

2012 Citizen Survey Report for PoliceStat

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EXECUTIVE SUMMARY

This report is divided into three sections: Section A: Overall Results and Districts' and Demographics' Comparison, Section B: Trend Analysis, and Section C: Comparison with Performance Data. All three sections examine survey participants' responses to the following questions:

- Rate Police Protection services as excellent, good, fair or poor.
- Rate your satisfaction with the Baltimore City Police Department (BCPD) in your neighborhood in terms of: Level of police presence, Responsiveness, Approachability, Professionalism and Ability to prevent crime.
- How safe or unsafe do you feel in your neighborhood at night and during the day?
- How safe or unsafe do you feel downtown at night and during the day?
- How serious a problem is: Violent Crime, Property Crime, Disobeying Traffic Laws and Illegal Drug Use

This report breaks down citizens' responses to these questions by Baltimore planning districts and demographics, discusses how responses have changed over the past four years, and compares the survey results with 2011 crime statistics.

Part A: Overall Results and Districts' and Demographics' Comparison

Part A of the report discusses the overall results of the 2012 Citizen Survey and compares the ratings of police protection, satisfaction with BCPD services in five areas, perception of safety, and the seriousness of quality of life issues among the nine planning districts in Baltimore and among demographics groups.

Overall Results Related to Safety in 2011

More than twice as many respondents rated police protection services as good or excellent than poor (46% compared to 19%). Approximately 50% of respondents said they were satisfied or very satisfied when asked to rate their satisfaction with specific aspects of BCPD services, such as police presence, responsiveness, approachability, professionalism and ability to prevent crime. Citizens also reported feeling safe or very safe in their neighborhood and downtown during the day at high percentages (90% and 74% respectively). Respondents reported the same feelings of safety at a lower percentage at night both in their neighborhood (66%) and downtown (34%).

Crime-related problems are still perceived as some of the most serious issues facing the city. Of all quality of life issues, violent crime and illegal drug use are the two problems that have the highest percentage of respondents rating them as serious or very serious (81% and 83% respectively). Property crime and drivers disobeying traffic laws are also of concern to citizens, with 56% and 60% of respondents rating the respective problems as serious or very serious.

Districts' Comparison

District ratings for public safety services and quality of life issues are mixed. However, there are a few notable patterns: the Central district had lower ratings for neighborhood safety whereas the West and Southwest districts had lower ratings for downtown safety. Satisfaction ratings of specific aspects of BCPD services were most commonly lowest in the Southern district.

Demographics' Comparison

Overall, Black respondents were more likely to give lower ratings to police protection, BCPD services in their neighborhood, and other public safety issues. Black respondents were more likely to rate neighborhood safety as safe or very safe while whites are more likely to rate Downtown safety as unsafe or very unsafe. Whites are also less likely to view violent crime and illegal drug use as a serious or very serious problem.

Male respondents were more likely to rate police protection as good or excellent and reported feeling safe in their neighborhood and downtown both during the day and at night at a higher percentage than female

respondents. However, female respondents were slightly more likely to report feeling satisfied or very satisfied with BCPD's police presence, responsiveness, approachability, professionalism and ability to prevent crime.

The age groups between the ages of 55 and 64 and over 65 were more likely to rate police protection services as good or excellent and say they were satisfied or very satisfied with police responsiveness, approachability, and professionalism. Younger age groups, between the ages of 18 and 24 as well as 25 and 34, gave these particular components of police service the lowest ratings.

Section B: Trend Analysis

Section B of the report compares the ratings of police protection, satisfaction with BCPD, perception of safety, and the seriousness of quality of life issues in the nine planning districts in 2012 with Citizen Surveys' results in 2009, 2010, and 2011.

Ratings of police protection have declined over the past four years, but remain close to their 2009 highpoint where 50% of respondents rated the service as excellent or good and 15% rated it as poor.

Four of the five questions regarding satisfaction with different aspects of BCPD services were asked in 2009 and 2010. The satisfaction ratings for all four, including police presence, responsiveness, approachability and ability to prevent crime, declined by between 6 and 14 percentage points in 2012.

Ratings of safety in neighborhoods and downtown generally increased, with an increased percentage of respondents rating safety in their neighborhoods in the daytime and nighttime. Ratings of Downtown safety at night increased while ratings of downtown safety during the day decreased slightly.

For ratings related to quality of life, perceptions of the seriousness of violent crime and illegal drug use remained the same from 2010 to 2011 whereas ratings for property crime and drivers disobeying traffic laws improved in 2011.

Section C: Comparison with Performance Data

The 2012 Citizen Survey shows that ratings of safety in neighborhoods and downtown at night improved, with an increased percentage of respondents rating safety in their neighborhoods both in the day and night and downtown at night as safe or very safe. For quality of life issues, ratings for violent crime and illegal drug use improved from 2011 to 2012, whereas ratings for drivers disobeying traffic laws and property crime worsened in 2012.

Comparing these trends with crime data suggests that changes in public perception of crime between 2011 and 2012 corresponds with changes in 2011 crime totals. In 2011, total crime increased by 1%, largely due to a 4% increase in property crime. At the same time, violent crime decreased by 6%.

When analyzing district-level data, the respondents' perception of property crime in the two districts with the highest property crime rate rated the issue as a serious or very serious problem at a relatively high rate. On the other hand, the Northern and Southwestern districts rated the issue as serious or very serious at a similarly high rate despite having property crime rates in the middle of the pack. For violent crime, the districts with the highest violent crime rates, the Western and Southeastern district, rated the issue as serious or very serious at the lowest rates. At the same time, two districts with the lowest violent crime rates, the Northern and Northeastern, rated the issue as serious or very serious at the highest rates.

Perception of drivers disobeying traffic laws worsened in 2012, which partly matches the actual data of red light camera citations. Citations for running red lights increased while rolling right turn on red citations decreased in FY2012.

SECTION A: OVERALL RATINGS AND DISTRICT AND DEMOGRAPHIC COMPARISONS

Section A of this report will discuss the Citizen Survey results for questions relating to the quality of police protection services, feelings of safety both in the respondent’s neighborhood and downtown, and the intensity of quality of life issues, such as violent crime and illegal drug use. This section will break down resident’s responses to these questions by geographic location and demographics.

Overall Importance and Satisfaction Ratings of Police Services

In 2012, survey respondents rated both the importance of and satisfaction with police protection services. The chart below shows their responses converted to a ten point scale. Both the importance and satisfaction ratings are similar to results from previous years.

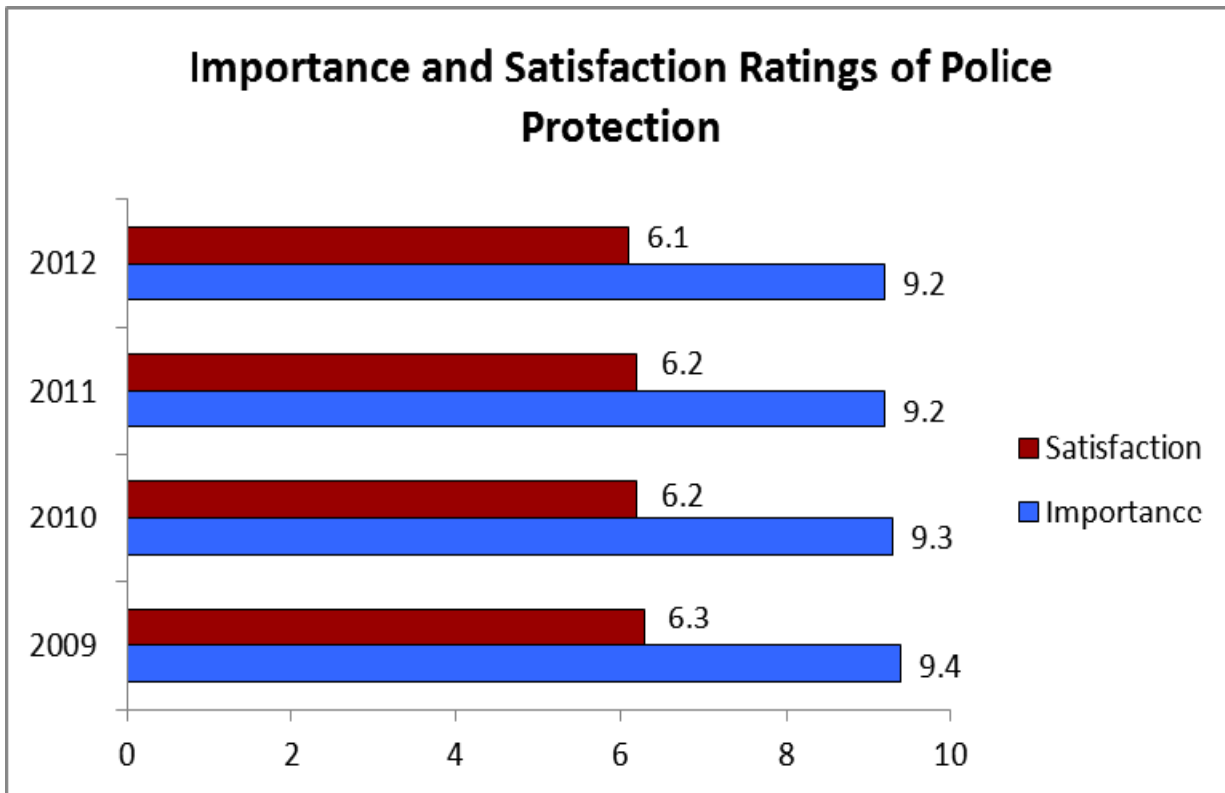


Chart 1: Importance and Satisfaction Ratings of Police Protection Services-2009-2012

District Comparisons

Ratings of police protection, satisfaction with BCPD services in residents' neighborhood, feelings of safety and ratings of quality of life issues varied across planning districts. The charts below show how each planning district responded to public safety related survey questions.

Ratings of Police Protection

In 2012, 46% of Citizen Survey respondents rated police protection as good or excellent while 19% rated the service as poor. The chart below shows the ratings of Police Protection broken down by district. The Western District had the lowest percentage of positive ratings with 36% rating the service as good or excellent, while the Eastern district had the highest percentage of respondents rating police protection as poor at 32%. The Southeast District had both the highest percentage of positive ratings (60%) and the lowest percentage of negative ratings (6%). In general, positive ratings were higher than the citywide sample in the Central, Northeast and Southeast Districts. Negative ratings were higher in the Central, Eastern, Northeast, Southwest and West Districts.

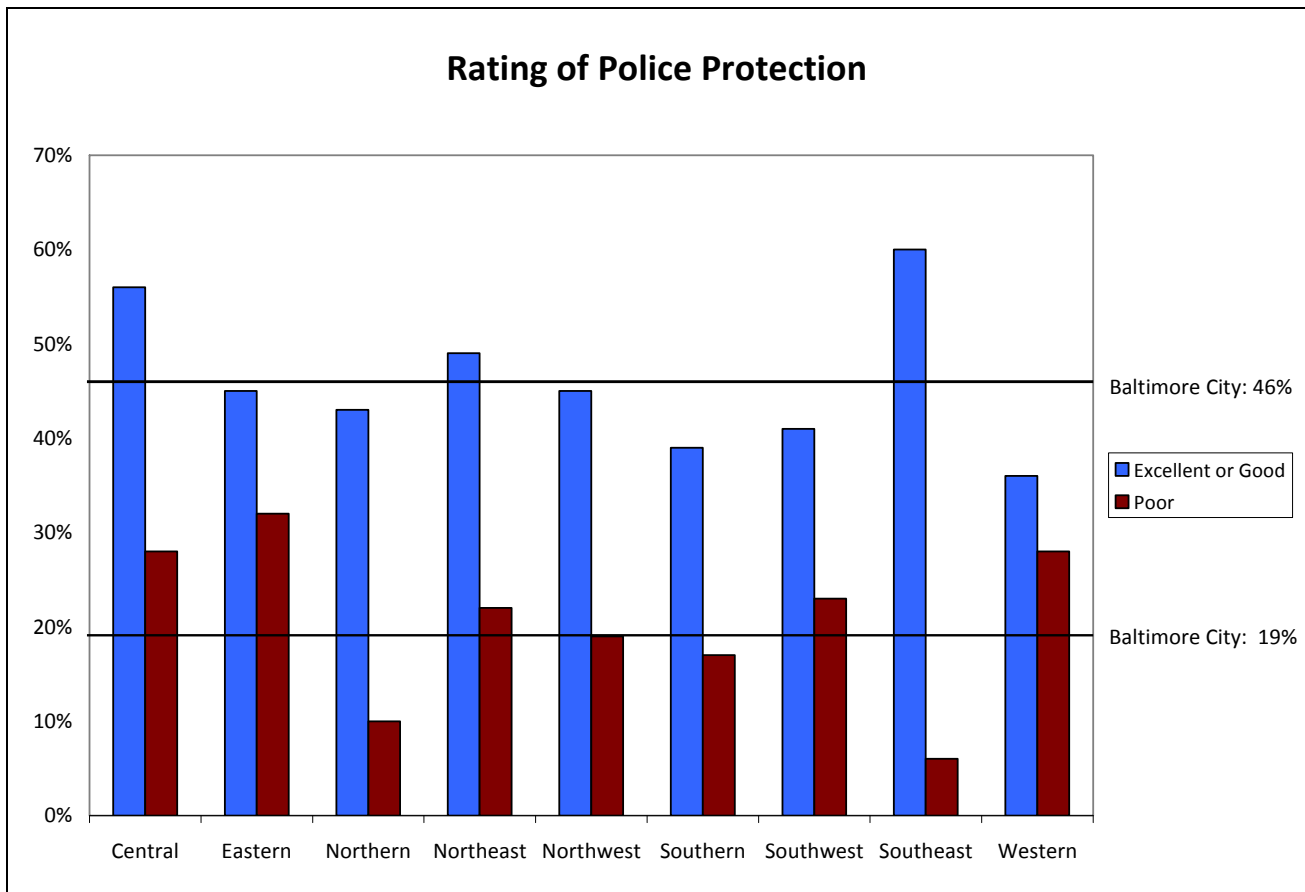


Chart 2: Ratings of Police Protection by District

Satisfaction with BCPD

Ratings of Police Presence

Fifty-one percent (51%) of respondents were either satisfied or very satisfied with Baltimore City Police Department's (BCPD) police presence, while 37% were either unsatisfied or very unsatisfied. The chart below shows respondent's satisfaction with police presence by district. The Southwest and Eastern districts tied for the highest satisfaction ratings of police presence where 56% of respondents in each district said they were satisfied or very satisfied with police presence. The Northwest had both the lowest percentage (44%) of respondents who claimed to be satisfied or very satisfied at and the highest percentage (41%) of respondents who said they were unsatisfied or very unsatisfied with police presence.

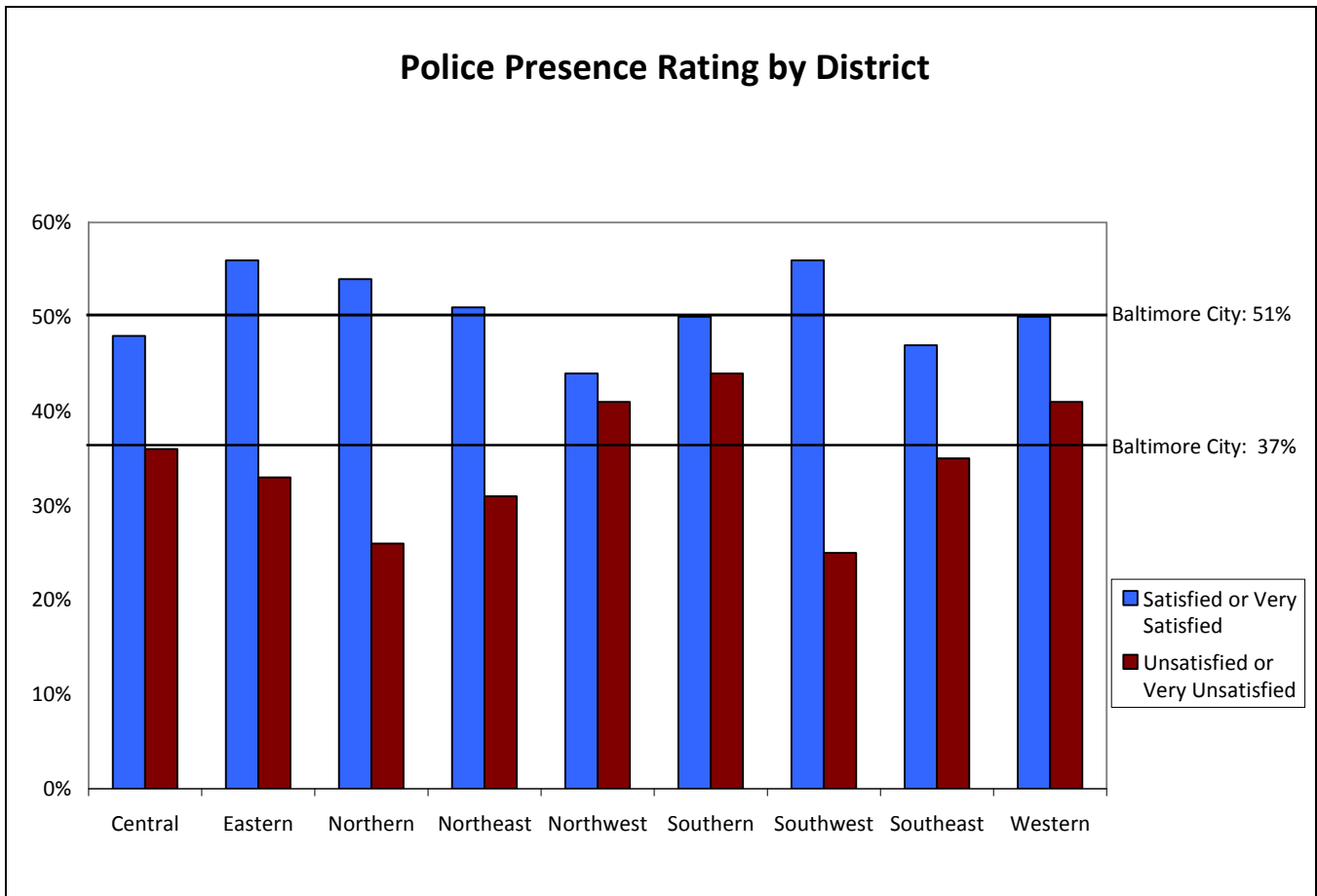


Chart 3: Satisfaction with Police Presence by District

Ratings of Police Responsiveness

Citizen survey respondents were asked to rate their satisfaction with BCPD's responsiveness. Forty-seven percent (47%) of respondents were either satisfied or very satisfied with BCPD's responsiveness while 34% of respondents were unsatisfied or very unsatisfied. The Southern district had both the lowest percentage of satisfied respondents (40%) and the highest percentage of unsatisfied respondents (39%). On the other hand, the Central district has both the highest percentage of satisfied respondents (56%) and lowest percentage of unsatisfied respondents (21%).

