

CITY HALL
EST. 1817

SCORE CARD REPORT

NATIONAL 2017 CITIZEN SURVEY



City of
Suwanee
georgia

The National Citizen Survey is a statistically valid survey tool used by local government jurisdictions across the United States to assess resident satisfaction with community amenities and government services. The survey is a collaborative effort between the National Research Center, Inc., and the International City/County Management Association (ICMA).

Periodic sounding of resident opinion offers staff, elected officials, and other stakeholders an opportunity to identify challenges, to plan for and evaluate improvements, and to sustain services and amenities for long-term success. Staff can use the results to improve service delivery. Elected officials can use the results to set goals and priorities. Managers can use the results for performance measurement benchmarking.

The following scorecard report is a summary of 42 characteristic and service areas, out of 125, which compares the National Research Center's database of resident opinions gathered from approximately 600 jurisdictions in the United States. Each of these characteristic and service areas have been organized into two groups, Community Characteristics and Suwanee's Driving Principles, as outlined in Suwanee's 20/20 Vision Plan. A full copy of the survey results along with Suwanee's 20/20 Vision Plan can be found at suwanee.com.

SUWANEЕ'S DRIVING PRINCIPLES



COMMUNITY
HOW LIVABLE WE ARE



PLANNING
HOW WE GROW



COMMUNICATIONS & ENGAGEMENT
HOW WE CONNECT



COMMUNITY CULTURE
WHAT MAKES US INTERESTING



GOVERNANCE
HOW WE MEET EXPECTATIONS



PARKS + OPEN SPACE
HOW WE PLAY



ECONOMIC DEVELOPMENT
HOW WE PROSPER



TRANSPORTATION
HOW WE MOVE



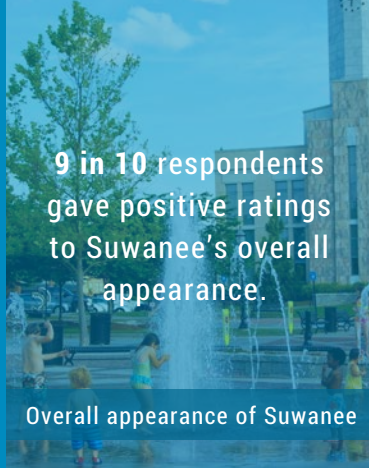
PUBLIC SAFETY
WHAT PROVIDES US COMFORT



COMMUNITY
HOW LIVABLE WE ARE

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community.



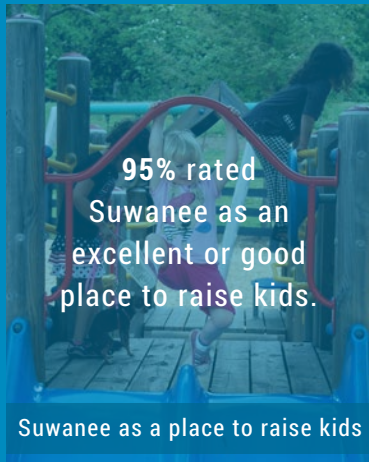
9 in 10 respondents gave positive ratings to Suwanee's overall appearance.

Overall appearance of Suwanee



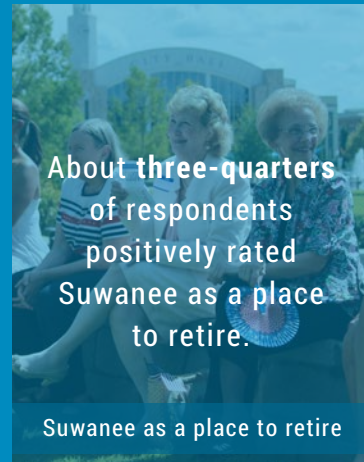
95% rated the City as an excellent or good place to live.

Suwanee as a place to live



95% rated Suwanee as an excellent or good place to raise kids.

Suwanee as a place to raise kids



About **three-quarters** of respondents positively rated Suwanee as a place to retire.

