THE NCS™
The National Citizen Survey™

Suwanee, GA

Technical Appendices

2017

NRC
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Leaders at the Core of Better Communities

Contents

Appendix A: Complete Survey Responses

Responses excluding "don't know"

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in Suwanee:	Excellent		Good		Fair		Poor		Total	
Suwanee as a place to live	64%	N=147	31%	N=71	5%	N=11	0%	N=0	100%	N=229
Your neighborhood as a place to live	51%	N=114	43%	N=97	6%	N=14	0%	N=0	100%	N=226
Suwanee as a place to raise children	66%	N=134	28%	N=58	5%	N=10	0%	N=0	100%	N=202
Suwanee as a place to work	39%	N=62	33%	N=53	20%	N=32	8%	N=13	100%	N=160
Suwanee as a place to visit	32%	N=67	46%	N=99	18%	N=38	4%	N=9	100%	N=213
Suwanee as a place to retire	40%	N=73	35%	N=64	18%	N=33	7%	N=13	100%	N=184
The overall quality of life in Suwanee	49%	N=112	43%	N=97	8%	N=18	0%	N=0	100%	N=228

Table 2: Question 2

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Suwanee	59%	N=136	37%	N=86	3%	N=8	1%	N=2	100%	N=231
Overall ease of getting to the places you usually have to visit	31%	N=71	44%	N=101	19%	N=44	6%	N=13	100%	N=229
Quality of overall natural environment in Suwanee	51%	N=114	43%	N=98	4%	N=10	2%	N=4	100%	N=226
Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	38%	N=87	42%	N=96	17%	N=39	3%	N=7	100%	N=229
Health and wellness opportunities in Suwanee	36%	N=76	47%	N=101	14%	N=29	3%	N=7	100%	N=214
Overall opportunities for education and enrichment	45%	N=87	38%	N=75	12%	N=23	5%	N=11	100%	N=196
Overall economic health of Suwanee	38%	N=80	47%	N=100	12%	N=25	2%	N=5	100%	N=210
Sense of community	43%	N=96	38%	N=85	18%	N=40	2%	N=4	100%	N=225
Overall image or reputation of Suwanee	56%	N=128	41%	N=94	3%	N=6	1%	N=2	100%	N=229

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Suwanee to someone who asks	67%	N=154	31%	N=71	1%	N=2	2%	N=4	100%	N=231
Remain in Suwanee for the next five years	58%	N=128	31%	N=69	3%	N=7	8%	N=18	100%	N=222

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	78%	N=178	21%	N=47	1%	N=3	0%	N=0	1%	N=2	100%	N=230
In Suwanee's downtown/commercial area during the day	76%	N=171	21%	N=48	2%	N=4	0%	N=0	1%	N=2	100%	N=226

Table 5: Question 5

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	7%	N=16	33%	N=77	48%	N=110	12%	N=28	100%	N=231
Ease of public parking	19%	N=42	49%	N=112	22%	N=51	10%	N=22	100%	N=227
Ease of travel by car in Suwanee	26%	N=59	47%	N=108	26%	N=60	2%	N=4	100%	N=231
Ease of travel by bicycle in Suwanee	25%	N=41	35%	N=57	24%	N=40	16%	N=26	100%	N=163
Ease of walking in Suwanee	33%	N=72	35%	N=76	24%	N=52	7%	N=16	100%	N=216
Availability of paths and walking trails	56%	N=126	30%	N=68	13%	N=28	2%	N=4	100%	N=226
Air quality	39%	N=85	49%	N=109	10%	N=23	2%	N=4	100%	N=221
Cleanliness of Suwanee	52%	N=119	39%	N=90	9%	N=22	0%	N=0	100%	N=231
Overall appearance of Suwanee	51%	N=117	43%	N=100	6%	N=14	0%	N=0	100%	N=231
Public places where people want to spend time	49%	N=114	38%	N=87	13%	N=29	0%	N=0	100%	N=231
Variety of housing options	30%	N=67	45%	N=100	21%	N=46	4%	N=10	100%	N=222
Availability of affordable quality housing	18%	N=36	45%	N=92	27%	N=55	10%	N=21	100%	N=204
Fitness opportunities (including exercise classes and paths or trails, etc.)	44%	N=99	44%	N=99	12%	N=28	0%	N=0	100%	N=226
Recreational opportunities	45%	N=102	41%	N=92	11%	N=25	2%	N=5	100%	N=225
Availability of affordable quality food	30%	N=68	45%	N=104	22%	N=52	3%	N=7	100%	N=231
Availability of affordable quality health care	30%	N=60	45%	N=90	21%	N=41	5%	N=10	100%	N=201
Availability of preventive health services	28%	N=54	47%	N=92	21%	N=41	4%	N=7	100%	N=195
Availability of affordable quality mental health care	24%	N=29	43%	N=51	25%	N=29	8%	N=10	100%	N=119

Table 6: Question 6

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	35%	N=43	47%	N=56	15%	N=18	3%	N=4	100%	N=121
K-12 education	55%	N=89	37%	N=60	7%	N=12	1%	N=2	100%	N=162
Adult educational opportunities	21%	N=23	48%	N=53	23%	N=26	8%	N=9	100%	N=111
Opportunities to attend cultural/arts/music activities	35%	N=71	44%	N=91	17%	N=36	3%	N=7	100%	N=204
Opportunities to participate in religious or spiritual events and activities	38%	N=70	46%	N=85	16%	N=30	0%	N=0	100%	N=184
Employment opportunities	12%	N=15	41%	N=52	39%	N=49	8%	N=10	100%	N=126
Shopping opportunities	17%	N=38	44%	N=100	31%	N=71	8%	N=19	100%	N=228
Cost of living in Suwanee	11%	N=25	41%	N=92	40%	N=91	7%	N=17	100%	N=225
Overall quality of business and service establishments in Suwanee	18%	N=41	60%	N=134	20%	N=45	2%	N=4	100%	N=225
Vibrant downtown/commercial area	32%	N=71	48%	N=105	17%	N=38	3%	N=6	100%	N=221
Overall quality of new development in Suwanee	28%	N=61	54%	N=117	16%	N=35	2%	N=5	100%	N=217
Opportunities to participate in social events and activities	46%	N=97	41%	N=87	12%	N=25	2%	N=4	100%	N=212
Opportunities to volunteer	33%	N=55	50%	N=84	14%	N=24	4%	N=6	100%	N=169
Opportunities to participate in community matters	38%	N=67	42%	N=74	18%	N=33	2%	N=3	100%	N=177
Openness and acceptance of the community toward people of diverse backgrounds	39%	N=78	40%	N=80	17%	N=34	3%	N=6	100%	N=199
Neighborliness of residents in Suwanee	35%	N=77	46%	N=100	16%	N=35	3%	N=6	100%	N=218

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	19%	N=43	81%	N=185	100%	N=228
Made efforts to make your home more energy efficient	30%	N=68	70%	N=159	100%	N=228
Observed a code violation or other hazard in Suwanee (weeds, abandoned buildings, etc.)	61%	N=140	39%	N=88	100%	N=227
Household member was a victim of a crime in Suwanee	93%	N=210	7%	N=17	100%	N=227
Reported a crime to the police in Suwanee	84%	N=190	16%	N=36	100%	N=227
Stocked supplies in preparation for an emergency	71%	N=162	29%	N=65	100%	N=227
Campaigned or advocated for an issue, cause or candidate	85%	N=192	15%	N=35	100%	N=227
Contacted the City of Suwanee (in-person, phone, email or web) for help or information	69%	N=156	31%	N=71	100%	N=227
Contacted Suwanee elected officials (in-person, phone, email or web) to express your opinion	87%	N=199	13%	N=29	100%	N=227

