



scorecard report
national citizen survey
city of suwanee, georgia






2010

The National Citizen Survey (NCS) 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 37 community characteristic and service areas, out of 67, which compares the National Research Center's database of resident opinions gathered from approximately 500 jurisdictions for 2008 and 2010, the two years that Suwanee has participated in the program. A full copy of the survey results can be found at www.suwanee.com. The following symbols are used in the report to indicate trend changes from 2008 to 2010.

LEGEND





	Positive Trend rising
	Positive Trend decreasing
	Negative Trend rising
	Negative Trend decreasing
	Stationary Trend

Community Quality

Trend	Year	Rank	# of Jurisdictions	Percentile
 Overall quality of life	2010	10	365	97
	2008	31	326	90
 Suwanee as a place to live	2010	6	314	98
	2008	20	270	93
 Recommend living in Suwanee to someone	2010	7	142	95
	2008	4	46	91
 Remain in Suwanee for the next five years	2010	8	141	94
	2008	9	47	81



Almost all of Suwanee's residents gave high ratings to their neighborhoods and the community as a place to live. The overall quality of life in Suwanee was rated as excellent or good by 95% of respondents. 96% reported that they would recommend the community to others and 91% plan to stay for the next five years. Overall community benchmarks were much above national comparisons.

Community Design

Trend	Year	Rank	# of Jurisdictions	Percentile
 Street repair	2010	40	368	89
	2008	41	331	88
 Street cleaning	2010	29	256	89
	2008	54	230	77
 Sidewalk maintenance	2010	23	237	90
	2008	38	207	82
 Overall appearance	2010	6	287	98
	2008	28	244	89





The overall appearance of Suwanee was rated highly with 92% rating it as excellent or good. Nationally Suwanee was ranked number 6 among the national benchmark communities and in the 98th percentile.

Economic Sustainability

Trend	Year	Rank	# of Jurisdictions	Percentile	
	Employment opportunities	2010	44	252	83
		2008	54	218	75
	Shopping opportunities	2010	92	251	63
		2008	92	198	54
	Suwanee as a place to work	2010	31	258	88
		2008	30	192	84
	Overall quality of business service establishments	2010	18	128	86
		2008	7	44	84





Survey respondents were asked to rate the community features related to economic opportunity and growth. Suwanee as a place to work received the highest percentile rating for Suwanee in this category. Receiving the lowest percentile rating was shopping opportunities. The overall quality of business service establishments was rated as excellent or good by 77% of respondents. All trends showed a positive improvement from 2008 and were above the national benchmark.

Public Safety

Trend	Year	Rank	# of Jurisdictions	Percentile	
	Safety from violent crime	2010	24	239	90
		2008	44	196	78
	Safety from property crimes	2010	24	239	90
		2008	67	195	66
	Victim of crime	2010	204	210	3
		2008	150	165	9
	Traffic enforcement	2010	26	299	91
		2008	23	257	91





Residents were asked to rate their feelings of safety from violent crimes and property crimes and to evaluate the protections they receive from these dangers. Almost all gave positive ratings of safety in Suwanee. 93% of those completing the questionnaire said they felt very or somewhat safe from violent crimes.

Environmental

Trend		Year	Rank	# of Jurisdictions	Percentile
	Cleanliness of Suwanee	2010	8	144	94
		2008	8	52	85
	Quality of overall natural environment	2010	11	140	92
		2008	12	45	73
	Preservation of natural areas such as open space, farmlands and greenbelts	2010	1	144	99
		2008	3	58	95
	Storm drainage services	2010	34	293	88
		2008	30	253	88





Suwanee residents rated their community #1 among the national benchmark for preservation of natural areas such as open space with 86% of respondents rating this as excellent or good. Cleanliness of Suwanee and quality of overall natural environment were both much above the national benchmark.

Recreation

Trend		Year	Rank	# of Jurisdictions	Percentile
	Used recreation centers	2010	13	170	92
		2008	4	127	97
	Participated in a recreation program or activity	2010	11	197	94
		2008	36	152	76
	Visited a neighborhood park or City park	2010	11	205	95
		2008	8	159	95
	City Parks	2010	2	269	99
		2008	3	235	99

City parks were rated excellent or good by 95% of respondents in 2010, with Suwanee's national ranking #2 among the national benchmark. Use of recreation centers decreased but participation in recreation programs or activities increased.

Community






Trend	Year	Rank	# of Jurisdictions	Percentile	
	Sense of community	2010	6	259	98
		2008	9	217	96
	Openness and acceptance of the community towards people of diverse backgrounds	2010	5	221	98
		2008	12	180	93
	Suwanee as a place to raise kids	2010	11	306	96
		2008	27	262	90
	Suwanee as a place to retire	2010	69	287	76
		2008	71	238	70

96% of respondents rated Suwanee as an excellent or good place to raise kids and 72% rated it as an excellent or good place to retire. Most residents felt that the local sense of community was excellent or good. Additionally, most respondents felt the City was open and accepting towards people of diverse backgrounds.

Civic Engagement

Trend	Year	Rank	# of Jurisdictions	Percentile	
	Opportunities to participate in community matters	2010	7	132	95
		2008	14	42	67
	Opportunities to volunteer	2010	22	136	84
		2008	21	42	50
	Attended a meeting of local elected officials or other local public meeting	2010	88	205	57
		2008	32	161	80
	Read Suwanee newsletter	2010	27	145	81
		2008	19	113	83

Respondents were asked about the perceived community opportunities and their participation as citizens of Suwanee. 81% of survey participants rated volunteer opportunities as excellent or good. Most of the participants had not attended a public meeting.

Trend	Year	Rank	# of Jurisdictions	Percentile
 Value of services for the taxes paid to Suwanee	2010	17	322	95
	2008	64	271	76
 The overall direction that Suwanee is taking	2010	5	266	98
	2008	19	221	91
 Job Suwanee government does at welcoming citizen involvement	2010	1	280	99
	2008	55	238	77
 Overall image or reputation of Suwanee	2010	6	245	98
	2008	12	180	93
 Services provided by the City of Suwanee	2010	7	350	98
	2008	14	304	95

Suwanee's residents rated its community #1 for the job Suwanee government does at welcoming citizen involvement, with 80% of respondents rating this as excellent or good. The overall direction that Suwanee is taking was rated as excellent or good by 79% of respondents. Suwanee's overall image or reputation was rated excellent or good by 93% of respondents. Services provided by Suwanee were rated as excellent or good by 87% of respondents. Suwanee was ranked high (95th percentile) for the value of services for the taxes paid with 71% responding that the value was excellent or good.



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