

**Baltimore City Citizens Survey  
Final Report-Revised 10/13/2009**

**Schaefer Center for Public Policy**

**University of Baltimore**

1420 North Charles Street

Baltimore, MD 21201

410-837-6188

<http://scpp.ubalt.edu>

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*The chief researchers for the survey were Dr. Ann Cotten, Dr. Don Haynes, Dr. Simon Bauer-Leffler and William Wells M.P.A. The survey was conducted at the Schaefer Center's Computer Aided Telephone Interviewing (CATI) lab, with all programming, analysis, and report generation being performed by the Schaefer Center for Public Policy staff. The research team would like to thank Kristin Dawson, Andrew Kleine and everyone at Baltimore City Government for their efforts and collaboration on this project, as well as Robert Steel and Matthew Shuman, Schaefer Center Graduate Fellows and the professional Schaefer Center CATI Lab staff.*

*The Schaefer Center implemented this project in full compliance with the standards and best practices as adopted by the American Association for Public Opinion Research (AAPOR). A full explanation of these standards may be found on AAPOR's website: [www.aapor.org](http://www.aapor.org).*

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## Executive Summary

The Schaefer Center for Public Policy at the University of Baltimore, in conjunction with Baltimore City government, conducted a survey of 1,812 Baltimore City residents who were at least 18 years of age via telephone. Data collection efforts were designed to assess the Mayoral Objectives for Baltimore City and occurred between March 18, 2009 and May 11 2009. The Margin of error is  $\pm 2.3\%$  for all city wide analyses in this report.

**1. Make Baltimore a Safer City:** Fire, police, trash removal and ambulance services were the top four most important services, and over 50% of respondents rated these services as good or excellent, except for police protection. Police and trash removal tied for second in the level of importance. Overall, Baltimore City residents feel safe in their neighborhoods in both the daytime and at night, in downtown during the day and in Baltimore City parks during the day. However, respondents listed violent crime and property crime as serious or very serious problems at 87% and 60%, respectively. Five percent (5%) of respondents felt very safe downtown at night and 31% reported feeling safe.

**2. Make Baltimore a Cleaner, Greener, and More Sustainable City:** Sixty-four percent (64%) of respondents rated trash removal as good or excellent, less than half said the same for rat removal and curbside recycling. Biking, walking and public transportation were not highly utilized as a primary means of transportation since respondents preferred to drive or had safety concerns with other modes of travel. More than 50% of respondents rated the cleanliness (59%) and green space (57%) in their neighborhoods as good or excellent but the same majority did not apply to the City as a whole.

**3. Build Strong, Healthy and Educated Families:** Over one-quarter respondents rated Baltimore City schools as good (17%) or excellent (10%). Illegal drug use was rated a serious problem by 24% and a very serious problem by 64% of respondents. Forty percent (40%) of respondents had not gone to a City library, but of those that had, well over 75% were satisfied with all aspects of their experiences.

**4. Strengthen Baltimore's Economy and Promote Economic and Cultural Opportunities for all its Residents:** Just over 50% of respondents rated the availability of cultural activities as at least good; however, the same did not hold true for the availability of jobs, which only 17% rated as good (14%) or excellent (3%).

**5. Create Stable, Vibrant, Livable Neighborhoods:** While most respondents were satisfied with parks, a majority of respondents had not gone to a City park. One-third cited safety concerns as their primary reason for not going to a park. Street/Sidewalk Maintenance, Code Enforcement, and City-run Pools each received less than one-third of respondents giving a rating of at least good. Over 75% of respondents said homelessness and vacant buildings were at least a serious problem. Fifty percent (50%) of respondents said that they could find parking in their neighborhoods.

**6. Make Baltimore's Government More Innovative, Efficient and Customer Friendly:** At least 50% of respondents were satisfied with their most recent contact with a City employee and 311 non-emergency services. Approximately 60% of respondents were satisfied or very satisfied with police presence in their neighborhood (60%), the responsiveness of police in their neighborhood (60%), and the approachability of police in their neighborhood (57%). A smaller percentage (47%) were satisfied or very satisfied with the ability of police to prevent crime in their neighborhood. Thirty-five percent (35%) of respondents suggested hiring more police and having the police interact more with the community.

## Introduction

Part of realizing the Mayoral Objectives to improve life in Baltimore City is establishing a baseline understanding of what living in Baltimore is like for the average citizen. To establish this baseline, the City of Baltimore commissioned a survey of Baltimore citizens to assess the quality of life in Baltimore. The Baltimore City Citizens Survey (BCCS) was designed to identify trends in behavior, attitudes, and quality of life indicators; assess awareness and satisfaction with City services; and identify gaps in and unmet needs for City services. Baltimore City government contracted with the Schaefer Center for Public Policy at the University of Baltimore to conduct a survey of Baltimore City residents, thus providing the City with valuable feedback from citizens. This feedback may be used to inform future policy or budgetary decisions in Baltimore City government, which means that the survey respondents may have a very real effect on the quality of life in Baltimore.

The Baltimore City Citizens Survey is a critical piece of a larger initiative for the City of Baltimore called Outcome Budgeting. Outcome Budgeting focuses on aligning funding with the results that matter most to citizens. The survey provides important information for this purpose. Results will be used to inform and enhance program planning and policy development across all City agencies, to create more focused, responsive and efficient government services as well as help non-governmental organizations and community groups to better understand citizen demographics, behaviors, and attitudes. Especially useful are year over year trends the survey data will provide by implementing it annually.

The purpose of this report is to summarize the findings of the BCCS survey. Each section of the report starts with a brief summary of the findings followed by more in-depth analysis based on crosstabular analysis presented in Appendices C and D. Also included at the end of this report is a brief summary of the methodology and reporting conventions used in the creation of this report. More detailed results are included in the appendix to the full report.

The in-depth analysis of individual questions presents an overview of Baltimore Citizens' responses to a given topic. Special care was taken in the data collection phase of the survey to make sure results were geographically representative. The in-depth analysis also includes additional discussion where respondents' opinions differed based on gender, age, or race.

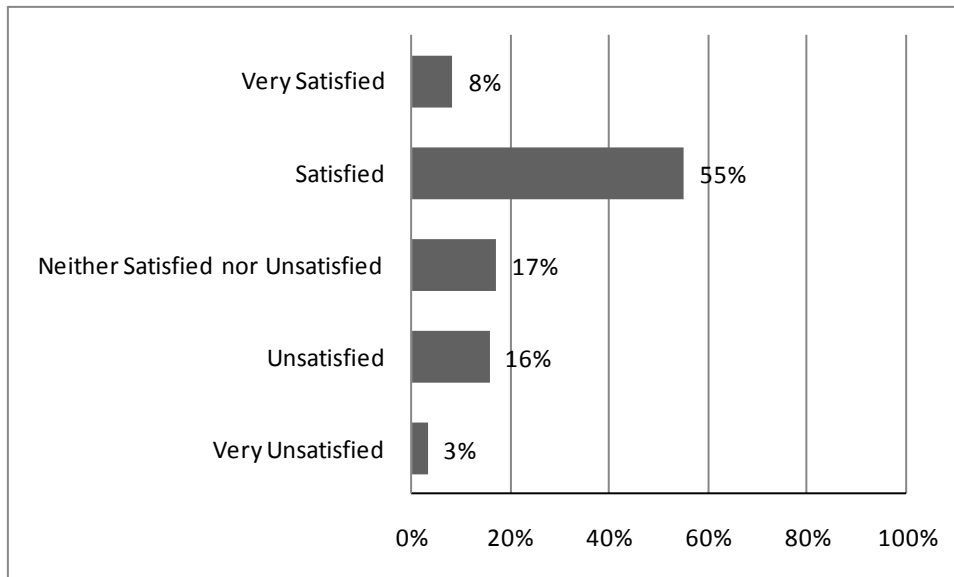


## Report of Results

### Overall Satisfaction with City Services

A majority of Baltimore citizens were satisfied with the quality of services that Baltimore City provides. Chart 1 is presented below to provide an overview of public opinion concerning Baltimore City services.

**Chart 1: Overall Satisfaction**



*“How satisfied are you with the quality of the services that Baltimore City provides?”*

Overall, 63% of Baltimore City residents responded that they were either very satisfied (8%) or satisfied (55%) with the quality of services that Baltimore City provides. Of those offering an opinion, only 19% of Baltimore City residents responded that they were very unsatisfied (3%) or unsatisfied (16%) with the quality of Baltimore City services. A similar percentage of respondents (17%) were neither satisfied nor unsatisfied with Baltimore City Services.

Opinions of the overall quality of City services varied little among gender and racial groups as did overall satisfaction among respondents at all income levels.

## Quality of Life in Baltimore

The lack of jobs in the City was a major issue for respondents. The overwhelming majority of respondents thought the availability of jobs in the City was only fair (30%) or poor (40%). Over half of Baltimoreans thought the availability of cultural activities in the City was excellent (18%) or good (34%).

When it comes to clean and green, residents were generally more satisfied with their neighborhoods than the City as a whole. The majority of respondents (58%) rated the cleanliness in their neighborhoods as excellent (21%) or good (37%). This compares to a minority of respondents (28%) who rated the City’s cleanliness as excellent (4%) or good (24%) for the City as a whole.

The majority of respondents (57%) rated the amount of green space in their neighborhoods as excellent (21%) or good (36%). This compares to a slight minority of respondents (41%) who rated the amount of green space as excellent (9%) or good (32%) for the City as a whole.

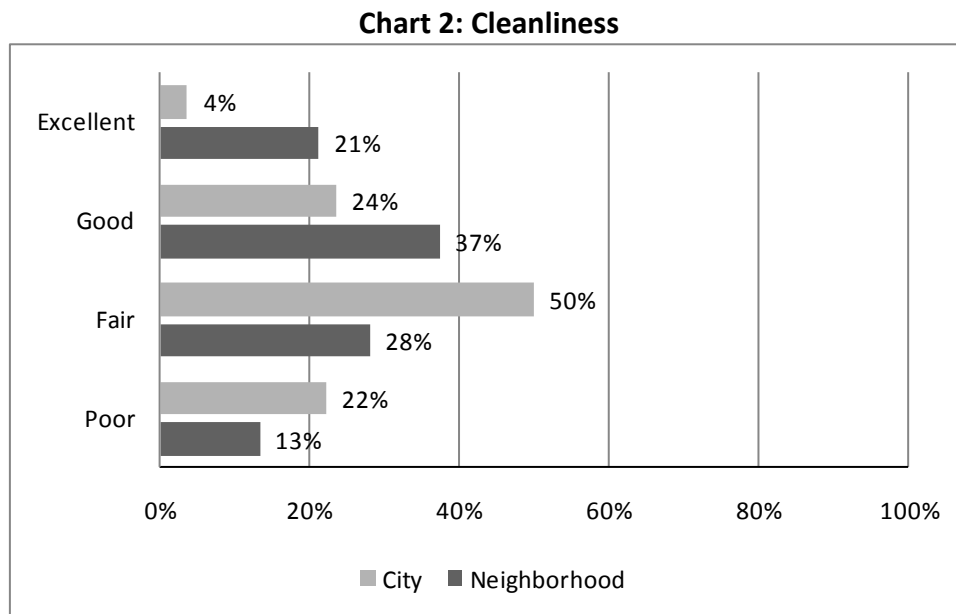
The availability of recreational activities in Baltimore City was rated fair (32%) or poor (27%) by the majority of survey respondents.

Each of the questions is explored in more depth in the pages that follow.

**Table 1: Quality of Life in Baltimore**

Attribute	Excellent		Good		Fair		Poor	
	City	My Neighborhood	City	My Neighborhood	City	My Neighborhood	City	My Neighborhood
Cleanliness	4%	21%	24%	37%	50%	28%	22%	13%
Amount of green space	9%	21%	32%	36%	40%	25%	15%	17%
Availability of jobs	3%		14%		30%		40%	
Availability of cultural activities	18%		34%		30%		15%	
Recreational activities	10%		26%		32%		27%	

Chart 2 provides a comparison of respondents' perceptions of Baltimore City's cleanliness versus the cleanliness of their neighborhoods.



*“How do you rate the cleanliness of the city?”*  
*“How do you rate the cleanliness of your neighborhood?”*

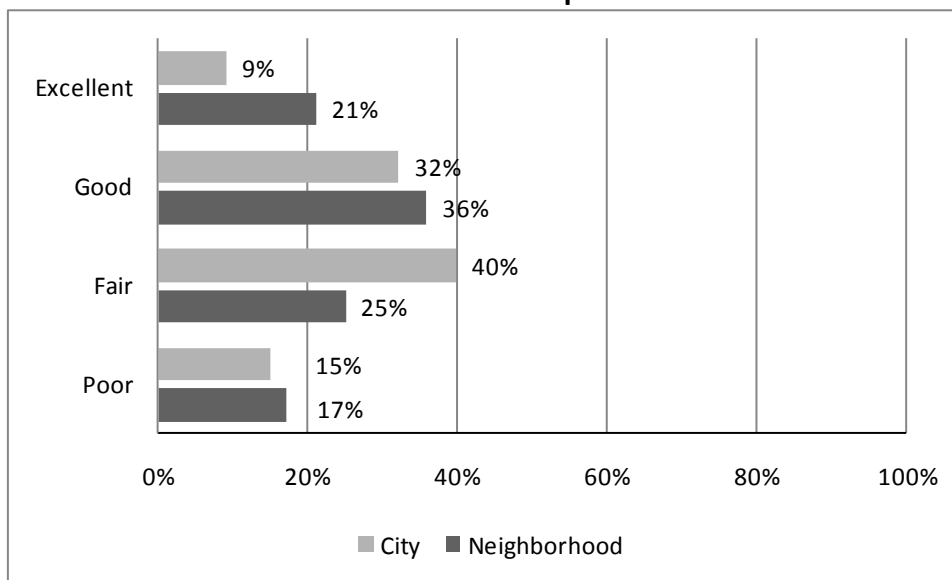
Overall, respondents were more likely to rate their neighborhood cleanliness better than that of the City. Specifically, 58% of respondents felt the cleanliness of their neighborhoods was excellent (21%) or good (37%). Only 28% of respondents felt that the cleanliness of Baltimore City was excellent (4%) or good (24%). Respondents were more likely to rate the City's cleanliness as either fair (50%) or poor (22%).

Six percent more of African American respondents (25%) rated the cleanliness of the City as poor than White respondents (19%).

All Baltimore residents earning less than \$75,000 a year reported similar scores for neighborhood cleanliness. Those making over \$75,000 a year were significantly more likely to rate their neighborhood's cleanliness as excellent. On the City-level, 30% of residents who make \$25,000 a year or less rated the cleanliness of Baltimore as poor.

Respondents were asked about their perceptions of the amount of green space within Baltimore City and their neighborhoods. Chart 3 provides a comparison of their responses.

**Chart 3: Green Space**



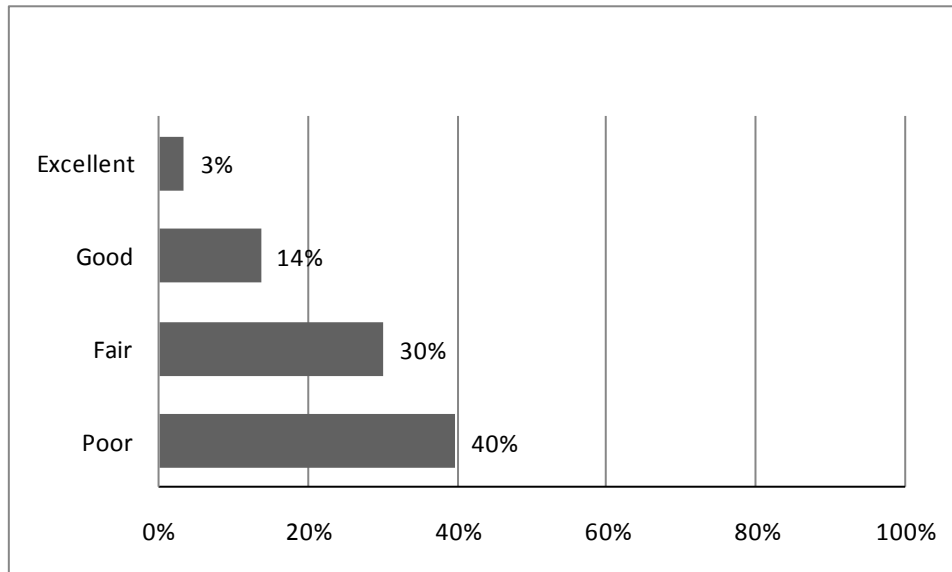
*“How do you rate the amount of green space in Baltimore?”*  
*“How do you rate the amount of green space in your neighborhood?”*

Overall, Baltimore City residents are more satisfied with the green space in their own neighborhoods than Baltimore City as a whole. Twenty-one percent (21%) of respondents rated the green space in their neighborhoods as excellent. However, only 9% of respondents thought that the amount of green space in Baltimore was excellent. Baltimore residents were slightly more likely to rate the green space in Baltimore as poor (15%) than the green space in their neighborhoods (17%).

Forty percent (40%) of White respondents ranked the green space in Baltimore as good, compared to 30% of African American respondents. White respondents were also more likely to rate their neighborhood green spaces as excellent (27%) than African American respondents (18%). One fifth (20%) of African American respondents rated the green space in their neighborhoods as poor.

The next question asked respondents to rank the availability of good jobs in Baltimore. The results of this question are presented in Chart 4.

