

THE NCSTM
The National Citizen SurveyTM

Suwanee, GA

Dashboard Summary of Findings – Custom Benchmarks

2014



NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Suwanee’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Suwanee’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the populations less than 40,000 benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Broadly, most aspects of Community Characteristics, Governance and Participation received positive ratings. Community Characteristics saw exceptionally high ratings for Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. Within Governance, similarly high ratings were seen for Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. Education and Enrichment and Recreation and Wellness also saw especially good ratings within Participation. Ratings within the pillars of Community Characteristics and Governance across most of the facets were stronger than were ratings of Participation. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Custom Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	37	14	0	18	26	1	6	20	5
General	5	2	0	1	4	0	1	1	1
Safety	0	3	0	0	6	0	0	3	0
Mobility	1	6	0	2	5	1	0	1	2
Natural Environment	3	0	0	2	4	0	0	3	0
Built Environment	5	0	0	2	3	0	0	2	0
Economy	8	0	0	1	0	0	1	2	0
Recreation and Wellness	6	1	0	2	2	0	2	0	0
Education and Enrichment	4	2	0	1	1	0	1	1	0
Community Engagement	5	0	0	7	1	0	1	7	2

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Custom Dashboard – Populations Less Than 40,000 Benchmark

	Community Characteristics	Trend	Custom benchmark	Percent positive	Governance	Trend	Custom benchmark	Percent positive	Participation	Trend	Custom benchmark	Percent positive
General	Overall appearance	↔	↑	94%	Customer service	↔	↔	87%	Recommend Suwanee	↔	↑	97%
	Overall quality of life	↔	↑	96%	Services provided by Suwanee	↔	↑	91%	Remain in Suwanee	↔	↔	91%
	Place to retire	↔	↔	78%	Services provided by Gwinnett County Government	↔	↔	65%	Contacted Suwanee employees	↔	↓	32%
	Place to raise children	↔	↑	97%	Services provided by the State Government	↔	↔	43%				
	Place to live	↔	↑	98%	Services provided by the Federal Government	↔	↔	37%				
	Neighborhood	↔	↔	91%								
Safety	Overall image	↔	↑↑	94%								
	Overall feeling of safety	*	↔	94%	Police	↔	↔	86%	Was NOT the victim of a crime	↔	↔	91%
	Safe in neighborhood	↔	↔	97%	Crime prevention	↔	↔	84%	Did NOT report a crime	*	↔	84%
	Safe downtown/commercial area	↔	↔	96%	Fire	↔	↔	92%	Stocked supplies for an emergency	*	↔	31%
					Fire prevention	↔	↔	82%				
					Ambulance/EMS	↔	↔	95%				
Mobility					Animal control	↔	↔	71%				
	Traffic flow	↔	↔	48%	Traffic enforcement	↔	↔	75%	Carpooled instead of driving alone	*	↔	39%
	Travel by car	↔	↔	71%	Street repair	↔	↑	68%	Walked or biked instead of driving	*	↓	49%
	Travel by bicycle	↔	↔	65%	Street cleaning	↔	↔	80%	Used public transportation instead of driving	*	↓↓	8%
	Ease of walking	↔	↔	67%	Street lighting	↑	↑	79%				
	Overall ease travel	*	↔	80%	Snow removal	↔	↔	53%				
	Public parking	*	↔	70%	Sidewalk maintenance	↔	↔	73%				
Natural Environment	Paths and walking trails	↔	↑	85%	Traffic signal timing	↔	↔	58%				
					Bus or transit services	↔	↓	39%				
	Overall natural environment	↔	↑	94%	Garbage collection	↔	↔	83%	Recycled at home	↔	↔	88%
	Air quality	↔	↑	90%	Recycling	↔	↔	81%	Conserved water	*	↔	83%
	Cleanliness	↔	↑	94%	Yard waste pick-up	↔	↔	82%	Made home more energy efficient	*	↔	79%
Built Environment					Drinking water	↔	↔	83%				
	New development in Suwanee	↔	↑	81%	Open space	*	↑	86%				
	Affordable quality housing	↔	↑	71%	Natural areas preservation	↔	↑	84%				
	Housing options	↔	↑	83%	Sewer services	↔	↔	83%	NOT experiencing housing cost stress	↔	↔	74%
	Overall built environment	*	↑	87%	Storm drainage	↔	↔	78%	Did NOT observe a code violation	*	↔	67%
					Land use, planning and zoning	↔	↑	72%				
Public places	*	↑↑	88%	Code enforcement	↔	↑	74%					
					Cable television	↔	↔	53%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Trend	Custom benchmark	Percent positive	Governance	Trend	Custom benchmark	Percent positive	Participation	Trend	Custom benchmark	Percent positive
Economy	Overall economic health	*	↑	89%	Economic development	↔	↑↑	83%	Economy will have positive impact on income	↑	↑↑	50%
	Shopping opportunities	↔	↑	61%					Purchased goods or services in Suwanee	*	↔	98%
	Employment opportunities	↔	↑	51%					Work in Suwanee	*	↔	29%
	Place to visit	*	↑	78%								
	Cost of living	*	↑	67%								
	Vibrant downtown/commercial area	*	↑↑	81%								
	Place to work	↔	↑	83%								
Recreation and Wellness	Business and services	↔	↑	81%								
	Fitness opportunities	*	↑	89%	City parks	↔	↑	96%	Used Suwanee recreation centers	↑	↑↑	78%
	Recreational opportunities	↔	↑	85%	Recreation centers	↔	↑	85%	Visited a City park	↔	↑	96%
	Health care	↔	↔	69%	Recreation programs	↔	↔	79%				
	Food	↔	↑	79%	Health services	↓	↔	72%				
	Mental health care	*	↑	64%								
	Health and wellness	*	↑	83%								
Education and Enrichment	Preventive health services	↔	↑	72%								
	K-12 education	↔	↑	95%	Public libraries	↔	↔	90%	Participated in religious or spiritual activities	↔	↔	37%
	Cultural/arts/music activities	↔	↑	75%	Special events	*	↑	90%	Attended a City-sponsored event	*	↑↑	82%
	Child care/preschool	↔	↑↑	83%								
	Religious or spiritual events and activities	↔	↔	84%								
Community Engagement	Adult education	*	↔	62%								
	Overall education and enrichment	*	↑	81%								
	Opportunities to participate in community matters	↔	↑	79%	Public information	↔	↔	84%	Sense of community	↔	↑	86%
	Opportunities to volunteer	↔	↑	83%	Overall direction	↔	↑↑	91%	Voted in local elections	↔	↔	80%
	Openness and acceptance	↔	↑	88%	Value of services for taxes paid	↔	↑	76%	Talked to or visited with neighbors	*	↔	91%
	Social events and activities	↔	↑	82%	Welcoming citizen involvement	↔	↑↑	81%	Attended a local public meeting	↔	↔	28%
	Neighborhoodliness	*	↑	79%	Confidence in City government	*	↑	83%	Volunteered	↓	↓	27%
					Acting in the best interest of Suwanee	*	↑	86%	Participated in a club	↔	↔	25%
					Being honest	*	↑	85%	Campaigned for an issue, cause or candidate	*	↓	13%
					Treating all residents fairly	*	↑	83%	Contacted Suwanee elected officials	*	↔	9%
								Read or watched local news	*	↔	84%	
								Done a favor for a neighbor	*	↔	81%	

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available