

# City of Dayton Residential Customer Service Assessment



**2015**



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## Table of Contents

Table of Figures.....	i
Introduction .....	1
Survey Methodology.....	1
Demographics .....	2
Customer Service .....	4
Department Satisfaction .....	8
Website.....	8
Water Department.....	9
Public Works Call Center.....	10
Conclusion.....	10
Appendix A: Survey Instrument .....	11
Appendix B: Frequency Tables.....	19
Demographics .....	39

## Table of Figures

Figure 1: Gender .....	2
Figure 2: Age .....	2
Figure 3: Race or Ethnicity .....	2
Figure 4: Housing Tenure .....	3
Figure 5: Household Income .....	3
Figure 6: Contact with the City of Dayton.....	4
Figure 7: Reason for Contact with the City of Dayton .....	4
Figure 8: Reason for Last Call to the City of Dayton .....	4
Figure 9: How did you reach city staff?.....	5
Figure 10: Was your question or concern adequately addressed during this interaction?.....	6
Figure 11: Were you satisfied with the city's handling of your question or request for work to be performed? .....	6
Figure 12: Satisfaction with Customer Service Received .....	6
Figure 13: Employee Interaction.....	7
Figure 14: Employee Interaction, continued .....	7
Figure 15: Ease of finding information on the website.....	8
Figure 16: Usefulness of website information .....	8
Figure 17: Satisfaction with service received when paying water bill .....	9
Figure 18: Satisfaction with water bill payment methods .....	9
Figure 19: Satisfaction with the experience of placing a public works service call .....	10

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## Introduction

As one means of tracking data about residents' needs and satisfaction, the City of Dayton provides the opportunity for citizens to share their opinions on government services and their satisfaction about interactions with city staff. In 2015, the Center for Urban and Public Affairs (CUPA) at Wright State University (WSU) conducted a public opinion survey for the City of Dayton.

This report summarizes the perceptions of City of Dayton residents. Survey questions have been grouped into topical areas, such as "Satisfaction with Customer Service Interactions" and "Satisfaction with City Departments," representing the chapters in this report. In each section, the results from the 2015 survey are described in detail, and the statistical differences between demographic cohorts are noted whenever applicable.

## Survey Methodology

The survey instrument was designed by City of Dayton officials and employees with guidance from researchers at Wright State University's Center for Urban and Public Affairs. The questionnaire was developed with two purposes in mind: first to gauge public satisfaction with customer service throughout city departments; and second to gather residents' opinions with satisfaction with certain departments, such as the Water Department. To view survey instrument, see Appendix A.

Data was collected August 10<sup>th</sup>, 2015 to September 10<sup>th</sup>, 2015. Interviewers used a Computer Aided Telephone Interviewing (CATI) software program that displays the questionnaire on a computer screen and allows the interviewer to enter the response directly into the database. Such a system helped to minimize errors while gathering the data. Telephone samples were drawn from cell phone (40%) and landline (60%) listed phone numbers of residents across the city. The resulting dataset yielded 23% of the responses from the cell phones sample and 77% from the landline sample. A total of 403 individuals were interviewed to obtain a 95% confidence level and a  $\pm 5\%$  sampling error for the City of Dayton as a whole.

### Demographics

The following presents a demographic profile of survey respondents. The data was weighted by age, race, and gender, to provide a better estimation of the adult population of the City of Dayton. By weighting the data, the responses of the respondents are adjusted to compensate for the over-representation or under-representation of the survey sample.

A little over half of the respondents are female (52.4%). Nearly 40% of the respondents (39.1%) are adults between the ages of 18 to 34 and 15.5% are adults 65 years of age or older. The other age groups are nearly equally distributed at 14-6-16.2% of the respondents. Refer to figure below for exact percentages of the distribution of age and gender.

Figure 1: Gender

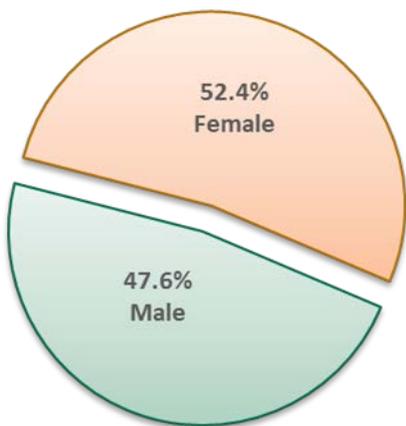
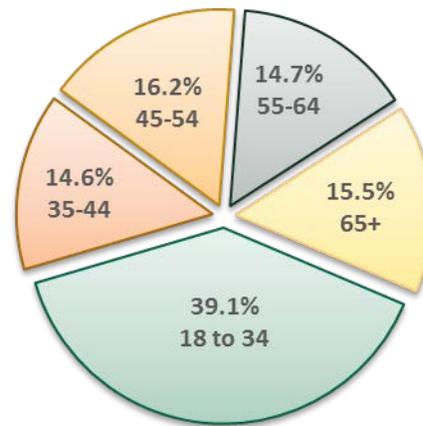
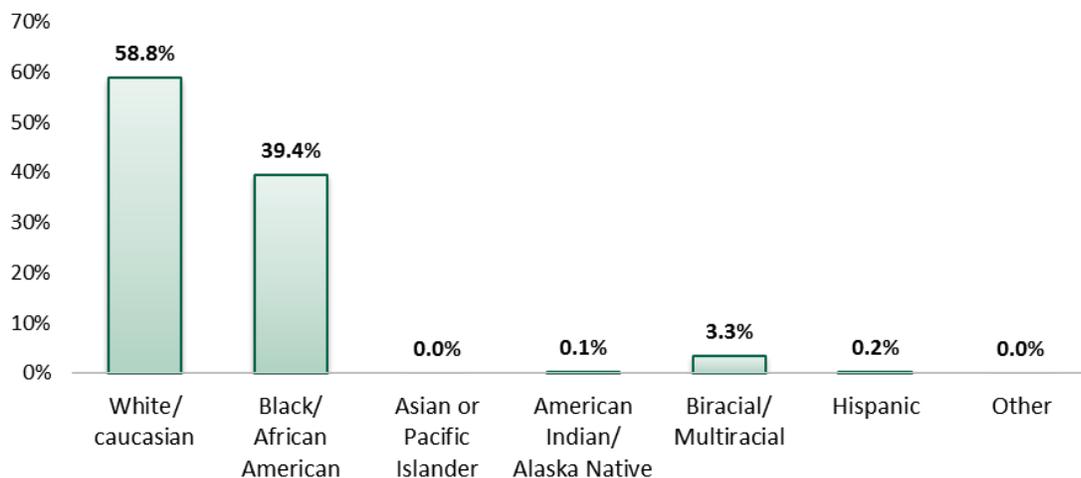


Figure 2: Age



Majority of the respondents identified themselves as Caucasian (58.8%) or African American (39.4%). All other races fell between 0-3.3percent of the respondents. Refer to figure below for a detailed look at respondent race.

Figure 3: Race or Ethnicity



Nearly 60% of the respondents owned their home within the City of Dayton (59.8%) while 35.9% of the respondents rented their home. Slightly over one-third of the households surveyed (37.5%) reported an income less than \$25,000 a year. Conversely, 22% (22.1%) reported an income exceeding \$75,000 per year.

Figure 4: Housing Tenure

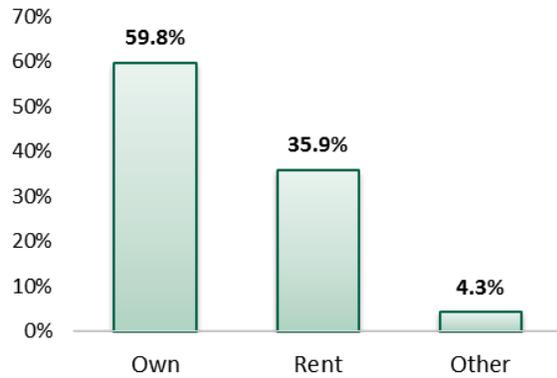
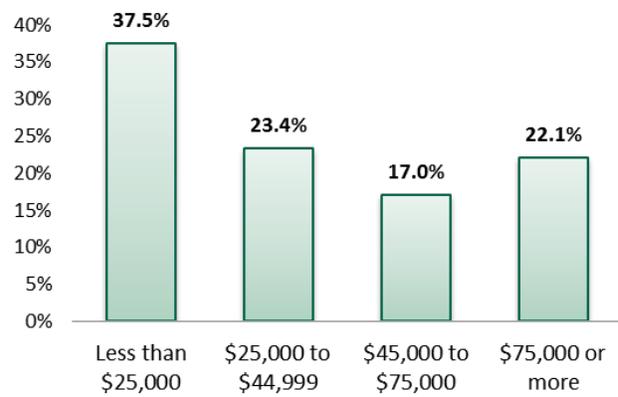


Figure 5: Household Income



### Customer Service

A little less than 50% (49.1%) of the residents surveyed reported that they had contacted the City of Dayton for some reason in the past. Of those 49.1% of people, the three main reasons people contacted the City of Dayton were to make a service request, to change information on an account, or making a payment. As no list of services can be completely exhaustive, an “Other Service” category was included and was selected 15% of the time. The category specific answers are reported with the frequency tables in Appendix B.