**Chart 4: Jobs in Baltimore**



*“How do you rate the availability of good jobs in Baltimore?”*

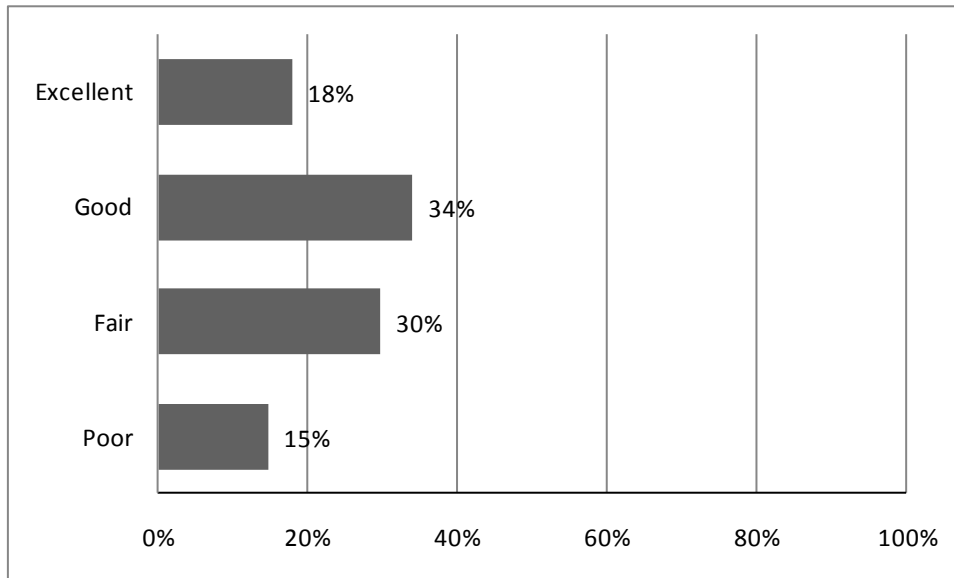
Given the recent economic downturn it is not surprising that 40% of Baltimore City residents felt that the availability of jobs in Baltimore was poor. Only 3% of respondents ranked the availability of jobs in Baltimore as excellent and 14% ranked the availability as good.

Younger residents were the most concerned about the current job market in Baltimore. Fifty-one percent (51%) of residents 18-24 years of age rated the availability of jobs in Baltimore as poor and 33% rated the availability of jobs as fair. A majority of African American residents were concerned about Baltimore’s job market. Fifty-one percent (51%) of African American respondents ranked the availability of jobs in Baltimore as poor.

Of those making less than \$25,000 a year, 89% felt that the availability of jobs in Baltimore was either fair (23%) or poor (66%). By means of comparison, one-quarter of respondents who made \$75,000 or more thought that the availability of good jobs was good (23%) or excellent (2%).

Turning now from work to leisure in Baltimore, the following chart presents respondents' opinions about the availability of cultural activities in Baltimore.

**Chart 5: Cultural Activities in Baltimore**



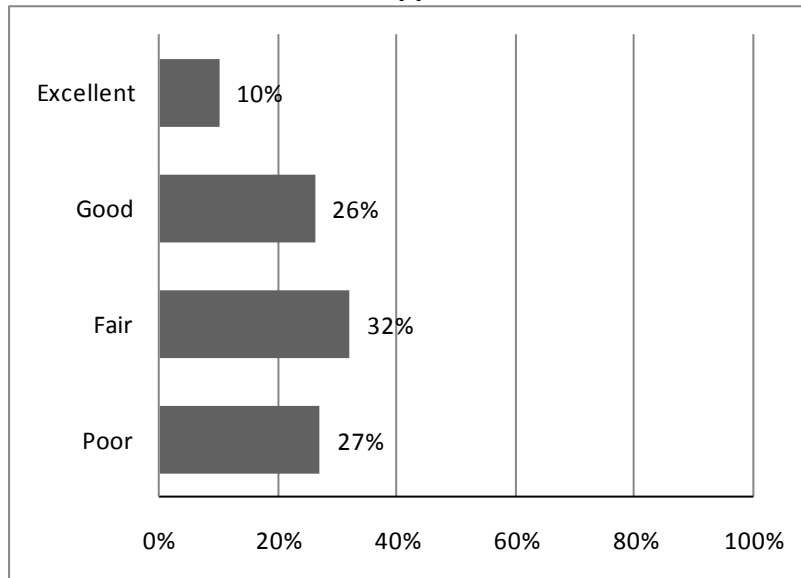
*“How do you rate the availability of cultural activities in Baltimore?”*

Baltimore City residents were split in their opinion of the availability of cultural activities in Baltimore. Eighteen percent (18%) of all Baltimore City residents rated the availability of cultural activities in Baltimore as excellent. Over one-third of respondents rated the availability of cultural activities as good (34%) and 45% rated the availability of cultural activities as either fair (30%) or poor (15%).

Younger Baltimore residents were the most critical of the availability of cultural activities in Baltimore. Respondents 18-24 years of age rated the availability of cultural activities as either poor (20%) or fair (50%). Women were also more likely to rate Baltimore's cultural activities as poor (19%) when compared to men (12%). African American residents also seemed concerned with the cultural activities in Baltimore since 20% rated the availability as poor.

Continuing with the subject of leisure activities, respondents were asked about the availability of recreational opportunities in Baltimore. Their responses are presented in Chart 6 below.

**Chart 6: Recreational Opportunities in Baltimore**



*“How do you rate the availability of recreational opportunities in Baltimore?”*

A majority of Baltimore residents rated the availability of recreational opportunities in Baltimore as fair (32%) or poor (27%). Only 10% of Baltimore City residents thought that the availability of recreational opportunities was excellent.

Almost one-third, (32%) of women in Baltimore thought that the availability of recreational opportunities in Baltimore was poor compared to 24% of men. Ten percent (10%) of younger Baltimore residents, 18-24 years of age, rated the availability of recreational opportunities in Baltimore as excellent, and 15% of respondents 25-34 years of age also gave an excellent rating.

## Baltimore City Services

Almost all Baltimore residents thought that every City service was important. Respondents were asked to rate the importance of each City service on a scale of 1 to 10, and the vast majority of respondents indicated the highest level of importance for every City service.

**Table 2: Baltimore City Services Importance and Ratings**

	Mean Importance	Excellent	Good	Fair	Poor	No Experience
Fire protection	9.6	34%*	35%	12%	2%	18%
Police protection	9.4	14%	32%	31%	15%	7%
Trash removal	9.4	26%*	38%	23%	11%	2%
EMS/Ambulance service	9.3	25%*	31%	12%	2%	30%
Water and sewer services	9.2	16%	40%	28%	9%	7%
Street lighting	9.2	17%	42%	31%	8%	1%
(K-12) Education	9.1	10%	17%	29%	22%	22%
Rat removal	9.0	5%	13%	22%	35%	25%
Snow removal	8.7	14%	35%	30%	18%	3%
Street and sidewalk maintenance	8.6	8%	25%	38%	26%	3%
311 (non-emergency) service	8.4	19%*	31%	17%	6%	27%
Curbside recycling	8.2	18%*	26%	22%	11%	22%
Code enforcement such as home maintenance	8.1	6%	22%	35%	18%	18%
City run swimming pools	6.2	4%	15%	20%	9%	52%

Respondents identified fire protection as the most important city service with a mean score of 9.6 on a scale of 1-10. It was also the most highly rated City service with 34% of respondents giving it an excellent rating and 35% a good rating. At least a quarter of respondents rated trash removal and EMS/Ambulance services as excellent. Over 50% of respondents rated K-12 education as either fair (29%) or poor (22%). Rat removal, street and sidewalk maintenance, and code enforcement all had over 50% of respondents rating each service as either fair or poor. Services with over 50% in the excellent and good categories include fire protection, EMS/Ambulance service, street lighting, 311 (non-emergency) service and trash removal. Fifty-two percent of respondents had no experience with Baltimore City pools, which was the lowest rated service (mean = 6.2) in terms of importance. Curbside recycling was tied with code enforcement as the second lowest rated service in terms of importance. Twenty-two percent (22%) of respondents had no experience with the curbside recycling service.

Respondents in the lowest income category were slightly more critical of Baltimore City services. Sixty percent (60%) of respondents in the highest income category rated police protection as at least good, and 47% of the same group reported that K-12 education was poor.

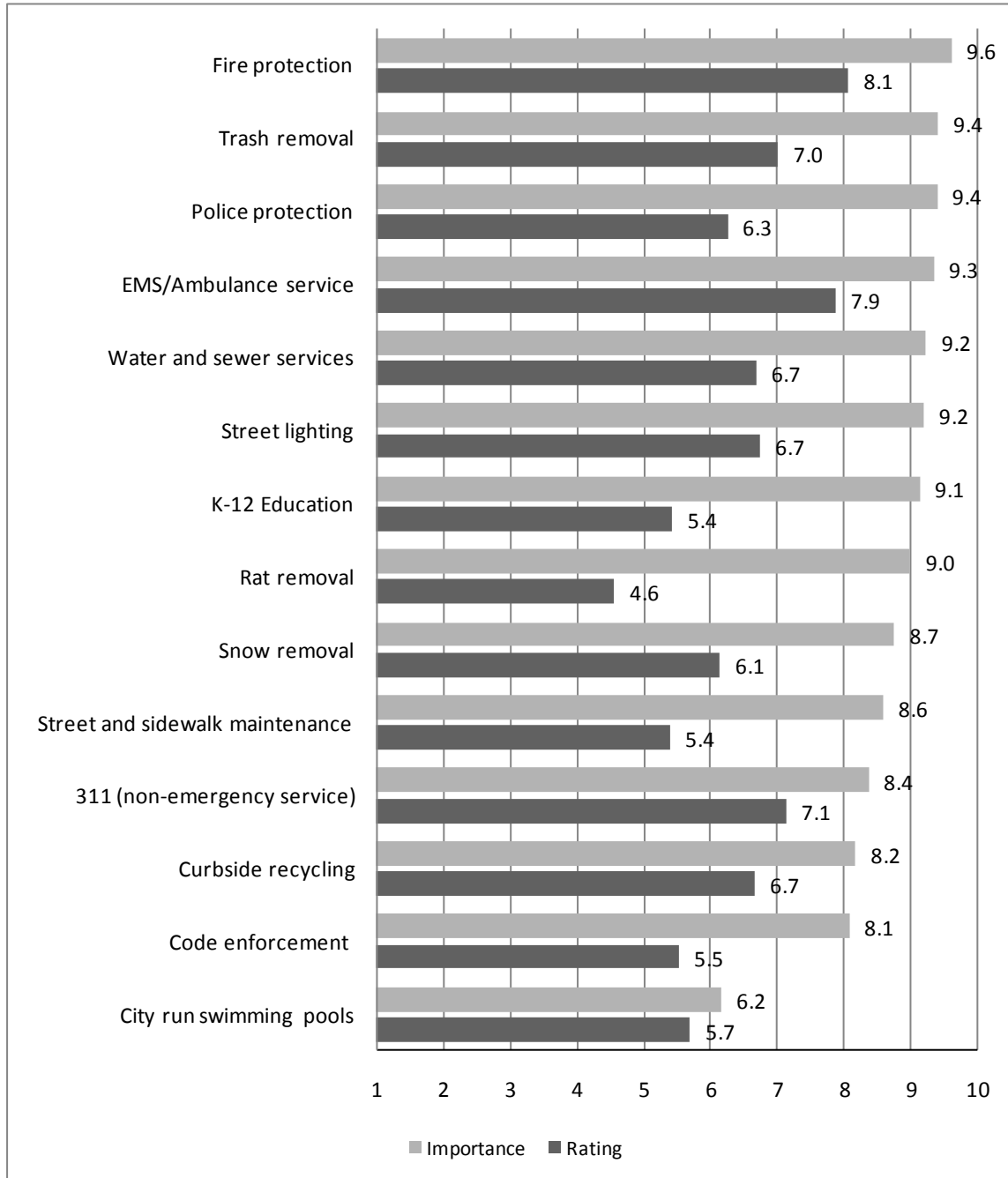
\*= Indicates the top five rated City services.

\*= Indicates one of the five lowest rated City services.



To get a clearer understanding of Baltimore City residents' perceptions of City services, we multiplied their rating of each service (on a scale of 1,"Poor" to 4,"Excellent") by 2.5. This allowed the scores to be compared on the same ten point scale as the importance questions. Both the mean importance and rating of each Baltimore City service can then be compared on a 1 to 10 point scale as seen in Chart 7.

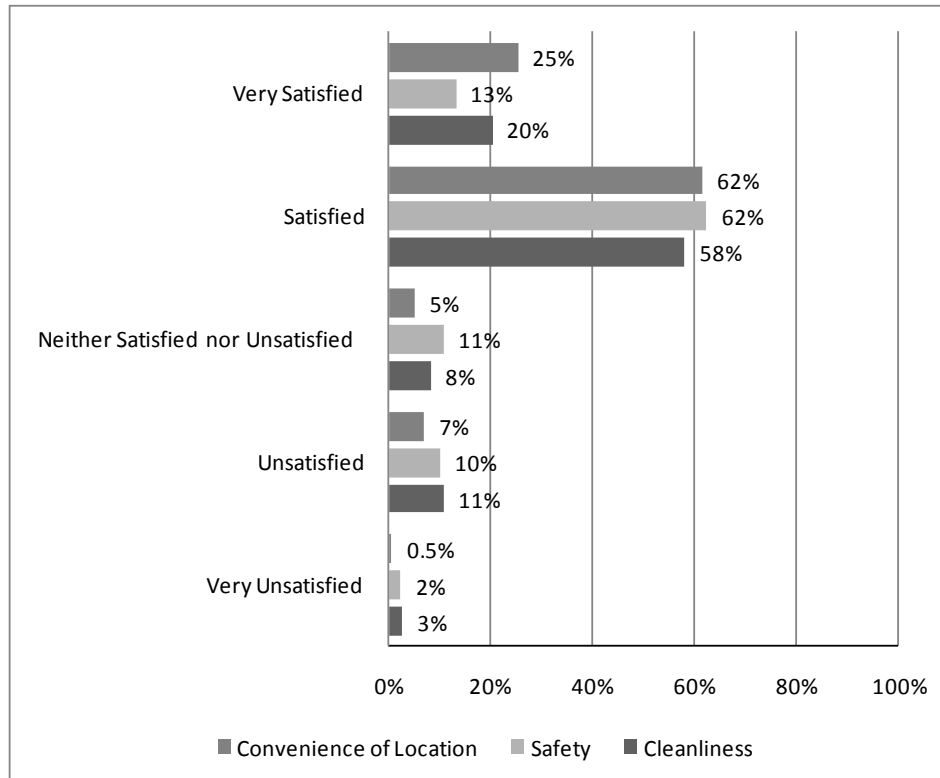
**Chart 7: Baltimore City Services Mean Importance and Rating**



## Baltimore City Parks

Over 74% of Baltimore City residents who had been to a City park were at least satisfied with the convenience of location, safety and cleanliness of Baltimore City parks. One of the many services that the City of Baltimore provides is maintaining multiple parks throughout the large geographical region of Baltimore. Satisfaction with three aspects of City parks (convenience of location, safety, and cleanliness) is summarized in this section.

**Chart 8: City Park Satisfaction**



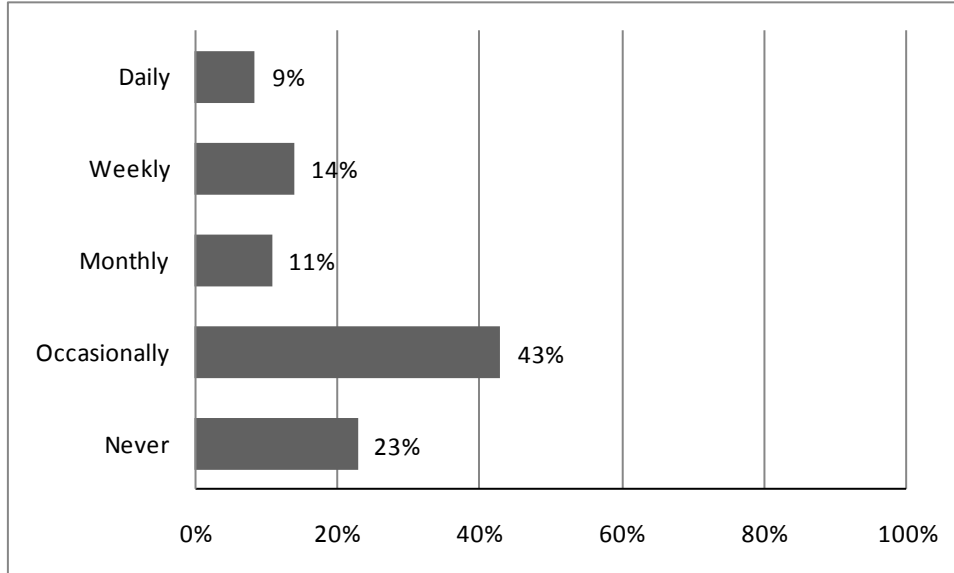
*“Thinking about the City parks you have visited in the past year, how Satisfied were you with their...?”*

Overall, 87% of respondents were either very satisfied (25%) or satisfied (62%) with the convenience of location of Baltimore City parks. Roughly three-quarters of respondents who had gone to a park were satisfied or very satisfied with the cleanliness (78%) and safety (75%) of Baltimore City parks.

Seventy-five percent (75%) of respondents 18-24 years old were satisfied with park safety, however, 13% were unsatisfied with convenience of location.

Despite high levels of satisfaction with Baltimore City parks, a majority of Baltimore City residents visited a park less than once a month. Chart 9 explores visiting parks in Baltimore in the past year.

