



2011 Baltimore Citizen Survey

Online Citizen Survey Report

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

The Baltimore City Citizen Survey serves as an annual report card for City government. Baltimore City implemented the survey in 2009 to provide residents the opportunity to rate the quality of life in the City and their satisfaction with City government. The 2011 online Citizen Survey acts as an online supplement to the Schaefer Center’s Random-digit-dialing (RDD) phone survey and was created by Baltimore City and hosted on SurveyMonkey.com. 809 respondents completed the online survey that took place from April 1 to June 1, 2011.

Respondents to the online survey were a self-selected group of higher-income and better-educated residents of Baltimore City as compared to the average City resident. The differences in demographics between the online citizen survey respondents and the RDD phone survey respondents are shown in *Chart 1*.

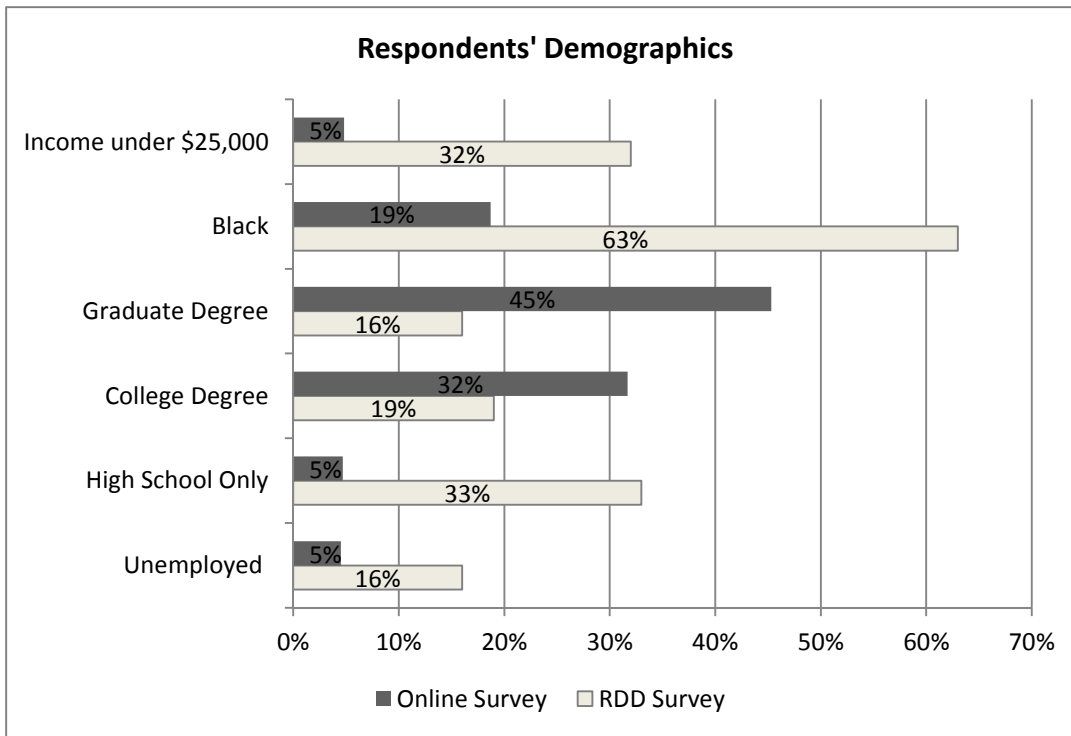


Chart 1: Respondents’ Demographics

Key Findings:

Demographics characteristics of online survey respondents:

- Higher income
- Higher education
- More likely to be White
- Less likely to be unemployed

Online survey respondents were:

- More likely to have no experience with the Baltimore K-12 education
- More likely to rate different areas of the City as safe or very safe
- More likely to rate safety issues such as crime and drug use as a serious or very serious problem
- More likely to rate the availability of jobs and cultural activities as excellent or good
- More likely to rate curbside recycling and trash removal services as excellent or good
- More likely to leave Baltimore in the next one to three years.

Priority 1— Better Schools

Almost half of all online survey respondents had no experience with Baltimore K-12 education. Those who had experience with K-12 education were more likely to rate K-12 education as fair or poor (36%) than excellent or good (14%).

