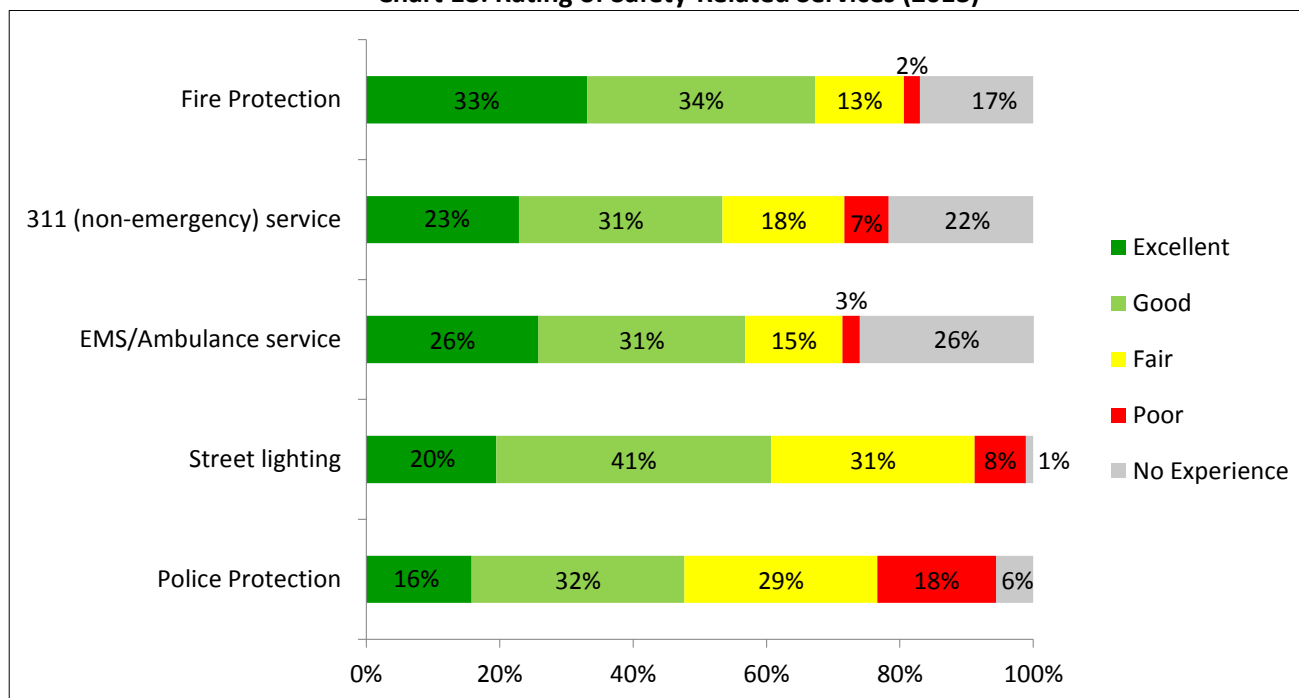
## Priority Outcome 2 – Safer Streets

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. Responses were relatively consistent with last year.

Fire protection continued to be the most highly rated for quality of all City services. The percentage of respondents rating the quality of fire protection as excellent was virtually the same in 2013 as it was in the past year. The poor rating for 311 (non-emergency) service (7%) was half of what it had been in 2012, but still twice what it was in 2011. The positive ratings of the 311 service increased from last year, with the combined excellent and good ratings rising nine percentage points from 45% in 2012 to 54% in 2013. There was virtually no difference in the ratings for Baltimore’s EMS/Ambulance services and police protection from 2012 to 2013.

**Chart 18: Rating of Safety-Related Services (2013)**



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

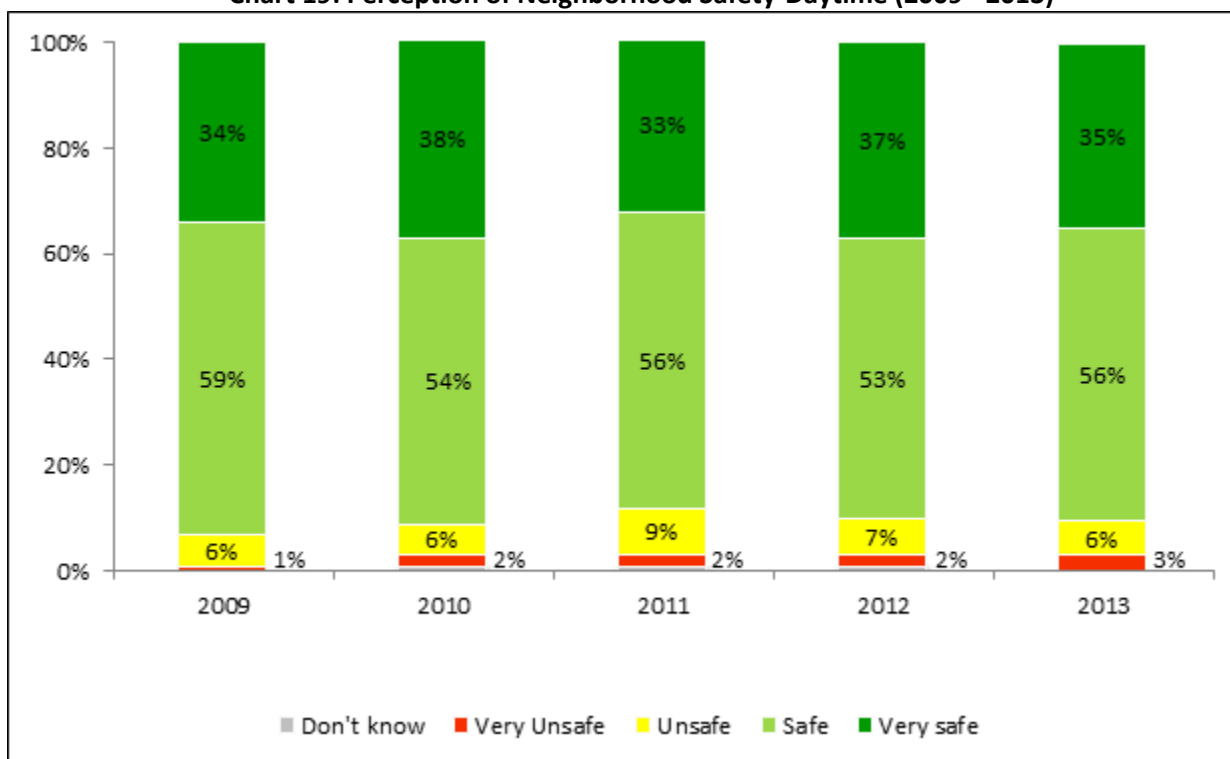
more than one and a half times more likely to rate the quality of police protection as good or excellent (61%) compared to the youngest age group (38%).

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 (59%) than Black respondents (41%). Black respondents were also almost twice as likely (21%) as White respondents to rate the quality of police protection as poor.

### Neighborhood Safety

A majority of Baltimore residents continued to report feeling either safe or very safe in their own neighborhoods during the day (91%) and at night (69%). While the results indicate that respondents felt less safe downtown than in their own neighborhoods, especially at night, three-quarters of citizens reported feeling safe or very safe downtown during the day (75%). Significant percentages of respondents could not rate their feeling of safety downtown either during the day (11%) or at night (18%). These results were virtually identical to last year's.

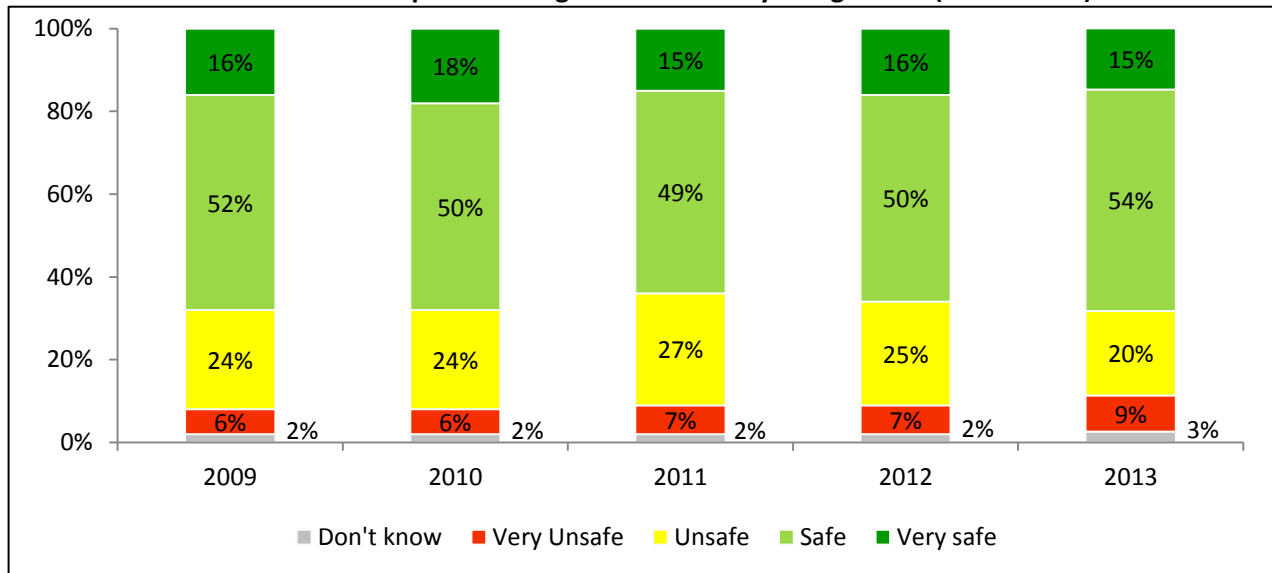
**Chart 19: Perception of Neighborhood Safety-Daytime (2009 - 2013)**





While respondents continued to feel significantly less safe in their neighborhoods at night than during the day, with 69% reporting feeling either safe or very safe, the results have been very stable from 2009 through 2013.

**Chart 20: Perception of Neighborhood Safety -- Nighttime (2009 - 2013)**

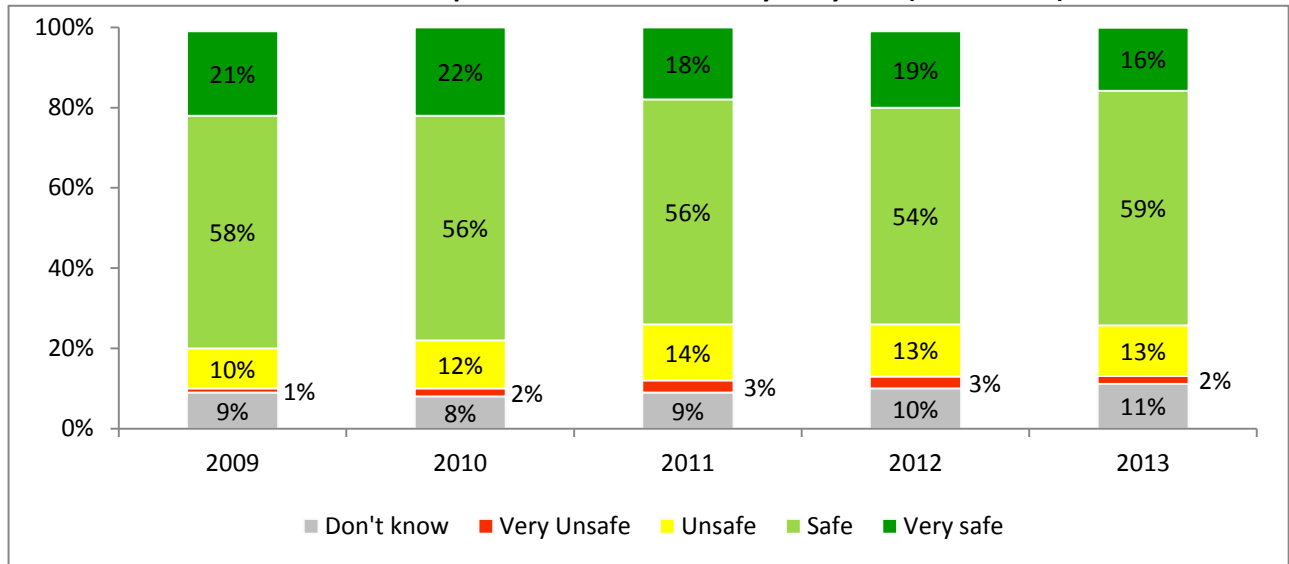


Two notable geographic differences emerged in opinion about how safe respondents felt in their neighborhoods at night when responses were mapped to Citizen Survey Districts. While the majority of the City fell into a similar range, with 50% to 80% of respondents reporting that they felt either safe or 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%. These differences are very similar to those found in 2012. A map representing these distributions can be found in Appendix B: GIS Maps of Selected Findings, Map 7: Perception of Safety in Respondent's Neighborhood – Nighttime (2013).

## Safety Downtown

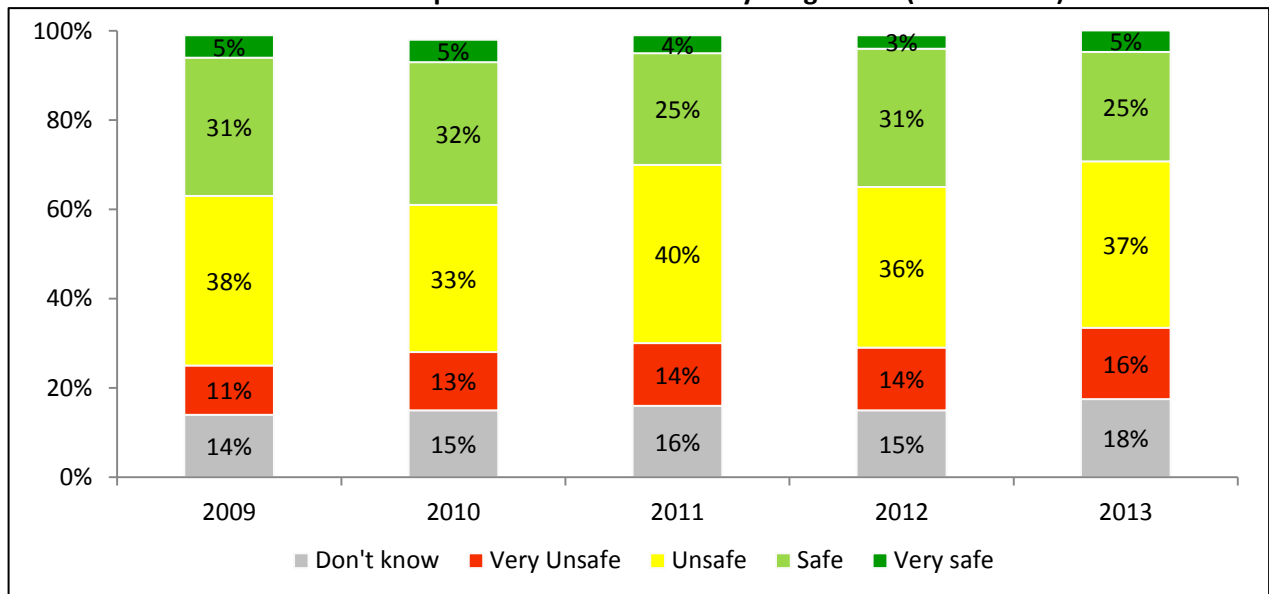
Respondents were also asked about how safe they felt downtown during the day and at night. There was almost no change in the perception of safety downtown during the day from 2012, with three-quarters of respondents indicating that they felt either safe or very safe.

**Chart 21: Perception of Downtown Safety - Daytime (2009 - 2013)**



While there was a slight decrease in the overall percentage of those who felt safe or very safe downtown at night, it is not large enough to be statistically meaningful. Over the last five years, the perceptions of safety at night downtown have remained very stable.

**Chart 22: Perception of Downtown Safety - Nighttime (2009 - 2013)**

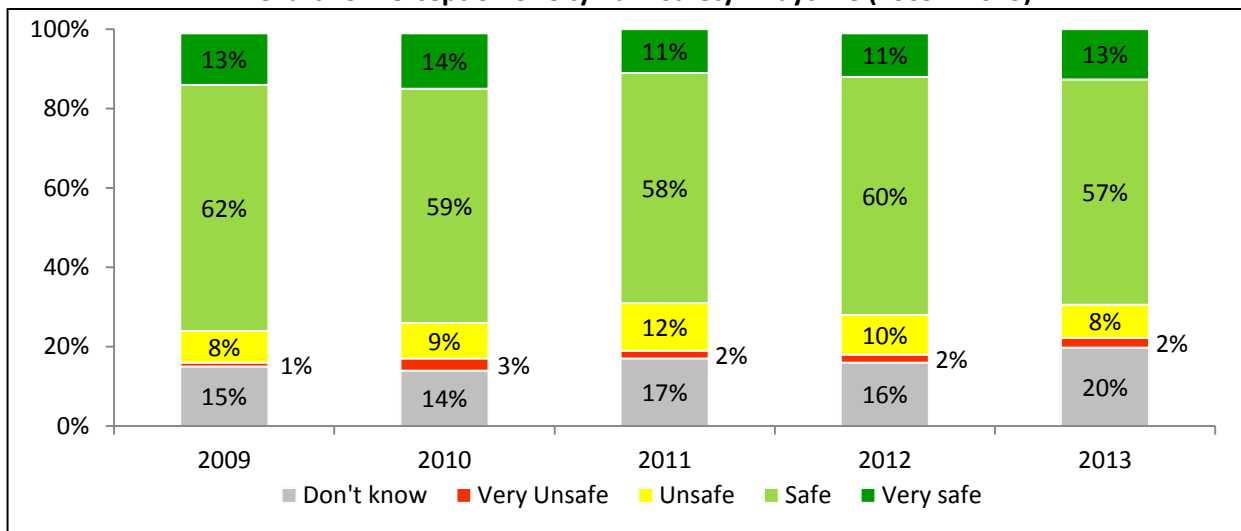


There is very little geographic variation in feelings of safety downtown. Responses from all the survey districts fell into the range of 26% to 50% reporting a feeling of safe or very safe downtown at night, with the Northwest and Southwest districts falling below 26%. A map of these results can be found in Appendix B: GIS Maps of Selected Findings, Map 8: Perception of Safety in Downtown – Nighttime (2013).

### Safety in City Parks

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

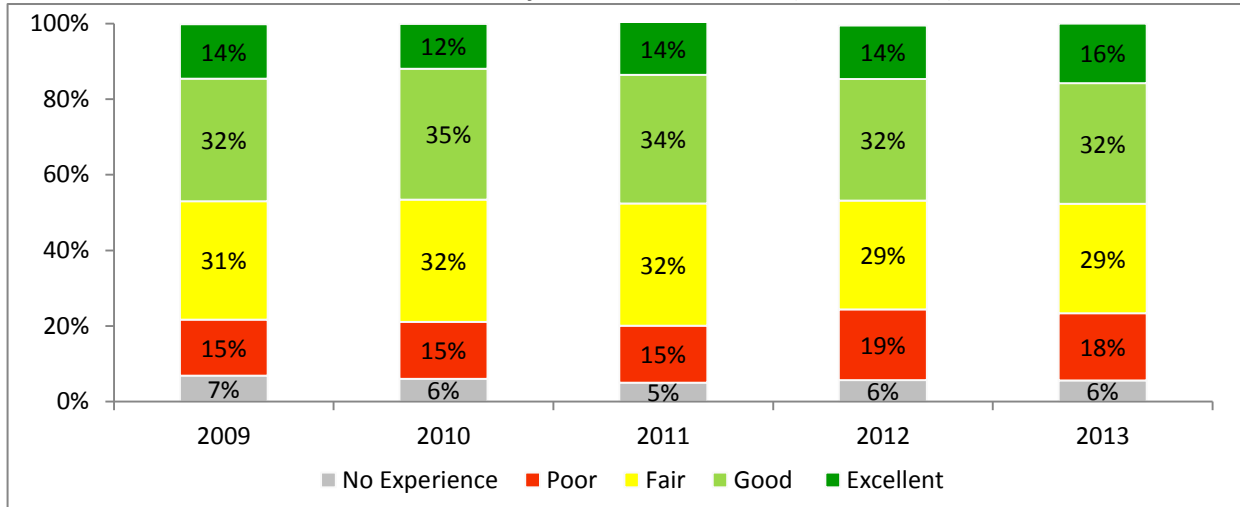
**Chart 23: Perception of City Park Safety - Daytime (2009 – 2013)**



### Perceptions of Police in Baltimore

Just under half (48%) of respondents felt that police protection was good or excellent. This rating has also remained very consistent over the five years that the Baltimore City Citizen Survey has been conducted.

