

# Citizen Survey Report for CleanStat

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## **EXECUTIVE SUMMARY**

This report is divided into three parts: Section A: Overall Results and Districts' and Demographics' Comparison, Section B: Trend Analysis, and Section C: Comparison with Performance Data. All three parts examine respondents' perception of cleanliness in four areas:

- 1) Cleanliness in the City and in their neighborhoods
- 2) Ratings of services related to a cleaner and more sustainable Baltimore
- 3) Ratings of neighborhood-related services
- 4) Ratings quality of life Issues

### **Section A: Overall Results and Districts' and Demographics' Comparison**

Section A of the report reviews the overall ratings of cleanliness in the four areas and breaks down the results by the nine planning districts and demographic groups.

#### **Overall Results Related to Cleanliness in 2012**

Twenty-seven percent (27%) of respondents reported that they felt the city's cleanliness was excellent or good while 24% rated it as poor. However, 57% felt their own neighborhood's cleanliness was excellent or good compared to 15% rating it as poor.

Of all the services cleanliness and neighborhood related services, street maintenance was rated as the most important while receiving the lowest satisfaction rating. Rat removal and street maintenance were the only two services to have a higher percentage of respondents rating them as poor than excellent or good combined. On the other hand, trash removal service was rated the second most important and received the highest satisfaction rating.

#### **Districts' Comparison**

The Central and Northwest districts had the highest ratings for city and neighborhood cleanliness respectively. The Western district consistently had the least favorable ratings for services related to city cleanliness and neighborhood related services. Districts with the most positive ratings for these services varied. Regarding quality of life issues, the Western district again had the least favorable ratings for the seriousness of both illegal dumping and graffiti. Respondents from the Central and Southeast districts were the most likely to rate Illegal Dumping and Graffiti as a moderate problem or not a problem.

#### **Demographics' Comparison**

The age group of 65+ consistently has higher ratings for city and neighborhood cleanliness and services related to cleanliness whereas the age groups of 18 to 24 and 24 to 35 have the lower ratings in these two areas. Black and female respondents consistently reported less favorable ratings for city and neighborhood cleanliness, city services related to cleanliness, neighborhood-related services and quality of life issues.

## **Section B: Trend Analysis**

With the exception of a dip in positive ratings in 2010, ratings of City cleanliness has remained stable over the past four years. The percentage of respondents rating neighborhood cleanliness as good or excellent declined from 2011 in 2012, but remains close to the original 2009 ratings.

For ratings of cleanliness-related services, both water and sewer services and curbside recycling received more favorable ratings in 2010 but have dropped for two consecutive years. Both trash and rat removal services improved significantly in 2012 from the previous year. However, positive ratings for trash removal remain below their original 2009 level.

Regarding neighborhood related services, snow removal and housing code enforcement received more favorable ratings in 2012 after two years of declining ratings in 2010 and 2011. For the first time, the 2012 Citizen Survey asked about street maintenance and sidewalk maintenance as two separate services. For this reason, it is not possible to compare this year's results with previous years' results for street and sidewalk maintenance. However, sidewalk maintenance received more positive ratings while street maintenance ratings were more in line with the previous years' ratings of the combined service.

For ratings of services related to the quality of life, both illegal dumping and graffiti received more favorable ratings of their seriousness than in years past. Graffiti was the only quality of life issue asked about in the Citizen Survey where more respondents felt the problem was getting better than getting worse.

## **Section C: Comparison with Performance Data**

Section C of this paper compares Citizen Survey results with changes in performance measures using Baltimore City's 311 service request data for fiscal years 2009 through 2012. Out of all services related to cleanliness, only changes in trash removal performance measures appeared to correspond with changes in citizens' perception. Changes in performance measures for all other aspects of cleanliness including city cleanliness, housing code enforcement, curbside recycling, graffiti and illegal dumping did not correspond with changes in citizens' perceptions.

## **SECTION A: OVERALL RESULTS AND DISTRICTS' COMPARISON**

### **Overview**

Section A of the report examines the overall results of the 2012 Citizen Survey and compares the perception of cleanliness and the ratings of services related to cleanliness in the nine planning districts in Baltimore, namely the Central, Eastern, Northern, Northeastern, Northwestern, Southern, Southwestern, Southeastern, and Western districts. Section A examines respondents' perception and ratings of cleanliness in four different areas:

- 1) Cleanliness in the City and in their neighborhoods
- 2) Ratings of services related to a cleaner and more sustainable Baltimore
- 3) Ratings of neighborhood-related services
- 4) Ratings of Quality of Life Issues

### **Districts' Comparison**

For cleanliness the Central district had the highest ratings for city cleanliness while the Northwest district had the highest ratings for neighborhood cleanliness. The Western district had the least favorable ratings for services related to city cleanliness and neighborhood related services. Districts with the most positive ratings for these services varied from service to service. Regarding quality of life issues, the Western district again had the least favorable ratings for the seriousness of both illegal dumping and graffiti. The Central and Southeast districts had the most positive ratings for Illegal Dumping and Graffiti respectively.

### **Demographics' Comparison**

The age group of 65+ consistently has higher ratings for perception of cleanliness and services related to cleanliness whereas the age groups of 18 to 24 and 24 to 35 have the lower ratings for perception of cleanliness and services related to cleanliness. Black and female respondents consistently reported less favorable ratings for city and neighborhood cleanliness, city services related to cleanliness, neighborhood-related services and quality of life issues.

## 1. Cleanliness in Baltimore and Neighborhoods

### Perception of Cleanliness in Baltimore City

Twenty-seven percent (27%) of respondents reported that the cleanliness of Baltimore City was excellent or good while 24% thought the cleanliness of Baltimore was poor. Out of the nine districts, the Central district received the best ratings with the highest percentage of respondents rating Baltimore’s cleanliness as excellent or good (56%). The Northern district rated city cleanliness as poor at the lowest rate (14%). The southern districts received the poorest ratings, with the Southwestern district having the lowest percentage of respondents rating it as excellent or good (21%) and the Southern district having the highest percentage of respondents rating Baltimore’s cleanliness as poor (34%).

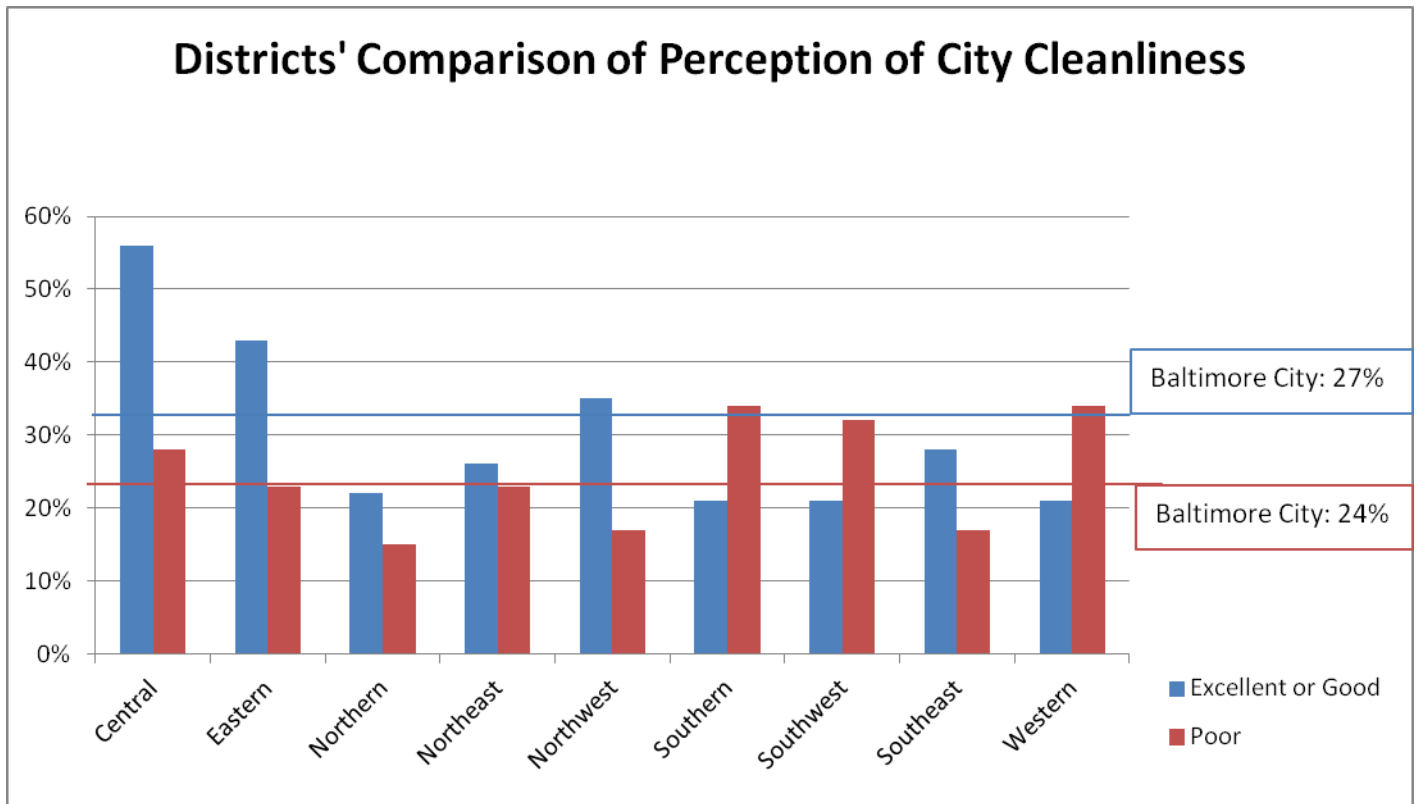


Figure 1: Districts’ Comparison of Perception of City Cleanliness

### Perception of Cleanliness in Neighborhoods

Perception of neighborhood cleanliness received better ratings than the City’s cleanliness. Fifty-seven percent (57%) of respondents thought the cleanliness of their neighborhoods were excellent or good while 15% thought the cleanliness of their neighborhood was poor. Out of the nine planning districts, the Northwestern district received the best ratings with the highest percentage of respondents rating the neighborhood’s cleanliness as excellent or good (67%). The Western district received the poorest ratings, having the lowest percentage of respondents rating the neighborhood’s cleanliness as excellent or good (39%) while the Southern District had the highest percentage of respondents rating their neighborhood cleanliness as poor (31%).

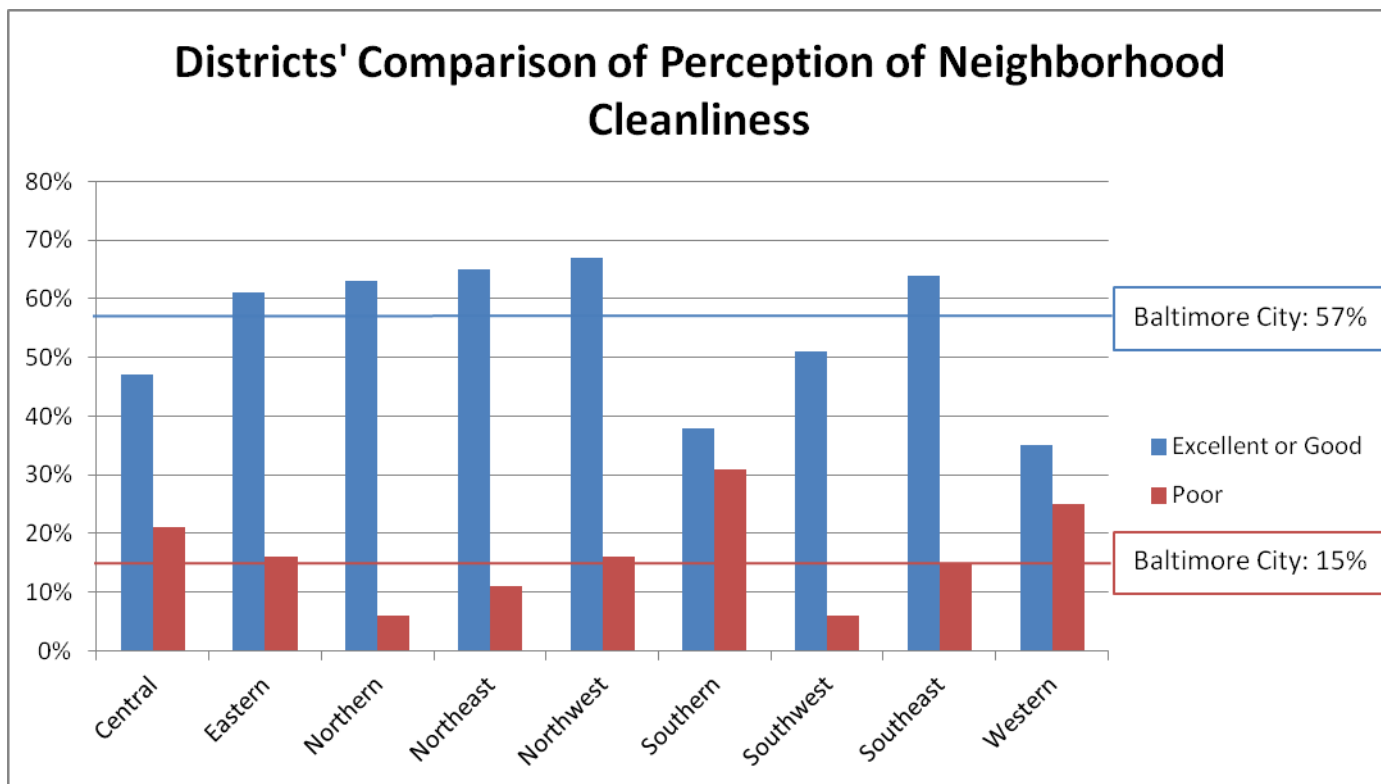


Figure 2: Districts’ Comparison of Perception of Neighborhood Cleanliness

**2. Ratings of Services Related to a Cleaner and More Sustainable Baltimore**

## Overall Results

The 2012 Citizen Survey asked respondents to rate both the importance of and satisfaction with city services. The chart below shows their ratings on a ten point scale for the four city services related to a cleaner and more sustainable Baltimore: water and sewer, rat removal, curbside recycling and trash removal. Trash removal services received both the highest satisfaction and importance rating, indicating the service would benefit from continued emphasis. On the other hand, rat removal received a high importance rating but a relatively low satisfaction rating, suggesting the service has opportunities for improvement.

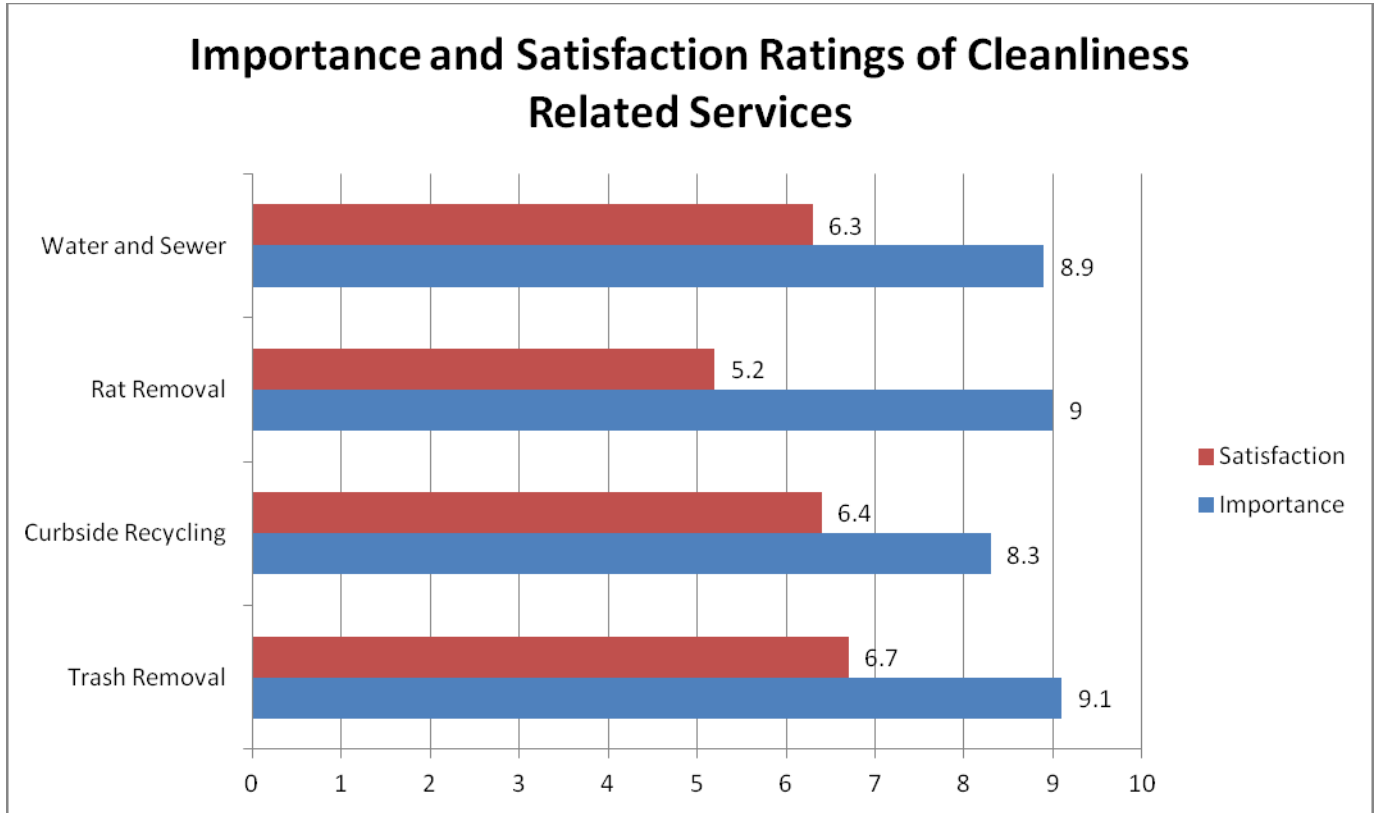


Figure 3: Importance/Satisfaction Ratings of Cleanliness Related Services

## Trash Removal

Trash removal services had the most favorable ratings out of cleanliness related city services. Fifty-seven percent (57%) of respondents rated trash removal services as excellent or good while 18% rated it as poor. The Northern district had the best ratings out of the nine districts, with the highest percentage of respondents rating the water and sewer services as excellent or good (65%) and the second lowest percentage of respondents rating it as poor (11%). The Western district had the least favorable ratings with the lowest percentage of respondents rating the service as good or excellent (40%) and the second highest percentage rating it as poor (30%).

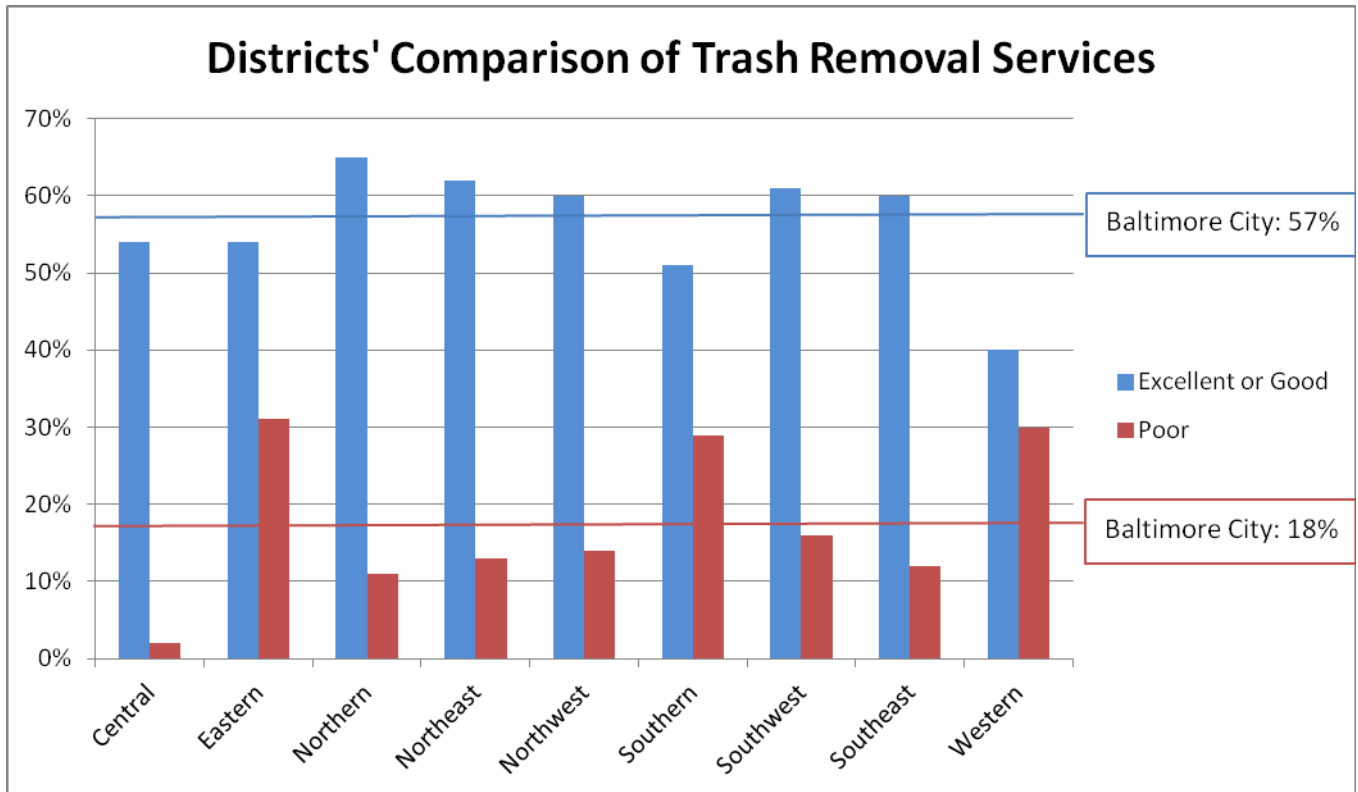


Figure 4: Districts' Comparison of Trash Removal Services

**Curbside Recycling**



Forty-eight percent (48%) of respondents rated curbside recycling as excellent or good while 18% rated it as poor. Just as with ratings of trash removal, the Northern district had the best ratings out of the nine districts, with the highest percentage of respondents rating the water and sewer services as excellent or good (57%). Also like trash removal, the Western district received the poorest ratings, with the lowest percentage of respondents rating curbside recycling as excellent or good (32%) and the highest percentage of respondents rating it as poor (32%).

