

**2013 Citizen Survey Report for PoliceStat**

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## **EXECUTIVE SUMMARY**

This report is divided into two sections: Section A: Overall Results and Districts' and Demographics' Comparison and Section B: Trend Analysis. These sections examine survey participants' responses to the following questions:

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

This report breaks down citizens' responses to these questions by Baltimore planning districts and demographics, discusses how responses have changed over the past four years, and compares the survey results with 2013 crime statistics.

### **Summary of Part A Results: District and Demographic Comparisons**

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

Overall, Baltimoreans highly value the police and are mostly satisfied with the services they provide. Over three fourths of respondents (76.3%) rated police protection as the most important city services and nearly half described the quality of service as "excellent or good." Other measures of police protection received similarly complimentary endorsements, with high "excellent/good" ratings in many survey districts, including police presence (70.1%), police responsiveness (67.5%) and police approachability (68.4%).

Perceptions of safety were measured at the neighborhood and downtown levels. Residents consistently, across age groups and survey districts, rated the safety of their neighborhoods during both the day and at night, much higher than downtown safety or overall safety.

In spite of the depth of support for and approval of the Baltimore police, violent crime and illegal drug use continue to be almost universally perceived as extremely problematic issues for the city. In both cases, ratings of "serious/very serious" were very high for all districts, ranging from a low of about three fourths to a high of over 90%. Property crimes were also regarded as a serious issue (with the highest "serious/very serious" rating topping out at 70%). Traffic violations were perceived as a serious issue in some districts but fell well short of the universal condemnation reserved for illegal drug use and violent crime.

### **District Comparison**

Public perceptions of police services and safety issues varied considerably by district on many questions and few broad trends were easily discernable. However, some districts expressed the most dissatisfaction on multiple issues relative to the others. The Central and Western districts had notably worse perceptions of police professionalism and approachability

and higher “unsafe” ratings for daytime neighborhood safety. The Central district also had higher “unsafe” ratings for nighttime neighborhood safety, as well. The Western district perceived drivers disobeying traffic laws as a worse problem than the rest. Violent crime was perceived to be the worst by residents of the Eastern and Southwestern districts.

### *Demographics Comparison*

Two major demographic trends are present in public perception of police services. Males are generally more likely than females to be satisfied with police services and whites are more likely to be satisfied than black residents. Fewer patterns were apparent among age groups, but in general, older respondents are more likely to be satisfied than younger ones.

White respondents were significantly more satisfied than all other age and racial groups with police protection, police approachability and police professionalism. In no category were black respondents more satisfied than white respondents. Women were more satisfied than men with police professionalism, but more dissatisfied with all other issues. Satisfaction increased progressively with age for police protection, police approachability and police professionalism, with the 65+ group the most satisfied in each instance. The 18-24 year old group was the least satisfied of all age groups for police responsiveness and police approachability but the most satisfied with police ability to prevent crime.

### *Summary of Part B Results: Trend Analysis*

A very clear trend in perceptions of issues related to police performance. The Citizens’ Survey reveals that 2013 was a year of reversion to previous trends after a significant drop off in sentiment that occurred in 2012.

This trend is apparent in ratings of police protection, police presence, police responsiveness and police approachability. The 2013 and 2010-2011 ratings for these services all reflected comfortable levels of approval ranging from around half to two-thirds “satisfied/very satisfied” ratings. The only issue that hasn’t followed this trend is ratings of police ability to prevent crime, which reflects a very consistent pattern of opinion since 2010 of net approval ratings of just below 50%.

Perceptions of neighborhood safety have remained consistent since 2010, with “safe/very safe” ratings for daytime remaining around 90% and nighttime ratings consistently in the upper 60% range. Daytime downtown safety ratings have stayed in the mid to upper 70% range since 2010. There has been a little more change in the nighttime downtown safety ratings which have increased unevenly from 46% “unsafe/very unsafe” in 2010 to 53% in 2013. There also appeared to large drops in “safe ratings” relative to “unsafe ratings” in both 2011 and 2013.

Perceptions of all quality of life issues (illegal drug use, property crime, violent crime and drivers disobeying traffic laws) have remained very stable since 2010, with “getting worse” ratings scoring higher than “getting better.” There was, however, a slight decline in “getting worse” ratings for illegal drug use and property crime.

## SECTION A: OVERALL ANALYSIS AND DISTRICT AND DEMORGAPHIC COMPARISON

The first section of this report will discuss the results of questions relating to police services, feelings of safety downtown and one's own neighborhood and perceptions of quality of life issues related to security that effect the city.

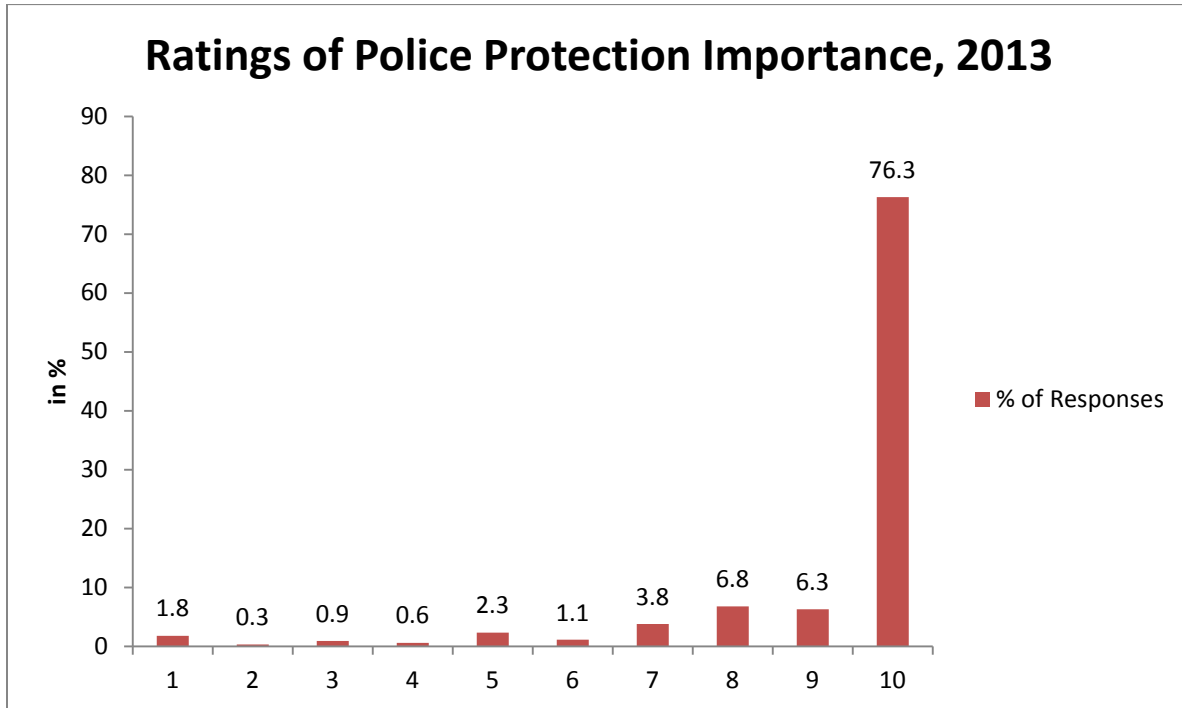
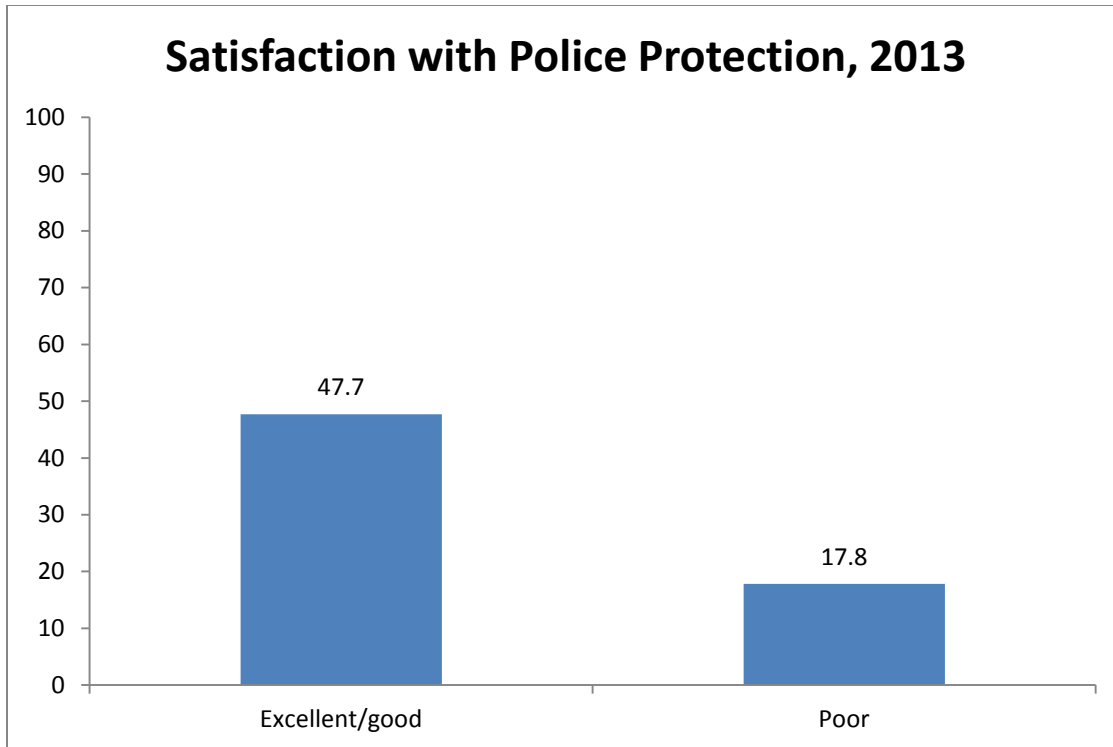


Figure 1: Ratings of Police Protection Importance, 2013

Figure 1 shows in stark detail just how important Baltimoreans regard police services. Respondents to the Citizen Survey were asked to rank city services on a scale of 1-10, with 1 being “not at all important” and 10 being “most important.” A combined total of only about 6% of respondents rated police protection importance less than 5, while an overwhelming majority of 76.3% rated it the most important service.



**Figure 2: Satisfaction with Police Protection, 2013**

Baltimoreans place a great deal of importance in police protection services and Figure 2 demonstrates that, overall, they are satisfied with the level of service provided. In 2013, nearly half of respondents (47.7%) rated police protection “excellent/good” while less than a quarter (17.7%) rated it “poor.”

**District Comparisons**

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

## Ratings of Police Protection

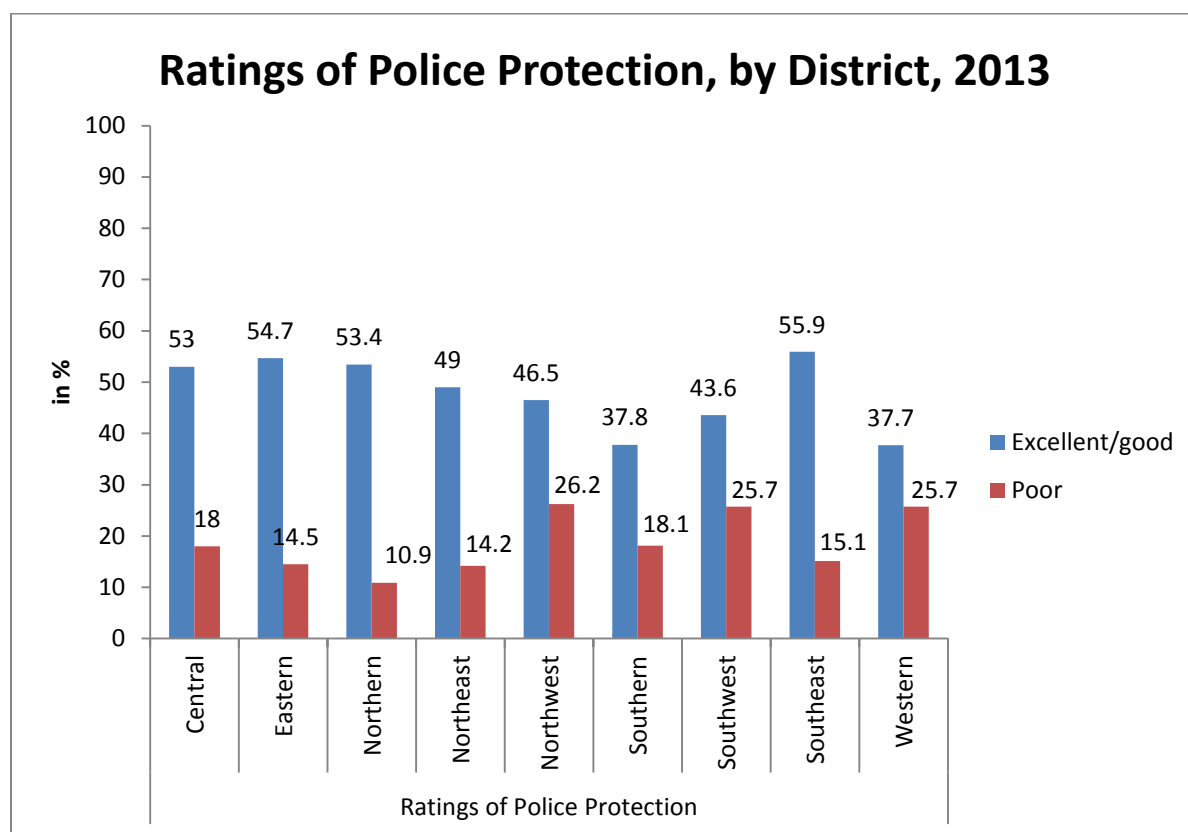


Figure 3: Ratings of Police Protection, by District, 2013

Overall, 17.7% of respondents rated Baltimore City police protection as poor, while 46.6% rated it excellent or good. Chart 2 breaks down these numbers by district. The highest ratings were given by residents of the Southeast and Northern districts who had the highest excellent rating (55.9%) and the lowest poor rating (10.9%), respectively. The lowest excellent rating was in the Southern district (37.8%) and the highest poor rating was recorded in the Northwest district (26.2%).

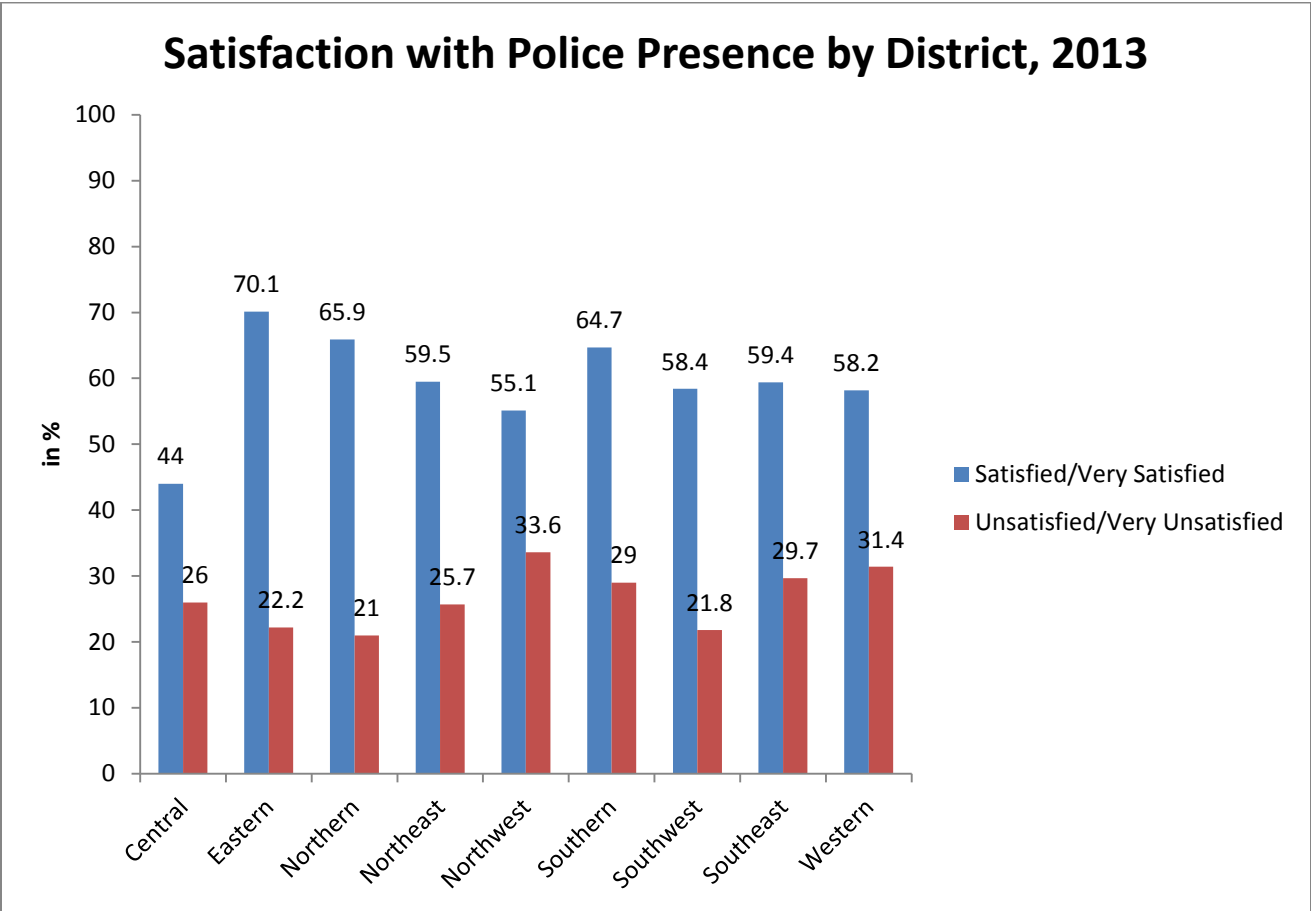


Figure 4: Satisfaction with Police Presence by District, 2013

Baltimore residents seem to be broadly satisfied with police presence in the city. The Eastern district was the most satisfied with police presence, with the highest rating for satisfied or very satisfied responses (70.1%) and tied with the Northern and Southwestern districts for lowest unsatisfied or very unsatisfied rating. Dissatisfaction with police presence was highest in the Northwestern district (33.6% unsatisfied/very unsatisfied) and the lowest satisfied rating was recorded in the central district, where it stood at only 44%.

