

Citizen Survey Report for CleanStat

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 1. Perceptions of City Cleanliness v. Recent Service Requests, 2010-2013

EXECUTIVE SUMMARY

This report is divided into three parts: Section A: Overall Results and Demographics' Comparison, Section B: Trend Analysis, and Section C: Comparison with Performance Data. All three parts examine respondents' perception of cleanliness in four areas:

- 1) Cleanliness in the City and in their neighborhoods
- 2) Ratings of services related to a cleaner and more sustainable Baltimore
- 3) Ratings of neighborhood-related services
- 4) Ratings quality of life Issues

Section A: Overall Results and District and Demographic Comparison

Section A of the report reviews the overall ratings of cleanliness in the four areas and breaks down the results by the nine planning districts and demographic groups.

Overall Results Related to Cleanliness in 2013:

The percentage of city residents who rated overall city cleanliness as good or excellent stood at 25%, while those who rated it poor constituted 29% of respondents. However, there was a discrepancy between citizens' perceptions of overall city cleanliness and the cleanliness of their own neighborhoods. Nearly 60% of residents described the condition of their own neighborhoods as excellent or good, while only 15% felt their own neighborhoods were in poor condition.

Residents were asked to rate the relative importance of different city services that affect cleanliness. Individually, all such services received a mean score of either 8 or 9, on the 10 point scale, indicating that these services are valued by city residents.

In contrast to the relative importance of city service types, there was a great deal of variance in the satisfaction rates of these services. Rat removal and street maintenance were judged to be the most inadequate by residents, both having "poor" ratings over 40% and 35%, respectively. Trash removal, curbside recycling and water and sewer services, on the other hand, all enjoyed "good" ratings of over 30%. The latter two services in particular were perceived as effective, both garnering the highest "excellent" rating from nearly a quarter of respondents.

Districts Comparison:

The Western and Southern districts had the worst perceptions of city cleanliness, while the Northern and Southeastern districts were the most satisfied. The Eastern and Central districts had the highest satisfaction with neighborhood cleanliness while the Southern district was the least satisfied with neighborhood cleanliness.

Demographic Comparison:

For perceptions of overall city cleanliness, all racial and gender groups reported negative perceptions. However, white Baltimoreans were generally more satisfied than black residents and men were slightly less dissatisfied than women. All age groups reported net dissatisfaction with city cleanliness except 18-24 year olds and those over 65. Eighteen to twenty-four year olds in particular gave cleanliness a positive rating (34% "excellent/good", 21.4% "poor").

Perceptions of neighborhood cleanliness were all very positive. “Excellent/good” ratings exceeded “Poor” ratings by a wide margin in all age and demographic groups. Two groups—25-34 year olds and those over 65—had slightly more positive perceptions than the rest. White residents were substantially more satisfied with neighborhood cleanliness than black residents, reporting higher rates of “excellent/good” ratings (64.3% and 55.7% respectively).

Section B: Trend Analysis:

Perceptions of cleanliness in 2013 remain much the same as it was in 2012. In general, people appear to remain happier with the cleanliness of their own neighborhoods relative to that of the city overall. Excellent and poor ratings for both areas remained largely the same.

City cleanliness ratings maintained the pattern of the last couple of years of being closely divided between positive and negative ratings, though “Poor” ratings (28.8%) exceeded “Excellent/good” ratings (24.3%) for the first time since 2010.

Neighborhood ratings in 2013 maintained the very positive trend that has prevailed for the last several years. The “excellent/good” rating was up slightly compared to 2012 (58.9% and 57% respectively), but did not equal the four year high of 61%, achieved in 2011.

Rat removal and street maintenance were regarded as the least effective cleanliness programs in 2012, with trash removal and water and sewer services among the most effective. These trends were repeated in 2013. Ratings for trash removal were almost identical in 2013, with “excellent/good” ratings dipping only slightly from 57% to 56.3%. Water and sewer services were similarly unchanged, 49% compared to 50.4% in 2013. Rat removal services experienced the most dramatically changed trends. In 2010, “poor” ratings for rat removal were at 40%. But over the course of the next two years, “poor” and “excellent/good” rating began to equalize, almost to the point of parity (32% “poor” and 29% “excellent/good” in 2012). In 2013, this remarkable improvement in citizen attitudes towards the service abruptly reversed itself completely, actually worsening slightly relative to the numbers in 2011, before the trend began (21.6% “excellent/good” and 43% “poor”).

Section C: Comparison with Performance Data

Public opinion as reflected in the 2013 Citizen Survey suggests sentiment towards city cleanliness has changed little since last year and remains more negative than positive. However, official statistics about cleanliness services gathered from City Stat tell a somewhat different story...

SECTION A: OVERALL RESULTS AND DISTRICTS’ COMPARISON

Overview

Section A of this report uses the results of the 2013 Citizen's Survey to compare and contrast perceptions of different cleanliness related city services and perceptions of their effectiveness. These perceptions are further broken down by geographical area using the city's nine planning districts (Central, Eastern, Northern, Northeastern, Northwestern, Southern, Southwestern, Southeastern, and Western). Specifically, the areas of cleanliness examined by this report include for areas:

- 1) Cleanliness in the City and in their neighborhoods
- 2) Ratings of services related to a cleaner and more sustainable Baltimore
- 3) Ratings of neighborhood-related services
- 4) Ratings of Quality of Life Issues

District Comparison

The highest ratings for poor city cleanliness were recorded in the Western and the Southern districts. Excellent ratings, though consistently in the low digits for all regions, were highest in the Eastern, Northern and Southeastern districts. For neighborhood cleanliness, excellent ratings were by far the highest in the Central and Eastern districts and the lowest in the Western and Southern districts. The highest poor ratings were recorded in the Western, Southern and Eastern districts.

Demographic Comparison

Poor ratings for overall cleanliness was consistent across all age groups, but residents over the age of 35 gave higher poor ratings than groups younger than 35. Excellent ratings followed a complementary pattern, with those under 35 giving higher excellent ratings than those over 35.

1. Cleanliness in Baltimore and Neighborhoods

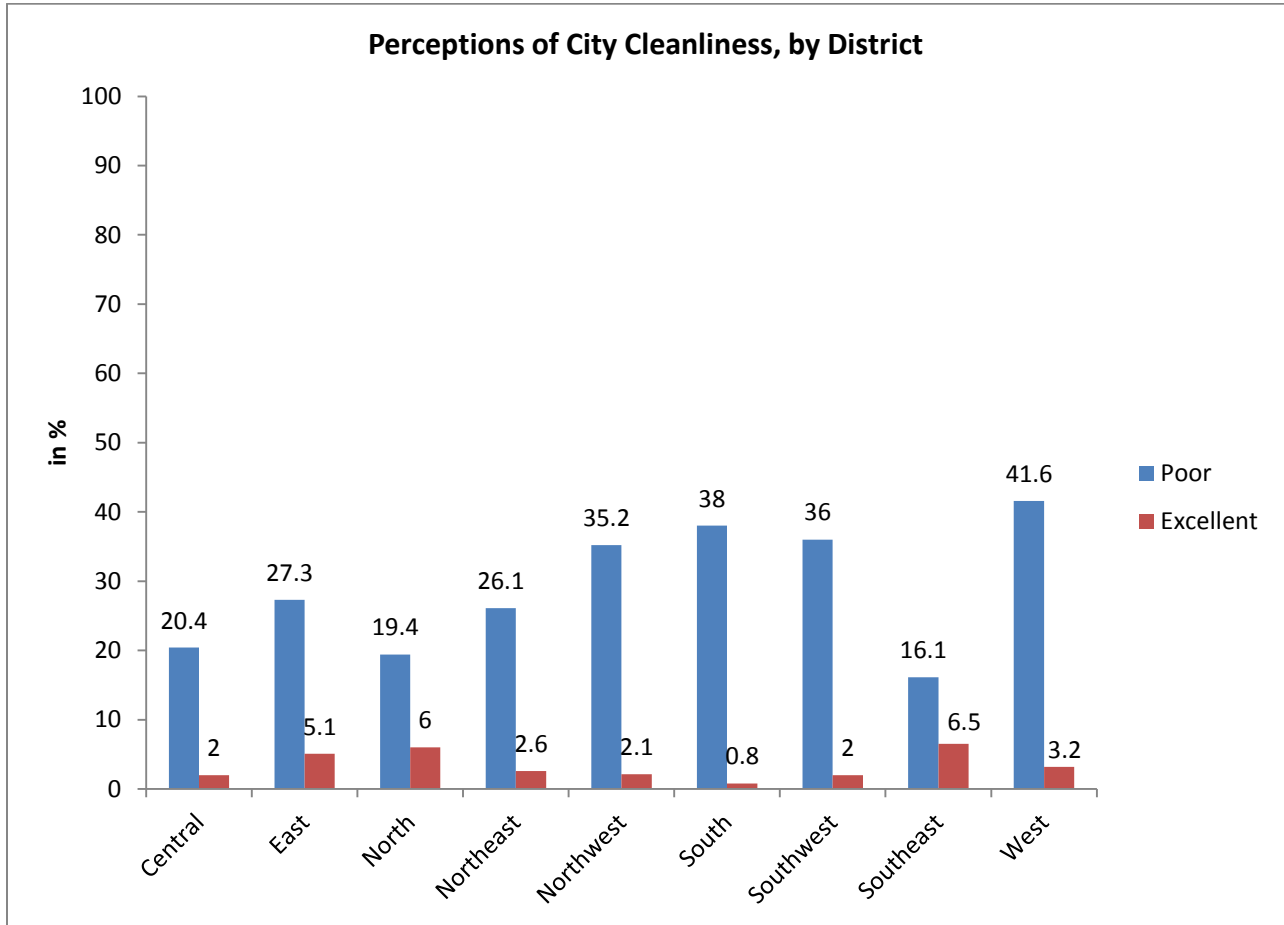


Figure 1: Perception of City Cleanliness, by District

There was a great deal of variation in poor ratings of overall cleanliness amongst districts. The lowest poor rating was in the Central district (20.4%) and the highest was in the Western district (41.9%). There was much less variation in excellent ratings. All excellent ratings were well under 10%, with the highest in the Southeast (6.5%) and the lowest in the South (0.8%).

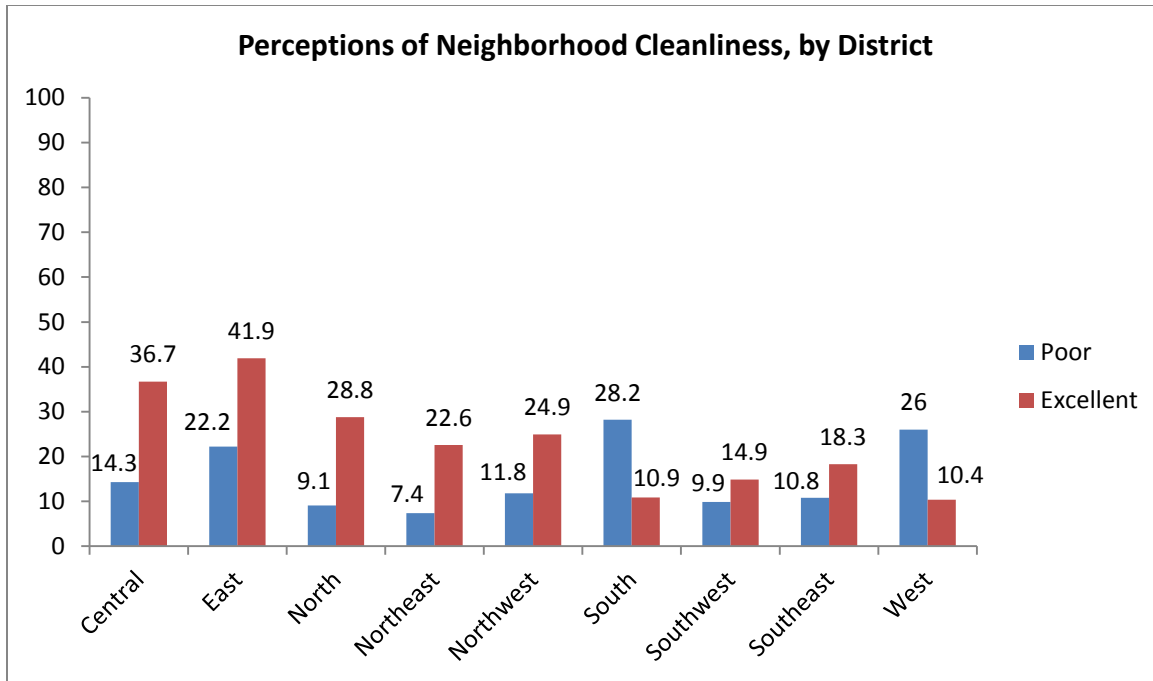


Figure 2: Perceptions of Neighborhood Cleanliness, by District

Perceptions of neighborhood cleanliness also varied by district, but most districts displayed the same pattern mentioned above, that perceptions of neighborhood cleanliness are better than perceptions of city cleanliness. Two districts bucked this trend, however. In the Southern district (28.2% vs. 10.9%) and the Western district (26% vs 10.4%), poor ratings exceeded excellent ratings. In the other districts, excellent ratings ranged from 41.9% (Eastern) to 14.9% (Southwestern).

2. Ratings of Services Related to a Cleaner and More Sustainable Baltimore

Overall Results

The 2013 Citizen’s Survey asked Baltimore residents to rate both the importance and the quality of city services that are related to city cleanliness. Importance ratings were given on a ten-point scale, while residents rated satisfaction with the quality of these services by indicating whether their feelings towards them were excellent, good, fair or poor.

Trash removal and water and sewer services were rated the most important (9.3 and 9.2, respectively). Curbside recycling was judged the least important cleanliness service with a rating on 8.2. The highest rated service in terms of quality was curbside recycling, which was rated “good” or “excellent” by 57% of respondents. Rat control was rated least effective, receiving only a 22% approval rating.

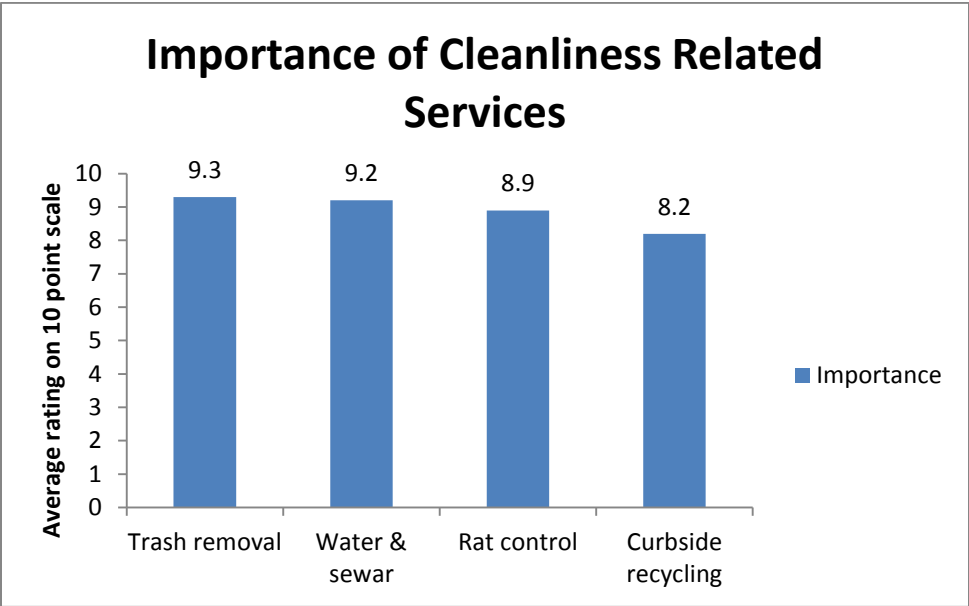


Figure 3: Importance of Cleanliness Related Services

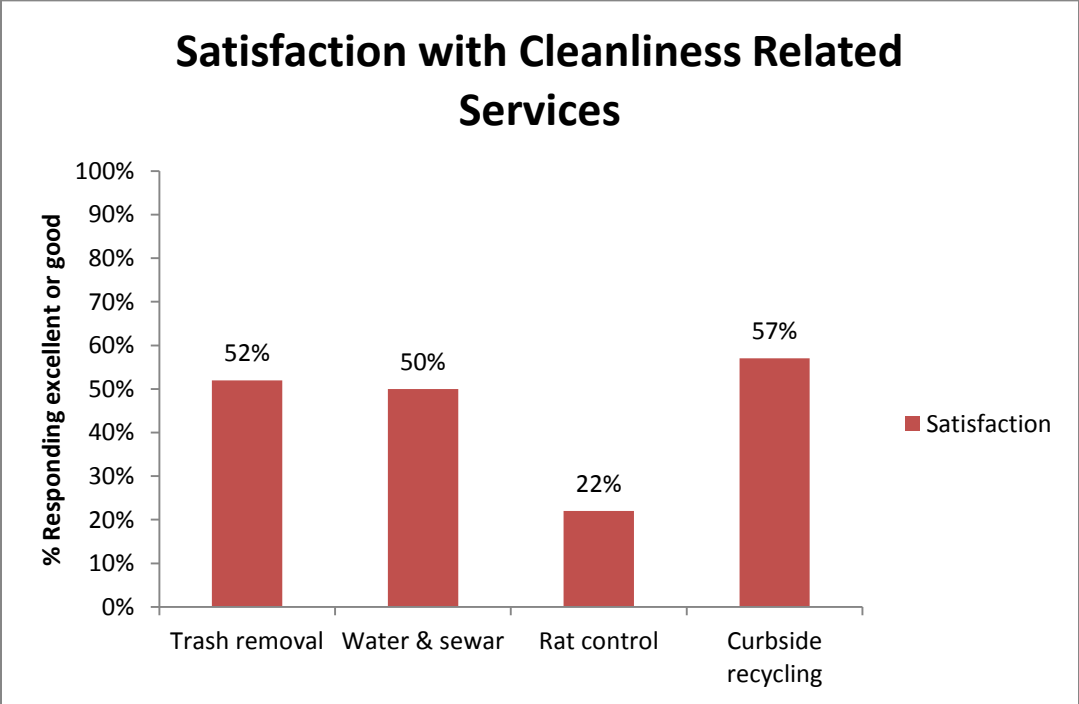


Figure 4: Satisfaction with Cleanliness Related Services

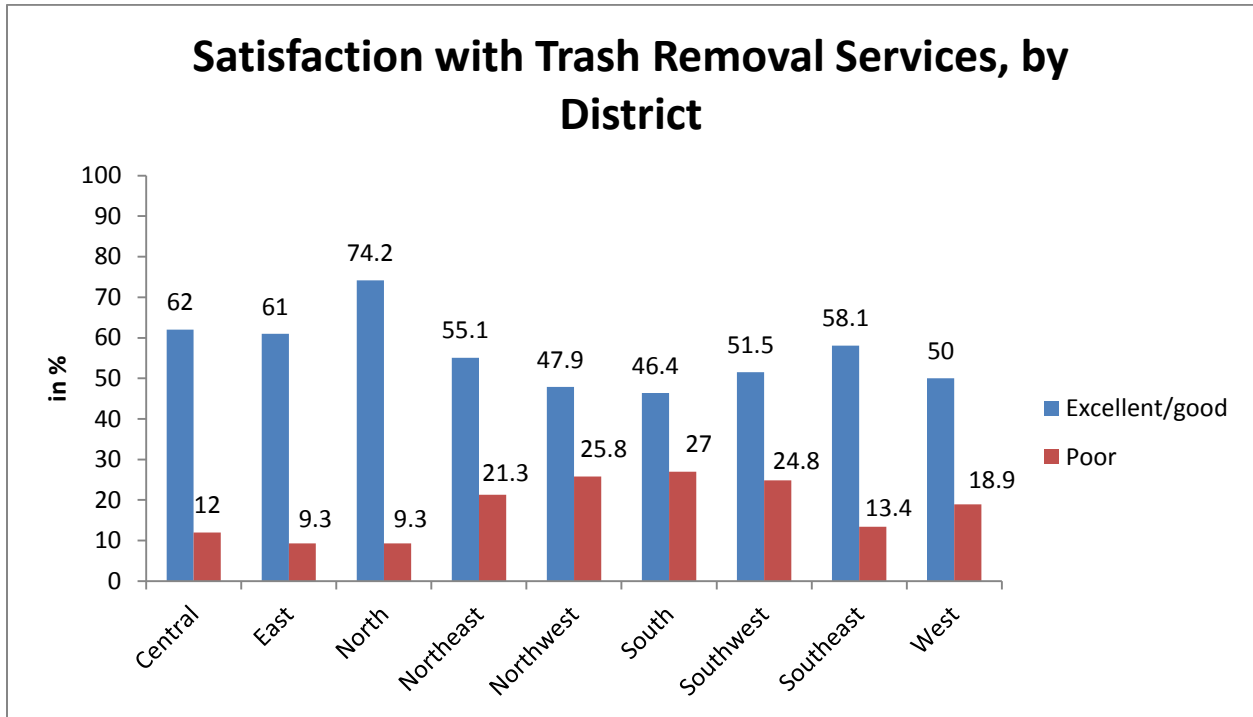


Figure 5: Satisfaction with Trash Removal Services, by District

Trash Removal

Trash removal was the second highest rated service, with a citywide approval rating of 52%. Generally favorable attitudes towards this service were reflected on the district level, as well. The lowest “excellent/good” rating was 46.4%, recorded in the Southern district, while the highest rating of 74.2% was recorded in the Northern district. The Northern district also enjoyed the lowest “poor” rating at 9.3% (tied with the Eastern district). The highest “poor” rating was recorded in the Southern district (27%).

