

**Baltimore City Citizen Survey  
2010 Report**

**Schaefer Center for Public Policy  
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*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 align its priorities and resource allocation with citizen needs. This annual survey provides important time-trend data to understand changes in residents' attitudes, behaviors and quality of life indicators.

The annual Citizen Survey is part of a larger City initiative called Outcome Budgeting. Outcome Budgeting is a budget process that aligns funding with the results that matter most to citizens. In traditional budgeting, agencies allocate funding based on the prior year's allocations, and adjustments are made up or down according to revenue projections. In Outcome Budgeting, agencies compete for funding by using performance measures to demonstrate how the services they offer meet the results citizens want. A natural extension of CitiStat, Outcome Budgeting encourages customer satisfaction and performance measurement in 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 1,794 Baltimore City residents who were at least 18 years of age. Data were collected via Computer Aided Telephone Interviewing (CATI) between April 1, 2010 and May 26, 2010. For the purpose of geographic comparison, respondents were classified according to zip code as residents in one of the nine Baltimore City planning districts. The responses were then weighted at the City level to more closely reflect the distribution of age, gender, race and residence. The margin of error for the responses is  $\pm 2.3\%$  at the 95% confidence level for analysis at the City level.

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

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

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

## **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 to 2010. In 2009, roughly one-quarter of respondents rated Baltimore City K-12 schools as good (17%) or excellent (10%) which is a similar proportion to 2010 responses of those perceiving them to be good (16%) or excellent (9%).

Over eighty percent (80%) of those who had visited a City library were satisfied with all aspects of their experiences, but 36% of respondents stated they had not visited a City library. Those who had not visited a library cited the fact that they either had no reason to visit (24%) or use the internet/computer (9%) or buy instead of borrow (10%).

### **2. Safer Streets**

Emergency services in general consistently rated high in satisfaction among respondents; however, not all emergency services were viewed the same. Nearly three-quarters of those respondents (74%) indicating some experience rated their satisfaction with police protection in the city as either good or excellent. When asked how satisfied they were with the level of police presence, responsiveness of police, and approachability of police, over 60% of residents felt satisfied or very satisfied. Police protection is a highly valued service, with over three-quarters of respondents ranking police protection with a 10 out of 10 in importance.

Citizens believe fire protection to be equally important, with 80% of individuals assigning a value of 10 out of 10 in terms of importance. Furthermore, 78% of respondents believed the city's fire protection was good or excellent. Citizens also perceive EMS/Ambulance services as being on par with fire protection - 75% of respondents ranked its importance as a 10 out of 10 and 77% believed it was excellent or good. Sixty-two percent (62%) of respondents ranked street lighting as a 10 in importance. Furthermore, 60% of respondents stated that Baltimore's street lighting was good or excellent.

When asked specifically if the respondent felt safe in his or her neighborhood during the day, 92% indicated that they felt safe or very safe in comparison to 78% who felt the same in the downtown area. At night, perceptions of safety in a respondent's neighborhood dropped to 68% and dropped in the downtown area to 38%. These responses are similar to the results of the 2009 survey.



When asked how significant different types of crime were in Baltimore, illegal drug use topped the list of concerns with 90% feeling that it is a serious or very serious problem. Respondents indicated that violent crime, drivers disobeying traffic laws and property crime were also serious issues. Eighty-nine percent (89%) of respondents thought violent crime was either a serious or very serious issue. Disobeying traffic laws and property crime were reported to be either serious or very serious issues by 64% and 63%, respectively.

### **3. Stronger Neighborhoods**

Most respondents were satisfied with parks in terms of their location and cleanliness, but nearly 23% never went to a city park and 41% only went occasionally. Safety concerns were cited less frequently by respondents as a reason for not visiting a city-park, dropping to 27% in 2010 from 34% in 2009. Consistent with 2009, Street/Sidewalk Maintenance, Code Enforcement, and City-run Pools each received less than one-third of respondents giving a rating of at least good.

New this year was the inclusion of questions regarding respondents' use of Baltimore City swimming pools. While 86% of respondents indicated that they had not visited a pool, overwhelmingly those who had visited were satisfied or very satisfied with the cleanliness (86%), convenience of the location (87%), hours of operation (91%), and the helpfulness of the staff (80%). The most frequently cited reason among respondents that did not use City pools was that they simply couldn't swim (18%).

Over 75% of respondents said homelessness and vacant buildings were at least a serious problem, similar to 2009 numbers. Sixty-one (61%) believed the lack of affordable housing was a serious or very serious problem. Sixty-eight percent of residents (68%) thought that the vacant homes were poorly maintained. Twenty-six (26%) of respondents thought parking in their neighborhood was a serious or very serious issue.

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

Many respondents expressed doubt about the availability of good jobs in Baltimore. Only 17% of respondents indicated that the availability of jobs was either good or excellent; whereas 49% indicated that the availability was poor. This perception was largely unchanged from the 2009 survey results. Perceptions of job availability between black and white respondents differed dramatically: 50% of black respondents thought the employment situation was poor, yet only 28% of white residents held that same opinion.

Parking in commercial areas was listed as a serious or very serious problem by half (50%) of the survey respondents.

The percentage of respondents that stated Baltimore's availability of cultural activities to be at least good remained constant from 2009, with just over 50% in each year. Men, however, perceived the availability of cultural activities to be better than women - 58% of men felt that

the availability of cultural activities in Baltimore was at least good, compared to only 45% of women.

### **5. Innovative Government**

Forty-four percent (44%) of respondents indicated that they were either satisfied (39%) or very satisfied (4%) with the quality of services provided by Baltimore City. The level of satisfaction, however, differed between races and planning districts, suggesting that targeted efforts in certain neighborhoods could improve future citizen perceptions.

Approximately half (52%) of the respondents included in the survey reported having contact with a city employee in the last year, most frequently a 311 operator (27%). Overall, citizens who had contact were satisfied or very satisfied with government employees in terms of their ability to resolve the citizen's issue (54%), timeliness (68%), knowledge (72%), and their level of service (62%).

### **6. A Cleaner and Healthier City**

In comparison to 2009, there was a drop in the number of respondents who believed that trash removal was excellent or good from sixty-four percent (64%) to 48% among those responding; however, 65% of respondents thought their curbside recycling service was excellent or good in comparison to 57% feeling the same in 2009. The changes in responses likely are the result of changes in the frequency of services implemented during the past year.

Rat control remains an issue with only 23% of respondents believing it is excellent or good. The percentage of respondents indicating that neighborhood cleanliness and amount of green space is at least good remained about the same from 2009 to 2010 (57% and 58% respectively).

Consistent with 2009, biking, walking, and public transportation were not highly utilized with 17% or less of respondents from each category indicating that they always use these modes of transportation. Nevertheless, 57% of respondents still relied on public transportation at least some of the time to get to work, school, or for shopping.

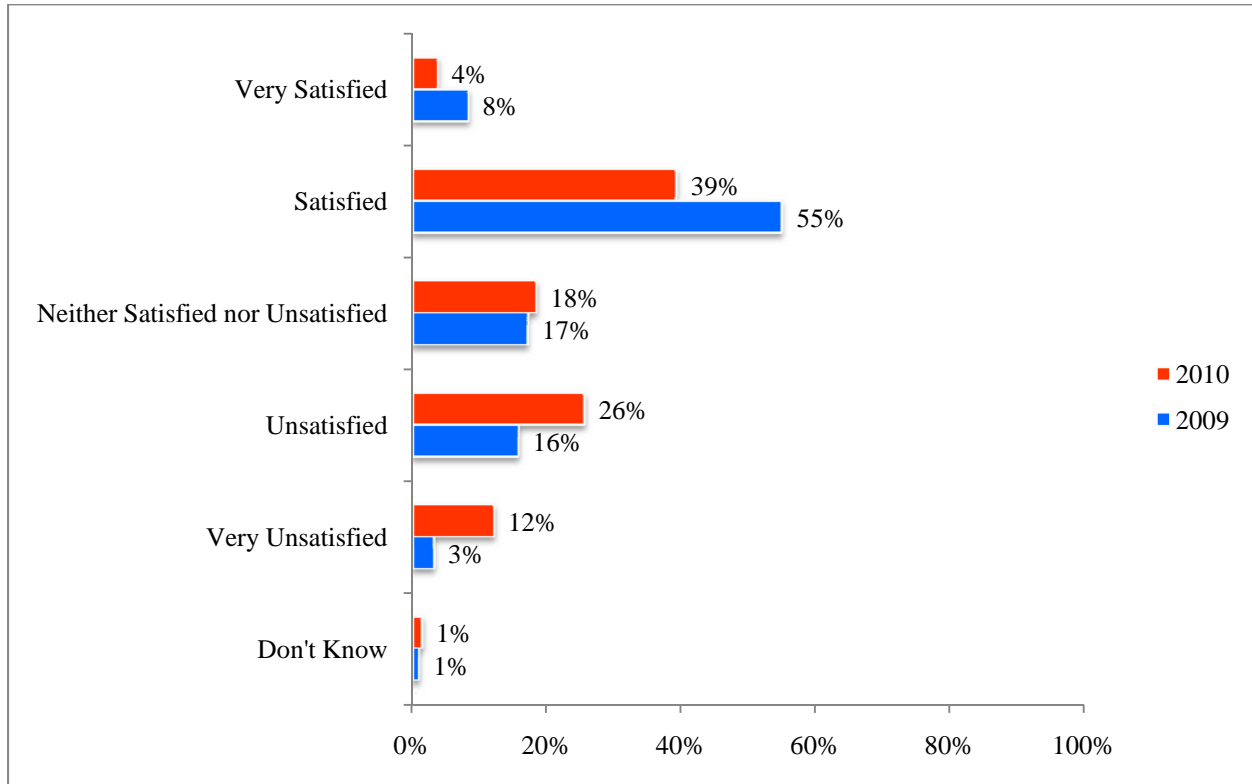
### **Other Findings**

Residents were also asked what they thought the most important services were that Baltimore City Provides. They were not prompted with a scale or with any list of services, but asked to simply state what they thought. When these responses were categorized, the most commonly cited service area pertained to police, with 42% reporting that police services were the most important services. An additional 19% of respondents reported that police services were the second most important services. Ambulance, fire, and EMS services were cited as being the most important services by 12% of residents and the second most important by 33% of residents. These results track very well with the list of services that residents were asked to

rate on a ten point scale of importance. In that question fire protection (9.5), and police protection (9.3) had the highest average importance scores of all the services listed.

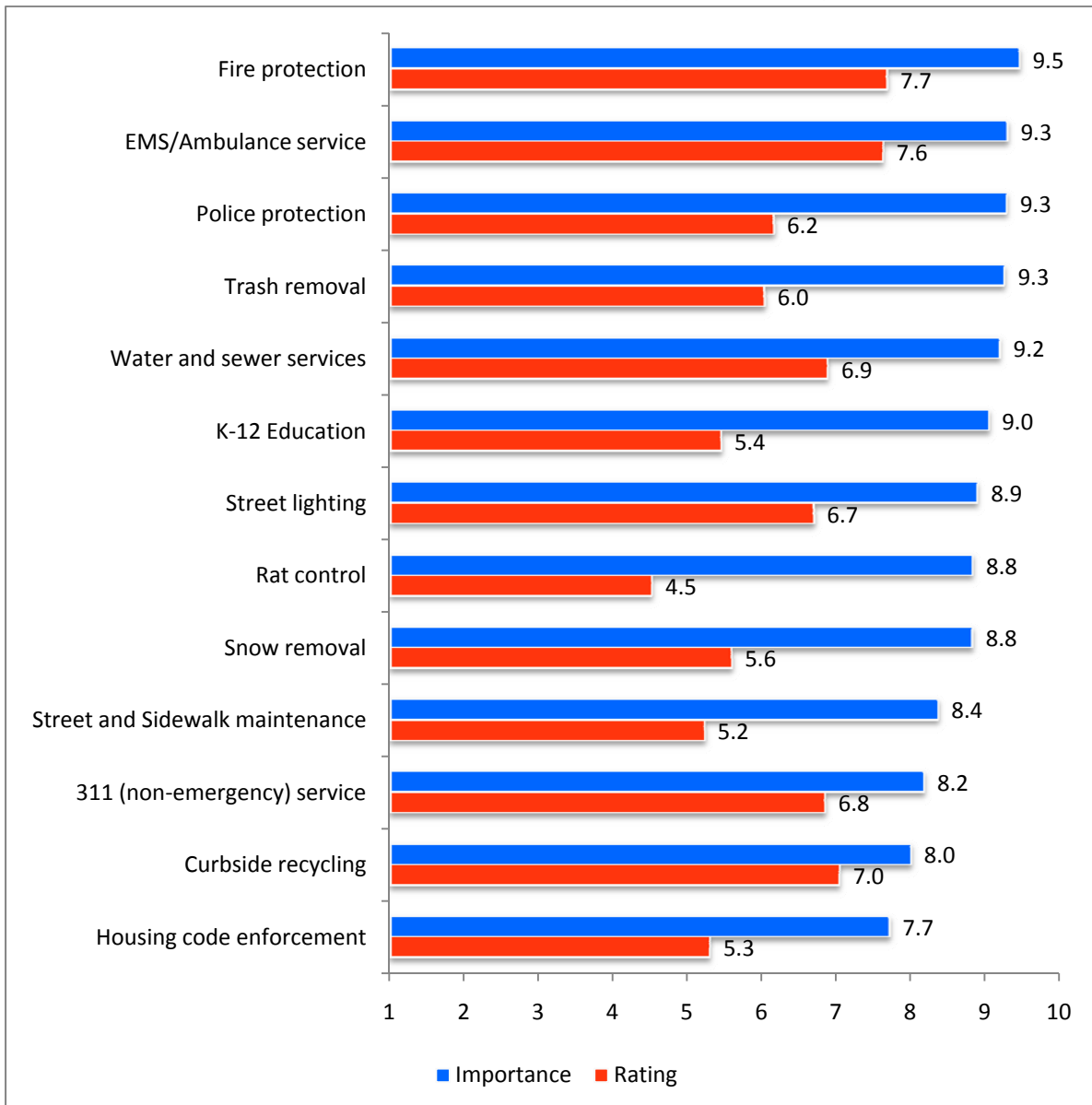
When asked about the overall satisfaction of Baltimore city services, respondents in 2010 tended to be less satisfied than respondents from 2009. Those indicating that they were very satisfied dropped roughly four (4%) percentage points and those indicating that they were satisfied dropped roughly sixteen (16%) percentage points.

**Chart 1: Overall Satisfaction with Baltimore City Services (2009-2010)**



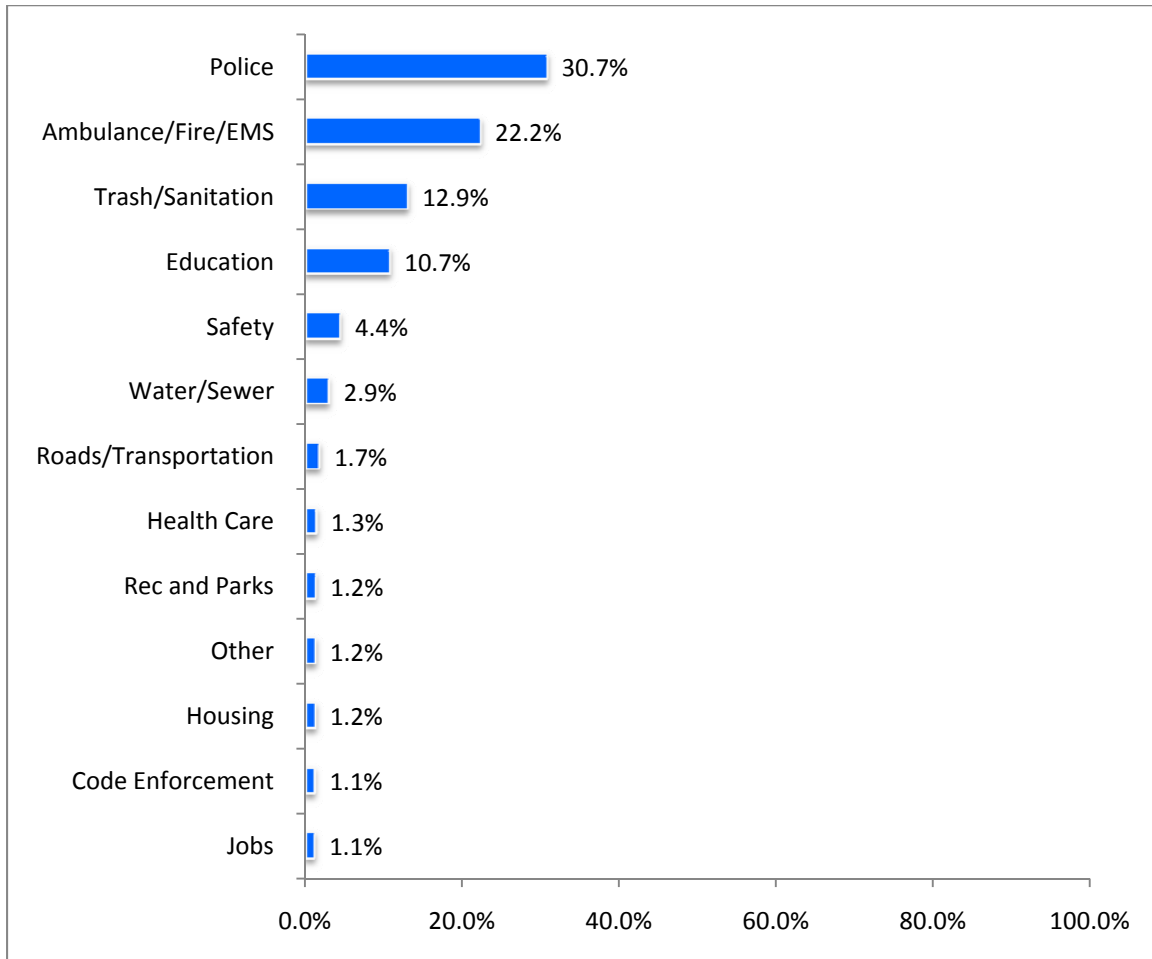
The chart below shows a side-by-side comparison of the city services that were discussed in the 2010 Baltimore Citizen Survey. In order to provide a clear comparison of the rating versus importance, the mean rating for each service (where 1 is “Poor” and 4 is “Excellent”) was multiplied by 2.5. This allows a clearer comparison with the mean value for importance, which was rated on a ten point importance scale (where 1 is lowest and 10 is highest importance).

**Chart 2: Baltimore City Services Mean Importance and Rating (2010)**



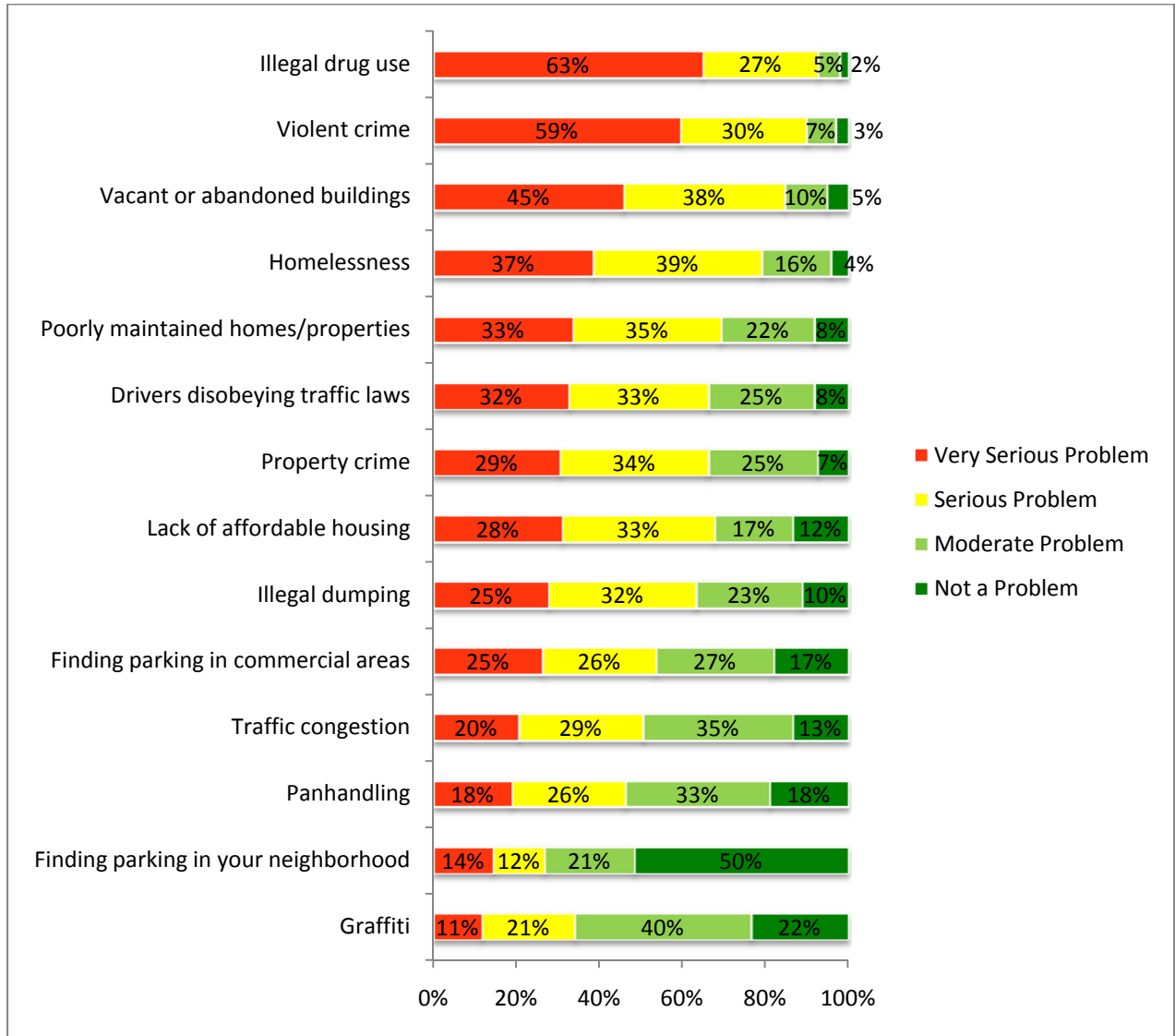
When respondents were asked what service they believe to be most important, police (31%) and Ambulance/Fire/EMS (22%) were the most frequently cited. This was followed by the non-emergency services of trash/sanitation (13%) and education (11%). Chart 3 displays the overall results of the open ended question.

**Chart 3: Most Important Service the City Provides (Open Ended Question)**



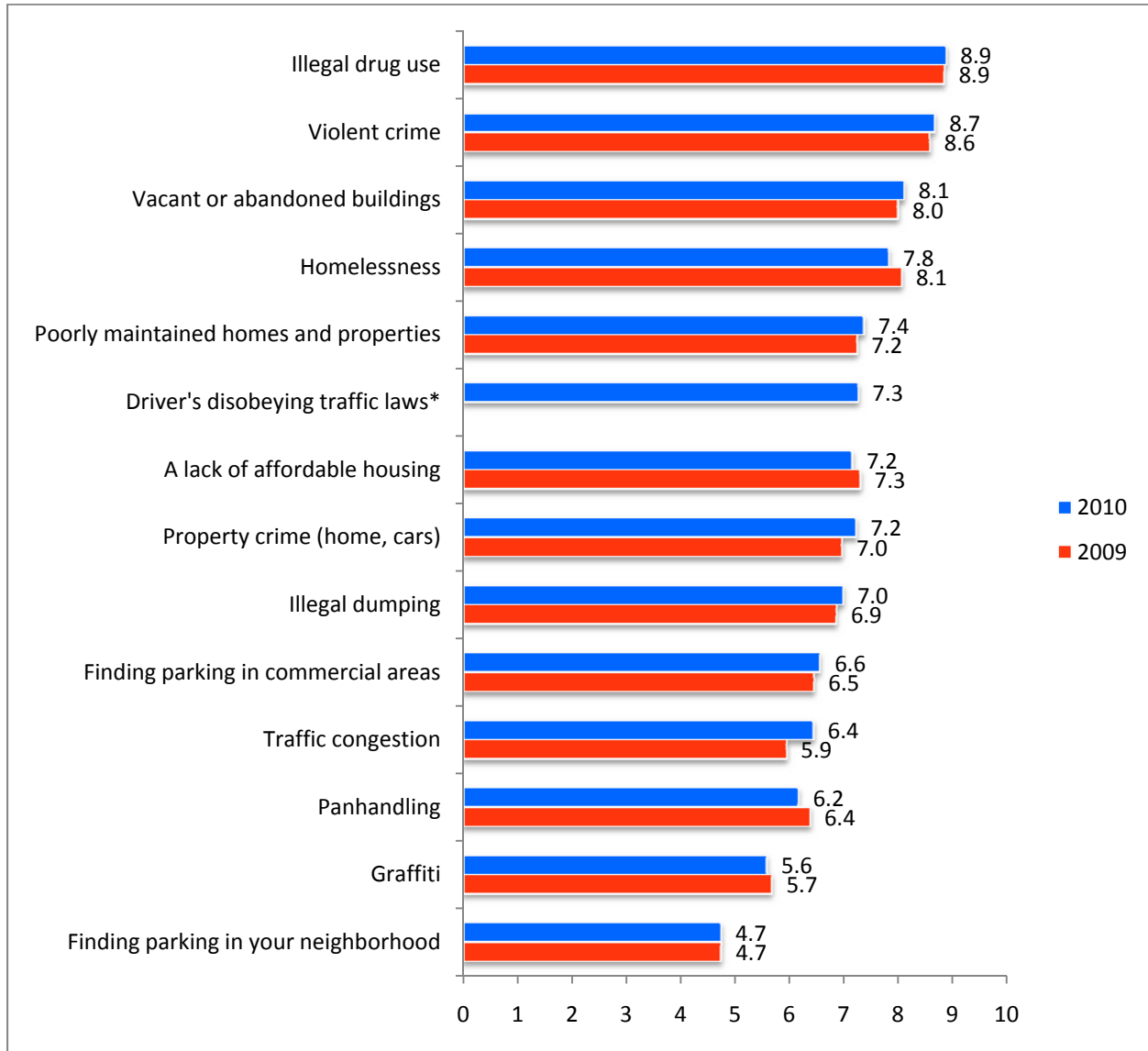
When asked about a range of issues facing residents of Baltimore, illegal drug use was the most serious with 90% of residents indicating that they believed this to be a serious or very serious issue. Violent crime only slightly trails illegal drug use, with 89% of respondents perceiving violent crime as serious or very serious. The least serious issues according to residents were graffiti, finding parking in the respondent’s neighborhood, and panhandling, which were viewed as serious or very serious among only 32%, 26%, and 44% of residents respectively.

**Chart 4: Perception of Quality of Life Issues in Baltimore (2010)**



Respondents tended to think that most issues were roughly the same or a bit more serious than in 2009. Notable exceptions were issues of homelessness, a lack of affordable housing, panhandling, and graffiti, for which respondents tended to perceive as having improved. Drivers disobeying traffic laws was sixth on the list, but this was the first year data was collected on this issue.

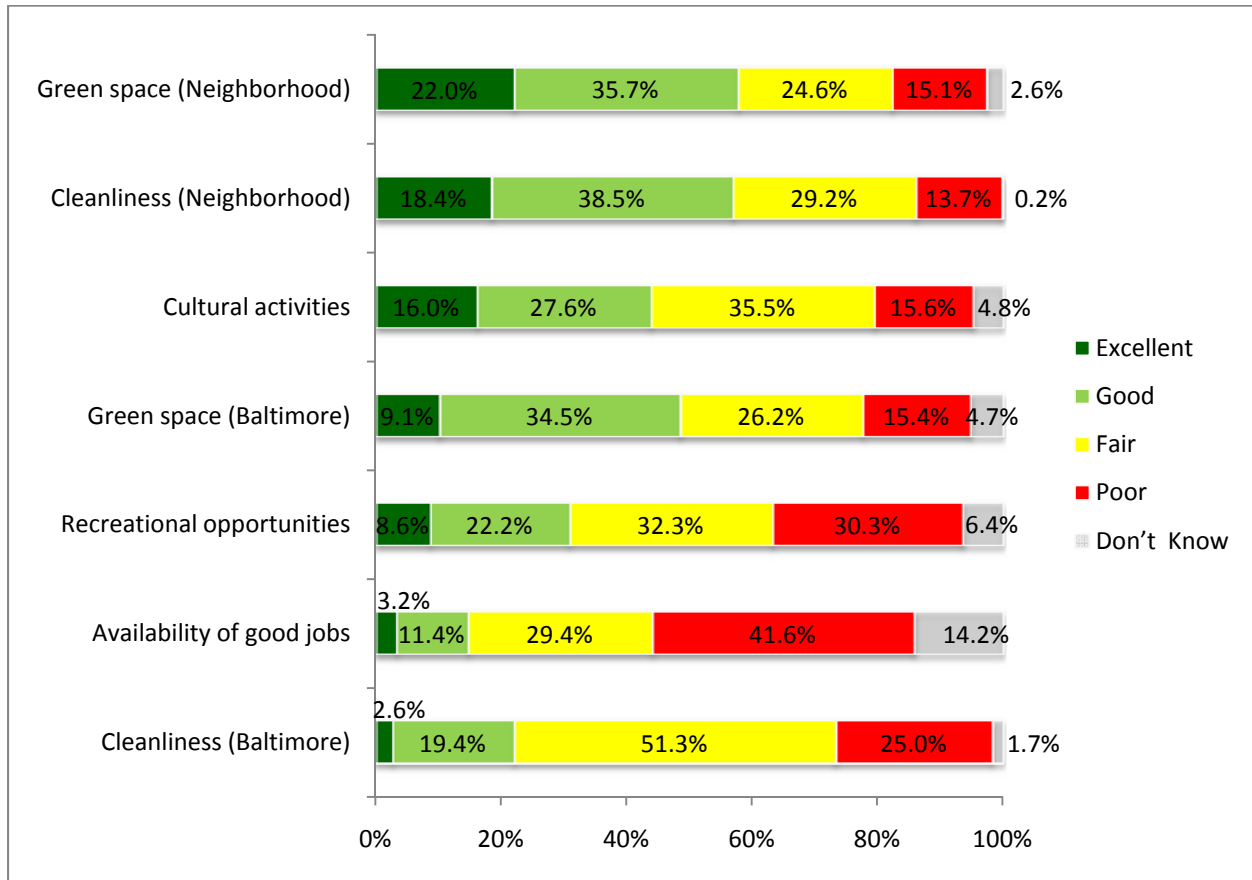
**Chart 5: Perception of Quality of Life Issues in Baltimore (Converted to 10 Point Scale)**



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

Focusing on the quality of life issues of green space, cleanliness, and recreational, cultural, and job opportunities, respondents tended to associate the highest ratings to those questions within their own neighborhood. The amount of green space and the cleanliness in the respondent’s neighborhood were afforded the highest ratings with roughly 58% of respondents perceiving these as good or excellent. While the cleanliness of Baltimore had the least amount of those perceiving it as excellent, availability of good jobs was viewed as poor by 42% of respondents.

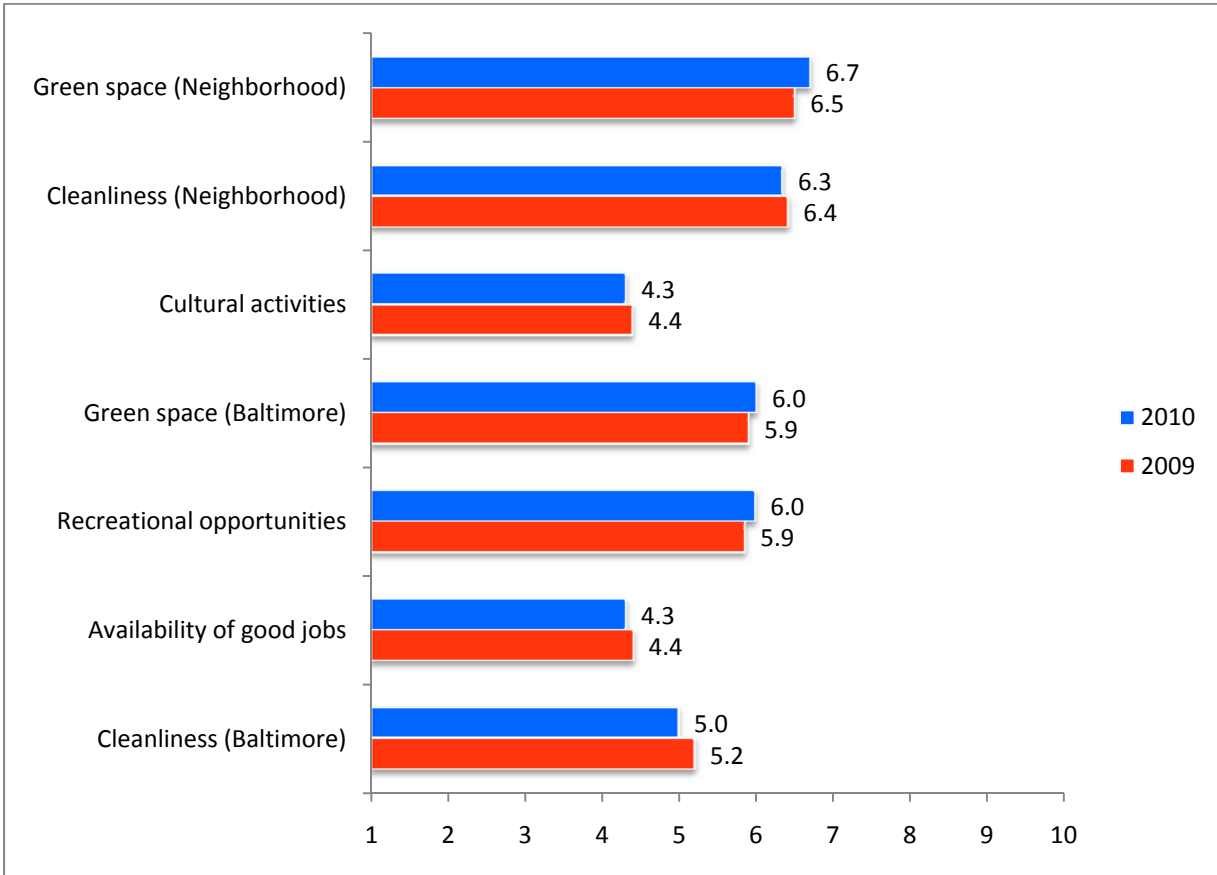
**Chart 6: Quality of Life Satisfaction Ratings**





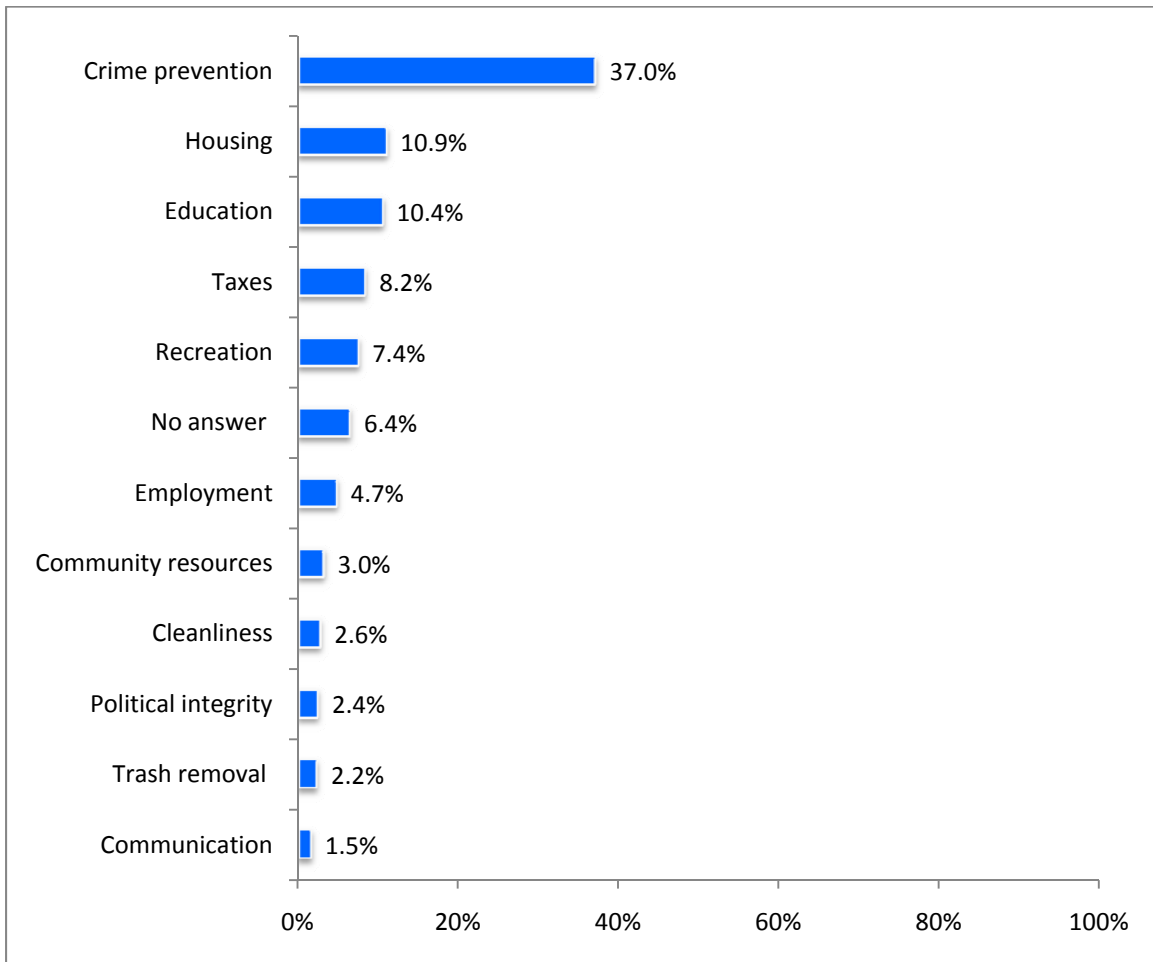
When converted to a 10 point scale, respondent perceptions of the amount of green space both in one’s own neighborhood and in the city as well as the availability of recreational opportunities increased. The positive and negative changes in satisfaction, however, are relatively small and indicate no significant change from 2009 to 2010.

**Chart 7: Quality of Life Satisfaction Ratings (Converted to 10 Point Scale)**



Respondents were asked what they thought was the most important thing the city could do to improve Baltimore. Respondents most frequently cited crime prevention (37%) as the most important. This was followed by improvements in housing (11%) and education (10%). Changes in taxes (8%) and recreational opportunities (7%) marked the next two most important improvements.

**Chart 8: Most Important Ways to Improve City**



## Section 2: Survey Background

### Survey Purpose

The Baltimore City Citizen Survey serves as an annual report card for city government. Now in its second year, Baltimore City implemented the survey in 2009 to provide residents the opportunity to rate the quality of life in the city and their satisfaction with city services. Mayor Rawlings-Blake, her administration, City Council members and City agencies use survey data to better understand the perceptions and priorities of residents for policy decisions and resource allocation. An annual survey provides especially useful year over year data to analyze trends and changes in residents' attitudes, behaviors and quality of life indicators over time.

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

### Methods

The Schaefer Center for Public Policy at the University of Baltimore, in conjunction with Baltimore City government, conducted a telephone survey of 1,817 Baltimore City residents who were at least 18 years of age. Data were collected via Computer Aided Telephone Interviewing (CATI) between April 1, 2010 and May 26, 2010. For the purpose of geographic comparison, respondents were classified by zip code as residents of one of the nine Baltimore City planning districts. The responses were then weighted at the City level to more closely reflect the distribution of age, gender, race and residence by planning district of the population of Baltimore City. The Margin of error is + 2.3% at the 95% confidence level for analysis at the City level.

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

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

## **Understanding the Results**

The results of the 2010 Baltimore Citizen Survey are contained in Section 3: Report of Results. In light of the desire on the part of the City of Baltimore to move to an outcome-based budgeting model, it is crucial to obtain information about how citizens of the City of Baltimore view both the importance of the services that the city provides and their satisfaction with those services.

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

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

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

## Section 3: Report of Results

### ***Priority Outcome 1 – Better Schools***

A number of questions were used to understand citizen perceptions of satisfaction with the issues of health, education, children, and families. Questions were asked about K – 12 education, city libraries, city-run pools, and the problem of illegal drug use.

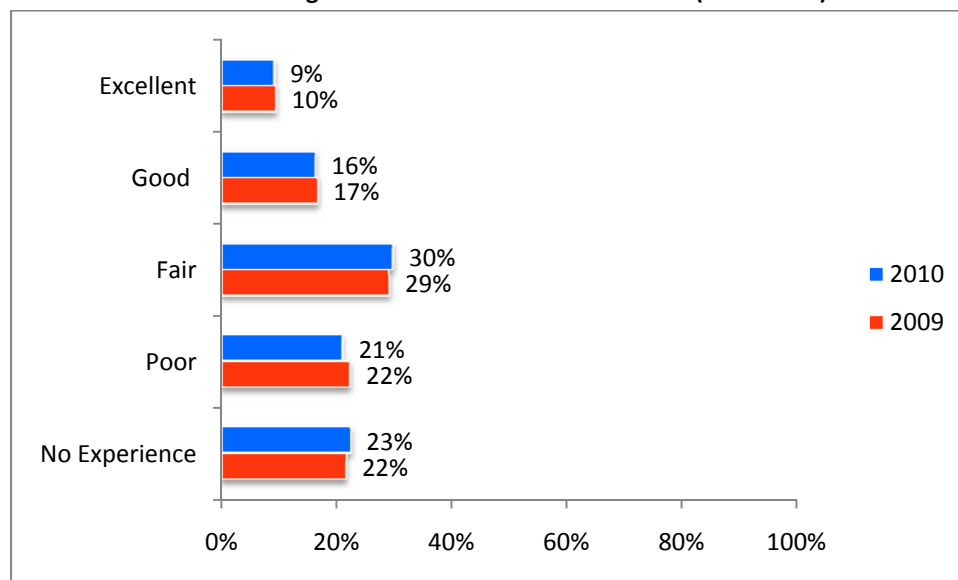
Citizens were asked to rate the importance of and their satisfaction with a variety of city services.

