



Dayton Survey results show progress in key areas

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Community response to the 2017 Dayton Survey indicates many areas of improvement, particularly in community optimism and satisfaction, customer service and police-community relations.

The Dayton Survey measures residents' opinions of City of Dayton services, programs and performance. The 60-question survey was conducted from May 17 to June 25, 2017, by Opinion Works LLC. More than 9,000 survey packets were mailed to Dayton households, with 1,481 responses.

By a ratio of two-to-one, residents indicated "things in Dayton are heading in the right direction" (50 percent indicating "right direction" compared to 25 percent indicating "wrong direction"), an improvement of three percentage points since last year.

Overall satisfaction with neighborhoods rose four percentage points over last year, and dissatisfaction decreased by four percentage points. Both are key indicators of community health.

Efforts by the City of Dayton to improve customer service delivery are being felt by residents. Two-thirds of residents said they have contacted the City in the past year, and of those, 61 percent said it was easy or very easy to find the right contact to respond to their request.

Satisfaction with Dayton Police Department services increased five percentage points in 2017. Today, 57 percent of residents said they are satisfied with police services. That number was 52 percent in 2016. Dissatisfaction with police services also declined; 21 percent reported dissatisfaction in 2016, but 15 percent are dissatisfied today.

The 2017 Dayton Survey also underscores areas for improvement, which include the opioid crisis, gun violence, pavement conditions and residential demolition. One-third of residents are concerned about gun violence in their neighborhood.

The opioid crisis continue to impact residents, with 35 percent of residents reporting they see some form of drug trafficking one or more times a week, similar to the prior year's findings.

Road conditions remain a concern, with 57 percent of residents indicating they were dissatisfied with the condition of roads and streets.

There remains an overwhelming mandate to tear down vacant and abandoned structures in the City, with 83 percent of residents saying the City should demolish more vacant structures than it does today.

"The Dayton Survey is an effective tool to measure City government's performance. We have put particular emphasis on the Dayton Delivers customer service initiative, and the survey findings reinforce that we are making progress," said City Manager Shelley Dickstein.

For a report of survey results, go to daytonohio.gov/2017daytonsurvey.

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