Figure 6: Contact with the City of Dayton

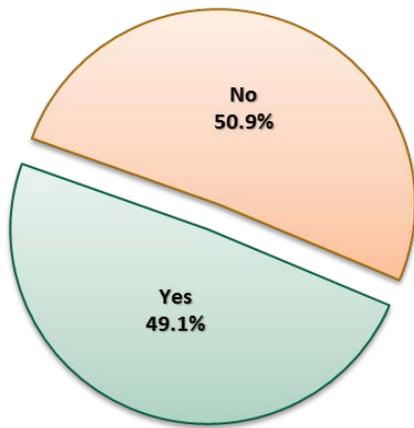


Figure 7: Reason for Contact with the City of Dayton

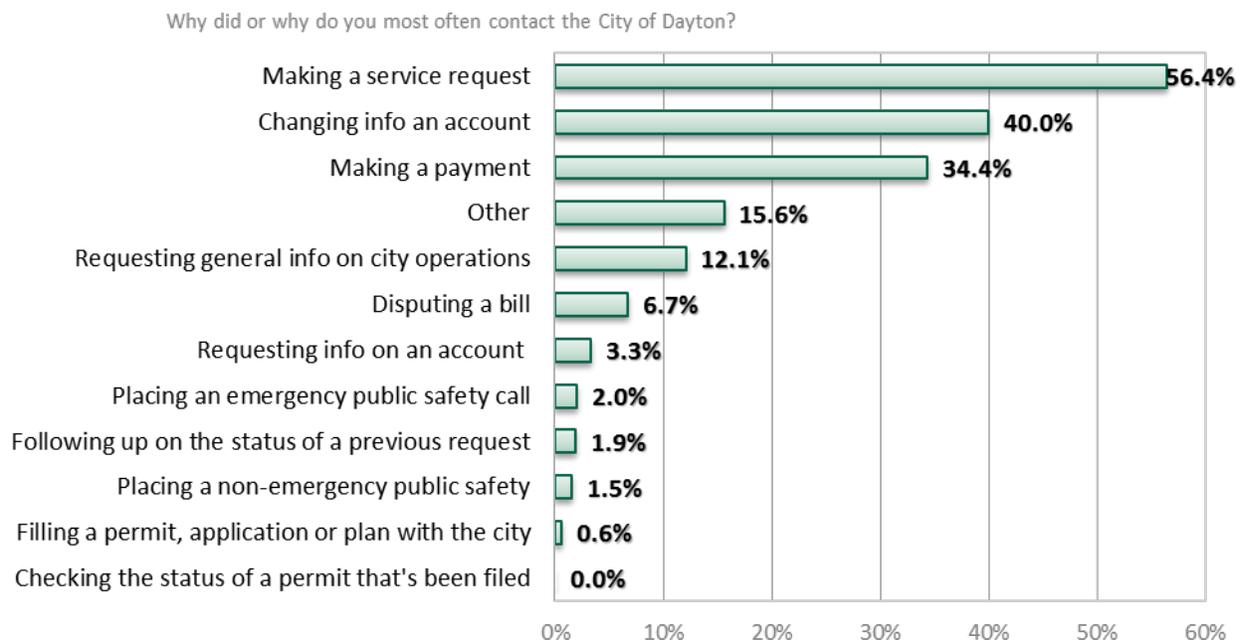
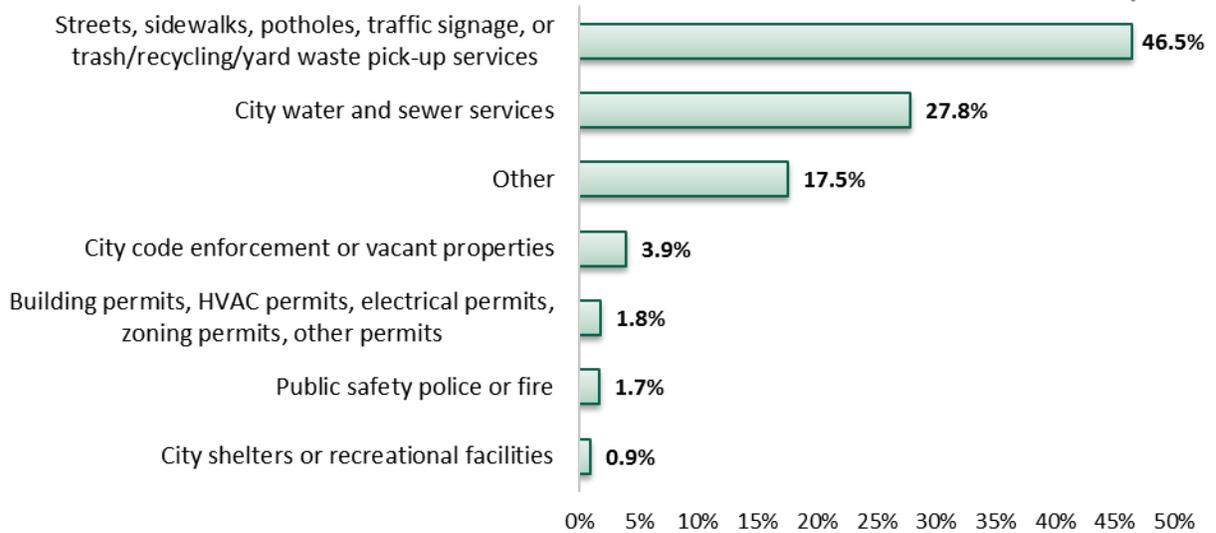
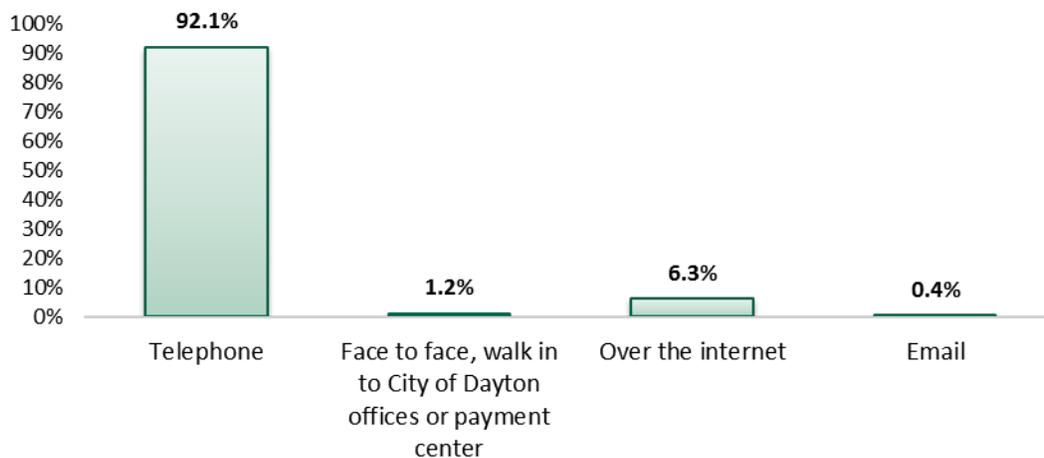


Figure 8: Reason for Last Call to the City of Dayton



Majority of people (92.1%) surveyed reported that they reached the city staff by telephone, while the next highest percentage (6.3%) reported that they reached the city staff over the internet. The “Over the Internet” method included the city website and Dayton Delivers app.

Figure 9: How did you reach city staff?



When asked about their last contact with the City of Dayton staff, respondents reported majority of the time (87.9%) that their reason for calling was adequately addressed during their interaction. In addition, 85.4% stated that they were satisfied with the city’s handling of their call. Most people surveyed (83.3%) stated that they were at least satisfied with the level of customer service that they received from city staff.

Figure 10: Was your question or concern adequately addressed during this interaction?

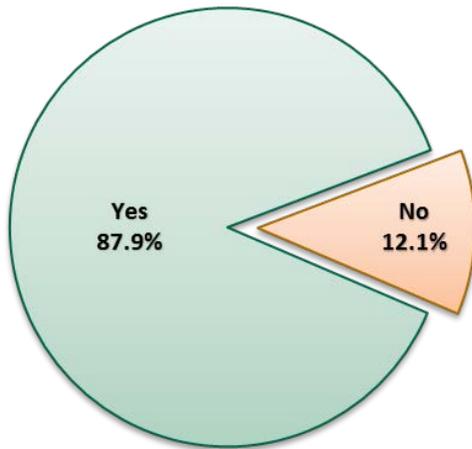


Figure 11: Were you satisfied with the city's handling of your question or request for work to be performed?