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Suwanee?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Suwanee recreation centers or their services	19%	N=42	29%	N=66	27%	N=59	25%	N=56	100%	N=224
Visited a neighborhood park or City park	33%	N=76	41%	N=93	24%	N=55	2%	N=5	100%	N=229
Participated in religious or spiritual activities in Suwanee	7%	N=17	18%	N=41	10%	N=24	64%	N=144	100%	N=225
Attended a City-sponsored event	5%	N=12	16%	N=36	51%	N=118	28%	N=64	100%	N=229
Carpooled with other adults or children instead of driving alone	14%	N=31	13%	N=30	11%	N=25	62%	N=140	100%	N=227
Walked or biked instead of driving	8%	N=19	12%	N=28	23%	N=53	56%	N=128	100%	N=228
Volunteered your time to some group/activity in Suwanee	2%	N=4	6%	N=14	21%	N=47	71%	N=161	100%	N=225
Participated in a club	3%	N=6	6%	N=14	12%	N=26	80%	N=182	100%	N=229
Talked to or visited with your immediate neighbors	35%	N=80	32%	N=72	23%	N=53	10%	N=24	100%	N=229
Done a favor for a neighbor	14%	N=33	18%	N=41	47%	N=107	21%	N=49	100%	N=230

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	2%	N=5	25%	N=56	73%	N=166	100%	N=229

Table 10: Question 10

Please rate the quality of each of the following services in Suwanee:	Excellent		Good		Fair		Poor		Total	
Police services	49%	N=104	41%	N=87	9%	N=20	0%	N=1	100%	N=211
Fire services	61%	N=107	33%	N=58	6%	N=11	0%	N=0	100%	N=176
Ambulance or emergency medical services	60%	N=97	33%	N=53	7%	N=12	0%	N=0	100%	N=162
Crime prevention	41%	N=79	44%	N=86	14%	N=28	0%	N=0	100%	N=194
Fire prevention and education	38%	N=57	49%	N=73	12%	N=18	1%	N=2	100%	N=150
Traffic enforcement	30%	N=63	44%	N=92	19%	N=40	6%	N=12	100%	N=208
Street repair	24%	N=50	45%	N=93	25%	N=52	7%	N=14	100%	N=209
Street cleaning	34%	N=70	42%	N=86	22%	N=44	2%	N=4	100%	N=204
Street lighting	28%	N=61	42%	N=90	20%	N=44	10%	N=21	100%	N=216

Please rate the quality of each of the following services in Suwanee:	Excellent		Good		Fair		Poor		Total	
Snow removal	32%	N=34	44%	N=47	20%	N=22	4%	N=4	100%	N=107
Sidewalk maintenance	31%	N=62	48%	N=97	16%	N=32	5%	N=10	100%	N=200
Traffic signal timing	21%	N=47	42%	N=92	26%	N=58	11%	N=24	100%	N=221
Garbage collection	43%	N=86	43%	N=86	11%	N=22	2%	N=5	100%	N=199
Recycling	37%	N=72	41%	N=82	17%	N=34	5%	N=9	100%	N=198
Yard waste pick-up	37%	N=55	44%	N=65	18%	N=27	2%	N=2	100%	N=150
Storm drainage	29%	N=53	50%	N=91	15%	N=28	6%	N=10	100%	N=182
Drinking water	39%	N=82	41%	N=86	18%	N=38	2%	N=5	100%	N=211
Sewer services	42%	N=76	44%	N=80	14%	N=26	0%	N=0	100%	N=183
City parks	65%	N=145	32%	N=71	3%	N=6	0%	N=0	100%	N=223
Recreation programs or classes	47%	N=72	42%	N=66	10%	N=16	0%	N=0	100%	N=155
Recreation centers or facilities	51%	N=88	38%	N=67	10%	N=18	1%	N=1	100%	N=174
Land use, planning and zoning	31%	N=51	50%	N=81	15%	N=25	4%	N=7	100%	N=164
Code enforcement (weeds, abandoned buildings, etc.)	31%	N=52	45%	N=75	19%	N=31	5%	N=9	100%	N=167
Animal control	34%	N=52	44%	N=68	17%	N=25	5%	N=7	100%	N=152
Economic development	36%	N=63	48%	N=84	16%	N=28	1%	N=2	100%	N=176
Health services	34%	N=57	46%	N=76	18%	N=30	2%	N=4	100%	N=167
Public library services	56%	N=110	37%	N=72	6%	N=13	1%	N=2	100%	N=196
Public information services	41%	N=69	43%	N=72	15%	N=25	2%	N=3	100%	N=169
Cable television	29%	N=50	37%	N=64	26%	N=44	9%	N=15	100%	N=173
Preservation of natural areas such as open space, farmlands and greenbelts	39%	N=80	41%	N=85	15%	N=30	6%	N=11	100%	N=207
Suwanee open space	43%	N=87	41%	N=84	15%	N=31	1%	N=3	100%	N=205
City-sponsored special events	53%	N=103	37%	N=72	8%	N=16	1%	N=2	100%	N=194
Overall customer service by Suwanee employees (police, receptionists, planners, etc.)	43%	N=77	43%	N=77	13%	N=22	1%	N=2	100%	N=178

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Suwanee	44%	N=93	48%	N=101	6%	N=13	2%	N=4	0%	N=0	100%	N=211
The Federal Government	10%	N=20	38%	N=75	38%	N=74	13%	N=26	0%	N=0	100%	N=195
The State Government	9%	N=20	39%	N=87	28%	N=62	13%	N=28	12%	N=27	100%	N=224
Gwinnett County Government	15%	N=33	49%	N=111	20%	N=45	5%	N=12	11%	N=24	100%	N=224

Table 12: Question 12

Please rate the following categories of Suwanee government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Suwanee	25%	N=51	45%	N=94	25%	N=51	5%	N=11	100%	N=207
The overall direction that Suwanee is taking	32%	N=68	50%	N=106	16%	N=33	2%	N=4	100%	N=211
The job Suwanee government does at welcoming citizen involvement	29%	N=54	51%	N=95	18%	N=33	3%	N=5	100%	N=186
Overall confidence in Suwanee government	27%	N=55	48%	N=99	21%	N=44	4%	N=8	100%	N=207
Generally acting in the best interest of the community	30%	N=63	48%	N=99	18%	N=38	4%	N=9	100%	N=207
Being honest	30%	N=54	50%	N=91	19%	N=34	1%	N=2	100%	N=182
Treating all residents fairly	33%	N=62	45%	N=85	16%	N=30	5%	N=10	100%	N=187