**Chart 9: Visiting a Baltimore Park**



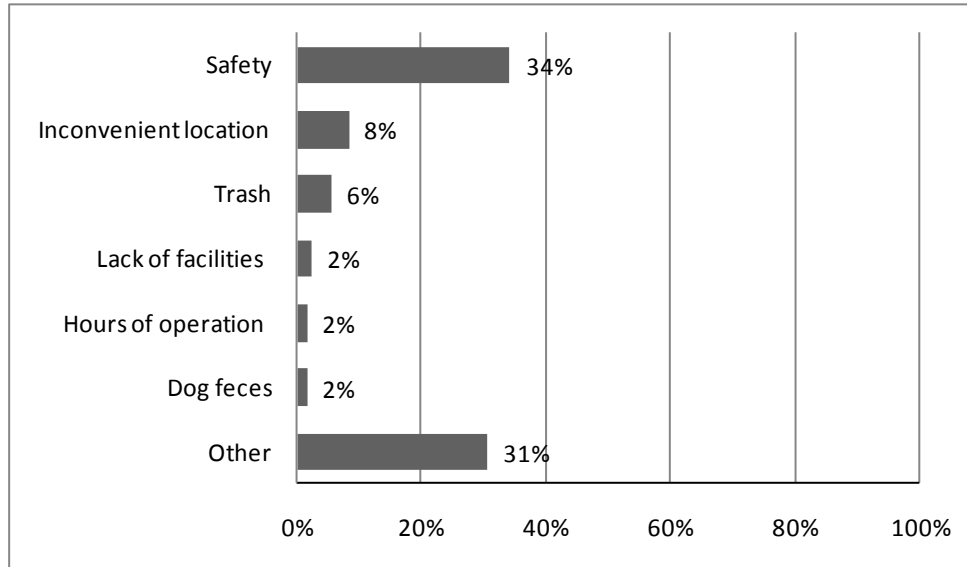
*“During the past year how often did you visit a city park?”*

Sixty-six percent (66%) of respondents either never visited a City park (23%) or visited one only occasionally (43%) in the past 12 months. Nine percent (9%) of Baltimore residents reported visiting a City park daily, and 11% visited a park at least once a month. Fourteen percent of respondents reported visiting a park weekly.

Twice the percentage of men reported going to a park daily (12%) as women (6%). White respondents were more likely to go to a park weekly (21%) or daily (12%) than African American respondents at 11% and 7%, respectively.

After assessing how often respondents went to a park during the past year, residents who had not visited a Baltimore City park in the last year were asked why they had not. The results are provided in Chart 10.

**Chart 10: Have Not Visited a City Park**



*“What is the primary reason why you have not visited a city park in the past year?”*

A perceived lack of safety was the primary reason that 34% of respondents gave for not visiting a Baltimore City park in the last year. Popular responses in the “other” category, which represented 31% of those who had not gone to a park in the last year, included physical disabilities that make going to a park difficult, not having children who would be interested in going to a park and preference to go to parks outside of Baltimore. Only 8% of respondents felt that Baltimore City park locations were inconvenient. Six percent (6%) felt that they were not clean due to trash and 2% were looking for facilities that were not offered, didn’t like the hours or the amount of dog feces in the park.

Women were no more likely to avoid going to a City park for safety reasons than men. Forty-five percent (45%) of African Americans indicated that they did not go to City parks for safety reasons. In comparison, only 33% of White respondents provided the same response. Residents fifty-four years of age or older who provided “other” responses most commonly indicated that they did not visit parks for health reasons.

## Baltimore City Libraries

The overwhelming majority of respondents who had gone to a Baltimore City library in the past year were satisfied (61%) or very satisfied (23%) with the hours of operation. Baltimore City libraries are conveniently located for the vast majority of respondents who were either very satisfied (41%) or satisfied (47%) with their location.

Respondents gave praise to Baltimore City library staff as 94% of residents who went to a library in the last year were satisfied (53%) or very satisfied (41%) with the helpfulness of library staff. Finally, less than 10% of respondents were unsatisfied or very unsatisfied with the availability of materials they were looking for.

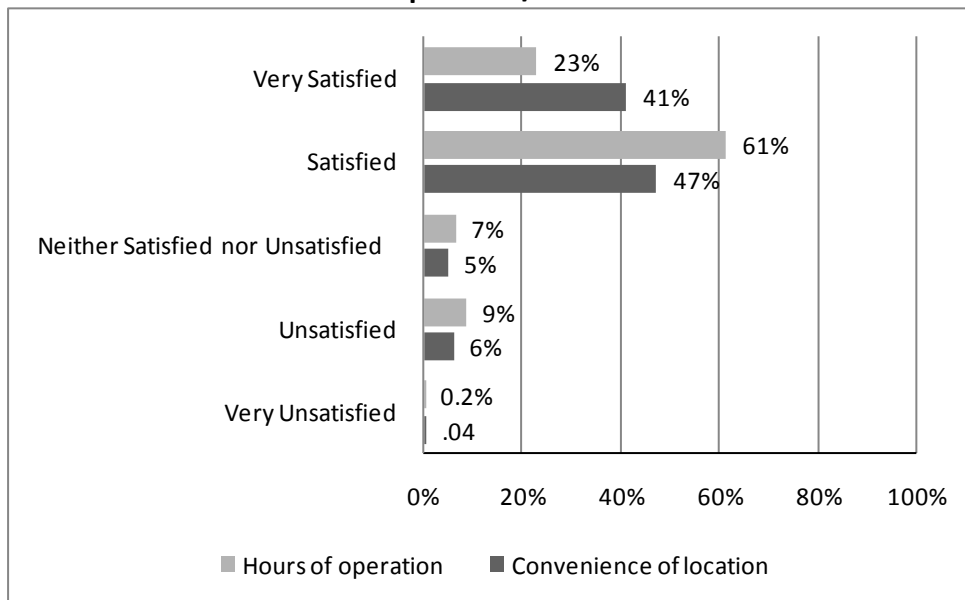
These satisfaction ratings will be explored in more detail in this section in addition to overall library usage trends and why some Baltimore residents choose not to visit Baltimore City libraries.

**Table 3: Satisfaction with Baltimore City Libraries**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Unsatisfied</b>	<b>Unsatisfied</b>	<b>Very Unsatisfied</b>
Hours of operation	23%	61%	7%	9%	0.2%
Convenience of location	41%	47%	5%	6%	0.4%
Helpfulness of staff	41%	53%	3%	2%	0.8%
Availability of materials you are looking for	31%	55%	4%	9%	0.7%

Respondents who had visited a library in the past year were asked four questions about their most recent experience. Two of the four library satisfaction measures are presented in Chart 11a (Hours of operation and Convenience of location).

**Chart 11a: Hours of Operation/Convenience of Location**



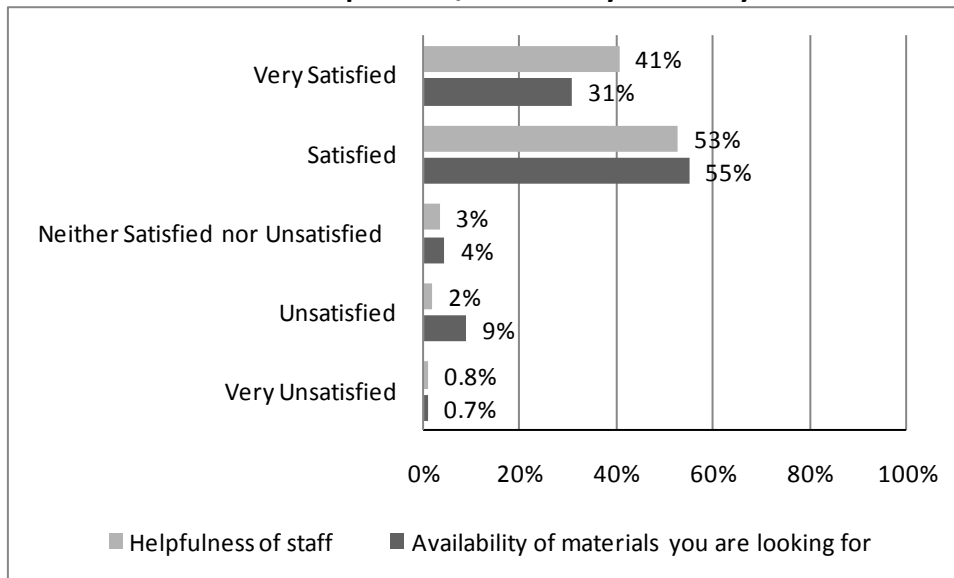
“Thinking about the City libraries you have visited in the past year, how satisfied were you with the...?”

The majority of respondents who had visited a library in the past year were either very satisfied (23%) or satisfied (61%) with their hours of operation. Forty-one percent (41%) of respondents were very satisfied with the convenience of location of Baltimore City libraries and a similar proportion indicated that they were satisfied (47%). Those who were very unsatisfied represented a fraction of one percent of the sample, while those neither satisfied nor unsatisfied and unsatisfied only varied by two and three percent on the two quality measures.

Residents 18-24 years of age were the most critical of libraries as over 10% were unsatisfied with Baltimore City libraries and their hours of operation. Some of the most satisfied library patrons were the 51% of White respondents who were very satisfied with the convenience of location of Baltimore City libraries.

The final two library quality measures were Helpfulness of staff and Availability of materials.

**Chart 11b: Staff Helpfulness/Availability of Library Materials**



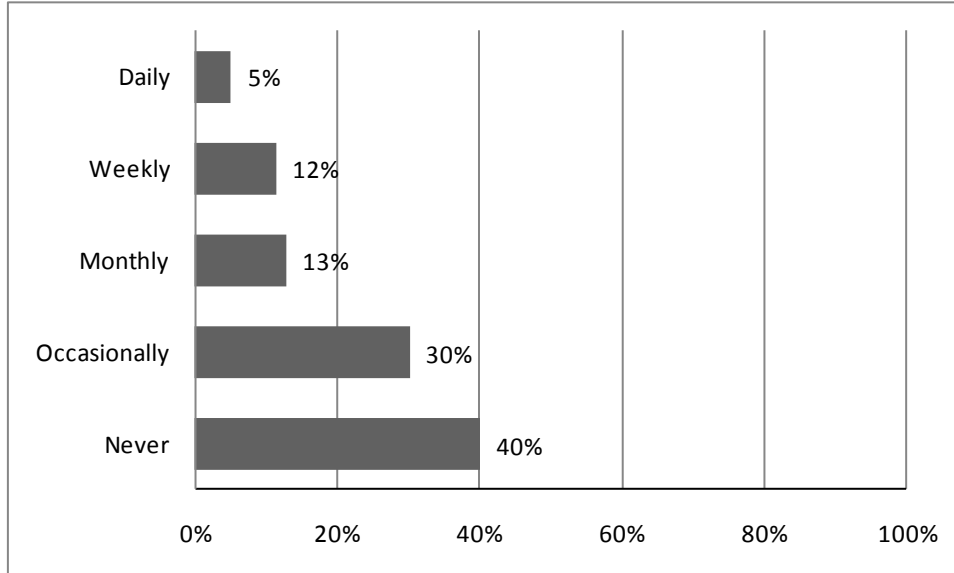
“Thinking about the City libraries you have visited in the past year, how satisfied were you with the...?”

Overall, rates of satisfaction with the helpfulness of library staff and availability of materials were high at 94% and 86%, respectively. Forty-one percent (41%) of respondents were very satisfied with the helpfulness of staff and 31% were very satisfied with the availability of materials, 53% and 55% responded that they were satisfied. Responses to all other categories were similar except for the unsatisfied category where 9% of respondents indicated that they were unsatisfied with the availability of the materials they were seeking.

Respondents aged 18-24 (17%) and 25-34 (12%) were unsatisfied with their ability to find the materials they were looking for.

Despite the overwhelmingly high library satisfaction scores, 40% of Baltimore residents had not visited a City library in the past year and 30% only had visited occasionally. Chart 12 shows the frequency of Baltimore City resident’s library use.

**Chart 12: How Often Visit Baltimore Libraries**



*“During the past year how often did you visit a city run library?”*

Baltimore City residents reported going to libraries infrequently as less than one-third (30%) of all respondents went to a library at least monthly. A small percentage (5%) of respondents reported going to a Baltimore City library daily. Nearly identical percentages of City residents reported visiting City libraries weekly (12%) and monthly (13%).

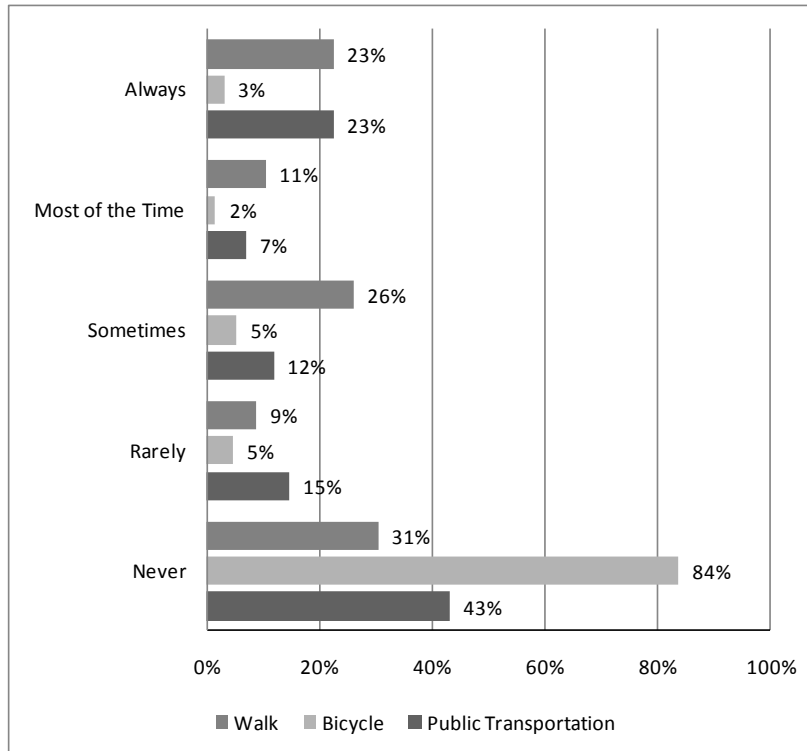
The most frequent daily users of library services are the 13% of respondents 18-24 years of age. Some of the least frequent library users were the 48% of White residents who had never visited a Baltimore City library in the last year.



## Transportation in Baltimore

In a city as large as Baltimore, transportation issues are always a subject of interest. In this section we explore how often Baltimore City residents use different, alternate forms of transportation to get to their jobs or other destinations. The alternate forms of transportation which Baltimore residents were asked about were walking, biking and public transportation.

**Chart 13: Transportation Usage**



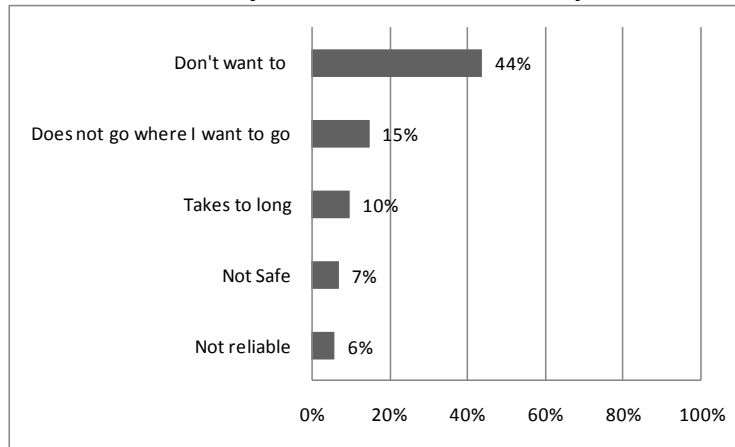
*“During the past year, how often did you use the following modes of transportation to get to work, school, or shopping?”*

Twenty-three percent (23%) of Baltimoreans always walk or take public transportation to their work or other destinations. However, a larger percentage of residents (84%) never biked, (43%) never took public transportation and (31%) never walked to their destinations.

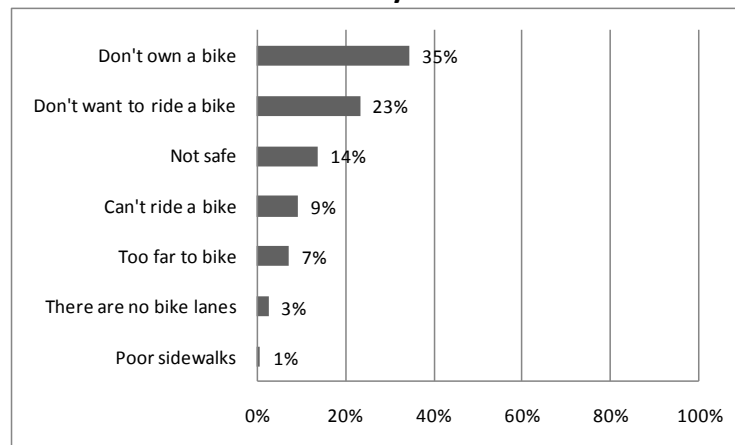
Younger residents (18-24 year olds) were more likely than older residents to use alternate forms of transportation as over 34% always used public transportation or biked (7%). More African Americans (31%) always use public transportation to get to work and other destinations when compared to the general public. However, 58% of White respondents never used public transportation. Twenty-eight percent (28%) of male respondents indicated that they always walked to their destinations.

If respondents did not use a specific type of transportation, they were asked a follow-up question about why they chose not to. Charts 14 a-c provides their reasons.