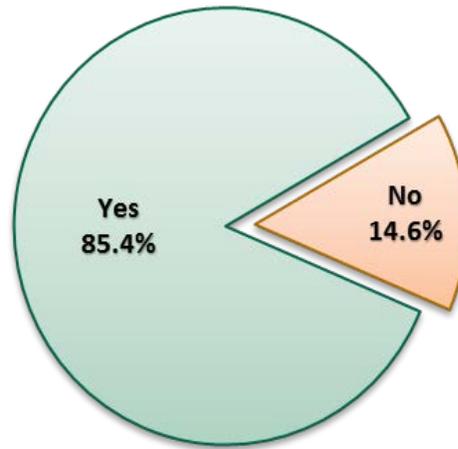
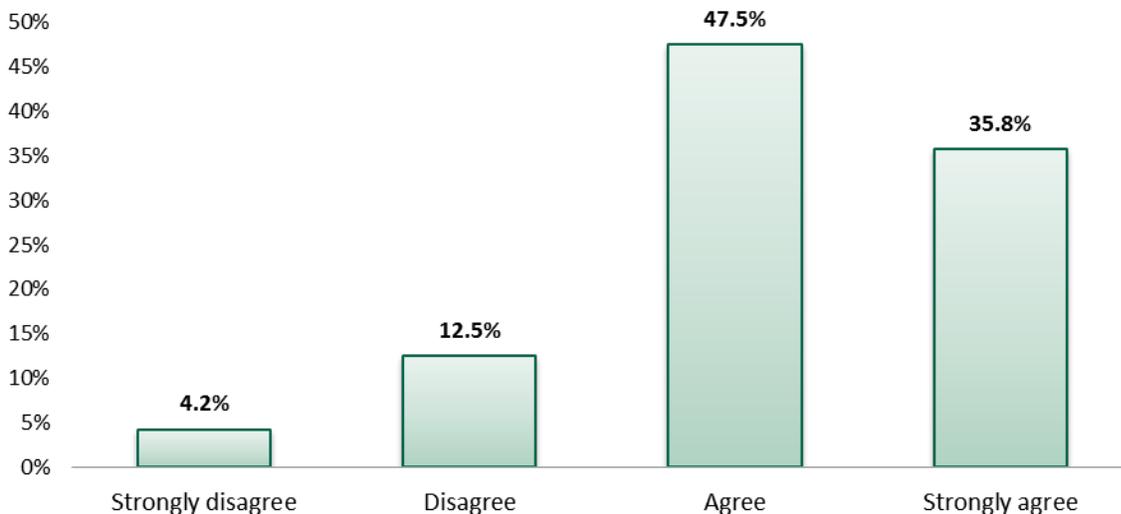


Figure 12: Satisfaction with Customer Service Received



When asked about the employee interaction, 87.3% reported that they either agreed or strongly agreed that the employee was friendly, courteous, and clearly stated their department. Majority of respondents (90.2%) either agreed or strongly agreed that the employee they communicated with maintained a courteous and professional time throughout the duration of their interaction. Nearly the same percentage (89.4%) stated that they either agree or strongly agree that the employee listened to their question and made an effort to understand their problem.

Almost all respondents (92.8%) reported that the overall when they contact the City of Dayton, the city staff are helpful or extremely so. In addition, when asked about how knowledgeable the city staff was, 89.6% stated that they believe the city staff to be either knowledgeable or extremely knowledgeable.

When respondents indicated the made contact by phone, 89% of residents surveyed reported that the staff was either courteous and professional or extremely courteous and professional. For in-person contact, more than 90% of respondents stated that the staff was either courteous and professional or extremely so. For exact percentages, refer to graphs below.

Figure 13: Employee Interaction

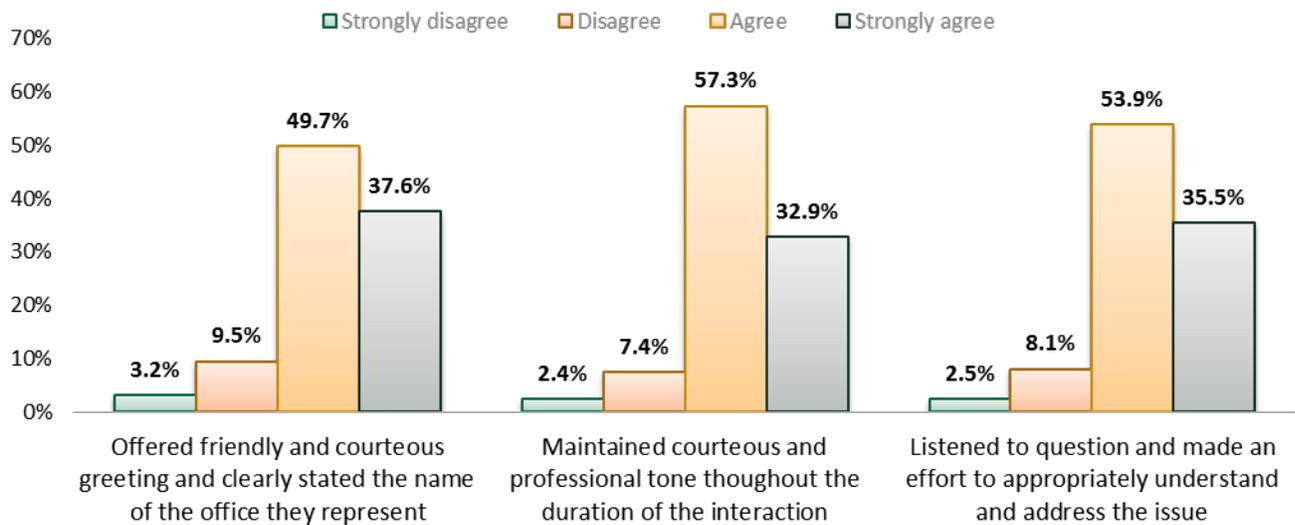
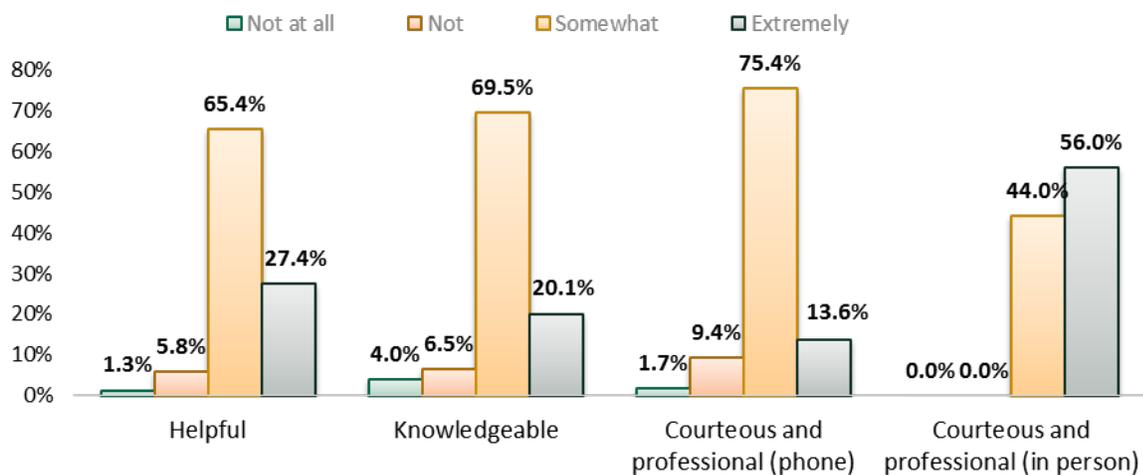


Figure 14: Employee Interaction, continued



Lastly, when asked about the ease of finding the right contact within the City of Dayton to help them with their request or question, 83.3% of respondents said that it was either easy or very easy to find the right contact, while 16.7% said that it was difficult or very difficult to find the right person. Almost all of the respondents (96.9%) reported that the first employee was able to answer their question or concern. Of those respondents who were transferred or referred to another city employee for assistance, five out of six respondents were provided the

appropriate contact information to the city staff who could address the question or concern and were satisfied with the level of customer service they received.

## Department Satisfaction

### Website

Out of all the responses from the city residents, nearly 50% (49.9%) have accessed the City Of Dayton website at some point. Significant differences are observed by race – Black or African American respondents were less likely to access the website for information than the other races. Additionally, seniors are also significantly less likely to access the website for information than the younger age cohorts. A significant difference can also be seen by household income, where only 23.6% of households with incomes less than \$25,000 have accessed the website.

Of those who have accessed the website, majority of people (68.5%) report that they find the information that they are seeking either with ease or with great ease. Conversely, nearly 23% (22.9%) report that they experienced at least some level of difficulty in finding the information that they needed, and females report difficulty in finding the information they seek more often than do men. When asked about the usefulness of the information on the city website, 90% of the residences surveyed reported the information on the website was useful or extremely so. For exact percentages, refer to figures below.

