



City Survey Shows Positive Customer Service Experience

Survey Is One Step in Three-Year Initiative

Release Date: Friday, January 22, 2016

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A new survey of Dayton residents shows that more than 83 percent of those surveyed are happy with the quality of the customer services provided by the City of Dayton.

The "City of Dayton Residential Customer Service Assessment" included questions about timeliness, employee courtesy and satisfaction with customer service activities and tools including the City website, call center, mobile app and bill payment options.

The survey is one part of a three-year initiative to evaluate services and ensure customer service excellence. It was commissioned by the City of Dayton and conducted by the Center for Urban and Public Affairs at Wright State University. Surveyors interviewed 403 individuals by telephone from August 10 to September 10, 2015.

Survey findings include:

- 83.3 percent of respondents agreed or strongly agreed that service requests were handled in a satisfactory manner.
- 87.3 percent of respondents agreed or strongly agreed that they were greeted courteously by City employees.

- 89.6 percent stated they believed City staff to be either knowledgeable or extremely knowledgeable.

The customer service initiative, "Dayton Delivers: At Your Service" was announced by Mayor Nan Whaley in February of 2015.

The initiative includes identification of a City customer service vision ("The City of Dayton exceeds expectations and is committed to excellence through consistent quality service delivery by dedicated, knowledgeable and courteous employees") and a set of core values as guiding principles for customer service (Initiative, Courtesy & Professionalism, and Accountability & Ownership).

[View or download the survey report here.](#)

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