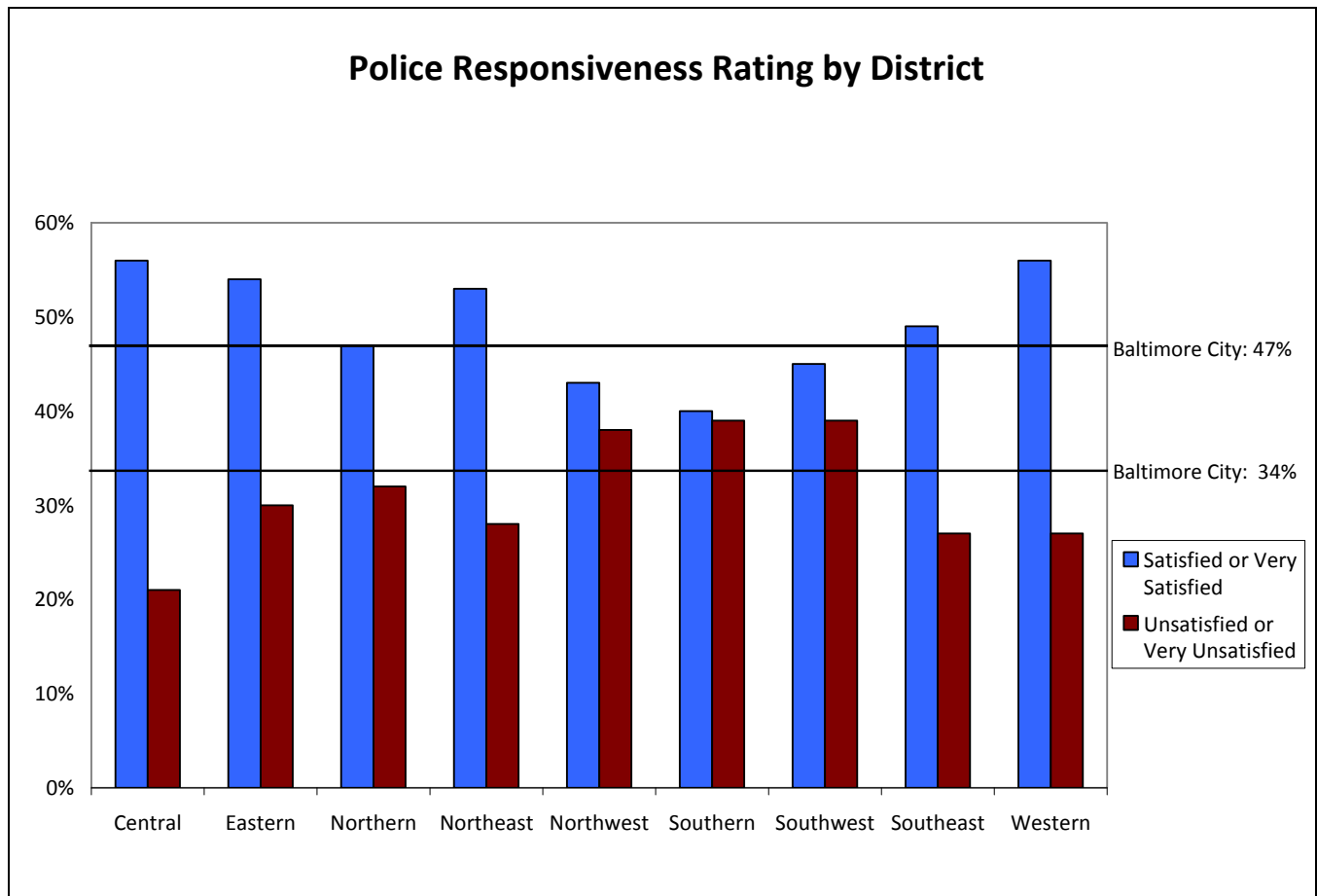


Chart 4: Satisfaction with Police Responsiveness by District

Police Approachability

In this year's survey, respondents were asked to rate their satisfaction with BCPD's approachability. Fifty-percent (50%) of respondents were either satisfied or very satisfied with BCPD's responsiveness while 32% of respondents were unsatisfied or very unsatisfied. As shown below, the Western district had both the lowest percentage (41%) of satisfied respondents and the highest percentage of unsatisfied respondents (43%). On the other hand, the Southeast district has both the highest percentage of satisfied respondents (57%) and lowest percentage of unsatisfied respondents (20%).

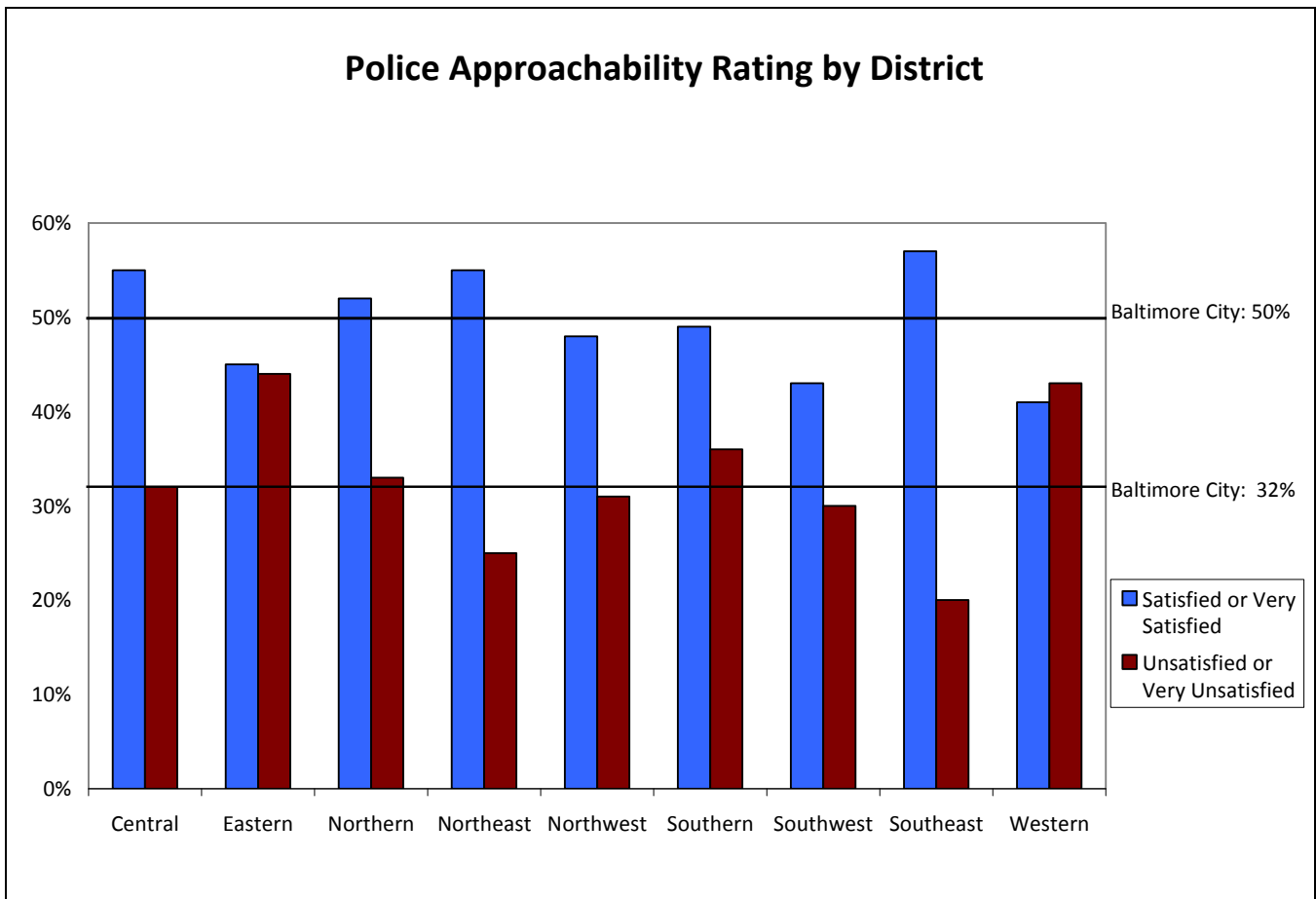


Chart 5: Satisfaction with Police Approachability by District

Police Professionalism

In the 2012 Citizen Survey, citizens were asked to rate their satisfaction with police professionalism. Just under half of the respondents said they were either satisfied or very satisfied with BCPD's professionalism, while about a third said they were either unsatisfied or very unsatisfied. The Southern district had the both the highest percentage of unsatisfied respondents and the lowest percentage of satisfied respondents. On the other end of the spectrum, the Central district had the highest level of satisfaction with 53% of respondents saying they were either satisfied or very satisfied with BCPD's professionalism.

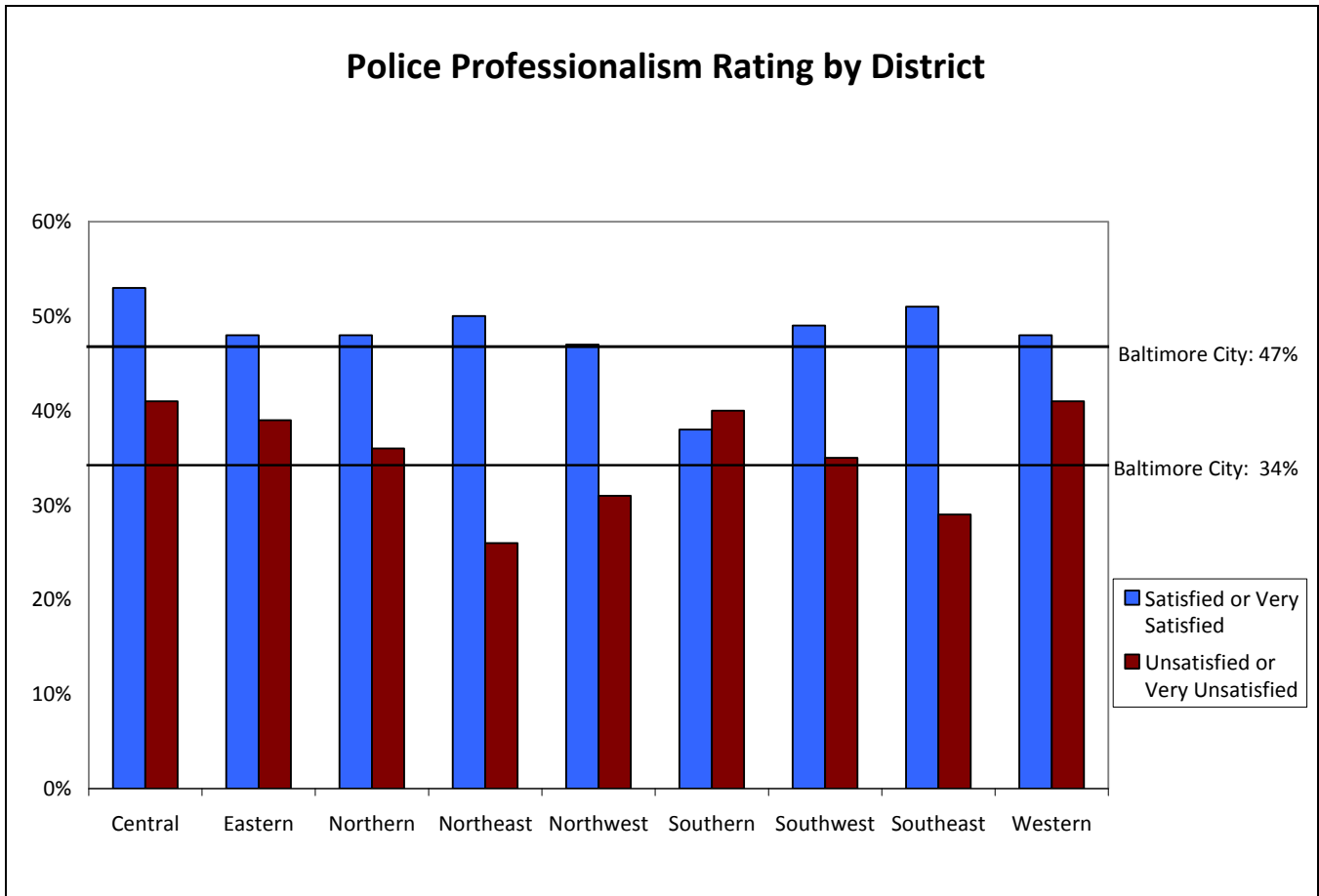


Chart 6: Satisfaction with Police Professionalism by District

Police Ability to Prevent Crime

Citizen survey respondents were asked to rate their satisfaction with BCPD’s ability to prevent crime in their neighborhood. Respondents’ satisfaction in this area was the lowest out of the five questions regarding satisfaction with BCPD with only 42% of respondents claiming they were either satisfied or very satisfied while 32% of respondents said they were either unsatisfied or very unsatisfied. For the third time out of the five questions, the Southern district had the lowest percentage (37%) of respondents who were satisfied or unsatisfied with BCPD’s ability to prevent crime. The Eastern district had the highest percentage (39%) of respondents who were unsatisfied with BCPD’s ability to prevent crime. The Northeast district had the highest percentage (45%) of satisfied respondents.

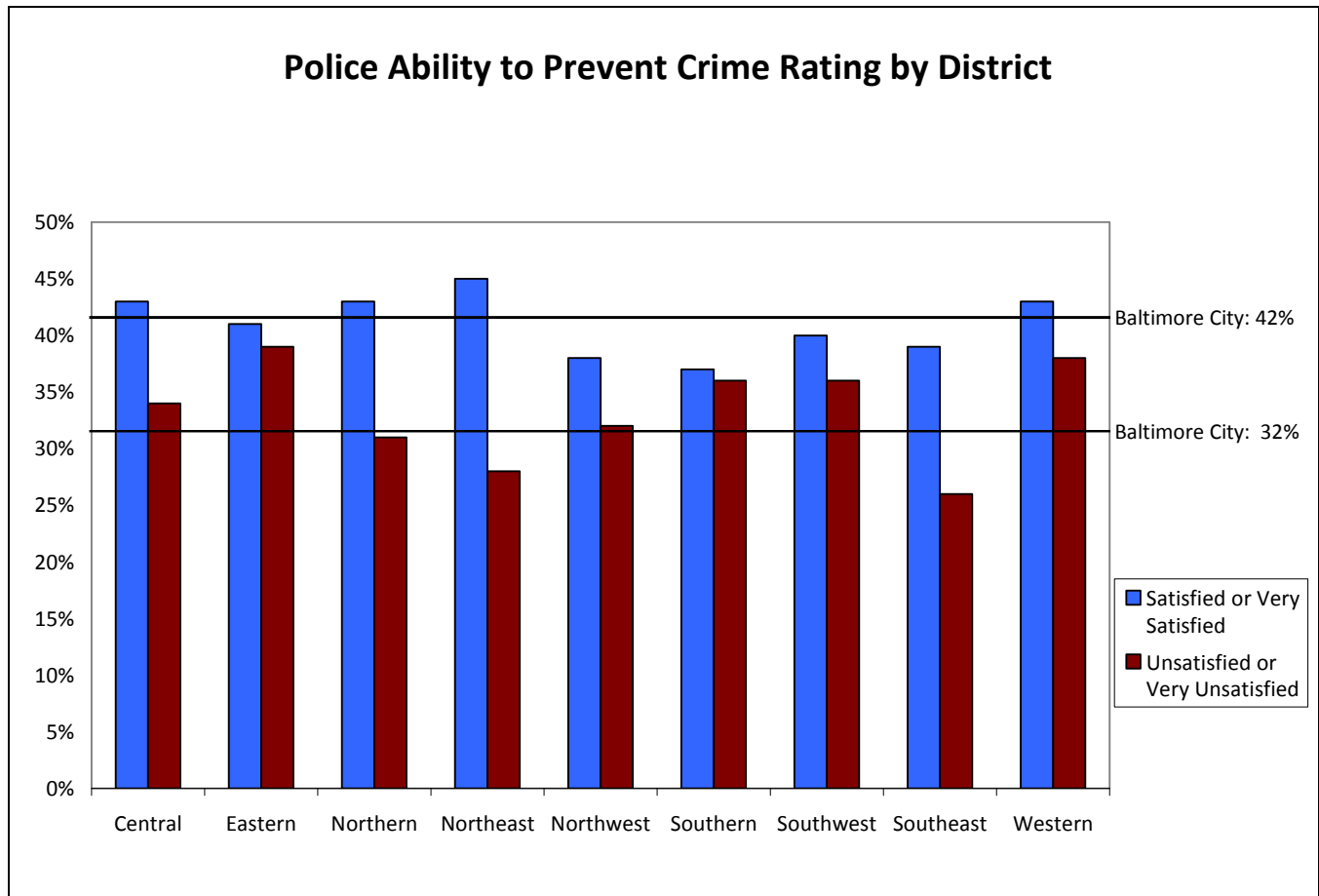


Chart 7: Satisfaction with Police Professionalism by District

Feelings of Neighborhood Safety

The 2012 Citizen Survey asked respondents to rate their feelings of safety in their neighborhood during the day and at night. In the citywide sample, respondents were very likely to report feeling safe or very safe in their neighborhood during day at 90%. The district breakdown shows little variation with the lowest percentage at 84% in the Central district and the highest percentage of respondents feeling safe at 93% in the Eastern, Northern, and Northeastern districts. In the citywide sample, respondents reported feeling safe in their neighborhood at night at a much lower rate (66%). There was also more variation in the breakdown of districts with the Central district showing the lowest percentage of respondents feeling safe or very safe at 49% and the Northern district showing the highest percentage at 73%.

