



national citizen survey
city of suwanee, georgia

2010
benchmark report



CITY OF SUWANEE, GA 2010

Benchmark Report



Memorandum

Date: February 1, 2011

To: The City of Suwanee

From: Damema Mann
Director, The National Citizen Survey™, National Research Center, Inc.

Re: The National Citizen Survey™ results for Suwanee, GA

Overall, National Research Center, Inc. has observed tremendous stability over time in individual community ratings as well as in the overall benchmark data. The recent economic challenges have uniquely affected economy-related questions (though these ratings are starting to bounce back). We have observed a general trend for a number of services that suggests ratings may be migrating more positively; time will tell whether that apparent direction continues or flattens.

In general, changes in the benchmark ratings over time are minor. Minor changes, however, may be enough to alter the assessment of an individual community's comparison to the benchmark. For example, an average benchmark rating of 58 (on a 100-point scale) and a community average rating of 60 in a given survey year would yield a "similar" comparison between the benchmark and the community rating, supposing that the margin of error was three points on the 100-point scale. In a subsequent survey, if the benchmark rating was now 57 and the community rating 61 (with the same three-point margin of error), the community rating would now be above the benchmark, despite neither the benchmark nor the community rating having changed significantly (either from the perspective of statistical or policy significance).

We recommend using the benchmarks as a general interpretive aid that can help distinguish what appears to be strong support from more middling or weak support. With the benchmark you can celebrate a rating of 70 for street repair but reassess your fire department if its rating is 70. As your trendline grows, comparisons of ratings over time will provide as much context as the benchmarks, and taken together the two sources of comparison data will give you the best understanding of resident opinion.

This is the second iteration of The NCS™ for Suwanee. Feel free to contact me at Damema@n-r-c.com with any questions you may have.

CONTENTS

Understanding the Benchmark Comparisons	1
Comparison Data	1
Putting Evaluations onto the 100-point Scale	2
Interpreting the Results	3
National Benchmark Comparisons.....	4
Jurisdictions Included in National Benchmark Comparisons	13
Populations less than 40,000 in the Southern region Benchmark Comparisons.....	18
Jurisdictions Included in Populations less than 40,000 in the Southern region Benchmark Comparisons	27

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 (jurisdictions with populations less than 40,000 in the Southern region). 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
Region	
West Coast ¹	16%
West ²	21%
North Central West ³	10%
North Central East ⁴	13%
South Central ⁵	7%
South ⁶	25%
Northeast West ⁷	2%
Northeast East ⁸	4%
Population	
Less than 40,000	45%
40,000 to 74,999	20%
75,000 to 149,000	17%
150,000 or more	19%

¹ Alaska, Washington, Oregon, California, Hawaii

² Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

³ North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

⁴ Illinois, Indiana, Ohio, Michigan, Wisconsin

⁵ Oklahoma, Texas, Louisiana, Arkansas

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

⁷ New York, Pennsylvania, New Jersey

⁸ Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

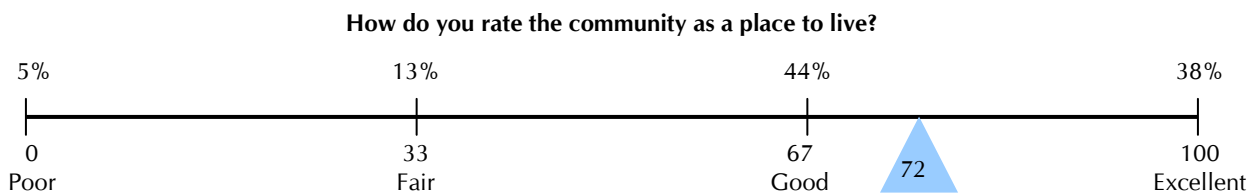
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

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 three 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 ÷ (100-5) =	38%	100	= 38% x 100 =	38
Good	42%	= 42 ÷ (100-5) =	44%	67	= 44% x 67 =	30
Fair	12%	= 12 ÷ (100-5) =	13%	33	= 13% x 33 =	4
Poor	5%	= 5 ÷ (100-5) =	5%	0	= 5% x 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 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 in the Southern region.