Table 13: Question 13

Please rate how important, if at all, you think it is for the Suwanee community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Suwanee	68%	N=154	24%	N=55	8%	N=18	0%	N=0	100%	N=227
Overall ease of getting to the places you usually have to visit	44%	N=101	43%	N=98	12%	N=28	0%	N=0	100%	N=227
Quality of overall natural environment in Suwanee	51%	N=116	40%	N=90	7%	N=15	2%	N=4	100%	N=226
Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	41%	N=93	42%	N=95	15%	N=34	2%	N=4	100%	N=227
Health and wellness opportunities in Suwanee	30%	N=69	47%	N=106	18%	N=42	4%	N=10	100%	N=227
Overall opportunities for education and enrichment	44%	N=98	40%	N=88	13%	N=30	3%	N=7	100%	N=223
Overall economic health of Suwanee	53%	N=118	38%	N=85	8%	N=18	2%	N=4	100%	N=225
Sense of community	40%	N=91	40%	N=91	20%	N=45	0%	N=0	100%	N=227

Table 14: Question 14

If you have moved to Suwanee since January 1, 2012, please rate how important, if at all, each of the following items were in your decision to select Suwanee as a place to live	Essential		Very important		Somewhat important		Not at all important		Total	
Community appearance	41%	N=57	44%	N=61	13%	N=18	2%	N=2	100%	N=137
Police/public safety	58%	N=81	33%	N=46	8%	N=11	0%	N=1	100%	N=139
Suwanee's image/reputation	53%	N=73	29%	N=40	15%	N=21	4%	N=5	100%	N=138
Overall community feel/vibe	47%	N=66	37%	N=51	13%	N=17	3%	N=5	100%	N=139
School system	56%	N=77	21%	N=28	9%	N=13	15%	N=20	100%	N=139
Suwanee's neighborhoods	48%	N=65	32%	N=44	18%	N=24	2%	N=3	100%	N=135
Suwanee's park system	41%	N=57	39%	N=54	17%	N=24	3%	N=4	100%	N=139
Town Center Park	40%	N=56	26%	N=36	28%	N=39	6%	N=8	100%	N=138
Suwanee's trail system	43%	N=60	24%	N=33	26%	N=36	7%	N=10	100%	N=139
Town Center/downtown area	37%	N=52	32%	N=45	26%	N=36	4%	N=6	100%	N=139
Public events & festivals	35%	N=49	28%	N=39	30%	N=42	6%	N=8	100%	N=139
Suwanee's Web site (suwanee.com)	23%	N=32	22%	N=30	20%	N=28	35%	N=48	100%	N=139
Job/business opportunity	27%	N=37	23%	N=32	20%	N=27	30%	N=42	100%	N=138
Family ties	33%	N=47	22%	N=31	14%	N=19	31%	N=43	100%	N=140
Quality of housing	51%	N=71	37%	N=51	11%	N=16	1%	N=1	100%	N=139
Affordability of housing	44%	N=60	30%	N=41	21%	N=29	4%	N=5	100%	N=135
Proximity to Atlanta	31%	N=42	29%	N=40	27%	N=36	13%	N=18	100%	N=135
Recommended by a Suwanee resident	27%	N=37	26%	N=37	12%	N=17	35%	N=48	100%	N=139
Recommended by a Real Estate professional	27%	N=37	15%	N=21	15%	N=21	43%	N=60	100%	N=139

Table 15: Question 15

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
City newsletter (Connects)	58%	N=130	27%	N=61	15%	N=33	100%	N=223
City website (suwanee.com)	45%	N=101	44%	N=97	11%	N=25	100%	N=223
Suwanee Magazine	41%	N=91	50%	N=111	10%	N=22	100%	N=224
Go! Suwanee Mobile App	10%	N=22	28%	N=63	62%	N=138	100%	N=222
The City's Facebook page	23%	N=50	32%	N=72	45%	N=101	100%	N=222
The City's Twitter	12%	N=26	24%	N=53	64%	N=143	100%	N=222
The City's Instagram	13%	N=29	24%	N=54	63%	N=140	100%	N=222
Suwanee News e-mail blast / list serve	15%	N=33	30%	N=67	55%	N=121	100%	N=221
Local media (newspaper, radio, local T.V.)	34%	N=76	39%	N=88	27%	N=59	100%	N=222
Brochures	19%	N=42	36%	N=81	45%	N=99	100%	N=223
Contact with a City employee (by phone, email or in person)	19%	N=42	24%	N=53	57%	N=128	100%	N=223
Public meetings	19%	N=41	26%	N=57	56%	N=125	100%	N=223

Table 16: Question 16

Please check the source you consider to be your most preferred source for obtaining information about the City government and its activities, events and services: (Please check only one.)	Percent	Number
City newsletter (Connects)	44%	N=97
City website suwanee.com	18%	N=39
Suwanee Magazine	19%	N=42
Go! Suwanee Mobile App	1%	N=3
The City's Facebook page	5%	N=12
The City's Twitter	0%	N=0
The City's Instagram	0%	N=0
Suwanee News e-mail blast / list serve	1%	N=2
Local media (newspaper, radio, local T.V.)	7%	N=15
Brochures	3%	N=7
Contact with a City employee (by phone, email or in person)	0%	N=1
Public meetings	1%	N=2
Total	100%	N=219

Table 17: Question 17

What is your average travel time to work?	Percent	Number
0-15 minutes	19%	N=43
15-30 minute	26%	N=59
30-45 minutes	12%	N=27
45-60 minute	13%	N=29
60-90 minutes	10%	N=22
More than 90 minutes	0%	N=1
I do not currently work /I work from home	20%	N=46
Total	100%	N=228

Table 18: Question 18

If available, how likely or unlikely would you be to use the following modes of transportation to commute to and from work?:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		I don't work/I work from home		Total	
Bus	15%	N=34	14%	N=31	11%	N=24	41%	N=91	19%	N=42	100%	N=222
Rail	33%	N=73	14%	N=31	5%	N=11	30%	N=67	18%	N=40	100%	N=223

Table 19: Question 19

How old is your home?	Percent	Number
Less than 5 years old	12%	N=25
5-20 years old	68%	N=144
Older than 20 years old	19%	N=41
Total	100%	N=210

Table 20: Question 20

Would you currently prefer to rent or own your home?	Percent	Number
Rent	16%	N=37
Own	84%	N=191
Total	100%	N=229

Table 21: Question 21

In which housing type would you prefer to live?	Percent	Number
Apartment/Condominium	14%	N=32
Townhome	9%	N=20
Detached single family home	77%	N=177
Total	100%	N=229

Table 22: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	9%	N=19	9%	N=20	15%	N=32	14%	N=30	54%	N=118	100%	N=221
Purchase goods or services from a business located in Suwanee	1%	N=2	5%	N=10	22%	N=49	49%	N=111	23%	N=52	100%	N=224
Read or watch local news (via television, paper, computer, etc.)	6%	N=15	12%	N=26	24%	N=54	34%	N=78	24%	N=54	100%	N=226
Vote in local elections	22%	N=51	9%	N=20	9%	N=20	21%	N=47	39%	N=87	100%	N=226

Table 23: Question D2

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	15%	N=35
Somewhat positive	33%	N=74
Neutral	44%	N=99
Somewhat negative	7%	N=16
Very negative	1%	N=2
Total	100%	N=226

Table 24: Question D3

What is your employment status?	Percent	Number
Working full time for pay	75%	N=169
Working part time for pay	8%	N=18
Unemployed, looking for paid work	2%	N=5
Unemployed, not looking for paid work	6%	N=13
Fully retired	10%	N=23
Total	100%	N=227

