

This way!



TRANSPORTATION:  
HOW WE MOVE



PARKS + OPEN SPACE:  
HOW WE PLAY



COMMUNITY CULTURE:  
WHAT MAKES US INTERESTING



PLANNING:  
HOW WE GROW



PUBLIC SAFETY:  
WHAT PROVIDES US COMFORT



ECONOMIC DEVELOPMENT:  
HOW WE PROSPER



COMMUNICATIONS & ENGAGEMENT:  
HOW WE CONNECT

# 2012

## SCORECARD REPORT

## NATIONAL CITIZEN SURVEY

CITY OF SUWANEE, GEORGIA

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

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

The following scorecard report is a summary of 32 community characteristic and service areas, out of 67, which compares the National Research Center's database of resident opinions gathered from approximately 500 jurisdictions. Each of these community characteristic and service areas have been organized based on Suwanee's 7 driving principles, as outlined in Suwanee's 20/20 Vision Plan. A full copy of the survey results along with Suwanee's 20/20 Vision Plan can be found at [www.suwanee.com](http://www.suwanee.com)

## SUWANEЕ'S 7 DRIVING PRINCIPLES



**COMMUNICATIONS & ENGAGEMENT:**  
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## COMMUNICATIONS & ENGAGEMENT: HOW WE CONNECT

### WHY THIS MATTERS FOR SUWANEЕ: **BE ENGAGED**

	Year	% of Responses Excellent or Good	Rank	# of Jurisdictions	Percentile
Sense of community	2012	86%	9	279	97
	2010	86%	6	259	98
	2008	90%	9	217	96
Opportunities to participate in community matters	2012	78%	8	201	96
	2010	80%	7	132	95
	2008	79%	14	42	67
Opportunities to volunteer	2012	78%	39	201	81
	2010	81%	22	136	84
	2008	83%	21	42	50
Public information services	2012	86%	6	251	98
	2010	82%	15	251	94
	2008	84%	11	205	95

Most residents (86%) felt that the local sense of community was excellent or good. Survey participants rated the volunteer opportunities in the City favorably. Suwanee residents showed the largest amount of civic engagement in the area of electoral participation. 85% reported they were registered to vote and 79% indicated they had voted in the last general election.



## ECONOMIC DEVELOPMENT: HOW WE PROSPER

### WHY THIS MATTERS FOR SUWANEЕ: **BE VIBRANT**

	Year	% of Responses Excellent or Good	Rank	# of Jurisdictions	Percentile
Overall quality of life in Suwanee	2012	97%	15	412	96
	2010	95%	10	365	97
	2008	95%	31	326	90
Employment opportunities	2012	52%	24	277	91
	2010	45%	44	252	83
	2008	51%	54	218	75
Shopping opportunities	2012	66%	73	263	72
	2010	57%	92	251	63
	2008	61%	92	198	54
Economic development	2012	78%	6	257	98
	2010	67%	18	243	93
	2008	79%	13	199	93

Almost all residents experienced a good quality of life in Suwanee and believed the City was a good place to live. The overall quality of life was rated as excellent or good by 97% of respondents. Further, almost all reported they plan on staying in the City for the next five years.



## PUBLIC SAFETY: WHAT PROVIDES US COMFORT

WHY THIS MATTERS FOR SUWANEE: **BE SAFE**

	Year	% of Responses Excellent or Good	Rank	# of Jurisdictions	Percentile
Police services	2012	91%	32	382	92
	2010	86%	33	354	91
	2008	91%	61	321	81
Crime prevention	2012	88%	17	312	95
	2010	88%	9	278	97
	2008	87%	40	224	82
Traffic enforcement	2012	73%	52	331	84
	2010	73%	26	299	86
	2008	80%	23	257	68
Courts	2012	81%	9	182	95
	2010	69%	26	138	81
	2008	78%	14	109	87

As assessed by the survey, 6% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 100% had reported it to the police. Compared to other jurisdictions fewer Suwanee residents had been victims of crime in the 12 months preceding the survey and many more residents had reported their most recent crime victimization to the police.



## PLANNING: HOW WE GROW

WHY THIS MATTERS FOR SUWANEE: **BE PROACTIVE**

	Year	% of Responses Excellent or Good	Rank	# of Jurisdictions	Percentile
Availability of affordable quality housing	2012	73%	7	277	97
	2010	72%	3	263	99
	2008	73%	6	227	97
Variety of housing options	2012	75%	8	201	96
	2010	78%	5	132	96
	2008	83%	2	45	96
Quality of new development in Suwanee	2012	87%	4	254	98
	2010	78%	7	215	97
	2008	83%	6	150	96
Land use, planning and zoning	2012	77%	1	270	99
	2010	64%	5	251	98
	2008	71%	10	298	95

The availability of affordable housing was rated as excellent or good by 73% of respondents, while the variety of housing options was rated as excellent or good by 75% or respondents. Land use, planning and zoning ratings increased compared to 2010 and 2008.