Curbside Recycling

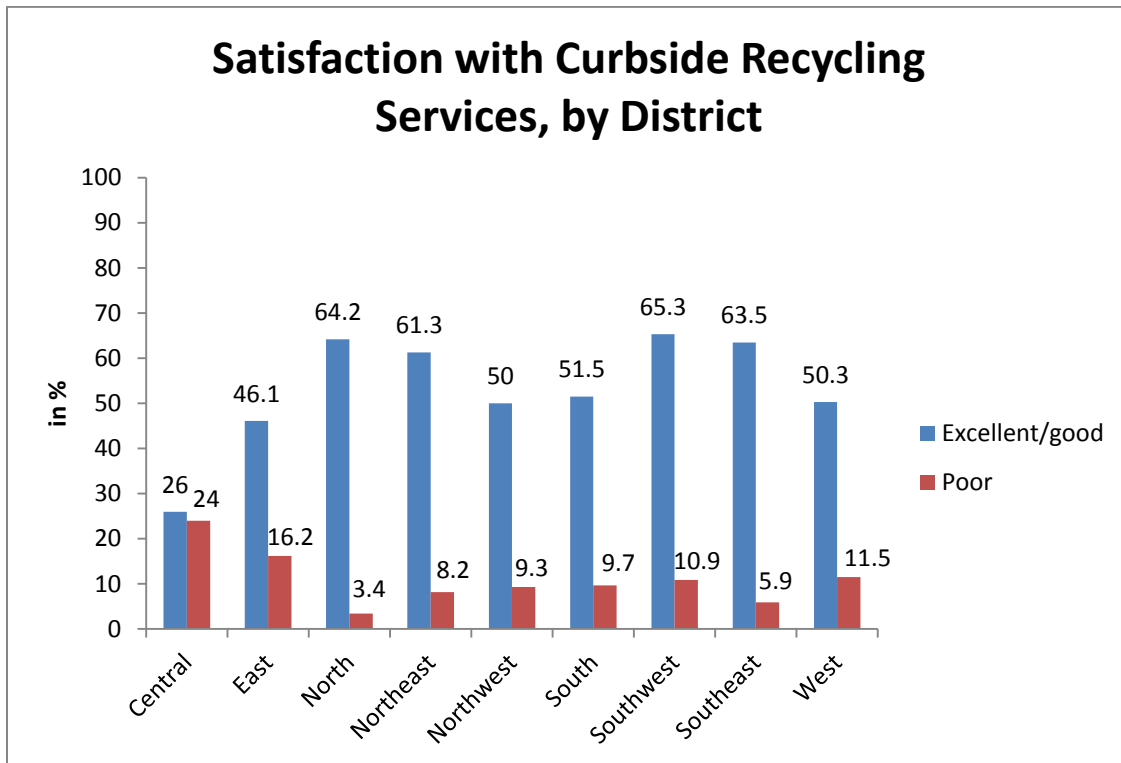


Figure 6: Satisfaction with Curbside Recycling Services, by District

Curbside recycling services received the highest overall satisfaction ratings of any of the cleanliness related city services. This sentiment was shared across all districts of the city, with one exception. In the Central district, only 26% of respondents rated it “excellent or good” and 24% rated it poor. These are both the lowest and the highest ratings, respectively. Curbside recycling received its highest “excellent/good” rating in the Southwestern district (65.3%) and its lowest poor rating in the Northern district (3.4%).

Curbside recycling also appeared to be a relatively underutilized city service, with fully 36% of respondents in the Central district reporting having had “no experience” of using it. This was also the district where curbside recycling received its worst satisfaction ratings. Conversely, the Southwestern district gave curbside recycling the highest approval ratings of any district and also the lowest “no experience” rating (8.9%).

Water and Sewer Services

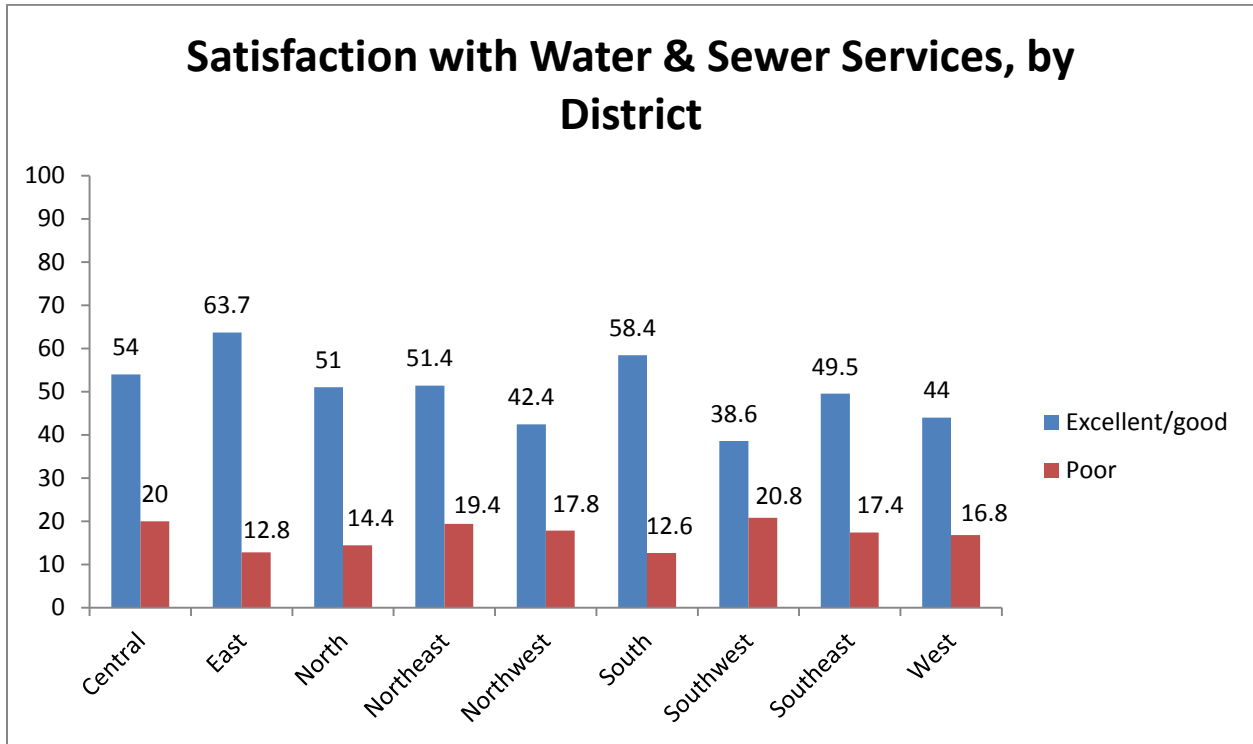


Figure 7: Satisfaction with Water & Sewer Services, by District

Water and sewer services received middling approval ratings overall (50%) and this dynamic appears at the district level, as well. In most districts, “excellent/good” ratings for this service were in the 40s or 50s, with the Eastern district giving the highest “excellent/good” rating (63.7%) and the Southwestern district giving the lowest (38.6%). The Southwestern district also gave the highest “poor” rating (20.8%) and the Southern district gave the lowest (12.6%).

Rat Control

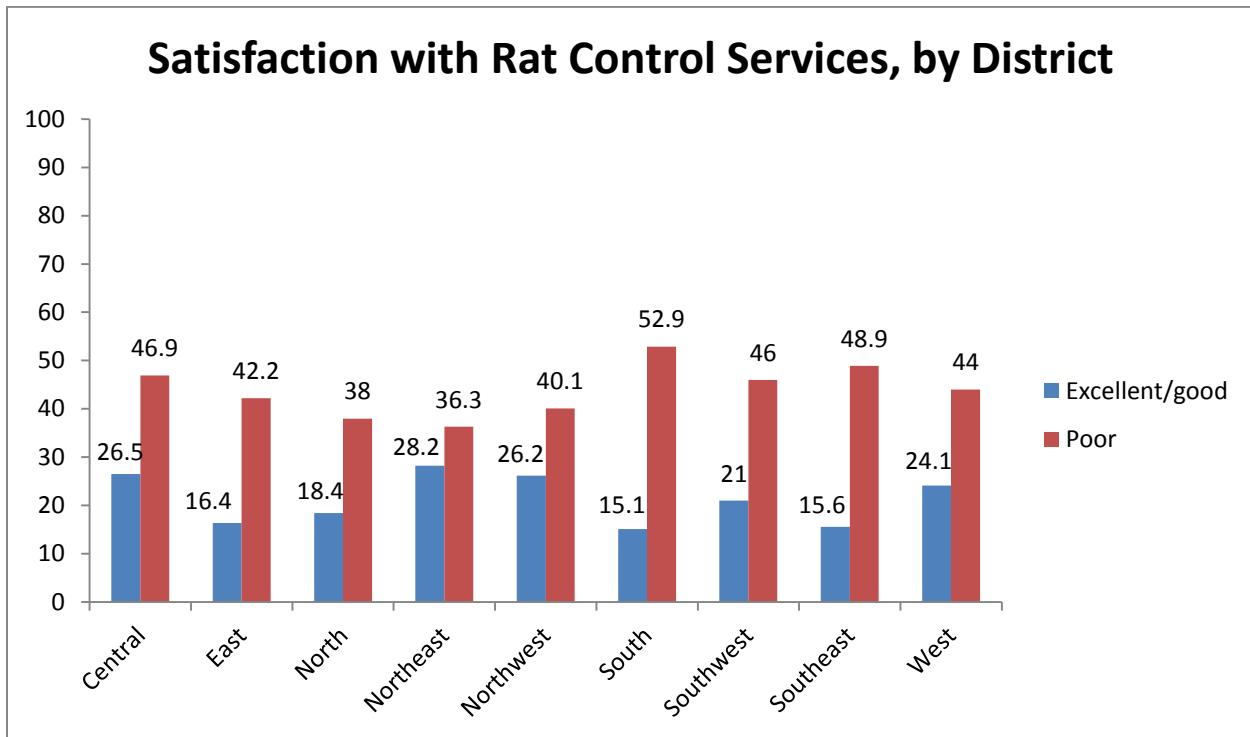


Figure 8: Satisfaction with Rat Control Services, by District

Rat control services had—by a wide margin—the lowest overall satisfaction ratings of the four cleanliness related services at only 22%. This widespread disapproval is clearly reflected at the district level, as well. “Excellent/good” ratings were generally in the 20s or lower, topping out at 28.2% in the Northeastern district. These dismal “excellent/good” figures are approximately equal to the “poor” ratings of the other services. The rat control service’s “poor” ratings varied from a low of 36.3% in the Northeastern district to a high of 52.9% in the Southern district.

3. Ratings of Neighborhood-related Services

Overall Results

The 2013 Citizens Survey asked Baltimore residents to rate the effectiveness and importance of neighborhood related services, which includes sidewalk maintenance, street maintenance, housing code enforcement and snow removal. In general, these services were rated poorly. Approximately two-thirds of respondents did not rate any of these services as “excellent/good,” with sidewalk maintenance and snow removal being the two highest rated (35% and 32%, respectively). The lowest rated was housing code enforcement, with only 20% expressing approval.

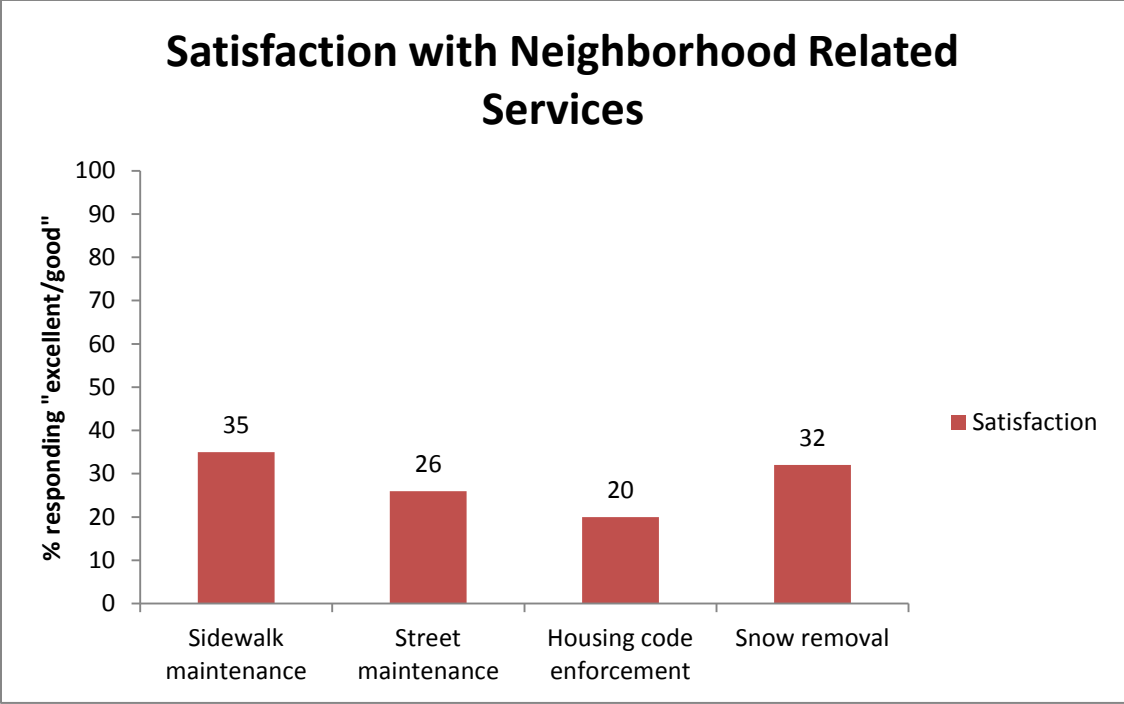


Figure 9: Satisfaction with Neighborhood Related Services

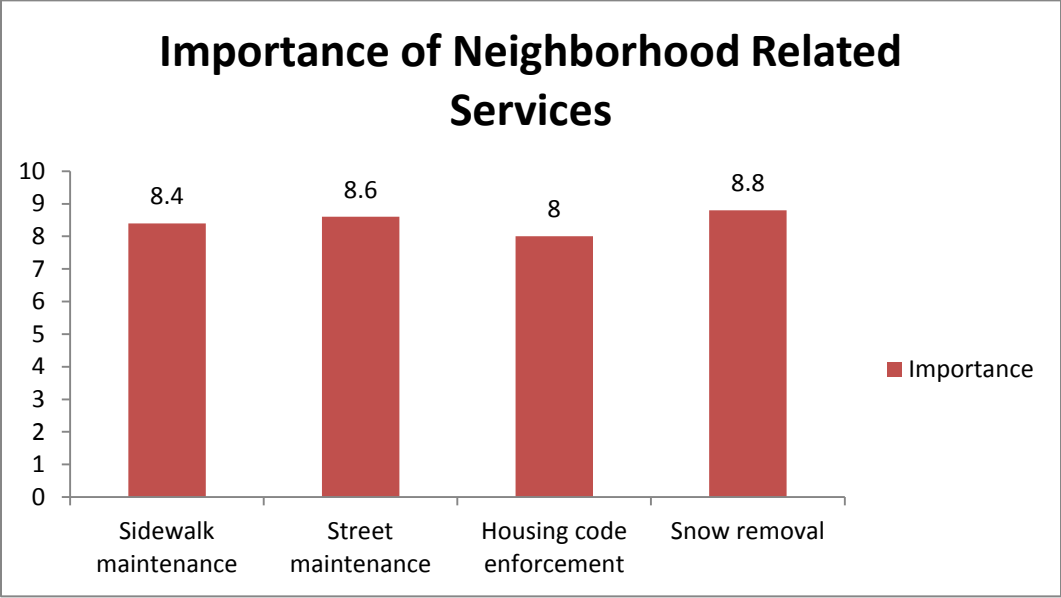


Figure 10: Importance of Neighborhood Related Services

All neighborhood related services were rated highly in terms of importance. There was very little variation in these ratings. The lowest importance rating was for housing code enforcement at 8 and the highest was less than a point higher, which was the 8.8 score recorded for snow removal.

Street Maintenance

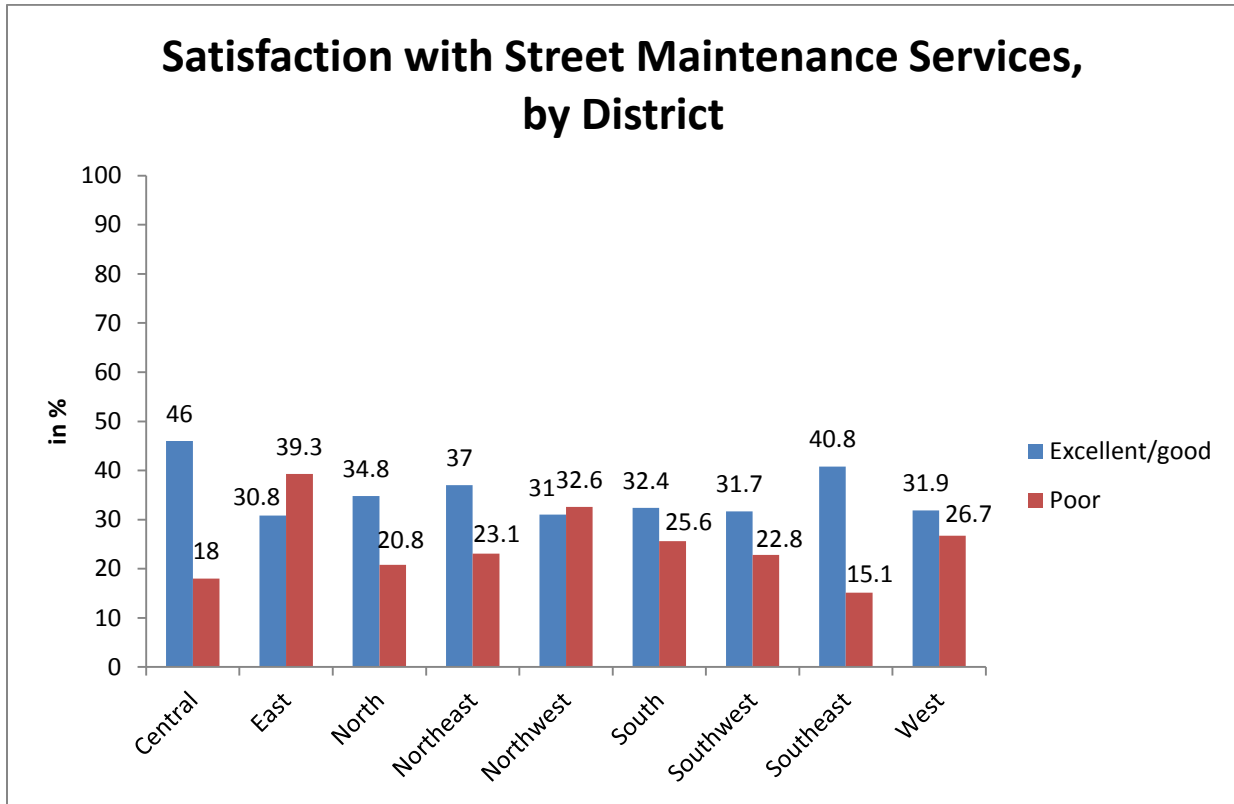


Figure 11: Satisfaction with Street Maintenance Services, by District

Overall, street maintenance was rated highly for importance and quite low for satisfaction. When these ratings are broken down by district, however, a more nuanced picture emerges. Opinion appears to be sharply divided over the effectiveness of this service. Negative perceptions surpass positive perceptions of street maintenance in only two districts (Eastern and Northwestern) but in several districts the margin separating the two scores are very low, indicating a mixture of opinion.