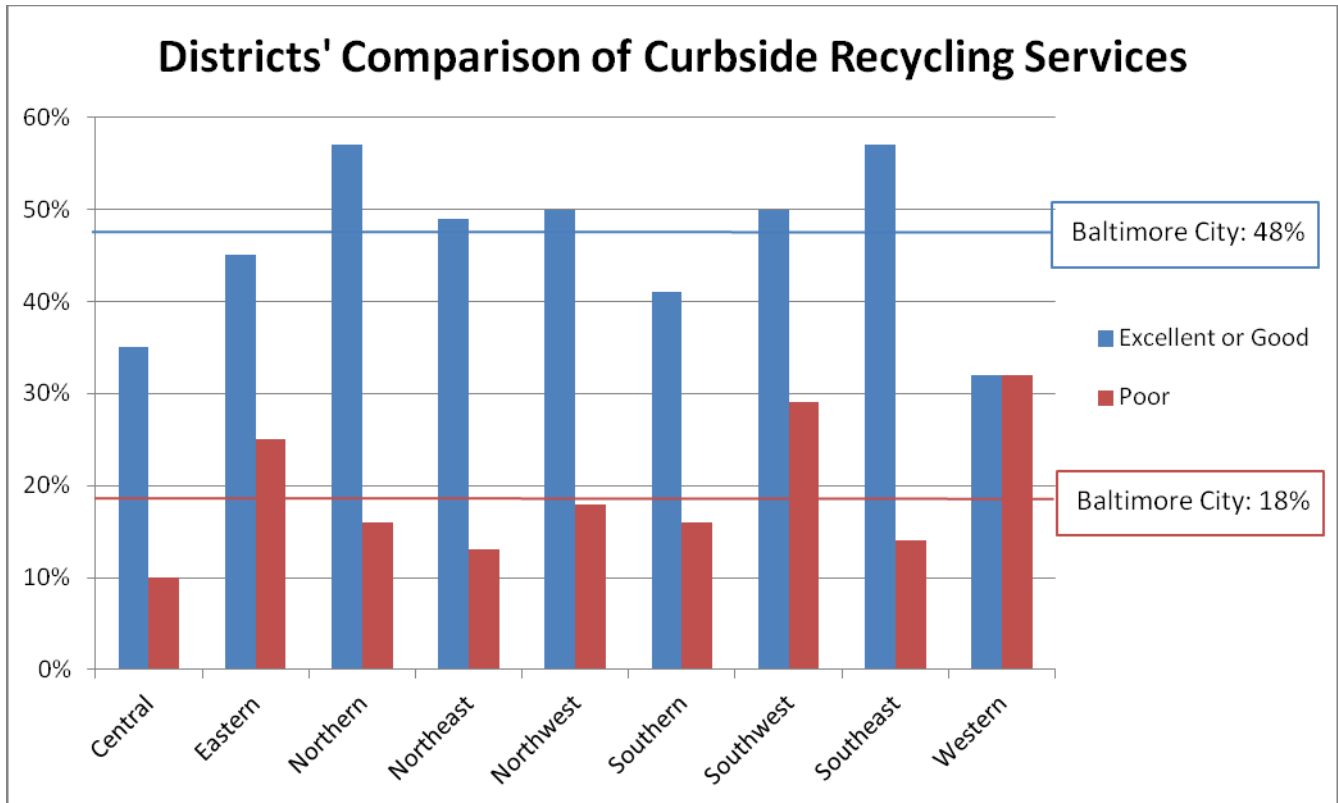


Figure 5: Districts' Comparison of Curbside Recycling

**Water and Sewer Services**

Forty-nine percent (49%) of respondents rated water and sewer services as excellent or good while 15% rated the service as poor. The Southeast district has the most favorable ratings out of the nine districts, with the highest percentage of respondents rating water and sewer services as excellent or good (67%). Only the Central (7%) and Northern (10%) districts rated the service as poor at a lower rate than the Southeast district (12%). Meanwhile, the Western district rated water and sewer as excellent or good at the lowest rate (39%) and poor at the highest rate (20%).

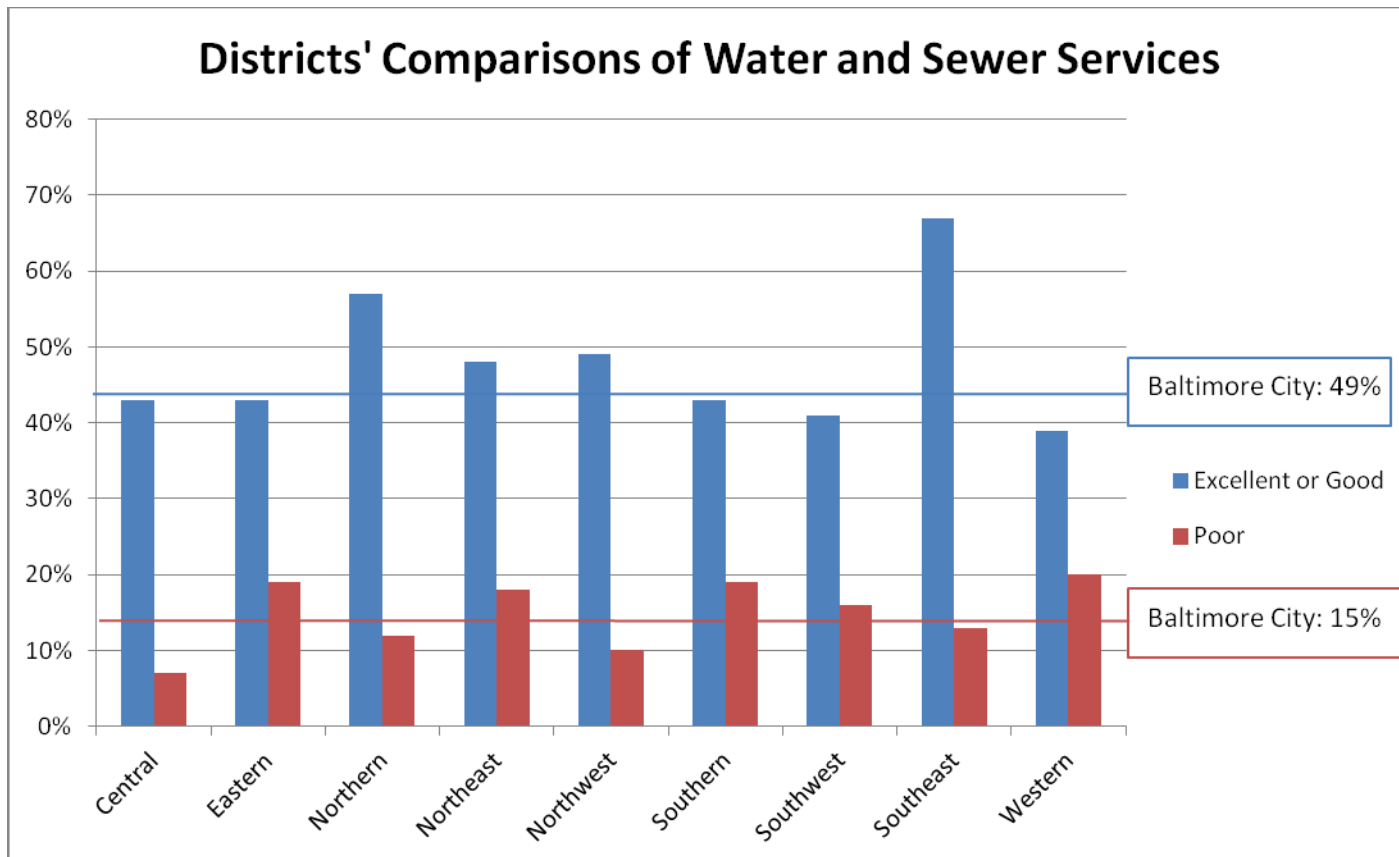


Figure 6: Districts' Comparison of Water and Sewer Services

**Rat Removal**

Rat removal received the worst ratings out of the four services related to a cleaner and more sustainable Baltimore, with more respondents rating the service as poor (32%) than good or excellent (29%). The Southwest district rated the service as good or excellent at the highest rate (35%) while the Northwest rated the service as poor at the lowest rate (20%). The Southern and Western districts gave rat removal services the poorest ratings, with 47% and 46% from the respective districts rating the service as poor.

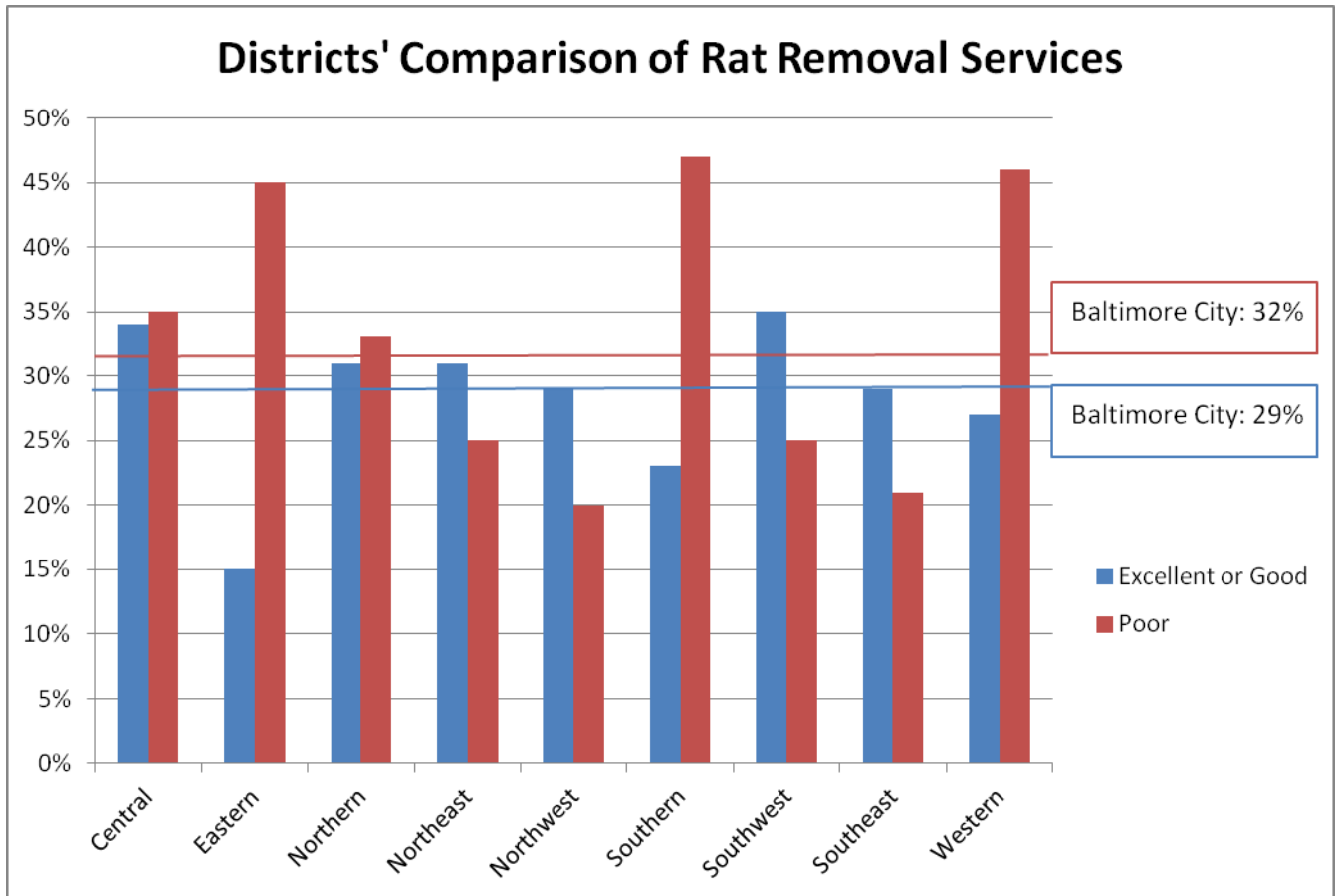


Figure 7: Districts' Comparison of Rat Removal Services

**3. Ratings of Neighborhood-related Services**

## Overall Results

Figure 8 shows the importance and satisfaction ratings for the four neighborhood related services, sidewalk maintenance, street maintenance, housing code enforcement and snow removal, in the citizen survey. Street maintenance had the highest importance rating but the lowest satisfaction rating. Snow removal on the other hand received the second highest importance rating out of neighborhood related services and received the highest satisfaction rating.

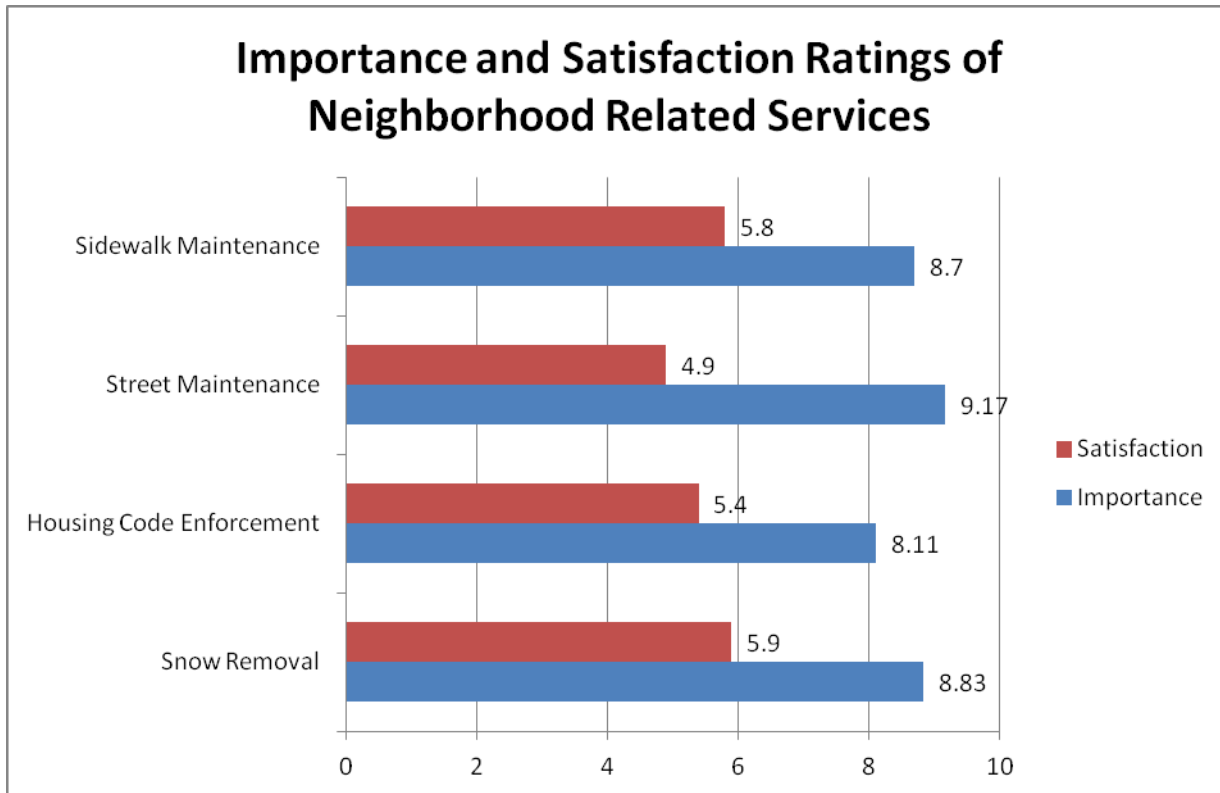


Figure 8: Importance/ Satisfaction ratings for Neighborhood Related Services

## Housing Code Enforcement

Twenty-seven percent (27%) of respondents rated housing code enforcement as excellent or good while another 20% rated it as poor. The Eastern district received the best ratings, with the highest percentage of respondents rating housing code enforcement as excellent or good (36%). The Western district gave the service the least favorable ratings, with the highest percentage of respondents rating it as poor (36%).

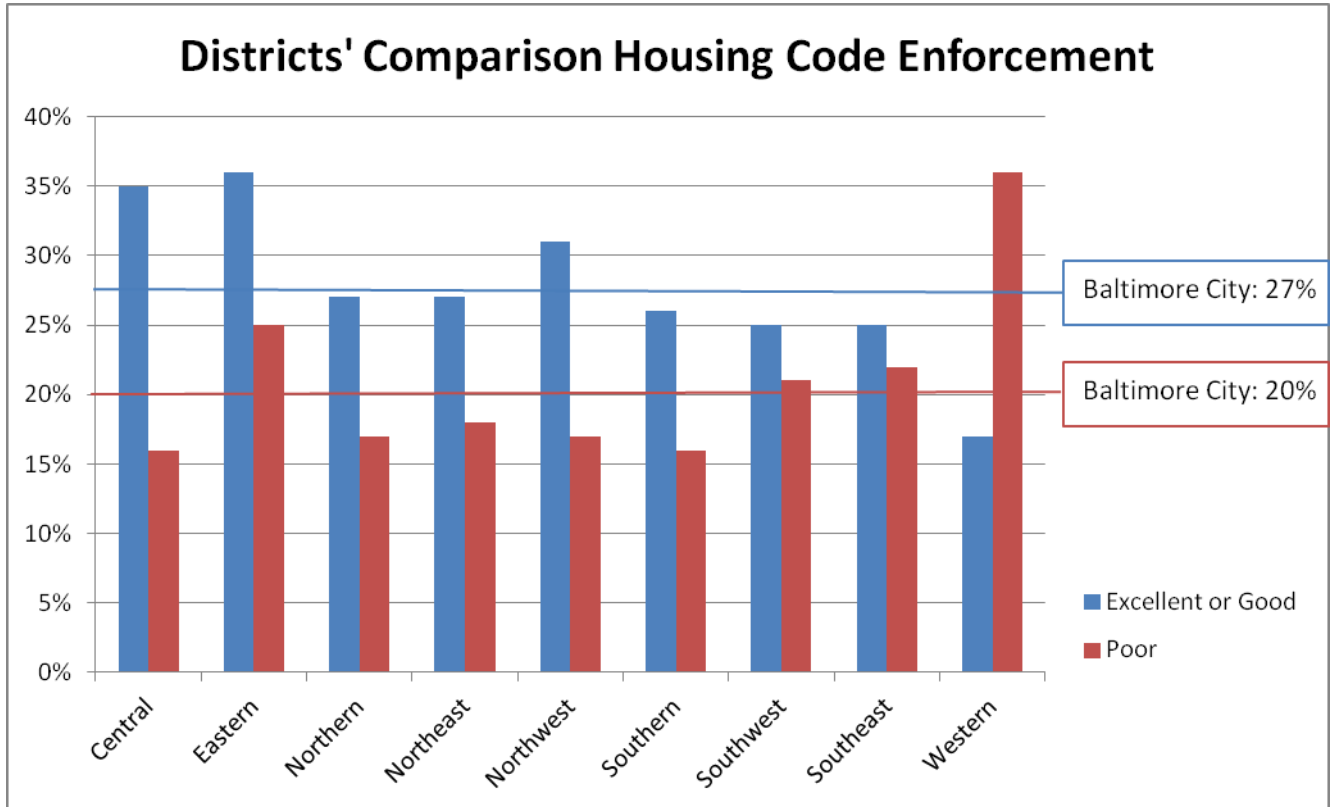


Figure 9: Districts' Comparison of Housing Code Enforcement

**Snow Removal**

Forty-five percent (45%) of respondents rated snow removal as excellent or good while 20% rated it as poor. The Eastern district has the best ratings out of the nine districts, with the highest percentage of respondents rating snow removal as excellent or good (67%) and the lowest percentage of respondents rating it as poor (14%). Once again, the Western district respondents gave the service the least favorable ratings, with the lowest percentage of respondents rating snow removal as excellent or good (31%) and the second highest percentage of respondents rating it as poor (24%). The Southern district had the highest percentage of respondents rating the service as poor (25%).