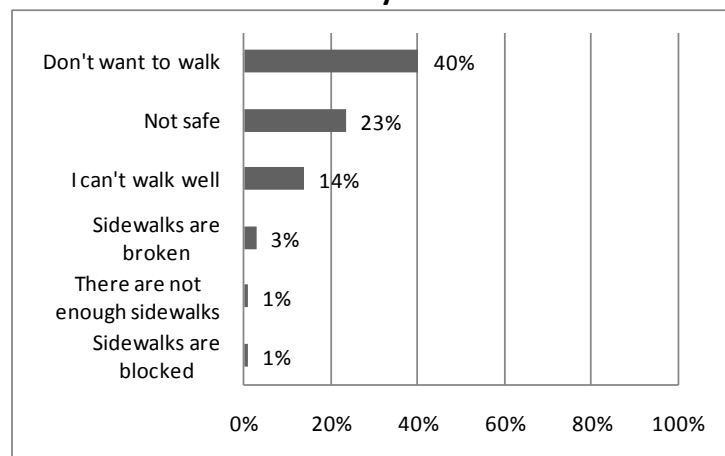
**Chart 14a: Why Never Use Public Transportation**



**Chart 14b: Why Never Bike**



**Chart 14c: Why Never Walk**



## Prevalence of Problems in Baltimore

Part of evaluating the quality of life is identifying areas in need of improvement. Residents were asked to rate various potential problem areas in terms of their severity. Each potential problem area is organized in Table 4, from the highest percentage of residents who thought it was a very serious problem to the lowest.

**Table 4: Seriousness of Problems in Baltimore**

Issue	Very Serious	Serious	Moderate Problem	Not A Problem
Illegal drug use	64%	24%	6%	3%
Violent crime	58%	29%	9%	3%
Vacant or abandoned buildings	46%	32%	13%	7%
Homelessness	46%	33%	13%	6%
A lack of affordable housing	33%	28%	20%	11%
Poorly maintained homes and properties	31%	33%	26%	8%
Property crime (homes, cars)	28%	32%	26%	11%
Illegal dumping	27%	29%	23%	13%
Finding parking in commercial areas	23%	25%	30%	17%
Panhandling	22%	25%	32%	17%
Traffic congestion	15%	23%	44%	16%
Finding parking in your neighborhood	14%	12%	24%	49%
Graffiti	13%	20%	43%	21%

Eighty-eight percent (88%) of Baltimoreans reported that illegal drug use was a very serious (64%) or serious (24%) problem. An overwhelming majority (over 75%) of respondents indicated that violent crime, vacant or abandoned buildings and homelessness were either serious or very serious problems. At least 60% of Baltimore residents reported that traffic congestion, finding parking in their neighborhoods and graffiti were either not a problem or a moderate problem.

Overall the cross tabulation results were fairly similar in terms of age, race, and gender. This suggests that regardless of demographic differences, Baltimore City residents have fairly similar opinions of the problems that Baltimore City faces. Since these questions did not ask about the respondents' neighborhoods, it is not possible to identify specific areas where problems are more pressing locally than for the city as a whole.

## Safety in Baltimore

Given that violent crime was identified as the second most serious problem facing the City (Table 4), it is important to understand how safe the public feels. In this section of the report, we explore public opinion of personal safety in various areas of Baltimore at different times of day.

Overall, a majority of Baltimore residents reported feeling safe in their own neighborhoods during the day (59%) and at night (52%). Over one-third (34%) of residents felt very safe in their own neighborhood during the day and 59% said that they felt safe. Percentages for nighttime safety were lower than during the day, however, with over half of all respondents reporting feeling either very safe (16%) or safe (52%) in their neighborhoods at night.

The downtown area is one of the densest areas of commerce and entertainment in Baltimore, where once again a majority of respondents felt either very safe (21%) or safe (58%) during the day. However, during the night respondents reported feeling more unsafe (38%) and in some cases very unsafe (11%). Additionally, a significant percentage of respondents could not rate the safety of the downtown area either during the day or at night.

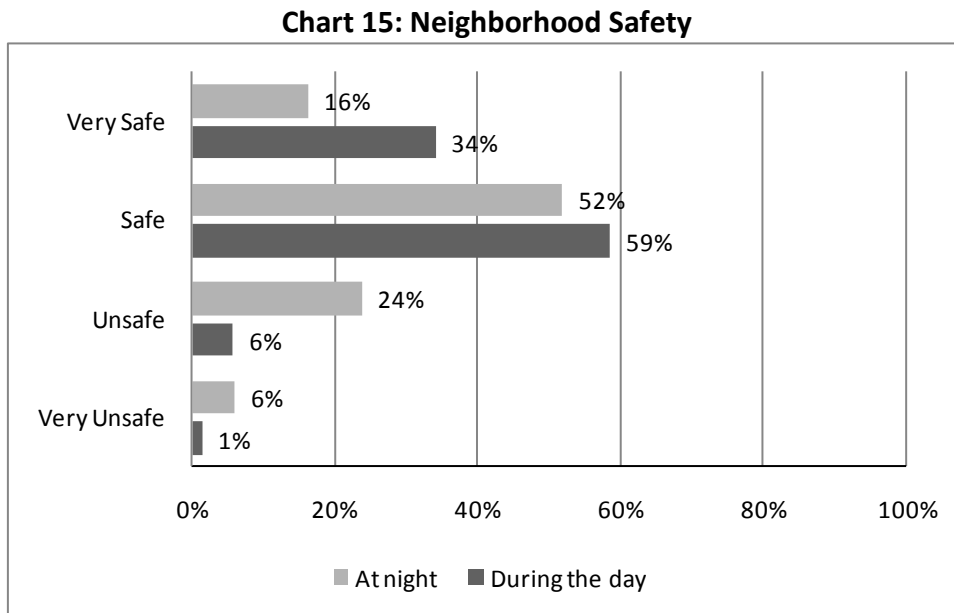
The last safety question concerned safety in Baltimore City parks. Once again, during the day a majority of respondents felt either very safe (13%) or safe (62%).

These public safety questions will be explored in more detail in this section of the report.

**Table 5: How Safe Residents Feel In Baltimore**

Location	Very Safe		Safe		Unsafe		Very Unsafe		Don't Know	
	During the Day	At night	During the Day	At night	During the Day	At night	During the Day	At night	During the Day	At night
Neighborhood	34%	16%	59%	52%	6%	24%	1%	6%	.4%	1.9 %
Downtown	21%	5%	58%	31%	10%	38%	1%	11%	9%	14%
City Parks	13%		62%		8%		1%		15%	

Of the three areas in Baltimore that respondents were asked about, residents felt safest in their own neighborhoods. Only one percent (1%) of respondents felt very unsafe in their neighborhoods during the day and 6% at night. Chart 15 explores neighborhood safety in more detail.



*“How safe do you feel in your neighborhood at night?”*  
*“How safe do you feel in your neighborhood during the day?”*

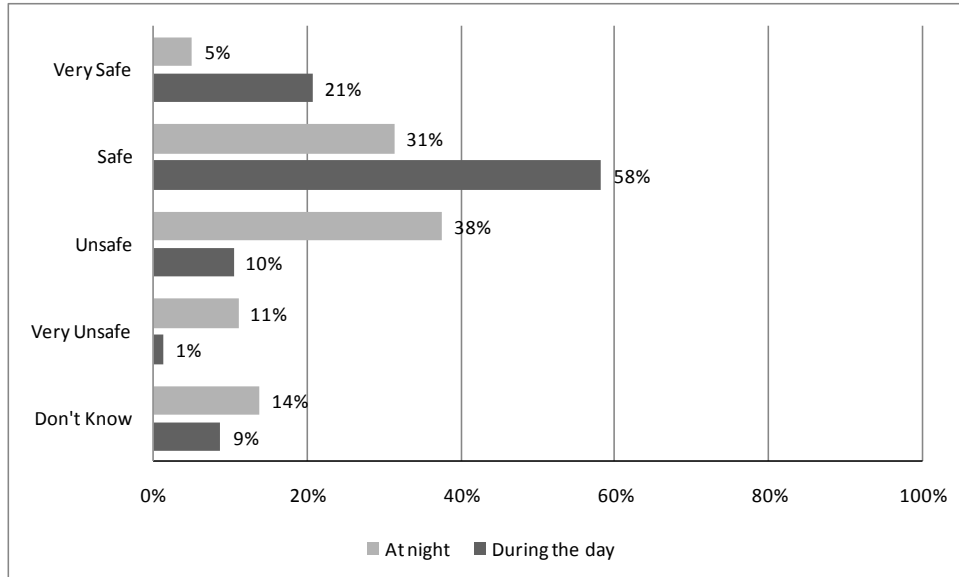
Sixty-eight percent (68%) of respondents felt either very safe (16%) or safe (52%) in their neighborhoods at night. An even larger percentage of respondents felt very safe (34%) or safe (59%) in their neighborhoods during the day. About a quarter of respondents (24%) felt unsafe at night compared to only 6% during the day.

A greater percentage of women felt very unsafe at night (8%) than men (4%). There was very little difference between the perceptions of safety in one’s neighborhood at night between White and African American respondents.

Thirteen percent (13%) of respondents in the lowest income category felt unsafe during the day and 34% felt unsafe at night in their neighborhoods. Those in the highest income category did not report feeling significantly safer overall in either the day or night than other income groups, except for respondents who made less than \$25,000 per year who felt the least safe.

Continuing with questions regarding safety in Baltimore, respondents were asked about their perceptions of personal safety in downtown Baltimore. In this case “don’t know” responses were included in Chart 16 as they constituted a significant proportion of opinions.

**Chart 16: Downtown Safety**



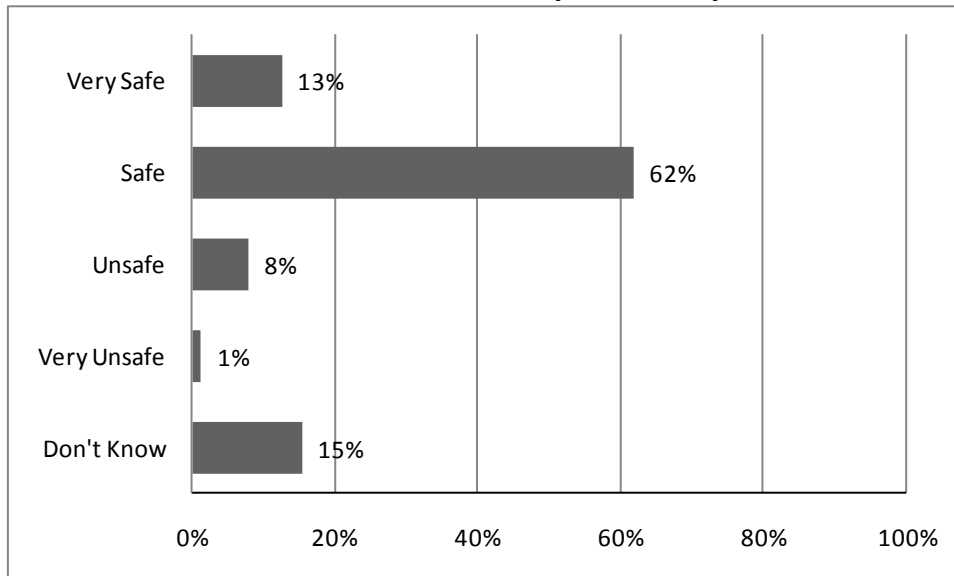
*“How safe do you feel downtown at night?”*  
*“How safe do you feel downtown during the day?”*

The majority of respondents felt either very safe (21%) or safe (58%) during the day. However, perceptions of safety dropped at night to 5% feeling very safe and 31% feeling safe.

Less than one-quarter of female respondents felt unsafe downtown during the day (17%); however, only 6% of men felt unsafe. Safety in the downtown area at night was more of a concern for women as 18% reported feeling very unsafe.

The final safety question asked of respondents concerned their perceptions of City park safety during the day. The results are presented in Chart 17.

**Chart 17: Baltimore City Park Safety**



*“How safe do you feel in city parks during the day?”*

Three-quarters (75%) of respondents felt either very safe (13%) or safe (62%) in Baltimore City parks during the day. Only 8% felt unsafe and 1% felt very unsafe during the day. Once again the “don’t know” category was included in this question because 15% of respondents could not provide a rating.

Of the minority of residents who expressed concern for their safety in parks, 14% of female respondents either felt very unsafe (2%) or unsafe (12%) in City parks during the day.

## Police Protection

Continuing on the subject of public safety, Baltimore City residents were asked a series of questions about four different aspects of police services. Approximately half of all respondents were satisfied or very satisfied with Baltimore City police services. The lowest rated issue, where one-third of respondents were unsatisfied (25%) or very unsatisfied (8%), was the ability of police to prevent crime.

Fourteen percent (14%) of respondents were very satisfied with the responsiveness of police and 47% were satisfied. Additionally, only 22% of respondents indicated any form of dissatisfaction with police responsiveness as 17% were unsatisfied and 5% were very unsatisfied.

A similar percentage of respondents were unsatisfied (17%) and very unsatisfied (7%) with the approachability of police; however, twice as many respondents were either satisfied (45%) or very satisfied (12%) with the approachability of the police.

Sixty percent (60%) of residents were either very satisfied (12%) or satisfied (48%) with the level of police presence. However, over one-quarter of respondents reported being unsatisfied (21%) or very unsatisfied (5%) with the level of police presence.

When looking at the intersection of satisfaction with police and respondent income there was very little difference in the opinion of police services.

These four questions will be explored in greater detail within the Police Protection section of this report.

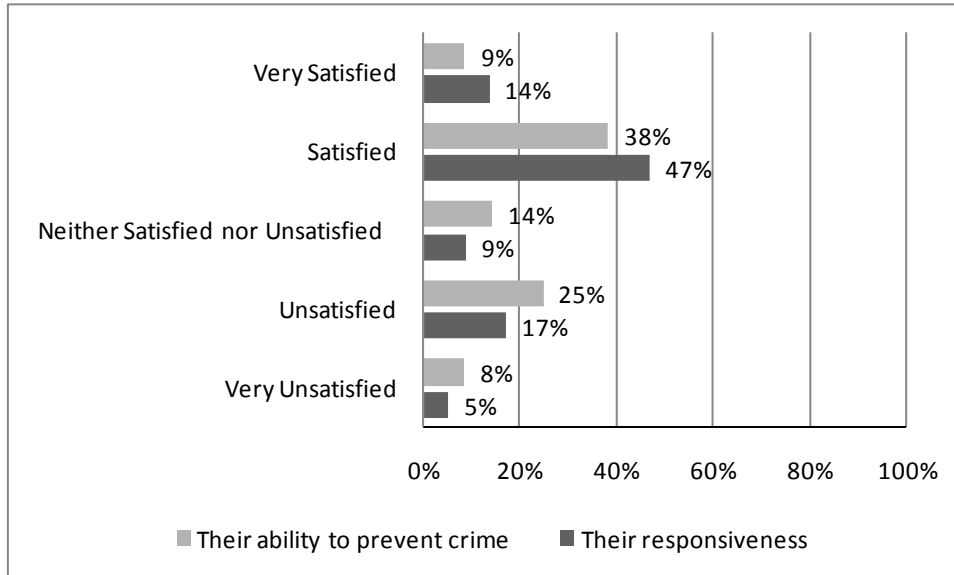
**Table 6: Satisfaction with Baltimore Police**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Unsatisfied</b>	<b>Unsatisfied</b>	<b>Very Unsatisfied</b>
Ability to prevent crime	9%	38%	14%	25%	8%
Their responsiveness	14%	47%	9%	17%	5%
Their approachability	12%	45%	11%	17%	7%
Level of police presence	12%	48%	13%	21%	5%



The next two pages in this section provide a more in-depth analysis of respondents' opinions regarding police services. Chart 18a provides a comparison of two measures, the ability of police to prevent crime, and police responsiveness.

**Chart 18a: Police Responsiveness/Ability to Prevent Crime**



*“Thinking about the police in your neighborhood how satisfied were you with their...?”*

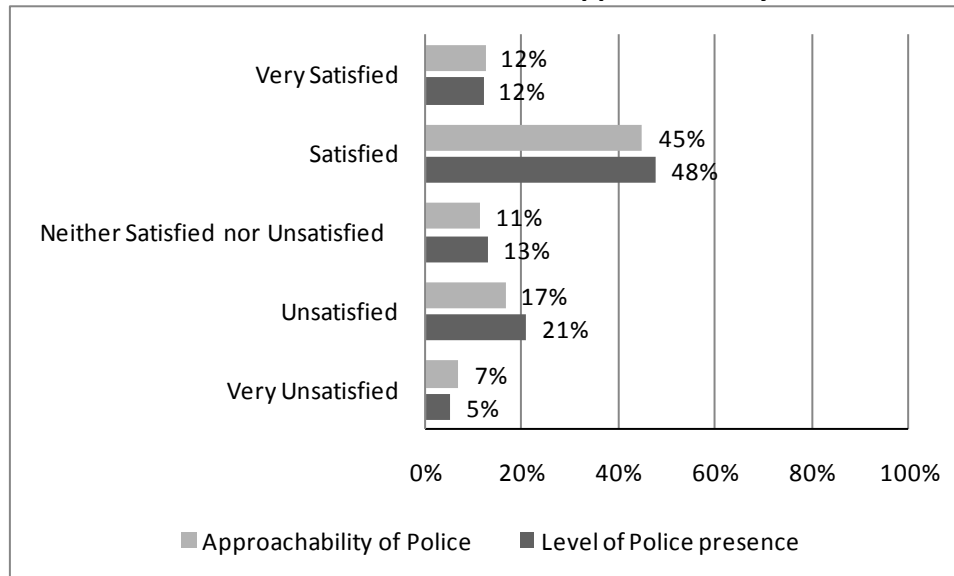
Sixty-one percent (61%) of respondents were either very satisfied (14%) or satisfied (47%) with police responsiveness, while a greater percentage of respondents were either satisfied (38%) or very satisfied (9%) with the ability of police to prevent crime. A similar percentage of respondents were unsatisfied (25%) or very unsatisfied (8%) with the ability of police to prevent crime.