Figure 15: Ease of finding information on the website

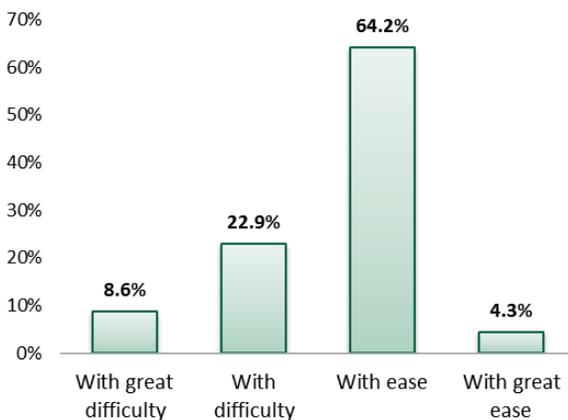
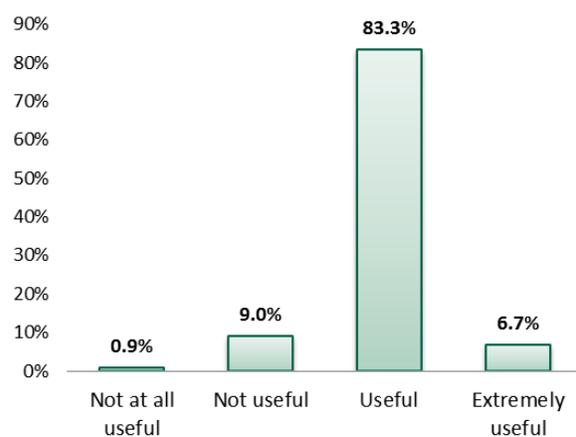


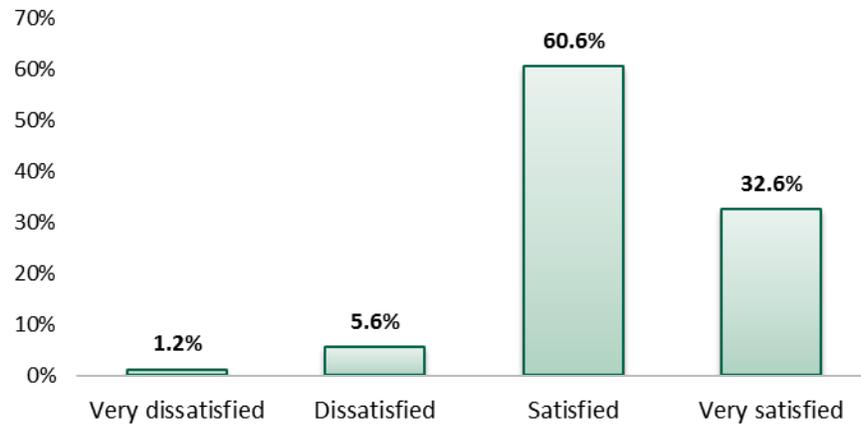
Figure 16: Usefulness of website information



### Water Department

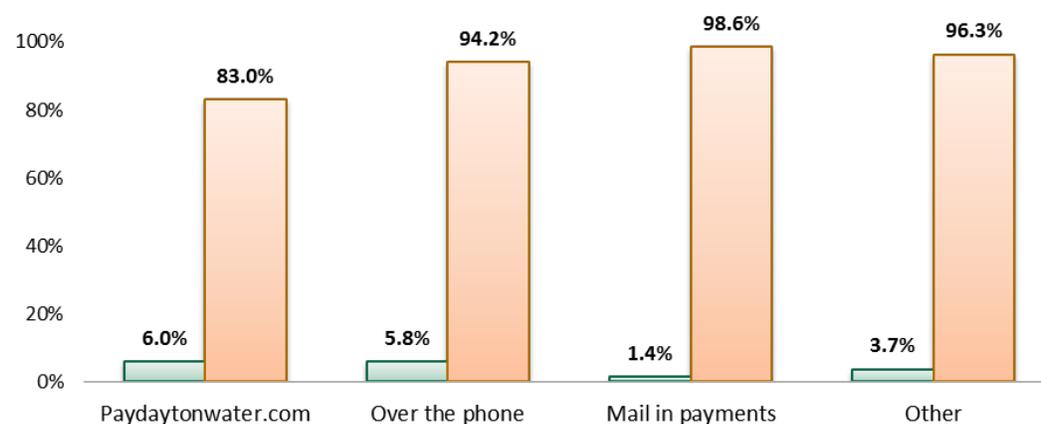
The majority of residents surveyed stated that they were satisfied with the service that they received from city staff when they paid their water bill – one third (32.6%) reported that they were very satisfied and 60.6% reported they were satisfied with their interactions. The remaining 6.8% of people surveyed report that they were at least somewhat dissatisfied with the interaction they experienced with city staff.

Figure 17: Satisfaction with service received when paying water bill



When asked about their satisfaction with available payment methods, overwhelmingly, respondents reported that they were either satisfied or extremely satisfied. The mailing in of payments had the highest level of satisfaction at 98.6% while the lowest satisfaction level was reported for the online method using the website [paydaytonwater.com](http://paydaytonwater.com) (94.0%). Other payment methods include in-person payment of water bills. When respondents were asked if some other retail or commercial payment location options were offered and if would they use these options, one-quarter (25.1%) of respondents indicated that they would. The most frequently specified locations were convenience or grocery stores or any other retail location where utility bill payments are already collected for the consumer's convenience.

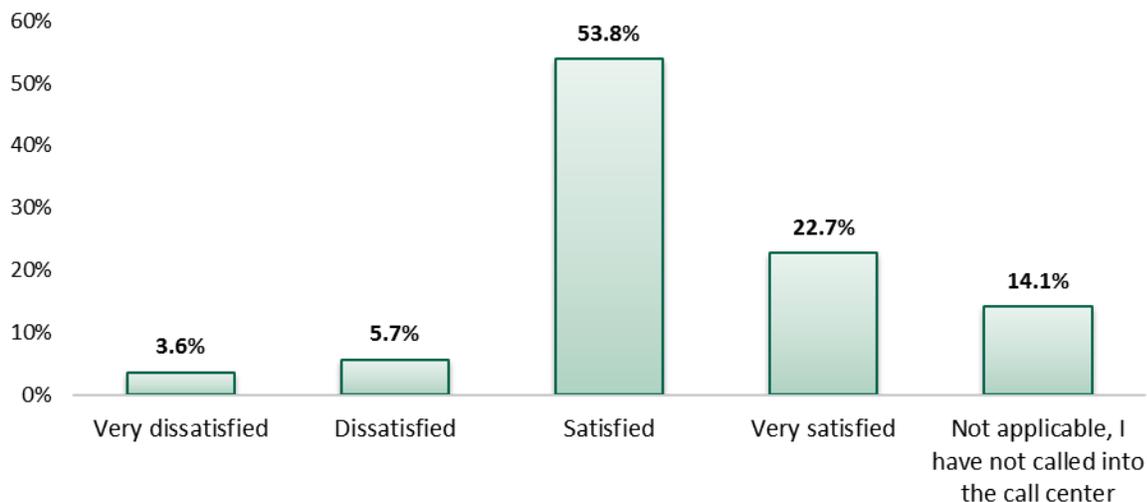
Figure 18: Satisfaction with water bill payment methods



### Public Works Call Center

Within the survey, 86% (85.8%) of respondents stated they have used the Public Works call center at some point. Of all residents surveyed, 53.8% reported that they were satisfied with their experience using the Public Works call center, and 22.7% reported that they were very satisfied.

Figure 19: Satisfaction with the experience of placing a public works service call



### Conclusion

Overall, the City’s residents are satisfied with the level and quality of telephone, in-person, and online customer service they are receiving when trying to access information, address a concern, or pay a bill. City employees are courteous and helpful and generally can address the reason for the contact with the City. Even when transferred to another employee for assistance, respondents are generally able to reach the correct person and address the reason for the call to satisfaction.

## Appendix A: Survey Instrument

Do you live or operate a business within the City limits of Dayton?

- Yes, I live in the City of Dayton
- Yes, I operate a business in the City of Dayton
- No, I do not live or operate a business in the City of Dayton

Have you ever contacted the City of Dayton to request general information about services, make a service call, or pay a bill?

- Yes
- No

Why did or why do you most often contact the City of Dayton? *Select all that apply.*

- Requesting general information on City operations or services
- Requesting information on an account with the City (e.g. water service, waste collection)
- Changing information on an account with the City (e.g. water service, waste collection, repair a water line)
- Making a service request (bulk or leaf pick up, read water meter, fix a water line, pothole repair)
- Following up on the status of a previous request
- Making a payment
- Disputing a bill
- Filing a permit, application or plan with the City
- Following up on the status of a permit, application or plan that has previously been filed with the City
- Placing an emergency Public Safety (Fire/Emergency Medical/Police) call (911)
- Placing a non-emergency Public Safety (Fire/EMS/Police) call
- Other, please specify \_\_\_\_\_

Consider your last call to the City of Dayton, what was the primary reason for your call?

- City water and sewer services
- Building permits, HVAC permits, electrical permits, zoning permits, other permits
- Streets, sidewalks, potholes, traffic signage or trash/recycling/yard waste pick-up services
- City shelters or recreational facilities
- City code enforcement or vacant properties
- Public safety, Police or Fire
- Other, please specify \_\_\_\_\_

If you interacted with a specific Office or Department, please provide a brief description (e.g. Water, Planning and Community Development, Human Relations Council, Recreation and Youth services, Housing, Public Works Call Center, etc.)

Which Department did you contact?

Please provide a brief description of the nature of your request or problem with City staff.

How did you reach our City staff?

- On the phone
- Face-to-face, walk-in to City of Dayton office(s) or payment center
- Over the internet (e.g. City website)
- Via E-mail
- Via letter
- City staff came to my home or business

Were you transferred to another staff member, department, office or location as a part of your interaction?

- No, my initial contact was able to address the reason for my call or visit
- Yes, I received a transfer to the correct person.
- Yes, I received a transfer, but it was to the wrong person.
- No, I was not transferred, but I was given the phone number of the right person or Department to contact
- No, the reason I contacted the City was not addressed and I was not transferred or provided with the contact information of the correct person or Department
- N/A

Was your question or concern adequately addressed during this interaction?

- Yes
- No

Q7a Why not?

On a scale from 1 to 4, where 1 equals “Strongly Disagree” and 4 equals “Strongly Agree”, please tell us how you agree with the following statements about your last call or visit to the City of Dayton.

	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4
Employee offered friendly and courteous greeting and clearly stated name and Department/Office (s)he represents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee maintained courteous and professional tone throughout the duration of the interaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee listened to request/question/complaint and made an effort to appropriately understand and address issue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The first employee contacted was able to answer your question or concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When you were transferred or contacted the appropriate City staff member based on referral information you received, the employee was able to answer your question or address your concern.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the level of customer service I received. (Please consider effort and effectiveness in assisting you with your question/concern, and anything the employee did to go above or below your expectations.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14 How easy was it to find the right contact within the City of Dayton to have work performed for you or help you with your request? Did you find it...

- Very Difficult
- Difficult
- Easy
- Very Easy

Q15 Overall, were you satisfied with the City’s “handling” of your question or request for work to be performed?

- Yes
- No

Q16 Were you dissatisfied with the answer you received or the employee assisting you? Please explain.

The following questions pertain to your general experience with City employees. Overall, when you interact with City staff, are they? (Rate from 1 to 4, 1 being “not at all” and 4 being “extremely”), do you find City Staff to be?

	Not at all 1	2	3	Extremely 4
Helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone contact only - Courteous and professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-person or face-to-face contact – Courteous and professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you accessed the City's website to look for information regarding information about City departments or services?

- Yes
- No

When considering the City’s website and navigating to find the information you need about our departments or services, do you find the information you are seeking?

- With great difficulty
- With difficulty
- With ease
- With great ease

Is the information you find on the website?

- Not at all useful
- Not useful
- Useful
- Extremely useful

How satisfied are you with the service you've received from staff when you pay your water bill?

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied
- I don't pay a water bill
- I don't know/Not applicable (Have not interacted with staff when paying water bill)

How satisfied are you with the available options to pay your water bill?

	Not at all 1	2	3	Extremely 4	Not applicable
Paydaytonwater.com	<input type="radio"/>				
Over the phone	<input type="radio"/>				
Mail in payments	<input type="radio"/>				
Other, please specify	<input type="radio"/>				

Would you like to pay your City Utility Bill at retail stores? Or do you have any additional recommendations?

- No
- Yes, I would like to make payments at a retail store
- Yes, I have suggestions about potential locations to make a City Utility payment. Where, please specify \_\_\_\_\_

How would you rate your experience with our Public Works Call Center? This is the call center you would call for trash pickup, housing inspections concerns, etc.?

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied
- Not applicable - I have not called into the call center

Next, we are asking a few demographic questions. Are you?

- Male
- Female

What race or ethnicity do you consider yourself? Select all that apply.

- White or Caucasian
- Black or African American
- Asian or Pacific Islander
- American Indian or Alaskan Native
- Bi- or Multi-racial
- Hispanic
- Other, please specify \_\_\_\_\_
- Don't know (11)

How old are you?

- 18-24 years of age
- 25-34 years of age
- 35-44 years of age
- 45-54 years of age
- 55-64 years of age
- 65 years of age or older

Do you own or rent your home?

- Own
- Rent
- Other, please specify \_\_\_\_\_

What is your total household income before taxes, including all members of your household and all sources of income?

- Less than \$25,000
- \$25,001 TO \$45,000
- \$45,001 TO \$75,000
- Or over \$75,000

Do you wish to share more information with the City and have a follow up discussion with a designated staff to address your concerns and help us better serve the City of Dayton?

- Yes
- No

Please provide a brief description of your concern(s).

Thank you and we appreciate your taking the time to complete the survey. Do you have any additional comments or questions you would like to share?



## Appendix B: Frequency Tables

### Do you live in or operate a business within the city limits of Dayton? Live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	403	100.0	100.0	100.0

### Do you live in or operate a business within the city limits of Dayton? Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	389	96.6	96.6	96.6
	Selected	14	3.4	3.4	100.0
	Total	403	100.0	100.0	

### Have you ever contacted the City of Dayton to request general information about services, make a service call, or pay a bill?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	194	48.2	49.1	49.1
	No	202	50.0	50.9	100.0
	Total	396	98.3	100.0	
Missing	Don't know	6	1.6		
	Refused	1	.1		
	Total	7	1.7		
Total		403	100.0		

### Why did or why do you most often contact the City of Dayton? Requesting general information on city operations or services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	171	42.4	87.9	87.9
	Selected	23	5.8	12.1	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

### Why did or why do you most often contact the City of Dayton? Requesting info on an account

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	188	46.7	96.7	96.7
	Selected	6	1.6	3.3	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Changing info on an account**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	194	48.0	99.6	99.6
	Selected	1	.2	.4	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Making a service request**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	85	21.0	43.6	43.6
	Selected	110	27.2	56.4	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Following up on the status of a previous request**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	191	47.3	98.1	98.1
	Selected	4	.9	1.9	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Making a payment**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	127	31.6	65.6	65.6
	Selected	67	16.6	34.4	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Disputing a bill**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	181	45.0	93.3	93.3
	Selected	13	3.2	6.7	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Filing a permit, application or plan with the city**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	193	47.9	99.4	99.4
	Selected	1	.3	.6	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Checking the status of a permit, application, or plan that has been filed**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	194	48.2	100.0	100.0
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Placing an emergency public safety call**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	191	47.3	98.0	98.0
	Selected	4	1.0	2.0	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Placing a non-emergency public safety**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	191	47.5	98.5	98.5
	Selected	3	.7	1.5	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	164	40.7	84.4	84.4
	Selected	30	7.5	15.6	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

Why did or why do you most often contact the City of Dayton? Other, please specify

- Taxes (5)

- Filing a Complaint (13)
- Housing (5)
- Because I live in Dayton
- Because I live in the city
- I email them when Nan Whaley or Dayton does something I support
- I wanted to annex some lands from Trotwood to Dayton
- Jury duty
- Parking
- Sports and rec sometimes
- Tenant having problems paying the water bill

**Why did or why do you most often contact the City of Dayton? Don't know**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	194	48.2	99.9	99.9
	Selected	0	.0	.1	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Why did or why do you most often contact the City of Dayton? Refused**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	194	48.2	99.9	99.9
	Selected	0	.0	.1	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Consider your last call to the City of Dayton, what was the primary reason for your call or contact?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	City water and sewer services	54	13.4	27.8	27.8
	Building permits, HVAC permits, electrical permits, zoning permits, other permits	3	.9	1.8	29.6
	Streets, sidewalks, potholes, traffic signage, or trash/recycling/yard waste pick-up services	90	22.3	46.5	76.1
	City shelters or recreational facilities	2	.4	.9	77.0
	City code enforcement or vacant properties	8	1.9	3.9	80.9
	Public safety police or fire	3	.8	1.7	82.5
	Other	34	8.4	17.5	100.0
	Total	193	48.0	100.0	
Missing	Don't know	1	.2		
	Refused	0	.0		
	System	209	51.8		
	Total	210	52.0		
Total		403	100.0		

Consider your last call to the City of Dayton, what was the primary reason for your call or contact?

Other, please specify.

- Taxes (9)
- Service request (6)
- Housing
- Filing a complaint (4)
- Paying a bill
- Contacted the city about the committee he is on
- General information
- I emailed them in support of their anti-fracking stance
- I was trying to figure out how you get a copy of a marriage license
- Job interview
- Jury duty
- Obtaining a vender license
- Personal reasons
- Requesting information about a vacant lot
- RTA
- To get a copy of my divorce papers

**Did you contact a specific department?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Specific department	171	42.3	87.8	87.8
	Not specific department	9	2.2	4.5	92.3
	I don't know what specific department	15	3.7	7.7	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

***If you contacted a specific department did you contact?***

- Water (42)
- Police (9)
- Waste Collection(50)
- Housing (13)
- Taxes (9)
- Street maintenance (8)
- Parks and Recreation(2)
- Public Works (5)
- Dayton Delivers App(4)
- Planning and Zoning
- Forestry (2)
- Court (2)
- Public Works Call Center: 333-4800 They do all the calls
- City of Dayton Grass Business
- City of Dayton One Stop Shop

- Construction through the city
- Department of health
- Division of building inspections.
- Does not remember
- Domestic Relations
- Empty Lots
- Facilities and management
- Finance
- Information
- Landmark Commission
- Lot Links- calling to get more information on properties from Lot Links
- Mediation Center
- Permit Department
- Revenue
- Road Department
- Rodent Control
- RTA
- Sanitation department
- Sewer Maintenance
- Streetlights
- The Division of Tax and Water
- Utility Billing Department
- Vacant Land
- Waste collection and tax department
- Water and waste department
- Water department, Waste Management

***Why did you contact that department?***

- Bulk Pick up (35)
- Pay Bill (unspecified) (11)
- Pay Water Bill (14)
- House missed for trash pickup
- Taxes (8)
- Question about a bill (15)
- Filing a complaint
- Not sure (2)
- A sewage problem due to flooding in the neighborhood because of rain
- A waste collection guy took a big trash can and threw it in the back of the garbage truck, crushing it. I have security cameras, so I had footage of this happening. I spoke with someone from the city and they asked to see my footage and they sent me another garbage can.
- Backed up sewer
- Brush on the side walk/that was in the way
- Called about a car being parked too long on my street
- Calling about the potholes in the spring
- Calling to ask about what was recyclable
- Cleaning up the yard
- Come out and check something at apartment

- Complain about run down houses in my neighborhood. Also, complain about trash in my alley.
- Concern about how the streets are in the West side. They are really bad with the potholes and things.
- Contacted them about trees in the road and the water pressure was low for the house. The street line was blocked and we had flooding in the basement to which no one assisted us with.
- Cutting grass
- Every year, I learn that my home's value is depreciating, despite the work I put into it, and I call to ask why. Every year I'm told it's because of the area I live in, which I understand, but it still upsets me.
- Grass cutting
- Grass too high and needed to be cut
- Housing unit
- I called for the city to come out and cut the weeds in the empty lot next to my house. The weeds are so tall that people are using it to throw their trash in
- I called to report a pothole or hole in the street that ended up being a water problem, though we didn't know that at the time.
- I called to report drugs.
- I contacted them on the Dayton Delivers app about a pothole outside my house that needed fixed
- I emailed them saying I supported their anti-fracking stance
- I had excess water in my yard.
- I had waste to be picked up and removed
- I live in the historic district and need permits to paint, etc.
- I needed a new recycling bin/trash bin (2)
- I needed a vendor license for concession stand.
- I needed my furnace inspected
- I needed someone to inspect some housing violations.
- I needed to have my trash can replaced. My neighbor didn't have a trash can and I wanted to make sure mine wasn't hers, and it was pretty ratty anyway.
- I used to own a business and needed electrical inspections for my units.
- I wanted to annex a specific property's land from Trotwood to Dayton.
- I wanted to dispute a parking ticket.
- I wanted to know how to get a copy of my divorce papers.
- I wanted to know what I can or cannot put in my recycle bin.
- I wanted to purchase property next to our church. I wanted to get a price and properties that were for sale.
- I wanted to report streetlights being out.
- I wanted to request a housing inspection for a funeral home that needs to be kept up.
- I wanted to stop my trash pick-up.
- I wanted to talk about all the crappy houses around me.
- I was calling about a vacant lot.
- I was calling to complain about my neighbor not cutting his weeds.
- I was calling to find out who owns the parks.
- I was complaining about where the trash pickup places the trash bins.
- I was letting them know that they created a mess inside the house and the next time they'll make a note to decrease the pressure when they are messing with the sewers in my area.
- I was requesting a recycling bin.

- I was trying to figure out how you get a copy of a marriage license.
- I was trying to find out who cutting the vacant lot.
- If volunteers were needed
- Incident in the neighborhood
- Informing them what was going on and asking if there was anything else I could do besides calling them. The people who were taking care of the empty house swept everything into the street.
- Inspection services- there was a guy walking around my neighborhood inspecting houses in the area and I talked to him about what he was doing
- Inspections
- investigate housing violations and unresponsive city staff
- Large trash pickup
- looking for housing inspector's number
- More information about the upcoming meeting
- My neighbor needed to have their grass cut. The staff was courteous on the phone, but the issue has not been resolved.
- My trash can came up missing.
- My trash was missed during collection.
- No problem, looking for general information
- Payment arrangements
- People are dumping garbage in my neighborhood.
- Potholes
- Problems with neighbors and streetlight
- Property taxes and re-surveying of property and calling her garage something it is not. Trying to get her to change her dwelling to a garage.
- putting a light in a nearby alley
- Recyclables being picked up
- recycle services
- Recycling
- refuse pickup
- Refused
- Reporting some streets that needed fixed
- Request new can
- Requesting a permit for doing work on my house.
- Requesting blockade on both ends of street for block party.
- send out a trap for the rodent problem
- Shrubbery between the walk ways
- Someone took her trash can
- Street Repair
- Streetlight was out at an intersection near my home; also asked about removing a tree limb broken from storm.
- tell her to take me off the list
- The city had a lot of construction done in my area and when the workers were finished they didn't fill in the sidewalks with cement. They just left them filled with gravel.
- The city street light was out.
- The house across from mine needs to be taken care of. The yard is overgrown.

- The house was abandon and grass was getting tall. This house needs to be boarded up so no one can go in and out of it.
- The houses behind me were overgrown and I don't think anyone owns it
- The neighbors having the car repair in their backyard
- The trash man hit my car and they said they were going to pay for my car but they only paid my deductible. Then they broke my trash can wheel, they said they would bring a new one and they haven't yet.
- There are drugs in my neighborhood.
- There is a rat infestation in the abandoned buildings near my rental properties.
- There is a vacant house across the street. Kids break the windows.
- There was a dead animal that needed removal.
- There was a light out on my street.
- There was a pothole that needed to be fixed.
- There was an abandoned car on my street.
- There was no problem, I was inquiring about what and what cannot go into recycling bins.
- There was none
- There were a lot of overgrown trees in this lot near my house.
- There were streetlights out in front of my property.
- They asked what I wanted to be picked up and then they came and picked it up.
- They didn't have the gravel picked up after they were done with cement job
- They didn't pick up my trash last week.
- They forgot to pick it up and then they picked it up the next day.
- They missed our pick-up.
- They were incompetent.
- To fix the water pipes because the water is currently undrinkable.
- To get info on when they were going to pick up the trash behind my house
- To get information
- To pick up some woods and used furniture
- To repaint the starting line, mile marker at Arthur Fisher Park
- To report issues in my neighborhood like illegal dumping or potholes
- To report that there was an accident out front
- To request information (Tried to probe but she didn't want to elaborate)
- To see if I could somehow understand why this occurred. Had to call a couple of days ahead of time for project mobility. Had to call them 4 times to try and get an appointment to have the bus come and pick me up. Wondering what was going on.
- To see when the recyclable trash was going to be picked up in my neighborhood, whether it was every other week or every 3 weeks.
- Trash can
- Tree replacement
- Trying to get employed
- Wanted info for sports and rec
- Wanted to know dates on pickups
- Waste Removal
- Water situation/ water flooding at the end of driveway where the pipes burst.
- We have a tree on the curb line that belongs to the city of Dayton. It needed to be trimmed.
- We heard gun shots so I called the Police.
- We needed to get two trees removed.

- We wanted an officer to come out. There was a huge loud party next door.
- When they open that day and what time do they close that day (water department)
- Wild animals, the trash not getting picked up, or requesting new trash cans.

**How did you reach our city staff?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Telephone	178	44.3	92.1	92.1
	Face to face, walk in to City of Dayton offices or payment center	2	.6	1.2	93.3
	Over the internet	12	3.0	6.3	99.6
	Email	1	.2	.4	100.0
	Total	194	48.1	100.0	
Missing	Refused	1	.1		
	System	209	51.8		
	Total	209	51.9		
Total		403	100.0		

**Were you transferred to another staff member, department, office, or location as a part of your interaction?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No, my initial contact was able to address the reason for my call or visit	104	25.9	53.6	53.6
	Yes, I received a transfer to the correct person	41	10.1	20.9	74.5
	Yes, I received a transfer, but it was to the wrong person	16	4.0	8.3	82.9
	No, I was not transferred, but I was given the phone number of the right person or department to contact	3	.7	1.4	84.2
	No, the reason I contacted the city was not addressed and I was not transferred to the correct person/department	3	.8	1.7	85.9
	N/A	8	2.1	4.3	90.1
	Don't know	19	4.8	9.9	100.0
	Total	194	48.2	100.0	
Missing	System	209	51.8		
Total		403	100.0		

**Was your question or concern adequately addressed during this interaction?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	169	41.9	87.9	87.9
	No	23	5.8	12.1	100.0
	Total	192	47.6	100.0	
Missing	Don't know	2	.4		
	Refused	1	.2		
	System	209	51.8		
	Total	211	52.4		
Total		403	100.0		

**Why was your question or concern not adequately addressed during this interaction?**

- Reason for calling has not been fixed (17)
- Employee didn't know the correct answer
- Service took too long
- Don't know
- Rude (2)
- I had a water leak that was a house that was a rental house. It got to be very expensive. No I had to ask for a supervisor
- kept getting transferred
- The answer she gave me didn't make sense. I shouldn't be paying for services I don't use.
- The city assumes no responsibilities for abandoned properties. They say they cannot bait properties infested with rats, but tell me and my renters that we can't either. They just give you the run around. It is not my responsibility to control the rat population.
- The light was not on her property and DP&L couldn't do the service either
- They basically told me to forget it, that it came as a package deal, and that I would still have to pay for it.
- They only fixed 3 out of 4 holes and I had to call again to get the last one fixed.
- They pick up recycling every two weeks, but because I'm the only person on my street to recycle, they oftentimes don't pick up my recyclables. I called to have them picked up but I had to wait two weeks before they came.
- They should clarify the difference between who has alley or curb pickup
- Well, I am satisfied with it all, except that the guy said I could have my video back and so far, I haven't heard anything from him. I've tried calling and e-mailing several times, and haven't gotten anything back.

**Employee offered friendly and courteous greeting and clearly stated the name and department/office they represent.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	1.5	3.2	3.2
	Disagree	17	4.3	9.5	12.7
	Agree	91	22.5	49.7	62.4
	Strongly agree	69	17.0	37.6	100.0
	Total	183	45.3	100.0	
Missing	Don't know	5	1.2		
	Refused	7	1.7		
	System	209	51.8		
	Total	220	54.7		
Total		403	100.0		

**Employee maintained courteous and professional tone throughout the duration of the interaction.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	1.1	2.4	2.4
	Disagree	14	3.4	7.4	9.8
	Agree	105	26.1	57.3	67.1
	Strongly agree	61	15.0	32.9	100.0
	Total	184	45.6	100.0	
Missing	Don't know	2	.5		
	Refused	8	2.1		
	System	209	51.8		
	Total	219	54.4		
Total		403	100.0		

**Employee listened to request/question/complaint and made an effort to appropriately understand and address the issue.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	1.1	2.5	2.5
	Disagree	15	3.6	8.1	10.6
	Agree	98	24.3	53.9	64.5
	Strongly agree	65	16.1	35.5	100.0
	Total	182	45.2	100.0	
Missing	Don't know	4	1.1		
	Refused	8	2.0		
	System	209	51.8		
	Total	221	54.8		
Total		403	100.0		

**The first employee contacted was able to answer your question or concern.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	.5	2.2	2.2
	Disagree	1	.2	.8	3.0
	Agree	58	14.4	61.2	64.3
	Strongly agree	34	8.4	35.7	100.0
	Total	95	23.6	100.0	
Missing	Don't know	1	.3		
	Refused	2	.5		
	System	305	75.6		
	Total	308	76.4		
Total		403	100.0		

**When you were transferred or contacted the appropriate city staff member based on referral information you received, the employee was able to answer your question or address your concern.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	3	.6	4.2	4.2
	Disagree	9	2.2	14.5	18.7
	Agree	38	9.4	62.2	80.9
	Strongly agree	12	2.9	19.1	100.0
	Total	61	15.1	100.0	
Missing	Don't know	0	.1		
	Refused	8	2.0		
	System	334	82.8		
	Total	342	84.9		
Total		403	100.0		

**Overall, I am satisfied with the level of customer service I received.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	2.0	4.2	4.2
	Disagree	23	5.8	12.5	16.7
	Agree	89	22.0	47.5	64.2
	Strongly agree	67	16.5	35.8	100.0
	Total	186	46.2	100.0	
Missing	Don't know	0	.1		
	Refused	8	1.9		
	System	209	51.8		
	Total	217	53.8		
Total	403	100.0			

**How easy was it to find the right contact within the City of Dayton to have work performed for you or help you with your request?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very difficult	11	2.8	6.0	6.0
	Difficult	22	5.4	11.6	17.6
	Easy	101	25.1	54.1	71.6
	Very easy	53	13.2	28.4	100.0
	Total	187	46.5	100.0	
Missing	Don't know	0	.1		
	Refused	7	1.6		
	System	209	51.8		
	Total	216	53.5		
Total	403	100.0			

**Overall, were you satisfied with the city's handling of your question or request for work to be performed?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	165	41.0	85.4	85.4
	No	28	7.0	14.6	100.0
	Total	194	48.0	100.0	
Missing	Don't know	1	.2		
	Refused	0	.0		
	System	209	51.8		
	Total	209	52.0		
Total	403	100.0			

Why were you dissatisfied with the answer you received from the staff member assisting you?

- Did not receive an answer (9)
- Request was not completed (6)
- Took too long to complete (6)
- Rude (7)
- Was never able to contact correct person

- I got a difficult situation. I got a lawyer he is supposed to be in contact with me. She owns property in Dayton they are only garages. Dayton wants her to classify them as dwellings but nobody can live there. She got a letter about paying taxes but nobody can help her and she got wrong information from a couple of people.
- I was told that all they do is take phone calls and then they pass it along to the house inspector and then they pass it along; they have no control over it.
- I've never turned on any services for the house I'm fixing up, and that not only includes water, but DP&L and Vectren as well, but water is the only place who thinks they can bill me for services anyway. It doesn't make sense.
- The employee that I talked to did fine but no follow up for my concern.
- They don't know how to do their job
- They sent me out another recycling bin, but it is one that is so heavy with nothing in it at all that I don't think I'll be able to lift it.

**Overall when you interact with city staff, are they helpful?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all helpful	3	.6	1.3	1.3
	Unhelpful	11	2.7	5.8	7.2
	Helpful	124	30.7	65.4	72.6
	Extremely helpful	52	12.9	27.4	100.0
	Total	189	46.9	100.0	
Missing	Don't know	1	.3		
	Refused	4	1.0		
	System	209	51.8		
	Total	214	53.1		
Total	403	100.0			

**Overall when you interact with city staff, are they knowledgeable?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all knowledgeable	7	1.8	4.0	4.0
	Unknowledgeable	12	3.0	6.5	10.4
	Knowledgeable	131	32.4	69.5	79.9
	Extremely knowledgeable	38	9.4	20.1	100.0
	Total	188	46.6	100.0	
Missing	Don't know	3	.7		
	Refused	3	.8		
	System	209	51.8		
	Total	215	53.4		
Total	403	100.0			

**Overall when you interact with city staff, are they courteous and professional? (phone contact)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all courteous and professional	3	.7	1.7	1.7
	Not courteous and professional	16	4.1	9.4	11.0
	Courteous and professional	132	32.9	75.4	86.4
	Extremely courteous and professional	24	5.9	13.6	100.0
	Total	176	43.6	100.0	
Missing	Don't know	1	.3		
	Refused	2	.4		
	System	225	55.7		
	Total	227	56.4		
Total	403	100.0			

**Overall when you interact with city staff, are they courteous and professional? (in person/face-to-face)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Courteous and professional	1	.3	44.0	44.0
	Extremely courteous and professional	1	.3	56.0	100.0
	Total	2	.6	100.0	
Missing	System	401	99.4		
Total		403	100.0		

**Have you accessed the city's website to look for information regarding city departments or services?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	198	49.0	49.9	49.9
	No	199	49.3	50.1	100.0
	Total	396	98.3	100.0	
Missing	Don't know	4	.9		
	Refused	3	.8		
	Total	7	1.7		
Total	403	100.0			

When considering the city's website and navigating to find the information you need about our departments or services, do you find the information you are seeking?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	With great difficulty	17	4.1	8.6	8.6
	With difficulty	44	11.0	22.9	31.5
	With ease	124	30.7	64.2	95.7
	With great ease	8	2.1	4.3	100.0
	Total	193	47.8	100.0	
Missing	Don't know	2	.5		
	Refused	3	.7		
	System	205	51.0		
	Total	210	52.2		
Total	403	100.0			

Is the information you find on the website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all useful	2	.4	.9	.9
	Not useful	17	4.3	9.0	9.9
	Useful	160	39.7	83.3	93.3
	Extremely useful	13	3.2	6.7	100.0
	Total	192	47.6	100.0	
Missing	Don't know	4	.9		
	Refused	2	.5		
	System	205	51.0		
	Total	211	52.4		
Total	403	100.0			

How satisfied are you with the service you've received from staff when you pay your water bill?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	4	.9	1.2	1.2
	Dissatisfied	17	4.2	5.6	6.7
	Satisfied	182	45.3	60.6	67.4
	Very satisfied	98	24.3	32.6	100.0
	Total	301	74.7	100.0	
Missing	I don't pay a water bill	86	21.4		
	Not applicable/don't know	15	3.7		
	Refused	1	.2		
	Total	102	25.3		
Total	403	100.0			

**How satisfied are you with the available options to pay your water bill? Paydaytonwater.com**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied	2	.4	.8	.8
	Unsatisfied	10	2.5	5.2	6.0
	Satisfied	124	30.8	65.2	71.2
	Extremely satisfied	55	13.6	28.8	100.0
	Total	190	47.2	100.0	
Missing	Not applicable	117	29.0		
	Don't know	4	.9		
	Refused	6	1.5		
	System	86	21.4		
	Total	213	52.8		
Total		403	100.0		

**How satisfied are you with the available options to pay your water bill? Over the phone**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied	1	.3	.7	.7
	Unsatisfied	10	2.5	5.1	5.8
	Satisfied	142	35.3	73.6	79.4
	Extremely satisfied	40	9.9	20.6	100.0
	Total	193	48.0	100.0	
Missing	Not applicable	118	29.2		
	Don't know	4	1.1		
	Refused	1	.3		
	System	86	21.4		
	Total	210	52.0		
Total		403	100.0		

