



City survey shows improvement in satisfaction with neighborhoods

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The annual Dayton Survey measures residents' opinions of City of Dayton services, programs, and performance, as well as neighborhood life and other matters. The 2024 Dayton Survey indicates areas of growth and higher satisfaction, as well as areas of concern and potential improvement. Survey results are regularly reviewed and used by the City of Dayton to help guide future programming and service delivery changes.

City of Dayton services highlights:

Residents expressed high satisfaction with living in Dayton. In 2024, 60% of residents indicated that they were “very satisfied” or “satisfied” with Dayton as a place to live. Less than 15% of residents expressed dissatisfaction, marking the lowest dissatisfaction level in the past seven years.

Nearly 57% of residents expressed they were “very satisfied” or “satisfied” with their neighborhood overall. Satisfaction is highest among downtown and East Dayton residents. Residents remained highly satisfied with fire and emergency medical services, with almost 73% expressing high satisfaction with services and nearly 65% expressing high satisfaction with response times. Satisfaction regarding response times was highest in Dayton’s western neighborhoods and with residents over the age of 50.

Resident satisfaction with water and wastewater services rose to over 73% in 2024, indicating a marked improvement in resident opinions over a five-year period (satisfaction dropped in 2018 to a low of 58%). Satisfaction is high throughout the city but is greatest downtown and eastern neighborhoods.

Areas of growth:

Satisfaction with Dayton’s recycling and waste collection services continued to climb in 2024, with 68% and 78% of residents reporting great satisfaction with recycling and waste collection, respectively. More notably, dissatisfaction with waste collection services fell to just under 6%, marking the lowest level of dissatisfaction throughout the city since 2017.

Historically, residents have reported higher dissatisfaction with the condition of sidewalks, streets, and pavement in Dayton, but satisfaction grew by over five percentage points in 2024. In addition, dissatisfaction continues to decline (over 57% of residents reported dissatisfaction in 2017, dropping to 52% in 2024).

More residents reported their neighborhood appearance is getting better over time. Just under 20% of residents felt that their neighborhood appearance was getting better in 2018, with nearly 31% responding positively in 2024.

Areas for improvement and opportunities to grow:

When residents were asked about affordability of housing options, a similar percentage – around one-third (32%) – responded that they were either satisfied or dissatisfied. Thirty-six percent of residents responded with uncertainty or expressed no opinion on the question.

Just 24% of residents expressed satisfaction with the quality of the enforcement of City codes and ordinances. Dissatisfaction has grown from the question's initial appearance, with 33% of residents reporting dissatisfaction in 2022 and 42% reporting dissatisfaction in 2024.

Almost 46% of Dayton residents agreed that Dayton Police are responsive to their neighborhood's needs, however residents in some northern neighborhoods, those with incomes of less than \$25,000 annually, and residents under the age of 65 disagreed most strongly with this statement.

The survey found the issues of highest importance throughout the city are crime/safety, housing conditions (abandoned homes/blight), drug use and gun violence.

The 2014 Dayton Survey was conducted by ETC Institute, a nationally recognized surveying and public opinion firm. The survey began arriving in homes in September 2024, and responses were collected through November. Nearly 13,000 survey packets were mailed to randomly selected Dayton households, with 1,312 completed responses. Full survey results are available on the City's survey dashboard at daytonohio.gov/daytonsurvey.

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