### ***K-12 Education***

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

The ratings for the K-12 education services that Baltimore City government provides were almost identical to last year's results. It is notable that almost a quarter of residents (23%) report having no experience with the K-12 educational system in Baltimore City.

**Chart 9: Rating of Public K-12 Education Services (2009-2010)**



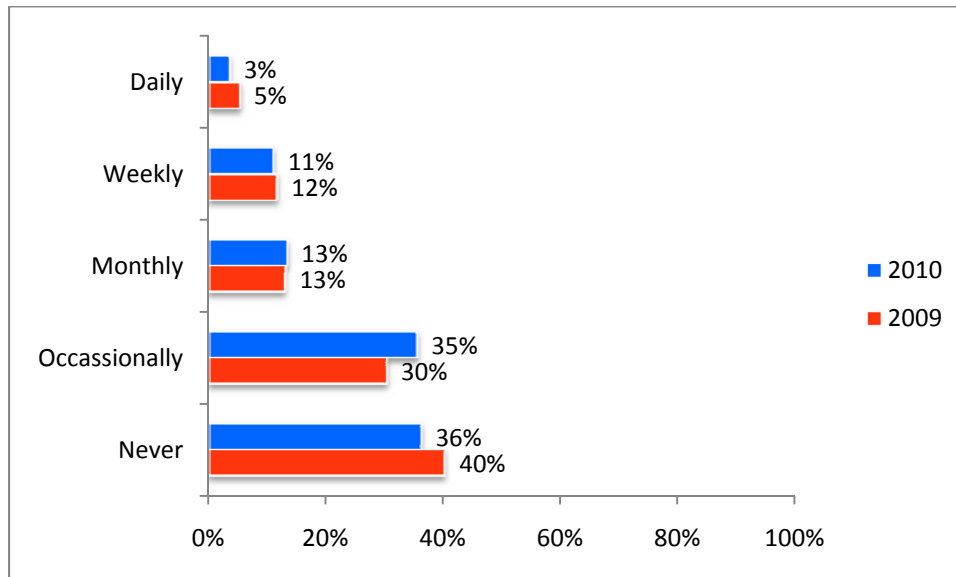
There were some notable differences in the demographic distribution of perception about Baltimore’s K-12 educational system. The youngest group of residents (18 to 24 years old) were most likely to have had experience with K-12 education in Baltimore (8% reported, no experience) and were also significantly more likely to rate K-12 education as fair (45%). White residents, on the other hand, were significantly more likely to report not having had experience with the K-12 services that Baltimore City provides (37%). White residents were also half as likely as black residents to consider K-12 education excellent (6% versus 11%) but an essentially equal percentage of both white and black residents considered K-12 education poor (21% and 22%, respectively).

Residents in the Western planning district were most likely to rate Baltimore’s K-12 education excellent (16%), and Southwestern district residents were more likely to rate K-12 education as poor (30%).

**Library Services**

Once again, residents were asked about their opinions on various aspects of City libraries. All respondents were asked how often they visited city libraries in the past year.

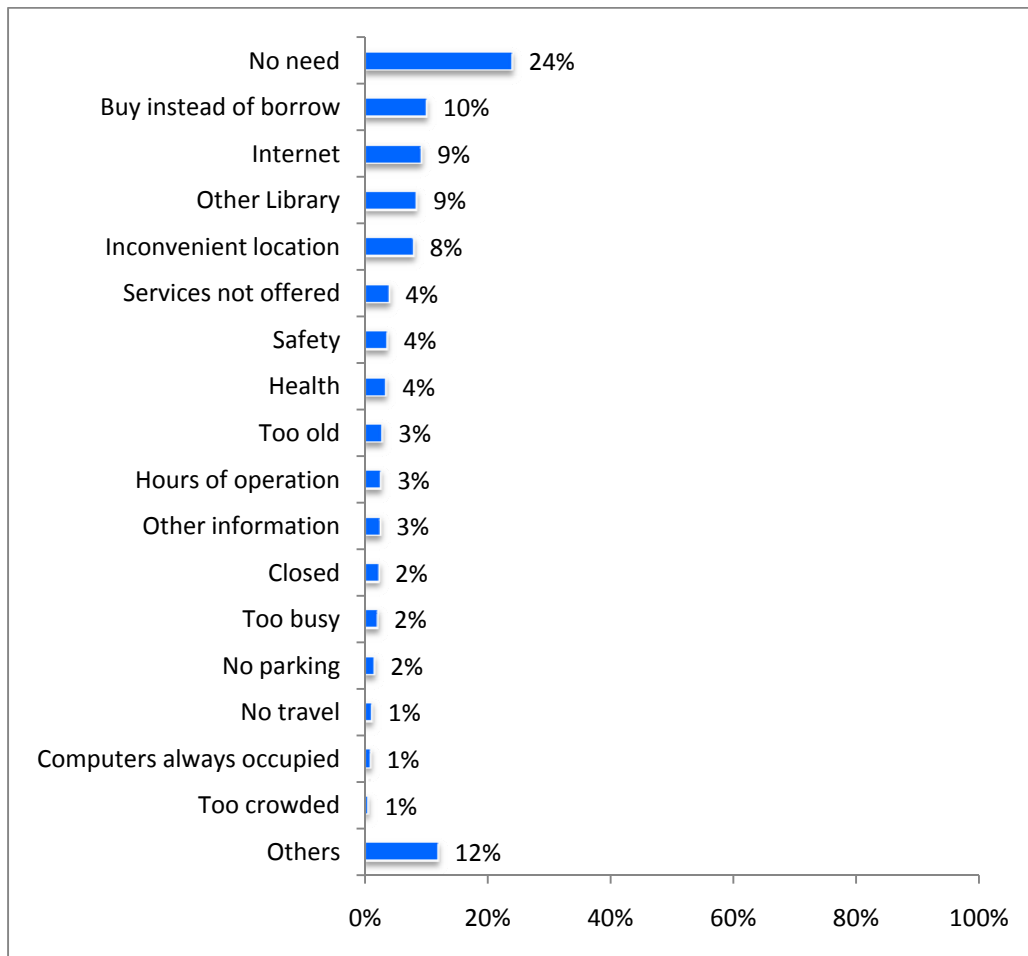
**Chart 10: Patronage of Baltimore Libraries (2009-2010)**



Slightly more than one-quarter (27%) of residents reported going to a city library at least monthly in the last year. There was an increase in the percentage of residents who indicated they went to the library occasionally, up from 30% last year to 35% this year. The percentage of those who reported never having visited a city library in the last year fell slightly from 40% last year to 36% this year. Similar percentages of residents reported going to city libraries either weekly (11%) or monthly (13%) this year as last year.

Those respondents who indicated that they had not been to a city library in the last year were asked why they had not gone. Chart 11 gives the reasons indicated by frequency down to the 1% level.

**Chart 11: Reasons for Not Visiting Baltimore Libraries**



The most commonly cited reason for not visiting Baltimore City libraries in the last year was that the respondent had no need to go. A smaller percentage reported that they used either the internet or a computer instead of going to the library or that they bought books instead of borrowing them. This means that over one-third of those who did not go to city libraries last year (34%) did so because they either had no need for the materials in the library or because they could more easily find those materials electronically.

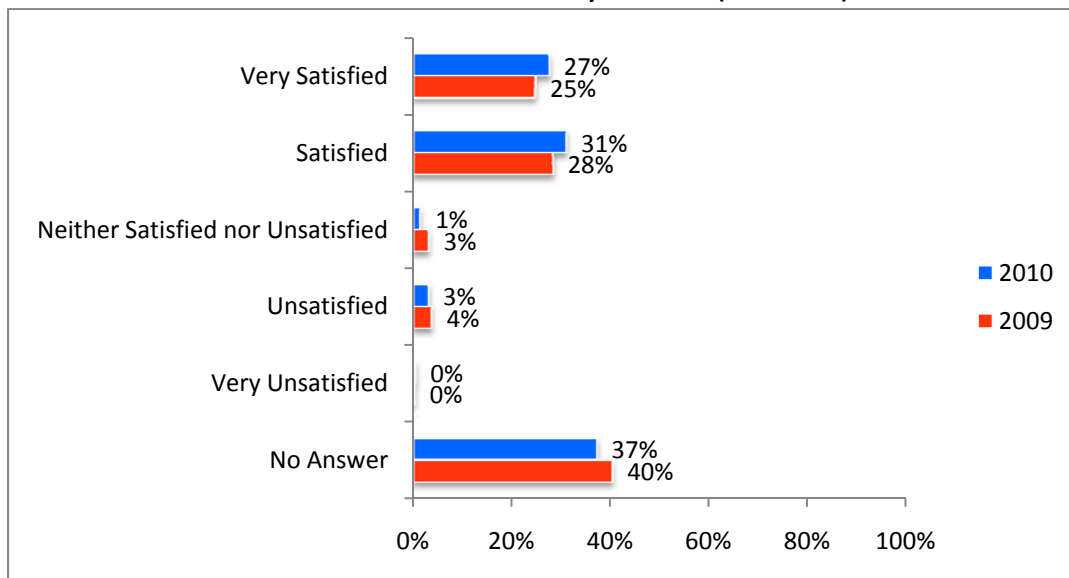
Respondents who indicated that they had visited a library in the past year were asked a series of follow-up questions about their level of satisfaction with certain aspects of the libraries. Overwhelmingly, Baltimore City residents were at least satisfied with the libraries that they had visited. Overwhelmingly, Baltimore City residents reported being either satisfied or very

satisfied with their library experiences, which is very similar to last year’s survey results. There were some key areas of improvement.

Among those who had experience with the library, almost all (93%) reported being at least satisfied with the convenience of the library’s location, which is an increase over last year’s result of 88%. Well over three-quarters of residents (86%) were at least satisfied with the hours of operation of city libraries. This is virtually the same as was reported last year; however, it represents a switch as the proportion of satisfied residents dropped by five percentage points and the percentage of very satisfied increased by seven percentage points.

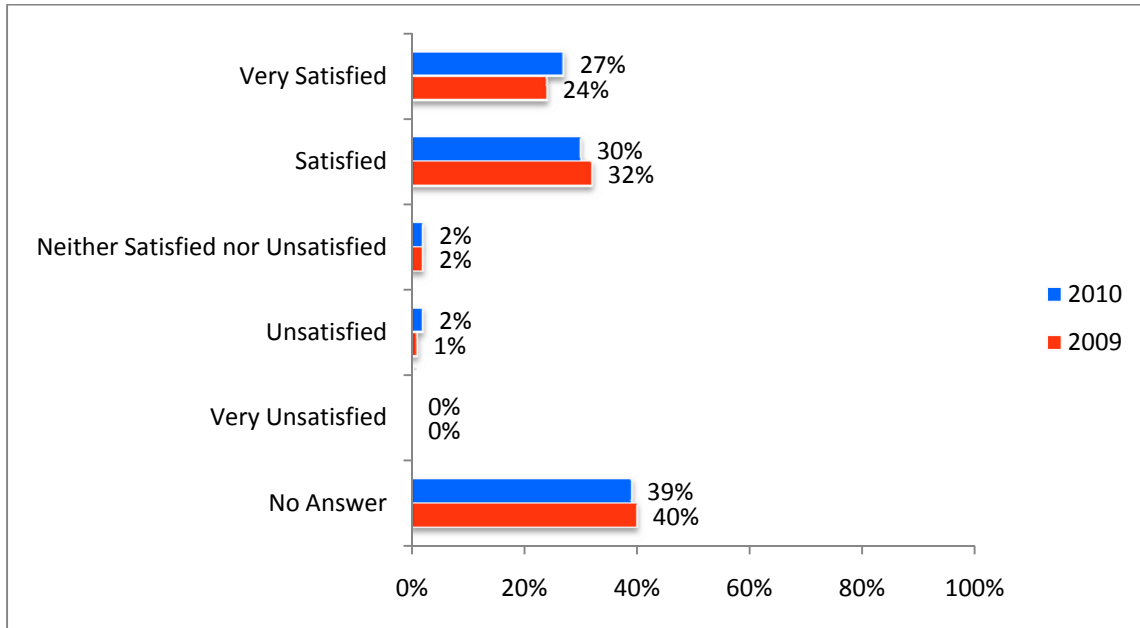
In terms of the library staff and library materials, an overwhelming majority (91%) reported being at least satisfied with the availability of library materials, and almost an identical percentage (94%) reported being at least satisfied with the helpfulness of library staff. Last year, residents were less likely to be satisfied with the availability of library materials (86%). There was essentially no change in the percentage of residents who were at least satisfied with the helpfulness of library staff. Roughly 37% (3% less than last year) did not answer when asked about the convenience of library locations.

**Chart 12: Convenience of Library Locations (2009-2010)**





**Chart 13: Helpfulness of Library Staff (2009-2010)**



There was widespread agreement among residents of the different planning districts in Baltimore when it came to libraries, but a few of the results stood out. All of the respondents from the Southeast district were at least satisfied with the location of city libraries. Ninety-five percent (94%) of Eastern district residents were at least satisfied with the hours of operation of city libraries. All of the respondents from the Central district reported being either satisfied or very satisfied with the availability of materials at city libraries. All respondents from the Central district reported that they were either satisfied or very satisfied with the helpfulness of library staff.

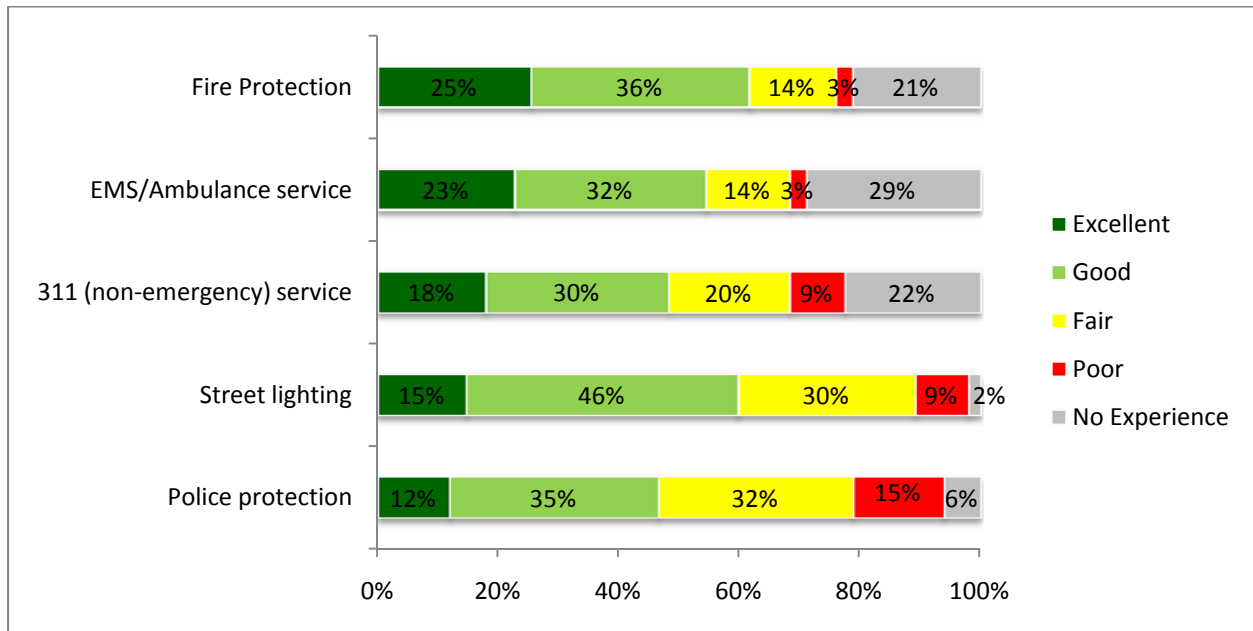
## Priority Outcome 2 – Safer Streets

Making Baltimore a safer city is first among the Mayor’s six key objectives. Because of the Mayor’s emphasis on safety, safety was a key area of focus in both the 2009 and 2010 Baltimore City Citizen Satisfaction Survey. This section analyzes the survey findings relating to citizens’ perceptions of crime and safety; perception of the police department; and satisfaction with safety related services including police, fire, and emergency medical services.

Respondents indicated that safety-related services were among the most important that the city provides. Overall, residents reported generally feeling safe in Baltimore and indicated high levels of satisfaction in terms of police responsiveness, presence, and approachability.

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

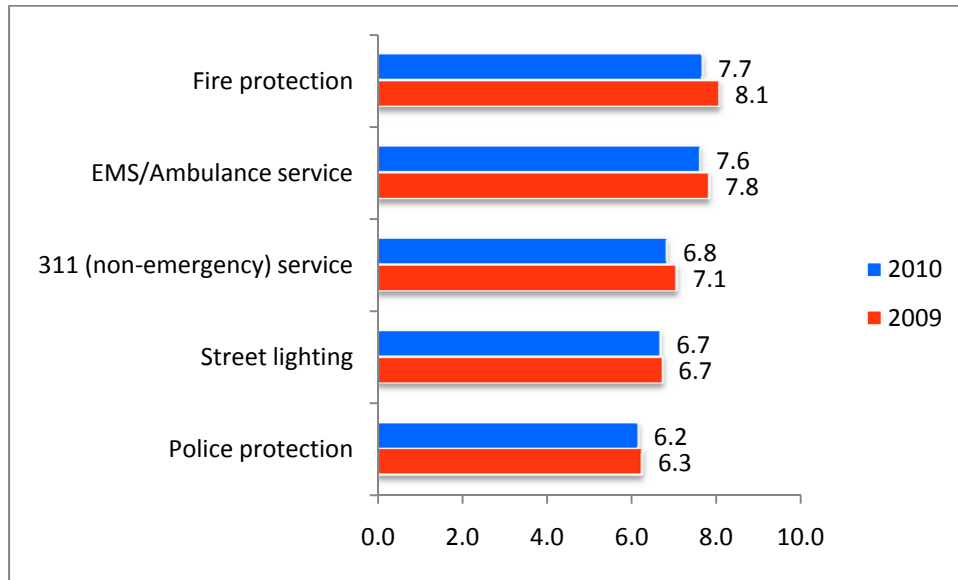
Chart 14: Rating of Safety-Related Services (2010)



Fire protection was once again the most highly rated of all city services. Although the percentage of respondents rating their satisfaction with fire protection as excellent fell significantly from 34% last year to 25% this year, 25% was still the highest percentage of excellent ratings received by any safety-related service provided by Baltimore. A majority of respondents rated Fire protection (61%), EMS/Ambulance service (55%), and Street lighting (60%) as at least good. Police protection (47%) was the only safety-related service for which less than half of respondents indicated that their satisfaction with the service was either “Excellent” or “Good”.

Converting safety-related services to a 10 point scale, one can see that fire protection and EMS/Ambulance services remain the highest rated services to most Baltimore residents. There were no drastic changes in the perception of Baltimore residents since 2009 on safety-related services.

**Chart 15: Rating of Safety-Related Services- 10 Point Scale (2009-2010)**

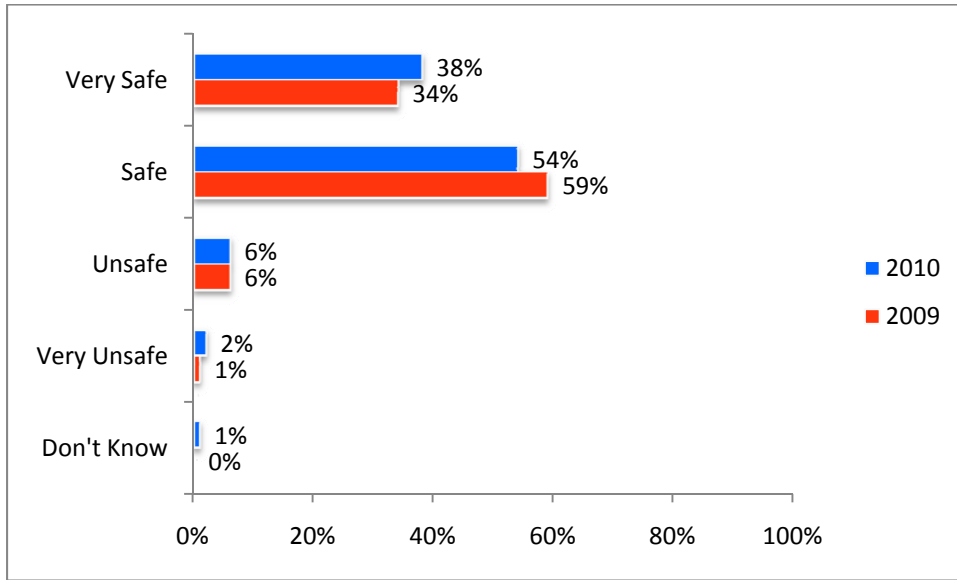


***Neighborhood Safety***

A majority of Baltimore residents reported feeling either safe or very safe in their own neighborhoods during the day (92%) and at night (68%). While the results indicate that respondents felt less safe downtown than in their own neighborhoods, especially at night, a majority of residents reported feeling at least safe during the day (78%). Significant percentages of respondents could not rate their feeling of safety downtown both during the day (8%) and at night (16%).

Slightly higher percentages reported feeling very safe and safe in their neighborhoods during the day, as compared to last year, with the number of residents feeling very safe increasing four percentage points. Most of the increase comes from residents who moved from safe to very safe. Those reporting feeling unsafe and very unsafe in their neighborhoods both at night and during the day were almost identical to last year’s results.

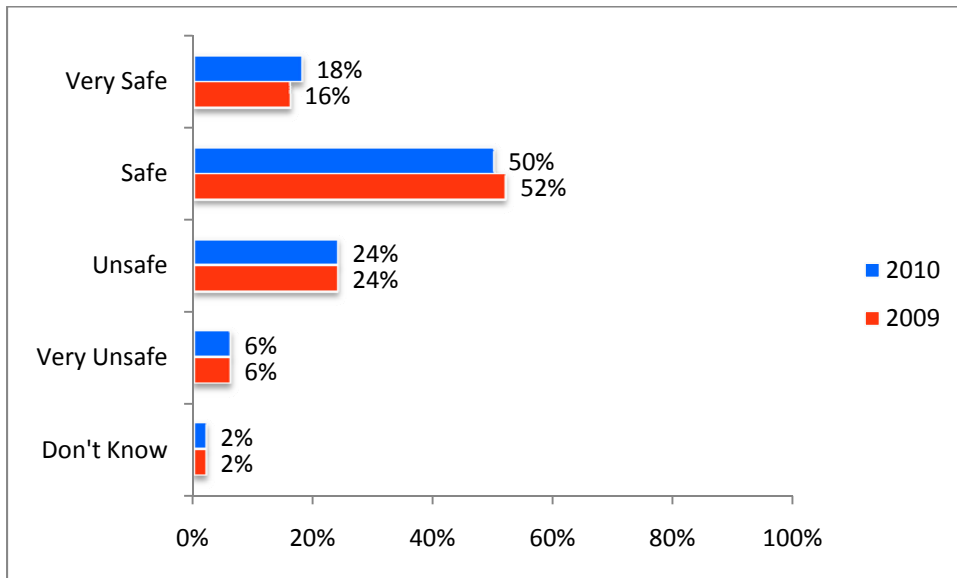
**Chart 16: Perception of Neighborhood Safety-Daytime (2009-2010)**



During the day, men and women both indicated an overwhelming feeling of safety in their neighborhoods, with 92% of men and 91% of women indicating that they felt at least safe.

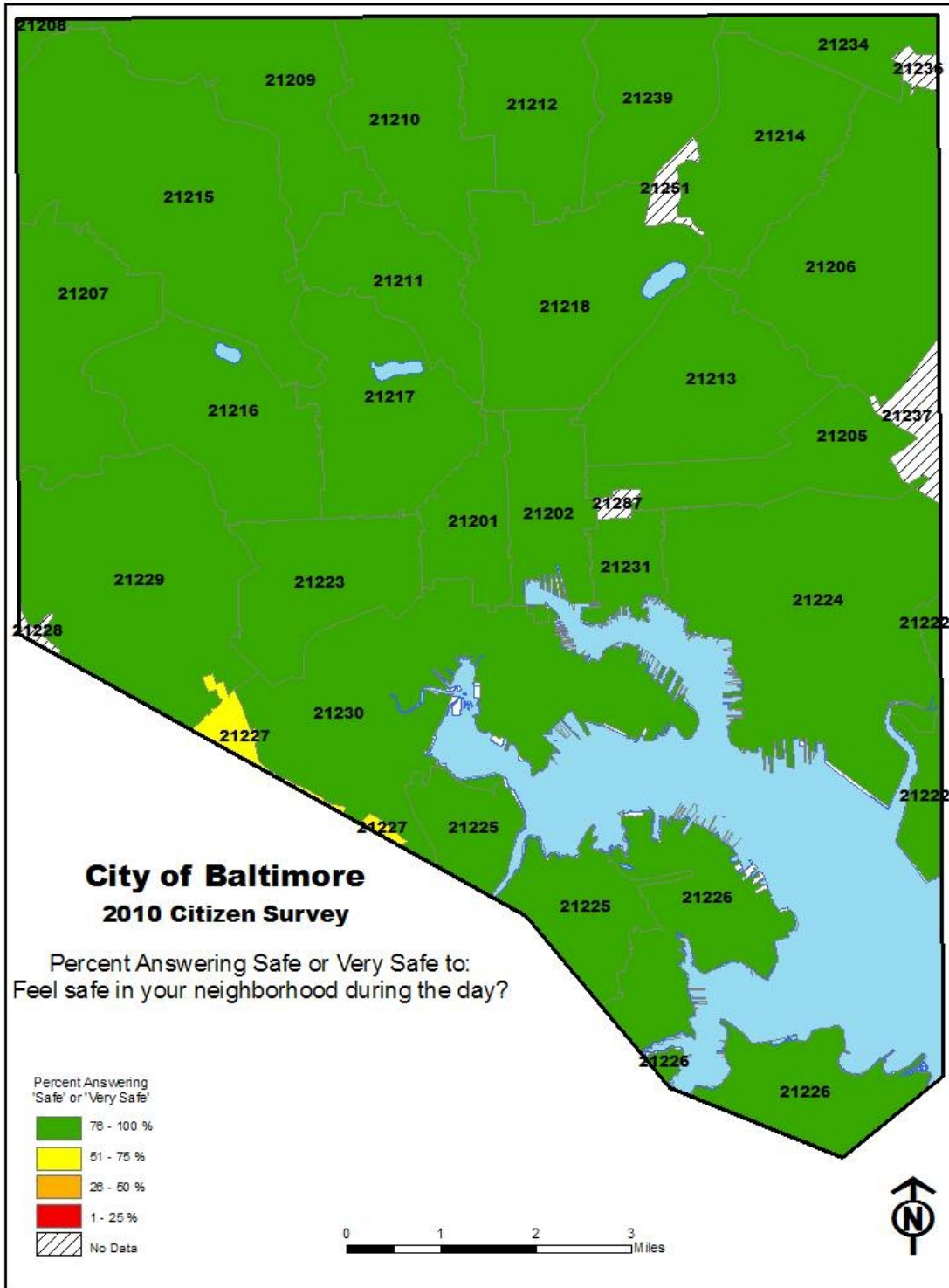
When looking at feelings of safety during the day by planning district, almost all districts reported at least 90% of residents feeling either safe or very safe during the day. Only the Western (85%) and Eastern (83%) districts reported less than 90% of residents feeling at least safe.

**Chart 17: Perception of Neighborhood Safety- Nighttime (2009-2010)**

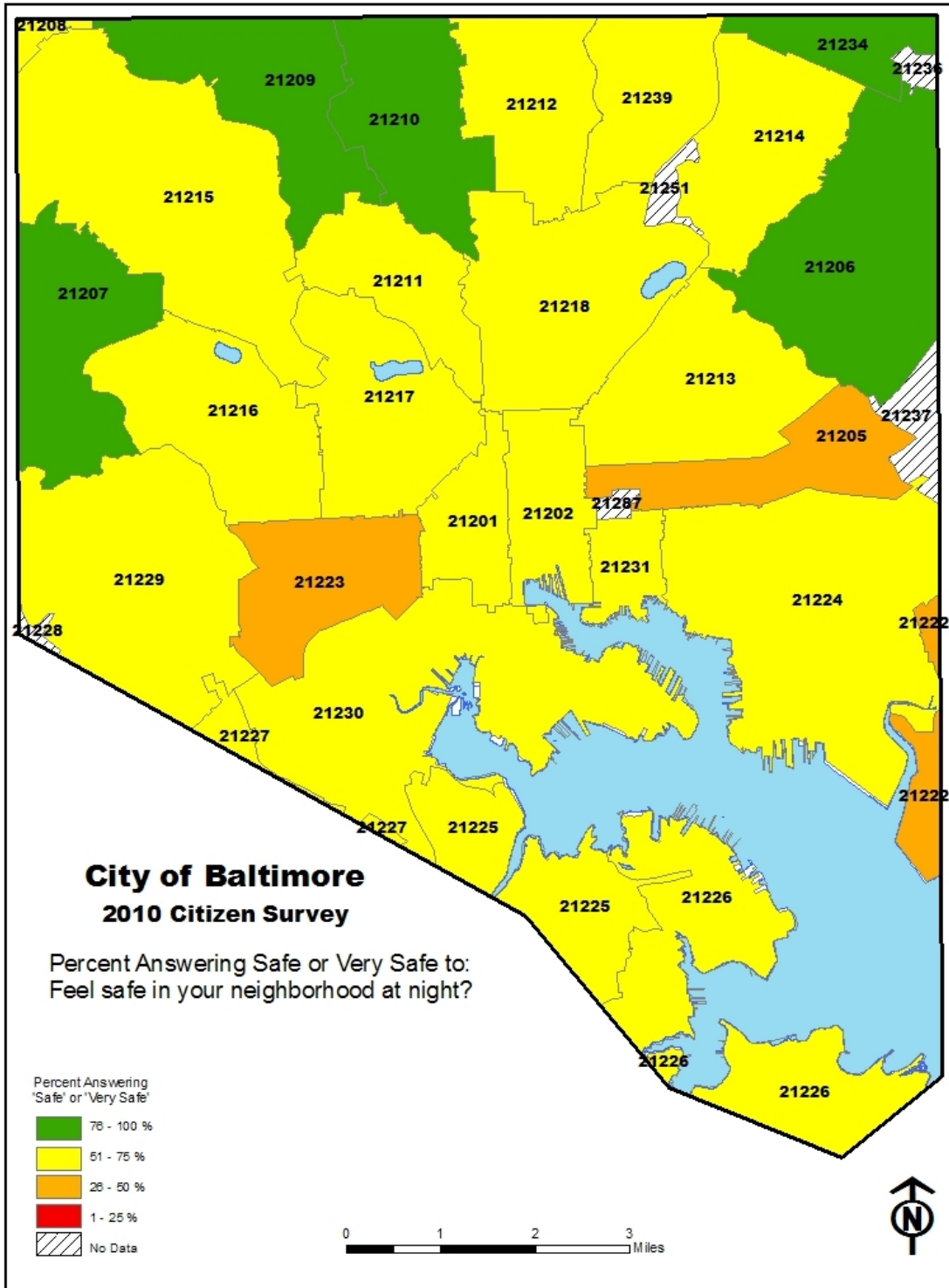


While men and women were statistically indistinguishable in terms of their safety feeling during the day, at night 72% of men and 64% of women reported feeling either safe or very safe in their neighborhoods.

Map 1: Perception of Safety in Neighborhood- Daytime



Map 2: Perception of Safety in Neighborhood- Nighttime



### **Downtown Safety**

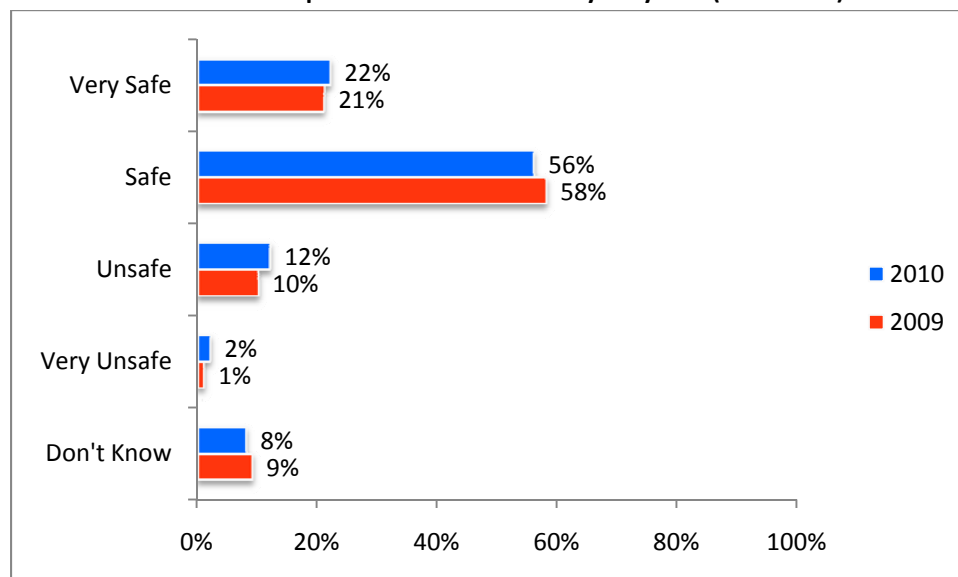
The feeling of safety downtown was almost unchanged from last year, with 78% of residents indicating that they felt at least safe downtown during the day. This figure dropped at night to 38%, which is almost the same as last year. It is notable that the percentage of residents indicating that they felt either unsafe or very unsafe downtown during the day slightly increased from 11% last year to 14% this year. At the same time, the percentage who reported feeling either unsafe or very unsafe at night was almost the same this year (47%) as last year (49%).

When examining differences among various demographic groups in response to feelings of safety downtown, Baltimoreans aged 65 years or older expressed the lowest feelings of safety, with only 61% reporting feeling either safe or very safe during the day.

While majorities of men (83%) and women (74%) reported feeling at least safe downtown during the day, a much lower percentage of women (30%) than men (47%) reported feeling safe downtown at night.

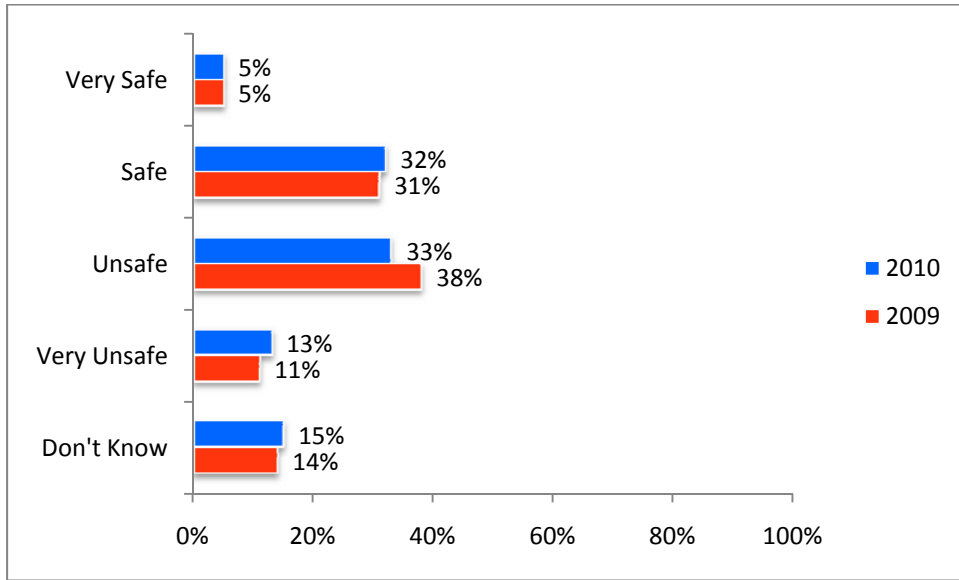
Across planning districts most residents reported feeling safe downtown during the day, with respondents from only three districts reporting less than a safe or very safe rating of 80%. Residents of the Central and Eastern planning districts reported feeling safest downtown during the day (Central 89% and Eastern 84%). Residents of these same districts reported feeling the safest downtown at night (Eastern 46% and Central 42%), while residents of the Southwest district were least likely to feel at least safe downtown at night (29%).

**Chart 18: Perception of Downtown Safety- Daytime (2009-2010)**

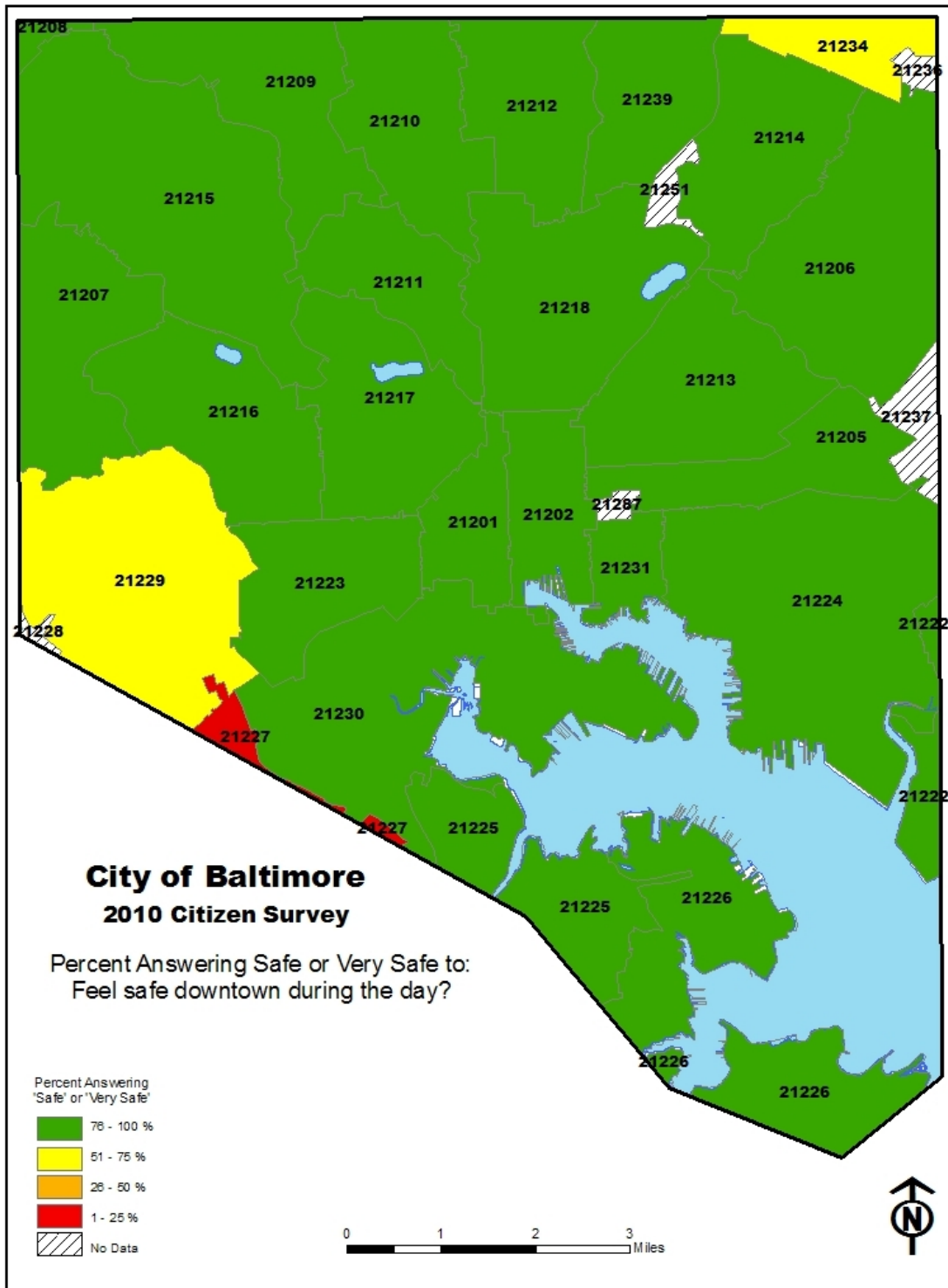




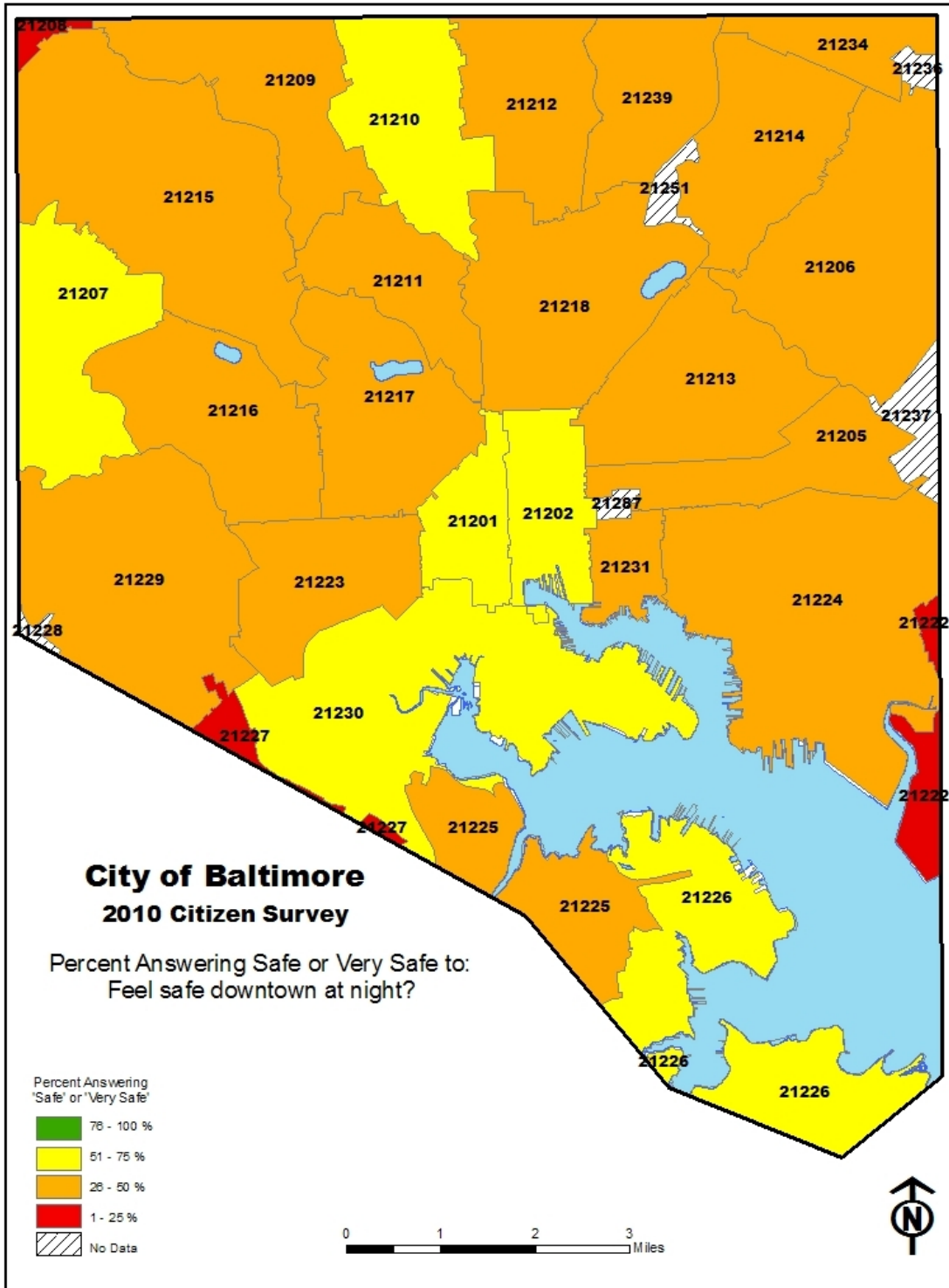
**Chart 19: Perception of Downtown Safety- Nighttime (2009-2010)**



Map 3: Perception of Safety Downtown- Daytime



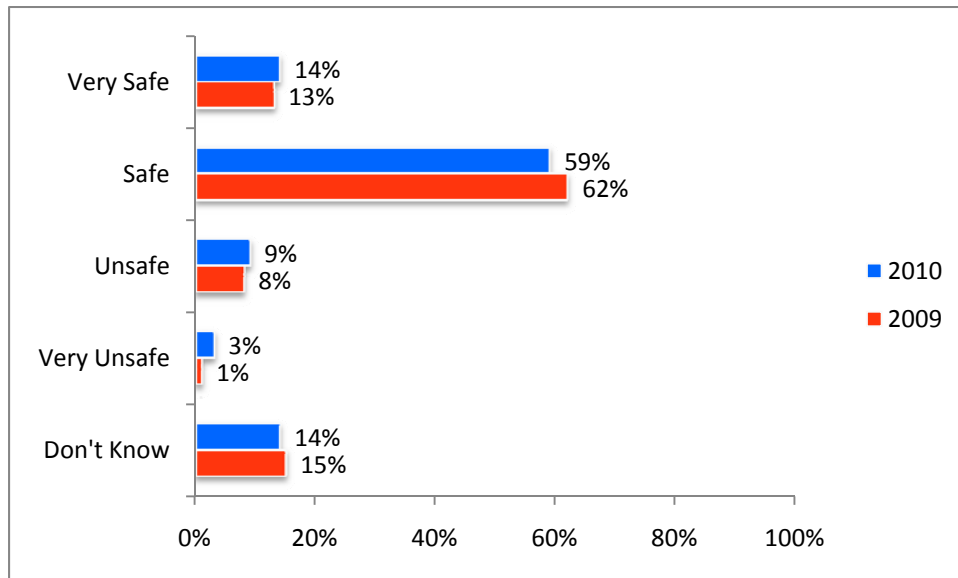
Map 4: Perception of Safety Downtown- Nighttime



## City Park Safety

Perceptions of safety in city parks was nearly identical to last year, with a large majority of residents (75%) reporting that they felt at least safe. Fourteen percent (14%) of respondents indicated that they didn't know how safe they felt in city parks.

