

**City of Springfield, Ohio Releases Results from 2024 Community Survey:
Focus on Strengths and Areas for Improvement**

Springfield, OH – The City of Springfield has released the results of its 2024 Community Survey, administered by ETC Institute, which gathered valuable feedback from residents regarding city services and programs. The survey, conducted as part of the City’s ongoing effort to better serve our residents, provides clear insights into community satisfaction and areas for future improvement.

The survey was mailed to a random sample of households in the fall of 2024, receiving a total of 434 completed responses—well above the City’s goal of 400. These responses reflect the diverse opinions of Springfield residents, offering important feedback on a range of city services.

The survey revealed high levels of satisfaction in key areas of service. Notably, 72% of respondents were satisfied with the quality of fire services, 57% were pleased with the City’s parks and recreation facilities, and 55% expressed satisfaction with emergency medical services. Satisfaction with water, wastewater and sewer services was reported at 49%. Additionally, residents generally expressed approval of the City’s mowing and trimming of public areas throughout the community.

The survey also identified some areas where residents believe further improvements are needed, including the condition of streets, effective communication with the public and police services. These key focus areas will guide future investments and initiatives in the City.

Bryan Heck, City Manager of Springfield, emphasized the City’s commitment to continuous improvement. “We deeply appreciate the feedback we’ve received from our residents,” said Heck. “The results reflect the areas where we are excelling, but they also clearly point to areas where we need to improve. As we move forward, we are fully committed to addressing these concerns, particularly around street conditions, communication and public safety, in order to provide high-quality services to every resident of Springfield.”

In an effort to remain responsive to the needs of the community, the City of Springfield will continue to conduct this scientific survey on an annual basis. Communications Director Karen Graves highlighted the importance of regular community feedback in the City’s decision-making process.

“As we continue to prioritize transparency and community engagement, we are committed to make this scientific survey a regular part of our efforts,” said Graves. “The survey is a key initiative for the City Manager and the City Commission, providing valuable insights that will guide future decisions. By administering this survey annually, we ensure that the feedback we receive is not only timely, but also relevant in shaping the future of Springfield.”

The survey, which was administered by ETC Institute, was sent to a randomized sample of Springfield households. The data collected is statistically valid, with a margin of error of $\pm 4.9\%$ at a 95% confidence level. The City plans to use the insights gathered to improve existing programs, guide investment priorities and better serve the needs of Springfield residents.

The complete survey results, including detailed charts, benchmarks and analysis, are available on the City’s website at www.springfieldohio.gov. The City encourages residents to explore the findings and stay engaged in future efforts to improve services.

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