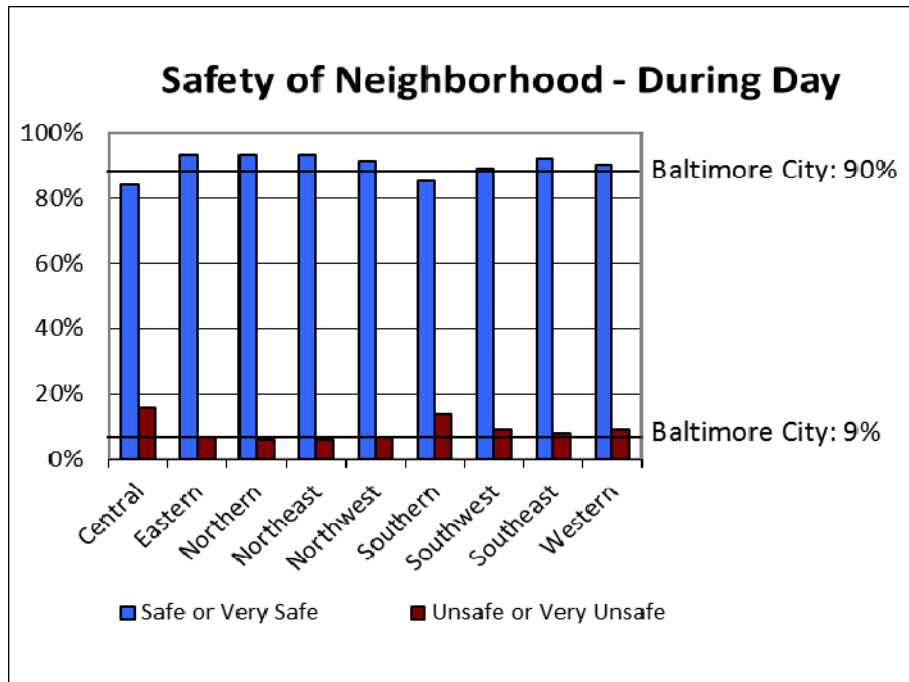


Chart 8: Neighborhood Safety during the Day by District

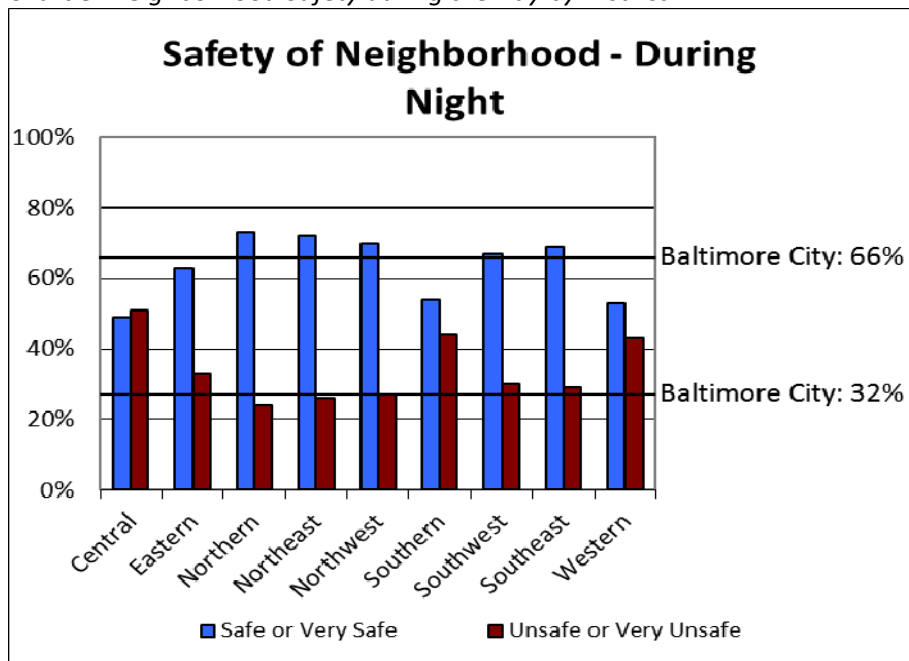


Chart 9: Neighborhood Safety at Night by District

Feelings of Safety Downtown

Respondents were also asked to rate how safe they felt in downtown Baltimore during the day and at night. The charts below break down citizen’s responses by district. Seventy-four percent (74%) of respondents reported feeling safe or very safe downtown during the day. The Western district had the lowest percentage of respondents who reported feeling safe (66%) while both the Eastern and Southeastern districts had the highest percentage of respondents who reported feeling safe (82%). In the citywide sample, respondents were much less likely (34%) to report feeling safe while downtown at night. The Western district had the lowest percentage of respondents who felt safe downtown at night (29%) while the Eastern district had the highest percentage (42%).

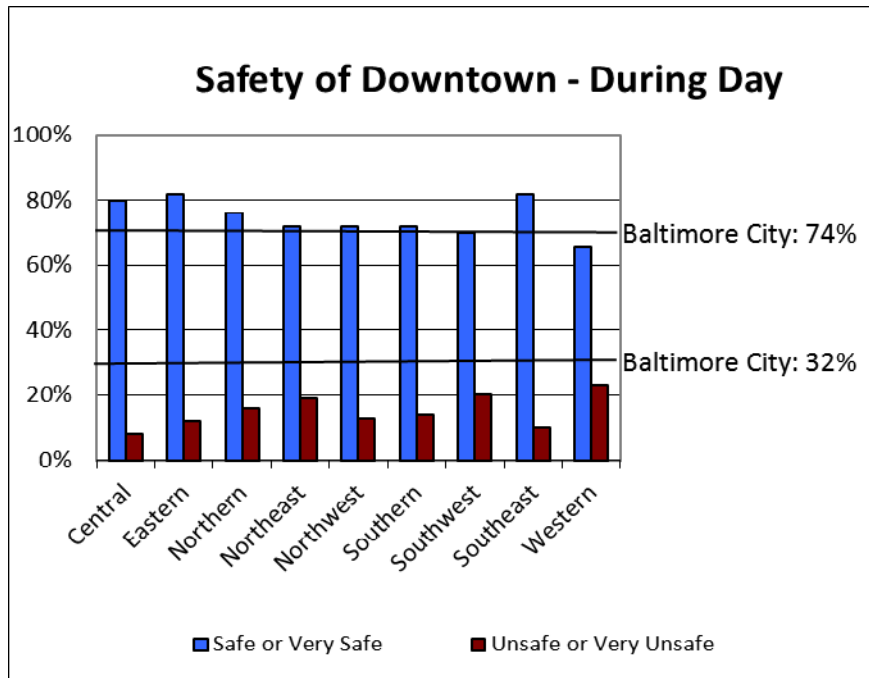


Chart 10: Downtown Safety during the Day by District

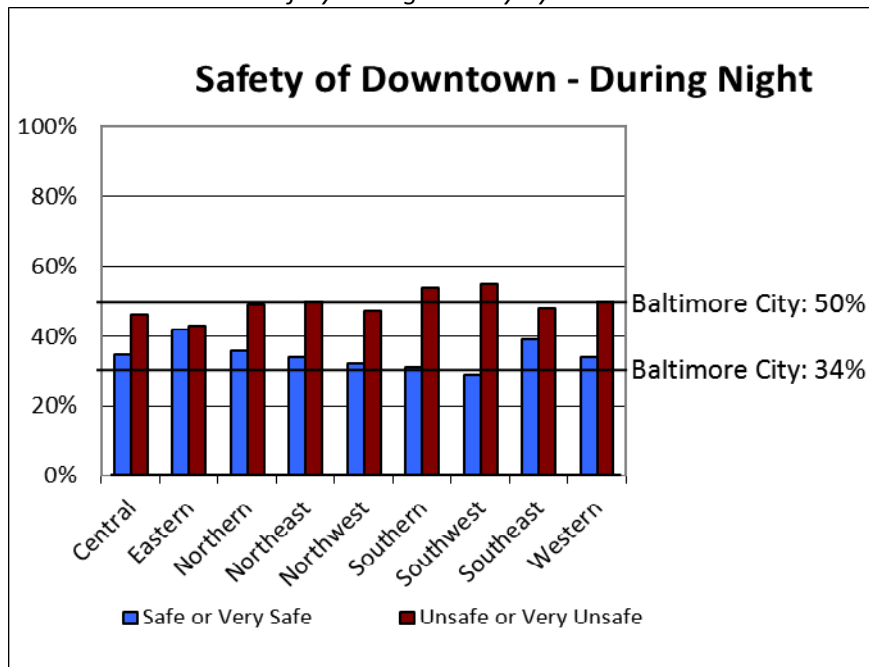


Chart 11: Downtown Safety at Night by District

Quality of Life Issues

Citizen Survey respondents were asked to rate the seriousness of a number of quality of life issues affecting Baltimore. Violent crime and illegal drug use were rated as the most serious quality of life issues affecting Baltimore in the citywide sample. Eighty-three percent (83%) and 81% of respondents felt that illegal drug use and violent crime were serious or very serious problems respectively. The Eastern district rated Illegal Drug Use as a serious or very serious problem at the highest rate (90%) while the Southwestern district had the lowest percentage (76%). With Violent Crime, the Northeast district rated the issue as serious or very serious at the highest rate (89%) while the Central and Southeast districts rated the problems as serious or very serious at the lowest rate (75%).

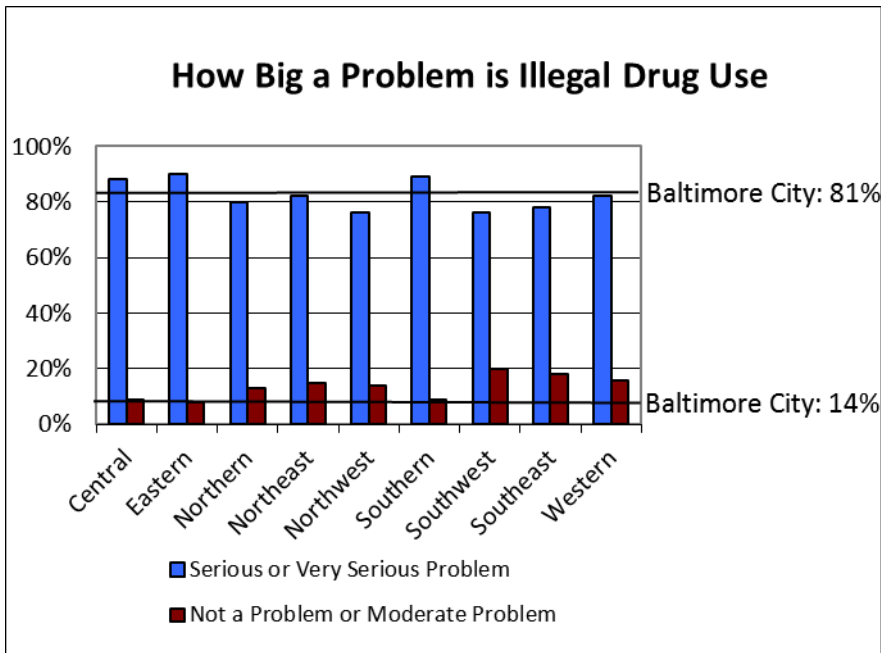


Chart 12: Seriousness of Illegal Drug Use

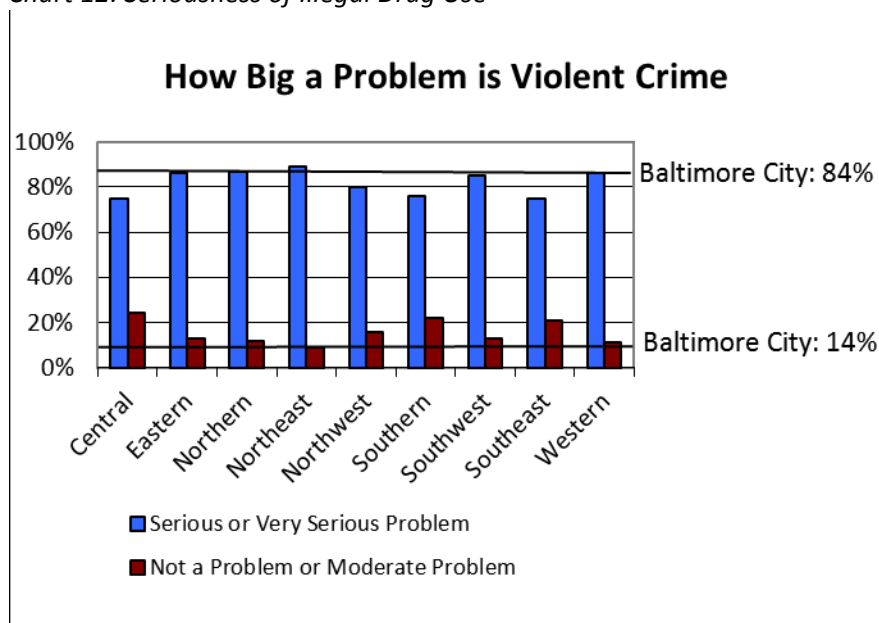


Chart 13: Seriousness of Violent Crime

Property crime and drivers disobeying traffic laws were rated as serious or very serious problems at much lower levels than illegal drug use and violent crime. Fifty-six percent (56%) and 60% of respondents citywide said property crime and drivers disobeying traffic laws respectively were serious or very serious problems. The Southeastern district rated property crime as a serious or very serious problem at the highest rate (64%) while the Eastern district rated it as such at the lowest percentage (41%). The reverse was true for drivers disobeying traffic laws where the Eastern district rated it as a serious problem at the highest percentage (70%) and the Southeastern district rated it at the lowest percentage (44%).

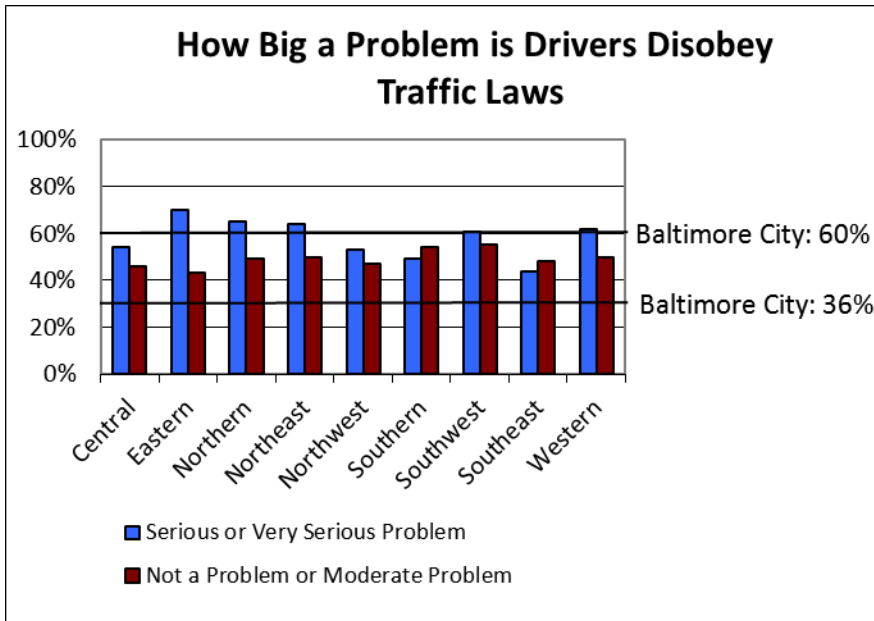


Chart 14: Seriousness of Drivers Disobeying Traffic Laws

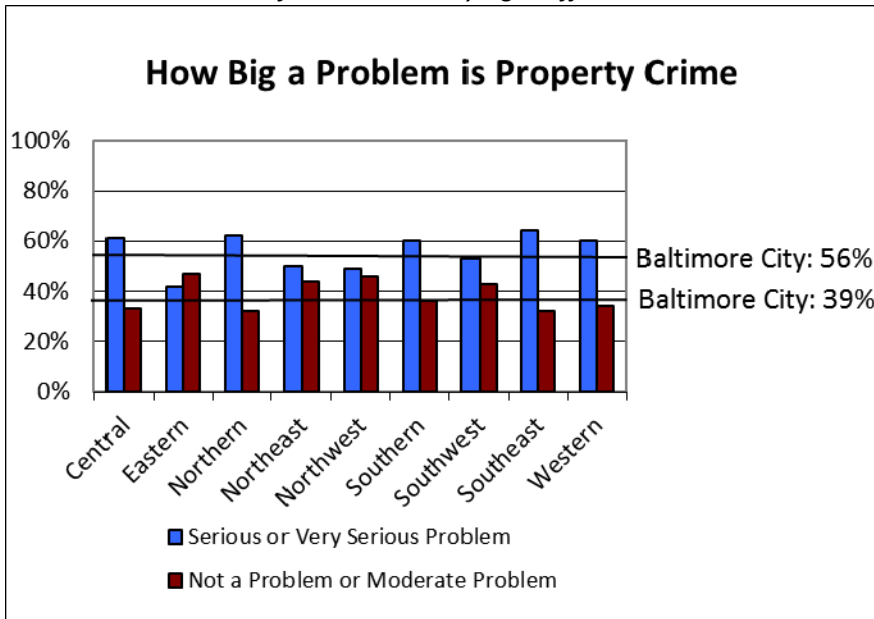


Chart 15: Seriousness of Property Crime

Demographics Breakdown

As with districts, responses to public safety survey questions varied among different demographic groups. Age groups between the ages of 45 and 54 and over 65 were more likely to rate police services as good or excellent while younger age groups between the age of 18 and 24 as well as 25 and 34 were the least likely to rate police services as good or excellent.