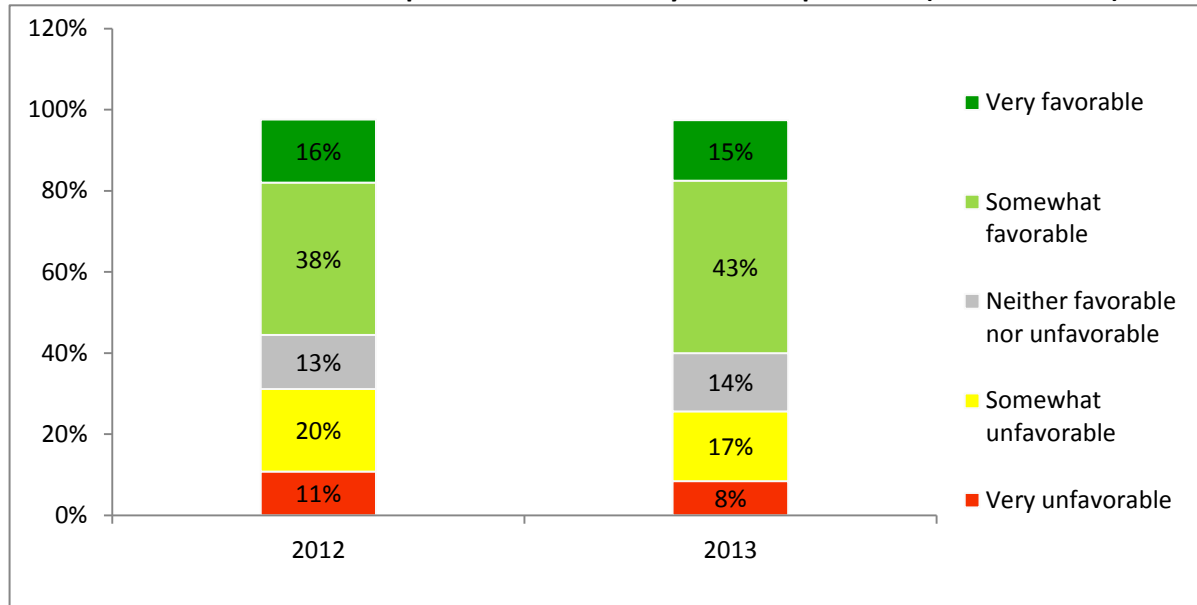
**Chart 24: Quality of Police Protection (2009 – 2013)**



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. A majority of residents (51% to 75%) in the Northern, Eastern, Central and Southeastern districts rated police protection as good or excellent. At the same time, residents of the Northeastern, Northwestern, Western, Southern, and Southwestern districts rated the quality of the police as good or excellent in the lower range of 26% to 50%. A map depicting this distribution can be found in Appendix B: GIS Maps of Selected Findings, Map 9: Perception of Police Protection – Baltimore City (2013).

The 2013 survey included a series of questions first asked in 2012 about perception of the Baltimore City Police Department (BCPD). The first question asked about each respondent's overall perception of the Baltimore City Police 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 and 2013)**



More than half of respondents (58%) indicated that their overall perception of the BCPD was either somewhat favorable (43%) or very favorable (15%). A quarter (25%) indicated an unfavorable perception, either somewhat unfavorable (17%) or very unfavorable (8%). This is a slight decrease in the unfavorable percentage, from 31% in 2012.

Black and White respondents had different perceptions of the overall favorability of BCPD. While similar percentages of each group viewed the Police Department favorably or very favorably, 14% of White respondents had an unfavorable or very unfavorable opinion of the BCPD, while 32% of Black respondents felt that way.

All respondents were asked about their interactions with the Baltimore City Police Department in the past year. In contrast to 2012, there was not as much variation in the percentages of those who had had each type of interaction with police. The most commonly reported interactions were an on-duty interaction (21%), asking for information (20%), or filing a complaint (19%). The results for all interactions are displayed below in Table 2, with the percentage reported being the percentage of respondents who answered “yes” when asked if they had had this type of interaction in the past year.

**Table 2: Interactions with BCPD in Last Year (2013)**

Type of Interaction	Yes
On-duty, other interaction	21%
Asked for information (directions, advice, etc.)	20%
Filed a complaint	19%
Community activity, meeting, etc.	18%
Report a crime as the victim of a crime	18%
Off-duty personal interaction (in a social setting)	16%
Routine traffic stop	14%
Report a crime as a witness	13%
Witness to a crime	11%
Traffic accident	11%
Suspect in or arrest for a crime	3%

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 70% saying that they were on the whole positive, while 23% indicated that they had been on the whole negative. Seven percent of respondents (7%) either couldn’t characterize their interactions or refused to. These responses were virtually identical to those in 2012.

White respondents were nine times more likely to report having had a positive rather than a negative interaction with Baltimore City police (90% positive versus 10% negative); Black respondents were almost twice as likely to report having had a positive interaction with police (66% positive versus 34% negative).

In two survey districts, the Eastern and the Southeastern, there were very high levels of positive interactions with police in the last year, 84% and 88%, respectively. The other districts had positive interactions that varied between 57% and 77%.

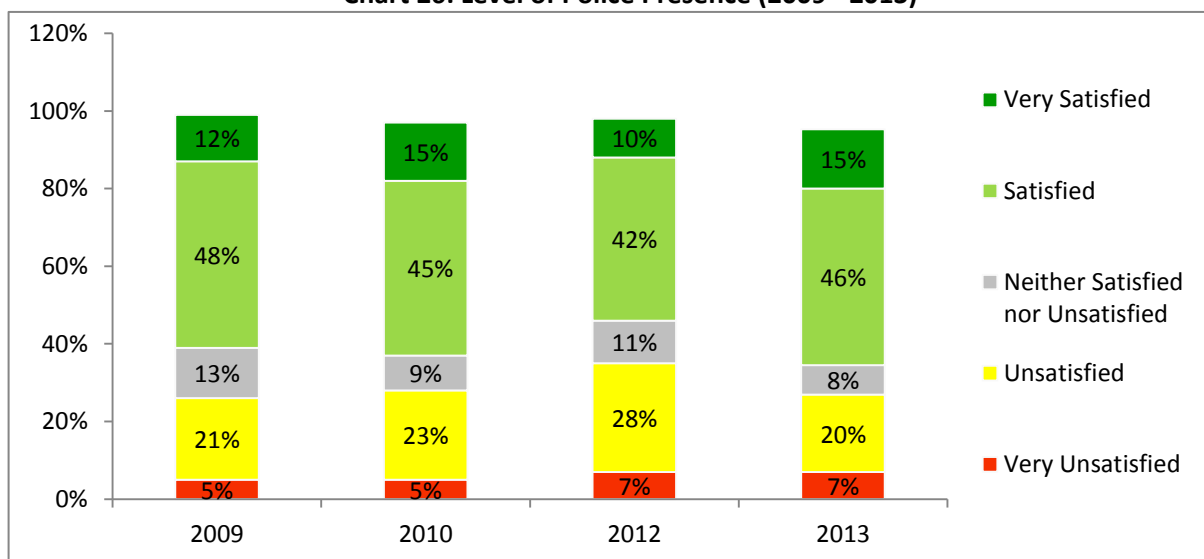
## Perceptions of Police in Respondents' Neighborhoods

Once again, in 2013 residents were asked about their satisfaction with and perceptions of certain aspects of the BCPD in their neighborhoods. These questions were not asked in 2011.

On the whole, Baltimoreans reported being satisfied with police service in their neighborhoods. Where responses in 2012 were slightly less satisfied and more unsatisfied than in 2009 and 2010, the responses in 2013 shifted back in the positive direction to the previous levels of satisfaction. The neutral responses of neither satisfied nor unsatisfied remained fairly constant.

Satisfied was again the most common response to a question about the level of police presence in the respondent's neighborhood. The percentage of those who were satisfied or very satisfied rose from 52% in 2012 to 61% in 2013. This is also consistent with the percentages found in 2009 and 2010. There was a corresponding decrease in the percentage of those who were either very unsatisfied or unsatisfied with the presence of police in their neighborhoods, from 35% in 2012 to 27% in 2013. These percentages were also more in line with those in 2009 and 2010.

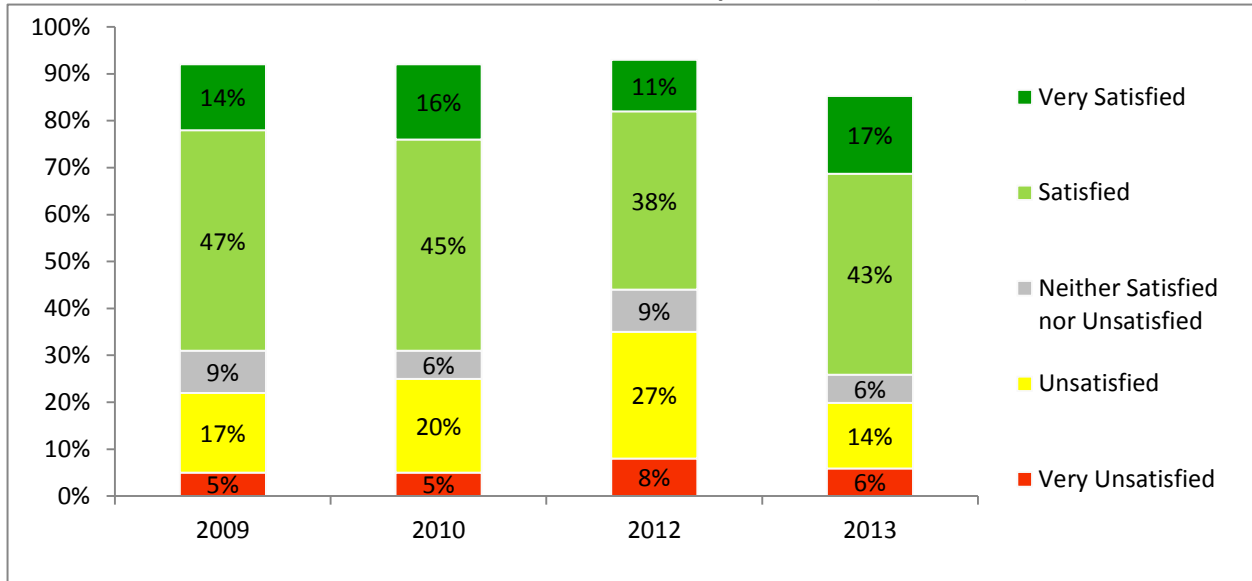
**Chart 26: Level of Police Presence (2009 - 2013)**



The distribution of satisfaction with the level of police presence in respondents' neighborhoods varied somewhat across Citizen Survey Districts, with only the Central District reporting being satisfied or very satisfied in 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 B: GIS Maps of Selected Findings, Map 10: Satisfaction with Police Presence – Respondent's Neighborhood (2013).

When asked about their satisfaction with the responsiveness of the police in their neighborhoods, citizens were most likely to be satisfied (43%). The total percentage of those who were satisfied or very satisfied was higher in 2013 (60%) than in 2012 (49%), and comparable to what was found in 2009 (61%) and 2010 (61%). Those who indicated being unsatisfied or very unsatisfied fell 15 percentage points from 35% in 2012 to 20% in 2013, which was also similar to what was found in 2009 and 2010. There was a large increase in the percentage of responses indicating that the respondents didn't know about the police responsiveness in their neighborhoods, up from 8 or 9% in previous years to 15% in 2013.

**Chart 27: Satisfaction with Police Responsiveness (2009 - 2013)**

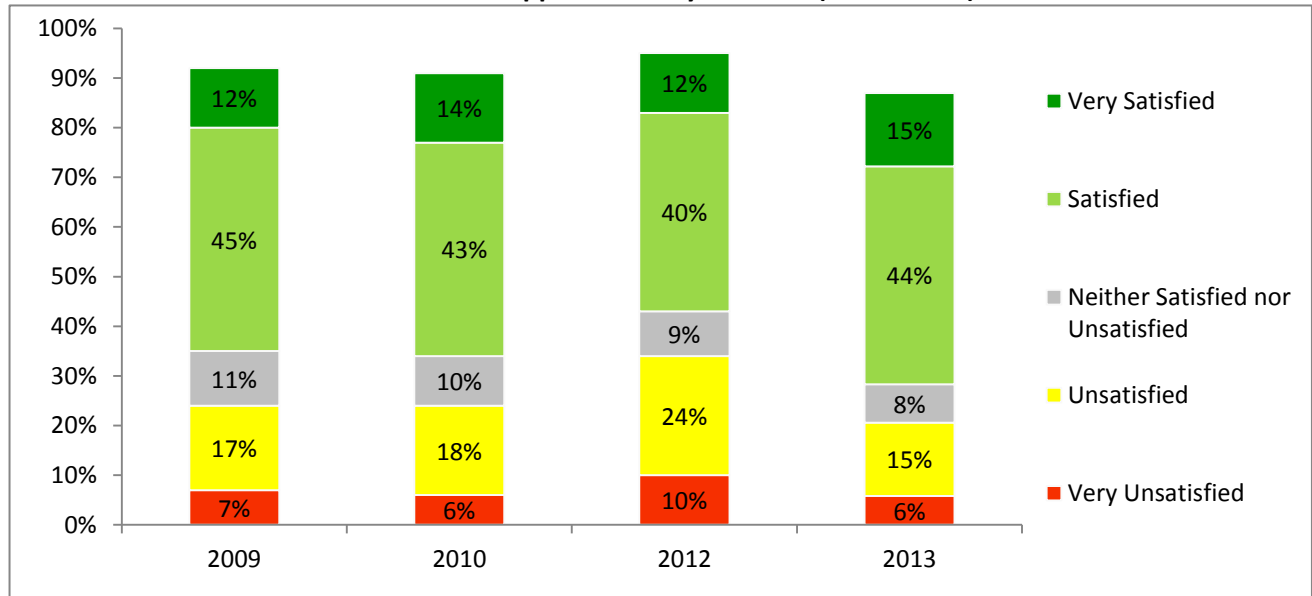


When mapped by City Survey Districts, most of the survey districts fall into the same range, from 51% to 75% feeling satisfied or very satisfied with police responsiveness. The Central and Southern districts rated their satisfaction with police responsiveness slightly lower, putting them just under the others into the 26% to 50% grouping. A representation of this distribution can be found in Appendix B: GIS Maps of Selected Findings, Map 11: Satisfaction with Police Responsiveness – Respondent's Neighborhood (2013).



Across the city, citizens continued to be more satisfied than unsatisfied when asked about the approachability of police in their neighborhoods, with a decrease in dissatisfaction in 2013 as compared to 2012 (21% versus 34%). There were corresponding decreases in the percentage of respondents who were unsatisfied and very unsatisfied, down from 34% in 2012 to 21% in 2013.

**Chart 28: Approachability of Police (2009 - 2013)**

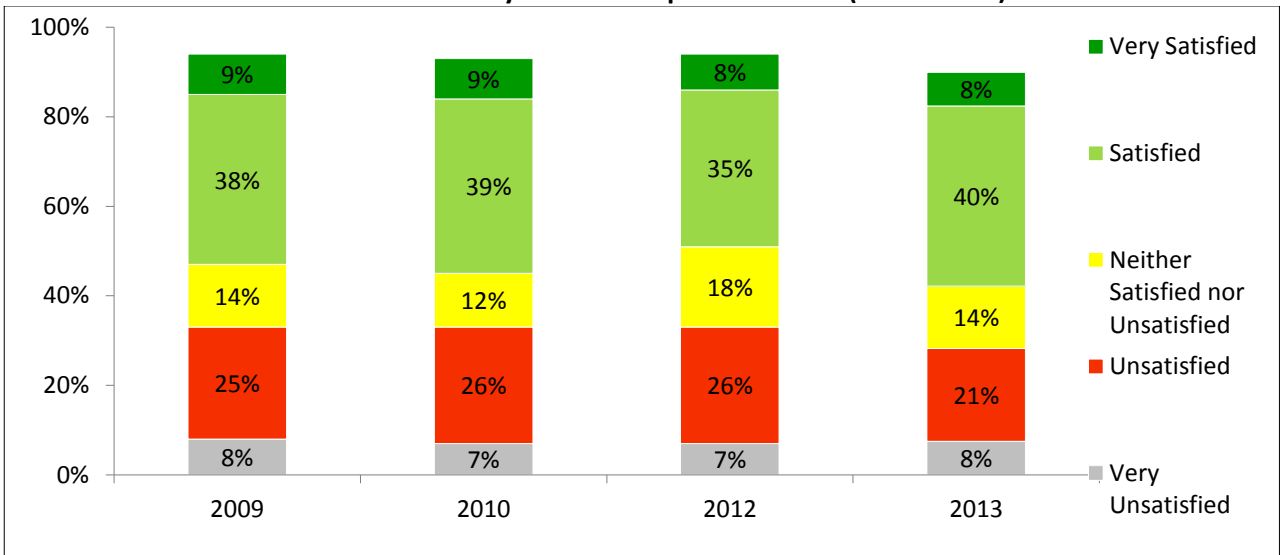


In most of the city, respondents reported feeling either satisfied or very satisfied in the range of 51% to 75% with the approachability of police in their neighborhoods. Two survey districts had satisfaction levels that were lower, in the 26% to 50% range, the Central and Western. A map of these distributions can be found in Appendix B: GIS Maps of Selected Findings, Map 12: Satisfaction with Approachability of Police – Respondent’s Neighborhood (2013).

Black respondents were less likely to report being satisfied or very satisfied with the approachability of police in their neighborhoods (51%) than White respondents (74%).

Since 2009 there has not been much change in opinion about the ability of police to prevent crime, though opinion did become more positive in 2013 than it had been in 2012. A higher percentage of citizens indicated that they were satisfied (48%) than unsatisfied (29%) with police crime-prevention ability.

**Chart 29: Ability of Police to prevent Crime (2009 - 2013)**

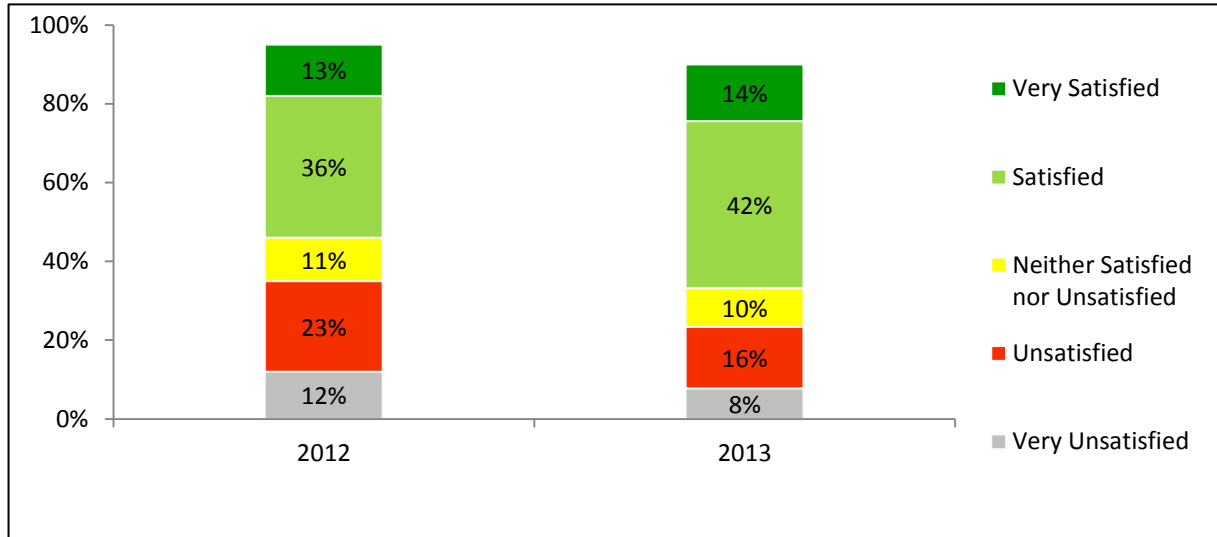


There was little variation geographically in the positive perception of police ability to prevent crime; that is, the percentage of those who were satisfied or very satisfied. The survey district with the lowest percentage of those with positive perceptions was the Western at 38%, but all other districts had ratings between 40% and 57%. A map of these distributions can be found in Appendix B: GIS Maps of Selected Findings, Map 14: Satisfaction with the Ability of Police to Prevent Crime – Respondent’s Neighborhood (2013).

White respondents were more likely than Black respondents (63% versus 46%) to report being either satisfied or very satisfied with the ability of police to prevent crime in their neighborhoods.

The movement away from the increased dissatisfaction in 2012 was evident in the percentage of those who had positive views of professionalism of police in their neighborhoods (56%) versus negative views (24%). There was a significant decrease in the percentage of those who were unsatisfied or very unsatisfied with the professionalism of police, down from 35% in 2012 to only 14% in 2013.

**Chart 30: Professionalism of Police (2012 and 2013)**



Fewer than half of respondents in the Central and Western districts were likely to report being satisfied or very satisfied with the level of police professionalism in their neighborhoods. The other survey districts reported the same opinion from 53% to 67% of respondents. A map of these results can be found in Appendix B: GIS Maps of Selected Findings, Map 13: Satisfaction with Police Professionalism – Respondent’s Neighborhood (2013).

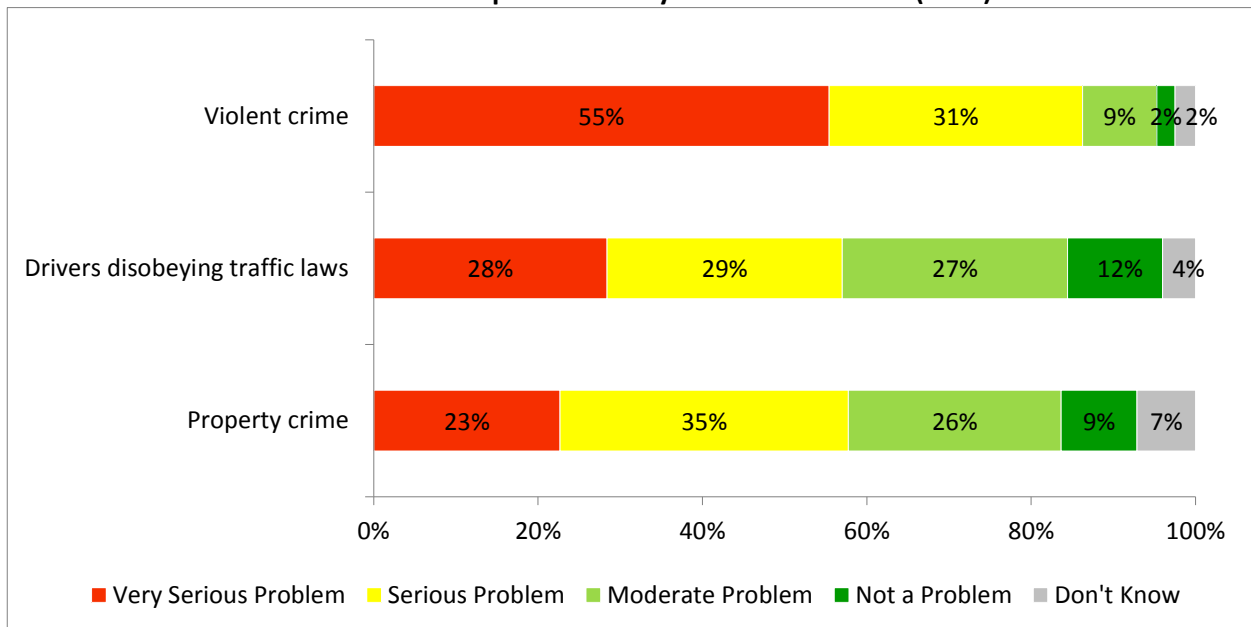
White respondents were more likely to report being either satisfied or very satisfied with the professionalism of police in their neighborhoods than Black respondents (71% versus 49%).