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	83	10	365	Much above
Your neighborhood as place to live	79	32	248	Much above
Suwanee as a place to live	88	6	314	Much above
Recommend living in Suwanee to someone who asks	90	7	142	Much above
Remain in Suwanee for the next five years	86	8	141	Much above

Community Transportation Benchmarks

	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Suwanee	57	93	243	Above
Ease of bus travel in Suwanee	28	148	171	Much below
Ease of bicycle travel in Suwanee	53	83	239	Above
Ease of walking in Suwanee	58	92	241	Above
Availability of paths and walking trails	77	9	144	Much above
Traffic flow on major streets	46	86	199	Similar

Frequency of Bus Use Benchmarks

	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Suwanee	6	129	146	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	82	24	129	Much more

Transportation and Parking Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	60	40	368	Much above
Street cleaning	66	29	256	Much above
Street lighting	60	54	275	Above
Snow removal	57	104	227	Similar
Sidewalk maintenance	60	23	237	Much above
Traffic signal timing	51	59	191	Above
Bus or transit services	31	176	190	Much below
Amount of public parking	53	44	175	Much above

Housing Characteristics Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	63	3	263	Much above
Variety of housing options	68	5	132	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)	27	114	136	Much less

Built Environment Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Suwanee	70	7	215	Much above
Overall appearance of Suwanee	81	6	287	Much above

Population Growth Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	44	114	208	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	2	182	205	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	60	5	251	Much above
Code enforcement (weeds, abandoned buildings, etc.)	59	26	307	Much above
Animal control	64	22	277	Much above

Economic Sustainability and Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	46	44	252	Much above
Shopping opportunities	56	92	251	Above
Suwanee as a place to work	68	31	258	Much above
Overall quality of business and service establishments in Suwanee	66	18	128	Much above

Economic Development Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	60	18	243	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	27	129	207	Much less
Jobs growth seen as too slow	69	137	210	Less

Personal Economic Future Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	18	71	204	Similar

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	48	272	Much above
In your neighborhood after dark	81	44	268	Much above
In Suwanee's downtown area during the day	92	39	234	Much above
In Suwanee's downtown area after dark	82	18	243	Much above
Violent crime (e.g., rape, assault, robbery)	87	24	239	Much above
Property crimes (e.g., burglary, theft)	76	24	239	Much above
Environmental hazards, including toxic waste	87	8	138	Much above

Crime Victimization and Reporting Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	6	204	210	Much less
Reported crimes	91	13	208	Much more

Public Safety Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	77	33	354	Much above
Fire services	83	31	292	Much above
Ambulance or emergency medical services	83	30	287	Much above
Crime prevention	75	9	278	Much above
Fire prevention and education	73	30	222	Much above
Traffic enforcement	66	26	299	Much above
Courts	62	26	138	Much above

Contact with Police and Fire Departments Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Suwanee Police Department	42	2	15	Much more
Overall impression of most recent contact with the City of Suwanee Police Department	72	10	27	Above

Community Environment Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Suwanee	81	8	144	Much above
Quality of overall natural environment in Suwanee	77	11	140	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	76	1	144	Much above
Air quality	67	52	188	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	81	106	195	Similar

Utility Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	72	15	244	Much above
Drinking water	69	48	244	Much above
Storm drainage	63	34	293	Much above
Yard waste pick-up	68	77	198	Above
Recycling	74	49	275	Much above
Garbage collection	76	40	300	Much above

Community Recreational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	78	13	255	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	73	13	170	Much more
Participated in a recreation program or activity	64	11	197	Much more
Visited a neighborhood park or City park	94	11	205	Much more

Parks and Recreation Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	88	2	269	Much above
Recreation programs or classes	73	30	290	Much above
Recreation centers or facilities	76	11	229	Much above

Cultural and Educational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	67	24	259	Much above
Educational opportunities	67	51	199	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	42	79	94	Much less

Cultural and Educational Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	82	7	215	Much above
Public library services	82	21	268	Much 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	58	29	202	Much above
Availability of affordable quality food	67	12	140	Much above
Availability of preventive health services	61	20	110	Much above

Health and Wellness Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	63	30	168	Much above

Community Quality and Inclusiveness Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	75	6	259	Much above
Openness and acceptance of the community toward people of diverse backgrounds	75	5	221	Much above
Availability of affordable quality child care	63	2	195	Much above
Suwanee as a place to raise kids	87	11	306	Much above
Suwanee as a place to retire	66	69	287	Much above

Services Provided for Population Subgroups Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	63	63	255	Above
Services to youth	67	19	229	Much above
Services to low income people	54	17	201	Much above

Civic Engagement Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	69	7	132	Much above
Opportunities to volunteer	71	22	136	Much 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	28	88	205	Similar
Volunteered your time to some group or activity in Suwanee	37	145	208	Much less
Participated in a club or civic group in Suwanee	23	86	109	Much less
Provided help to a friend or neighbor	93	81	109	Similar

Voter Behavior Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	86	93	215	Similar
Voted in last general election	70	155	214	Less