Table 25: Question D4

Do you work inside the boundaries of Suwanee?	Percent	Number
Yes, outside the home	21%	N=47
Yes, from home	15%	N=33
No	64%	N=141
Total	100%	N=221

Table 26: Question D5

How many years have you lived in Suwanee?	Percent	Number
Less than 2 years	28%	N=63
2 to 5 years	14%	N=32
6 to 10 years	20%	N=46
11 to 20 years	28%	N=63
More than 20 years	10%	N=23
Total	100%	N=228

Table 27: Question D6

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	72%	N=165
A duplex or townhouse	6%	N=13
An apartment or condominium	22%	N=50
Other	0%	N=0
Total	100%	N=228

Table 28: Question D7

Is this house, apartment or mobile home…	Percent	Number
Rented	28%	N=64
Owned	72%	N=164
Total	100%	N=228

Table 29: Question D8

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than $300 per month	1%	N=2
$300 to $599 per month	6%	N=12
$600 to $999 per month	6%	N=12
$1,000 to $1,499 per month	37%	N=82
$1,500 to $2,499 per month	38%	N=84
$2,500 or more per month	14%	N=31
Total	100%	N=223

Table 30: Question D9

Do any children 17 or under live in your household?	Percent	Number
No	55%	N=126
Yes	45%	N=102
Total	100%	N=228

Table 31: Question D10

Are you or any other members of your household aged 65 or older?	Percent	Number
No	86%	N=196
Yes	14%	N=32
Total	100%	N=228

Table 32: Question D11

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	3%	N=8
$25,000 to $49,999	14%	N=30
$50,000 to $99,999	34%	N=73
$100,000 to $149,999	22%	N=48
$150,000 or more	27%	N=58
Total	100%	N=216

Table 33: Question D12

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=211
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=13
Total	100%	N=224

Table 34: Question D13

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	21%	N=47
Black or African American	8%	N=18
White	69%	N=155
Other	4%	N=9

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

Table 35: Question D14

In which category is your age?	Percent	Number
18 to 24 years	3%	N=8
25 to 34 years	24%	N=54
35 to 44 years	22%	N=49
45 to 54 years	28%	N=64
55 to 64 years	12%	N=27
65 to 74 years	8%	N=18
75 years or older	3%	N=7
Total	100%	N=227

Table 36: Question D15

What is your sex?	Percent	Number
Female	51%	N=116
Male	49%	N=109
Total	100%	N=225

Table 37: Question D16

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	83%	N=188
Land line	5%	N=12
Both	11%	N=26
Total	100%	N=225

Table 38: Question D17

What is the primary language you speak at home?	Percent	Number
Arabic	0%	N=0
English	86%	N=195
Hindi	1%	N=2
Korean	7%	N=16
Mandarin	2%	N=4
Persian	0%	N=1
Spanish	3%	N=6
Vietnamese	0%	N=0
Other	1%	N=3
Total	100%	N=226

Table 39: Question D18

How many people live in your household?	Percent	Number
One	14%	N=33
Two	36%	N=82
Three	13%	N=30
Four	23%	N=52
More than four	13%	N=30
Total	100%	N=227

Table 40: Question D19

Are you married?	Percent	Number
No	34%	N=76
Yes	66%	N=150
Total	100%	N=227

Responses including "don't know"

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

Table 41: Question 1

Please rate each of the following aspects of quality of life in Suwanee:	Excellent		Good		Fair		Poor		Don't know		Total	
Suwanee as a place to live	64%	N=147	31%	N=71	5%	N=11	0%	N=0	1%	N=2	100%	N=231
Your neighborhood as a place to live	50%	N=114	43%	N=97	6%	N=14	0%	N=0	1%	N=2	100%	N=228
Suwanee as a place to raise children	59%	N=134	25%	N=58	5%	N=10	0%	N=0	11%	N=25	100%	N=227
Suwanee as a place to work	27%	N=62	23%	N=53	14%	N=32	6%	N=13	30%	N=68	100%	N=228
Suwanee as a place to visit	30%	N=67	44%	N=99	17%	N=38	4%	N=9	6%	N=13	100%	N=226
Suwanee as a place to retire	32%	N=73	28%	N=64	14%	N=33	6%	N=13	19%	N=44	100%	N=228
The overall quality of life in Suwanee	49%	N=112	42%	N=97	8%	N=18	0%	N=0	1%	N=2	100%	N=229

Table 42: Question 2

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Suwanee	59%	N=136	37%	N=86	3%	N=8	1%	N=2	0%	N=0	100%	N=231
Overall ease of getting to the places you usually have to visit	31%	N=71	44%	N=101	19%	N=44	6%	N=13	0%	N=0	100%	N=229
Quality of overall natural environment in Suwanee	50%	N=114	43%	N=98	4%	N=10	2%	N=4	0%	N=0	100%	N=227
Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	38%	N=87	42%	N=96	17%	N=39	3%	N=7	0%	N=0	100%	N=229
Health and wellness opportunities in Suwanee	34%	N=76	45%	N=101	13%	N=29	3%	N=7	6%	N=13	100%	N=226
Overall opportunities for education and enrichment	38%	N=87	33%	N=75	10%	N=23	5%	N=11	14%	N=31	100%	N=227
Overall economic health of Suwanee	35%	N=80	44%	N=100	11%	N=25	2%	N=5	8%	N=18	100%	N=228
Sense of community	42%	N=96	38%	N=85	18%	N=40	2%	N=4	1%	N=2	100%	N=227
Overall image or reputation of Suwanee	56%	N=128	41%	N=94	3%	N=6	1%	N=2	0%	N=0	100%	N=229

Table 43: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Suwanee to someone who asks	67%	N=154	31%	N=71	1%	N=2	2%	N=4	0%	N=0	100%	N=231
Remain in Suwanee for the next five years	56%	N=128	30%	N=69	3%	N=7	8%	N=18	4%	N=9	100%	N=231

Table 44: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	77%	N=178	20%	N=47	1%	N=3	0%	N=0	1%	N=2	0%	N=0	100%	N=230
In Suwanee's downtown/commercial area during the day	75%	N=171	21%	N=48	2%	N=4	0%	N=0	1%	N=2	2%	N=4	100%	N=230