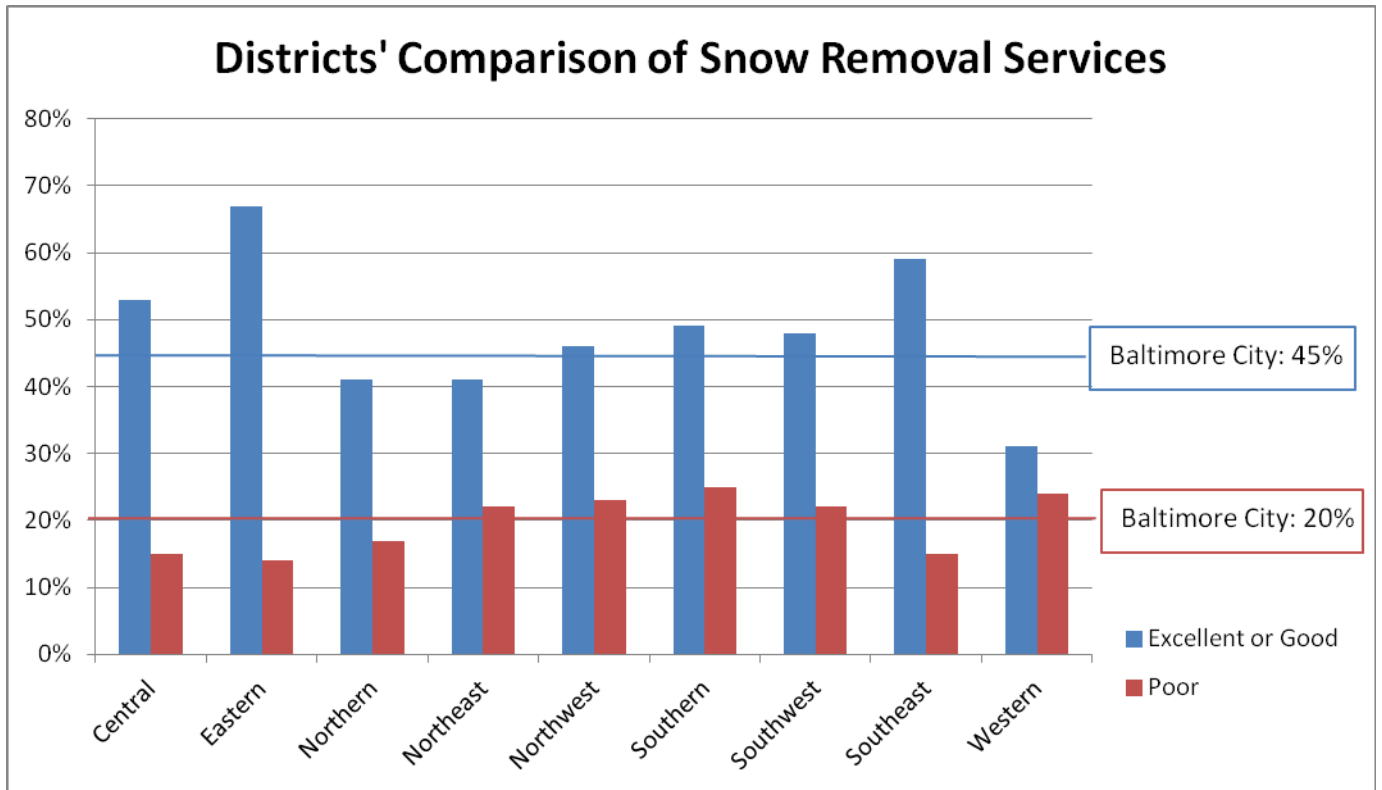


Figure 10: Districts' Comparison of Snow Removal Services

**Street Maintenance**

In the 2012 Citizen Survey, street and sidewalk maintenance were separated into two services that citizen survey respondents rated separately. Street maintenance received the worst ratings among neighborhood-related services with only 28% of respondents rating the service as excellent or good and 36% rating it as poor. The Northwest and Central districts gave the highest ratings to street maintenance, with 40% and 37% of respondents respectively rating the service as excellent or good. The Central district rated the service as poor at the lowest rate (18%). The Northern, Southern, Southwest, Southeast and Western districts all rated the service as poor at a rate between 35% and 41%.

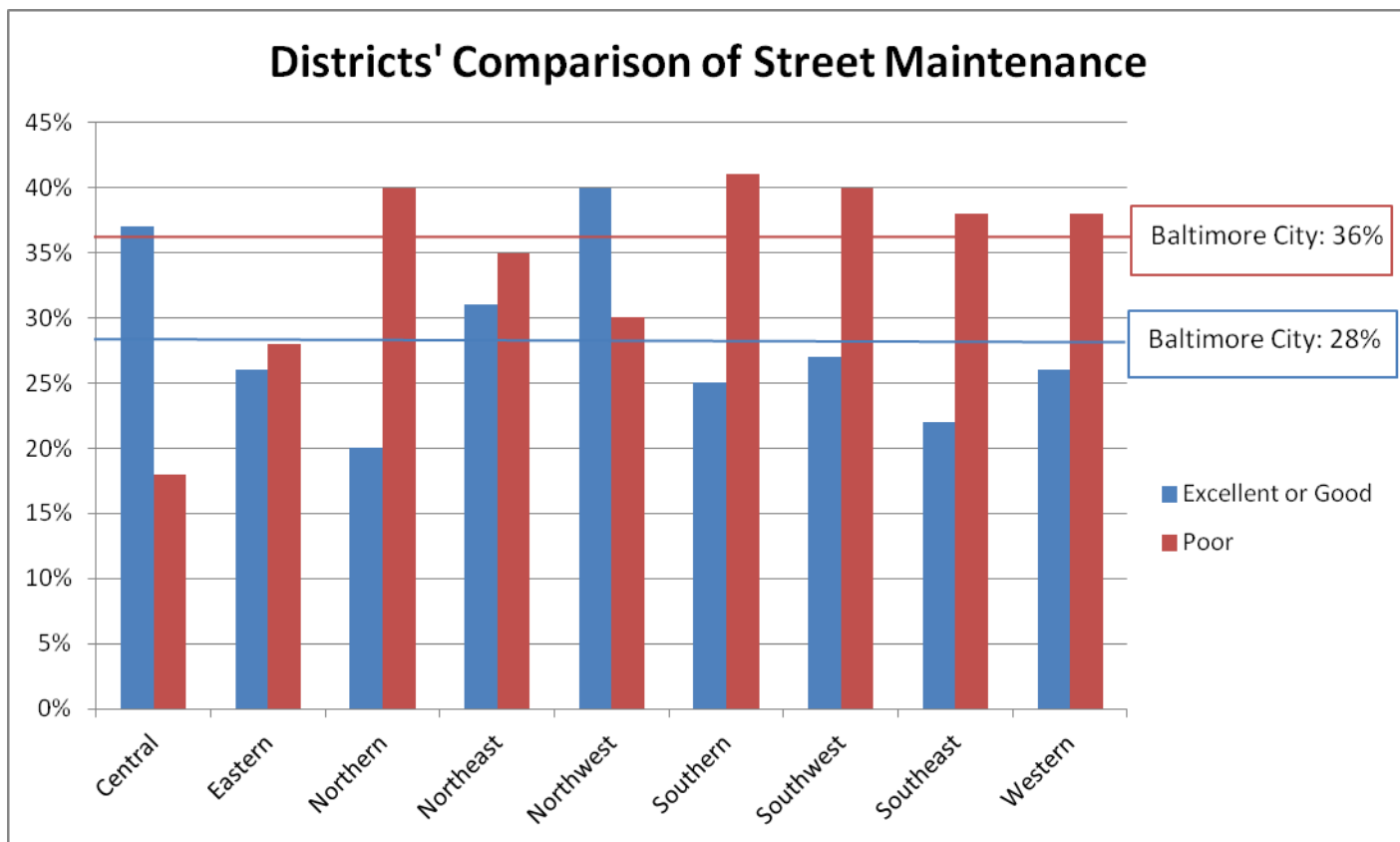


Figure 11: Districts' Comparison of Street Maintenance

### Sidewalk Maintenance

Sidewalk maintenance received a more favorable rating than street maintenance with 42% of respondents rating the service as good or excellent and 20% rating it as poor. The Eastern district had the highest percentage of respondents rating the service as excellent or good (58%) while the Central district had the lowest percentage of respondents rating the service as poor (14%). On the other hand, the Southern district had the highest percentage of respondents rating the service as poor (33%) and the Western district had the lowest percentage of respondents rating the service as excellent or good (33%).

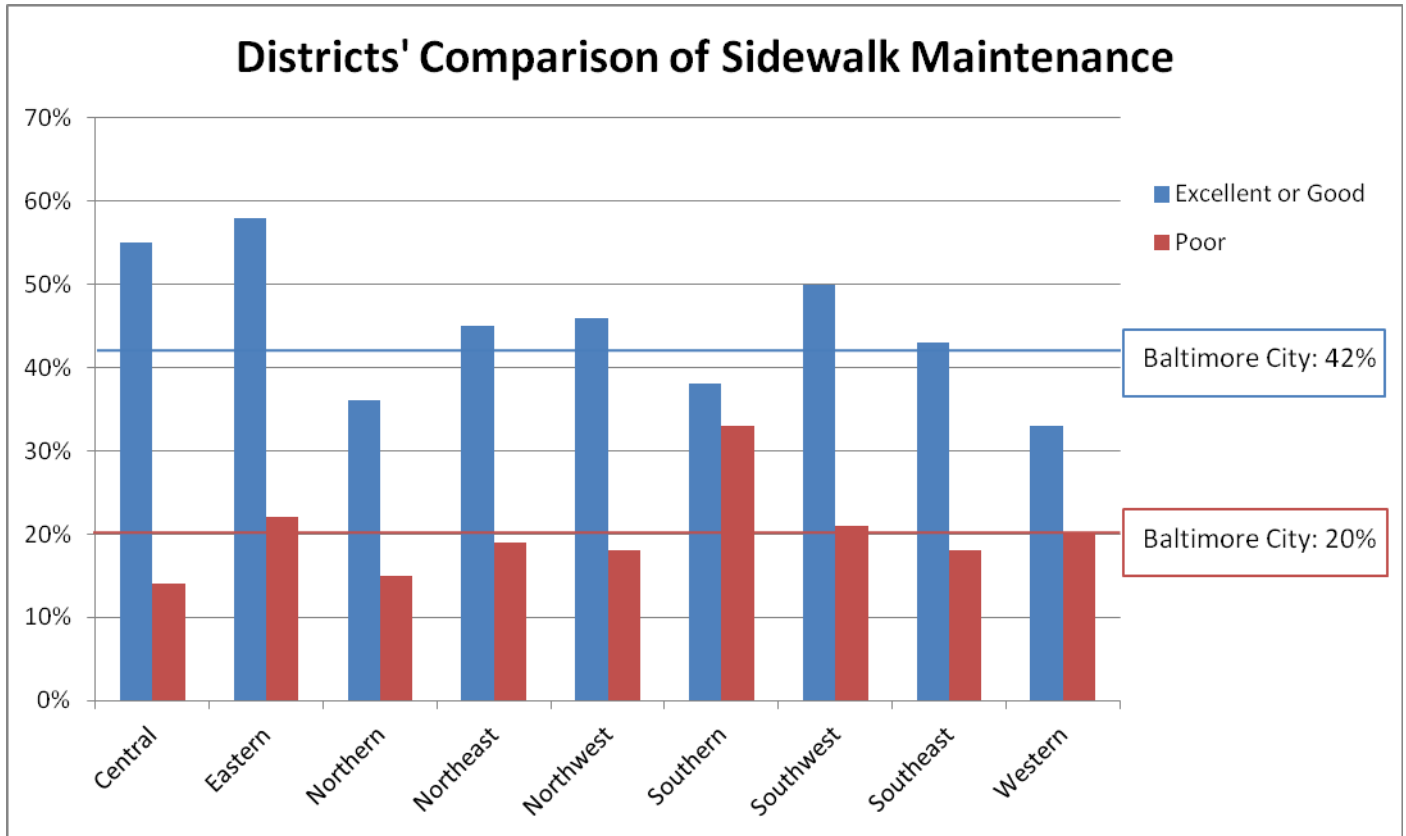


Figure 12: Districts' Comparison of Sidewalk Maintenance

**4. Ratings of Quality of Life Issues**



## Illegal Dumping

Illegal dumping is considered a serious or very serious problem by 52% of the citizen survey respondents, while 38% of respondents said the issue was either a moderate problem or not a problem at all. The Western district had the highest percentage of respondents rating illegal dumping as serious or very serious (70%). The Central district had the highest percentage of respondents rating the issue as moderate or not a problem (44%).

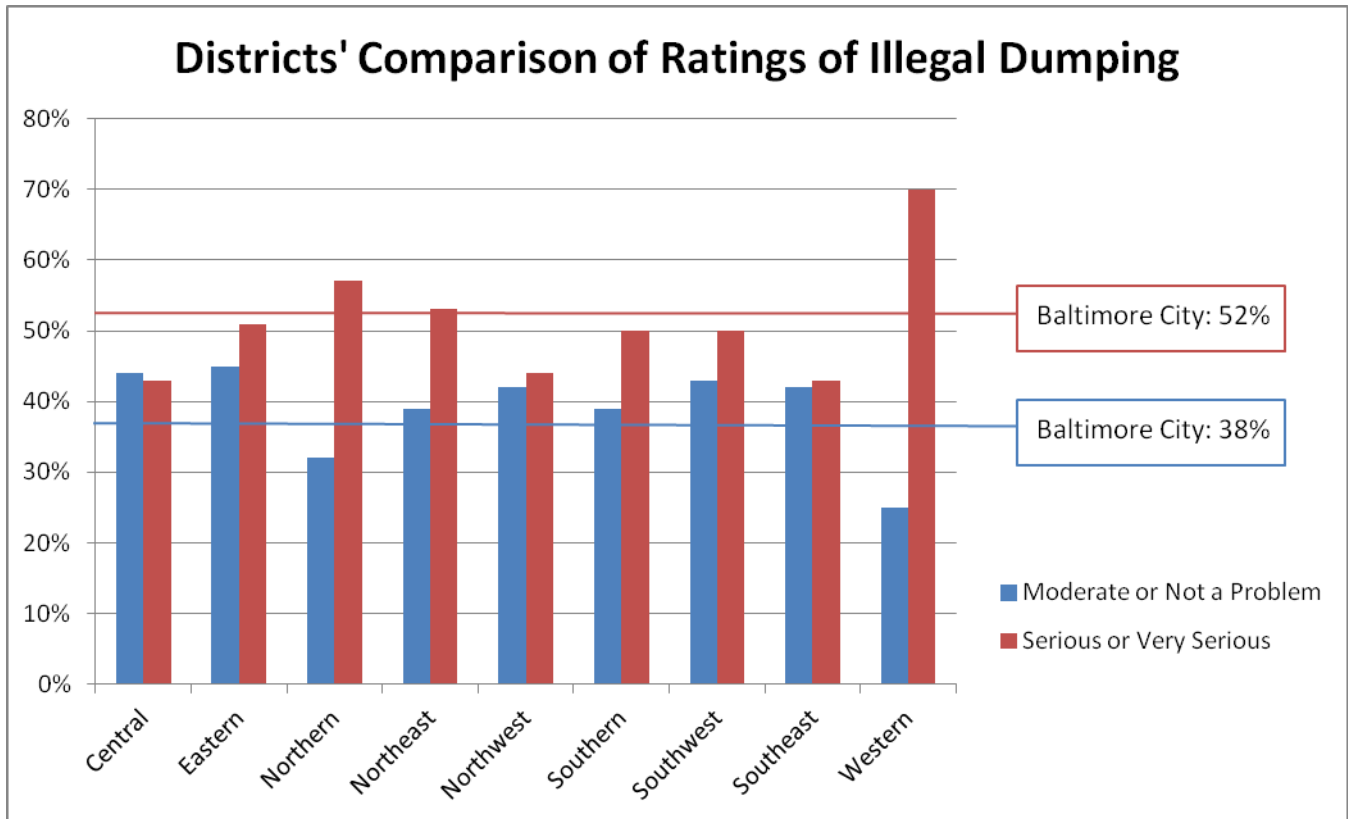


Figure 13: Districts' Comparison of Illegal Dumping Ratings

## Graffiti

Among all quality of life issues discussed in the 2012 Citizen Survey, Graffiti was rated as a moderate problem or not a problem by the highest percentage of respondents (73%). Only 20% of respondents said the issue was a serious or very serious problem. The Northern and Southeast districts rated graffiti as a moderate problem or not a problem at the highest percentage (79%), while the Western district rated it as a serious or very serious problem at the highest percentage (28%).

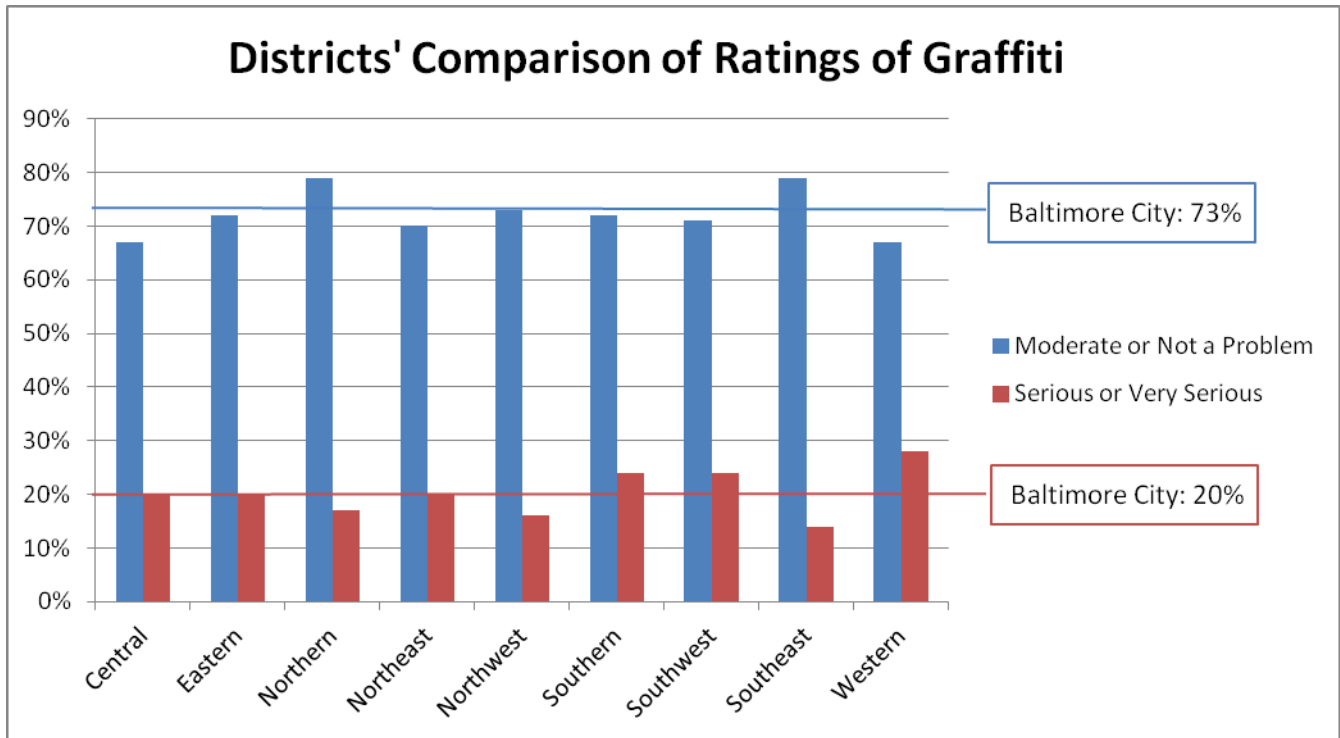


Figure 14: Districts' Comparison of Graffiti Ratings

**Demographics' Comparison**

## 1. Perception of Cleanliness in the City and Neighborhood

For the perception of the cleanliness of the City, the age group of 65 and over had the highest percentage of respondents rating city cleanliness as excellent or good but the lowest percentage of respondents giving the same positive ratings to their neighborhood’s cleanliness. The age group between 18 and 24 had the lowest percentage of respondents rating City cleanliness positively and the second highest percentage of respondents rating it as poor. Black and female respondents had the higher percentages of respondents perceiving both city and neighborhood cleanliness as poor than white and male respondents.