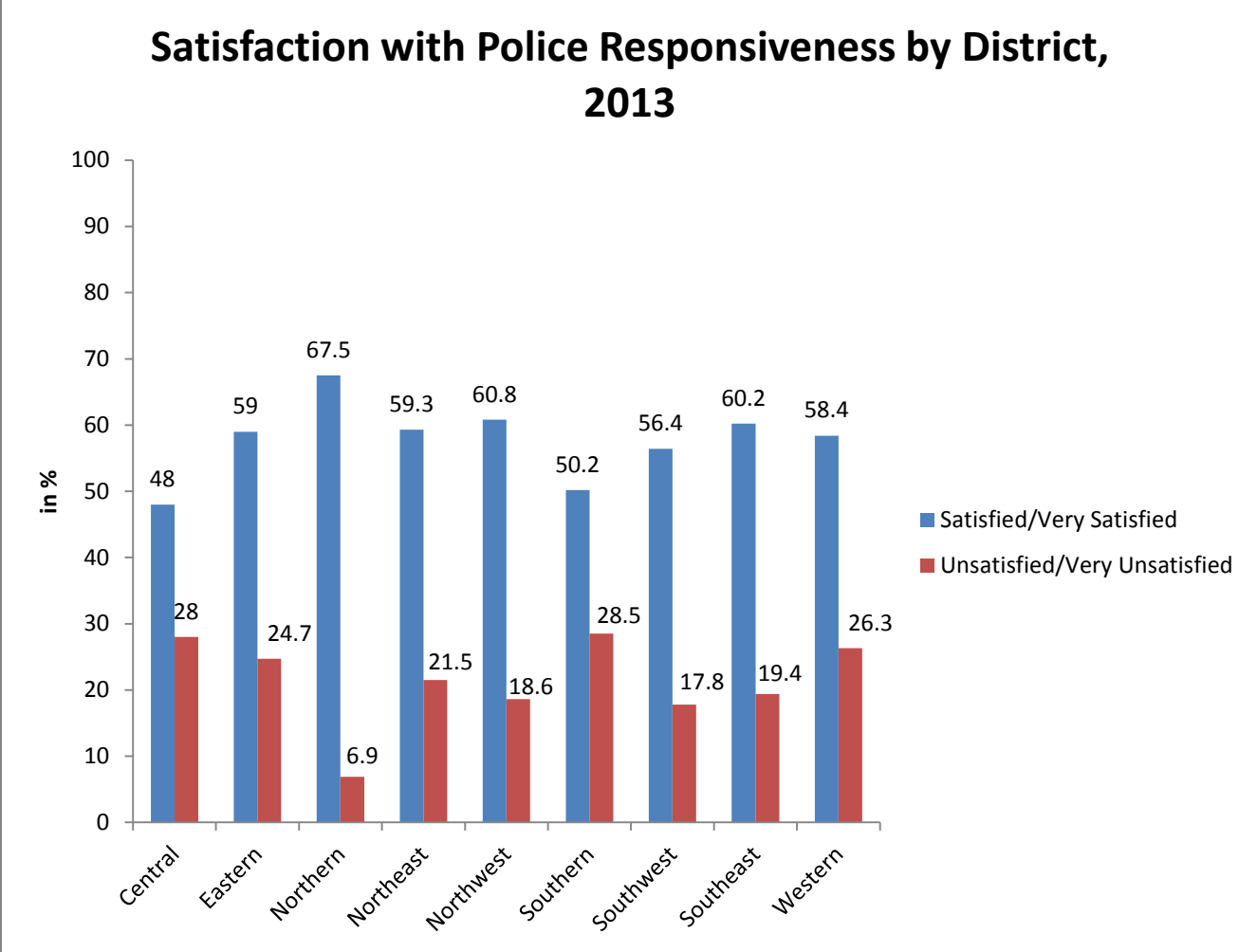


Figure 5: Satisfaction with Police Responsiveness by District, 2013

The Northern district was the most satisfied with police responsiveness by far, reporting both the highest satisfied/very satisfied (67.5%) and lowest unsatisfied/very unsatisfied (6.9%) ratings. The least satisfied district was the Southern. They reported the lowest satisfied rating of 50.2% and the highest unsatisfied rating (28.5%).



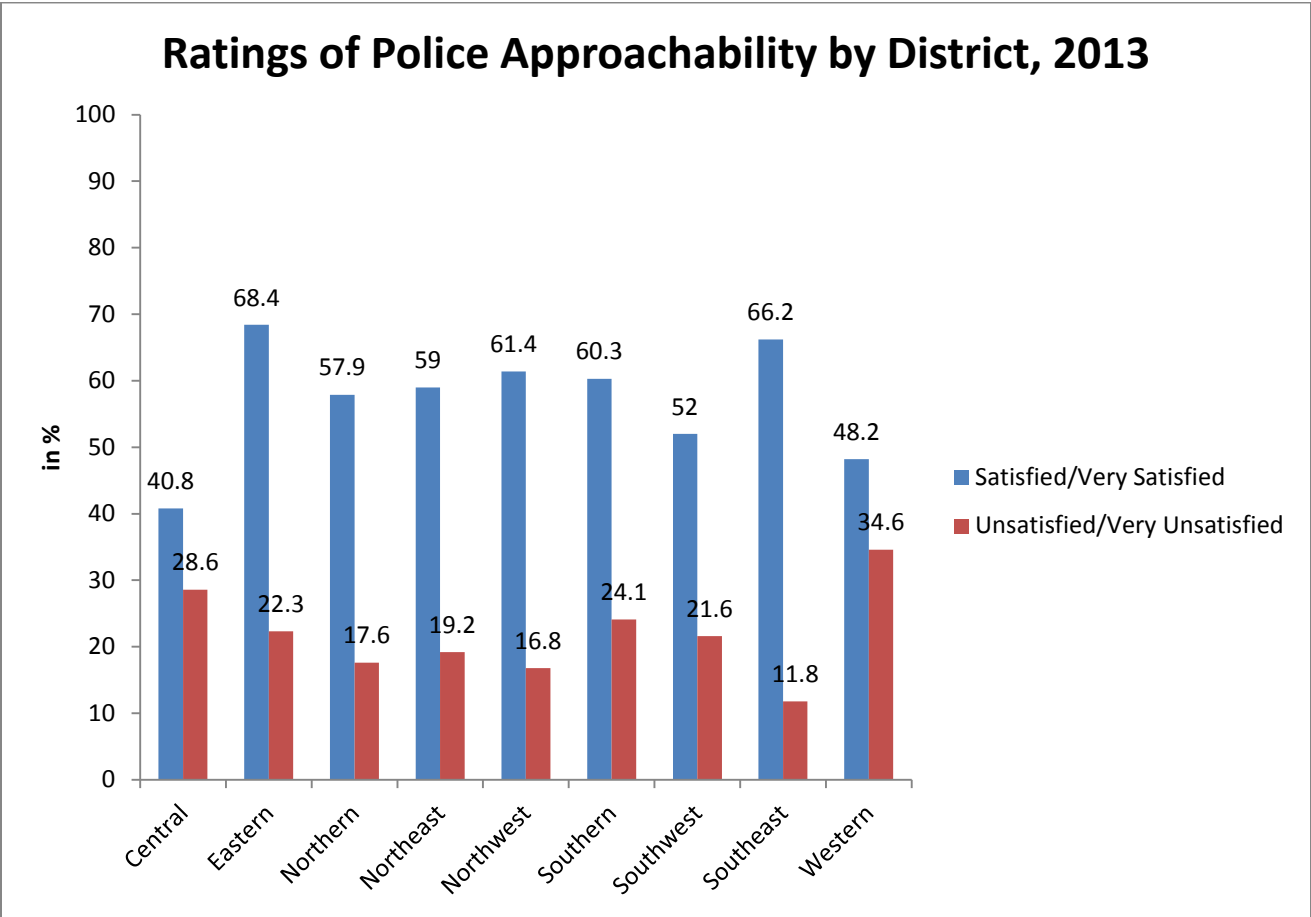


Figure 6: Ratings of Police Approachability by District, 2013

Police approachability was rated the most highly in the Eastern district, where the satisfied/very satisfied rating was the highest at 68.4%. Though there were no districts in which the unsatisfied rating exceeded the satisfied rating, the two least satisfied districts had a small gap between the two. The Central district reported the lowest satisfied rating at 40.8% and an unsatisfied rating of 28.6%. The Western district had a satisfaction rating of 48.2% and the highest unsatisfied rating of all districts (34.6%).

Ratings of Police Professionalism

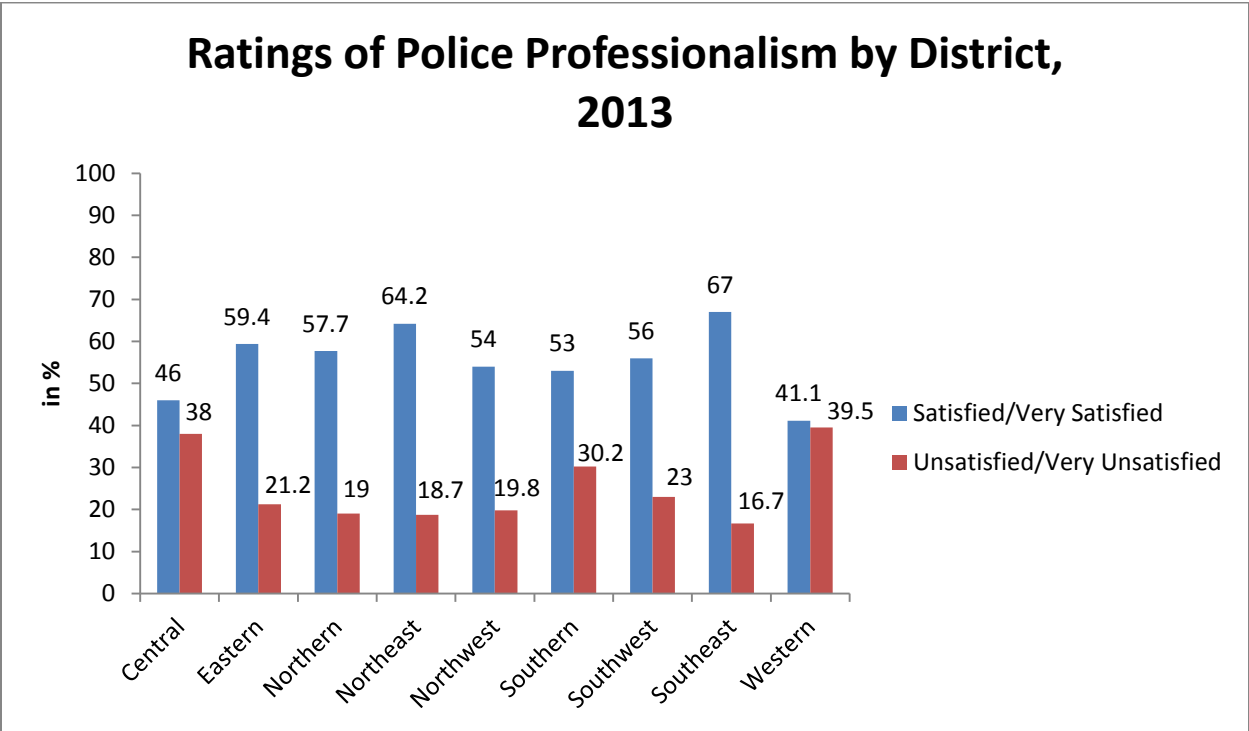


Figure 7: Ratings of Police Professionalism, by District, 2013

Baltimore city residents were mostly satisfied with the professionalism of the police force. In only two survey districts was opinion closely divided between satisfied and unsatisfied, the Western district (41.1% “satisfied/very satisfied” and 39.5% “unsatisfied/very unsatisfied”) and the Central district (46% “satisfied/very satisfied” and 38% “unsatisfied/very unsatisfied”), but a comfortable majority of respondents in all other districts were satisfied with police professionalism. The highest satisfaction rating was reported in the Southeastern district (67%), which also had the lowest unsatisfied rating (16.7%). The highest unsatisfied rating was the 39.5% reported in the Western district.

## Ratings of Police Ability to Prevent Crime

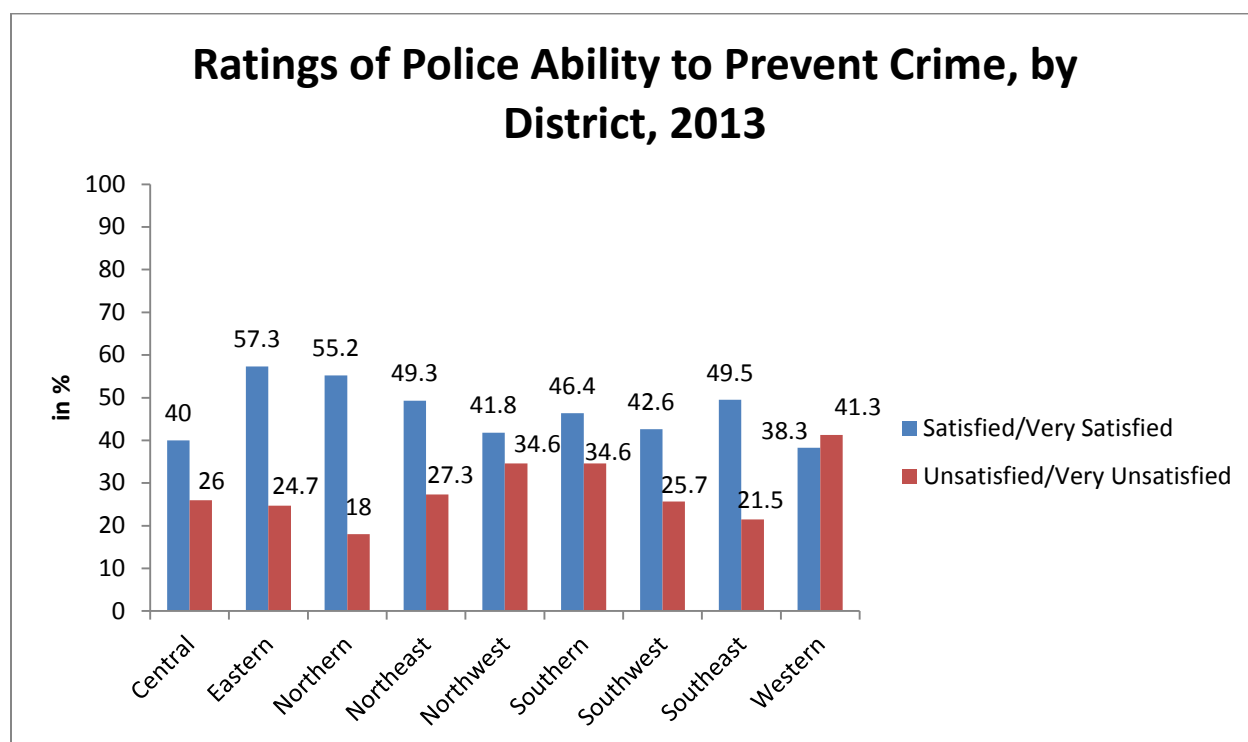


Figure 8: Ratings of Police Ability to Prevent Crime, by District, 2013

Confidence in the Baltimore Police Department's ability to prevent crime was the highest in the Eastern district, where 57.3% of respondents declared themselves satisfied or very satisfied with their efforts. The lowest satisfaction rating was reported by residents of the Western district, who also reported the highest levels of dissatisfaction (38.3% "satisfied/very satisfied" and 41.3% "unsatisfied/very unsatisfied").

## Feelings of Downtown and Neighborhood Safety

In 2013, Baltimore residents appeared to be overwhelmingly confident about the level of safety in their neighborhoods and confident to a lesser extent with the safety of the city in general. The Citizen's Survey asked respondents to consider the issue of neighborhood safety during the day and the night separately. Respondents across all districts expressed very high levels of confidence in daytime safety. "Safe/very safe" ratings ranged from a low of 78% (Central district) to a high of 95.1% (Southwestern district). Ratings of "Unsafe/very unsafe" were the highest in the Central district, at 22%.

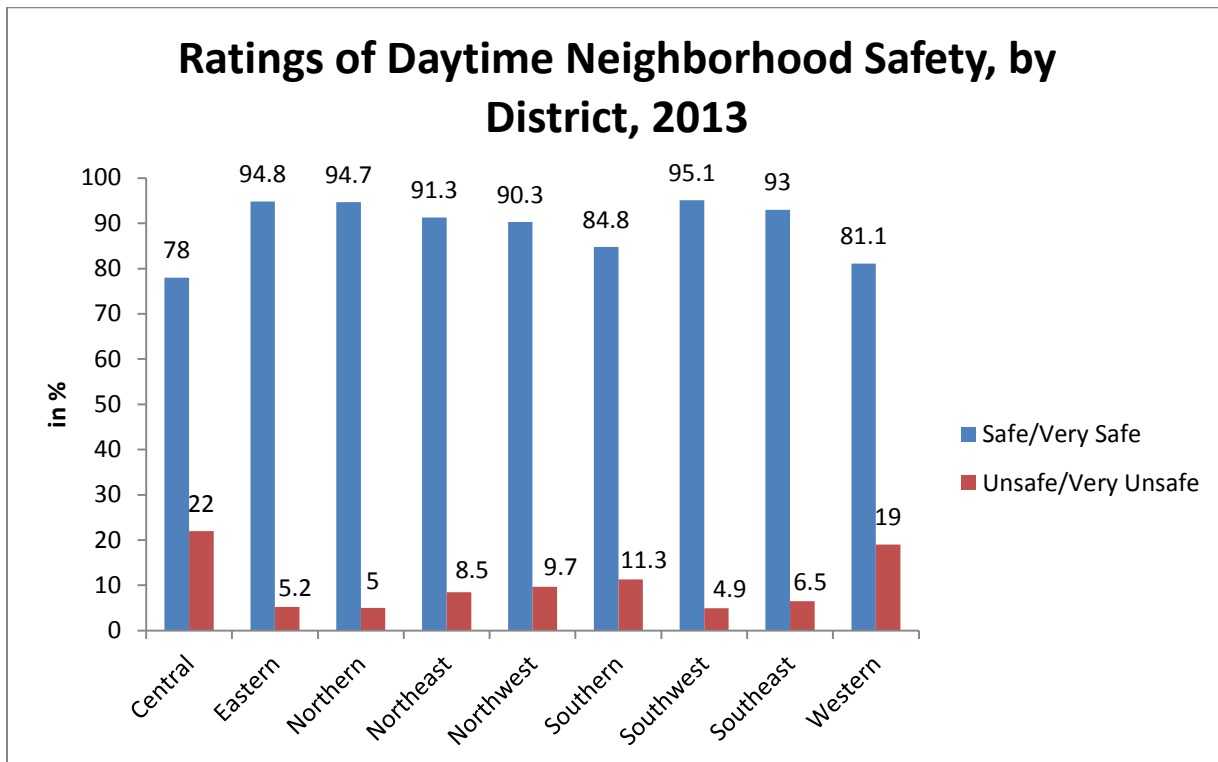
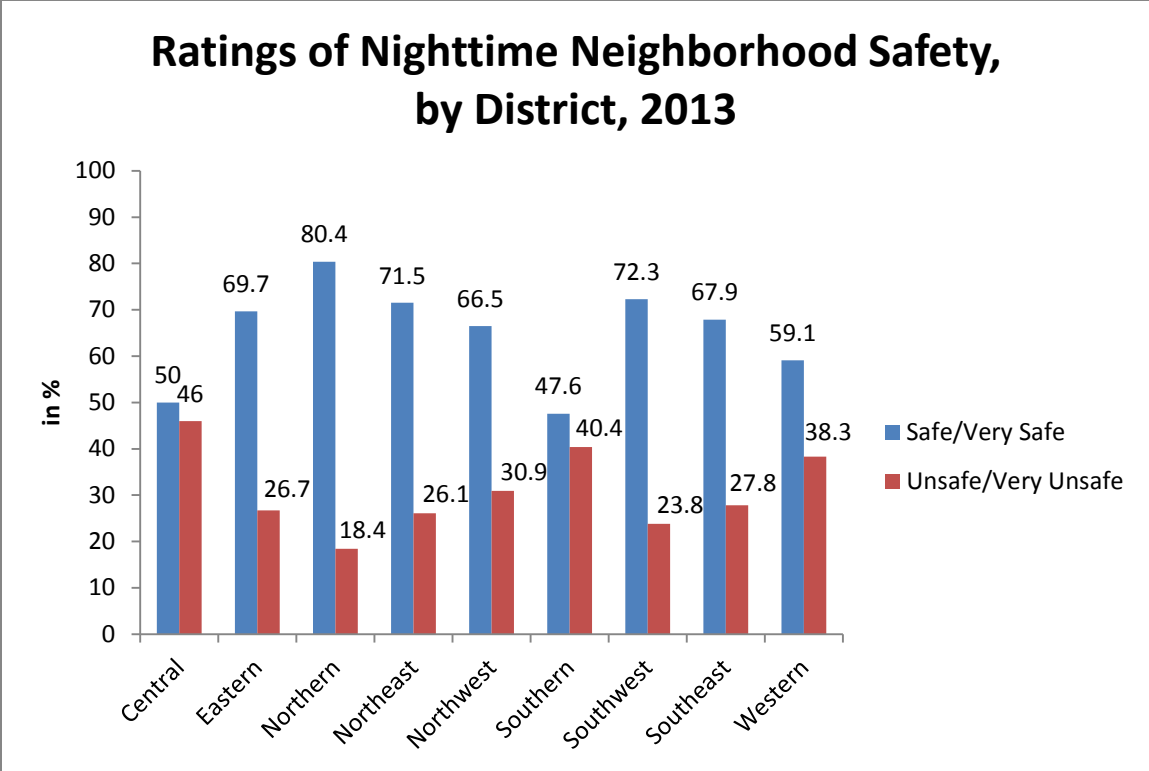
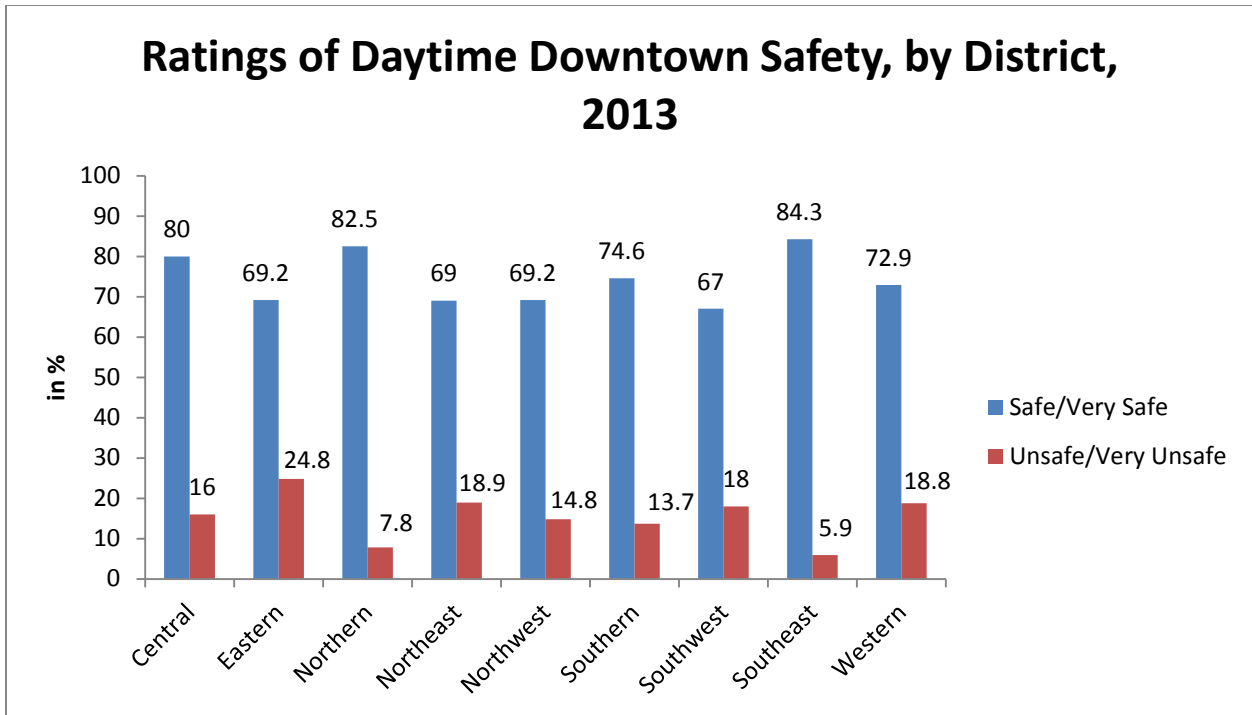