Suwanee as a place to retire



COMMUNICATIONS & ENGAGEMENT
HOW WE CONNECT

Why this matters
for Suwanee: **BE ENGAGED**

An engaged community harnesses its most valuable resources, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history.



8 in 10 residents felt the sense of community in the City was excellent or good.

Sense of community



#3 nationally ranked

99 Percentile Ranking

83% rated the City's public information services as an excellent or good.

Public information services



#4 nationally ranked

80% rated Suwanee's opportunities to participate in community matters as an excellent or good.

Opportunities to participate in community matters



8 in 10 residents rated opportunities to volunteer as excellent or good.

Opportunities to volunteer



9 in 10 awarded high marks to the overall quality of City services.

Services provided by the City of Suwanee



78% of respondents gave positive ratings for the City acting in the best interest of Suwanee.

Generally acting in the best interest of the community



GOVERNANCE HOW WE MEET EXPECTATIONS

How well does the government of Suwanee meet the needs and expectations of its residents?

The overall quality of the services provided by Suwanee as well as the manner in which these services are provided are key components of how residents rate their quality of life.



7 in 10 rated their overall confidence in Suwanee government as excellent or good.

Overall confidence in Suwanee Government



96% rated the City's overall image as excellent or good.

The overall image or reputation of Suwanee



Rated as excellent or good by 8 in 10 respondents.

The overall direction that Suwanee is taking

99 Percentile Ranking



80% respondents gave positive ratings for the City welcoming citizen involvement.

Job Suwanee government does at welcoming citizen involvement

99 Percentile Ranking



ECONOMIC DEVELOPMENT
HOW WE PROSPER

Why this matters
for Suwanee: **BE VIBRANT**

Maintenance of a diverse economy, vibrant downtown and cost of living are components of resident's experience for a good quality of life. Suwanee survey respondents reflected a greater optimism about the economy than the rest of the country.



Overall quality of life was rated as excellent or good by **92%**.

Overall quality of life in Suwanee



85% of residents rated Suwanee's overall economic health as excellent or good.

Economic development



6 in 10 rated shopping opportunities as excellent or good.

Shopping opportunities



5 in 10 rated Suwanee's employment opportunities as an excellent or good.

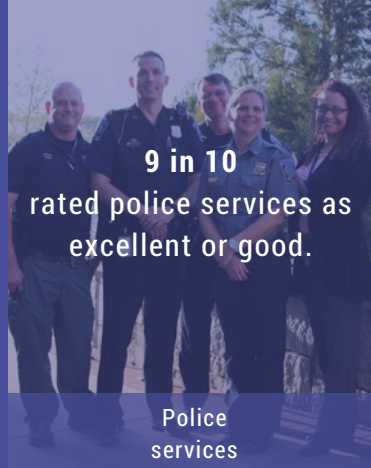
Employment opportunities



PUBLIC SAFETY
WHAT PROVIDES US COMFORT

Why this matters
for Suwanee: **BE SAFE**

Almost all residents reported feeling safe in Suwanee and residents gave exceptionally high marks to police services, crime prevention and animal control. Respondents flagged public safety as an important factor in choosing Suwanee as a place to live.



9 in 10
rated police services as
excellent or good.

Police
services



85% rated crime
prevention as
excellent
or good.

Crime
prevention



98% rated feeling safe
in your neighborhood
during the day as
excellent or good.

Feeling of safety in your
neighborhood during the day



97% rated feeling
safe in Suwanee's
downtown during the
day as excellent or
good.

Feeling of safety in Suwanee's
downtown during the day



PLANNING
HOW WE GROW

Why this matters
for Suwanee: **BE PROACTIVE**

Suwanee's built environment emerged as a stand-out community feature, as ratings for all aspects, including new development in Suwanee and housing options, were higher than those seen in comparison communities.



nationally ranked #7

8 in 10 rated the quality of new development in Suwanee as excellent or good.

Quality of new development in Suwanee



99 Percentile Ranking

nationally ranked #2

81% rated land use, planning and zoning as an excellent or good.