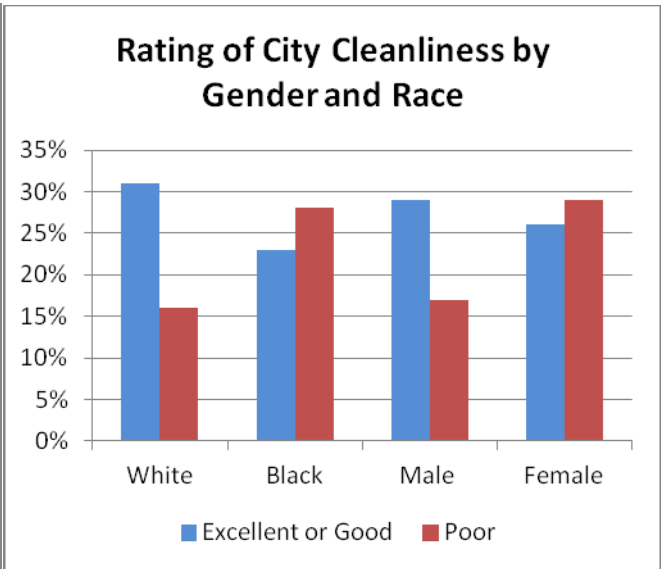
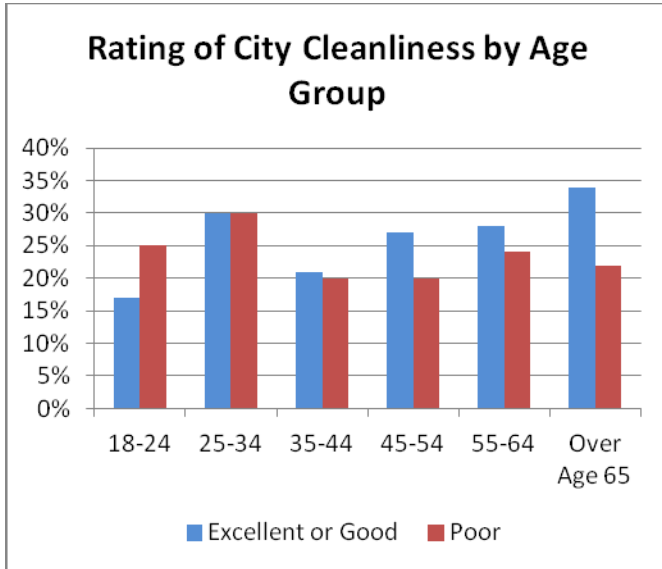


Figure 15: Age Comprison of City Cleanliness

Figure 16: Race/Ethnicity Comprison of City Cleanliness

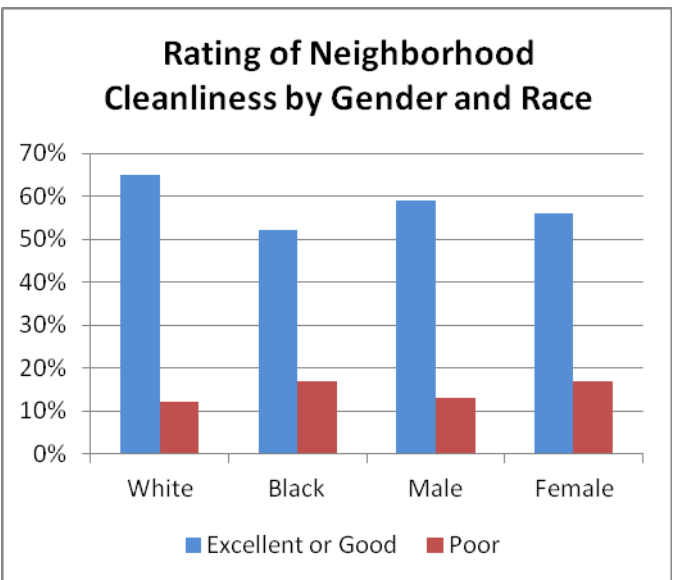
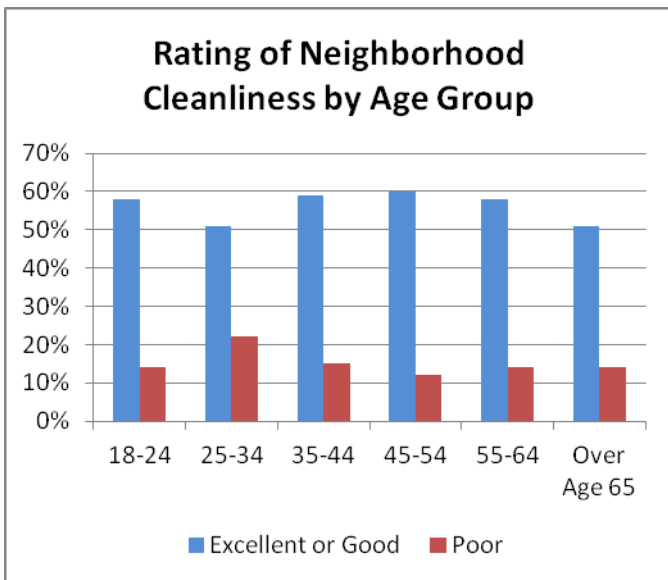


Figure 17: Age Comparison of Neighborhood Cleanliness

Figure 18: Race/Ethnicity of Comparison of Neighborhood

## 2. Ratings of services related to a cleaner and more sustainable Baltimore

Respondents over the age of 65 and between 55 and 64 had the highest percentage of respondents rating water and sewer services, trash removal services, curbside recycling and rat removal services as excellent or good, while the age group between 18 and 24 rated these same services as poor at the highest rate. Once again, black respondents were most likely to rate these services as poor.

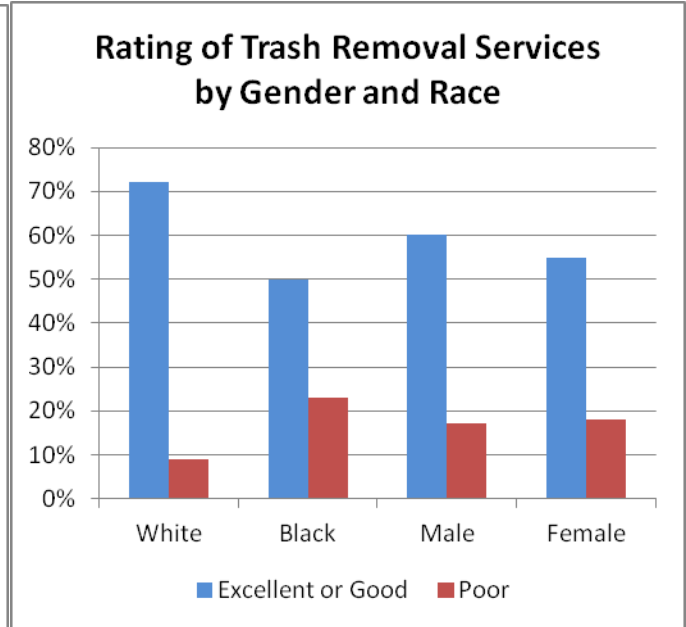
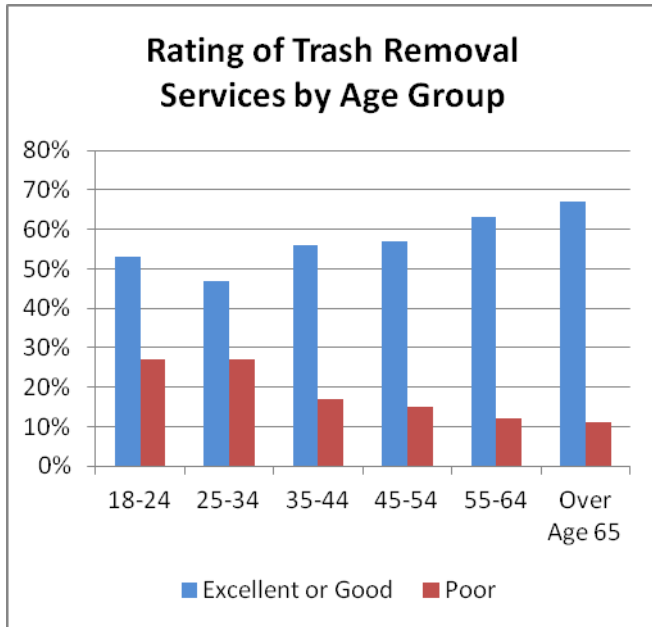


Figure 19: Age- Trash Removal

Figure 20: Race/Ethnicity- Trash Removal

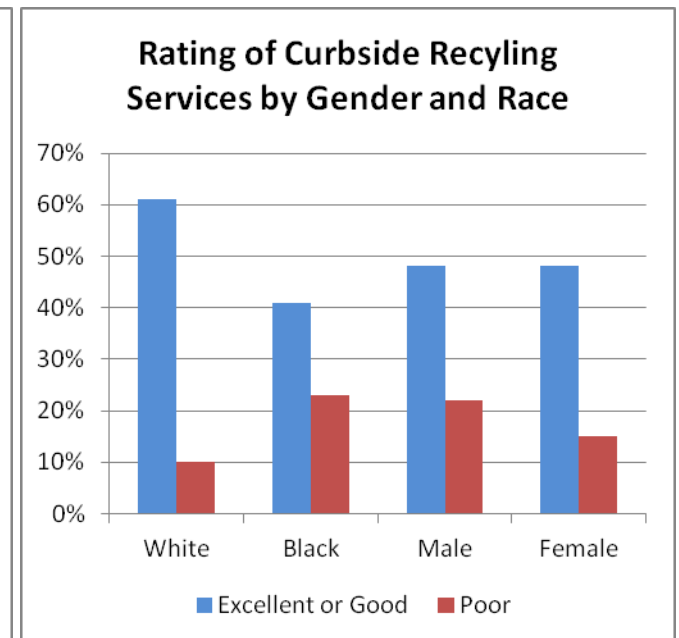
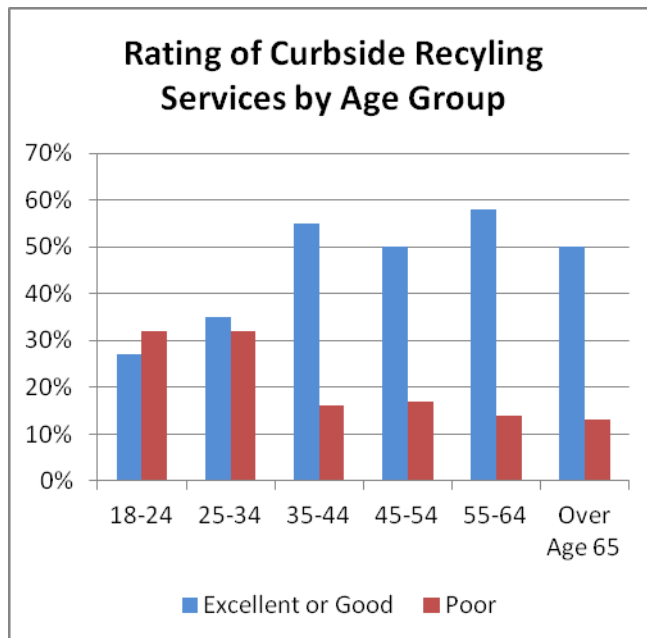


Figure 21: Age- Curbside Recycling

Figure 22: Race/Ethnicity- Curbside Recycling

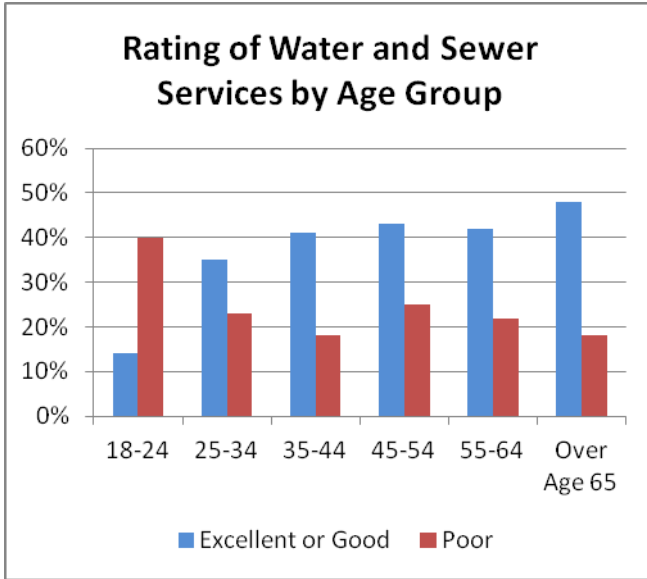


Figure 23: Age- Water and Sewer

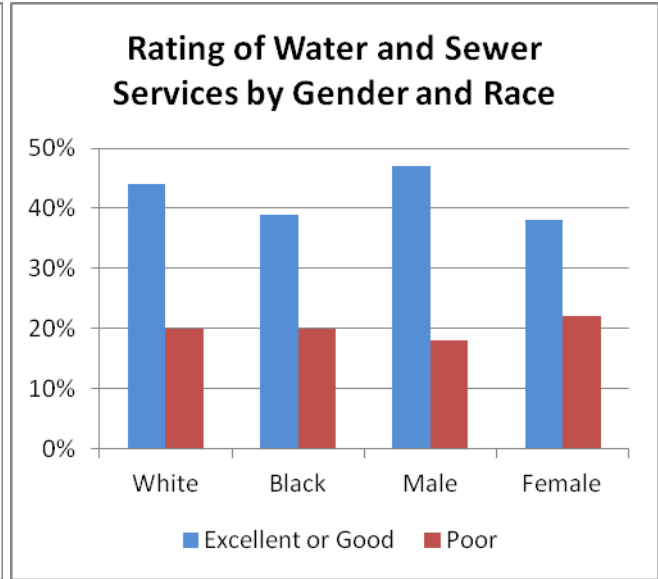


Figure 24: Race/Ethnicity- Water and Sewer

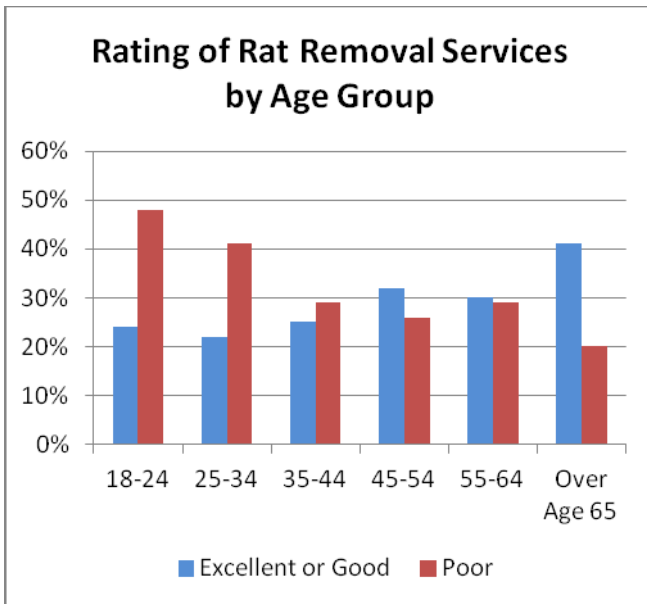


Figure 25: Age- Rat Removal

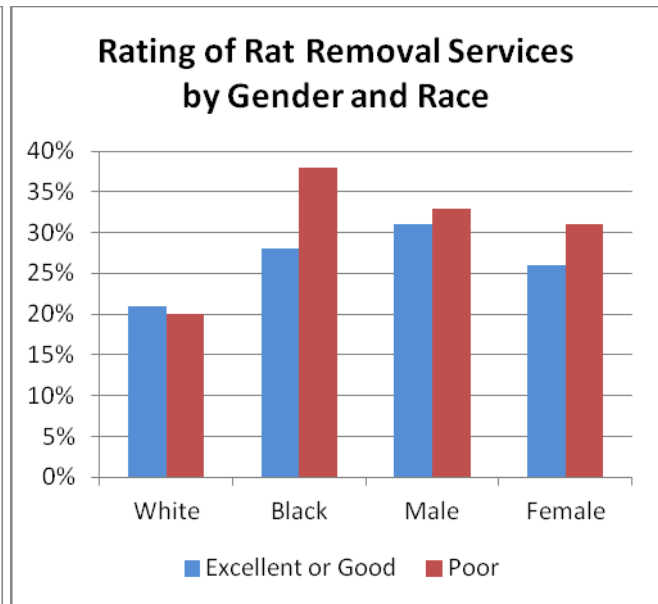


Figure 26: Race/Ethnicity- Rat Removal

### 3. Ratings of neighborhood-related services

Ratings of neighborhood-related services, including snow removal, housing code enforcement, street maintenance and sidewalk maintenance, followed the same patterns as with cleanliness-related services. Younger respondents and black respondents were more likely to rate these services as poor and less likely to rate them as excellent or good. Similarly, female respondents were also more likely to rate these services as poor.

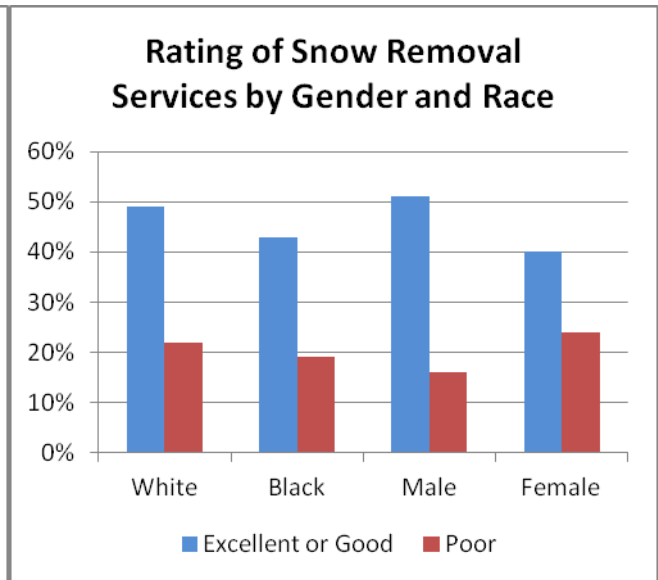
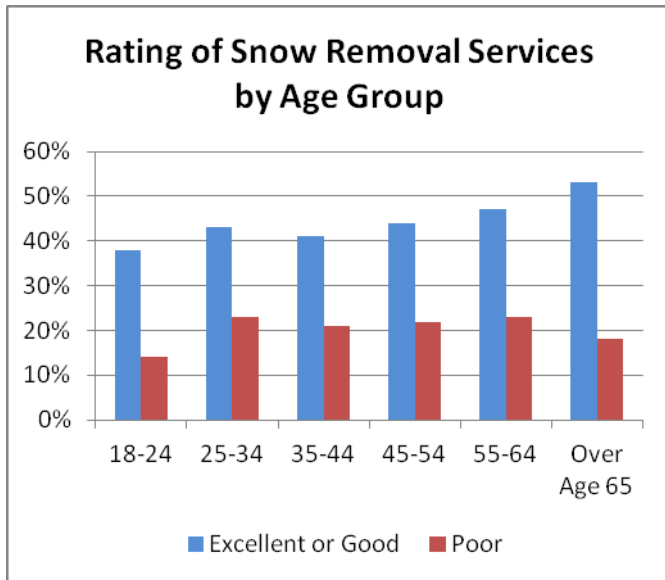