Chart 20: Perception of Safety- Baltimore City Park (2009-2010)



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

Disproportionately, the oldest Baltimore residents (those 64 years of age and older) reported not knowing about perceptions of safety in city parks (31%). The youngest category (18-24) of Baltimoreans reported feeling the safest at city parks, with 91% reporting that they felt either safe or very safe.

Women felt safe less frequently than men (71% versus 80%), but were also much more likely to report not knowing how safe they felt in city parks during the day (18% versus 9%).

In terms of geographic differences, the Southeastern district residents reported feeling the safest at city parks, with 85% reporting that they felt either safe or very safe. In only one district (Southwest 67%) did less than 70% of residents report feeling at least safe at city parks.

Map 5: Perception of Safety in City Parks- Daytime

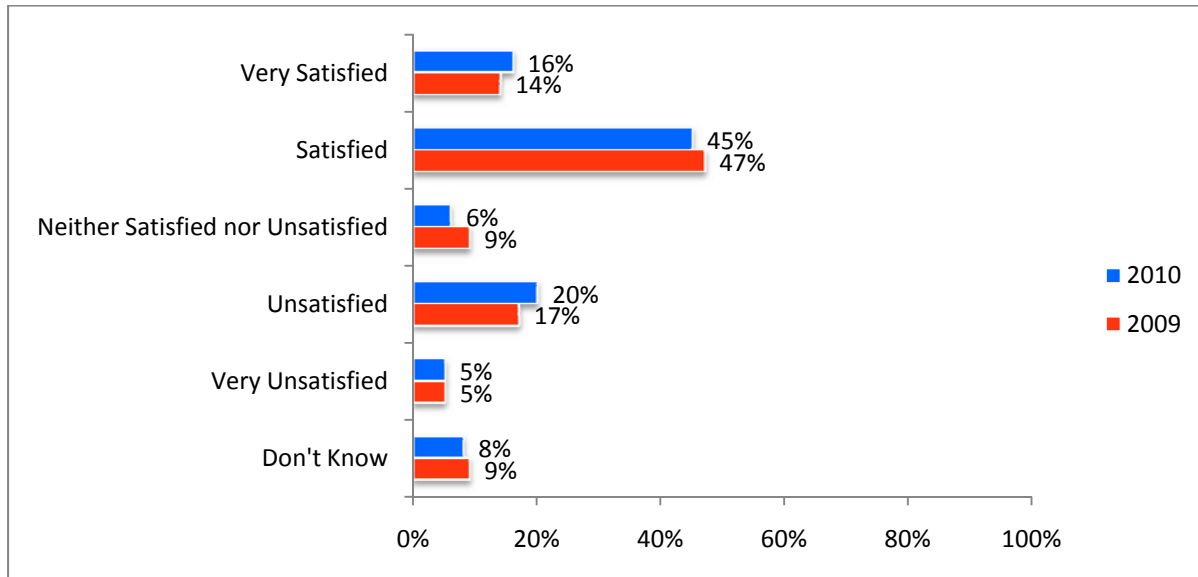


### Perceptions of Police

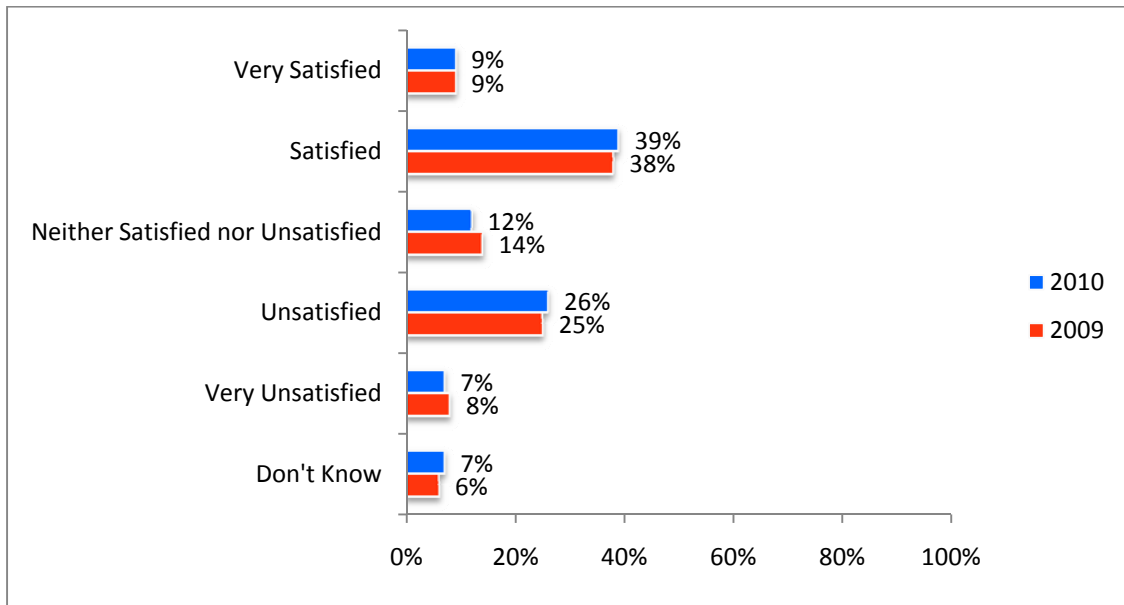
Residents were asked about their satisfaction with and perceptions of the Baltimore City Police. Specifically, they were asked how satisfied they were with four aspects of police service in their neighborhoods. On the whole, Baltimoreans reported being satisfied with police service in their neighborhoods. Responses this year were not particularly different from perceptions of residents last year.

Similar to last year, “satisfied” was the most common response when asked about the responsiveness of police and their ability to prevent crime. However, less than a majority of respondents indicated that they were satisfied with the ability of police to prevent crime. Just under half of the respondents (48%) indicated that they were either satisfied or very satisfied with the ability of police to prevent crime. Rated more highly was police responsiveness, with 61% of respondents being either satisfied or very satisfied.

Chart 21: Perception of Police Responsiveness (2009-2010)



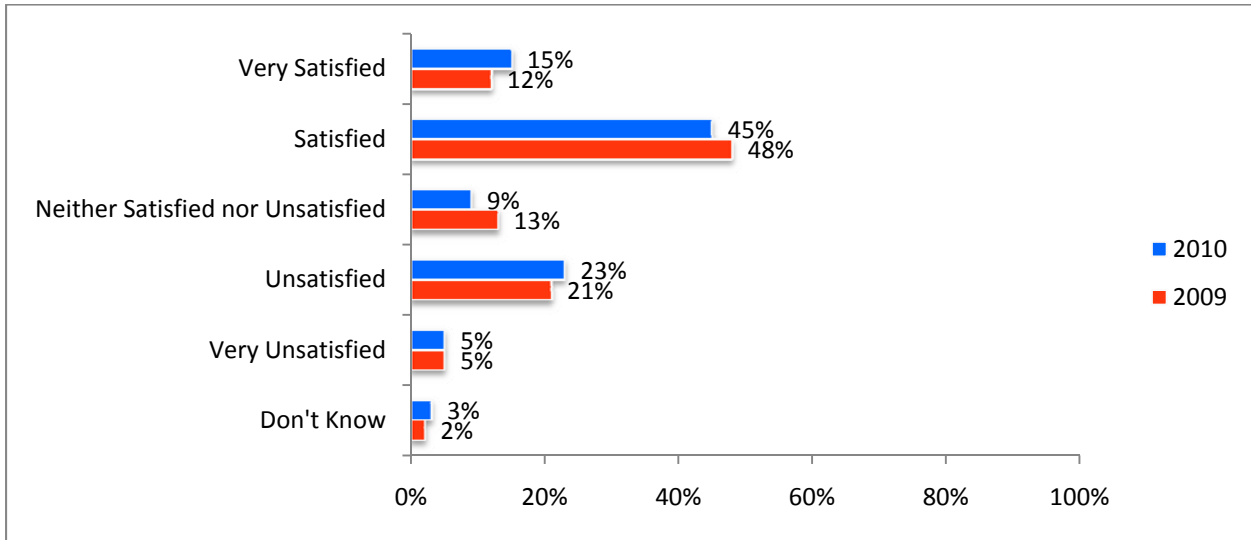
**Chart 22: Ability of Police to Prevent Crime (2009-2010)**



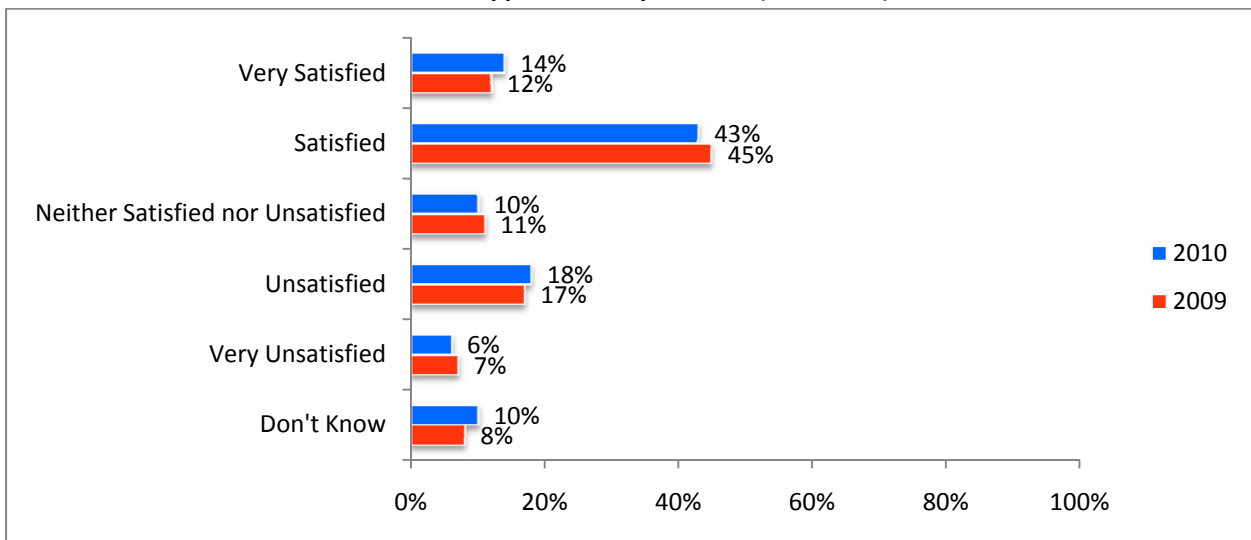
Older Baltimoreans tended to be more satisfied with the responsiveness of police in their neighborhoods, 81% over 65 years of age indicating that they were either satisfied or very satisfied. In contrast, only 46% of Baltimoreans from 18 to 24 years of age were satisfied with the responsiveness of police in their neighborhoods. Residents of the Eastern district reported the lowest satisfaction in terms of responsiveness (48%) and had the highest percentage of respondents indicating either unsatisfied or very unsatisfied (43%). All other districts had at least 60% of residents being satisfied or very satisfied.

When asked about the ability of police to prevent crime in their neighborhoods, older Baltimoreans (64 years and older) were again most likely to be either satisfied or very satisfied at 68%. Across planning districts, there was little variation in residents' satisfaction with the ability of police to prevent crime; 52% indicated being at least satisfied and respondents from the Northeastern district had the highest percentage of satisfaction.

**Chart 23: Level of Police Presence (2009-2010)**



**Chart 24: Approachability of Police (2009-2010)**



The degree of satisfaction with the level of police presence in residents' neighborhoods remained stable over the past year. Over half (60%) of Baltimoreans reported being either satisfied or very satisfied with police presence and only slightly fewer (56%) indicated that they were at least satisfied with the approachability of police in their neighborhoods. However, 10% indicated having no experience with approachability; whereas, only 3% of respondents indicated having no experience with police presence.

There was only one area where there was a large difference in the perceptions of white versus black Baltimore residents, and that was in the approachability of police in the residents' neighborhoods. Seventy-four percent (74%) of white respondents reported being either satisfied or very satisfied while only 57% for black Baltimoreans felt the same. In addition, 23%

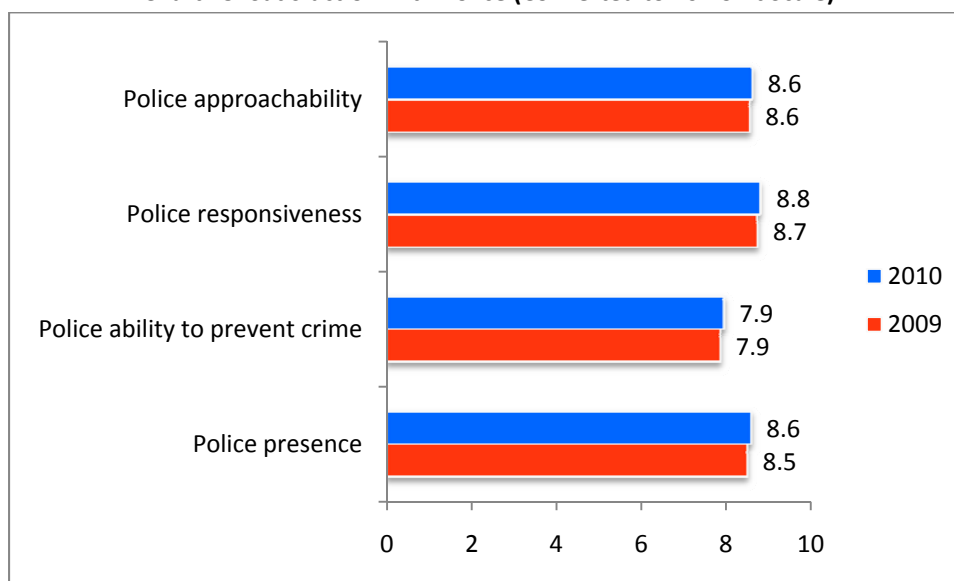


of white respondents indicated that they were very satisfied with police approachability compared to only 11% of black respondents felt very satisfied.

The distribution of resident satisfaction with police presence was fairly even cross planning districts, though the Central district had more than twice the percentage of residents who were neither satisfied nor unsatisfied with the approachability of the police. The Western district had the highest percentage of residents reporting that they were at least satisfied with the approachability of police at 71%. In contrast, the Eastern district had the lowest levels of satisfaction with the approachability of police with only 50% reporting to be at least satisfied.

Respondent's average perceptions of police increased or stayed the same on every measure of satisfaction relative to 2009. Again, police responsiveness was rated slightly above approachability and level of police presence.

**Chart 25: Satisfaction with Police (Converted to 10 Point Scale)**



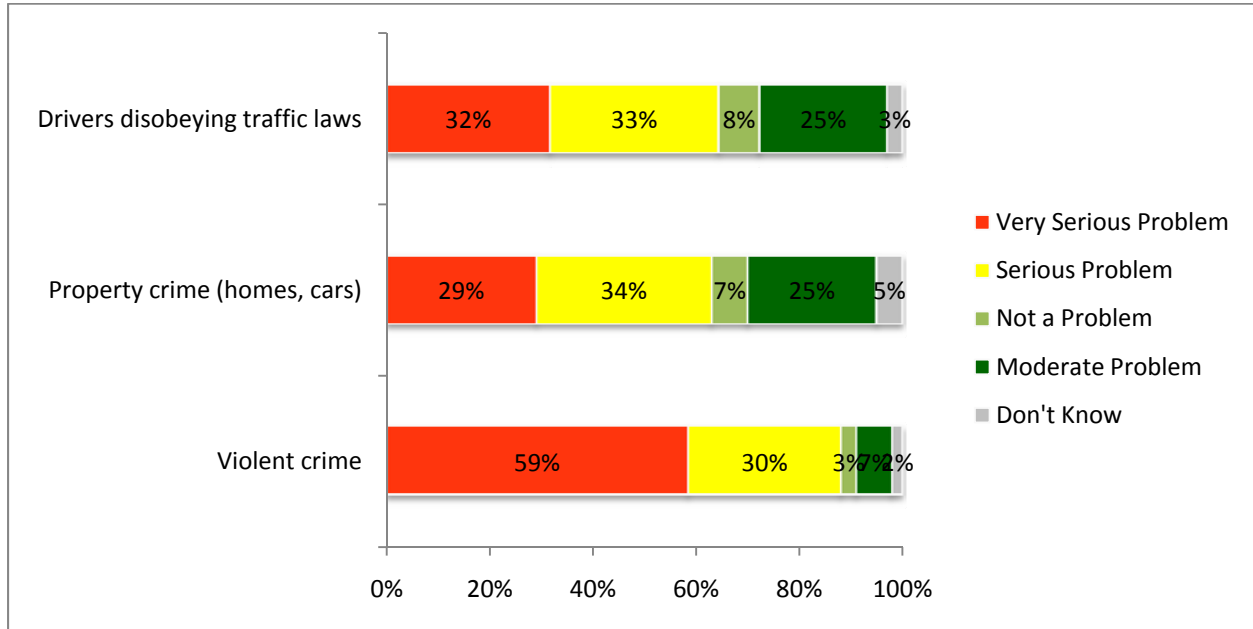
### ***Safety Issues***

Baltimore shares a common list of problems with other large, modern cities. Residents were asked about their perceptions of the severity of some of those problems, three of which were safety-related: Drivers disobeying traffic laws, violent crime, and property crime. While all were perceived as at least serious problems by a majority of the respondents, only small percentages of respondents thought that any were “Not a problem.” The percentage of residents who thought that property crime was not a problem fell slightly from 11% last year to seven percent this year.

The most significant safety problem (and the second most significant of all the problems included in the survey) was violent crime, with over half (59%) reporting that violent crime was

a very serious problem, not substantially different from 2009. For the first time, residents were asked about their perception of the seriousness of drivers disobeying traffic laws. Sixty-five percent (65%) of respondents reported this as being a serious or very serious issue.

**Chart 26: Perception of Safety Issues in Baltimore**

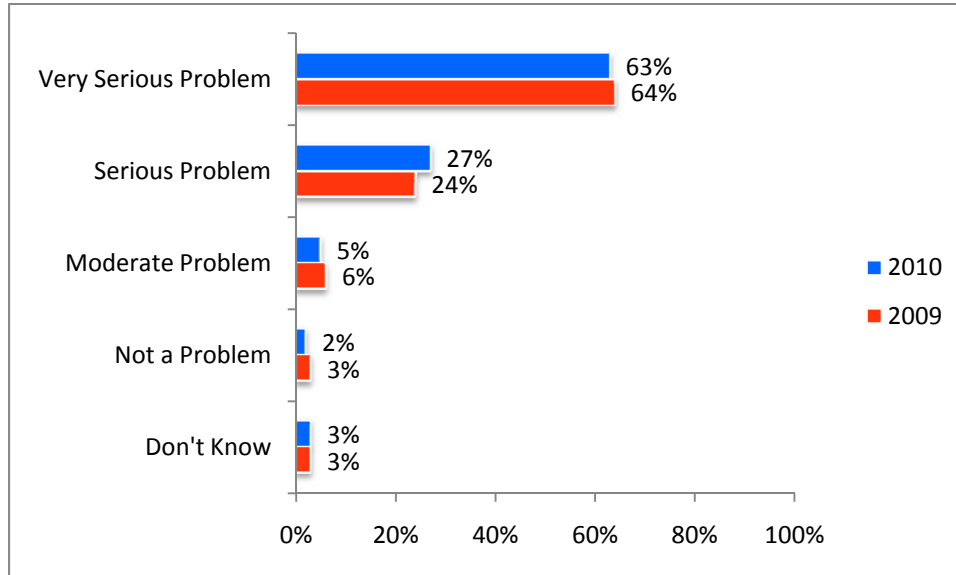


When considering differences among demographic groups, it is notable that there was little variation in the perceived seriousness of these problems. Some notable exceptions were: the age group 18 to 24 years old, which was almost evenly split between violent crime being a serious problem (47%) and a very serious problem (49%) and the Northwestern planning district, where only five percent (5%) saw violent crime as a moderate problem or no problem at all, but 92% saw it as at least a serious problem. Black and white residents seem to have split in opposite directions over perceptions of violent crime, with whites being more likely to consider violent crime a moderate (10%) or serious (37%) problem (versus black residents at 5% and 27%, respectively). Black residents were more likely to consider violent crime a very serious problem at 65% versus 48% for white residents.

### ***Illegal Drug Use***

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

Chart 27: How Problematic is Illegal Drug Use? (2009-2010)



With few exceptions, there was little variation in the perceived seriousness of illegal drug use across different groups of Baltimore residents. The oldest residents (64 years and older) were twice as likely to say that illegal drug use was not a problem (4%) and also twice as likely as the rest of the city to say that they didn't know how much of a problem illegal drug use was (6%). The youngest Baltimoreans were less likely to see illegal drug use as a very serious problem (43%) but much more likely to see it as a serious problem (51%).

There was a slight difference in the perception of seriousness of illegal drug use on the part of white and black residents. Black residents were more likely to see illegal drug use as a very serious problem (67%), while white residents were less likely to do so (57%).

Residents of the Central district were less likely to see illegal drug use as a very serious problem (51%) but more likely to see it as a serious problem (36%), while Southern district residents were more likely to see the problem as a very serious problem (69%) and less likely to report that illegal drug use was a serious problem (20%).

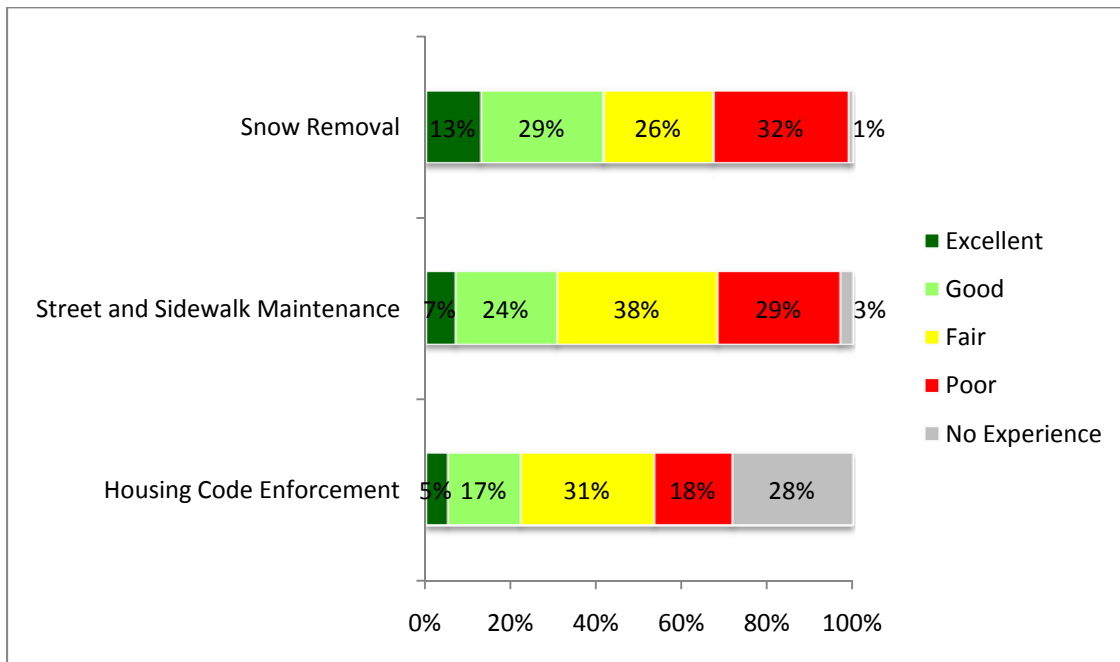
### Priority Outcome 3 – Stronger Neighborhoods

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

#### Neighborhood Services

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

Chart 28: Rating of Neighborhood-Related Services (2010)



Housing code enforcement was once again near the bottom of the list of mean importance rankings, falling from a mean importance score of 8.1 last year to 7.7 this year. Snow removal and street and sidewalk maintenance were also in the bottom half of services in terms of mean importance rating and were each rated slightly differently this year; snow removal was almost

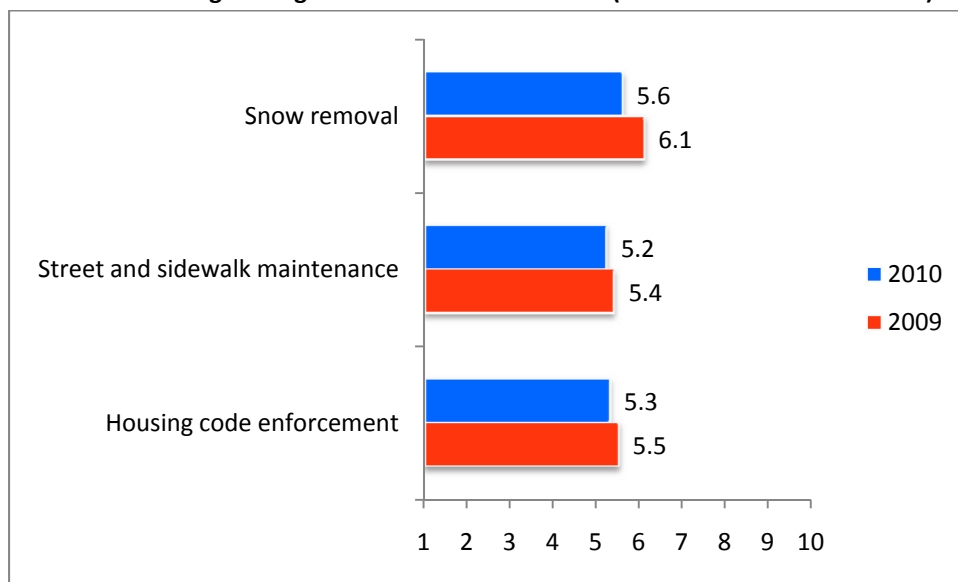
unchanged but up from 8.7 last year and street and sidewalk maintenance was down slightly from 8.6 last year.

The percentage of residents rating snow removal as excellent is almost exactly the same as last year (14%); however, those ascribing a rating of good fell from 35% last year to 29% this year. Given the record-breaking snow fall and resulting disruptions this past winter, it is not surprising that the poor rating was significantly higher this year, nearly doubling from 18% to 32%.

Residents rated street and sidewalk maintenance in almost the same manner as last year. Only 8% of residents consider this service excellent, with the most common rating being fair (38%).

Neighborhood-related services, on average, were perceived to have been less satisfactory than they were in 2009. Respondent's perceptions of snow removal marked the most significant drop overall.

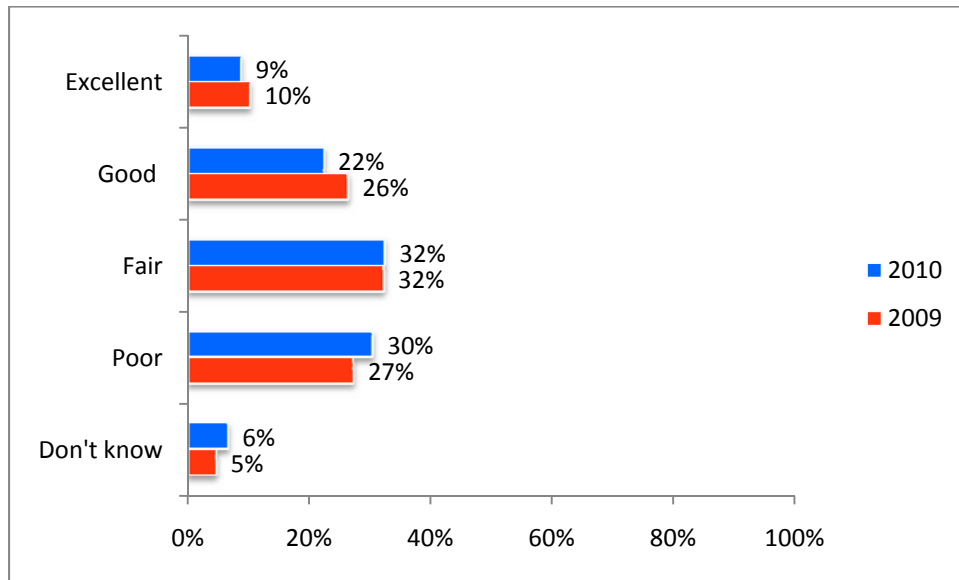
**Chart 29: Rating of Neighborhood-Related Services (Converted to 10 Point Scale)**



### ***Recreational Opportunities***

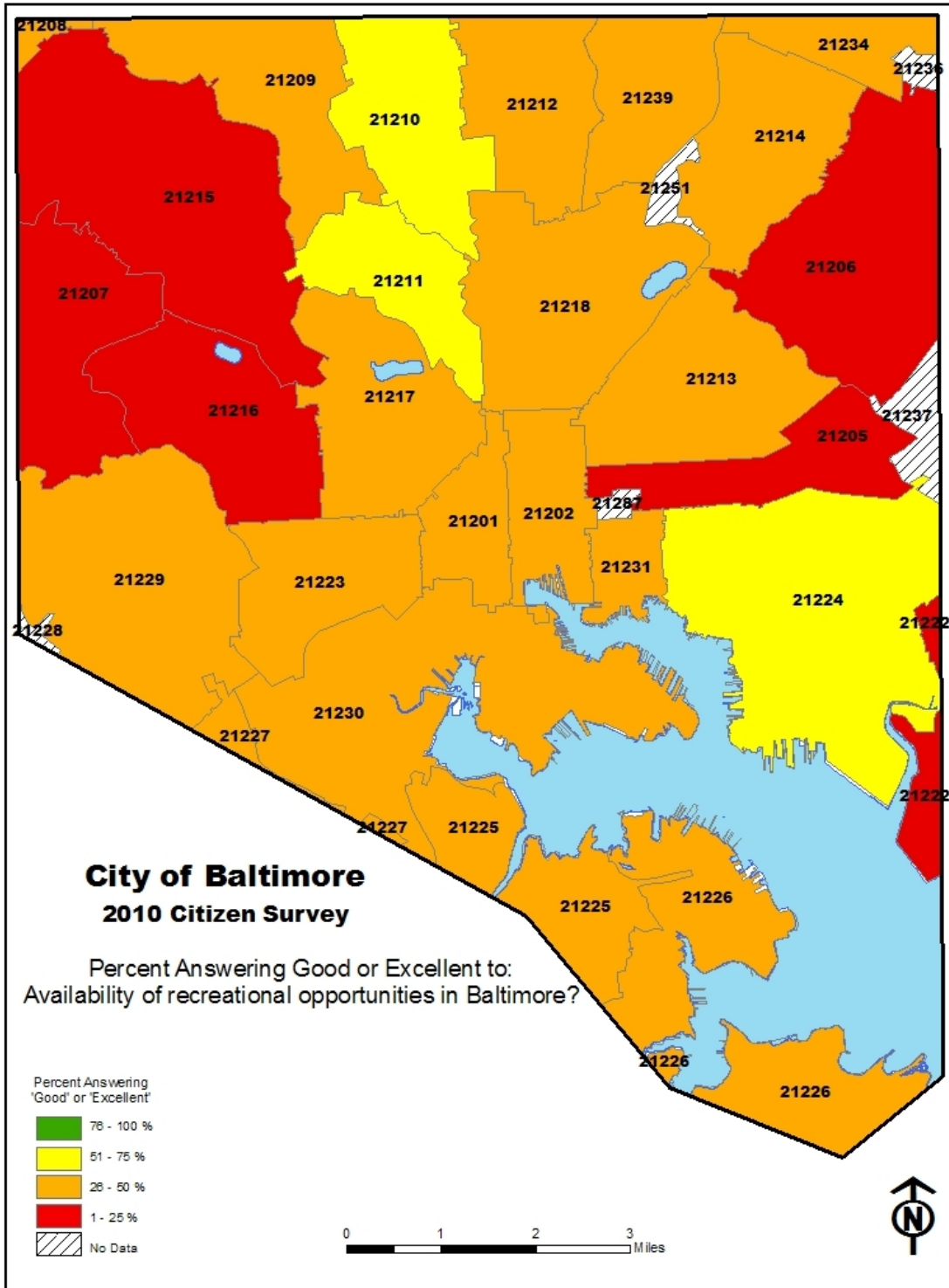
There was very little change from last year in the way that residents rated the availability of recreational opportunities in Baltimore. This year, those rating the opportunities as good fell from 26% to 22%. Likewise, the percentage of residents who rated the opportunities as poor increased from 27% last year to 30% this year.

**Chart 30: Availability of Recreational Opportunities in Baltimore (2009-2010)**



Those residents in the highest age group, age 64 and over, were most likely to answer that they did not know how to rate recreational opportunities (14%). Over a quarter of men rated the availability of recreational opportunities as good (26%), while women were less likely to do so (20%). White residents were almost twice as likely to rate the availability of recreational opportunities as excellent (13%) as black residents (7%).

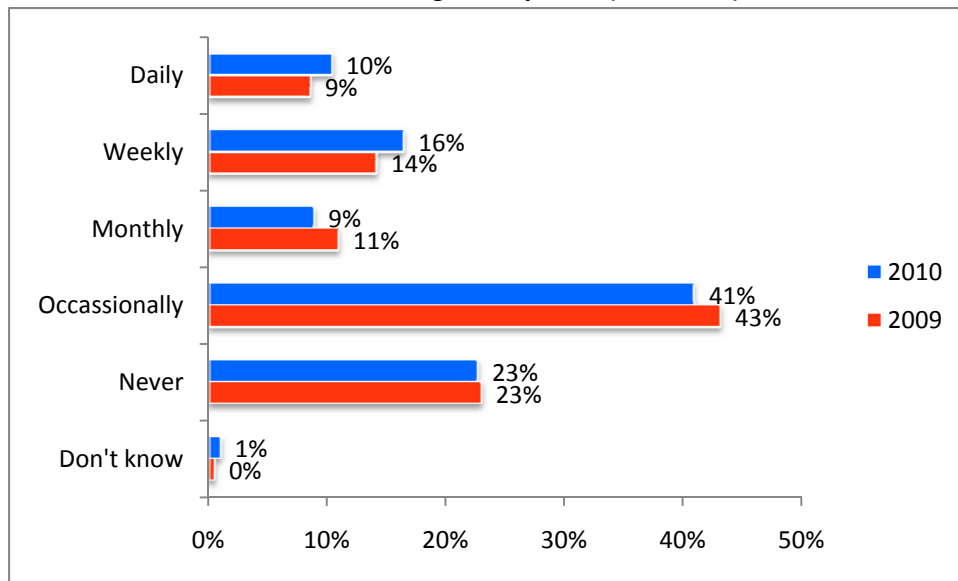
Map 6: Satisfaction with the Availability of Recreational Opportunities in Baltimore



## City Parks

Residents were asked how often they had visited city parks in the past year. Just under a quarter (23%) reported never going to a city park in the last year, and most residents reported going only occasionally (41%). Over a third of residents reported going to a park at least monthly in the last year. These results are almost identical to those from last year's survey.

Chart 31: Patronage of City Parks (2009-2010)

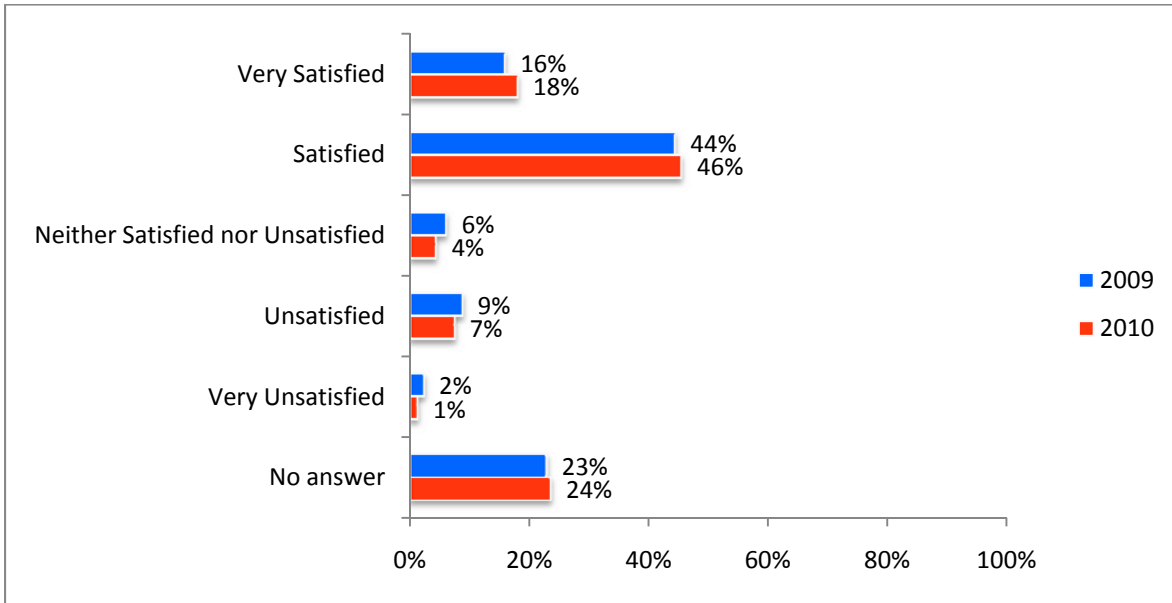


The youngest residents were the most frequent visitors of city parks, with over half of those between 18 and 24 years of age visiting a city park either daily (21%) or weekly (32%). Women were much more likely to have never been to a city park (26%) when compared to men (18%). White residents were more likely than black residents to have visited a city park weekly (22% versus 13%) and monthly (13% versus 6%). Residents who live in the Central planning district are most likely to have gone to a park daily (30%), while Western district residents were most likely to have never visited a city park (28%).