Use of Information Sources Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Suwanee Newsletter	92	27	145	Much more
Visited the City of Suwanee Web site (at www.suwanee.com)	78	6	129	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	63	167	Above
Public information services	69	15	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	74	3	135	Much above
Opportunities to participate in religious or spiritual events and activities	70	36	106	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	50	47	124	Similar

Public Trust Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Suwanee	63	17	322	Much above
The overall direction that Suwanee is taking	69	5	266	Much above
Job Suwanee government does at welcoming citizen involvement	69	1	280	Much above
Overall image or reputation of Suwanee	82	6	245	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	77	7	350	Much above
Services provided by the Federal Government	38	176	218	Less
Services provided by the State Government	45	72	221	Similar
Services provided by Gwinnett County Government	54	33	119	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	47	195	237	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	75	47	277	Much above
Responsiveness	73	48	274	Much above
Courteousness	75	53	228	Above
Overall impression	73	59	315	Much above

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK	4,036	Mission Viejo, CA	93,102
Auburn, AL.....	42,987	Morgan Hill, CA.....	33,556
Gulf Shores, AL	5,044	Mountain View, CA	70,708
Tuskegee, AL.....	11,846	Newport Beach, CA	70,032
Fayetteville, AR	58,047	Palm Springs, CA	42,807
Little Rock, AR	183,133	Palo Alto, CA	58,598
Avondale, AZ	35,883	Poway, CA	48,044
Casa Grande, AZ.....	25,224	Rancho Cordova, CA	55,060
Chandler, AZ.....	176,581	Redding, CA	80,865
Cococino County, AZ.....	116,320	Richmond, CA	99,216
Dewey-Humboldt, AZ.....	6,295	San Francisco, CA	776,733
Flagstaff, AZ	52,894	San Luis Obispo County, CA.....	247,900
Florence, AZ	17,054	San Rafael, CA	56,063
Gilbert, AZ	109,697	Santa Barbara County, CA.....	399,347
Green Valley, AZ	17,283	Santa Monica, CA	84,084
Kingman, AZ	20,069	South Lake Tahoe, CA.....	23,609
Marana, AZ	13,556	Stockton, CA.....	243,771
Mesa, AZ.....	396,375	Sunnyvale, CA	131,760
Peoria, AZ	108,364	Temecula, CA	57,716
Phoenix, AZ	1,321,045	Visalia, CA.....	91,565
Pinal County, AZ.....	179,727	Walnut Creek, CA.....	64,296
Prescott Valley, AZ.....	25,535	Calgary, Canada.....	878,866
Queen Creek, AZ	4,316	District of Saanich,Victoria, Canada	103,654
Scottsdale, AZ	202,705	Edmonton, Canada.....	666,104
Sedona, AZ	10,192	Guelph, Ontario, Canada.....	114,943
Surprise, AZ	30,848	Kamloops, Canada	77,281
Tempe, AZ	158,625	Kelowna, Canada	96,288
Yuma, AZ.....	77,515	Oakville, Canada	144,738
Yuma County, AZ.....	160,026	Thunder Bay, Canada.....	109,016
Agoura Hills, CA	20,537	Victoria, Canada	78,057
Bellflower, CA.....	72,878	Whitehorse, Canada.....	19,058
Benicia, CA	26,865	Winnipeg, Canada	619,544
Brea, CA.....	35,410	Yellowknife, Canada	16,541
Brisbane, CA	3,597	Arapahoe County, CO.....	487,967
Burlingame, CA.....	28,158	Archuleta County, CO.....	9,898
Carlsbad, CA	78,247	Arvada, CO.....	102,153
Chula Vista, CA.....	173,556	Aspen, CO	5,914
Concord, CA	121,780	Aurora, CO	276,393
Davis, CA.....	60,308	Boulder, CO	94,673
Del Mar, CA.....	4,389	Boulder County, CO	291,288
Dublin, CA.....	29,973	Breckenridge, CO	2,408
El Cerrito, CA	23,171	Broomfield, CO	38,272
Elk Grove, CA	59,984	Castle Rock, CO.....	20,224
Galt, CA	19,472	Centennial, CO	103,000
La Mesa, CA	54,749	Clear Creek County, CO	9,322
Laguna Beach, CA	23,727	Colorado Springs, CO	360,890
Livermore, CA	73,345	Craig, CO.....	9,189
Lodi, CA.....	56,999	Crested Butte, CO	1,529
Long Beach, CA.....	461,522	Denver, CO	554,636
Lynwood, CA	69,845	Douglas County, CO.....	175,766
Menlo Park, CA.....	30,785	Durango, CO	13,922