Figure 27: Age- Snow Removal

Figure 28: Race/Ethnicity- Snow Removal

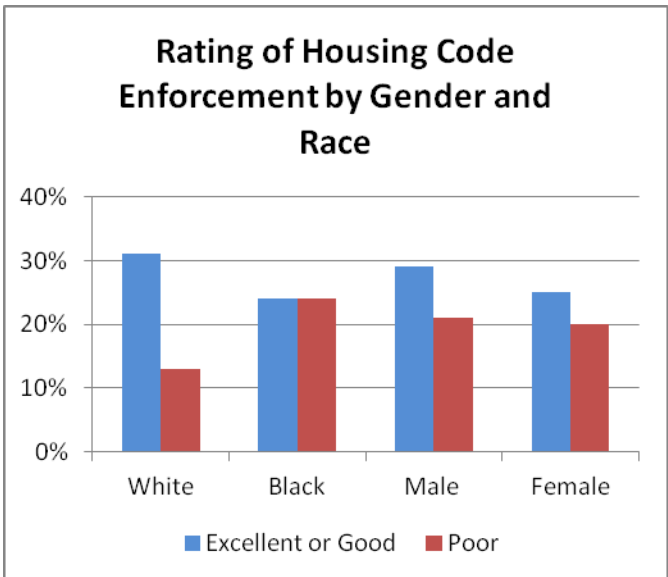
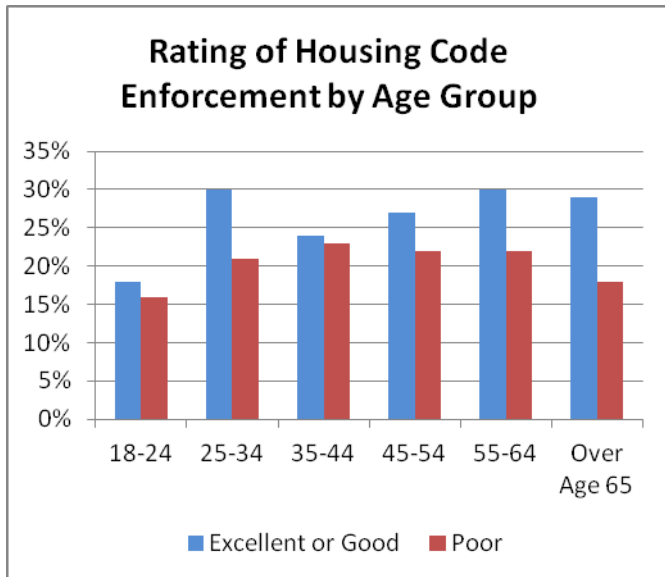


Figure 29: Age- Housing Code Enforcement

Figure 30: Race/Ethnicity- Housing Code Enforcement

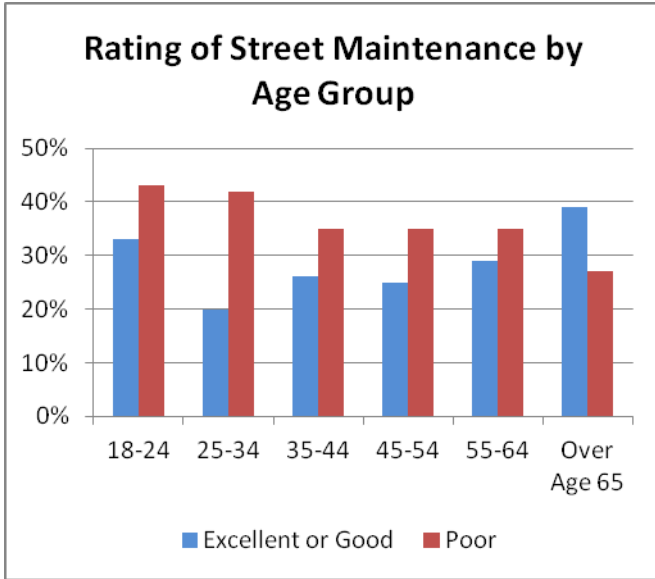


Figure 31: Age- Street Maintenance

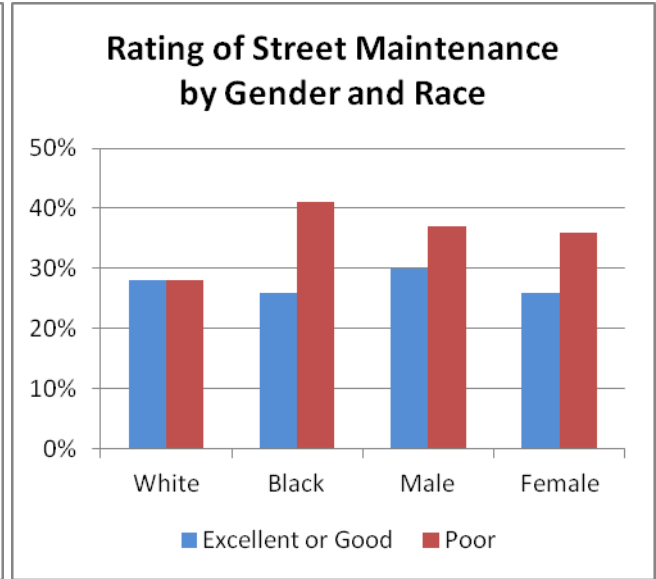


Figure 32: Race/Ethnicity- Street Maintenance

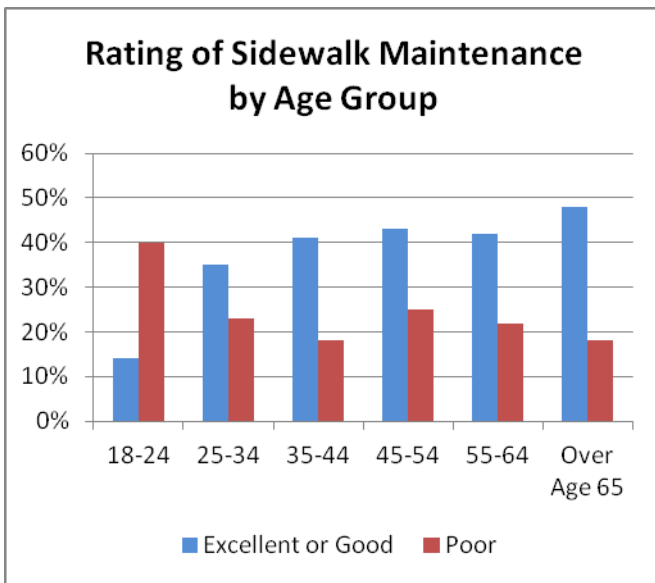


Figure 33: Age- Sidewalk Maintenance

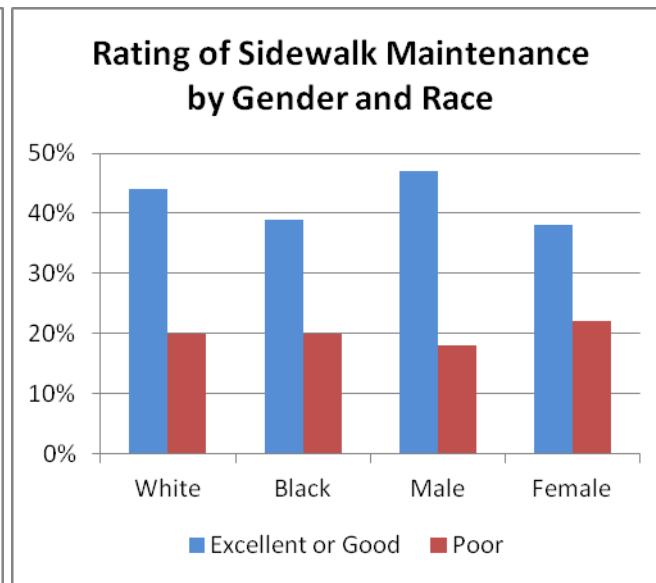


Figure 34: Race/Ethnicity- Sidewalk Maintenance

#### 4. Ratings of seriousness of quality of life issues

Respondents between the ages of 25 and 44 were less likely to view illegal dumping and graffiti as serious or very serious problems. Once again, both black respondents and female respondents viewed these issues as serious problems at a higher percentage than white respondents and male respondents.

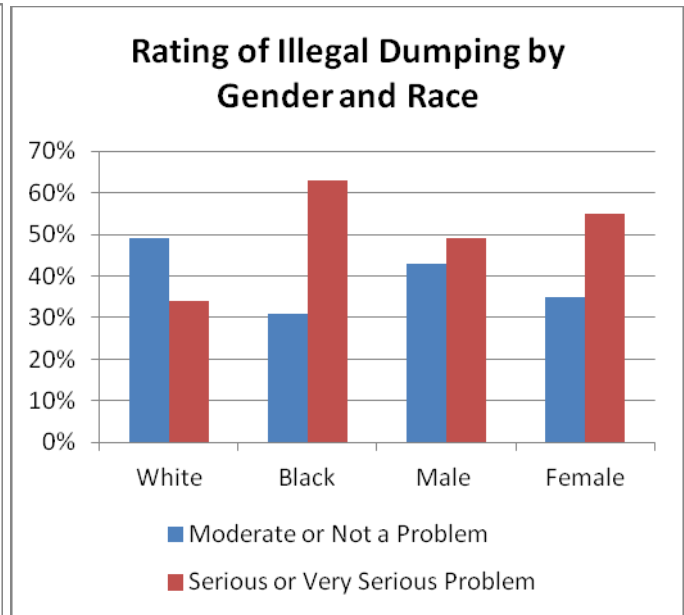
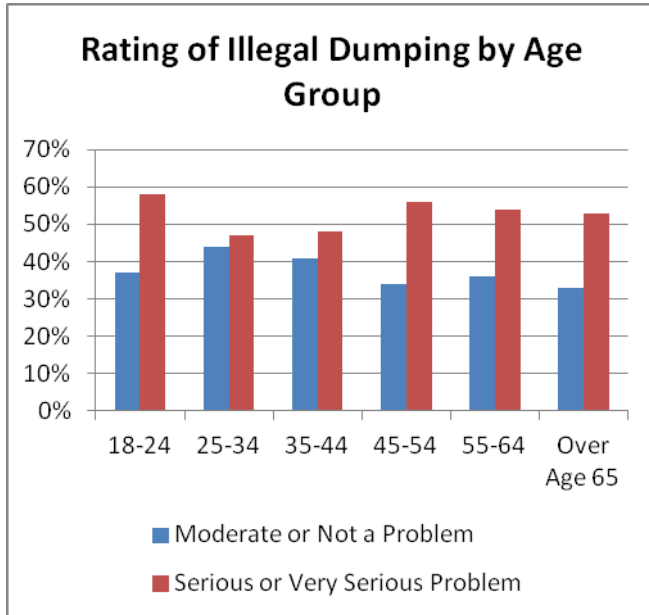


Figure 35: Age- Illegal Dumping

Figure 36: Race/Ethnicity- Illegal Dumping

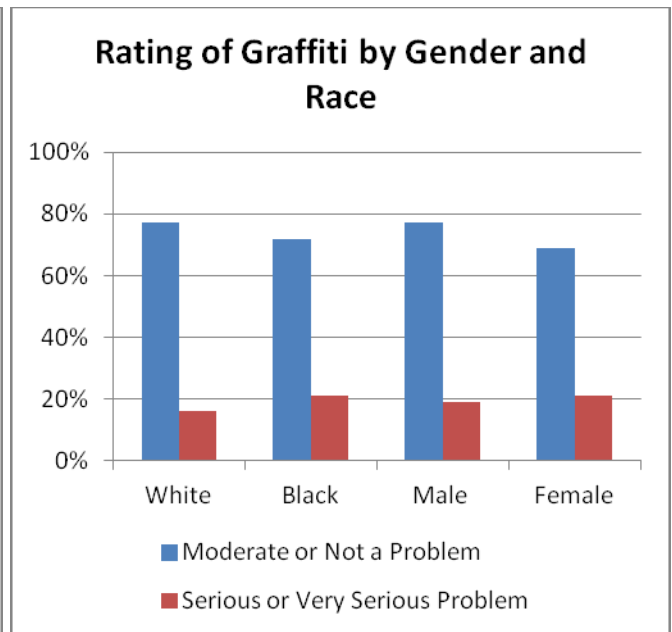
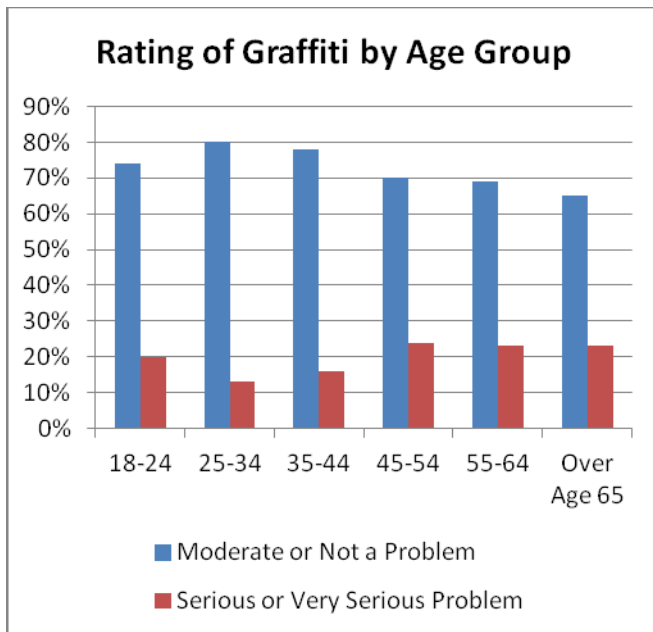


Figure 37: Age- Graffiti

Figure 38: Race/Ethnicity- Graffiti



## **SECTION B: TREND ANALYSIS**

### **Overview**

Section B of this report compares the cleanliness and the ratings of services related to cleanliness in 2012 with Citizen Surveys' results in 2009, 2010 and 2011. Section B examines respondents' perception of cleanliness in four different areas:

- 1) Cleanliness in the City and in their neighborhoods
- 2) Ratings of services related to a cleaner and more sustainable Baltimore
- 3) Ratings of neighborhood-related services
- 4) Ratings of services related to the quality of life

With the exception of a dip in positive ratings in 2010, the perception of City cleanliness has remained stable over the past four years. Respondents' ratings of neighborhood cleanliness declined slightly from 2011 in 2012, but remain close to the original 2009 ratings.

For ratings of cleanliness-related services, both trash and rat removal services improved significantly in 2012 from the previous year. However, positive ratings for trash removal remain below their original 2009 level. After increasing in 2010, the percentage of respondents rating curbside recycling and water and sewer services as good or excellent has declined for two straight years.

Regarding neighborhood related services, snow removal and housing code enforcement received more favorable ratings in 2012 after two years of declining ratings in 2010 and 2011. For the first time, the 2012 Citizen Survey asked about street maintenance and sidewalk maintenance as two separate services. As a result, it is not possible to compare this year's results with previous years' ratings of street and sidewalk maintenance. However, sidewalk maintenance received more positive ratings while citizen satisfaction with street maintenance more closely followed the ratings of the previous three year for the combined service.

For ratings of services related to the quality of life, both illegal dumping and graffiti received more favorable ratings of their seriousness than in years past. Graffiti was the only quality of life issue asked about in the Citizen Survey where more respondents felt the problem was getting better than getting worse.

## 1. Cleanliness in Baltimore and Neighborhoods

### Perception of Cleanliness in the City and Neighborhoods

Over the past four years, ratings of city and neighborhood cleanliness has remained relatively stable, with both positive and negative ratings only increasing or decreasing by no more than two percentage points.

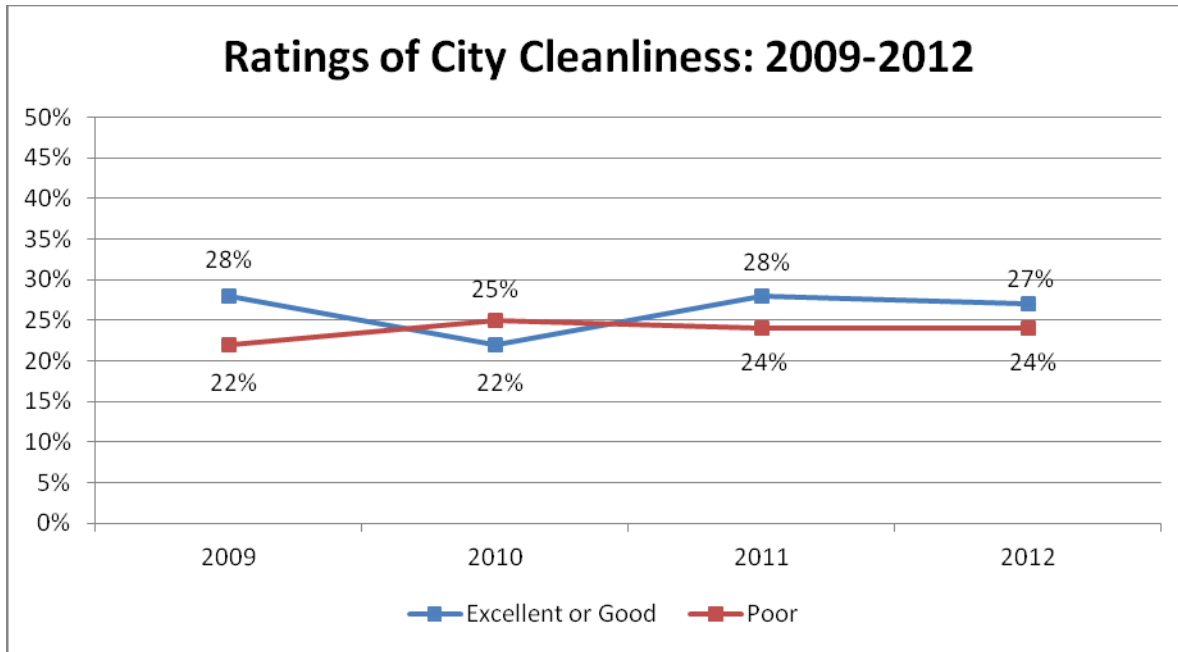


Figure 39: Perception of City Cleanliness

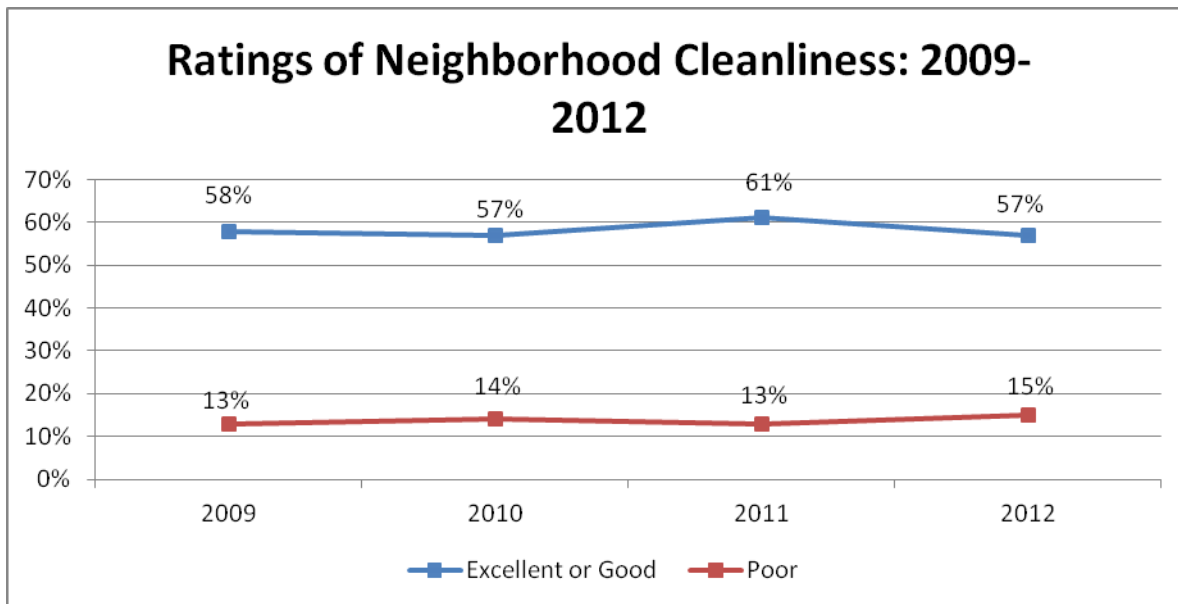


Figure 40: Perception of Neighborhood Cleanliness

## 2. Ratings of Services Related to a Cleaner and More Sustainable Baltimore

### Trash Removal

Trash removal was rated more favorably in 2009 with 64% of respondents rating it as excellent or good and 11% of respondents rating it as poor. Since then the ratings have decreased, with an increased percentage of respondents rating trash removal as poor and a decreased percentage of respondents rating it as excellent. However, favorable ratings for the service increased between 2011 and 2012.