Twenty-six percent (26%) of respondents 18-24 years of age were unsatisfied with police responsiveness.

Turning to crime prevention, over 30% of both African American and White respondents reported being unsatisfied or very unsatisfied with the ability of Baltimore police to prevent crime.

Respondents were asked about their satisfaction with two more police services, which are summarized in Chart 18b.

**Chart 18b: Level of Police Presence/Approachability of Police**



*“Thinking about the police in your neighborhood how satisfied were you with their...?”*

Respondents’ opinions of the approachability of police differed little from their satisfaction with the level of police protection. The percentage of respondents who said that they were very satisfied was the same for both measures (12%). Forty-five percent (45%) of respondents were satisfied with the approachability of police, and 48% were satisfied with the level of police presence.

Over 50% of residents of every race were either satisfied or very satisfied with the approachability of Baltimore City police.

## Contacting the City

Presumably, when a City resident contacts Baltimore City government that interaction is directed at answering a question or resolving a problem. As such, the means with which that contact is handled is an important measure of City service. Over 50% of respondents were either satisfied or very satisfied with all aspects of their contact with a city employee.

In regards to the resolution of their concerns, 58% of respondents were very satisfied (24%) or satisfied (34%) with the resolution of their concerns. Only 21% of respondents were unsatisfied (21%) or very unsatisfied (15%) with the resolution to their concerns.

The second highest rated aspect of contact with a City employee was the timeliness of the employee’s response as 27% of respondents were very satisfied with their experience and 41% were satisfied.

A majority of respondents were either satisfied (44%) or very satisfied (26%) with the knowledge of the city employee with whom they spoke.

Once again, the majority of respondents were either satisfied (35%) or very satisfied (29%) with the level of service they received. However, close to one-third of respondents were either unsatisfied (19%) or very unsatisfied (10%) with the level of service they received.

Satisfaction with contacting Baltimore City will be explored further in this section.

**Table 7: Satisfaction with Contact with a City Employee\***

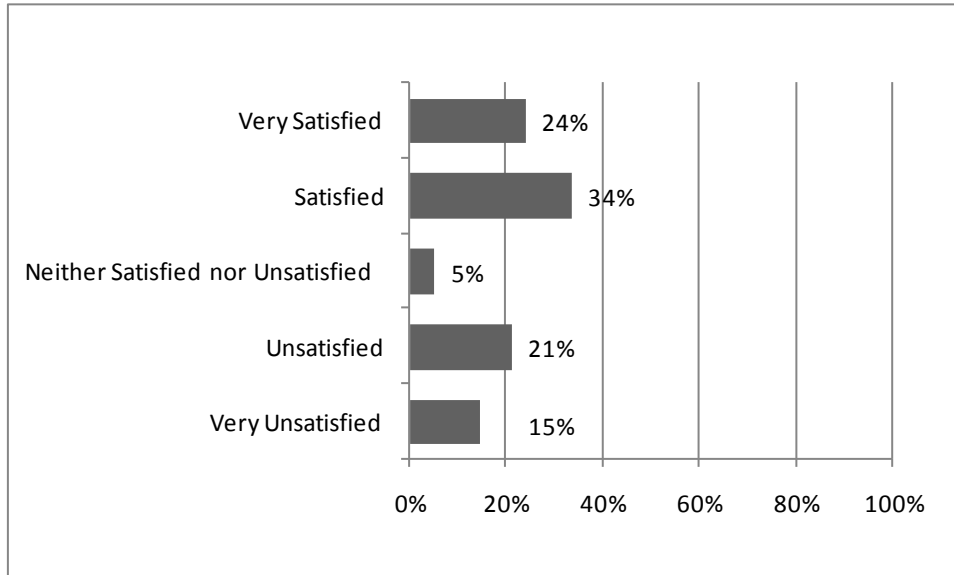
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Unsatisfied</b>	<b>Unsatisfied</b>	<b>Very Unsatisfied</b>
Resolution of your concerns	24%	34%	5%	21%	15%
Timeliness of the employee’s response	27%	41%	4%	16%	10%
Knowledge of employee	26%	44%	7%	13%	7%
Level of service you received	29%	35%	6%	19%	10%

N= 836

\*Note: Some percentages will add up to less than 90% due to respondents who answered don’t know or refused to answer the questions.

The next two pages of this section explore the satisfaction measures with contacting Baltimore City employees in more detail. Chart 19a summarizes the responses for satisfaction with the resolution of citizen concerns.

**Chart 19a: Satisfaction with Resolution of Citizen Concerns**



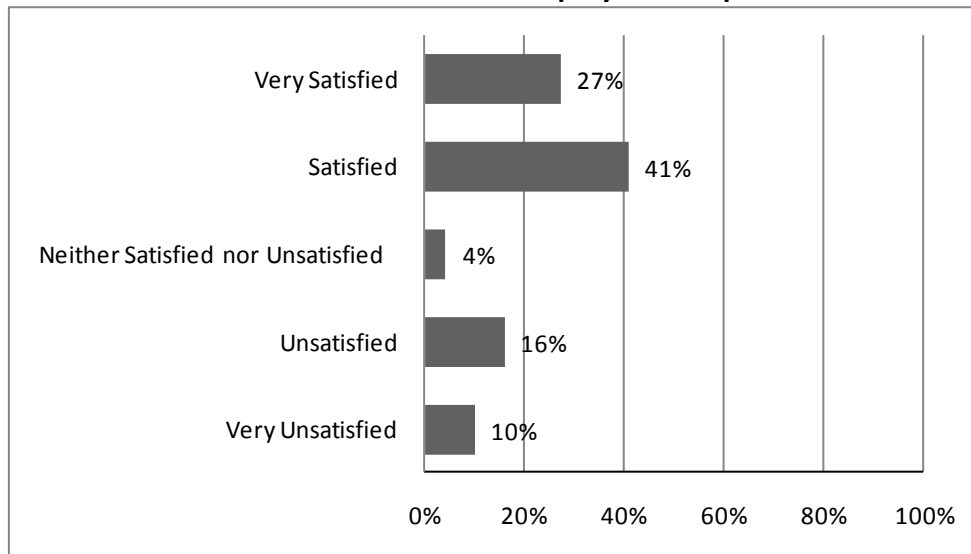
*“Overall, how satisfied were you with the...?”*

Most respondents were either satisfied (34%) or very satisfied (24%) with the resolution of their concerns. Over one-third of respondents were either unsatisfied (21%) or very unsatisfied (15%) with the resolution to their concerns.

Younger respondents were less satisfied with the resolution of their concerns as 51% of 18-24 year olds were unsatisfied and 19% were very unsatisfied.

The next question regarded the timeliness of the employee's response.

**Chart 19b: Timeliness of Employee's Response**

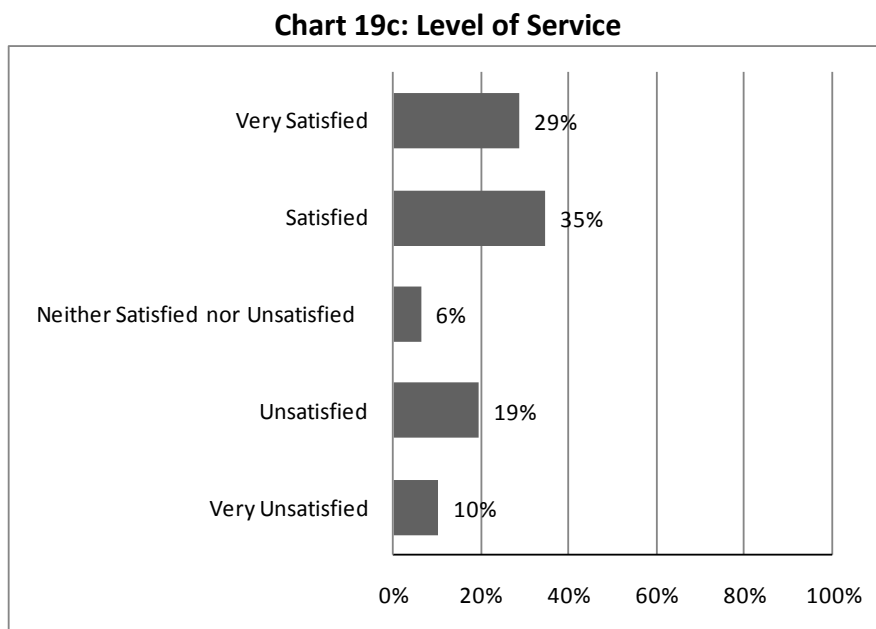


*"Overall, how Satisfied were you with the...?"*

A majority of respondents were either satisfied (41%) or very satisfied (27%) with the timeliness of the response they received. More than one-quarter (26%) of respondents were unsatisfied (16%) with the timeliness of the response and 10% were very unsatisfied.

One-third of respondents 18-24 years of age were either very unsatisfied (9%) or unsatisfied (26%) with the timeliness of the City employee's response.

Measures of satisfaction with the contacted employee's level of service are presented in Chart 19c.



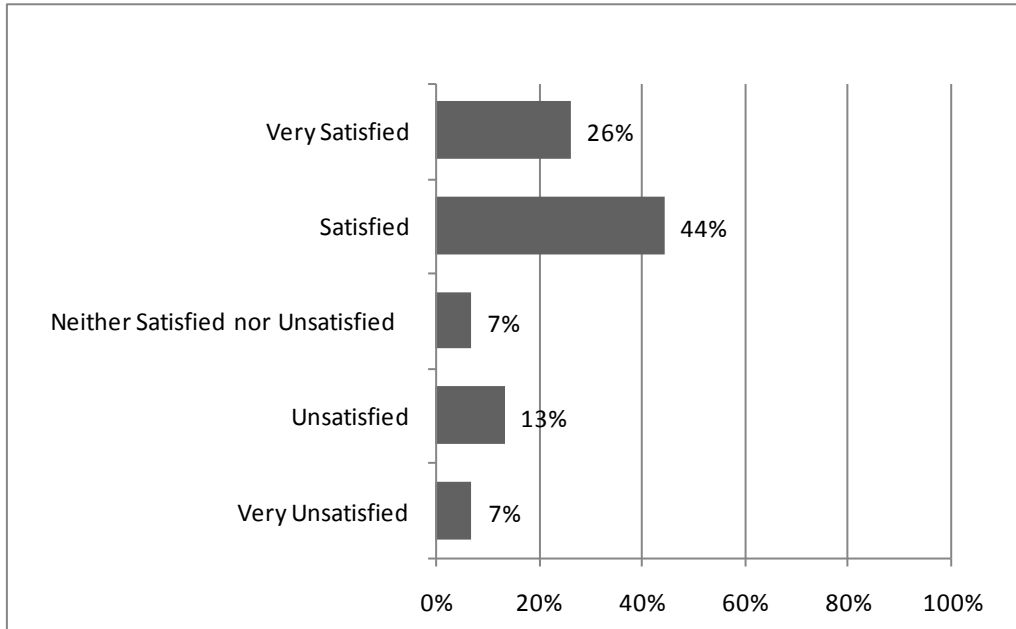
*“Overall, how Satisfied were you with the...?”*

The majority (64%) of respondents were either very satisfied (29%) or satisfied (35%) with the level of service they received from the City employee whom they contacted. Less than one-third of respondents were either unsatisfied (19%) or very unsatisfied (10%) with the level of service they received.

Once again, respondents 18-24 years of age were the most unsatisfied with their contact with City employees as 50% of respondents in this age group were unsatisfied with the level of service they received and 6% were very unsatisfied. For all other age groups, more than 50% of respondents were satisfied or very satisfied with the level of service they received.

The final question concerning contact with a City employee asked respondents about their satisfaction with the knowledge of the City employee whom they contacted.

**Chart 19d: Knowledge of City Employee**



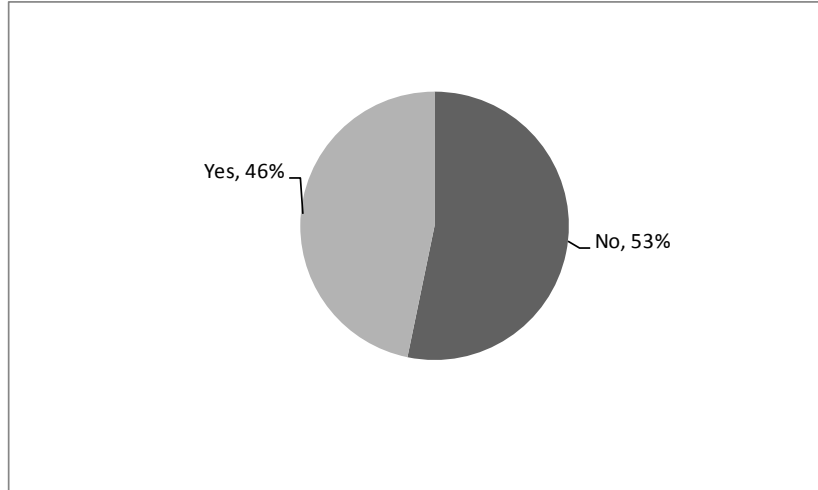
*“Overall, how Satisfied were you with the...?”*

Seventy percent (70%) of respondents were either very satisfied (26%) or satisfied (44%) with the knowledge of the City employee whom they contacted. By means of contrast, less than one-third of respondents were either unsatisfied (13%) or very unsatisfied (7%) with the Knowledge of the person with whom they spoke.

Respondents 18-24 years old had the second highest total percentage of respondents who were satisfied (69%) or very satisfied (6%) with the knowledge of the City employee they spoke with. Respondents 65 years of age or older had the highest percentage of those satisfied (54%) and very satisfied (24%).

Almost half (46%) of respondents had contacted a City employee in the past year as seen in Chart 20a. Respondents 18-24 years of age were once again an exception as only one-quarter had contacted a City employee in the last year.

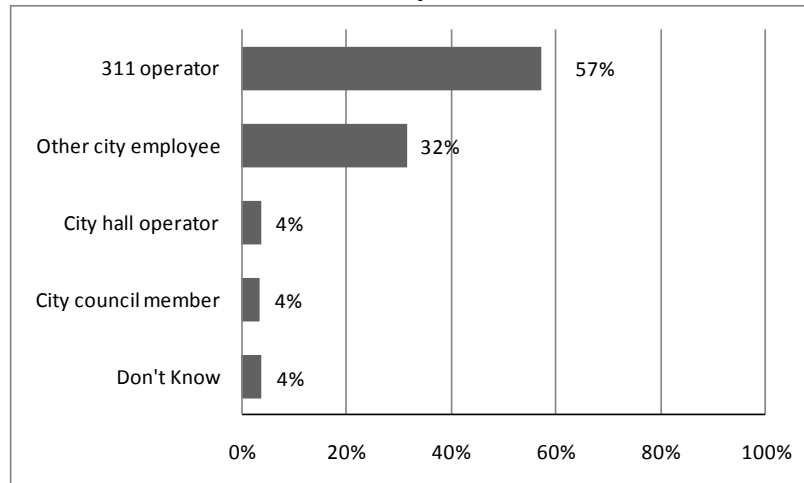
**Chart 20a: Respondent Contacted a City Employee**



*“Have you contacted a city employee in the past 12 months?”*

Chart 20b shows the results of a follow-up question, which asked who the respondent spoke to the last time they contacted the City.

**Chart 20b: Who Respondent Contacted**



*“Thinking about your most recent contact with a City employee, who did you contact, was he or she a...?”*



## Living in Baltimore

One aspect of gauging the quality of life of citizens in Baltimore is whether or not they would recommend living in Baltimore to their friends. Respondents were asked how likely they would be to recommend different aspects of living in Baltimore. Overall, a majority of respondents would recommend living in their neighborhoods, living in Baltimore and buying a home in Baltimore.

Respondents indicated that they were likely (46%) or very likely (28%) to recommend that a friend live in their neighborhoods, which was the highest percentage of likelihood of all questions asked. By means of comparison, while a slightly higher percentage of respondents were likely (50%) to recommend living in Baltimore than their neighborhood, only 18% were very likely to recommend living in Baltimore to a friend.

Related to living in Baltimore or a given respondent's neighborhood are recommendations concerning buying a home in Baltimore. Most respondents (64%) were likely (47%) or very likely (17%) to recommend Baltimore as a place to buy a home.

There was no clear consensus from respondents on whether or not they would recommend raising a child in Baltimore as 47% of respondents were at least likely to make the recommendation and 49% were either not likely or not at all likely.

Retiring in Baltimore was a concern for respondents as 37% were not likely to recommend this, and 17% were not at all likely to recommend retiring in Baltimore to their friends.

All of these questions will be explored in greater detail in this section as well as a question concerning ways that Baltimore City government can improve the quality of life in Baltimore.