Eagle County, CO.....	41,659	Eustis, FL.....	15,106
Englewood, CO.....	31,727	Gainesville, FL.....	95,447
Fort Collins, CO.....	118,652	Hillsborough County, FL.....	998,948
Frisco, CO.....	2,443	Jupiter, FL.....	39,328
Fruita, CO.....	6,478	Kissimmee, FL.....	47,814
Georgetown, CO.....	1,088	Lee County, FL.....	454,918
Grand County, CO.....	12,442	Martin County, FL.....	126,731
Grand Junction, CO.....	41,986	Melbourne, FL.....	71,382
Greenwood Village, CO.....	11,035	Miami Beach, FL.....	87,933
Gunnison County, CO.....	13,956	North Palm Beach, FL.....	12,064
Highlands Ranch, CO.....	70,931	North Port, FL.....	22,797
Hot Sulphur Springs, CO.....	521	Oakland Park, FL.....	30,966
Jefferson County, CO.....	527,056	Ocala, FL.....	45,943
Lakewood, CO.....	144,126	Oldsmar, FL.....	11,910
Larimer County, CO.....	251,494	Oviedo, FL.....	26,316
Lone Tree, CO.....	4,873	Palm Bay, FL.....	79,413
Longmont, CO.....	71,093	Palm Beach, FL.....	10,468
Louisville, CO.....	18,937	Palm Beach County, FL.....	1,131,184
Loveland, CO.....	50,608	Palm Beach Gardens, FL.....	35,058
Mesa County, CO.....	116,255	Palm Coast, FL.....	32,732
Montrose, CO.....	12,344	Panama City, FL.....	36,417
Northglenn, CO.....	31,575	Pasco County, FL.....	344,765
Parker, CO.....	23,558	Pinellas County, FL.....	921,482
Pitkin County, CO.....	14,872	Pinellas Park, FL.....	45,658
Salida, CO.....	5,504	Port Orange, FL.....	45,823
Silverthorne, CO.....	3,196	Port St. Lucie, FL.....	88,769
Steamboat Springs, CO.....	9,815	Sanford, FL.....	38,291
Sterling, CO.....	11,360	Sarasota, FL.....	52,715
Summit County, CO.....	23,548	Seminole, FL.....	10,890
Thornton, CO.....	82,384	South Daytona, FL.....	13,177
Vail, CO.....	4,531	St. Cloud, FL.....	20,074
Westminster, CO.....	100,940	Tallahassee, FL.....	150,624
Wheat Ridge, CO.....	32,913	Titusville, FL.....	40,670
Coventry, CT.....	11,504	Volusia County, FL.....	443,343
Hartford, CT.....	121,578	Walton County, FL.....	40,601
Wethersfield, CT.....	26,271	Winter Garden, FL.....	14,351
Windsor, CT.....	28,237	Winter Park, FL.....	24,090
Dover, DE.....	32,135	Albany, GA.....	76,939
Belleair Beach, FL.....	1,751	Alpharetta, GA.....	34,854
Bonita Springs, FL.....	32,797	Cartersville, GA.....	15,925
Brevard County, FL.....	476,230	Conyers, GA.....	10,689
Cape Coral, FL.....	102,286	Decatur, GA.....	18,147
Charlotte County, FL.....	141,627	Milton, GA.....	30,180
Clearwater, FL.....	108,787	Roswell, GA.....	79,334
Collier County, FL.....	251,377	Savannah, GA.....	131,510
Cooper City, FL.....	27,939	Smyrna, GA.....	40,999
Coral Springs, FL.....	117,549	Snellville, GA.....	15,351
Dania Beach, FL.....	20,061	Valdosta, GA.....	43,724
Daytona Beach, FL.....	64,112	Honolulu, HI.....	876,156
Delray Beach, FL.....	60,020	Ames, IA.....	50,731
Destin, FL.....	11,119	Ankeny, IA.....	27,117
Duval County, FL.....	778,879	Bettendorf, IA.....	31,275
Escambia County, FL.....	294,410	Davenport, IA.....	98,359