## COMMUNITY CULTURE: WHAT MAKES US INTERESTING

WHY THIS MATTERS FOR SUWANEE: **BE UNIQUE**

	Year	% of Responses Excellent or Good	Rank	# of Jurisdictions	Percentile
Opportunities to attend cultural activities	2012	74%	35	276	87
	2010	74%	24	259	91
	2008	75%	45	204	78
Acceptance towards people of diverse backgrounds	2012	86%	6	251	98
	2010	87%	5	221	98
	2008	88%	12	180	93
Opportunities to participate in social events	2012	85%	4	193	98
	2010	85%	3	135	98
	2008	80%	9	43	79
Opportunities to participate in spiritual activities	2012	79%	43	156	72
	2010	81%	36	106	66
	2008	83%	17	32	47

Opportunities to attend cultural activities were rated as excellent or good by 74% of respondents. Most respondents felt the City was open and accepting towards people of diverse backgrounds.



## PARKS + OPEN SPACE: HOW WE PLAY

WHY THIS MATTERS FOR SUWANEE: **BE FUN**

	Year	% of Responses Excellent or Good	Rank	# of Jurisdictions	Percentile
Quality of overall natural environment	2012	93%	7	210	97
	2010	89%	11	140	92
	2008	89%	12	45	73
Preservation of natural areas such as open space	2012	89%	1	208	99
	2010	86%	1	144	99
	2008	82%	3	58	95
Recreation opportunities	2012	86%	11	273	96
	2010	90%	13	255	95
	2008	87%	22	210	90
City Parks	2012	97%	1	285	99
	2010	95%	2	269	99
	2008	97%	3	235	99

The overall quality of the natural environment was rated as excellent or good by 93% of survey respondents. Recreation opportunities in Suwanee were rated positively as were services related to parks and recreation.



## TRANSPORTATION: HOW WE MOVE

### WHY THIS MATTERS FOR SUWANEE: **BE CONNECTED**

	Year	% of Responses Excellent or Good	Rank	# of Jurisdictions	Percentile
Ease of car travel in Suwanee	2012	68%	72	267	73
	2010	65%	93	243	62
	2008	54%	126	194	35
Ease of bicycle travel in Suwanee	2012	64%	55	265	79
	2010	57%	83	239	65
	2008	50%	113	192	41
Ease of walking in Suwanee	2012	74%	55	260	79
	2010	63%	92	241	62
	2008	61%	96	193	50
Availability of paths and walking trails	2012	90%	3	209	99
	2010	84%	9	144	94
	2008	88%	3	48	94

The rating for ease of car travel in Suwanee improved from 2008 to 2012. The availability of paths and walking trails was given the most positive rating (rated as excellent or good by 90%), followed by ease of walking in Suwanee (rated as excellent or good by 74%).

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**OPERATIONS:****EVERYTHING ELSE WE DO**

	Year	% of Responses Excellent or Good	Rank	# of Jurisdictions	Percentile
Value of services for the taxes paid to Suwanee	2012	76%	5	366	99
	2010	71%	17	322	95
	2008	78%	64	271	76
The overall direction that Suwanee is taking	2012	89%	2	300	99
	2010	79%	5	266	98
	2008	87%	19	221	91
The overall image or reputation of Suwanee	2012	98%	5	298	98
	2010	93%	6	245	98
	2008	95%	12	180	93
Services provided by the City of Suwanee	2012	93%	8	383	98
	2010	87%	7	350	98
	2008	93%	14	304	95

A majority of respondents felt that the value of services for taxes paid was excellent or good. Overall direction that Suwanee is taking was rated excellent or good by 89% of respondents and the overall image or reputation of Suwanee was rated excellent or good by 98% of respondents. Ratings of overall City services have remained stable over time.





## CITY COUNCIL

Mayor .....	<b>Jimmy Burnette</b> ....	770/945-3492
Council.....	<b>Dan Foster</b> .....	678/404-9641
	<b>Dick Goodman</b> .....	678/446-7520
	<b>Beth Hilscher</b> .....	678/546-3388
	<b>Doug Ireland</b> .....	770/265-0880
	<b>Kevin McOmber</b> ....	770/271-5427

## MANAGEMENT TEAM

City Manager .....	<b>Marty Allen</b> .....	770/945-8996
Assistant to the City Manager.....	<b>Jessica Roth</b> .....	770/904-2789
Administrative Services .....	<b>Elvira Rogers</b> .....	770/904-3376
Economic and Comm. Dev.....	<b>Denise Brinson</b> .....	770/904-3385
Financial Services .....	<b>Amie Sakmar</b> .....	770/904-2797
Planning and Inspections .....	<b>Josh Campbell</b> .....	770/904-3372
Police Chief .....	<b>Mike Jones</b> .....	770/904-7611
Public Works.....	<b>James Miller</b> .....	770/904-3373

## CITY OF SUWANEE

330 Town Center Avenue, Suwanee, GA, 30024.....[WWW.SUWANEE.COM](http://WWW.SUWANEE.COM)