**How satisfied are you with the available options to pay your water bill? Mail in payments**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsatisfied	2	.5	1.4	1.4
	Satisfied	134	33.2	83.9	85.3
	Extremely satisfied	24	5.8	14.7	100.0
	Total	160	39.6	100.0	
Missing	Not applicable	153	37.8		
	Don't know	4	.9		
	Refused	1	.1		
	System	86	21.4		
	Total	243	60.4		
Total		403	100.0		

**Do you use any other options to pay your water bill? If so, how satisfied are you?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsatisfied	2	.5	3.7	3.7
	Satisfied	25	6.2	42.9	46.6
	Extremely satisfied	31	7.7	53.4	100.0
	Total	58	14.4	100.0	
Missing	Not applicable	254	63.0		
	Don't know	3	.7		
	Refused	1	.3		
	System	86	21.4		
	Total	345	85.6		
Total		403	100.0		

**Other methods to pay your water bill**

- In person (48)
- Through bank (15)
- Stores (2)

**Would you like to pay your city utility bill at retail stores? Or do you have any additional recommendations about payment locations?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	254	63.0	74.9	74.9
	Yes, I would like to make payments at a retail store	61	15.3	18.1	93.0
	Yes, I have suggestions about potential locations to make a city utility payment	24	5.9	7.0	100.0
	Total	339	84.2	100.0	
Missing	Not applicable - I don't pay a water bill	56	14.0		
	Don't know	3	.8		
	Refused	4	1.0		
	Total	64	15.8		
Total		403	100.0		

**Would you like to be able to pay your city utility bill at a retail store? Or do you have any additional recommendations about payment location?**

- Convenience store (2)
- Grocery store
- Stores where you can pay other utilities (2)
- Autopay
- Speak with a person over the phone (2)
- Use existing methods without a fee (2)
- Yes but no specific location given (6)
- Pay directly to City of Dayton and not through different company (2)
- Cricket
- I do not think utilities should be privatized. The city should handle them and not dole them out to other companies.

- I would like for mail in payments to go to a bank in Cincinnati.
- I would like to be able to automatically make a credit card payment, which they do not allow

**How would you rate your experience with our public works call center?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	14	3.5	3.6	3.6
	Dissatisfied	22	5.4	5.7	9.3
	Satisfied	208	51.6	53.8	63.1
	Very satisfied	88	21.8	22.7	85.9
	Not applicable, I have not called into the call center	55	13.6	14.1	100.0
	Total	386	95.8	100.0	
Missing	Don't know	15	3.8		
	Refused	1	.4		
	Total	17	4.2		
Total		403	100.0		

Demographics

**Gender**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	192	47.6	47.6	47.6
	Female	211	52.4	52.4	100.0
	Total	403	100.0	100.0	

**Race**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White/Caucasian	237	58.8	58.8	58.8
	Black/African American	152	37.6	37.6	96.4
	Other minorities	15	3.6	3.6	100.0
	Total	403	100.0	100.0	

**What race do you consider yourself? White/Caucasian**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	166	41.2	41.2	41.2
	Selected	237	58.8	58.8	100.0
	Total	403	100.0	100.0	

**What race do you consider yourself? Black/African American**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	244	60.6	60.6	60.6
	Selected	159	39.4	39.4	100.0
	Total	403	100.0	100.0	

**What race do you consider yourself? Asian or Pacific Islander**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	403	100.0	100.0	100.0

**What race do you consider yourself? American Indian or Alaska Native**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	402	99.9	99.9	99.9
	Selected	1	.1	.1	100.0
	Total	403	100.0	100.0	

**What race do you consider yourself? Biracial/Multiracial**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	390	96.7	96.7	96.7
	Selected	13	3.3	3.3	100.0
	Total	403	100.0	100.0	

**What race do you consider yourself? Hispanic**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not selected	402	99.8	99.8	99.8
	Selected	1	.2	.2	100.0
	Total	403	100.0	100.0	

**Age**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-34 years of age	158	39.1	39.1	39.1
	35-44 years of age	59	14.6	14.6	53.7
	45-54 years of age	65	16.2	16.2	69.8
	55-64 years of age	59	14.7	14.7	84.5
	65 years of age or older	62	15.5	15.5	100.0
	Total	403	100.0	100.0	

**Do you own or rent your home?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Own	240	59.6	60.7	60.7
	Rent	142	35.3	35.9	96.6
	Other	13	3.3	3.4	100.0
	Total	396	98.2	100.0	
Missing	Refused	7	1.8		
Total		403	100.0		

**Income**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$25,000	123	30.5	37.5	37.5
	\$25,000 to \$44,999	76	19.0	23.4	60.9
	\$45,000 to \$75,000	56	13.8	17.0	77.9
	\$75,000 or more	72	17.9	22.1	100.0
	Total	327	81.2	100.0	
Missing	Don't know	5	1.3		
	Refused	71	17.5		
	Total	76	18.8		
Total		403	100.0		

**Do you wish to share more information with the city and have a follow up discussion with a designated staff to address your concerns and help us better serve the City of Dayton?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	90	22.4	22.6	22.6
	No	310	76.9	77.4	100.0
	Total	400	99.3	100.0	
Missing	Refused	3	.7		
Total		403	100.0		

**Do you wish to share more information with the city and have a follow up discussion with a designated staff to address your concerns and help us better serve the City of Dayton?**

- Happy with the city which is why we still live here.
- I can't seem to get the automated system to work for me.
- I don't understand why the billing address for my water bill is a Cincinnati address and why it doesn't go directly to the city of Dayton. They changed this about 5-6 years ago and I never understood why.
- I hate the public works call center. I can't stand anything about them and what they do or the water department. I hate everything Dayton does. I hate the mayor. I'm not giving her my age, race, nothing. This and everything they do is a waste of time.
- I have not had contact with Dayton except for the one time using the app.
- I have to say no to other locations to pay the water bill, because they all have a fee and I shouldn't have to pay a fee just to pay my water bill.
- I really wish there were more shopping areas in Dayton. I do all my shopping in Greene County.
- I said the information was difficult to find because of the way the phone book is organized. I don't know if that's the city's fault or not.
- I think Dayton is terrible anymore. It hasn't always been and it is now as far as the neighborhoods. We need some rehab over here. We need rehab in the way of tearing down houses and fixing up houses. We need the whole city redone and it has fallen into disrepair.
- I think I may have contacted the city before, but it was too long ago to remember.
- I used an app on my smartphone called "Dayton Delivers" during my last interaction with the city. I am in city hall a lot so I just walk over to pay my water bill.
- I used to be able to use my credit card with mail in payments and I can't do that anymore.
- I work for the City of Dayton.
- I would like to be able to pay my utility bill online, but I can never get it to work.
- I'm disappointed that you can't put things out without them being stolen
- I'm in the middle when it comes to how easy it is to navigate the website and how use the information you find on the website is.
- I've contacted the city of Dayton, but it was many, many years ago.
- I've never had any bad interactions except for the last one with the water department. I would say every employee that I've interacted with besides that time has been helpful, knowledgeable, courteous, and professional.
- My daughter takes care of my bills, so I'm not sure what she does.
- My last call to the city was fine, but they usually are not.
- Sometimes the website is easy to navigate and sometimes it isn't.

- The city is completely corrupt. I was a teacher for the Dayton school system. They trash their teachers, they take away their careers, and the city lies to its employees and also accuses them of things that are not truth. This happened to myself along with multiple others. Then the employees cannot defend themselves from the upper management. There are also grudges that are held against the...
- The general city workers that I deal with on a daily basis are great, and I love dealing with them.
- The website is easy to navigate in some ways and not in others. Some links will take you to a bunch of different pages instead of directly to the information you need, and that can be frustrating.
- They don't do anything to address that there are wild animals living in the sewer and they are a nuisance. They don't really trim the trees between the sidewalk and the street.
- They just put a new street sign at the intersection of Gebhart and Gunckel and they spelled Gunckel wrong.
- They need to have staff take customer service training instead of having personal conversations.
- They used to send out water bills that they knew were incorrect, and many citizens would have to take off work to go personally get their bills corrected, and then be insulted when they got there. That's ludicrous. One time, 20 years ago, they sent me a tax bill for one penny. I mean, really? It cost the people at HR Block more to write it up than it was to pay the bill.
- Water bill to be auto paid from bank account.
- Water coming in the basement, now they have contractors trying to sell that service, and we are paying taxes to that service. Stuff like that is irritating. How are we supposed to know who has the best price? I don't like taxes going up for contractors.
- We don't have our own local officials we can vote for. We have to combine with the suburbs. Everyone we vote for is outside the neighborhood.
- We have some drugs and prostitutes near here. We've had to call the police several times about a guy that walks around in army fatigues near Ruskin Elementary School. He carries all kinds of weapons, like knives, a BB gun, and handcuffs. One time he had a samurai sword in a sheath on his back. They always have to let him go though and he needs to be taken off of the streets.
- Winter is coming and I am disabled. I am concerned about the conditions of the streets. They are horrible to get around in and it is even worse in the winter. If we can take care of our properties and pay our taxes, why can't the city take care of the streets?