



THE NCSTM
The National Citizen SurveyTM

Suwanee, GA

Technical Appendices

2014



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Suwanee:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Suwanee as a place to live	69%	N=163	29%	N=67	1%	N=2	2%	N=4	100%	N=236
Your neighborhood as a place to live	46%	N=108	46%	N=108	8%	N=19	1%	N=1	100%	N=237
Suwanee as a place to raise children	68%	N=146	29%	N=62	2%	N=5	1%	N=3	100%	N=216
Suwanee as a place to work	41%	N=65	42%	N=67	12%	N=20	5%	N=7	100%	N=159
Suwanee as a place to visit	40%	N=90	39%	N=88	19%	N=43	3%	N=7	100%	N=227
Suwanee as a place to retire	38%	N=76	40%	N=81	16%	N=31	6%	N=12	100%	N=201
The overall quality of life in Suwanee	53%	N=126	43%	N=101	2%	N=6	2%	N=4	100%	N=237

Table 2: Question 2

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Suwanee	56%	N=133	38%	N=90	4%	N=10	2%	N=4	100%	N=237
Overall ease of getting to the places you usually have to visit	36%	N=86	44%	N=104	16%	N=38	4%	N=9	100%	N=237
Quality of overall natural environment in Suwanee	61%	N=141	33%	N=76	4%	N=10	2%	N=5	100%	N=232
Overall “built environment” of Suwanee (including overall design, buildings, parks and transportation systems)	46%	N=110	41%	N=96	11%	N=25	2%	N=6	100%	N=237
Health and wellness opportunities in Suwanee	42%	N=92	42%	N=92	13%	N=29	4%	N=8	100%	N=221
Overall opportunities for education and enrichment	42%	N=90	39%	N=82	17%	N=36	2%	N=5	100%	N=213
Overall economic health of Suwanee	45%	N=98	44%	N=96	10%	N=22	1%	N=3	100%	N=219
Sense of community	43%	N=101	43%	N=100	10%	N=22	4%	N=10	100%	N=233
Overall image or reputation of Suwanee	60%	N=140	34%	N=78	4%	N=10	1%	N=3	100%	N=232

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Suwanee to someone who asks	74%	N=173	22%	N=52	2%	N=4	1%	N=3	100%	N=233
Remain in Suwanee for the next five years	65%	N=150	27%	N=62	6%	N=14	3%	N=6	100%	N=233

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	76%	N=177	21%	N=50	1%	N=3	1%	N=3	1%	N=2	100%	N=234
In Suwanee’s downtown/commercial area during the day	80%	N=182	16%	N=36	2%	N=5	1%	N=3	0%	N=1	100%	N=227

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	8%	N=20	40%	N=94	39%	N=92	13%	N=31	100%	N=236
Ease of public parking	22%	N=51	48%	N=109	23%	N=53	7%	N=16	100%	N=229
Ease of travel by car in Suwanee	25%	N=58	47%	N=110	24%	N=57	4%	N=10	100%	N=235
Ease of travel by bicycle in Suwanee	22%	N=38	43%	N=74	23%	N=39	12%	N=21	100%	N=172
Ease of walking in Suwanee	33%	N=71	34%	N=74	24%	N=52	9%	N=20	100%	N=216
Availability of paths and walking trails	54%	N=122	31%	N=70	12%	N=27	3%	N=7	100%	N=227
Air quality	43%	N=98	47%	N=107	9%	N=20	2%	N=4	100%	N=229
Cleanliness of Suwanee	52%	N=123	42%	N=100	6%	N=13	1%	N=2	100%	N=237
Overall appearance of Suwanee	54%	N=129	40%	N=95	5%	N=12	1%	N=2	100%	N=237
Public places where people want to spend time	56%	N=132	32%	N=75	10%	N=25	1%	N=3	100%	N=235
Variety of housing options	33%	N=74	50%	N=114	14%	N=31	4%	N=8	100%	N=227
Availability of affordable quality housing	26%	N=57	45%	N=99	21%	N=46	8%	N=17	100%	N=219
Fitness opportunities (including exercise classes and paths or trails, etc.)	57%	N=130	32%	N=74	9%	N=21	2%	N=5	100%	N=230
Recreational opportunities	48%	N=111	38%	N=87	13%	N=29	2%	N=5	100%	N=232
Availability of affordable quality food	38%	N=89	41%	N=97	17%	N=40	3%	N=8	100%	N=235
Availability of affordable quality health care	27%	N=59	42%	N=91	24%	N=52	7%	N=16	100%	N=217
Availability of preventive health services	29%	N=61	43%	N=89	22%	N=45	7%	N=14	100%	N=208
Availability of affordable quality mental health care	21%	N=23	43%	N=47	22%	N=24	14%	N=15	100%	N=109

Table 6: Question 6

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	40%	N=51	43%	N=54	12%	N=15	5%	N=6	100%	N=127
K-12 education	60%	N=98	35%	N=57	4%	N=6	1%	N=2	100%	N=163
Adult educational opportunities	22%	N=23	40%	N=42	26%	N=28	12%	N=13	100%	N=106
Opportunities to attend cultural/arts/music activities	33%	N=67	42%	N=86	19%	N=38	6%	N=12	100%	N=203
Opportunities to participate in religious or spiritual events and activities	39%	N=69	45%	N=79	12%	N=21	4%	N=8	100%	N=176
Employment opportunities	16%	N=22	36%	N=49	34%	N=47	14%	N=20	100%	N=137
Shopping opportunities	22%	N=51	39%	N=90	29%	N=66	10%	N=23	100%	N=230
Cost of living in Suwanee	17%	N=38	50%	N=116	26%	N=59	7%	N=16	100%	N=230
Overall quality of business and service establishments in Suwanee	24%	N=54	57%	N=127	16%	N=37	3%	N=6	100%	N=224
Vibrant downtown/commercial area	40%	N=92	41%	N=95	15%	N=34	4%	N=10	100%	N=230
Overall quality of new development in Suwanee	39%	N=85	42%	N=92	15%	N=34	4%	N=9	100%	N=220
Opportunities to participate in social events and activities	47%	N=104	35%	N=78	16%	N=36	2%	N=5	100%	N=223
Opportunities to volunteer	43%	N=71	40%	N=66	14%	N=23	3%	N=5	100%	N=165
Opportunities to participate in community matters	38%	N=70	41%	N=76	17%	N=32	4%	N=7	100%	N=185
Openness and acceptance of the community toward people of diverse backgrounds	38%	N=78	50%	N=103	10%	N=21	2%	N=5	100%	N=206
Neighborliness of residents in Suwanee	35%	N=78	44%	N=98	16%	N=37	5%	N=11	100%	N=224

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	17%	N=40	83%	N=195	100%	N=235
Made efforts to make your home more energy efficient	21%	N=49	79%	N=186	100%	N=235
Observed a code violation or other hazard in Suwanee	67%	N=157	33%	N=77	100%	N=233
Household member was a victim of a crime in Suwanee	91%	N=214	9%	N=22	100%	N=236
Reported a crime to the police in Suwanee	84%	N=198	16%	N=37	100%	N=236
Stocked supplies in preparation for an emergency	69%	N=163	31%	N=73	100%	N=236
Campaigned or advocated for an issue, cause or candidate	87%	N=206	13%	N=30	100%	N=236
Contacted the City of Suwanee (in-person, phone, email or web) for help or information	68%	N=160	32%	N=75	100%	N=236
Contacted Suwanee elected officials (in-person, phone, email or web) to express your opinion	91%	N=215	9%	N=21	100%	N=236

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Suwanee?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Suwanee recreation centers or their services	21%	N=49	28%	N=63	30%	N=68	22%	N=50	100%	N=230
Visited a neighborhood park or City park	33%	N=77	38%	N=90	24%	N=57	4%	N=10	100%	N=235
Participated in religious or spiritual activities in Suwanee	8%	N=18	16%	N=37	13%	N=30	63%	N=145	100%	N=230
Attended a City-sponsored event	4%	N=10	14%	N=34	63%	N=146	18%	N=43	100%	N=233
Used bus, rail, subway or other public transportation instead of driving	4%	N=9	1%	N=3	4%	N=8	92%	N=214	100%	N=233
Carpooled with other adults or children instead of driving alone	12%	N=27	11%	N=25	17%	N=39	61%	N=143	100%	N=234
Walked or biked instead of driving	13%	N=29	14%	N=33	23%	N=53	51%	N=118	100%	N=233
Volunteered your time to some group/activity in Suwanee	4%	N=8	9%	N=21	15%	N=34	73%	N=167	100%	N=230
Participated in a club	4%	N=10	8%	N=19	12%	N=28	75%	N=176	100%	N=233
Talked to or visited with your immediate neighbors	38%	N=90	29%	N=67	24%	N=57	9%	N=20	100%	N=235
Done a favor for a neighbor	17%	N=40	19%	N=45	44%	N=104	19%	N=46	100%	N=235

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	2%	N=5	2%	N=6	23%	N=54	72%	N=171	100%	N=236

Table 10: Question 10

Please rate the quality of each of the following services in Suwanee:	Excellent		Good		Fair		Poor		Total	
Police services	45%	N=95	41%	N=87	9%	N=19	5%	N=10	100%	N=211
Fire services	52%	N=85	40%	N=65	7%	N=11	1%	N=1	100%	N=162
Ambulance or emergency medical services	54%	N=75	41%	N=56	5%	N=7	0%	N=1	100%	N=138
Crime prevention	40%	N=74	45%	N=83	12%	N=23	3%	N=7	100%	N=187
Fire prevention and education	38%	N=53	43%	N=60	17%	N=24	1%	N=2	100%	N=138
Traffic enforcement	31%	N=67	43%	N=92	17%	N=35	9%	N=19	100%	N=214
Street repair	20%	N=44	48%	N=104	26%	N=57	6%	N=13	100%	N=217
Street cleaning	31%	N=67	49%	N=107	14%	N=32	6%	N=13	100%	N=218

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Please rate the quality of each of the following services in Suwanee:	Excellent		Good		Fair		Poor		Total	
Street lighting	26%	N=58	53%	N=120	14%	N=31	7%	N=17	100%	N=226
Snow removal	16%	N=26	37%	N=60	28%	N=45	18%	N=29	100%	N=160
Sidewalk maintenance	19%	N=39	54%	N=113	20%	N=41	7%	N=16	100%	N=209
Traffic signal timing	13%	N=29	46%	N=104	25%	N=57	16%	N=37	100%	N=228
Bus or transit services	12%	N=10	27%	N=23	12%	N=10	49%	N=41	100%	N=84
Garbage collection	39%	N=79	43%	N=86	14%	N=27	4%	N=8	100%	N=200
Recycling	37%	N=73	44%	N=88	11%	N=22	8%	N=16	100%	N=199
Yard waste pick-up	32%	N=48	50%	N=75	12%	N=19	6%	N=9	100%	N=150
Storm drainage	24%	N=42	54%	N=96	16%	N=29	6%	N=11	100%	N=178
Drinking water	38%	N=84	45%	N=98	12%	N=26	5%	N=11	100%	N=218
Sewer services	33%	N=59	50%	N=90	12%	N=22	5%	N=9	100%	N=179
City parks	73%	N=170	23%	N=53	4%	N=8	0%	N=0	100%	N=231
Recreation programs or classes	40%	N=59	39%	N=58	20%	N=30	0%	N=0	100%	N=148
Recreation centers or facilities	44%	N=80	41%	N=74	11%	N=20	5%	N=8	100%	N=182
Land use, planning and zoning	33%	N=62	40%	N=75	23%	N=44	4%	N=8	100%	N=189
Code enforcement (weeds, abandoned buildings, etc.)	22%	N=39	52%	N=90	18%	N=32	7%	N=12	100%	N=173
Animal control	23%	N=34	48%	N=71	23%	N=34	6%	N=8	100%	N=148
Economic development	31%	N=57	52%	N=95	15%	N=27	3%	N=5	100%	N=185
Health services	27%	N=43	45%	N=72	26%	N=41	3%	N=5	100%	N=161
Public library services	48%	N=95	41%	N=81	9%	N=17	2%	N=3	100%	N=197
Public information services	30%	N=50	54%	N=92	14%	N=24	2%	N=3	100%	N=170
Cable television	13%	N=24	40%	N=74	28%	N=53	19%	N=35	100%	N=187
Preservation of natural areas such as open space, farmlands and greenbelts	42%	N=84	42%	N=85	12%	N=24	4%	N=8	100%	N=201
Suwanee open space	47%	N=100	39%	N=83	11%	N=24	3%	N=6	100%	N=213
City-sponsored special events	54%	N=112	37%	N=77	9%	N=18	1%	N=2	100%	N=209
Overall customer service by Suwanee employees (police, receptionists, planners, etc.)	40%	N=82	46%	N=95	9%	N=19	4%	N=8	100%	N=204

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Suwanee	52%	N=110	40%	N=84	7%	N=14	2%	N=5	100%	N=213
The Federal Government	11%	N=21	27%	N=52	38%	N=73	25%	N=48	100%	N=194
The State Government	10%	N=16	34%	N=56	45%	N=75	11%	N=19	100%	N=166
Gwinnett County Government	18%	N=32	47%	N=81	27%	N=47	8%	N=14	100%	N=173

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Table 12: Question 12

Please rate the following categories of Suwanee government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Suwanee	31%	N=64	46%	N=96	17%	N=36	6%	N=13	100%	N=209
The overall direction that Suwanee is taking	40%	N=87	51%	N=112	6%	N=13	3%	N=7	100%	N=219
The job Suwanee government does at welcoming citizen involvement	38%	N=72	43%	N=81	16%	N=30	4%	N=7	100%	N=189
Overall confidence in Suwanee government	34%	N=69	49%	N=99	12%	N=24	5%	N=11	100%	N=203
Generally acting in the best interest of the community	38%	N=78	48%	N=99	10%	N=22	4%	N=8	100%	N=208
Being honest	35%	N=63	50%	N=90	10%	N=17	5%	N=9	100%	N=178
Treating all residents fairly	33%	N=60	50%	N=92	14%	N=25	4%	N=7	100%	N=184

Table 13: Question 13

Please rate how important, if at all, you think it is for the Suwanee community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Suwanee	67%	N=158	25%	N=59	6%	N=14	1%	N=3	100%	N=234
Overall ease of getting to the places you usually have to visit	43%	N=99	50%	N=116	7%	N=17	1%	N=2	100%	N=233
Quality of overall natural environment in Suwanee	43%	N=99	45%	N=104	11%	N=26	1%	N=2	100%	N=232
Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	40%	N=93	46%	N=106	13%	N=31	1%	N=3	100%	N=233
Health and wellness opportunities in Suwanee	27%	N=62	47%	N=110	22%	N=52	4%	N=9	100%	N=232
Overall opportunities for education and enrichment	35%	N=83	45%	N=105	18%	N=42	2%	N=4	100%	N=234
Overall economic health of Suwanee	52%	N=122	39%	N=91	8%	N=19	1%	N=3	100%	N=234
Sense of community	43%	N=101	40%	N=93	15%	N=35	2%	N=5	100%	N=234

Table 14: Question 14

If you moved to Suwanee since January 1, 2009, please rate how important, if at all, each of the following items were in your decision to select Suwanee as a place to live.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Community appearance	48%	N=70	40%	N=57	9%	N=13	3%	N=4	100%	N=144
Police/public safety	55%	N=80	37%	N=53	6%	N=8	3%	N=4	100%	N=144
Suwanee's image/reputation	42%	N=61	41%	N=59	13%	N=19	4%	N=6	100%	N=144
Overall community feel/vibe	40%	N=58	45%	N=65	12%	N=17	2%	N=3	100%	N=144
School system	56%	N=80	22%	N=31	11%	N=15	11%	N=16	100%	N=143
Suwanee's neighborhoods	47%	N=66	43%	N=61	7%	N=10	3%	N=4	100%	N=142
Suwanee's park system	38%	N=54	45%	N=65	16%	N=23	1%	N=1	100%	N=144
Town Center Park	41%	N=59	31%	N=44	26%	N=37	3%	N=4	100%	N=144
Suwanee's trail system	35%	N=51	31%	N=45	23%	N=33	10%	N=15	100%	N=144
Town Center/downtown area	34%	N=48	36%	N=51	25%	N=35	5%	N=7	100%	N=141
Public events & festivals	34%	N=49	35%	N=50	24%	N=35	6%	N=9	100%	N=144
Suwanee's Web site (suwanee.com)	19%	N=27	19%	N=26	31%	N=44	32%	N=45	100%	N=142
Job/business opportunity	30%	N=44	16%	N=24	26%	N=38	28%	N=41	100%	N=147
Family ties	25%	N=35	27%	N=39	10%	N=15	38%	N=54	100%	N=143
Proximity to Atlanta	20%	N=29	35%	N=50	28%	N=40	17%	N=24	100%	N=144
Recommended by a Suwanee resident	23%	N=34	22%	N=31	20%	N=29	35%	N=50	100%	N=144
Recommended by a Real Estate professional	15%	N=22	21%	N=30	25%	N=35	39%	N=55	100%	N=143

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Table 15: Question 15

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
City newsletter (Connects)	59%	N=137	30%	N=70	11%	N=26	100%	N=233
City website (suwanee.com)	44%	N=101	39%	N=91	17%	N=40	100%	N=231
Go! Suwanee Mobile App	15%	N=33	30%	N=67	56%	N=126	100%	N=227
Facebook	14%	N=32	27%	N=61	59%	N=135	100%	N=229
Twitter	5%	N=11	21%	N=48	74%	N=171	100%	N=229
Instagram	4%	N=9	21%	N=47	75%	N=171	100%	N=227
Suwanee News e-mail blast / list serve	21%	N=48	26%	N=59	53%	N=122	100%	N=229
At City facility	21%	N=47	34%	N=79	45%	N=103	100%	N=229
Local media (newspaper, radio, local T.V.)	27%	N=63	43%	N=99	30%	N=68	100%	N=230
Brochures	23%	N=53	48%	N=111	28%	N=65	100%	N=230
Phone call to City employee(s)	15%	N=34	31%	N=72	54%	N=125	100%	N=231
Public Meetings	19%	N=43	34%	N=79	47%	N=109	100%	N=231

Table 16: Question 16

Please check the source you consider to be your most preferred source for obtaining information about the City government and its activities, events and services: (Please check only one.)	Percent	Number
City website (suwanee.com)	20%	N=47
Go! Suwanee Mobile App	3%	N=6
Facebook	3%	N=6
Twitter	0%	N=0
Instagram	0%	N=0
Suwanee News e-mail blast/list serve	5%	N=12
At City facility	2%	N=5
Local media (newspaper, radio, local T.V.)	6%	N=14
Brochures	3%	N=6
Phone call to City employee(s)	0%	N=0
Public Meetings	1%	N=1
Total	100%	N=228

Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	8%	N=18	4%	N=9	11%	N=26	17%	N=39	60%	N=141	100%	N=233
Purchase goods or services from a business located in Suwanee	0%	N=0	2%	N=4	21%	N=49	54%	N=124	23%	N=53	100%	N=230
Read or watch local news (via television, paper, computer, etc.)	4%	N=10	12%	N=29	18%	N=43	28%	N=65	37%	N=86	100%	N=233
Vote in local elections	17%	N=39	4%	N=9	8%	N=20	24%	N=56	47%	N=110	100%	N=232

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Table 18: Question D2

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	16%	N=37
Somewhat positive	34%	N=78
Neutral	41%	N=94
Somewhat negative	7%	N=17
Very negative	1%	N=3
Total	100%	N=230

Table 19: Question D3

What is your employment status?	Percent	Number
Working full time for pay	76%	N=172
Working part time for pay	7%	N=16
Unemployed, looking for paid work	4%	N=8
Unemployed, not looking for paid work	4%	N=8
Fully retired	10%	N=22
Total	100%	N=228

Table 20: Question D4

Do you work inside the boundaries of Suwanee?	Percent	Number
Yes, outside the home	17%	N=38
Yes, from home	12%	N=28
No	71%	N=159
Total	100%	N=224

Table 21: Question D5

How many years have you lived in Suwanee?	Percent	Number
Less than 2 years	25%	N=58
2 to 5 years	18%	N=41
6 to 10 years	22%	N=51
11 to 20 years	28%	N=64
More than 20 years	8%	N=19
Total	100%	N=233

Table 22: Question D6

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	70%	N=163
Building with two or more homes (duplex, townhome, apartment or condominium)	30%	N=69
Mobile home	0%	N=0
Other	1%	N=2
Total	100%	N=233

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Table 23: Question D7

Is this house, apartment or mobile home...	Percent	Number
Rented	28%	N=65
Owned	72%	N=168
Total	100%	N=233

Table 24: Question D8

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	4%	N=9
\$300 to \$599 per month	7%	N=17
\$600 to \$999 per month	11%	N=26
\$1,000 to \$1,499 per month	38%	N=88
\$1,500 to \$2,499 per month	31%	N=72
\$2,500 or more per month	8%	N=18
Total	100%	N=230

Table 25: Question D9

Do any children 17 or under live in your household?	Percent	Number
No	53%	N=123
Yes	47%	N=110
Total	100%	N=233

Table 26: Question D10

Are you or any other members of your household aged 65 or older?	Percent	Number
No	84%	N=196
Yes	16%	N=37
Total	100%	N=233

Table 27: Question D11

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=5
\$25,000 to \$49,999	18%	N=37
\$50,000 to \$99,999	35%	N=74
\$100,000 to \$149,999	21%	N=44
\$150,000 or more	24%	N=50
Total	100%	N=211

Table 28: Question D12

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=218
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=13
Total	100%	N=231

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Table 29: Question D13

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=2
Asian, Asian Indian or Pacific Islander	15%	N=34
Black or African American	9%	N=20
White	72%	N=165
Other	6%	N=15

Total may exceed 100% as respondents could select more than one option.

Table 30: Question D14

In which category is your age?	Percent	Number
18 to 24 years	3%	N=6
25 to 34 years	23%	N=55
35 to 44 years	26%	N=60
45 to 54 years	25%	N=57
55 to 64 years	13%	N=31
65 to 74 years	8%	N=20
75 years or older	2%	N=4
Total	100%	N=232

Table 31: Question D15

What is your sex?	Percent	Number
Female	52%	N=117
Male	48%	N=110
Total	100%	N=227

Table 32: Question D16

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=168
Land line	8%	N=19
Both	19%	N=43
Total	100%	N=230

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 33: Question 1

Please rate each of the following aspects of quality of life in Suwanee:	Excellent		Good		Fair		Poor		Don't know		Total	
Suwanee as a place to live	69%	N=163	29%	N=67	1%	N=2	2%	N=4	0%	N=0	100%	N=236
Your neighborhood as a place to live	46%	N=108	46%	N=108	8%	N=19	1%	N=1	0%	N=0	100%	N=237
Suwanee as a place to raise children	62%	N=146	27%	N=62	2%	N=5	1%	N=3	8%	N=19	100%	N=235
Suwanee as a place to work	28%	N=65	29%	N=67	8%	N=20	3%	N=7	32%	N=74	100%	N=233
Suwanee as a place to visit	38%	N=90	37%	N=88	18%	N=43	3%	N=7	3%	N=8	100%	N=235
Suwanee as a place to retire	33%	N=76	35%	N=81	13%	N=31	5%	N=12	14%	N=34	100%	N=234
The overall quality of life in Suwanee	53%	N=126	43%	N=101	2%	N=6	2%	N=4	0%	N=0	100%	N=237

Table 34: Question 2

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Suwanee	56%	N=133	38%	N=90	4%	N=10	2%	N=4	0%	N=0	100%	N=237
Overall ease of getting to the places you usually have to visit	36%	N=86	44%	N=104	16%	N=38	4%	N=9	0%	N=0	100%	N=237
Quality of overall natural environment in Suwanee	60%	N=141	32%	N=76	4%	N=10	2%	N=5	1%	N=3	100%	N=235
Overall “built environment” of Suwanee (including overall design, buildings, parks and transportation systems)	46%	N=110	41%	N=96	11%	N=25	2%	N=6	0%	N=0	100%	N=237
Health and wellness opportunities in Suwanee	39%	N=92	39%	N=92	12%	N=29	3%	N=8	6%	N=13	100%	N=235
Overall opportunities for education and enrichment	38%	N=90	35%	N=82	15%	N=36	2%	N=5	10%	N=24	100%	N=237
Overall economic health of Suwanee	42%	N=98	41%	N=96	9%	N=22	1%	N=3	7%	N=16	100%	N=235
Sense of community	43%	N=101	43%	N=100	10%	N=22	4%	N=10	1%	N=2	100%	N=235
Overall image or reputation of Suwanee	60%	N=140	33%	N=78	4%	N=10	1%	N=3	1%	N=3	100%	N=235

Table 35: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Suwanee to someone who asks	73%	N=173	22%	N=52	2%	N=4	1%	N=3	1%	N=3	100%	N=236
Remain in Suwanee for the next five years	64%	N=150	26%	N=62	6%	N=14	3%	N=6	1%	N=3	100%	N=236

Table 36: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	76%	N=177	21%	N=50	1%	N=3	1%	N=3	1%	N=2	0%	N=1	100%	N=234
In Suwanee's downtown/commercial area during the day	78%	N=182	15%	N=36	2%	N=5	1%	N=3	0%	N=1	3%	N=6	100%	N=233

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Table 37: Question 5

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	8%	N=20	40%	N=94	39%	N=92	13%	N=31	0%	N=0	100%	N=236
Ease of public parking	22%	N=51	46%	N=109	22%	N=53	7%	N=16	3%	N=7	100%	N=236
Ease of travel by car in Suwanee	25%	N=58	47%	N=110	24%	N=57	4%	N=10	0%	N=0	100%	N=235
Ease of travel by bicycle in Suwanee	16%	N=38	31%	N=74	17%	N=39	9%	N=21	27%	N=64	100%	N=235
Ease of walking in Suwanee	30%	N=71	31%	N=74	22%	N=52	8%	N=20	8%	N=19	100%	N=235
Availability of paths and walking trails	52%	N=122	30%	N=70	12%	N=27	3%	N=7	3%	N=8	100%	N=235
Air quality	41%	N=98	45%	N=107	8%	N=20	2%	N=4	3%	N=7	100%	N=236
Cleanliness of Suwanee	52%	N=123	42%	N=100	6%	N=13	1%	N=2	0%	N=0	100%	N=237
Overall appearance of Suwanee	54%	N=129	40%	N=95	5%	N=12	1%	N=2	0%	N=0	100%	N=237
Public places where people want to spend time	56%	N=132	32%	N=75	10%	N=25	1%	N=3	0%	N=1	100%	N=236
Variety of housing options	31%	N=74	48%	N=114	13%	N=31	3%	N=8	5%	N=11	100%	N=237
Availability of affordable quality housing	24%	N=57	42%	N=99	19%	N=46	7%	N=17	8%	N=19	100%	N=237
Fitness opportunities (including exercise classes and paths or trails, etc.)	55%	N=130	31%	N=74	9%	N=21	2%	N=5	3%	N=8	100%	N=237
Recreational opportunities	47%	N=111	37%	N=87	12%	N=29	2%	N=5	2%	N=5	100%	N=237
Availability of affordable quality food	38%	N=89	41%	N=97	17%	N=40	3%	N=8	1%	N=2	100%	N=237
Availability of affordable quality health care	25%	N=59	38%	N=91	22%	N=52	7%	N=16	8%	N=20	100%	N=237
Availability of preventive health services	26%	N=61	37%	N=89	19%	N=45	6%	N=14	12%	N=29	100%	N=237
Availability of affordable quality mental health care	10%	N=23	20%	N=47	10%	N=24	7%	N=15	54%	N=127	100%	N=236

Table 38: Question 6

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	22%	N=51	23%	N=54	7%	N=15	3%	N=6	45%	N=104	100%	N=231
K-12 education	43%	N=98	25%	N=57	3%	N=6	1%	N=2	29%	N=68	100%	N=231
Adult educational opportunities	10%	N=23	18%	N=42	12%	N=28	5%	N=13	54%	N=126	100%	N=232
Opportunities to attend cultural/arts/music activities	30%	N=67	38%	N=86	17%	N=38	5%	N=12	10%	N=23	100%	N=226
Opportunities to participate in religious or spiritual events and activities	30%	N=69	34%	N=79	9%	N=21	3%	N=8	23%	N=54	100%	N=230
Employment opportunities	10%	N=22	22%	N=49	21%	N=47	9%	N=20	40%	N=90	100%	N=227
Shopping opportunities	22%	N=51	39%	N=90	29%	N=66	10%	N=23	1%	N=2	100%	N=232
Cost of living in Suwanee	17%	N=38	50%	N=116	26%	N=59	7%	N=16	1%	N=1	100%	N=232
Overall quality of business and service establishments in Suwanee	24%	N=54	56%	N=127	16%	N=37	3%	N=6	2%	N=5	100%	N=228
Vibrant downtown/commercial area	40%	N=92	41%	N=95	15%	N=34	4%	N=10	1%	N=2	100%	N=233
Overall quality of new development in Suwanee	37%	N=85	40%	N=92	14%	N=34	4%	N=9	5%	N=13	100%	N=233
Opportunities to participate in social events and activities	45%	N=104	33%	N=78	15%	N=36	2%	N=5	4%	N=10	100%	N=233
Opportunities to volunteer	31%	N=71	29%	N=66	10%	N=23	2%	N=5	28%	N=65	100%	N=231
Opportunities to participate in community matters	30%	N=70	33%	N=76	14%	N=32	3%	N=7	20%	N=47	100%	N=232
Openness and acceptance of the community toward people of diverse backgrounds	34%	N=78	45%	N=103	9%	N=21	2%	N=5	10%	N=23	100%	N=230
Neighborliness of residents in Suwanee	34%	N=78	43%	N=98	16%	N=37	5%	N=11	3%	N=7	100%	N=231

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Table 39: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	17%	N=40	83%	N=195	100%	N=235
Made efforts to make your home more energy efficient	21%	N=49	79%	N=186	100%	N=235
Observed a code violation or other hazard in Suwanee	67%	N=157	33%	N=77	100%	N=233
Household member was a victim of a crime in Suwanee	91%	N=214	9%	N=22	100%	N=236
Reported a crime to the police in Suwanee	84%	N=198	16%	N=37	100%	N=236
Stocked supplies in preparation for an emergency	69%	N=163	31%	N=73	100%	N=236
Campaigned or advocated for an issue, cause or candidate	87%	N=206	13%	N=30	100%	N=236
Contacted the City of Suwanee (in-person, phone, email or web) for help or information	68%	N=160	32%	N=75	100%	N=236
Contacted Suwanee elected officials (in-person, phone, email or web) to express your opinion	91%	N=215	9%	N=21	100%	N=236

Table 40: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Suwanee?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Suwanee recreation centers or their services	21%	N=49	28%	N=63	30%	N=68	22%	N=50	100%	N=230
Visited a neighborhood park or City park	33%	N=77	38%	N=90	24%	N=57	4%	N=10	100%	N=235
Participated in religious or spiritual activities in Suwanee	8%	N=18	16%	N=37	13%	N=30	63%	N=145	100%	N=230
Attended a City-sponsored event	4%	N=10	14%	N=34	63%	N=146	18%	N=43	100%	N=233
Used bus, rail, subway or other public transportation instead of driving	4%	N=9	1%	N=3	4%	N=8	92%	N=214	100%	N=233
Carpooled with other adults or children instead of driving alone	12%	N=27	11%	N=25	17%	N=39	61%	N=143	100%	N=234
Walked or biked instead of driving	13%	N=29	14%	N=33	23%	N=53	51%	N=118	100%	N=233
Volunteered your time to some group/activity in Suwanee	4%	N=8	9%	N=21	15%	N=34	73%	N=167	100%	N=230
Participated in a club	4%	N=10	8%	N=19	12%	N=28	75%	N=176	100%	N=233
Talked to or visited with your immediate neighbors	38%	N=90	29%	N=67	24%	N=57	9%	N=20	100%	N=235
Done a favor for a neighbor	17%	N=40	19%	N=45	44%	N=104	19%	N=46	100%	N=235

Table 41: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	2%	N=5	2%	N=6	23%	N=54	72%	N=171	100%	N=236

Table 42: Question 10

Please rate the quality of each of the following services in Suwanee:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	41%	N=95	37%	N=87	8%	N=19	4%	N=10	10%	N=22	100%	N=233
Fire services	36%	N=85	28%	N=65	5%	N=11	1%	N=1	31%	N=72	100%	N=234
Ambulance or emergency medical services	32%	N=75	24%	N=56	3%	N=7	0%	N=1	41%	N=95	100%	N=233
Crime prevention	32%	N=74	36%	N=83	10%	N=23	3%	N=7	20%	N=46	100%	N=232
Fire prevention and education	23%	N=53	26%	N=60	10%	N=24	1%	N=2	40%	N=94	100%	N=231
Traffic enforcement	29%	N=67	40%	N=92	15%	N=35	8%	N=19	7%	N=16	100%	N=230
Street repair	19%	N=44	45%	N=104	24%	N=57	6%	N=13	6%	N=15	100%	N=232
Street cleaning	29%	N=67	46%	N=107	14%	N=32	6%	N=13	6%	N=14	100%	N=232

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Please rate the quality of each of the following services in Suwanee:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Street lighting	25%	N=58	52%	N=120	13%	N=31	7%	N=17	3%	N=7	100%	N=232
Snow removal	11%	N=26	26%	N=60	20%	N=45	13%	N=29	31%	N=71	100%	N=231
Sidewalk maintenance	17%	N=39	48%	N=113	18%	N=41	7%	N=16	10%	N=24	100%	N=233
Traffic signal timing	13%	N=29	45%	N=104	25%	N=57	16%	N=37	2%	N=5	100%	N=232
Bus or transit services	5%	N=10	10%	N=23	4%	N=10	18%	N=41	64%	N=147	100%	N=231
Garbage collection	34%	N=79	37%	N=86	12%	N=27	3%	N=8	14%	N=32	100%	N=232
Recycling	31%	N=73	38%	N=88	9%	N=22	7%	N=16	15%	N=34	100%	N=233
Yard waste pick-up	21%	N=48	32%	N=75	8%	N=19	4%	N=9	36%	N=83	100%	N=233
Storm drainage	18%	N=42	41%	N=96	12%	N=29	5%	N=11	24%	N=55	100%	N=234
Drinking water	36%	N=84	42%	N=98	11%	N=26	5%	N=11	6%	N=14	100%	N=232
Sewer services	25%	N=59	39%	N=90	9%	N=22	4%	N=9	23%	N=53	100%	N=233
City parks	73%	N=170	23%	N=53	4%	N=8	0%	N=0	0%	N=1	100%	N=232
Recreation programs or classes	25%	N=59	25%	N=58	13%	N=30	0%	N=0	37%	N=85	100%	N=233
Recreation centers or facilities	35%	N=80	32%	N=74	9%	N=20	4%	N=8	21%	N=47	100%	N=230
Land use, planning and zoning	26%	N=62	32%	N=75	19%	N=44	3%	N=8	19%	N=45	100%	N=234
Code enforcement (weeds, abandoned buildings, etc.)	17%	N=39	39%	N=90	14%	N=32	5%	N=12	25%	N=59	100%	N=231
Animal control	15%	N=34	30%	N=71	15%	N=34	4%	N=8	37%	N=86	100%	N=234
Economic development	25%	N=57	41%	N=95	12%	N=27	2%	N=5	20%	N=48	100%	N=232
Health services	19%	N=43	31%	N=72	18%	N=41	2%	N=5	30%	N=68	100%	N=230
Public library services	41%	N=95	35%	N=81	7%	N=17	1%	N=3	15%	N=34	100%	N=231
Public information services	22%	N=50	40%	N=92	11%	N=24	1%	N=3	26%	N=58	100%	N=228
Cable television	10%	N=24	32%	N=74	23%	N=53	15%	N=35	19%	N=45	100%	N=231
Preservation of natural areas such as open space, farmlands and greenbelts	36%	N=84	36%	N=85	10%	N=24	3%	N=8	14%	N=33	100%	N=234
Suwanee open space	43%	N=100	35%	N=83	10%	N=24	3%	N=6	9%	N=21	100%	N=234
City-sponsored special events	48%	N=112	33%	N=77	8%	N=18	1%	N=2	10%	N=23	100%	N=232
Overall customer service by Suwanee employees (police, receptionists, planners, etc.)	35%	N=82	41%	N=95	8%	N=19	4%	N=8	12%	N=28	100%	N=232

Table 43: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Suwanee	47%	N=110	36%	N=84	6%	N=14	2%	N=5	9%	N=21	100%	N=234
The Federal Government	9%	N=21	22%	N=52	31%	N=73	21%	N=48	17%	N=39	100%	N=233
The State Government	8%	N=16	29%	N=56	38%	N=75	10%	N=19	16%	N=30	100%	N=196
Gwinnett County Government	16%	N=32	41%	N=81	24%	N=47	7%	N=14	12%	N=24	100%	N=197

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Table 44: Question 12

Please rate the following categories of Suwanee government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Suwanee	27%	N=64	41%	N=96	16%	N=36	6%	N=13	10%	N=24	100%	N=234
The overall direction that Suwanee is taking	37%	N=87	48%	N=112	6%	N=13	3%	N=7	6%	N=14	100%	N=234
The job Suwanee government does at welcoming citizen involvement	31%	N=72	35%	N=81	13%	N=30	3%	N=7	19%	N=45	100%	N=234
Overall confidence in Suwanee government	29%	N=69	42%	N=99	10%	N=24	5%	N=11	13%	N=31	100%	N=233
Generally acting in the best interest of the community	34%	N=78	43%	N=99	9%	N=22	4%	N=8	11%	N=25	100%	N=233
Being honest	27%	N=63	38%	N=90	7%	N=17	4%	N=9	24%	N=55	100%	N=234
Treating all residents fairly	26%	N=60	39%	N=92	11%	N=25	3%	N=7	21%	N=50	100%	N=234

Table 45: Question 13

Please rate how important, if at all, you think it is for the Suwanee community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Suwanee	67%	N=158	25%	N=59	6%	N=14	1%	N=3	100%	N=234
Overall ease of getting to the places you usually have to visit	43%	N=99	50%	N=116	7%	N=17	1%	N=2	100%	N=233
Quality of overall natural environment in Suwanee	43%	N=99	45%	N=104	11%	N=26	1%	N=2	100%	N=232
Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	40%	N=93	46%	N=106	13%	N=31	1%	N=3	100%	N=233
Health and wellness opportunities in Suwanee	27%	N=62	47%	N=110	22%	N=52	4%	N=9	100%	N=232
Overall opportunities for education and enrichment	35%	N=83	45%	N=105	18%	N=42	2%	N=4	100%	N=234
Overall economic health of Suwanee	52%	N=122	39%	N=91	8%	N=19	1%	N=3	100%	N=234
Sense of community	43%	N=101	40%	N=93	15%	N=35	2%	N=5	100%	N=234

Table 46: Question 14

If you moved to Suwanee since January 1, 2009, please rate how important, if at all, each of the following items were in your decision to select Suwanee as a place to live.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Community appearance	48%	N=70	40%	N=57	9%	N=13	3%	N=4	100%	N=144
Police/public safety	55%	N=80	37%	N=53	6%	N=8	3%	N=4	100%	N=144
Suwanee's image/reputation	42%	N=61	41%	N=59	13%	N=19	4%	N=6	100%	N=144
Overall community feel/vibe	40%	N=58	45%	N=65	12%	N=17	2%	N=3	100%	N=144
School system	56%	N=80	22%	N=31	11%	N=15	11%	N=16	100%	N=143
Suwanee's neighborhoods	47%	N=66	43%	N=61	7%	N=10	3%	N=4	100%	N=142
Suwanee's park system	38%	N=54	45%	N=65	16%	N=23	1%	N=1	100%	N=144
Town Center Park	41%	N=59	31%	N=44	26%	N=37	3%	N=4	100%	N=144
Suwanee's trail system	35%	N=51	31%	N=45	23%	N=33	10%	N=15	100%	N=144
Town Center/downtown area	34%	N=48	36%	N=51	25%	N=35	5%	N=7	100%	N=141
Public events & festivals	34%	N=49	35%	N=50	24%	N=35	6%	N=9	100%	N=144
Suwanee's Web site (suwanee.com)	19%	N=27	19%	N=26	31%	N=44	32%	N=45	100%	N=142
Job/business opportunity	30%	N=44	16%	N=24	26%	N=38	28%	N=41	100%	N=147
Family ties	25%	N=35	27%	N=39	10%	N=15	38%	N=54	100%	N=143
Proximity to Atlanta	20%	N=29	35%	N=50	28%	N=40	17%	N=24	100%	N=144
Recommended by a Suwanee resident	23%	N=34	22%	N=31	20%	N=29	35%	N=50	100%	N=144
Recommended by a Real Estate professional	15%	N=22	21%	N=30	25%	N=35	39%	N=55	100%	N=143

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Table 47: Question 15

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City newsletter (Connects)	59%	N=137	30%	N=70	11%	N=26	100%	N=233
City website (suwanee.com)	44%	N=101	39%	N=91	17%	N=40	100%	N=231
Go! Suwanee Mobile App	15%	N=33	30%	N=67	56%	N=126	100%	N=227
Facebook	14%	N=32	27%	N=61	59%	N=135	100%	N=229
Twitter	5%	N=11	21%	N=48	74%	N=171	100%	N=229
Instagram	4%	N=9	21%	N=47	75%	N=171	100%	N=227
Suwanee News e-mail blast / list serve	21%	N=48	26%	N=59	53%	N=122	100%	N=229
At City facility	21%	N=47	34%	N=79	45%	N=103	100%	N=229
Local media (newspaper, radio, local T.V.)	27%	N=63	43%	N=99	30%	N=68	100%	N=230
Brochures	23%	N=53	48%	N=111	28%	N=65	100%	N=230
Phone call to City employee(s)	15%	N=34	31%	N=72	54%	N=125	100%	N=231
Public Meetings	19%	N=43	34%	N=79	47%	N=109	100%	N=231

Table 48: Question 16

Please check the source you consider to be your most preferred source for obtaining information about the City government and its activities, events and services: (Please check only one.)	Percent	Number
City website (suwanee.com)	20%	N=47
Go! Suwanee Mobile App	3%	N=6
Facebook	3%	N=6
Twitter	0%	N=0
Instagram	0%	N=0
Suwanee News e-mail blast/list serve	5%	N=12
At City facility	2%	N=5
Local media (newspaper, radio, local T.V.)	6%	N=14
Brochures	3%	N=6
Phone call to City employee(s)	0%	N=0
Public Meetings	1%	N=1
Total	100%	N=228

Table 49: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	8%	N=18	4%	N=9	11%	N=26	17%	N=39	60%	N=141	100%	N=233
Purchase goods or services from a business located in Suwanee	0%	N=0	2%	N=4	21%	N=49	54%	N=124	23%	N=53	100%	N=230
Read or watch local news (via television, paper, computer, etc.)	4%	N=10	12%	N=29	18%	N=43	28%	N=65	37%	N=86	100%	N=233
Vote in local elections	17%	N=39	4%	N=9	8%	N=20	24%	N=56	47%	N=110	100%	N=232

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Table 50: Question D2

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	16%	N=37
Somewhat positive	34%	N=78
Neutral	41%	N=94
Somewhat negative	7%	N=17
Very negative	1%	N=3
Total	100%	N=230

Table 51: Question D3

What is your employment status?	Percent	Number
Working full time for pay	76%	N=172
Working part time for pay	7%	N=16
Unemployed, looking for paid work	4%	N=8
Unemployed, not looking for paid work	4%	N=8
Fully retired	10%	N=22
Total	100%	N=228

Table 52: Question D4

Do you work inside the boundaries of Suwanee?	Percent	Number
Yes, outside the home	17%	N=38
Yes, from home	12%	N=28
No	71%	N=159
Total	100%	N=224

Table 53: Question D5

How many years have you lived in Suwanee?	Percent	Number
Less than 2 years	25%	N=58
2 to 5 years	18%	N=41
6 to 10 years	22%	N=51
11 to 20 years	28%	N=64
More than 20 years	8%	N=19
Total	100%	N=233

Table 54: Question D6

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	70%	N=163
Building with two or more homes (duplex, townhome, apartment or condominium)	30%	N=69
Mobile home	0%	N=0
Other	1%	N=2
Total	100%	N=233

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Table 55: Question D7

Is this house, apartment or mobile home...	Percent	Number
Rented	28%	N=65
Owned	72%	N=168
Total	100%	N=233

Table 56: Question D8

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	4%	N=9
\$300 to \$599 per month	7%	N=17
\$600 to \$999 per month	11%	N=26
\$1,000 to \$1,499 per month	38%	N=88
\$1,500 to \$2,499 per month	31%	N=72
\$2,500 or more per month	8%	N=18
Total	100%	N=230

Table 57: Question D9

Do any children 17 or under live in your household?	Percent	Number
No	53%	N=123
Yes	47%	N=110
Total	100%	N=233

Table 58: Question D10

Are you or any other members of your household aged 65 or older?	Percent	Number
No	84%	N=196
Yes	16%	N=37
Total	100%	N=233

Table 59: Question D11

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=5
\$25,000 to \$49,999	18%	N=37
\$50,000 to \$99,999	35%	N=74
\$100,000 to \$149,999	21%	N=44
\$150,000 or more	24%	N=50
Total	100%	N=211

Table 60: Question D12

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=218
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=13
Total	100%	N=231

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Table 61: Question D13

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=2
Asian, Asian Indian or Pacific Islander	15%	N=34
Black or African American	9%	N=20
White	72%	N=165
Other	6%	N=15

Total may exceed 100% as respondents could select more than one option.

Table 62: Question D14

In which category is your age?	Percent	Number
18 to 24 years	3%	N=6
25 to 34 years	23%	N=55
35 to 44 years	26%	N=60
45 to 54 years	25%	N=57
55 to 64 years	13%	N=31
65 to 74 years	8%	N=20
75 years or older	2%	N=4
Total	100%	N=232

Table 63: Question D15

What is your sex?	Percent	Number
Female	52%	N=117
Male	48%	N=110
Total	100%	N=227

Table 64: Question D16

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=168
Land line	8%	N=19
Both	19%	N=43
Total	100%	N=230

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Suwanee chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (populations less than 40,000).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Suwanee’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Suwanee’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Suwanee’s rating to the benchmark.

In that final column, Suwanee’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Suwanee residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 65: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Suwanee	96%	29	391	Higher
Overall image or reputation of Suwanee	94%	7	297	Much higher
Suwanee as a place to live	98%	18	338	Higher
Your neighborhood as a place to live	91%	55	260	Similar
Suwanee as a place to raise children	97%	14	328	Higher
Suwanee as a place to retire	78%	56	311	Higher
Overall appearance of Suwanee	94%	10	308	Much higher

Table 66: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Suwanee	94%	25	178	Higher	
	In your neighborhood during the day	97%	91	301	Similar	
	In Suwanee's downtown/commercial area during the day	96%	40	256	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	80%	29	89	Similar	
	Availability of paths and walking trails	85%	11	256	Much higher	
	Ease of walking in Suwanee	67%	86	247	Similar	
	Ease of travel by bicycle in Suwanee	65%	82	256	Similar	
	Ease of travel by car in Suwanee	71%	66	252	Similar	
	Ease of public parking	70%	15	70	Higher	
	Traffic flow on major streets	48%	153	291	Similar	
Natural Environment	Quality of overall natural environment in Suwanee	94%	5	234	Higher	
	Cleanliness of Suwanee	94%	12	224	Higher	
	Air quality	90%	24	214	Higher	
Built Environment	Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	87%	1	85	Much higher	
	Overall quality of new development in Suwanee	81%	7	242	Higher	
	Availability of affordable quality housing	71%	9	255	Higher	
	Variety of housing options	83%	6	229	Higher	
	Public places where people want to spend time	88%	2	80	Much higher	
Economy	Overall economic health of Suwanee	89%	4	89	Much higher	
	Vibrant downtown/commercial area	81%	5	79	Much higher	
	Overall quality of business and service establishments in Suwanee	81%	28	225	Higher	
	Cost of living in Suwanee	67%	4	85	Higher	
	Shopping opportunities	61%	96	247	Similar	
	Employment opportunities	51%	35	265	Higher	
	Suwanee as a place to visit	78%	24	98	Higher	
	Suwanee as a place to work	83%	30	306	Higher	
	Recreation and Wellness	Health and wellness opportunities in Suwanee	83%	14	85	Higher
		Availability of affordable quality mental health care	64%	17	74	Similar
Availability of preventive health services		72%	37	184	Similar	
Availability of affordable quality health care		69%	46	217	Similar	
Availability of affordable quality food		79%	13	184	Higher	
Recreational opportunities		85%	13	259	Higher	
Fitness opportunities (including exercise classes and paths or trails, etc.)		89%	2	84	Higher	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	81%	17	84	Higher
	Opportunities to participate in religious or spiritual events and activities	84%	38	174	Similar
	Opportunities to attend cultural/arts/music activities	75%	37	250	Higher
	Adult educational opportunities	62%	35	77	Similar
	K-12 education	95%	6	219	Much higher
	Availability of affordable quality child care/preschool	83%	1	217	Much higher
Community Engagement	Opportunities to participate in social events and activities	82%	5	211	Higher
	Neighborhoodliness of Suwanee	79%	3	81	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	88%	5	244	Higher
	Opportunities to participate in community matters	79%	6	225	Higher
	Opportunities to volunteer	83%	18	222	Higher

Table 67: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Suwanee	91%	7	377	Higher
Overall customer service by Suwanee employees (police, receptionists, planners, etc.)	87%	53	315	Similar
Value of services for the taxes paid to Suwanee	76%	9	352	Higher
Overall direction that Suwanee is taking	91%	2	277	Much higher
Job Suwanee government does at welcoming citizen involvement	81%	1	265	Much higher
Overall confidence in Suwanee government	83%	1	87	Much higher
Generally acting in the best interest of the community	86%	1	85	Much higher
Being honest	85%	1	84	Much higher
Treating all residents fairly	83%	1	85	Much higher
Services provided by the Federal Government	37%	100	210	Similar
Services provided by the State Government	43%	38	139	Similar
Services provided by Gwinnett County Government	65%	14	124	Similar

Table 68: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	86%	80	372	Similar
	Fire services	92%	92	307	Similar
	Ambulance or emergency medical services	95%	57	298	Similar
	Crime prevention	84%	27	301	Higher
	Fire prevention and education	82%	63	248	Similar
	Animal control	71%	69	283	Similar
Mobility	Traffic enforcement	75%	48	326	Similar
	Street repair	68%	51	374	Higher
	Street cleaning	80%	30	262	Higher
	Street lighting	79%	22	264	Higher
	Snow removal	53%	182	252	Similar
	Sidewalk maintenance	73%	34	265	Higher
Natural Environment	Traffic signal timing	58%	76	211	Similar
	Bus or transit services	39%	167	183	Lower
Natural Environment	Garbage collection	83%	151	301	Similar
	Recycling	81%	168	311	Similar
	Yard waste pick-up	82%	81	223	Similar
	Drinking water	83%	47	288	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	84%	4	219	Higher
	Suwanee open space	86%	7	89	Higher
	Storm drainage	78%	46	310	Similar
	Sewer services	83%	72	273	Similar
	Land use, planning and zoning	72%	3	250	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	74%	20	312	Higher
Built Environment	Cable television	53%	109	167	Similar
Economy	Economic development	83%	3	240	Much higher
	City parks	96%	2	275	Higher
	Recreation programs or classes	79%	46	280	Similar
Recreation and Wellness	Recreation centers or facilities	85%	27	230	Higher
	Health services	72%	46	164	Similar
Education and Enrichment	City-sponsored special events	90%	1	93	Much higher
	Public library services	90%	69	289	Similar
Community Engagement	Public information services	84%	17	243	Higher

Table 69: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	86%	10	261	Higher
Recommend living in Suwanee to someone who asks	97%	15	234	Higher
Remain in Suwanee for the next five years	91%	33	231	Similar
Contacted Suwanee (in-person, phone, email or web) for help or information	32%	258	273	Lower

Table 70: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	31%	52	75	Similar
	Did NOT report a crime to the police	84%	26	84	Similar
Safety	Household member was NOT a victim of a crime	91%	78	231	Similar
	Used bus, rail, subway or other public transportation instead of driving	8%	55	68	Much lower
	Carpooled with other adults or children instead of driving alone	39%	59	81	Similar
Mobility	Walked or biked instead of driving	49%	58	83	Similar
	Made efforts to conserve water	83%	38	77	Similar
Natural Environment	Made efforts to make your home more energy efficient	79%	28	77	Similar
	Recycle at home	88%	108	217	Similar
	Did NOT observe a code violation or other hazard in Suwanee	67%	15	78	Higher
Built Environment	NOT experiencing housing costs stress	74%	49	213	Similar
	Purchase goods or services from a business located in Suwanee	98%	13	80	Similar
Economy	Economy will have positive impact on income	50%	2	216	Much higher
	Work inside boundaries of Suwanee	29%	65	80	Lower
Recreation and Wellness	Used Suwanee recreation centers or their services	78%	6	194	Much higher
	Visited a neighborhood park or City park	96%	4	229	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Participated in religious or spiritual activities in Suwanee	37%	144	170	Lower
	Attended City-sponsored event	82%	2	81	Much higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	13%	73	75	Similar
	Contacted Suwanee elected officials (in-person, phone, email or web) to express your opinion	9%	77	79	Similar
	Volunteered your time to some group/activity in Suwanee	27%	193	222	Lower
	Participated in a club	25%	132	195	Similar
	Talked to or visited with your immediate neighbors	91%	42	80	Similar
	Done a favor for a neighbor	81%	49	77	Similar
	Attended a local public meeting	28%	51	223	Similar
	Read or watch local news (via television, paper, computer, etc.)	84%	67	79	Similar
	Vote in local elections	80%	105	215	Similar

Communities included in national comparisons

The communities included in Suwanee’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS.....	6,844	Bellingham city, WA.....	80,885
Adams County, CO.....	441,603	Beltrami County, MN.....	44,442
Airway Heights city, WA.....	6,114	Benbrook city, TX.....	21,234
Albany city, OR.....	50,158	Bend city, OR.....	76,639
Albemarle County, VA.....	98,970	Benicia city, CA.....	26,997
Albert Lea city, MN.....	18,016	Bettendorf city, IA.....	33,217
Algonquin village, IL.....	30,046	Billings city, MT.....	104,170
Aliso Viejo city, CA.....	47,823	Blaine city, MN.....	57,186
Altoona city, IA.....	14,541	Bloomfield Hills city, MI.....	3,869
Ames city, IA.....	58,965	Bloomington city, IL.....	76,610
Andover CDP, MA.....	8,762	Bloomington city, MN.....	82,893
Ankeny city, IA.....	45,582	Blue Springs city, MO.....	52,575
Ann Arbor city, MI.....	113,934	Boise City city, ID.....	205,671
Annapolis city, MD.....	38,394	Boonville city, MO.....	8,319
Apple Valley town, CA.....	69,135	Boulder city, CO.....	97,385
Arapahoe County, CO.....	572,003	Boulder County, CO.....	294,567
Arkansas City city, AR.....	366	Bowling Green city, KY.....	58,067
Arlington city, TX.....	365,438	Brentwood city, MO.....	8,055
Arlington County, VA.....	207,627	Brentwood city, TN.....	37,060
Arvada city, CO.....	106,433	Brighton city, CO.....	33,352
Ashland city, OR.....	20,078	Bristol city, TN.....	26,702
Ashland town, VA.....	7,225	Broken Arrow city, OK.....	98,850
Aspen city, CO.....	6,658	Brookfield city, WI.....	37,920
Auburn city, AL.....	53,380	Brookline CDP, MA.....	58,732
Auburn city, WA.....	70,180	Brookline town, NH.....	4,991
Aurora city, CO.....	325,078	Broomfield city, CO.....	55,889
Austin city, TX.....	790,390	Brownsburg town, IN.....	21,285
Bainbridge Island city, WA.....	23,025	Bryan city, TX.....	76,201
Baltimore city, MD.....	620,961	Burien city, WA.....	33,313
Baltimore County, MD.....	805,029	Burleson city, TX.....	36,690
Battle Creek city, MI.....	52,347	Cabarrus County, NC.....	178,011
Bay City city, MI.....	34,932	Cambridge city, MA.....	105,162
Baytown city, TX.....	71,802	Canton city, SD.....	3,057
Bedford city, TX.....	46,979	Cape Coral city, FL.....	154,305
Bedford town, MA.....	13,320	Cape Girardeau city, MO.....	37,941
Bellevue city, WA.....	122,363	Carlisle borough, PA.....	18,682

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Carlsbad city, CA.....	105,328	Duncanville city, TX.....	38,524
Cartersville city, GA.....	19,731	Durham city, NC.....	228,330
Cary town, NC.....	135,234	East Baton Rouge Parish, LA.....	440,171
Casa Grande city, AZ.....	48,571	East Grand Forks city, MN.....	8,601
Casper city, WY.....	55,316	East Lansing city, MI.....	48,579
Castine town, ME.....	1,366	Eau Claire city, WI.....	65,883
Castle Pines North city, CO.....	10,360	Eden Prairie city, MN.....	60,797
Castle Rock town, CO.....	48,231	Edgerton city, KS.....	1,671
Cedar Falls city, IA.....	39,260	Edina city, MN.....	47,941
Cedar Rapids city, IA.....	126,326	Edmond city, OK.....	81,405
Centennial city, CO.....	100,377	Edmonds city, WA.....	39,709
Centralia city, IL.....	13,032	El Cerrito city, CA.....	23,549
Chambersburg borough, PA.....	20,268	El Dorado County, CA.....	181,058
Chandler city, AZ.....	236,123	El Paso city, TX.....	649,121
Chanhassen city, MN.....	22,952	Elk Grove city, CA.....	153,015
Chapel Hill town, NC.....	57,233	Elk River city, MN.....	22,974
Charlotte city, NC.....	731,424	Elko New Market city, MN.....	4,110
Charlotte County, FL.....	159,978	Elmhurst city, IL.....	44,121
Charlottesville city, VA.....	43,475	Encinitas city, CA.....	59,518
Chesterfield County, VA.....	316,236	Englewood city, CO.....	30,255
Chippewa Falls city, WI.....	13,661	Erie town, CO.....	18,135
Citrus Heights city, CA.....	83,301	Escambia County, FL.....	297,619
Clackamas County, OR.....	375,992	Estes Park town, CO.....	5,858
Clarendon Hills village, IL.....	8,427	Fairview town, TX.....	7,248
Clayton city, MO.....	15,939	Farmington Hills city, MI.....	79,740
Clearwater city, FL.....	107,685	Fayetteville city, NC.....	200,564
Cleveland Heights city, OH.....	46,121	Fishers town, IN.....	76,794
Clive city, IA.....	15,447	Flagstaff city, AZ.....	65,870
Clovis city, CA.....	95,631	Flower Mound town, TX.....	64,669
College Park city, MD.....	30,413	Flushing city, MI.....	8,389
College Station city, TX.....	93,857	Forest Grove city, OR.....	21,083
Colleyville city, TX.....	22,807	Fort Collins city, CO.....	143,986
Collinsville city, IL.....	25,579	Fort Smith city, AR.....	86,209
Columbia city, MO.....	108,500	Fort Worth city, TX.....	741,206
Columbia city, SC.....	129,272	Fountain Hills town, AZ.....	22,489
Columbus city, WI.....	4,991	Franklin city, TN.....	62,487
Commerce City city, CO.....	45,913	Fredericksburg city, VA.....	24,286
Concord city, CA.....	122,067	Freeport CDP, ME.....	1,485
Concord town, MA.....	17,668	Freeport city, IL.....	25,638
Conyers city, GA.....	15,195	Fremont city, CA.....	214,089
Cookeville city, TN.....	30,435	Friendswood city, TX.....	35,805
Coon Rapids city, MN.....	61,476	Fruita city, CO.....	12,646
Cooper City city, FL.....	28,547	Gahanna city, OH.....	33,248
Coronado city, CA.....	18,912	Gainesville city, FL.....	124,354
Corvallis city, OR.....	54,462	Gaithersburg city, MD.....	59,933
Creve Coeur city, MO.....	17,833	Galveston city, TX.....	47,743
Cross Roads town, TX.....	1,563	Garden City city, KS.....	26,658
Crystal Lake city, IL.....	40,743	Gardner city, KS.....	19,123
Dade City city, FL.....	6,437	Geneva city, NY.....	13,261
Dakota County, MN.....	398,552	Georgetown city, TX.....	47,400
Dallas city, OR.....	14,583	Gilbert town, AZ.....	208,453
Dallas city, TX.....	1,197,816	Gillette city, WY.....	29,087
Dardenne Prairie city, MO.....	11,494	Globe city, AZ.....	7,532
Davenport city, IA.....	99,685	Golden Valley city, MN.....	20,371
Davidson town, NC.....	10,944	Goodyear city, AZ.....	65,275
Decatur city, GA.....	19,335	Grafton village, WI.....	11,459
Delray Beach city, FL.....	60,522	Grand Blanc city, MI.....	8,276
Denison city, TX.....	22,682	Grand Island city, NE.....	48,520
Denver city, CO.....	600,158	Grass Valley city, CA.....	12,860
Derby city, KS.....	22,158	Greeley city, CO.....	92,889
Des Moines city, IA.....	203,433	Green Valley CDP, AZ.....	21,391
Des Peres city, MO.....	8,373	Greenwood Village city, CO.....	13,925
Destin city, FL.....	12,305	Greer city, SC.....	25,515
Dewey-Humboldt town, AZ.....	3,894	Guilford County, NC.....	488,406
Dorchester County, MD.....	32,618	Gunnison County, CO.....	15,324
Dothan city, AL.....	65,496	Gurnee village, IL.....	31,295
Douglas County, CO.....	285,465	Hailey city, ID.....	7,960
Dover city, NH.....	29,987	Haines Borough, AK.....	2,508
Dublin city, OH.....	41,751	Hallandale Beach city, FL.....	37,113
Duluth city, MN.....	86,265	Hamilton city, OH.....	62,477

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Hampton city, VA	137,436	Lenexa city, KS	48,190
Hanover County, VA	99,863	Lewis County, NY	27,087
Harrisonburg city, VA	48,914	Lewiston city, ME	36,592
Harrisonville city, MO	10,019	Lincoln city, NE	258,379
Hayward city, CA	144,186	Lindsborg city, KS	3,458
Henderson city, NV	257,729	Littleton city, CO	41,737
Hermiston city, OR	16,745	Livermore city, CA	80,968
High Point city, NC	104,371	Lone Tree city, CO	10,218
Highland Park city, IL	29,763	Longmont city, CO	86,270
Highlands Ranch CDP, CO	96,713	Longview city, TX	80,455
Hillsborough town, NC	6,087	Los Alamos County, NM	17,950
Holden town, MA	17,346	Louisville city, CO	18,376
Holland city, MI	33,051	Lynchburg city, VA	75,568
Honolulu County, HI	953,207	Lynnwood city, WA	35,836
Hooksett town, NH	13,451	Madison city, WI	233,209
Hopkins city, MN	17,591	Mankato city, MN	39,309
Hopkinton town, MA	14,925	Maple Grove city, MN	61,567
Hoquiam city, WA	8,726	Maple Valley city, WA	22,684
Houston city, TX	2,099,451	Maricopa County, AZ	3,817,117
Hudson city, OH	22,262	Marin County, CA	252,409
Hudson town, CO	2,356	Maryland Heights city, MO	27,472
Hudsonville city, MI	7,116	Matthews town, NC	27,198
Huntersville town, NC	46,773	McAllen city, TX	129,877
Hurst city, TX	37,337	McDonough city, GA	22,084
Hutchinson city, MN	14,178	McKinney city, TX	131,117
Hutto city, TX	14,698	McMinnville city, OR	32,187
Hyattsville city, MD	17,557	Mecklenburg County, NC	919,628
Independence city, MO	116,830	Medford city, OR	74,907
Indian Trail town, NC	33,518	Menlo Park city, CA	32,026
Indianola city, IA	14,782	Mercer Island city, WA	22,699
Iowa City city, IA	67,862	Meridian charter township, MI	39,688
Jackson County, MI	160,248	Meridian city, ID	75,092
James City County, VA	67,009	Merriam city, KS	11,003
Jefferson City city, MO	43,079	Merrill city, WI	9,661
Jefferson County, CO	534,543	Mesa city, AZ	439,041
Jefferson County, NY	116,229	Mesa County, CO	146,723
Jerome city, ID	10,890	Miami Beach city, FL	87,779
Johnson City city, TN	63,152	Miami city, FL	399,457
Johnson County, KS	544,179	Midland city, MI	41,863
Johnston city, IA	17,278	Milford city, DE	9,559
Jupiter town, FL	55,156	Milton city, GA	32,661
Kalamazoo city, MI	74,262	Minneapolis city, MN	382,578
Kansas City city, KS	145,786	Mission Viejo city, CA	93,305
Kansas City city, MO	459,787	Modesto city, CA	201,165
Keizer city, OR	36,478	Monterey city, CA	27,810
Kenmore city, WA	20,460	Montgomery County, MD	971,777
Kennedale city, TX	6,763	Montgomery County, VA	94,392
Kennett Square borough, PA	6,072	Montpelier city, VT	7,855
Kirkland city, WA	48,787	Monument town, CO	5,530
La Mesa city, CA	57,065	Mooresville town, NC	32,711
La Plata town, MD	8,753	Morristown city, TN	29,137
La Porte city, TX	33,800	Moscow city, ID	23,800
La Vista city, NE	15,758	Mountain Village town, CO	1,320
Lafayette city, CO	24,453	Mountlake Terrace city, WA	19,909
Laguna Beach city, CA	22,723	Munster town, IN	23,603
Laguna Hills city, CA	30,344	Muscatine city, IA	22,886
Laguna Niguel city, CA	62,979	Naperville city, IL	141,853
Lake Oswego city, OR	36,619	Needham CDP, MA	28,886
Lake Zurich village, IL	19,631	New Braunfels city, TX	57,740
Lakeville city, MN	55,954	New Brighton city, MN	21,456
Lakewood city, CO	142,980	New Hanover County, NC	202,667
Lane County, OR	351,715	New Orleans city, LA	343,829
Larimer County, CO	299,630	New Smyrna Beach city, FL	22,464
Las Cruces city, NM	97,618	Newberg city, OR	22,068
Las Vegas city, NV	583,756	Newport Beach city, CA	85,186
Lawrence city, KS	87,643	Newport city, RI	24,672
League City city, TX	83,560	Newport News city, VA	180,719
Lee County, FL	618,754	Newton city, IA	15,254
Lee's Summit city, MO	91,364	Noblesville city, IN	51,969
Lehi city, UT	47,407	Nogales city, AZ	20,837

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Norfolk city, VA.....	242,803	Richmond city, CA.....	103,701
Norman city, OK.....	110,925	Richmond Heights city, MO.....	8,603
North Las Vegas city, NV.....	216,961	Rifle city, CO.....	9,172
Northglenn city, CO.....	35,789	River Falls city, WI.....	15,000
Novato city, CA.....	51,904	Riverdale city, UT.....	8,426
Novi city, MI.....	55,224	Riverside city, CA.....	303,871
O'Fallon city, IL.....	28,281	Riverside city, MO.....	2,937
O'Fallon city, MO.....	79,329	Rochester city, MI.....	12,711
Oak Park village, IL.....	51,878	Rochester Hills city, MI.....	70,995
Oakland Park city, FL.....	41,363	Rock Hill city, SC.....	66,154
Oakley city, CA.....	35,432	Rockford city, IL.....	152,871
Ogdensburg city, NY.....	11,128	Rockville city, MD.....	61,209
Oklahoma City city, OK.....	579,999	Rogers city, MN.....	8,597
Olathe city, KS.....	125,872	Rolla city, MO.....	19,559
Old Town city, ME.....	7,840	Roselle village, IL.....	22,763
Olmsted County, MN.....	144,248	Roswell city, GA.....	88,346
Orland Park village, IL.....	56,767	Round Rock city, TX.....	99,887
Oshkosh city, WI.....	66,083	Royal Oak city, MI.....	57,236
Otsego County, MI.....	24,164	Saco city, ME.....	18,482
Overland Park city, KS.....	173,372	Sahuarita town, AZ.....	25,259
Oviedo city, FL.....	33,342	Salida city, CO.....	5,236
Paducah city, KY.....	25,024	Salt Lake City city, UT.....	186,440
Palm Coast city, FL.....	75,180	Sammamish city, WA.....	45,780
Palm Springs city, CA.....	44,552	San Anselmo town, CA.....	12,336
Palo Alto city, CA.....	64,403	San Antonio city, TX.....	1,327,407
Panama City city, FL.....	36,484	San Carlos city, CA.....	28,406
Papillion city, NE.....	18,894	San Diego city, CA.....	1,307,402
Park City city, UT.....	7,558	San Francisco city, CA.....	805,235
Parker town, CO.....	45,297	San Jose city, CA.....	945,942
Parkland city, FL.....	23,962	San Juan County, NM.....	130,044
Pasadena city, CA.....	137,122	San Marcos city, CA.....	83,781
Pasco city, WA.....	59,781	San Marcos city, TX.....	44,894
Pasco County, FL.....	464,697	San Rafael city, CA.....	57,713
Peachtree City city, GA.....	34,364	Sandy Springs city, GA.....	93,853
Pearland city, TX.....	91,252	Sanford city, FL.....	53,570
Peoria city, AZ.....	154,065	Sangamon County, IL.....	197,465
Peoria city, IL.....	115,007	Santa Clarita city, CA.....	176,320
Peoria County, IL.....	186,494	Santa Fe County, NM.....	144,170
Peters township, PA.....	21,213	Santa Monica city, CA.....	89,736
Petoskey city, MI.....	5,670	Sarasota County, FL.....	379,448
Pflugerville city, TX.....	46,936	Savage city, MN.....	26,911
Phoenix city, AZ.....	1,445,632	Savannah city, GA.....	136,286
Pinal County, AZ.....	375,770	Scarborough CDP, ME.....	4,403
Pinehurst village, NC.....	13,124	Schaumburg village, IL.....	74,227
Piqua city, OH.....	20,522	Scott County, MN.....	129,928
Pitkin County, CO.....	17,148	Scottsdale city, AZ.....	217,385
Platte City city, MO.....	4,691	Seaside city, CA.....	33,025
Plymouth city, MN.....	70,576	SeaTac city, WA.....	26,909
Pocatello city, ID.....	54,255	Sevierville city, TN.....	14,807
Polk County, IA.....	430,640	Sheboygan city, WI.....	49,288
Port Huron city, MI.....	30,184	Shoreview city, MN.....	25,043
Port Orange city, FL.....	56,048	Shorewood city, MN.....	7,307
Port St. Lucie city, FL.....	164,603	Shorewood village, IL.....	15,615
Portland city, OR.....	583,776	Shorewood village, WI.....	13,162
Post Falls city, ID.....	27,574	Sioux Center city, IA.....	7,048
Prince William County, VA.....	402,002	Sioux Falls city, SD.....	153,888
Prior Lake city, MN.....	22,796	Skokie village, IL.....	64,784
Provo city, UT.....	112,488	Snellville city, GA.....	18,242
Pueblo city, CO.....	106,595	South Kingstown town, RI.....	30,639
Purcellville town, VA.....	7,727	South Lake Tahoe city, CA.....	21,403
Queen Creek town, AZ.....	26,361	South Portland city, ME.....	25,002
Radford city, VA.....	16,408	Southborough town, MA.....	9,767
Radnor township, PA.....	31,531	Southlake city, TX.....	26,575
Ramsey city, MN.....	23,668	Sparks city, NV.....	90,264
Rapid City city, SD.....	67,956	Spokane Valley city, WA.....	89,755
Raymore city, MO.....	19,206	Spring Hill city, KS.....	5,437
Redmond city, WA.....	54,144	Springboro city, OH.....	17,409
Rehoboth Beach city, DE.....	1,327	Springfield city, MO.....	159,498
Reno city, NV.....	225,221	Springfield city, OR.....	59,403
Reston CDP, VA.....	58,404	Springville city, UT.....	29,466

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St. Charles city, IL.....	32,974	Walnut Creek city, CA.....	64,173
St. Cloud city, FL.....	35,183	Washington County, MN	238,136
St. Cloud city, MN	65,842	Washoe County, NV	421,407
St. Joseph city, MO	76,780	Watauga city, TX	23,497
St. Louis County, MN	200,226	Wauwatosa city, WI	46,396
St. Louis Park city, MN.....	45,250	Waverly city, IA	9,874
Stallings town, NC.....	13,831	Weddington town, NC	9,459
State College borough, PA	42,034	Wentzville city, MO.....	29,070
Sterling Heights city, MI	129,699	West Carrollton city, OH	13,143
Sugar Grove village, IL	8,997	West Chester borough, PA	18,461
Sugar Land city, TX.....	78,817	West Des Moines city, IA	56,609
Summit city, NJ.....	21,457	West Richland city, WA.....	11,811
Summit County, UT.....	36,324	Westerville city, OH.....	36,120
Sunnyvale city, CA	140,081	Westlake town, TX.....	992
Surprise city, AZ.....	117,517	Westminster city, CO.....	106,114
Suwanee city, GA.....	15,355	Weston town, MA.....	11,261
Tacoma city, WA.....	198,397	Wheat Ridge city, CO	30,166
Takoma Park city, MD	16,715	White House city, TN.....	10,255
Tamarac city, FL	60,427	Whitewater township, MI.....	2,597
Temecula city, CA	100,097	Wichita city, KS.....	382,368
Temple city, TX.....	66,102	Williamsburg city, VA.....	14,068
The Woodlands CDP, TX.....	93,847	Wilmington city, NC.....	106,476
Thornton city, CO.....	118,772	Wilsonville city, OR.....	19,509
Thousand Oaks city, CA.....	126,683	Winchester city, VA	26,203
Tualatin city, OR	26,054	Windsor town, CO	18,644
Tulsa city, OK	391,906	Windsor town, CT	29,044
Twin Falls city, ID	44,125	Winnetka village, IL.....	12,187
Tyler city, TX	96,900	Winston-Salem city, NC	229,617
Umatilla city, OR.....	6,906	Winter Garden city, FL.....	34,568
Upper Arlington city, OH.....	33,771	Woodland city, CA.....	55,468
Urbandale city, IA	39,463	Woodland city, WA.....	5,509
Vail town, CO.....	5,305	Wrentham town, MA	10,955
Vancouver city, WA	161,791	Wyandotte city, MI.....	25,883
Ventura CCD, CA.....	111,889	Yakima city, WA.....	91,067
Vestavia Hills city, AL	34,033	York County, VA.....	65,464
Virginia Beach city, VA.....	437,994	Yuma city, AZ	93,064
Wake Forest town, NC.....	30,117		

Populations less than 40,000 Benchmark Comparisons

Table 71: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Suwanee	96%	20	171	Higher
Overall image or reputation of Suwanee	94%	6	139	Much higher
Suwanee as a place to live	98%	13	153	Higher
Your neighborhood as a place to live	91%	38	123	Similar
Suwanee as a place to raise children	97%	11	150	Higher
Suwanee as a place to retire	78%	28	141	Similar
Overall appearance of Suwanee	94%	9	154	Higher

Table 72: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Suwanee	94%	19	73	Similar	
	In your neighborhood during the day	97%	62	139	Similar	
	In Suwanee's downtown/commercial area during the day	96%	30	121	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	80%	19	36	Similar	
	Availability of paths and walking trails	85%	9	123	Higher	
	Ease of walking in Suwanee	67%	51	119	Similar	
	Ease of travel by bicycle in Suwanee	65%	50	119	Similar	
	Ease of travel by car in Suwanee	71%	39	115	Similar	
	Ease of public parking	70%	12	29	Similar	
	Traffic flow on major streets	48%	83	138	Similar	
Natural Environment	Quality of overall natural environment in Suwanee	94%	5	114	Higher	
	Cleanliness of Suwanee	94%	10	112	Higher	
	Air quality	90%	21	103	Higher	
Built Environment	Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	87%	1	35	Higher	
	Overall quality of new development in Suwanee	81%	3	117	Higher	
	Availability of affordable quality housing	71%	7	122	Higher	
	Variety of housing options	83%	5	114	Higher	
	Public places where people want to spend time	88%	2	34	Much higher	
Economy	Overall economic health of Suwanee	89%	2	35	Higher	
	Vibrant downtown/commercial area	81%	2	35	Much higher	
	Overall quality of business and service establishments in Suwanee	81%	12	112	Higher	
	Cost of living in Suwanee	67%	3	35	Higher	
	Shopping opportunities	61%	30	124	Higher	
	Employment opportunities	51%	8	120	Higher	
	Suwanee as a place to visit	78%	9	36	Higher	
	Suwanee as a place to work	83%	10	134	Higher	
	Recreation and Wellness	Health and wellness opportunities in Suwanee	83%	8	34	Higher
		Availability of affordable quality mental health care	64%	7	29	Higher
Availability of preventive health services		72%	15	90	Higher	
Availability of affordable quality health care		69%	18	105	Similar	
Availability of affordable quality food		79%	6	94	Higher	
Recreational opportunities		85%	9	125	Higher	
	Fitness opportunities (including exercise classes and paths or trails, etc.)	89%	2	35	Higher	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	81%	9	35	Higher
	Opportunities to participate in religious or spiritual events and activities	84%	23	92	Similar
	Opportunities to attend cultural/arts/music activities	75%	16	121	Higher
	Adult educational opportunities	62%	16	34	Similar
	K-12 education	95%	5	105	Higher
	Availability of affordable quality child care/preschool	83%	1	107	Much higher
Community Engagement	Opportunities to participate in social events and activities	82%	5	110	Higher
	Neighborhoodliness of Suwanee	79%	3	33	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	88%	3	115	Higher
	Opportunities to participate in community matters	79%	6	115	Higher
	Opportunities to volunteer	83%	12	112	Higher

Table 73: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Suwanee	91%	6	164	Higher
Overall customer service by Suwanee employees (police, receptionists, planners, etc.)	87%	30	144	Similar
Value of services for the taxes paid to Suwanee	76%	7	161	Higher
Overall direction that Suwanee is taking	91%	1	128	Much higher
Job Suwanee government does at welcoming citizen involvement	81%	1	128	Much higher
Overall confidence in Suwanee government	83%	1	34	Higher
Generally acting in the best interest of the community	86%	1	34	Higher
Being honest	85%	1	34	Higher
Treating all residents fairly	83%	1	34	Higher
Services provided by the Federal Government	37%	47	102	Similar
Services provided by the State Government	43%	20	73	Similar
Services provided by Gwinnett County Government	65%	10	73	Similar

Table 74: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	86%	49	179	Similar
	Fire services	92%	55	153	Similar
	Ambulance or emergency medical services	95%	38	148	Similar
	Crime prevention	84%	20	144	Similar
	Fire prevention and education	82%	41	119	Similar
	Animal control	71%	37	133	Similar
	Traffic enforcement	75%	31	153	Similar
	Street repair	68%	32	186	Higher
	Street cleaning	80%	21	132	Similar
	Street lighting	79%	15	134	Higher
Mobility	Snow removal	53%	107	143	Similar
	Sidewalk maintenance	73%	20	135	Similar
	Traffic signal timing	58%	55	102	Similar
	Bus or transit services	39%	71	79	Lower
	Garbage collection	83%	80	147	Similar
Natural Environment	Recycling	81%	86	142	Similar
	Yard waste pick-up	82%	39	104	Similar
	Drinking water	83%	27	137	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	84%	4	110	Higher
	Suwanee open space	86%	3	37	Higher
	Storm drainage	78%	25	153	Similar
	Sewer services	83%	40	132	Similar
	Land use, planning and zoning	72%	2	123	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	74%	11	144	Higher
Built Environment	Cable television	53%	58	83	Similar
Economy	Economic development	83%	2	115	Much higher
	City parks	96%	2	133	Higher
	Recreation programs or classes	79%	25	132	Similar
Recreation and Wellness	Recreation centers or facilities	85%	18	113	Higher
	Health services	72%	21	75	Similar
Education and Enrichment	City-sponsored special events	90%	1	40	Higher
	Public library services	90%	41	131	Similar
Community Engagement	Public information services	84%	12	115	Similar

Table 75: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	86%	10	129	Higher
Recommend living in Suwanee to someone who asks	97%	9	113	Higher
Remain in Suwanee for the next five years	91%	17	112	Similar
Contacted Suwanee (in-person, phone, email or web) for help or information	32%	120	123	Lower

Table 76: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	31%	20	32	Similar
	Did NOT report a crime to the police	84%	13	37	Similar
Safety	Household member was NOT a victim of a crime	91%	51	114	Similar
	Used bus, rail, subway or other public transportation instead of driving	8%	20	26	Much lower
	Carpooled with other adults or children instead of driving alone	39%	23	33	Similar
Mobility	Walked or biked instead of driving	49%	28	34	Lower
	Made efforts to conserve water	83%	12	32	Similar
	Made efforts to make your home more energy efficient	79%	9	32	Similar
Natural Environment	Recycle at home	88%	58	105	Similar
	Did NOT observe a code violation or other hazard in Suwanee	67%	9	33	Similar
Built Environment	NOT experiencing housing costs stress	74%	28	103	Similar
	Purchase goods or services from a business located in Suwanee	98%	6	34	Similar
Economy	Economy will have positive impact on income	50%	1	103	Much higher
	Work inside boundaries of Suwanee	29%	24	34	Similar
	Used Suwanee recreation centers or their services	78%	3	91	Much higher
Recreation and Wellness	Visited a neighborhood park or City park	96%	3	111	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Participated in religious or spiritual activities in Suwanee	37%	67	88	Similar
	Attended City-sponsored event	82%	2	34	Much higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	13%	30	32	Lower
	Contacted Suwanee elected officials (in-person, phone, email or web) to express your opinion	9%	34	34	Similar
	Volunteered your time to some group/activity in Suwanee	27%	86	108	Lower
	Participated in a club	25%	63	101	Similar
	Talked to or visited with your immediate neighbors	91%	23	33	Similar
	Done a favor for a neighbor	81%	24	33	Similar
	Attended a local public meeting	28%	34	109	Similar
	Read or watch local news (via television, paper, computer, etc.)	84%	30	33	Similar
	Vote in local elections	80%	61	106	Similar

Communities included in populations less than 40,000 comparisons

The communities included in Suwanee's Populations less than 40,000 comparisons are listed below along with their population according to the 2010 Census.

Abilene city, KS	6,844	Chanhassen city, MN	22,952
Airway Heights city, WA	6,114	Chippewa Falls city, WI	13,661
Albert Lea city, MN	18,016	Clarendon Hills village, IL	8,427
Algonquin village, IL	30,046	Clayton city, MO	15,939
Altoona city, IA	14,541	Clive city, IA	15,447
Andover CDP, MA	8,762	College Park city, MD	30,413
Annapolis city, MD	38,394	Colleyville city, TX	22,807
Arkansas City city, AR	366	Collinsville city, IL	25,579
Ashland city, OR	20,078	Columbus city, WI	4,991
Ashland town, VA	7,225	Concord town, MA	17,668
Aspen city, CO	6,658	Conyers city, GA	15,195
Bainbridge Island city, WA	23,025	Cookeville city, TN	30,435
Bay City city, MI	34,932	Cooper City city, FL	28,547
Bedford town, MA	13,320	Coronado city, CA	18,912
Benbrook city, TX	21,234	Creve Coeur city, MO	17,833
Benicia city, CA	26,997	Cross Roads town, TX	1,563
Bettendorf city, IA	33,217	Dade City city, FL	6,437
Bloomfield Hills city, MI	3,869	Dallas city, OR	14,583
Boonville city, MO	8,319	Dardenne Prairie city, MO	11,494
Brentwood city, MO	8,055	Davidson town, NC	10,944
Brentwood city, TN	37,060	Decatur city, GA	19,335
Brighton city, CO	33,352	Denison city, TX	22,682
Bristol city, TN	26,702	Derby city, KS	22,158
Brookfield city, WI	37,920	Des Peres city, MO	8,373
Brookline town, NH	4,991	Destin city, FL	12,305
Brownsburg town, IN	21,285	Dewey-Humboldt town, AZ	3,894
Burien city, WA	33,313	Dorchester County, MD	32,618
Burleson city, TX	36,690	Dover city, NH	29,987
Canton city, SD	3,057	Duncanville city, TX	38,524
Cape Girardeau city, MO	37,941	East Grand Forks city, MN	8,601
Carlisle borough, PA	18,682	Edgerton city, KS	1,671
Cartersville city, GA	19,731	Edmonds city, WA	39,709
Castine town, ME	1,366	El Cerrito city, CA	23,549
Castle Pines North city, CO	10,360	Elk River city, MN	22,974
Cedar Falls city, IA	39,260	Elko New Market city, MN	4,110
Centralia city, IL	13,032	Englewood city, CO	30,255
Chambersburg borough, PA	20,268	Erie town, CO	18,135

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Estes Park town, CO.....	5,858	Maple Valley city, WA.....	22,684
Fairview town, TX.....	7,248	Maryland Heights city, MO.....	27,472
Flushing city, MI.....	8,389	Matthews town, NC.....	27,198
Forest Grove city, OR.....	21,083	McDonough city, GA.....	22,084
Fountain Hills town, AZ.....	22,489	McMinnville city, OR.....	32,187
Fredericksburg city, VA.....	24,286	Menlo Park city, CA.....	32,026
Freeport CDP, ME.....	1,485	Mercer Island city, WA.....	22,699
Freeport city, IL.....	25,638	Meridian charter township, MI.....	39,688
Friendswood city, TX.....	35,805	Merriam city, KS.....	11,003
Fruita city, CO.....	12,646	Merrill city, WI.....	9,661
Gahanna city, OH.....	33,248	Milford city, DE.....	9,559
Garden City city, KS.....	26,658	Milton city, GA.....	32,661
Gardner city, KS.....	19,123	Monterey city, CA.....	27,810
Geneva city, NY.....	13,261	Montpelier city, VT.....	7,855
Germantown city, TN.....	38,844	Monument town, CO.....	5,530
Gillette city, WY.....	29,087	Mooreville town, NC.....	32,711
Globe city, AZ.....	7,532	Morristown city, TN.....	29,137
Golden Valley city, MN.....	20,371	Moscow city, ID.....	23,800
Grafton village, WI.....	11,459	Mountain Village town, CO.....	1,320
Grand Blanc city, MI.....	8,276	Mountlake Terrace city, WA.....	19,909
Grass Valley city, CA.....	12,860	Munster town, IN.....	23,603
Green Valley CDP, AZ.....	21,391	Muscataine city, IA.....	22,886
Greenwood Village city, CO.....	13,925	Needham CDP, MA.....	28,886
Greer city, SC.....	25,515	New Brighton city, MN.....	21,456
Gunnison County, CO.....	15,324	New Smyrna Beach city, FL.....	22,464
Gurnee village, IL.....	31,295	Newberg city, OR.....	22,068
Hailey city, ID.....	7,960	Newport city, RI.....	24,672
Haines Borough, AK.....	2,508	Newton city, IA.....	15,254
Hallandale Beach city, FL.....	37,113	Nogales city, AZ.....	20,837
Harrisonville city, MO.....	10,019	Northglenn city, CO.....	35,789
Hermiston city, OR.....	16,745	O'Fallon city, IL.....	28,281
Highland Park city, IL.....	29,763	Oakley city, CA.....	35,432
Hillsborough town, NC.....	6,087	Ogdensburg city, NY.....	11,128
Holden town, MA.....	17,346	Old Town city, ME.....	7,840
Holland city, MI.....	33,051	Otsego County, MI.....	24,164
Hooksett town, NH.....	13,451	Oviedo city, FL.....	33,342
Hopkins city, MN.....	17,591	Paducah city, KY.....	25,024
Hopkinton town, MA.....	14,925	Panama City city, FL.....	36,484
Hoquiam city, WA.....	8,726	Papillion city, NE.....	18,894
Hudson city, OH.....	22,262	Park City city, UT.....	7,558
Hudson town, CO.....	2,356	Parkland city, FL.....	23,962
Hudsonville city, MI.....	7,116	Peachtree City city, GA.....	34,364
Hurst city, TX.....	37,337	Peters township, PA.....	21,213
Hutchinson city, MN.....	14,178	Petoskey city, MI.....	5,670
Hutto city, TX.....	14,698	Pinehurst village, NC.....	13,124
Hyattsville city, MD.....	17,557	Piqua city, OH.....	20,522
Indian Trail town, NC.....	33,518	Pitkin County, CO.....	17,148
Indianola city, IA.....	14,782	Platte City city, MO.....	4,691
Jerome city, ID.....	10,890	Port Huron city, MI.....	30,184
Johnston city, IA.....	17,278	Post Falls city, ID.....	27,574
Keizer city, OR.....	36,478	Prior Lake city, MN.....	22,796
Kenmore city, WA.....	20,460	Purcellville town, VA.....	7,727
Kennedale city, TX.....	6,763	Queen Creek town, AZ.....	26,361
Kennett Square borough, PA.....	6,072	Radford city, VA.....	16,408
La Plata town, MD.....	8,753	Radnor township, PA.....	31,531
La Porte city, TX.....	33,800	Ramsey city, MN.....	23,668
La Vista city, NE.....	15,758	Raymore city, MO.....	19,206
Lafayette city, CO.....	24,453	Rehoboth Beach city, DE.....	1,327
Laguna Beach city, CA.....	22,723	Richmond Heights city, MO.....	8,603
Laguna Hills city, CA.....	30,344	Rifle city, CO.....	9,172
Lake Oswego city, OR.....	36,619	River Falls city, WI.....	15,000
Lake Zurich village, IL.....	19,631	Riverdale city, UT.....	8,426
Lewis County, NY.....	27,087	Riverside city, MO.....	2,937
Lewiston city, ME.....	36,592	Rochester city, MI.....	12,711
Lindsborg city, KS.....	3,458	Rogers city, MN.....	8,597
Lone Tree city, CO.....	10,218	Rolla city, MO.....	19,559
Los Alamos County, NM.....	17,950	Roselle village, IL.....	22,763
Louisville city, CO.....	18,376	Saco city, ME.....	18,482
Lynnwood city, WA.....	35,836	Sahuarita town, AZ.....	25,259
Mankato city, MN.....	39,309	Salida city, CO.....	5,236

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San Anselmo town, CA	12,336	Umatilla city, OR	6,906
San Carlos city, CA	28,406	Upper Arlington city, OH	33,771
Savage city, MN	26,911	Urbandale city, IA	39,463
Scarborough CDP, ME	4,403	Vail town, CO	5,305
Seaside city, CA	33,025	Vestavia Hills city, AL	34,033
SeaTac city, WA	26,909	Wake Forest town, NC	30,117
Sevierville city, TN	14,807	Watauga city, TX	23,497
Shoreview city, MN	25,043	Waverly city, IA	9,874
Shorewood city, MN	7,307	Weddington town, NC	9,459
Shorewood village, IL	15,615	Wentzville city, MO	29,070
Shorewood village, WI	13,162	West Carrollton city, OH	13,143
Sioux Center city, IA	7,048	West Chester borough, PA	18,461
Snellville city, GA	18,242	West Richland city, WA	11,811
South Kingstown town, RI	30,639	Westerville city, OH	36,120
South Lake Tahoe city, CA	21,403	Westlake town, TX	992
South Portland city, ME	25,002	Weston town, MA	11,261
Southborough town, MA	9,767	Wheat Ridge city, CO	30,166
Southlake city, TX	26,575	White House city, TN	10,255
Spring Hill city, KS	5,437	Whitewater township, MI	2,597
Springboro city, OH	17,409	Williamsburg city, VA	14,068
Springville city, UT	29,466	Wilsonville city, OR	19,509
St. Charles city, IL	32,974	Winchester city, VA	26,203
St. Cloud city, FL	35,183	Windsor town, CO	18,644
Stallings town, NC	13,831	Windsor town, CT	29,044
Sugar Grove village, IL	8,997	Winnetka village, IL	12,187
Summit city, NJ	21,457	Winter Garden city, FL	34,568
Summit County, UT	36,324	Woodland city, WA	5,509
Suwanee city, GA	15,355	Wrentham town, MA	10,955
Takoma Park city, MD	16,715	Wyandotte city, MI	25,883
Tualatin city, OR	26,054		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual

behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

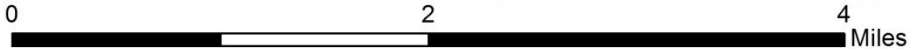
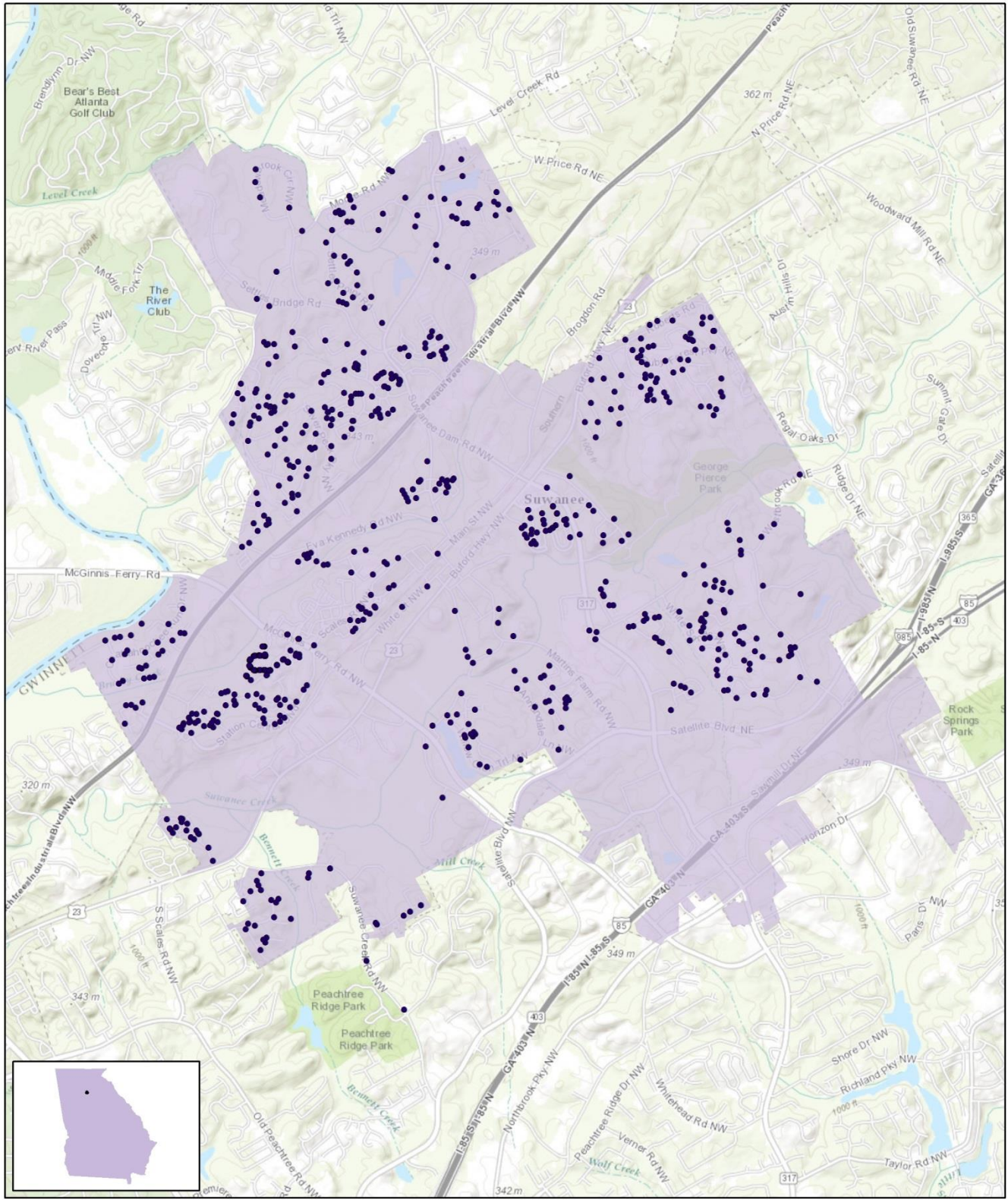
Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Suwanee were eligible to participate in the survey. All households within the City of Suwanee were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of Suwanee boundaries. The basis of the list of all housing units was provided by the City of Suwanee.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



Survey Recipients in Suwanee, GA

- Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning in November 2014. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could opt to take the survey online. Completed surveys were collected over the following eight weeks.

About 9% of the 1,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. In total, 244 completed the survey, providing an overall response rate of 22%; average response rates for a mailed resident survey range from 20% to 40%. Of the 244 completed surveys, 38 were completed online.

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Suwanee survey is no greater than plus or minus six percentage points around any given percent reported for the entire sample (244 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Suwanee. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting housing tenure, housing unit type, race and ethnicity and sex and age. The results of the weighting scheme are presented in the following table.

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

Table 77: Suwanee, GA 2014 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	28%	24%	28%
Own home	72%	76%	72%
Detached unit	69%	71%	70%
Attached unit	31%	29%	30%
Race and Ethnicity			
White	69%	77%	69%
Not white	31%	23%	31%
Not Hispanic	94%	97%	94%
Hispanic	6%	3%	6%
Sex and Age			
Female	52%	58%	52%
Male	48%	42%	48%
18-34 years of age	27%	13%	26%
35-54 years of age	50%	46%	50%
55+ years of age	23%	41%	24%
Females 18-34	14%	8%	14%
Females 35-54	26%	31%	30%
Females 55+	12%	19%	8%
Males 18-34	13%	6%	13%
Males 35-54	24%	14%	20%
Males 55+	11%	22%	15%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

Dear Suwanee Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,



Jimmy Burnette
Mayor

Dear Suwanee Resident,

It won't take much of your time to make a big difference!

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Thank you for helping create a better City!

Sincerely,



Jimmy Burnette
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Thank you for helping create a better City!

Sincerely,



Jimmy Burnette
Mayor



330 Town Center Avenue
Suwanee, GA 30024

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



330 Town Center Avenue
Suwanee, GA 30024

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



330 Town Center Avenue
Suwanee, GA 30024

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



330 Town Center Avenue
Suwanee, GA 30024

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



November 2014

Dear City of Suwanee Resident:

Please help us shape the future of Suwanee! You have been selected at random to participate in the 2014 Suwanee Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Suwanee make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/suwanee2014survey.htm

If you have any questions about the survey please call 770-904-2797.

Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink that reads "Jimmy M. Burnette".

Jimmy Burnette
Mayor





November 2014

Dear City of Suwanee Resident:

Here's a second chance if you haven't already responded to the 2014 Suwanee Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Suwanee! You have been selected at random to participate in the 2014 Suwanee Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Suwanee make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/suwanee2014survey.htm

If you have any questions about the survey please call 770-904-2797.

Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink that reads "James M. Burnette". The signature is written in a cursive style with a large, looped "J" at the beginning.

Jimmy Burnette
Mayor



The City of Suwanee 2014 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Suwanee:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Suwanee as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Suwanee as a place to raise children	1	2	3	4	5
Suwanee as a place to work	1	2	3	4	5
Suwanee as a place to visit.....	1	2	3	4	5
Suwanee as a place to retire.....	1	2	3	4	5
The overall quality of life in Suwanee	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Suwanee as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Suwanee.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Suwanee.....	1	2	3	4	5
Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Suwanee	1	2	3	4	5
Overall opportunities for education and enrichment	1	2	3	4	5
Overall economic health of Suwanee	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Suwanee.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Suwanee to someone who asks.....	1	2	3	4	5
Remain in Suwanee for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day	1	2	3	4	5	6
In Suwanee's downtown/commercial area during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Suwanee as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Suwanee.....	1	2	3	4	5
Ease of travel by bicycle in Suwanee	1	2	3	4	5
Ease of walking in Suwanee.....	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality.....	1	2	3	4	5
Cleanliness of Suwanee	1	2	3	4	5
Overall appearance of Suwanee.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Suwanee as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Suwanee	1	2	3	4	5
Overall quality of business and service establishments in Suwanee.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Suwanee	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in Suwanee.....	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Suwanee (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Suwanee	1	2
Reported a crime to the police in Suwanee	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the City of Suwanee (in-person, phone, email or web) for help or information	1	2
Contacted Suwanee elected officials (in-person, phone, email or web) to express your opinion	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Suwanee?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Suwanee recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park.....	1	2	3	4
Participated in religious or spiritual activities in Suwanee	1	2	3	4
Attended a City-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Suwanee	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4

The City of Suwanee 2014 Citizen Survey

10. Please rate the quality of each of the following services in Suwanee:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development.....	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5
Suwanee open space.....	1	2	3	4	5
City-sponsored special events.....	1	2	3	4	5
Overall customer service by Suwanee employees (police, receptionists, planners, etc.)	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Suwanee.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5
The State Government.....	1	2	3	4	5
Gwinnett County Government.....	1	2	3	4	5

12. Please rate the following categories of Suwanee government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Suwanee.....	1	2	3	4	5
The overall direction that Suwanee is taking.....	1	2	3	4	5
The job Suwanee government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in Suwanee government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Suwanee community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Suwanee.....	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Suwanee.....	1	2	3	4
Overall “built environment” of Suwanee (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Suwanee	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of Suwanee	1	2	3	4
Sense of community	1	2	3	4

14. If you have moved to Suwanee since January 1, 2009, please rate how important, if at all, each of the following items were in your decision to select Suwanee as a place to live.

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Community appearance	1	2	3	4
Police/public safety	1	2	3	4
Suwanee’s image/reputation	1	2	3	4
Overall community feel/vibe.....	1	2	3	4
School system.....	1	2	3	4
Suwanee’s neighborhoods.....	1	2	3	4
Suwanee’s park system	1	2	3	4
Town Center Park.....	1	2	3	4
Suwanee’s trail system	1	2	3	4
Town Center/downtown area.....	1	2	3	4
Public events & festivals.....	1	2	3	4
Suwanee’s Web site (suwanee.com).....	1	2	3	4
Job/business opportunity.....	1	2	3	4
Family ties.....	1	2	3	4
Proximity to Atlanta	1	2	3	4
Recommended by a Suwanee resident.....	1	2	3	4
Recommended by a Real Estate professional	1	2	3	4

15. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
City newsletter (Connects)	1	2	3
City website (suwanee.com).....	1	2	3
Go! Suwanee Mobile App	1	2	3
Facebook	1	2	3
Twitter.....	1	2	3
Instagram.....	1	2	3
Suwanee News e-mail blast / list serve.....	1	2	3
At City facility	1	2	3
Local media (newspaper, radio, local T.V.).....	1	2	3
Brochures.....	1	2	3
Phone call to City employee(s)	1	2	3
Public Meetings.....	1	2	3

16. Please check the source you consider to be your most preferred source for obtaining information about the City government and its activities, events and services: (Please check only one.)

- | | | |
|---|---|---|
| <input type="checkbox"/> City newsletter (Connects) | <input type="checkbox"/> Twitter | <input type="checkbox"/> Local media (newspaper, radio, local T.V.) |
| <input type="checkbox"/> City website (suwanee.com) | <input type="checkbox"/> Instagram | <input type="checkbox"/> Brochures |
| <input type="checkbox"/> Go! Suwanee Mobile App | <input type="checkbox"/> Suwanee News e-mail blast / list serve | <input type="checkbox"/> Phone call to City employee(s) |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> At City facility | <input type="checkbox"/> Public Meetings |

The City of Suwanee 2014 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Suwanee.....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D3. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D4. Do you work inside the boundaries of Suwanee?

- Yes, outside the home
 Yes, from home
 No

D5. How many years have you lived in Suwanee?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D6. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D7. Is this house, apartment or mobile home...

- Rented
 Owned

D8. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D9. Do any children 17 or under live in your household?

- No Yes

D10. Are you or any other members of your household aged 65 or older?

- No Yes

D11. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D12 and D13:

D12. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D13. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D14. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D15. What is your sex?

- Female Male

D16. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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