Because Hispanic, Asian and Other ethnic/racial designations each made up less than 1% of the total citywide sample, their differences in response to safety-related questions from the citywide sample's ratings are not statistically significant. For this reason, the report focuses on differences between white and black respondents. Black respondents were less likely to rate police services as good or excellent and less likely to feel safe or very safe in their neighborhood or downtown during the day and night.

Differences between male and female respondents were mixed. Males were more likely to give positive ratings to Baltimore police protection overall, while female respondents were more likely to give positive ratings to police presence and police responsiveness. Female respondents, however, were more likely to report feeling unsafe or very unsafe in their neighborhood and downtown, especially at night.

Ratings of Police Protection

A demographic breakdown of police protection ratings shows that black respondents were less likely, in comparison to white respondents, to rate the service as excellent or good. Sixty-two percent (62%) of white respondents rated police services as good or excellent while only 38% of black respondents gave police services the same positive ratings. Males were also more likely to rate police protection as excellent or good (50%) compared to female respondents (45%). A similar difference appears between the youngest and oldest citizen survey respondents. Fifty-nine percent (59%) of respondents over the age of 65 rated police services positively while only 35% of respondents between the ages of 18 and 24 gave police services the same positive ratings.

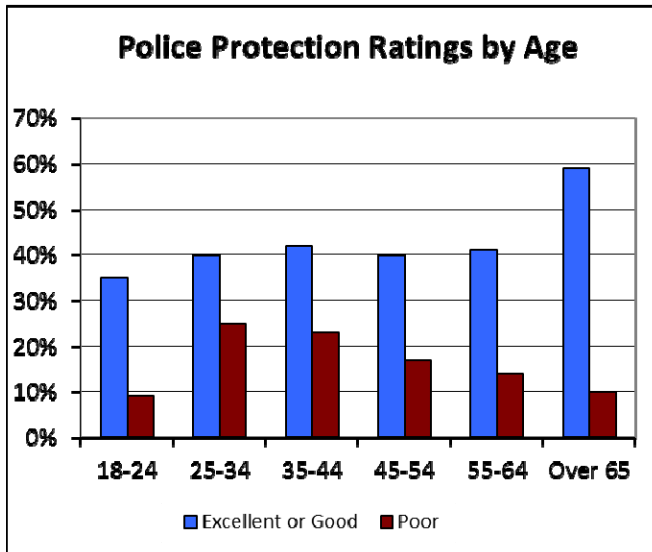


Chart 16: Police Protection Ratings by Age

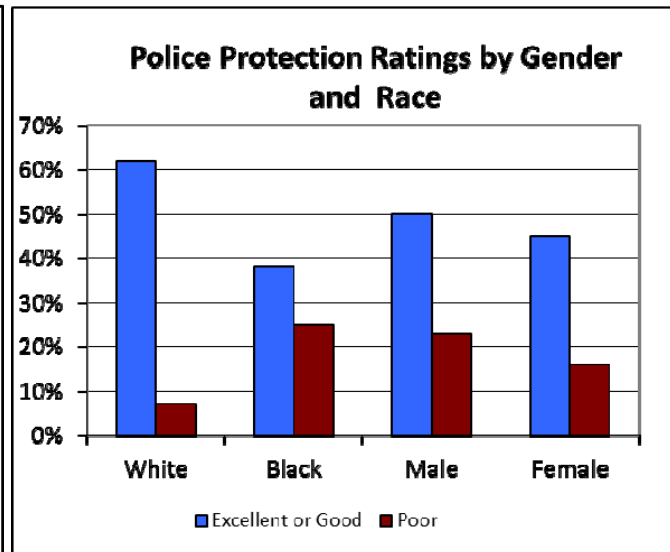


Chart 17: Police Protection Ratings by Race and Gender

Satisfaction with BCPD

Police Presence

While there is little difference in the percentage of white and black respondents that were satisfied or very satisfied with police presence, there is some variation among age groups. Respondents between the ages of 18 and 24 and between 55 and 64 were the most likely to claim they were satisfied with police presence at 56%. On the other side, respondents between the age of 45 and 54 were the least likely to give the same positive ratings at 41%. Males were the least likely among all demographic groups to be satisfied with police presence with 48% reporting to be unsatisfied or very unsatisfied.

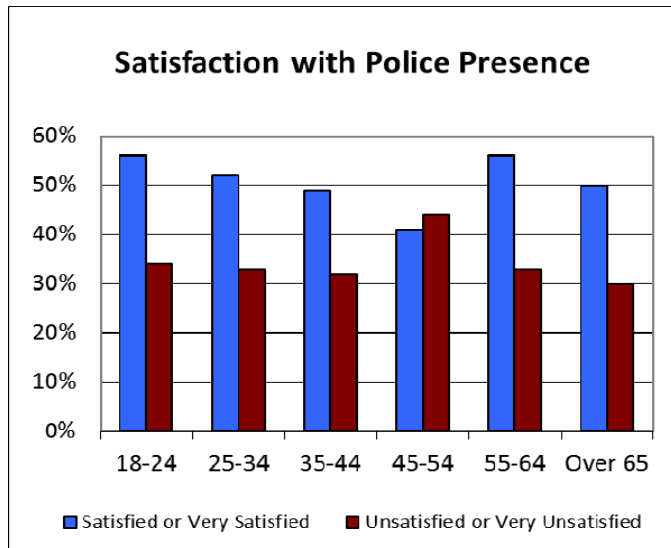


Chart 18: Satisfaction with Police Presence by Age

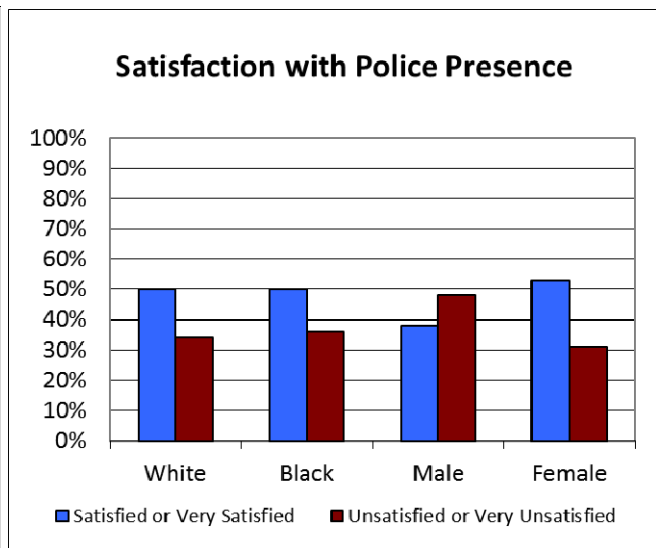


Chart 19: Satisfaction with Police Presence by Race and Gender

Police Responsiveness

Younger residents were the least likely to report being satisfied or very satisfied with police responsiveness. Respondents between the age of 18 and 24 said they were satisfied or very satisfied with police responsiveness at the lowest rate (35%). At the same time, 54% of respondents over the age 65 reported the same positive level of satisfaction. Black respondents were slightly more likely to say they were satisfied or very satisfied with police responsiveness than white respondents (48% compared to 45%). Female respondents were more likely to be satisfied with police responsiveness than male respondents (51% compared to 43%).

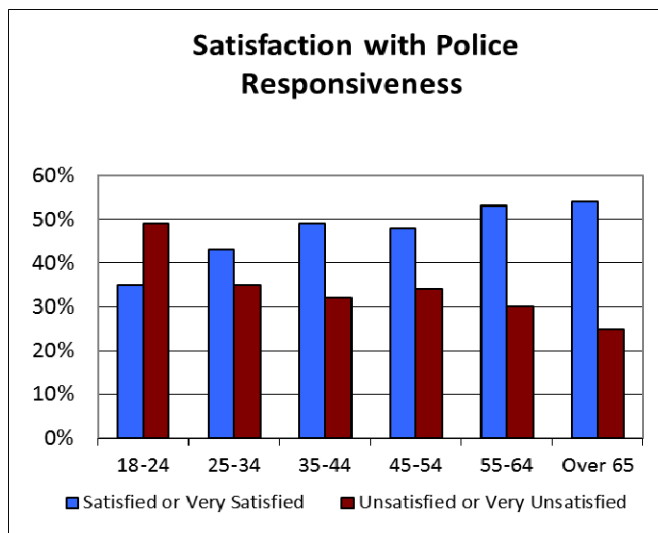


Chart 20: Satisfaction with Police Responsiveness by Age

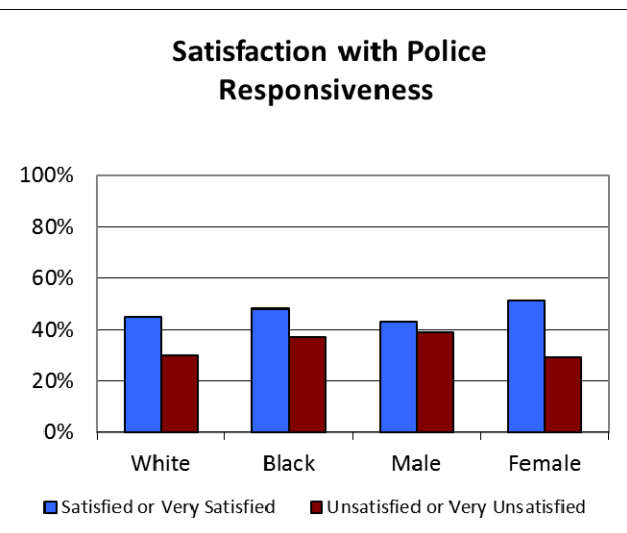


Chart 21: Satisfaction with Police Responsiveness by Race and Gender

Police Approachability

Charts 21 and 22 shows the satisfaction ratings with police approachability in respondents' neighborhoods broken down by age and race. Once again, older and white respondents were more likely to claim they were satisfied with police approachability. While respondents between the age of 25 and 34 said they were satisfied or very satisfied with police approachability at the lowest rate (45%), respondents in the age group of 45 through 54 gave the same positive ratings at the highest percentage (57%). The percentage of white respondents satisfied with approachability (58%) exceeded the percentage of black respondents (46%). Males were more likely to say they were unsatisfied with police approachability than women.

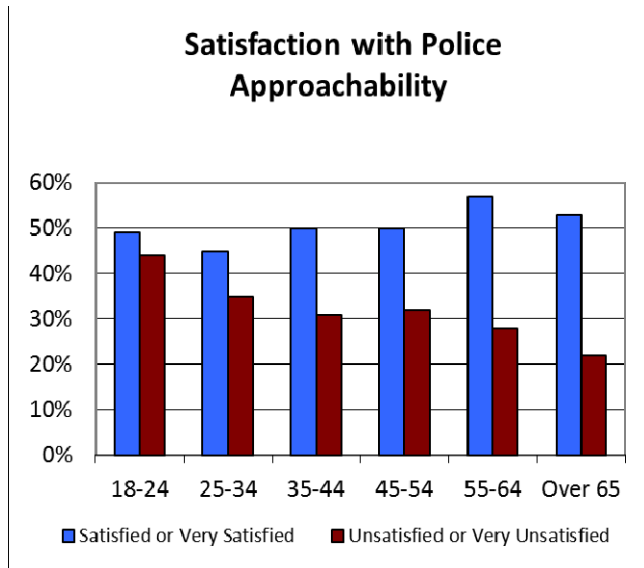


Chart 22: Satisfaction with Police Approachability by Age

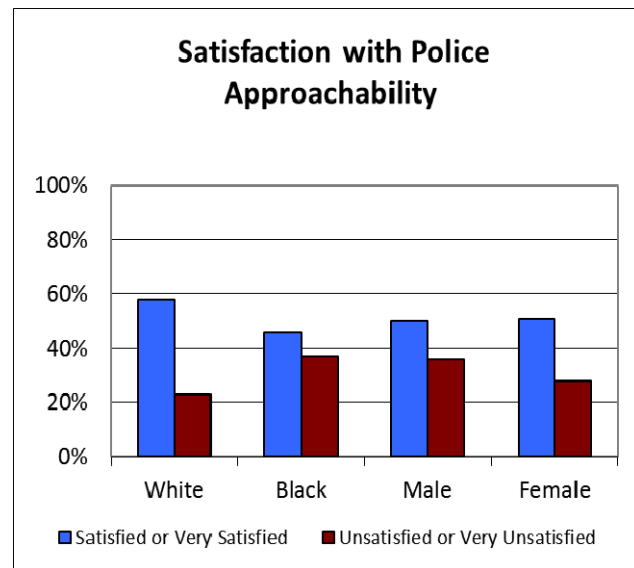


Chart 23: Satisfaction with Police Approachability by Race and Gender

Police Professionalism

Charts 23 and 24 show respondents' satisfaction with BCPD's professionalism broken down by age and race. As seen with previous questions, older, white and female respondents were more likely to be satisfied with this aspect of the BCPD.

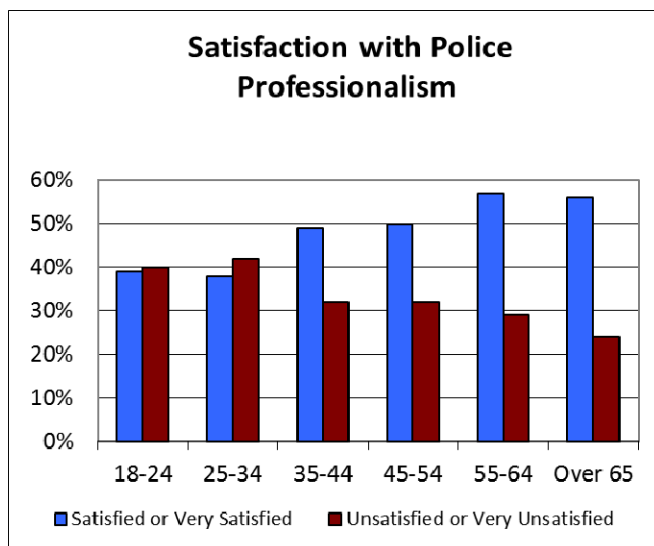


Chart 24: Satisfaction with Police Professionalism by Age

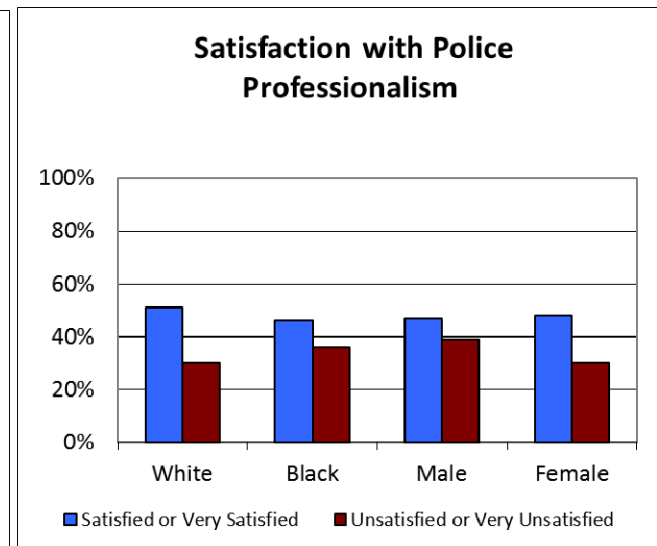


Chart 25: Satisfaction with Police Professionalism by Race and Gender

Police Ability to Prevent Crime

Notably, perceptions of BCPD’s ability to prevent crime did not follow the pattern of previous questions. Instead, the youngest age group was more likely to say they were satisfied or very satisfied with BCPD than the oldest age group. Also bucking the trend, black respondents were slightly more likely to claim satisfaction with the police’s ability to prevent crime though they reported being unsatisfied at a higher rate as well. Both men and women rated this aspect of BCPD services at similar rates.