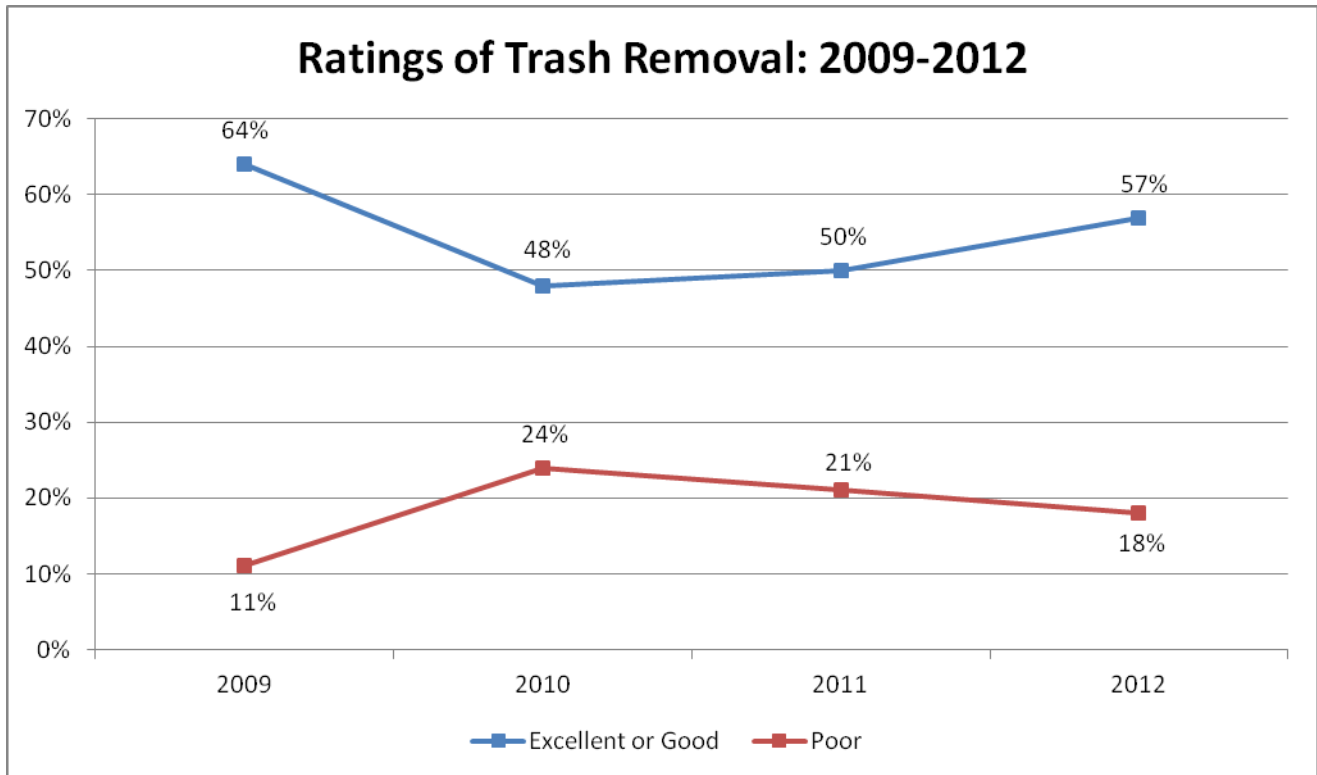


Figure 41: Ratings of Trash Removal Services

## Curbside Recycling

Although the percentage of respondents rating curbside recycling favorably is higher in 2012 (48%) than it was in 2009 (44%), the percentage has declined for two years from its 2010 peak (56%). In addition, there was a spike in the percentage of respondents who rated the service as poor in 2012 (18%).

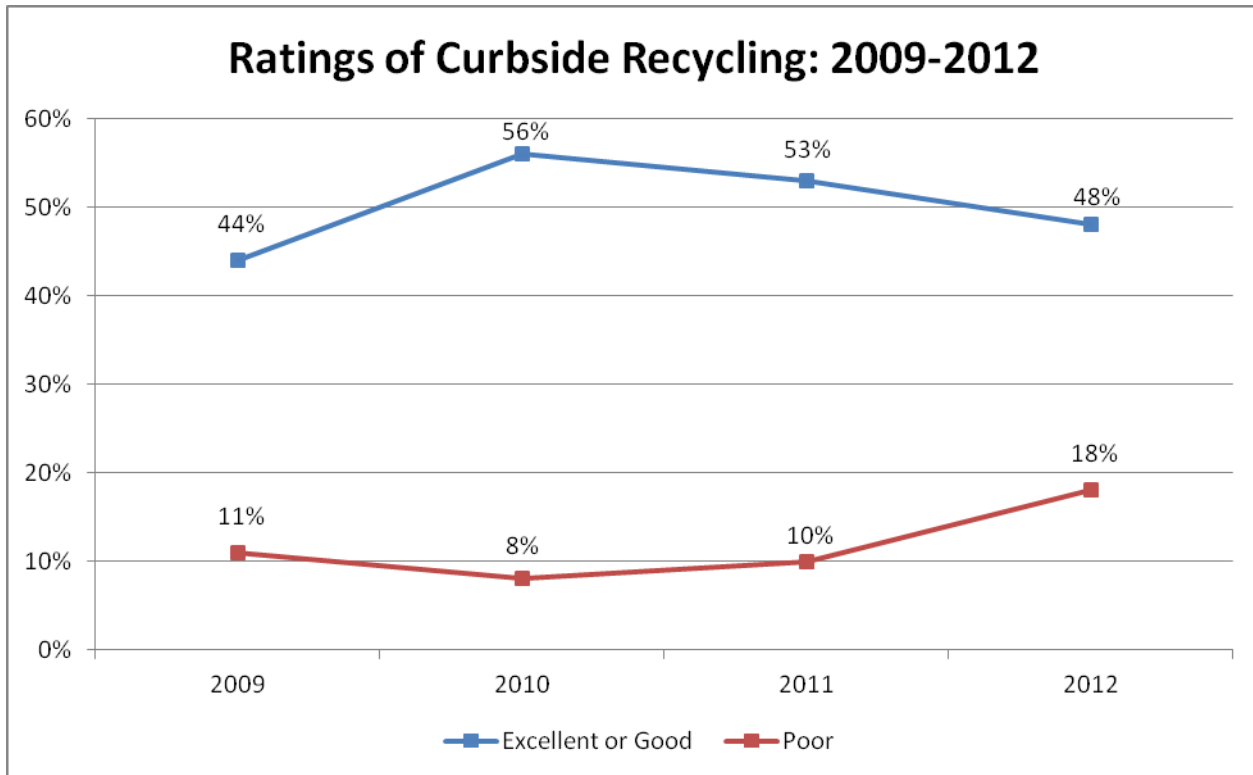


Figure 42: Ratings of Curbside Recycling

## Water and Sewer Services

The percentage of respondents rating water and sewer services favorably declined for the second year in a row and is at its lowest point over the past four years. Meanwhile, the percentage of respondents rating the service as poor has increased for the second straight year.

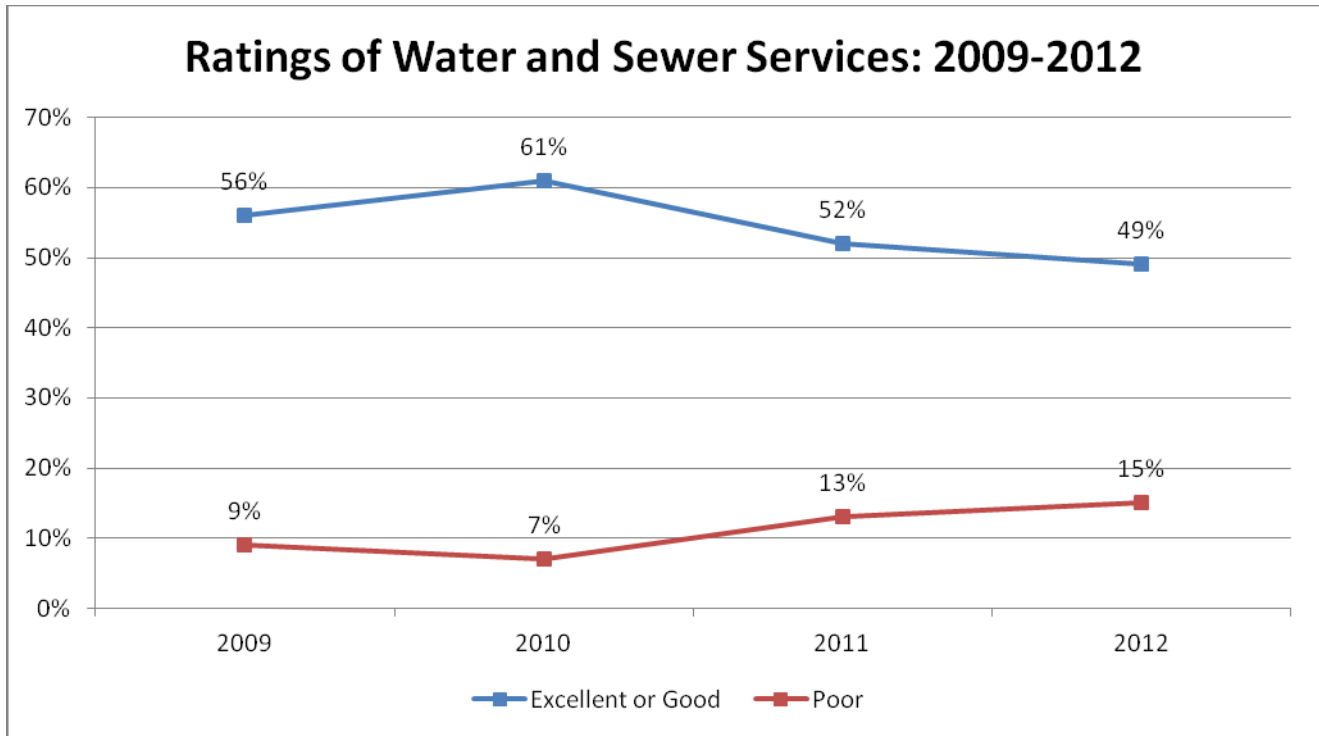


Figure 43: Ratings of Water and Sewer Services

## Rat Removal

Rat removal is one of the services that have consistently received the least favorable ratings among all City services related to cleanliness. However, the ratings of rat removal services improved in 2012, with an 11 percentage point increase in the percentage of respondents who rated the service as excellent or good. The percentage of respondents who rate the service as poor has also been decreasing since 2010 to its current all-time low of 32%.

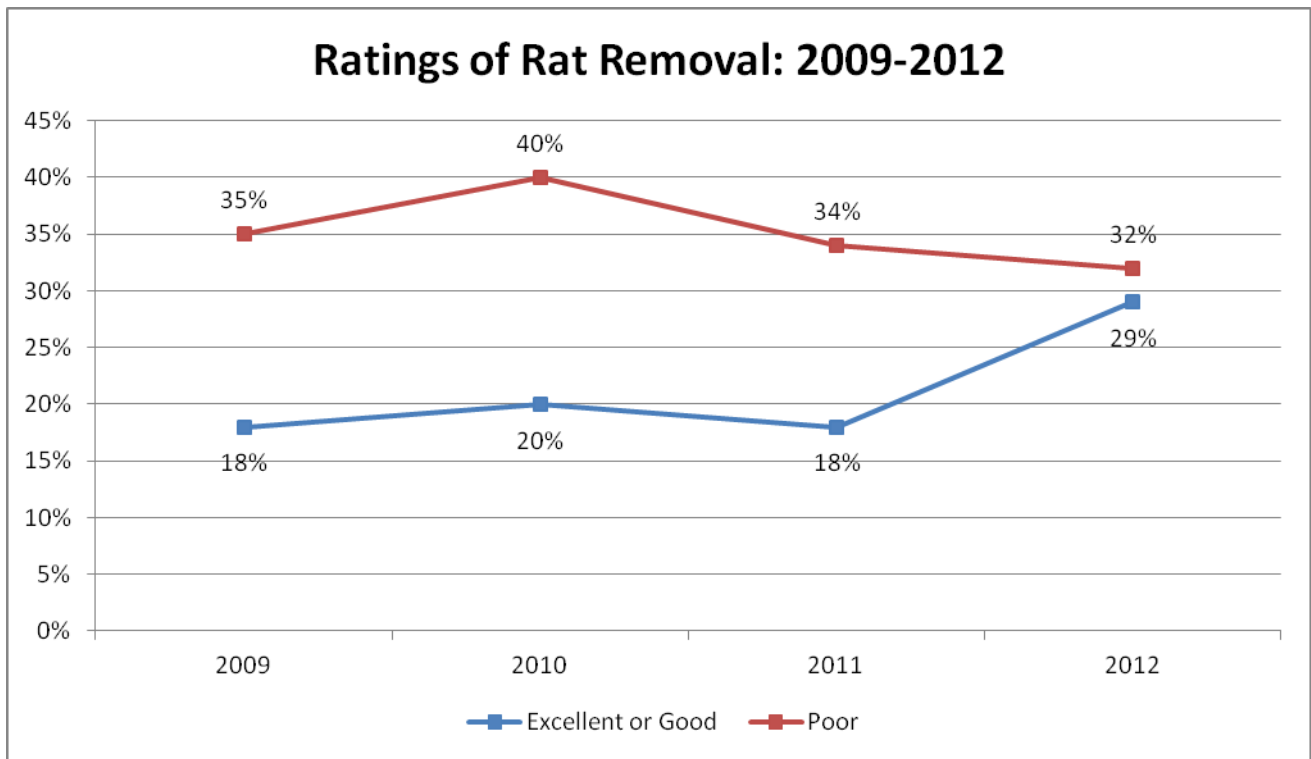


Figure 44: Ratings of Rat Removal Services

### 3. Perception of Neighborhood-related Services

#### **Snow Removal**

Positive ratings of snow removal declined between 2009 and 2011, but increased by 8 percentage points in 2012. At the same time, the percentage of respondents rating the service as poor dropped by 10 percentage points to 20% and now stands much closer to its original low of 18%

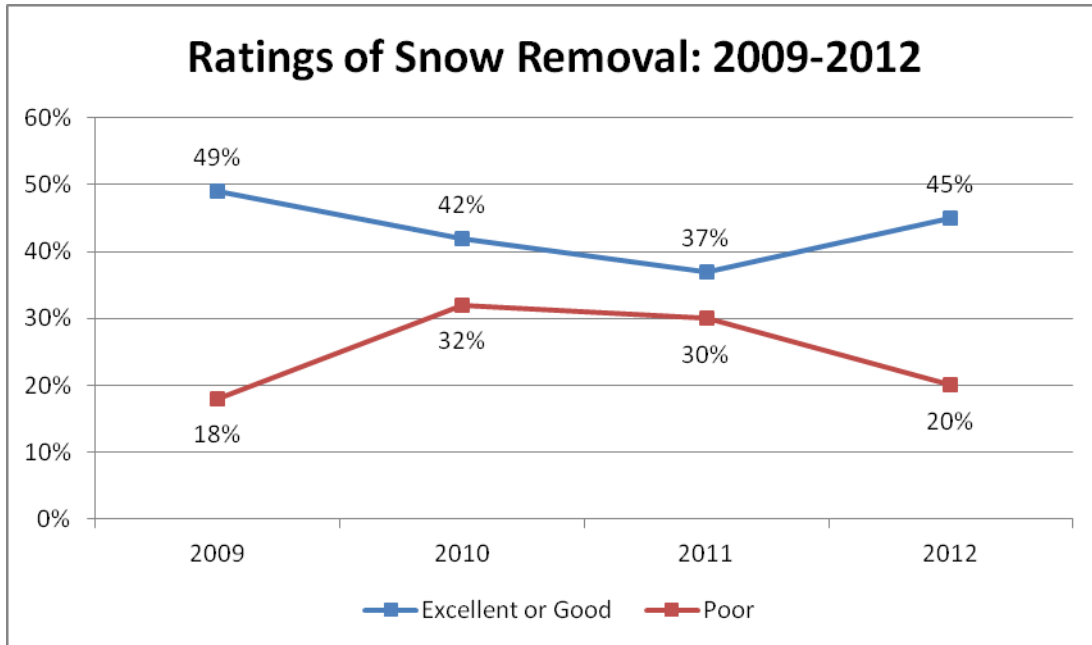


Figure 45: Ratings of Snow Removal Services

## Housing Code Enforcement

The ratings for housing Code enforcement fluctuated over the past three years, with a significant decrease in the percentage of respondents who rated it excellent or good in 2011 followed by a significant increase in 2012.

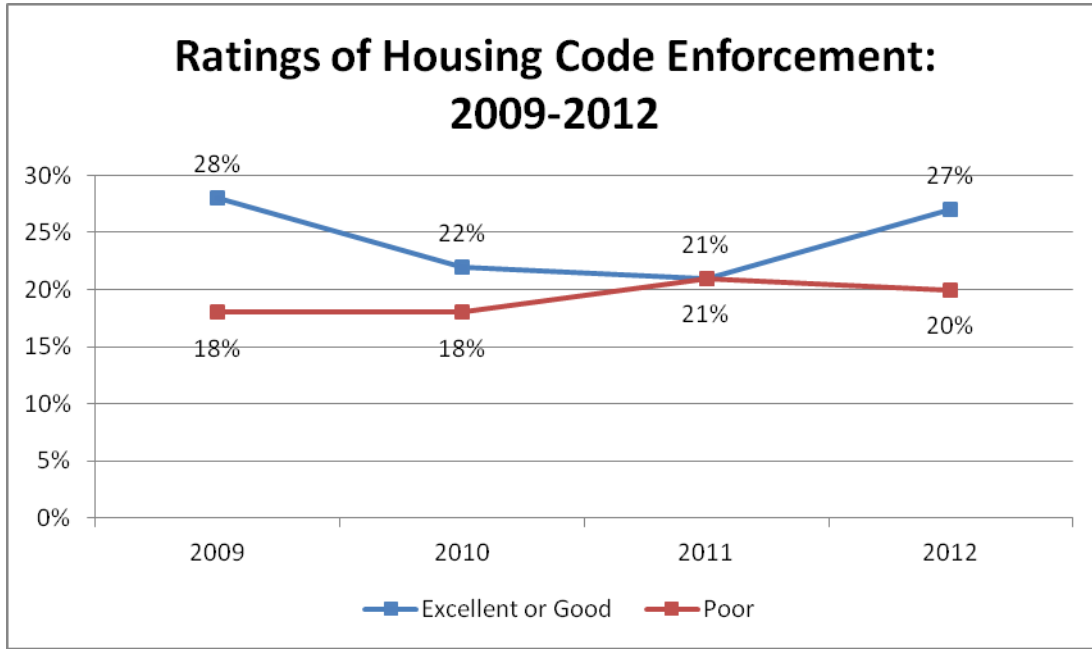


Figure 46: Ratings of Housing Code Enforcement



### Street Maintenance and Sidewalk Maintenance

Because street and sidewalk maintenance were split into separate services in the 2012 Citizen Survey, it is not possible to directly compare the 2012 results with previous year results for the combined street and sidewalk maintenance. However, the percentage of respondents rating sidewalk maintenance as good or excellent is notably higher than both street maintenance ratings for this year or the street and sidewalk maintenance ratings from previous years. This suggests street maintenance may be perceived as the less satisfactory service of the two.

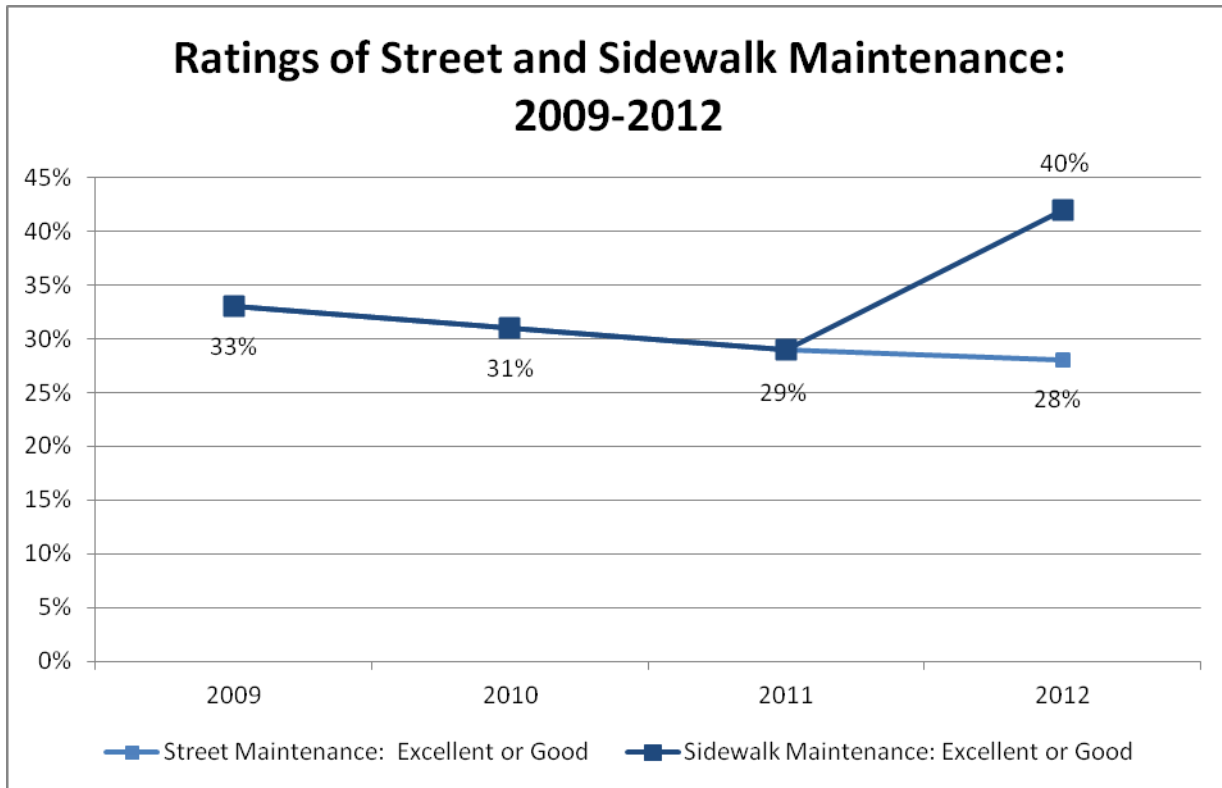


Figure 47: Ratings of Street and Sidewalk Maintenance

## 5. Ratings of Quality of Life Issues

For quality of life issues regarding cleanliness and neighborhood services, respondents were more likely to rate the issues as moderate or not a problem and less likely to rate them as serious in 2012. Graffiti, in particular, saw a seven percentage point increase in the number of respondents who viewed the issue as a moderate problem or not a problem.