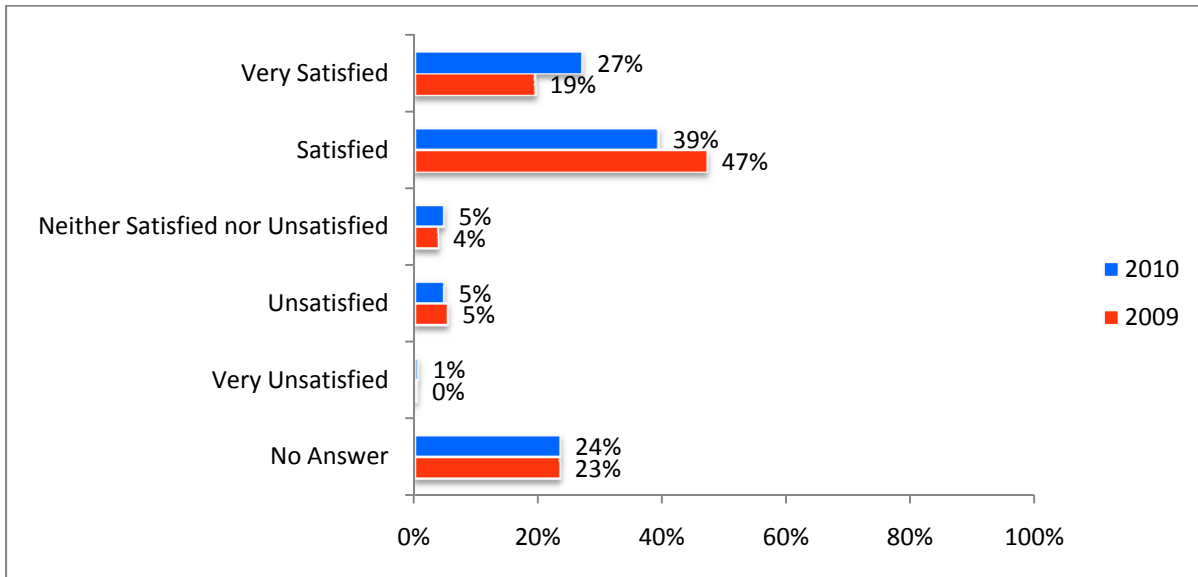
Of those who reported having visited a city park in the last year, follow-up questions were asked about their satisfaction with the parks.



**Chart 32: City Parks - Cleanliness (2009-2010)**



**Chart 33: City Parks - Convenience of Location (2009-2010)**

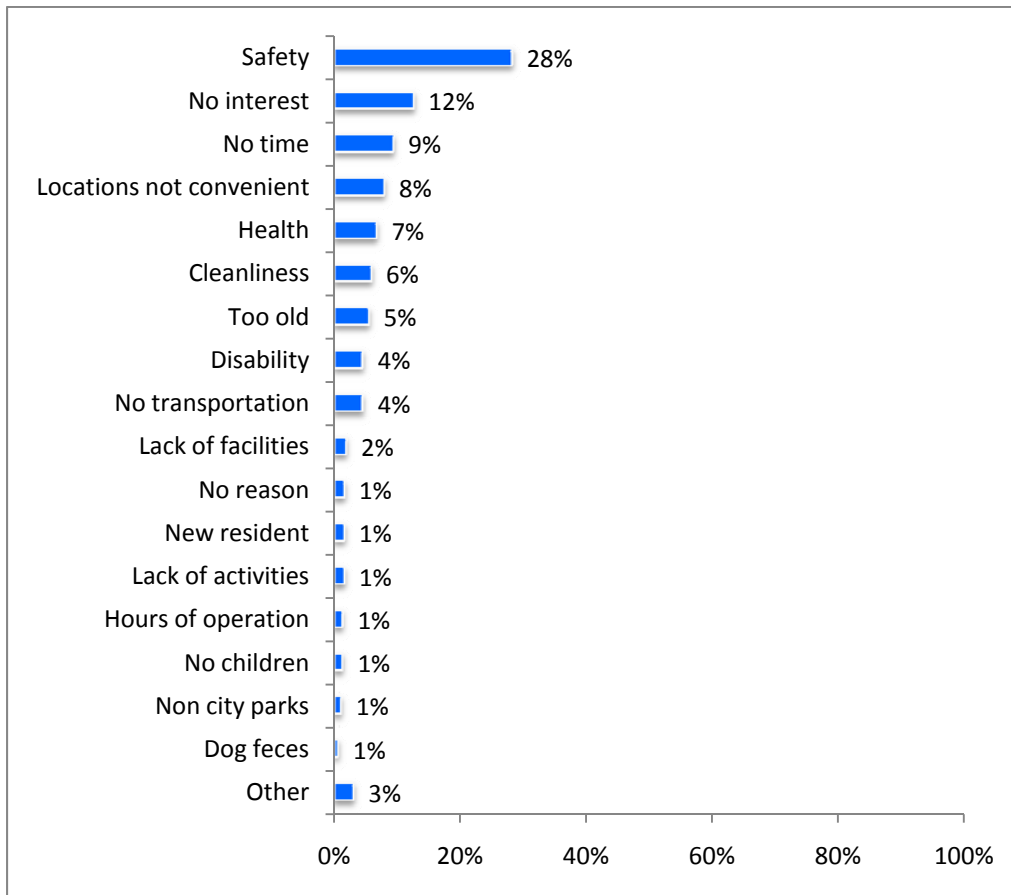


Residents were overwhelmingly satisfied with their experiences at city parks in terms of the parks’ locations and cleanliness<sup>1</sup>. Eighty-six percent (86%) of those having visited a city park in the last year reported being at least satisfied with the location of the parks that they had visited in the last year. This year, relative to 2009, there were nearly 10% more respondents who fell into the very satisfied column. In addition, the percentage of those who had experience with a city park and felt at least satisfied with the cleanliness of the park rose to 83% this year from 78% last year.

<sup>1</sup> Measures of residents’ feelings of safety in city parks can be found under the section “Make Baltimore a Safer City.”

The youngest of respondents, age 18 to 24, were most likely to be unsatisfied with the cleanliness of city parks (26%). Central district residents were most likely to be at least satisfied with the cleanliness of parks (98%). Eastern district residents were most likely to be unsatisfied with the convenience of location of parks (18%).

**Chart 34: Why Respondent Has Not Visited a City Park (2010)**



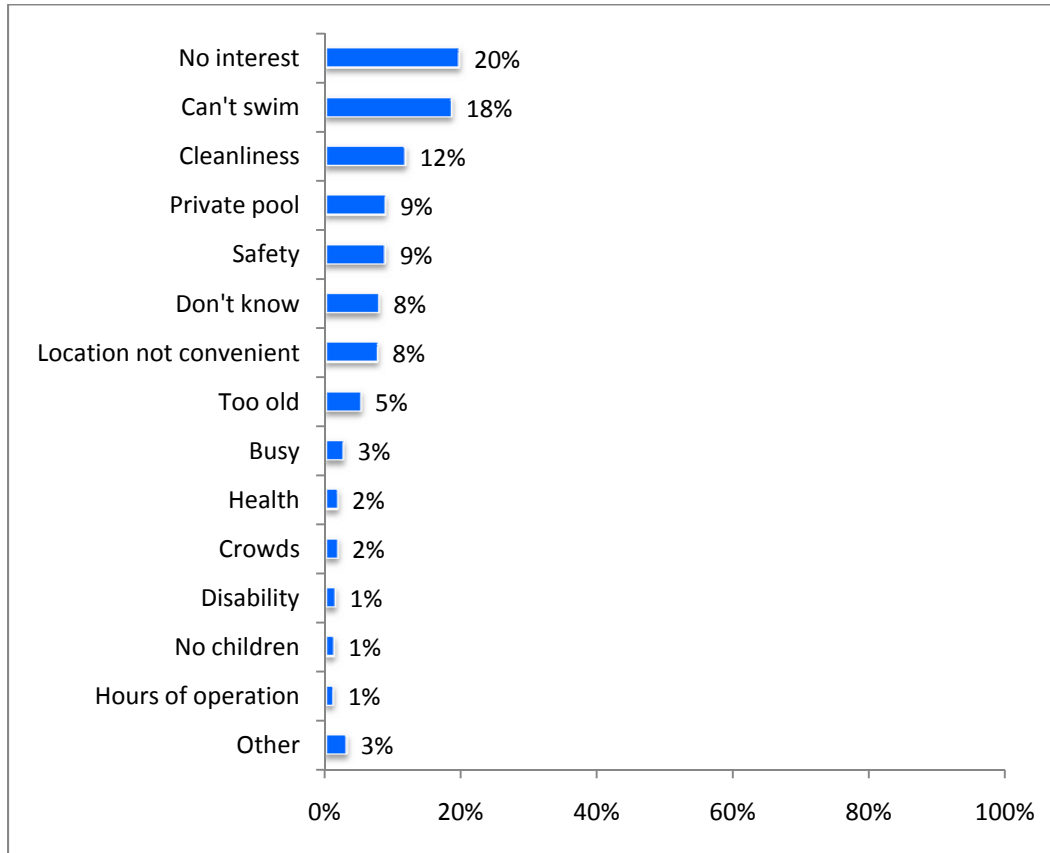
Those residents who indicated that they had not visited a city park in the last year were asked about why they had not done so. While substantially similar to last year’s results, it is notable that the percentage of residents who stayed away for safety concerns fell from 34% last year to just over a quarter this year (27%).

**City Swimming Pools**

In addition to questions about city-run parks and libraries, which were asked last year, respondents were also asked a similar series of questions this year about city-run swimming pools. All respondents were asked if they had visited a city-run swimming pool in the last year, during the season that the pools were open. Among those who had experience with a city-run

swimming pool, the majority reported that they had not visited a city pool in the last year (86%). Less than a tenth (8%) reported that they had visited a pool occasionally, and 6% reported having visited at least monthly.

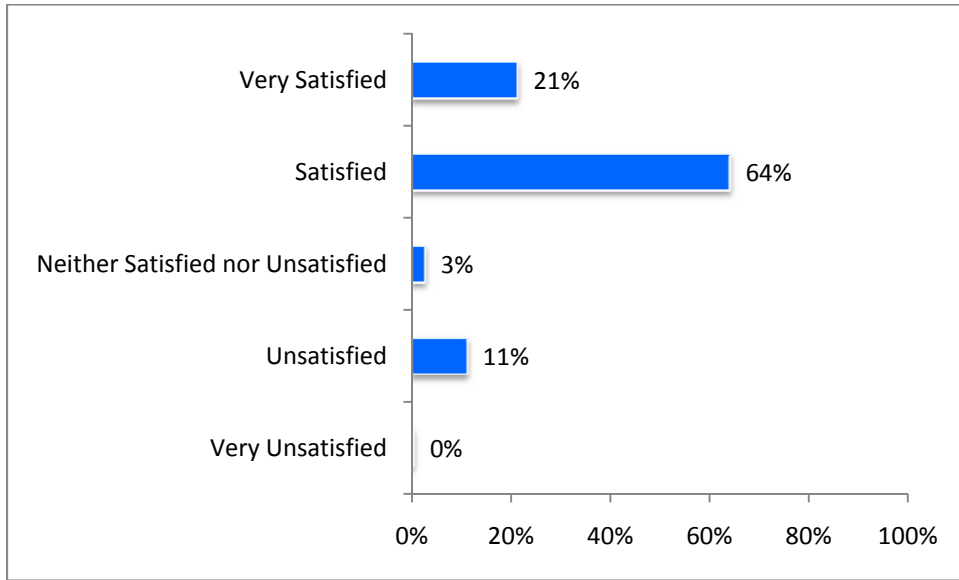
**Chart 35: Reasons for Not Visiting City Pools**



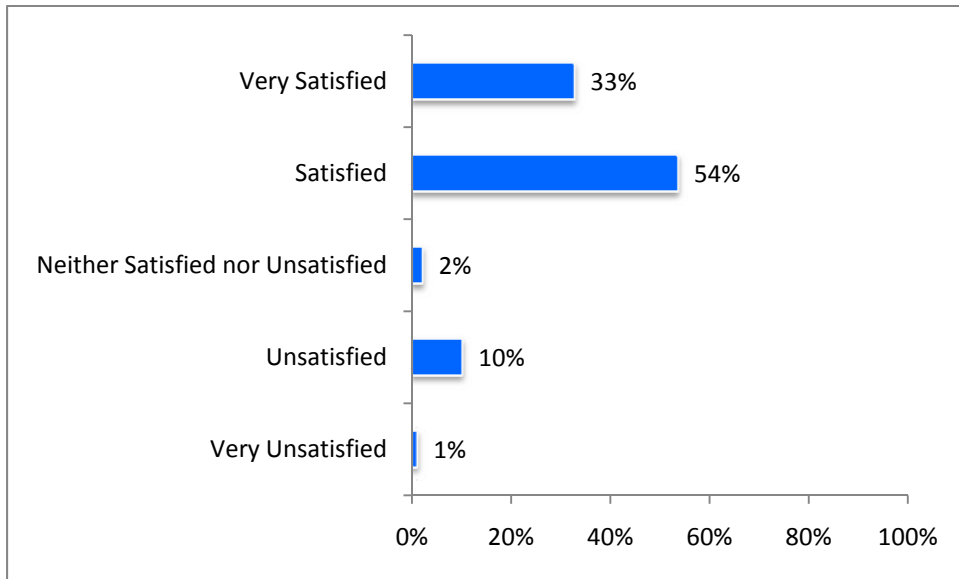
The most commonly cited reason for not visiting a city run swimming pool was that the resident had no interest (20%), followed closely by the fact that the respondent simply could not swim (18%). Twenty-five percent (25%) indicated that it was due to cleanliness (12%), safety (9%), or location (8%) issues.

Just as with city libraries, respondents were asked a series of follow-up questions about their satisfaction with various aspects of city-run swimming pools. On the whole, responses indicate that residents who use city pools are very satisfied with the location, cleanliness, hours of operation and helpfulness of the staff. Eighty-seven percent (87%) of respondents indicated that they were at least satisfied with the convenience of the locations of city swimming pools. A similar percentage (85%) indicated that they were either satisfied or very satisfied with the cleanliness of city pools. This is in contrast to the 12% who cited a perceived lack of cleanliness as a reason for not having visited a city pool in the last year.

**Chart 36: City Swimming Pools - Cleanliness (2010)**

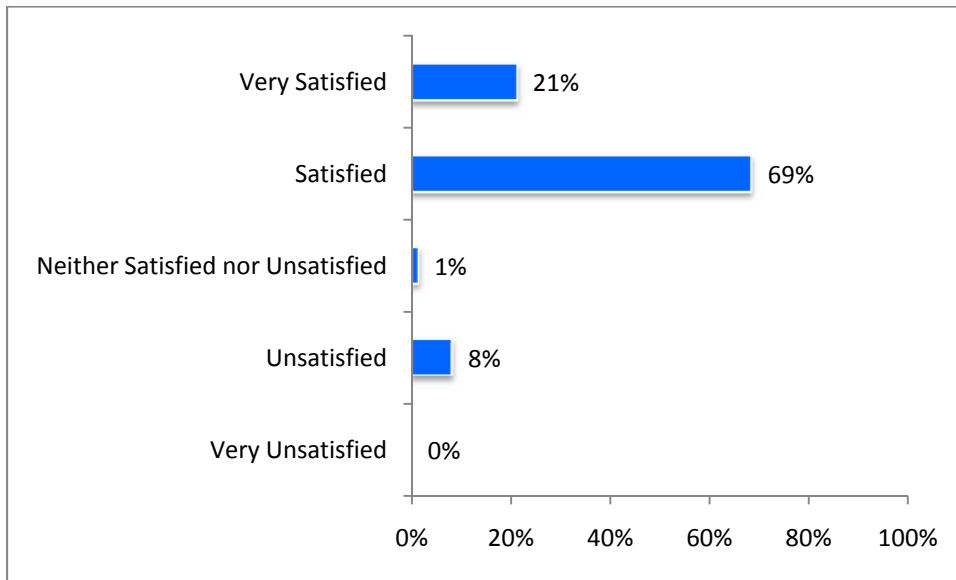


**Chart 37: City Swimming Pools - Location (2010)**

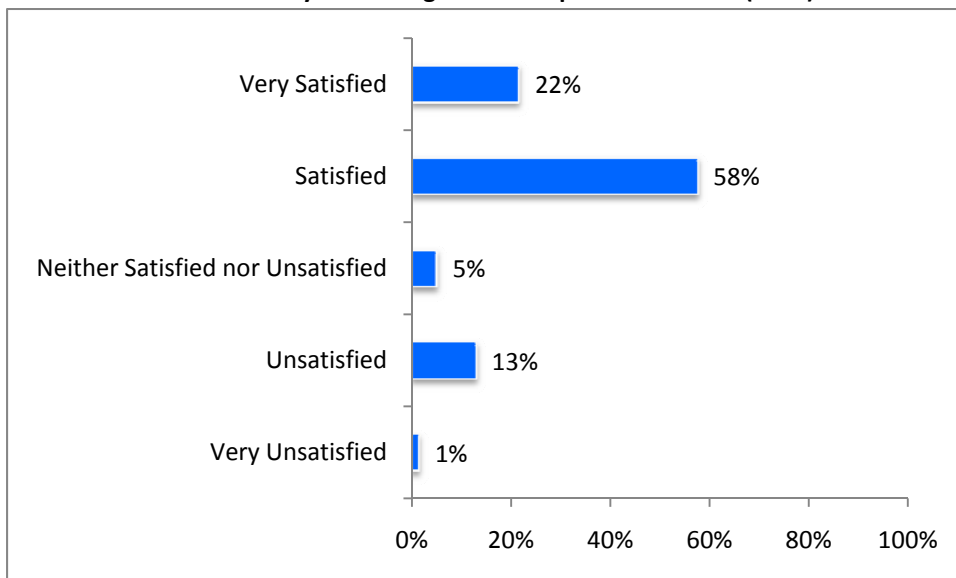


Among those with experience, 90% reported that they were at least satisfied with the pools' hours of operation, and 80% reported that they were either satisfied or very satisfied with the helpfulness of the pools' staff.

**Chart 38: City Swimming Pools - Hours of Operation (2010)**



**Chart 39: City Swimming Pools - Helpfulness of Staff (2010)**



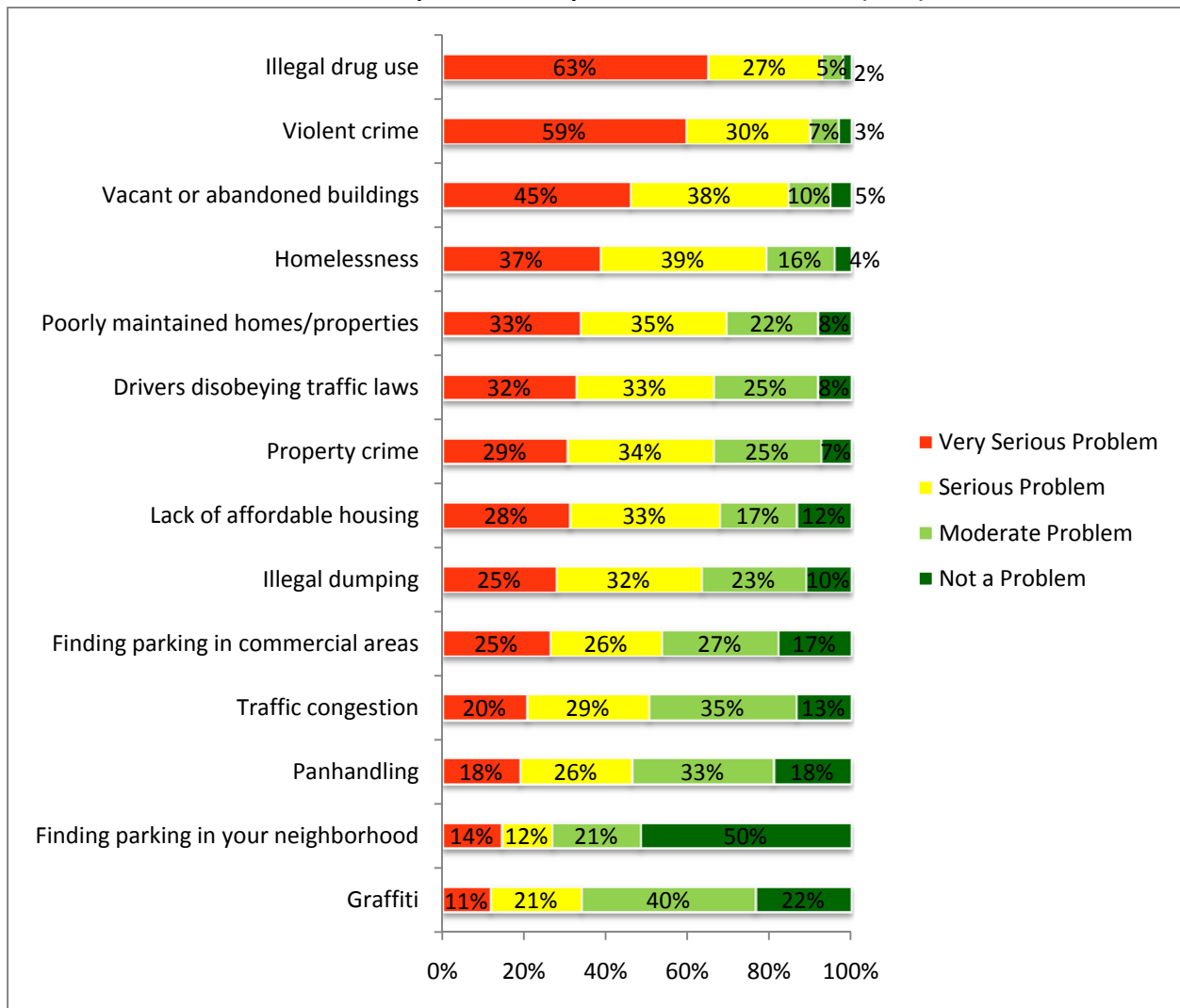
Because of the very low number of respondents indicating that they had ever visited a city pool in the last year, there are no reliable comparisons that can be made about the satisfaction responses with respect to the different demographic classifications of respondents.

***Quality of Life***

Residents were asked about specific problems in Baltimore and were asked to rate the seriousness of the problems. The majority of the problems asked about in the survey related to

the neighborhood objective (9 out of 13) and vacant or abandoned buildings was the third most serious problem on the list – followed by homelessness and poorly maintained homes and properties at four and five. A lack of affordable housing and illegal dumping were near the middle of the list this year, and traffic congestion, panhandling, graffiti, and finding parking in your neighborhood were the eleventh, twelfth, thirteenth, and fourteenth ranked problems on the list. These occupy similar positions as compared to their rankings last year.

**Chart 40: Perception of Quality of Life Issues in Baltimore (2010)**



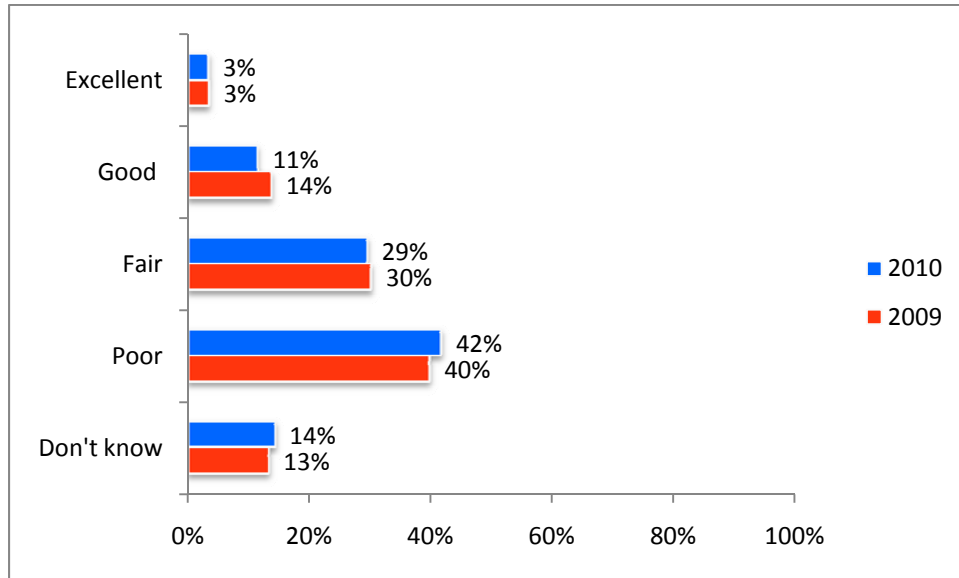
The problem of vacant or abandoned buildings was viewed as a serious problem by a higher percentage of residents this year, up six percentage points from 78% last year. The seriousness of homelessness was down this year from last year, with a lower percentage of respondents rating it as very serious (37% versus 46%) but a higher percentage rating it as serious (39% versus 33%). Similarly, the very serious rating for a lack of affordable housing was down this year to 28% from 33% last year; however the serious rating rose from 28% last year to 33% this year.

Panhandling fell from 22% last year to 18% this year in terms of those rating it as very serious. Graffiti, parking availability, and illegal dumping were virtually unchanged from last year.

### **Priority Outcome 4 – A Growing Economy**

The 2010 Baltimore City Citizen Survey asked three economic-related questions. These questions were about the availability of good jobs in Baltimore, the availability of cultural activities in Baltimore, and availability of parking in commercial areas of the city.

**Chart 41: Availability of Jobs in Baltimore (2009-2010)**



#### **Availability of Jobs**

Similarly to last year, there was a difference in the perception of the availability of jobs between white and black residents. As before, about half of black residents thought that the availability of jobs was poor (50%), while only a little over a quarter of white residents felt the same way (28%). White residents were almost twice as likely as black residents to respond that they didn't know about the availability of jobs in Baltimore – 18% versus 10%.

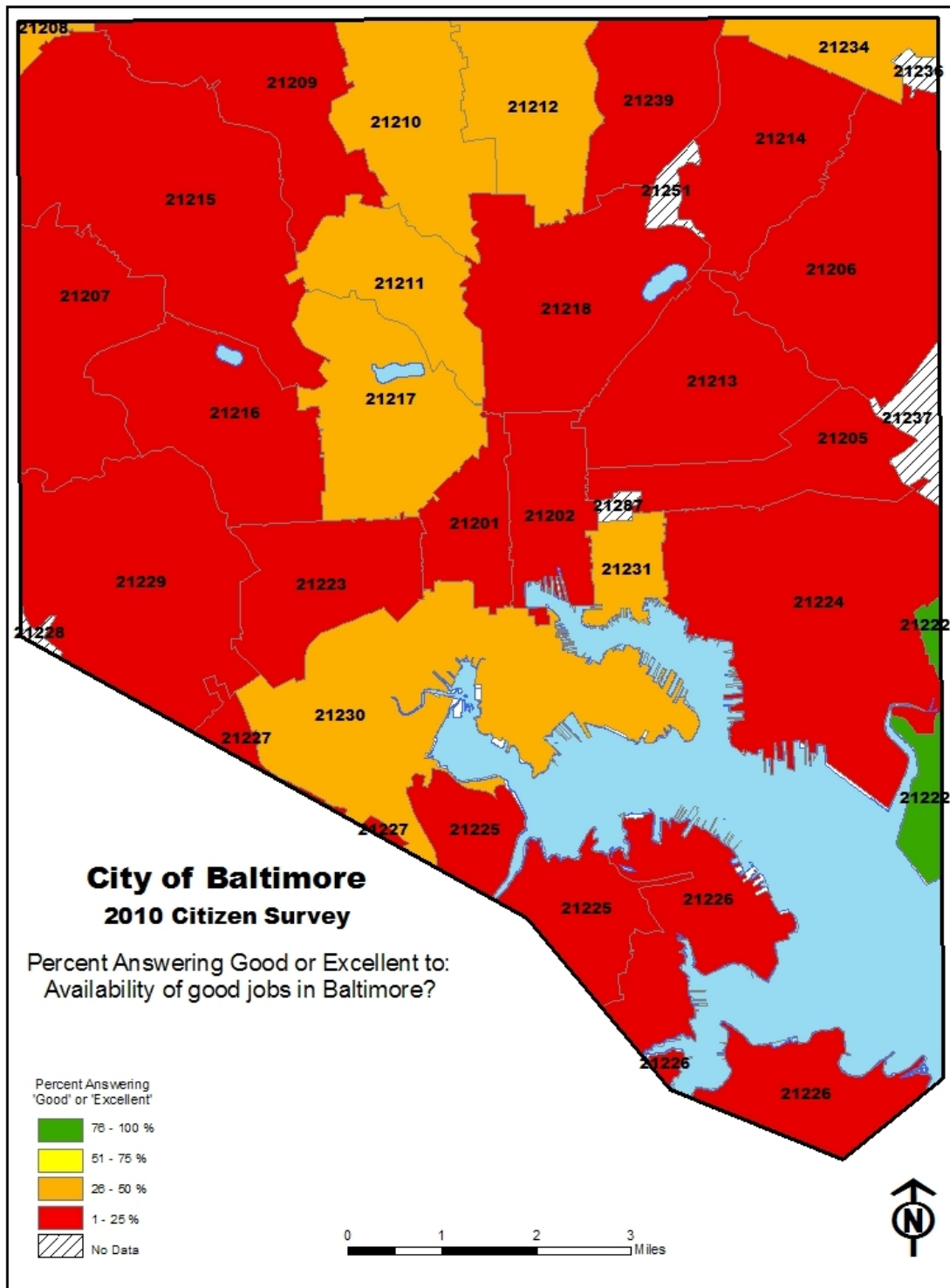
There was minimal variation this year in the perception of job availability among the age groups, though almost a quarter of the youngest respondents, aged 18 to 24 years, thought that job availability was either good (14%) or excellent (7%). This contrasted with the oldest residents, those 64 years of age and older, of which only 8% reported being similarly optimistic about the outlook for jobs.

When focusing on the differences in the outlook about jobs across planning districts, over half of the residents of the Eastern planning district indicated that they were pessimistic about the outlook for jobs, with 57% saying that the availability of good jobs in Baltimore was poor. In contrast, a fifth of residents from the Southeast (21%) and Southern (21%) districts reported



rating the availability of good jobs as either good or excellent. Only 8% of residents from the Northeastern district reported feeling that the availability of good jobs was at least good.

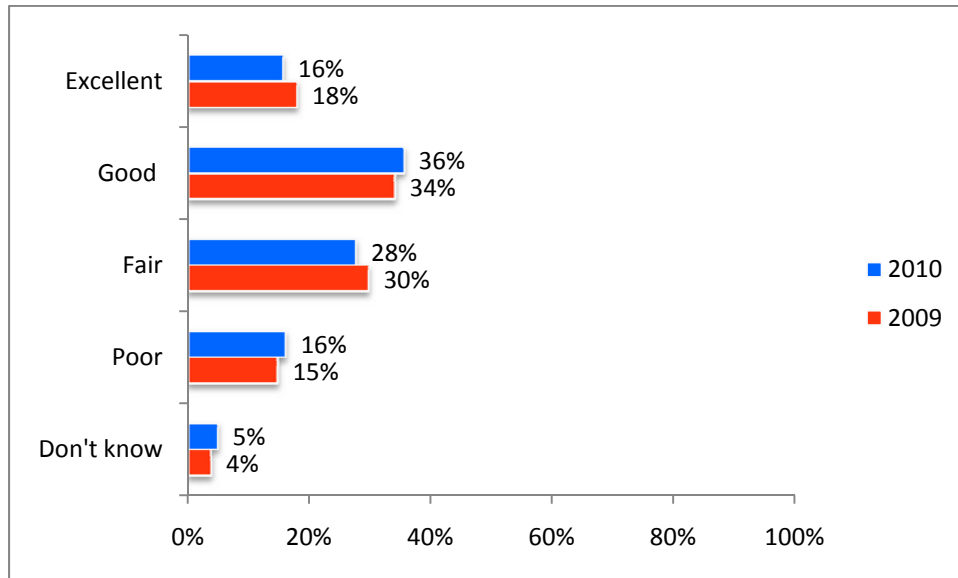
**Map 7: Perception of the Availability of Good Jobs – Baltimore City**



### Availability of Cultural Activities

Once again, residents were asked to rate the availability of cultural activities in Baltimore. There was very little difference in their responses this year as compared to last year as none of the changes were outside of the study's margin of error. Over half of residents rate the availability of cultural activities as either excellent (16%) or good (36%).

Chart 42: Availability of Cultural Activities in Baltimore (2009-2010)

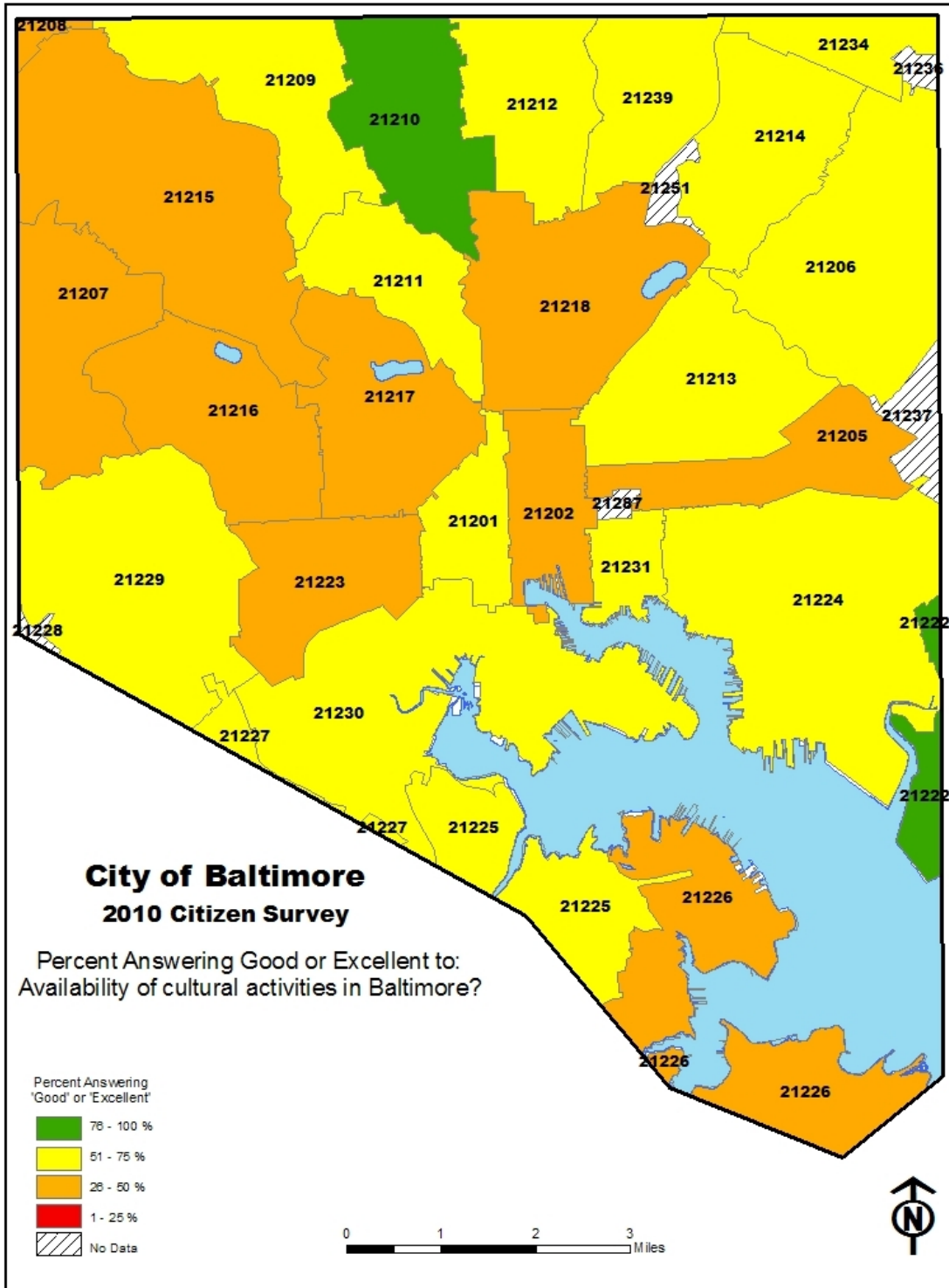


Men were more likely than women to rate the availability of cultural activities in Baltimore as at least good, 58% versus 45%. There was a large disparity in the feelings of black and white respondents about cultural activities. While only 5% of white residents felt the availability of cultural activities was poor, black residents were more than four times as likely (22%) to hold the same view. Put another way, almost three quarters of white residents rated the availability of cultural activities as either good or excellent, but less than half of black residents (41%) felt the same way.

The areas of the city that reported the highest ratings for the availability of cultural activities were the Central and Southeastern districts, at 23% rating excellent from each district. The Western district had the least positive rating with 22% rating the availability of cultural activities in Baltimore as poor.

As age increased, so too did perceptions of the availability of cultural activities. While 43% of those 18 to 24 years of age viewed the availability as good or excellent, 53% of those 35 to 44 years of age felt the same and over 60% of those aged 64 and over felt likewise.

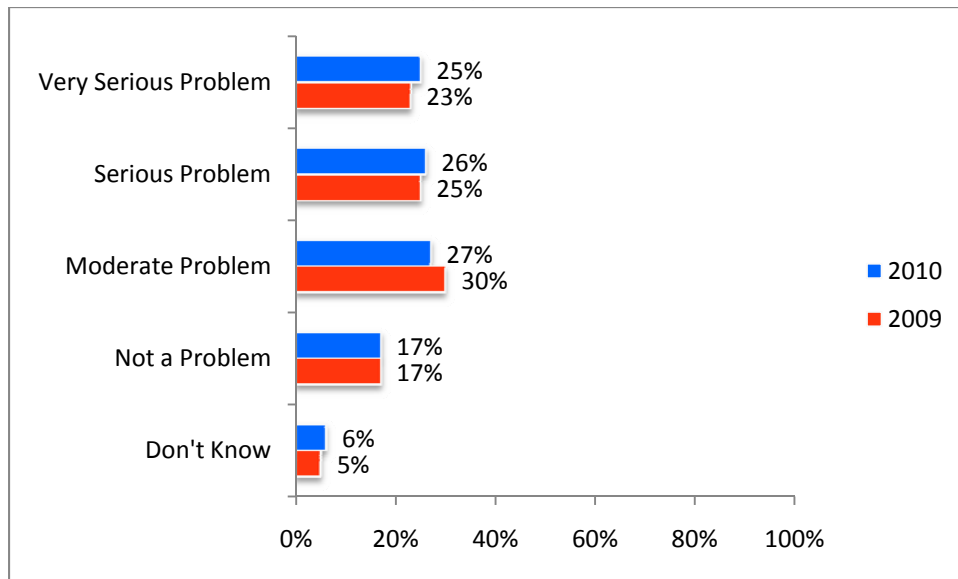
Map 8: Satisfaction with the Availability of Cultural Activities in Baltimore



### **Parking Availability**

In addition to other problems facing Baltimore, residents were asked to rate their perceptions of parking in commercial areas. The results are almost identical to last year, with 17% indicating that they don't think there is a problem with finding parking in commercial areas. Over three-quarters (78%) of residents thought that parking in commercial areas was at least a moderate problem, with almost equal proportions viewing the problem as moderate (27%), serious (26%), and very serious (25%).

**Chart 43: Availability of Parking in Commercial Areas (2009-2010)**



Younger residents were more likely to see parking in commercial areas as a problem. Almost half of residents aged 18 to 24 years rated finding parking in commercial areas to be a moderate problem (46%) and a third of residents (33%) age 25 to 34 years viewed the problem as very serious. Black residents rated the problem of finding parking in commercial areas a very serious problem almost twice as often as white residents (30% versus 16%).

Residents of the Central district were most likely to see parking in commercial districts as a very serious problem (34%). Interestingly, residents of the Central district also said that parking was not a problem more frequently than residents of any other district (29%).

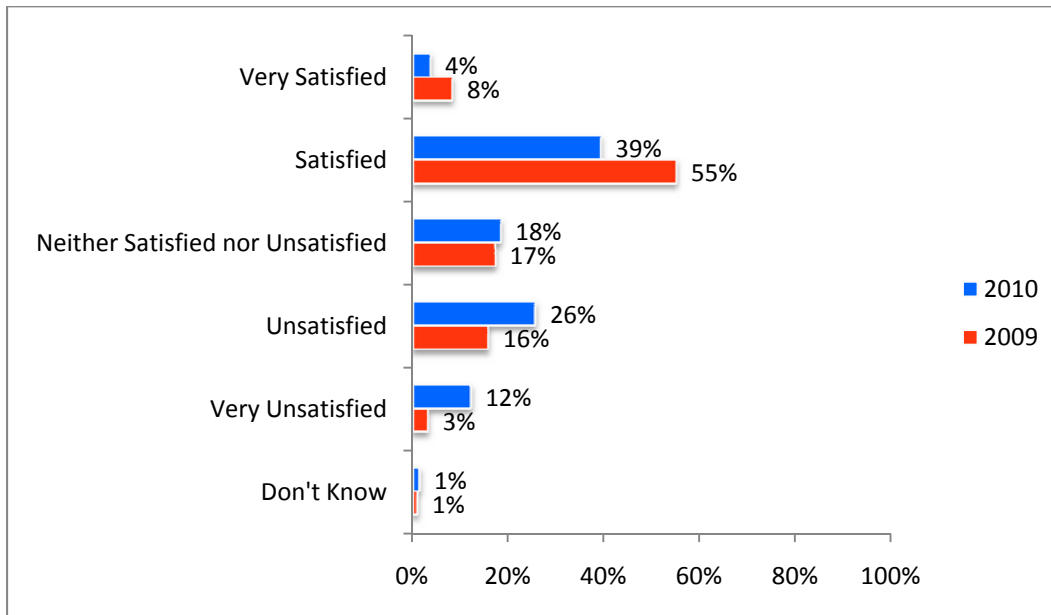
### Priority Outcome 5 – Innovative Government

One of the Mayoral goals is to make Baltimore’s government more innovative. The 2010 survey asked questions related to this objective, such as rating the importance of and satisfaction with the 311 non-emergency service, what residents consider the most and second-most important services that Baltimore City provides, the most recent contact with a city employee, and the respondent’s overall satisfaction with the services that Baltimore City provides.