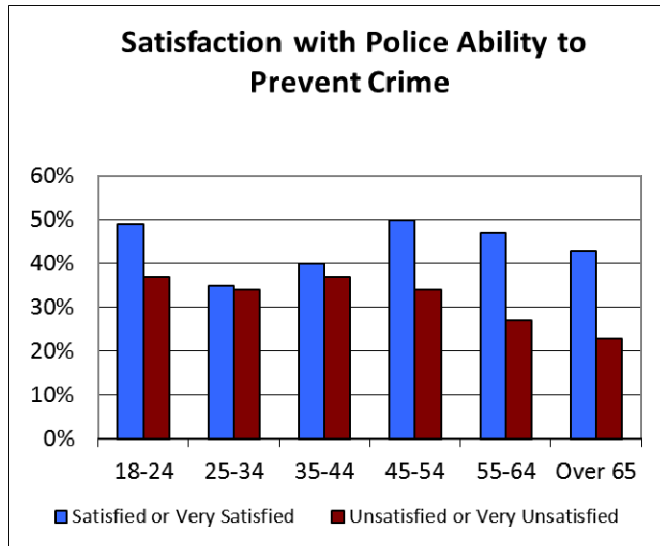


Chart 26: Satisfaction with Police Ability to Prevent Crime by Age

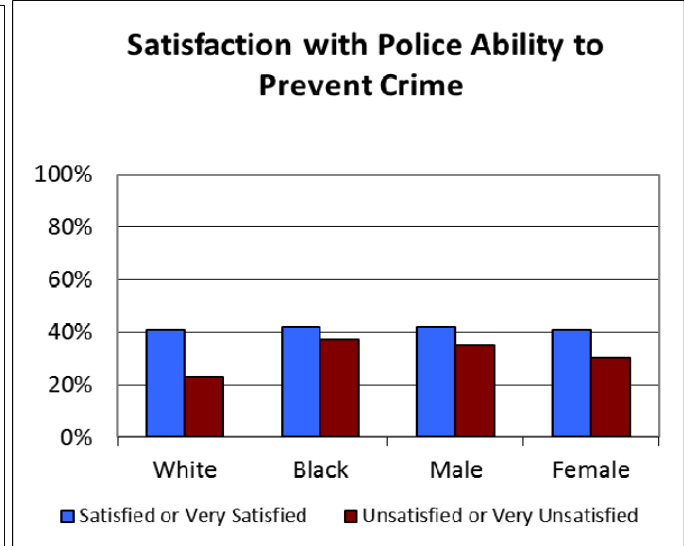


Chart 27: Satisfaction with Police Ability to Prevent Crime by Race and Gender

Neighborhood Safety

As charts 27 through 30 shows, there is little variation between age groups or blacks and whites on feelings of safety in their neighborhood during the day. The youngest age group, respondents between the ages of 18 and 24, felt safe or very safe in their neighborhood during the day at the highest rate (93%) while respondents between the ages of 25 and 34 felt safe or very safe at the lowest rate (88%). Ninety-four percent (94%) of white respondents reported feeling safe or very safe, while 90% of black respondents reported the same feelings. Men and women reported feeling safe at the same rate. Feelings of safety in respondents' neighborhoods at night showed more variation across age and races. Respondents aged 25 through 34 reporting feeling safe or very safe at the lowest percentage (61%) while respondents aged 45-54 reported the same feelings of safety at the highest rate (72%). White respondents also reported feeling safe or very safe at a higher rate (72%) than black respondents (63%). Finally, female respondents reported feeling safe in their neighborhood at a rate (61%) lower than male respondents (71%).

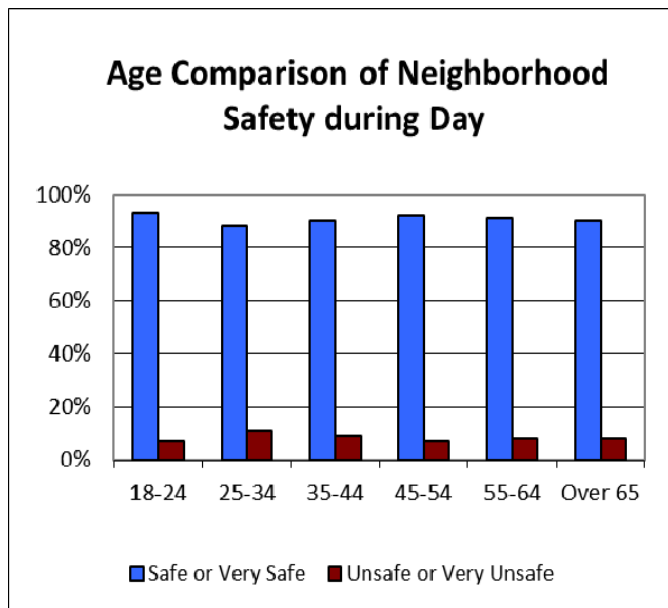


Chart 28: Safety of Neighborhood During the Day by Age

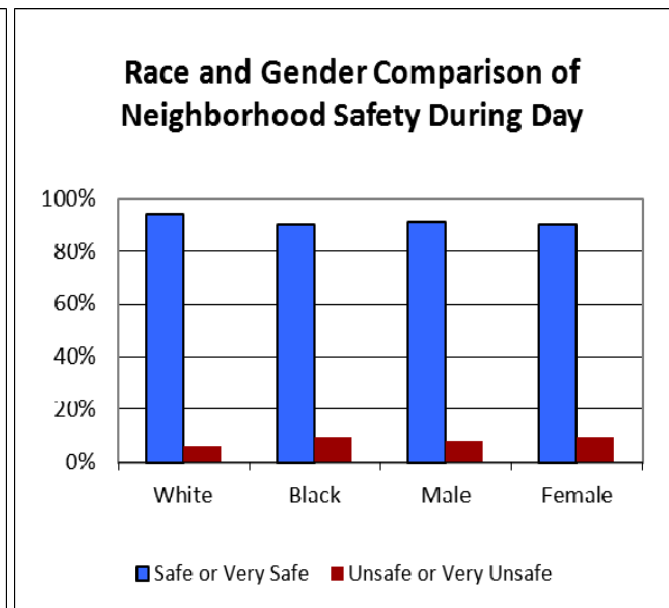


Chart 29: Safety of Neighborhood During the Day by Race and Gender

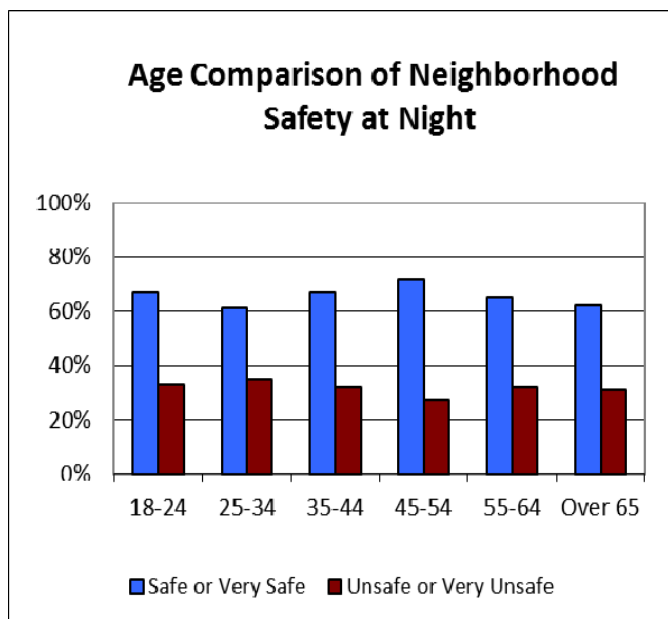


Chart 30: Safety of Neighborhood at Night by Age

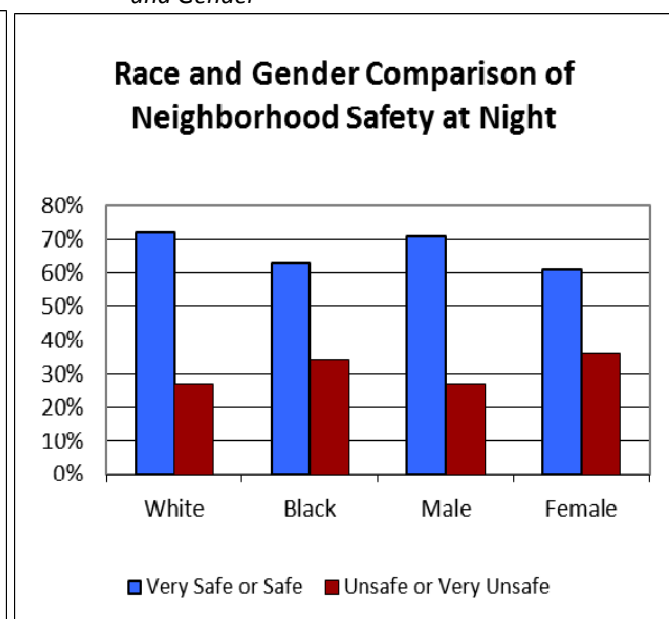


Chart 31: Safety of Neighborhood at Night by Race and Gender

Downtown Safety

During both the day and night, older and black respondents reported feeling safe or very safe at a lower percentage. Respondents over the age of 65 reported feeling safe or very safe downtown at the lowest percentage for both during the day (51%) and at night (19%). Respondents between the age of 25 and 34 reported feeling safe or very safe downtown at the highest percentage both during the day (86%) and during the night (44%). Black respondents reported feeling safe or very safe downtown at a lower percentage than white respondents both during the day (68%) and at night (32%) as well. Women reported feeling safe downtown at lower rates than men, particularly at night. Only 15% of female respondents reported feeling safe or very safe downtown at night while 61% reported feeling unsafe or very unsafe.

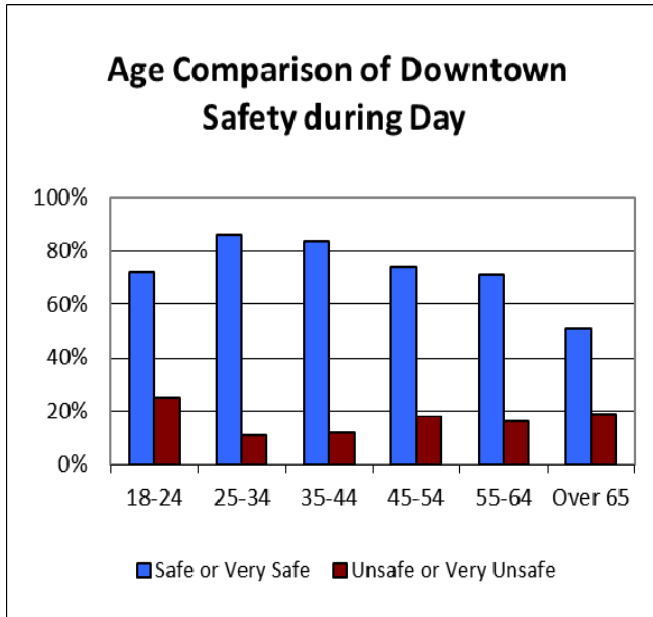


Chart 32: Safety of Downtown During the Day by Age

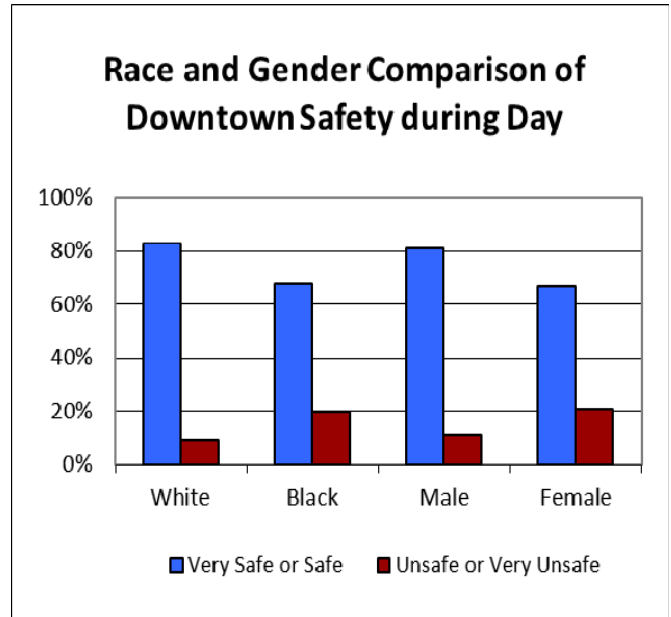


Chart 33: Safety of Downtown During the Day by Race and Gender

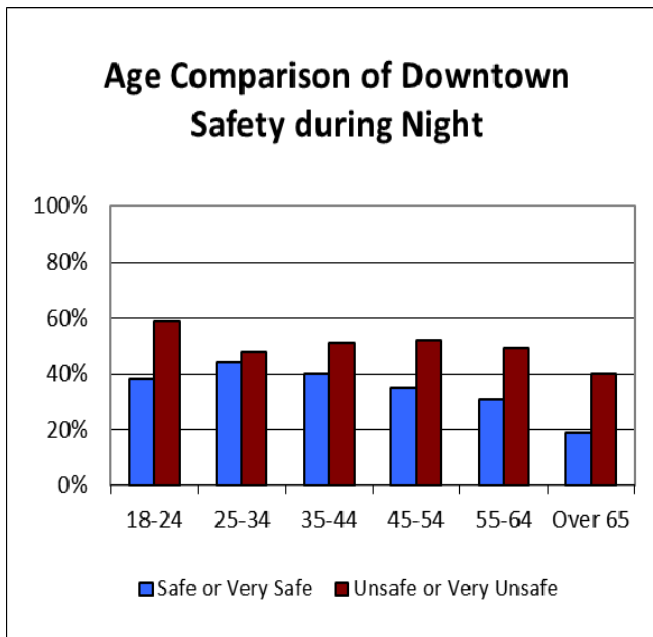


Chart 34: Safety of Downtown at Night by Age

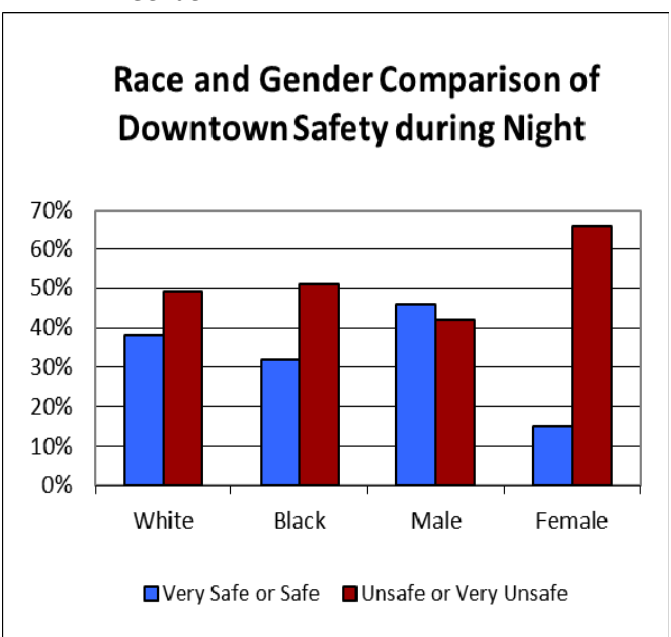


Chart 35: Safety of Downtown at Night by Race and Gender

Quality of Life Issues

The charts below show respondents' ratings of the seriousness of quality of life issues related to public safety broken down by age, race and gender. For violent crime, respondents between the age of 18 and 24 rated the issue as a serious or very serious problem at the highest rate (89%), while respondents over the age of 65 gave the same rating at the lowest percentage (79%). Black respondents were more likely to rate the issue as serious or very serious in comparison to white respondents (88% compared to 73%). For property crime, there was little variation among age groups or black and white respondents in the issues rating as a serious or very serious problem. Respondents over the age of 65 rated it as a serious or very serious problem at the lowest percentage (53%) while three different age groups (18-24, 25-34 and 45-54) had the highest percentage (57%). Black and white respondents rated the issue as a serious or very serious problem at the same percentage (56%). Male and female respondents viewed both property crime and violent crime as serious or very serious problems at a similar rate.

