

Baltimore City Resident Survey 2012

[Note: This survey is being presented in a mail survey format for ease of review. Because this survey is administered by phone, it is programmed for administration via a script for callers and generated by a computer-aided telephone interviewing system.]

1. How would you rate ...		Excellent	Good	Fair	Poor	DK
a.	How do you rate the cleanliness of the city?	4	3	2	1	9
b.	How do you rate the cleanliness of your neighborhood?	4	3	2	1	9
c.	How do you rate the availability of good jobs in Baltimore?	4	3	2	1	9
d.	How do you rate the availability of cultural activities in Baltimore?	4	3	2	1	9
e.	How do you rate the availability of recreational opportunities in Baltimore?	4	3	2	1	9

2. Overall how satisfied would you say you are with the quality of the services that Baltimore City provides? Would you say you are...					
Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	D/K
5	4	3	2	1	9

3. 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]	3a. On a scale of 1 to 10 how important are the following services to you?	3b. 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.)					
a.	Police protection		4	3	2	1	8	9
b.	Fire protection		4	3	2	1	8	9
c.	Street maintenance		4	3	2	1	8	9
d.	Sidewalk maintenance		4	3	2	1	8	9
e.	(K-12) Education		4	3	2	1	8	9
f.	Street lighting		4	3	2	1	8	9
g.	Snow removal		4	3	2	1	8	9
h.	Trash removal		4	3	2	1	8	9
i.	Curbside recycling		4	3	2	1	8	9
j.	Rat control		4	3	2	1	8	9
k.	EMS/Ambulance service		4	3	2	1	8	9
l.	311 (non-emergency) service		4	3	2	1	8	9
m.	Housing code enforcement (illegal dumping, high grass and weeds, poorly maintained homes)		4	3	2	1	8	9
n.	Water and sewer services		4	3	2	1	8	9
o.	Tree planting/maintenance		4	3	2	1	8	9
p.	Libraries		4	3	2	1	8	9
q.	City-run pools		4	3	2	1	8	9
r.	City recreation centers		4	3	2	1	8	9
s.	Animal control (this is dead animal pick-up, threatening animal pick-up, and animal shelter)		4	3	2	1	8	9

4a. What do you consider to be the most important service that Baltimore City provides?

[Record response verbatim]

4b. What do you consider to be the second most important service that Baltimore City provides?

[Record response verbatim]

5. 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?

RANDOMIZE		Not a problem	Moderate Problem	Serious Problem	Very Serious Problem	D/K
a.	Illegal dumping	1	2	3	4	9
b.	Illegal drug use	1	2	3	4	9
c.	Traffic congestion	1	2	3	4	9
d.	Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross, distracted driving (cell phones or other devices))	1	2	3	4	9
e.	Violent crime	1	2	3	4	9
f.	Property crime (homes, cars)	1	2	3	4	9
g.	Graffiti	1	2	3	4	9
h.	Homelessness	1	2	3	4	9
i.	Vacant or abandoned buildings	1	2	3	4	9
j.	Poorly maintained homes and properties	1	2	3	4	9
k.	A lack of affordable housing	1	2	3	4	9
l.	Finding parking in your neighborhood	1	2	3	4	9
m.	Finding parking in commercial areas	1	2	3	4	9
n.	Panhandling	1	2	3	4	9

6. Please rate whether the following are getting better or worse as problems in Baltimore.							
RANDOMIZE		Getting Much Worse	Getting Worse	About the Same	Getting Better	Getting Much Better	D/K
a.	Illegal dumping	1	2	3	4	5	9
b.	Illegal drug use	1	2	3	4	5	9
c.	Traffic congestion	1	2	3	4	5	9
d.	Drivers disobeying traffic laws (running red lights, speeding, not allowing pedestrians to cross, distracted driving (cell phones or other devices))	1	2	3	4	5	9
e.	Violent crime	1	2	3	4	5	9
f.	Property crime (homes, cars)	1	2	3	4	5	9
g.	Graffiti	1	2	3	4	5	9
h.	Homelessness	1	2	3	4	5	9
i.	Vacant or abandoned buildings	1	2	3	4	5	9
j.	Poorly maintained homes and properties	1	2	3	4	5	9
k.	A lack of affordable housing	1	2	3	4	5	9
l.	Finding parking in your neighborhood	1	2	3	4	5	9
m.	Finding parking in commercial areas	1	2	3	4	5	9
n.	Panhandling	1	2	3	4	5	9

7. How safe or unsafe do you feel in the following locations? Would you say...? Very Safe, Safe, Unsafe, or Very Unsafe? {Downtown is defined however the respondent chooses}						
		Very Safe	Safe	Unsafe	Very Unsafe	No Opinion/ DK (Volunteered)
a.	In your neighborhood during the day	4	3	2	1	9
b.	In your neighborhood at night	4	3	2	1	9
c.	Downtown during the day	4	3	2	1	9
d.	Downtown at night	4	3	2	1	9
e.	In city parks during the day	4	3	2	1	9

8. During the past year, how often did you visit a City Park? Would you say daily, weekly, monthly, occasionally, or never?							
		Daily	Weekly	Monthly	Occasionally	Never [If never – why]	Refused
		5	4	3	2	1	9

9. 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?

		Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Cleanliness	5	4	3	2	1	9
b.	Convenience of Location	5	4	3	2	1	9

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

Locations are not convenient	1
Hours of operation are not convenient	2
The facilities I want are not offered	3
I don't feel safe there	4
They are not clean - trash	5
They are not clean – dog feces	6
Other specify -	7
Don't know	8
Refused	9

15. 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.

	[RANDOMIZE]	Always	Most of the Time	Sometimes	Rarely	Never	Refused
a.	Public Transportation	5	4	3	2	1	9
b.	Bicycle	5	4	3	2	1	9
c.	Walk	5	4	3	2	1	9

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

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

17. Thinking about your overall perception of the Baltimore City Police Department, would you say that your overall perception is Very Favorable, Somewhat Favorable, Neither Favorable nor Unfavorable, Somewhat Unfavorable, or Very Unfavorable?

	Very Favorable	Somewhat Favorable	Neither Favorable nor Unfavorable	Somewhat Unfavorable	Very Unfavorable	Refused / Don't Know
	5	4	3	2	1	9

18. 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.

		Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Level of Police presence	5	4	3	2	1	9
b.	Their responsiveness	5	4	3	2	1	9
c.	Their approachability	5	4	3	2	1	9
d.	Their professionalism	5	4	3	2	1	9
e.	Their ability to prevent crime	5	4	3	2	1	9

19. Thinking about your overall perceptions of crime and public safety in Baltimore City, how much of a role does each one of the following have in forming your perceptions about crime and public safety in Baltimore City?

		Very Large Role	Fairly Large Role	Fairly Small Role	Very Small Role	No Role at all	Don't Know / Refused
a.	Print/digital media (newspapers, online publications, blogs, etc.)	5	4	3	2	1	9
b.	News programs on Television	5	4	3	2	1	9
c.	Entertainment on Television or movies	5	4	3	2	1	9
d.	Radio	5	4	3	2	1	9
e.	Personal experience	5	4	3	2	1	9
f.	Experience of friends/family, etc.	5	4	3	2	1	9

20. Have you had any of the following experiences with the Baltimore City Police Department or a Baltimore City Police officer in the last year?

	Yes	No	Don't Know / Refused
Report a crime as a witness	1	2	9
Witness to a crime	1	2	9
Report a crime as the victim of a crime	1	2	9
Suspect in or Arrest for a crime	1	2	9
Filed a complaint	1	2	9
Routine traffic stop	1	2	9
Traffic accident	1	2	9
Asked for information (directions, advice, etc.)	1	2	9
Community activity, meeting, etc.	1	2	9
On-duty, other interaction	1	2	9
Off-duty Personal interaction (in a social setting)	1	2	9

20a If answer to any of Q20 is "Yes," Would you say that your interactions with the Baltimore City Police Department over the last year have been on the whole positive or negative?		
Positive	Negative	Don't Know / Refused
1	2	9

21. Did you contact a City employee in the past year?	
Yes	1
No	2

21a. Thinking about your most recent contact with a City employee, who did you contact, was he or she a:	
311 operator	1
City hall operator	2
City council member	3
Other city employee (specify)	4
Don't know/ can't remember	5
Refused	9

21b. 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?							
	Aspect	Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	No Opinion/ DK (Volunteered)
a.	Level of service you received	5	4	3	2	1	9
b.	Knowledge of the employee	5	4	3	2	1	9
b.	Timeliness of the employee's response	5	4	3	2	1	9
c.	The resolution of your concerns	5	4	3	2	1	9

22. How long have you lived in Baltimore? [Record response verbatim]
 Round Number of years to nearest whole year

23. [Based on previous response, if less than 3 years} Why did you move to Baltimore? [If greater than 3 years} Why do you stay in Baltimore? [Field coded, responses not read. Select response that is most closely matched]	
Strong job market/employment opportunities	1
Proximity to family and/or friends	2
Diverse housing options (style, size, age)	3
Affordable housing prices	4
Neighborhoods/Sense of community	5
Historic nature of City	6
Diverse population	7
Green living, including walkability & biking	8
Dining & entertainment options	9
Arts & culture	10
Sports & recreation	11
Faith & spiritual options	12
Mass transit options/Access to other major markets	13
Quality healthcare options	14
Educational opportunities and school choice (public, private, parochial, higher education)	15
Other	16
Refused	17

24. How likely are you to move out of Baltimore in the next 1 to 3 years?					
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.	Very Likely	Likely	Not Likely	Not At All Likely	Don't Know/Refused
	4	3	2	1	9