Figure 9: Ratings of Daytime Neighborhood Safety, by District, 2013



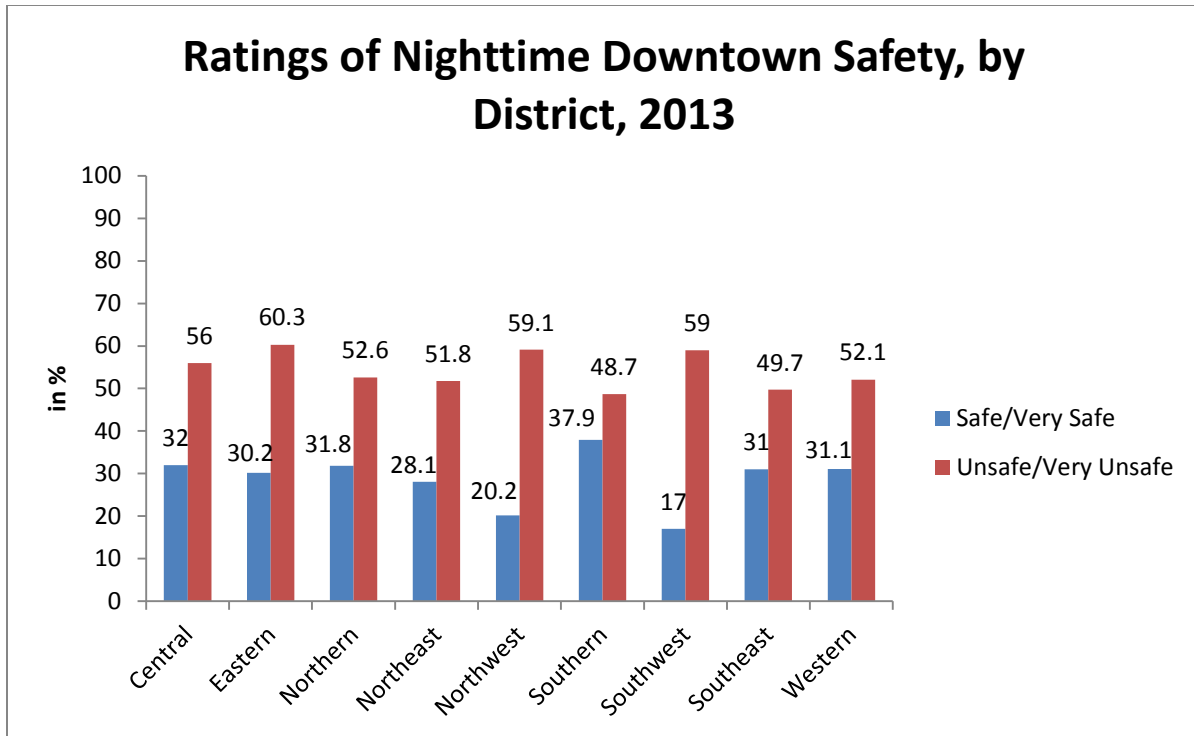
**Figure 10: Ratings of Nighttime Neighborhood Safety, by District, 2013**

Ratings of nighttime neighborhood safety were less uniformly positive. The Northern district had the highest safety ratings (80.4%) and the lowest unsafe ratings (18.4%). However, opinion was much closely divided in two districts, the Central district (50% “safe/very safe” and 46% “unsafe/very unsafe”) and the Southern district (47.6% “safe/very safe” and 40.4% “unsafe/very unsafe”).



**Figure 11: Ratings of Daytime Downtown Safety, by District, 2013**

When asked to consider the issue of safety in the downtown area, Baltimoreans from all survey districts expressed confidence in downtown safety during the day. The highest “safe/very safe” rating was recorded in the Southeastern district (84.3%) and the lowest “unsafe/very unsafe” rating (5.9%) Southwestern district residents had the least confidence in daytime downtown safety, with 67% describing downtown as “safe/very safe” and 18% describing it as “unsafe/very unsafe.”



**Figure 12: Ratings of Nighttime Downtown Safety, by District, 2013**

Perceptions of downtown safety at night had the opposite dynamic. Whereas during the day, “safe” ratings exceed “unsafe” ratings across all districts, at night Baltimoreans from across the city agree that downtown is unsafe, though by smaller margins. The Southern district seemed the most confident of downtown nighttime safety, with the highest “safe/very safe” rating (37.9%) and the lowest “unsafe/very unsafe” rating (48.7%). The highest “unsafe/very unsafe” rating was 60.3% in the Eastern district.

## Quality of Life Issues

The Citizens' Survey asked respondents to rate the seriousness of several quality of life problems. The problems that were ranked as the most serious of those issues that were surveyed were violent crime and illegal drug use. Violent crime was overwhelmingly regarded as a serious problem by a large majority of respondents from all survey districts. The worst perceptions were from the Southwestern district, where 92.1% of respondents—the highest proportion of any district--rated violent crime a serious or very serious problem and only 6.9% said it was only a moderate problem or not one at all. The Northern district had the best perceptions of violent crime, giving it the lowest "serious/very serious" rating (78.6%) and the highest "moderate problem/not a problem" rating (18.6%).

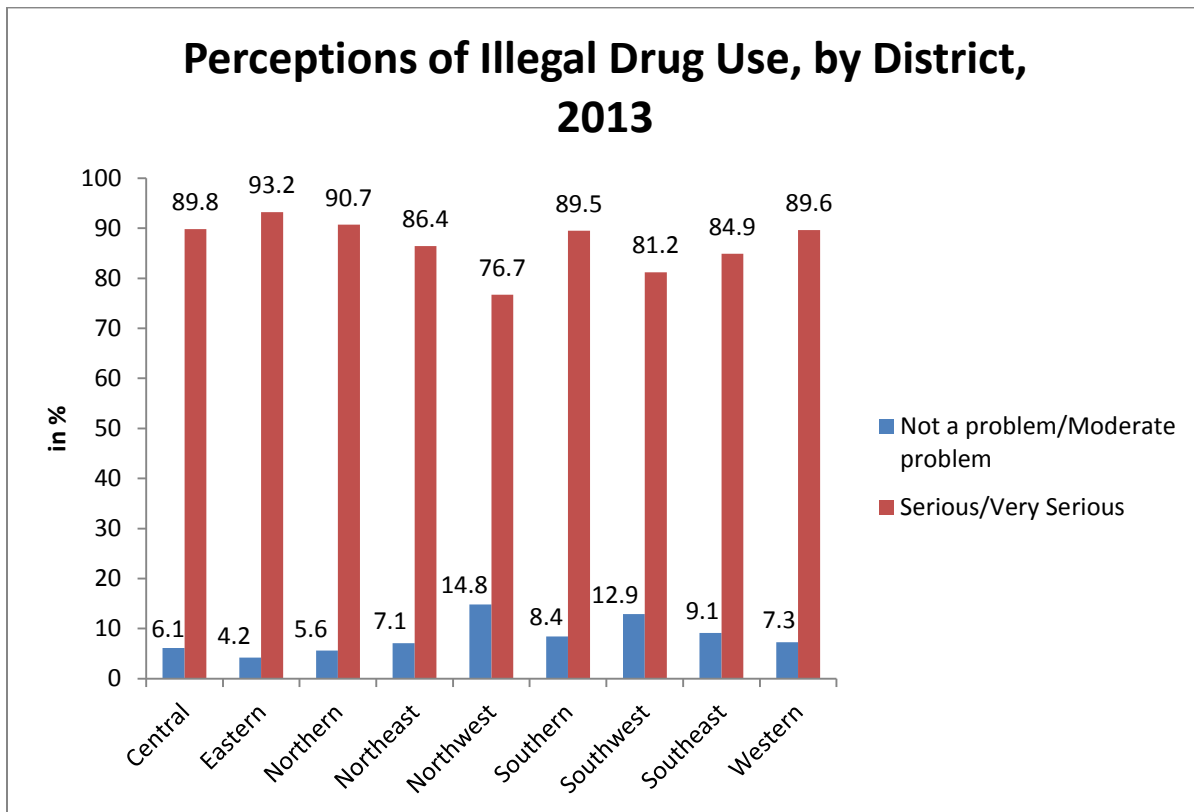
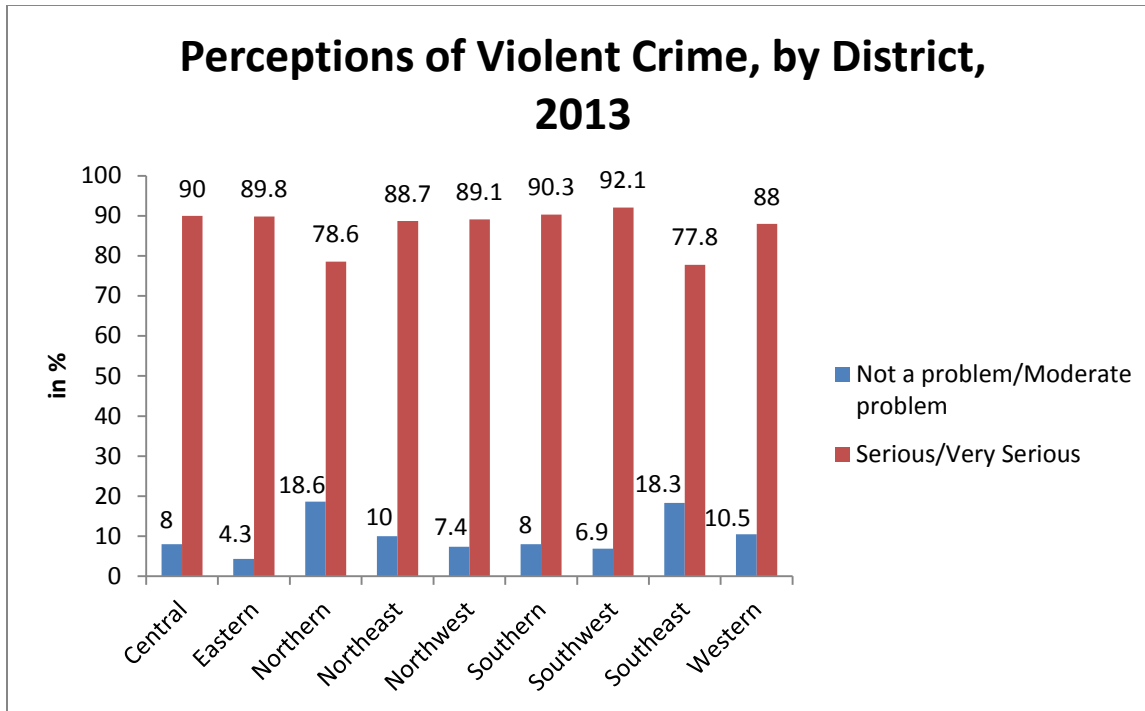


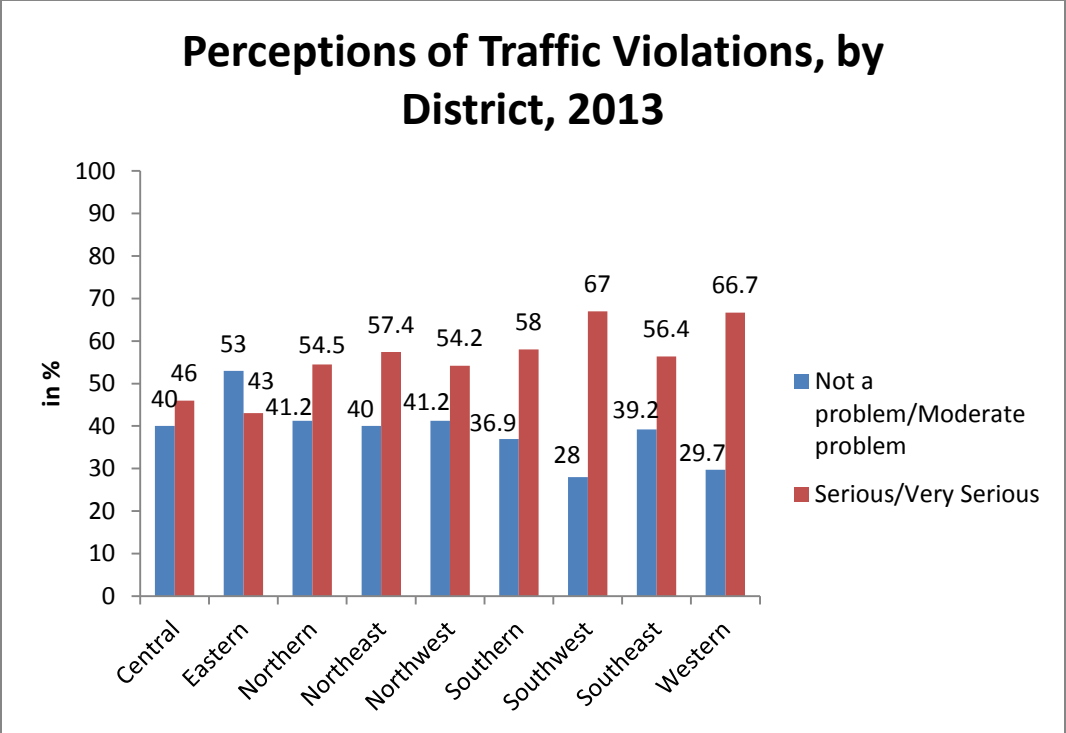
Figure 13: Perceptions of Illegal Drug Use, by District, 2013





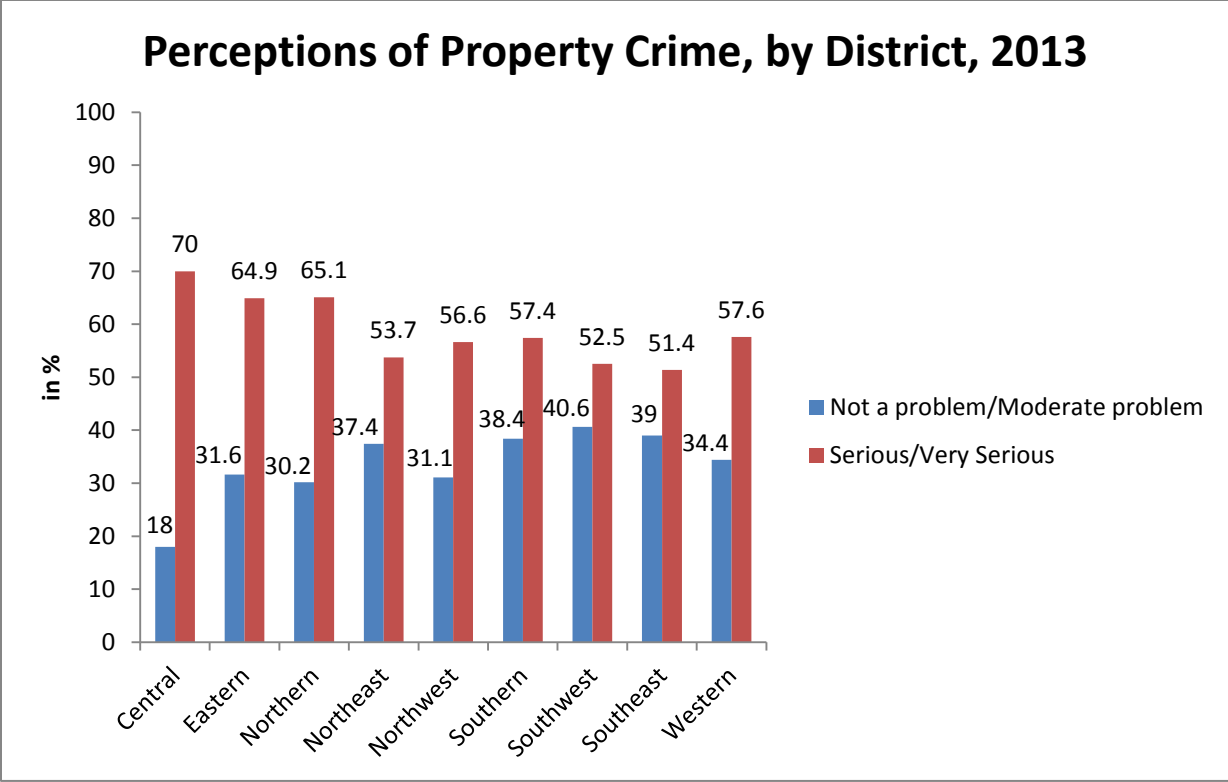
**Figure 14: Perceptions of Violent Crime, by District, 2013**

Illegal drug use was regarded as a serious problem in proportions similar to violent crime. The highest “serious/very serious” rating was 93.2% in the Eastern district, which also had the lowest “not a problem/moderate problem” rating (4.2%). Illegal drug use received the least serious ratings in the Northwestern district (76.7% “serious/very serious” and 14.8% “not a problem moderate problem”).



**Figure 15: Perceptions of Traffic Violations, by District, 2013**

Perceptions of the seriousness of drivers disobeying the city’s traffic laws are not consistent across all survey districts. More people in most districts regard it as a serious issue than those that do not, but by widely varying margins. In the Eastern district, there were more people who thought traffic violations were not a serious problem than those who did (53% and 43%, respectively). The problem was perceived to be the most serious in the Southwestern district, where the highest proportion of respondents (tied with the Western district) described traffic violations as a “serious/very serious problem” and only 28% regarded it as a “moderate problem/not a problem.”