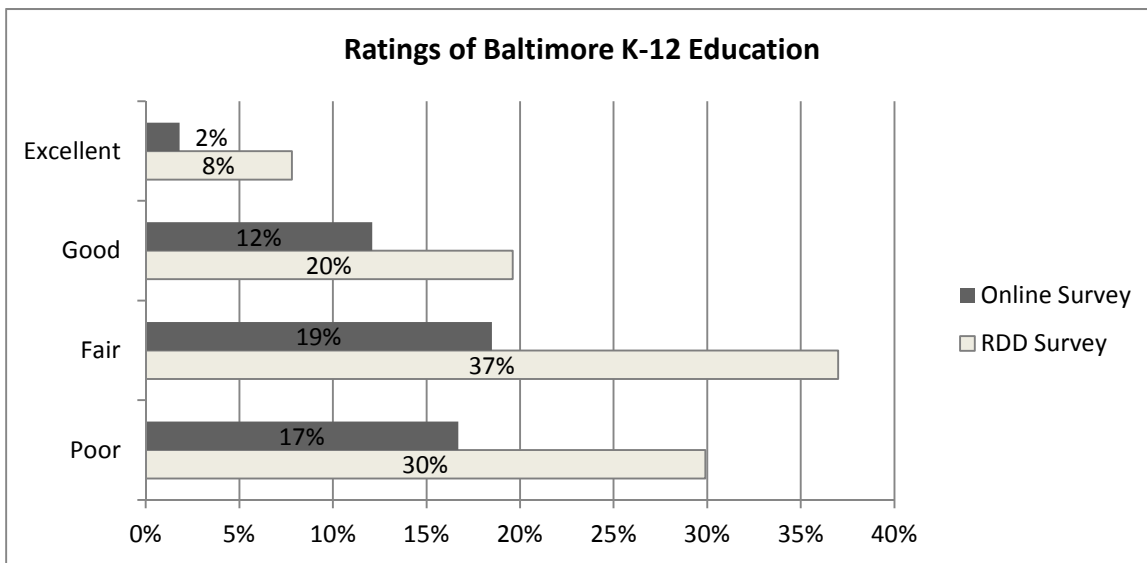


Chart 2: Ratings of Baltimore K-12 Education

Priority 2—Safer Streets

Safety-Related Services

Online survey respondents were less likely to rate safety-related services as excellent or good compared to RDD survey respondents. Street lighting received the best ratings among online survey respondents whereas fire protection received the best ratings among RDD survey respondents.

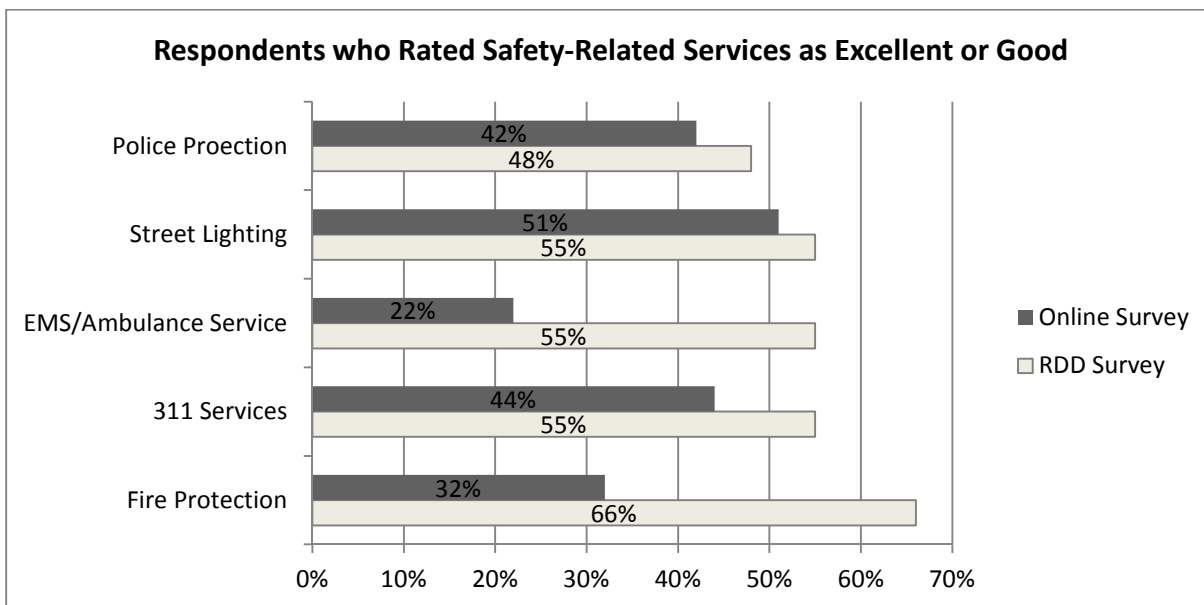


Chart 3: Respondents who Rated Safety-Related Services as Excellent or Good

Safety in Different Areas of the City

Online survey respondents were more likely to rate different areas of the City as safe or very safe. The area that respondents felt the safest was neighborhood in the daytime, followed by Downtown in the daytime and City parks.