## Safety Issues

As in previous years, respondents were asked in 2013 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 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. Violent crime continues to be the safety problem that is viewed as most serious, with more than twice the percentage of respondents rating it as a very serious problem (55%) than either drivers disobeying traffic laws (28%) or property crime (23%). For the third year in a row, residents were asked about the seriousness of drivers disobeying traffic laws, including distracted driving. Fifty-seven percent (57%) of respondents reported this as a serious or very serious issue, which is virtually the same as in 2012.

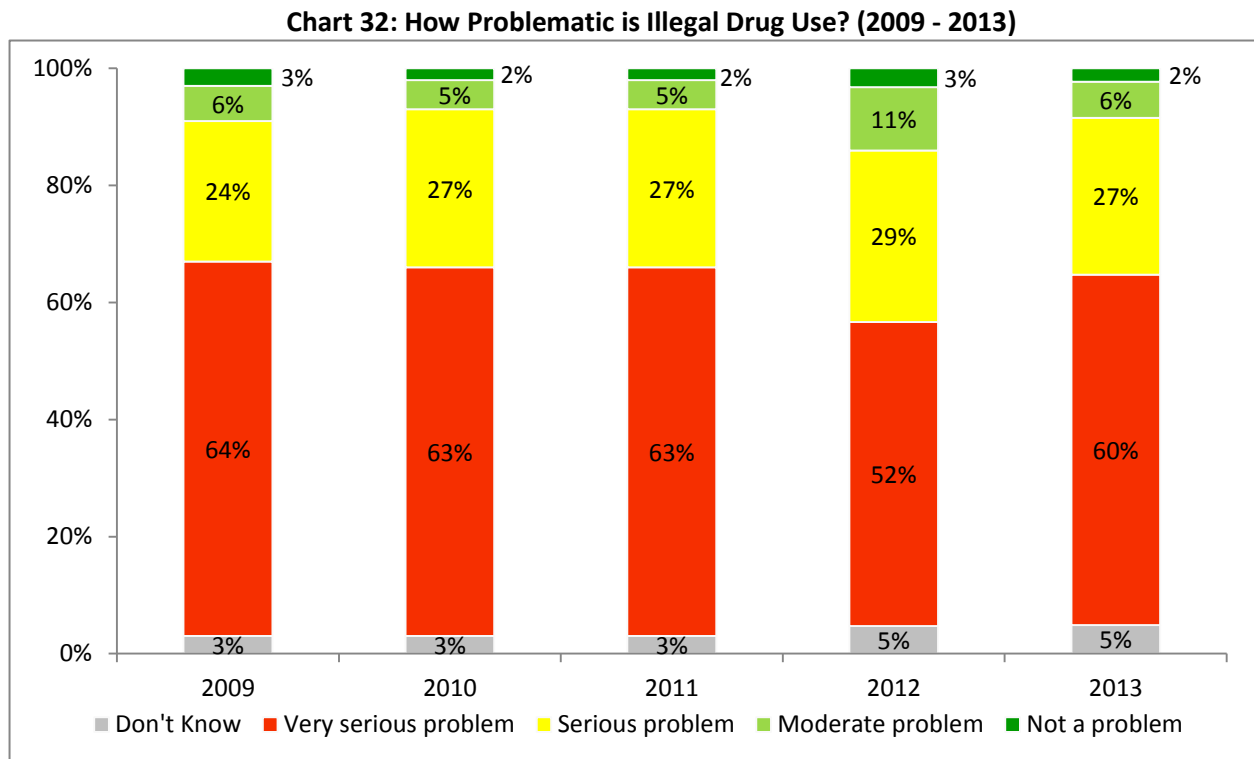
**Chart 31: Perception of Safety Issues in Baltimore (2013)**



Men were more likely than women to say that violent crime was a serious or very serious problem (55% versus 36%), but women were more likely than men to say that that the problem of violent crime was getting worse or much worse (61% versus 49%). Black respondents were more likely than White respondents to view violent crime as getting worse or much worse (64% versus 42%). While only 8% of Black respondents thought violent crime was getting better or much better, 15% of White respondents thought it was.

## Illegal Drug Use

Illegal drug continued to be virtually tied with violent crime as the number one most serious problem of all the problems that respondents were asked about. While the percentage of those who thought that illegal drug use was a very serious problem fell from 63% in 2011 to 52% in 2012, it rose again in 2013 to 60%. The percentage of those who thought that illegal drug use was not a problem or was a moderate problem fell from 14% in 2012 to only 8% in 2013.



While there was little difference in the perception of the problem of illegal drug use between Black respondents and White respondents, Black respondents were more likely to think that illegal drug use was getting worse or much worse than White respondents (55% versus 43%).

### **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 the quality of street maintenance, sidewalk maintenance, snow removal, and housing code enforcement; rating the availability of recreational activities; questions about City-run 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.

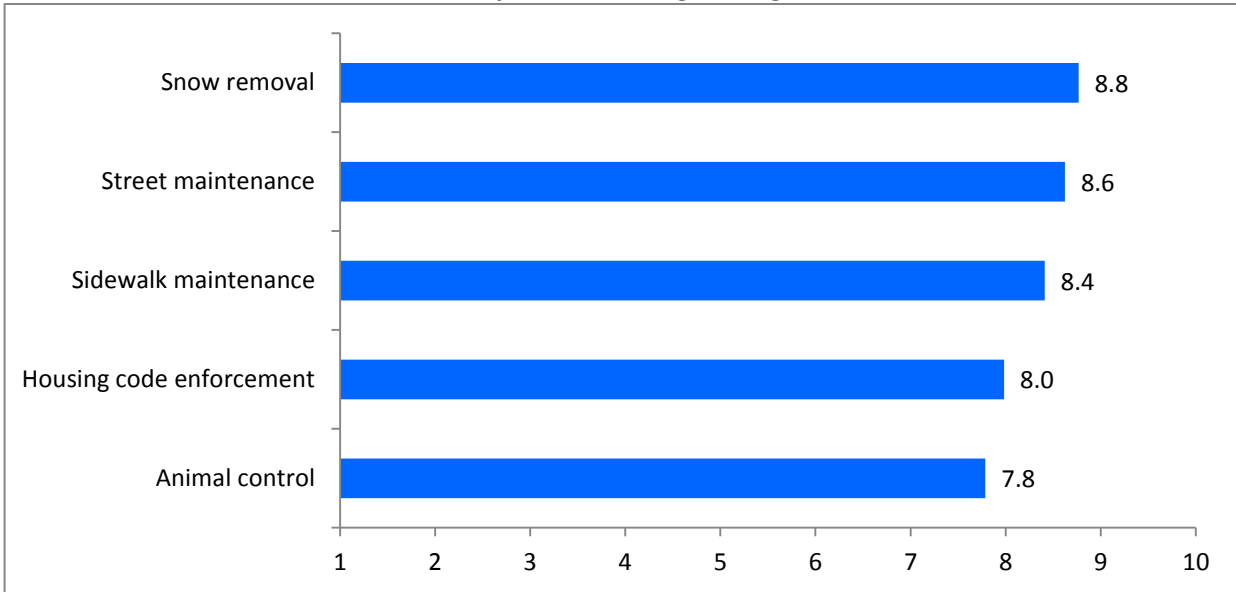
White and Black respondents had differences in perceptions of homelessness. Black respondents were more likely to say that the problem of homelessness was getting worse or much worse than White respondents (60% versus 42%). A similar divide was evident in the perceptions of vacant or abandoned buildings, with 69% of Black respondents viewing the problem of vacant or abandoned buildings as getting worse or much worse versus 46% of White respondents. Black respondents were also more likely to view a lack of affordable housing as getting worse or much worse (54%) than White respondents (33%).

### **Neighborhood Services**

Citizens were asked to rate the importance of and their satisfaction with five services (street maintenance, sidewalk maintenance, snow removal, housing code enforcement and animal control) that are related to the Stronger Neighborhoods 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.

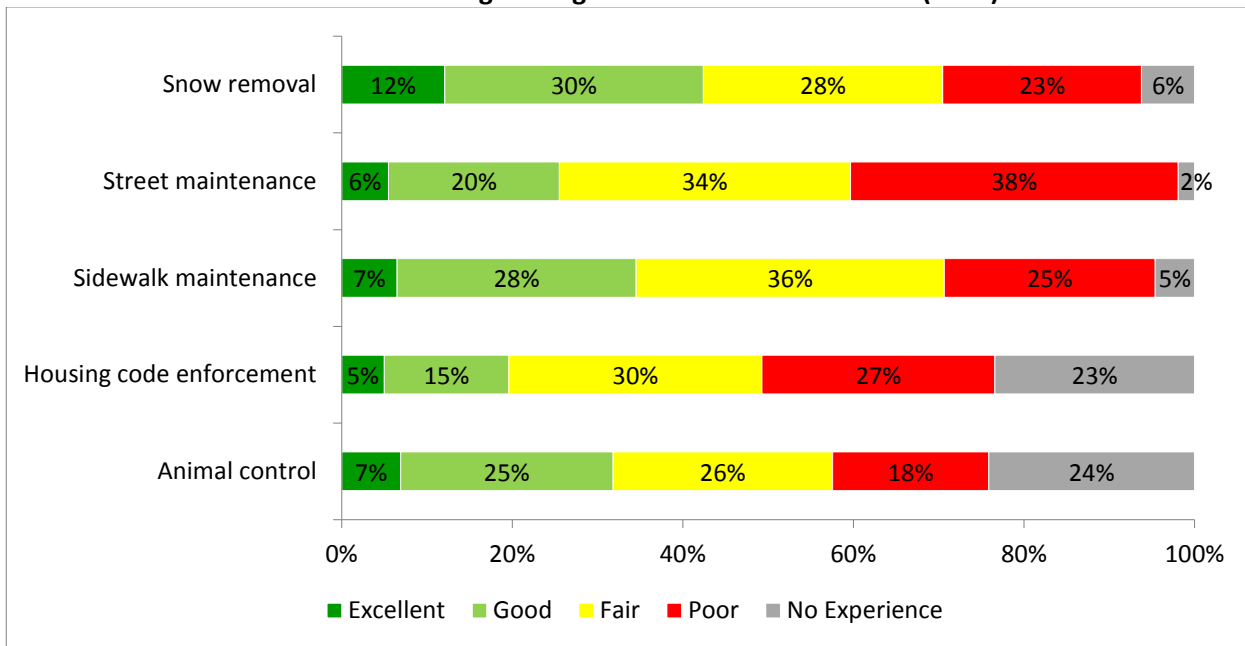
Housing code enforcement was once again near the bottom of the mean importance rankings among all services rated, although the mean importance rating for housing code enforcement (8.0) was similar to that in 2012 (8.11) and higher than in 2011 (7.8) and 2010 (7.7). Snow removal (8.8), street maintenance (8.6), and sidewalk maintenance (8.2) were near the middle of the group of all services and were little changed from last year. Animal control was lower on the list of services in terms of average importance rating at 7.8, slightly lower than in 2012 (8.0).

**Chart 33: Mean Importance Rating of Neighborhood Services**



Respondents rated their satisfaction with housing code enforcement lowest among neighborhood services, with the percentage rating housing code enforcement as good or excellent decreasing to 20% in 2013 after increasing in 2012 to 26% from 21% in 2011.

**Chart 34: Rating of Neighborhood-Related Services (2013)**



The percentage of residents rating snow removal as excellent was unchanged from previous years at 12%. The percentage of those who rated snow removal as good (30%) was very similar to the percentages over the last five years, neither as low as its lowest in 2011 (25%), nor as high as its highest in 2009 (35%).

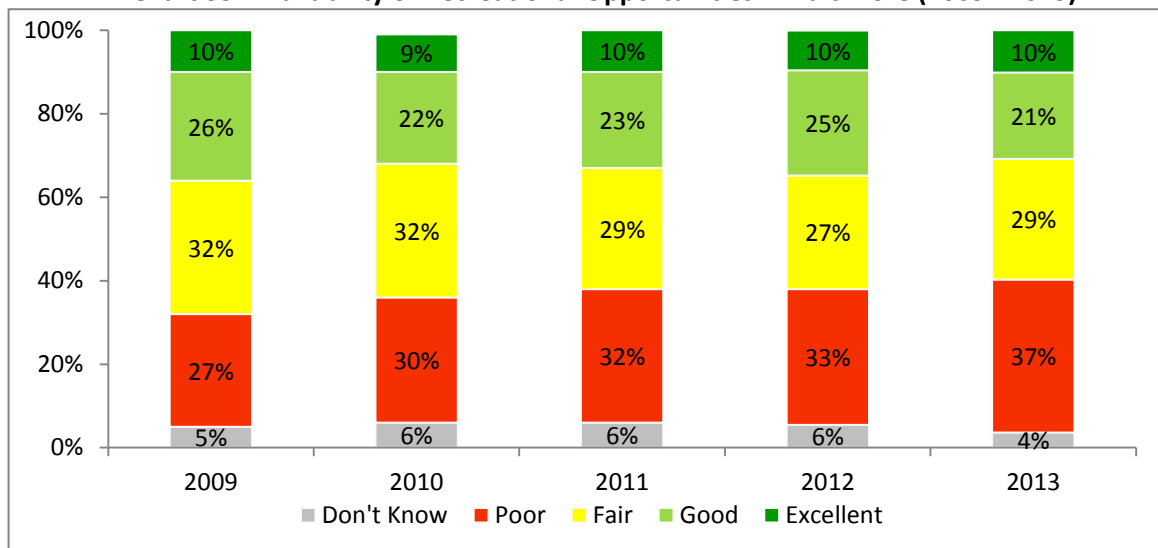
While the ratings for street and sidewalk maintenance had remained almost unchanged from 2009 through 2011, when these were split into two distinct services in 2012, opinion on the services diverged. Sidewalk maintenance continued to have a higher percentage of citizens reporting that it was excellent or good (35%) than did street maintenance (26%). While the positive rating for street maintenance was virtually the same as in 2012, the positive rating for sidewalk maintenance fell from 42% in 2012.

Almost one-quarter of respondents reported not having any experience with animal control (24%) or housing code enforcement (23%).

### Recreational Opportunities

There was virtually no change from 2012 in the ratings of the availability of recreational opportunities in Baltimore in 2013. There has been very little change over time in the percentages of each response since 2010.

**Chart 35: Availability of Recreational Opportunities in Baltimore (2009 - 2013)**



Notable differences of opinion about the availability of recreational opportunities in Baltimore emerged from looking at responses by survey district. While 26% to 50% of respondents in most of the City reported that the availability of recreational opportunities was good or excellent, three areas had lower percentages with those positive views. In the Northeastern, Southwestern and Western



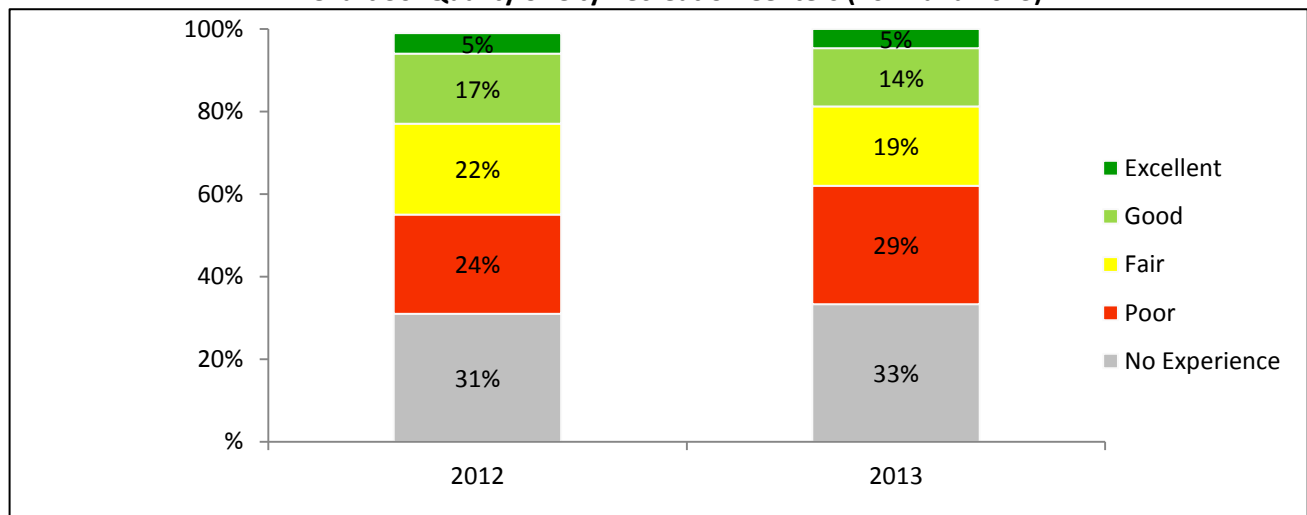
districts, 19% to 25% of respondents reported that the availability of recreational opportunities was good or excellent. A map depicting these findings can be found in Appendix B: GIS Maps of Selected Findings, Map 5: Perception of the Availability of Cultural Activities – Baltimore City (2013).

Black respondents were twice as likely as White respondents to rate the availability of recreational opportunities as poor (47% versus 20%). Conversely, White respondents were more than twice as likely as Black respondents to view the availability of recreational opportunities as good or excellent (51% versus 19%).

### City Recreation Centers

A question new in 2012 about the importance and quality of City-run recreation centers was asked again in 2013. City recreation centers were near the bottom in satisfaction for all City services in the survey, though the mean satisfaction rating was little changed at 7.9 (from 7.85 in 2012). A third of all respondents said that they had no experience with City recreation centers (33%), which is about the same as last year. There was an increase this year in the percentage of citizens who rated the quality of City-run recreation centers as poor, up from 24% in 2012 to 29% in 2013. This corresponded with a decrease in those who rated recreation centers as excellent to fair, down from 44% in 2012 to 38% this year.

**Chart 36: Quality of City Recreation Centers (2012 and 2013)**

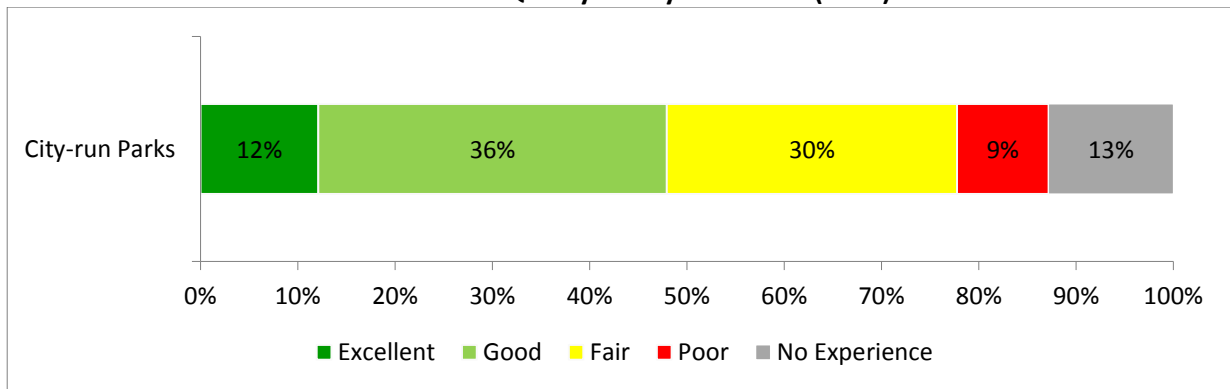


Black respondents were three times more likely than White residents to rate the quality of City-run recreation centers as poor (38% versus 12%). At the same time, White respondents were more than twice as likely as Black respondents to report having no experience with recreation centers (51% versus 22%).

## City Parks

While previous versions of the Baltimore Citizen Survey asked a series of questions about City-run parks, in 2013 citizens were asked simply to rate the importance and quality of a variety of City services, including City-run parks. Importance was rated on a ten-point scale, with 10 being most important and 1 being not at all important. City-run parks were rated just below the average for all City services that citizens were asked about (8.5) at 8.2. In terms of the quality of City-run parks, citizens were more likely to rate City-run parks as excellent or good (48%) than fair or poor (39%), though 13% of all those who responded indicated that they had no experience with City-run parks.