Housing Code Enforcement

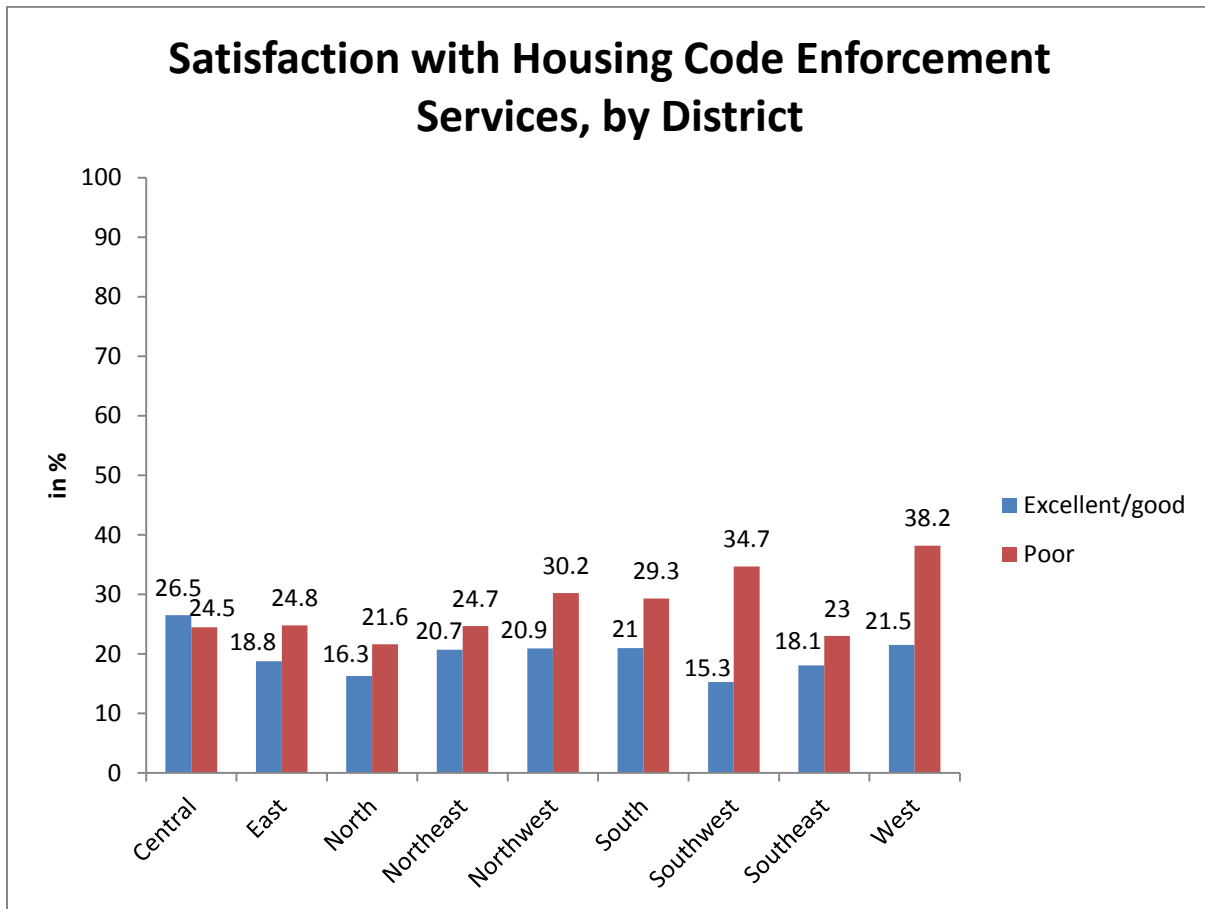


Figure 12: Satisfaction with Housing Code Enforcement Services, by District

Overall, housing code enforcement services received the lowest score among all neighborhood related services in both importance and satisfaction. These results are reflected at the district level, as well.

“Poor” ratings exceeded “excellent/good” ratings in all survey districts, except for the Central district where there’s only a two point margin separating the two. “Excellent/good” scores ranged from only 15.3% (in the Southwestern district) to 26.5% (in the Central district). “Poor” ratings topped out at 38.2% in the Western district and ranged down to 21.6% in the Northern district.

The relative lack of importance of housing code enforcement services is also reflected in the large proportion of respondents who had no experience with these services. In six districts, at least a quarter of respondents had no experience utilizing these services (Central, Eastern, Northern, Northeastern, Northwestern and Southeastern) and in one district—the Central district—fully 36.7% of respondents reported no experience.

Sidewalk Maintenance

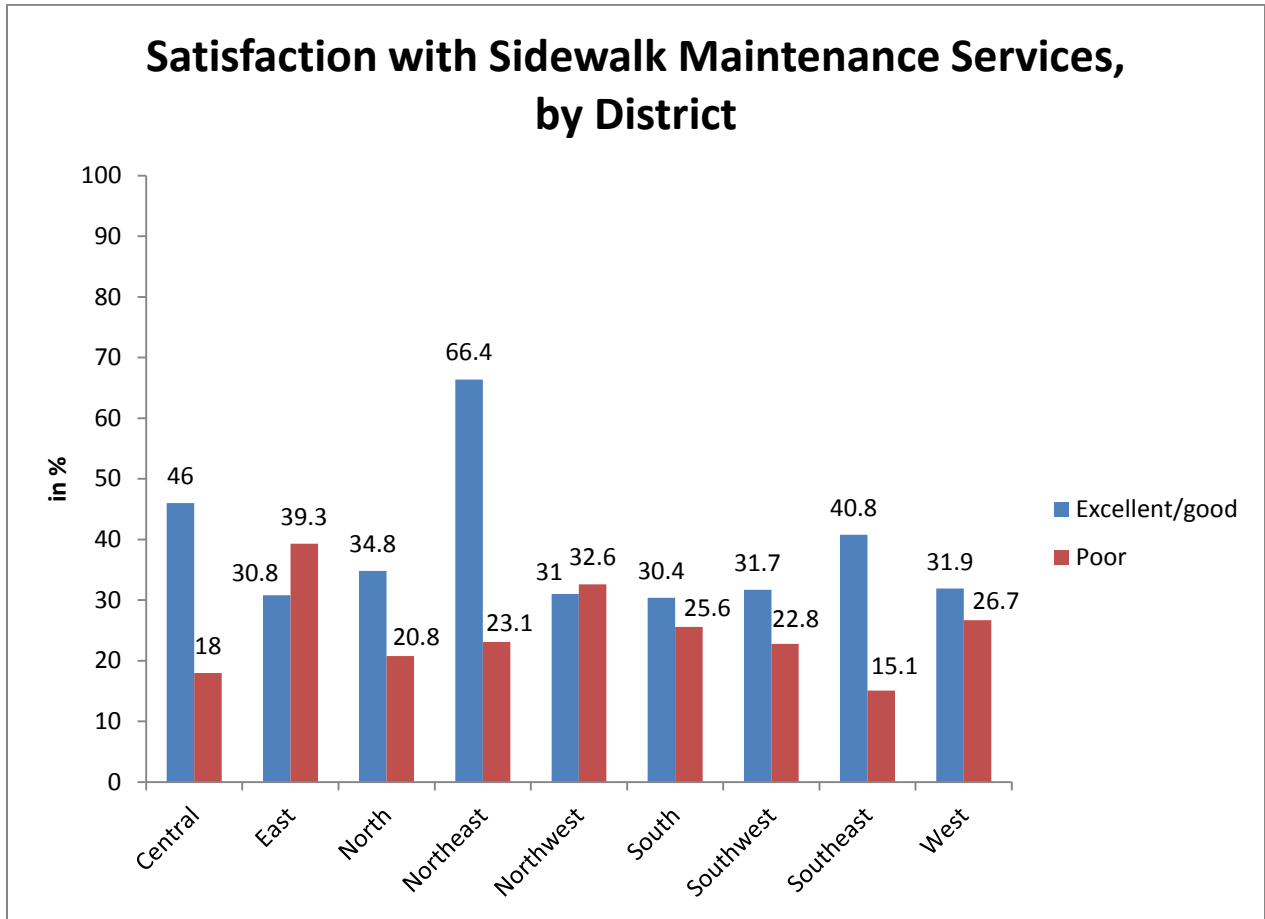


Figure 13: Satisfaction with Sidewalk Maintenance Services, by District

Sidewalk maintenance received the highest overall satisfaction ratings of the neighborhood related services and was rated of middling importance. At the district level, there was some variance in satisfaction ratings.

In the Central district (46% “excellent/good” vs 18% “poor”), the Southeastern district (40.8% vs 15.1%) and the Northeast district (66.4% vs 23.1%), sidewalk maintenance enjoys a very solid reputation. However, in two districts, “poor” ratings exceeded “excellent/good” ratings, indicating overall dissatisfaction. Overall, “excellent/good” ratings ranged from 66.4% in the Northeastern district to 30.4% in the Southern district. “Poor” ratings had less variance, with the highest in the Eastern district (39.3%) and the lowest in the Southeast (15.1%).

Snow Removal

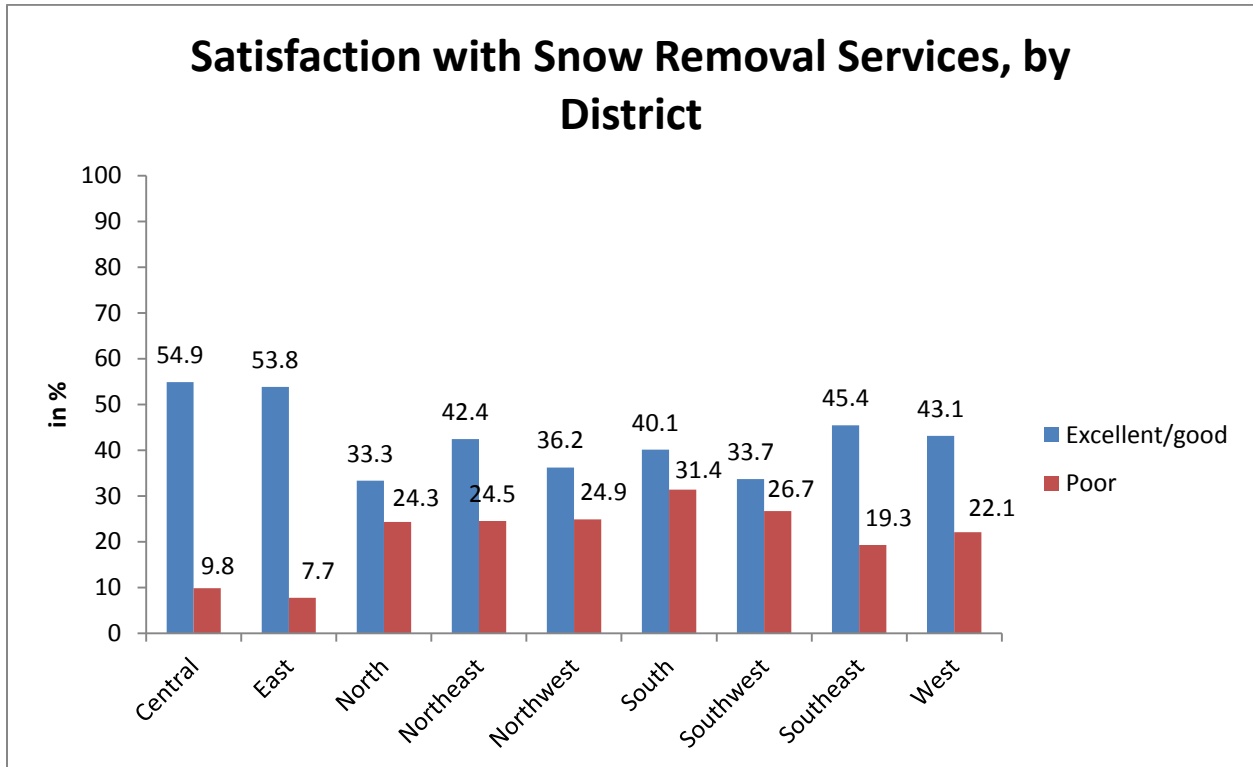


Figure 14: Satisfaction with Snow Removal Services, by District

Snow removal ranked the highest in terms of importance and had the second highest satisfaction level. This dynamic is reflected at the district level. In no survey district did “poor” ratings surpass “excellent/good” ratings. The highest “excellent/good” ratings were recorded in the Central (54.9%) and Eastern (53.8%) districts, while the lowest such ratings were in the Northern district (33.3%). The “poor” ratings varied from 31.4% in the Southern district to 7.7% in the Eastern district.

4. Ratings of Quality of Life Issues:

Illegal dumping

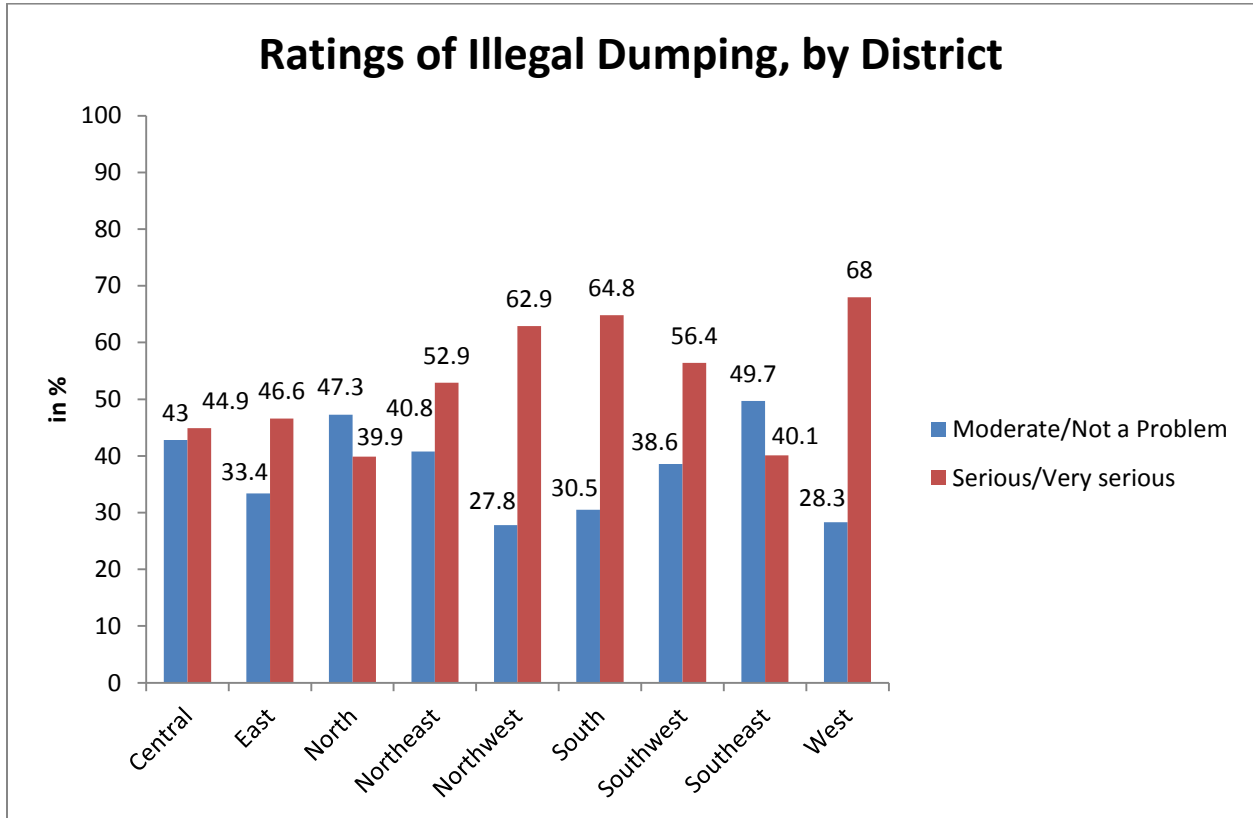


Figure 15: Ratings of Illegal Dumping, by District

Illegal dumping is described as a serious or very serious problem by 53.3% of survey respondents and it wasn't considered a serious problem by 38% of respondents. Serious ratings varied on the district level from a low of 39.9% (Northern district) to a high of 68% in the Western district. Moderate/not a problem ratings ranged from 27.8% in the Northwestern district to 49.7% in the Southeastern district.

Graffiti

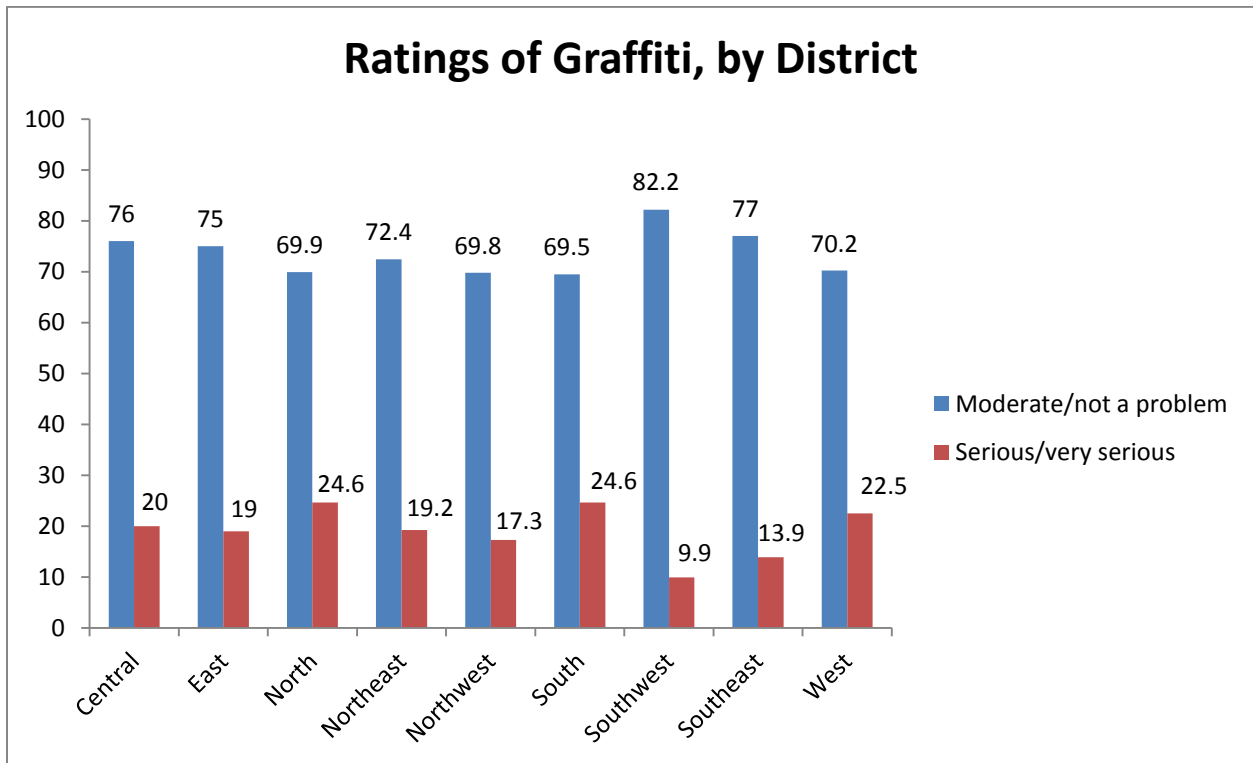


Figure 16: Ratings of Graffiti, by District

Citizen Survey results indicate that overall, just 19.9% of Baltimore residents regard graffiti as a serious or very serious problem, compared to 72.3% who feel that graffiti is only a moderate problem or not a problem at all.

This pattern is repeated at the district level. Serious/very serious ratings were given by less than a quarter of respondents across all districts, ranging from a low of 9.9% observed in the Southwestern district to 24.6% in the Northern and Southern districts. Conversely, moderate/not a problem never falls below about two thirds of respondents in any district, ranging from 69.5% (Southern district) to 82.2% in the Southwestern district.