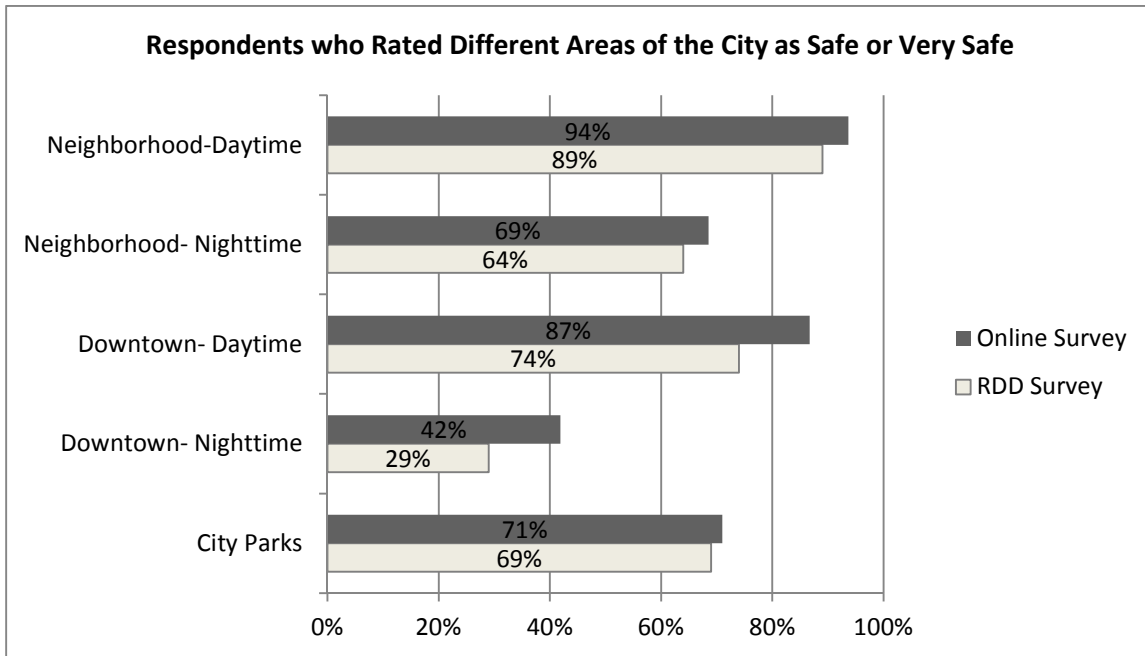


Chart 4: Respondents who Rated Different Areas of the City as Safe or Very Safe

Safety Issues

Online survey respondents were more likely to rate safety issues as a very serious problem than RDD survey respondents. Out of the three safety issues, illegal drug use had the highest percentage of respondents rating it as a very serious problem.