Table 45: Question 5

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	7%	N=16	33%	N=77	48%	N=110	12%	N=28	0%	N=0	100%	N=231
Ease of public parking	18%	N=42	49%	N=112	22%	N=51	9%	N=22	1%	N=3	100%	N=230
Ease of travel by car in Suwanee	26%	N=59	47%	N=108	26%	N=60	2%	N=4	0%	N=0	100%	N=231
Ease of travel by bicycle in Suwanee	18%	N=41	25%	N=57	17%	N=40	11%	N=26	29%	N=66	100%	N=230
Ease of walking in Suwanee	31%	N=72	33%	N=76	23%	N=52	7%	N=16	6%	N=13	100%	N=229
Availability of paths and walking trails	55%	N=126	30%	N=68	12%	N=28	2%	N=4	1%	N=2	100%	N=229
Air quality	37%	N=85	47%	N=109	10%	N=23	2%	N=4	4%	N=10	100%	N=231
Cleanliness of Suwanee	52%	N=119	39%	N=90	9%	N=22	0%	N=0	0%	N=0	100%	N=231
Overall appearance of Suwanee	51%	N=117	43%	N=100	6%	N=14	0%	N=0	0%	N=0	100%	N=231
Public places where people want to spend time	49%	N=114	38%	N=87	13%	N=29	0%	N=0	0%	N=0	100%	N=231
Variety of housing options	29%	N=67	44%	N=100	20%	N=46	4%	N=10	3%	N=8	100%	N=230
Availability of affordable quality housing	16%	N=36	40%	N=92	24%	N=55	9%	N=21	11%	N=25	100%	N=229
Fitness opportunities (including exercise classes and paths or trails, etc.)	43%	N=99	43%	N=99	12%	N=28	0%	N=0	2%	N=5	100%	N=231
Recreational opportunities	45%	N=102	40%	N=92	11%	N=25	2%	N=5	2%	N=5	100%	N=230
Availability of affordable quality food	30%	N=68	45%	N=104	22%	N=52	3%	N=7	0%	N=0	100%	N=231
Availability of affordable quality health care	26%	N=60	39%	N=90	18%	N=41	4%	N=10	12%	N=29	100%	N=230
Availability of preventive health services	23%	N=54	40%	N=92	18%	N=41	3%	N=7	16%	N=36	100%	N=231
Availability of affordable quality mental health care	13%	N=29	22%	N=51	13%	N=29	4%	N=10	48%	N=110	100%	N=229

Table 46: Question 6

Please rate each of the following characteristics as they relate to Suwanee as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	19%	N=43	25%	N=56	8%	N=18	2%	N=4	47%	N=107	100%	N=228
K-12 education	39%	N=89	27%	N=60	5%	N=12	1%	N=2	28%	N=64	100%	N=227
Adult educational opportunities	10%	N=23	23%	N=53	11%	N=26	4%	N=9	51%	N=117	100%	N=228
Opportunities to attend cultural/arts/music activities	31%	N=71	40%	N=91	16%	N=36	3%	N=7	10%	N=23	100%	N=227
Opportunities to participate in religious or spiritual events and activities	31%	N=70	38%	N=85	13%	N=30	0%	N=0	18%	N=40	100%	N=224
Employment opportunities	7%	N=15	23%	N=52	22%	N=49	5%	N=10	44%	N=100	100%	N=226
Shopping opportunities	17%	N=38	44%	N=100	31%	N=71	8%	N=19	0%	N=0	100%	N=228
Cost of living in Suwanee	11%	N=25	41%	N=92	40%	N=91	7%	N=17	0%	N=0	100%	N=226
Overall quality of business and service establishments in Suwanee	18%	N=41	59%	N=134	20%	N=45	2%	N=4	1%	N=3	100%	N=228
Vibrant downtown/commercial area	31%	N=71	46%	N=105	17%	N=38	3%	N=6	3%	N=8	100%	N=228
Overall quality of new development in Suwanee	27%	N=61	51%	N=117	15%	N=35	2%	N=5	5%	N=11	100%	N=228
Opportunities to participate in social events and activities	43%	N=97	38%	N=87	11%	N=25	2%	N=4	6%	N=14	100%	N=227
Opportunities to volunteer	24%	N=55	37%	N=84	11%	N=24	3%	N=6	26%	N=59	100%	N=228
Opportunities to participate in community matters	30%	N=67	33%	N=74	15%	N=33	1%	N=3	21%	N=47	100%	N=224
Openness and acceptance of the community toward people of diverse backgrounds	35%	N=78	35%	N=80	15%	N=34	3%	N=6	12%	N=28	100%	N=226
Neighborliness of residents in Suwanee	34%	N=77	44%	N=100	16%	N=35	3%	N=6	4%	N=10	100%	N=228

Table 47: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	19%	N=43	81%	N=185	100%	N=228
Made efforts to make your home more energy efficient	30%	N=68	70%	N=159	100%	N=228
Observed a code violation or other hazard in Suwanee (weeds, abandoned buildings, etc.)	61%	N=140	39%	N=88	100%	N=227
Household member was a victim of a crime in Suwanee	93%	N=210	7%	N=17	100%	N=227
Reported a crime to the police in Suwanee	84%	N=190	16%	N=36	100%	N=227
Stocked supplies in preparation for an emergency	71%	N=162	29%	N=65	100%	N=227
Campaigned or advocated for an issue, cause or candidate	85%	N=192	15%	N=35	100%	N=227
Contacted the City of Suwanee (in-person, phone, email or web) for help or information	69%	N=156	31%	N=71	100%	N=227
Contacted Suwanee elected officials (in-person, phone, email or web) to express your opinion	87%	N=199	13%	N=29	100%	N=227

Table 48: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Suwanee?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Suwanee recreation centers or their services	19%	N=42	29%	N=66	27%	N=59	25%	N=56	100%	N=224
Visited a neighborhood park or City park	33%	N=76	41%	N=93	24%	N=55	2%	N=5	100%	N=229
Participated in religious or spiritual activities in Suwanee	7%	N=17	18%	N=41	10%	N=24	64%	N=144	100%	N=225
Attended a City-sponsored event	5%	N=12	16%	N=36	51%	N=118	28%	N=64	100%	N=229
Carpooled with other adults or children instead of driving alone	14%	N=31	13%	N=30	11%	N=25	62%	N=140	100%	N=227
Walked or biked instead of driving	8%	N=19	12%	N=28	23%	N=53	56%	N=128	100%	N=228
Volunteered your time to some group/activity in Suwanee	2%	N=4	6%	N=14	21%	N=47	71%	N=161	100%	N=225
Participated in a club	3%	N=6	6%	N=14	12%	N=26	80%	N=182	100%	N=229
Talked to or visited with your immediate neighbors	35%	N=80	32%	N=72	23%	N=53	10%	N=24	100%	N=229
Done a favor for a neighbor	14%	N=33	18%	N=41	47%	N=107	21%	N=49	100%	N=230

Table 49: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	2%	N=5	25%	N=56	73%	N=166	100%	N=229

Table 50: Question 10

Please rate the quality of each of the following services in Suwanee:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	46%	N=104	39%	N=87	9%	N=20	0%	N=1	6%	N=14	100%	N=225
Fire services	48%	N=107	26%	N=58	5%	N=11	0%	N=0	21%	N=48	100%	N=225
Ambulance or emergency medical services	43%	N=97	24%	N=53	5%	N=12	0%	N=0	28%	N=62	100%	N=224
Crime prevention	36%	N=79	39%	N=86	13%	N=28	0%	N=0	13%	N=29	100%	N=223
Fire prevention and education	26%	N=57	33%	N=73	8%	N=18	1%	N=2	33%	N=73	100%	N=223
Traffic enforcement	28%	N=63	41%	N=92	18%	N=40	5%	N=12	8%	N=18	100%	N=226
Street repair	22%	N=50	42%	N=93	24%	N=52	6%	N=14	6%	N=12	100%	N=221
Street cleaning	31%	N=70	38%	N=86	20%	N=44	2%	N=4	9%	N=20	100%	N=225
Street lighting	27%	N=61	40%	N=90	19%	N=44	9%	N=21	4%	N=9	100%	N=225

