



# Baltimore in Depth

## A Closer Look at the 2011 Baltimore Citizen Survey Results

City of Baltimore/Department of Finance/Bureau of the Budget and Management Research

The 2011 Citizen Survey asked 1,786 respondents a series of questions to gauge their satisfaction with the services offered by the City of Baltimore and the quality of life in the City. This report focuses on individuals who lived in the **Western District**.

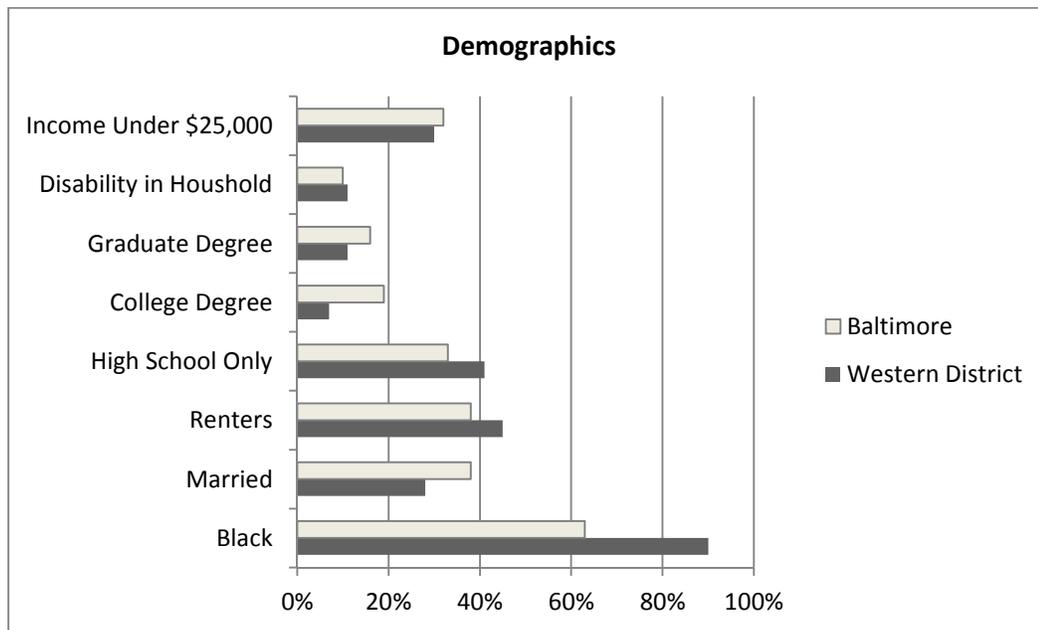


Chart 1: Demographics

### Demographics

The Western Planning District of Baltimore differed from the population as a whole in terms of racial makeup, education level, and homeownership. The chart above shows major differences in select categories, showing how Western Baltimore residents were more likely to be renters, to identify as Black, and less likely to have graduate or college degrees.

### Western District

The Western Planning district borders Gwynns Falls/Leakin Park in the west, Druid Hill in the north, Fremont Avenue on its western border, and Mulberry Ave on its southern border.

Major neighborhoods include Harlem Park, Sandtown/Winchester, Penn North, Bridgeview/Greenlawn, Mondawmin, Burtleth-Leighton, Mount Holly, Northwest Community Action, Fairmont, Rosemont, Coppin Heights, Winchester, and Franklintown Road.

### Key Findings:

Demographics characteristics of Western district residents:

- 30% with income under \$25,000
- 11% in a disability household
- 11% with a graduate degree
- 45% were renters
- 28% were married
- 90% were Black

Western district residents were:

- Less likely to be satisfied with City services
- Less likely to rate neighborhood cleanliness as excellent or good
- More likely to rate rat removal services and housing code enforcement as poor
- Less likely to rate police protection and safety as excellent or good
- More likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as a serious or very serious problem

2011 Citizen Survey Results

In the 2011 Citizen Survey, Western district residents were less likely to be satisfied or very satisfied with City services and their likelihood to leave Baltimore followed closely the responses of the entire sample. Thirty-three percent (33%) of Western district’s respondents said that they were very likely or likely to plan to leave Baltimore.

For cleanliness-related issues, Western district residents were less likely to rate neighborhood cleanliness and amount of green space as excellent or good. Western district residents were also less likely to rate curbside recycling services as excellent or good, and were significantly more likely rate rat removal services as poor.