#### Overall City Satisfaction

When asked to rate their overall satisfaction with the services that the city provides, residents were more likely to indicate that on the whole they were satisfied (43%) than unsatisfied (38%). This is substantially less satisfied than residents reported last year, when over half (63%) indicated that they were either satisfied or very satisfied with all of the services that Baltimore City provides. The percentage of those indicating that they were neither satisfied nor unsatisfied was essentially unchanged from last year.

Chart 44: Overall Satisfaction with Baltimore City Services (2009-2010)



Likewise, there was a substantial increase in the percentage of residents indicating that they were dissatisfied with Baltimore City services. The unsatisfied response grew from 16% last year to 26% this year. Likewise, the very unsatisfied responses rose from just 3% last year to 12% this year.

Those residents aged 64 years and over were most likely to be satisfied with Baltimore City services with 56% reporting being satisfied and 7% reporting being very satisfied. White

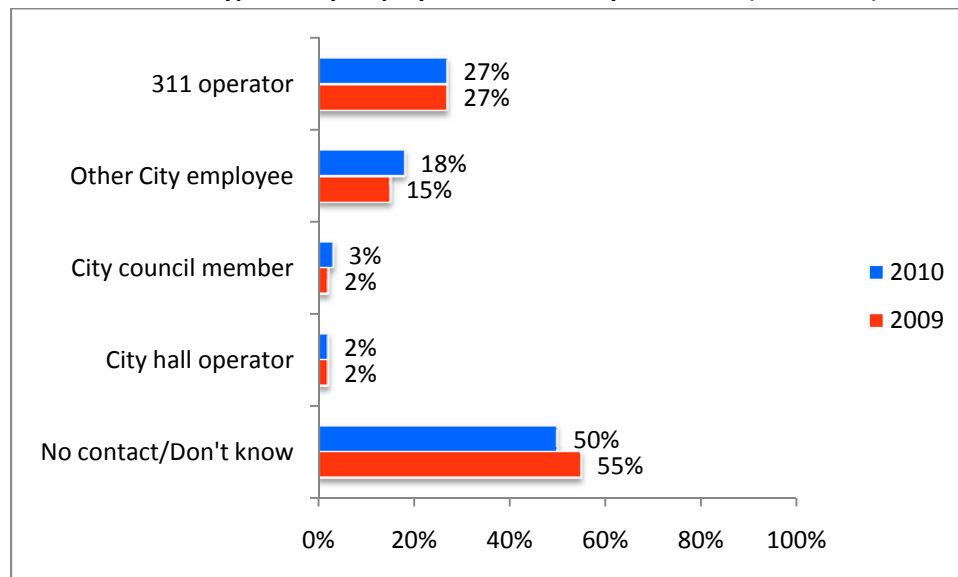
residents were more likely to be satisfied (44%) or very satisfied (6%) with Baltimore city services, while, black residents were more likely to be unsatisfied (30%) or very unsatisfied (14%).

Residents in the Eastern district were most likely to be unsatisfied or very unsatisfied (44%) with Baltimore city services, and residents in the Western district were most likely to be at least satisfied (53%) with Baltimore City services.

**City Employee Contact**

Approximately half (52%) of the residents who were included in the survey reported having contacted a city employee within the past twelve months. Those who reported having contacted a city employee were then asked follow-up questions about their contact with that city employee. First, residents were asked who they had contacted. A majority of respondents indicated that they had spoken with a 311 service operator (27%). A little over a third indicated that they had spoken with some other city employee (18%), and 3% said that they had spoken with a City Council member. Two percent (2%) indicated that they had spoken with a City Hall operator.

**Chart 45: Type of City Employee Most Recently Contacted (2009-2010)**

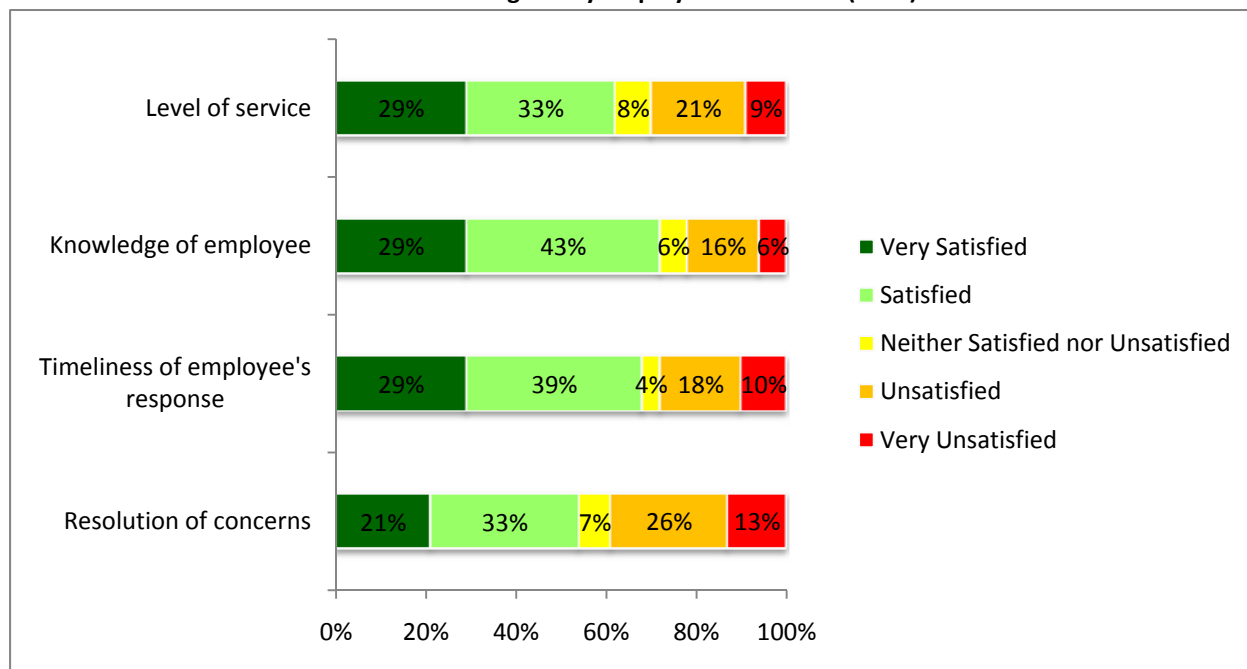


Of those who mentioned that they had contacted an employee other than those listed above, the most commonly reported contacts were with 911 operators (21%), police (13%), water and sewer (15%), trash and sanitation (8%), and housing officials (8%).

Those who reported having contacted a city employee were asked a series of follow-up questions about their satisfaction with their interaction with the city employee that they had contacted most recently.

As was the case last year, residents were on the whole very satisfied with their contacts with city employees. In fact, there were only two measures of satisfaction that showed any real change, and that change was slight.

**Chart 46: Rating of City Employee Interaction (2010)**



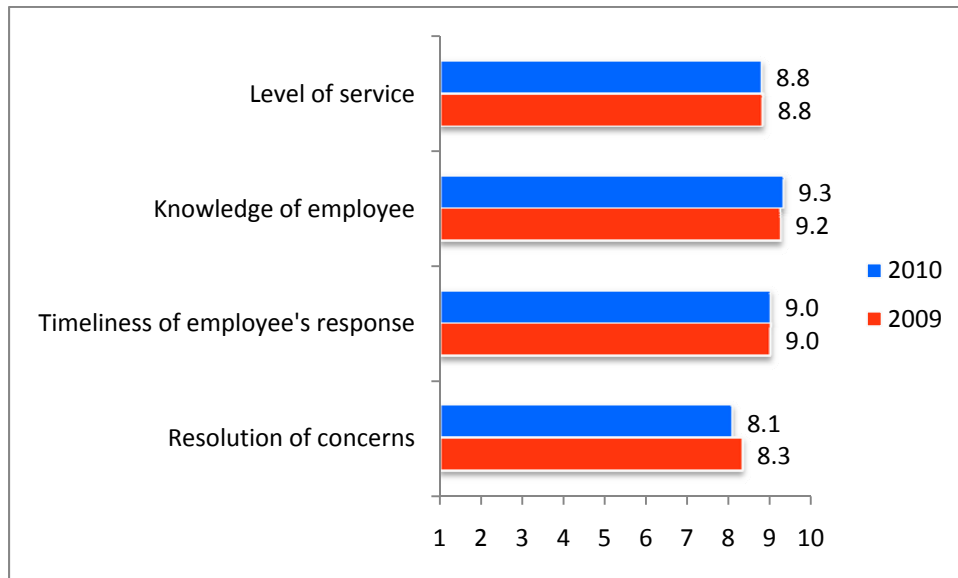
The most highly rated aspect of contact with a city employee was the knowledge of the employee, with almost three-quarters of respondents indicating that they were either satisfied (43%) or very satisfied (29%). This was also the most highly rated aspect last year, and this year there was a slight increase in the percentage of respondents indicating that they were very satisfied (from 26% to 29%).

Respondents were slightly less satisfied with the resolution to their concerns than they were last year. Last year, 24% of respondents indicated that they were very satisfied, which fell slightly to 21% this year. A third of respondents (33%) indicated that they were either unsatisfied or very unsatisfied with the resolution to their concerns.

The percentage of respondents indicating that they were unsatisfied with the resolution of their concerns (26%) and the knowledge of the employee (16%) rose slightly from 21% and 13%, respectively, last year.

When focusing on the average respondent interaction with city employees, they have been relatively unchanged since 2009. The knowledge of city employees marginally increased in the perception of respondents since 2009; however, the resolution of the respondent's concerns dropped minimally.

**Chart 47: Rating of City Employee Interaction (Converted to 10 Point Scale)**



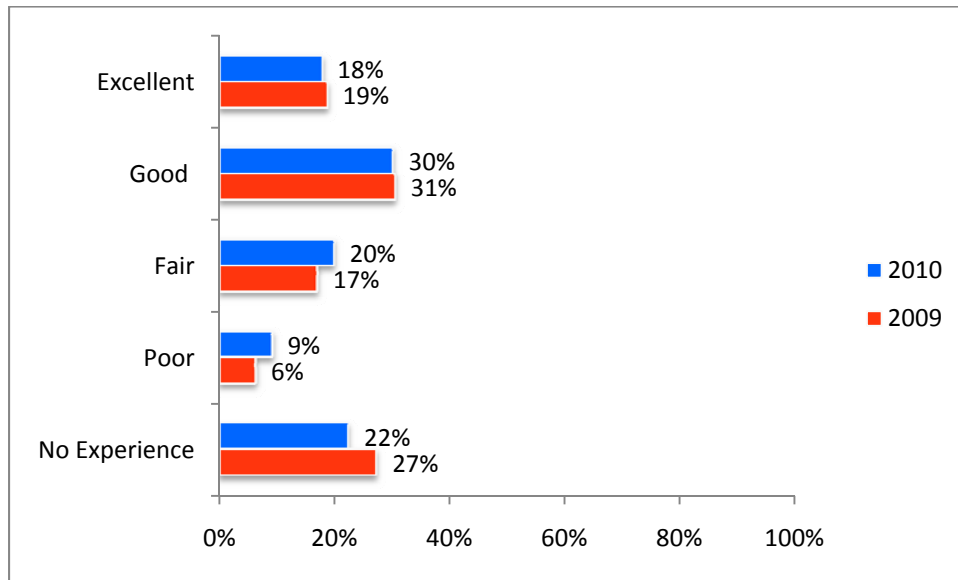
### **311 Service**

Citizens were asked to rate the importance and their satisfaction with a variety of city services. One of these services was related to the Mayoral outcome priority “Innovative government” – 311 (non-emergency) service. Respondents were asked to rate the importance of the service on a scale of 1 to 10, with 1 being not at all important and 10 being most important.

Chart 48 indicates that there was not a substantial difference between 2009 and 2010. One notable exception to this is that fewer people indicated having no experience with the 311 service relative to last year.



Chart 48: 311 Service Rating (2009-2010)



The 311 service received the third-lowest mean importance rating at 8.2. This means that residents felt that all but two other services asked about in the survey were more important than the 311 service. This year, 48% of residents rated the 311 service as at least good, which is almost identical to last year (50%). The 311 service tied with trash removal as the sixth most highly rated city service (out of thirteen asked about in the survey). Almost a quarter of all respondents indicated that they had no experience with the city's 311 service.

### Priority Outcome 6 – A Cleaner and Healthier City

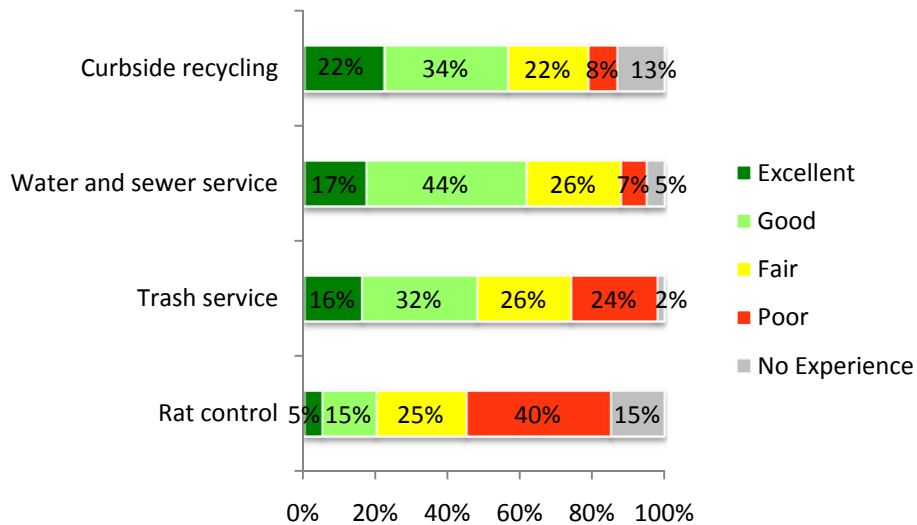
This section addresses those questions related to the objective to make Baltimore a cleaner and more sustainable city. Baltimore residents tended to think that their own neighborhoods were cleaner than the city as a whole. 57% of respondents believed their own neighborhood’s cleanliness was either good or excellent; whereas, 22% of respondents believed the city’s cleanliness was either good or excellent.

#### Sanitation Services

In terms of importance, curbside recycling was the third most highly rated city service, with almost a quarter of residents (22%) grading curbside recycling as excellent. Over half of respondents (56%) graded the city’s curbside recycling service as either good or excellent. Water and sewer service was perceived as good or excellent by (61%) of respondents. Trash service rated slightly lower with (48%) perceiving their services as excellent or good and rat control was the lowest ranked service with (20%) believing it to be good or excellent.

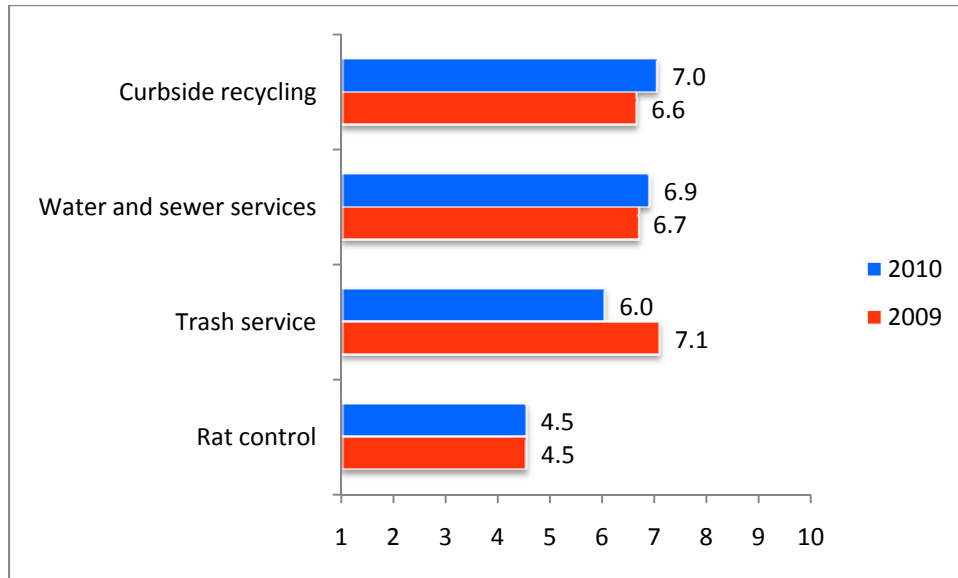
Citizens were asked to rate the importance of and their satisfaction with a variety of city services. Four of these services were related to the Mayor’s Priority Outcome, “A Cleaner and Healthier City:” Respondents were asked to rate the importance of the service on a scale of 1 to 10, with 1 being not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

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



Converting a 10 point scale makes clear that while trash service was perceived to be less satisfactory than in 2009, both water and sewer services and curbside recycling experienced a favorable increase in the perception of Baltimore residents believing these services to be satisfactory.

**Chart 50: Rating of Services Related to a Clean and Sustainable Baltimore  
(Converted to a 10 Point Scale)**



Trash removal and water and sewer services were the fourth and fifth most highly rated of all Baltimore City services this year, which is approximately where they were last year. This year EMS/ambulance service tied for the second spot, pushing trash removal to fourth most important. Rat control and curbside recycling held the same spots on the ranking of importance (8<sup>th</sup> and 12<sup>th</sup>, respectively) and their mean importance ratings fell slightly (from 9.0 to 8.8 for rat removal and 8.2 to 8.0 for curbside recycling).

It is notable that the percentage of respondents indicating that they had no experience with curbside recycling fell from 22% last year to 13% this year.

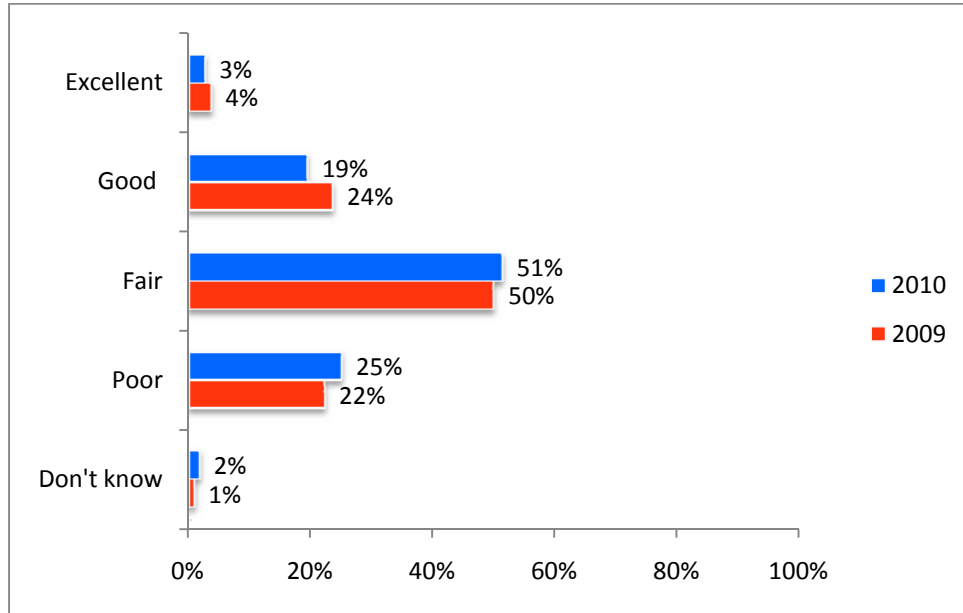
Curbside recycling received a very high rating when considering the percentage of residents who graded the services as either excellent or good (56%), but water and sewer services was rated even higher (61%). These service ratings trail slightly behind fire protection (61%) and street lighting (60%).

***Cleanliness***

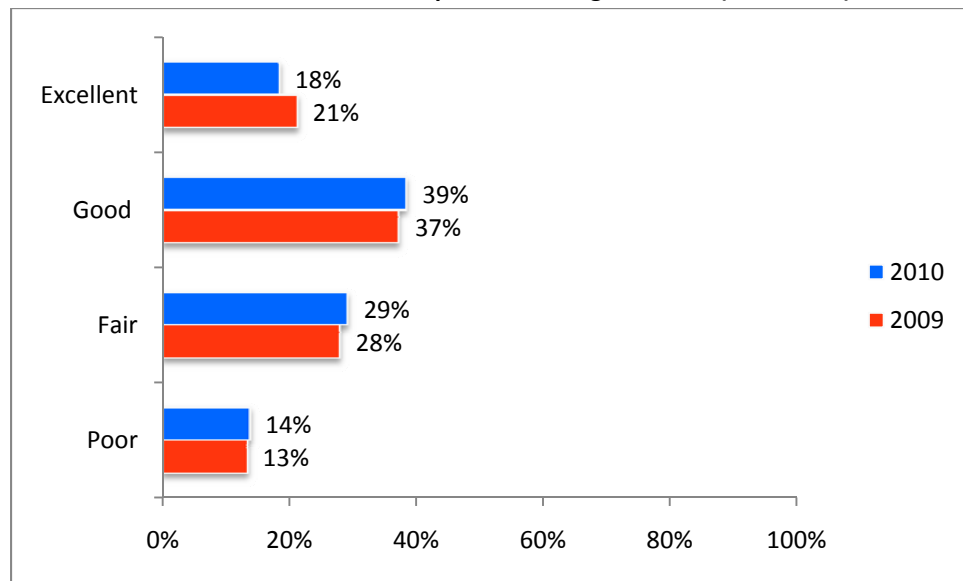
In terms of cleanliness, the chart below illustrates the majority view that both Baltimore and residents’ neighborhoods are relatively clean. The rating of the cleanliness for Baltimore is

slightly worse than last year, when only 28% rated the cleanliness of the city as either good or excellent. Twenty-five percent (25%) of residents rated Baltimore’s cleanliness as poor, compared to 22% in 2009. This feeling was not shared by all though.

**Chart 51: Cleanliness of City (2009-2010)**



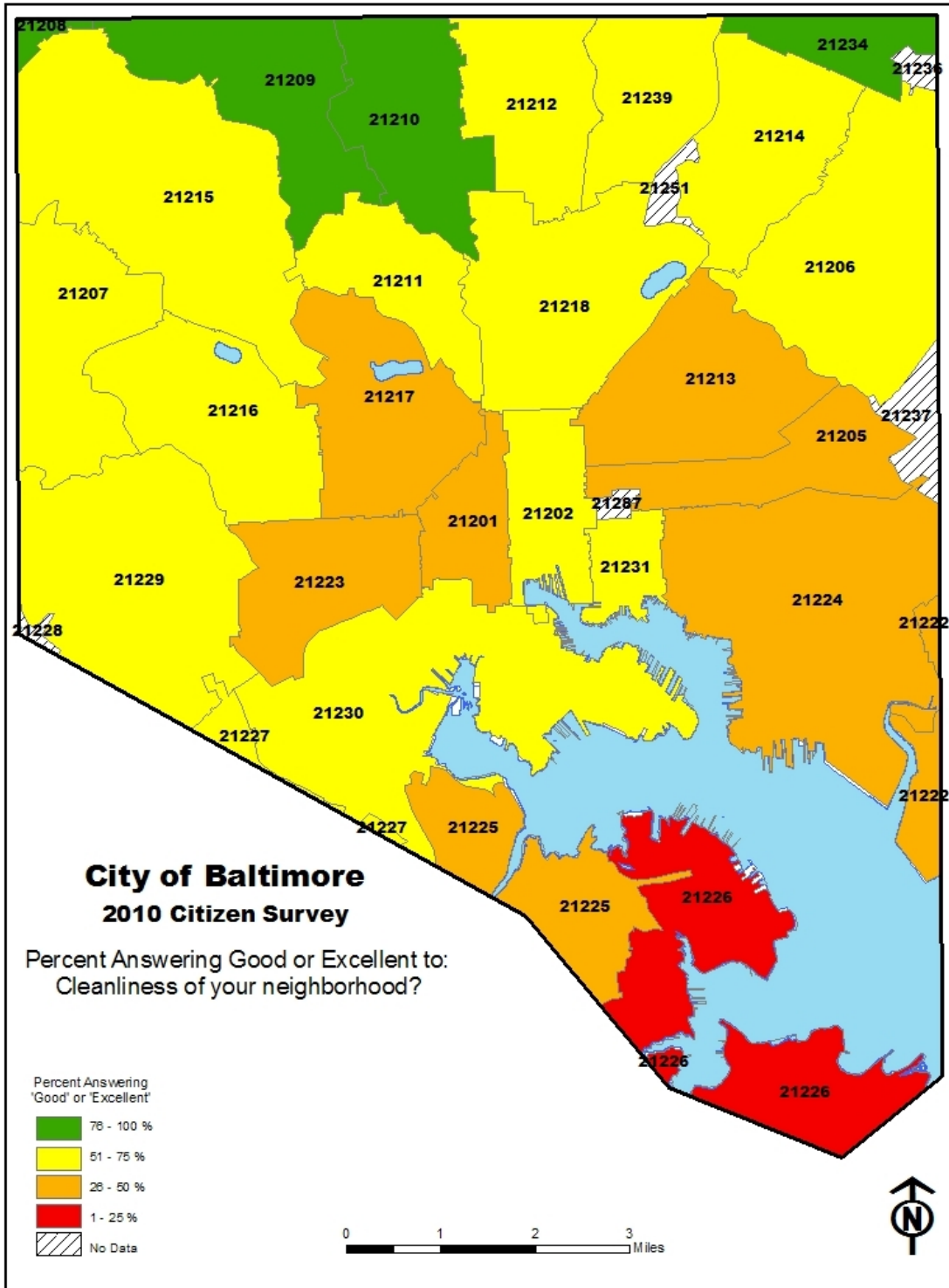
**Chart 52: Cleanliness of Respondent’s Neighborhood (2009-2010)**



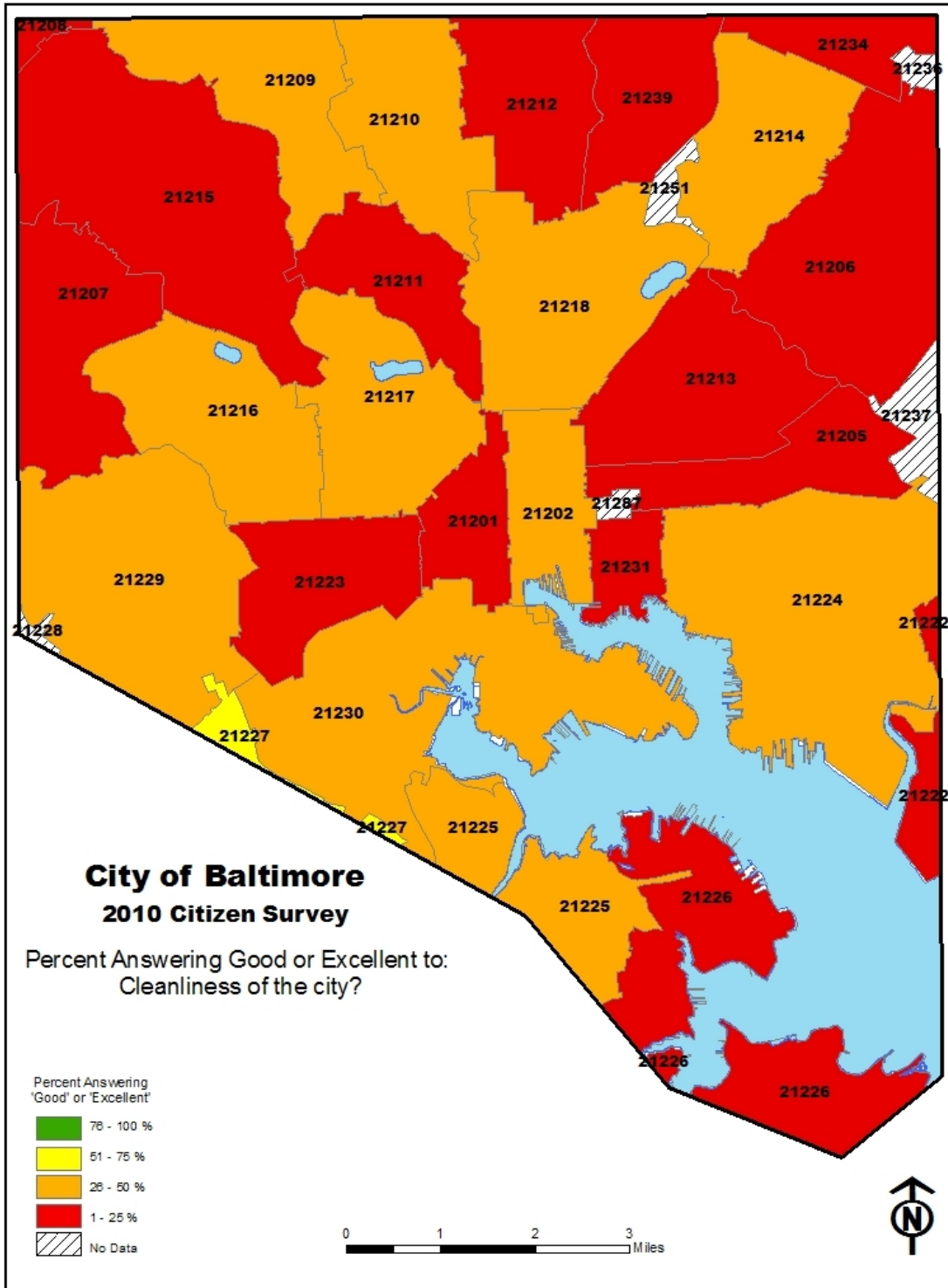
When asked the same question about their neighborhoods, residents reported feeling less positive about their neighborhoods than the city as a whole. The 57% who rated their neighborhoods’ cleanliness as either good or excellent represents a slight decrease from last year’s results of 58% giving the same rating. Females were slightly more likely to believe that their own neighborhoods were cleaner with 58% of females believing their neighborhood’s cleanliness was either good or excellent compared to 55% of men feeling the same.

Those in the Central district thought the city was more clean in comparison to last year when 16% said that cleanliness was poor relative to the 14% who said it was poor this year. However, those in the Northwest, South, and Southwest districts thought it was cleaner than they did in 2009.

Map 9: Perception of Cleanliness- Respondent's Neighborhood



Map 10: Perception of Cleanliness- Baltimore City



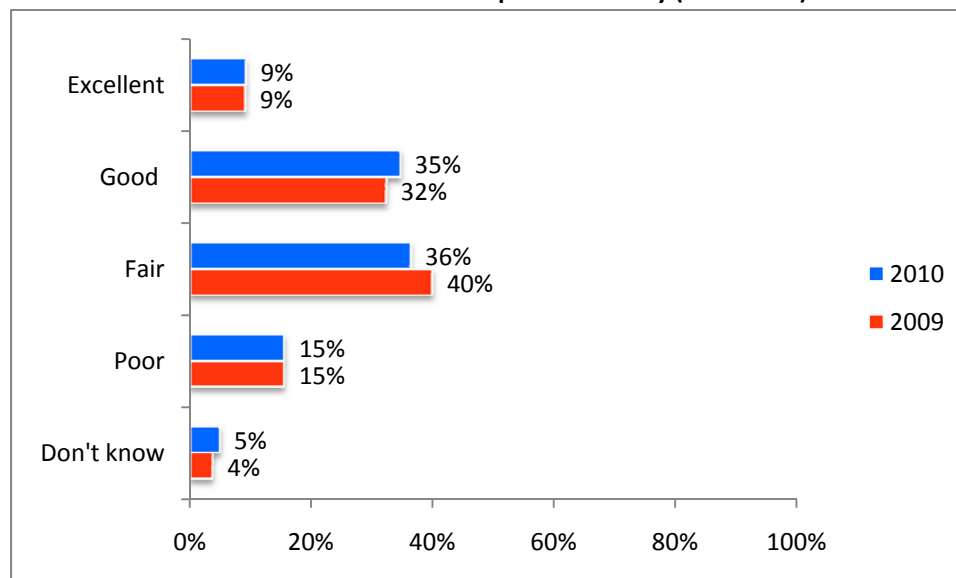
## Green Space

Residents were also asked to rate the amount of green space, both in Baltimore and in their own neighborhoods. Residents were more pleased with the amount of green space in their own neighborhoods than in the city, with 58% rating amount of green space as either good or excellent. For the city as a whole, less than half of residents (44%) rated the amount of green space in the city as either good or excellent. These results are nearly identical to the results from last year's survey.

Black residents were less likely to perceive the amount of green space in Baltimore as good or excellent in comparison to white residents at 41% and 48% respectively.

Compared to 2009, men thought the amount of green space in Baltimore vastly improved while women remained unchanged. In 2009, 39% of men thought the amount of green space was good or excellent. Within one year, this number has increased to 47%. Almost forty-one percent (41%) of women in 2010 thought the amount of green space in the city was good or excellent. Roughly sixty percent (60%) of men thought the green space in their own neighborhood was good or excellent in 2010, while 56% of men in 2009 felt the same. This is an increase of nearly 4 percentage points. Women felt about the same in 2010, with 56% believing the amount of green space was good or excellent.

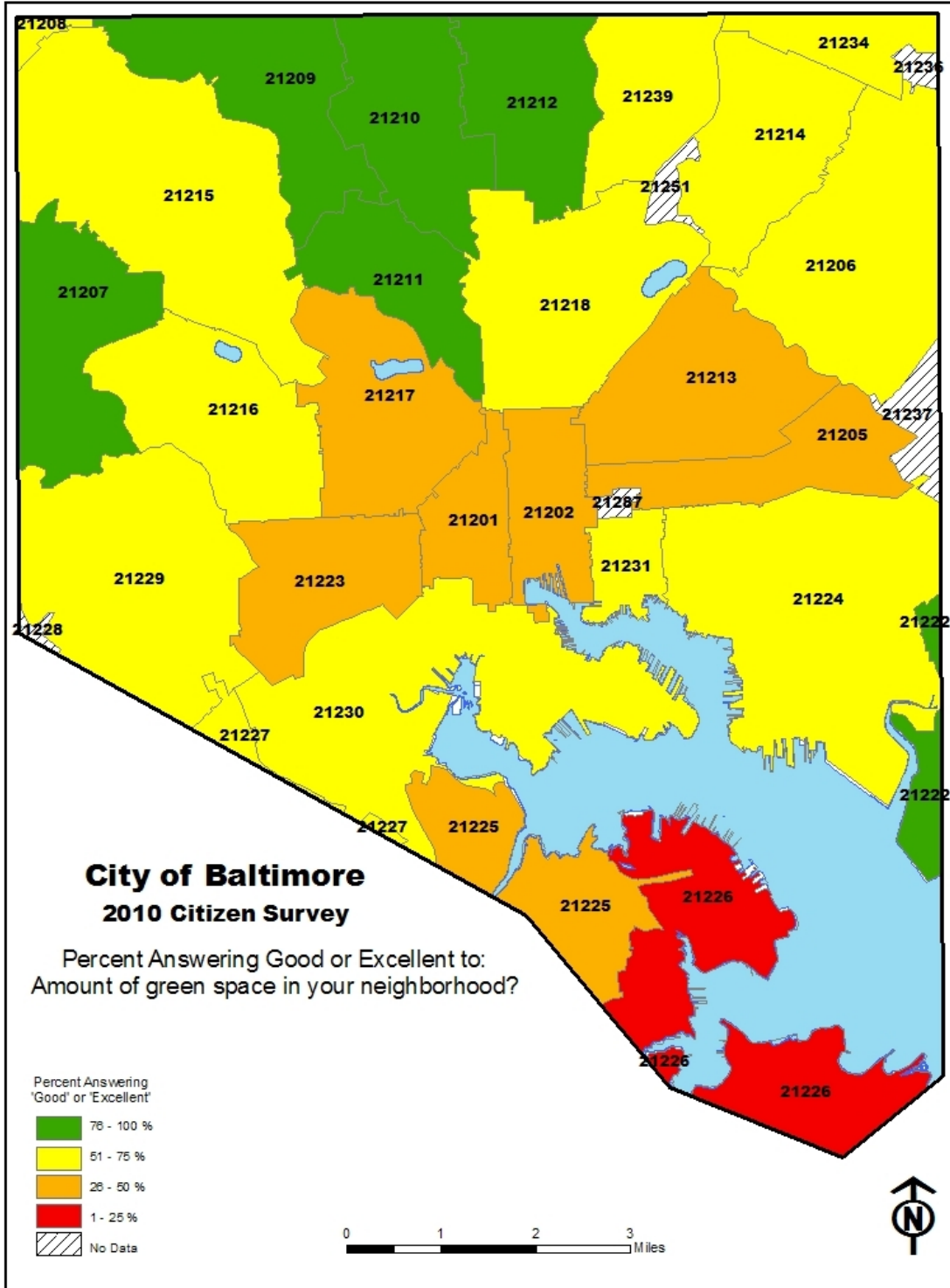
Chart 53 : Amount of Green Space in the City (2009-2010)



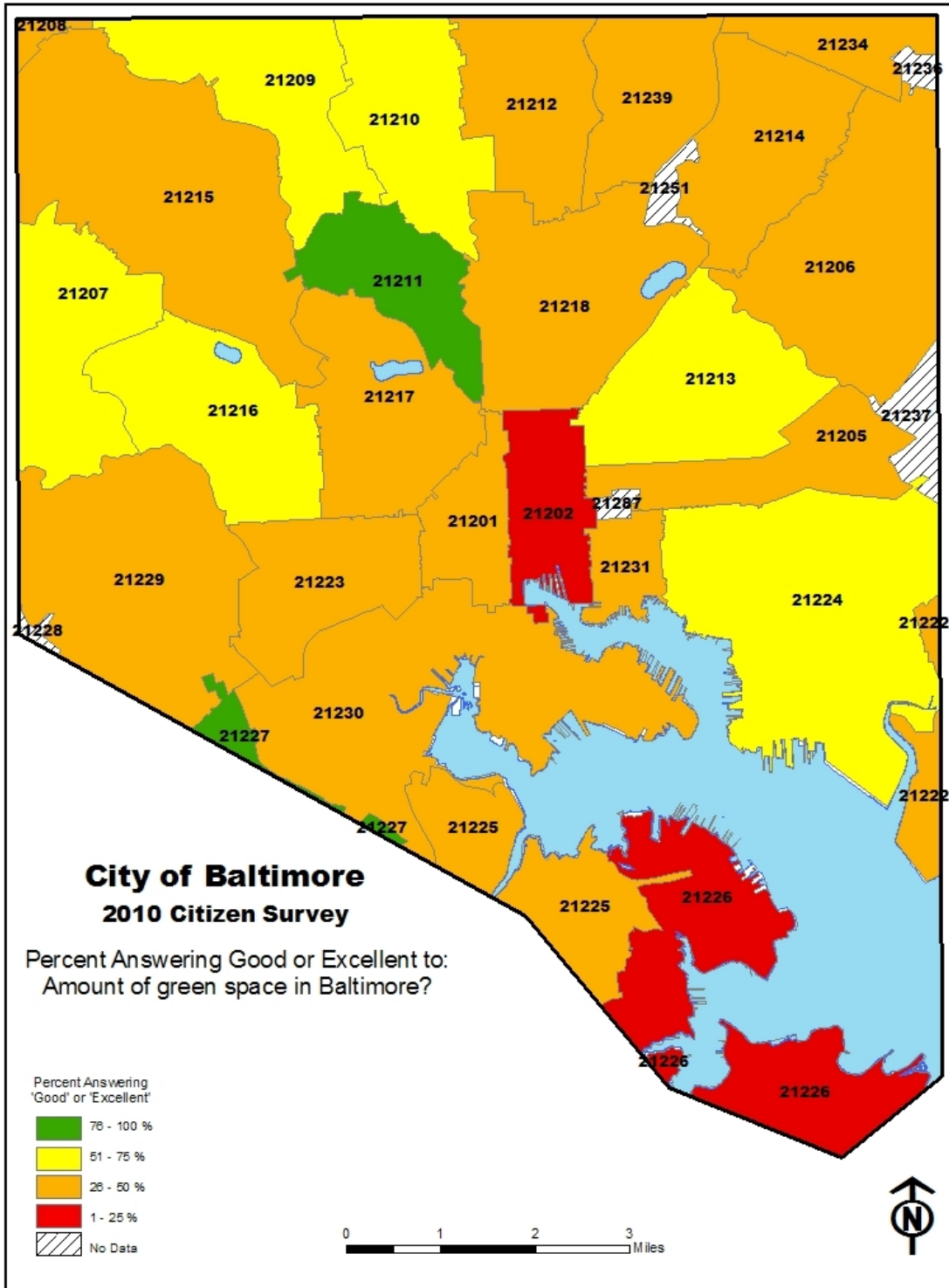
While 44% of respondents from all planning districts believed the amount of green space was either good or excellent, 61% of respondents from the Northwest district and 34% of respondents from the Eastern district felt the same. The Northwest represented the highest percentage of respondents who perceived the amount of green space as either good or excellent, while the Eastern district represented the lowest percentage.