Demographics Comparison

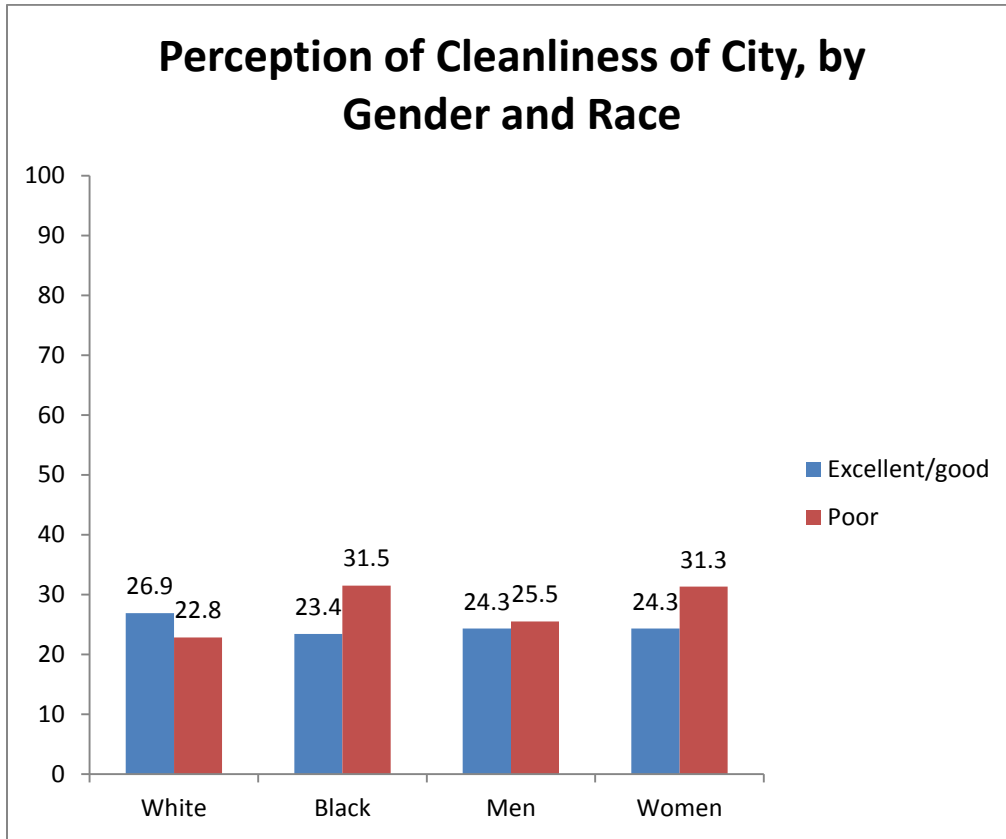


Figure 17 Cleanliness of City, by Gender and Race

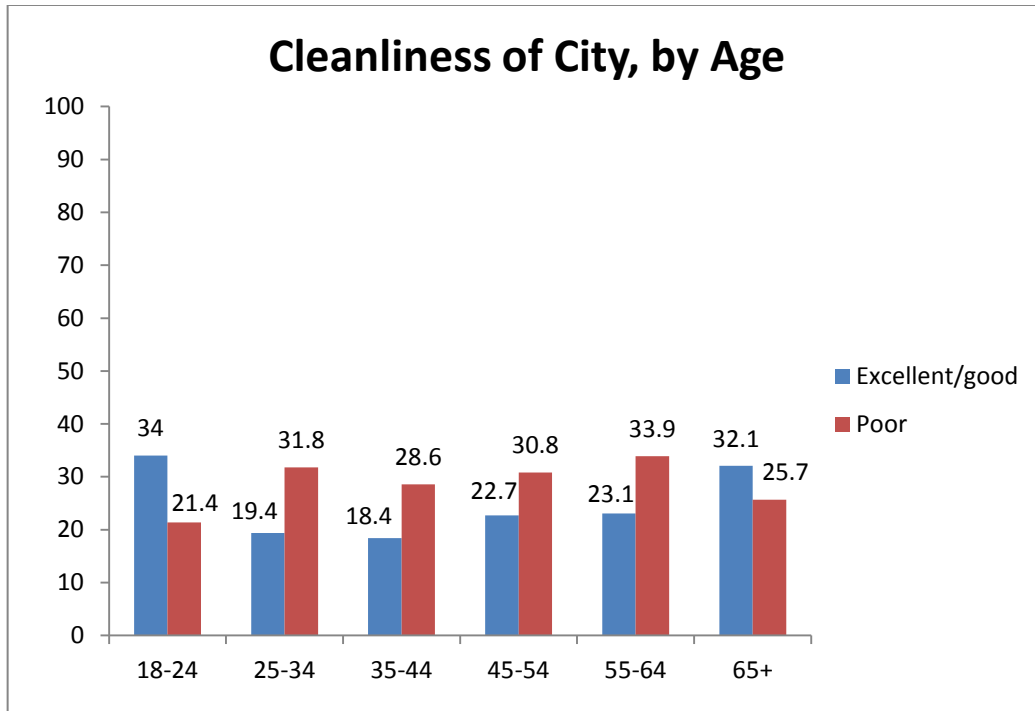


Figure 18: Cleanliness of City, by Age

For city cleanliness, all age groups reported overall negative perceptions, except for 18-24 (34% “excellent/good” and 21.4% “poor”) and 65+ (32.1% “excellent/good” and 25.7% “poor”). The highest “excellent/good” rating was recorded for 18-24 year olds and the lowest such rating was expressed by 35-44 year olds (18.4%). Negative perceptions ranged from 33.9% for 55-64 year olds down to 21.4% for 18-24 year olds.

In terms of gender, all groups reported overall negative perceptions for city cleanliness except white people (26.9% “excellent/good” and 22.8% for “poor”). Black people reported both the highest overall “poor” rating (31.5%) and also the highest differential between “excellent/good” and “poor” ((8.1%).

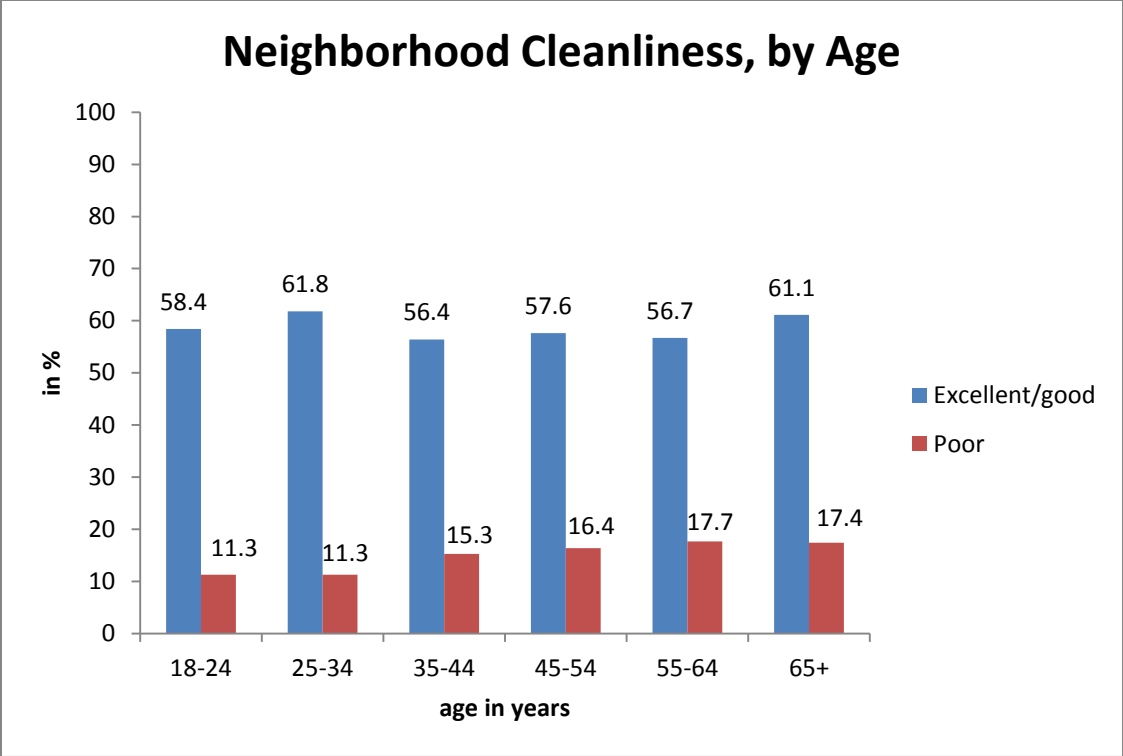


Figure 19: Neighborhood Cleanliness, by Age

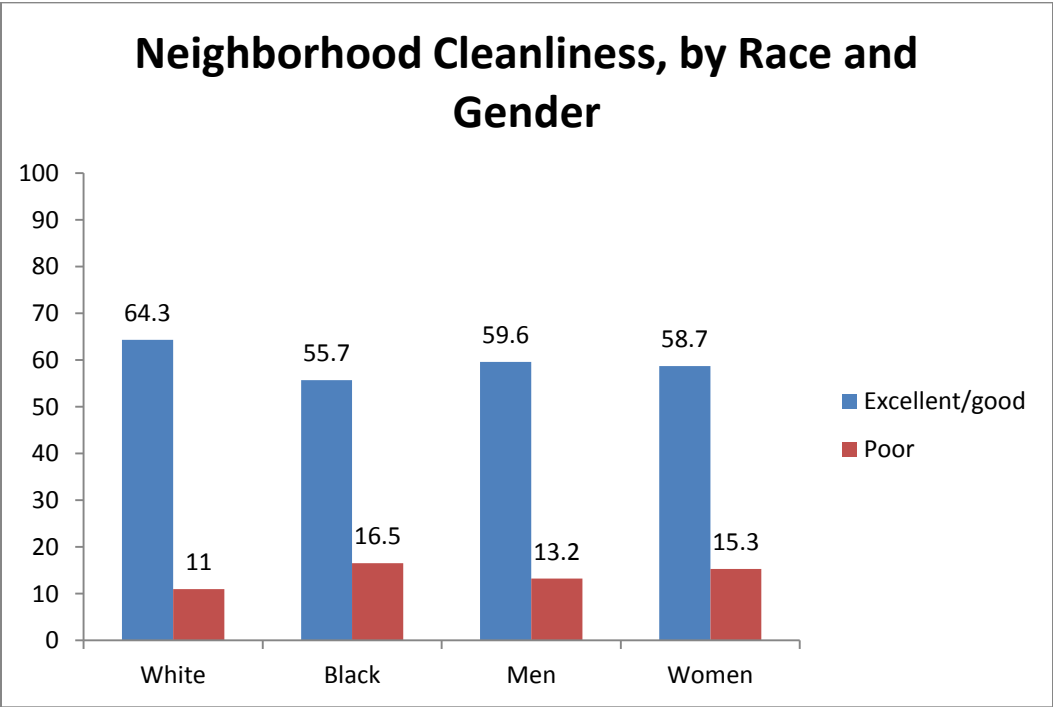


Figure 20: Neighborhood Cleanliness, by Race and Gender

Neighborhood cleanliness receives uniformly positive ratings when considered from the perspective of age, race and gender. Amongst all age groups, “excellent/good” ratings constitute no less than 56.4% (35-44 year olds) of respondents and range as high as 61.8% (25-34 year olds). “Poor” ratings range from a low of 11.3% among 18-24 year olds and 17.7% among 55-64 year olds.

The best “excellent/good” ratings for racial groups was 64.3% for white respondents and the highest “poor” ratings were recorded for black respondents (16.5%). Men and women had very similar perceptions of neighborhood cleanliness: 59.6% and 58.7% for “excellent/good” respectively and 13.2% and 15.3% for “poor,” respectively.

6. Ratings of Services Related to a Cleaner and More Sustainable Baltimore

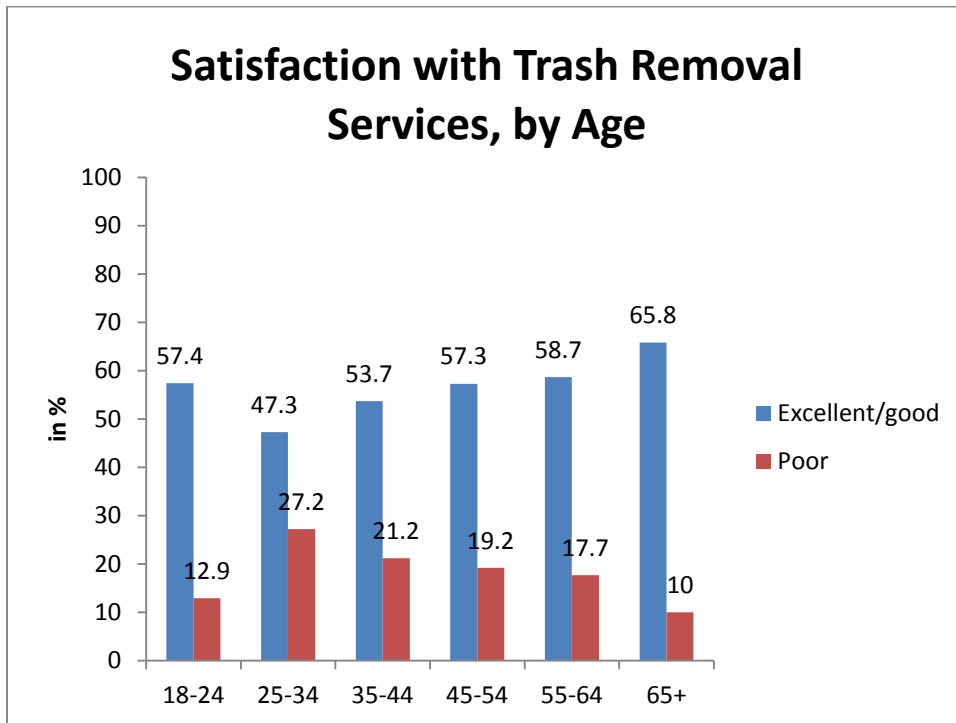


Figure 21: Satisfaction with Trash Removal Services, by Age

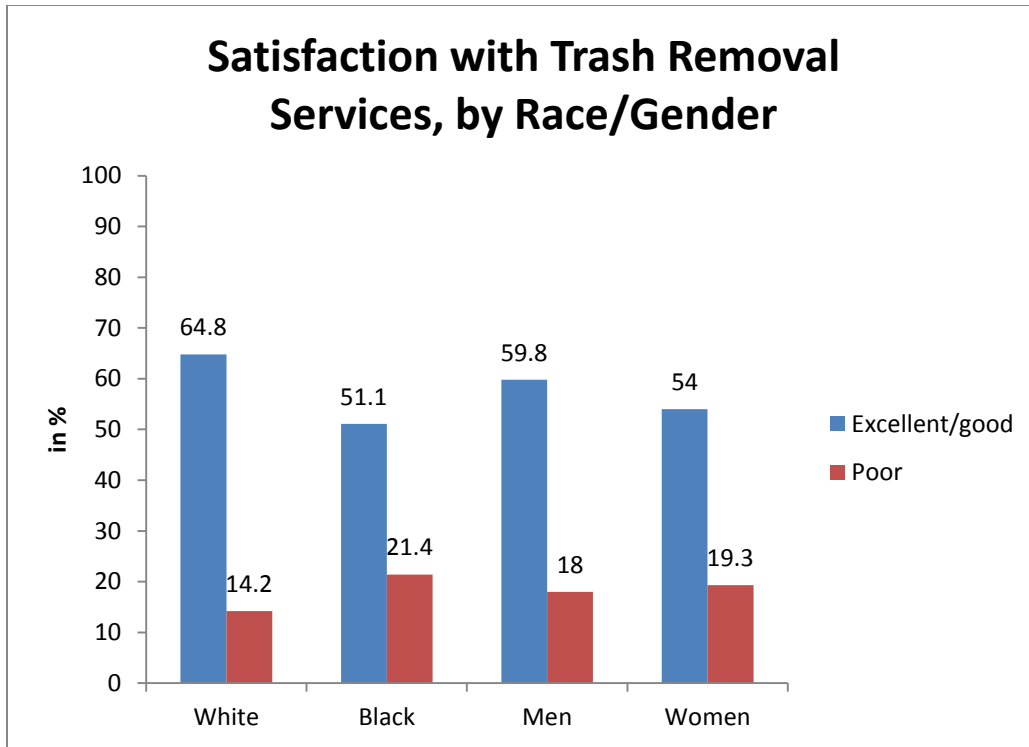


Figure 22: Satisfaction with Trash Removal Services, by Race/Gender

Public satisfaction with trash removal services tends to increase with age as dissatisfaction decreases. The highest “excellent/good” rating was given by respondents over 65 and the lowest by those between 25 and 34. Conversely, those two groups also gave trash removal its lowest and highest “poor” rating, respectively. In terms of race and gender, white males appeared to be the most satisfied with trash removal services.

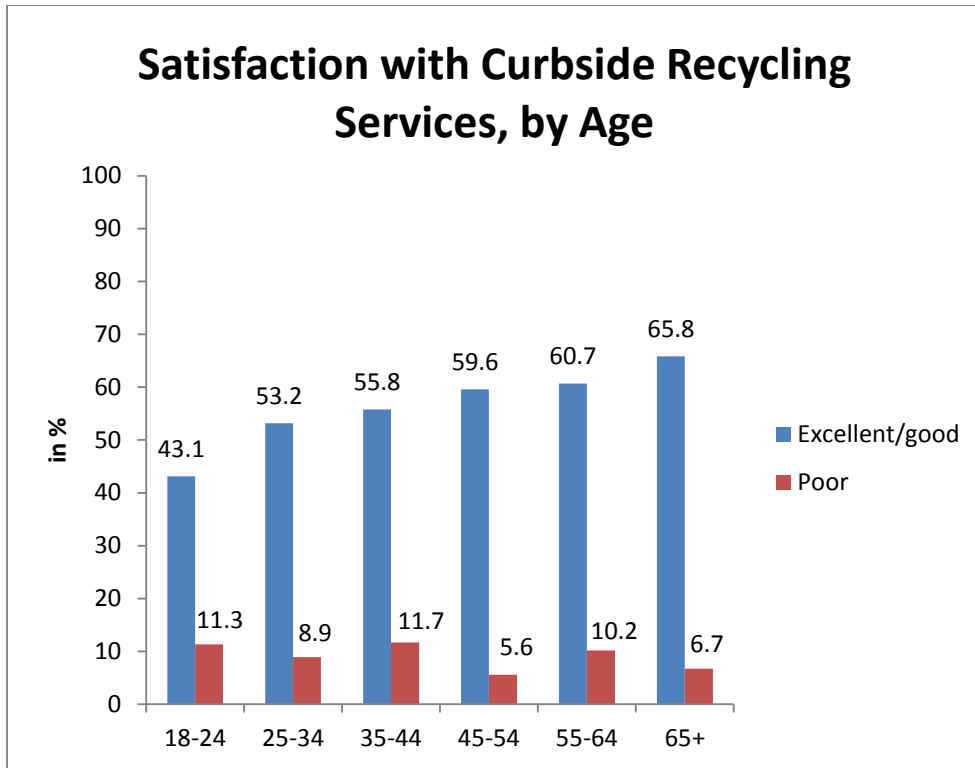


Figure 23: Satisfaction with Curbside Recycling Services, by Age

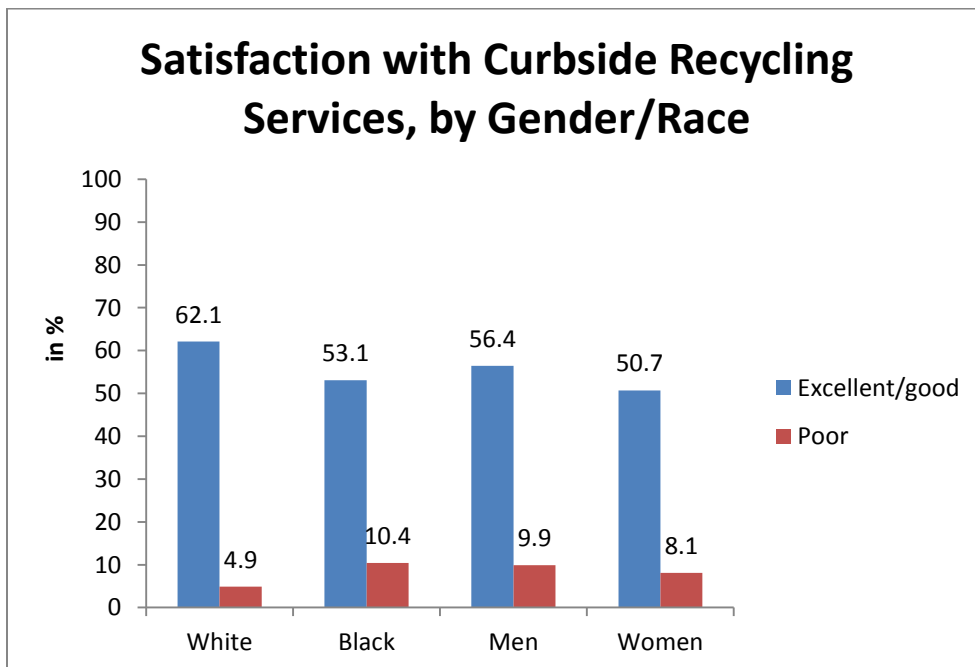


Figure 24: Satisfaction with Curbside Recycling Services, by Gender/Race

Satisfaction with curbside recycling services appears to be generally high, but it, too, shows the same trend as trash removal. Opinion improves steadily as the age of the respondents increase.

“Excellent/good” ratings ranged from a low of 43.1% among 18-24 year olds to 65.8% among those over the age of 65. Whites are more satisfied with curbside recycling than black residents (62.1% “excellent/good” compared to 53.1%) and men more so than woman (56.4% and 50.7%, respectively).