For neighborhood-related services, Western Baltimore residents’ ratings for snow removal services and street and sidewalk maintenance followed closely the ratings by the entire sample. However, they were significantly more likely to give lower ratings to housing code enforcement. Thirty-eight percent (38%) of Western district’s respondents thought that housing code enforcement was poor, while only 21% of Baltimore respondents thought it was poor.

For safety-related issues, Western district residents were less likely to rate police protection as excellent or good, and the percentage of those who thought police protection was excellent or good dropped from 60% to 42% compared to the 2010 Citizen Survey. Western district residents were also less likely to rate neighborhood safety in the daytime and nighttime as very safe or safe, and were also more likely to rate violent crime, property crime, illegal drug use, and drivers disobeying traffic laws as a very serious or serious problem.

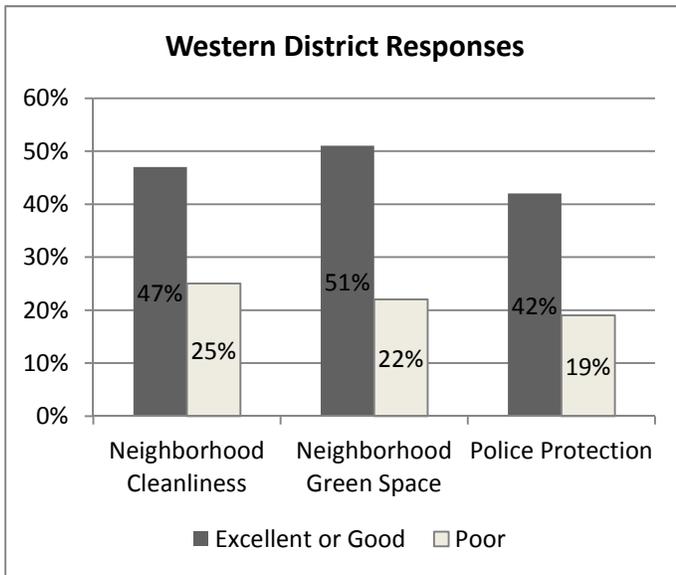
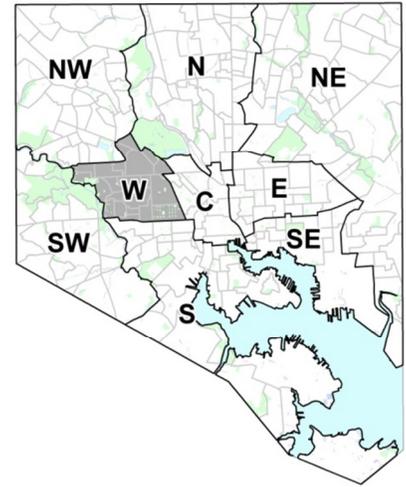


Chart 2: Western District Responses on Cleanliness and Police Protection

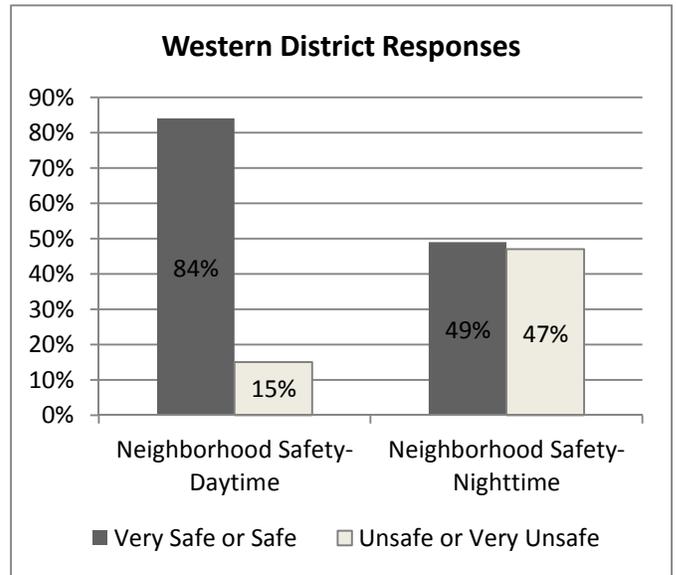


Chart 3: Western District Responses on Safety