Please rate the quality of each of the following services in Suwanee:	Excellent		Good		Fair		Poor		Don't know		Total	
Snow removal	15%	N=34	21%	N=47	10%	N=22	2%	N=4	52%	N=115	100%	N=221
Sidewalk maintenance	28%	N=62	43%	N=97	14%	N=32	4%	N=10	10%	N=23	100%	N=224
Traffic signal timing	21%	N=47	41%	N=92	26%	N=58	11%	N=24	2%	N=4	100%	N=225
Garbage collection	38%	N=86	38%	N=86	10%	N=22	2%	N=5	11%	N=26	100%	N=225
Recycling	32%	N=72	36%	N=82	15%	N=34	4%	N=9	12%	N=27	100%	N=225
Yard waste pick-up	25%	N=55	29%	N=65	12%	N=27	1%	N=2	33%	N=73	100%	N=222
Storm drainage	24%	N=53	41%	N=91	13%	N=28	5%	N=10	18%	N=40	100%	N=223
Drinking water	37%	N=82	38%	N=86	17%	N=38	2%	N=5	6%	N=14	100%	N=225
Sewer services	35%	N=76	36%	N=80	12%	N=26	0%	N=0	17%	N=38	100%	N=221
City parks	65%	N=145	32%	N=71	3%	N=6	0%	N=0	1%	N=2	100%	N=224
Recreation programs or classes	32%	N=72	29%	N=66	7%	N=16	0%	N=0	31%	N=68	100%	N=223
Recreation centers or facilities	39%	N=88	30%	N=67	8%	N=18	0%	N=1	22%	N=50	100%	N=224
Land use, planning and zoning	23%	N=51	37%	N=81	11%	N=25	3%	N=7	26%	N=56	100%	N=220
Code enforcement (weeds, abandoned buildings, etc.)	23%	N=52	34%	N=75	14%	N=31	4%	N=9	25%	N=56	100%	N=223
Animal control	24%	N=52	31%	N=68	11%	N=25	3%	N=7	31%	N=69	100%	N=221
Economic development	28%	N=63	38%	N=84	13%	N=28	1%	N=2	21%	N=46	100%	N=222
Health services	26%	N=57	35%	N=76	14%	N=30	2%	N=4	24%	N=52	100%	N=219
Public library services	49%	N=110	32%	N=72	6%	N=13	1%	N=2	13%	N=28	100%	N=225
Public information services	31%	N=69	32%	N=72	11%	N=25	1%	N=3	24%	N=53	100%	N=222
Cable television	22%	N=50	29%	N=64	20%	N=44	7%	N=15	23%	N=50	100%	N=223
Preservation of natural areas such as open space, farmlands and greenbelts	36%	N=80	38%	N=85	14%	N=30	5%	N=11	7%	N=16	100%	N=223
Suwanee open space	39%	N=87	38%	N=84	14%	N=31	1%	N=3	9%	N=19	100%	N=224
City-sponsored special events	47%	N=103	33%	N=72	8%	N=16	1%	N=2	11%	N=25	100%	N=219
Overall customer service by Suwanee employees (police, receptionists, planners, etc.)	38%	N=77	38%	N=77	11%	N=22	1%	N=2	13%	N=26	100%	N=204

Table 51: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Suwanee	42%	N=93	45%	N=101	6%	N=13	2%	N=4	6%	N=13	100%	N=224
The Federal Government	9%	N=20	34%	N=75	33%	N=74	11%	N=26	13%	N=28	100%	N=224
The State Government	9%	N=20	39%	N=87	28%	N=62	13%	N=28	12%	N=27	100%	N=224
Gwinnett County Government	15%	N=33	49%	N=111	20%	N=45	5%	N=12	11%	N=24	100%	N=224

Table 52: Question 12

Please rate the following categories of Suwanee government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Suwanee	23%	N=51	42%	N=94	23%	N=51	5%	N=11	7%	N=15	100%	N=222
The overall direction that Suwanee is taking	30%	N=68	48%	N=106	15%	N=33	2%	N=4	5%	N=12	100%	N=223
The job Suwanee government does at welcoming citizen involvement	24%	N=54	43%	N=95	15%	N=33	2%	N=5	16%	N=36	100%	N=222
Overall confidence in Suwanee government	25%	N=55	45%	N=99	20%	N=44	4%	N=8	7%	N=16	100%	N=223
Generally acting in the best interest of the community	28%	N=63	44%	N=99	17%	N=38	4%	N=9	7%	N=16	100%	N=223
Being honest	24%	N=54	41%	N=91	15%	N=34	1%	N=2	18%	N=41	100%	N=223
Treating all residents fairly	28%	N=62	38%	N=85	13%	N=30	4%	N=10	17%	N=37	100%	N=224

Table 53: Question 13

Please rate how important, if at all, you think it is for the Suwanee community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Suwanee	68%	N=154	24%	N=55	8%	N=18	0%	N=0	100%	N=227
Overall ease of getting to the places you usually have to visit	44%	N=101	43%	N=98	12%	N=28	0%	N=0	100%	N=227
Quality of overall natural environment in Suwanee	51%	N=116	40%	N=90	7%	N=15	2%	N=4	100%	N=226
Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	41%	N=93	42%	N=95	15%	N=34	2%	N=4	100%	N=227
Health and wellness opportunities in Suwanee	30%	N=69	47%	N=106	18%	N=42	4%	N=10	100%	N=227
Overall opportunities for education and enrichment	44%	N=98	40%	N=88	13%	N=30	3%	N=7	100%	N=223
Overall economic health of Suwanee	53%	N=118	38%	N=85	8%	N=18	2%	N=4	100%	N=225
Sense of community	40%	N=91	40%	N=91	20%	N=45	0%	N=0	100%	N=227

Table 54: Question 14

If you have moved to Suwanee since January 1, 2012, please rate how important, if at all, each of the following items were in your decision to select Suwanee as a place to live	Essential		Very important		Somewhat important		Not at all important		Total	
Community appearance	41%	N=57	44%	N=61	13%	N=18	2%	N=2	100%	N=137
Police/public safety	58%	N=81	33%	N=46	8%	N=11	0%	N=1	100%	N=139
Suwanee's image/reputation	53%	N=73	29%	N=40	15%	N=21	4%	N=5	100%	N=138
Overall community feel/vibe	47%	N=66	37%	N=51	13%	N=17	3%	N=5	100%	N=139
School system	56%	N=77	21%	N=28	9%	N=13	15%	N=20	100%	N=139
Suwanee's neighborhoods	48%	N=65	32%	N=44	18%	N=24	2%	N=3	100%	N=135
Suwanee's park system	41%	N=57	39%	N=54	17%	N=24	3%	N=4	100%	N=139
Town Center Park	40%	N=56	26%	N=36	28%	N=39	6%	N=8	100%	N=138
Suwanee's trail system	43%	N=60	24%	N=33	26%	N=36	7%	N=10	100%	N=139
Town Center/downtown area	37%	N=52	32%	N=45	26%	N=36	4%	N=6	100%	N=139
Public events & festivals	35%	N=49	28%	N=39	30%	N=42	6%	N=8	100%	N=139
Suwanee's Web site (suwanee.com)	23%	N=32	22%	N=30	20%	N=28	35%	N=48	100%	N=139
Job/business opportunity	27%	N=37	23%	N=32	20%	N=27	30%	N=42	100%	N=138
Family ties	33%	N=47	22%	N=31	14%	N=19	31%	N=43	100%	N=140
Quality of housing	51%	N=71	37%	N=51	11%	N=16	1%	N=1	100%	N=139
Affordability of housing	44%	N=60	30%	N=41	21%	N=29	4%	N=5	100%	N=135
Proximity to Atlanta	31%	N=42	29%	N=40	27%	N=36	13%	N=18	100%	N=135
Recommended by a Suwanee resident	27%	N=37	26%	N=37	12%	N=17	35%	N=48	100%	N=139
Recommended by a Real Estate professional	27%	N=37	15%	N=21	15%	N=21	43%	N=60	100%	N=139