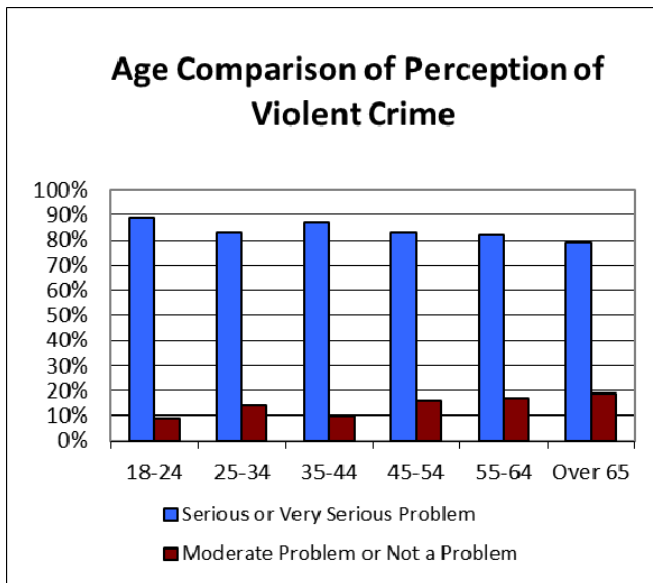


Chart 36: Seriousness of Violent Crime by Age

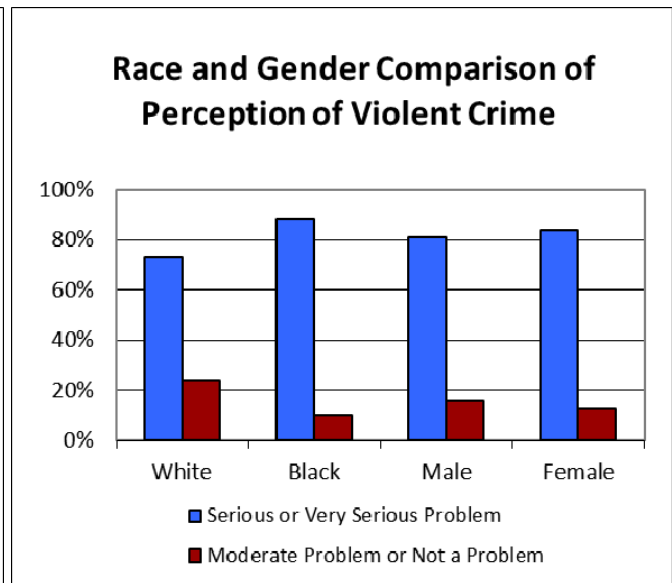


Chart 37: Seriousness of Violent Crime by Race and Gender

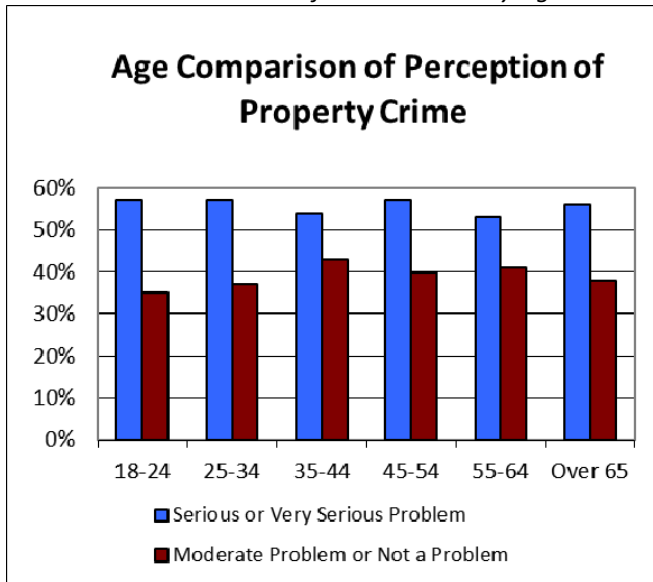


Chart 38: Seriousness of Property Crime by Age

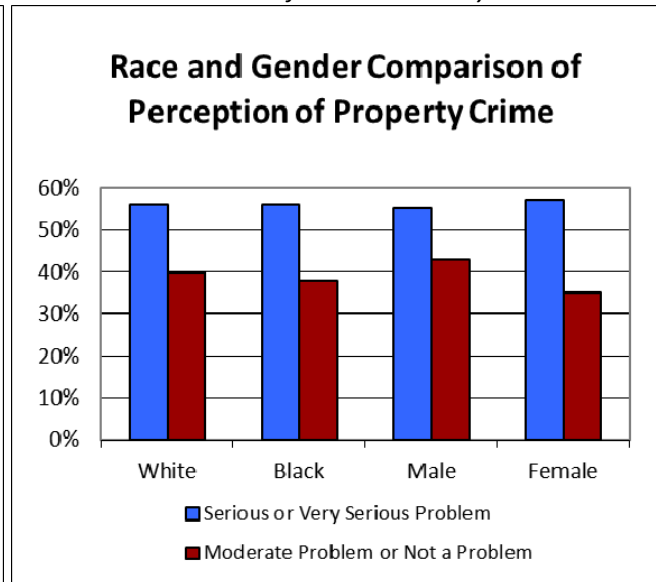


Chart 39: Seriousness of Property Crime by Race and Gender

Regarding illegal drug use, respondents between the ages of 18 and 24 were least likely to rate the issue as a serious or very problem (74%) while respondents between the ages of 35 and 44 were most likely (85%). White respondents were slightly less likely to rate the issue as a serious or very serious problem than black respondents. All age groups rated drivers disobeying traffic laws as a serious or very serious problem at about the same percentage, ranging from 56% to 61%. However, black respondents were more likely to identify the issue as a serious or very serious problem than white respondents (67% for black respondents compared to 51% for white respondents). Women were more likely than men to view illegal drug use and drivers disobeying traffic laws as serious or very serious problems.

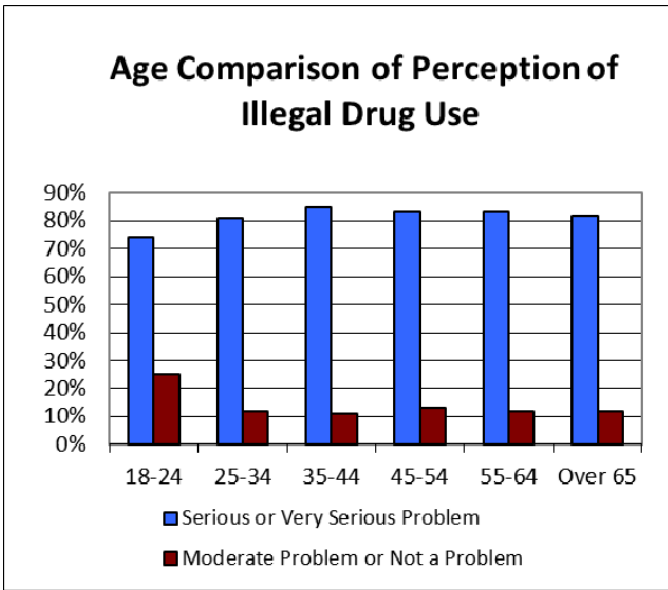


Chart 40: Seriousness of Illegal Drug Use by Age

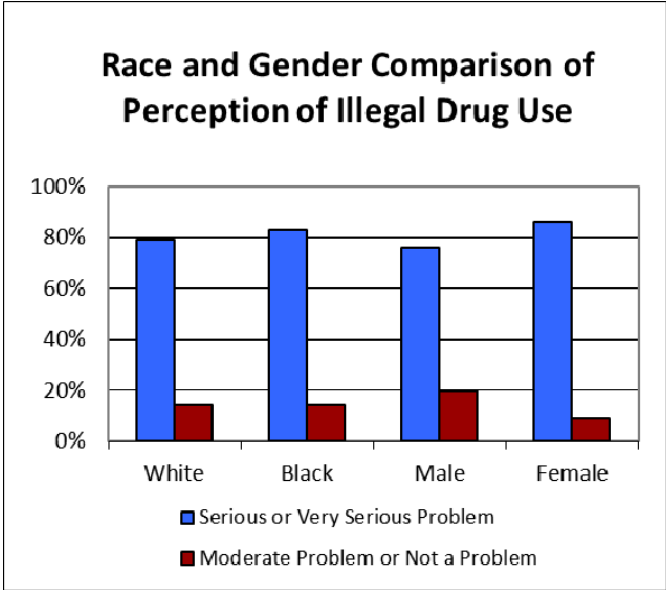


Chart 41: Seriousness of Illegal Drug Use by Race and Gender

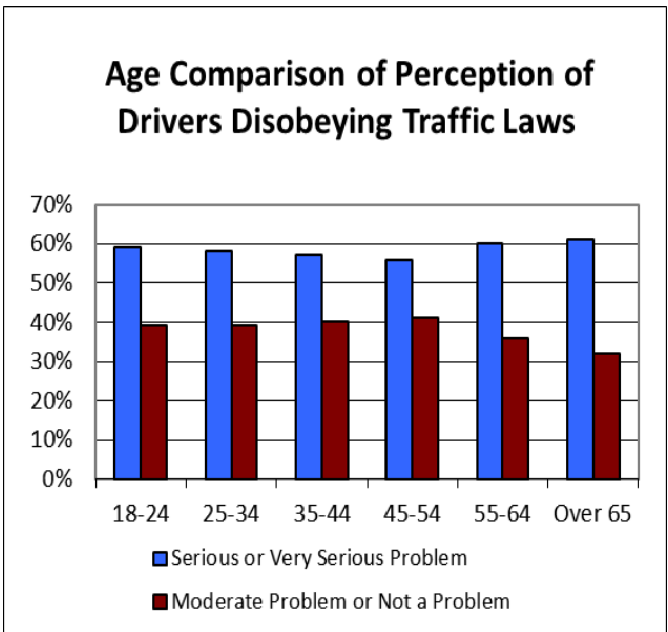


Chart 42: Seriousness of Drivers Disobeying Traffic Laws by Age

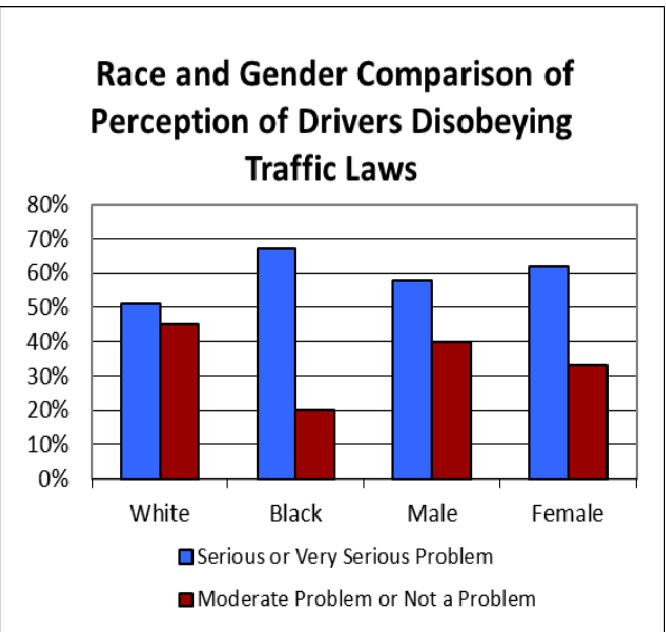


Chart 43: Seriousness of Drivers Disobeying Traffic Laws by Race and Gender

SECTION B: TRENDS ANALYSIS

Section B of this paper compares the results of the 2012 citizen survey's public safety questions to the results of previous citizen surveys including 2009, 2010, and 2011. Ratings of all aspects related to police protection worsened in 2012. However, feelings of safety in all settings except downtown during the day improved. Ratings of violent crime and illegal drug use both improved, while they still remain the lowest rated quality of life issues in the survey. Property crime and drivers disobeying traffic laws worsened from their 2011 rating.

Ratings of Police Protection

Over the past four years, ratings of police protection have declined slightly, as seen in chart in 44 below, but remain close to 50%.

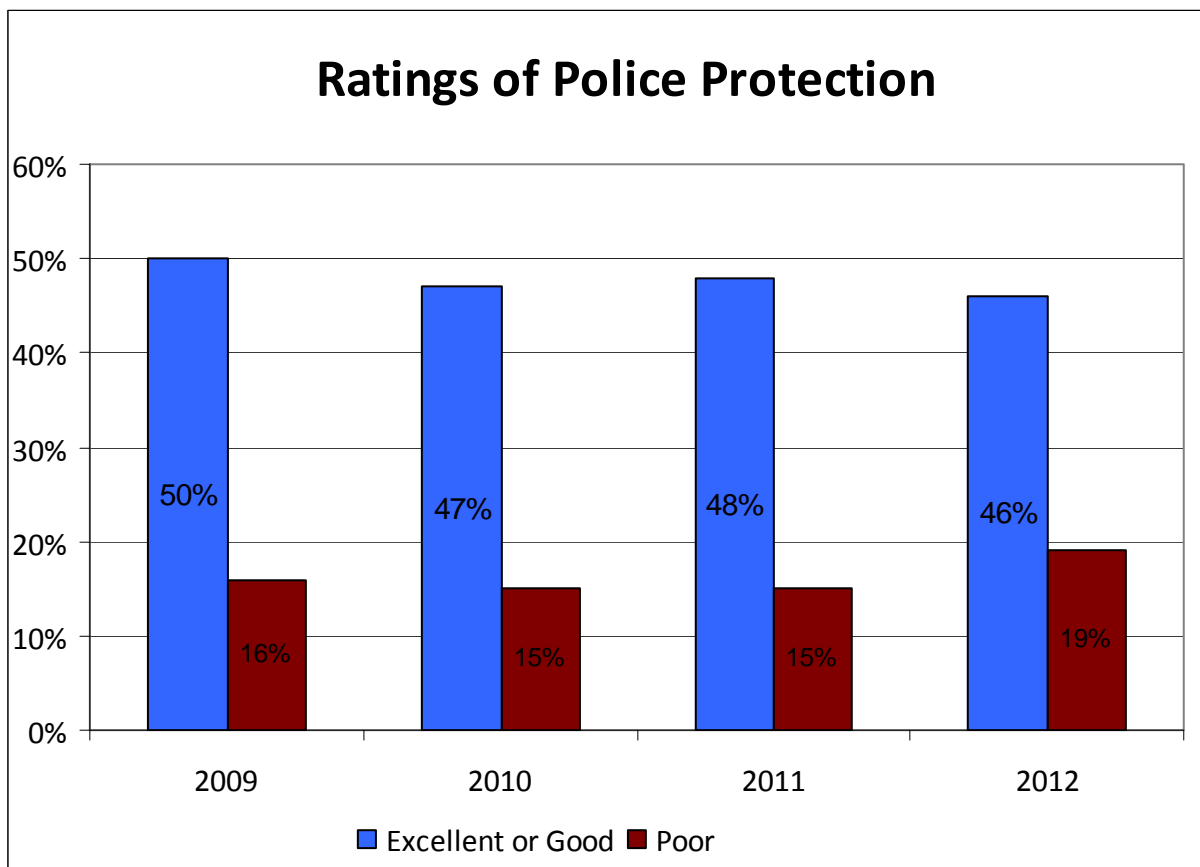


Chart 44: Ratings of Police Protection: 2009 – 2012.

Perception of BCPD

In 2012, the Citizen Survey asked respondents a series of questions on their perceptions of the BCPD's police presence, responsiveness, approachability, professionalism and ability to prevent crime. Four of these questions were also asked in the 2010 and 2009 surveys. The question regarding police professionalism has not been asked in a prior Citizen Survey. As the charts show below, satisfaction ratings for all four aspects of BCPD were stable between 2009 and 2010 before dropping significantly in 2012.

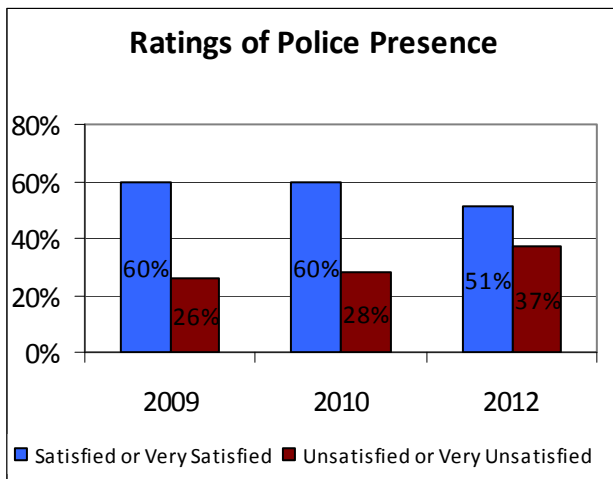


Chart 45: Ratings of Police Presence 2009-2012

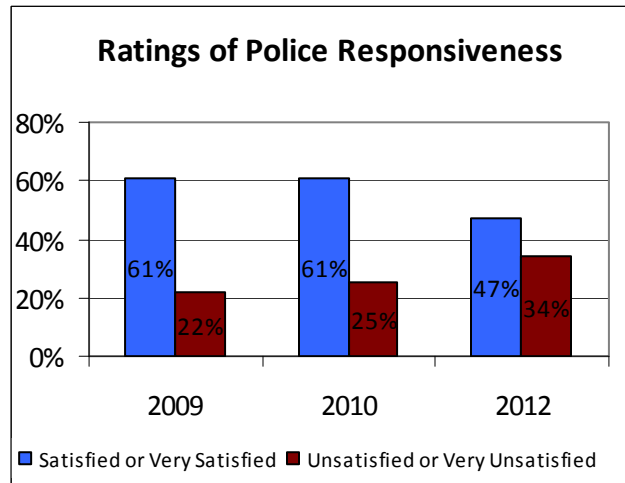


Chart 46: Ratings of Police Responsiveness 2009-2012

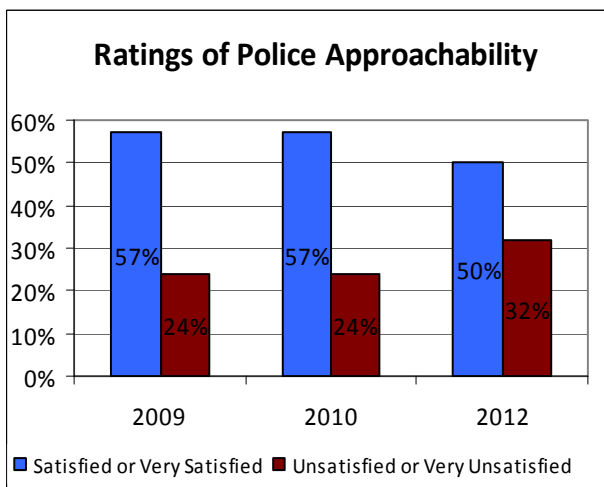


Chart 47: Ratings of Police Approachability 2009-2012

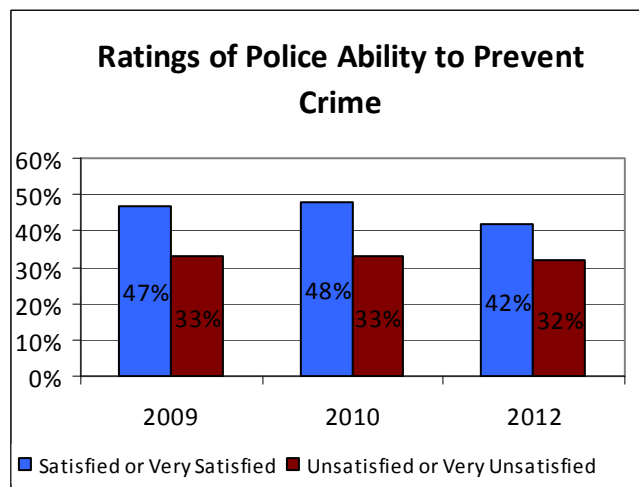


Chart 48: Ratings of Police Ability to Prevent Crime 2009-2012

Neighborhood Safety

Residents' perception of neighborhood safety during both the day and at night has remained relatively stable over the past four years. Respondents reported feeling safe or very in their neighborhood during the day at percentage between 93% and 88% over the past four years. At night, respondents reported the same feelings of safety at rates of between 70% and 66%.