**Figure 16: Perceptions of Property Crime, by District, 2013**

Property crime is considered a serious problem in all survey districts. Perceptions of its seriousness are the worst in the Central district, where 70% of respondents rates it as a “serious/very serious” problem and only 18% of respondents rated it as “not a problem/moderate problem.” In all districts, “serious/very serious” ratings were over 50% and “not a problem/moderate problem” ratings were 40% or below.

## Demographic Comparison

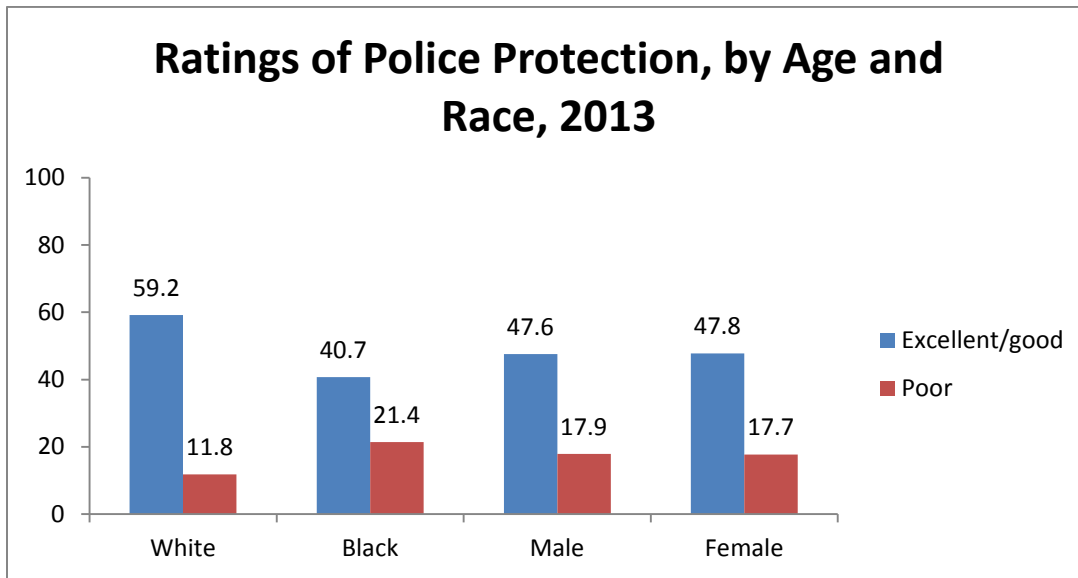


Figure 17: Ratings of Police Protection, by Age and Race, 2013

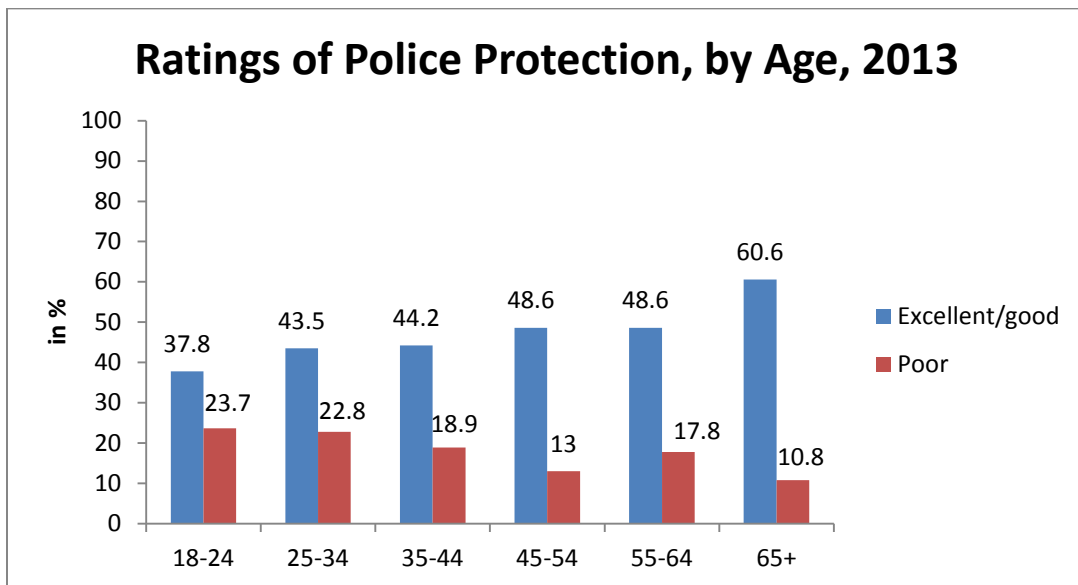


Figure 18: Ratings of Police Protection, by Age, 2013

Survey responses were also categorized by age, gender and race.

White respondents were substantially more likely to rate the quality of police protection highly than black respondents. Nearly 2/3 of white respondents (59%) felt police protection was

“excellent or good” while only 11.8% felt it was poor. Black respondents were considerably less satisfied, with only 40.7% rating it ‘excellent/good” while 21.4% said it was “poor.”

Male and female respondents had remarkably similar perceptions of the effectiveness of this service. Positive and negative ratings were almost identical for both groups. Male and female respondents rated police protection as “excellent/good” at rates of 47.6% and 47.8%, respectively, and “poor” at rates of 17.9% and 17.7%, respectively.

A very clear trend was present in the ratings when they were sorted into age groups. Satisfaction with police services increases in a very linear fashion with age as dissatisfaction decreases in the same manner with age. The “Excellent/good” rating for the 18-24 year old group was only 37.8% compared with 60.6% for the 65+ group. “Poor” ratings for each were 23.7% and 10.8%, respectively.

## Satisfaction Ratings of BCPD

### Police Presence

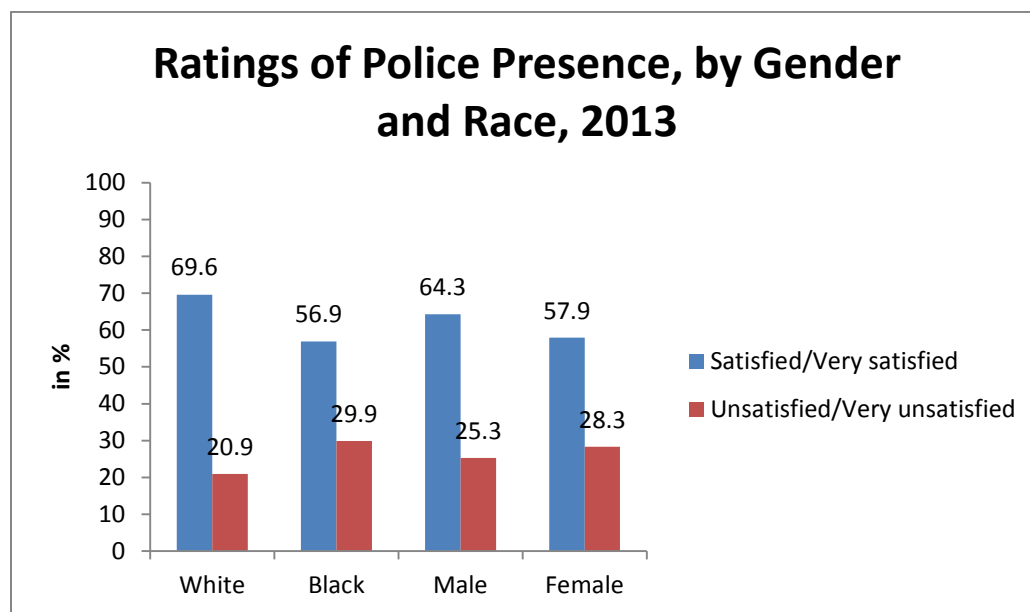


Figure 19: Ratings of Police Presence, by Gender and Race, 2013

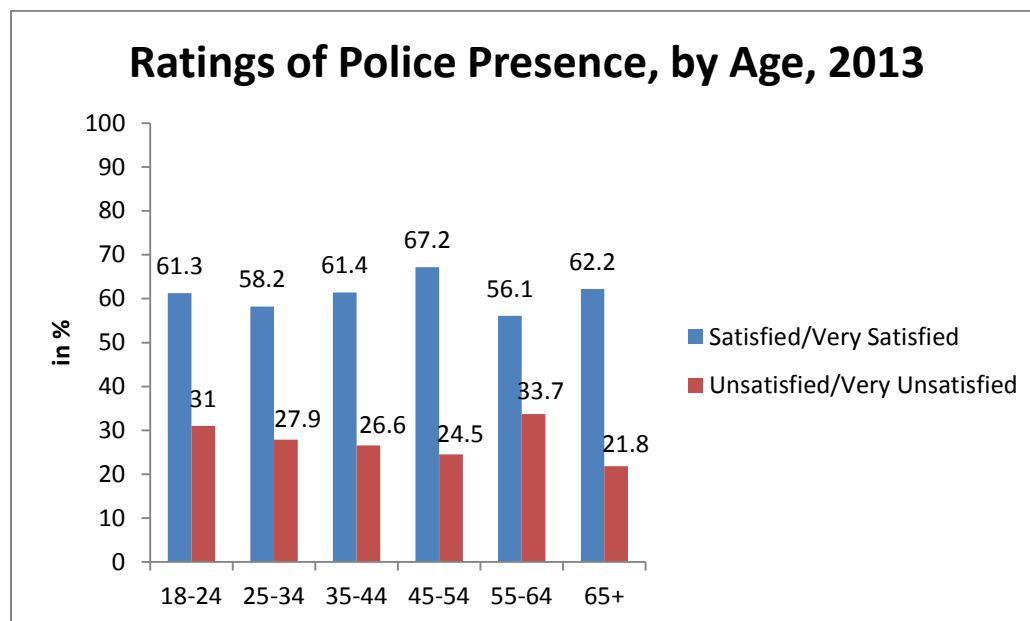
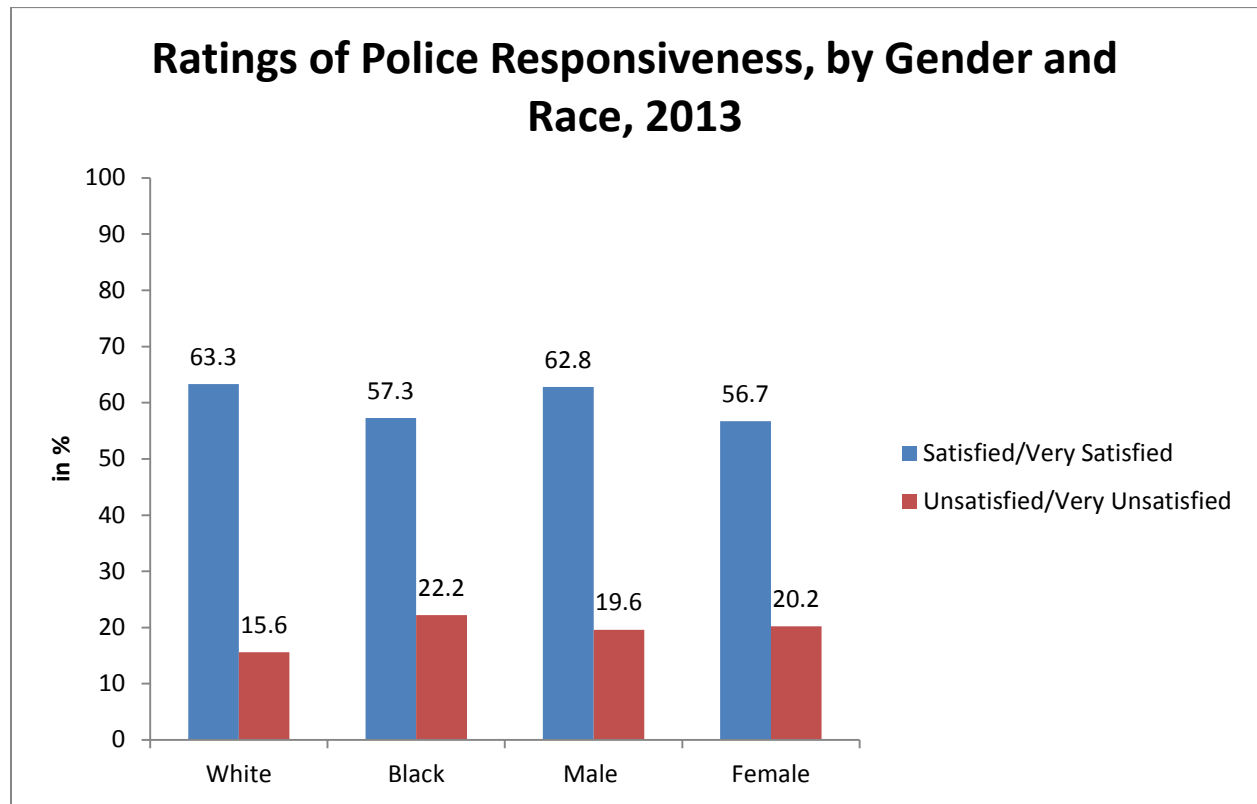


Figure 20: Ratings of Police Presence, by Age, 2013

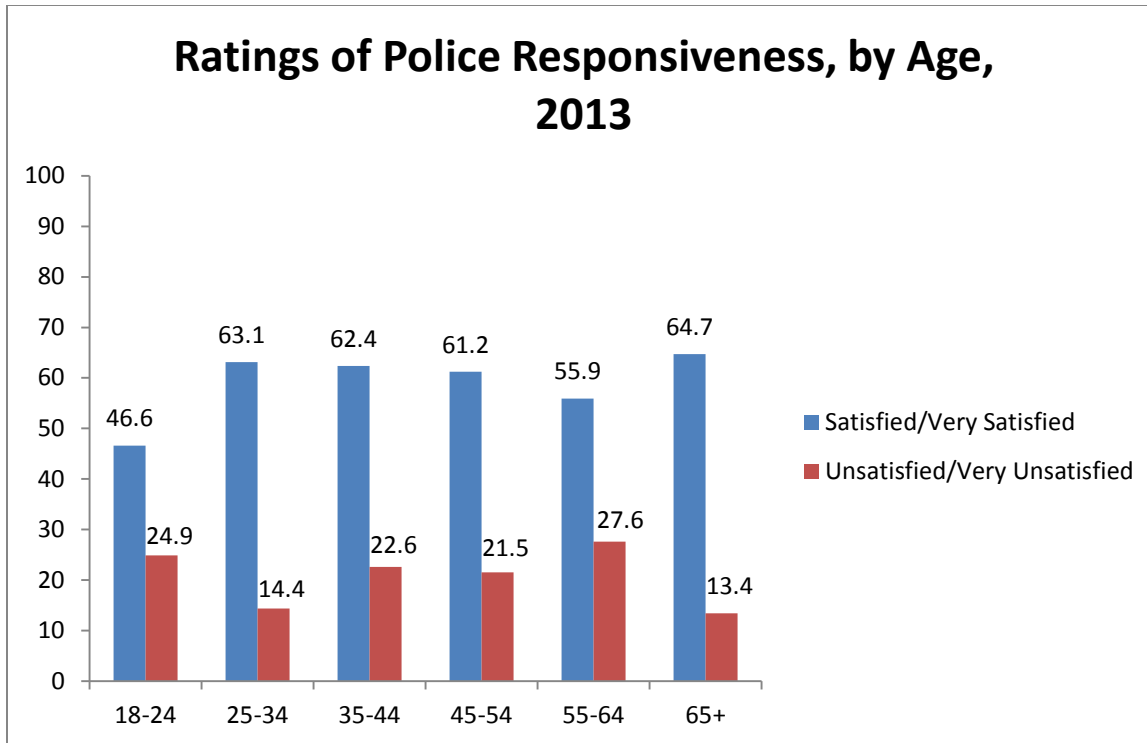
Substantial differences exist between perceptions of police presence among white and black respondents and—to a lesser extent—between male and female respondents. Satisfaction rates among different age groups were relatively consistent. Nearly  $\frac{3}{4}$  of white residents (69.6%) gave police presence a satisfactory rating, compared to slightly over half of black respondents (56.9%). Unsatisfied ratings were also higher for black respondents relative to white

respondents (20.9% and 29.9%, respectively). Males appeared to be more satisfied with police presence than women. Their satisfaction rate was 64.3% compared to 57.9% for women. There was less variance in satisfaction rates between different age groups. The most satisfied group was the 45-54 year olds who had the highest rate of “satisfied/very satisfied” responses of all groups (67.2%). The most dissatisfied group was the 55-64 year olds, who had the highest rate of “unsatisfied/very unsatisfied” responses of any age group (33.7%) and smallest gap between satisfied and unsatisfied respondents.

*Police Responsiveness*



**Figure 21: Ratings of Police Responsiveness, by Gender and Race, 2013**



**Figure 22: Ratings of Police Responsiveness, by Age, 2013**

There was widespread approval of police responsiveness across most racial, gender and age groups. White and black respondents both expressed more approval than disapproval of police presence, though white respondents more so. White ratings for “satisfied/very satisfied” (63.3%) were somewhat higher than for black respondents (57.3%). Male and female respondents followed a similar dynamic to the two racial groups. Males rated police presence satisfactory 62.8% of the time, compared to 56.7% for female. “Unsatisfied/very unsatisfied” ratings were approximately the same for males and females, though (19.6% and 20.2%, respectively). All age groups expressed net satisfaction with police responsiveness, though to varying degrees. The group that expressed the strongest approval of police presence were the 65+ group, which gave both the highest satisfaction rating and the lowest dissatisfaction rating (64.7% “satisfied/very satisfied” and 13.4% “unsatisfied/very unsatisfied”). The age group least satisfied was the 18-24 year olds. They gave police presence both its lowest satisfaction rating and its second highest dissatisfaction rating (46.6% and 24.9%, respectively).