24a. If you are planning to leave the City, what is the primary reason why? (ask only if response to 24 was "very likely" or "likely") [Field code, do not read response options.]	
Crime rate is too high	1
Poor quality public schools	2
Taxes are too high	3
Not enough open space/desire for a backyard	4
Cost of Living is too high	5
Pursue another job	6
Pursue an education	7
Moving is involuntary	8
Other Specify _____	9
Don't know	99

25. 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.						
		Very Likely	Likely	Not Likely	Not At All Likely	DK
a.	Recommend living in Baltimore to your friends?	4	3	2	1	9
b.	Recommend living in your neighborhood to your friends?	4	3	2	1	9
c.	Recommend Baltimore as a place to raise children?	4	3	2	1	9
d.	Recommend Baltimore as a place to retire?	4	3	2	1	9
e.	Recommend buying a home in Baltimore?	4	3	2	1	9

26. In your opinion, what is the single most important thing that Baltimore City government can do to improve life in the City? [Record response verbatim]

27. Of the following seven priority areas for Baltimore City, indicate which is your first priority, second priority, and third priority.					
		First Priority	Second Priority	Third Priority	Don't Know / Refused
a.	Public schools	1	2	3	9
b.	Youth development (youth programs, after-school activities, recreation programs for youth, etc. that are run by the City of Baltimore)	1	2	3	9
c.	Reducing crime	1	2	3	9
d.	Making the city cleaner	1	2	3	9
e.	Economic development (jobs, shopping, entertainment)	1	2	3	9
f.	Improving citizen health (decreasing obesity, heart disease, diabetes, drug use, smoking)	1	2	3	9
g.	City infrastructure improvement (roads, sidewalks, bridges, water and sewer services)	1	2	3	9

28. Of the following seven priority areas for Baltimore City, which would you be willing to pay more taxes for?			
		Pay More Taxes	Don't Know / Refused
a.	Public schools	1	9
b.	Youth development (youth programs, after-school activities, recreation programs for youth, etc. that are run by the City of Baltimore)	2	9
c.	Reducing crime	3	9
d.	Making the city cleaner	4	
e.	Economic development (jobs, shopping, entertainment)	5	9
f.	Improving citizen health (decreasing obesity, heart disease, diabetes, drug use, smoking)	6	9
g.	City infrastructure improvement (roads, sidewalks, bridges, water and sewer services)	7	9

29. Does your household have an emergency preparedness kit that includes enough water for 72 hours and a flashlight and a radio that are battery operated?	
Yes	1
No	2

Demographic Questions (for statistical purposes only)

D1. What sector do you work in?	
Non-profit	1
Private	2
Government	3
Unemployed	4
Self-Employed	5
Retired	6
Refused	9

D3. How many x live in your household?	
Total number Adults	
Total number Children under 18	

D2. What is your gender?	
Male	1
Female	2
Refused	9

D4. What is your marital status?	
Married	1
Single	2
Living as married with a partner	3
Divorced/Widowed/Separated	4

D5. How old were you on your last birthday?	
Number in years	

D6. What is your race/ethnicity? Would you say...	
White – Not Hispanic	1
Black – Not Hispanic	2
Hispanic	3
Asian	4
Other	5
Refused	9

D7. How many children under 18 live in your household who are...?			
	Age	Total #	Refused
D7a.	Kindergarten to 5 th Grade		99
D7b.	6 th to 12 th Grade		99
D7c.	Not in School		99

D8. Overall, where do you do the majority of your shopping?	
In my neighborhood	1
In other parts of the city	2
In the county or suburbs	3
On-line	4
D/K	9

D9. Do you own or rent your home?	
Own	1
Rent	2
Live with someone else who is a homeowner	3
Live with someone else who is a renter	4
Refused	9

D10. What is your zip code? _____

D11. What is the highest grade or year of school that you completed? Would you say...	
Less than High School	1
High School graduate or GED	2
Some College or Technical School (2 year degree)	3
College Graduate (4 year degree)	4
Graduate or professional education	5
Refused	9

D12. Do you or someone in your household have a disability?	
I have a disability	1
Someone in my household has a disability	2
No one in my home has a disability	3
Refused	9

D13. Do you access the internet in the follow ways / places?			
	Yes	No	Don't Know / Refused
At home (dial up)	1	2	9
At home (Broadband, Cable, DSL)	1	2	9
At Work or School	1	2	9
At a library	1	2	9
Through a mobile device / Smart phone	1	2	9

D14. How many members of your household work in Baltimore City?	
Total #	Refused
	99

D15. What is your annual household income? Would you say . .	
Under \$25,000	1
\$25,001 – \$50,000	2
\$50,001 - \$75,000	3
\$75,001 - \$100,000	4
Over \$100,000	5
Refused	9

D16. For most of your day-to-day communication do you or a member of your household speak a language other than English?

[Record language verbatim]