



2023 Dayton Survey results show progress and concerns

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City of Dayton residents indicated areas of growth and higher satisfaction with some City services in response to the 2023 Dayton Survey. The survey also identified potential areas for improvement and areas of high importance to residents.

The Dayton Survey measures residents' opinions of City of Dayton services, programs, and performance, as well as neighborhood life and other matters. Survey results are regularly reviewed to guide programming and service delivery changes or upgrades.

Maintaining strong City services:

- Residents continued to express high satisfaction with living in Dayton. In 2023, almost 63% of residents indicated that they were “very satisfied” or “satisfied” with Dayton as a place to live. Responses in 2023 represented a six-year high for the survey.
- Over 78% of residents reported feeling “safe” or “very safe” in their neighborhood during the day. Residents between the ages of 18 to 34 and 50 to 64 reported the highest feelings of safety.
- Resident satisfaction with water and wastewater services rose in 2023, with nearly 72% of residents expressing high satisfaction. Satisfaction is high throughout the city but is greatest in Dayton’s eastern neighborhoods.

Improved areas:

- Satisfaction with Dayton’s recycling and waste collection services climbed, with 64% and almost 78% of residents reporting great satisfaction with recycling and waste collection, respectively. Satisfaction with waste collection services remains high throughout the city with satisfaction growing five percentage points for residents in Southeast Dayton when compared to 2022’s results.
- Over 59% of residents expressed satisfaction with Dayton police officers’ professionalism. Responses to this question were six percentage points higher than in 2022, and dissatisfaction remains low, at just 9% of responses.
- Nearly 67% of residents were “very satisfied” or “satisfied” with Fire and EMS response times to emergencies, with satisfaction growing from 64% in 2022. Satisfaction is highest in Dayton’s western neighborhoods, with over 72% of residents expressing high satisfaction. Residents over the age of 50 also reported higher levels of satisfaction.

Residents indicated room for improvement:

- Residents were asked how satisfied they were with the affordability of housing options; almost 33% expressed satisfaction, 28% expressed dissatisfaction, and 39% felt indifferent or did not have an opinion.
- A quarter of residents expressed satisfaction with the quality of enforcement of codes and ordinances. Dissatisfaction is higher in 2023, with almost 43% of residents indicated they were “dissatisfied” or “very dissatisfied.” Residents aged 50 or older expressed higher dissatisfaction.
- Satisfaction with the condition of Dayton’s sidewalks, streets, and pavement remains low, with 60% of residents reporting they were dissatisfied, which is lower than 2019, when dissatisfaction was at its highest of 66%. More residents reported not having feelings one way or the other about roadway conditions when compared to 2022’s results.
- The survey found over 73% of residents reported crime/safety, drug use, housing conditions, and the condition of streets and sidewalks as important issues.

The survey is aligned with national surveying standards and was conducted by ETC Institute, a nationally recognized surveying and public opinion firm. The 2023 Dayton Survey began arriving in homes during the week of Sept. 4, 2023, and responses were collected through November 7. Nearly 13,000 survey packets were mailed to randomly selected Dayton households, with 1,315 completed responses.

To find more survey results, access the Dayton Survey dashboard at daytonohio.gov/DaytonSurvey.

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