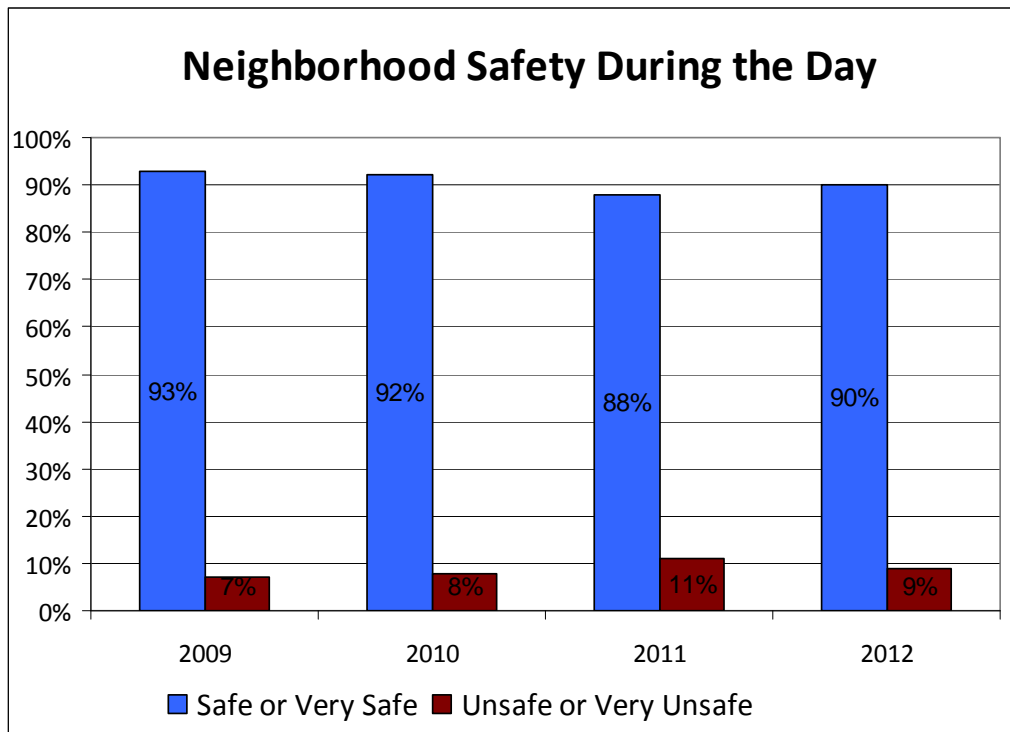


Chart 49: Perceptions of Neighborhood Safety during the Day 2009-2012

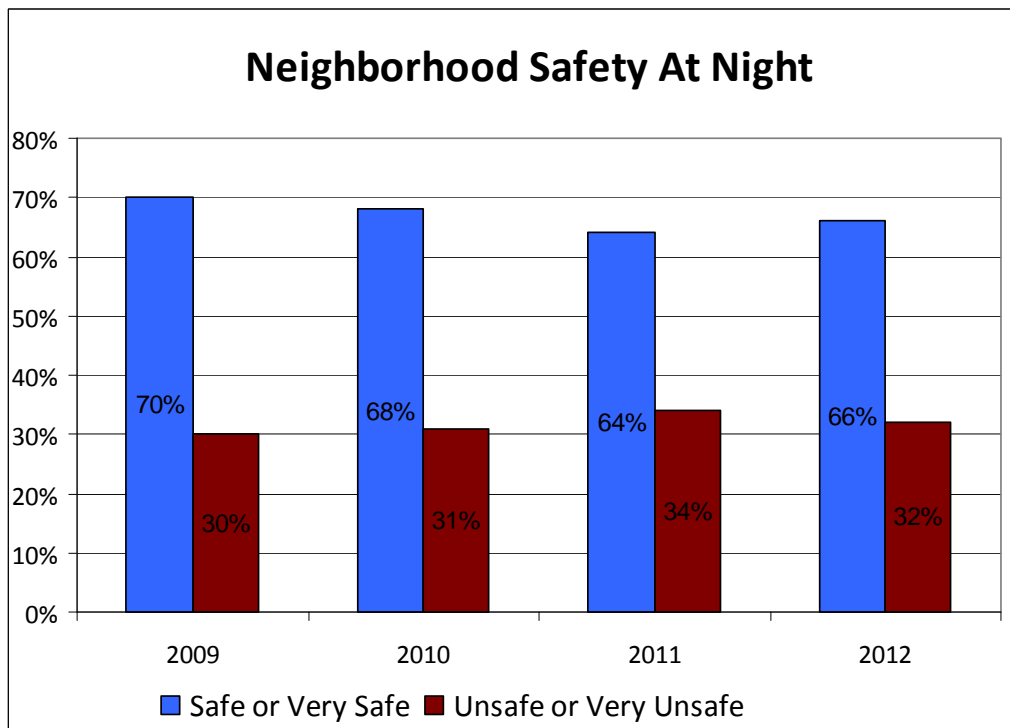


Chart 50: Perceptions of Neighborhood Safety at Night 2009-2012

Downtown Safety

Respondents' perception of downtown safety during the day has steadily decreased each year, reaching its lowest point in 2012 where 73% of respondents reported feeling safe or very safe. The percentage of respondents who reported feeling safe or very increased in 2012 to 35% from its 2011 level of 29% but remains below its 2010 peak of 37%.

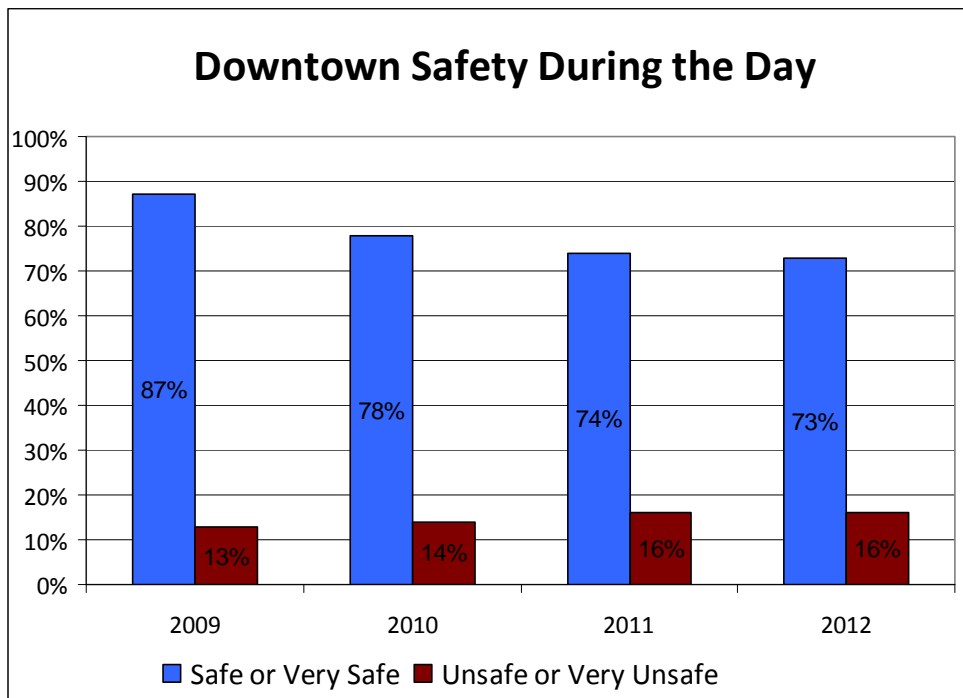


Chart 51: Perceptions Downtown Safety during the Day 2009-2012

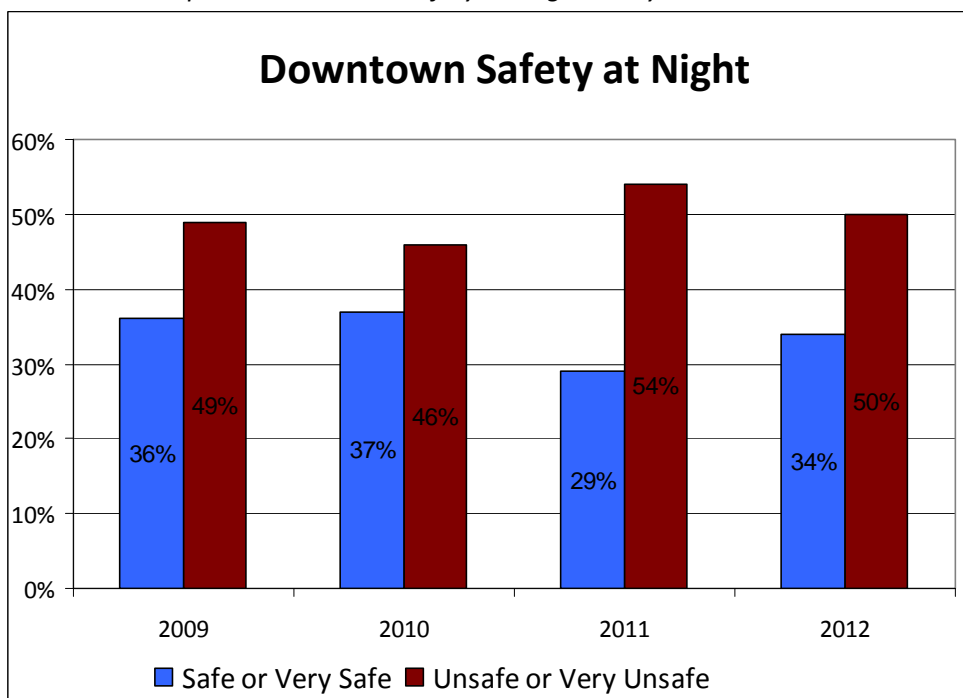


Chart 52: Perceptions of Downtown Safety at Night 2009-2012

Quality of Life Issues

Chart 53 shows changes in the percentage of Citizen Survey respondents who rated illegal drug use, violent crime, property crime and driver's disobeying the law as serious or very serious problems. While both violent crime and illegal drug use are rated as serious problems at a higher rate, respondents rated them as serious problems at a lower rate in 2012 than in 2011. At the same time, the percentage of respondents who rated property crime and drivers disobeying traffic laws as serious or very serious problems increased in 2012.

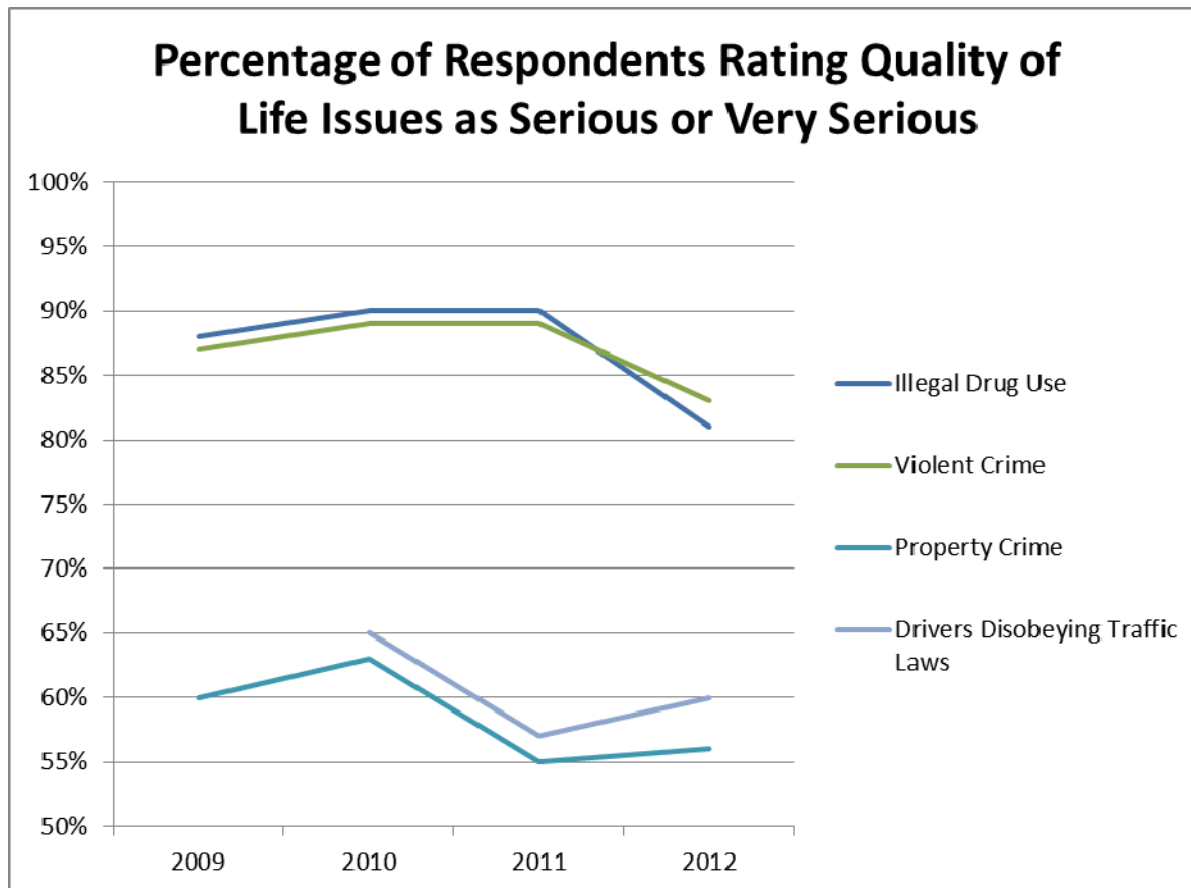


Chart 53: 2009-2012 Percentage of Respondents Rating Quality of Life Issues as Serious or Very Serious
Note: Respondents were not asked about Drivers Disobeying Traffic Laws in the 2009 Citizen Survey.

Perceptions of Change in Quality of Life Issues

The 2011 and 2012 Citizen Survey asked respondents whether they felt these quality of life issues were improving or worsening. While more respondents said these issues were worsening in both 2011 and 2012, the percentage of respondents who said these issues were improving increased, particularly for violent crime, increasing from 9% to 14%. Additionally, a smaller percentage of respondents said these issues were worsening in 2012.