Police Approachability

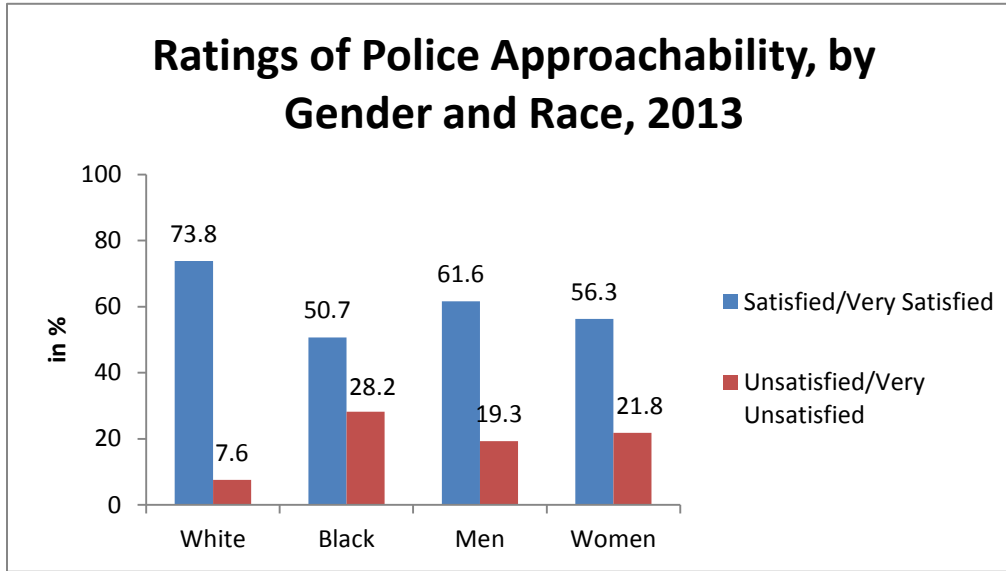


Figure 23: Ratings of Police Approachability, by Gender and Race, 2013

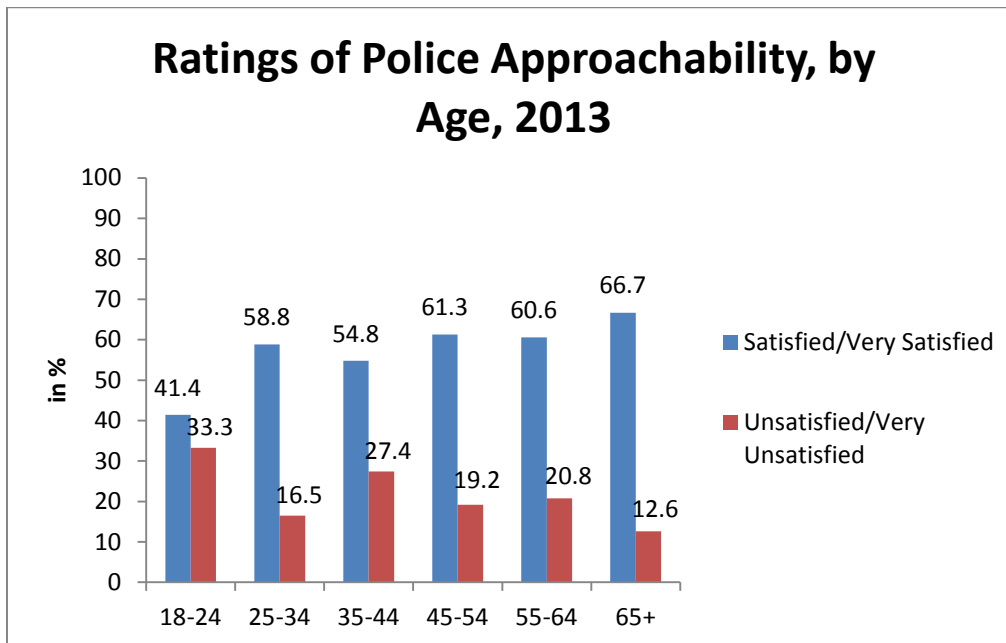
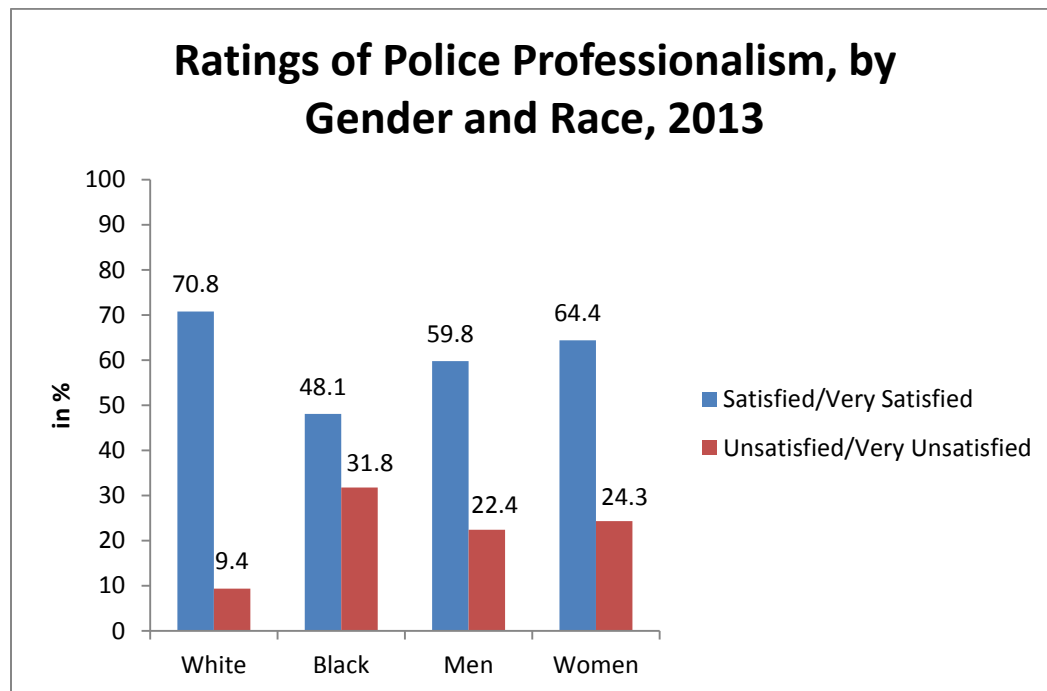


Figure 24: Ratings of Police Approachability, by Age, 2013

Substantial differences of opinion exist between the survey groups about the approachability of police. These differences are most pronounced among racial groups. White respondents are substantially more likely to view Baltimore police as approachable than black respondents. Three-fourths (73.8%) of white respondents rated their opinion of this issue as “satisfied/very satisfied,” compared to only 50.7% of black respondents. The unsatisfied rating from black

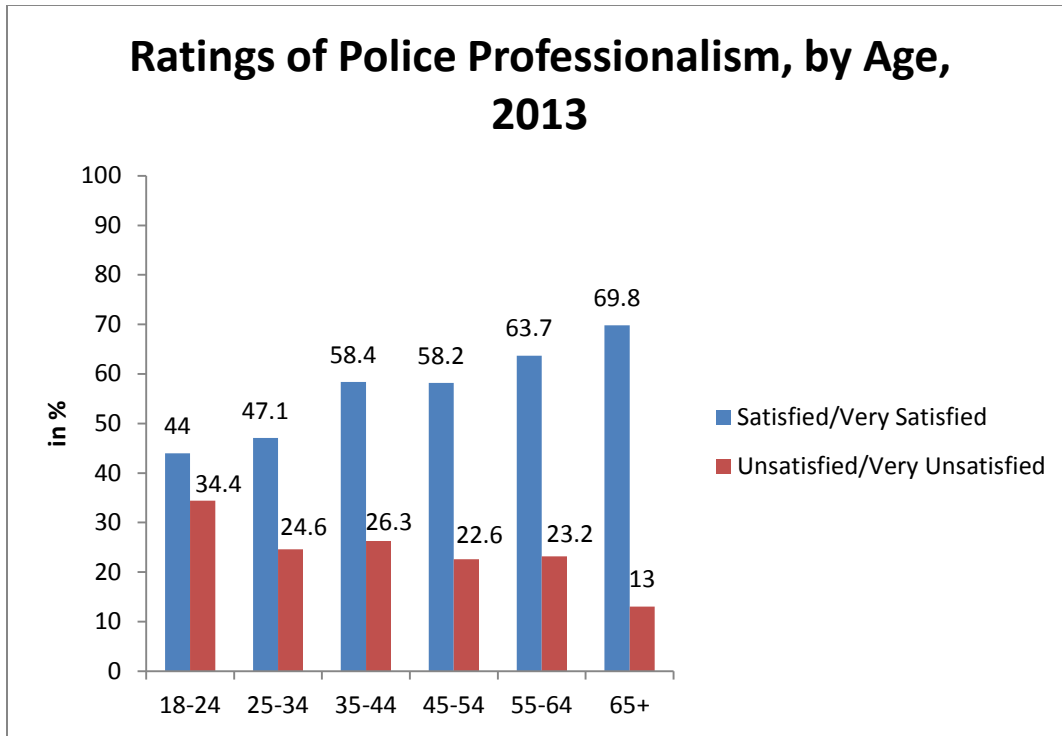
respondents (28.2%) was nearly three times as high as that reported by white respondents (7.6%). Satisfaction with police approachability generally—though not always—increases with age. The age group that was least satisfied with approachability was the 18-24 year old group, which gave the highest “unsatisfied/very unsatisfied” rating (33.3%) and the lowest “satisfied/very satisfied” rating (41.4%) of any group. Senior citizens were the most satisfied with approachability, with a satisfied rating of 66.7%.

*Police Professionalism*



**Figure 25: Ratings of Police Professionalism, by Gender and Race, 2013**

As with police approachability, there appears to be a racial divide in how police professionalism is perceived. There is also a much smaller difference between how the two genders perceive this issue. All gender and racial groups appear to be mostly satisfied with police professionalism, except for black respondents. White respondents rated police professionalism as satisfactory 70.8% of the time, compared to only 48.1% for black respondents. The unsatisfied rating for white respondents was 9.4% compared to 31.8% for black respondents. In spite of being over three times as unsatisfied as white respondents, black respondents still gave police professionalism a net positive rating.



**Figure 26: Ratings of Police Professionalism, by Age, 2013**

Perceptions of police professionalism by age group follows a similar trend to perceptions of other issues and services: satisfaction generally increases with age. The most contented group are those over the age of 65, 69.8% of whom describe themselves as “satisfied/very satisfied” with police professionalism and only 13% of whom are “unsatisfied/very unsatisfied.” In contrast, 18-24 year olds, while still having net positive perceptions, describe themselves as satisfied only 44% of the time and unsatisfied 34.4% of the time. These ratings represent the lowest satisfaction rate and the highest unsatisfied rate.

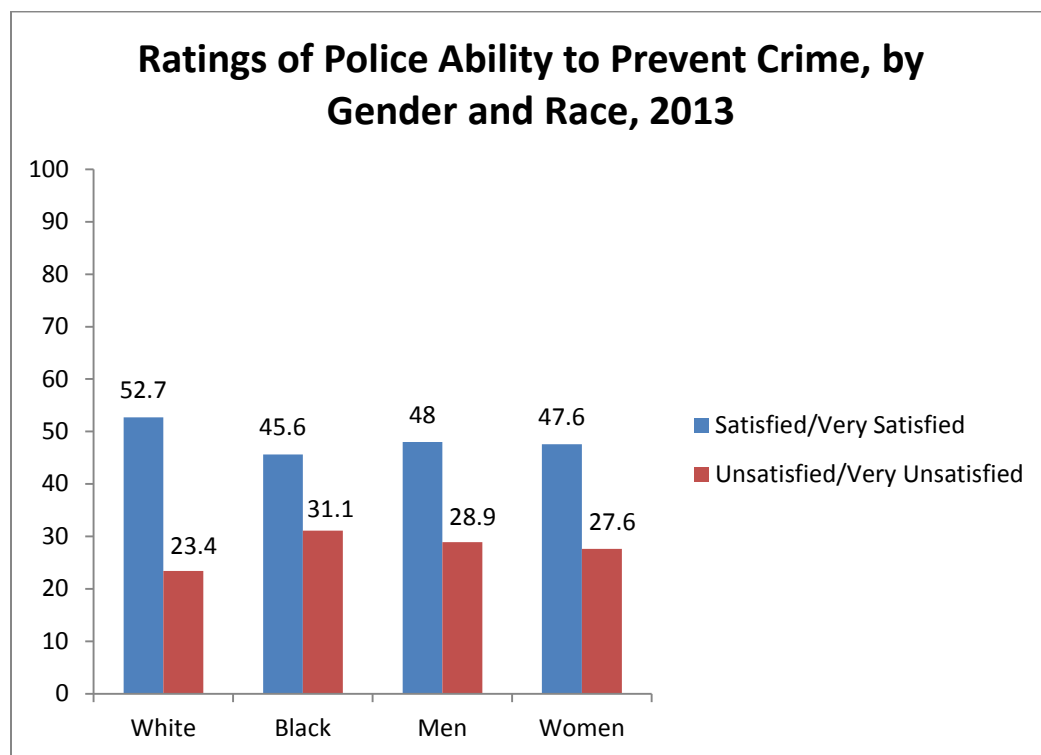
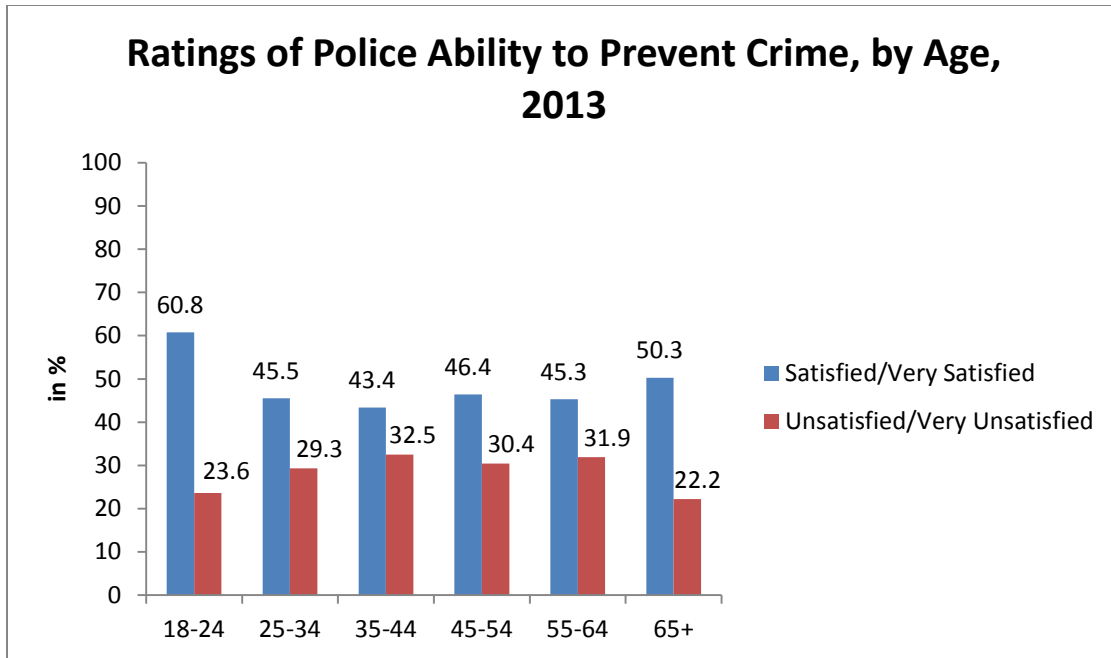


Figure 27: Ratings of Police Ability to Prevent Crime, by Gender and Race, 2013

Baltimoreans are mostly satisfied with the police’s ability to prevent crime. This trend is consistent across gender and racial groups. White respondents appear to be somewhat more satisfied with the effectiveness of Baltimore city police to prevent crime than black respondents. Over half of white respondents (52.7%) described themselves as “satisfied/very satisfied” with this issue, compared to 45.6% of black respondents. Men and women had almost identical perceptions of crime prevention prowess, with 48% of men and 47.6% of women saying they were “satisfied/very satisfied” and 28.9% and 27.6%, respectively, saying they were “unsatisfied/very unsatisfied.”



**Figure 28: Ratings of Police Ability to Prevent Crime, by Age, 2013**

All age groups report net satisfaction with the police’s ability to prevent crime, but the data reveal few other discernable trends. The age group that seemed to have the most confidence in Baltimore police was the 18-24 year olds, 60.8% of whom felt “satisfied/very satisfied” with this issue. A majority of the 65+ age group felt the same (50.3%), but all other age groups showed a much smaller plurality of “satisfied/very satisfied” respondents.

## Ratings of Safety in Neighborhoods and Downtown

### Neighborhood Safety

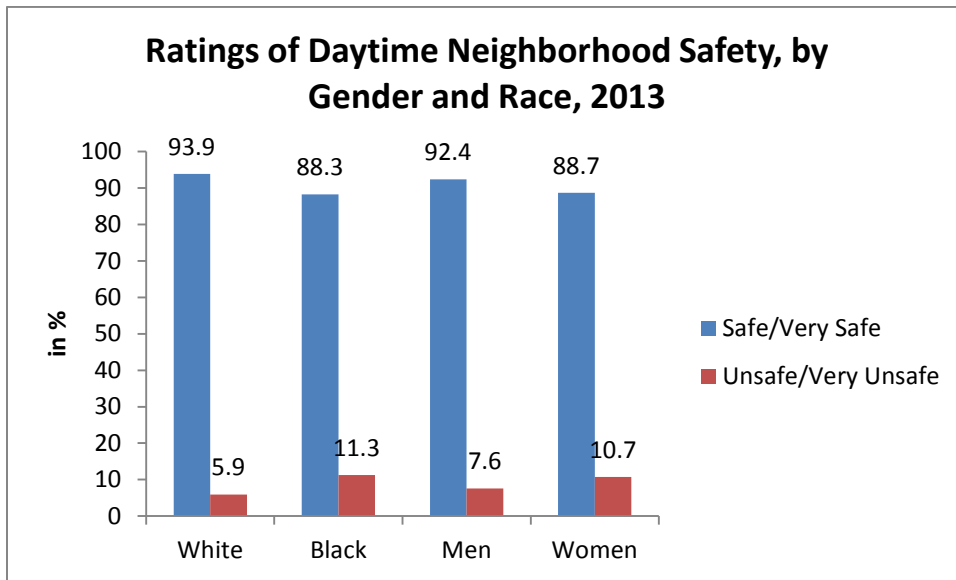


Figure 29: Ratings of Daytime Neighborhood Safety, by Gender and Race, 2013

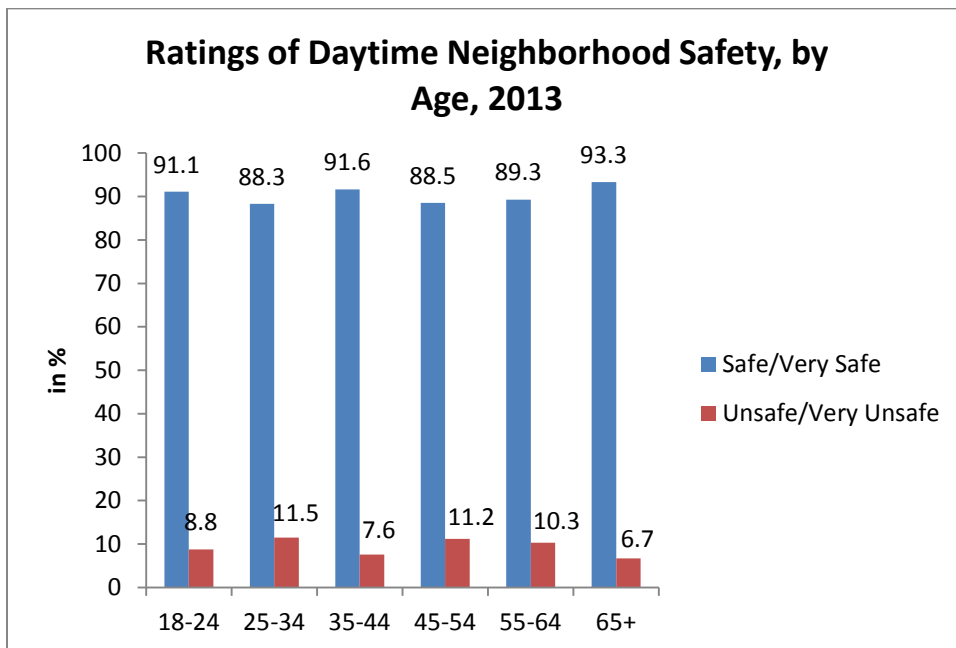
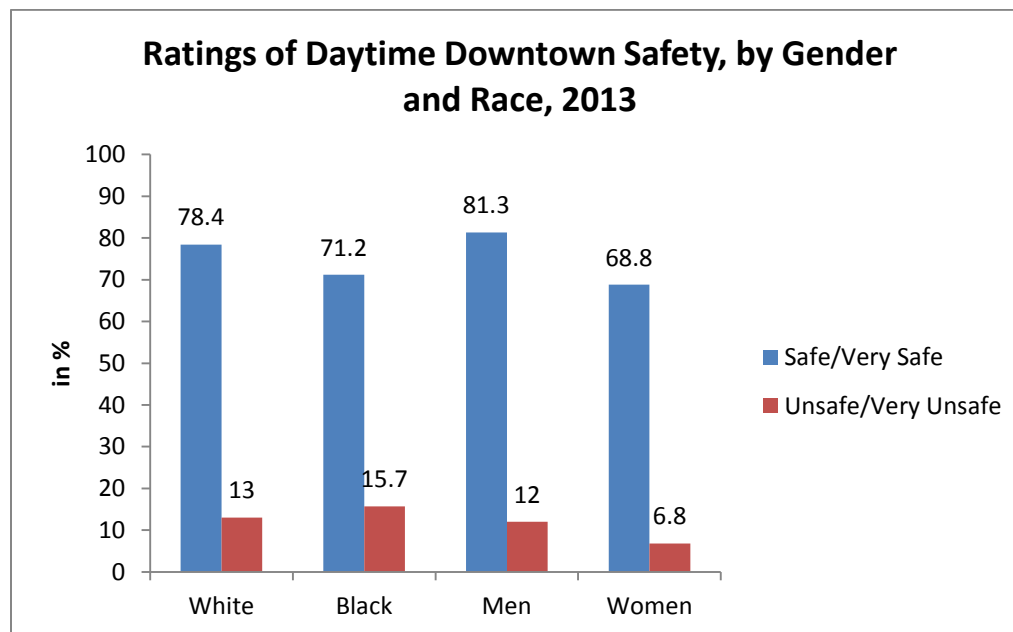


Figure 30: Ratings of Daytime Neighborhood Safety, by Age, 2013

Respondents' perceptions of nighttime and daytime neighborhood safety were broadly similar across age, gender and racial groups. All demographic groups expressed a high level of confidence in the safety of their neighborhoods. Among racial groups, 93.9% of white respondents and 88.3% of black respondents described neighborhood safety as "safe/very safe" during the day. Ratings of "unsafe/very unsafe" were very low for both groups, though black perceptions of unsafety (11.3%) were nearly twice as high as for white respondents (5.9%). Male and female respondents had a very similar trend, with males rating their neighborhoods as "safe/very safe" during the day slightly more than females (92.4% compared to 88.7%, respectively) and females rating them unsafe slightly more than males. All age groups rated daytime safety extremely high, with no group describing their neighborhood as "safe/very safe" less than 88% of the time and "unsafe/very unsafe" more than 12% of the time. The age group most secure in their neighborhoods daytime safety were the 65+, which had the highest safe rating (93.3%) and the lowest unsafe rating (6.7%).