Des Moines, IA.....	198,682	New Orleans, LA	484,674
Indianola, IA.....	12,998	Andover, MA	31,247
Marion, IA.....	7,144	Barnstable, MA	47,821
Urbandale, IA.....	29,072	Bedford, MA	12,595
Waukee, IA	5,126	Burlington, MA	22,876
Boise, ID	185,787	Cambridge, MA.....	101,355
Moscow, ID	21,291	Needham, MA	28,911
Post Falls, ID	17,247	Shrewsbury, MA	31,640
Twin Falls, ID.....	34,469	Worcester, MA.....	172,648
Batavia, IL	23,866	Baltimore County, MD	754,292
Centralia, IL.....	14,136	College Park, MD.....	24,657
Clarendon Hills, IL	7,610	Gaithersburg, MD	52,613
Collinsville, IL	24,707	La Plata, MD	6,551
Crystal Lake, IL.....	38,000	Montgomery County, MD	873,341
DeKalb, IL	39,018	Ocean City, MD.....	7,173
Downers Grove, IL	48,724	Rockville, MD.....	47,388
Elmhurst, IL	42,762	Takoma Park, MD	17,299
Evanston, IL	74,239	Saco, ME.....	16,822
Freeport, IL.....	26,443	Ann Arbor, MI.....	114,024
Gurnee, IL	28,834	Battle Creek, MI	53,364
Highland Park, IL.....	31,365	Delhi Township, MI	22,569
Lincolnwood, IL	12,359	Escanaba, MI.....	13,140
Naperville, IL	128,358	Flushing, MI.....	8,348
Normal, IL	45,386	Gladstone, MI	5,032
Oak Park, IL	39,803	Howell, MI	9,232
O'Fallon, IL	21,910	Jackson County, MI	158,422
Palatine, IL	65,479	Meridian Charter Township, MI	38,987
Park Ridge, IL.....	37,775	Novi, MI	47,386
Peoria County, IL.....	183,433	Oakland Township, MI	13,071
Riverside, IL	8,895	Ottawa County, MI	238,314
Sherman, IL	2,871	Petoskey, MI	6,080
Shorewood, IL.....	7,686	Rochester, MI.....	10,467
Skokie, IL	63,348	Sault Sainte Marie, MI	16,542
Sugar Grove, IL	3,909	South Haven, MI	5,021
Wilmington, IL	5,134	Troy, MI.....	80,959
Woodridge, IL	30,934	Village of Howard City, MI	1,585
Fishers, IN	37,835	Blue Earth, MN	3,621
Munster, IN	21,511	Carver County, MN.....	70,205
Arkansas City, KS.....	11,963	Chanhassen, MN.....	20,321
Chanute, KS	9,411	Dakota County, MN.....	355,904
Fairway, KS	3,952	Duluth, MN	86,918
Gardner, KS.....	9,396	Fridley, MN	27,449
Lawrence, KS.....	80,098	Hutchinson, MN	13,080
Lenexa, KS	40,238	Maple Grove, MN.....	50,365
Merriam, KS	11,008	Mayer, MN	554
Mission, KS	9,727	Medina, MN	4,005
Olathe, KS.....	92,962	Minneapolis, MN	382,618
Overland Park, KS	149,080	North Branch, MN	8,023
Roeland Park, KS.....	6,817	Olmsted County, MN.....	124,277
Salina, KS	45,679	Prior Lake, MN.....	15,917
Wichita, KS	344,284	Scott County, MN	89,498
Bowling Green, KY.....	49,296	St. Cloud, MN.....	59,107
Daviess County, KY.....	91,545	St. Louis County, MN.....	200,528