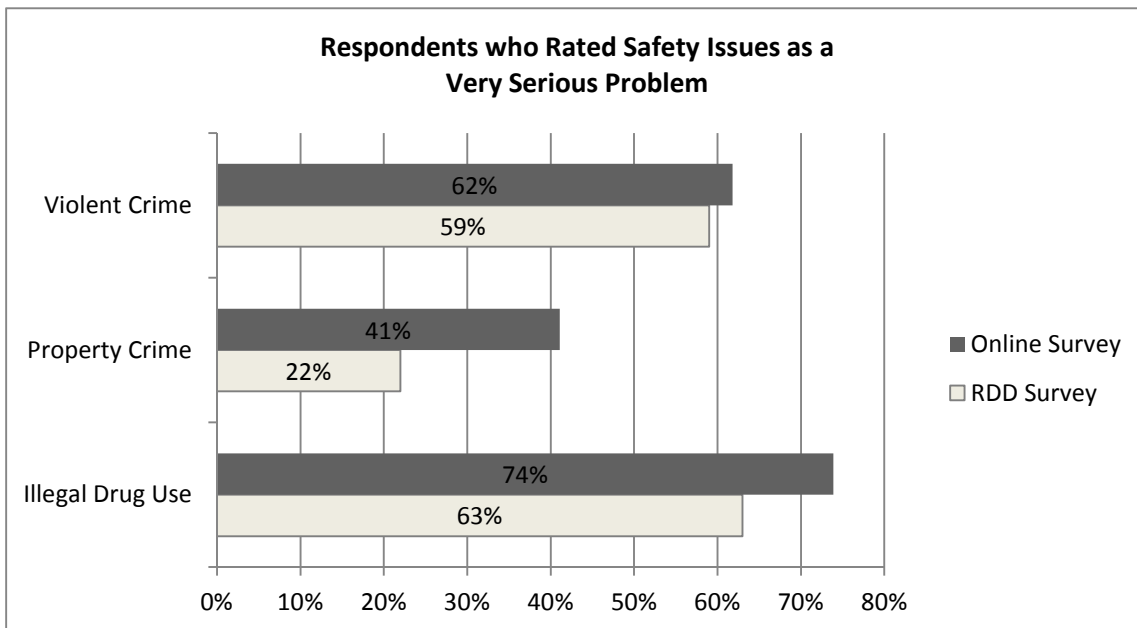


Chart 5: Respondents who Rated Safety Issues as a Very Serious Problem

Priority 3—Stronger Neighborhoods

Neighborhood-related Services

Online survey respondents were less likely to rate housing code enforcement and street and sidewalk maintenance as excellent or good than RDD survey respondents. Snow removal service received the best ratings out of the three neighborhood-related services among both online survey and RDD respondents.

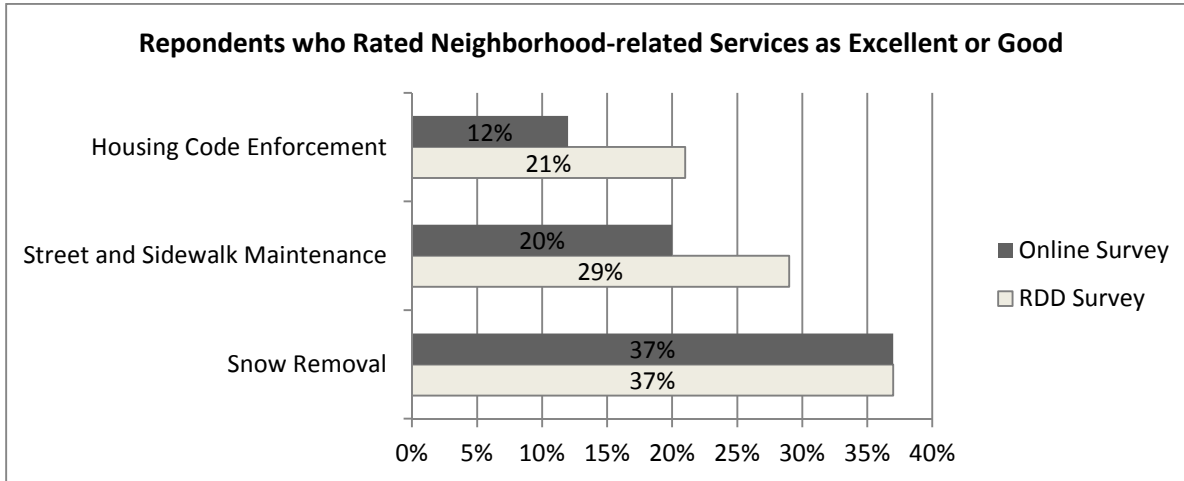


Chart 6: Respondents who Rated Neighborhood-related Services as Excellent or Good

Quality of Life Issues

Like RDD survey respondents, online survey respondents rated Illegal drug use, violent crime, and vacant abandoned buildings as the three major quality of life issues. Percentages do not always add up to 100 percent because respondents with no experience and respondents who refused to respond are not included.

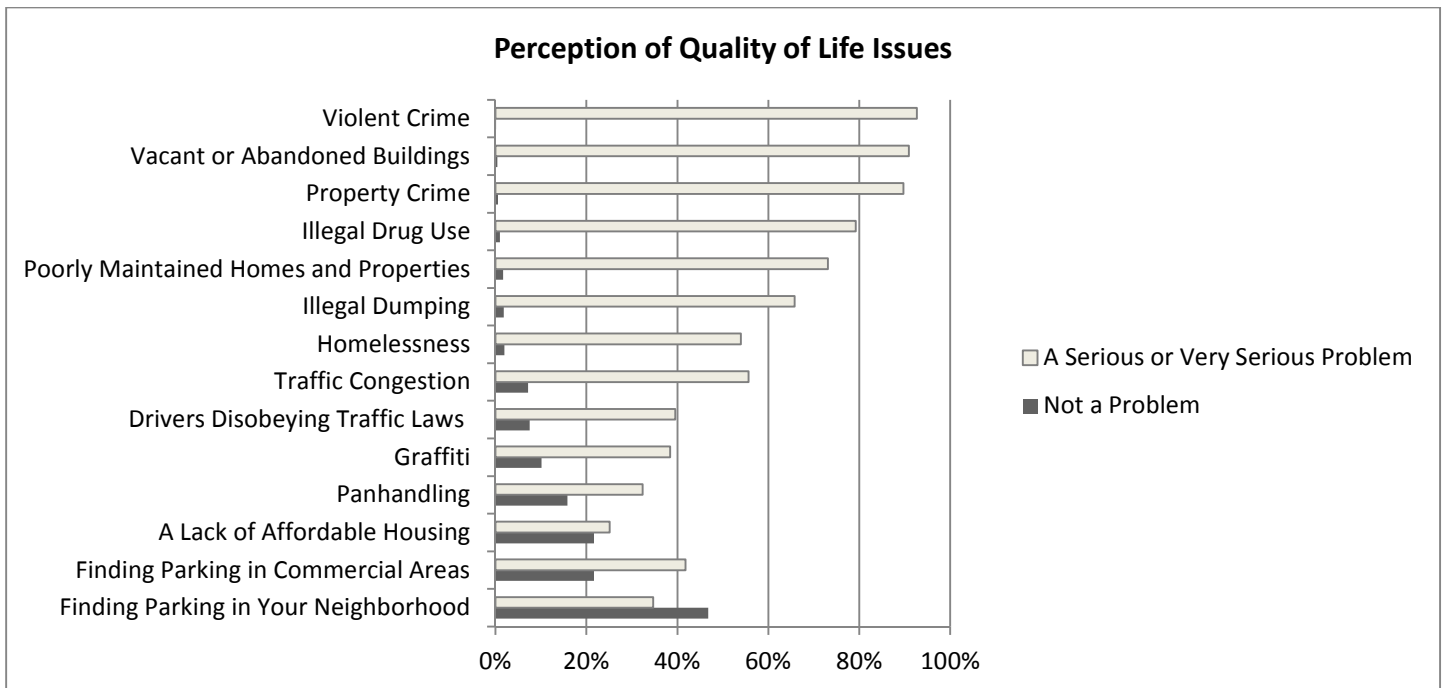


Chart 7: Perception of Quality of Life Issues in Baltimore

Priority 4—A Growing Economy

Online survey respondents were more likely to rate the availability of jobs and cultural activities as excellent or good. More than a quarter of all online survey respondents rated the availability of jobs in Baltimore as excellent or good.