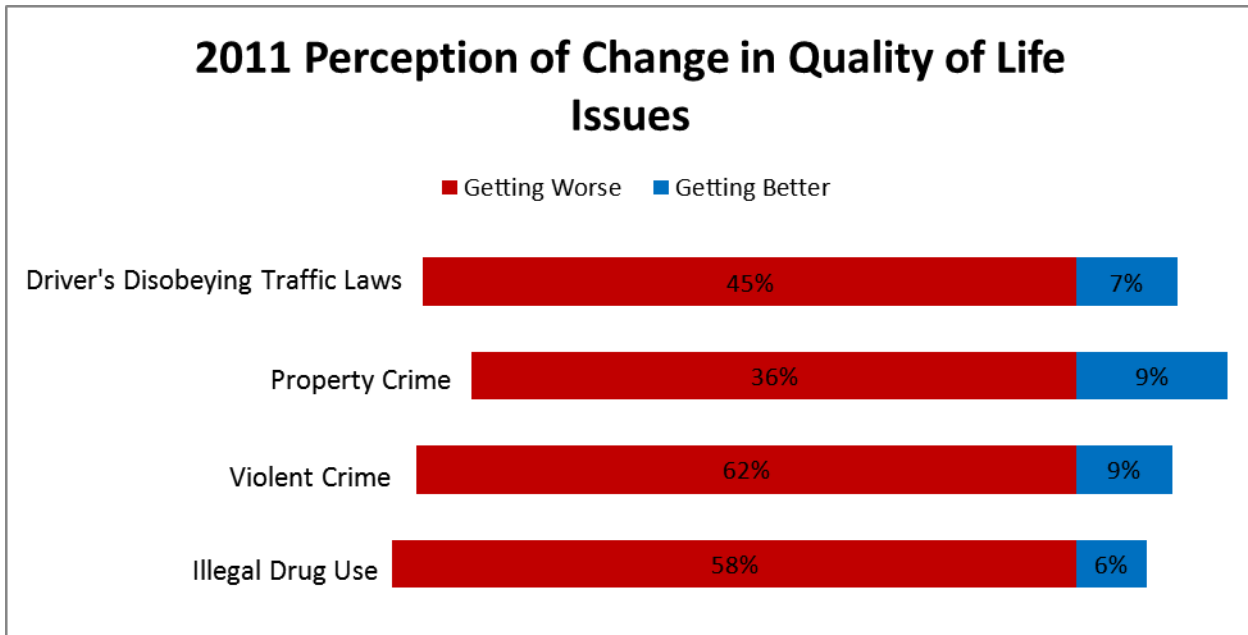


Chart 54: 2011 Perception of Change in Quality of Life Issues

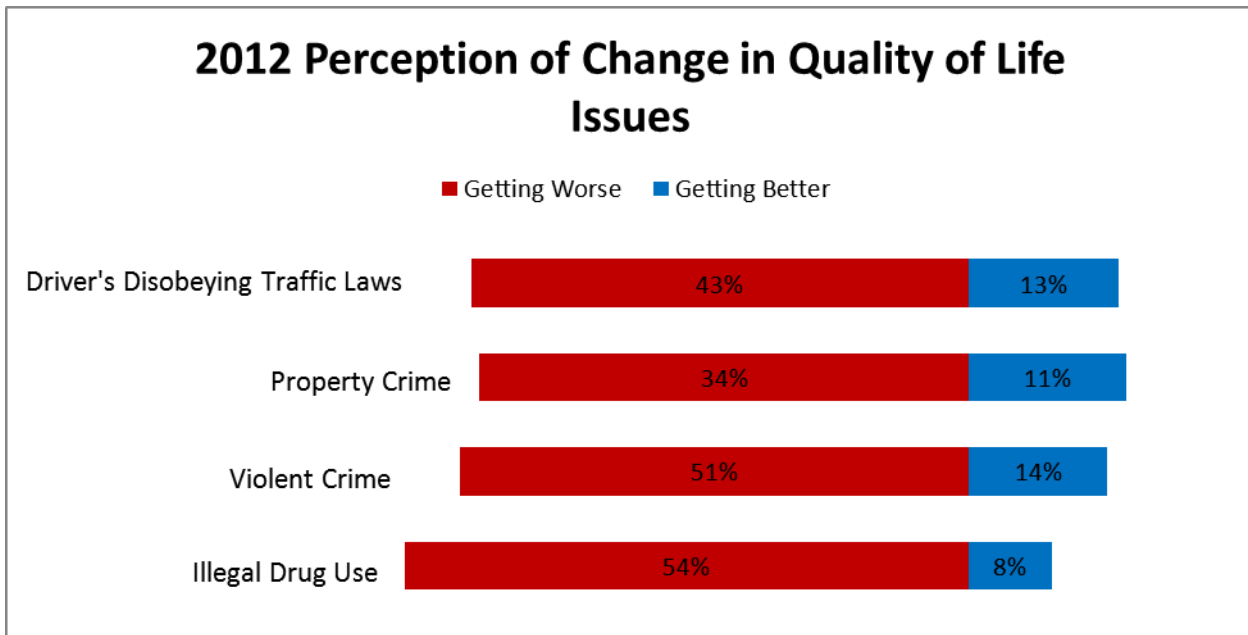


Chart 55: 2012 Perception of Change in Quality of Life Issues

PART C: COMPARISON WITH PERFORMANCE DATA

Crime and Safety

The 2012 Citizen Survey shows that ratings of safety in neighborhoods and downtown increased slightly, with a larger percentage of respondents rating safety in their neighborhoods and downtown in the nighttime as safe or very safe. On the other hand, respondents reported feeling less safe downtown during the day than in 2011. For quality of life issues, ratings for property crime and drivers disobeying traffic laws worsened from 2011 to 2012 whereas ratings for violent crime and illegal drug use improved in 2012. However, violent crime and illegal drug use were still rated as the most serious quality of life issues in the citizen survey.

2011 Crime data, released by the City of Baltimore,¹ show increases in total crime and property crime, but a decline in violent crime. These trends generally correspond with this year's change in citizens' perception of crime, in that all quality of life issues improved with the exception of property crime.

2011 Year End Crime Numbers

- **Total crime increased by 1% in 2011 but has decreased by 41% since 2000.**
- **Violent crime decreased by 6%.** There were 559 fewer violent crimes in 2011 than in 2010.
- **Homicide is down 12%.** There were 27 fewer homicides in 2011 than 2010. It is the lowest total since 1977—a 34-year low. It is also the second lowest level since the City began tracking the total in 1970.
- **Gun related homicide is down 13%.** In 2011, there were 21 less homicides committed with a gun than in 2010—a 13% decrease.
- **Shootings are down 9%.** There were 381 non-fatal shootings in 2011. This is the fewest number of shootings recorded since the City started tracking them in 2000—a 47% decrease since 2000.
- **Juvenile violence has significantly declined.** There have been 14 juvenile homicides and 28 juvenile shootings this year. Juvenile homicides are down nearly 50% since 2007 and juvenile shootings are down 70% since 2007. Juvenile arrests are down 25% since last year and down 60% since 2006.
- **Property crime is up 4%.** Despite this increase, property crime is down 40% compared to 2000.
- **In 2011, there were 237 repeat violent offenders charged federally through EXILE** – an 8% increase and more than any previous year.
- **Citywide arrests continued to decline and were down 6% from 2010.** Arrests are down 30% since 2007. BPD made 25,000 less arrests this year than in 2007. Releases without charges are down 70% compared to last year. Only 4% of suspects arrested this year were released without charges.

1 City of Baltimore. (2012). "Mayor Rawlings-Blake, Commissioner Bealefeld Report 2011 Crime Reduction" [Press Release] Retrieved from:

http://www.baltimorecity.gov/Residents/HealthSafety/SaferCity/PressReleases/tabid/1647/ID/1876/Mayor_Rawlings-Blake_Commissioner_Bealefeld_Report_2011_Crime_Reduction.aspx

District Comparison

Chart 56 uses data from the Open Baltimore web portal to break down the number of property crimes by district. When comparing the number of property crimes per 1,000 residents with each district's perception of property crime, the percentage of respondents rating the problem as serious or very serious generally corresponds with the property crime rates in their district. For instance, the Central and Southeastern district had the highest property crime rates and also rated property crime as a serious problem at second and third highest rate among districts. However, other districts' perceptions of property crime do not correspond with their respective property crime rate, particularly in the Northern and Southwestern districts, where property crime rates are relatively lower and the percentage of respondents rating the problem as serious are high.

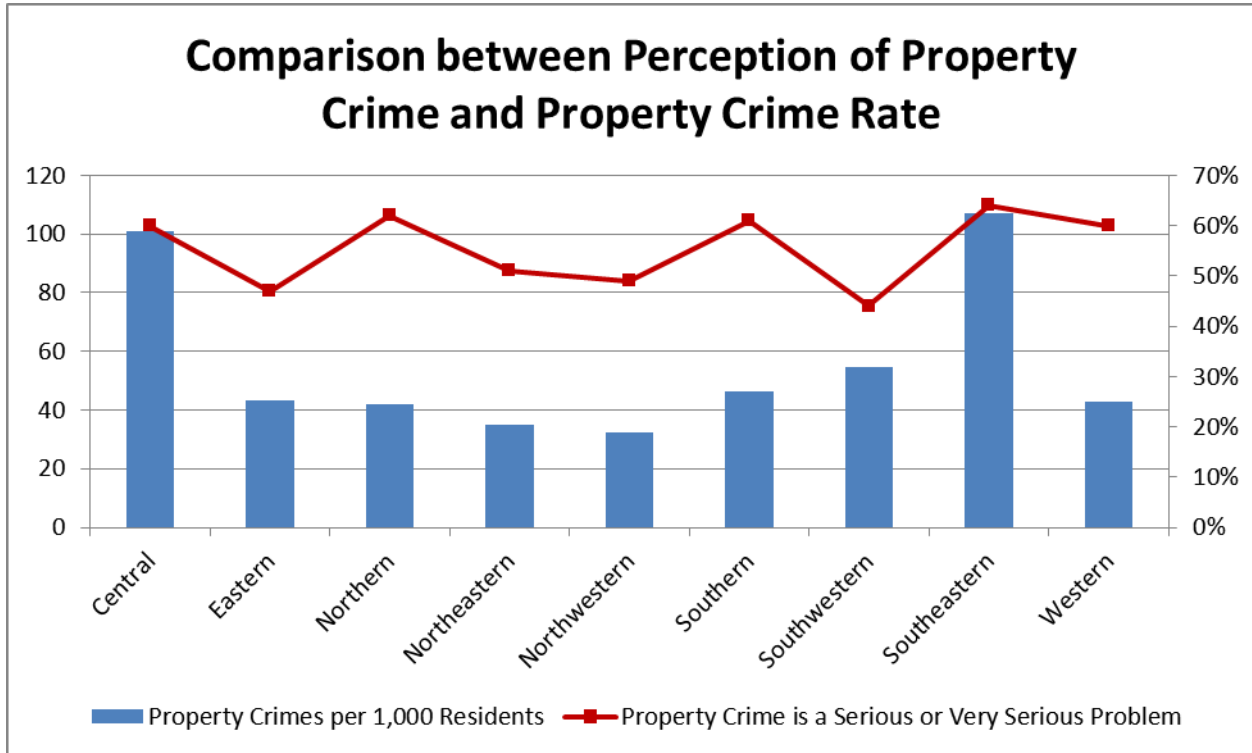


Chart 56: Property Crime Perception and Data Comparison by Districts

When comparing respondents' ratings of violent crime as a serious or very serious problem with the total number of violent crimes in their district, citizens' perception of violent crime does not correspond with actual violent crime rates. The districts with the lowest violent crime rates in 2011 (Northeastern and Northern districts) rated the issue as a serious or very serious problem at the highest percentages. At the same time, the districts with the highest violent crime rates (Central and Southeastern districts) rated violent crime as a serious problem at the lowest rate.

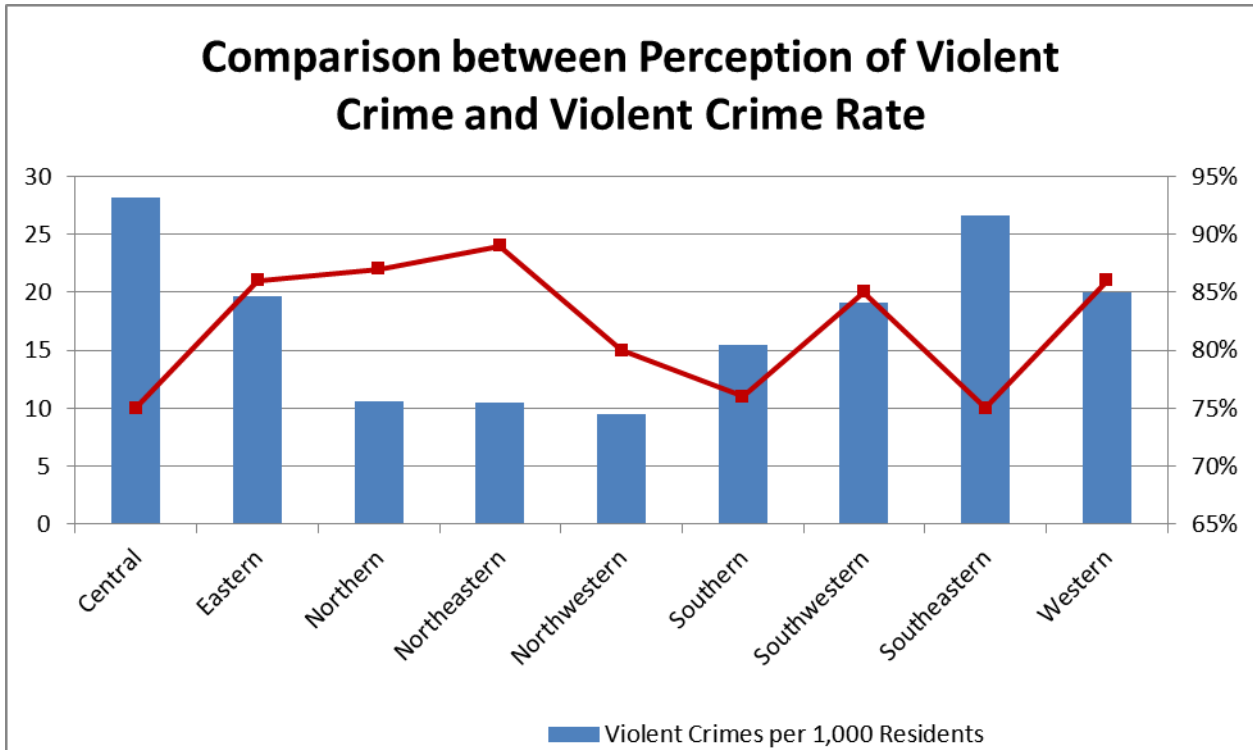


Chart 57: Violent Crime Perception and Data Comparison by District

Drivers Disobeying Traffic Laws

Charts 62 and 63 show changes in citizens' perception of drivers disobeying traffic laws and the number of red light citations issued in fiscal years 2011 and 2012. The increase in the number of straight red light citations issued from FY 2011 to FY 2012 corresponds with a slight increase in the percentage of respondents who cited drivers disobeying traffic laws as a serious or very serious problem.

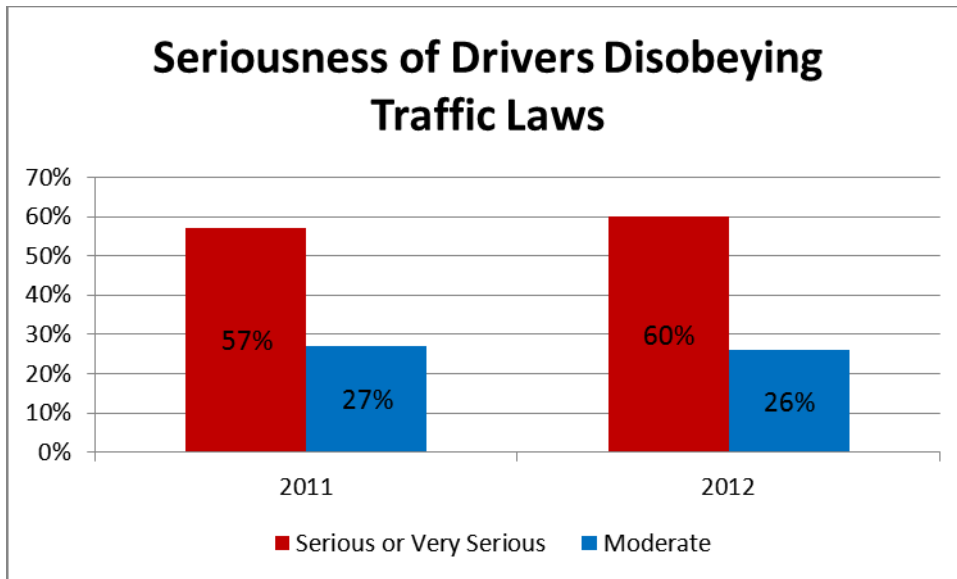


Chart 58: Citizen's Perception of Driver's Disobeying Traffic Laws

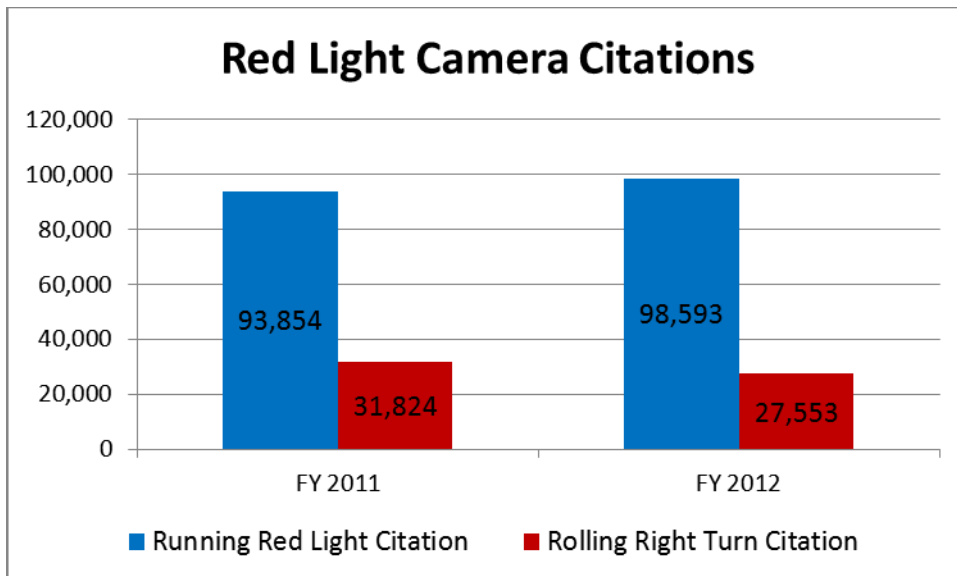


Chart 59: Number of Red Light Citations