### *Downtown Safety*



**Figure 31: Ratings of Daytime Downtown Safety, by Gender and Race, 2013**

Comparison of racial and gender groups revealed broad approval of daytime downtown safety. Men felt the most confident about downtown safety, rating it "safe/very safe" 81.3% of the time. The lowest "unsafe/very unsafe" rating was from women (6.8%). In general, white respondents felt safer than black and male respondents felt safer than female.

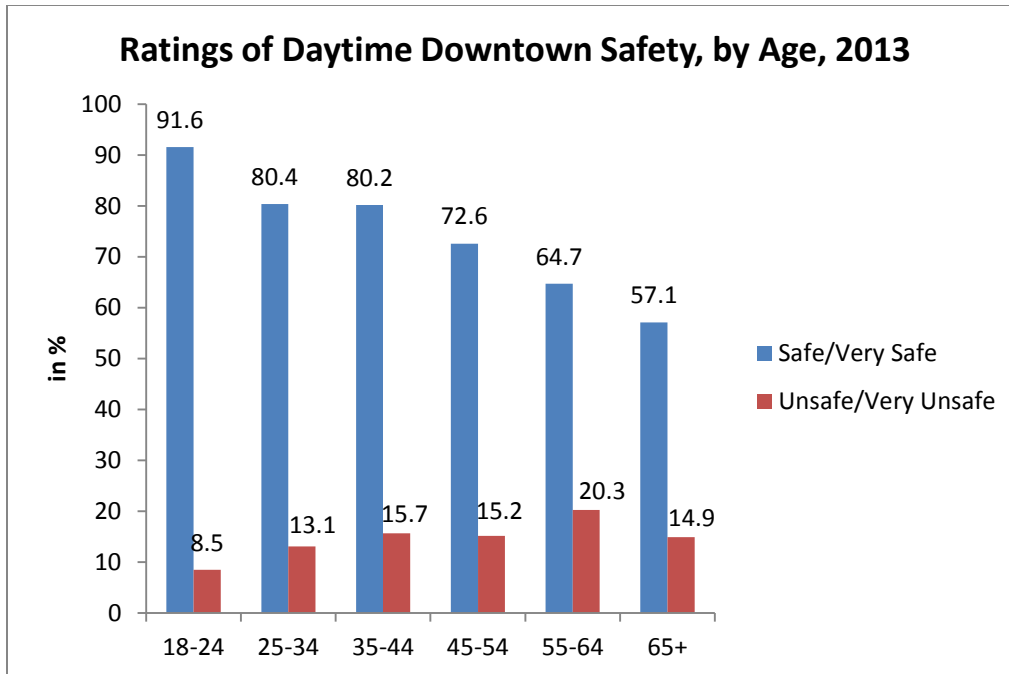
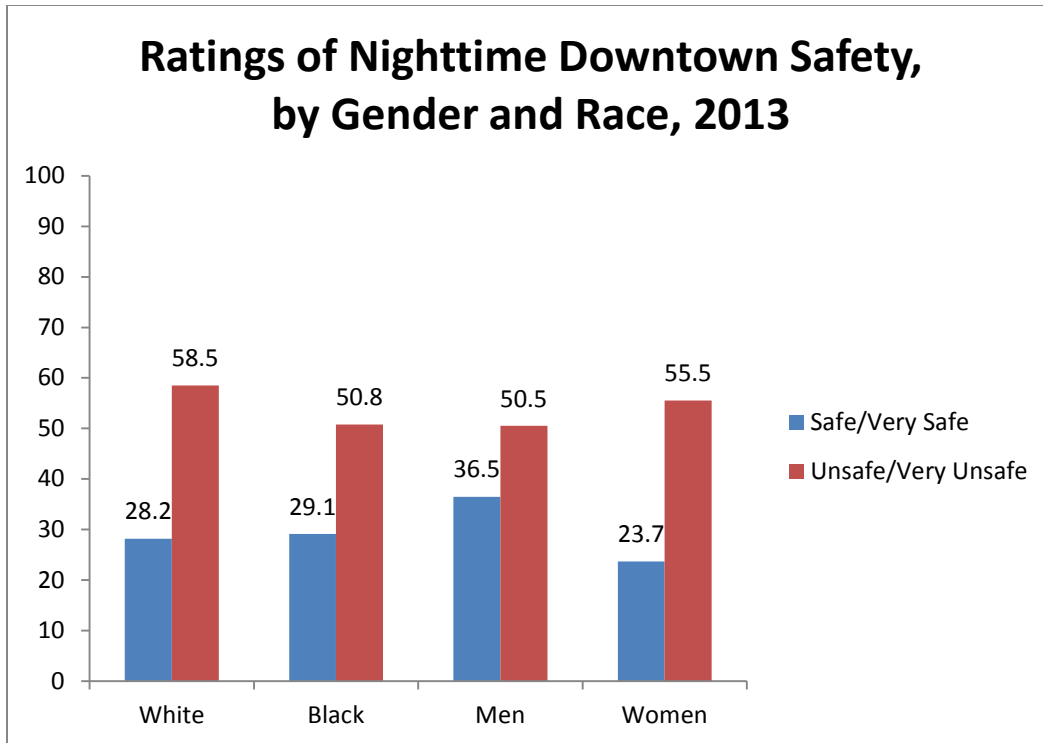


Figure 32: Ratings of Daytime Downtown Safety, by Age, 2013

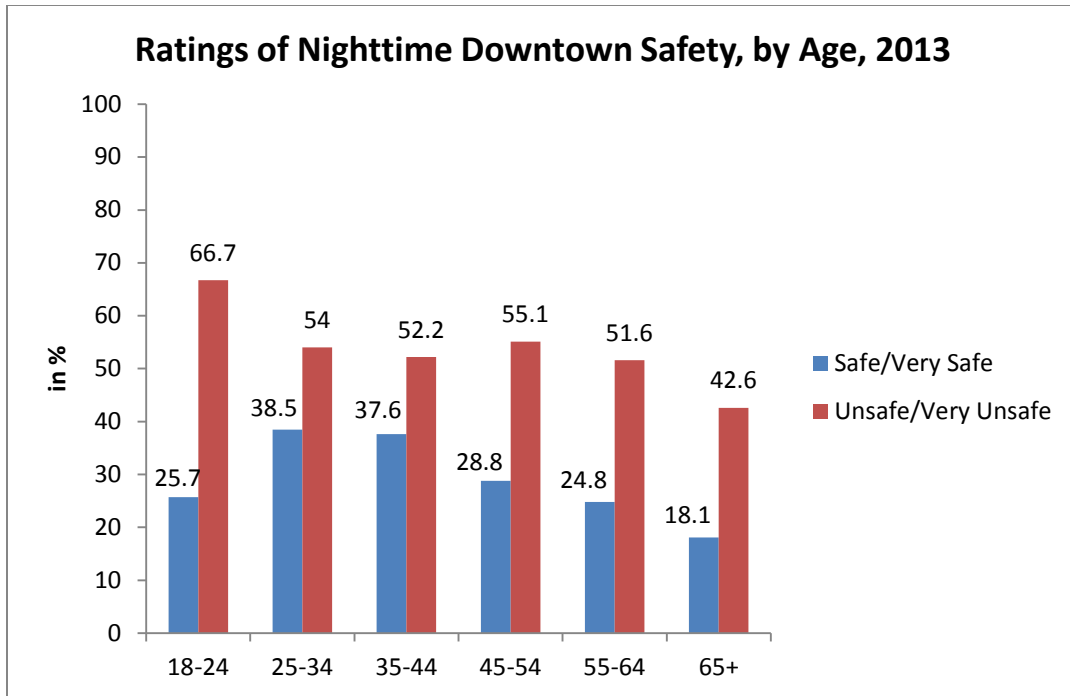
A more dramatic trend is visible when ratings of downtown daytime safety are considered by age group. Although all age groups rated downtown safety as “safe/very safe” by very comfortable margins, “unsafe/very unsafe” ratings steadily increase and “safe” ratings steadily decrease for each older cohort of respondents. The difference between safe and unsafe ratings diminishes from a high of 91.6%/8.5% among 18-24 year olds to a low of 57.1%/14.9% for the 65+ group.





**Figure 33: Ratings of Nighttime Downtown Safety, by Gender and Race, 2013**

In contrast to daytime downtown safety, all racial and gender groups reported net dissatisfaction with nighttime downtown safety. White respondents reported higher ratings for “unsafe/very unsafe” relative to black respondents (58.5% and 50.8%, respectively). Women were more likely to feel unsafe than men, having a lower “safe/very safe” rating (23.7%) relative to men (36.5%).



**Figure 34: Ratings of Nighttime Downtown Safety, by Age, 2013**

“Unsafe/Very Unsafe” ratings seem to generally decline with increased age, but “safe/very safe” ratings follow a different pattern in which ratings peak near the middle of the age distribution. The highest “safe” rating was recorded for 25-34 year olds (38.5%). The lowest “unsafe” rating was reported by the 65+ age group (42.6%) but they also reported the lowest “safe” rating (18.1%).

## Ratings of the Seriousness of Problems Related to Quality of Life

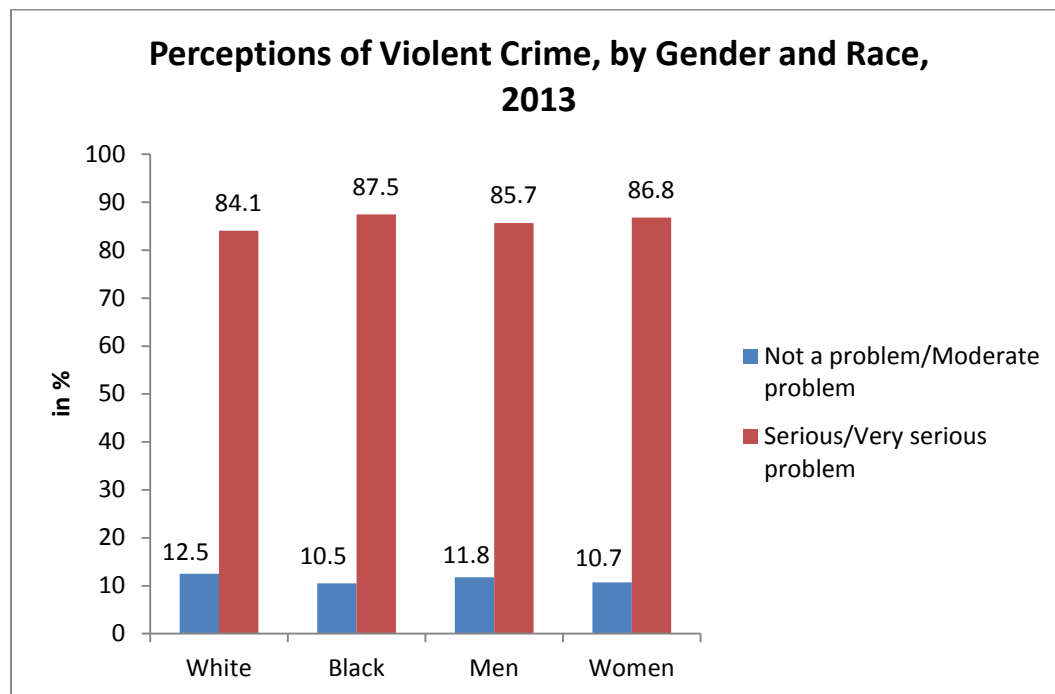


Figure 35: Perceptions of Violent Crime, by Gender and Race, 2013

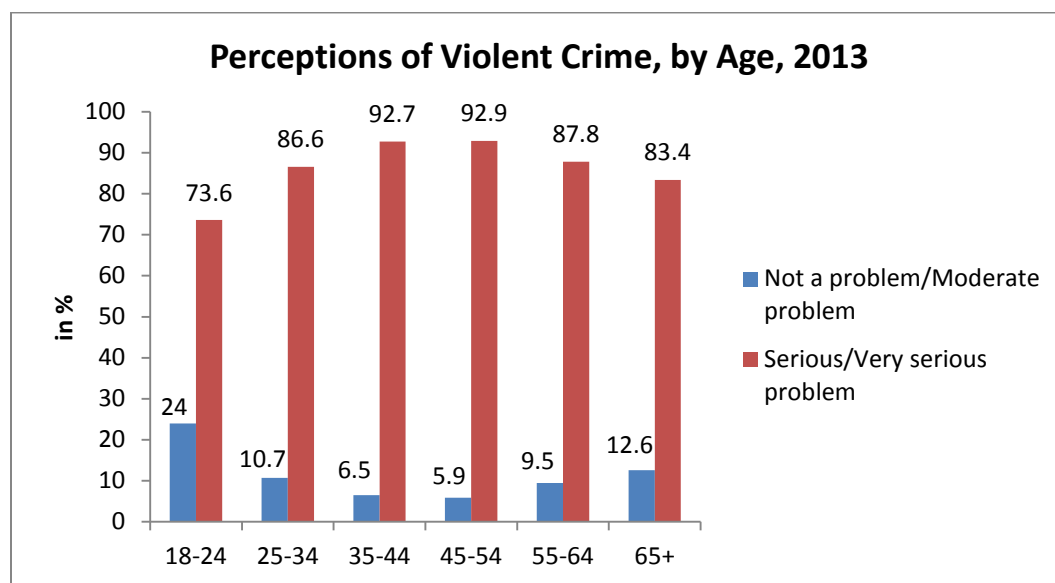
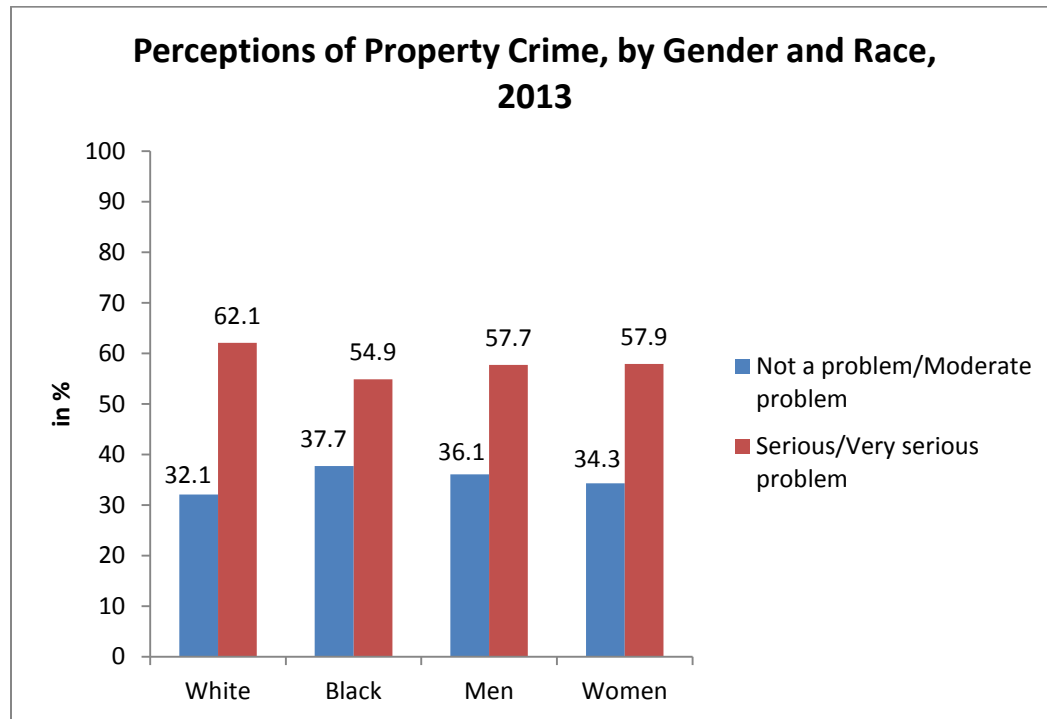


Figure 36: Perceptions of Violent Crime, by Age, 2013

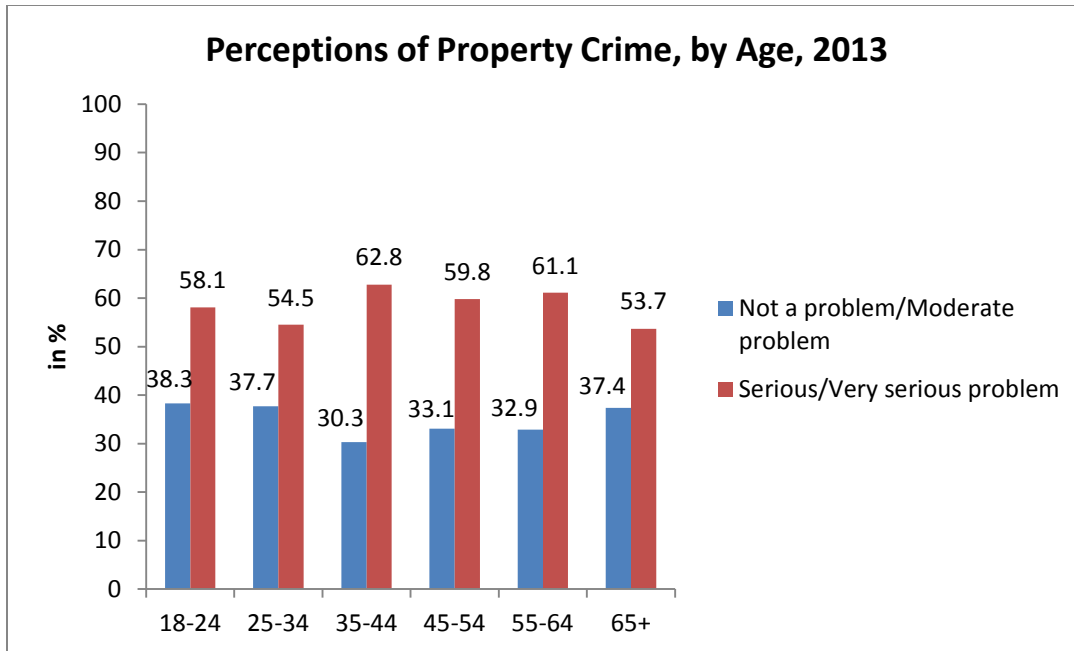
Racial and gender groups both strongly expressed the belief that violent crime is a serious problem in Baltimore. “Serious/very serious” ratings ranged from a low of 84.1% (white respondents) to a high of 87.5% (black respondents). In no instance did “not a problem/moderate problem” ratings exceed just 12.5% (white respondents). In general, it appears that clear majorities of all groups regard violent crime as a serious problem and that

black respondents were more slightly likely than the others to do so. The results were very similar when perceptions of violent crime were considered from the perspective of age groups. All age groups reported significant concern with violent crime in Baltimore. “Serious/very serious” ratings ranged from 73.6% (18-24) to 92.9% (45-54). The highest “not a problem/moderate problem” rating was given by the 18-24 year old group and stood at 24%. Overall, it appeared that younger and older respondents were the least worried about violent crime and age cohorts in the middle of the distribution were the most concerned.



**Figure 37: Perceptions of Property Crime, by Gender and Race, 2013**

Property crime is regarded as a serious issue by all racial and gender groups. White respondents appeared to be somewhat more likely than black respondents to regard it as such, with whites giving “serious/very serious” ratings of 62.1% compared to only 54.9% for blacks. There was very little differentiation between the genders as male and female respondents reported almost identical proportions of “not a problem” and “serious problem.”