**Chart 37: Quality of City-Run Parks (2013)**



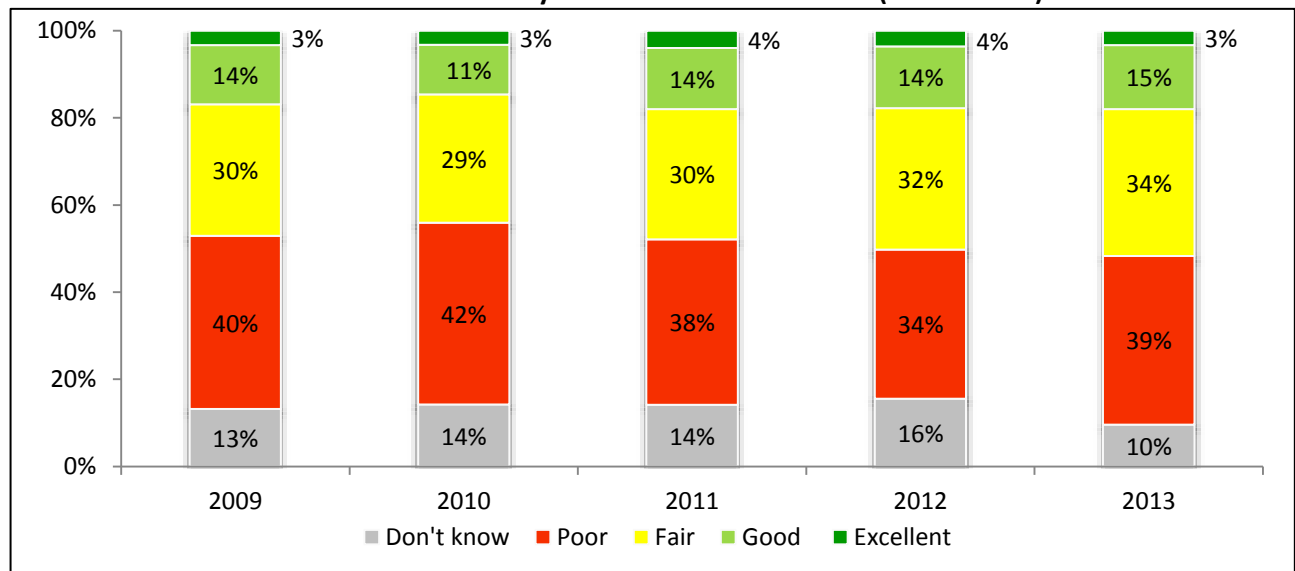
## Priority Outcome 4 – A Growing Economy

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

### Availability of Jobs

There has been stability in opinion about the availability of good jobs in Baltimore over the past five years. In fact, the results from year to year are virtually indistinguishable. An exception in 2013 is the decrease in the percentage of those who said they “didn’t know” about the availability of good jobs, down from 16% in 2012 to 10% in 2013. This corresponded with an increase in those who rated the availability of good jobs as poor, up from 34% in 2012 to 39% in 2013. Only 18% of citizens felt that the availability of good jobs was either good or excellent in 2013.

**Chart 38: Availability of Good Jobs in Baltimore (2009 – 2013)**



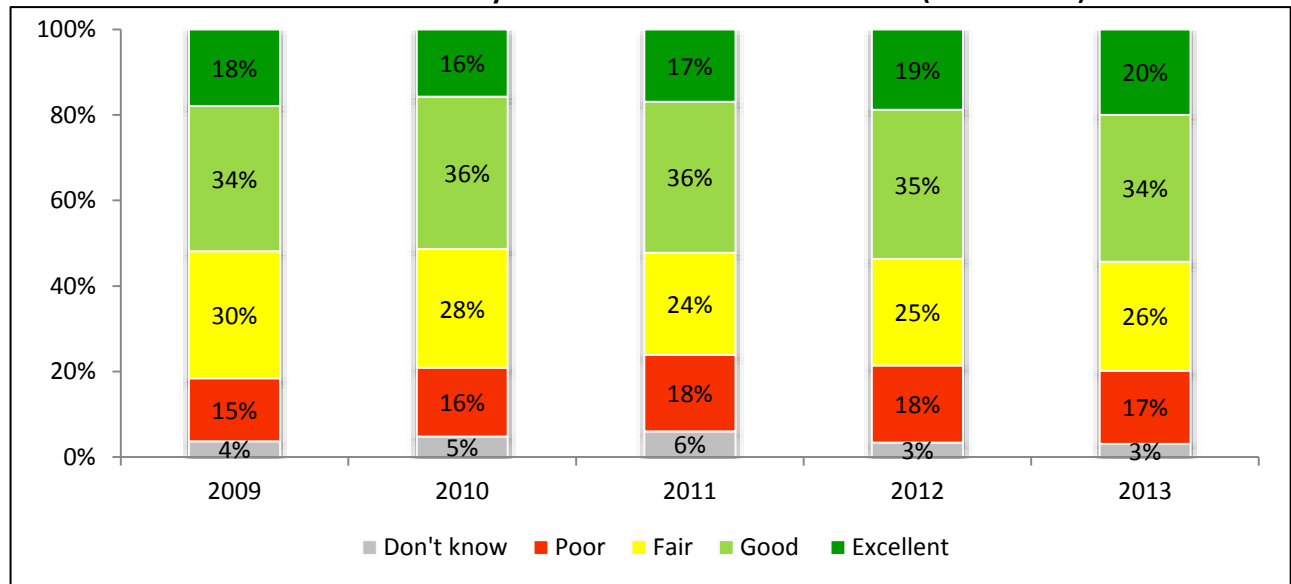
The percentage of respondents who positively rated the availability of good jobs was no higher than 21% no matter which Citizen Survey District they lived in. A map illustrating these results can be found in Appendix B: GIS Maps of Selected Findings, Map 4: Perception of the Availability of Good Jobs – Baltimore City (2013).

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 than Black respondents (25% versus 13%). There was a corresponding difference on the other end of the rating scale, with Black respondents being about a third more likely than White respondents to rate the availability of good jobs as poor (45% versus 28%).

## 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 past five 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 continued at 3% in 2013.

**Chart 39: Availability of Cultural Activities in Baltimore (2009 – 2013)**



While the citywide perception of the availability of cultural activities has varied little over the years, the 2013 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, Eastern, and Central districts – where between 51% and 75% of respondents had this positive view of cultural activities. The Southern, 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 B: GIS Maps of Selected Findings, Map 6: Perception of the Availability of Cultural Activities – Baltimore City (2013).

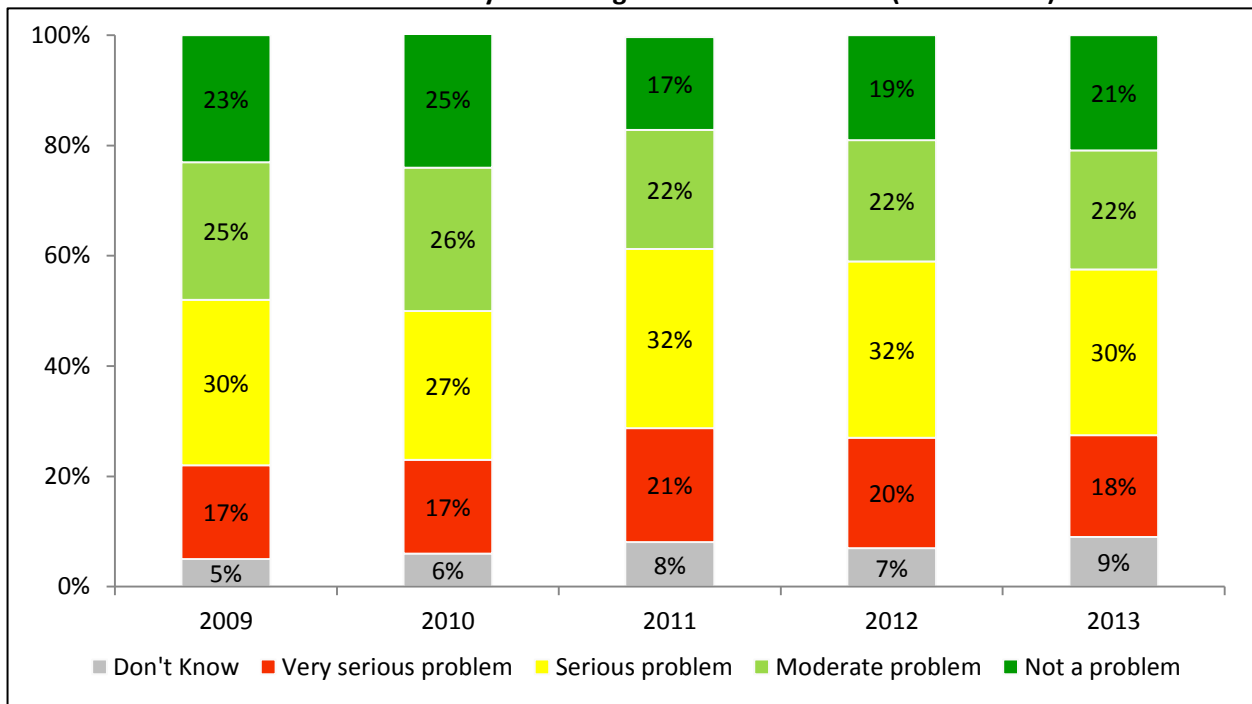
There was a split along racial lines in the perception of cultural activities. White respondents were almost one-and-a-half times as likely as Black respondents to view the availability as good or excellent (70% versus 45%).

## Commercial Parking Availability

In a series of questions about the severity of problems facing Baltimore, respondents were asked about their perceptions of the availability of parking in commercial areas. There was almost no change in the perception of such availability of commercial-area parking over the past three years.

A little more than one-third of respondents (35%) indicated that they thought the problem of finding parking in commercial areas was getting worse or much worse, versus 8% who thought it was getting better. These are almost the same as the opinions in 2011 and 2012.

**Chart 40: Availability of Parking in Commercial Areas (2009 – 2013)**



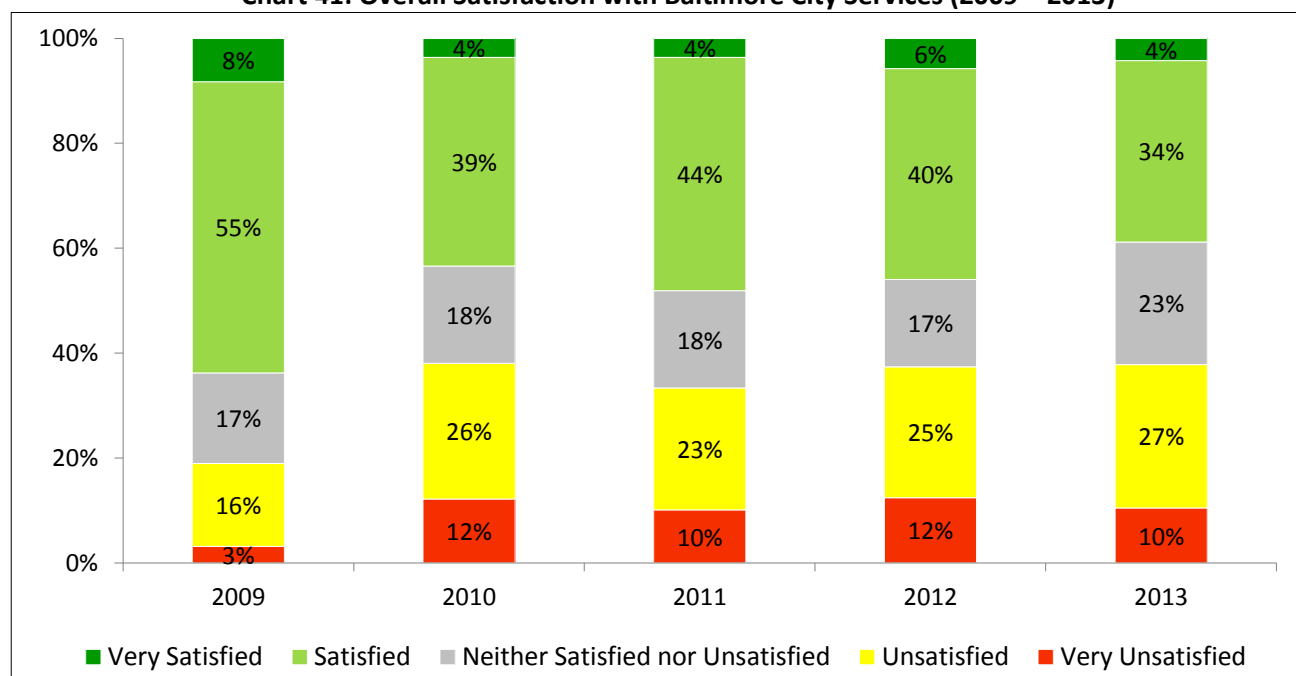
## Priority Outcome 5 – Innovative Government

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, and the importance and satisfaction with the 311 non-emergency response service.

### Overall City Satisfaction

When asked to rate their overall satisfaction with the services that the City provides, residents were about equally likely to indicate satisfaction or dissatisfaction, with 38% saying they were satisfied or very satisfied with City services and 37% saying they were dissatisfied or very dissatisfied. While this represents a decrease in the percentage of those who were satisfied or very satisfied, down from 46% in 2012, it corresponds to a similar increase in the percentage of those who said that they were neither satisfied nor dissatisfied, up from 17% in 2012 to 23% in 2013.

**Chart 41: Overall Satisfaction with Baltimore City Services (2009 – 2013)**



Black respondents were more likely to be dissatisfied or very dissatisfied with the services that Baltimore City provides (43%) than White respondents (28%). There was very little difference across the survey districts in the perceived satisfaction of City services in general.

## Priority Outcome 6 – A Cleaner and Healthier City

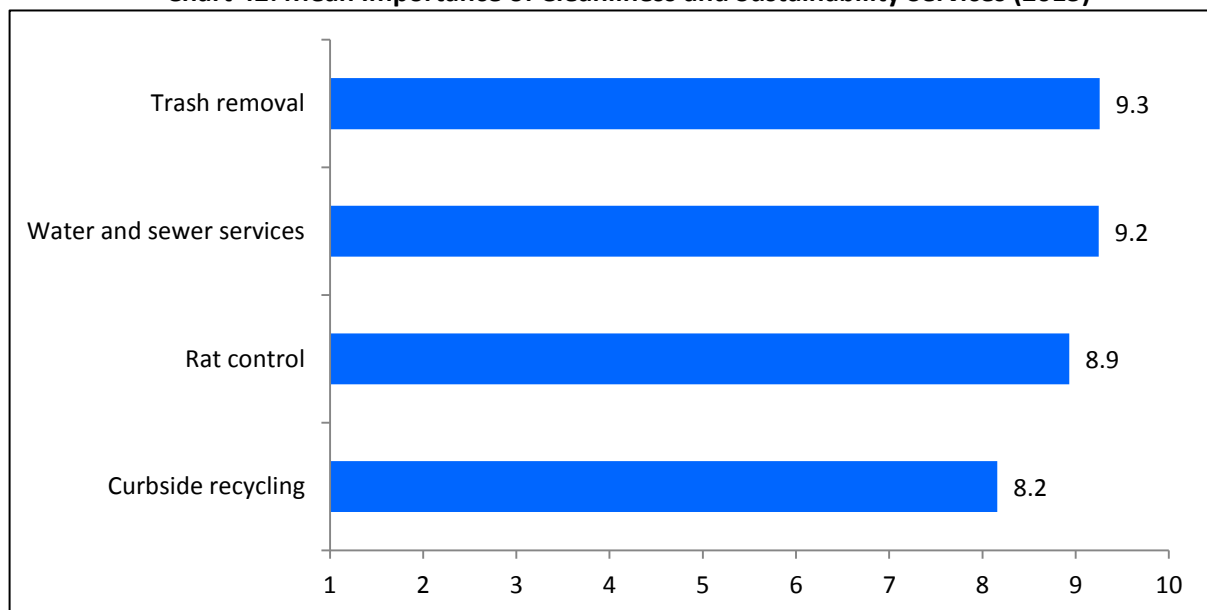
This section summarizes answers to questions addressing a cleaner, healthier, and more sustainable city. Baltimore residents tended to think that their own neighborhoods were cleaner than the City as a whole. Fifty-nine percent (59%) of respondents believed their own neighborhood’s cleanliness was either good or excellent, whereas just a quarter of respondents believed the City’s cleanliness was either good or excellent. These results are not significantly different from those over the past five years of the Baltimore Citizen Survey.

### City Services Related to Cleanliness

Citizens were asked to rate the importance of and their satisfaction with a variety of City services related to cleanliness and sustainability. Respondents were asked to rate the importance of the services 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 cleaner and healthier Baltimore, trash removal and water and sewer services were ranked highest in importance, at 9.3 and 9.2 on average, respectively. While trash removal was once again the most important of these services, rat control, which had been rated more important than water and sewer services for the first time last year, was back below water and sewer but above curbside recycling in 2012. Curbside recycling continued to receive the lowest mean importance score of cleanliness-related services at 8.2.

**Chart 42: Mean Importance of Cleanliness and Sustainability Services (2013)**



Trash service and curbside recycling were both rated highest, with more than half of respondents (57%) rating each service as good or excellent. Water and sewer services received a slightly lower percentage of respondents rating them as good or excellent (50%). Rat control continues to lag behind the other cleanliness services, with only 22% viewing rat control as either good or excellent, a decrease from 28% in 2012.

**Chart 43: Rating of Services Related to a Clean and Sustainable Baltimore (2013)**



On the whole, these ratings are similar to the ratings in 2012, with a few exceptions. Only 9% of respondents rated curbside recycling as poor in 2013, down from 18% in 2012. Rat control saw a large increase in those who rated it as poor, up from 32% in 2012 to 43% in 2013.

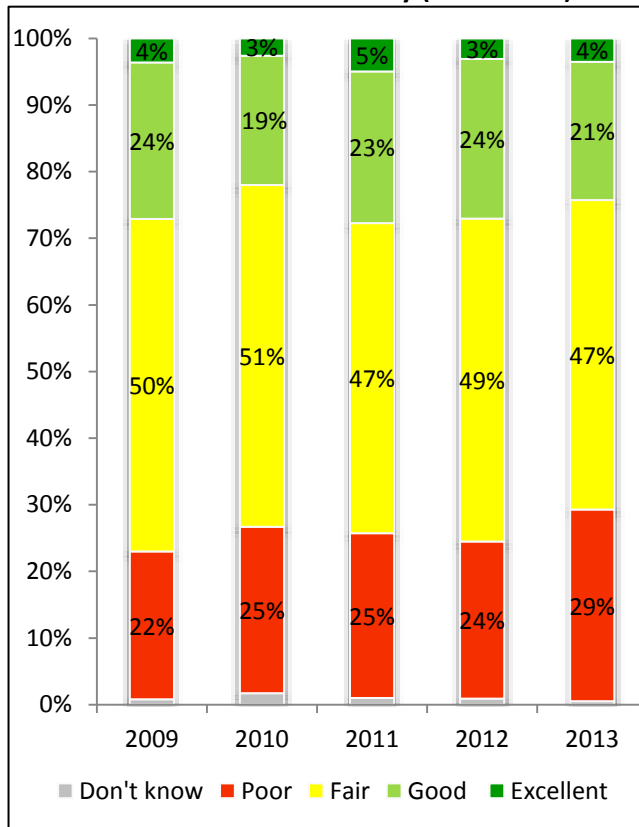
In terms of the 10-point ratings for importance, trash removal (9.3), rat control (9.0), and water and sewer services (9.2) received high average ratings for importance, placing them in the top half of the rating of 19 City services that the survey asked about. Curbside recycling (8.2) was in the lower half of services in terms of the average importance rating. While trash removal has remained one of the top five most important services, water and sewer services is back to fifth after having slipped to eighth in 2012.



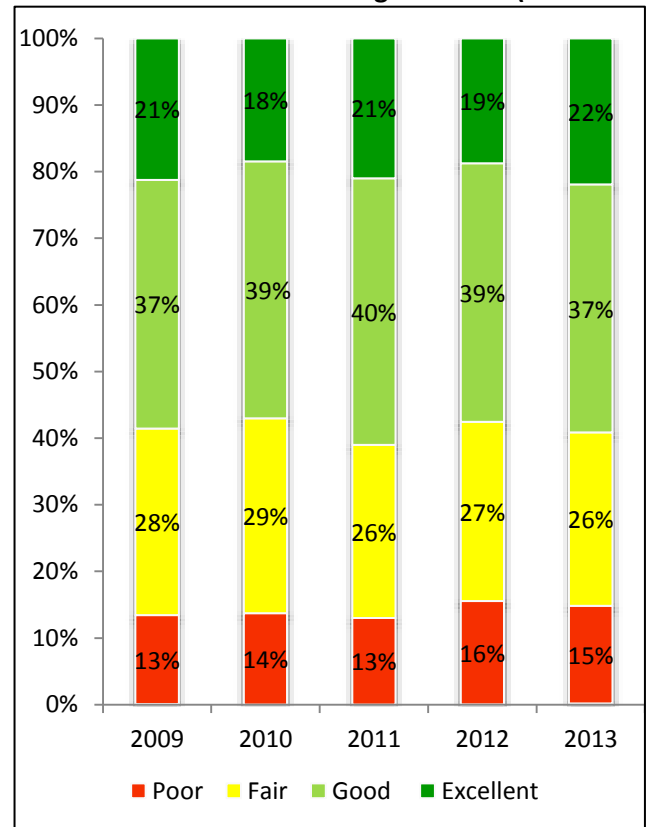
## Cleanliness

Respondents were asked to rate the cleanliness of their neighborhoods, as well as the cleanliness of Baltimore City as a whole. Results for 2013 were almost identical to results from 2012. Respondents continue to see their own neighborhoods as cleaner than the City in general.