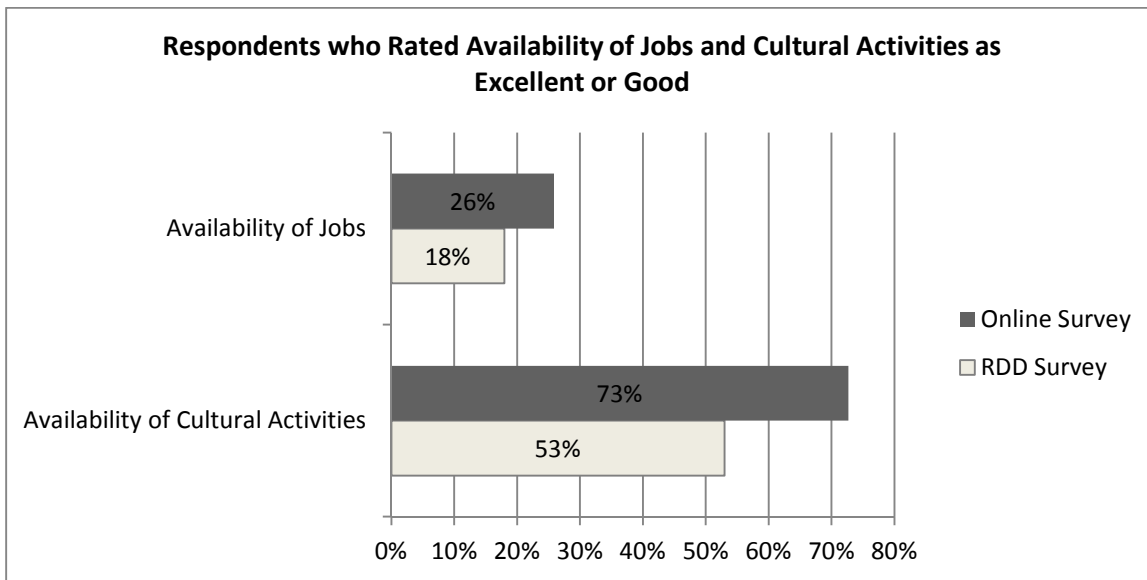


Chart 8: Respondents who Rated Availability of Jobs and Cultural Activities as Excellent or Good

Priority 5—Innovative Government

Online survey respondents were less satisfied with Baltimore City services than RDD survey respondents. Forty-nine percent (49%) of online survey respondents were unsatisfied or very unsatisfied with Baltimore City services while 33 percent of RDD survey respondents were unsatisfied or very unsatisfied.

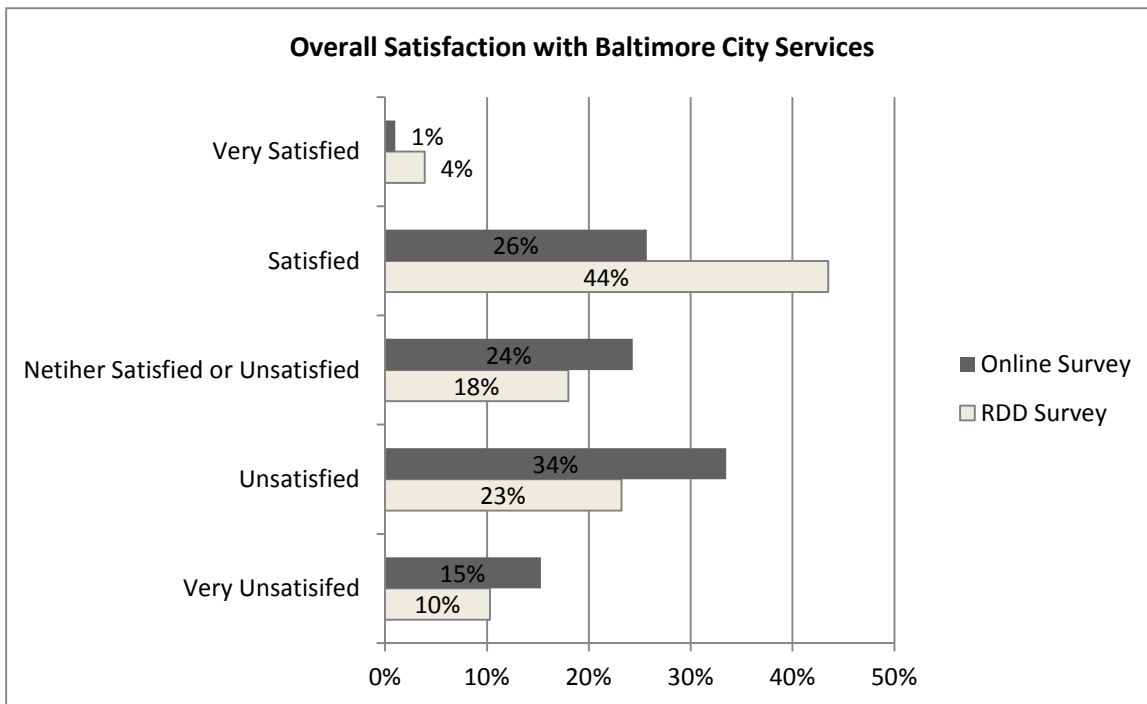


Chart 9: Overall Satisfaction with Baltimore City Services

Priority 6—A Cleaner and Healthier City

While online survey respondents were more likely to rate curbside recycling and trash service as excellent or good, they were also less likely to rate water and sewer service and rat control as excellent or good. The most highly rated cleanliness-related service was curbside recycling and the service with the least favorable ratings was rat control, with only 15 percent of online survey respondents rating it as excellent or good.