Washington County, MN.....	201,130	Blue Ash, OH	12,513
Woodbury, MN.....	46,463	Delaware, OH	25,243
Blue Springs, MO.....	48,080	Dublin, OH	31,392
Branson, MO.....	6,050	Hudson, OH	22,439
Clay County, MO.....	184,006	Kettering, OH	57,502
Creve Coeur, MO.....	16,500	Lebanon, OH.....	16,962
Ellisville, MO	9,104	Orange Village, OH.....	3,236
Grandview, MO.....	24,881	Sandusky, OH.....	27,844
Joplin, MO	45,504	Springboro, OH	12,380
Lee's Summit, MO.....	70,700	Upper Arlington, OH	33,686
Liberty, MO.....	26,232	Westerville, OH.....	35,318
Maryland Heights, MO.....	25,756	Broken Arrow, OK	74,839
Maryville, MO.....	10,581	Edmond, OK	68,315
O'Fallon, MO.....	46,169	Oklahoma City, OK	506,132
Platte City, MO	3,866	Stillwater, OK.....	39,065
Raymore, MO	11,146	Albany, OR.....	40,852
Richmond Heights, MO	9,602	Bend, OR.....	52,029
Starkville, MS	21,869	Corvallis, OR	49,322
Billings, MT.....	89,847	Eugene, OR.....	137,893
Bozeman, MT.....	27,509	Hermiston, OR.....	13,154
Missoula, MT	57,053	Jackson County, OR.....	181,269
Asheville, NC.....	68,889	Keizer, OR.....	32,203
Cary, NC	94,536	Lane County, OR	322,959
Charlotte, NC.....	540,828	Multnomah County, OR.....	660,486
Concord, NC.....	55,977	Portland, OR.....	529,121
Davidson, NC	7,139	Tualatin, OR	22,791
Durham, NC	187,038	Borough of Ebensburg, PA	3,091
High Point, NC.....	85,839	Cranberry Township, PA	23,625
Kannapolis, NC.....	36,910	Cumberland County, PA	213,674
Mecklenburg County, NC.....	695,454	Ephrata Borough, PA.....	13,213
Mooresville, NC.....	18,823	Kutztown Borough, PA.....	5,067
Winston-Salem, NC.....	185,776	Lower Providence Township, PA	22,390
Wahpeton, ND.....	8,586	Peters Township, PA	17,556
Cedar Creek, NE.....	396	Philadelphia, PA	1,517,550
La Vista, NE.....	11,699	State College, PA.....	38,420
Dover, NH	26,884	Upper Merion Township, PA	28,863
Lebanon, NH	12,568	East Providence, RI.....	48,688
Lyme, NH	1,679	Newport, RI	26,475
Alamogordo, NM	35,582	Greenville, SC.....	56,002
Albuquerque, NM	448,607	Mauldin, SC.....	15,224
Bloomfield, NM	6,417	Rock Hill, SC	49,765
Farmington, NM.....	37,844	Sioux Falls, SD.....	123,975
Rio Rancho, NM	51,765	Johnson City, TN.....	55,469
San Juan County, NM.....	113,801	Nashville, TN.....	545,524
Carson City, NV	52,457	Oak Ridge, TN	27,387
Henderson, NV	175,381	White House, TN.....	7,220
North Las Vegas, NV	115,488	Arlington, TX	332,969
Reno, NV	180,480	Austin, TX	656,562
Sparks, NV	66,346	Benbrook, TX.....	20,208
Washoe County, NV	339,486	Bryan, TX.....	65,660
Beekman, NY.....	11,452	Coppell, TX.....	35,958
Canandaigua, NY	11,264	Corpus Christi, TX.....	277,454
New York City, NY.....	8,008,278	Dallas, TX	1,188,580

Denton, TX.....	80,537	Radford, VA.....	15,859
Duncanville, TX.....	36,081	Roanoke, VA.....	94,911
El Paso, TX.....	563,662	Spotsylvania County, VA.....	90,395
Flower Mound, TX.....	50,702	Stafford County, VA.....	92,446
Fort Worth, TX.....	534,694	Staunton, VA.....	23,853
Georgetown, TX.....	28,339	Virginia Beach, VA.....	425,257
Grand Prairie, TX.....	127,427	Williamsburg, VA.....	11,998
Houston, TX.....	1,953,631	Chittenden County, VT.....	146,571
Hurst, TX.....	36,273	Montpelier, VT.....	8,035
Hutto, TX.....	1,250	Auburn, WA.....	40,314
Irving, TX.....	191,615	Bellevue, WA.....	109,569
McAllen, TX.....	106,414	Bellingham, WA.....	67,171
Pasadena, TX.....	141,674	Clark County, WA.....	345,238
Plano, TX.....	222,030	Federal Way, WA.....	83,259
Round Rock, TX.....	61,136	Gig Harbor, WA.....	6,465
Rowlett, TX.....	44,503	Hoquiam, WA.....	9,097
San Marcos, TX.....	34,733	Kirkland, WA.....	45,054
Shenandoah, TX.....	1,503	Kitsap County, WA.....	231,969
Southlake, TX.....	21,519	Lynnwood, WA.....	33,847
Sugar Land, TX.....	63,328	Mountlake Terrace, WA.....	20,362
Temple, TX.....	54,514	Ocean Shores, WA.....	3,836
The Colony, TX.....	26,531	Olympia, WA.....	42,514
Tomball, TX.....	9,089	Pasco, WA.....	32,066
Farmington, UT.....	12,081	Redmond, WA.....	45,256
Riverdale, UT.....	7,656	Renton, WA.....	50,052
Sandy City, UT.....	88,418	Snoqualmie, WA.....	1,631
Saratoga Springs, UT.....	1,003	Spokane Valley, WA.....	75,203
Springville, UT.....	20,424	Tacoma, WA.....	193,556
Washington City, UT.....	8,186	Vancouver, WA.....	143,560
Albemarle County, VA.....	79,236	Columbus, WI.....	4,479
Arlington County, VA.....	189,453	De Pere, WI.....	20,559
Blacksburg, VA.....	39,573	Eau Claire, WI.....	61,704
Botetourt County, VA.....	30,496	Merrill, WI.....	10,146
Chesapeake, VA.....	199,184	Ozaukee County, WI.....	82,317
Chesterfield County, VA.....	259,903	Racine, WI.....	81,855
Hampton, VA.....	146,437	Suamico, WI.....	8,686
Hanover County, VA.....	86,320	Wausau, WI.....	38,426
Hopewell, VA.....	22,354	Whitewater, WI.....	13,437
James City County, VA.....	48,102	Morgantown, WV.....	26,809
Lexington, VA.....	6,867	Cheyenne, WY.....	53,011
Lynchburg, VA.....	65,269	Gillette, WY.....	19,646
Newport News, VA.....	180,150	Laramie, WY.....	27,204
Northampton County, VA.....	13,093	Teton County, WY.....	18,251
Prince William County, VA.....	280,813		