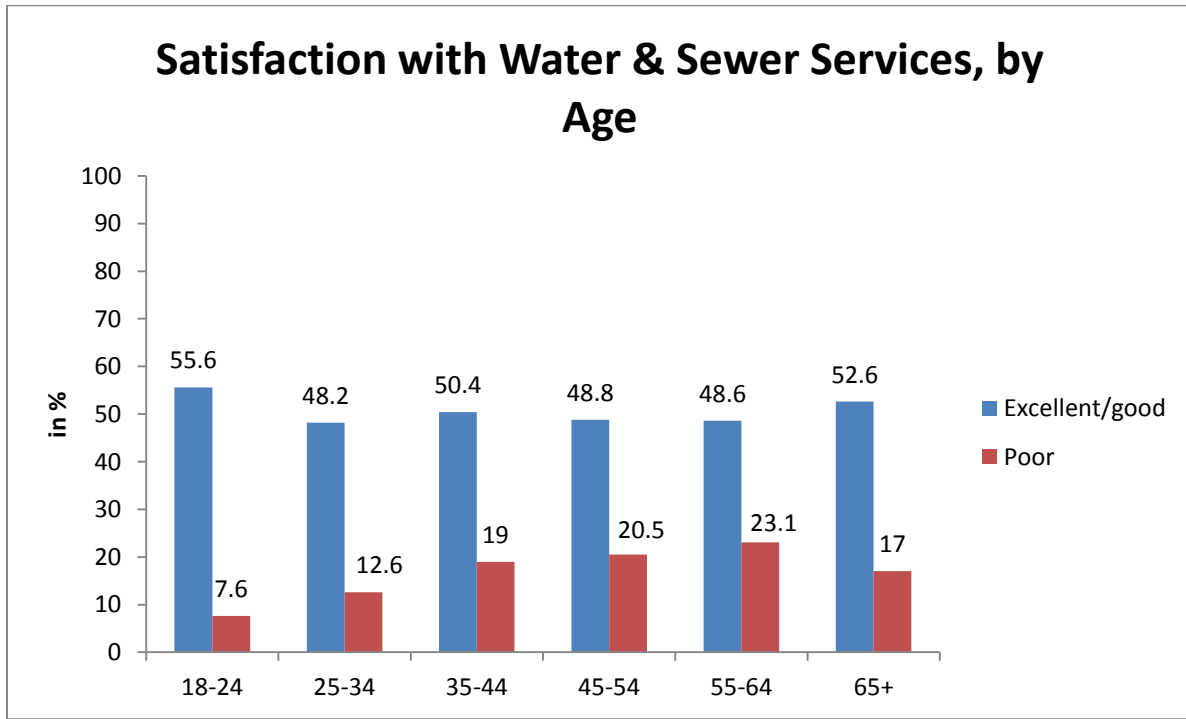


Figure 25: Satisfaction with Water & Sewer Services, by Age

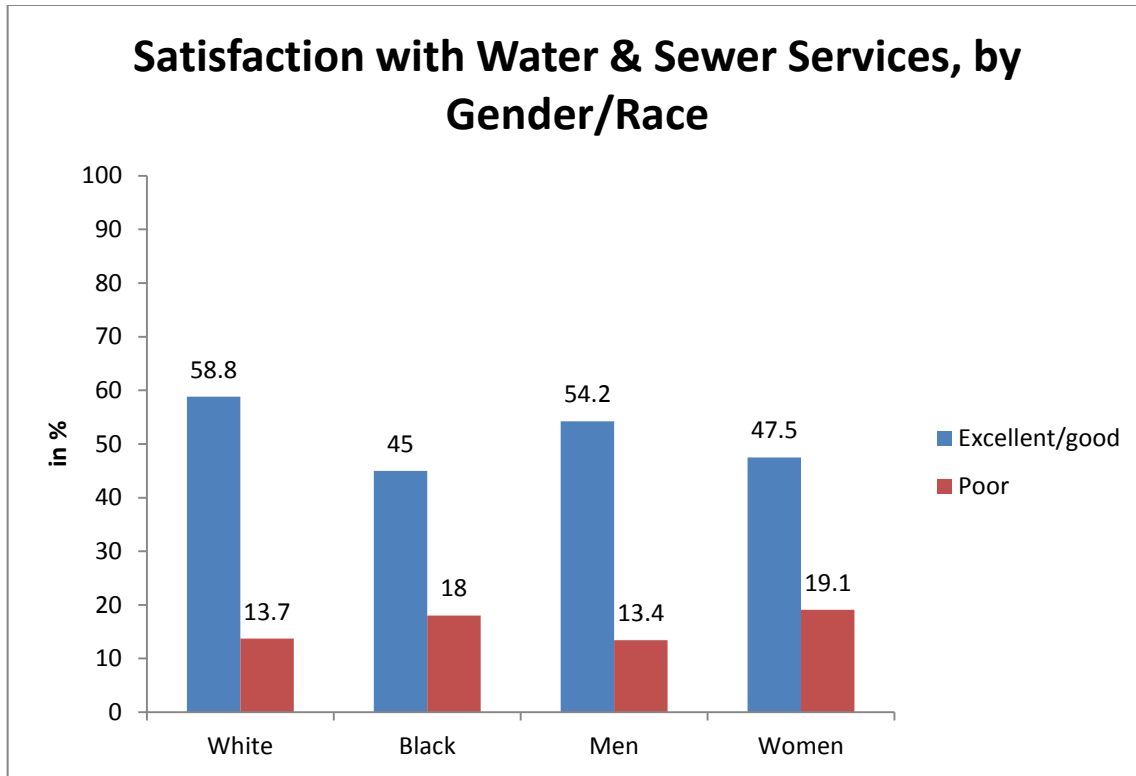


Figure 26: Satisfaction with Water & Sewer Services, by Gender/Race

Overall satisfaction with water and sewer service is relatively high, with “excellent/good” ratings all within the upper 40s to mid-50% range, the highest being recorded for 18-24 year olds (55.6%) and the lowest for 25-34 year olds (48.2%).

A much more dramatic difference between groups becomes apparent when water and sewer services are considered from the perspective of race and gender. A nearly 14% gap separates “excellent/good” ratings of white respondents (58.8%) and black respondents (45%). Men (54.2%) and women (47.5%) have a less substantial divergence of opinion.

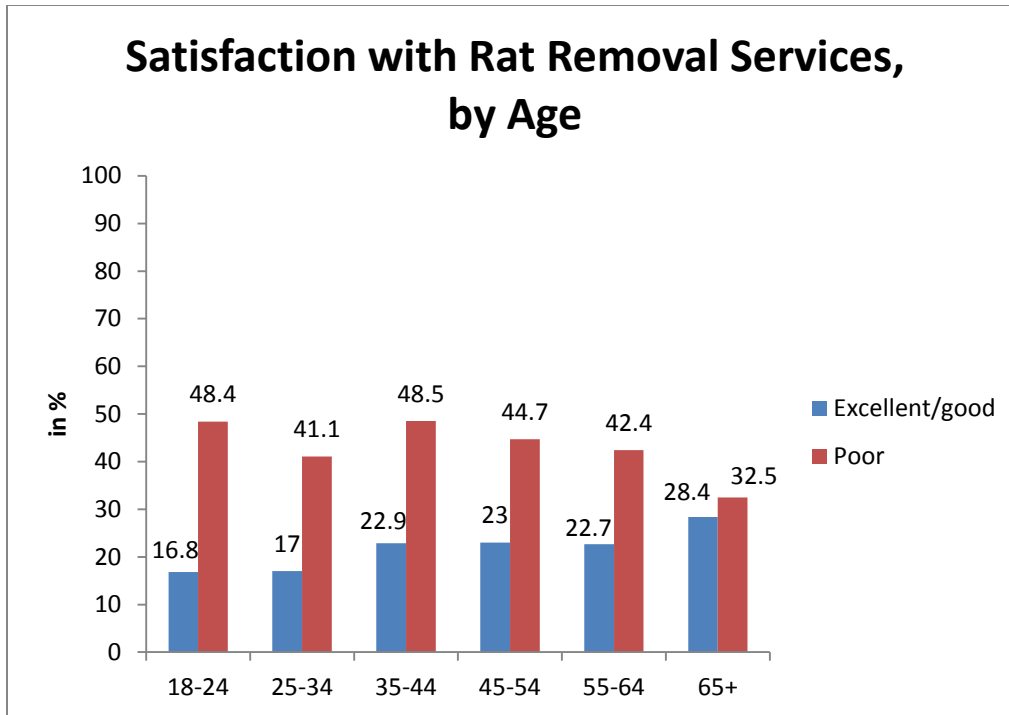


Figure 27: Satisfaction with Rat Removal Services, by Age

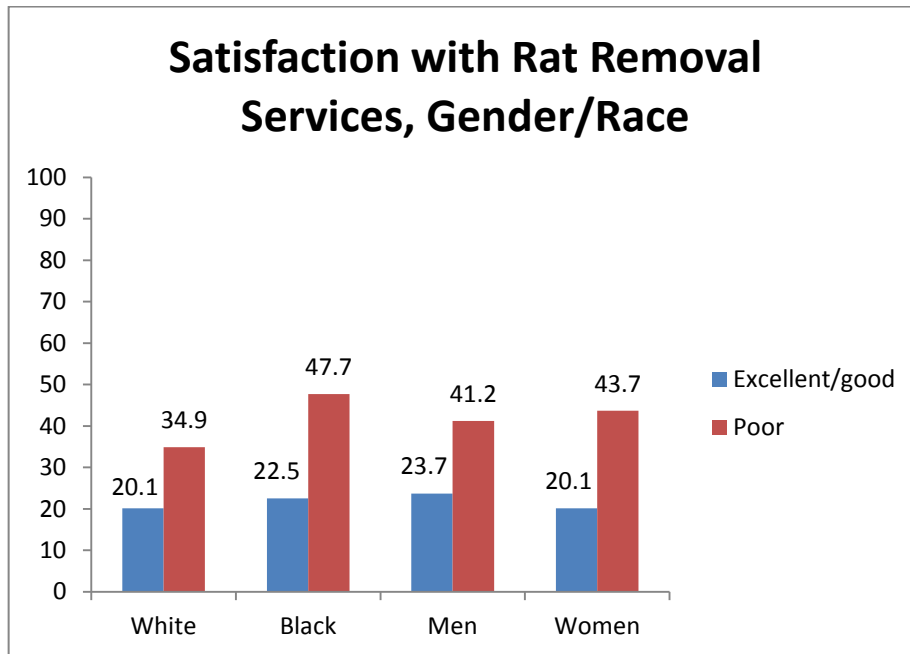


Figure 28: Satisfaction with Rat Removal Services, Gender/Race

Rat removal services are broadly perceived as ineffective. Though approval of this service does appear to increase somewhat with age, in no age group do "excellent/good" ratings exceed "poor." The highest poor ratings were recorded for 18-24 and 35-44 year olds (48.4% and 48.5% respectively) and the highest "excellent/good" ratings were recorded in the 65+ age group (28.4%).

The gap between “excellent/good” and “poor” is the smallest for white people relative to black people and—marginally—men relative to women. Amongst gender and racial groups, the highest “excellent/good” rating was from men (23.7%) and the highest “poor” rating was from black respondents (47.7%).

7. Ratings of Neighborhood Related Services

Snow removal

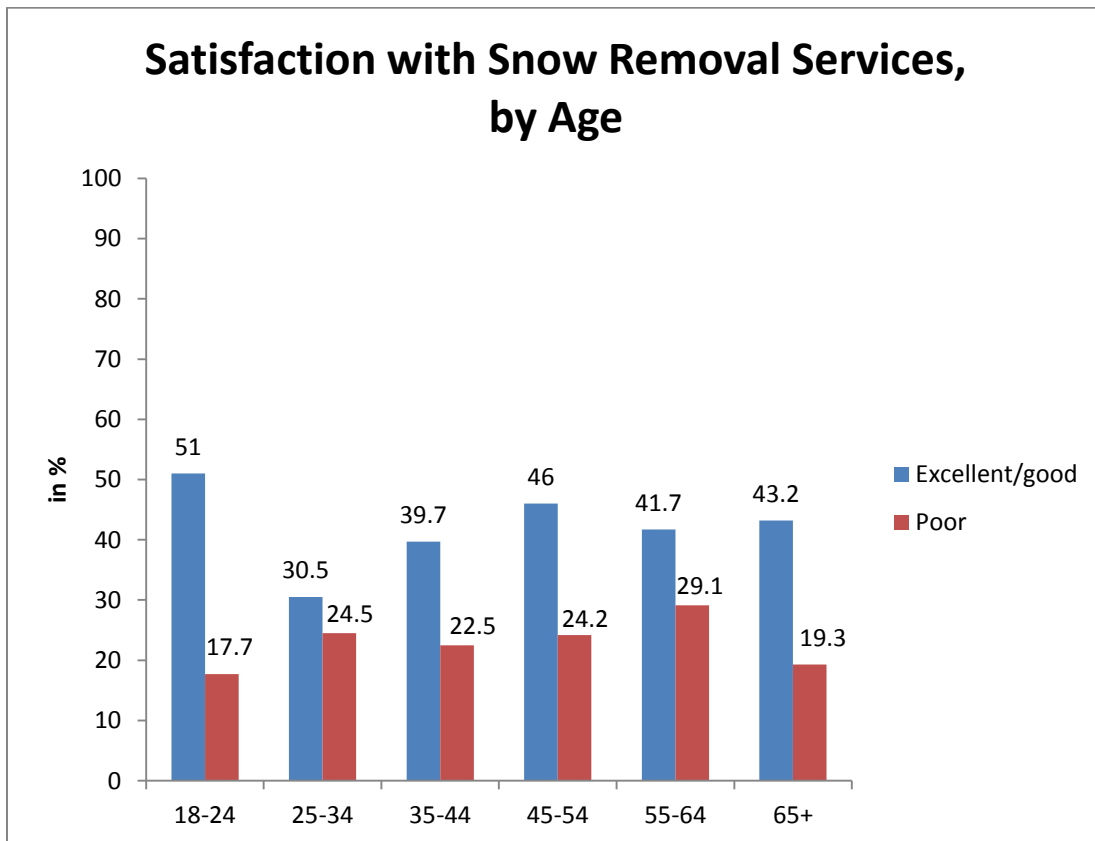


Figure 29: Satisfaction with Snow Removal Services, by Age

Satisfaction with snow removal services appears to be highest among those aged 18-24 (51% “excellent/good”), but in all age groups “excellent/good” ratings are above about 40%, 25-34 year olds being the only exception (30.5%). “Poor ratings were highest for those 55-54 years of age (29.1%) and lowest for 18-24 year olds (17.7%).

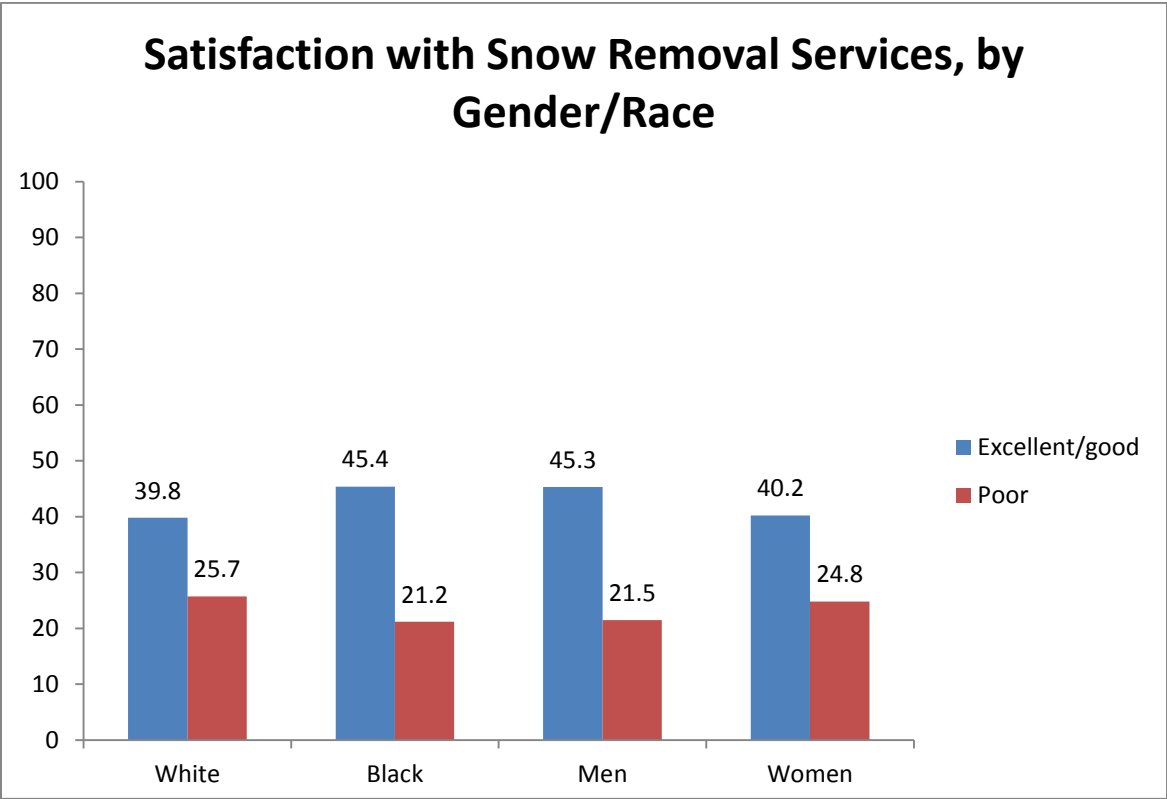


Figure 30: Satisfaction with Snow Removal Services, by Gender/Race

Opinions of snow removal services by gender and race were unusually uniform, with “excellent/good” ratings for white, black, male and female respondents all falling between 39.8% (white) and 45.4% (black) and “poor” ratings all falling between 21.2% (black) and 25.7% (white). Generally, men appeared to be more likely to be satisfied with snow removal services than women and black respondents were more likely to be satisfied than white respondents.

Housing Code Enforcement

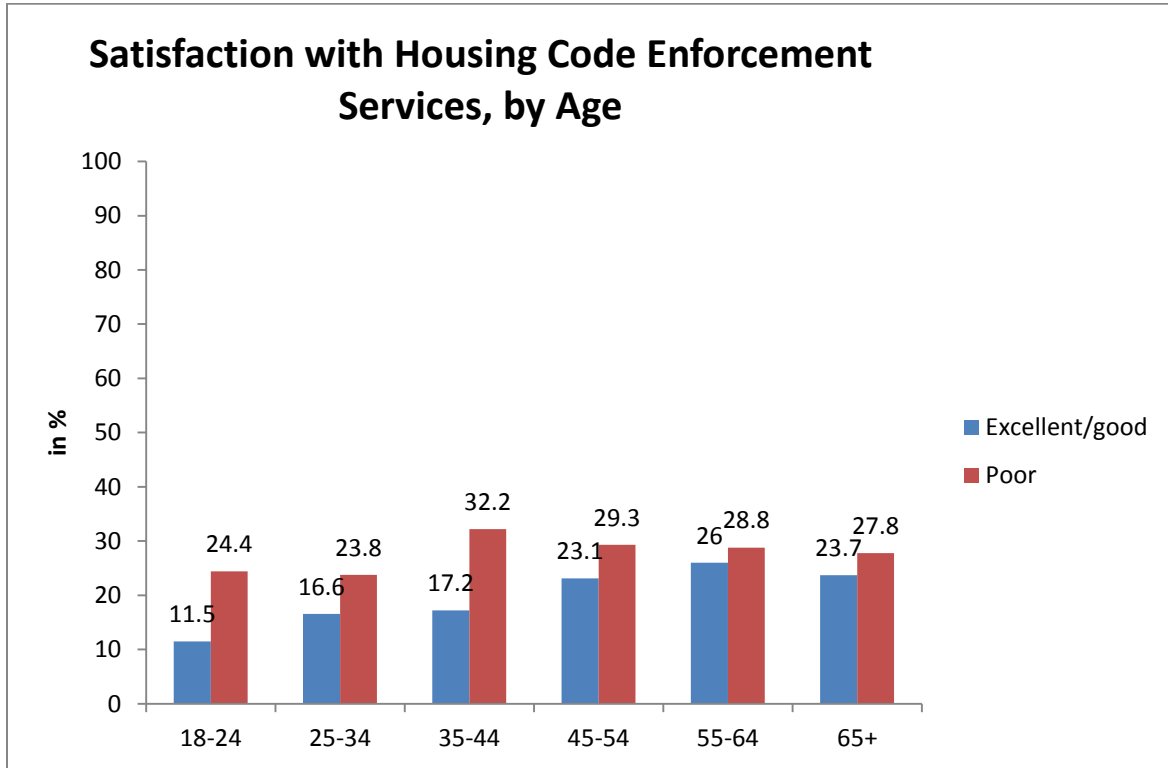


Figure 31: Satisfaction with Housing Code Enforcement Services, by Age

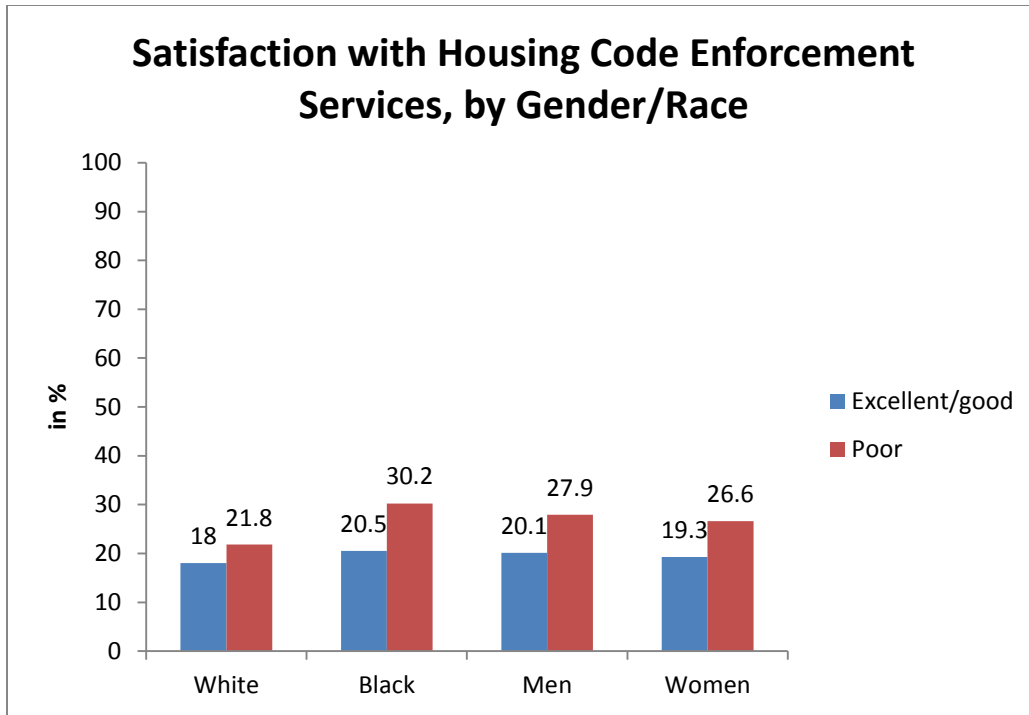


Figure 32: Satisfaction with Housing Code Enforcement Services, by Gender/Race

City residents do not appear to be satisfied with housing code enforcement services, though satisfaction increases with age. The lowest “excellent/good” ratings were reported by 18-24 year olds (11.5%) and the highest by 55-64 year olds (26%). The highest poor ratings were reported by 35-44 year olds (32.2%) and the lowest by 25-34 year olds (23.8%). Among gender and racial groups, white respondents were the most satisfied with the lowest “poor” rating (21.8%). The highest “excellent/good” rating was reported by black respondents (20.5%).