Table 55: Question 15

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
City newsletter (Connects)	58%	N=130	27%	N=61	15%	N=33	100%	N=223
City website (suwanee.com)	45%	N=101	44%	N=97	11%	N=25	100%	N=223
Suwanee Magazine	41%	N=91	50%	N=111	10%	N=22	100%	N=224
Go! Suwanee Mobile App	10%	N=22	28%	N=63	62%	N=138	100%	N=222
The City's Facebook page	23%	N=50	32%	N=72	45%	N=101	100%	N=222

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
The City's Twitter	12%	N=26	24%	N=53	64%	N=143	100%	N=222
The City's Instagram	13%	N=29	24%	N=54	63%	N=140	100%	N=222
Suwanee News e-mail blast / list serve	15%	N=33	30%	N=67	55%	N=121	100%	N=221
Local media (newspaper, radio, local T.V.)	34%	N=76	39%	N=88	27%	N=59	100%	N=222
Brochures	19%	N=42	36%	N=81	45%	N=99	100%	N=223
Contact with a City employee (by phone, email or in person)	19%	N=42	24%	N=53	57%	N=128	100%	N=223
Public meetings	19%	N=41	26%	N=57	56%	N=125	100%	N=223

Table 56: Question 16

Please check the source you consider to be your most preferred source for obtaining information about the City government and its activities, events and services: (Please check only one.)	Percent	Number
City newsletter (Connects)	44%	N=97
City website suwanee.com	18%	N=39
Suwanee Magazine	19%	N=42
Go! Suwanee Mobile App	1%	N=3
The City's Facebook page	5%	N=12
The City's Twitter	0%	N=0
The City's Instagram	0%	N=0
Suwanee News e-mail blast / list serve	1%	N=2
Local media (newspaper, radio, local T.V.)	7%	N=15
Brochures	3%	N=7
Contact with a City employee (by phone, email or in person)	0%	N=1
Public meetings	1%	N=2
Total	100%	N=219

Table 57: Question 17

What is your average travel time to work?	Percent	Number
0-15 minutes	19%	N=43
15-30 minute	26%	N=59
30-45 minutes	12%	N=27
45-60 minute	13%	N=29
60-90 minutes	10%	N=22
More than 90 minutes	0%	N=1
I do not currently work /I work from home	20%	N=46
Total	100%	N=228

Table 58: Question 18

If available, how likely or unlikely would you be to use the following modes of transportation to commute to and from work?:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		I don't work/I work from home		Total	
Bus	15%	N=34	14%	N=31	11%	N=24	41%	N=91	19%	N=42	100%	N=222
Rail	33%	N=73	14%	N=31	5%	N=11	30%	N=67	18%	N=40	100%	N=223

Table 59: Question 19

How old is your home?	Percent	Number
Less than 5 years old	11%	N=25
5-20 years old	64%	N=144
Older than 20 years old	18%	N=41
Don't know	6%	N=14
Total	100%	N=224

Table 60: Question 20

Would you currently prefer to rent or own your home?	Percent	Number
Rent	16%	N=37
Own	84%	N=191
Total	100%	N=229

Table 61: Question 21

In which housing type would you prefer to live?	Percent	Number
Apartment/Condominium	14%	N=32
Townhome	9%	N=20
Detached single family home	77%	N=177
Total	100%	N=229

Table 62: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	9%	N=19	9%	N=20	15%	N=32	14%	N=30	54%	N=118	100%	N=221
Purchase goods or services from a business located in Suwanee	1%	N=2	5%	N=10	22%	N=49	49%	N=111	23%	N=52	100%	N=224
Read or watch local news (via television, paper, computer, etc.)	6%	N=15	12%	N=26	24%	N=54	34%	N=78	24%	N=54	100%	N=226
Vote in local elections	22%	N=51	9%	N=20	9%	N=20	21%	N=47	39%	N=87	100%	N=226

Table 63: Question D2

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	15%	N=35
Somewhat positive	33%	N=74
Neutral	44%	N=99
Somewhat negative	7%	N=16
Very negative	1%	N=2
Total	100%	N=226

Table 64: Question D3

What is your employment status?	Percent	Number
Working full time for pay	75%	N=169
Working part time for pay	8%	N=18
Unemployed, looking for paid work	2%	N=5
Unemployed, not looking for paid work	6%	N=13
Fully retired	10%	N=23
Total	100%	N=227

Table 65: Question D4

Do you work inside the boundaries of Suwanee?	Percent	Number
Yes, outside the home	21%	N=47
Yes, from home	15%	N=33
No	64%	N=141
Total	100%	N=221

Table 66: Question D5

How many years have you lived in Suwanee?	Percent	Number
Less than 2 years	28%	N=63
2 to 5 years	14%	N=32
6 to 10 years	20%	N=46
11 to 20 years	28%	N=63
More than 20 years	10%	N=23
Total	100%	N=228

Table 67: Question D6

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	72%	N=165
A duplex or townhouse	6%	N=13
An apartment or condominium	22%	N=50
Other	0%	N=0
Total	100%	N=228

Table 68: Question D7

Is this house, apartment or mobile home...	Percent	Number
Rented	28%	N=64
Owned	72%	N=164
Total	100%	N=228

Table 69: Question D8

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than $300 per month	1%	N=2
$300 to $599 per month	6%	N=12
$600 to $999 per month	6%	N=12
$1,000 to $1,499 per month	37%	N=82
$1,500 to $2,499 per month	38%	N=84
$2,500 or more per month	14%	N=31
Total	100%	N=223

Table 70: Question D9

Do any children 17 or under live in your household?	Percent	Number
No	55%	N=126
Yes	45%	N=102
Total	100%	N=228

Table 71: Question D10

Are you or any other members of your household aged 65 or older?	Percent	Number
No	86%	N=196
Yes	14%	N=32
Total	100%	N=228

Table 72: Question D11

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	3%	N=8
$25,000 to $49,999	14%	N=30
$50,000 to $99,999	34%	N=73
$100,000 to $149,999	22%	N=48
$150,000 or more	27%	N=58
Total	100%	N=216

Table 73: Question D12

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=211
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=13
Total	100%	N=224

Table 74: Question D13

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	21%	N=47
Black or African American	8%	N=18
White	69%	N=155
Other	4%	N=9

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

Table 75: Question D14

In which category is your age?	Percent	Number
18 to 24 years	3%	N=8
25 to 34 years	24%	N=54
35 to 44 years	22%	N=49
45 to 54 years	28%	N=64
55 to 64 years	12%	N=27
65 to 74 years	8%	N=18
75 years or older	3%	N=7
Total	100%	N=227

Table 76: Question D15

What is your sex?	Percent	Number
Female	51%	N=116
Male	49%	N=109
Total	100%	N=225

Table 77: Question D16

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	83%	N=188
Land line	5%	N=12
Both	11%	N=26
Total	100%	N=225

Table 78: Question D17

What is the primary language you speak at home?	Percent	Number
Arabic	0%	N=0
English	86%	N=195
Hindi	1%	N=2
Korean	7%	N=16
Mandarin	2%	N=4
Persian	0%	N=1
Spanish	3%	N=6
Vietnamese	0%	N=0
Other	1%	N=3
Total	100%	N=226

Table 79: Question D18

How many people live in your household?	Percent	Number
One	14%	N=33
Two	36%	N=82
Three	13%	N=30
Four	23%	N=52
More than four	13%	N=30
Total	100%	N=227

Table 80: Question D19

Are you married?	Percent	Number
No	34%	N=76
Yes	66%	N=150
Total	100%	N=227

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Suwanee chose to have comparisons made to the entire database and subset of similar jurisdictions from the database (communities with populations between 10,000 and 40,000).