Map 11: Perception of Green Space – Respondent’s Neighborhood



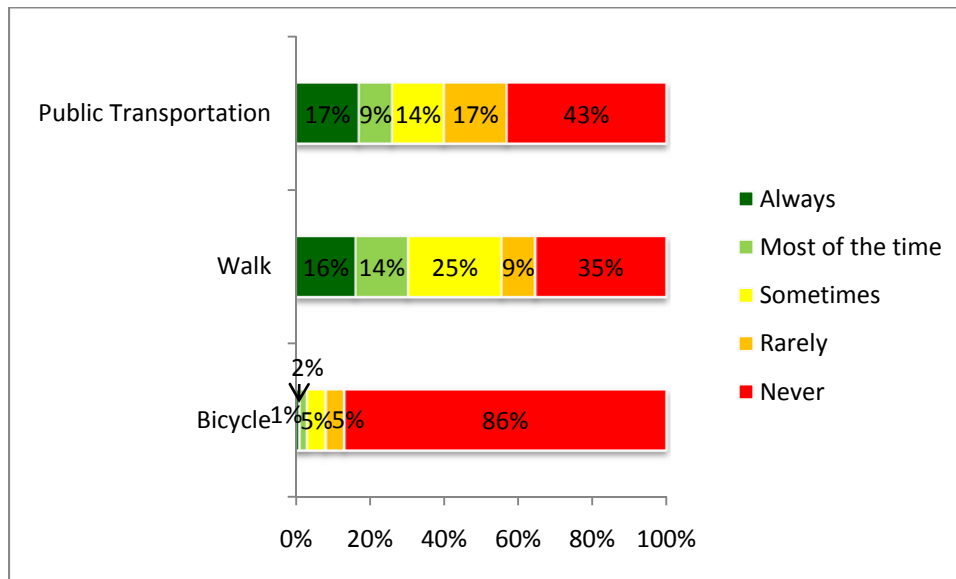
Map 12: Perception of Green Space – Baltimore City



## Transportation in Baltimore

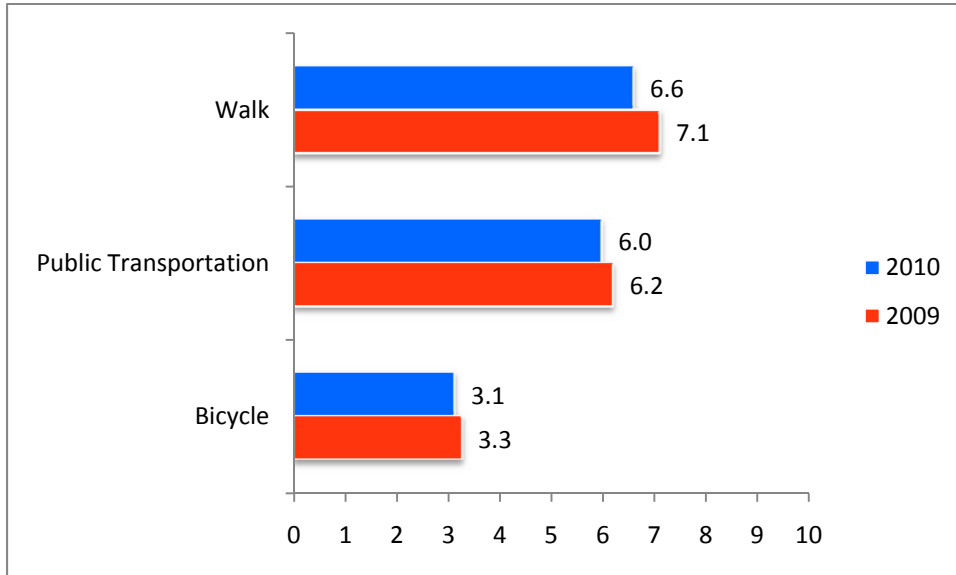
Respondents were asked what mode of transportation they typically use to get to work, school, or for shopping. The proportion of respondents indicating that they always used public transportation was down 5% from 2009. Forty percent (40%) of residents indicated that they used public transportation at least sometimes, compared to 41% in 2009. The percentage of respondents never using public transportation dropped one percent from 2009.

**Chart 54: Use of Public Transportation for Work, School, or Shopping (2009-2010)**



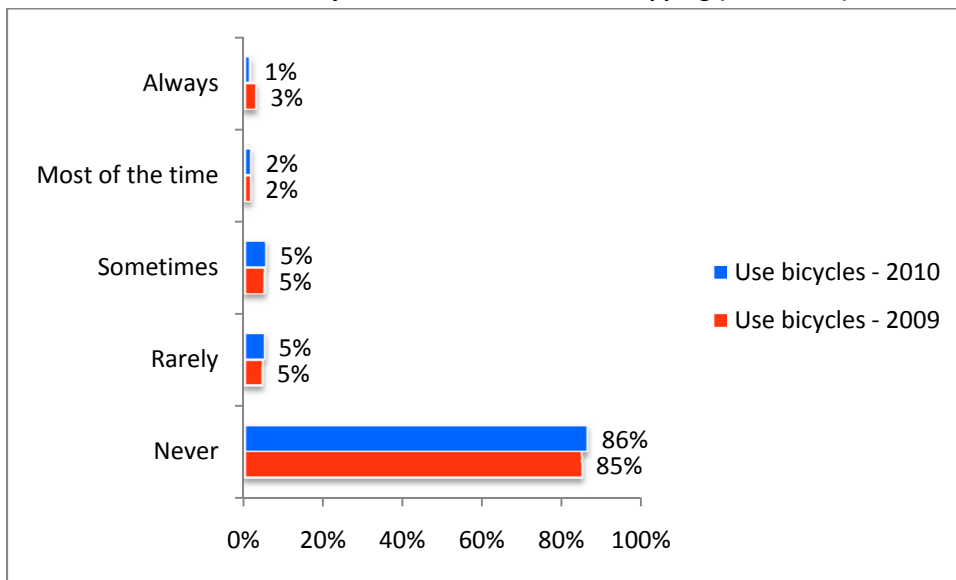
Modest decreases in the average use of public transportation, walking, and bicycling were experienced as modes of transportation to get to work, school, or for shopping relative to 2009. Walking decreased the most as a means of transportation for these activities.

**Chart 55: Use of Public Transportation for Work, School, or Shopping  
(Converted to a 10 Point Scale)**



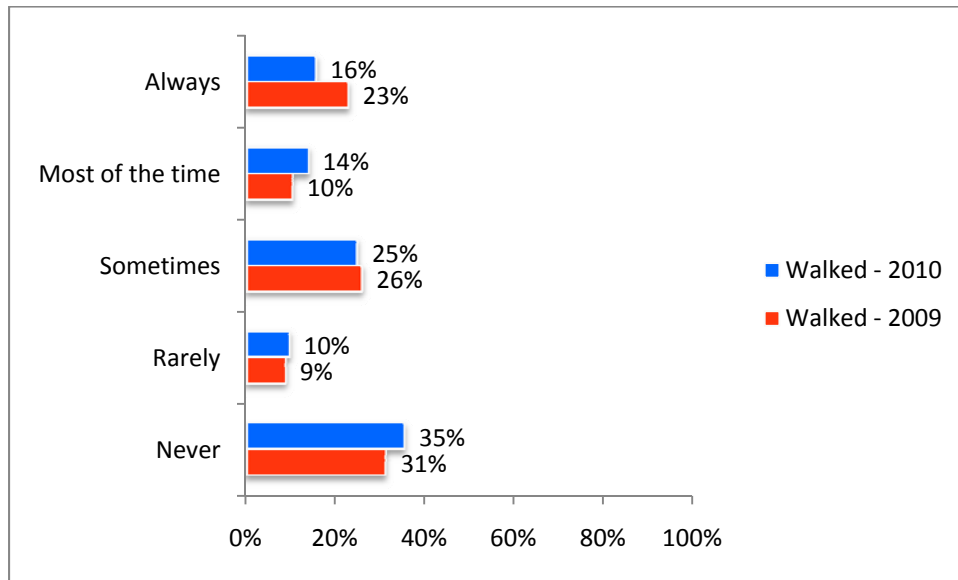
Very few respondents indicated this year that they used a bicycle for work, school, or shopping. Those indicating that they always used a bicycle dropped by two percent (2%) since 2009. One additional percent (1%) of respondents indicated that they never used a bicycle as a means of transportation to go to work, school, or shopping relative to last year.

**Chart 56: Use a Bicycle for Work, School, or Shopping (2009-2010)**



Finally, 64% of respondents walk to work, school, or shopping, at least some of the time. Only 35% of respondents indicated that they never walked for these purposes. This constituted a 4% increase from 2009.

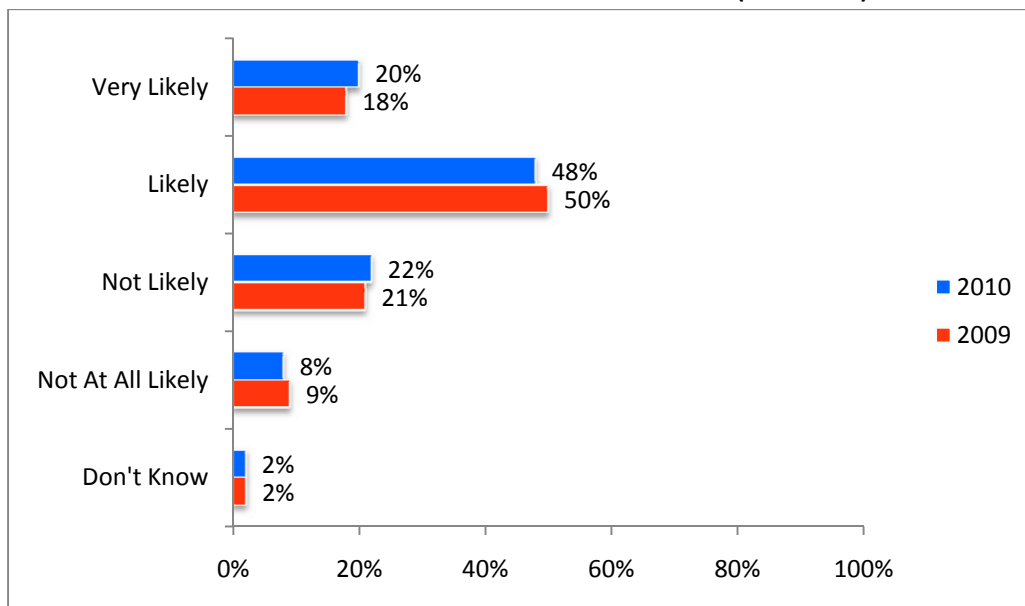
**Chart 57: Walk for Work, School, or Shopping (2009-2010)**



**Living in Baltimore**

Residents were asked if they would recommend Baltimore to others as a place to live, raise children, and retire. Residents were also asked if they would recommend their neighborhoods as places to live.

**Chart 58: Recommend Baltimore as a Place to Live (2009-2010)**



The majority of residents were likely (48%) or very likely (20%) to recommend Baltimore as a place to live. Similarly, most residents indicated that they were likely (44%) or very likely (29%) to recommend their neighborhoods as a place to live. These are essentially the same as the

results from last year's survey. Those living in Baltimore more than 5 years were more likely to indicate that they are likely or very likely to recommend it to a friend (68%) compared to those who lived in Baltimore less than 5 years (63%). Respondents were also more likely to recommend their own neighborhoods than the city itself. There was little difference between men and women making these recommendations.

White residents were slightly more likely than black residents to indicate that they would recommend a friend live in their neighborhood at 79% and 69% percent respectively. These percentages were very similar to 2009.

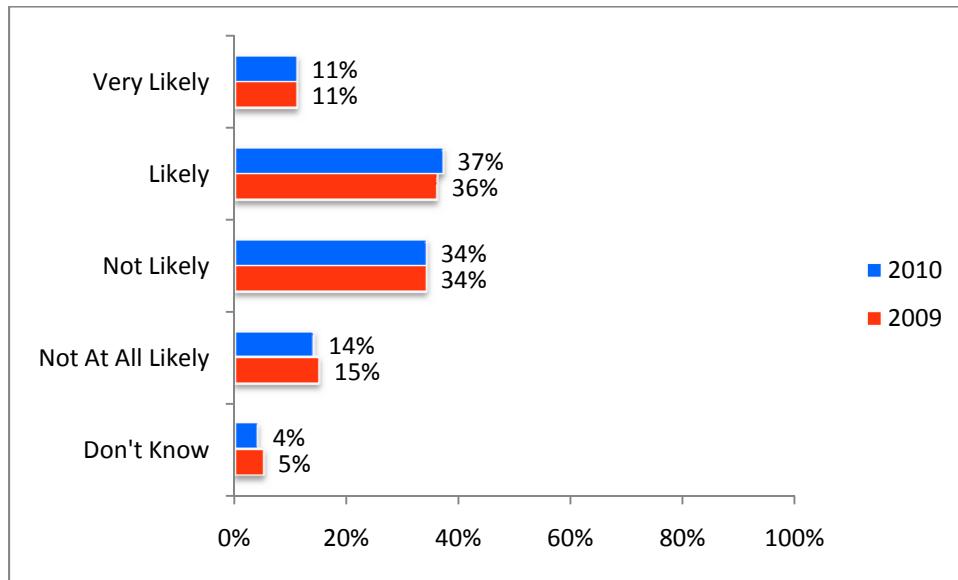
### ***Raising Children in Baltimore***

When asked about raising children, just under half of respondents indicated that they would be either likely (37%) or very likely (11%) to recommend Baltimore as a place to raise children. These results are almost identical to the results from last year's survey.

The racial disparity between white and black residents narrowed a bit from last year in terms of being likely or very likely to recommend Baltimore as a place to raise children. In 2009, 45% of white residents and 52% of black residents were willing to make this suggestion, compared to 46% of white residents and 50% of black residents in 2010.

In 2009, women were 8% more likely to be recommend Baltimore relative to men; however, in 2010 men were actually .6% more likely than women. Both men and women were almost evenly split in 2010 regarding whether they would recommend Baltimore as a place to raise children with 48% considering themselves likely or very likely to make this recommendation and 47% considering themselves not likely or not at all likely to recommend Baltimore as a place to raise a child. The other 4% indicated that they did not know either way.

**Chart 59: Recommend Baltimore as a Place to Raise Children (2009-2010)**



### ***Retiring in Baltimore***

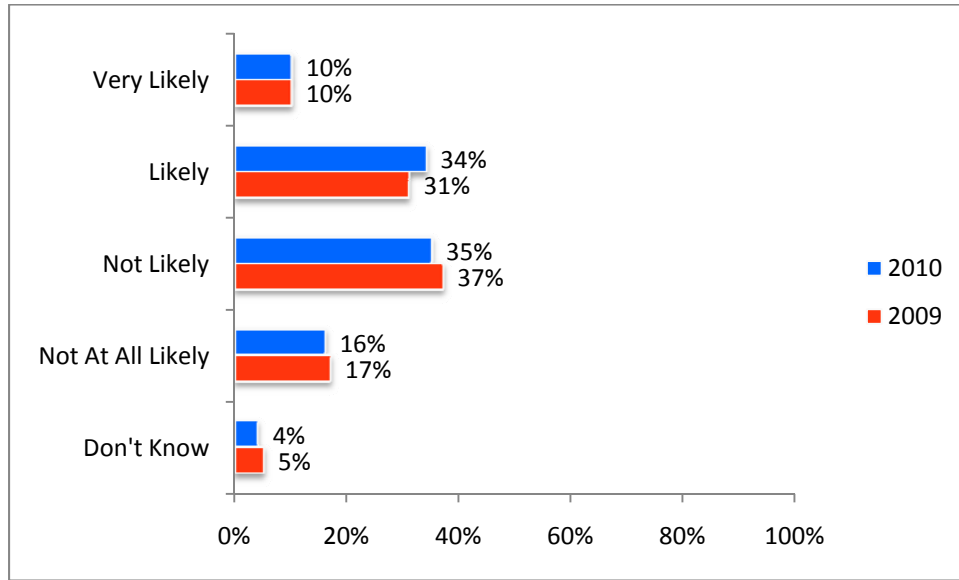
When asked about recommending Baltimore as a place to retire, again slightly less than a majority of residents were likely (34%) or very likely (10%) to make this recommendation. There was a very slight shift in these percentages compared to last year's survey. The percentage of residents replying that they would be likely to recommend Baltimore as a place to retire rose to 34% from 31% last year.

Those 64 and over were much more likely than the 18-24 year old cohort to suggest Baltimore as a place to retire. For those over 64, 67% said they would be likely or very likely to recommend Baltimore as a place to retire relative to the 28% of those 18-24 who indicated that they were likely or very likely to do the same. This was similar to 2009.

A disparity grew between white and black residents in terms of suggesting Baltimore as a place to retire. In 2009, 41% of white residents and 44% of black residents suggested that they were likely or very likely to suggest Baltimore as a place to retire. This contrasts with the 38% of white residents and 49% of black residents who felt the same this year.

Men in 2010 were more likely than men in 2009 to suggest that they would recommend Baltimore as a place to retire. While 40% of men felt likely or very likely to make this recommendation in 2009, nearly 44% of men in 2010 were equally inclined.

**Chart 60: Recommend Baltimore as a Place to Retire (2009-2010)**



***Buying a home in Baltimore***

The last recommendation question asked if residents would be willing to recommend buying a home in Baltimore. A majority of residents (65%) would be either likely or very likely to make this recommendation. Aside from recommending Baltimore as a place to live, this question had the highest percentage of residents indicating that they would be likely to make this recommendation – to buy a home in Baltimore. These percentages are also nearly identical to those reported last year.

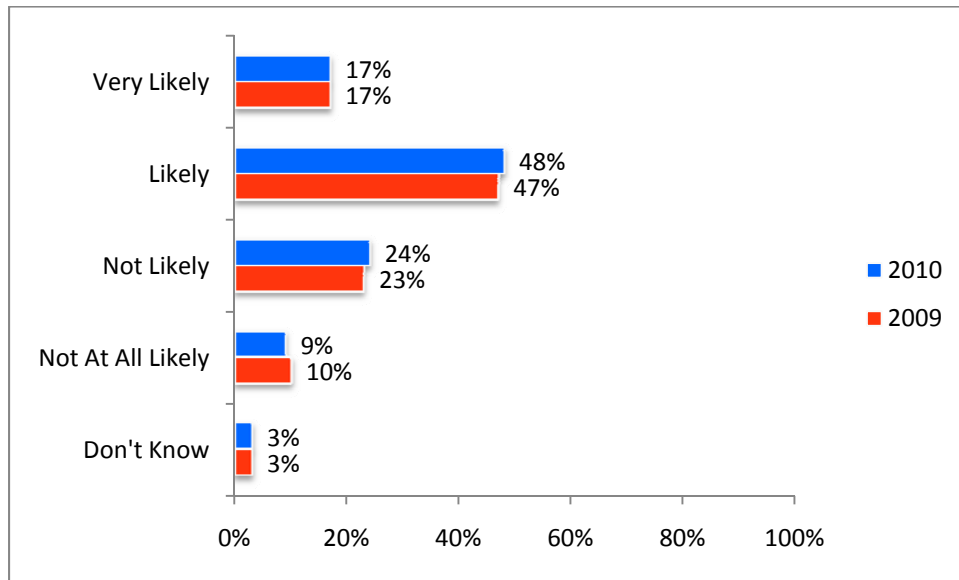
While Black residents were unchanged in terms of their recommendation to buy a home in Baltimore relative to 2009 (with 65% percent indicating that they were either likely or very likely to make this recommendation), white residents willing to make this recommendation dropped from 68% to 64%.

The percentage of men and women reporting that they would be likely or very likely to recommend buying a home in Baltimore was high for both groups at 66% and 63% respectively. In 2009, 65% of men and 67% of women were equally likely to make this recommendation.

Those living in Baltimore more than 5 years were much more likely than those who moved to Baltimore in the past 5 years to make this recommendation. While 55% of those living in Baltimore less than 5 years would be willing to recommend buying a home in Baltimore, over 66% of those living in Baltimore for 5 years would make that same recommendation.



**Chart 61: Recommend Buying a Home in Baltimore (2009-2010)**

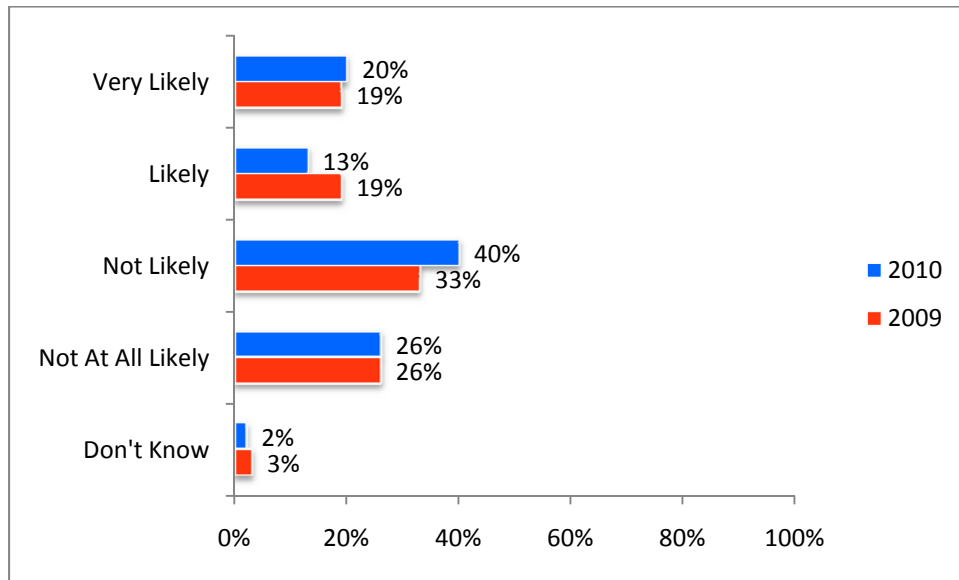


***Move from Baltimore***

Recognizing that retaining citizens is critical to making progress on the objectives presented in this report, residents were once again asked how likely was it that they might move away from Baltimore in the next one to three years. While the percentage of respondents saying that they are very likely to move out of Baltimore in the next three years is essentially the same as it was last year (19%), the percentage reporting that they are likely to move out of Baltimore in the next three years has fallen from 19% last year to 13% this year. At the same time, the percentage of those saying that they are not likely to move has risen from 33% last year to 40%.

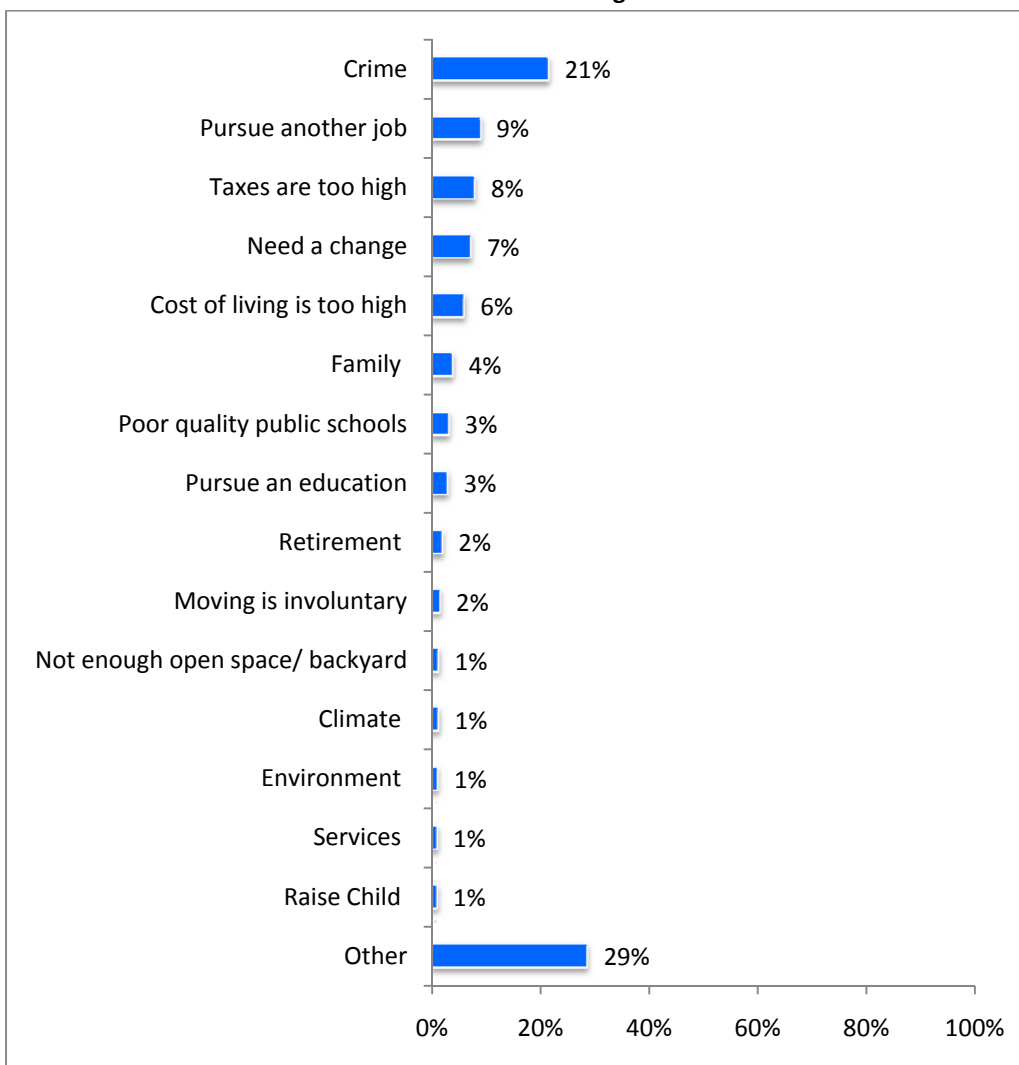
A wide gulf exists between those living in Baltimore more than 5 years and those who have not in terms of whether they would be likely to move out of Baltimore. While 70% of those living in Baltimore for more than 5 years indicated that they would be not at all likely or not likely to move out of Baltimore, only 36% of those living in Baltimore less than 5 years felt the same. Both categories dropped by about 7 percentage points from 2009.

**Chart 62: Likelihood of Moving Out of Baltimore (2009-2010)**



For those indicating that they were at least likely to leave Baltimore in the next three years, a follow-up question was asked about why they were planning on leaving. Once again, crime topped the list of reasons, though it was down slightly from last year. In addition, pursuing another job fell stayed in second place, a drop of two percentage points to 9%. At 8%, the high rate of taxes was cited by an almost identical percentage of residents as last year. Dissatisfaction with public schools, as a reason for leaving Baltimore, fell from 8% last year to 3% this year.

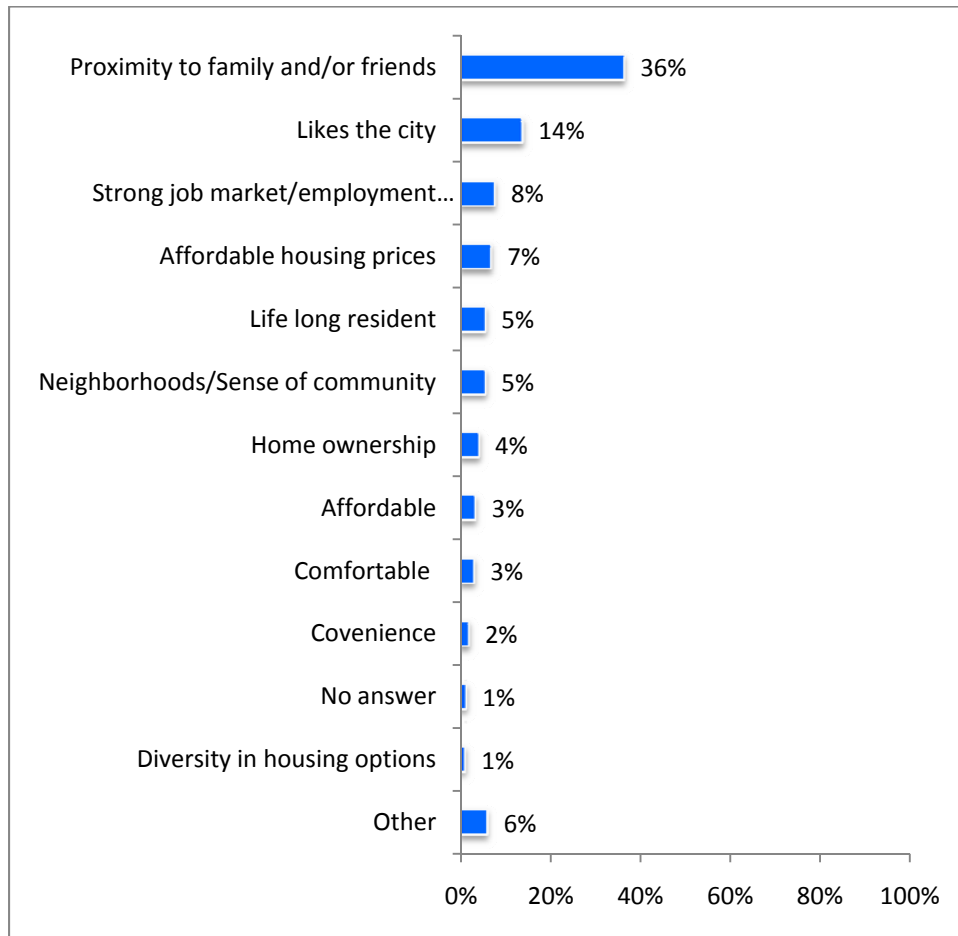
**Chart 63: Reasons for Leaving Baltimore**



***Move to or stay in Baltimore***

Residents, both newly arrived and long-term, were asked a variety of questions relating to why they choose to live in Baltimore and why they may leave. The first of these questions asked why residents either moved to Baltimore or continue to live in Baltimore. The most frequently cited reasons are listed in the chart below. Many categories received less than one percent of responses and so have been removed from the chart for clarity.

**Chart 64: Why Move to/Continue to Live in Baltimore**



For those continuing to live in Baltimore, proximity to family and friends was the most important single reason exceeding all other categories by more than 250%. The second most popular reason was simply that people liked the city. Employment and affordable housing collectively made up 15% of the total responses.

While 5% indicated that they liked their neighborhood or had a sense of community, an identical amount indicated that they were life-long residents. An additional 4% indicated that they owned a home which tied them to the area.

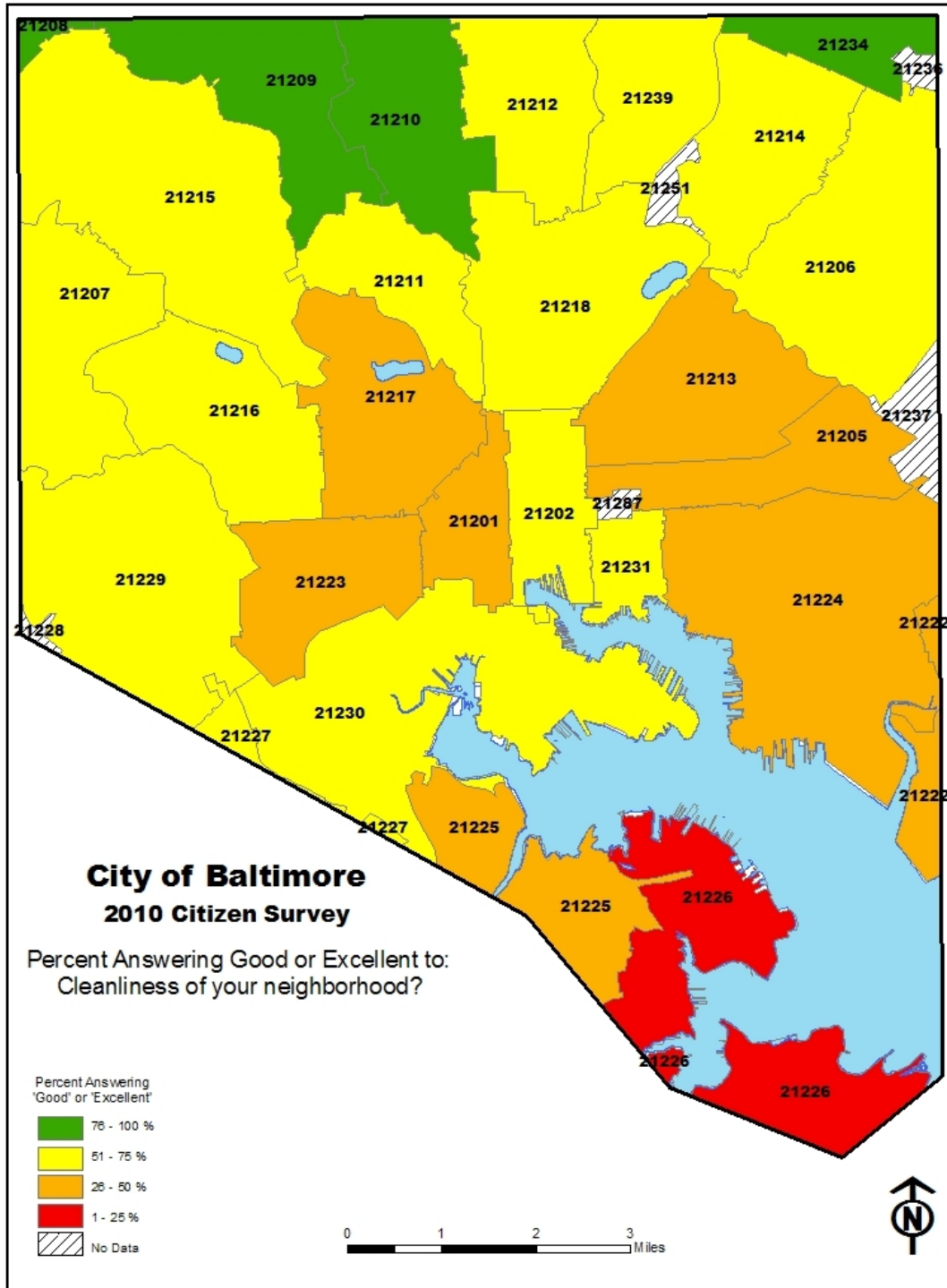
Affordable housing prices and general affordability collectively contributed 11% of the total responses.

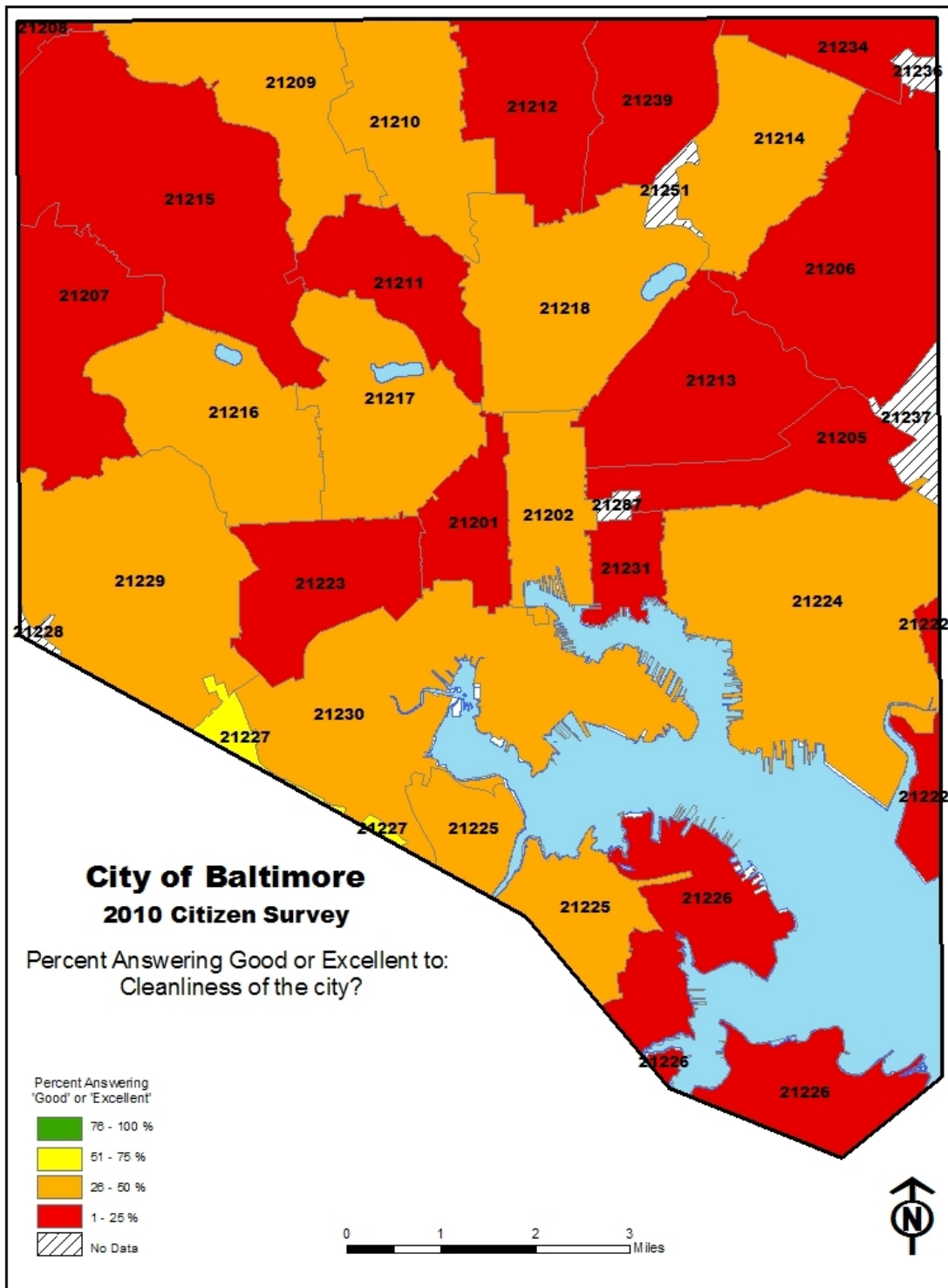
**Sources**

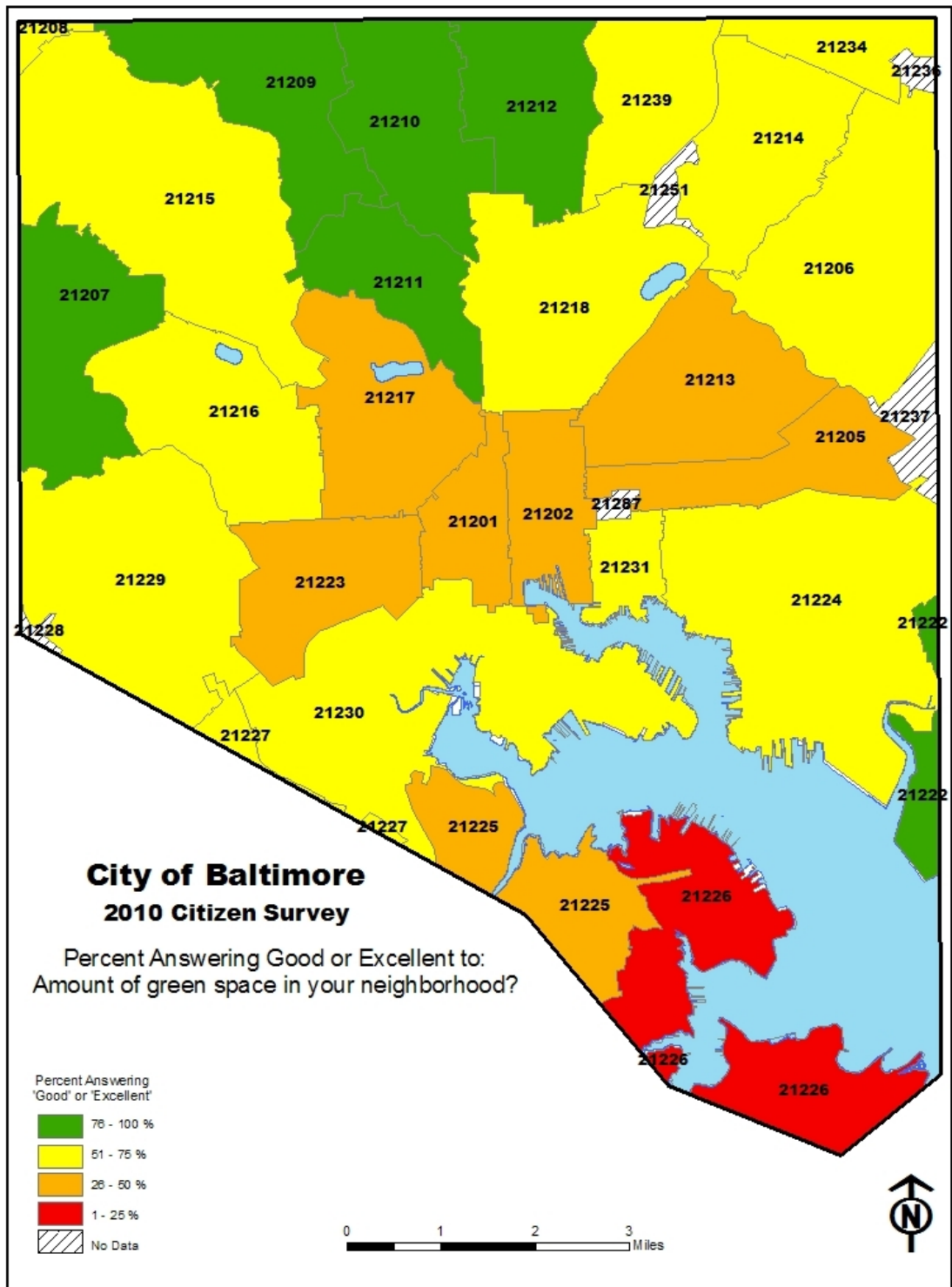
- Cotten, A., Haynes, D., Bauer-Leffler, Simon & Wells, W. (2009). *Baltimore City Citizen Survey: Final Report-Revised 08/13/2009*. Baltimore: Schaefer Center for Public Policy: Univesrity of Baltimore.
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- ETC Institute. (2009). *2009 City of Dallas Direction Finder Survey: Final Report*. Olathe: ETC Institute.
- National Research Center, Inc. (2008). *Minneapolis, MN : Resident Survey Report of Results*. Bolder: National Research Center.

## Section 4: Appendices

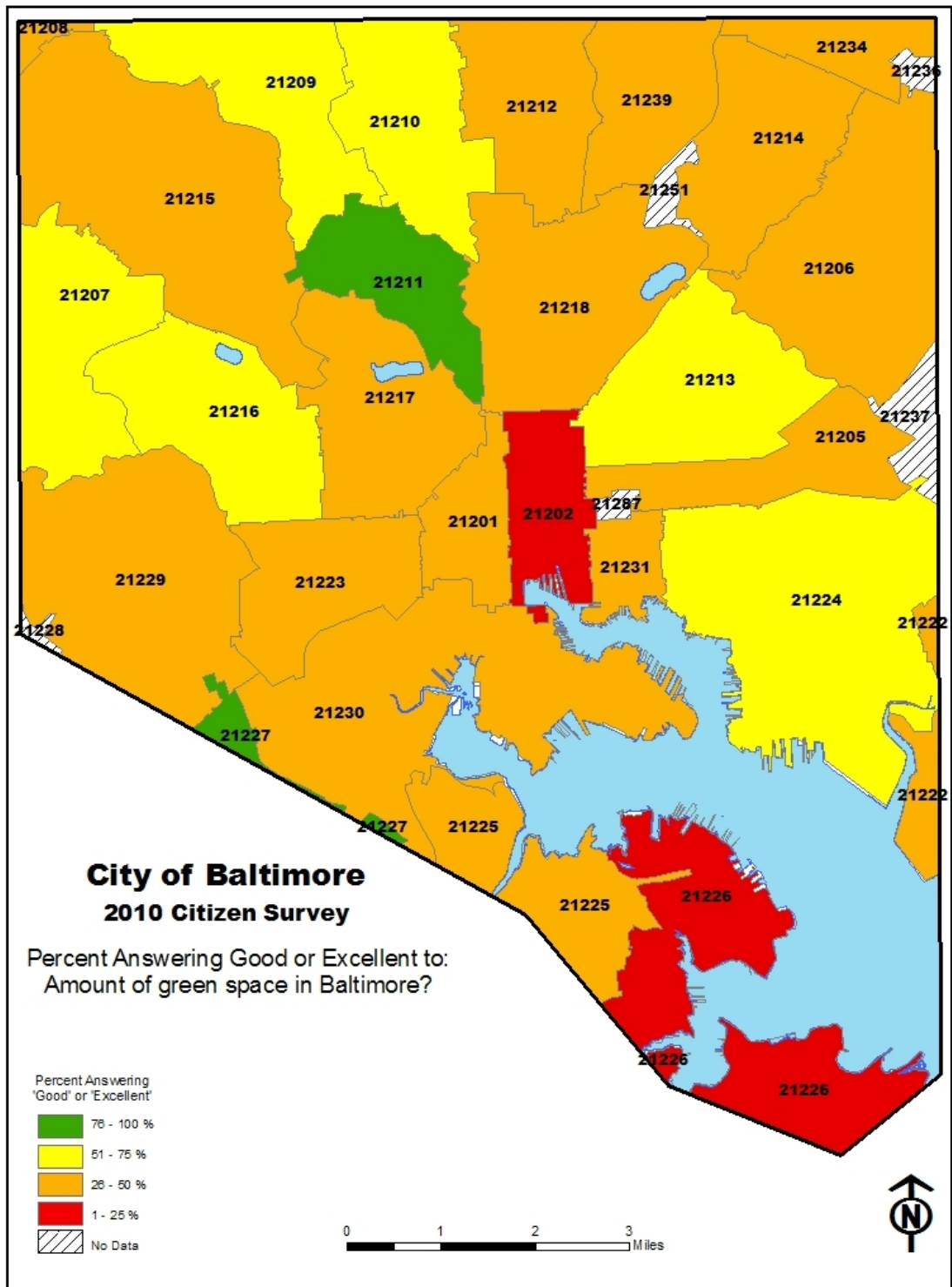
### 1. Appendix A: GIS Maps of Key Findings

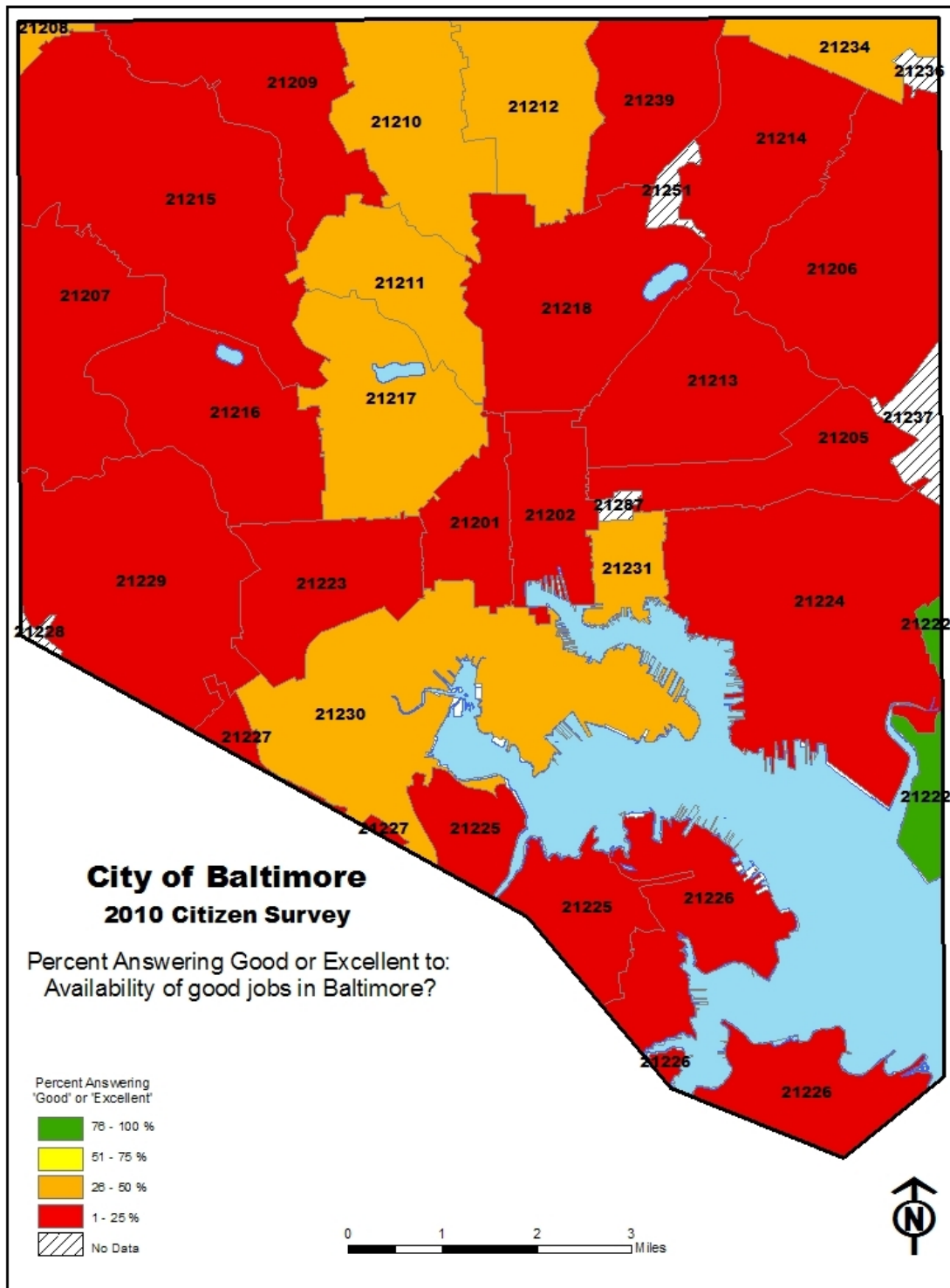


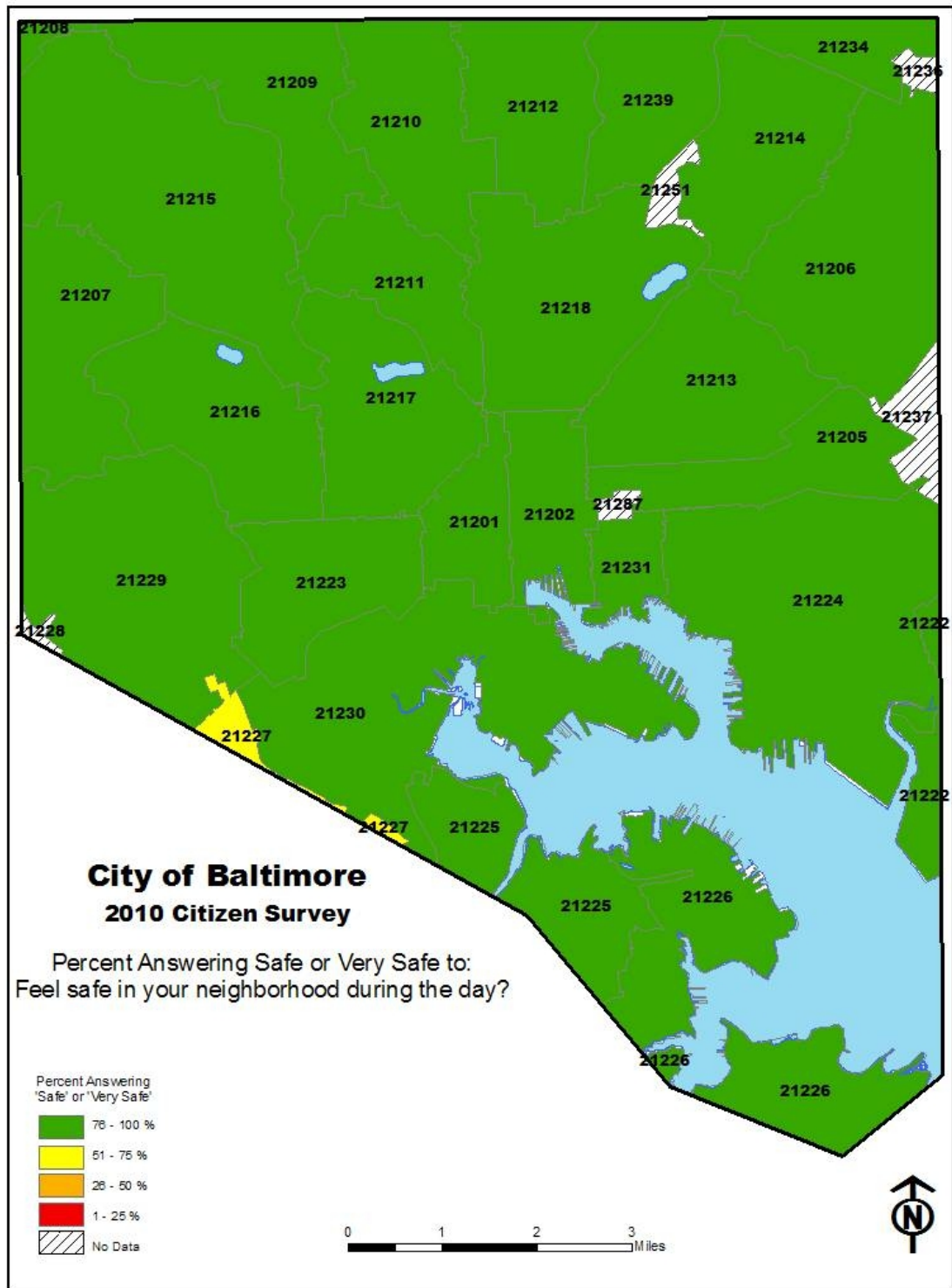


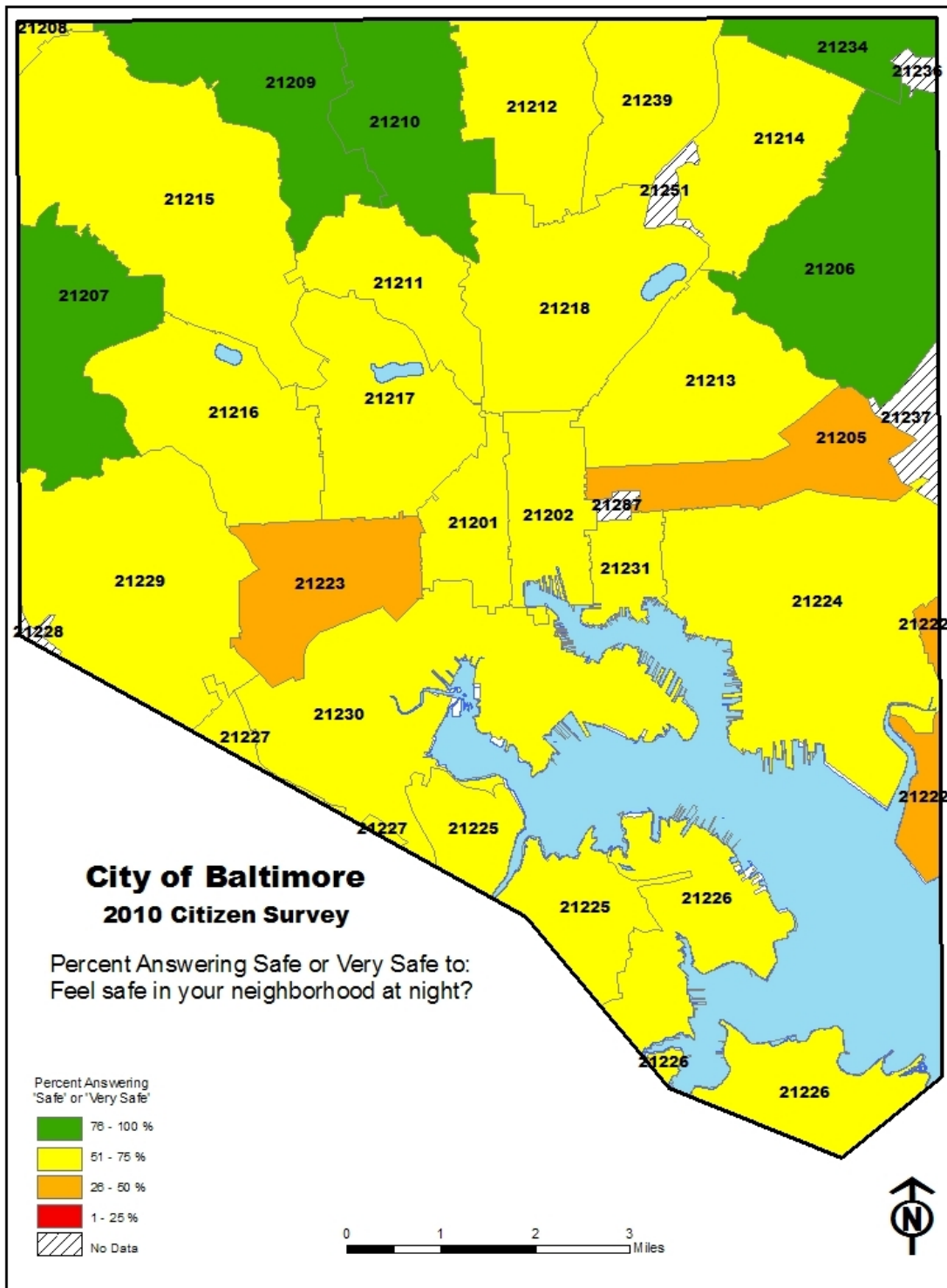


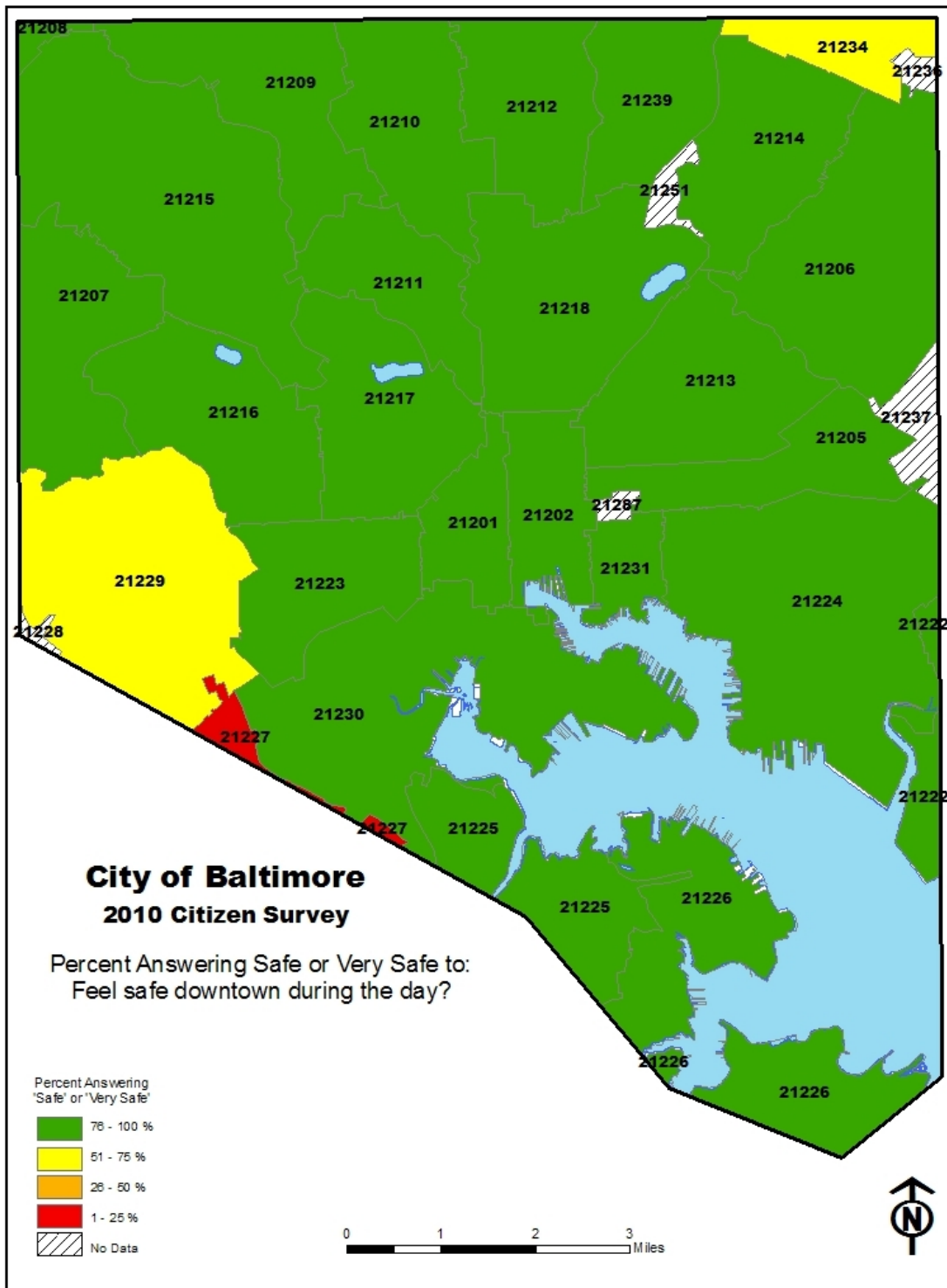


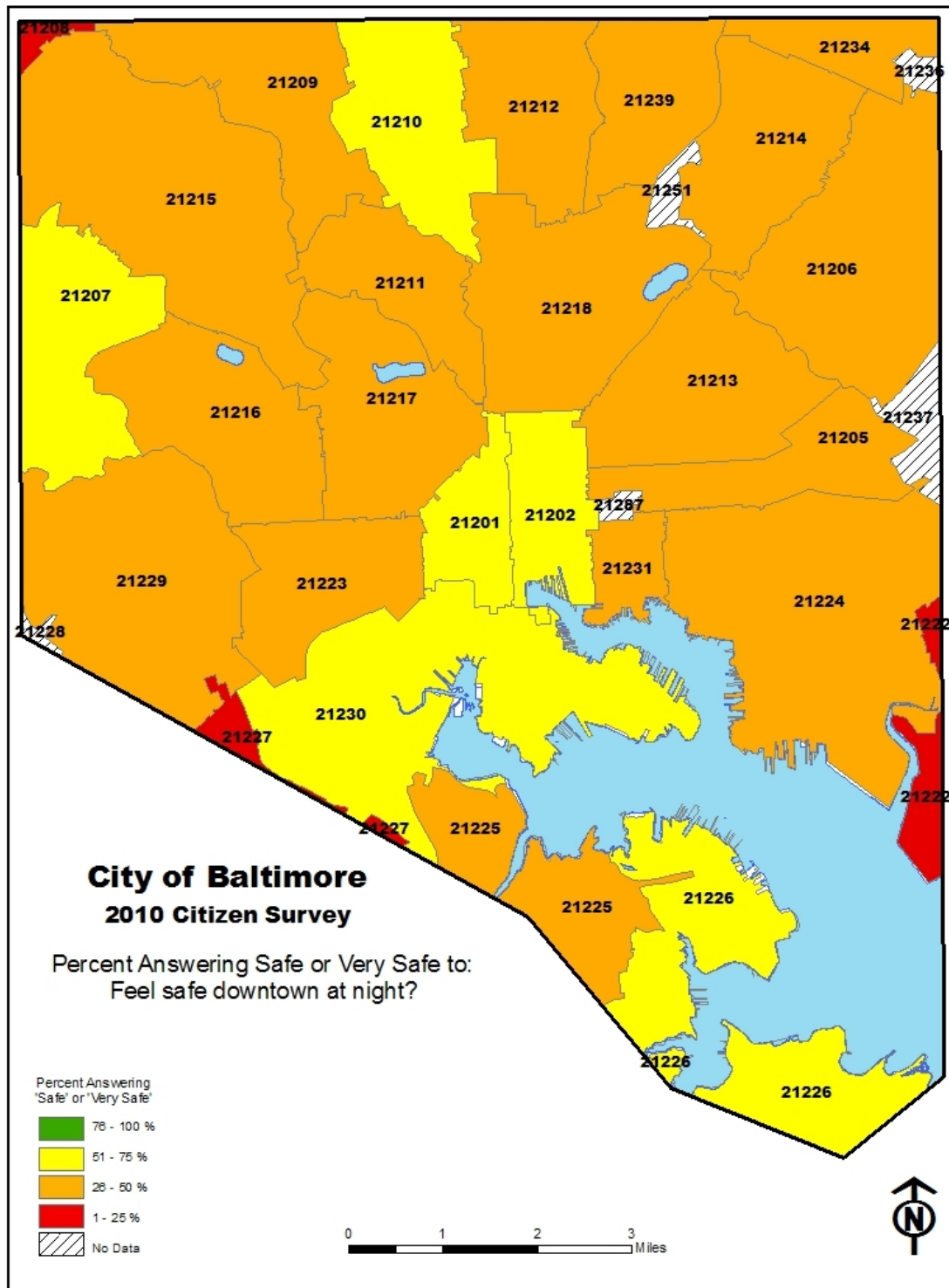


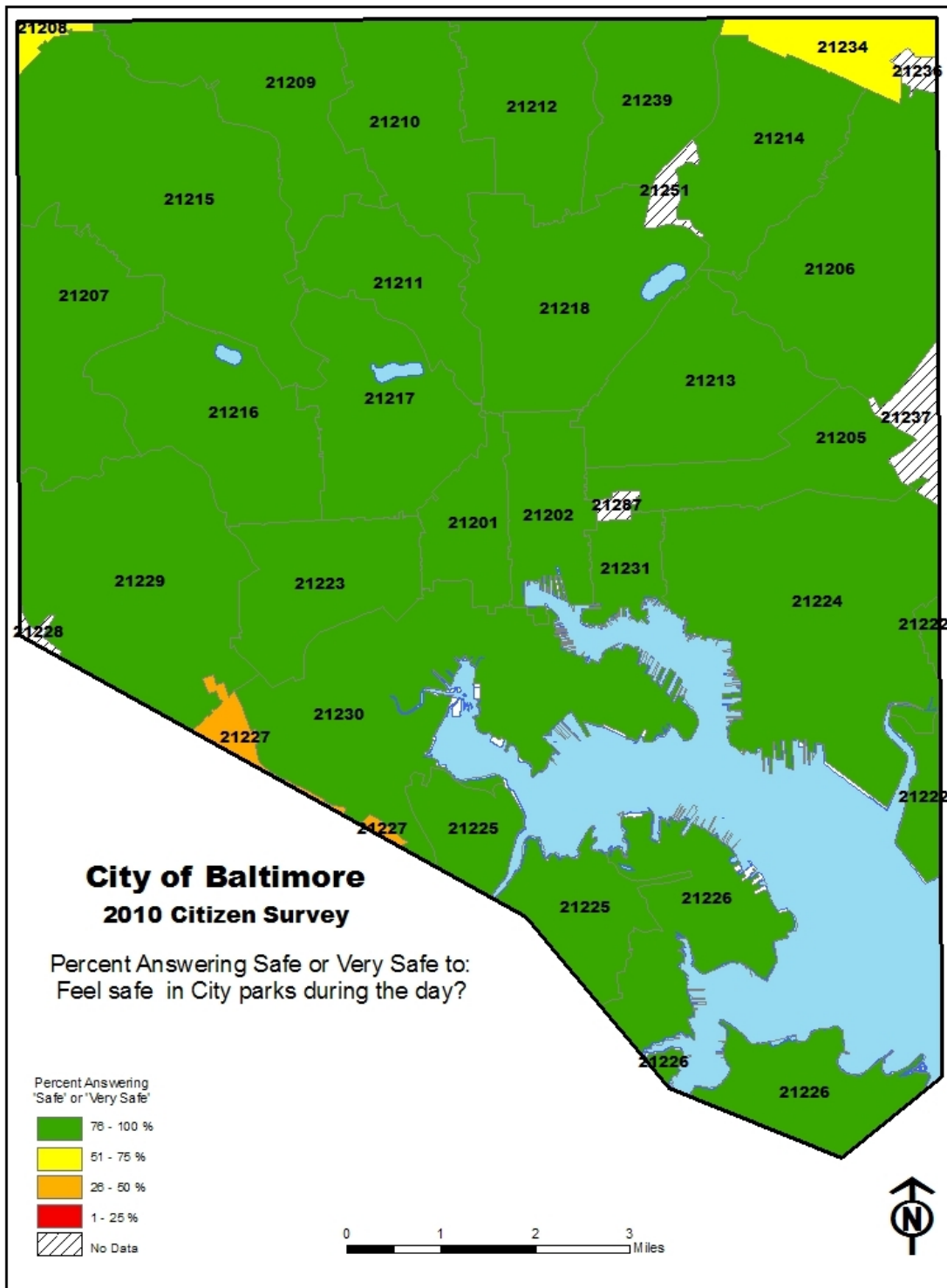


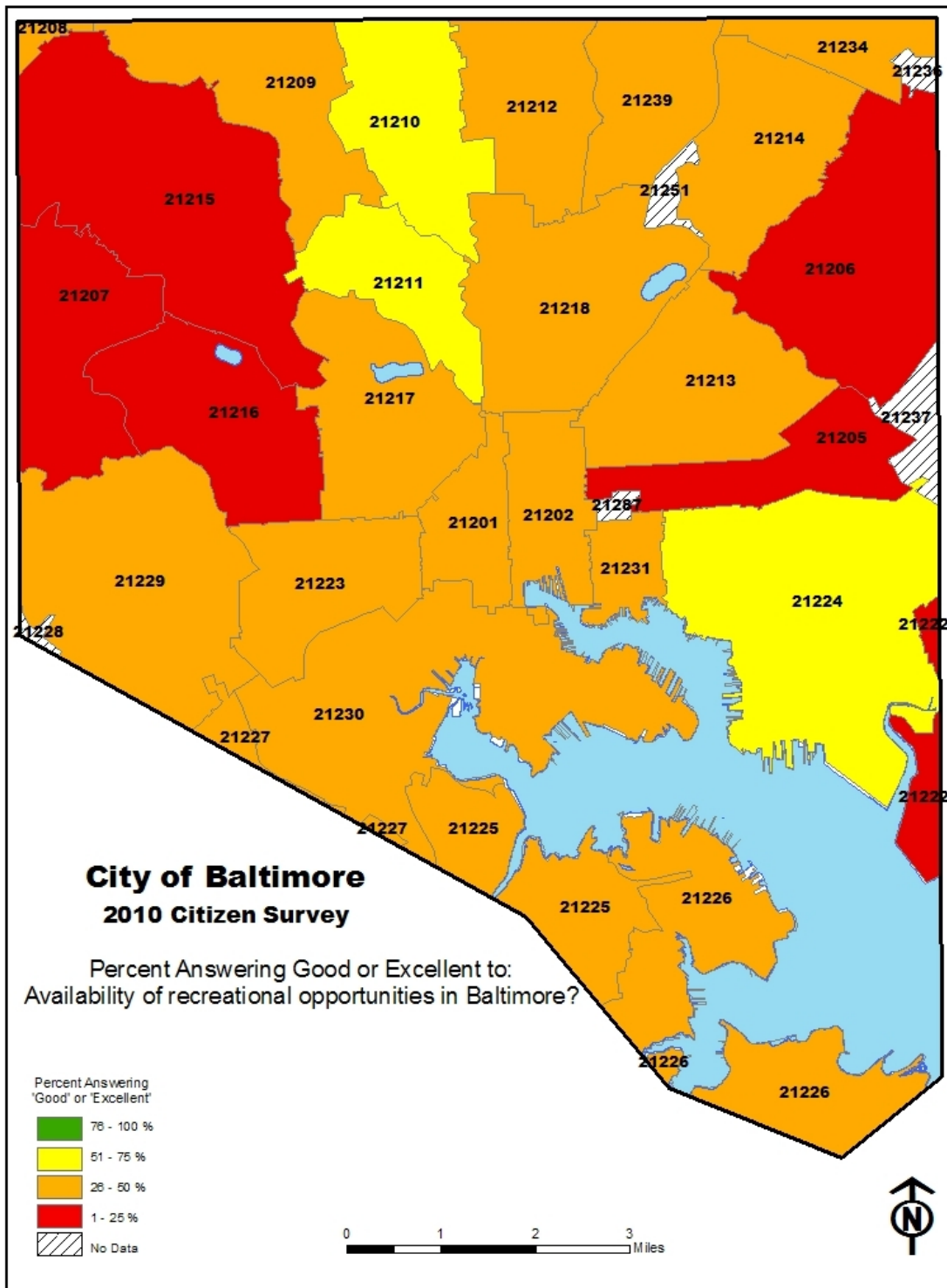




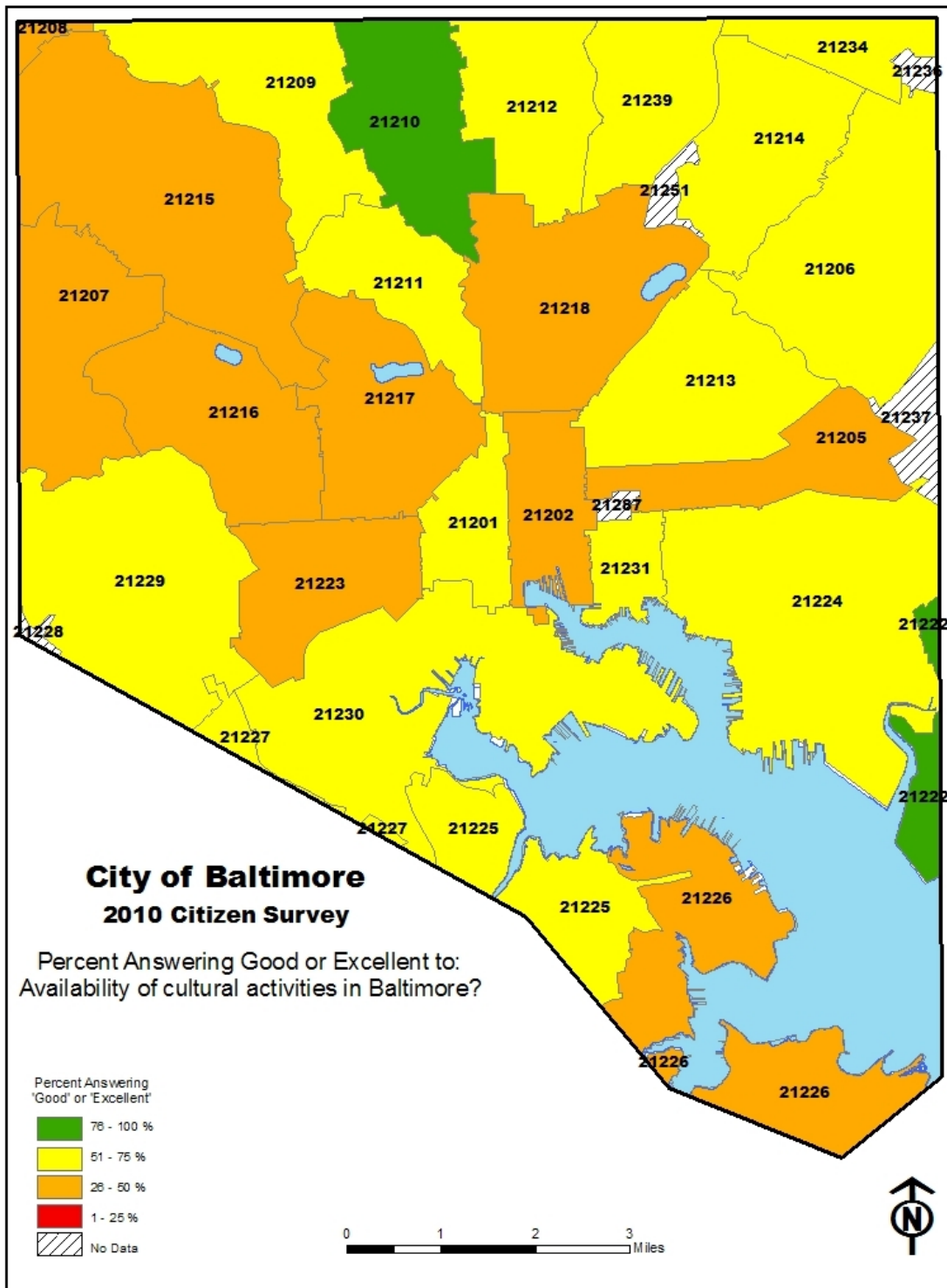












**2. Appendix B: Survey Instrument with Responses**

**Baltimore City Resident Survey 2010**

*[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.]*

*All responses, unless otherwise noted, had 1,817 respondents.*

| <b>1. How would you rate ...</b> |                                                                              | Excellent | Good  | Fair  | Poor  | DK    |
|----------------------------------|------------------------------------------------------------------------------|-----------|-------|-------|-------|-------|
| <b>(N=1,817)</b>                 |                                                                              |           |       |       |       |       |
| a.                               | How do you rate the cleanliness of the city?                                 | 2.6%      | 19.4% | 51.3% | 25.0% | 1.7%  |
| b.                               | How do you rate the cleanliness of your neighborhood?                        | 18.4%     | 38.5% | 29.2% | 13.7% | .2%   |
| c.                               | How do you rate the amount of green space in Baltimore?                      | 9.1%      | 34.5% | 26.2% | 15.4% | 4.7%  |
| d.                               | How do you rate the amount of green space in your neighborhood?              | 22.0%     | 35.7% | 24.6% | 15.1% | 2.6%  |
| e.                               | How do you rate the availability of good jobs in Baltimore?                  | 3.2%      | 11.4% | 29.4% | 41.6% | 14.2% |
| f.                               | How do you rate the availability of cultural activities in Baltimore?        | 16.0%     | 27.6% | 35.5% | 15.6% | 4.8%  |
| g.                               | How do you rate the availability of recreational opportunities in Baltimore? | 8.6%      | 22.2% | 32.3% | 30.3% | 6.4%  |

| <b>2. Overall how satisfied would you say you are with the quality of the services that Baltimore City provides? Would you say you are...</b> |           |                                   |             |                  |      |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------------------|-------------|------------------|------|
| Very Satisfied                                                                                                                                | Satisfied | Neither Satisfied nor Unsatisfied | Unsatisfied | Very Unsatisfied | D/K  |
| 3.6%                                                                                                                                          | 39.2%     | 18.3%                             | 25.5%       | 12.0%            | 1.3% |

**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<br>[Note – Randomize<br>order]                                                                | 3a. On a scale<br>of 1 to 10 how<br>important are<br>the following<br>services to<br>you? | 3b. How satisfied are you with this service?<br>4= Excellent 3= Good 2= Fair 1= Poor 8= No<br>Experience 9= Refused<br>(Don't know will be added to the final response set.) |       |       |       |       |      |
|----|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|------|
|    |                                                                                                       |                                                                                           | 4                                                                                                                                                                            | 3     | 2     | 1     | 8     | 9    |
| a. | Police protection                                                                                     | 9.28                                                                                      | 11.9%                                                                                                                                                                        | 34.6% | 32.3% | 15.1% | 6.0%  | 0.1% |
| b. | Fire protection                                                                                       | 9.45                                                                                      | 25.4%                                                                                                                                                                        | 36.2% | 14.4% | 2.8%  | 21.2% | 0%   |
| c. | Street and sidewalk<br>maintenance                                                                    | 9.04                                                                                      | 6.8%                                                                                                                                                                         | 23.6% | 38.3% | 28.7% | 2.5%  | 0.1% |
| d. | (K-12) Education                                                                                      | 8.36                                                                                      | 9.2%                                                                                                                                                                         | 16.4% | 29.9% | 21.1% | 22.5% | 0.9% |
| e. | Street lighting                                                                                       | 8.89                                                                                      | 14.9%                                                                                                                                                                        | 45.4% | 29.6% | 8.6%  | 1.5%  | 0%   |
| f. | Snow removal                                                                                          | 8.82                                                                                      | 13.1%                                                                                                                                                                        | 28.5% | 26.2% | 31.5% | .6%   | 0%   |
| g. | Trash removal                                                                                         | 9.25                                                                                      | 15.7%                                                                                                                                                                        | 32.1% | 26.1% | 23.6% | 2.4%  | 0.1% |
| h. | Curbside recycling                                                                                    | 7.99                                                                                      | 22.1%                                                                                                                                                                        | 34.3% | 21.7% | 8.2%  | 12.7% | 1.0% |
| i. | Rat control                                                                                           | 8.83                                                                                      | 4.5%                                                                                                                                                                         | 14.6% | 25.4% | 40.0% | 15.2% | 0.2% |
| j. | EMS/Ambulance service                                                                                 | 9.29                                                                                      | 22.6%                                                                                                                                                                        | 31.6% | 13.9% | 3.7%  | 28.8% | 0.4% |
| k. | 311 (non-emergency)<br>service                                                                        | 8.17                                                                                      | 17.8%                                                                                                                                                                        | 30.2% | 19.9% | 9.1%  | 22.4% | 0.5% |
| l. | Housing code<br>enforcement (illegal<br>dumping, high grass and<br>weeds, poorly<br>maintained homes) | 7.70                                                                                      | 4.6%                                                                                                                                                                         | 16.5% | 30.8% | 17.5% | 27.9% | 2.7% |
| m. | Water and sewer<br>services                                                                           | 9.19                                                                                      | 17.3%                                                                                                                                                                        | 43.6% | 26.4% | 7.2%  | 5.2%  | 0.2% |

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

1. Police (42.1%),
2. Trash/Sanitation (12%),
3. Ambulance/EMS/Fire (11.9%),
4. Education (11.3%),
5. Safety (6.6%),
6. Water/Sewer (2.2%),
7. Roads/Transportation (2.1%),
8. Housing (1.4%)

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

1. Ambulance/EMS/Fire (33.1%),
2. Police (18.7%),
3. Trash/Sanitation (14%),
4. Education (10%),
5. Water/Sewer (3.7%),
6. Code Enforcement (2.3%),
7. Safety (2%),
8. Health Care (1.9%),
9. Rec and Parks (1.8%),
10. Jobs (1.5%)

**Combined Total**

1. Police (30.7%),
2. Ambulance/EMS/Fire (22.2%),
3. Trash/Sanitation (12.9%),
4. Education (10.7%),
5. Safety (4.4%),
6. Water/Sewer (2.9%),
7. Roads/Transportation (1.7%),
8. Health Care (1.3%),
9. Rec and Parks (1.2%),
10. Other (1.2%),
11. Housing (1.2%),
12. Code Enforcement (1.1%),
13. Jobs (1.1%)

**5. During the past year, how often did you [insert list from below] Would you say daily, weekly, monthly, occasionally, or never.**

|    |                                           | Daily | Weekly | Monthly | Occasionally | Never<br>[If never<br>– why] | Refused |
|----|-------------------------------------------|-------|--------|---------|--------------|------------------------------|---------|
| a. | Visit a City Park                         | 10.3% | 16.4%  | 8.8%    | 40.9%        | 22.6%                        | 0.1%    |
| b. | Visit a City Run Pool (during the season) | 1.9%  | 1.8%   | 1.5%    | 8.1%         | 85.5%                        | 0.3%    |
| c. | Visit a City Library                      | 3.4%  | 10.9%  | 13.2%   | 35.4%        | 36.1%                        | 0.2%    |

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

|    | (N=1,390)               | Very Satisfied | Satisfied | Neither Satisfied nor Unsatisfied | Unsatisfied | Very Unsatisfied | No Opinion/ DK (Volunteered) |
|----|-------------------------|----------------|-----------|-----------------------------------|-------------|------------------|------------------------------|
| a. | Cleanliness             | 18.0%          | 45.5%     | 4.3%                              | 7.4%        | 1.2%             | 0.1%                         |
| b. | Convenience of Location | 27.0%          | 39.2%     | 4.7%                              | 4.7%        | 0.5%             | 0.4%                         |