Street Maintenance

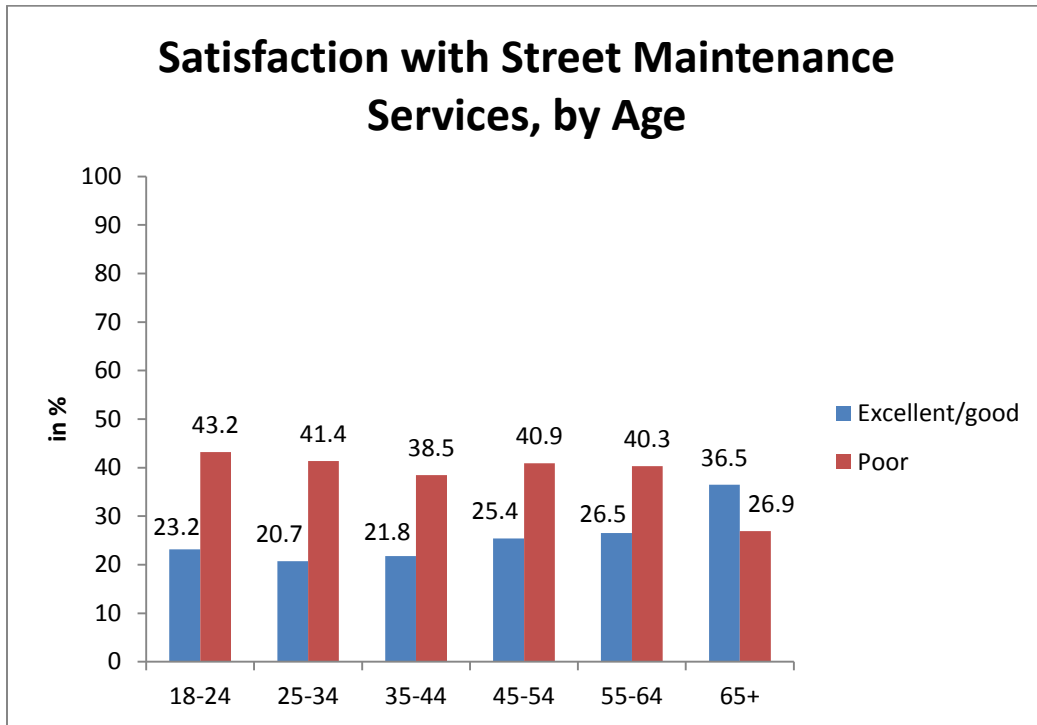


Figure 33: Satisfaction with Street Maintenance Services, by Age

Citizen Survey results indicate widespread disapproval of street maintenance services across age, gender and racial groups. The only exception to this trend was respondents over the age of 65. This group recorded both the highest “excellent/good” rating (36.5%) and the lowest “poor” rating (26.9%) and they were the only group to report a net positive rating. ‘Poor’ ratings for other age groups were all around 40%, with the highest being 43.2% (18-24). “Excellent/good” ratings were all in the 20% range, with the lowest being reported by 25-34 year olds (20.7%).

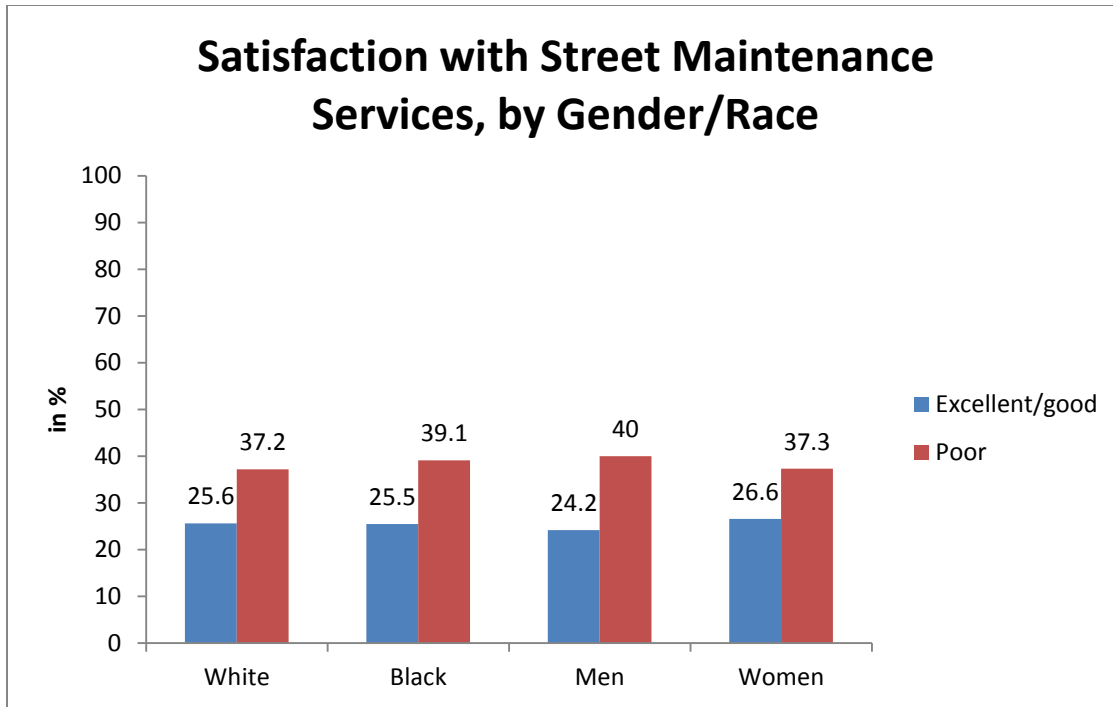


Figure 34: Satisfaction with Street Maintenance Services, by Gender/Race

Ratings among racial and gender groups were similarly uniform, with “excellent/good” ratings all in the mid-20% range and “poor” ratings clustered in the upper 30% range. The highest “poor” rating was reported by male respondents (40%) and the lowest “excellent/good” ratings also reported by men (24.2%).

8. Ratings of Quality of Life Issues

Illegal Dumping

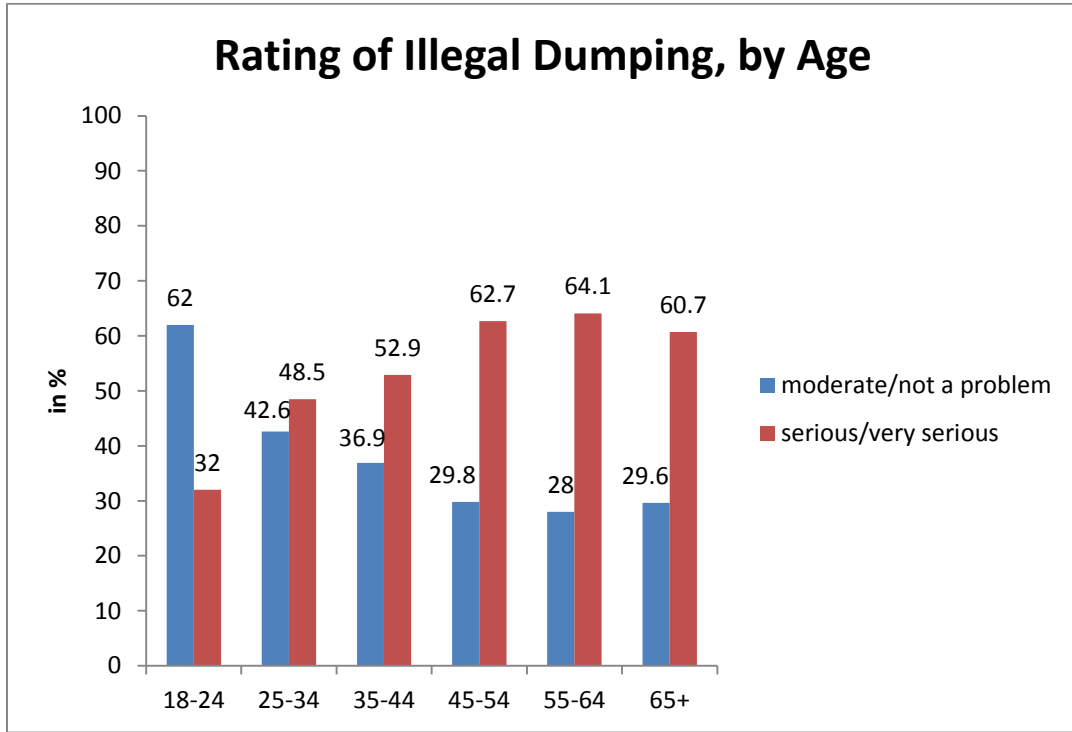


Figure 35: Rating of Illegal Dumping, by Age

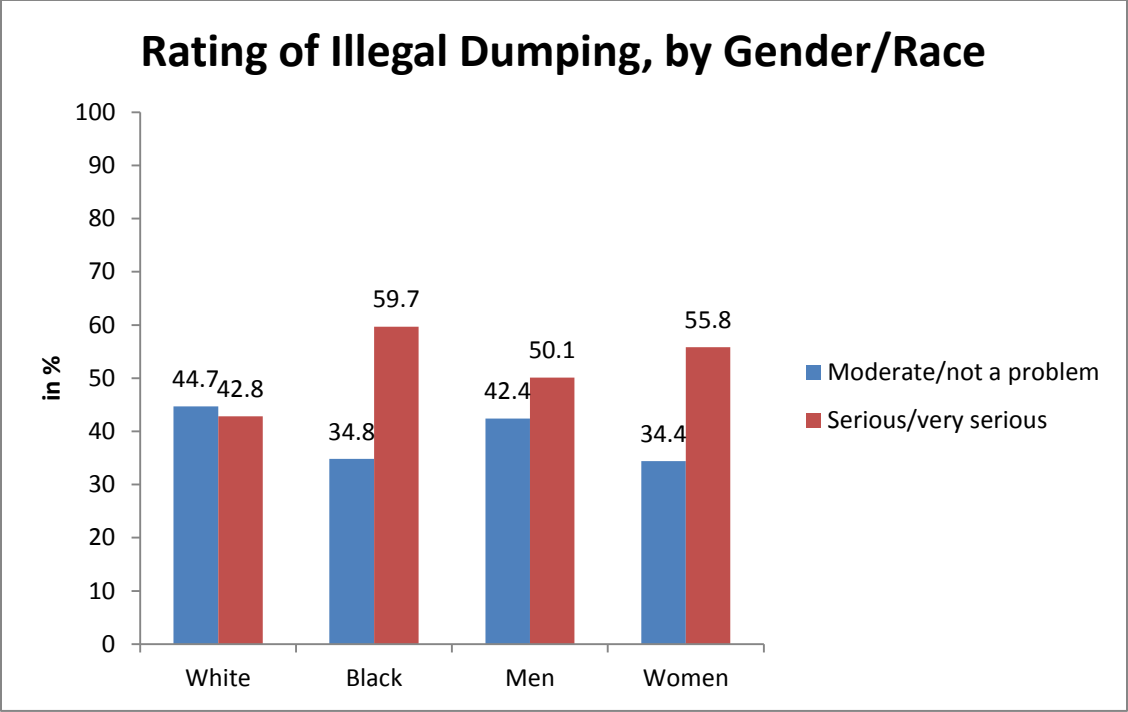


Figure 36: Rating of Illegal Dumping, by Gender/Race

Illegal dumping is regarded as a serious issue in Baltimore. The 18-24 year old respondents are the exception to this general trend. Among this group, only 32% of respondents rated illegal dumping as a “serious/very serious” problem, compared to 62% who felt that it was moderate or not a problem at all. Perceptions of the seriousness of this problem increased with age. The 55-64 year old respondents gave illegal dumping its highest serious/very serious rating (64.1%) and its lowest “moderate/not a problem” rating (28%). White men appeared the least likely to consider illegal dumping a serious problem, while black women seemed the most likely to.

Graffiti

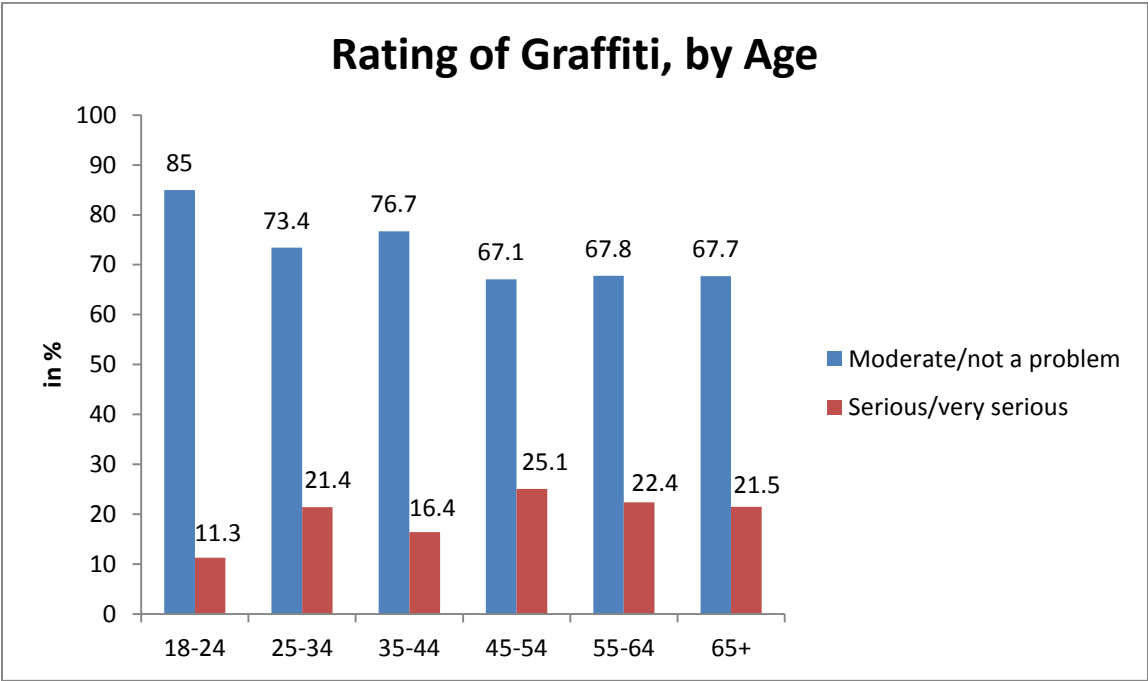


Figure 37: Rating of Graffiti, by Age

Graffiti is regarded as a serious problem only by a small minority of survey respondents, across age, gender and racial groups. The highest moderate rating for graffiti was given by 18-24 year old respondents, 85% of whom believe graffiti is not a problem at all or only a moderate one. The lowest moderate score was still 67.8% (55-64 year olds). The highest serious/very serious rating was given by 45-54 year old respondents (25.1%).

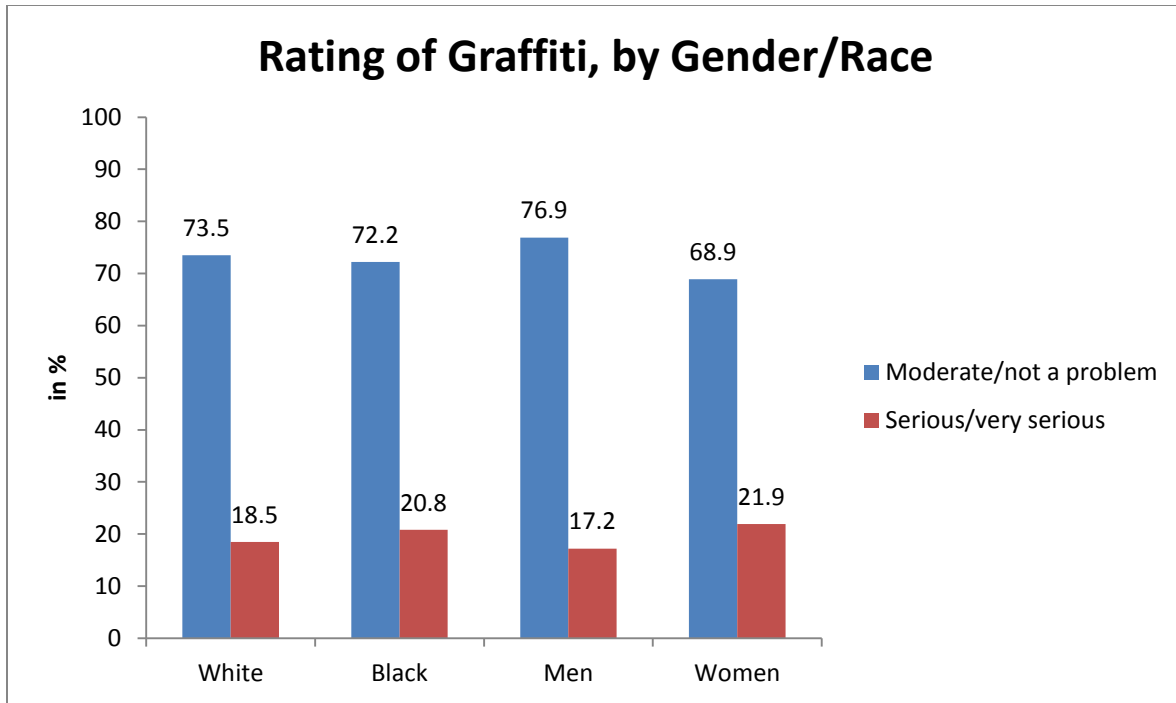


Figure 38: Rating of Graffiti, by Gender/Race

Over two thirds of white, black, male and female respondents indicated that graffiti was a moderate problem or not a problem at all. The highest serious rating was given by female respondents (21.9%).