**Chart 44: Cleanliness of City (2009–2013)**



**Chart 45: Cleanliness of Neighborhood (2009–2013)**



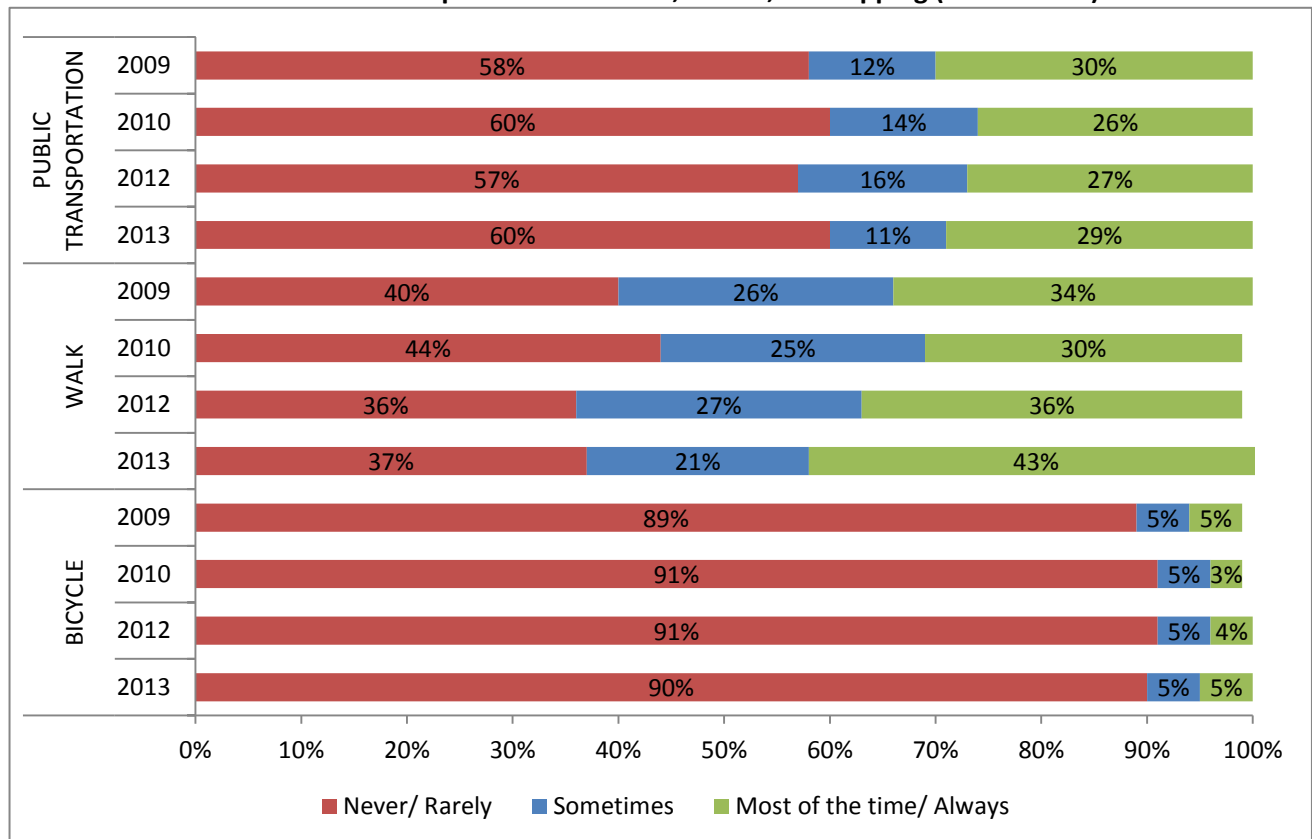
Respondents in most of the Citizen Survey Districts rated the cleanliness of their own neighborhoods as excellent or good between 51% and 75% of the time. Two districts, however, had lower percentages of the top two ratings: the Southern and Western districts both fell into the range of 26% to 50%. A representation of these findings can be found in Appendix B: GIS Maps of Selected Findings, Map 2: Perception of Cleanliness – Respondent’s Neighborhood (2013).

Respondents in general graded the cleanliness of the City lower than the cleanliness of their own neighborhoods. There was some variation by Citizen Survey District. Respondents from the Eastern and Northern districts were more likely to rate the cleanliness of the city as good or excellent (26% to 50%) than the other districts. All the other districts rated the cleanliness of the city in the 0% to 25% range. A representation of these findings can be found in Appendix B: GIS Maps of Selected Findings, Map 3: Perception of Cleanliness – Baltimore City (2013).

## Transportation in Baltimore

Since non-automobile transportation can reduce air pollution, 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. Forty-three percent of respondents (43%) indicated that they walked either always or most of the time, an increase from 36% in 2012. A lower percentage (29%) indicated that they took public transportation always or most of the time, while at the same time, over half (60%) indicated that they took public transportation either rarely or never. The majority of respondents (90%) indicated that they never or rarely used a bicycle to get to work, school or shopping. For the purposes of Chart 46, the responses “never” and “rarely” have been combined into one category, as have those for “most of the time” and “always.”

**Chart 46: Transportation for Work, School, or Shopping (2009 – 2013)**



This question was previously asked in 2009, 2010 and 2012. The 2013 results show that the greatest increase has been in the percentage of respondents who indicated that they walk always or most of

the time in order to get to work, school or shopping, up 8 percentage points from 16% in 2010 to 24% in 2012 and 26% in 2013.

There was a difference in the way that Black respondents and White respondents reported using public transportation. White respondents were more likely than Black respondents to report using public transportation rarely or never (70% versus 53%). Twenty percent (20%) of White respondents reported using public transportation most of the time or always, which was less often than Black respondents (36%).

## Appendix A: Results by Customer

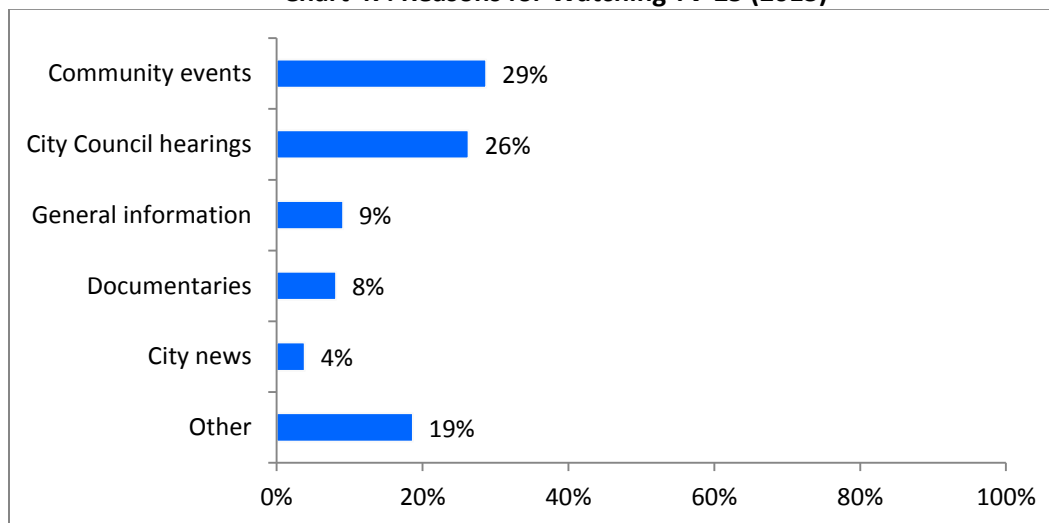
### Mayor's Office of Cable and Communications

TV-25 is the City's government-access cable channel and televises City Council and Planning Commission meetings, among other programs. Baltimore City respondents were asked whether they have ever watched TV-25. Thirty-seven percent (37%) indicated that they had watched the station while 63% had not. Seven percent (7%) of all respondents indicated that they were regular viewers of TV-25. Of those who indicated that they had ever watched TV-25, 18% indicated that they were regular viewers while 82% indicated that they were not.

Men and women were almost equally as likely to watch TV-25. Thirty-seven percent (37%) of both men and women indicated that they had ever watched TV-25. Nineteen percent (19%) of those women who had ever watched TV-25 classified themselves as regular viewers while 17% of men indicated the same.

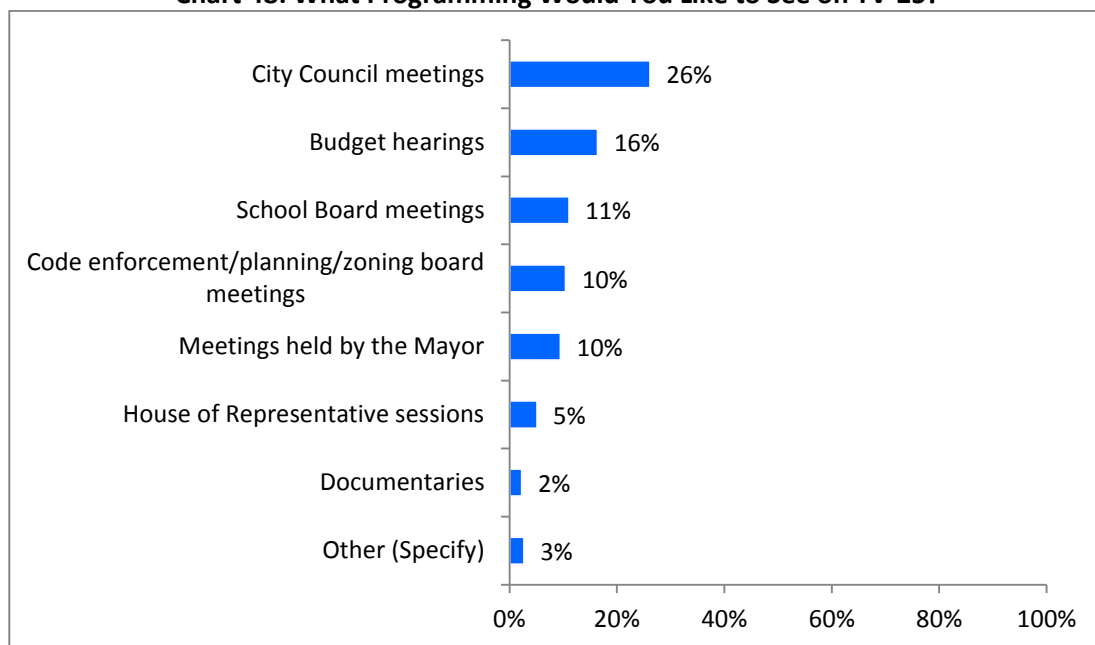
Those who indicated they were regular viewers were asked a follow-up question about why they regularly watch TV-25. This question was asked with a list of possible responses and an optional "other" category. The results from both questions were consolidated to capture all the possible reasons that a respondent might have watched TV-25. The most common reasons were for community events (29%), and City Council hearings (26%).

**Chart 47: Reasons for Watching TV-25 (2013)**



All respondents, regardless of whether they had ever watched TV-25 or not, were asked what types of programming they would like to see on TV-25. This was an open-ended question, and respondents were allowed to say whatever they wished. The interviewer categorized the responses according to a set list. Respondents were allowed to mention multiple types of programming, so the percentages represent the percentage of all responses given, rather than the percentage of respondents answering. This list included an “other” category for responses that did not fit into one of the predetermined categories. The results from the “other” category were consolidated to capture all the possible types of programming respondents would like to see on TV-25 and are shown with the original response list items in Chart 48. The most frequent response was City Council meetings (26%), followed by budget hearings (16%), School Board meetings (11%), code enforcement/planning/zoning board meetings (10%), and meetings held by the Mayor (10%).

**Chart 48: What Programming Would You Like to See on TV-25?**

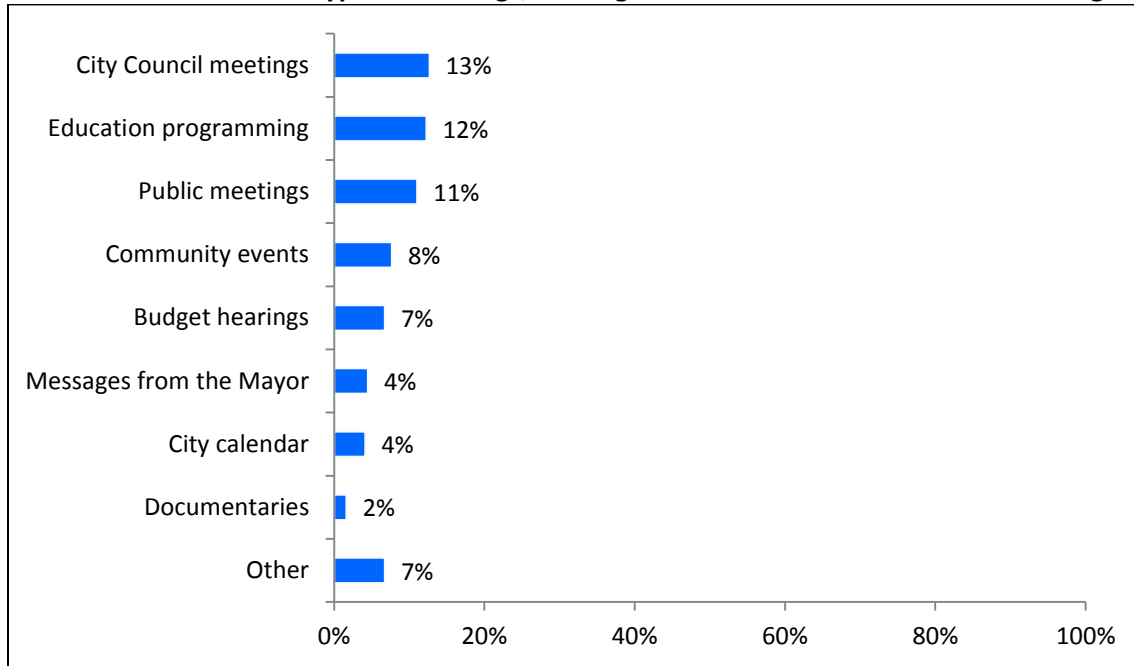


Respondents were next asked if they would be interested in watching more government meetings and hearings on TV-25. More than a third (37%) indicated that they would, while 41% indicated that they would not. Nineteen percent (19%) indicated that they did not know if they would like to see more government meetings and hearings.

A second, similar question was asked of only those respondents who indicated an interest in watching more government meetings and hearings to see if there were specific types of meetings or hearings that they would like to watch on TV-25. This was an open-ended question, and respondents were allowed to say whatever they wished, and the interviewer categorized the responses according to a

set list. Respondents were allowed to mention multiple types of programming, so the percentages represent the percentage of all responses given, rather than the percentage of respondents answering. This list included an “other” category for responses that did not fit into one of the predetermined categories. Chart 49 shows the distribution of responses.

**Chart 49: What Type of Meetings/Hearings Would You Be Interested in Watching on TV-25?**



## 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.

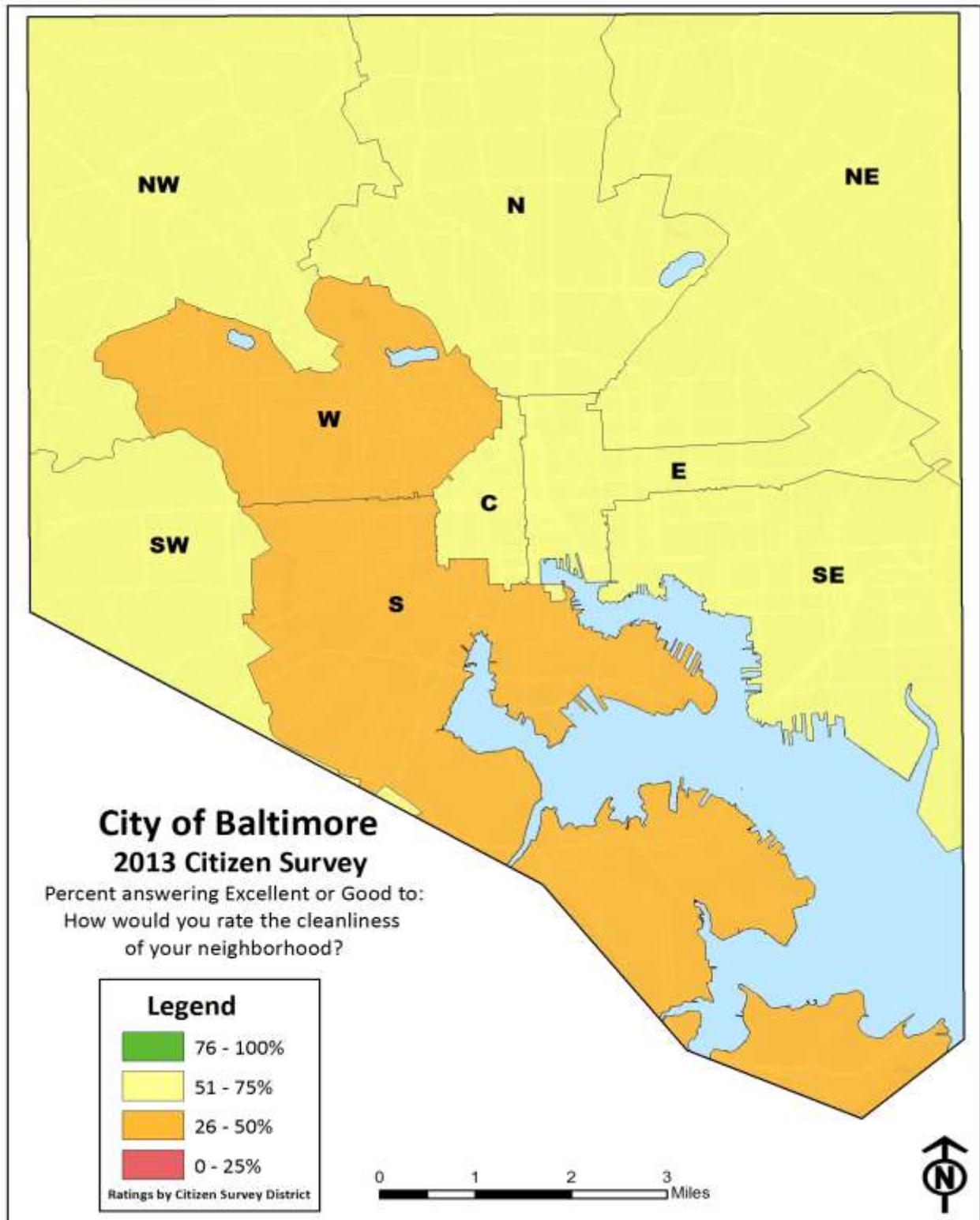
Cotten, A., Haynes, D., Stokan, Eric & Wells, W. (2010). *Baltimore City Citizen Survey: Final Report-Revised 10/1/2010*. Baltimore: Schaefer Center for Public Policy: University of Baltimore.

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.

Cotten, A., Haynes, D., & Wells, W. (2012). *Baltimore City Citizen Survey: Final Report- Revised 05/13/2013*. Baltimore: Schaefer Center for Public Policy: University of Baltimore.

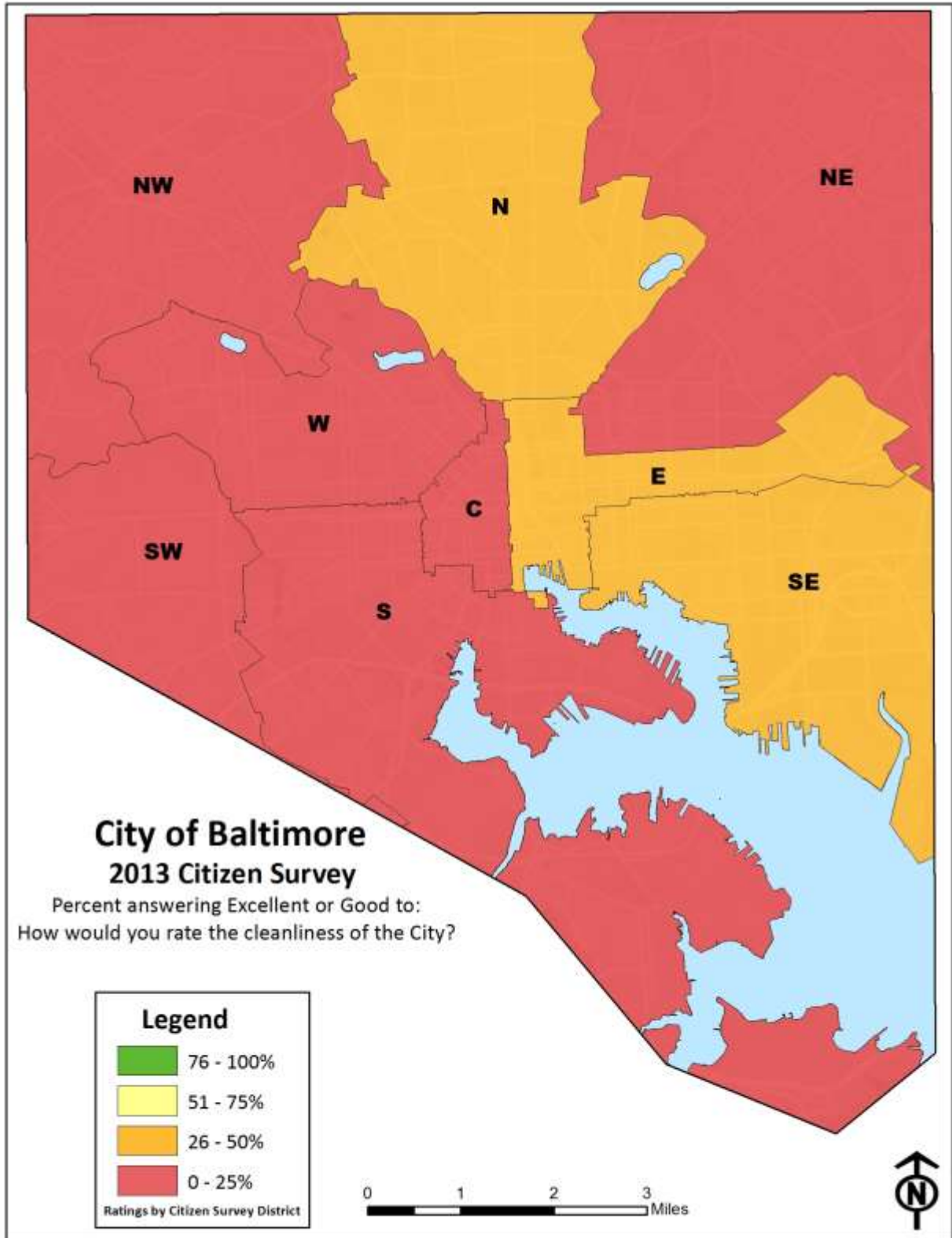
## Appendix B: GIS Maps of Selected Findings

Map 2: Perception of Cleanliness – Respondent's Neighborhood (2013)