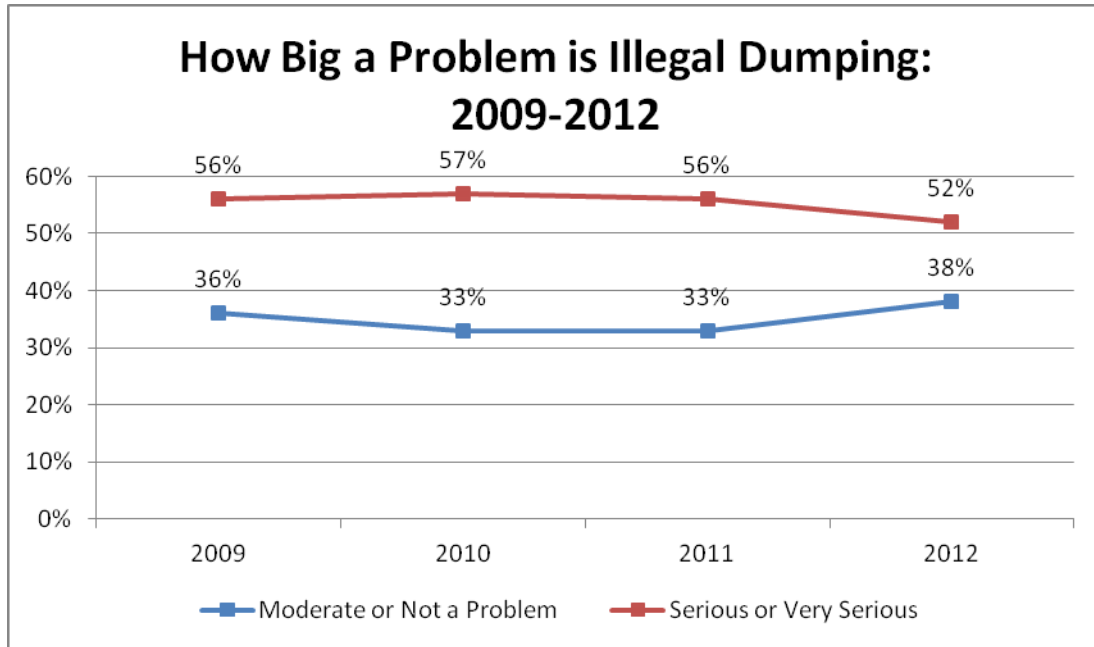


Figure 48 : How Big a Problem is Illegal Dumping: 2009-2012

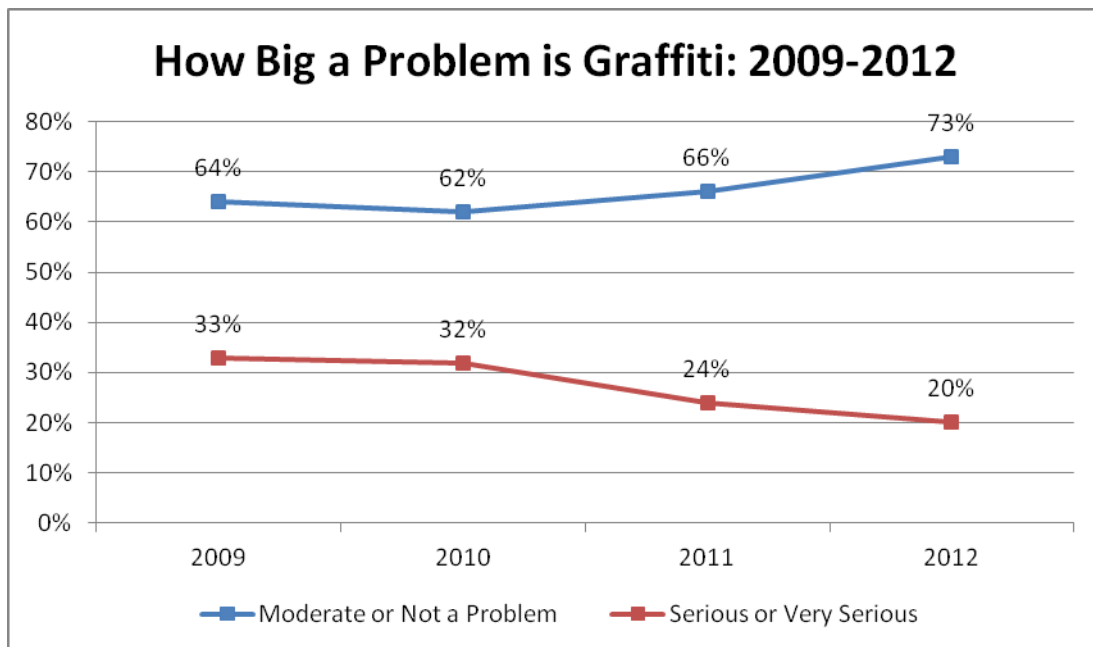


Figure 49: How Big a Problem is Graffiti: 2009-2012

Citizen Survey respondents were also asked whether they felt each quality of life issue was worsening or improving. Of all the quality of life issues discussed in the Citizen Survey, graffiti was the only issue where a higher percentage of respondents felt the problem was getting better than worse. While a majority still feel that illegal dumping is getting worse, there was a slight increase in 2012 in the percentage of respondents who felt it was getting better.

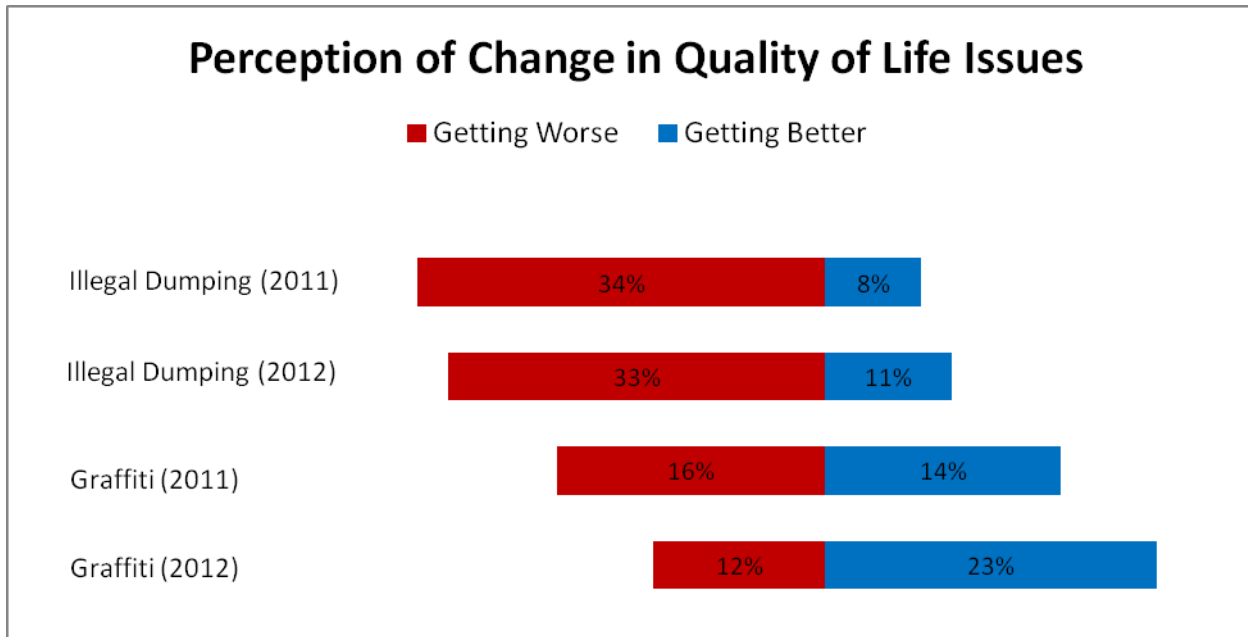


Figure 50: Perception of Change in Quality of Life Issues

**SECTION C: COMPARISON WITH PERFORMANCE DATA**

**Overview**

Section C of the report compares the cleanliness and the ratings of services related to cleanliness with performance data in four different areas:

- 1) Cleanliness and the amount of green space in the City and in their neighborhoods
- 2) Ratings of services related to a cleaner and more sustainable Baltimore
- 3) Ratings of neighborhood-related services
- 4) Ratings of services related to the quality of life

The Citizen Survey is typically conducted between March and June every year. The fiscal year’s performance data is used to compare with the year the Citizen Survey was conducted. For example, the 2012 Citizen Survey was conducted between March 5, 2012 and May 20, 2012. The performance data that is used to match the Citizen Survey results comes from database of 311 service requests in FY2012 (July 1, 2011 to June 30, 2012).

Table 1 below shows how respondents’ perceptions of services related to cleanliness are matched with performance data from this database. Respondents’ perception of cleanliness and services related to cleanliness were consistent with the performance data only in trash removal services. Ratings for other services, including curbside recycling, housing code enforcement illegal dumping, graffiti, and overall City cleanliness, did not correspond with performance data.

<b>Respondents’ Perception</b>	<b>Performance Data</b>
City Cleanliness	Solid Waste (SW)- Cleaning, Boarding, Dirty Alleys, Dirty Street, Corner Can Collection, and SIU Cleaning
Trash Removal	SW- Mixed Refuse
Curbside Recycling	SW-Recycling
Housing Code Enforcement	Requests Closed on Time (Percent)
Illegal Dumping	SW- Dirty Alleys, Dirty Streets
Graffiti	SW-Graffiti, SW-BCPS Graffiti

*Table 1: Matching of Respondents’ Perception and Performance Data*

**1. Cleanliness and the Amount of Green Space in Baltimore and Neighborhoods**

**City Cleanliness**

The chart below aggregates the numbers of solid waste service requests made through Baltimore City’s 311 service as a proxy measure for the city’s overall cleanliness. The overlying line measures the percentage of Citizen Survey respondents who rated city cleanliness as excellent or good. As this chart shows, the perception was not consistent with performance. The decrease in service requests created in FY2010 suggests improved cleanliness, but citizens’ ratings of city cleanliness fell. A similar decline in solid waste service requests from 2011 to 2012 also corresponded with a slight decline in the percentage of respondents rating city cleanliness as good or excellent.

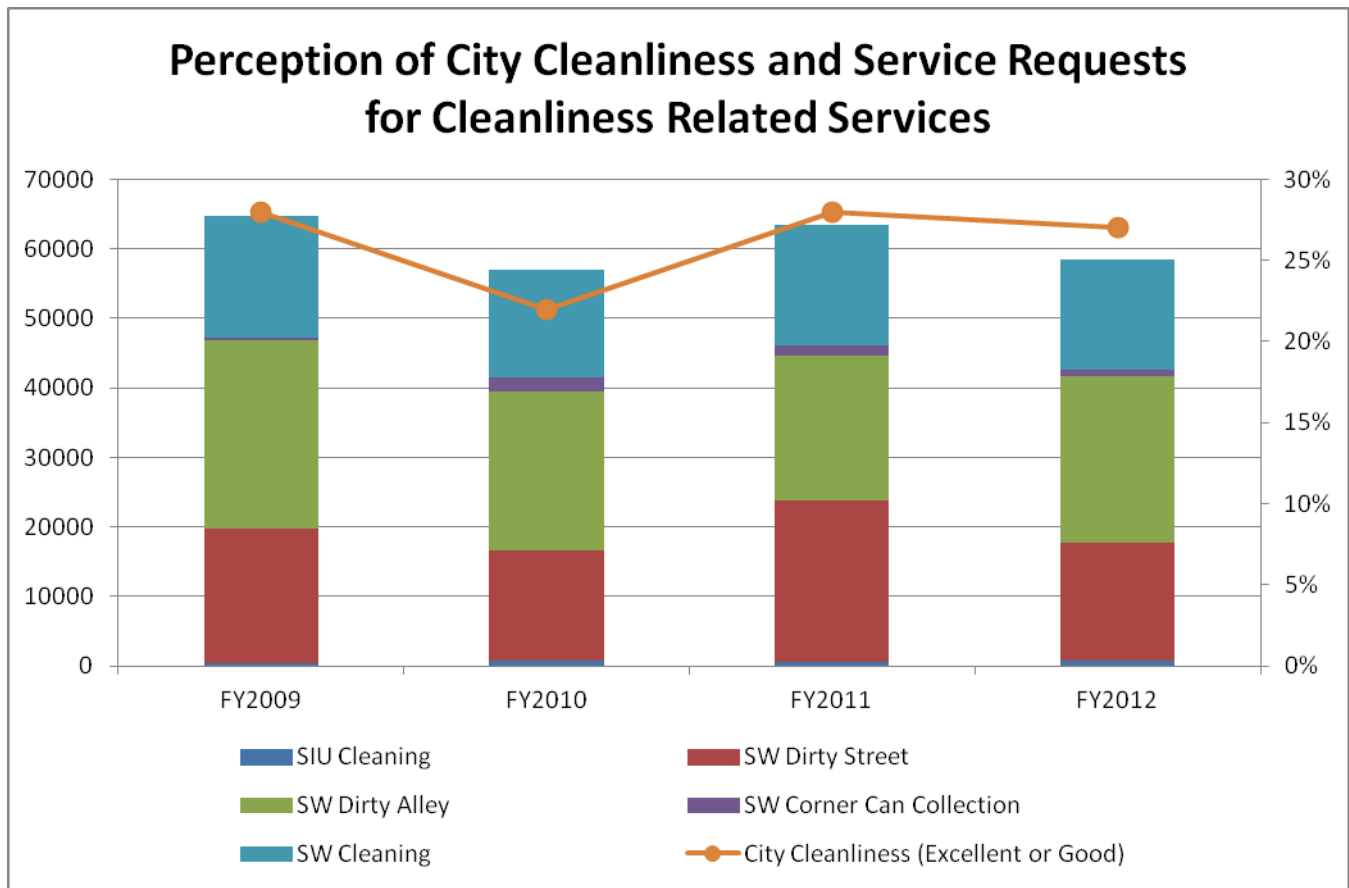


Figure 51: Perception of City Cleanliness and Service Requests for Cleanliness Related Services

	SW-Cleaning	SW-Corner Can Collection	SW-Dirty Alley	SW-Dirty Street	SW-SIU Cleaning
FY2009	17488	332	27090	19427	354
FY2010	15537	2009	22854	15921	744
FY2011	17423	1466	20880	23088	654
FY2012	15860	998	23934	16896	831

Table 2: SW related to City Cleanliness

The percentage of service requests closed on time declined in FY2012 with the exception of service requests regarding dirty streets. This would correspond with the slight decline in citizens' perception of city cleanliness.

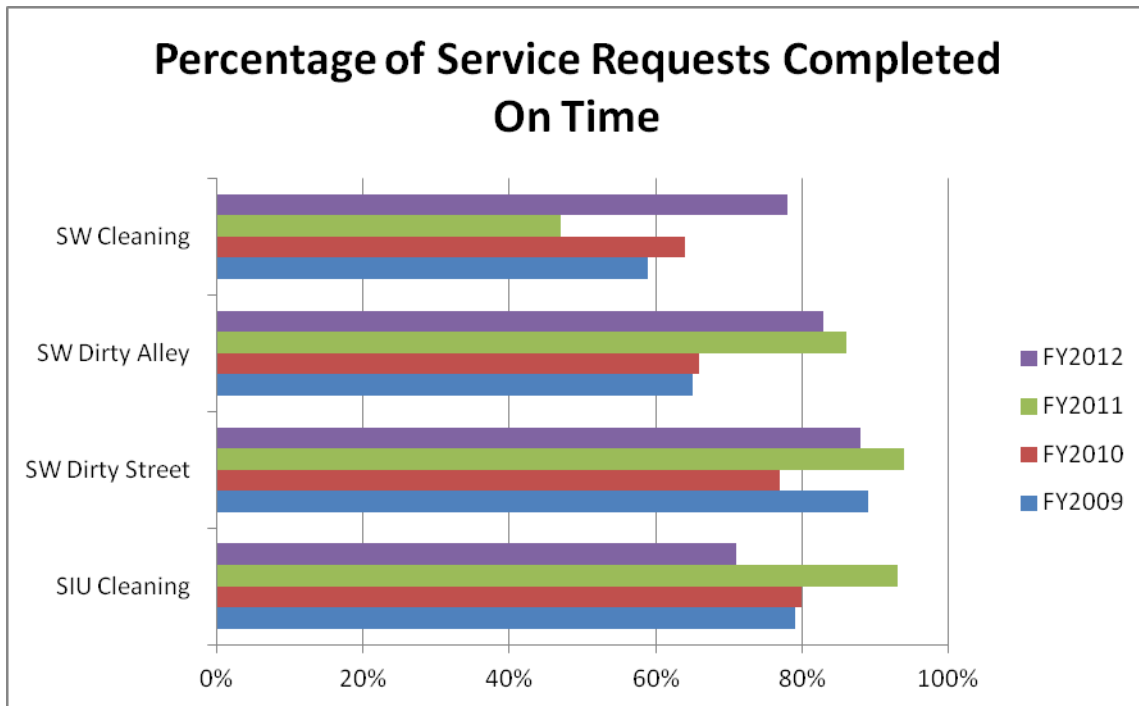


Figure 52: Percentage of Service Requests Completed on Time

## 2. Ratings of Services Related to a Cleaner and More Sustainable Baltimore

### Trash Removal

Comparing the perception of trash removal services and mixed refuse service requests, the perception was consistent with performance. The decrease in solid waste-mixed refuse service requests in FY 2011 and FY 2012 suggests an improvement in performance, which corresponds with an increased percentage of Citizen Survey respondents rating trash removal services as good or excellent.