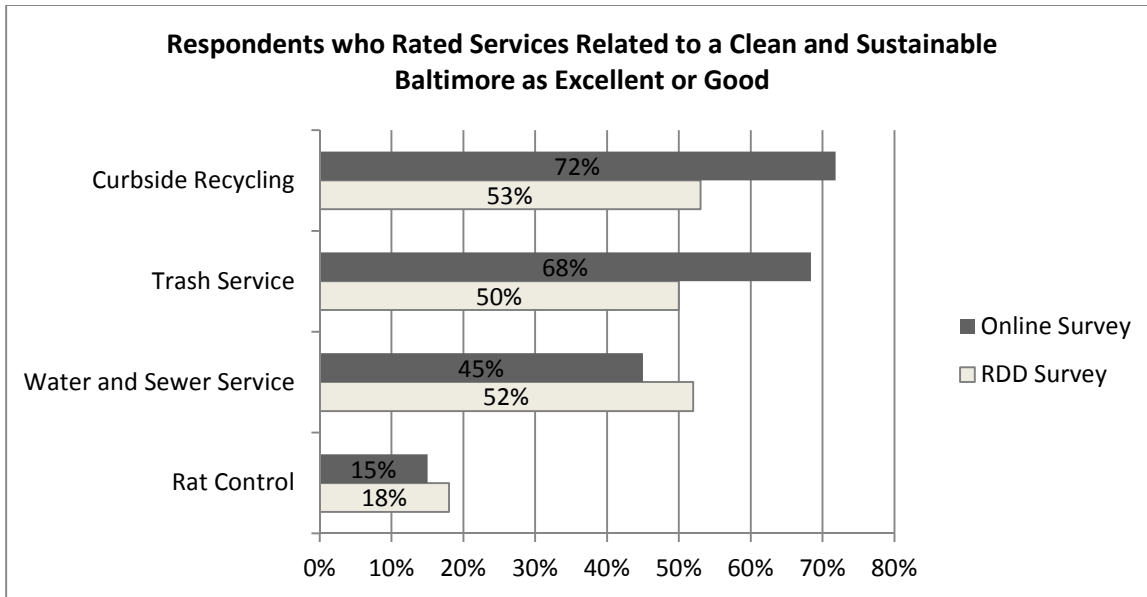


Chart 10: Respondents who Rated Services Related to a Clean and Sustainable Baltimore as Excellent or Good

Online survey respondents were less likely to rate City and neighborhood cleanliness and green space as excellent or good, with the exception of neighborhood green space. There was a large difference in the perception of City cleanliness between online and RDD survey respondents. Only nine percent of all online survey respondents rated City cleanliness as excellent or good.

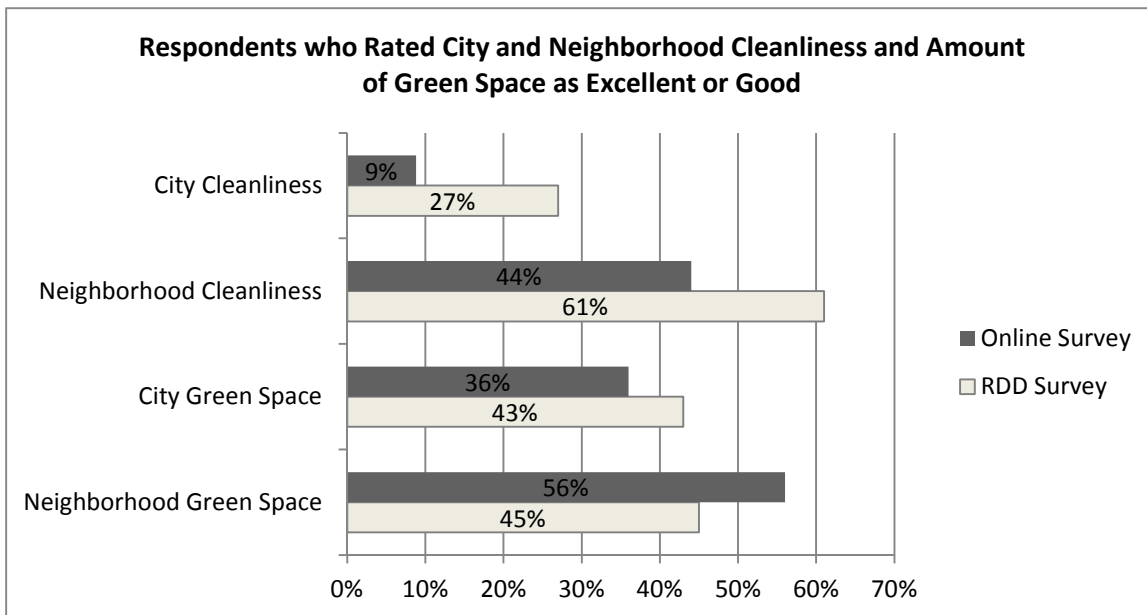


Chart 11: Respondents who Rated City and Neighborhood Cleanliness and Green Space as Excellent or Good