**POPULATIONS LESS THAN 40,000 IN THE
SOUTHERN REGION BENCHMARK
COMPARISONS**

Overall Community Quality Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Suwanee	83	2	46	Much above
Your neighborhood as place to live	79	4	33	Much above
Suwanee as a place to live	88	1	38	Much above
Recommend living in Suwanee to someone who asks	90	1	19	Much above
Remain in Suwanee for the next five years	86	1	19	Much above

Community Transportation Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Suwanee	57	14	33	Above
Ease of bus travel in Suwanee	28	19	21	Much below
Ease of bicycle travel in Suwanee	53	13	33	Above
Ease of walking in Suwanee	58	15	34	Above
Availability of paths and walking trails	77	2	19	Much above
Traffic flow on major streets	46	10	24	Similar

Frequency of Bus Use Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Suwanee	6	15	18	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	82	4	18	More

Transportation and Parking Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	60	7	45	Much above
Street cleaning	66	5	36	Much above
Street lighting	60	8	40	Much above
Snow removal	57	8	13	Similar
Sidewalk maintenance	60	3	34	Much above
Traffic signal timing	51	11	29	Above
Bus or transit services	31	18	19	Much below
Amount of public parking	53	8	27	Much above

Housing Characteristics Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	63	1	33	Much above
Variety of housing options	68	1	19	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)	27	16	19	Much less

Built Environment Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Suwanee	70	1	28	Much above
Overall appearance of Suwanee	81	1	40	Much above

Population Growth Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	44	18	31	Less

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	2	28	30	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	60	1	34	Much above
Code enforcement (weeds, abandoned buildings, etc.)	59	1	45	Much above
Animal control	64	3	35	Much above

Economic Sustainability and Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	46	3	33	Much above
Shopping opportunities	56	12	35	Much above
Suwanee as a place to work	68	2	33	Much above
Overall quality of business and service establishments in Suwanee	66	2	19	Much above

Economic Development Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	60	2	36	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	27	18	31	Much less
Jobs growth seen as too slow	69	24	31	Less

Personal Economic Future Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	18	16	30	Similar

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	4	36	Much above
In your neighborhood after dark	81	4	36	Much above
In Suwanee's downtown area during the day	92	4	33	Much above
In Suwanee's downtown area after dark	82	2	33	Much above
Violent crime (e.g., rape, assault, robbery)	87	2	33	Much above
Property crimes (e.g., burglary, theft)	76	3	33	Much above
Environmental hazards, including toxic waste	87	1	19	Much above

Crime Victimization and Reporting Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	6	30	31	Much less
Reported crimes	91	4	31	Much more

Public Safety Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	77	4	45	Much above
Fire services	83	4	43	Much above
Ambulance or emergency medical services	83	3	35	Much above
Crime prevention	75	1	37	Much above
Fire prevention and education	73	4	28	Much above
Traffic enforcement	66	5	40	Much above
Courts	62	6	20	Above

Contact with Police and Fire Departments Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the City of Suwanee Police Department	42	Not available	Not available	Not available
Overall impression of most recent contact with the City of Suwanee Police Department	72	2	6	Much above

Community Environment Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Suwanee	81	1	19	Much above
Quality of overall natural environment in Suwanee	77	1	19	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	76	1	20	Much above
Air quality	67	7	24	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	81	9	29	Much more

Utility Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	72	3	28	Much above
Drinking water	69	3	26	Much above
Storm drainage	63	6	44	Much above
Yard waste pick-up	68	14	34	Above
Recycling	74	8	39	Much above
Garbage collection	76	8	50	Much above

Community Recreational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	78	1	36	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	73	3	27	Much more
Participated in a recreation program or activity	64	3	31	Much more
Visited a neighborhood park or City park	94	1	31	Much more

Parks and Recreation Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
City parks	88	1	36	Much above
Recreation programs or classes	73	5	36	Much above
Recreation centers or facilities	76	3	32	Much above

Cultural and Educational Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	67	4	35	Much above
Educational opportunities	67	7	24	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	42	11	14	Much less

Cultural and Educational Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	82	2	25	Much above
Public library services	82	2	31	Much 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	58	3	27	Much above
Availability of affordable quality food	67	3	20	Much above
Availability of preventive health services	61	1	17	Much above

Health and Wellness Services Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	63	4	19	Much above

Community Quality and Inclusiveness Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	75	2	34	Much above
Openness and acceptance of the community toward people of diverse backgrounds	75	3	33	Much above
Availability of affordable quality child care	63	1	26	Much above
Suwanee as a place to raise kids	87	1	41	Much above
Suwanee as a place to retire	66	16	37	Above

Services Provided for Population Subgroups Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	63	6	32	Much above
Services to youth	67	3	29	Much above
Services to low income people	54	2	25	Much above

Civic Engagement Opportunities Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	69	2	19	Much above
Opportunities to volunteer	71	3	19	Much 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	28	15	29	Similar
Volunteered your time to some group or activity in Suwanee	37	16	30	Similar
Participated in a club or civic group in Suwanee	23	11	16	Less
Provided help to a friend or neighbor	93	13	16	Similar

Voter Behavior Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	86	10	33	Similar
Voted in last general election	70	26	33	Less

Use of Information Sources Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Suwanee Newsletter	92	8	27	Much more
Visited the City of Suwanee Web site (at www.suwanee.com)	78	2	17	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	8	24	Above
Public information services	69	1	34	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	74	1	20	Much above
Opportunities to participate in religious or spiritual events and activities	70	6	16	Similar

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	50	9	17	Similar

Public Trust Benchmarks				
	Suwanee average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Suwanee	63	3	47	Much above
The overall direction that Suwanee is taking	69	1	34	Much above
Job Suwanee government does at welcoming citizen involvement	69	1	35	Much above
Overall image or reputation of Suwanee	82	1	31	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	77	1	45	Much above
Services provided by the Federal Government	38	30	33	Less
Services provided by the State Government	45	15	33	Similar
Services provided by Gwinnett County Government	54	4	17	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	47	30	34	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	75	4	36	Above
Responsiveness	73	4	37	Above
Courteousness	75	9	35	Above
Overall impression	73	8	43	Much above

JURISDICTIONS INCLUDED IN POPULATIONS LESS THAN 40,000 IN THE SOUTHERN REGION BENCHMARK COMPARISONS

.....	2000 Population	College Park, MD.....	24,657
Gulf Shores, AL	5,044	La Plata, MD	6,551
Tuskegee, AL.....	11,846	Ocean City, MD.....	7,173
Dover, DE	32,135	Takoma Park, MD	17,299
Belleair Beach, FL.....	1,751	Starkville, MS.....	21,869
Bonita Springs, FL.....	32,797	Davidson, NC	7,139
Cooper City, FL	27,939	Kannapolis, NC.....	36,910
Dania Beach, FL	20,061	Mooresville, NC.....	18,823
Destin, FL.....	11,119	Mauldin, SC.....	15,224
Eustis, FL	15,106	Oak Ridge, TN.....	27,387
Jupiter, FL.....	39,328	White House, TN.....	7,220
North Palm Beach, FL.....	12,064	Benbrook, TX.....	20,208
North Port, FL.....	22,797	Coppell, TX.....	35,958
Oakland Park, FL.....	30,966	Duncanville, TX	36,081
Oldsmar, FL	11,910	Georgetown, TX.....	28,339
Oviedo, FL	26,316	Hurst, TX	36,273
Palm Beach, FL.....	10,468	Hutto, TX	1,250
Palm Beach Gardens, FL.....	35,058	San Marcos, TX	34,733
Palm Coast, FL.....	32,732	Shenandoah, TX.....	1,503
Panama City, FL	36,417	Southlake, TX.....	21,519
Sanford, FL	38,291	The Colony, TX.....	26,531
Seminole, FL	10,890	Tomball, TX	9,089
South Daytona, FL.....	13,177	Blacksburg, VA	39,573
St. Cloud, FL.....	20,074	Botetourt County, VA.....	30,496
Winter Garden, FL.....	14,351	Hopewell, VA	22,354
Winter Park, FL	24,090	Lexington, VA	6,867
Alpharetta, GA	34,854	Northampton County, VA	13,093
Cartersville, GA.....	15,925	Radford, VA	15,859
Conyers, GA.....	10,689	Staunton, VA.....	23,853
Decatur, GA.....	18,147	Williamsburg, VA.....	11,998
Milton, GA	30,180	Morgantown, WV	26,809
Snellville, GA.....	15,351		