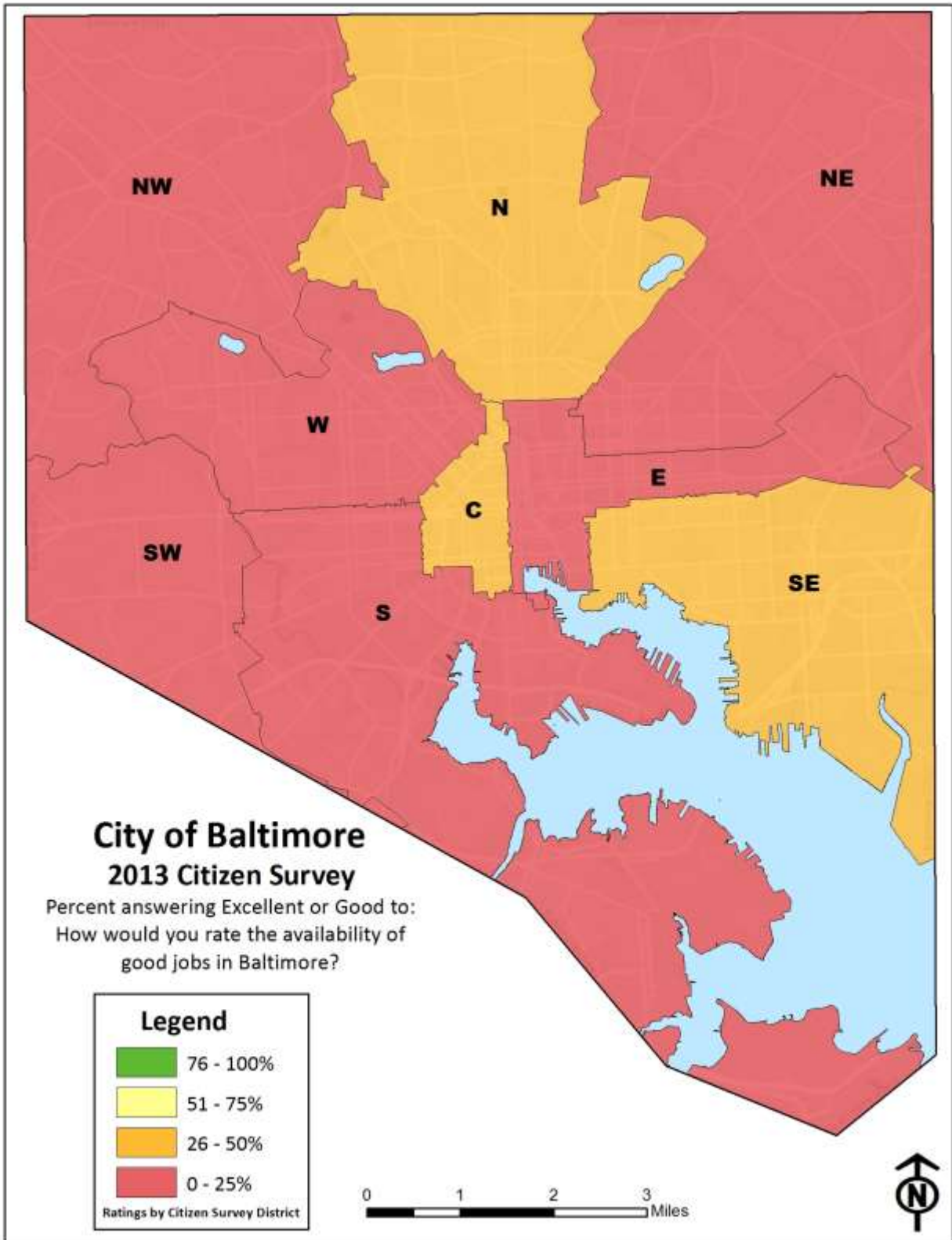




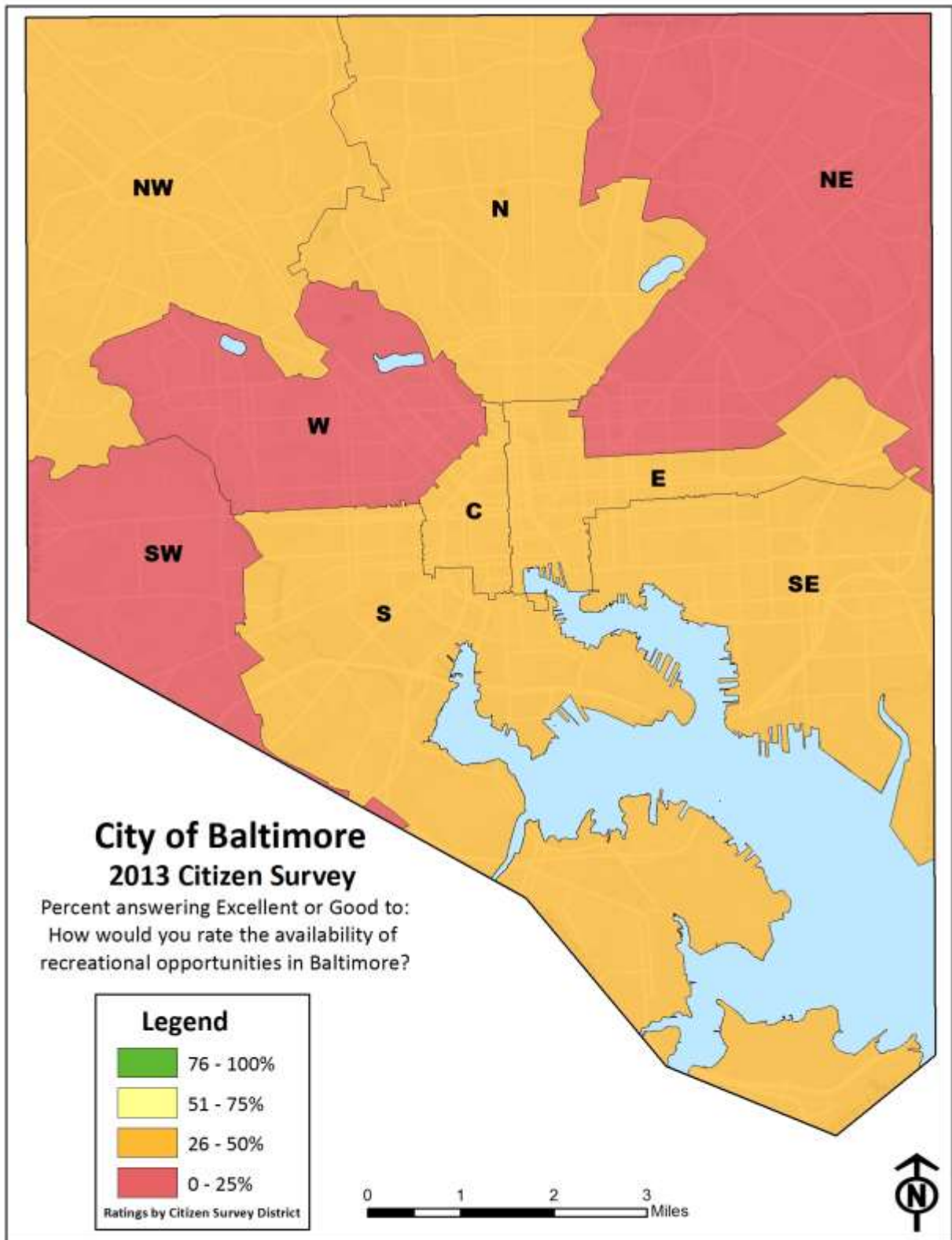
Map 3: Perception of Cleanliness – Baltimore City (2013)



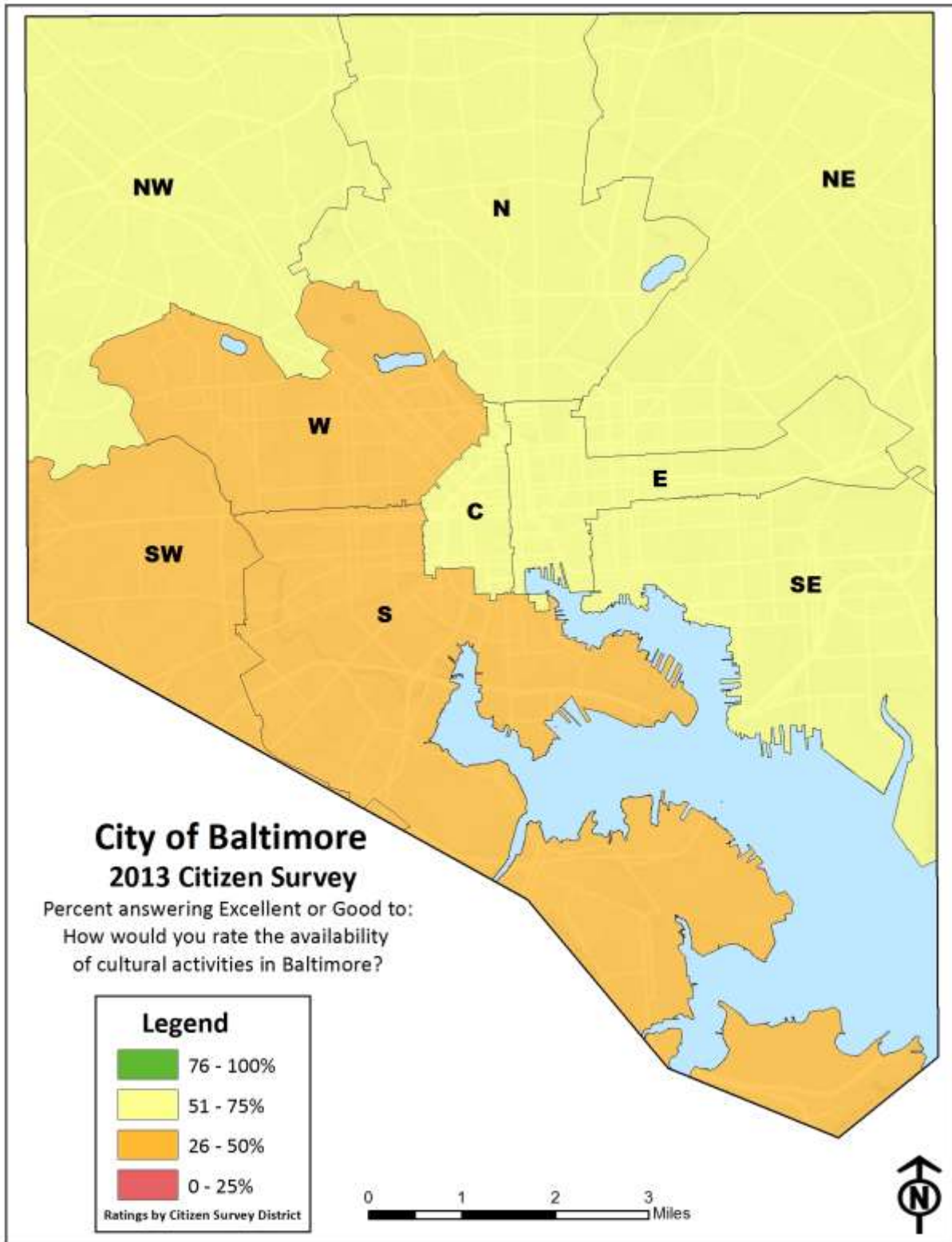
Map 4: Perception of the Availability of Good Jobs – Baltimore City (2013)



Map 5: Perception of the Availability of Recreational Activities – Baltimore City (2013)

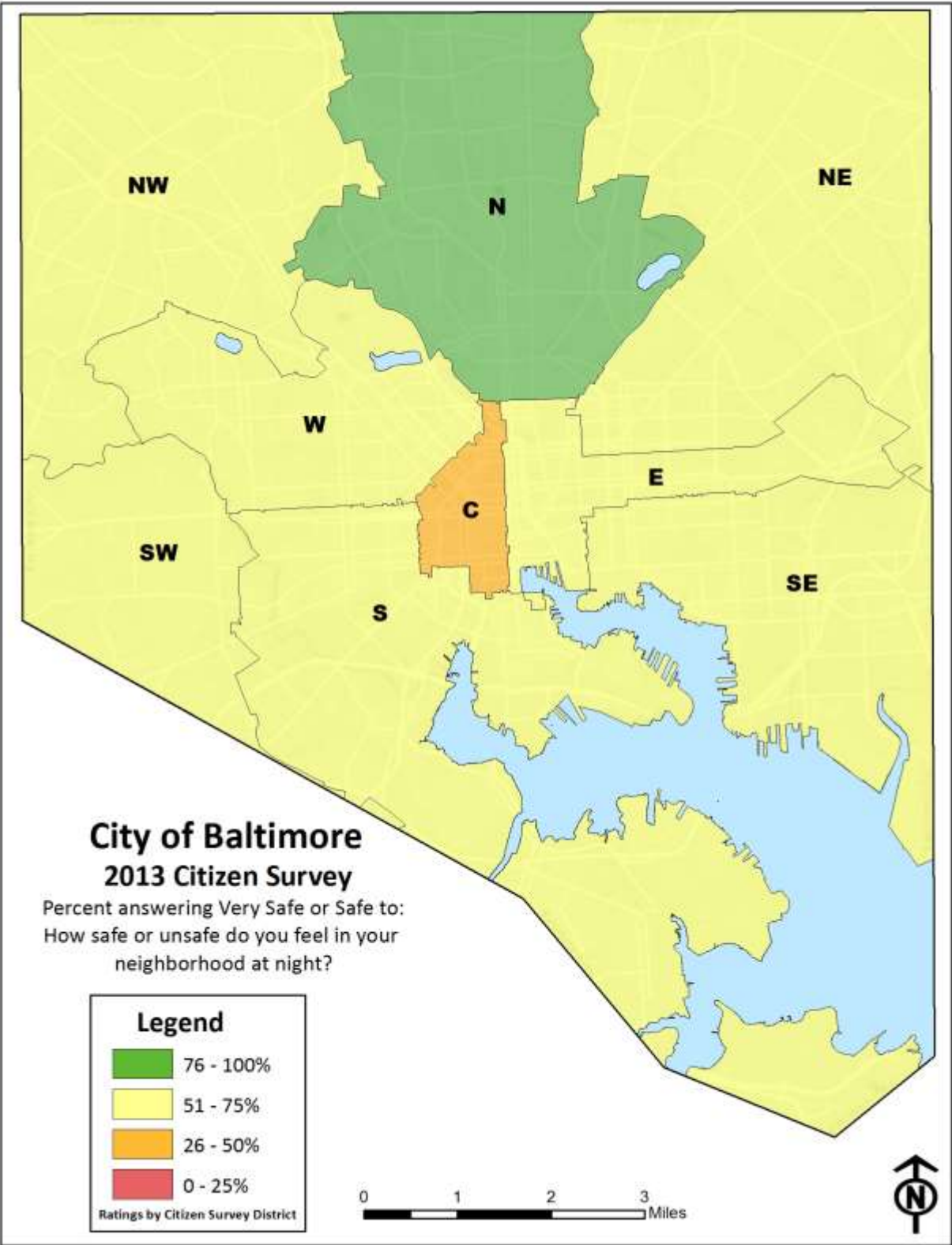


Map 6: Perception of the Availability of Cultural Activities – Baltimore City (2013)

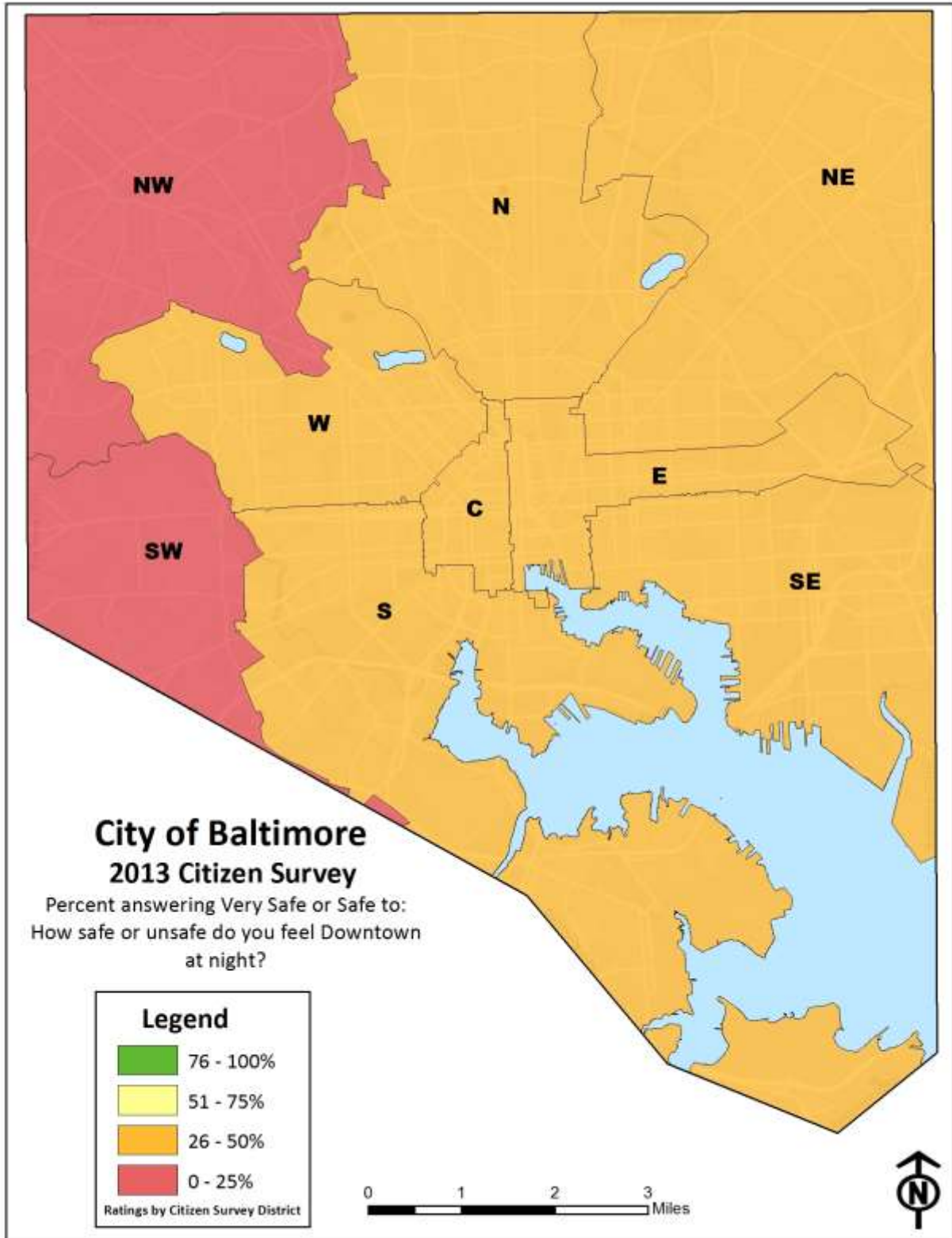




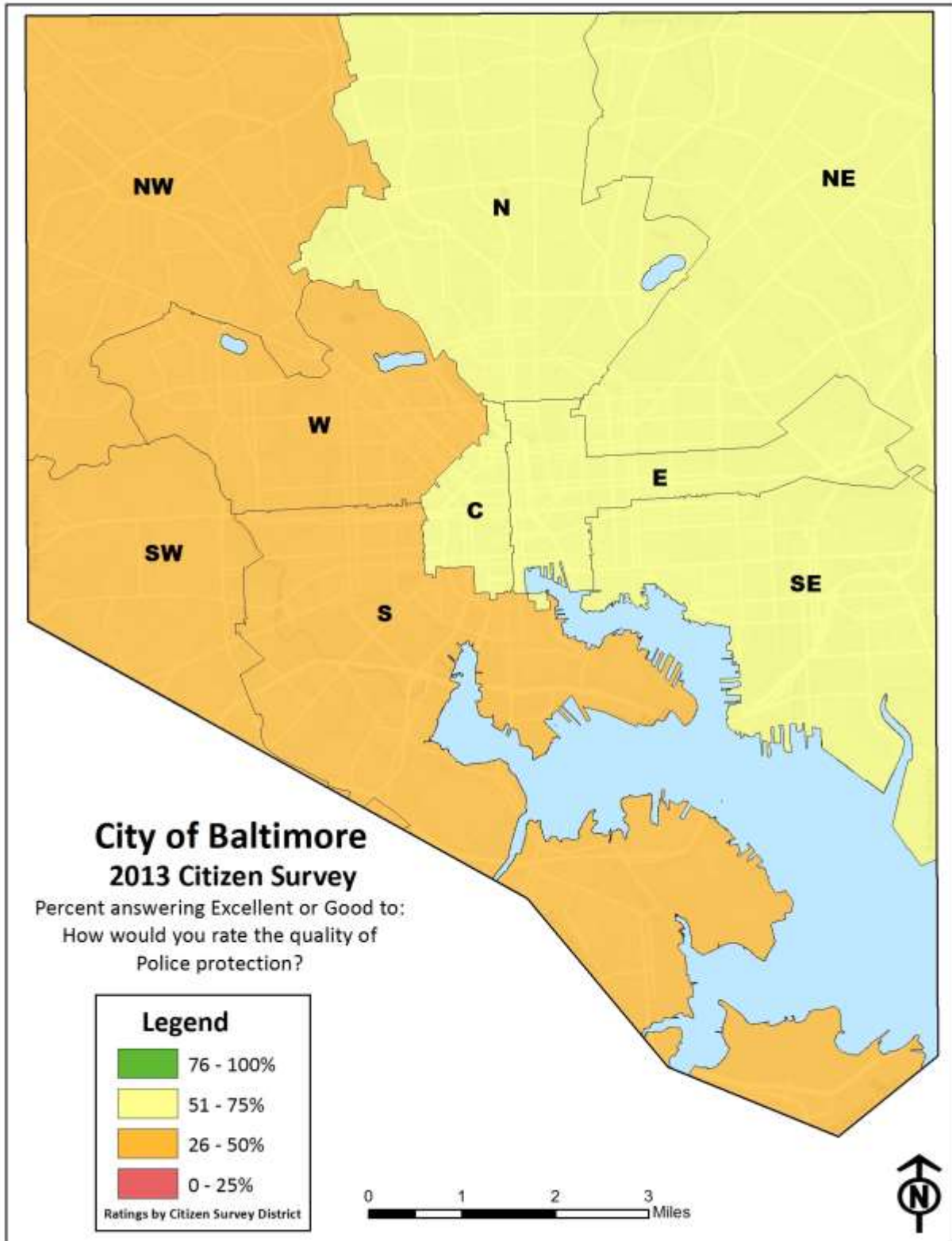
Map 7: Perception of Safety in Neighborhoods – Nighttime (2013)