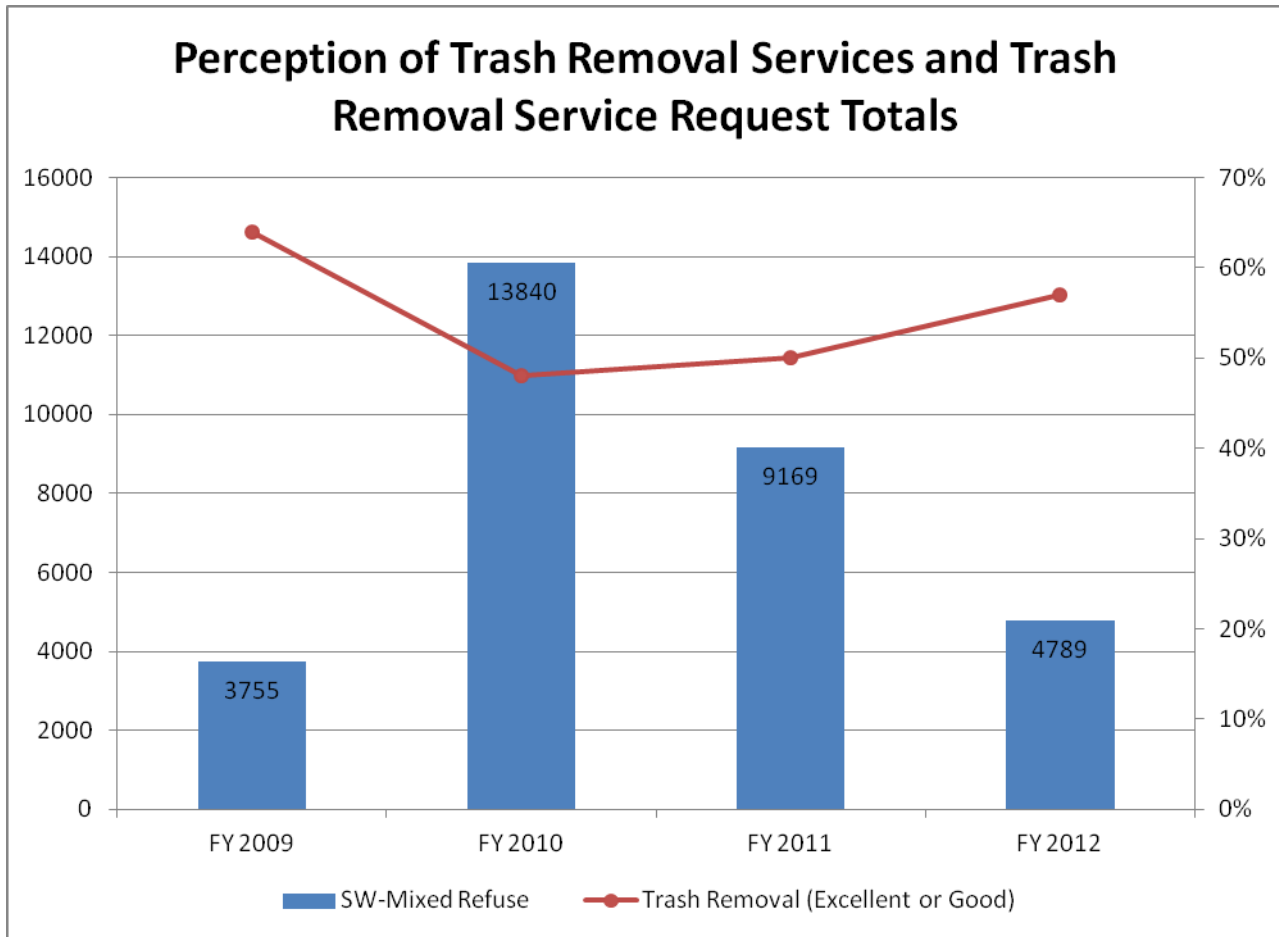


Figure 53: SW-Mixed Refuse Trash (Created)

### Curbside Recycling

Comparing the perception of curbside recycling and the service request data, the perception was opposite to performance. While service requests for recycling declined in both FY 2011 and FY 2012, the percentage of respondents rating the service as excellent or good declined for two years straight.

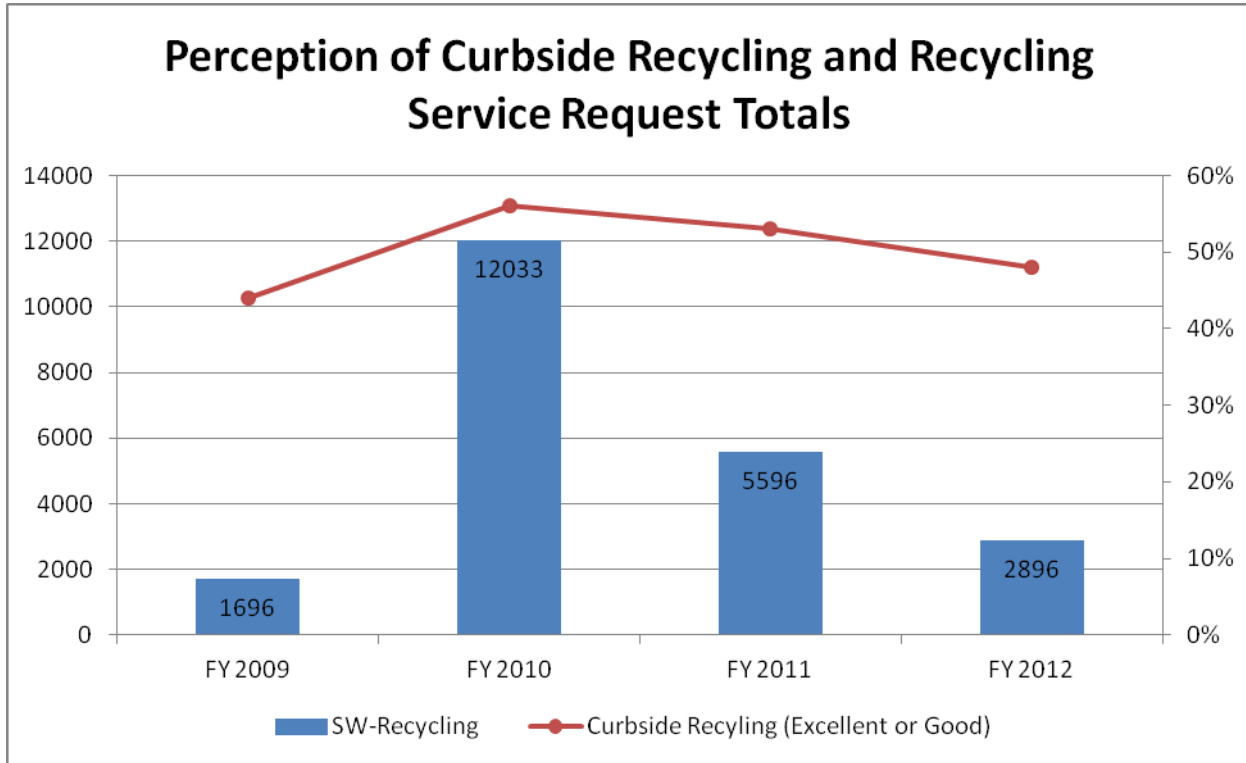


Figure 54: SW-Recycling (Created)

### 3. Perception of Neighborhood-related Services



## Housing Code Enforcement

There was a significant increase in the percentage of respondents who rated housing code enforcement as excellent or good in 2012, but respondents' perception of housing code enforcement was not consistent with performance data. The percentage of housing code service requests closed on time dropped in FY2012 for the second year in a row.

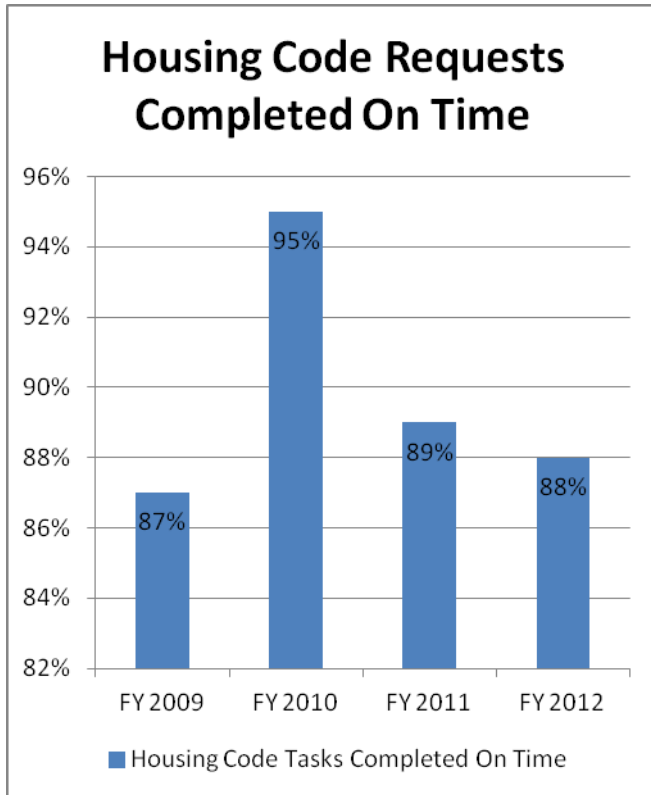


Figure 55: Housing Code Enforcement Performance

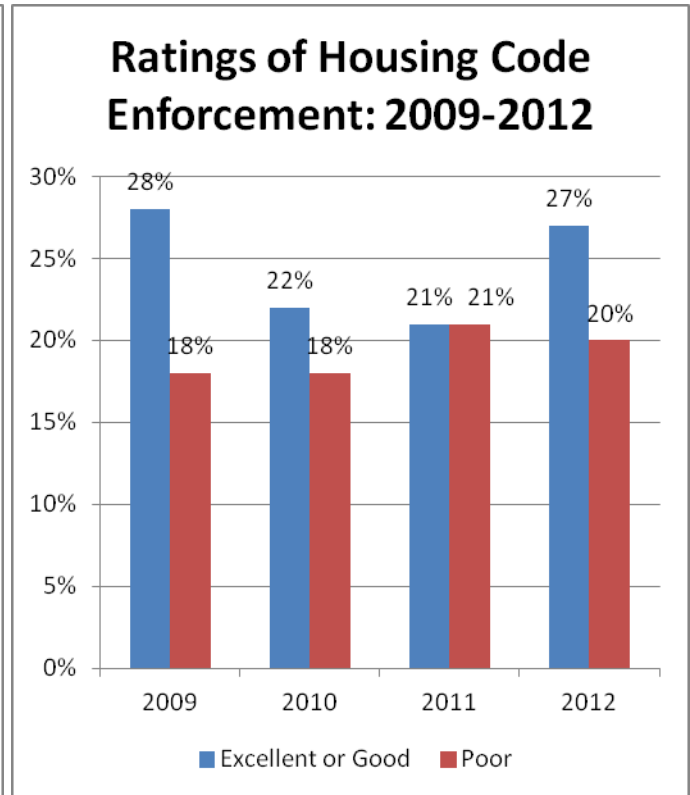


Figure 56: Ratings of Housing Code Enforcement

## 4. Ratings of Services Related to the Quality of Life

### Illegal Dumping

Using the number of service requests regarding dirty alleys and dirty streets as well as the percentage of requests closed on time as measures of the severity of illegal dumping, it appears that citizens' perception of the issue does not correspond with changes in the performance measure. This appears to be largely due to the fact that citizens' perception of illegal dumping as remained relatively stable with between 52% and 56% of respondents rating it as a serious or very serious problem every year.

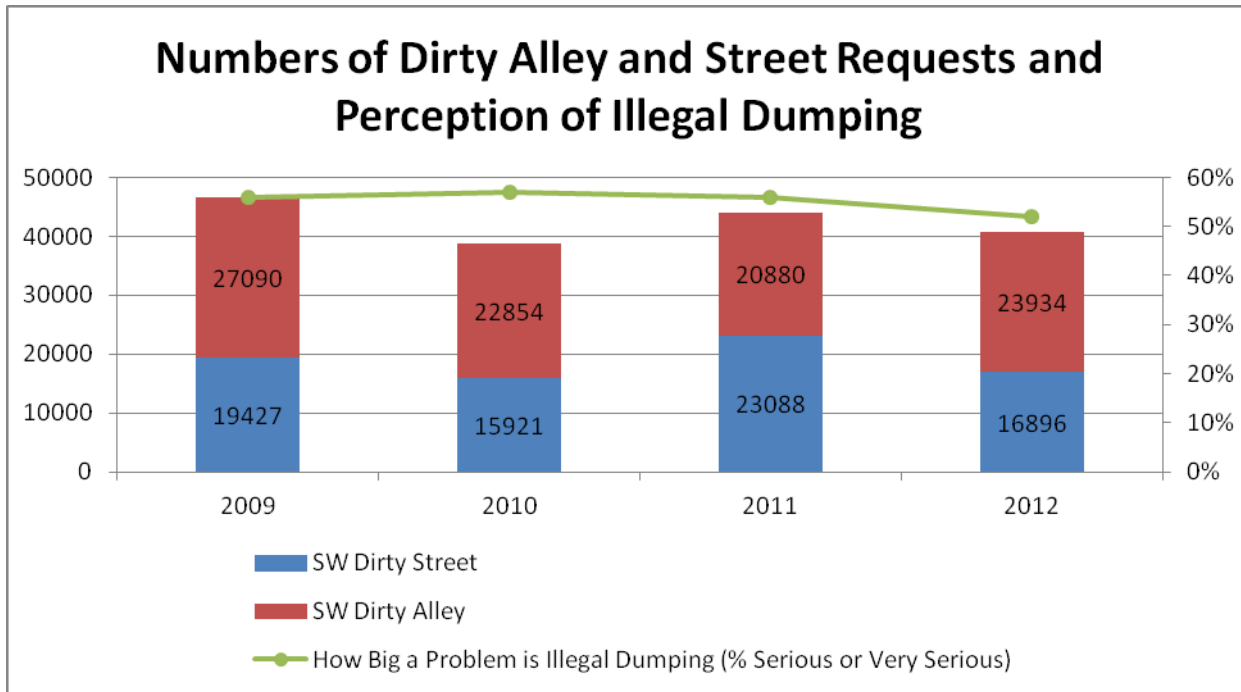
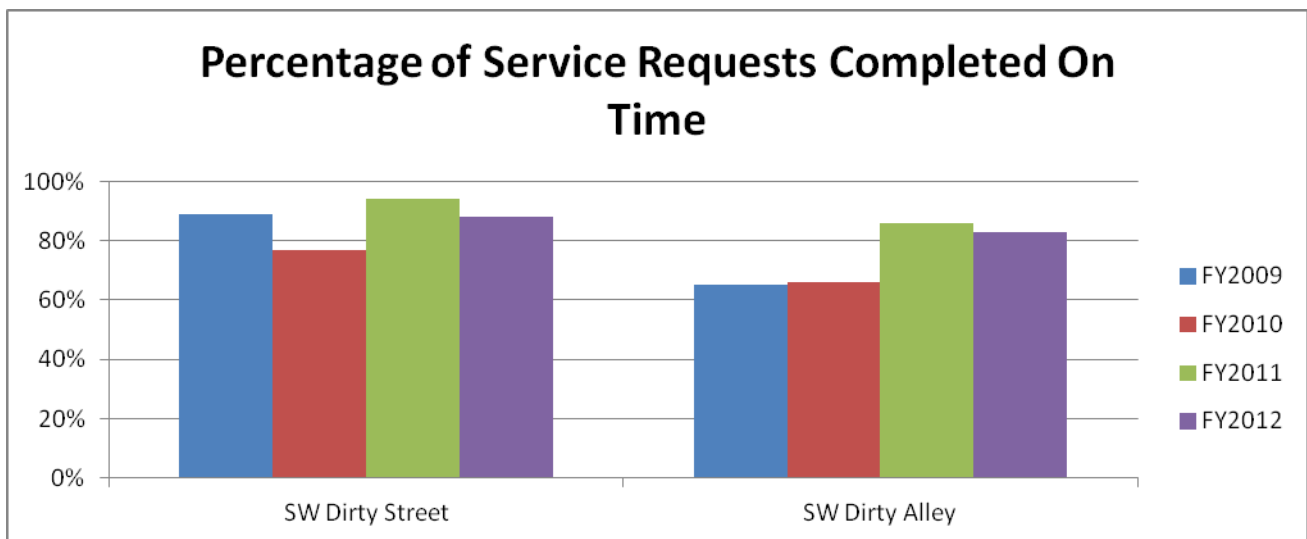


Figure 57: Comparison of Perception of Illegal Dumping and Service Requests for Dirty Alley and Dirty Streets



Fig

Figure 58: Percentage of Service Requests Completed on Time

**Graffiti**

Despite the increased number of graffiti removal service requests in 2012 and the percentage of service requests for graffiti closed on time remaining steady, the percentage of respondents who rated the issue as serious or very serious has declined for four straight years.

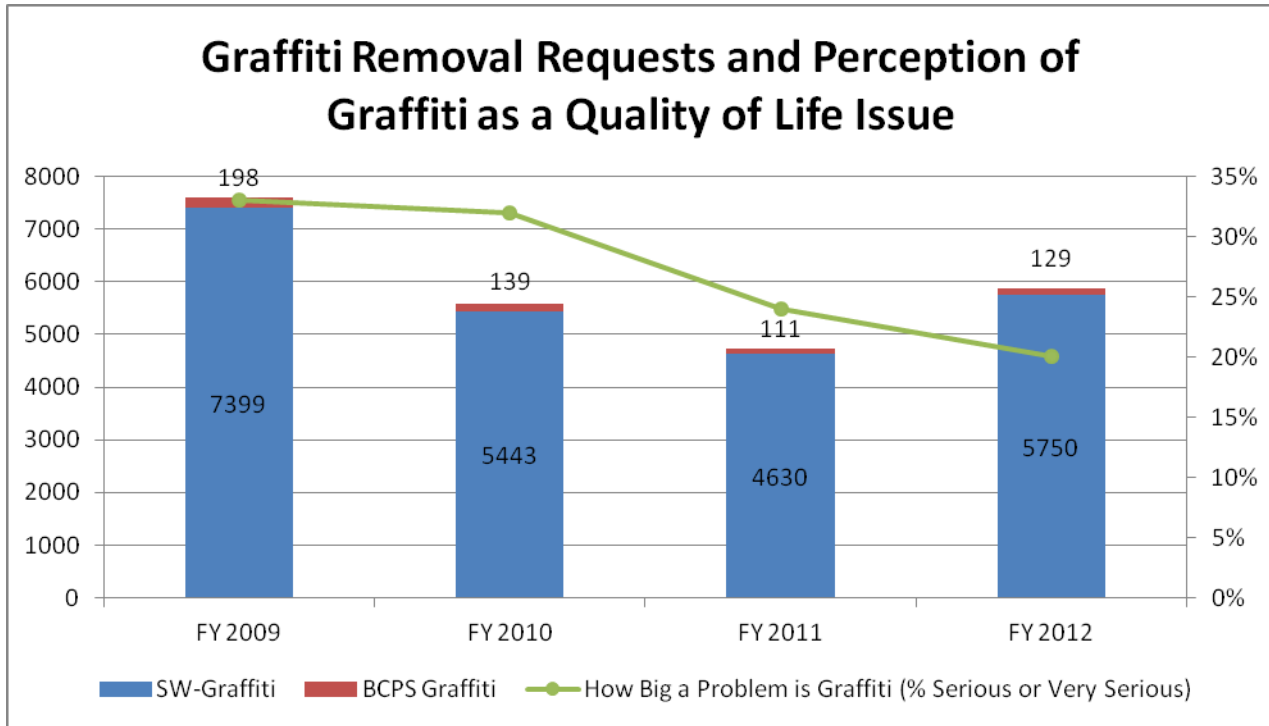
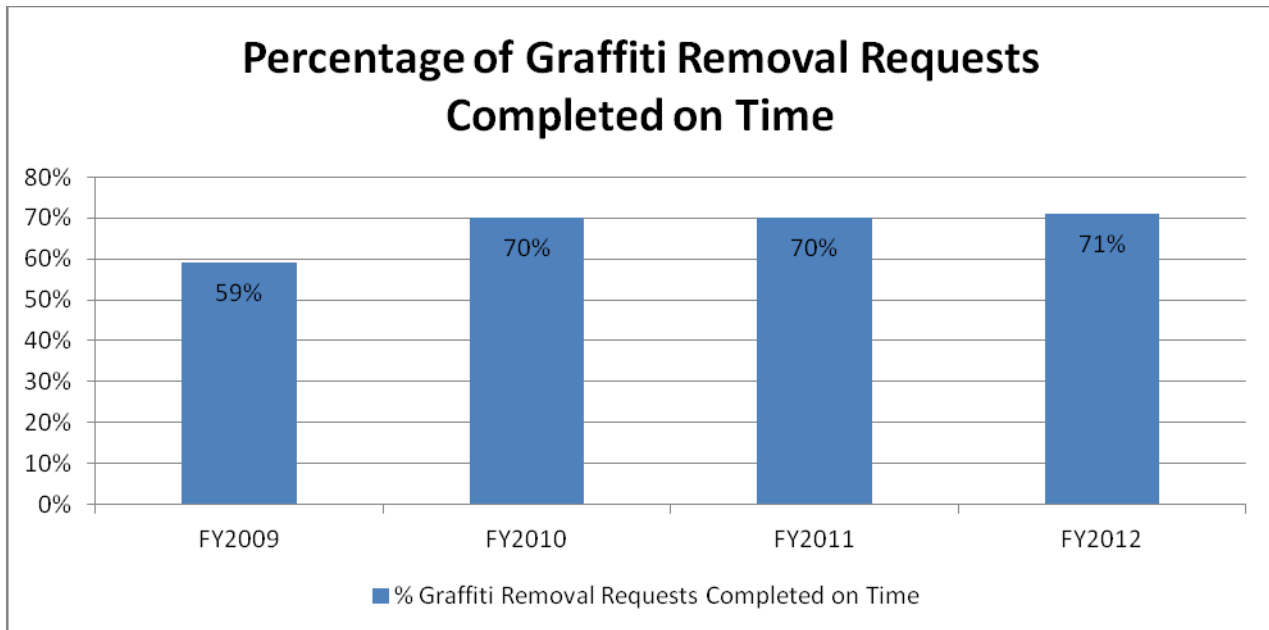


Figure 58: Comparison of Perception of Graffiti and Number of Graffiti Service Requests



Figure

e 59: Percentage of Graffiti Removal Requests Completed on Time