Land use, planning and zoning



Variety of housing options was rated excellent or good by **75%**.

Variety of housing options



6 in 10 rated the availability of affordable quality housing as excellent or good.

Availability of affordable quality housing



99
Percentile
Ranking

nationally
#3
ranked

8 in 10
rated opportunities
to participate in social
events favorable.

Opportunities to participate
in social events



99
Percentile
Ranking

nationally
#1
ranked

91% rated
City-sponsored
special events as
excellent or good.

City-sponsored
special events



98
Percentile
Ranking

nationally
#5
ranked

80% felt the City was
open and accepting
towards people of
diverse backgrounds.

Acceptance towards people
of diverse backgrounds



99
Percentile
Ranking

nationally
#1
ranked

Rated as excellent
or good by **79%**
of respondents.

Opportunities to attend
cultural activities



COMMUNITY CULTURE
WHAT MAKES US INTERESTING

Why this matters
for Suwanee: **BE UNIQUE**

About four in five Suwanee residents felt the sense of community in the City was excellent or good, and almost all would recommend living in Suwanee to someone who asked.



PARKS + OPEN SPACE
HOW WE PLAY

Why this matters
for Suwanee: **BE FUN**

Residents participated at a higher rate in Suwanee than in other communities in use of parks and recreation centers, as well as attendance at community events.

99
Percentile
Ranking

nationally
#2
ranked

97% rated the City Parks as an excellent or good.

City Parks

Rated as excellent or good by 94%.

Quality of overall natural environment

nationally
#9
ranked

8 in 10 rated the preservation of natural areas as excellent or good.

Preservation of natural areas such as open space

86% rated recreation opportunities favorable.

Recreation opportunities



TRANSPORTATION
HOW WE MOVE

Why this matters
for Suwanee: **BE CONNECTED**

Transportation systems emerged as a strong community assets. About three quarters of respondents awarded high marks to infrastructure services, including storm drainage and sewer services.



86% rated the
availability of
walking trails
favorable.

Availability of paths
and walking trails



68% rated the
ease of walking in
Suwanee as
excellent or good.

Ease of walking
in Suwanee



7 in 10 rated ease
of car travel as
excellent or good.

Ease of car travel
in Suwanee



6 in 10 rated ease of
bicycle travel as
excellent or good.

Ease of bicycle
travel in Suwanee

CONCLUSION

Residents of Suwanee continue to enjoy a high quality of life. Almost all residents rated the overall quality of life in Suwanee as excellent or good (92%) as well as the City as a place to live (95%). More than 9 in 10 respondents rated the City's overall image and appearance positively with almost all reporting that they would recommend Suwanee as a place to live (97%). Additionally, a large majority of residents reported that they would remain in Suwanee (89%).





A vibrant scene at a park where several children are playing in a water fountain. The fountain has multiple jets of water spraying upwards. In the background, there are colorful inflatable structures in shades of blue, green, and yellow. A red canopy with the text 'www.Fun-Fare.com' is visible on the left. A black metal fence separates the fountain area from the background. A sign on the fence reads 'NO SWIMMING IN THE FOUNTAIN'. The overall atmosphere is bright and cheerful.

www.Fun-Fare.com

CITY COUNCIL

Mayor: **Jimmy Burnette** 770/868-7115
Council: **Dan Foster** 678/404-9641
Dick Goodman 678/446-7520
Beth Hilscher 678/546-3388
Doug Ireland 770/265-0880
Linnea Miller 678/592-4150

MANAGEMENT TEAM

City Manager:	Marty Allen	770/945-8996
Assistant City Manager:	Denise Brinson	770/904-3385
Administrative Services:	Elvira Rogers	770/904-3376
Business Services:	Jessica Roth	770/904-2789
Financial Services:	Amie Sakmar	770/904-2797
Parks and Public Works:	James Miller	770/904-3373
Planning and Inspections:	Josh Campbell	770/904-3372
Police Chief:	Mike Jones	770/945-8995