PART B: TREND ANALYSIS

Overview

Section B of this report compares the cleanliness and the ratings of services related to cleanliness in 2013 with Citizen Surveys' results in 2010, 2011 and 2012. Section B examines respondents' perception of cleanliness in four different areas:

- 1) Cleanliness in the City and in their neighborhoods
- 2) Ratings of services related to a cleaner and more sustainable Baltimore
- 3) Ratings of neighborhood-related services
- 4) Ratings of services related to the quality of life

1. Cleanliness in Baltimore and Neighborhoods

Perception of Cleanliness in the City and Neighborhoods

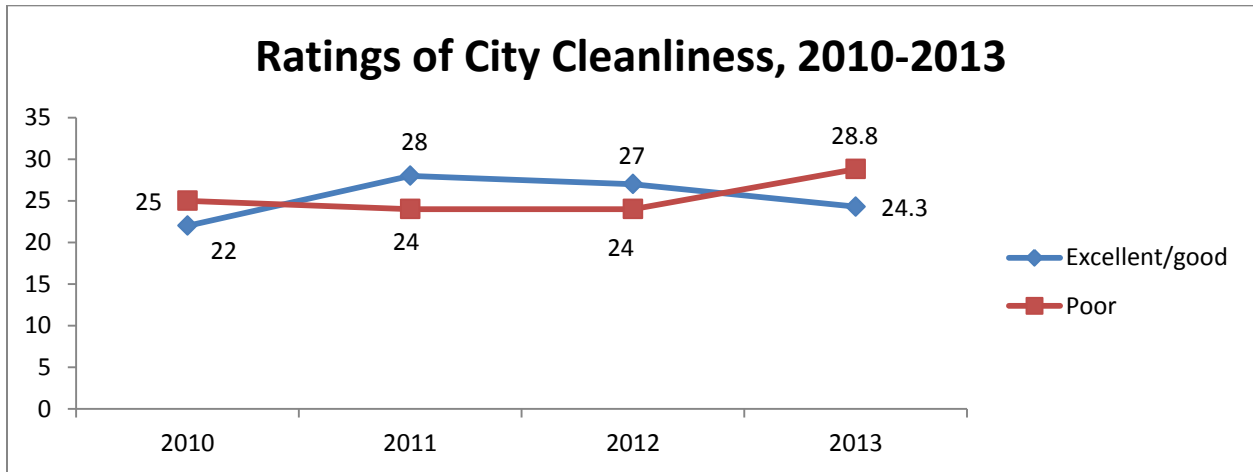


Figure 39: Ratings of City Cleanliness, 2010-2013

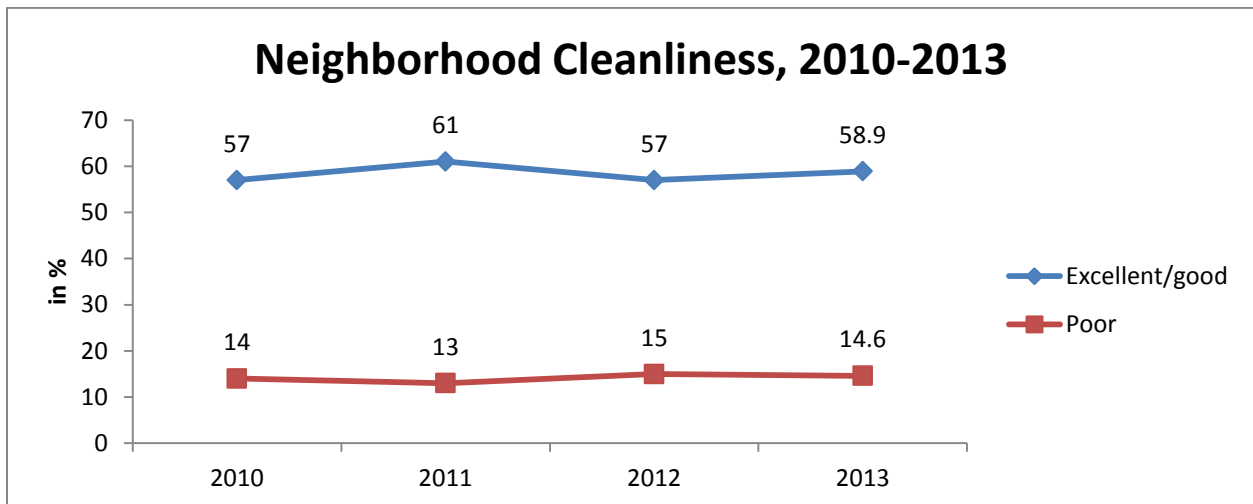


Figure 40: Neighborhood Cleanliness, 2010-2013

Over the past four years, perceptions of both cleanliness and neighborhood cleanliness have remained relatively stable. For overall city cleanliness, rating so “excellent/good” and “poor” have remained constant and approximately equal, both in the mid to upper 20% range. In terms of neighborhood cleanliness, “excellent/good” has accounted for well over half of responses each year since 2010.

2. Ratings of Services Related to a Cleaner and More Sustainable Baltimore

Trash Removal

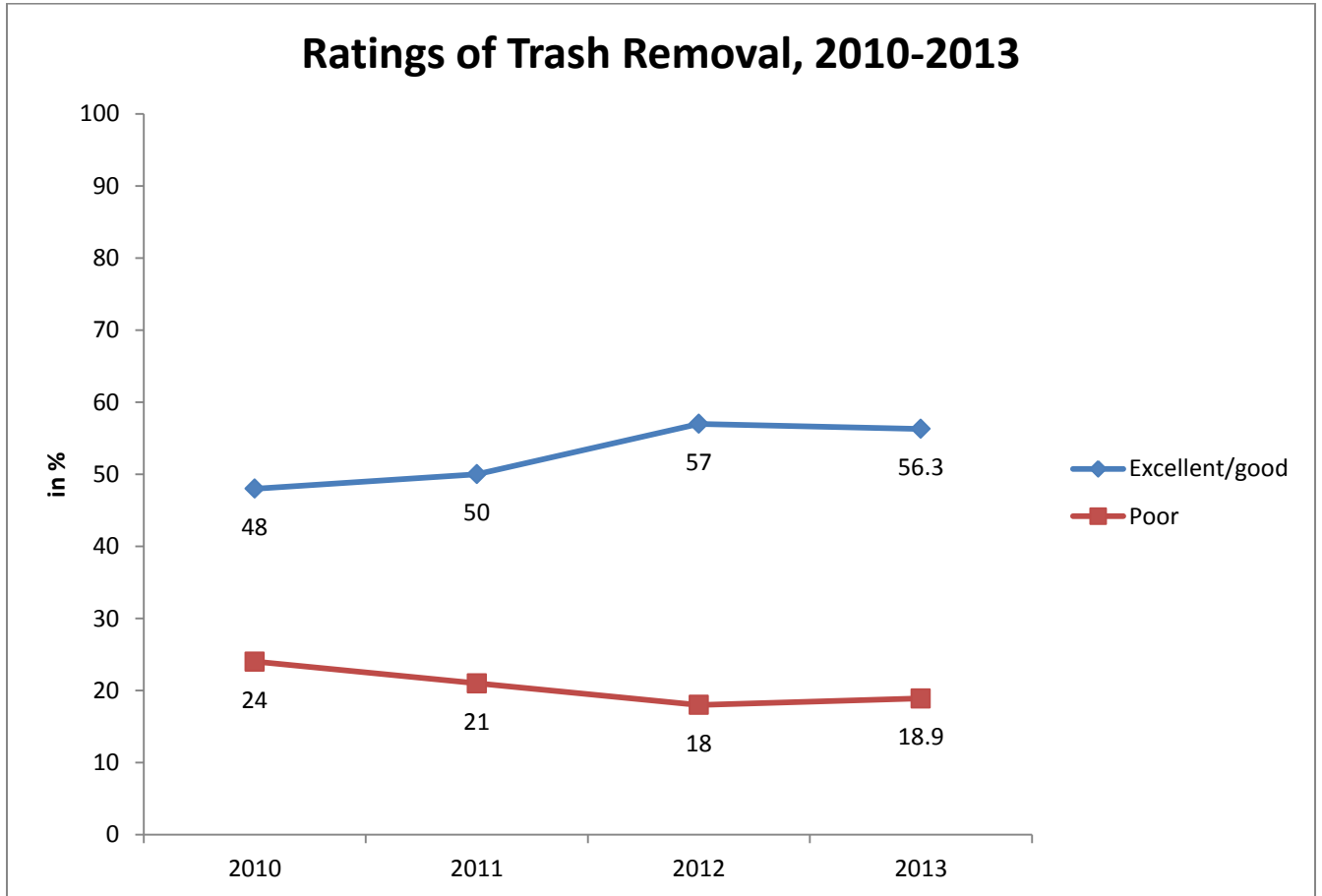


Figure 41: Ratings of Trash Removal, 2010-2013

Perceptions of trash removal services in 2013 remain virtually unchanged since 2012, maintaining the slight opening of the gap between “excellent/good” and “poor” that began around 2011.

Curbside Recycling

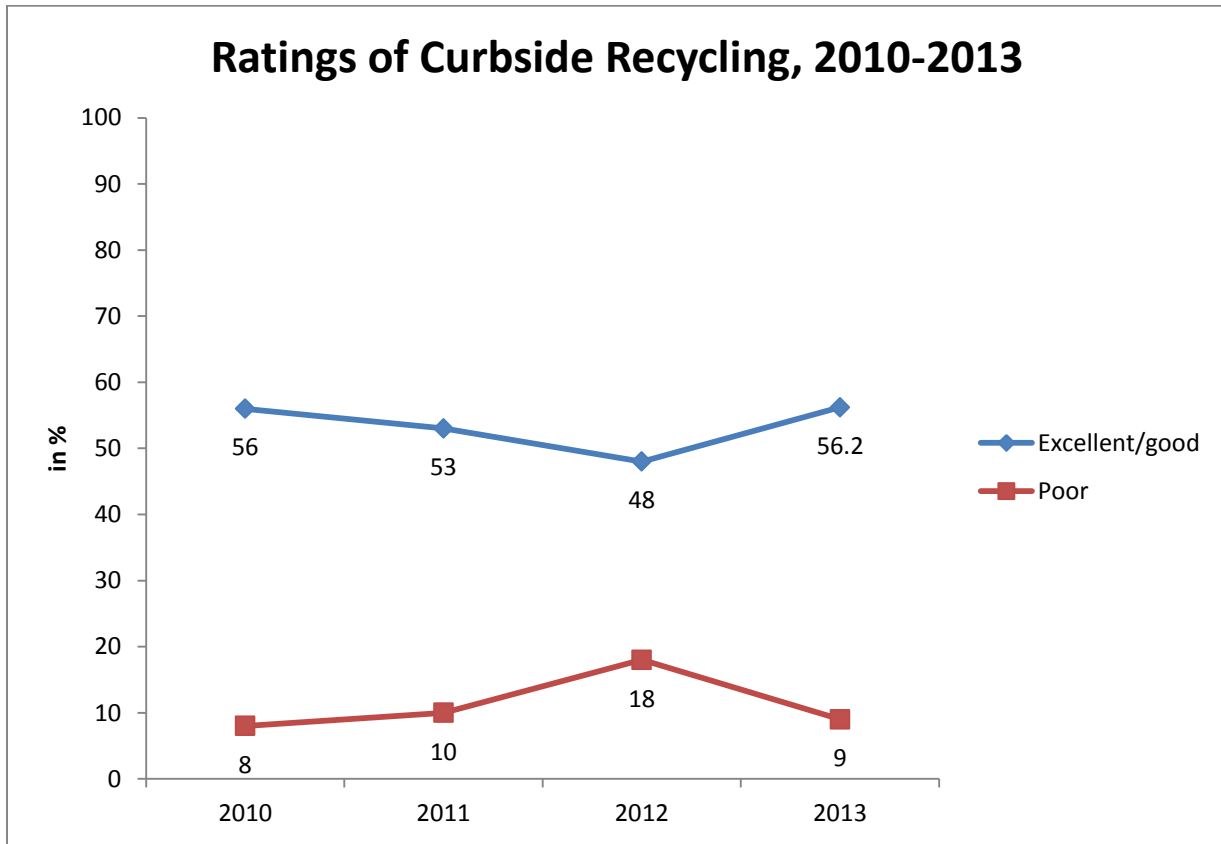


Figure 42: Ratings of Curbside Recycling, 2010-2013

For curbside recycling services, 2013 represented a reversion to the mean. After a noticeable uptick in dissatisfaction in 2012, “excellent/good” ratings (56.2%) and “poor” ratings (9%) returned to 2010 level of support.

Water and Sewer Services

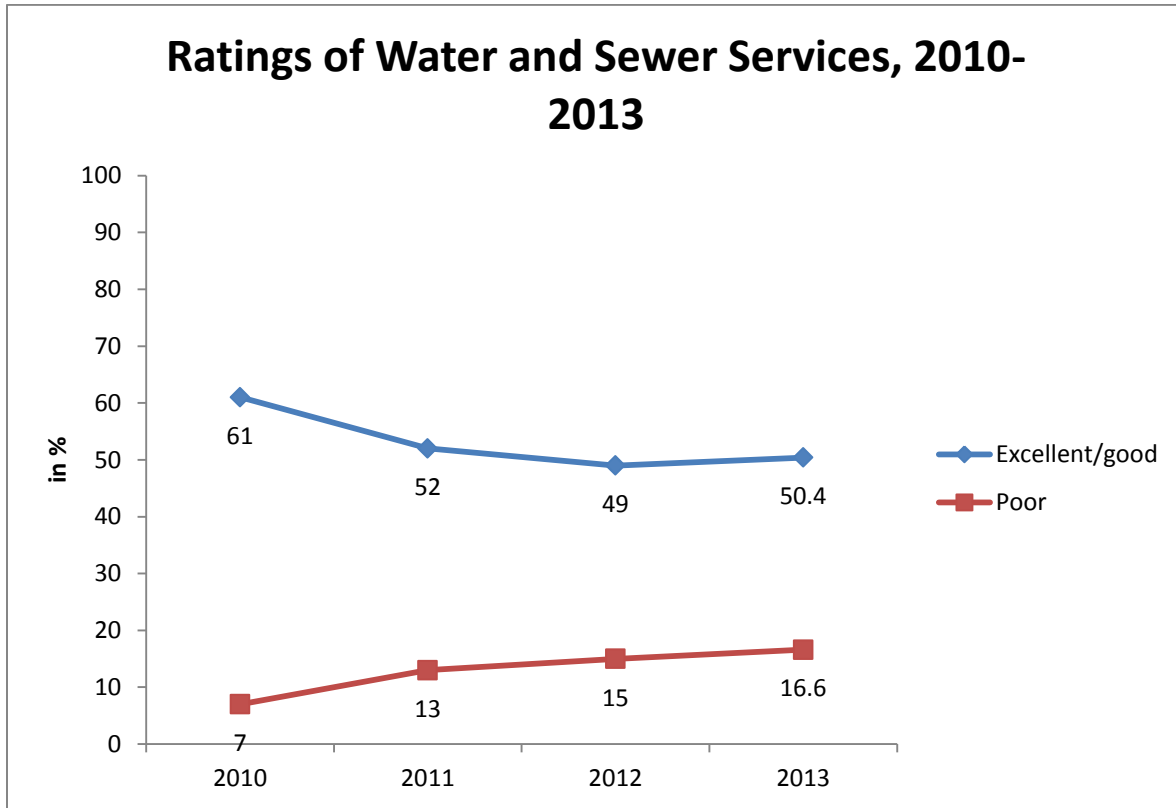


Figure 43: Ratings of Water and Sewer Services, 2010-2013

In 2010, a steep decline in approval of water and sewer services began, but by 2012 that decline had levelled off. The ratings in 2013 are virtually identical to those of 2012, indicating largely unchanged sentiment.

Rat Removal

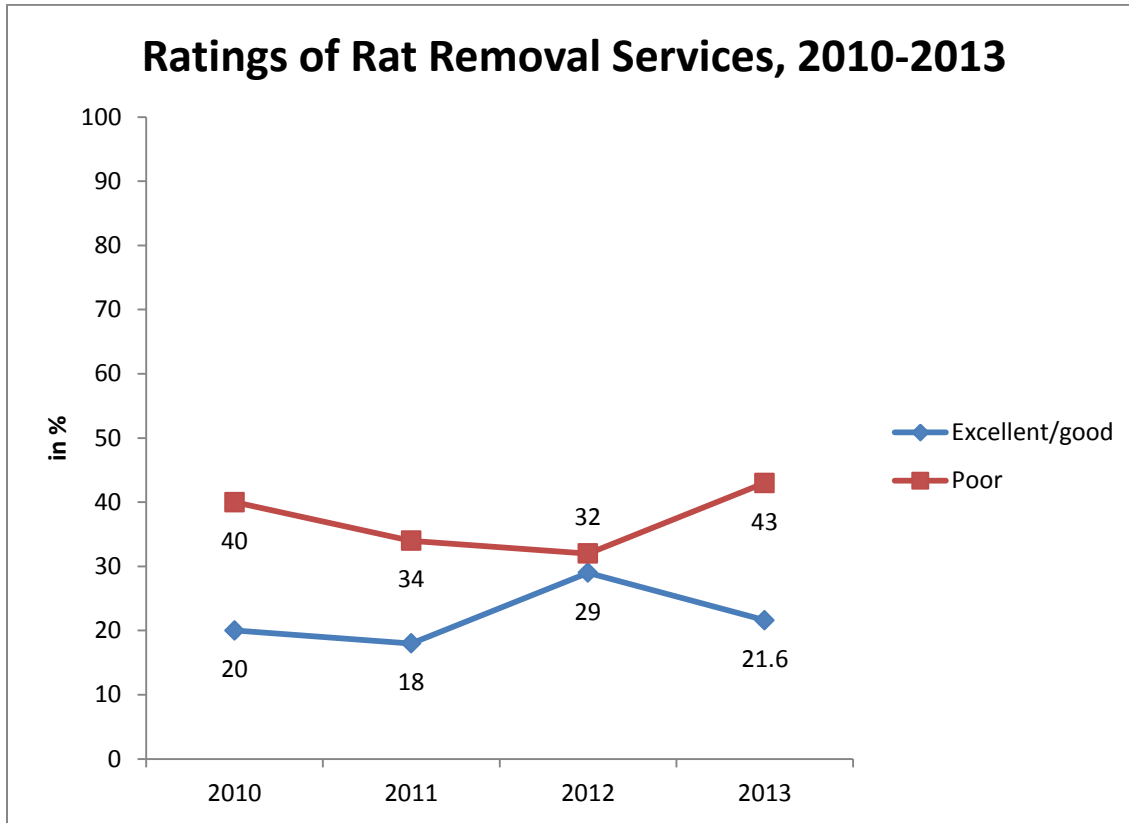


Figure 44: Ratings of Rat Removal Services, 2010-2013

For perceptions of rat removal services, much like perceptions of curbside recycling, 2013 represented a reversion to the mean. After surprisingly less dire ratings in 2012, opinions seemed to have reverted to 2010 levels, with “poor” ratings approximately twice that of “excellent/good.” It would now appear the 2012 spike in approval was a statistical anomaly or the result of some other temporary effect.

3. Ratings of Neighborhood Related Services

Snow Removal

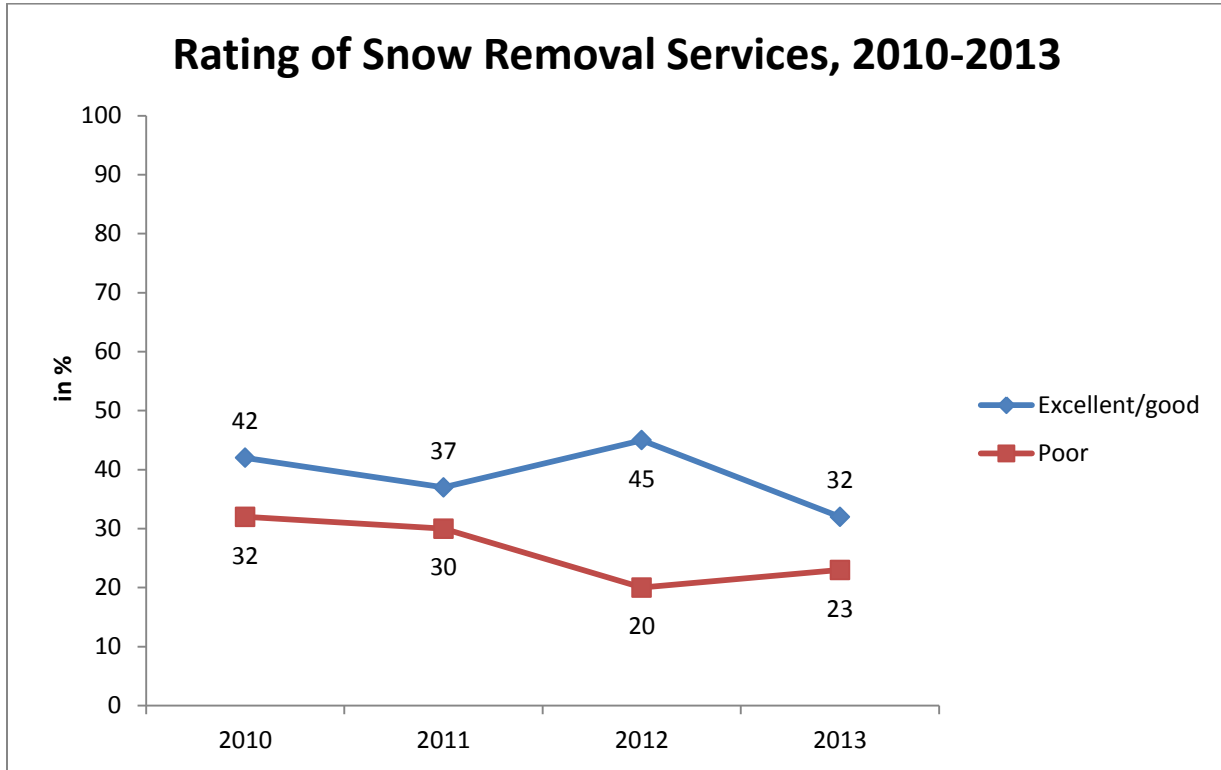


Figure 45: Rating of Snow Removal Services, 2010-2013

Approval of snow removal services have been in decline for several years. In 2012, there was a spike in approval ratings, but 2013 saw a sharp, substantial decline. “Excellent/good” ratings now stand 10 points lower than 2010. “Poor” ratings are about 9 points lower than 2010, though that figure is trending upwards from 2012.