**Figure 38: Perceptions of Property Crime, by Age, 2013**

All age groups perceive property crime to be a serious issue. There was variance in “not a problem” and “serious problem” ratings between age groups, but little overall pattern. The highest “serious/very serious” score was 62.8%, recorded for 35-44 year olds. The highest “not a problem/moderate problem” score was 38.8%, reported for the 18-24 year old demographic.

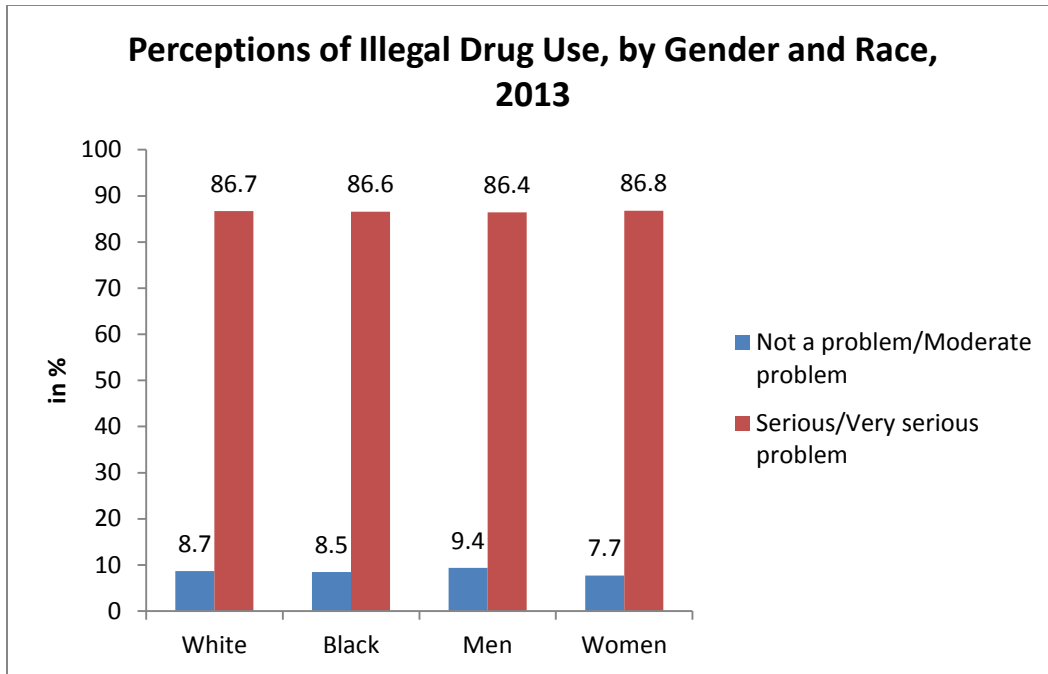
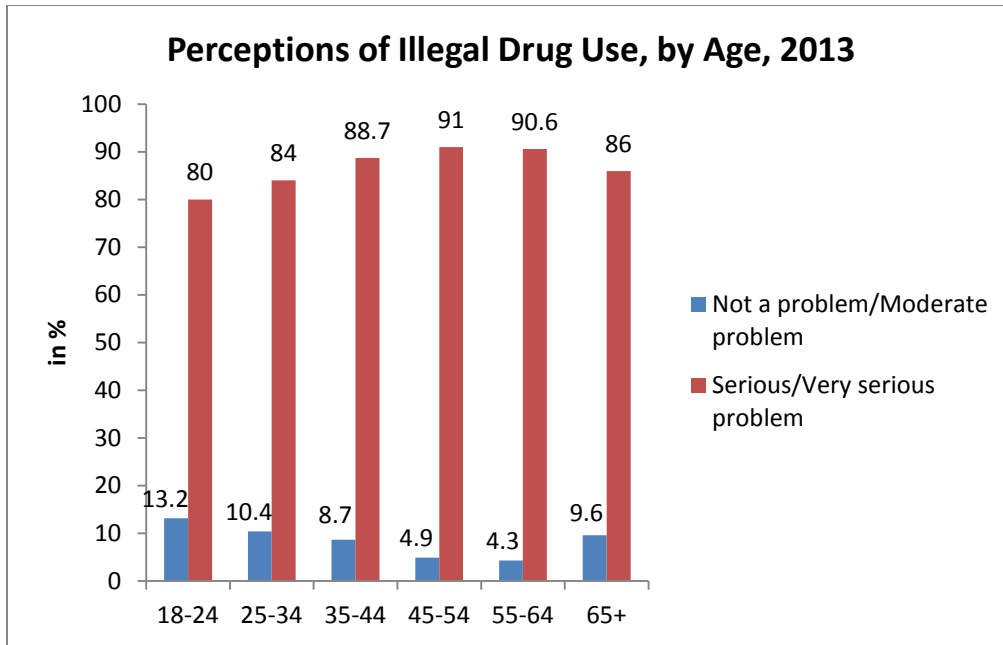


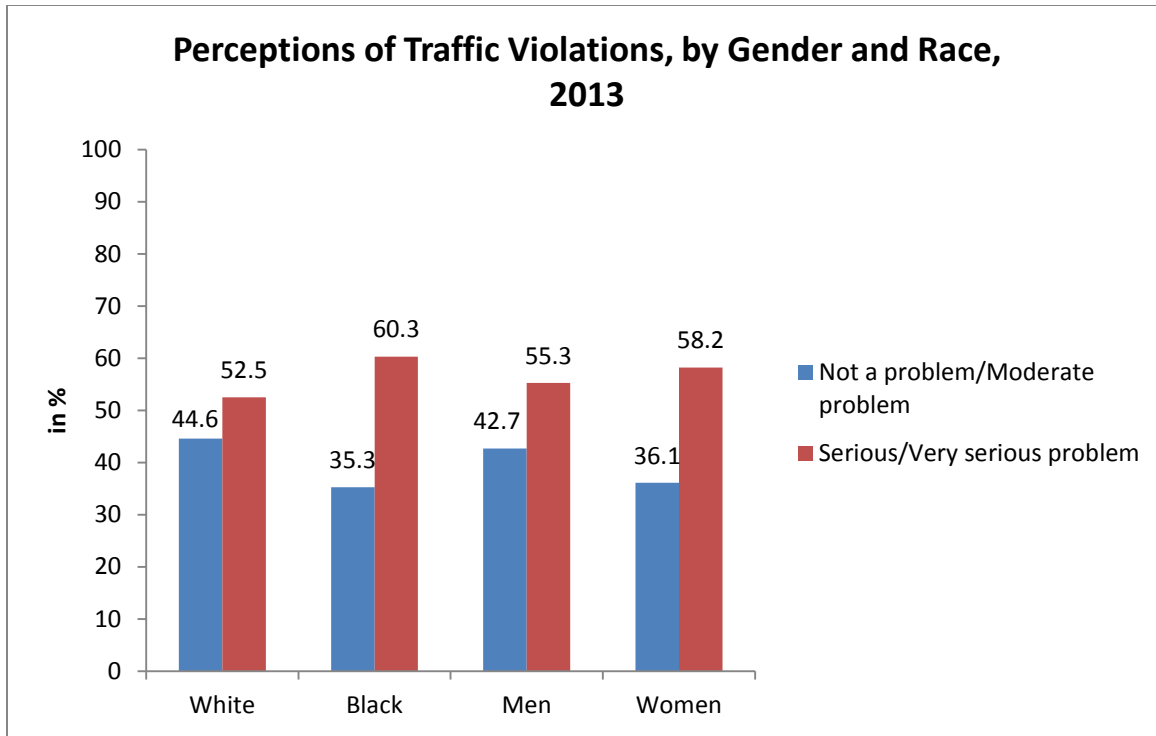
Figure 39: Perceptions of Illegal Drug Use, by Gender and Race, 2013

Perceptions of the severity of illegal drug use are notable for being extremely negative across gender and racial groups but also for being *uniformly* negative among these groups. “Serious/very serious” ratings were between 86% and 87% for men, women, white and black respondents, while all “not a problem/moderate problem” ratings were less than 10%. There were no significant differences between these groups.



**Figure 40: Perceptions of Illegal Drug Use, by Age, 2013**

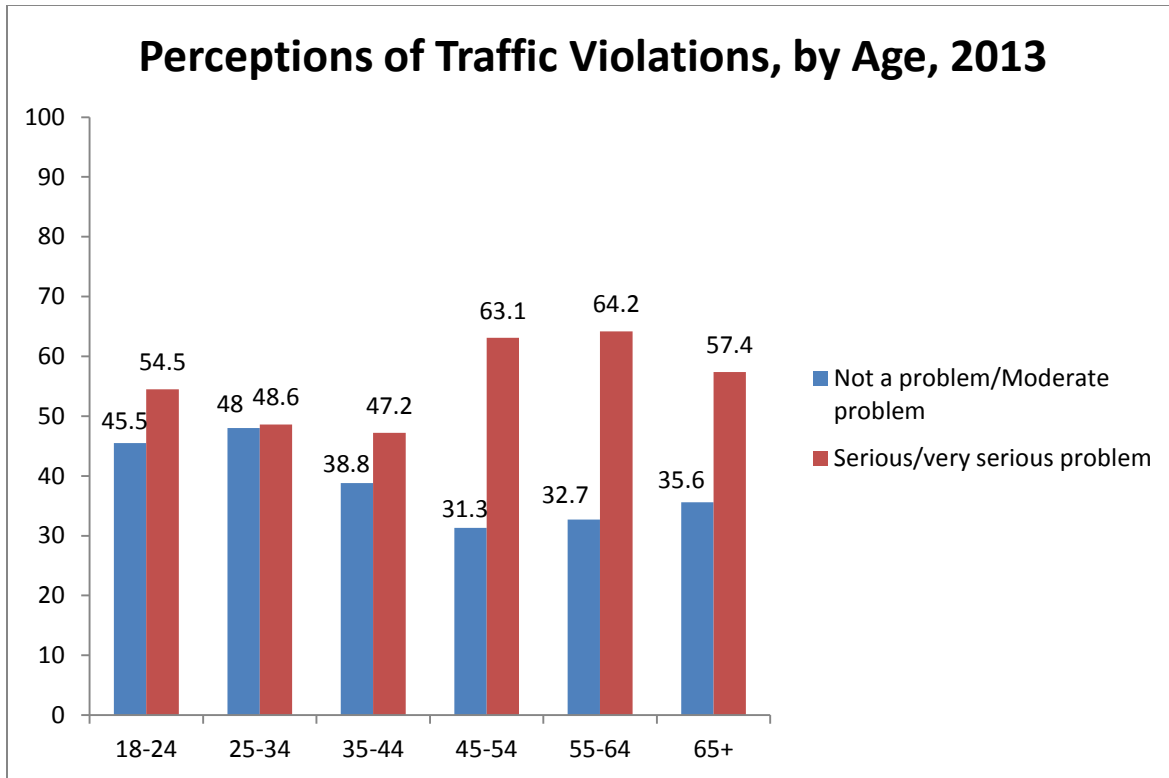
Illegal drug use is also considered a serious problem across age groups, as well. In no age group was the “serious/very serious” rating less than the 80% found in the 18-24 year old group, topping out at 91% among 45-54 year olds. In general, there was a positive correlation between age and “serious/very serious” ratings and a correspondingly negative correlation between age and “not a problem/moderate problem” ratings.



**Figure 41: Perceptions of Traffic Violations, by Gender and Race, 2013**

Perceptions of the severity of the problem of drivers disobeying traffic laws varied across racial and gender groups, but there was consensus that it was a fairly serious problem. All groups reported a net “serious/very serious” rating. The highest such rating was given by black respondents (60.3%). The highest “not a problem” rating was from white respondents (44.6%). Black respondents were more likely to rate traffic law violation as a serious issue than white respondents and female respondents were more likely to rate it that way than male respondents.





**Figure 42: Perceptions of Traffic Violations, by Age, 2013**

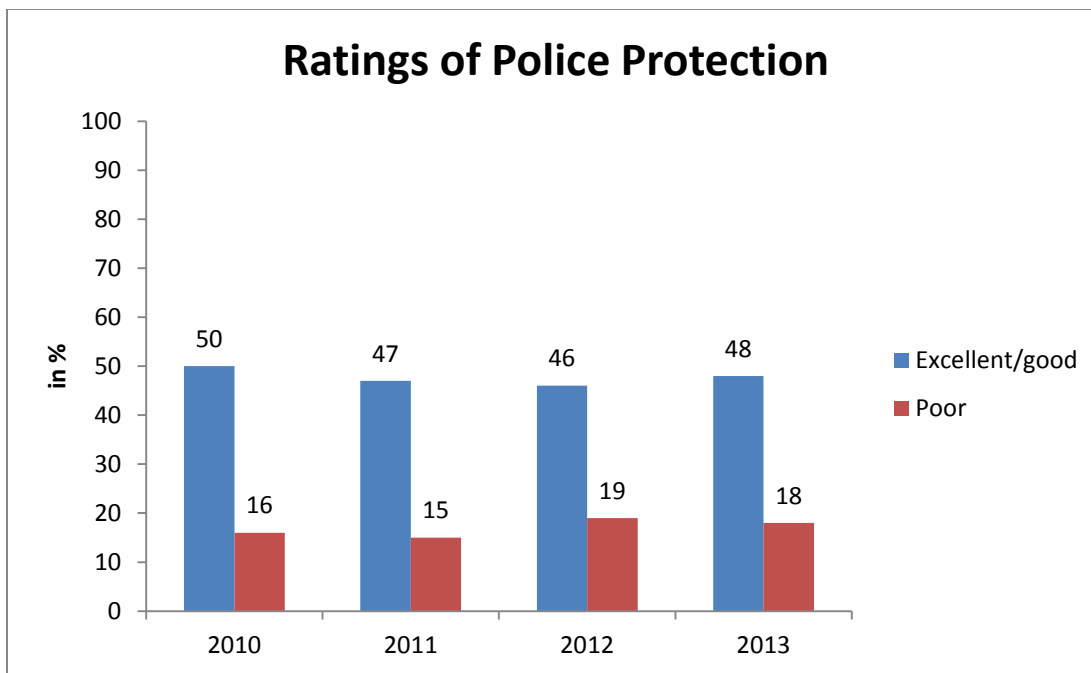
A more nuanced picture emerges when the severity of traffic violations is considered from the perspective of age groups. Ratings from all groups were negative, but some groups were substantially more negative than others. Older groups tended to have higher “serious/very serious ratings,” the highest being 64.2% (55-64 year olds). Meanwhile, younger cohorts were much more evenly split between “serious” and “not a problem” ratings. The 25-34 year old, for example, gave a nearly even split between the two (48% “not a problem” and 48.6% “serious/very serious problem”).

## SECTION B: TREND ANALYSIS:

Section B of this paper compares the results of the 2013 citizen survey's public safety questions to the results of previous citizen surveys including 2010, 2011, and 2012. All police ratings improved during 2013, especially police presence and police responsiveness, though this appears to be a reversion to the normal trend after a sudden drop in 2012. The overall rating of police protection was unchanged relative to 2012.

Safety ratings improved in some areas and worsened in others. Perceptions of neighborhood safety improved slightly, but perceptions of nighttime downtown safety worsened somewhat while perceptions of daytime downtown safety were very similar to ratings in 2012.

### *Ratings of Police Protection*



**Figure 43: Ratings of Police Protection**

Trends in perceptions of police protection in 2013 continued the stable trend that has characterized this metric since 2010. “Excellent/good” ratings, which dipped ever so slightly in 2011 and 2012, ticked back up to 48%. Meanwhile, “poor” ratings were almost unchanged, on 18% compared to 19% in 2012.