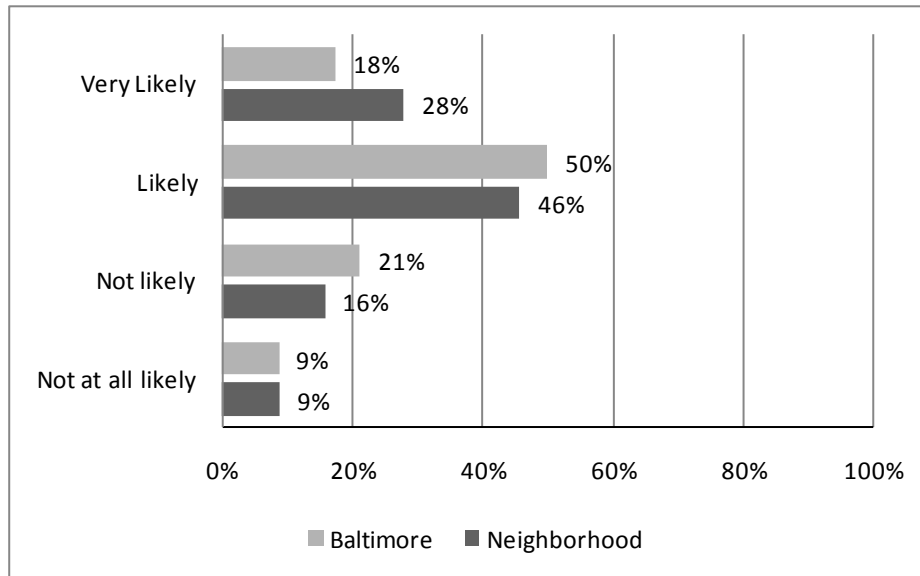
**Table 8: Citizen Recommendations\***

How likely are you to recommend...?	Very Likely		Likely		Not Likely		Not At All Likely	
	City	My Neighborhood	City	My Neighborhood	City	My Neighborhood	City	My Neighborhood
Live	18%	28%	50%	46%	21%	16%	9%	9%
Raise Children	11%		36%		34%		15%	
Retire	10%		31%		37%		17%	
Buy a Home	17%		47%		23%		10%	

\*Note: Some percentages will add up to less than 90% due to respondents who answered don't know or refused to answer the questions.

The first two questions, summarized in Chart 21, asked respondents if they would recommend living in Baltimore and their neighborhoods to a friend.

**Chart 21: Recommend Baltimore As a Place to Live**

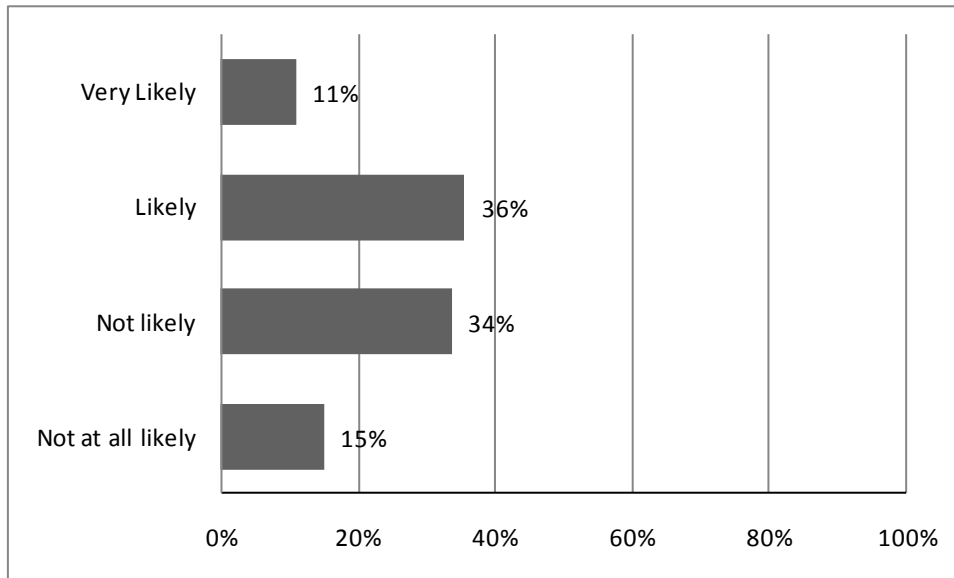


*“How likely are you to recommend living in Baltimore to your friends?”*  
*“How likely are you to recommend living in your neighborhood to your friends?”*

A majority of respondents said that they would be likely (50%) or very likely (18%) to recommend living in Baltimore. Seventy-four percent (74%) of respondents were likely (46%) or very likely (28%) to recommend living in their neighborhoods. Only slightly more respondents were not likely to recommend living in Baltimore (21%) than their neighborhoods (16%).

Chart 22 summarizes the responses to a question about recommending Baltimore as a place to raise children.

**Chart 22: Recommend Baltimore as a Place to Raise Children**

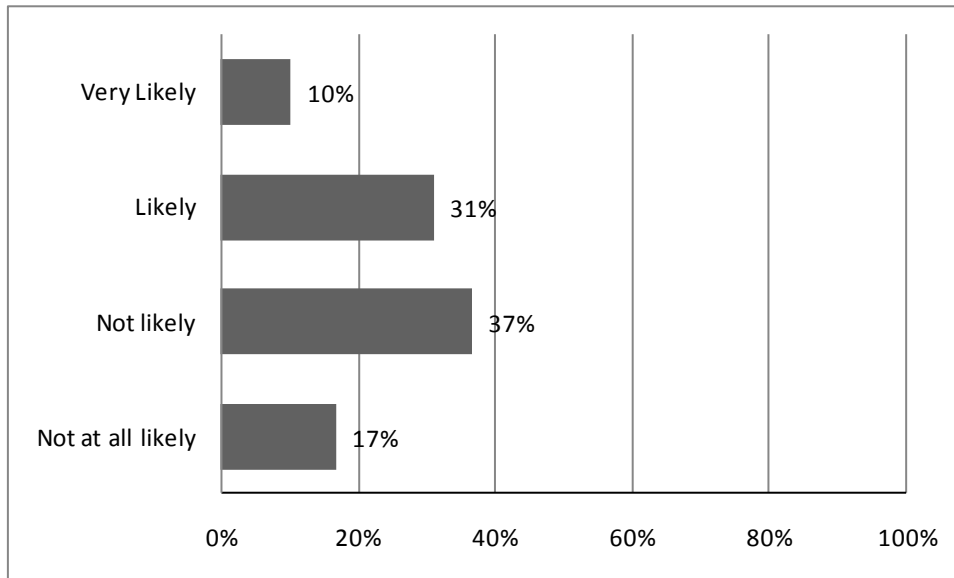


*“How likely are you to recommend Baltimore as a place to raise children?”*

Overall, respondents were almost evenly split on how likely they would be to recommend raising children in Baltimore. Eleven percent (11%) of respondents said they were very likely and 36% said they were likely to recommend raising children in Baltimore, representing 47% of those offering an opinion. Thirty-four percent (34%) of respondents were not likely to recommend raising children in Baltimore and 15% were not at all likely.

A majority of respondents were either not likely (37%) or not at all likely (17%) to recommend Baltimore as a place for retirement.

**Chart 23: Recommend Baltimore as a Place to Retire**



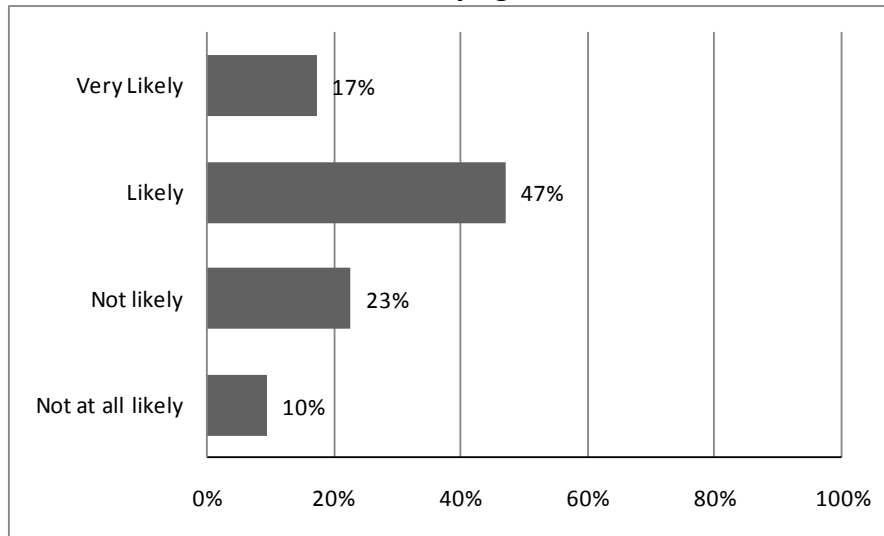
*“How likely are you to recommend Baltimore as a place to retire?”*

Over half of respondents were either not likely (37%) or not at all likely (17%) to recommend Baltimore as a place to retire. Only 10% of respondents would be very likely to recommend retiring in Baltimore, and 31% would be likely to make the same recommendation.

Despite the percentage of respondents who were not likely to recommend living in Baltimore, a majority of older residents were at least likely to recommend retiring in Baltimore. Specifically, at least 50% of respondents aged 55-64 years and 64+ were either likely or very likely to recommend retiring in Baltimore.

The last recommendation question asked of respondents concerned purchasing a home in Baltimore. The results are summarized in Chart 24.

**Chart 24: Recommend Buying a Home in Baltimore**



*“How likely are you to recommend buying a home in Baltimore?”*

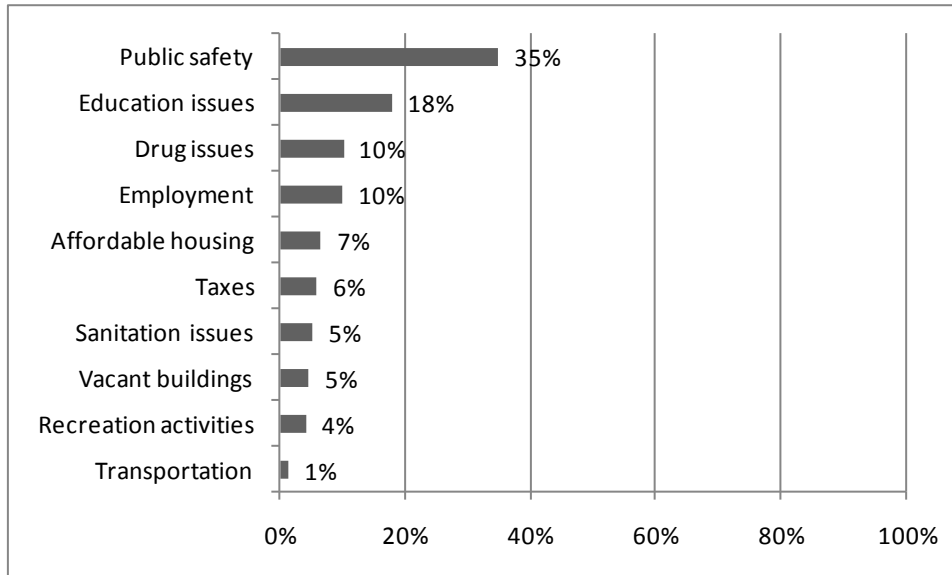
Sixty-four percent (64%) of respondents were either likely (47%) or very likely (17%) to recommend buying a home in Baltimore. Close to a quarter of respondents (23%) indicated that they would not be likely to recommend buying a home in Baltimore to a friend, and 10% were not at all likely to make the same recommendation.

Over one-quarter of younger respondents, aged 18-34 years, indicated that they would not be likely to recommend buying a home in Baltimore.

## Improving Baltimore

Survey respondents were given an opportunity to offer suggestions on how Baltimore City government could improve the lives of residents. While it is not practical to exhaustively list all of the suggestions proffered by respondents, Chart 25 summarizes the suggestions into ten categories.

**Chart 25: Recommended Improvements**



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

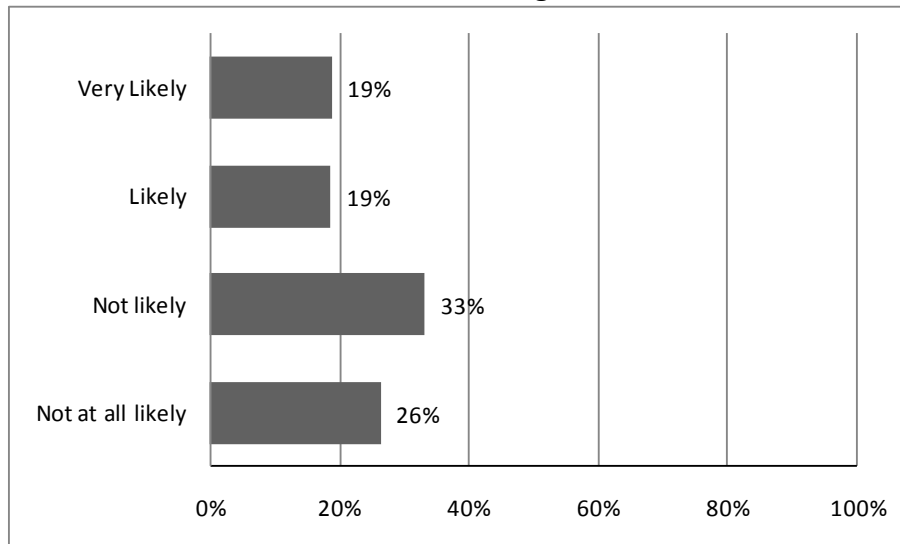
The topics most respondents were concerned about improving were public safety (35%), education (18%) and drug issues and employment (each 10%). Each remaining suggestion such as affordable housing, taxes, sanitation issues, vacant buildings, recreation activities and transportation received less than 10% of responses.

Across the age spectrum, over a third of suggestions made to improve Baltimore regarded issues of public safety. Unsurprisingly given recent economic times, employment was something respondents wanted Baltimore City government to address. Twenty-two percent (22%) of suggestions given by 18-24 year olds, and 17% of African Americans regarded employment. However, 9% of White respondents made suggestions regarding taxes while only 2% of African Americans commented on the same issue.

## Staying or Leaving Baltimore

As a means of assessing citizen retention in Baltimore, respondents were asked if they planned on moving out of Baltimore in the next 1-3 years. For those that said “yes,” the survey included a follow-up question, inquiring about their rationale for moving.

**Chart 26: Likelihood of Moving Out of Baltimore**



*“How likely are you to move out of Baltimore in the next 1 to 3 years?”*

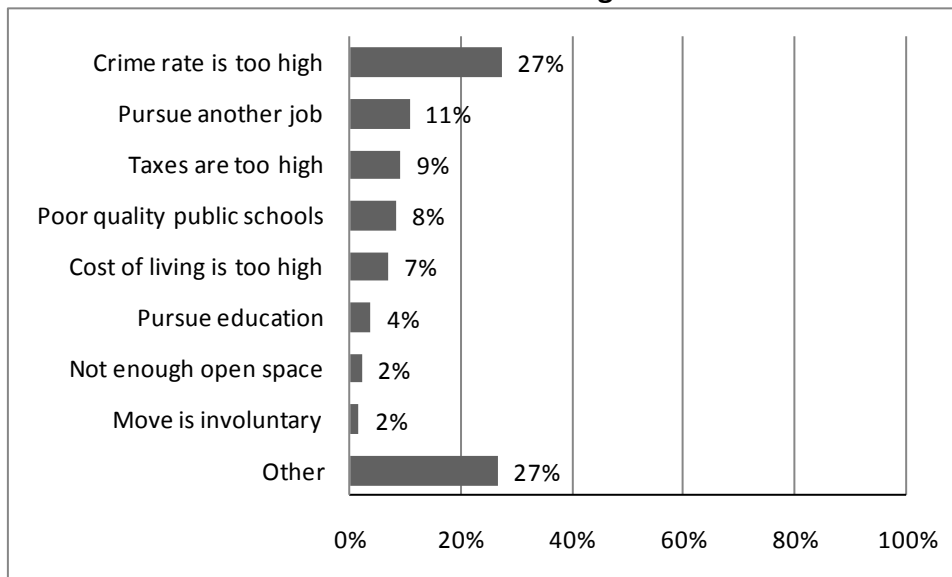
Almost 40% of respondents were either very likely (19%) or likely (19%) to leave Baltimore in the next 1 to 3 years. One-third of respondents (33%) were not likely to leave Baltimore, and just over one-quarter (26%) of respondents indicated that they were not at all likely to leave Baltimore in the next 1 to 3 years.

Age was the primary factor in the likelihood of moving; specifically, over half of respondents 18-34 years of age indicated that they were either likely or very likely to leave Baltimore in the next 1 to 3 years. By means of comparison, at least 75% of respondents over the age of 55 were not likely or not at all likely to leave Baltimore. More than 40% of African American, Hispanic and Asian respondents indicated that they were either likely or very likely to move out of Baltimore.

Once again, responses varied little by income. However, 28% of respondents who made \$50,000-\$75,000 last year indicated that they were very likely to move.

Respondents who said they were either likely or very likely to move in the next 1 to 3 years were asked a follow-up question about why they planned on moving. The results are presented in Chart 27.

**Chart 27: Reasons for Leaving Baltimore**



*“If you are planning to leave the City, what is the primary reason why?”*

Crime (27%) and employment (11%) were cited as the top reasons for leaving Baltimore. Other reasons provided included high taxes (9%), dissatisfaction with public schools (8%) and cost of living (7%). Less than 5% of respondents were likely to move to pursue education elsewhere (4%), and for 2% the move was involuntary. Popular responses to the other category were a wish to move to a quieter/slower paced area and moving to be close to family.

While close to one-quarter of all respondents in each of the age groups indicated moving because of crime, the youngest (18-24) and oldest (65+) age groups were more likely to cite this as a reason for moving at 35% and 40%, respectively. Additionally, over one-third (34%) of African American respondents indicated crime as the reason they were likely to move.