Housing Code Enforcement

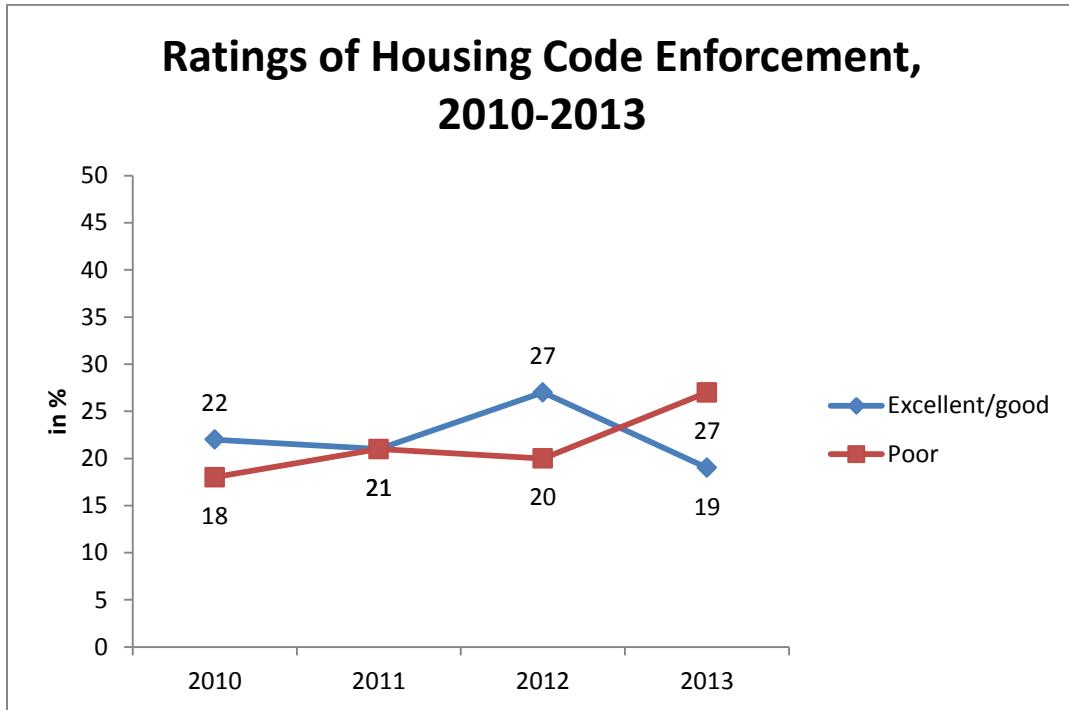


Figure 46: Ratings of Housing Code Enforcement, 2010-2013

The large increase in “excellent/good” ratings in 2012 was followed by a decrease of equal magnitude in 2013. This decrease of approval was accompanied by a 7 point increase in “poor” ratings, meaning that housing code enforcement services are viewed negatively overall for the first time in the period examined.

Street Maintenance



Figure 47: "Excellent/good" Ratings for Street and Sidewalk Maintenance Services, 2012

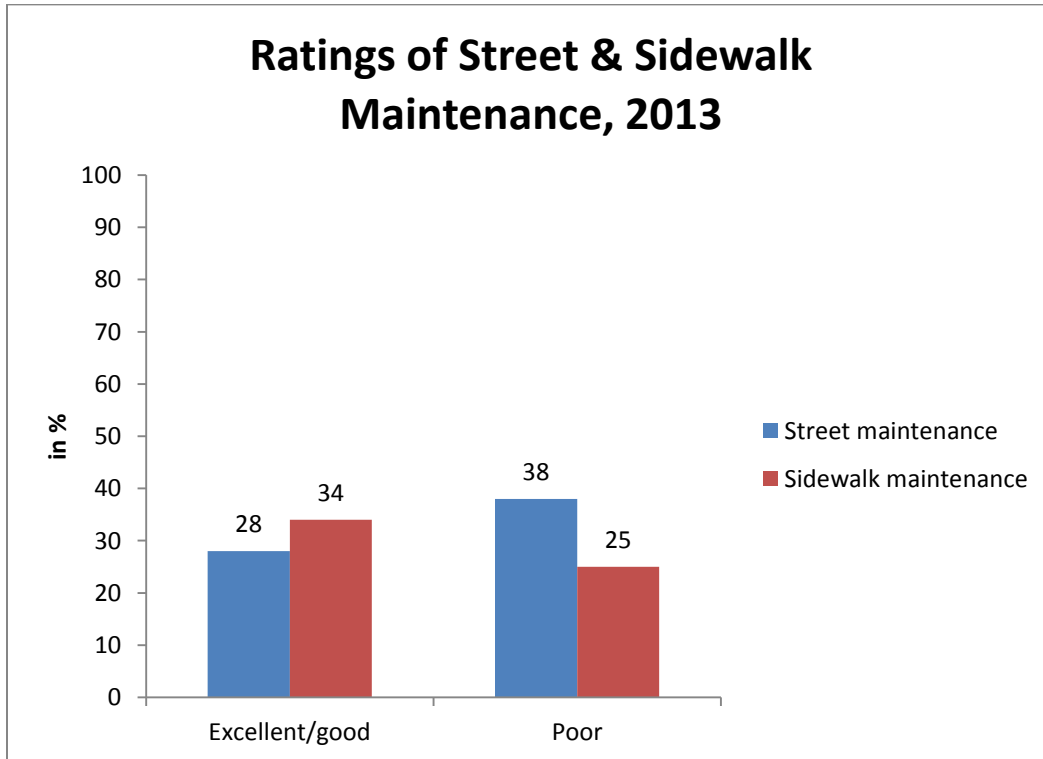
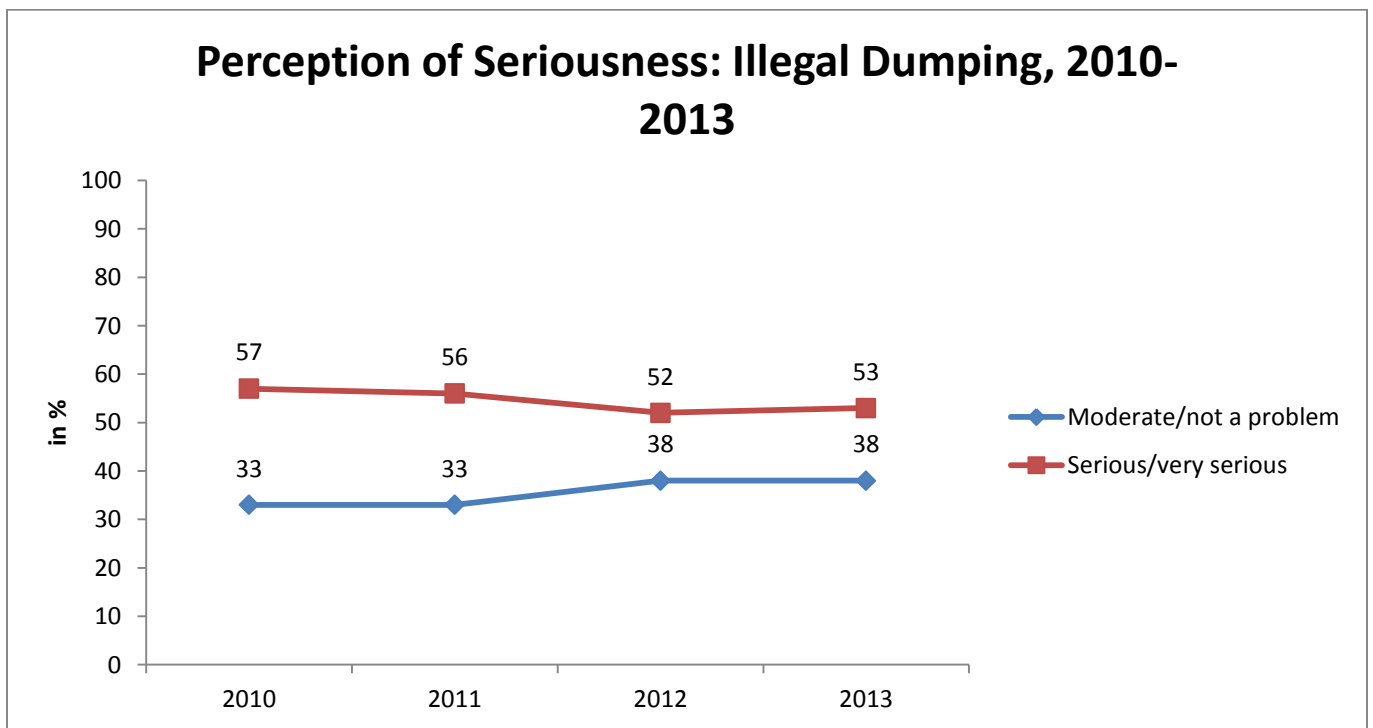


Figure 48: Ratings of Street & Sidewalk Maintenance, 2013

Street and sidewalk maintenance were considered as a single issue in the Citizens Survey until two years ago. Therefore, it is impossible to compare multi-year trends in perceptions of these services. However, we can see from the available data that “excellent/good” ratings for street maintenance held steady from 2012 to 2013, and approval of the two services is almost directly inversely proportional.

4. Ratings of Services Related to Quality of Life

Illegal Dumping



Most Baltimore residents believe that illegal dumping is a serious issue. The gap between those who believe it is a serious issue and those that don't has narrowed in recent years, but it remained almost exactly constant between 2012 and 2013.

Graffiti

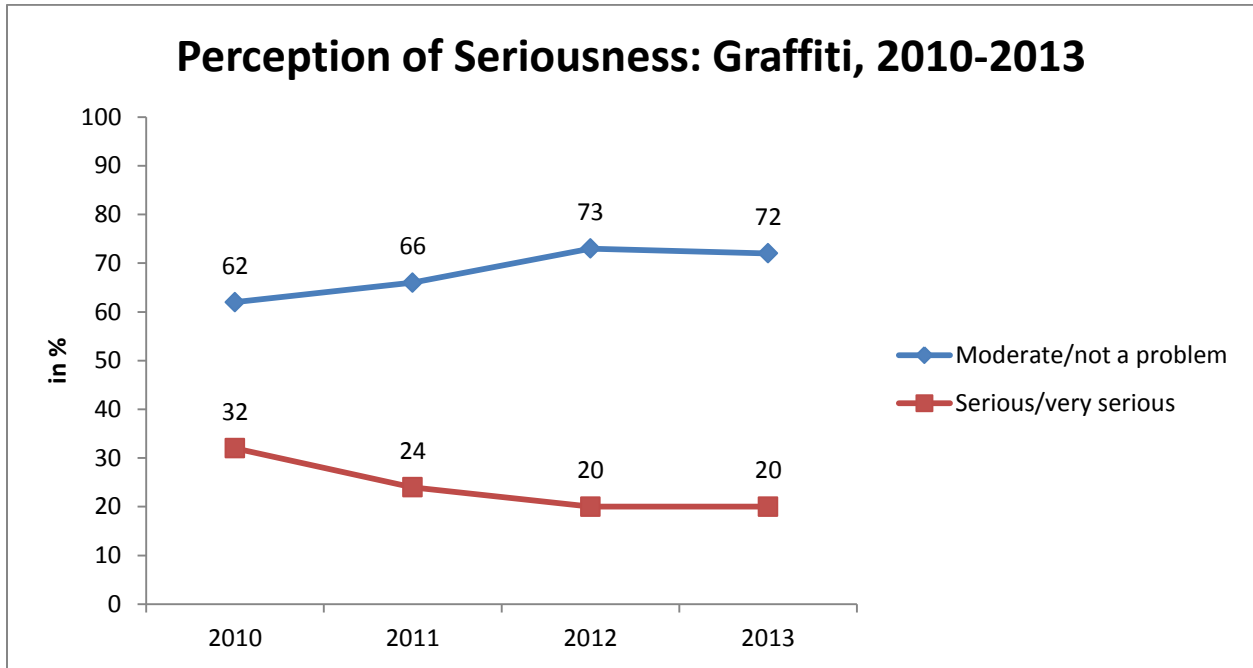


Figure 49: Perception of Seriousness: Graffiti, 2010-2013

Graffiti continues to be disregarded as a serious problem by Baltimore residents, a trend that shows little side of changing. From 2010 until last year, this trend intensified, with those saying graffiti is not a problem rising from 62% to 73% and those claiming that it is a serious problem dropping 12%. In 2013, those perceptions were replicated almost identically.

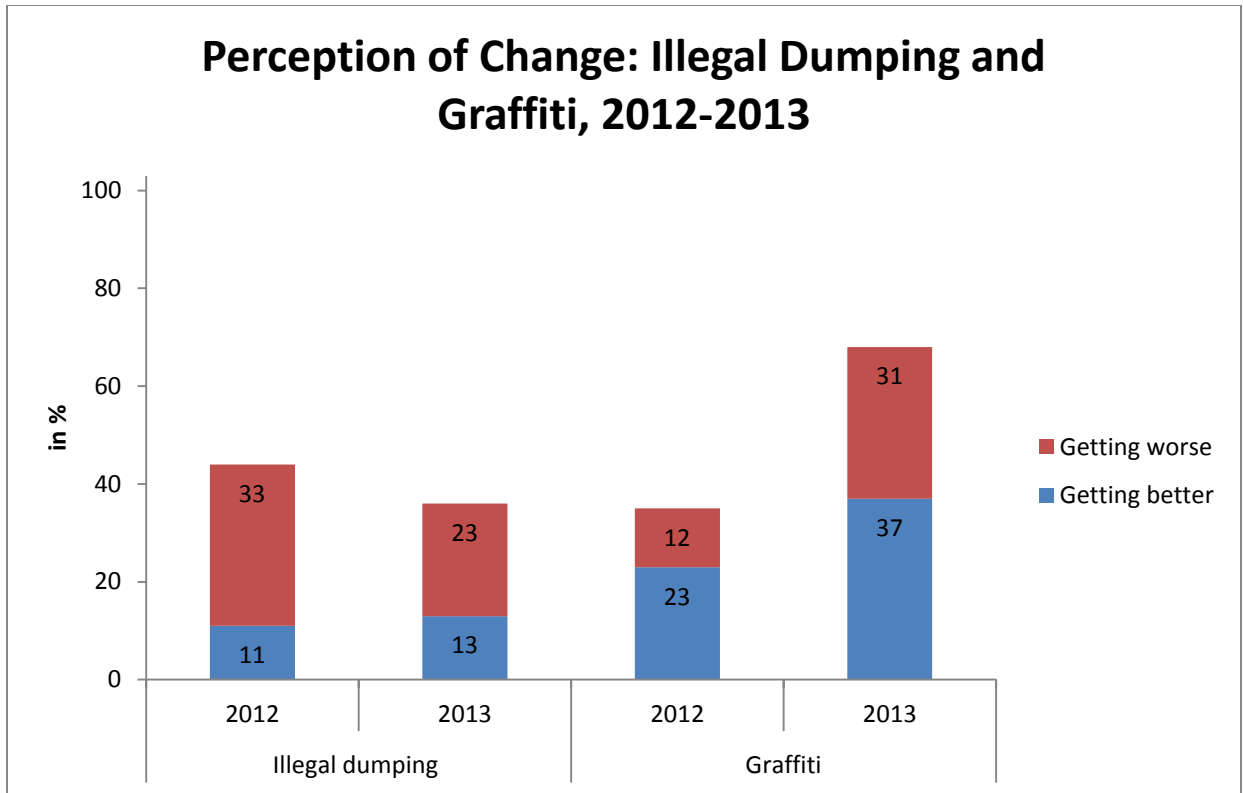


Figure 50: Perception of Change: Illegal Dumping and Graffiti, 2012-2013

The 2013 Citizen Survey asked residents to consider whether problems related to quality of life were getting better or worse. In 2012, people felt graffiti was getting better overall and illegal dumping was getting worse. In 2013, graffiti was perceived—by a relatively narrow margin—to again be worsening. Illegal dumping was also perceived to be worsening, though by a smaller margin than in 2012.

PART C: COMPARISON WITH PERFORMANCE DATA

Overview

Section C of the report compares the cleanliness and the ratings of services related to cleanliness with performance data in four different areas:

- 1) Cleanliness and the amount of green space in the City and in their neighborhoods
- 2) Ratings of services related to a cleaner and more sustainable Baltimore
- 3) Ratings of neighborhood-related services
- 4) Ratings of services related to the quality of life

Cleanliness Services	Performance Data
City Cleanliness	SW-Cleaning, Dirty Streets, Dirty Alleys, Boarding, Corner Can Collection and SIU Cleaning
Trash Removal	SW-Mixed Refuse
Curbside Recycling	SW-Recycling
Housing Code Enforcement	% Requests Closed On Time
Illegal Dumping	SW-Dirty Alleys, Dirty Streets
Graffiti	SW-Graffiti, SW-BCPS Graffiti

Chart 1: Cleanliness Services and relevant Performance Indicators

The Citizen Survey is typically conducted between March and June every year. The fiscal year's performance data is used to compare with the year the Citizen Survey was conducted. For example, the 2013 Citizen Survey was conducted between March 5, 2012 and May 20, 2012. The performance data that is used to match the Citizen Survey results comes from official CleanStat data regarding service requests in FY2013 (July 1, 2012 to June 30, 2013).

Chart 1 shows the city's cleanliness related services and their corresponding performance indicators.

Explanation of Selected Acronyms	
<i>Acronym</i>	<i>Meaning</i>
SW	Solid Waste
SIU	Special Investigations Unit
BCPS	Baltimore County Public Schools

Chart 2: Meaning of selected city acronyms

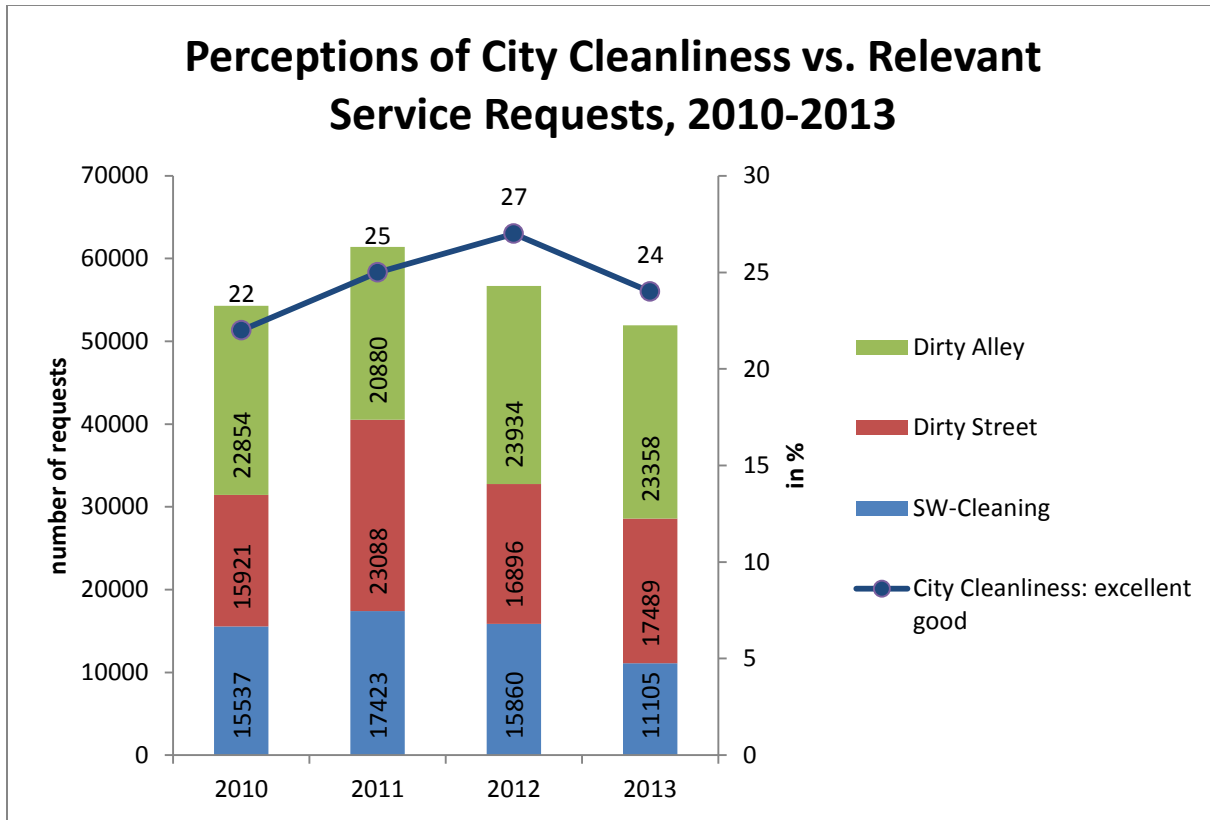


Figure 51: Perceptions of City Cleanliness vs. Relevant Service Requests, 2010-2013

Service Request, by Type and Volume, 2010-2013				
	2010	2011	2012	2013
SW- Cleaning	15537	17423	15860	11105
Dirty street	15921	23088	16896	17489
Dirty Alley	22854	20880	23934	23358

Chart 2: Service Requests, by type of service, 2010-2013

Figure 51 compares the number of service requests for three types of cleanliness related services with overall perceptions of city cleanliness. The line represents the percentage of respondents who rated city cleanliness as “excellent/good.” The trend in “excellent/good” ratings roughly corresponds to trends in the total number of service requests. For example, as the total number of service requests in 2011 topped 60,000, “excellent/good” ratings improved from 23% to 25%.