Perceptions of BCPD

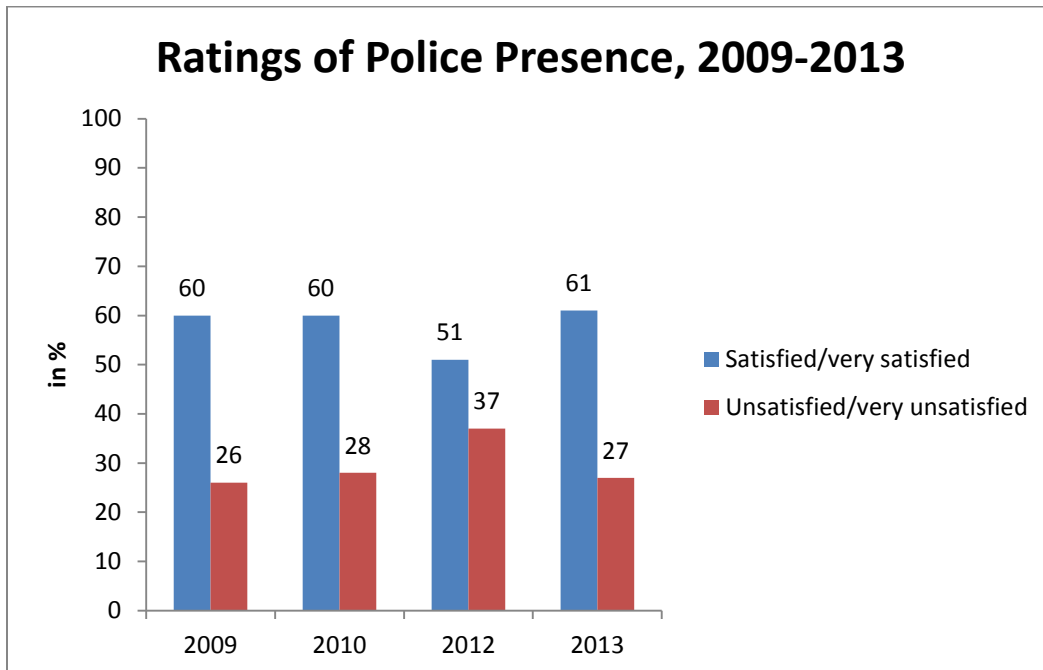


Figure 44: Ratings of Police Presence, 2009-2013

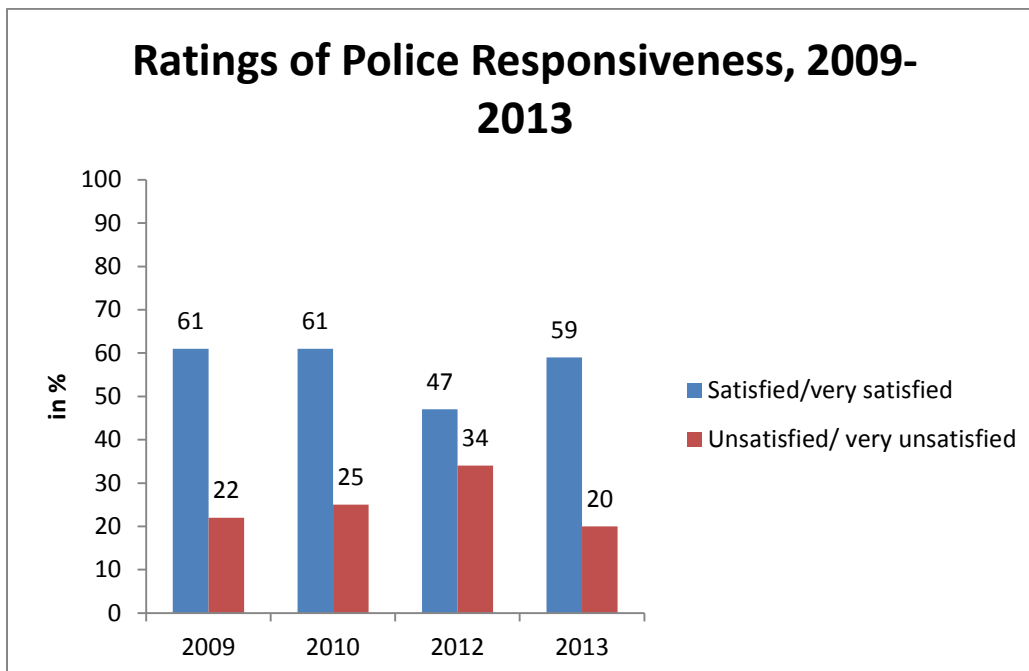


Figure 45: Ratings of Police Responsiveness, 2009-2013

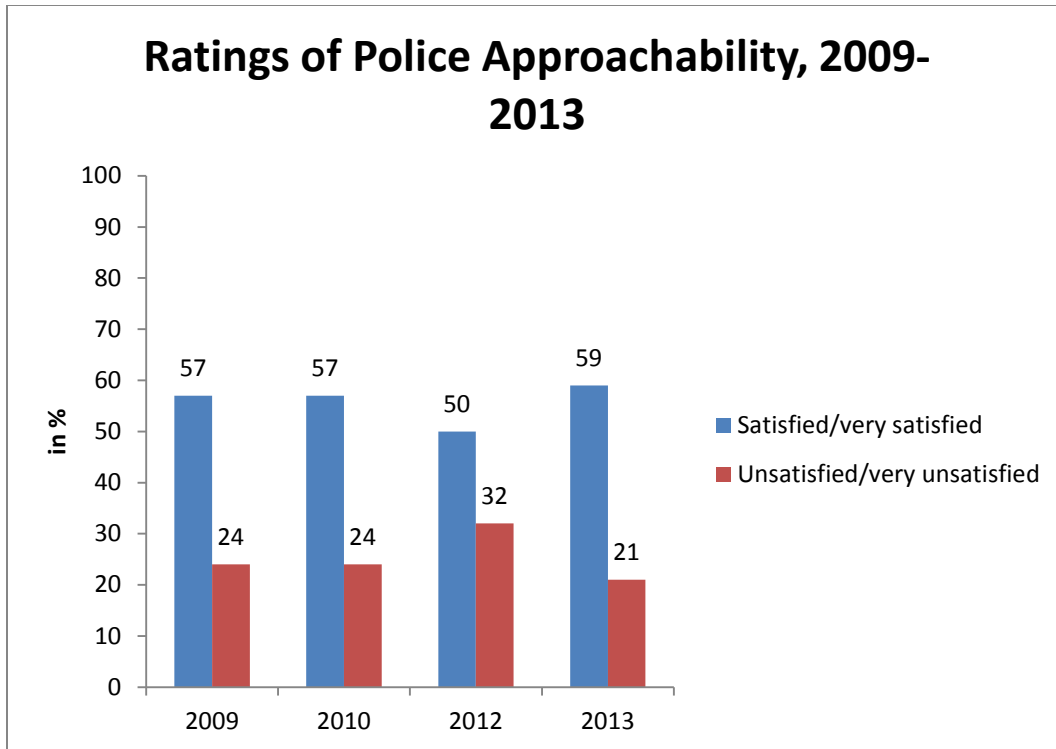


Figure 46: Ratings of Police Approachability, 2009-2013

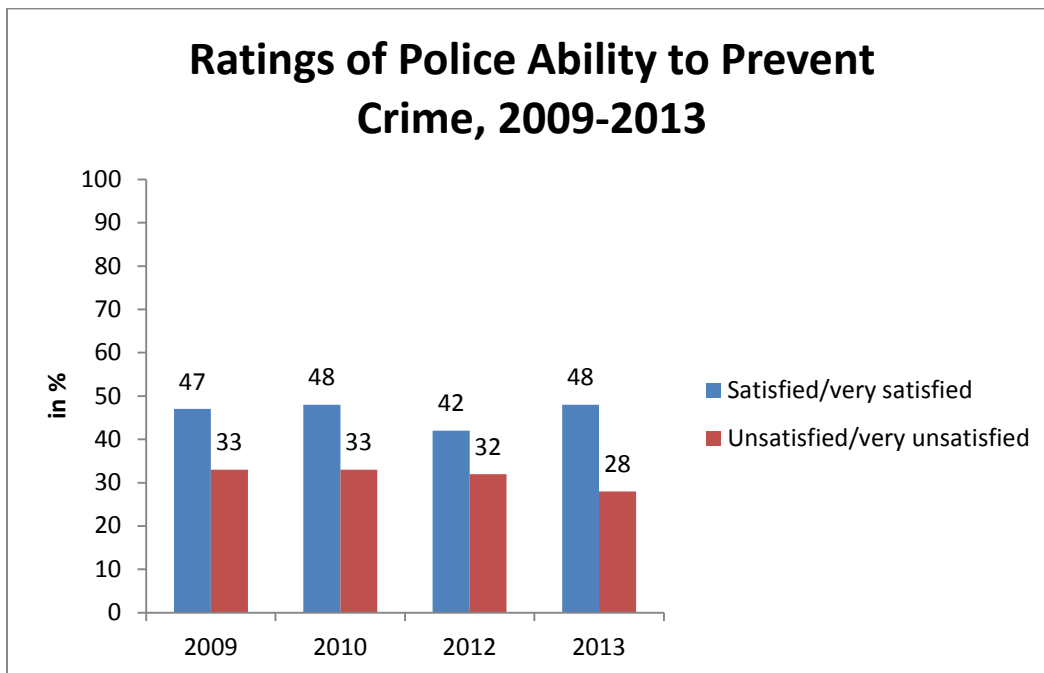


Figure 47: Ratings of Police Ability to Prevent Crime, 2009-2013

A common trend among ratings of police presence, police responsiveness, and police approachability is one of stability punctuated by a noticeable drop in satisfaction ratings in 2012 and then a reversion to baseline satisfaction levels in 2013.

Satisfaction ratings for police presence, for example, fell to 51% in 2012 from 60% in 2010 before returning to 61% in 2013. Satisfaction ratings for police responsiveness followed the same pattern, changing from 61% to 47% in 2010 and then returned to 59% in 2013.

Ratings of police ability to prevent crime have remained more stable than the other three measures, experiencing only a slight dip in 2012.

Ratings of Safety in Neighborhoods and Downtown

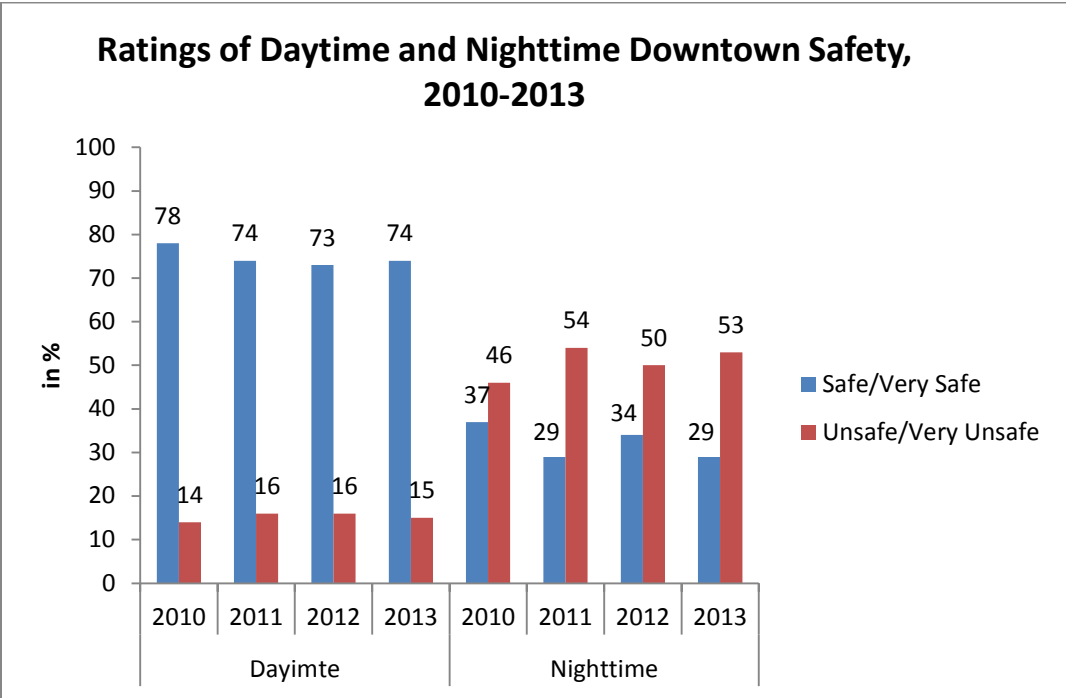
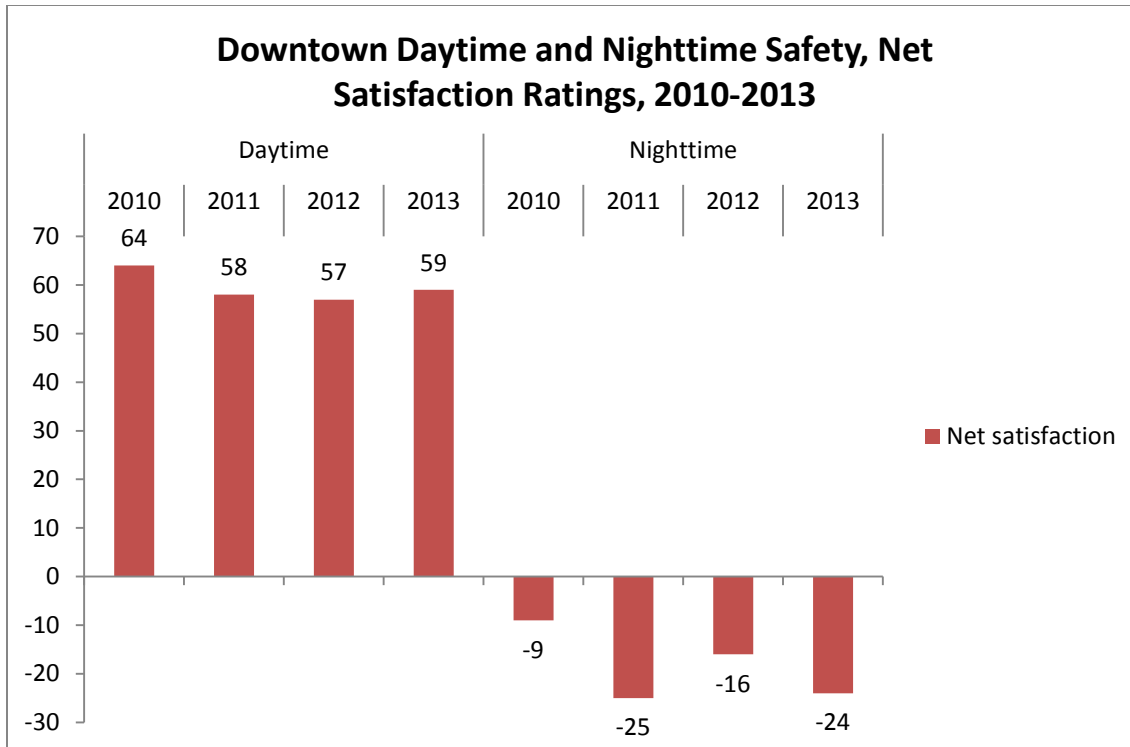


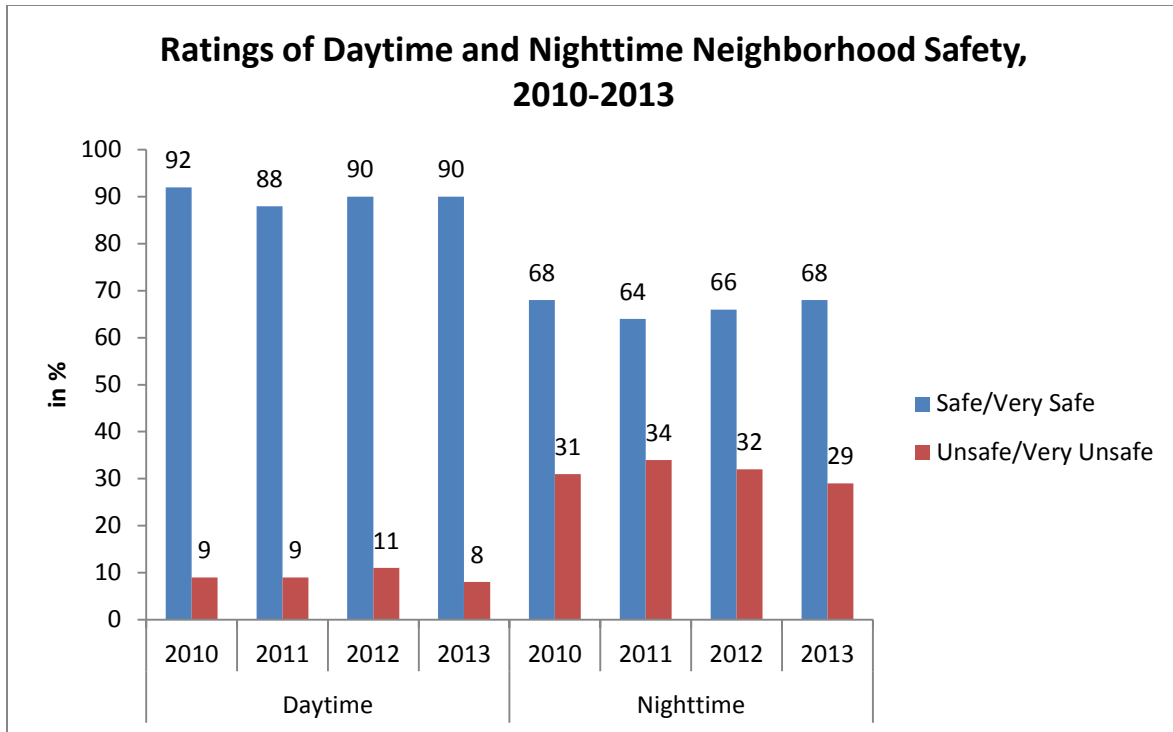
Figure 48: Ratings of Daytime and Nighttime Downtown Safety, 2010-2013

Figure 48 displays residents’ ratings of downtown safety during the day and at night. A large majority of residents rated downtown safety during the day “safe/very safe” each year at a consistent rate. There was a more volatility in perceptions of downtown safety at night. While each year more respondents rated it “unsafe/very unsafe,” the margin by which they did so varied considerably.



**Figure 49: Downtown Daytime and Nighttime Safety, Net Satisfaction Ratings, 2010-2013**

Figure 47 shows the net satisfaction ratings for downtown safety during the day and at night. The net rating is the difference between “safe/very safe” and “unsafe/very unsafe” ratings. A positive score indicates more residents gave “safe/very safe” ratings and a negative one indicates the opposite. Daytime ratings have remained very positive, with a large majority of respondents consistently giving “safe/very safe” ratings. Nighttime safety ratings were negative overall during all four years of our analysis, by margins that ranged from 9% to 25%. There was a spike in unsafe perceptions in 2011 and 2013.



**Figure 50: Ratings of Daytime and Nighttime Neighborhood Safety, 2010-2013**

Ratings for neighborhood safety during both the day and at night in 2013 were largely consistent with trends present in previous years. In general, residents remain very confident about safety during the day but less so about nighttime safety. Since 2010, residents have rated their nighttime neighborhood safety as “safe/very safe” between 64% and 68% and their daytime safety between 88% and 92%.



Perceptions of Change in Quality of Life Issues

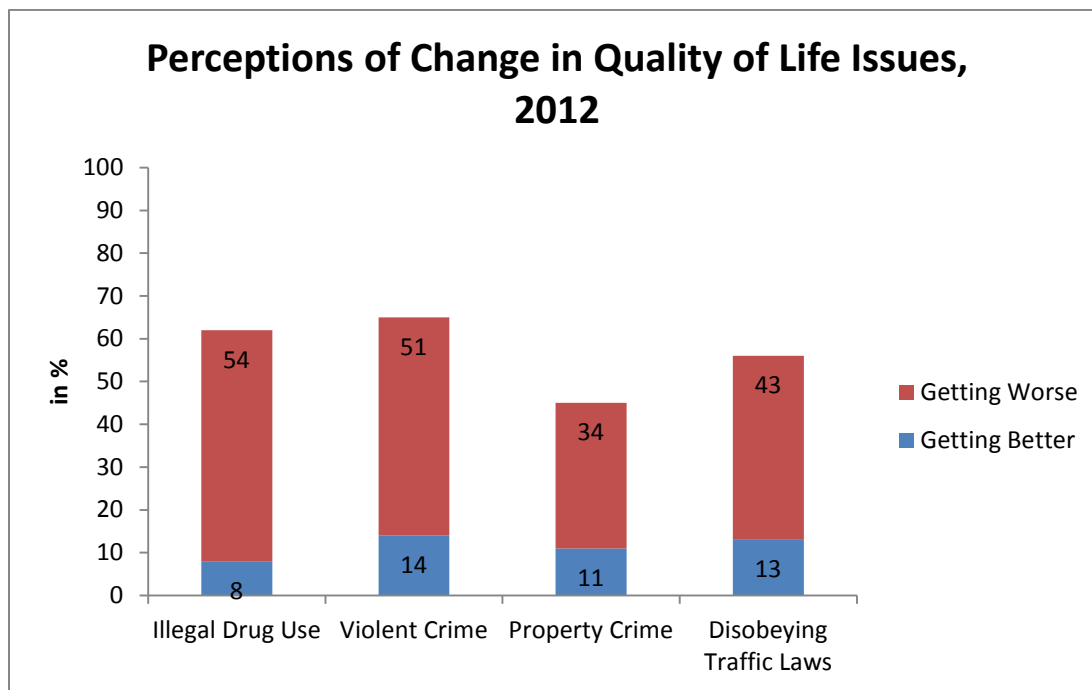


Figure 51: Perceptions of Change in Quality of Life Issues, 2012

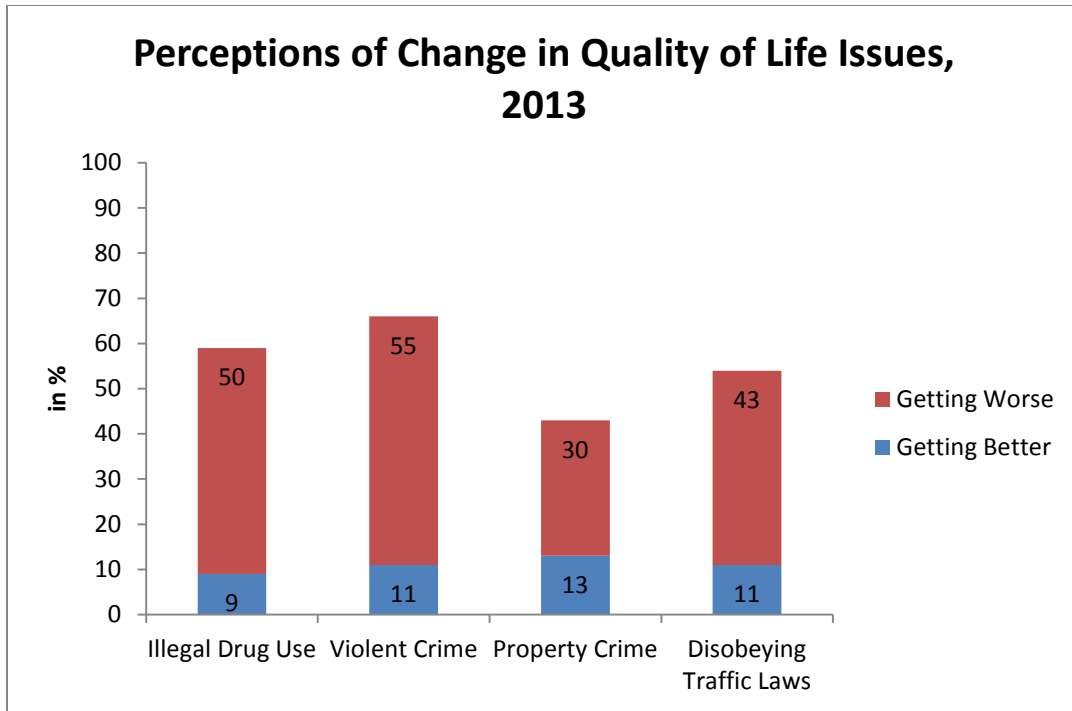


Figure 52: Perceptions of Change in Quality of Life Issues, 2013

The Citizens Survey also asked respondents to express whether or not they felt certain problems related to quality of life were improving or getting worse, included illegal drug use, violent crime, property crime and driver’s disobeying traffic laws. Figures 50 and 49 show the results from the 2013 and 2012 surveys. All quality of life issues were considered to be getting worse by wide margins. Ratings for each problem were largely unchanged in 2013 compared to 2012.