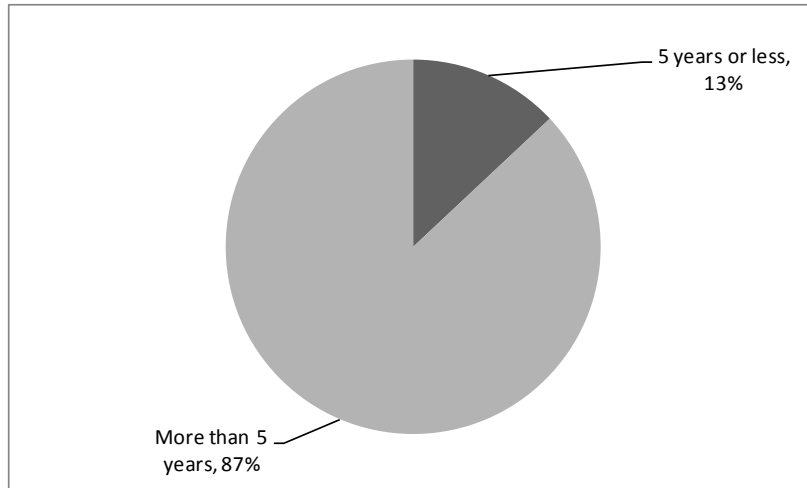
Twenty-four percent (24%) of the oldest respondents (65+) cited high taxes as the reason they were likely to move. Ten percent (10%) of women indicated cost of living and pursuing a new job as reasons to leave Baltimore. For White respondents 19% were likely to move due to crime, 15% due to poor quality public schools, and 13% listed taxes or pursuing a job.



## Citizens of Baltimore

After the exploration of who among current Baltimore citizens are likely to move, some information is presented in this section of the report on the characteristics of Baltimore City residents overall. The overwhelming majority (87%) of Baltimore City residents have lived within the City for at least five years.

**Chart 28: Total Years in Baltimore**



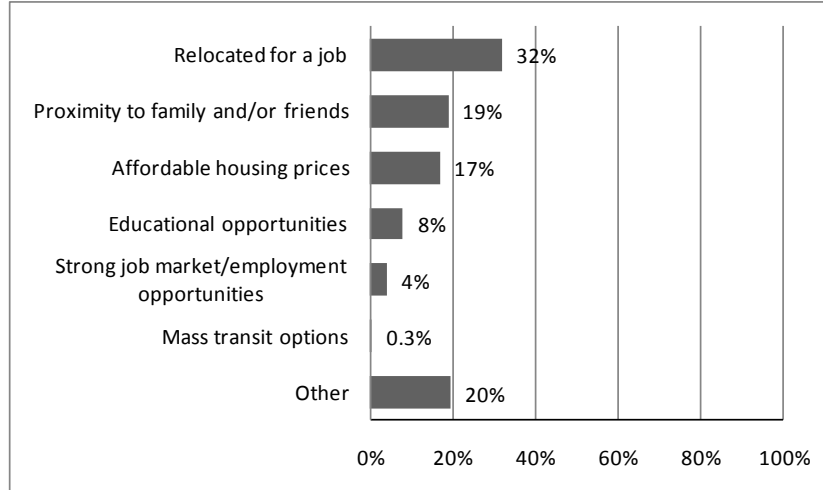
*“How long have you lived in Baltimore?”*

Originally, the data collected were the actual number of years each respondent had lived in Baltimore. Respondent’s answers were then recoded into two categories, one for those that lived in Baltimore less than five years (13%) and the majority category for those that had lived in Baltimore more than five years (87%). The purpose of the 5 year cutoff was to prevent 4 year college students from being included as part of the stable citizenry of Baltimore. The average tenure of residency for respondents who had lived in Baltimore for more than 5 years was 37.5 years.

Younger residents were most likely to be the newest Baltimore City residents as 27% of respondents 25 -34, 20% of 18-24 and 14% of 35-44 years old had moved to Baltimore in the last 5 years. Only 6% of respondents had moved to Baltimore in the past 5 years were African American, which was lower than the percentage of White respondents (23%).

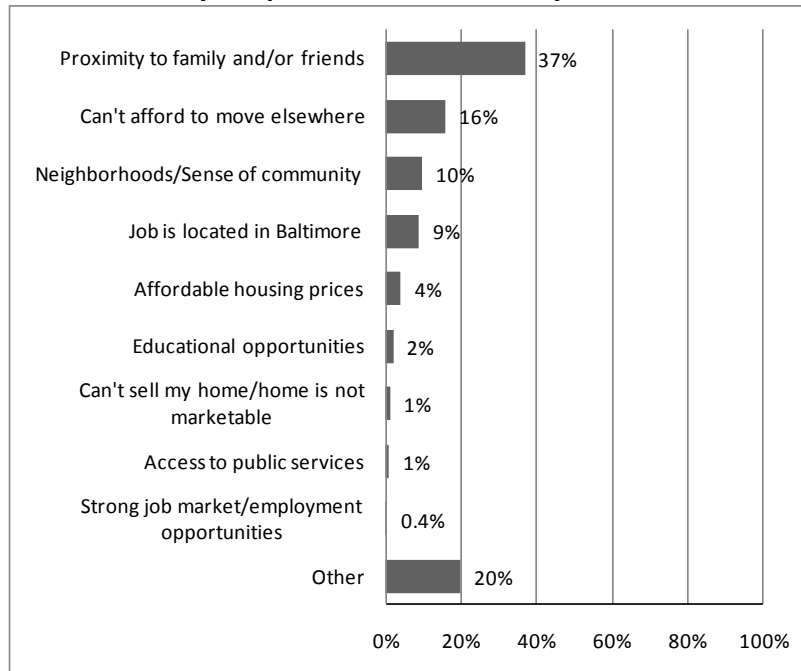
After being categorized into those who had moved to Baltimore in the past five years and those who had not, two different follow-up questions were asked, concerning why respondents chose to move to Baltimore and why residents choose to stay in Baltimore.

**Chart 29a: Why Respondent Moved to Baltimore**



*“Why did you move to Baltimore?”*

**29b: Why Respondent Chose to Stay in Baltimore**

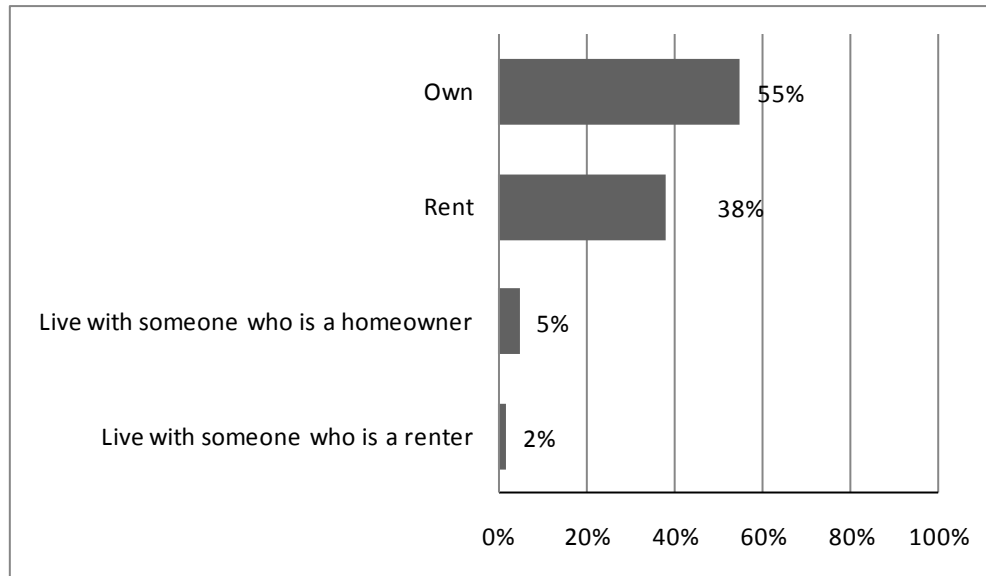


*“What is the most important reason why you continue to live in Baltimore?”*

## Living Situation

Respondents were asked about their living situation, that is, did they own or rent a home in Baltimore.

**Chart 30: Housing Situation**



*“Do you own your home, rent your home or apartment or live with someone else who is a homeowner or renter?”*

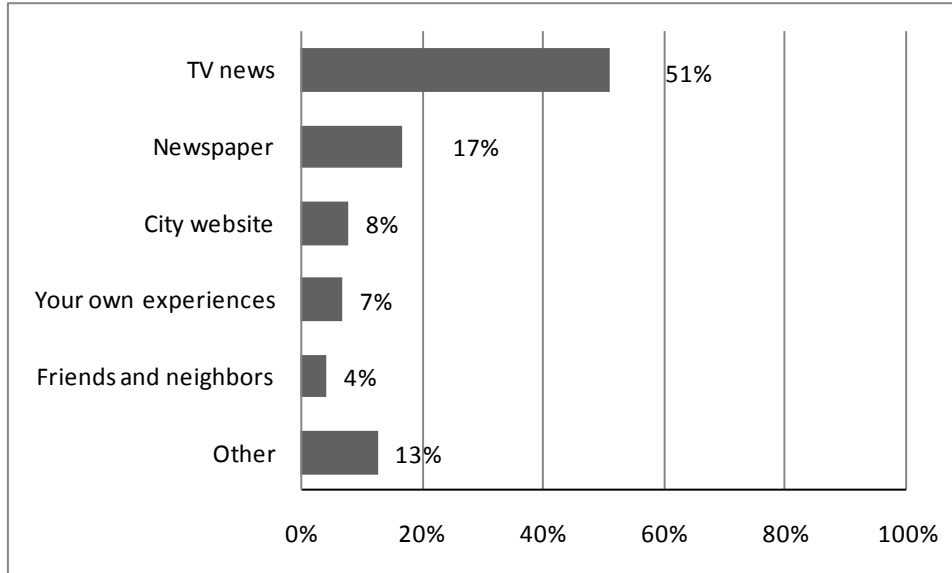
More than half of respondents (55%) owned a home in Baltimore, one-third (38%) were renters and 5% lived with someone who was a homeowner. Two percent (2%) of respondents lived with someone who was a renter.

As would be expected, over half of respondents younger than 35 years of age rented while over 50% of those at least 35 owned their own homes. A majority of African American (45%), White (75%) and “Other” racial category members (62%) owned their own homes. Additionally 47% of all African American respondents were renters.

## Everyday Life

The last section concerns behaviors of everyday life. These questions do not necessarily deal with Baltimore City services but are informative nonetheless. The final question on the survey asked respondents what was their primary source of information about Baltimore. The results are presented in Chart 31.

**Chart 31: City News Source**



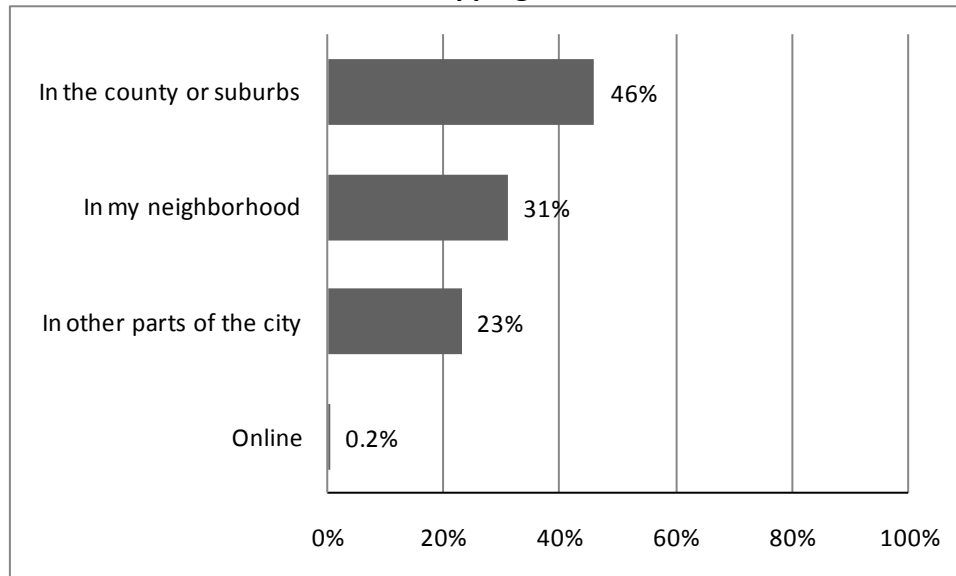
*“Finally, when you think about your impressions of the city and city services, what is the primary source of information for data supporting your opinions?”*

Fifty-one percent (51%) of respondents got their impressions from TV news, 17% from a newspaper and 8% from the City website. Seven percent (7%) of respondents listed their own experience as their primary source of information about the City and City services. The smallest category of responses was Friends and neighbors at 4%. “Other” responses included radio and a combination of the above categories.

Newspapers were the primary means of learning about the City for 25% of respondents 65+ years of age. In comparison, at least 10% of respondents 18-44, and more than one-third of Hispanic respondents used the City website as their primary source of information concerning the City. Respondents in the White and “Other” racial categories received their information from TV at 38% and 36%, respectively.

Respondents were asked two questions regarding their shopping habits. The first question, summarized in Chart 32, inquired about where respondents shopped.

**Chart 32: Shopping in Baltimore**



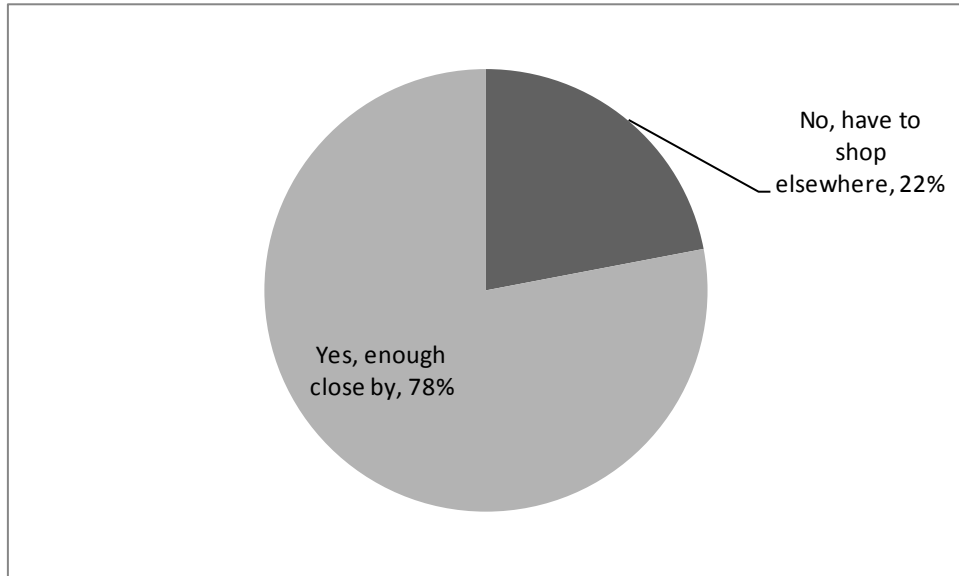
*“Overall, where do you do the majority of your shopping?”*

Most of the respondents (46%) did the majority of their shopping in the county or suburbs of Baltimore. However, close to one-third (31%) did the majority of their shopping in their own neighborhoods. Twenty-three percent (23%) did their shopping in other parts of the City and less than one percent did the majority of their shopping online.

More than half of respondents 18-34 years of age did the majority of their shopping in the county or suburbs, and just over 20% of respondents in all age categories shopped in other parts of the City. Only 24% of African American respondents were likely to do the majority of their shopping in their own neighborhoods, in comparison to 42% of White respondents. The African American (28%) and “Other” (30%) racial categories had a greater percentage of respondents shopping in other parts of the City.

The second shopping related question asked if respondents had access to well-stocked grocery stores convenient to their neighborhoods.

**Chart 33: Grocery Stores in Neighborhood**

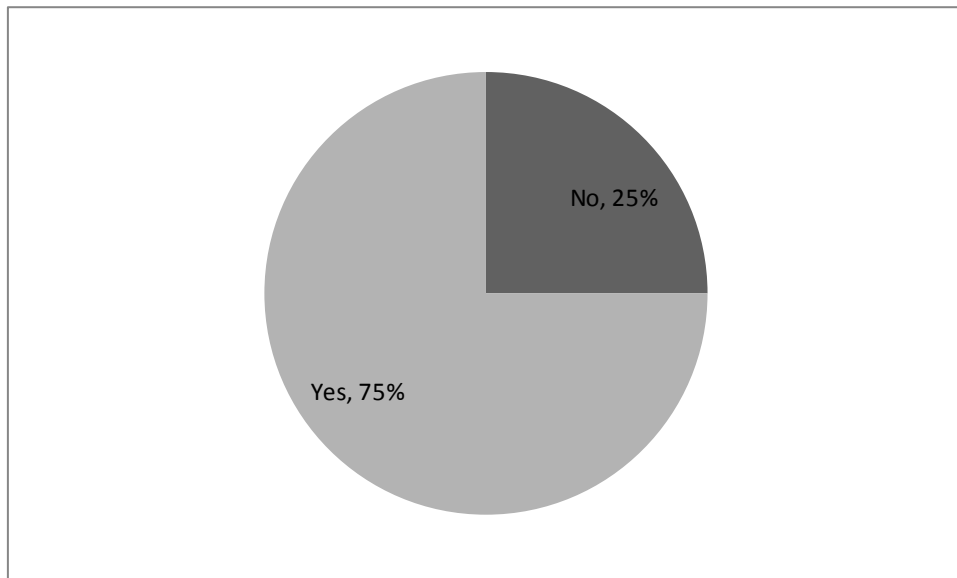


*"Are there well-stocked grocery stores convenient to your neighborhood...?"*

More than three-quarters of respondents indicated that they had enough well-stocked grocery stores in their neighborhoods (78%), 22% did not.

Respondents were asked whether or not they had internet access in their homes.

**Chart 34: Internet Access**



*“Do you have access to the Internet in your home?”*

The clear majority of Baltimore City residents (75%) have internet access in their homes.