**7. What is the primary reason why you have not visited a city park in the past year? (Of those who never visit parks) (N=409)**

|                                       |       |
|---------------------------------------|-------|
| Locations are not convenient          | 7.8%  |
| Hours of operation are not convenient | 1.2%  |
| The facilities I want are not offered | 1.8%  |
| I don't feel safe there               | 27.4% |
| They are not clean - trash            | 4.8%  |
| They are not clean – dog feces        | 0.5%  |
| Other specify -                       | 44.8% |
| Don't know                            | 11.8% |
| Refused                               | 0.1%  |

**8. Thinking about the City Run Pools you have visited in the past year, how satisfied were you with the [insert list from below], would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied or very unsatisfied? (N=239-242)**

|    |                         | Very Satisfied | Satisfied | Neither Satisfied nor Unsatisfied | Unsatisfied | Very Unsatisfied | No Opinion/ DK (Volunteered) |
|----|-------------------------|----------------|-----------|-----------------------------------|-------------|------------------|------------------------------|
| a. | Convenience of location | 4.4%           | 7.2%      | 0.3%                              | 1.4%        | 0.1%             | 0%                           |
| b. | Hours of operation      | 2.8%           | 9.2%      | 0.2%                              | 1.1%        | 0%               | 0.1%                         |
| c. | Cleanliness             | 2.8%           | 8.5%      | 0.3%                              | 1.5%        | 0.1%             | 0.1%                         |
| d. | Helpfulness of staff    | 2.9%           | 7.7%      | 0.7%                              | 1.7%        | 0.2%             | 0.2%                         |

| <b>9. What is the primary reason why you have not visited a City Run Pool in the past year?<br/>(Of those who never visit city pools) (N=1,537)</b> |       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Locations are not convenient                                                                                                                        | 6.5%  |
| Hours of operation are not convenient                                                                                                               | 1.1%  |
| I don't feel safe there                                                                                                                             | 8%    |
| They are not clean                                                                                                                                  | 11%   |
| I have no interest in swimming                                                                                                                      | 12.9% |
| I can't swim                                                                                                                                        | 17.5% |
| Other specify -                                                                                                                                     | 35%   |
| Don't know                                                                                                                                          | 7.8%  |
| Refused                                                                                                                                             | 0.9%  |

**OTHER BREAKDOWN (q9)**

1. Other Pool (19%),
2. Disability (6%),
3. Too Old (5%),
4. Busy (3%)

| <b>10. Thinking about the City libraries you have visited in the past year, how satisfied were you with the [insert list from below], would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied or very unsatisfied? (For those who visit City libraries) (N-1,112-1,141)</b> |                                           |                |           |                                   |             |                  |                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|----------------|-----------|-----------------------------------|-------------|------------------|------------------------------|
|                                                                                                                                                                                                                                                                                                             |                                           | Very Satisfied | Satisfied | Neither Satisfied nor Unsatisfied | Unsatisfied | Very Unsatisfied | No Opinion/ DK (Volunteered) |
| a.                                                                                                                                                                                                                                                                                                          | Convenience of location                   | 43.7%          | 49.2%     | 2%                                | 4.6%        | 0.5%             | 0.1%                         |
| b.                                                                                                                                                                                                                                                                                                          | Hours of operation                        | 30.1%          | 56.3%     | 4.6%                              | 8.8%        | 0.2%             | 0.6%                         |
| c.                                                                                                                                                                                                                                                                                                          | Availability of materials you want to use | 34%            | 57.4%     | 3.2%                              | 4.8%        | 0.7%             | 0.5%                         |
| d.                                                                                                                                                                                                                                                                                                          | Helpfulness of staff                      | 44.8%          | 49.4%     | 2.6%                              | 2.5%        | 0.6%             | 1.7%                         |

| <b>11. What is the primary reason why you have not visited a city library in the past year?<br/>(For those who visit City libraries) (N=598)</b> |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Locations are not convenient                                                                                                                     | 8%    |
| Hours of operation are not convenient                                                                                                            | 2.7%  |
| The services I want are not offered                                                                                                              | 4%    |
| I don't feel safe there                                                                                                                          | 3.7%  |
| Too crowded                                                                                                                                      | .6%   |
| No parking                                                                                                                                       | 1.6%  |
| Never any computers open                                                                                                                         | 1%    |
| I buy my books                                                                                                                                   | 10.1% |
| Other specify* -                                                                                                                                 | 68.4% |
| Refused                                                                                                                                          | 2.9%  |

**OTHER BREAKDOWN (q11)**

- \*1. No Need (28%),
2. Use Internet/Computer (14%),
3. Use other library (10%),
4. My library closed (3%)

**12. 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. (N=1,770-1,808)**

| [RANDOMIZE] |                       | Always | Most of the Time | Sometimes | Rarely | Never | Refused |
|-------------|-----------------------|--------|------------------|-----------|--------|-------|---------|
| a.          | Public Transportation | 17.1%  | 8.7%             | 13.6%     | 17.2%  | 42.8% | 0.5%    |
| b.          | Bicycle               | 1.2%   | 1.5%             | 5.1%      | 4.8%   | 84.4% | 2.0%    |
| c.          | Walk                  | 15.1%  | 13.4%            | 24.4%     | 9.2%   | 34.4% | 2.6%    |

**13. What is the single most important reason you did not [insert from below] more often to school, work, or shopping?**

|    |                                      |                                                                                                                                                                                                                                                                                                                                   |
|----|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. | Take public transportation (N=1,175) | <ol style="list-style-type: none"> <li>1. Don't want to use public transportation (56%),</li> <li>2. Does not go where I want to go (14%),</li> <li>3. Takes too long (8%),</li> <li>4. Not safe (7%),</li> <li>5. Not reliable (7%),</li> <li>6. Don't know (8%).</li> </ol>                                                     |
| b. | Ride a bike (N=1,562)                | <ol style="list-style-type: none"> <li>1. Don't own a bike (37%),</li> <li>2. Don't want to ride a bike (15%),</li> <li>3. Not safe (12%),</li> <li>4. Can't ride a bike (10%),</li> <li>5. Too far to ride a bike (9%),</li> <li>6. No bike lanes (3%),</li> <li>7. Poor sidewalks (1%),</li> <li>8. Don't know (13%)</li> </ol> |
| c. | Walk (N=1,110)                       | <ol style="list-style-type: none"> <li>1. Don't want to walk (54.4%),</li> <li>2. Can't walk well (15.2%),</li> <li>3. Not safe (14.5%),</li> <li>4. Not enough sidewalks (2.2%),</li> <li>5. Broken sidewalks (1.3%),</li> <li>6. Blocked sidewalks (0.5%),</li> <li>7. Don't know (11.9%)</li> </ol>                            |

| <b>14. 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?</b> |                                                                                                   |               |                  |                 |                      |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|---------------|------------------|-----------------|----------------------|-------|
| RANDOMIZE                                                                                                                                                                                          |                                                                                                   | Not a problem | Moderate Problem | Serious Problem | Very Serious Problem | D/K   |
| a.                                                                                                                                                                                                 | Illegal dumping                                                                                   | 10.4%         | 22.7%            | 32.1%           | 24.9%                | 9.7%  |
| b.                                                                                                                                                                                                 | Illegal drug use                                                                                  | 2.2%          | 4.9%             | 26.9%           | 62.9%                | 3.0%  |
| c.                                                                                                                                                                                                 | Traffic congestion                                                                                | 13.0%         | 34.6%            | 28.9%           | 19.8%                | 3.5%  |
| d.                                                                                                                                                                                                 | Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross) | 7.7%          | 25.3%            | 32.4%           | 31.5%                | 3.0%  |
| e.                                                                                                                                                                                                 | Violent crime                                                                                     | 2.7%          | 6.8%             | 30.3%           | 58.5%                | 1.8%  |
| f.                                                                                                                                                                                                 | Property crime (homes, cars)                                                                      | 7.2%          | 24.7%            | 34.1%           | 28.7%                | 5.3%  |
| g.                                                                                                                                                                                                 | Graffiti                                                                                          | 21.8%         | 40.0%            | 21.0%           | 11.4%                | 5.8%  |
| h.                                                                                                                                                                                                 | Homelessness                                                                                      | 4.2%          | 16.3%            | 38.6%           | 37.2%                | 3.7%  |
| i.                                                                                                                                                                                                 | Vacant or abandoned buildings                                                                     | 5.3%          | 9.9%             | 38.1%           | 44.5%                | 2.1%  |
| j.                                                                                                                                                                                                 | Poorly maintained homes and properties                                                            | 8.1%          | 21.6%            | 34.6%           | 32.6%                | 3.1%  |
| k.                                                                                                                                                                                                 | A lack of affordable housing                                                                      | 11.5%         | 17.0%            | 33.2%           | 27.7%                | 10.5% |
| l.                                                                                                                                                                                                 | Finding parking in your neighborhood                                                              | 50.0%         | 21.1%            | 12.2%           | 13.9%                | 2.7%  |
| m.                                                                                                                                                                                                 | Finding parking in commercial areas                                                               | 16.5%         | 27.0%            | 25.6%           | 24.9%                | 5.8%  |
| n.                                                                                                                                                                                                 | Panhandling                                                                                       | 17.5%         | 33.4%            | 25.9%           | 17.9%                | 5.3%  |

| <b>15. 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 | 37.6%     | 53.8% | 6.0%   | 1.7%        | 0.7%                         |
| b.                                                                                                                                                                                    | In your neighborhood at night       | 18.0%     | 49.6% | 24.0%  | 6.3%        | 1.8%                         |
| c.                                                                                                                                                                                    | Downtown during the day             | 21.6%     | 55.9% | 11.8%  | 1.8%        | 8.1%                         |
| d.                                                                                                                                                                                    | Downtown at night                   | 4.9%      | 32.0% | 32.5%  | 13.4%       | 15.4%                        |
| e.                                                                                                                                                                                    | In city parks during the day        | 14.3%     | 59.4% | 8.6%   | 2.5%        | 13.7%                        |



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

|    |                                | Very Satisfied | Satisfied | Neither Satisfied nor Unsatisfied | Unsatisfied | Very Unsatisfied | No Opinion/ DK (Volunteered) |
|----|--------------------------------|----------------|-----------|-----------------------------------|-------------|------------------|------------------------------|
| a. | Level of Police presence       | 14.6%          | 45.4%     | 9.4%                              | 22.5%       | 5.1%             | 3.0%                         |
| b. | Their responsiveness           | 16.0%          | 45.3%     | 5.8%                              | 19.8%       | 4.7%             | 8.4%                         |
| c. | Their approachability          | 13.5%          | 42.9%     | 9.5%                              | 17.6%       | 6.3%             | 10.2%                        |
| d. | Their ability to prevent crime | 9.1%           | 38.6%     | 11.8%                             | 25.6%       | 7.4%             | 7.4%                         |

**17. Did you contact a city Employee in the past year?**

|     |       |
|-----|-------|
| Yes | 51.1% |
| No  | 48.0% |

**17a. Thinking about your most recent contact with a City employee, who did you contact, was he or she a ... (Of those who contacted a city employee in the past year) (N=927)**

|                                |       |
|--------------------------------|-------|
| 311 operator                   | 52.6% |
| City hall operator             | 3.8%  |
| City council member            | 6.8%  |
| Other city employee (specify)* | 34.6% |
| Don't know/ can't remember     | 2.1%  |
| Refused                        | 0.1%  |

OTHER BREAKDOWN (q17a)

- \*1 .911/Police (4.1%),
- 2. Water/Sewer (1.8%),
- 3. Housing (1%),
- 4. Trash/Sanitation (1%)

**18. Overall, how satisfied were you with the [insert from list below]? Would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied, or very unsatisfied? (For those who spoke to City Employee) (N= 918-925)**

|    | Aspect                                | Very Satisfied | Satisfied | Neither Satisfied nor Unsatisfied | Unsatisfied | Very Unsatisfied | No Opinion/ DK (Volunteered) |
|----|---------------------------------------|----------------|-----------|-----------------------------------|-------------|------------------|------------------------------|
| a. | Level of service you received         | 28.9%          | 32.8%     | 7.9%                              | 21.2%       | 9.2%             | 0.2%                         |
| b. | Knowledge of the employee             | 29%            | 43.2%     | 5.7%                              | 15.8%       | 6.4%             | 0.6%                         |
| b. | Timeliness of the employee's response | 29%            | 39.1%     | 4.1%                              | 18.2%       | 9.6%             | 0.3%                         |
| c. | The resolution of your concerns       | 20.9%          | 33.3%     | 6.8%                              | 25.8%       | 13.3%            | 0.5%                         |

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

Round Number of years to nearest whole year:

**Average = 34 years**

**Range = <1 to 96 years**

**21. 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?         | 20.0%       | 47.6%  | 21.7%      | 8.4%              | 2.3% |
| b. | Recommend living in your neighborhood to your friends? | 28.5%       | 43.7%  | 17.8%      | 8.9%              | 1.1% |
| c. | Recommend Baltimore as a place to raise children?      | 10.6%       | 36.9%  | 33.9%      | 14.4%             | 4.2% |
| d. | Recommend Baltimore as a place to retire?              | 10.2%       | 34.0%  | 35.2%      | 16.4%             | 4.2% |
| e. | Recommend buying a home in Baltimore?                  | 17.1%       | 47.6%  | 23.5%      | 8.8%              | 3.0% |

**22. 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 | DK   |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------|------------|-------------------|------|
|                                                                                                                                                 | 19.5%       | 12.7%  | 39.6%      | 26.0%             | 2.1% |

**22a. If you are planning to leave the City, what is the primary reason why? (ask only if response to 22 was “very likely” or “likely”) [Field code, do not read response options.] (N=624)**

|                                             |       |
|---------------------------------------------|-------|
| Crime rate is too high                      | 21.5% |
| Poor quality public schools                 | 3.1%  |
| Taxes are too high                          | 8.0%  |
| Not enough open space/desire for a backyard | 1.3%  |
| Cost of Living is too high                  | 6.0%  |
| Pursue another job                          | 7.5%  |
| Pursue an education                         | 2.9%  |
| Moving is involuntary                       | 1.5%  |
| Other <b>Specify*</b> _____                 | 46%   |
| Don't know                                  | 0.8%  |

**23. In your opinion, what is the single most important thing City government can do to improve life in the City?**

1. Crime Prevention (37%),
2. Housing (10.9%),
3. Education (10.4%),
4. Taxes (8.2%),
5. Recreation (7.4%),
6. No Answer (6.4%),
7. Employment (4.7%),
8. Community Relations (3%),
9. Cleanliness (2.6%),
10. Political Integrity (2.4%),
11. Trash Removal (2.2%),
12. Communication (1.5%)

**24. What is the source of information that has the most impact on your opinions about the City and City services? [Field Code]**

|                            |       |
|----------------------------|-------|
| TV News                    | 35.2% |
| Newspaper                  | 14.1% |
| Your own experiences       | 26.5% |
| Radio                      | 3.1%  |
| Friends or neighbors       | 3.3%  |
| City website               | 5.3%  |
| Other <b>Specify</b> _____ | 7.9%  |
| Don't know                 | 4.8%  |

**OTHER BREAKDOWN (Q24)**

1. Life experience (1.2%),
2. Website (0.9%),
3. Local government (0.6%).

**25. If we were trying to get information to you quickly about a City policy or City services, what would be the best way to communicate with you?**

[Field Code]

|                             |       |
|-----------------------------|-------|
| E-mail                      | 25.8% |
| City website                | 3.0%  |
| TV news                     | 22.4% |
| Radio                       | 1.3%  |
| Text message                | 0.3%  |
| Twitter                     | 0%    |
| Facebook                    | 0.7%  |
| Other <b>Specify*</b> _____ | 45.6% |
| Don't know                  | 0.7%  |

OTHER BREAKDOWN (Q25)

1. Phone (22.4%),
2. Mailings (15.6%),
3. Local Newspaper (1.2%),
4. Websites (0.5%)

\*Respondents' demographics are presented in Table 9 of the report.

### 3. Appendix C: Respondent Characteristics, by Planning District

**Table 1: Respondent Characteristics, Baltimore City**

|                                          |      |                                    |     |
|------------------------------------------|------|------------------------------------|-----|
| <b>Gender</b>                            |      | <b>Marital Status</b>              |     |
| Male                                     | 45%  | Married                            | 40% |
| Female                                   | 55%  | Living with someone as a partner   | 8%  |
| <b>Disability in home</b>                |      | Single                             | 35% |
| I have a disability                      | 14%  | Divorced, separated or widowed     | 18% |
| Someone in my household has a disability | 11%  | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 74%  | Yes                                | 88% |
| <b>Race</b>                              |      | No                                 | 12% |
| White – Not Hispanic                     | 35%  | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 61%  | Yes                                | 77% |
| Hispanic                                 | 0.5% | No                                 | 23% |
| Asian                                    | 0.7% | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 3%   | Yes                                | 51% |
| <b>Respondent's Age</b>                  |      | No                                 | 48% |
| 18-24                                    | 8%   | <b>Education</b>                   |     |
| 25-34                                    | 21%  | Less than High School              | 10% |
| 35-44                                    | 25%  | High School graduate or GED        | 33% |
| 45-54                                    | 12%  | Some College or Technical School   | 21% |
| 55-64                                    | 16%  | College Graduate (4 year degree)   | 20% |
| 65+                                      | 18%  | Graduate or professional education | 16% |
| <b>Work Sector</b>                       |      | <b>Annual Household Income</b>     |     |
| Nonprofit sector                         | 11%  | Under \$25,000                     | 26% |
| The private sector                       | 27%  | \$25,001-\$50,000                  | 29% |
| The government sector                    | 18%  | \$50,001-\$75,000                  | 19% |
| <b>Self-Employed</b>                     |      | \$75,001-\$100,000                 | 8%  |
| Unemployed                               | 10%  | Over \$100,000                     | 17% |
| Student                                  | 3%   |                                    |     |
| Retired                                  | 21%  |                                    |     |
| Fulltime homemaker or caregiver          | 5%   |                                    |     |
| Self-Employed                            | 3%   |                                    |     |

**Table 2: Respondent Characteristics, Central District**

|                                          |      |                                    |     |
|------------------------------------------|------|------------------------------------|-----|
| <b>Gender</b>                            |      | <b>Marital Status</b>              |     |
| Male                                     | 48%  | Married                            | 20% |
| Female                                   | 52%  | Living with someone as a partner   | 23% |
| <b>Disability in home</b>                |      | Single                             | 41% |
| I have a disability                      | 6.1% | Divorced, separated or widowed     | 16% |
| Someone in my household has a disability | 6.1% | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 88%  | Yes                                | 81% |
| <b>Race</b>                              |      | No                                 | 19% |
| White – Not Hispanic                     | 41%  | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 58%  | Yes                                | 72% |
| Hispanic                                 | 0%   | No                                 | 28% |
| Asian                                    | 0%   | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 0%   | Yes                                | 63% |
| <b>Respondent's Age</b>                  |      | No                                 | 35% |
| 18-24                                    | 10%  | <b>Education</b>                   |     |
| 25-34                                    | 35%  | Less than High School              | 13% |
| 35-44                                    | 15%  | High School graduate or GED        | 33% |
| 45-54                                    | 9%   | Some College or Technical School   | 7%  |
| 55-64                                    | 15%  | College Graduate (4 year degree)   | 17% |
| 65+                                      | 16%  | Graduate or professional education | 31% |
| <b>Work Sector</b>                       |      | <b>Annual Household Income</b>     |     |
| Nonprofit sector                         | 3%   | Under \$25,000                     | 32% |
| The private sector                       | 38%  | \$25,001-\$50,000                  | 21% |
| The government sector                    | 24%  | \$50,001-\$75,000                  | 26% |
| <b>Self-Employed</b>                     |      | \$75,001-\$100,000                 | 2%  |
| Unemployed                               | 5%   | Over \$100,000                     | 18% |
| Student                                  | 0%   |                                    |     |
| Retired                                  | 25%  |                                    |     |
| Fulltime homemaker or caregiver          | 1%   |                                    |     |
| Self-Employed                            | 0%   |                                    |     |

**Table 3: Respondent Characteristics, Eastern District**

|                                          |     |                                    |     |
|------------------------------------------|-----|------------------------------------|-----|
| <b>Gender</b>                            |     | <b>Marital Status</b>              |     |
| Male                                     | 51% | Married                            | 27% |
| Female                                   | 49% | Living with someone as a partner   | 16% |
| <b>Disability in home</b>                |     | Single                             | 42% |
| I have a disability                      | 15% | Divorced, separated or widowed     | 16% |
| Someone in my household has a disability | 18% | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 67% | Yes                                | 92% |
| <b>Race</b>                              |     | No                                 | 8%  |
| White – Not Hispanic                     | 23% | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 71% | Yes                                | 75% |
| Hispanic                                 | 1%  | No                                 | 25% |
| Asian                                    | 5%  | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 0%  | Yes                                | 58% |
| <b>Respondent's Age</b>                  |     | No                                 | 43% |
| 18-24                                    | 16% | <b>Education</b>                   |     |
| 25-34                                    | 19% | Less than High School              | 8%  |
| 35-44                                    | 25% | High School graduate or GED        | 57% |
| 45-54                                    | 10% | Some College or Technical School   | 9%  |
| 55-64                                    | 16% | College Graduate (4 year degree)   | 13% |
| 65+                                      | 14% | Graduate or professional education | 13% |
| <b>Work Sector</b>                       |     | <b>Annual Household Income</b>     |     |
| Nonprofit sector                         | 12% | Under \$25,000                     | 41% |
| The private sector                       | 27% | \$25,001-\$50,000                  | 32% |
| The government sector                    | 14% | \$50,001-\$75,000                  | 11% |
| <b>Self-Employed</b>                     |     | \$75,001-\$100,000                 | 3%  |
| Unemployed                               | 12% | Over \$100,000                     | 14% |
| Student                                  | 4%  |                                    |     |
| Retired                                  | 21% |                                    |     |
| Fulltime homemaker or caregiver          | 4%  |                                    |     |
| Self-Employed                            | 0%  |                                    |     |

**Table 4: Respondent Characteristics, Northern District**

|                                          |     |                                    |     |
|------------------------------------------|-----|------------------------------------|-----|
| <b>Gender</b>                            |     | <b>Marital Status</b>              |     |
| Male                                     | 45% | Married                            | 42% |
| Female                                   | 55% | Living with someone as a partner   | 6%  |
| <b>Disability in home</b>                |     | Single                             | 37% |
| I have a disability                      | 14% | Divorced, separated or widowed     | 16% |
| Someone in my household has a disability | 9%  | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 76% | Yes                                | 90% |
| <b>Race</b>                              |     | No                                 | 11% |
| White – Not Hispanic                     | 39% | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 57% | Yes                                | 79% |
| Hispanic                                 | 0%  | No                                 | 21% |
| Asian                                    | 0%  | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 3%  | Yes                                | 57% |
| <b>Respondent's Age</b>                  |     | No                                 | 43% |
| 18-24                                    | 5%  | <b>Education</b>                   |     |
| 25-34                                    | 19% | Less than High School              | 9%  |
| 35-44                                    | 3%  | High School graduate or GED        | 22% |
|                                          | 3%  | Some College or Technical School   | 25% |
| 45-54                                    | 12% | College Graduate (4 year degree)   | 23% |
| 55-64                                    | 15% | Graduate or professional education | 22% |
| 65+                                      | 16% | <b>Annual Household Income</b>     |     |
| <b>Work Sector</b>                       |     | Under \$25,000                     | 20% |
| Nonprofit sector                         | 13% | \$25,001-\$50,000                  | 26% |
| The private sector                       | 27% | \$50,001-\$75,000                  | 22% |
| The government sector                    | 18% | \$75,001-\$100,000                 | 10% |
| <b>Self-Employed</b>                     |     | Over \$100,000                     | 23% |
| Unemployed                               | 9%  |                                    |     |
| Student                                  | 3%  |                                    |     |
| Retired                                  | 20% |                                    |     |
| Fulltime homemaker or caregiver          | 2%  |                                    |     |
| Self-Employed                            | 6%  |                                    |     |



**Table 5: Respondent Characteristics, Northeastern District**

|                                          |     |                                    |     |
|------------------------------------------|-----|------------------------------------|-----|
| <b>Gender</b>                            |     | <b>Marital Status</b>              |     |
| Male                                     | 44% | Married                            | 38% |
| Female                                   | 56% | Living with someone as a partner   | 3%  |
| <b>Disability in home</b>                |     | Single                             | 41% |
| I have a disability                      | 15% | Divorced, separated or widowed     | 18% |
| Someone in my household has a disability | 11% | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 75% | Yes                                | 97% |
| <b>Race</b>                              |     | No                                 | 4%  |
| White – Not Hispanic                     | 29% | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 67% | Yes                                | 82% |
| Hispanic                                 | 1%  | No                                 | 18% |
| Asian                                    | 0%  | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 3%  | Yes                                | 51% |
| <b>Respondent's Age</b>                  |     | No                                 | 47% |
| 18-24                                    | 10% | <b>Education</b>                   |     |
| 25-34                                    | 22% | Less than High School              | 8%  |
| 35-44                                    | 23% | High School graduate or GED        | 27% |
| 45-54                                    | 12% | Some College or Technical School   | 29% |
| 55-64                                    | 17% | College Graduate (4 year degree)   | 26% |
| 65+                                      | 16% | Graduate or professional education | 10% |
| <b>Work Sector</b>                       |     | <b>Annual Household Income</b>     |     |
| Nonprofit sector                         | 11% | Under \$25,000                     | 18% |
| The private sector                       | 25% | \$25,001-\$50,000                  | 32% |
| The government sector                    | 14% | \$50,001-\$75,000                  | 27% |
| <b>Self-Employed</b>                     |     | \$75,001-\$100,000                 | 15% |
| Unemployed                               | 6%  | Over \$100,000                     | 9%  |
| Student                                  | 6%  |                                    |     |
| Retired                                  | 21% |                                    |     |
| Fulltime homemaker or caregiver          | 5%  |                                    |     |
| Self-Employed                            | 3%  |                                    |     |

**Table 6: Respondent Characteristics, Northwestern District**

|                                          |     |                                    |     |
|------------------------------------------|-----|------------------------------------|-----|
| <b>Gender</b>                            |     | <b>Marital Status</b>              |     |
| Male                                     | 43% | Married                            | 61% |
| Female                                   | 57% | Living with someone as a partner   | 8%  |
| <b>Disability in home</b>                |     | Single                             | 15% |
| I have a disability                      | 7%  | Divorced, separated or widowed     | 17% |
| Someone in my household has a disability | 13% | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 80% | Yes                                | 84% |
| <b>Race</b>                              |     | No                                 | 16% |
| White – Not Hispanic                     | 43% | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 54% | Yes                                | 88% |
| Hispanic                                 | 0%  | No                                 | 12% |
| Asian                                    | 0%  | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 3%  | Yes                                | 52% |
| <b>Respondent's Age</b>                  |     | No                                 | 48% |
| 18-24                                    | 6%  | <b>Education</b>                   |     |
| 25-34                                    | 9%  | Less than High School              | 5%  |
| 35-44                                    | 31% | High School graduate or GED        | 30% |
| 45-54                                    | 13% | Some College or Technical School   | 18% |
| 55-64                                    | 19% | College Graduate (4 year degree)   | 28% |
| 65+                                      | 23% | Graduate or professional education | 21% |
| <b>Work Sector</b>                       |     | <b>Annual Household Income</b>     |     |
| Nonprofit sector                         | 15% | Under \$25,000                     | 15% |
| The private sector                       | 28% | \$25,001-\$50,000                  | 20% |
| The government sector                    | 16% | \$50,001-\$75,000                  | 22% |
| <b>Self-Employed</b>                     |     | \$75,001-\$100,000                 | 9%  |
| Unemployed                               | 4%  | Over \$100,000                     | 34% |
| Student                                  | 3%  |                                    |     |
| Retired                                  | 20% |                                    |     |
| Fulltime homemaker or caregiver          | 5%  |                                    |     |
| Self-Employed                            | 5%  |                                    |     |

**Table 7: Respondent Characteristics, Southern District**

|                                          |     |                                    |     |
|------------------------------------------|-----|------------------------------------|-----|
| <b>Gender</b>                            |     | <b>Marital Status</b>              |     |
| Male                                     | 45% | Married                            | 40% |
| Female                                   | 55% | Living with someone as a partner   | 5%  |
| <b>Disability in home</b>                |     | Single                             | 39% |
| I have a disability                      | 20% | Divorced, separated or widowed     | 17% |
| Someone in my household has a disability | 12% | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 69% | Yes                                | 82% |
| <b>Race</b>                              |     | No                                 | 18% |
| White – Not Hispanic                     | 47% | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 52% | Yes                                | 76% |
| Hispanic                                 | 1%  | No                                 | 24% |
| Asian                                    | 0%  | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 3%  | Yes                                | 40% |
| <b>Respondent's Age</b>                  |     | No                                 | 60% |
| 18-24                                    | 6%  | <b>Education</b>                   |     |
| 25-34                                    | 24% | Less than High School              | 16% |
| 35-44                                    | 27% | High School graduate or GED        | 34% |
| 45-54                                    | 13% | Some College or Technical School   | 20% |
| 55-64                                    | 15% | College Graduate (4 year degree)   | 17% |
| 65+                                      | 16% | Graduate or professional education | 13% |
| <b>Work Sector</b>                       |     | <b>Annual Household Income</b>     |     |
| Nonprofit sector                         | 9%  | Under \$25,000                     | 41% |
| The private sector                       | 29% | \$25,001-\$50,000                  | 22% |
| The government sector                    | 12% | \$50,001-\$75,000                  | 15% |
| <b>Self-Employed</b>                     |     | \$75,001-\$100,000                 | 6%  |
| Unemployed                               | 16% | Over \$100,000                     | 16% |
| Student                                  | 1%  |                                    |     |
| Retired                                  | 20% |                                    |     |
| Fulltime homemaker or caregiver          | 5%  |                                    |     |
| Self-Employed                            | 7%  |                                    |     |

**Table 8: Respondent Characteristics, Southwestern District**

|                                          |     |                                    |     |
|------------------------------------------|-----|------------------------------------|-----|
| <b>Gender</b>                            |     | <b>Marital Status</b>              |     |
| Male                                     | 42% | Married                            | 33% |
| Female                                   | 58% | Living with someone as a partner   | 7%  |
| <b>Disability in home</b>                |     | Single                             | 35% |
| I have a disability                      | 19% | Divorced, separated or widowed     | 25% |
| Someone in my household has a disability | 11% | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 70% | Yes                                | 93% |
| <b>Race</b>                              |     | No                                 | 7%  |
| White – Not Hispanic                     | 15% | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 79% | Yes                                | 71% |
| Hispanic                                 | 0%  | No                                 | 29% |
| Asian                                    | 1%  | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 5%  | Yes                                | 42% |
| <b>Respondent's Age</b>                  |     | No                                 | 58% |
| 18-24                                    | 11% | <b>Education</b>                   |     |
| 25-34                                    | 26% | Less than High School              | 14% |
| 35-44                                    | 16% | High School graduate or GED        | 30% |
| 45-54                                    | 16% | Some College or Technical School   | 35% |
| 55-64                                    | 14% | College Graduate (4 year degree)   | 13% |
| 65+                                      | 19% | Graduate or professional education | 9%  |
| <b>Work Sector</b>                       |     | <b>Annual Household Income</b>     |     |
| Nonprofit sector                         | 9%  | Under \$25,000                     | 24% |
| The private sector                       | 19% | \$25,001-\$50,000                  | 44% |
| The government sector                    | 25% | \$50,001-\$75,000                  | 19% |
| <b>Self-Employed</b>                     |     | \$75,001-\$100,000                 | 6%  |
| Unemployed                               | 15% | Over \$100,000                     | 6%  |
| Student                                  | 6%  |                                    |     |
| Retired                                  | 19% |                                    |     |
| Fulltime homemaker or caregiver          | 4%  |                                    |     |
| Self-Employed                            | 3%  |                                    |     |

**Table 9: Respondent Characteristics, Southeastern District**

|                                          |     |                                    |     |
|------------------------------------------|-----|------------------------------------|-----|
| <b>Gender</b>                            |     | <b>Marital Status</b>              |     |
| Male                                     | 48% | Married                            | 43% |
| Female                                   | 52% | Living with someone as a partner   | 7%  |
| <b>Disability in home</b>                |     | Single                             | 30% |
| I have a disability                      | 11% | Divorced, separated or widowed     | 21% |
| Someone in my household has a disability | 9%  | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 80% | Yes                                | 78% |
| <b>Race</b>                              |     | No                                 | 22% |
| White – Not Hispanic                     | 61% | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 31% | Yes                                | 77% |
| Hispanic                                 | 1%  | No                                 | 24% |
| Asian                                    | 1%  | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 5%  | Yes                                | 53% |
| <b>Respondent's Age</b>                  |     | No                                 | 47% |
| 18-24                                    | 3%  | <b>Education</b>                   |     |
| 25-34                                    | 27% | Less than High School              | 13% |
| 35-44                                    | 26% | High School graduate or GED        | 23% |
| 45-54                                    | 15% | Some College or Technical School   | 17% |
| 55-64                                    | 12% | College Graduate (4 year degree)   | 29% |
| 65+                                      | 18% | Graduate or professional education | 18% |
| <b>Work Sector</b>                       |     | <b>Annual Household Income</b>     |     |
| Nonprofit sector                         | 11% | Under \$25,000                     | 27% |
| The private sector                       | 33% | \$25,001-\$50,000                  | 19% |
| The government sector                    | 15% | \$50,001-\$75,000                  | 19% |
| <b>Self-Employed</b>                     |     | \$75,001-\$100,000                 | 13% |
| Unemployed                               | 6%  | Over \$100,000                     | 22% |
| Student                                  | 2%  |                                    |     |
| Retired                                  | 20% |                                    |     |
| Fulltime homemaker or caregiver          | 5%  |                                    |     |
| Self-Employed                            | 9%  |                                    |     |

**Table 10: Respondent Characteristics, Western District**

|                                          |     |                                    |     |
|------------------------------------------|-----|------------------------------------|-----|
| <b>Gender</b>                            |     | <b>Marital Status</b>              |     |
| Male                                     | 43% | Married                            | 34% |
| Female                                   | 57% | Living with someone as a partner   | 4%  |
| <b>Disability in home</b>                |     | Single                             | 39% |
| I have a disability                      | 23% | Divorced, separated or widowed     | 23% |
| Someone in my household has a disability | 12% | <b>Live in Baltimore 5+ Years</b>  |     |
| No one in my home has a disability       | 65% | Yes                                | 92% |
| <b>Race</b>                              |     | No                                 | 8%  |
| White – Not Hispanic                     | 10% | <b>Access to the Internet</b>      |     |
| Black – Not Hispanic                     | 85% | Yes                                | 60% |
| Hispanic                                 | 0%  | No                                 | 40% |
| Asian                                    | 0%  | <b>HH Works in Baltimore</b>       |     |
| Other                                    | 5%  | Yes                                | 48% |
| <b>Respondent's Age</b>                  |     | No                                 | 52% |
| 18-24                                    | 11% | <b>Education</b>                   |     |
| 25-34                                    | 16% | Less than High School              | 11% |
| 35-44                                    | 22% | High School graduate or GED        | 47% |
| 45-54                                    | 13% | Some College or Technical School   | 25% |
| 55-64                                    | 16% | College Graduate (4 year degree)   | 7%  |
| 65+                                      | 12% | Graduate or professional education | 10% |
| <b>Work Sector</b>                       |     | <b>Annual Household Income</b>     |     |
| Nonprofit sector                         | 8%  | Under \$25,000                     | 29% |
| The private sector                       | 19% | \$25,001-\$50,000                  | 49% |
| The government sector                    | 18% | \$50,001-\$75,000                  | 10% |
| <b>Self-Employed</b>                     |     | \$75,001-\$100,000                 | 5%  |
| Unemployed                               | 18% | Over \$100,000                     | 7%  |
| Student                                  | 4%  |                                    |     |
| Retired                                  | 24% |                                    |     |
| Fulltime homemaker or caregiver          | 5%  |                                    |     |
| Self-Employed                            | 3%  |                                    |     |

**4. Appendix D: Weighting Factor Calculations**

**Weight Factor Calculation:**

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

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

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

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

**Age Weight**

|              | Baltimore Population | N <sub>k</sub> /N | Sample n | n <sub>k</sub> /n | Age Weight ((N <sub>k</sub> /N)/(n <sub>k</sub> /n)) |
|--------------|----------------------|-------------------|----------|-------------------|------------------------------------------------------|
| <b>18-24</b> | 71,141               | 0.145             | 56       | 0.032             | 4.609                                                |
| <b>25-34</b> | 93,248               | 0.190             | 188      | 0.106             | 1.799                                                |
| <b>35-44</b> | 101,544              | 0.207             | 229      | 0.129             | 1.609                                                |
| <b>45-54</b> | 83,408               | 0.170             | 370      | 0.208             | 0.818                                                |
| <b>55-64</b> | 54,539               | 0.111             | 427      | 0.240             | 0.463                                                |
| <b>65+</b>   | 85,921               | 0.175             | 507      | 0.285             | 0.615                                                |
|              | N= 489,801           |                   | n= 1,777 |                   |                                                      |

### Gender Weight

|            | Baltimore Population | Nk/N     | Sample n | nk/n  | Gender Weight ((NK/N)/(nk/n)) |
|------------|----------------------|----------|----------|-------|-------------------------------|
| Male       | 222,069              | 0.453    | 510      | 0.287 | 1.580                         |
| Female     | 267,732              | 0.547    | 1,267    | 0.713 | 0.767                         |
| N= 489,801 |                      | n= 1,777 |          |       |                               |

### Planning District Weight

|            | Baltimore Population | Nk/N     | Sample n | nk/n  | District Weight ((NK/N)/(nk/n)) |
|------------|----------------------|----------|----------|-------|---------------------------------|
| North      | 66,600               | 0.136    | 449      | 0.253 | 0.538                           |
| South      | 57,240               | 0.117    | 293      | 0.165 | 0.709                           |
| East       | 43,992               | 0.090    | 80       | 0.045 | 1.995                           |
| West       | 38,254               | 0.078    | 129      | 0.073 | 1.076                           |
| Central    | 31,549               | 0.064    | 33       | 0.019 | 3.468                           |
| Northeast  | 101,591              | 0.207    | 354      | 0.199 | 1.041                           |
| Northwest  | 70,420               | 0.144    | 131      | 0.074 | 1.950                           |
| Southeast  | 40,475               | 0.083    | 184      | 0.104 | 0.798                           |
| Southwest  | 39,680               | 0.081    | 124      | 0.070 | 1.161                           |
| N= 489,801 |                      | n= 1,777 |          |       |                                 |



## **5. Appendix E: Survey Weight Calculations**

### ***Survey Weight Calculation***

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

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

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

Because 17 respondents refused to give their ages, they were assigned an age weight of 1.000. This also means that the proportion on which the weights were calculated was based on 1,777, rather than 1,794. The weighting also results in a weighted count of 1,817.

### Final Weights

| Gender | Age Category | Planning District |        |       |            |            |       |           |           |        |
|--------|--------------|-------------------|--------|-------|------------|------------|-------|-----------|-----------|--------|
|        |              | Central           | East   | North | North east | North west | South | Southwest | Southeast | West   |
| Male   | 18-24        | 9.290             | 5.374  | 6.045 | 3.102      | 14.069     | 6.899 | 4.441     | 8.641     | 3.040  |
|        | 25-34        | 6.625             | 10.720 | 2.346 | 3.261      | 10.023     | 1.733 | 4.251     | 1.652     | 10.570 |
|        | 35-44        | 3.730             | 7.643  | 1.113 | 3.148      | 4.068      | 1.599 | 1.000     | 1.898     | 2.521  |
|        | 45-54        | 8.787             | 2.377  | 0.658 | 1.488      | 7.164      | 0.989 | 2.046     | 1.035     | 1.817  |
|        | 55-64        | 5.871             | 0.837  | 0.327 | 0.384      | 3.138      | 0.387 | 1.098     | 0.617     | 0.891  |
|        | 65+          | 2.319             | 1.577  | 0.409 | 0.846      | 2.701      | 0.970 | 1.010     | 0.836     | 1.034  |
|        | Refused      | 5.480             | 3.152  | 0.850 | 1.645      | 3.081      | 1.120 | 1.834     | 1.261     | 1.700  |
| Female | 18-24        | 12.227            | 5.760  | 6.569 | 3.220      | 5.488      | 1.795 | 11.035    | 4.724     | 2.729  |
|        | 25-34        | 2.626             | 2.602  | 0.897 | 0.837      | 8.150      | 1.058 | 1.771     | 1.036     | 1.128  |
|        | 35-44        | 1.000             | 2.915  | 0.592 | 1.137      | 2.306      | 0.844 | 1.558     | 0.710     | 2.376  |
|        | 45-54        | 3.718             | 2.051  | 0.322 | 0.461      | 1.413      | 0.411 | 0.750     | 0.396     | 0.892  |
|        | 55-64        | 0.741             | 0.881  | 0.182 | 0.252      | 0.790      | 0.351 | 0.706     | 0.432     | 0.562  |
|        | 65+          | 1.505             | 0.956  | 0.219 | 0.444      | 1.049      | 0.487 | 0.546     | 0.465     | 0.672  |
|        | Refused      | 2.663             | 1.532  | 0.413 | 0.799      | 1.497      | 0.544 | 0.891     | 0.613     | 0.826  |

## **6. Appendix F: Survey Methodology**

The Schaefer Center for Public Policy at the University of Baltimore, in conjunction with 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 April 1, 2010 and May 26, 2010. For the purpose of geographic comparison, respondents were classified as residents in one of the nine Baltimore City planning districts using zip codes. 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 phone numbers (N=23,973) that corresponded to households falling within the boundaries of the City of Baltimore.

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

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

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