



Survey: Austin No. 1 city for resident satisfaction

Austin Business Journal by Vicky Garza, Staff Writer

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<http://www.bizjournals.com/austin/news/2011/11/10/austin-no-1-in-resident-satisfaction.html>

Austin ranks No. 1 in resident satisfaction when compared to other cities nationwide, according to a study conducted by the ETC Institute.

Austin had the highest overall satisfaction rating among 13 cities with populations greater than 500,000, including Dallas, Houston, Fort Worth, and San Diego and San Jose, Calif.

Compared to the national average, Austin ranked above average in 41 of 46 areas.

The poll shows that Austin residents are satisfied with the overall quality of services provided by the city, the overall value received for city taxes and the city as a place to live.

Among city services, Austin residents were happy with the overall quality of customer service, the city's communication efforts and the overall maintenance of streets and sidewalks compared to the national average.

Austin ranked significantly below the national average in one area: traffic flow.

"There is one area we are deficient in and we know that," Mayor [Lee Leffingwell](#) said. "We have already set in motion the basis for changing that dynamic."

Austin also ranked low in the overall quality of drinking water and city libraries.

The top three priorities recommended for investment over the next two years include street and sidewalk maintenance, public safety services and health and human services.

More than 1,300 Austin residents took part in the survey.

This is the third year the city has commissioned the ETC Institute to conduct the survey.

Courtesy of JB Goodwin