Seventy-two percent (72%) of respondents 55-64 years of age had internet access in their homes. For all other age categories, at least 75% of respondents had internet access, except for those respondents 65+ years of age where 45% did not have internet access. African American (71%) and White (81%) respondents were heavy internet users.

**Table 9: Demographics**

<b>Respondent Demographics</b>			
<b>Gender</b>		<b>Work sector</b>	
Male	46%	Non profit sector	18%
Female	54%	The private sector	50%
<b>Disability in home</b>		The government sector	28%
I have a disability	15%	<b>Other Sector (N= 635)</b>	
Someone in my household has a disability	9%	Unemployed	25%
No one in my home has a disability	76%	Student	5%
<b>Race</b>		Retired	52%
White – Not Hispanic	33%	Fulltime homemaker or caregiver	8%
Black – Not Hispanic	61%	Other [specify]	10%
Hispanic	1%	<b>Self Employed?</b>	
Asian	1%	Yes	11%
Other	2%	No	89%
<b>Respondent's Age</b>		<b>Work outside the home?</b>	
18-24	14%	Yes	61%
25-34	19%	No	39%
35-44	21%	<b>HH Works in Baltimore?*</b>	
45-54	17%	Yes	57%
55-64	11%	No	43%
65+	17%	<b>Education</b>	
<b>Children's School</b>		Less than High School	12%
Public	83%	High School graduate or GED	32%
Private	16%	Some College of Technical School	25%
Home	0.02%	College Graduate (4 year degree)	19%
<b>Marital Status</b>		Graduate or professional education	11%
Married	34%	<b>Annual Household Income</b>	
Living with someone as a partner	6%	Under \$25,000	21%
Single	42%	\$25,001-\$50,000	24%
Divorced, seperated or	17%	\$50,001-\$75,000	16%
Widowed		\$75,001-\$100,000	10%
		Over \$100,000	10%

\*HH= "Head of Household"



## **Methodology**

### **Project Implementation Overview**

The Schaefer Center conducted this survey on behalf of the City of Baltimore by first developing a survey instrument of questions in coordination with Bureau of Budget Management Research (BBMR) that included quality of life indicators, awareness of and satisfaction with City services, general trends in behavior and identified future needs for and current gaps in City services.

The Schaefer Center produced a telephone survey from the instrument developed with BBMR and performed a field test of the survey on March 18, 2009. With revisions, the final survey took an average of 17.32 minutes to complete.

At the time of deployment, the Schaefer Center and its subcontractor, Maryland Marketing, provided all labor necessary to achieve 1,800 completed interviews via phone with Baltimore City residents. The Schaefer Center acquired a sample of phone numbers (N=14,959) that corresponded to households falling within the boundaries of the City of Baltimore.

The data were cleaned, de-identified, and converted into a Microsoft Excel file and delivered to Baltimore City government representatives on May 18<sup>th</sup> 2009. In addition, the Schaefer Center's research staff conducted statistical analyses, which included frequencies and percentages for each item as well as crosstabulations by gender, age, and race presented in Appendix C of this report. Sample weights were created using gender and age; documentation of how those weights were created can be found on page 54.

### **Reporting Conventions**

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

### Weight Factor Calculation:

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

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

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

Using demographic data provided by the City of Baltimore, The Schaefer Center for Public Policy collected information on population percentages for age, and gender for Baltimore City. Application of these weights to the data will make the sample proportions mimic the population proportions.

**Table 10: Age Weight**

	Baltimore Population	Nk/N	Sample n	nk/n	Age Weight ((NK/N)/(nk/n))
18-19	21,845	0.045	18	0.010	4.455
20-24	49,290	0.101	54	0.030	3.351
25-34	93,250	0.190	235	0.131	1.457
35-44	101,545	0.207	287	0.160	1.299
45-54	83,410	0.170	392	0.218	0.781
55-59	29,500	0.060	212	0.118	0.511
60-64	25,040	0.051	186	0.103	0.494
65-74	44,715	0.091	234	0.130	0.701
75-84	31,250	0.064	141	0.078	0.814
85+	9,955	0.020	39	0.022	0.937
N=	489,800	n=	1,798		

**Table 11: Gender Weight**

	Baltimore Population	Nk/N	Sample n	nk/n	Gender Weight ((NK/N)/(nk/n))
Male	303,690	0.466	568	0.313	1.488
Female	347,470	0.534	1,244	0.687	0.777
N=	651,160	n=	1,812		

## Survey Weight Calculation

A survey weight was developed to provide the most accurate representation of Baltimore citizens' opinions. This weight is the multiplicative term of the age and gender weights, resulting in the calculation of 22 weighting factors as seen in Table 12.

The application of weighting factors has the result of widening the variance and therefore the standard deviation of answer distributions. A wider variance reduces the chance of finding statistically significant difference in statistical analysis. Creating a survey weight variable which would include age, race, and gender would result in a large number of weighting factors, which could potentially greatly change the variance.

The race proportions in the sample approximated the proportions in the population better than the age and gender demographics. In an RDD sampling frame, weights are used to bring sample demographics into line with the population of Baltimore City. The survey weight calculations presented in Table 12 will bring the sample proportions into line with the population with less change in variance overall.

**Table 12: Final Weight**

<b>Age Category</b>	<b>Age Weight (AW)</b>	<b>Male AW*1.488</b>	<b>Female AW*.777</b>
18-19	4.455	6.629	3.462
20-24	3.351	4.986	2.603
25-34	1.457	2.167	1.132
35-44	1.299	1.933	1.009
45-54	0.781	1.162	0.607
55-59	0.511	0.760	0.397
60-64	0.494	0.735	0.384
65-74	0.701	1.044	0.545
75-84	0.814	1.211	0.632
85+	0.937	1.394	0.728
Refused	1.000	1.488	0.777



## Appendix A: Survey Summary

### 2009 Baltimore Citizen Survey

**Mayoral Objectives (revised June 2009) All numbers in ( ) refer to a mayoral objective.**

1. Make Baltimore a Safer City
2. Make Baltimore a Cleaner, Greener, and More Sustainable City
3. Build Strong, Healthy and Educated Families
4. Strengthen Baltimore's Economy and Promote Economic and Cultural Opportunities for all its Resident
5. Create Stable, Vibrant, Livable Neighborhoods
6. Make Baltimore's Government More Innovative, Efficient and Customer Friendly

1. How would you rate ...		Excellent	Good	Fair	Poor	DK
a.	How do you rate the cleanliness of the city? (1)	3.6%	23.5%	49.9%	22.2%	.8%
b.	How do you rate the cleanliness of your neighborhood? (1)	21.2%	37.3%	28%	13.3%	.1%
c.	How do you rate the amount of green space in Baltimore? (1)	9%	32.2%	39.8%	15.4%	3.6%
d.	How do you rate the amount of green space in your neighborhood? (1)	21.1%	35.9%	25%	16.7%	1.2%
e.	How do you rate the availability of good jobs in Baltimore? (4)	3.3%	13.6%	30.1%	39.7%	13.2%
f.	How do you rate the availability of cultural activities in Baltimore? (4)	17.9%	34%	29.7%	14.7%	3.7%
g.	How do you rate the availability of recreational opportunities in Baltimore? (5)	10.1%	26.2%	32.1%	27.1%	4.5%

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

	Service [Note – Randomize order]	On a scale of 1 to 10 how important are the following services to you?	How satisfied are you with this service? 4= Excellent 3= Good 2= Fair 1= Poor 8= No Experience, 9= Refused (Don't know will be added to the final response set.)					
			4	3	2	1	8	9
a.	Police protection	9.4	14.4%	32.4%	31.3%	14.8%	6.9%	.3%
b.	Fire protection	9.6	33.7%	34.9%	11.7%	1.8%	17.9%	0%
c.	(K-12) Education	9.1	9.5%	16.7%	29.2%	22.4%	21.7%	.5%
d.	Street and sidewalk maintenance	8.6	8.3%	24.6%	37.6%	26.1%	3.2%	.1%
e.	Street lighting	9.2	17.3%	42.2%	30.7%	8.4%	1.3%	0%
f.	Snow removal	8.7	13.6%	35.1%	29.7%	18.3%	3%	.2%
g.	Trash removal	9.4	25.6%	38.3%	23.4%	10.8%	2%	0%
h.	Curbside recycling	8.2	18%	26.2%	22.1%	11%	22.2%	.5%
i.	Rat removal	9.0	4.8%	12.7%	21.9%	35.2%	25.4%	.1%
j.	EMS/Ambulance service	9.3	24.9%	31.1%	11.5%	1.7%	30.4%	.5%
k.	311 (non-emergency) service	8.4	18.7%	30.5%	17%	6.2%	27.3%	.3%
l.	Code enforcement (dumping, weeds)	8.1	6.4%	22.2%	35%	17.9%	17.8%	.7%
m.	Water and sewer services	9.2	15.5%	40.3%	27.9%	9.1%	7%	.2%
n.	City run pools	6.2	3.8%	14.5%	20%	9%	52.1%	.5%

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

		Daily	Weekly	Monthly	Occasionally	Never [If never why]	Refused
a.	Visit a City park (5)	8.5%	14.1%	10.9%	43.1%	22.9%	0%
b.	Visit a City library	5.1%	11.5%	12.9%	30.2%	40.1%	.1%

**4. Thinking about the City parks you have visited in the past year, how satisfied were you with their [insert list from below], would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied or very unsatisfied? (5)**

Attribute	Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a. Cleanliness	20.3%	58.1%	8.1%	10.8%	2.6%	.3%
b. Safety	13.2%	62.4%	10.8%	10.1%	2.3%	1.2%
c. Convenience of location	25.3%	61.5%	5%	6.9%	.5%	.9%

**5. What is the primary reason why you have not visited a city park in the past year? (Field code response, list is not read.) (5)**

Locations are not convenient	8.3%
Hours of operation are not convenient	1.6%
The facilities I want are not offered	2.4%
I don't feel safe there	34.2%
They are not clean - trash	5.5%
They are not clean - dog feces	1.6%
Other specify	30.5%
Don't know	12.2%
Refused	3.7%

**6. Thinking about the City libraries you have visited in the past year, how satisfied were you with the [insert list from below], would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied or very unsatisfied? (3)**

Attribute	Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a. Convenience of location	41.1%	47.2%	5%	6.1%	.4%	.2%
b. Hours of operation	22.9%	61.2%	6.5%	8.7%	.2%	.6%
c. Availability of materials you want to use	30.8%	55%	4.3%	8.7%	.7%	.5%
d. Helpfulness of staff	40.5%	52.7%	3.2%	1.7%	.8%	1.1%

**7. During the past year, how often did you use the following modes of transportation to get to work school, or shopping? For each tell me if it was always, most of the time, sometimes, rarely, or never (2)**

		Always	Most of the Time	Sometimes	Rarely	Never	Refused
a.	Public transportation	22.6%	7%	12%	14.8%	43.2%	.1%
b.	Bicycle	3.1%	1.6%	5.3%	4.7%	83.8%	.3%
c.	Walk	22.6%	10.6%	26.2%	8.8%	30.5%	.6%

**8. What is the single most important reason you did not [insert from below] more often to school, work, or shopping? (5)**

a.	Take public transportation	Field code – list not read - most common responses – not safe, not reliable, does not go where I want to go, takes too long,
b.	Ride a bike	Field code – list not read - most common responses – there are no bike lanes, not safe, don't own bike, don't want to ride a bike, can't ride a bike, too far to bike, poor sidewalks
c.	Walk	Field code – list not read - most common responses – there are not enough sidewalks, sidewalks are blocked, sidewalks are broken, not safe, can't walk well, too far to bike

**9. Please rate how problematic the following issues are for the city of Baltimore? Would you say they are not a problem, a moderate problem, a serious problem, or a very serious problem?**

Issue	Not a problem	Moderate Problem	Serious Problem	Very Serious	D/K
a. Illegal dumping (5)	12.9%	23%	29%	26.5%	8.5%
b. Illegal drug use (3)	2.9%	6.3%	23.5%	64.2%	3%
c. Traffic congestion (5)	16.3%	43.7%	23.1%	14.8%	2.1%
d. Violent crime (1)	2.9%	9.1%	29%	57.6%	1.2%
e. Property crime (homes, cars) (1)	10.5%	26.3%	32.1%	27.7%	3.4%
f. Graffiti (5)	20.6%	42.7%	19.9%	13.3%	3.4%
g. Homelessness (5)	5.7%	13.3%	32.8%	45.5%	2.6%
h. Vacant or abandoned buildings (5)	7.1%	13.2%	32.4%	45.8%	1.5%
i. Poorly maintained homes and properties (5)	7.7%	25.8%	33.4%	30.7%	2.4%
j. A lack of affordable housing (5)	10.5%	19.8%	28.3%	32.9%	8.5%
k. Finding parking in your neighborhood (5)	48.9%	23.9%	12.1%	13.6%	1.6%
l. Finding parking in commercial areas (4)	17.2%	29.6%	25%	23%	5.1%
m. Panhandling (5)	16.9%	31.7%	24.7%	22.1%	4.3%

**10. How safe or unsafe do you feel the following locations? Would you say...? Very Safe, Safe, Unsafe, or Very Unsafe? (1)**

Location		Very Safe	Safe	Unsafe	Very Unsafe	No Opinion/ DK (Volunteered)
a.	In your neighborhood during the day	34.1%	58.5%	5.7%	1.3%	.4%
b.	In your neighborhood at night	16.3%	51.9%	23.8%	5.9%	1.9%
c.	Downtown during the day	20.7%	58.2%	10.4%	1.2%	8.7%
d.	Downtown at night	5%	31.3%	37.5%	11%	13.8%
e.	In city parks during the day	12.6%	61.8%	7.8%	1.2%	15.4%

**11. Thinking about the police in your neighborhood, please tell me if you are very satisfied, satisfied, unsatisfied or very unsatisfied with [INSERT ITEM FROM BELOW] if you don't have an opinion, you can tell me that as well. (6)**

Attribute		Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Level of police presence	11.9%	47.6%	12.9%	20.9%	5%	1.7%
b.	Their responsiveness	13.6%	46.8%	8.6%	17.1%	5%	8.9%
c.	Their approachability	12.3%	45%	11.3%	16.5%	6.7%	8.3%
d.	Their ability to prevent crime	8.5%	38.3%	14.3%	24.7%	8.3%	5.8%

**12. In the past twelve months, have you contacted a City employee for assistance with a problem or concern? (6)**

Yes – go to 13	46.2%
No	52.6%
Don't Remember	1.1%
Refused	0%

**13. Thinking about your most recent contact with a City employee, who did you contact, was he or she a (6)**

311 operator	57.3%
City hall operator	3.8%
City council member	3.6%
Other City employee (specify )	31.6%
Don't know/ can't remember	3.7%
Refused	0%



**14. Overall, how satisfied were you with the [insert from list below]? Would you say very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied, or very unsatisfied? (6)**

	<b>Aspect</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Unsatisfied</b>	<b>Unsatisfied</b>	<b>Very Unsatisfied</b>	<b>No Opinion/ DK (Volunteered)</b>
a.	Level of service you received	28.6%	34.5%	6.4%	19.4%	10.3%	.8%
b.	Knowledge of the employee	26.3%	44.4%	6.8%	13.4%	7%	2%
b.	Timeliness of the employee's response	27.3%	40.9%	4.2%	16%	10.1%	1.6%
c.	The resolution of your concerns	24%	33.6%	5.1%	21.2%	14.6%	1.6%

**15. Overall, how satisfied would you say you are with the quality of the services that Baltimore City provides? Would you say you are...? (6)**

<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Unsatisfied</b>	<b>Unsatisfied</b>	<b>Very Unsatisfied</b>	<b>D/K</b>
8.2%	55%	17.1%	15.7%	3.1%	.9%

**16. How likely are you to . . . Would you say very likely, likely, not likely, not at all likely. If you don't know or don't have an opinion feel free to tell me that as well.**

	<b>very likely</b>	<b>likely</b>	<b>not likely</b>	<b>not at all likely</b>	<b>DK</b>
a. Recommend living in Baltimore to your friends? (5)	17.5%	50%	21.3%	8.8%	2.4%
b. Recommend living in your neighborhood to your friends? (5)	28.3%	45.8%	15.8%	9%	1.1%
c. Recommend Baltimore as a place to raise children? (5)	11%	35.7%	33.7%	15.1%	4.5%
d. Recommend Baltimore as a place to retire? (5)	10.3%	31.1%	36.7%	16.8%	5%
e. Recommend buying a home in Baltimore? (5)	17.4%	47.1%	22.8%	9.6%	3.1%
f. Move out of Baltimore in the next 1 to 3 years? (5)	18.9%	18.8%	33.3%	26.4%	2.6%

**17. If you are planning to leave the City, what is the primary reason why? [Field code, do not read response options.] (5)**

Crime rate is too high	27.3%
Poor quality public schools	8.2%
Taxes are too high	9%
Not enough open space/desire for a backyard	1.9%
Cost of living is too high	6.8%
Pursue another job	10.7%
Pursue an education	3.7%
Moving is involuntary	1.6%
Other Specify	26.8%
Don't know	3.9%

**18. in your opinion, what is the single most important thing City government can do to improve life in the City? [Record response verbatim] (6)**

\_\_\_\_\_

**19. Finally, when you think about your impressions of the City and City services, what is the primary source of information for data supporting your opinions, would you say? [Field Code, list not read.] (6)**

TV News	50.7%
Newspaper	16.8%
Your own experiences	7.1%
Friends or neighbors	4.4%
City website	8.2%
Other Specify	12.6%
Don't know	.3%

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

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