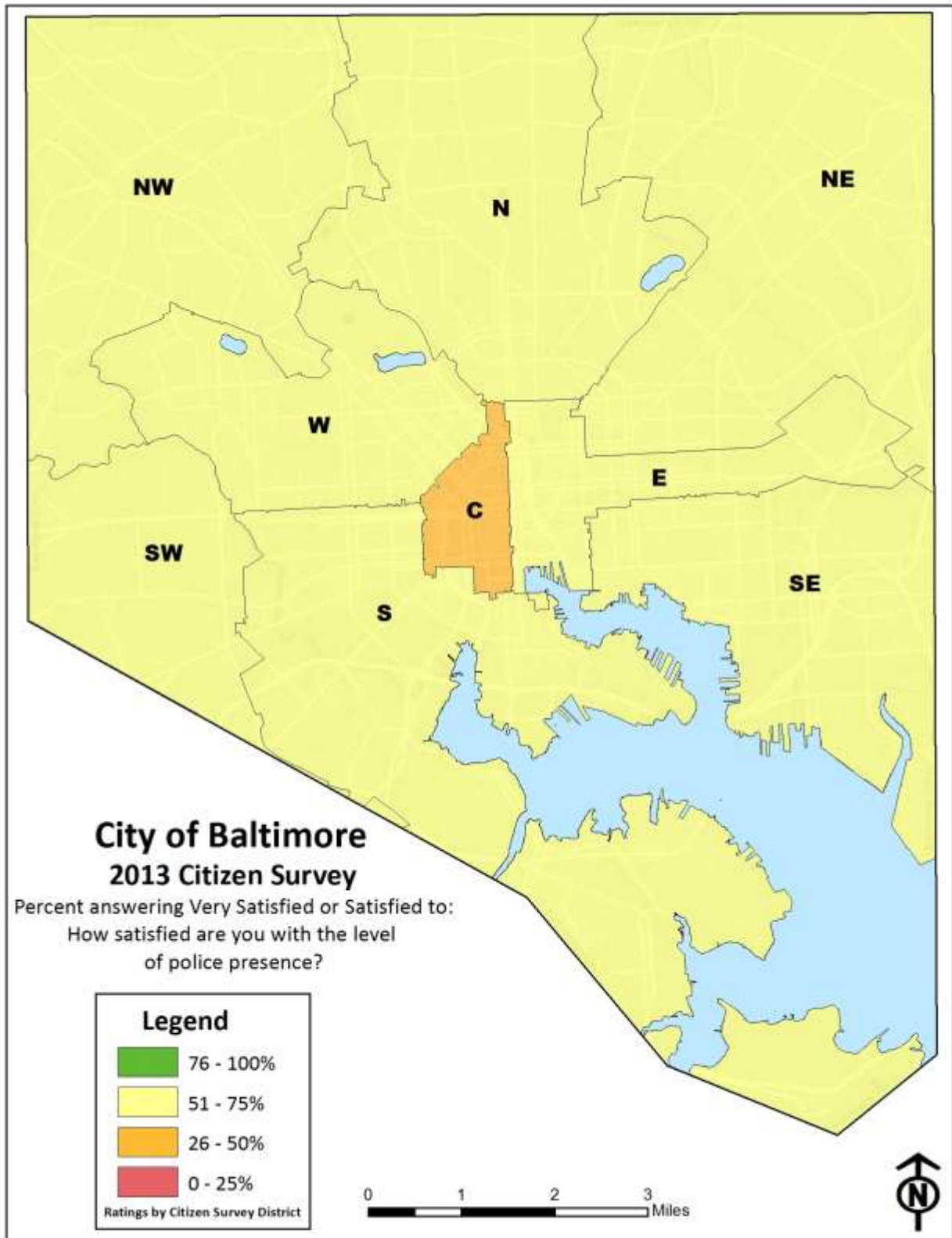
Map 8: Perception of Safety Downtown – Night (2013)



Map 9: Perception of Police Protection – Baltimore City (2013)

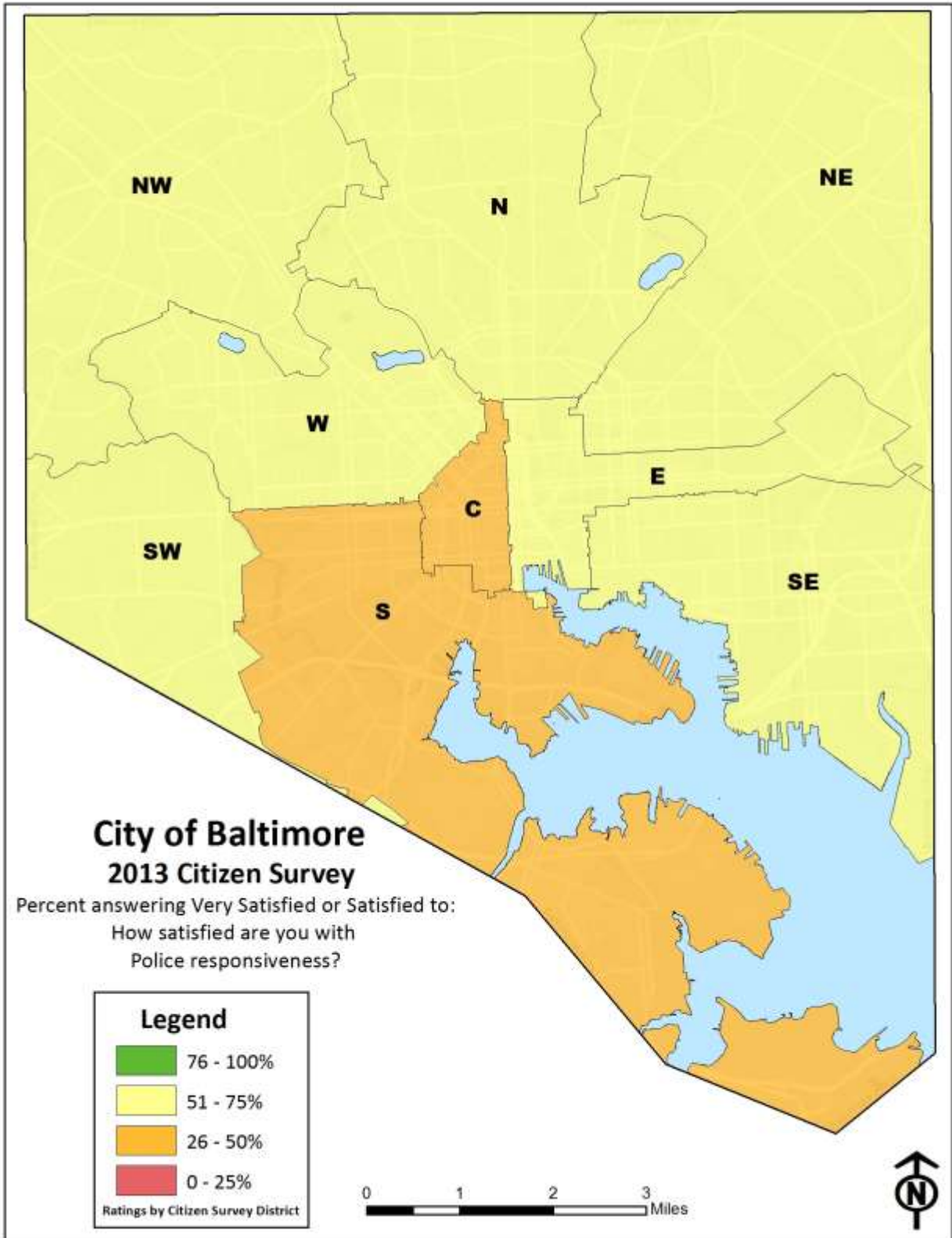


Map 10: Satisfaction with Police Presence – Neighborhoods (2013)

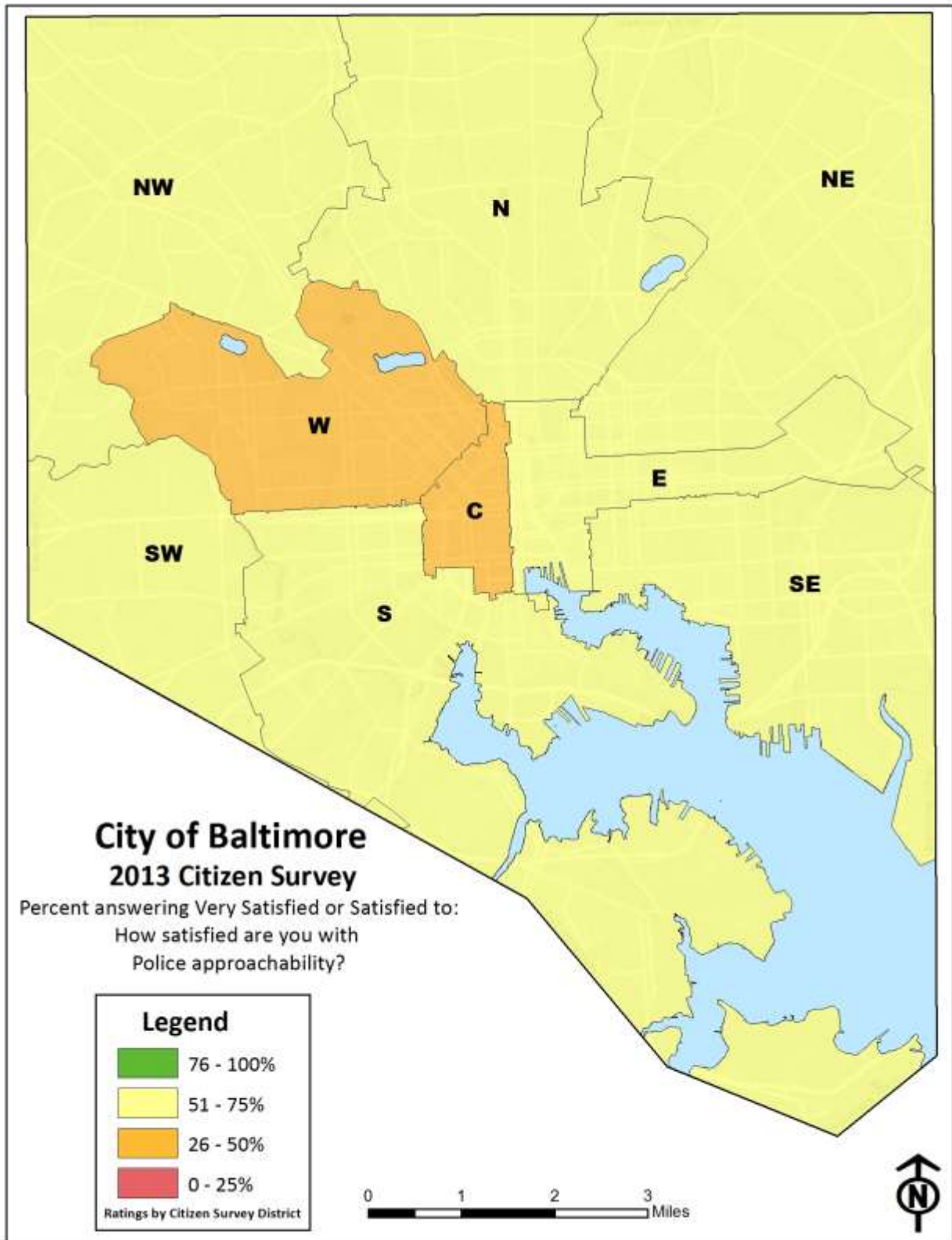




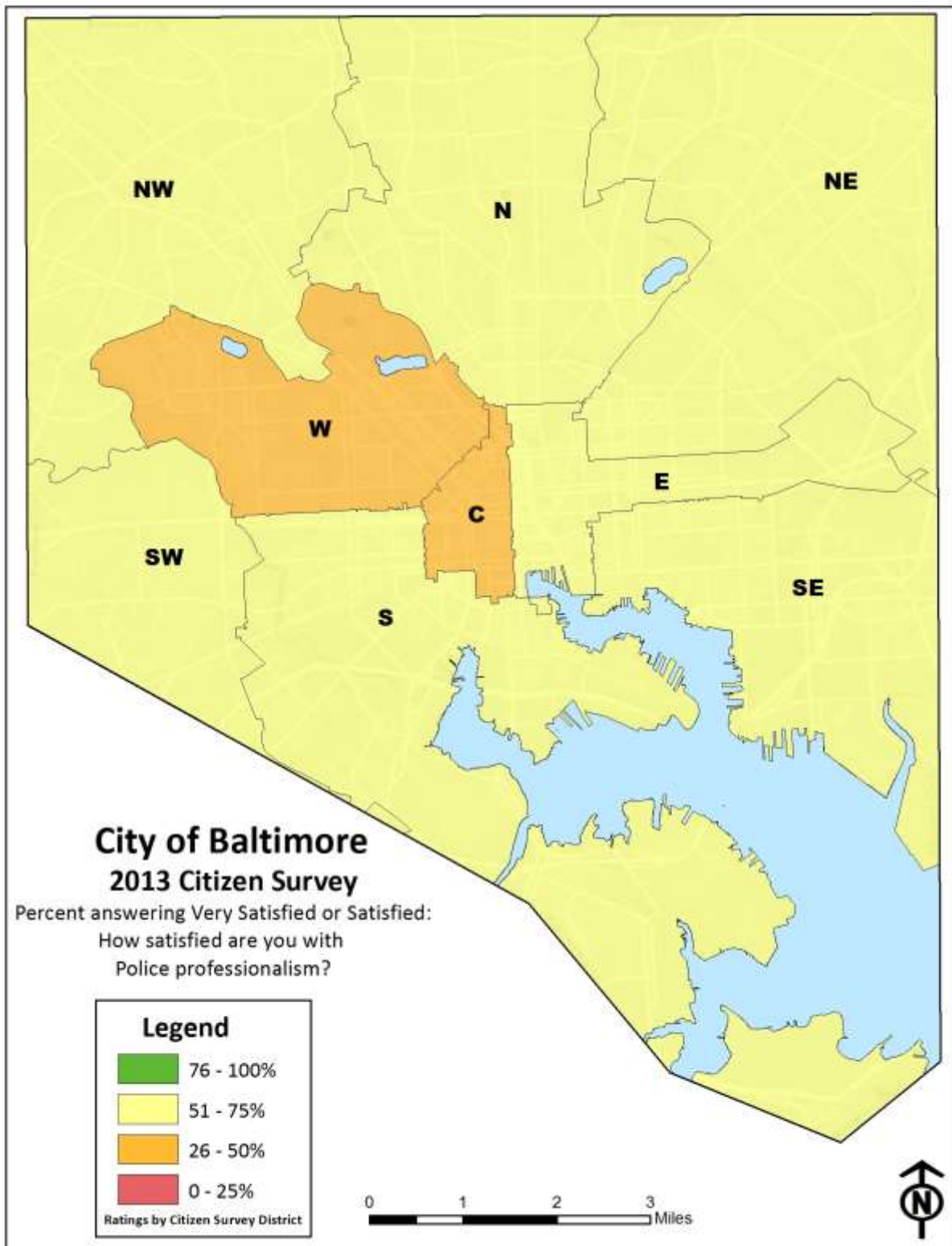
Map 11: Satisfaction with Police Responsiveness – Neighborhoods (2013)



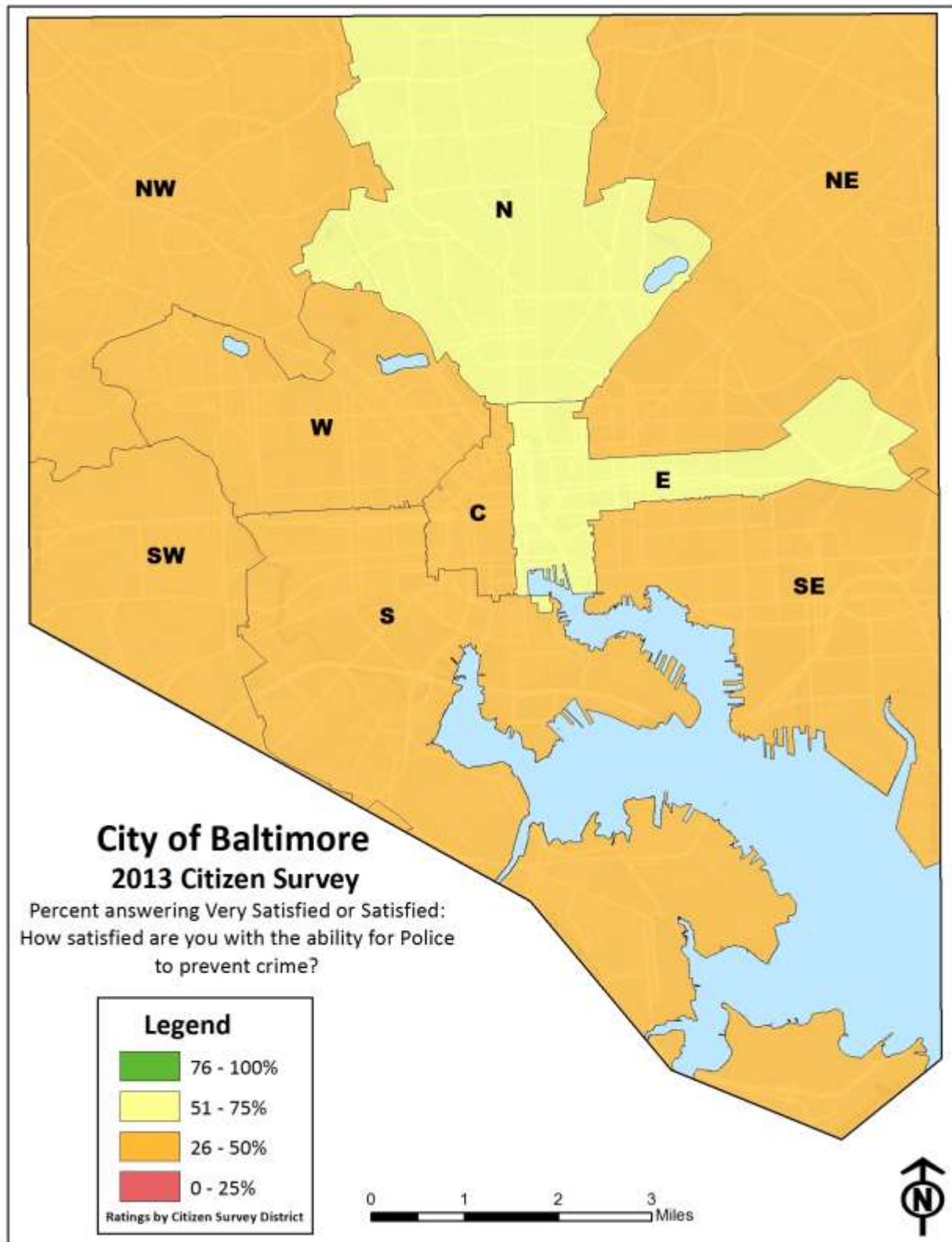
Map 12: Satisfaction with the Approachability of Police – Neighborhoods (2013)



Map 13: Satisfaction with Police Professionalism – Neighborhoods (2013)



Map 14: Satisfaction with the Ability of Police to Prevent Crime – Neighborhoods (2013)



## Appendix C: Survey Instrument with Responses

*[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 1,823 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%	21%	46%	28%	<1%
b.	How do you rate the cleanliness of your neighborhood?	22%	37%	26%	15%	<1%
c.	How do you rate the amount of green space in Baltimore?	11%	32%	38%	16%	<1%
d.	How do you rate the amount of green space in your neighborhood?	20%	33%	26%	19%	<1%
e.	How do you rate the availability of good jobs in Baltimore?	3%	14%	33%	38%	<1%
f.	How do you rate the availability of cultural activities in Baltimore?	20%	34%	25%	17%	3%
g.	How do you rate the availability of recreational opportunities in Baltimore?	10%	20%	28%	36%	4%

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
4%	34%	23%	27%	11%	<1%

2a. (will only be asked if the response to Q2 was "very satisfied," "satisfied," "unsatisfied," or "very unsatisfied.") You said that overall, you are <u>(insert answer from Q2 here)</u> with the quality of the services that Baltimore City provides. What would you say is the primary reason you say you are <u>(insert answer from Q2 here)</u> ? (Do not read list)	
a.	Taxes 4%
b.	Personal experience with police services 8%
c.	Personal experience with fire and/or EMS services 2%
d.	Personal experience with street services (includes street lighting and sidewalk maintenance) 4%
e.	Personal experience with K-12 Educational Services 4%



f.	Personal experience with snow removal services	<1%
g.	Personal experience with trash/recycling services	23%
h.	Personal experience with housing code enforcement services (includes illegal dumping, high grass and weeds, poorly maintained homes)	4%
i.	Personal experiences with water and sewer services	4%
j.	Personal experiences with city recreation center services	5%
k.	Other	22%
l.	General Response – No specific agency	21%

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

	Service [Note – Randomize order]	3a. On a scale of 1 to 10 how important are the following services to you? (Mean response)	3b. How satisfied are you with this service? (Don't know will be added to the final response set.)					
			Excellent	Good	Fair	Poor	No Experience	Refused
a.	Police protection	9	16%	32%	29%	18%	6%	<1%
b.	Fire protection	10	33%	34%	13%	2%	17%	<1%
c.	Street maintenance	9	6%	20%	34%	38%	2%	0%
d.	Sidewalk maintenance	8	7%	28%	36%	25%	5%	<1%
e.	(K-12) Education	9	8%	21%	29%	20%	23%	<1%
f.	Street lighting	9	20%	41%	31%	8%	1%	<1%
g.	Snow removal	9	12%	30%	28%	23%	6%	<1%
h.	Trash removal	9	24%	32%	23%	19%	2%	<1%
i.	Curbside recycling	8	24%	33%	20%	9%	14%	<1%
j.	Rat control	9	6%	16%	22%	42%	14%	<1%
k.	EMS/Ambulance service	9	26%	31%	15%	3%	26%	<1%
l.	311 (non-emergency) service	8	23%	30%	18%	7%	22%	<1%
m.	Housing code enforcement (illegal dumping, high grass and weeds, poorly maintained homes)	8	5%	14%	29%	27%	23%	2%
n.	Water and sewer services	9	16%	34%	29%	17%	4%	<1%
o.	Tree planting/maintenance	8	14%	28%	29%	16%	13%	<1%
p.	Libraries	9	30%	33%	17%	5%	16%	<1%

q.	City-run pools	7	5%	15%	21%	12%	47%	<1%
r.	City parks	8	12%	36%	30%	9%	13%	<1%
s.	City recreation centers	8	5%	14%	19%	29%	33%	<1%
t.	Animal control	8	7%	25%	26%	18%	24%	<1%

**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	10%	28%	27%	26%	9%
b.	Illegal drug use	2%	6%	27%	60%	5%
c.	Traffic congestion	16%	40%	24%	16%	4%
d.	Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross)	12%	27%	29%	28%	4%
e.	Violent crime	2%	9%	31%	55%	3%
f.	Property crime (homes, cars)	9%	26%	35%	23%	7%
g.	Graffiti	31%	41%	13%	7%	8%
h.	Homelessness	4%	14%	38%	42%	4%
i.	Vacant or abandoned buildings	4%	11%	31%	51%	3%
j.	Poorly maintained homes and properties	9%	26%	35%	25%	5%
k.	A lack of affordable housing	11%	18%	29%	31%	12%
l.	Finding parking in your neighborhood	50%	22%	12%	13%	3%
m.	Finding parking in commercial areas	19%	30%	22%	21%	9%
n.	Panhandling	17%	32%	24%	21%	6%

<b>6. Please rate whether the following are getting better or worse as problems in Baltimore.</b>							
RANDOMIZE		Getting Much Worse	Getting Worse	About the Same	Getting Better	Getting Much Better	D/K
a.	Illegal dumping	5%	23%	43%	13%	<1%	15%
b.	Illegal drug use	15%	35%	30%	8%	<1%	11%
c.	Traffic congestion	5%	29%	53%	7%	<1%	6%
d.	Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross)	9%	34%	41%	9%	2%	6%
e.	Violent crime	18%	38%	30%	10%	<1%	4%
f.	Property crime (homes, cars)	5%	25%	45%	12%	<1%	12%
g.	Graffiti	1%	8%	56%	18%	2%	14%
h.	Homelessness	13%	40%	30%	6%	1%	9%
i.	Vacant or abandoned buildings	19%	41%	22%	11%	<1%	7%
j.	Poorly maintained homes and properties	8%	35%	39%	9%	1%	9%
k.	A lack of affordable housing	11%	35%	31%	8%	<1%	14%
l.	Finding parking in your neighborhood	7%	18%	63%	6%	<1%	6%
m.	Finding parking in commercial areas	8%	27%	46%	6%	1%	11%
n.	Panhandling	11%	31%	41%	7%	0%	10%

<b>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}</b>						
		Very Safe	Safe	Unsafe	Very Unsafe	No Opinion/ DK (Volunteered)
a.	In your neighborhood during the day	35%	56%	6%	3%	<1%
b.	In your neighborhood at night	15%	54%	20%	9%	5%
c.	Downtown during the day	16%	59%	13%	2%	11%
d.	Downtown at night	5%	25%	37%	16%	17%
e.	In city parks during the day	13%	57%	8%	2%	20%

**8. Have you ever watched TV25, the City's government access station?**



Yes	37%
No	62%
Don't Know	1%
Refused	<1%

**8a. Do you consider yourself a regular TV25 viewer? (If answer is not "Yes", skip to Q9)**

Yes	7%
No	30%
Don't Know	<1%
Refused	

**8b. If yes, why do/did you watch TV25?**

a.	City Council Hearings	43%
b.	Community Events	49%
c.	Documentaries	14%
d.	Other (Specify)	31%
f.	Don't Know	4%

**9. What programming would you like to see on TV25? (Do not read list)**

a.	Budget hearings	4%
b.	City calendar	3%
c.	City Council meetings	8%
d.	Code enforcement/planning/zoning board meetings	2%
e.	Community events	5%
f.	Documentaries	1%
g.	Education programming	8%
h.	Emergency road maintenance	<1%
i.	Environmental & historic programs	1%
j.	Fine arts/ park & recreation	2%
k.	House of Representative sessions	2%
l.	Messages from the Mayor	3%
m.	News conferences	2%
n.	Public meetings	5%
o.	Public school videos	2%
p.	Sports coverage	1%

q.	Other (Specify)	13%
r.	None	25%
s.	Don't Know	41%

<b>9b. Would you like to see more government meetings and hearings on TV25</b>	
Yes	38%
No	41%
Don't Know	19%
Refused	2%

<b>9c. If yes, are there any specific types of meetings or hearings you would be interested in watching? (Do not read list)</b>		
a.	Budget hearings	23%
b.	City Council meetings	34%
c.	Code enforcement/planning/zoning board meetings	15%
d.	Documentaries	3%
e.	House of Representative sessions	7%
f.	Meetings held by the Mayor	13%
g.	School Board meetings	14%
h.	Other public meetings (Specify)	27%
i.	None	15%
j.	Don't Know	8%

<b>10. 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.</b>							
[RANDOMIZE]		Always	Most of the Time	Sometimes	Rarely	Never	Refused
a.	Public Transportation	21%	8%	11%	17%	43%	<1%
b.	Bicycle	2%	3%	5%	5%	84%	<1%
c.	Walk	26%	17%	21%	8%	29%	<1%

<b>10. What is the single most important reason you did not [insert from below] more often to school, work, or shopping?</b>			
d.	Take public transportation	Not safe	7%
		Not reliable	4%

		Does not go where I want to go	8%
		Takes too long	5%
		Don't want to take public transportation	3%
		Don't Know	43%
		Refused	30%
e.	Ride a bike	There are no bike lanes	2%
		Not safe	8%
		Don't own bike	32%
		Don't want to ride a bike	25%
		Can't ride a bike	13%
		Too far to bike	7%
		Poor sidewalks / Streets	2%
		Don't know	5%
		Refused	<1%
f.	Walk	There are not enough sidewalks	<1%
		Sidewalks are blocked	<1%
		Sidewalks are broken	1%
		Not safe	9%
		Can't walk well	9%
		Don't want to walk to my destination	34%
		Don't Know	2%
		Refused	<1%

**11. 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%	43%	14%	17%	8%	2%

**12. 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	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)

				nor Unsatisfied			
a.	Level of Police presence	15%	46%	8%	20%	7%	5%
b.	Their responsiveness	17%	43%	6%	14%	6%	15%
c.	Their approachability	15%	44%	8%	15%	6%	13%
d.	Their professionalism	14%	42%	10%	16%	8%	10%
e.	Their ability to prevent crime	8%	40%	14%	21%	8%	10%

**13. 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	13%	87%	0%
Witness to a crime	11%	88%	<1%
Report a crime as the victim of a crime	18%	82%	<1%
Suspect in or Arrest for a crime	30%	97%	<1%
Filed a complaint	19%	81%	<1%
Routine traffic stop	14%	86%	<1%
Traffic accident	11%	89%	<1%
Asked for information (directions, advice, etc.)	20%	80%	<1%
Community activity, meeting, etc.	18%	81%	<1%
On-duty, other interaction	21%	78%	<1%
Off-duty Personal interaction (in a social setting)	16%	84%	<1%

**14 If answer to any of Q13 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
43%	15%	4%

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

[Round Number of years to nearest whole year]

**16. [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	4%
Proximity to family and/or friends	41%

Diverse housing options (style, size, age)	<1%
Affordable housing prices	8%
Neighborhoods/Sense of community	5%
Historic nature of City	<1%
Diverse population	<1%
Green living, including walkability & biking	<1%
Dining & entertainment options	0%
Arts & culture	2%
Sports & recreation	<1%
Faith & spiritual options	<1%
Mass transit options/Access to other major markets	<1%
Quality healthcare options	0%
Educational opportunities and school choice (public, private, parochial, higher education)	2%
Diverse housing options (Accessible/visitable)	<1%
Other	35%
Refused	<1%

**17. 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
	19%	19%	32%	28%	2%

**18. If you are planning to leave the City, what is the primary reason why? (ask only if response to Q17 was "very likely" or "likely") [Field code, do not read response options.]**

Crime rate is too high	14%
Poor quality public schools	4%
Taxes are too high	9%
Not enough open space/desire for a backyard	2%
Cost of Living is too high	3%
Pursue another job	13%
Pursue an education	4%
Moving is involuntary	2%
Lack of Accessible or Visitable Housing	2%
Other <b>Specify</b> _____	42%
Don't know	4%

**19. 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?	14%	44%	25%	14%	3%
b.	Recommend living in your neighborhood to your friends?	27%	45%	16%	11%	1%
c.	Recommend Baltimore as a place to raise children?	8%	31%	37%	17%	8%
d.	Recommend Baltimore as a place to retire?	7%	29%	39%	18%	7%
e.	Recommend buying a home in Baltimore?	11%	46%	25%	13%	4%

**20. 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]**

**21. 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	64%
No	36%

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

## Appendix D: 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%	Communications in a Foreign Language?	
Someone has a disability	12%	Yes	10%
No one has a disability	69%	No	90%
Race		Access to the Internet	
White – Not Hispanic	33%	Yes	88%
Black – Not Hispanic	63%	No	12%
Hispanic	1%	Household Members Work in Baltimore	
Asian	1%	Zero	41%
Other	2%	One	35%
Respondent's Age		Two	20%
18-24	15%	Three	3%
25-34	22%	Four	1%
35-44	16%	Five or More	0%
45-54	18%	Education	
55-64	14%	Less than High School	10%
65+	15%	High School graduate or GED	32%
Work Sector		Some College or Technical School	22%
Nonprofit sector	10%	College Graduate (4 year degree)	21%
The private sector	24%	Graduate / professional education	15%
The government sector	17%	Annual Household Income	
Unemployed	10%	Under \$25,000	26%
Self-employed	5%	\$25,001-\$50,000	28%
Retired	22%	\$50,001-\$75,000	21%
Student	6%	\$75,001-\$100,000	10%
Full time homemaker / caregiver	6%	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%	Communications in a Foreign Language?	
Someone has a disability	9%	Yes	8%
No one has a disability	73%	No	92%
Race		Access to the Internet	
White – Not Hispanic	36%	Yes	87%
Black – Not Hispanic	53%	No	13%
Hispanic	0%	Household Members Work in Baltimore	
Asian	0%	Zero	54%
Other	11%	One	28%
Respondent's Age		Two	18%
18-24	0%	Three	0%
25-34	41%	Four	0%
35-44	16%	Five or More	0%
45-54	16%	Education	
55-64	11%	Less than High School	4%
65+	16%	High School graduate or GED	37%
Work Sector		Some College or Technical School	9%
Nonprofit sector	4%	College Graduate (4 year degree)	24%
The private sector	25%	Graduate / professional education	26%
The government sector	6%	Annual Household Income	
Unemployed	11%	Under \$25,000	31%
Self-employed	0%	\$25,001-\$50,000	46%
Retired	28%	\$50,001-\$75,000	8%
Student	15%	\$75,001-\$100,000	2%
Full time homemaker / caregiver	11%	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%
		Divorced, separated or widowed	14%
Disability in home		Communications in a Foreign Language?	
I have a disability	20%	Yes	16%
Someone has a disability	23%	No	84%
No one has a disability	57%		
Race		Access to the Internet	
White – Not Hispanic	20%	Yes	90%
Black – Not Hispanic	73%	No	10%
Hispanic	2%		
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%	Annual Household Income	
Self-employed	4%	Under \$25,000	29%
Retired	20%	\$25,001-\$50,000	29%
Student	5%	\$50,001-\$75,000	24%
Full time homemaker / caregiver	10%	\$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%	Communications in a Foreign Language?	
Someone has a disability	9%	Yes	8%
No one has a disability	79%	No	92%
Race		Access to the Internet	
White – Not Hispanic	42%	Yes	91%
Black – Not Hispanic	54%	No	9%
Hispanic	0%	Household Members Work in Baltimore	
Asian	2%	Zero	38%
Other	2%	One	32%
Respondent's Age		Two	25%
18-24	21%	Three	4%
25-34	19%	Four	1%
35-44	15%	Five or More	0%
45-54	16%	Education	
55-64	14%	Less than High School	5%
65+	15%	High School graduate or GED	28%
Work Sector		Some College or Technical School	17%
Nonprofit sector	10%	College Graduate (4 year degree)	22%
The private sector	25%	Graduate / professional education	28%
The government sector	21%	Annual Household Income	
Unemployed	7%	Under \$25,000	21%
Self-employed	6%	\$25,001-\$50,000	16%
Retired	17%	\$50,001-\$75,000	31%
Student	9%	\$75,001-\$100,000	12%
Full time homemaker / caregiver	5%	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%	Communications in a Foreign Language?	
Someone has a disability	13%	Yes	9%
No one has a disability	69%	No	91%
Race		Access to the Internet	
White – Not Hispanic	20%	Yes	87%
Black – Not Hispanic	74%	No	13%
Hispanic	1%	Household Members Work in Baltimore	
Asian	3%	Zero	35%
Other	2%	One	41%
Respondent's Age		Two	21%
18-24	16%	Three	3%
25-34	18%	Four	0%
35-44	17%	Five or More	0%
45-54	20%	Education	
55-64	16%	Less than High School	7%
65+	13%	High School graduate or GED	39%
Work Sector		Some College or Technical School	27%
Nonprofit sector	11%	College Graduate (4 year degree)	17%
The private sector	22%	Graduate / professional education	10%
The government sector	17%	Annual Household Income	
Unemployed	10%	Under \$25,000	27%
Self-employed	5%	\$25,001-\$50,000	33%
Retired	22%	\$50,001-\$75,000	20%
Student	8%	\$75,001-\$100,000	10%
Full time homemaker / caregiver	5%	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%	Communications in a Foreign Language?	
Someone has a disability	10%	Yes	9%
No one has a disability	65%	No	91%
Race		Access to the Internet	
White – Not Hispanic	32%	Yes	85%
Black – Not Hispanic	67%	No	16%
Hispanic	0%	Household Members Work in Baltimore	
Asian	0%	Zero	45%
Other	1%	One	35%
Respondent's Age		Two	18%
18-24	13%	Three	2%
25-34	16%	Four	0%
35-44	15%	Five or More	0%
45-54	18%	Education	
55-64	17%	Less than High School	10%
65+	21%	High School graduate or GED	31%
Work Sector		Some College or Technical School	19%
Nonprofit sector	12%	College Graduate (4 year degree)	27%
The private sector	22%	Graduate / professional education	13%
The government sector	14%	Annual Household Income	
Unemployed	11%	Under \$25,000	23%
Self-employed	5%	\$25,001-\$50,000	30%
Retired	29%	\$50,001-\$75,000	18%
Student	2%	\$75,001-\$100,000	9%
Full time homemaker / caregiver	5%	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%	Communications in a Foreign Language?	
Someone has a disability	17%	Yes	3%
No one has a disability	61%	No	97%
Race		Access to the Internet	
White – Not Hispanic	48%	Yes	82%
Black – Not Hispanic	50%	No	18%
Hispanic	0%	Household Members Work in Baltimore	
Asian	0%	Zero	44%
Other	2%	One	33%
Respondent's Age		Two	19%
18-24	15%	Three	0%
25-34	26%	Four	4%
35-44	16%	Five or More	0%
45-54	18%	Education	
55-64	13%	Less than High School	25%
65+	12%	High School graduate or GED	29%
Work Sector		Some College or Technical School	22%
Nonprofit sector	9%	College Graduate (4 year degree)	12%
The private sector	22%	Graduate / professional education	12%
The government sector	16%	Annual Household Income	
Unemployed	13%	Under \$25,000	41%
Self-employed	6%	\$25,001-\$50,000	27%
Retired	17%	\$50,001-\$75,000	8%
Student	6%	\$75,001-\$100,000	8%
Full time homemaker / caregiver	11%	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%
		Divorced, separated or widowed	22%
Disability in home		Communications in a Foreign Language?	
I have a disability	21%	Yes	10%
Someone has a disability	7%	No	90%
No one has a disability	72%		
Race		Access to the Internet	
White – Not Hispanic	18%	Yes	90%
Black – Not Hispanic	82%	No	10%
Hispanic	0%		
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%	Annual Household Income	
Self-employed	2%	Under \$25,000	21%
Retired	22%	\$25,001-\$50,000	37%
Student	6%	\$50,001-\$75,000	27%
Full time homemaker / caregiver	5%	\$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%
		Divorced, separated or widowed	11%
Disability in home		Communications in a Foreign Language?	
I have a disability	17%	Yes	13%
Someone has a disability	4%	No	87%
No one has a disability	79%		
Race		Access to the Internet	
White – Not Hispanic	71%	Yes	89%
Black – Not Hispanic	24%	No	11%
Hispanic	3%		
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%	Annual Household Income	
Self-employed	6%	Under \$25,000	17%
Retired	15%	\$25,001-\$50,000	23%
Student	4%	\$50,001-\$75,000	16%
Full time homemaker / caregiver	8%	\$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%
		Divorced, separated or widowed	24%
Disability in home		Communications in a Foreign Language?	
I have a disability	20%	Yes	14%
Someone has a disability	14%	No	86%
No one has a disability	66%		
Race		Access to the Internet	
White – Not Hispanic	9%	Yes	90%
Black – Not Hispanic	86%	No	10%
Hispanic	0%		
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%	Annual Household Income	
Self-employed	4%	Under \$25,000	28%
Retired	26%	\$25,001-\$50,000	29%
Student	2%	\$50,001-\$75,000	29%
Full time homemaker / caregiver	2%	\$75,001-\$100,000	8%
		Over \$100,000	6%



## Appendix E: 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	Citizen Survey District								
		Central	Eastern	Northern	Northeastern	Northwestern	Southern	Southwestern	Southeastern	Western
Male	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
	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
Female	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
	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	Citizen Survey District								
		Central	Eastern	Northern	Northeastern	Northwestern	Southern	Southwestern	Southeastern	Western
Male	18-24	4	12	31	26	14	16	7	11	14
	25-34	8	17	28	28	18	29	9	30	14
	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
Female	18-24	6	9	33	30	16	18	8	12	19
	25-34	9	13	31	35	22	32	11	30	18
	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	Citizen Survey District								
		Central	Eastern	Northern	Northeastern	Northwestern	Southern	Southwestern	Southeastern	Western
	<b>18-24</b>	0	2	3	5	0	5	0	2	0
	<b>25-34</b>	3	1	8	7	1	4	3	7	6
<b>Male</b>	<b>35-44</b>	1	4	14	19	10	14	0	8	8
	<b>45-54</b>	4	13	10	24	17	10	5	15	6
	<b>55-64</b>	2	5	16	24	14	18	8	7	9
	<b>65+</b>	3	10	29	21	25	17	9	16	20
	<b>18-24</b>	1	1	2	5	3	5	1	4	5
	<b>25-34</b>	6	12	14	29	12	17	9	15	13
<b>Female</b>	<b>35-44</b>	4	12	30	28	15	11	12	9	17
	<b>45-54</b>	4	16	38	59	28	36	13	21	28
	<b>55-64</b>	12	16	56	57	56	45	25	22	33
	<b>65+</b>	16	16	76	62	62	45	23	36	39

## Appendix F: 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 1,725, rather than 1,794. The weighting results in a weighted count of 1,823.

**Table 16: Final Weights**

Gender	Age	Planning District								
		Central	Eastern	Northern	Northeastern	Northwestern	Southern	Southwestern	Southeastern	Western
Male	<b>18-24</b>	1.000	5.988	10.184	5.291	1.000	3.226	1.000	5.709	1.000
	<b>25-34</b>	2.741	17.184	3.525	4.029	18.273	7.287	2.840	4.265	2.356
	<b>35-44</b>	3.383	2.930	1.592	1.410	1.661	1.377	1.000	2.022	1.649
	<b>45-54</b>	0.864	0.907	2.422	1.349	1.208	2.041	1.972	0.830	3.024
	<b>55-64</b>	1.346	1.402	1.228	1.025	1.265	0.798	0.937	1.370	1.524
	<b>65+</b>	0.960	0.442	0.650	0.925	0.797	0.645	0.849	0.520	0.623
Female	<b>18-24</b>	6.086	8.982	16.650	6.092	5.468	3.674	7.800	2.886	3.893
	<b>25-34</b>	1.570	1.085	2.206	1.220	1.795	1.888	1.181	1.996	1.371
	<b>35-44</b>	0.835	0.654	0.776	1.207	1.306	1.725	0.765	1.534	0.923
	<b>45-54</b>	0.887	0.534	0.681	0.687	0.887	0.587	0.964	0.567	0.742
	<b>55-64</b>	0.230	0.395	0.411	0.554	0.416	0.336	0.404	0.428	0.487
	<b>65+</b>	0.249	0.433	0.379	0.481	0.544	0.359	0.573	0.325	0.504

## Appendix G: 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 1,794 Baltimore City residents who were at least 18 years of age. Data were collected via Computer Aided Telephone Interviewing (CATI) between May 5, 2013 and August 9, 2013. The Schaefer Center and its subcontractor, Maryland Marketing, provided all labor necessary to achieve 1,794 completed interviews via phone with Baltimore City residents. The Schaefer Center acquired a sample of valid phone numbers (20,689) 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 E of this report. The margin of error for this study is  $\pm 2.31\%$  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%).