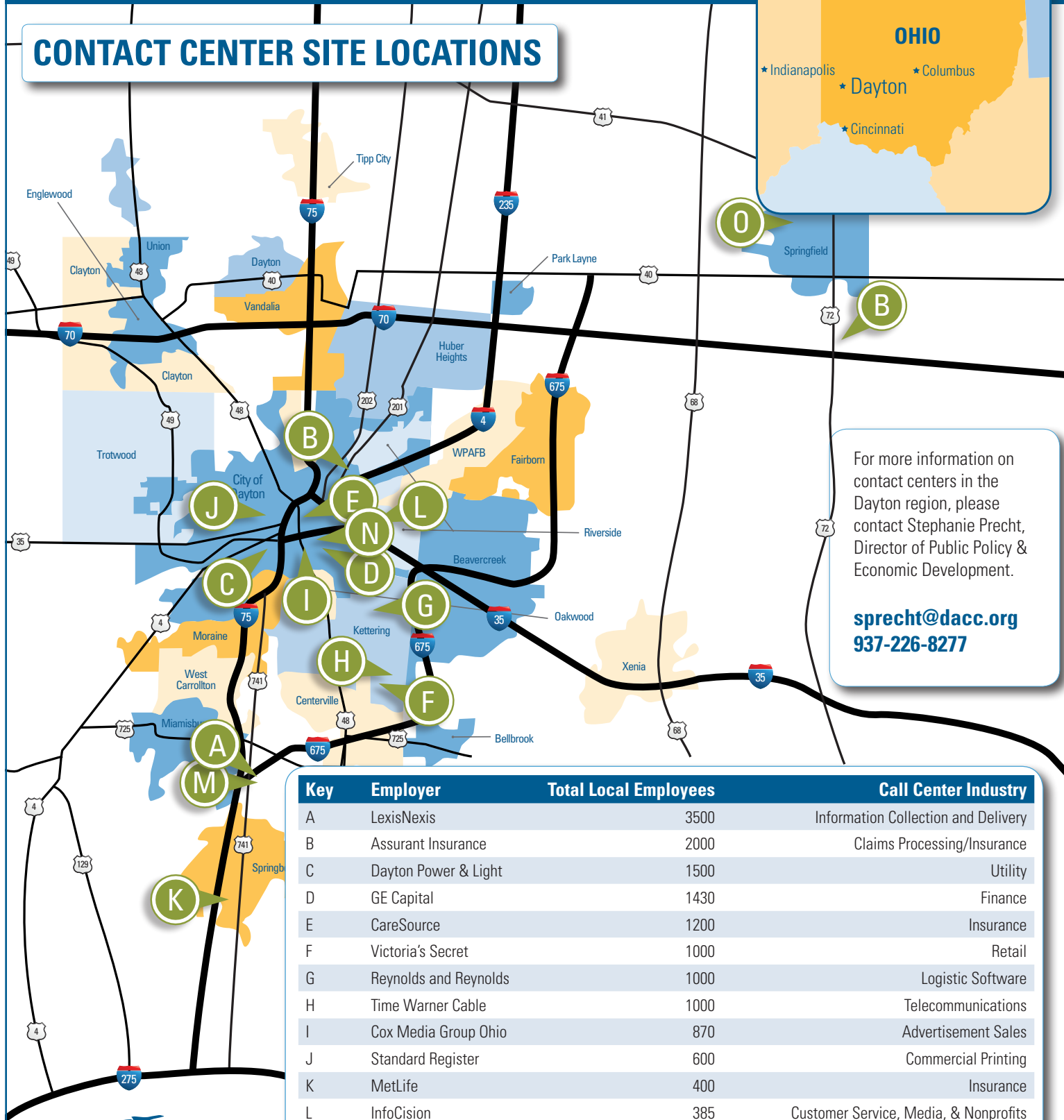


# CONTACT CENTER REGIONAL ANALYSIS | DAYTON, OHIO

## CONTACT CENTER SITE LOCATIONS



For more information on contact centers in the Dayton region, please contact Stephanie Precht, Director of Public Policy & Economic Development.

[sprecht@dacc.org](mailto:sprecht@dacc.org)  
937-226-8277

Key	Employer	Total Local Employees	Call Center Industry
A	LexisNexis	3500	Information Collection and Delivery
B	Assurant Insurance	2000	Claims Processing/Insurance
C	Dayton Power & Light	1500	Utility
D	GE Capital	1430	Finance
E	CareSource	1200	Insurance
F	Victoria's Secret	1000	Retail
G	Reynolds and Reynolds	1000	Logistic Software
H	Time Warner Cable	1000	Telecommunications
I	Cox Media Group Ohio	870	Advertisement Sales
J	Standard Register	600	Commercial Printing
K	MetLife	400	Insurance
L	InfoCision	385	Customer Service, Media, & Nonprofits
M	NewPage	380	Pulp and Paper Mills
N	WorkflowOne	350	Commercial Printing
O	Code Blue	250	Third Party Administrator/Insurance

## DAYTON REGION: A NATIONAL CONTACT CENTER HUB

Dayton has incredible advantages; low cost of living, competitive wages, affordable energy, coupled with unique workforce demographics and ample commercial space options. These assets make the Dayton area a strategic and attractive location for contact centers across the country.



For more information on contact centers in the Dayton region, please contact Stephanie Precht, Director of Public Policy & Economic Development.

**sprecht@dacc.org**  
**937-226-8277**

### REGIONAL ATTRIBUTES

- Site Selection Magazine ranked the Dayton Region as the No. 1 midsize market in the country for new business and expansion projects.
- 50% average lower contact center wages for the Dayton region compared to the national average.
- 20 minute average commute time, located at the crossroads of America 70/75.
- Low cost of living.
- Neutral Dialect.
- Midwestern work ethic.
- Regional population of 1 million people.
- #3 city in the US to find a job – *Careerbliss*.
- Public transportation with 29 routes throughout the greater Dayton region.
- Geographically located in the heart of four major metropolitan areas.

### WORKFORCE TRAINING

**"People want to work. There is no shortage of workers; people in our call center make quality calls here."**

*- Leading provider of direct marketing solutions for Fortune 100 companies and nonprofit organizations.*

- Sinclair Community College Call Center Certification Program. This program was developed with input from regional contact center employers, and introduces time-tested, effective concepts to increase the knowledge, skills, and abilities of these future customer service employees.
- The Montgomery County Job Center is the largest One-Stop Center workforce in the US; offering recruitment services, job placement, pre-screens, background checks, drug screens, advertising and other cost savings measures.
- Over 30 higher education institutions regionally.

### LOCATION & FACILITIES

- Dayton has your facility requirements: single-story, multi-level, fiber optics, IT requirements, parking and redundant electricity options. Depending on a thorough understanding of your needs and objectives this could be a re-use of a retail big box, conversion of an industrial building, or build out of conventional office space.

## Regional Partners:

