





# CITY OF SUWANEE, GA 2012

## Benchmark Report



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# UNDERSTANDING THE BENCHMARK COMPARISONS

## COMPARISON DATA

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; 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 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). A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Suwanee Survey was included in NRC’s database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
<b>Region</b>	
West Coast <sup>1</sup>	17%
West <sup>2</sup>	20%
North Central West <sup>3</sup>	11%
North Central East <sup>4</sup>	13%
South Central <sup>5</sup>	7%
South <sup>6</sup>	26%
Northeast West <sup>7</sup>	2%
Northeast East <sup>8</sup>	4%
<b>Population</b>	
Less than 40,000	46%
40,000 to 74,999	19%
75,000 to 149,000	17%
150,000 or more	18%

<sup>1</sup> Alaska, Washington, Oregon, California, Hawaii

<sup>2</sup> Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

<sup>3</sup> North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

<sup>4</sup> Illinois, Indiana, Ohio, Michigan, Wisconsin

<sup>5</sup> Oklahoma, Texas, Louisiana, Arkansas

<sup>6</sup> West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

<sup>7</sup> New York, Pennsylvania, New Jersey

<sup>8</sup> Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

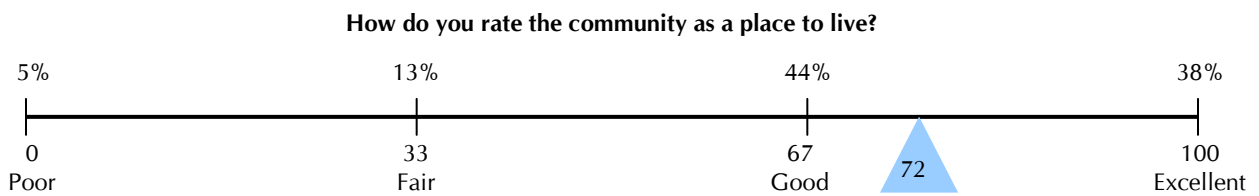
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus four points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	$= 36 \div (100-5) =$	38%	100	$= 38\% \times 100 =$	38
Good	42%	$= 42 \div (100-5) =$	44%	67	$= 44\% \times 67 =$	30
Fair	12%	$= 12 \div (100-5) =$	13%	33	$= 13\% \times 33 =$	4
Poor	5%	$= 5 \div (100-5) =$	5%	0	$= 5\% \times 0 =$	0
Don’t know	5%		--			
Total	100%		100%			72



## INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction’s rating on the 100-point scale. The second column is the rank assigned to your jurisdiction’s rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction’s average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Suwanee’s results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of the City of Suwanee’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “above,” “below,” “more” or “less” if the difference between your jurisdiction’s rating and the benchmark is greater than the margin of error; and “much above,” “much below,” “much more” or “much less” if the difference between your jurisdiction’s rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level, as well as for populations less than 40,000.

## NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Suwanee	84	15	412	Much above
Your neighborhood as place to live	81	26	275	Much above
Suwanee as a place to live	90	9	338	Much above
Recommend living in Suwanee to someone who asks	91	8	209	Much above
Remain in Suwanee for the next five years	84	42	208	Above

Community Transportation Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Suwanee	61	72	267	Above
Ease of bus travel in Suwanee	26	184	195	Much below
Ease of bicycle travel in Suwanee	61	55	265	Much above
Ease of walking in Suwanee	68	55	260	Much above
Availability of paths and walking trails	84	3	209	Much above
Traffic flow on major streets	51	88	263	Above

Frequency of Bus Use Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Suwanee	4	166	170	Much less

Drive Alone Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	84	21	195	Much more

Transportation and Parking Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	65	21	393	Much above
Street cleaning	69	16	264	Much above
Street lighting	62	42	290	Much above
Snow removal	53	162	262	Similar
Sidewalk maintenance	65	17	256	Much above
Traffic signal timing	54	49	221	Above
Bus or transit services	31	189	197	Much below
Amount of public parking	59	24	208	Much above

Housing Characteristics Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	62	7	277	Much above
Variety of housing options	68	8	201	Much above

Housing Costs Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	24	175	197	Much less

Built Environment Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Suwanee	75	4	254	Much above
Overall appearance of Suwanee	83	9	312	Much above

Population Growth Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	40	107	228	Similar



Nuisance Problems Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	3	185	227	Much less

Planning and Community Code Enforcement Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	69	1	270	Much above
Code enforcement (weeds, abandoned buildings, etc.)	66	6	326	Much above
Animal control	66	22	289	Much above

Economic Sustainability and Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	52	24	277	Much above
Shopping opportunities	61	73	263	Much above
Suwanee as a place to work	73	22	304	Much above
Overall quality of business and service establishments in Suwanee	69	21	200	Much above

Economic Development Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	66	6	257	Much above

Job and Retail Growth Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	35	129	228	Less
Jobs growth seen as too slow	67	183	230	Much less

Personal Economic Future Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	26	19	223	Much above

Community and Personal Public Safety Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	93	69	308	Above
In your neighborhood after dark	82	51	297	Much above
In Suwanee's downtown area during the day	92	55	261	Much above
In Suwanee's downtown area after dark	80	35	266	Much above
Violent crime (e.g., rape, assault, robbery)	88	29	265	Much above
Property crimes (e.g., burglary, theft)	75	40	266	Much above
Environmental hazards, including toxic waste	89	7	201	Much above

Crime Victimization and Reporting Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	6	210	237	Less
Reported crimes	100	4	234	Much more

Public Safety Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	79	32	382	Much above
Fire services	86	17	310	Much above
Ambulance or emergency medical services	83	43	294	Much above
Crime prevention	75	17	312	Much above
Fire prevention and education	74	40	257	Much above
Traffic enforcement	64	52	331	Above
Courts	69	9	182	Much above

Contact with Police Department Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Suwanee Police Department	35	71	109	Similar
Overall impression of most recent contact with the City of Suwanee Police Department	73	26	113	Above

Community Environment Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Suwanee	84	11	212	Much above
Quality of overall natural environment in Suwanee	81	7	210	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	80	1	208	Much above
Air quality	72	32	218	Much above

Frequency of Recycling Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	86	114	221	Similar

Utility Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	75	11	278	Much above
Drinking water	73	30	288	Much above
Storm drainage	66	28	328	Much above
Yard waste pick-up	69	75	230	Above
Recycling	73	87	310	Above
Garbage collection	75	91	318	Above

Community Recreational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	78	11	273	Much above

Participation in Parks and Recreation Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Suwanee recreation centers	67	29	190	Much more
Participated in a recreation program or activity	60	20	222	Much more
Visited a neighborhood park or City park	97	2	230	Much more

Parks and Recreation Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	90	1	285	Much above
Recreation programs or classes	76	12	297	Much above
Recreation centers or facilities	79	8	250	Much above

Cultural and Educational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	66	35	276	Much above
Educational opportunities	71	36	242	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Participated in religious or spiritual activities in Suwanee	44	109	144	Much less

Cultural and Educational Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	81	18	224	Much above
Public library services	78	58	306	Above

Community Health and Wellness Access and Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	64	25	224	Much above
Availability of affordable quality food	71	10	176	Much above
Availability of preventive health services	64	28	156	Much above

Health and Wellness Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	67	33	173	Much above

Community Quality and Inclusiveness Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	76	9	279	Much above
Openness and acceptance of the community toward people of diverse backgrounds	75	6	251	Much above
Availability of affordable quality child care	66	1	223	Much above
Suwanee as a place to raise kids	88	12	338	Much above
Suwanee as a place to retire	72	42	321	Much above

Services Provided for Population Subgroups Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	68	45	272	Much above
Services to youth	73	10	254	Much above
Services to low income people	53	45	228	Above

Civic Engagement Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	71	8	201	Much above
Opportunities to volunteer	71	39	201	Above

Participation in Civic Engagement Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	22	153	231	Less
Volunteered your time to some group or activity in Suwanee	39	141	228	Less
Participated in a club or civic group in Suwanee	23	125	169	Much less
Provided help to a friend or neighbor	91	151	168	Similar

Voter Behavior Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	83	129	232	Similar
Voted in last general election	75	110	232	Similar

Use of Information Sources Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Suwanee Crossroads Newsletter	93	23	165	Much more
Visited the City of Suwanee Web site	79	11	196	Much more

Local Government Media Services and Information Dissemination Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	54	58	169	Similar
Public information services	73	6	251	Much above

Social Engagement Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	77	4	193	Much above
Opportunities to participate in religious or spiritual events and activities	71	43	156	Above

Contact with Immediate Neighbors Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	34	186	188	Much less

Public Trust Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Suwanee	68	5	366	Much above
The overall direction that Suwanee is taking	75	2	300	Much above
Job Suwanee government does at welcoming citizen involvement	67	4	292	Much above
Overall image or reputation of Suwanee	86	5	298	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of Suwanee	80	8	383	Much above
Services provided by the Federal Government	42	115	234	Similar
Services provided by the State Government	49	32	235	Above
Services provided by Gwinnett County Government	60	9	171	Much above

Contact with City Employees Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	35	250	265	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	80	17	301	Much above
Responsiveness	78	27	299	Much above
Courteousness	81	23	248	Much above
Overall impression	80	13	341	Much above

## JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK.....	3,976	Laguna Beach, CA.....	22,723
Auburn, AL.....	53,380	Laguna Hills, CA.....	30,344
Dothan, AL.....	65,496	Livermore, CA.....	80,968
Gulf Shores, AL.....	9,741	Lodi, CA.....	62,134
Tuskegee, AL.....	9,865	Long Beach, CA.....	462,257
Vestavia Hills, AL.....	34,033	Marin County, CA.....	252,409
Fayetteville, AR.....	73,580	Menlo Park, CA.....	32,026
Fort Smith, AR.....	86,209	Mission Viejo, CA.....	93,305
Little Rock, AR.....	193,524	Newport Beach, CA.....	85,186
Casa Grande, AZ.....	48,571	Palm Springs, CA.....	44,552
Chandler, AZ.....	236,123	Palo Alto, CA.....	64,403
Cococino County, AZ.....	134,421	Pasadena, CA.....	137,122
Dewey-Humboldt, AZ.....	3,894	Richmond, CA.....	103,701
Flagstaff, AZ.....	65,870	San Carlos, CA.....	28,406
Florence, AZ.....	25,536	San Diego, CA.....	1,307,402
Fountain Hills, AZ.....	22,489	San Francisco, CA.....	805,235
Gilbert, AZ.....	208,453	San Jose, CA.....	945,942
Goodyear, AZ.....	65,275	San Luis Obispo County, CA.....	269,637
Green Valley, AZ.....	21,391	San Mateo, CA.....	97,207
Kingman, AZ.....	28,068	San Rafael, CA.....	57,713
Marana, AZ.....	34,961	Santa Clarita, CA.....	176,320
Maricopa, AZ.....	43,482	Santa Monica, CA.....	89,736
Maricopa County, AZ.....	3,817,117	Seaside, CA.....	33,025
Mesa, AZ.....	439,041	South Lake Tahoe, CA.....	21,403
Nogales, AZ.....	20,837	Stockton, CA.....	291,707
Peoria, AZ.....	154,065	Sunnyvale, CA.....	140,081
Phoenix, AZ.....	1,445,632	Temecula, CA.....	100,097
Pinal County, AZ.....	375,770	Thousand Oaks, CA.....	126,683
Prescott Valley, AZ.....	38,822	Visalia, CA.....	124,442
Queen Creek, AZ.....	26,361	Walnut Creek, CA.....	64,173
Scottsdale, AZ.....	217,385	Adams County, CO.....	441,603
Sedona, AZ.....	10,031	Arapahoe County, CO.....	572,003
Surprise, AZ.....	117,517	Archuleta County, CO.....	12,084
Tempe, AZ.....	161,719	Arvada, CO.....	106,433
Yuma, AZ.....	93,064	Aspen, CO.....	6,658
Yuma County, AZ.....	195,751	Aurora, CO.....	325,078
Apple Valley, CA.....	69,135	Boulder, CO.....	97,385
Benicia, CA.....	26,997	Boulder County, CO.....	294,567
Brea, CA.....	39,282	Broomfield, CO.....	55,889
Brisbane, CA.....	4,282	Castle Rock, CO.....	48,231
Burlingame, CA.....	28,806	Centennial, CO.....	100,377
Citrus Heights, CA.....	83,301	Clear Creek County, CO.....	9,088
Concord, CA.....	122,067	Colorado Springs, CO.....	416,427
Coronado, CA.....	18,912	Commerce City, CO.....	45,913
Cupertino, CA.....	58,302	Craig, CO.....	9,464
Davis, CA.....	65,622	Crested Butte, CO.....	1,487
Dublin, CA.....	46,036	Denver, CO.....	600,158
El Cerrito, CA.....	23,549	Douglas County, CO.....	285,465
Elk Grove, CA.....	153,015	Eagle County, CO.....	52,197
Fremont, CA.....	214,089	Edgewater, CO.....	5,170
Galt, CA.....	23,647	El Paso County, CO.....	622,263



Englewood, CO.....	30,255	Delray Beach, FL.....	60,522
Estes Park, CO.....	5,858	Destin, FL.....	12,305
Fort Collins, CO.....	143,986	Escambia County, FL.....	297,619
Frisco, CO.....	2,683	Gainesville, FL.....	124,354
Fruita, CO.....	12,646	Hillsborough County, FL.....	1,229,226
Georgetown, CO.....	1,034	Jupiter, FL.....	55,156
Gilpin County, CO.....	5,441	Lee County, FL.....	618,754
Golden, CO.....	18,867	Martin County, FL.....	146,318
Grand County, CO.....	14,843	Miami Beach, FL.....	87,779
Greeley, CO.....	92,889	North Palm Beach, FL.....	12,015
Gunnison County, CO.....	15,324	Oakland Park, FL.....	41,363
Highlands Ranch, CO.....	96,713	Ocala, FL.....	56,315
Hudson, CO.....	2,356	Oviedo, FL.....	33,342
Jackson County, CO.....	1,394	Palm Bay, FL.....	103,190
Jefferson County, CO.....	534,543	Palm Beach County, FL.....	1,320,134
Lafayette, CO.....	24,453	Palm Coast, FL.....	75,180
Lakewood, CO.....	142,980	Panama City, FL.....	36,484
Larimer County, CO.....	299,630	Pasco County, FL.....	464,697
Littleton, CO.....	41,737	Pinellas County, FL.....	916,542
Lone Tree, CO.....	10,218	Port Orange, FL.....	56,048
Longmont, CO.....	86,270	Port St. Lucie, FL.....	164,603
Louisville, CO.....	18,376	Sanford, FL.....	53,570
Loveland, CO.....	66,859	Sarasota, FL.....	51,917
Mesa County, CO.....	146,723	St. Cloud, FL.....	35,183
Montrose, CO.....	19,132	Titusville, FL.....	43,761
Northglenn, CO.....	35,789	Winter Garden, FL.....	34,568
Park County, CO.....	16,206	Albany, GA.....	77,434
Parker, CO.....	45,297	Alpharetta, GA.....	57,551
Pitkin County, CO.....	17,148	Cartersville, GA.....	19,731
Pueblo, CO.....	106,595	Conyers, GA.....	15,195
Rifle, CO.....	9,172	Decatur, GA.....	19,335
Salida, CO.....	5,236	McDonough, GA.....	22,084
Summit County, CO.....	27,994	Peachtree City, GA.....	34,364
Teller County, CO.....	23,350	Roswell, GA.....	88,346
Thornton, CO.....	118,772	Sandy Springs, GA.....	93,853
Vail, CO.....	5,305	Savannah, GA.....	136,286
Westminster, CO.....	106,114	Smyrna, GA.....	51,271
Wheat Ridge, CO.....	30,166	Snellville, GA.....	18,242
Windsor, CO.....	18,644	Suwanee, GA.....	15,355
Coventry, CT.....	2,990	Valdosta, GA.....	54,518
Hartford, CT.....	124,775	Honolulu, HI.....	953,207
Dover, DE.....	36,047	Altoona, IA.....	14,541
Milford, DE.....	9,559	Ames, IA.....	58,965
Rehoboth Beach, DE.....	1,327	Ankeny, IA.....	45,582
Brevard County, FL.....	543,376	Bettendorf, IA.....	33,217
Cape Coral, FL.....	154,305	Cedar Falls, IA.....	39,260
Charlotte County, FL.....	159,978	Cedar Rapids, IA.....	126,326
Clearwater, FL.....	107,685	Clive, IA.....	15,447
Collier County, FL.....	321,520	Des Moines, IA.....	203,433
Cooper City, FL.....	28,547	Dubuque, IA.....	57,637
Dade City, FL.....	6,437	Indianola, IA.....	14,782
Dania Beach, FL.....	30,183	Muscataine, IA.....	22,886
Daytona Beach, FL.....	61,005	Urbandale, IA.....	39,463

West Des Moines, IA.....	56,609	Barnstable, MA .....	45,193
Boise, ID .....	205,671	Burlington, MA .....	24,498
Hailey, ID .....	7,960	Cambridge, MA.....	105,162
Jerome, ID.....	10,890	Needham, MA .....	28,886
Meridian, ID.....	75,092	Annapolis, MD.....	38,394
Moscow, ID .....	23,800	Baltimore, MD .....	620,961
Pocatello, ID .....	54,255	Baltimore County, MD .....	805,029
Post Falls, ID .....	27,574	Dorchester County, MD .....	32,618
Twin Falls, ID.....	44,125	Gaithersburg, MD .....	59,933
Batavia, IL .....	26,045	La Plata, MD .....	8,753
Bloomington, IL.....	76,610	Montgomery County, MD .....	971,777
Centralia, IL.....	13,032	Prince George's County, MD .....	863,420
Collinsville, IL .....	25,579	Rockville, MD.....	61,209
Crystal Lake, IL.....	40,743	Takoma Park, MD .....	16,715
DeKalb, IL .....	43,862	Freeport, ME .....	1,485
Elmhurst, IL .....	44,121	Lewiston, ME .....	36,592
Evanston, IL .....	74,486	Saco, ME .....	18,482
Freeport, IL.....	25,638	Scarborough, ME.....	4,403
Highland Park, IL.....	29,763	South Portland, ME .....	25,002
Lincolnwood, IL .....	12,590	Ann Arbor, MI.....	113,934
Lyons, IL.....	10,729	Battle Creek, MI .....	52,347
Naperville, IL .....	141,853	Bloomfield Hills, MI.....	3,869
Normal, IL .....	52,497	Escanaba, MI.....	12,616
Oak Park, IL .....	51,878	Farmington Hills, MI .....	79,740
O'Fallon, IL .....	28,281	Flushing, MI .....	8,389
Orland Park, IL.....	56,767	Gladstone, MI .....	4,973
Palatine, IL .....	68,557	Howell, MI .....	9,489
Park Ridge, IL .....	37,480	Hudsonville, MI .....	7,116
Peoria County, IL.....	186,494	Jackson County, MI .....	160,248
Riverside, IL .....	8,875	Kalamazoo, MI.....	74,262
Sherman, IL .....	4,148	Kalamazoo County, MI .....	250,331
Shorewood, IL .....	15,615	Midland, MI .....	41,863
Skokie, IL .....	64,784	Novi, MI .....	55,224
Sugar Grove, IL .....	8,997	Otsego County, MI.....	24,164
Wilmington, IL .....	5,724	Petoskey, MI .....	5,670
Brownsburg, IN .....	21,285	Port Huron, MI.....	30,184
Fishers, IN .....	76,794	Rochester, MI.....	12,711
Munster, IN .....	23,603	South Haven, MI .....	4,403
Noblesville, IN.....	51,969	Albert Lea, MN .....	18,016
Abilene, KS .....	6,844	Beltrami County, MN .....	44,442
Arkansas City, KS.....	12,415	Blaine, MN .....	57,186
Fairway, KS .....	3,882	Bloomington, MN .....	82,893
Garden City, KS.....	26,658	Carver County, MN.....	91,042
Gardner, KS.....	19,123	Chanhassen, MN.....	22,952
Johnson County, KS.....	544,179	Coon Rapids, MN .....	61,476
Lawrence, KS.....	87,643	Dakota County, MN.....	398,552
Mission, KS .....	9,323	Duluth, MN .....	86,265
Olathe, KS .....	125,872	East Grand Forks, MN .....	8,601
Roeland Park, KS.....	6,731	Edina, MN.....	47,941
Wichita, KS .....	382,368	Elk River, MN .....	22,974
Bowling Green, KY.....	58,067	Fridley, MN .....	27,208
New Orleans, LA.....	343,829	Hutchinson, MN .....	14,178
Andover, MA.....	8,762	Inver Grove Heights, MN.....	33,880

Mankato, MN.....	39,309	Lebanon, NH.....	13,151
Maple Grove, MN.....	61,567	Summit, NJ.....	21,457
Mayer, MN.....	1,749	Albuquerque, NM.....	545,852
Minneapolis, MN.....	382,578	Farmington, NM.....	45,877
Olmsted County, MN.....	144,248	Los Alamos County, NM.....	17,950
Savage, MN.....	26,911	Rio Rancho, NM.....	87,521
Scott County, MN.....	129,928	San Juan County, NM.....	130,044
Shorewood, MN.....	7,307	Carson City, NV.....	55,274
St. Louis County, MN.....	200,226	Henderson, NV.....	257,729
Washington County, MN.....	238,136	North Las Vegas, NV.....	216,961
Woodbury, MN.....	61,961	Reno, NV.....	225,221
Blue Springs, MO.....	52,575	Sparks, NV.....	90,264
Branson, MO.....	10,520	Washoe County, NV.....	421,407
Cape Girardeau, MO.....	37,941	Geneva, NY.....	13,261
Clay County, MO.....	221,939	New York City, NY.....	8,175,133
Clayton, MO.....	15,939	Ogdensburg, NY.....	11,128
Columbia, MO.....	108,500	Blue Ash, OH.....	12,114
Ellisville, MO.....	9,133	Delaware, OH.....	34,753
Harrisonville, MO.....	10,019	Dublin, OH.....	41,751
Jefferson City, MO.....	43,079	Hamilton, OH.....	62,477
Lee's Summit, MO.....	91,364	Hudson, OH.....	22,262
Maryland Heights, MO.....	27,472	Kettering, OH.....	56,163
Platte City, MO.....	4,691	Orange Village, OH.....	3,323
Raymore, MO.....	19,206	Piqua, OH.....	20,522
Richmond Heights, MO.....	8,603	Springboro, OH.....	17,409
Riverside, MO.....	2,937	Sylvania Township, OH.....	18,965
Rolla, MO.....	19,559	Upper Arlington, OH.....	33,771
Wentzville, MO.....	29,070	West Carrollton, OH.....	12,692
Billings, MT.....	104,170	Westerville, OH.....	36,120
Bozeman, MT.....	37,280	Broken Arrow, OK.....	98,850
Missoula, MT.....	66,788	Edmond, OK.....	81,405
Asheville, NC.....	83,393	Norman, OK.....	110,925
Cabarrus County, NC.....	178,011	Oklahoma City, OK.....	579,999
Cary, NC.....	135,234	Stillwater, OK.....	45,688
Charlotte, NC.....	731,424	Tulsa, OK.....	391,906
Davidson, NC.....	10,944	Albany, OR.....	50,158
Durham, NC.....	228,330	Ashland, OR.....	20,078
High Point, NC.....	104,371	Bend, OR.....	76,639
Hillsborough, NC.....	6,087	Corvallis, OR.....	54,462
Huntersville, NC.....	46,773	Forest Grove, OR.....	21,083
Indian Trail, NC.....	33,518	Hermiston, OR.....	16,745
Mecklenburg County, NC.....	919,628	Jackson County, OR.....	203,206
Mooresville, NC.....	32,711	Keizer, OR.....	36,478
Stallings, NC.....	13,831	Lake Oswego, OR.....	36,619
Wake Forest, NC.....	30,117	Lane County, OR.....	351,715
Wilmington, NC.....	106,476	McMinnville, OR.....	32,187
Winston-Salem, NC.....	229,617	Medford, OR.....	74,907
Wahpeton, ND.....	7,766	Portland, OR.....	583,776
Grand Island, NE.....	48,520	Springfield, OR.....	59,403
La Vista, NE.....	15,758	Tualatin, OR.....	26,054
Lincoln, NE.....	258,379	Umatilla, OR.....	6,906
Papillion, NE.....	18,894	Wilsonville, OR.....	19,509
Dover, NH.....	29,987	Chambersburg, PA.....	20,268

Cumberland County, PA.....	235,406	Riverdale, UT.....	8,426
Kennett Square, PA.....	6,072	Salt Lake City, UT.....	186,440
Kutztown Borough, PA.....	5,012	Sandy, UT.....	87,461
Radnor Township, PA.....	30,878	Saratoga Springs, UT.....	17,781
State College, PA.....	42,034	Springville, UT.....	29,466
West Chester, PA.....	18,461	Washington City, UT.....	18,761
East Providence, RI.....	47,037	Albemarle County, VA.....	98,970
Newport, RI.....	24,672	Arlington County, VA.....	207,627
Greer, SC.....	25,515	Ashland, VA.....	7,225
Rock Hill, SC.....	66,154	Botetourt County, VA.....	33,148
Rapid City, SD.....	67,956	Chesapeake, VA.....	222,209
Sioux Falls, SD.....	153,888	Chesterfield County, VA.....	316,236
Cookeville, TN.....	30,435	Fredericksburg, VA.....	24,286
Germantown, TN.....	38,844	Hampton, VA.....	137,436
Johnson City, TN.....	63,152	Hanover County, VA.....	99,863
Morristown, TN.....	29,137	Herndon, VA.....	23,292
Nashville, TN.....	601,222	James City County, VA.....	67,009
White House, TN.....	10,255	Lexington, VA.....	7,042
Arlington, TX.....	365,438	Lynchburg, VA.....	75,568
Austin, TX.....	790,390	Montgomery County, VA.....	94,392
Benbrook, TX.....	21,234	Newport News, VA.....	180,719
Bryan, TX.....	76,201	Norfolk, VA.....	242,803
Burleson, TX.....	36,690	Purcellville, VA.....	7,727
College Station, TX.....	93,857	Radford, VA.....	16,408
Colleyville, TX.....	22,807	Roanoke, VA.....	97,032
Corpus Christi, TX.....	305,215	Spotsylvania County, VA.....	122,397
Dallas, TX.....	1,197,816	Virginia Beach, VA.....	437,994
Denton, TX.....	113,383	Williamsburg, VA.....	14,068
Duncanville, TX.....	38,524	York County, VA.....	65,464
El Paso, TX.....	649,121	Montpelier, VT.....	7,855
Flower Mound, TX.....	64,669	Airway Heights, WA.....	6,114
Fort Worth, TX.....	741,206	Auburn, WA.....	70,180
Georgetown, TX.....	47,400	Bellevue, WA.....	122,363
Houston, TX.....	2,099,451	Clark County, WA.....	425,363
Hurst, TX.....	37,337	Edmonds, WA.....	39,709
Hutto, TX.....	14,698	Federal Way, WA.....	89,306
La Porte, TX.....	33,800	Gig Harbor, WA.....	7,126
League City, TX.....	83,560	Hoquiam, WA.....	8,726
McAllen, TX.....	129,877	Kirkland, WA.....	48,787
McKinney, TX.....	131,117	Lynnwood, WA.....	35,836
New Braunfels, TX.....	57,740	Maple Valley, WA.....	22,684
Plano, TX.....	259,841	Mountlake Terrace, WA.....	19,909
Round Rock, TX.....	99,887	Pasco, WA.....	59,781
Rowlett, TX.....	56,199	Redmond, WA.....	54,144
San Marcos, TX.....	44,894	Renton, WA.....	90,927
Southlake, TX.....	26,575	Sammamish, WA.....	45,780
Temple, TX.....	66,102	SeaTac, WA.....	26,909
The Woodlands, TX.....	93,847	Shoreline, WA.....	53,007
Tomball, TX.....	10,753	Snoqualmie, WA.....	10,670
Watauga, TX.....	23,497	Spokane Valley, WA.....	89,755
Westlake, TX.....	992	Tacoma, WA.....	198,397
Park City, UT.....	7,558	Vancouver, WA.....	161,791
Provo, UT.....	112,488	West Richland, WA.....	11,811

Woodland, WA .....	5,509	Oshkosh, WI.....	66,083
Yakima, WA.....	91,067	Racine, WI.....	78,860
Chippewa Falls, WI.....	13,661	Wauwatosa, WI .....	46,396
Columbus, WI.....	4,991	Wind Point, WI.....	1,723
De Pere, WI .....	23,800	Casper, WY.....	55,316
Eau Claire, WI.....	65,883	Cheyenne, WY.....	59,466
Madison, WI .....	233,209	Gillette, WY.....	29,087
Merrill, WI .....	9,661		

## POPULATIONS LESS THAN 40,000 BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Suwanee	84	11	163	Much above
Your neighborhood as place to live	81	19	116	Much above
Suwanee as a place to live	90	7	139	Much above
Recommend living in Suwanee to someone who asks	91	6	96	Much above
Remain in Suwanee for the next five years	84	23	95	Above

Community Transportation Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Suwanee	61	41	116	Above
Ease of bus travel in Suwanee	26	67	71	Much below
Ease of bicycle travel in Suwanee	61	32	113	Much above
Ease of walking in Suwanee	68	38	115	Much above
Availability of paths and walking trails	84	3	92	Much above
Traffic flow on major streets	51	51	117	Similar

Frequency of Bus Use Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Suwanee	4	62	64	Much less

Drive Alone Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	84	10	88	Much more

Transportation and Parking Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	65	13	172	Much above
Street cleaning	69	10	126	Much above
Street lighting	62	22	136	Above
Snow removal	53	88	128	Below
Sidewalk maintenance	65	11	120	Much above
Traffic signal timing	54	34	95	Similar
Bus or transit services	31	70	74	Much below
Amount of public parking	59	12	97	Much above

Housing Characteristics Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	62	4	115	Much above
Variety of housing options	68	4	95	Much above

Housing Costs Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	24	74	87	Much less

Built Environment Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Suwanee	75	2	109	Much above
Overall appearance of Suwanee	83	7	142	Much above

Population Growth Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	40	35	100	More

Nuisance Problems Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	3	83	103	Less

Planning and Community Code Enforcement Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	69	1	119	Much above
Code enforcement (weeds, abandoned buildings, etc.)	66	4	142	Much above
Animal control	66	12	121	Much above

Economic Sustainability and Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	52	7	113	Much above
Shopping opportunities	61	22	120	Much above
Suwanee as a place to work	73	8	125	Much above
Overall quality of business and service establishments in Suwanee	69	11	92	Much above

Economic Development Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	66	3	112	Much above

Job and Retail Growth Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	35	67	101	Much less
Jobs growth seen as too slow	67	81	101	Much less

Personal Economic Future Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	26	10	99	Much above



Community and Personal Public Safety Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	93	47	130	Similar
In your neighborhood after dark	82	35	125	Above
In Suwanee's downtown area during the day	92	40	115	Similar
In Suwanee's downtown area after dark	80	27	117	Much above
Violent crime (e.g., rape, assault, robbery)	88	21	116	Much above
Property crimes (e.g., burglary, theft)	75	30	116	Much above
Environmental hazards, including toxic waste	89	6	91	Much above

Crime Victimization and Reporting Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	6	90	104	Less
Reported crimes	100	4	103	Much more

Public Safety Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	79	19	158	Much above
Fire services	86	11	133	Much above
Ambulance or emergency medical services	83	28	130	Above
Crime prevention	75	12	140	Much above
Fire prevention and education	74	27	112	Above
Traffic enforcement	64	34	148	Above
Courts	69	4	80	Much above

Contact with Police Department Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Suwanee Police Department	35	42	53	Less
Overall impression of most recent contact with the City of Suwanee Police Department	73	17	53	Similar

Community Environment Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Suwanee	84	9	96	Much above
Quality of overall natural environment in Suwanee	81	7	94	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	80	1	95	Much above
Air quality	72	22	92	Much above

Frequency of Recycling Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	86	54	98	Similar

Utility Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	75	7	118	Much above
Drinking water	73	16	120	Much above
Storm drainage	66	17	148	Much above
Yard waste pick-up	69	38	101	Above
Recycling	73	44	131	Above
Garbage collection	75	44	138	Similar

Community Recreational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	78	9	120	Much above

Participation in Parks and Recreation Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Suwanee recreation centers	67	16	85	Much more
Participated in a recreation program or activity	60	13	101	Much more
Visited a neighborhood park or City park	97	2	104	Much more

Parks and Recreation Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	90	1	122	Much above
Recreation programs or classes	76	8	125	Much above
Recreation centers or facilities	79	4	106	Much above

Cultural and Educational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	66	15	120	Much above
Educational opportunities	71	15	104	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Participated in religious or spiritual activities in Suwanee	44	48	72	Less

Cultural and Educational Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	81	11	96	Much above
Public library services	78	31	124	Above

Community Health and Wellness Access and Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	64	14	98	Much above
Availability of affordable quality food	71	4	82	Much above
Availability of preventive health services	64	14	73	Much above

Health and Wellness Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	67	17	73	Much above

Community Quality and Inclusiveness Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	76	9	125	Much above
Openness and acceptance of the community toward people of diverse backgrounds	75	3	108	Much above
Availability of affordable quality child care	66	1	100	Much above
Suwanee as a place to raise kids	88	8	144	Much above
Suwanee as a place to retire	72	24	138	Much above

Services Provided for Population Subgroups Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	68	23	113	Much above
Services to youth	73	7	109	Much above
Services to low income people	53	23	92	Above

Civic Engagement Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	71	8	94	Much above
Opportunities to volunteer	71	19	92	Above

Participation in Civic Engagement Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	22	74	104	Less
Volunteered your time to some group or activity in Suwanee	39	56	103	Less
Participated in a club or civic group in Suwanee	23	55	80	Less
Provided help to a friend or neighbor	91	72	79	Similar

Voter Behavior Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	83	66	105	Similar
Voted in last general election	75	56	106	Similar

Use of Information Sources Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Suwanee Crossroads Newsletter	93	15	76	Much more
Visited the City of Suwanee Web site	79	6	85	Much more

Local Government Media Services and Information Dissemination Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	54	28	75	Similar
Public information services	73	5	108	Much above

Social Engagement Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	77	4	94	Much above
Opportunities to participate in religious or spiritual events and activities	71	24	79	Above

Contact with Immediate Neighbors Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	34	84	84	Much less

Public Trust Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Suwanee	68	5	148	Much above
The overall direction that Suwanee is taking	75	1	128	Much above
Job Suwanee government does at welcoming citizen involvement	67	2	130	Much above
Overall image or reputation of Suwanee	86	4	130	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the City of Suwanee	80	5	147	Much above
Services provided by the Federal Government	42	52	104	Similar
Services provided by the State Government	49	13	104	Above
Services provided by Gwinnett County Government	60	6	83	Much above

Contact with City Employees Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with City employee(s) in last 12 months	35	109	110	Much less

Perceptions of City Employees (Among Those Who Had Contact) Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	80	8	123	Much above
Responsiveness	78	14	128	Much above
Courteousness	81	15	111	Much above
Overall impression	80	6	141	Much above

## JURISDICTIONS INCLUDED IN POPULATIONS LESS THAN 40,000 BENCHMARK COMPARISONS

Valdez, AK.....	3,976	Pitkin County, CO.....	17,148
Gulf Shores, AL.....	9,741	Rifle, CO.....	9,172
Tuskegee, AL.....	9,865	Salida, CO.....	5,236
Vestavia Hills, AL.....	34,033	Summit County, CO.....	27,994
Dewey-Humboldt, AZ.....	3,894	Teller County, CO.....	23,350
Florence, AZ.....	25,536	Vail, CO.....	5,305
Fountain Hills, AZ.....	22,489	Wheat Ridge, CO.....	30,166
Green Valley, AZ.....	21,391	Windsor, CO.....	18,644
Kingman, AZ.....	28,068	Coventry, CT.....	2,990
Marana, AZ.....	34,961	Dover, DE.....	36,047
Nogales, AZ.....	20,837	Milford, DE.....	9,559
Prescott Valley, AZ.....	38,822	Rehoboth Beach, DE.....	1,327
Queen Creek, AZ.....	26,361	Cooper City, FL.....	28,547
Sedona, AZ.....	10,031	Dade City, FL.....	6,437
Benicia, CA.....	26,997	Dania Beach, FL.....	30,183
Brea, CA.....	39,282	Destin, FL.....	12,305
Brisbane, CA.....	4,282	North Palm Beach, FL.....	12,015
Burlingame, CA.....	28,806	Oviedo, FL.....	33,342
Coronado, CA.....	18,912	Panama City, FL.....	36,484
El Cerrito, CA.....	23,549	St. Cloud, FL.....	35,183
Galt, CA.....	23,647	Winter Garden, FL.....	34,568
Laguna Beach, CA.....	22,723	Cartersville, GA.....	19,731
Laguna Hills, CA.....	30,344	Conyers, GA.....	15,195
Menlo Park, CA.....	32,026	Decatur, GA.....	19,335
San Carlos, CA.....	28,406	McDonough, GA.....	22,084
Seaside, CA.....	33,025	Peachtree City, GA.....	34,364
South Lake Tahoe, CA.....	21,403	Snellville, GA.....	18,242
Archuleta County, CO.....	12,084	Suwanee, GA.....	15,355
Aspen, CO.....	6,658	Altoona, IA.....	14,541
Clear Creek County, CO.....	9,088	Bettendorf, IA.....	33,217
Craig, CO.....	9,464	Cedar Falls, IA.....	39,260
Crested Butte, CO.....	1,487	Clive, IA.....	15,447
Edgewater, CO.....	5,170	Indianola, IA.....	14,782
Englewood, CO.....	30,255	Muscatine, IA.....	22,886
Estes Park, CO.....	5,858	Urbandale, IA.....	39,463
Frisco, CO.....	2,683	Hailey, ID.....	7,960
Fruita, CO.....	12,646	Jerome, ID.....	10,890
Georgetown, CO.....	1,034	Moscow, ID.....	23,800
Gilpin County, CO.....	5,441	Post Falls, ID.....	27,574
Golden, CO.....	18,867	Batavia, IL.....	26,045
Grand County, CO.....	14,843	Centralia, IL.....	13,032
Gunnison County, CO.....	15,324	Collinsville, IL.....	25,579
Hudson, CO.....	2,356	Freeport, IL.....	25,638
Jackson County, CO.....	1,394	Highland Park, IL.....	29,763
Lafayette, CO.....	24,453	Lincolnwood, IL.....	12,590
Lone Tree, CO.....	10,218	Lyons, IL.....	10,729
Louisville, CO.....	18,376	O'Fallon, IL.....	28,281
Montrose, CO.....	19,132	Park Ridge, IL.....	37,480
Northglenn, CO.....	35,789	Riverside, IL.....	8,875
Park County, CO.....	16,206	Sherman, IL.....	4,148

Shorewood, IL .....	15,615	Raymore, MO .....	19,206
Sugar Grove, IL .....	8,997	Richmond Heights, MO .....	8,603
Wilmington, IL .....	5,724	Riverside, MO.....	2,937
Brownsburg, IN .....	21,285	Rolla, MO.....	19,559
Munster, IN .....	23,603	Wentzville, MO .....	29,070
Abilene, KS .....	6,844	Bozeman, MT .....	37,280
Arkansas City, KS.....	12,415	Davidson, NC.....	10,944
Fairway, KS .....	3,882	Hillsborough, NC.....	6,087
Garden City, KS.....	26,658	Indian Trail, NC .....	33,518
Gardner, KS.....	19,123	Mooresville, NC.....	32,711
Mission, KS .....	9,323	Stallings, NC .....	13,831
Roeland Park, KS.....	6,731	Wake Forest, NC.....	30,117
Andover, MA.....	8,762	Wahpeton, ND .....	7,766
Burlington, MA.....	24,498	La Vista, NE .....	15,758
Needham, MA.....	28,886	Papillion, NE.....	18,894
Annapolis, MD.....	38,394	Dover, NH.....	29,987
Dorchester County, MD .....	32,618	Lebanon, NH .....	13,151
La Plata, MD .....	8,753	Summit, NJ .....	21,457
Takoma Park, MD .....	16,715	Los Alamos County, NM .....	17,950
Freeport, ME.....	1,485	Geneva, NY .....	13,261
Lewiston, ME.....	36,592	Ogdensburg, NY .....	11,128
Saco, ME .....	18,482	Blue Ash, OH .....	12,114
Scarborough, ME.....	4,403	Delaware, OH .....	34,753
South Portland, ME.....	25,002	Hudson, OH .....	22,262
Bloomfield Hills, MI.....	3,869	Orange Village, OH .....	3,323
Escanaba, MI .....	12,616	Piqua, OH.....	20,522
Flushing, MI .....	8,389	Springboro, OH .....	17,409
Gladstone, MI .....	4,973	Sylvania Township, OH .....	18,965
Howell, MI.....	9,489	Upper Arlington, OH .....	33,771
Hudsonville, MI .....	7,116	West Carrollton, OH .....	12,692
Otsego County, MI.....	24,164	Westerville, OH .....	36,120
Petoskey, MI.....	5,670	Ashland, OR .....	20,078
Port Huron, MI .....	30,184	Forest Grove, OR .....	21,083
Rochester, MI .....	12,711	Hermiston, OR.....	16,745
South Haven, MI .....	4,403	Keizer, OR.....	36,478
Albert Lea, MN.....	18,016	Lake Oswego, OR.....	36,619
Chanhassen, MN.....	22,952	McMinnville, OR .....	32,187
East Grand Forks, MN .....	8,601	Tualatin, OR .....	26,054
Elk River, MN.....	22,974	Umatilla, OR.....	6,906
Fridley, MN.....	27,208	Wilsonville, OR .....	19,509
Hutchinson, MN .....	14,178	Chambersburg, PA .....	20,268
Inver Grove Heights, MN .....	33,880	Kennett Square, PA .....	6,072
Mankato, MN.....	39,309	Kutztown Borough, PA.....	5,012
Mayer, MN.....	1,749	Radnor Township, PA .....	30,878
Savage, MN.....	26,911	West Chester, PA .....	18,461
Shorewood, MN.....	7,307	Newport, RI .....	24,672
Branson, MO.....	10,520	Greer, SC .....	25,515
Cape Girardeau, MO.....	37,941	Cookeville, TN.....	30,435
Clayton, MO .....	15,939	Germantown, TN .....	38,844
Ellisville, MO .....	9,133	Morristown, TN .....	29,137
Harrisonville, MO .....	10,019	White House, TN.....	10,255
Maryland Heights, MO.....	27,472	Benbrook, TX.....	21,234
Platte City, MO .....	4,691	Burleson, TX .....	36,690



Colleyville, TX.....	22,807	Williamsburg, VA.....	14,068
Duncanville, TX .....	38,524	Montpelier, VT.....	7,855
Hurst, TX.....	37,337	Airway Heights, WA .....	6,114
Hutto, TX .....	14,698	Edmonds, WA.....	39,709
La Porte, TX.....	33,800	Gig Harbor, WA.....	7,126
Southlake, TX.....	26,575	Hoquiam, WA.....	8,726
Tomball, TX .....	10,753	Lynnwood, WA.....	35,836
Watauga, TX.....	23,497	Maple Valley, WA.....	22,684
Westlake, TX.....	992	Mountlake Terrace, WA .....	19,909
Park City, UT.....	7,558	SeaTac, WA .....	26,909
Riverdale, UT.....	8,426	Snoqualmie, WA.....	10,670
Saratoga Springs, UT .....	17,781	West Richland, WA.....	11,811
Springville, UT .....	29,466	Woodland, WA.....	5,509
Washington City, UT.....	18,761	Chippewa Falls, WI.....	13,661
Ashland, VA.....	7,225	Columbus, WI.....	4,991
Botetourt County, VA .....	33,148	De Pere, WI .....	23,800
Fredericksburg, VA.....	24,286	Merrill, WI .....	9,661
Herndon, VA.....	23,292	Wind Point, WI.....	1,723
Lexington, VA .....	7,042	Gillette, WY.....	29,087
Purcellville, VA .....	7,727		
Radford, VA .....	16,408		