Likelihood of Leaving Baltimore

Online survey respondents were more likely to leave Baltimore. The higher education level and higher average age among online survey respondents possibly increase their likelihood to leave Baltimore. The average age of all online survey respondents was 43.6 while the average age of all RDD survey respondents was 50.5, and 45 percent of all online survey respondents had a graduate/professional degree while 16 percent of all RDD survey respondents had a graduate/professional degree.

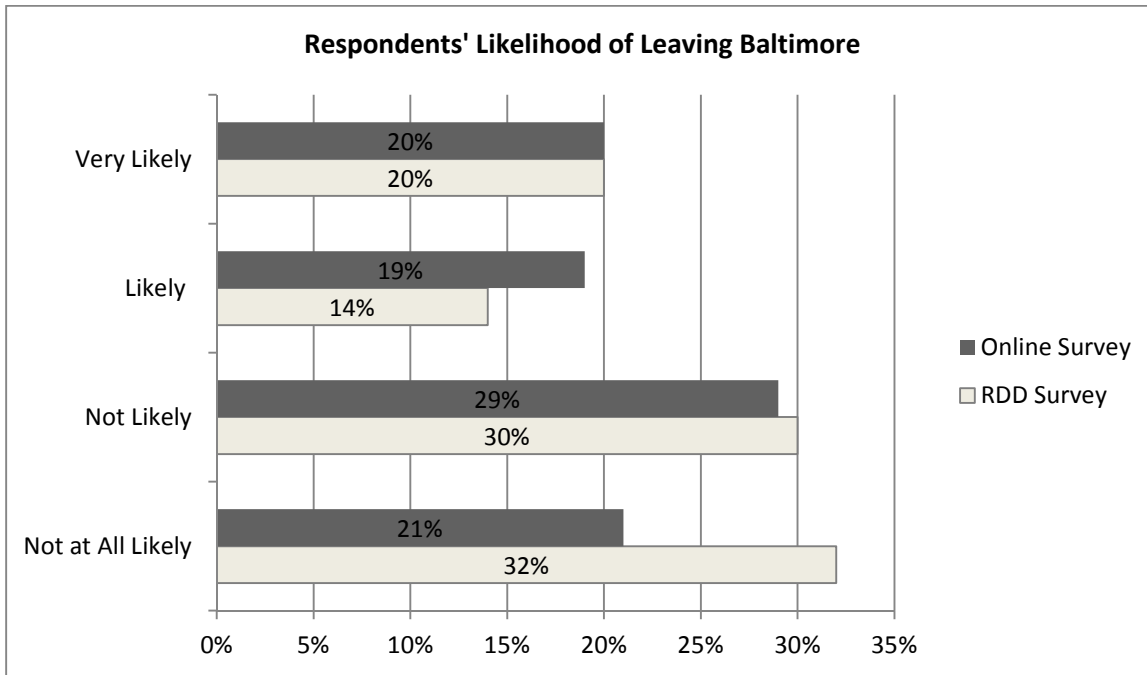


Chart 12: Respondents' Likelihood of Leaving Baltimore

Conclusion

Respondents to the online survey were a self-selected group of higher-income and better-educated residents of Baltimore City as compared to the average City resident. For responses related to *Better Schools* and *Safer Streets*, online survey respondents were more likely to have no experience with the Baltimore K-12 education, less likely to rate safety-related services as excellent or good, more likely to rate different areas of the City as safe or very safe, and more likely to rate safety issues such as crime and drug use as a serious or very serious problem.

For responses related to *Stronger Neighborhoods*, *A Growing Economy*, and *Innovative Government*, online survey respondents were less likely to rate neighborhood-related services as excellent or good, more likely to rate the availability of jobs and cultural activities as excellent or good, and less likely to be satisfied with Baltimore City services. For responses related to *A Cleaner and Healthier City*, online respondents were more likely to rate curbside recycling, trash removal service, and neighborhood green space as excellent or good, less likely to rate water and sewer service, rat control, and City cleanliness and green space as excellent or good, and more likely to leave Baltimore in the next one to three years.