Interpreting the Results

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

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

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

National Benchmark Comparisons

Table 81: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Suwanee	92%	45	423	Higher
Overall image or reputation of Suwanee	96%	10	321	Much higher
Suwanee as a place to live	95%	35	367	Higher
Your neighborhood as a place to live	94%	36	287	Similar
Suwanee as a place to raise children	95%	18	354	Higher
Suwanee as a place to retire	75%	60	329	Higher
Overall appearance of Suwanee	94%	17	332	Higher

Table 82: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Suwanee	96%	26	300	Higher
	In your neighborhood during the day	98%	89	331	Similar
	In Suwanee's downtown/commercial area during the day	97%	57	287	Similar
Mobility	Overall ease of getting to the places you usually have to visit	75%	92	214	Similar
	Availability of paths and walking trails	86%	11	288	Much higher
	Ease of walking in Suwanee	68%	92	273	Similar
	Ease of travel by bicycle in Suwanee	60%	91	275	Similar
	Ease of travel by car in Suwanee	72%	62	277	Similar
	Ease of public parking	68%	45	179	Similar
	Traffic flow on major streets	40%	186	324	Similar
Natural Environment	Quality of overall natural environment in Suwanee	94%	25	252	Higher
	Cleanliness of Suwanee	91%	23	260	Higher
	Air quality	88%	48	223	Similar
Built Environment	Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	80%	10	204	Higher
	Overall quality of new development in Suwanee	82%	7	264	Higher
	Availability of affordable quality housing	63%	35	280	Higher
	Variety of housing options	75%	15	255	Higher
	Public places where people want to spend time	87%	3	197	Higher
Economy	Overall economic health of Suwanee	86%	21	210	Higher
	Vibrant downtown/commercial area	80%	21	192	Much higher
	Overall quality of business and service establishments in Suwanee	78%	48	250	Similar
	Cost of living in Suwanee	52%	52	208	Similar
	Shopping opportunities	60%	124	271	Similar
	Employment opportunities	53%	49	288	Higher
	Suwanee as a place to visit	78%	60	223	Similar
	Suwanee as a place to work	72%	71	332	Higher
Recreation and Wellness	Health and wellness opportunities in Suwanee	83%	42	206	Similar
	Availability of affordable quality mental health care	67%	13	179	Higher
	Availability of preventive health services	75%	40	216	Similar
	Availability of affordable quality health care	75%	42	239	Higher
	Availability of affordable quality food	75%	39	215	Similar
	Recreational opportunities	86%	15	277	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	88%	12	198	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	83%	37	206	Higher
	Opportunities to participate in religious or spiritual events and activities	84%	31	183	Similar
	Opportunities to attend cultural/arts/music activities	79%	31	273	Higher
	Adult educational opportunities	68%	62	186	Similar
	K-12 education	92%	19	247	Higher
	Availability of affordable quality child care/preschool	82%	3	232	Much higher
Community Engagement	Opportunities to participate in social events and activities	86%	3	236	Much higher
	Neighborliness of Suwanee	81%	3	200	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	80%	5	269	Higher
	Opportunities to participate in community matters	80%	4	250	Higher
	Opportunities to volunteer	82%	38	243	Similar

Table 83: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Suwanee	92%	8	403	Higher
Overall customer service by Suwanee employees (police, receptionists, planners, etc.)	86%	25	344	Higher
Value of services for the taxes paid to Suwanee	70%	17	368	Higher
Overall direction that Suwanee is taking	82%	4	293	Higher
Job Suwanee government does at welcoming citizen involvement	80%	1	294	Higher
Overall confidence in Suwanee government	75%	4	208	Higher
Generally acting in the best interest of the community	78%	1	208	Higher
Being honest	80%	1	201	Higher
Treating all residents fairly	79%	2	206	Higher
Services provided by the Federal Government	49%	16	228	Similar

Table 84: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	90%	42	426	Higher
	Fire services	94%	50	355	Similar
	Ambulance or emergency medical services	93%	40	325	Similar
	Crime prevention	85%	24	330	Higher
	Fire prevention and education	87%	50	261	Similar
	Animal control	79%	13	318	Higher
Mobility	Traffic enforcement	75%	39	347	Similar
	Street repair	68%	25	381	Higher
	Street cleaning	76%	22	300	Higher
	Street lighting	70%	45	298	Similar
	Snow removal	76%	37	273	Higher
	Sidewalk maintenance	79%	5	303	Higher
	Traffic signal timing	63%	19	240	Similar
Natural Environment	Garbage collection	86%	77	331	Similar
	Recycling	78%	162	331	Similar
	Yard waste pick-up	80%	58	249	Similar
	Drinking water	80%	46	300	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	80%	9	232	Higher
	Suwanee open space	84%	9	189	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Storm drainage	79%	28	328	Higher
	Sewer services	85%	9	298	Higher
	Land use, planning and zoning	81%	2	280	Much higher
	Code enforcement (weeds, abandoned buildings, etc.)	76%	4	356	Much higher
Built Environment	Cable television	66%	9	182	Higher
Economy	Economic development	83%	2	264	Much higher
	City parks	97%	2	306	Higher
	Recreation programs or classes	89%	6	309	Higher
Recreation and Wellness	Recreation centers or facilities	89%	5	260	Higher
	Health services	80%	23	194	Higher
Education and Enrichment	City-sponsored special events	91%	1	223	Much higher
	Public library services	93%	33	318	Higher
Community Engagement	Public information services	83%	3	263	Higher

Table 85: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	80%	11	288	Higher
Recommend living in Suwanee to someone who asks	97%	9	258	Higher
Remain in Suwanee for the next five years	89%	58	252	Similar
Contacted Suwanee (in-person, phone, email or web) for help or information	31%	273	289	Lower

Table 86: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	29%	123	179	Similar
	Did NOT report a crime to the police	84%	55	203	Similar
Safety	Household member was NOT a victim of a crime	93%	60	250	Similar
	Carpooled with other adults or children instead of driving alone	38%	146	192	Similar
Mobility	Walked or biked instead of driving	44%	164	199	Lower
	Made efforts to conserve water	81%	94	187	Similar
Natural Environment	Made efforts to make your home more energy efficient	70%	170	187	Similar
	Recycle at home	82%	165	234	Similar
	Did NOT observe a code violation or other hazard in Suwanee	61%	57	193	Similar
Built Environment	NOT experiencing housing costs stress	68%	126	232	Similar
	Purchase goods or services from a business located in Suwanee	94%	161	196	Similar
	Economy will have positive impact on income	48%	4	233	Higher
Economy	Work inside boundaries of Suwanee	36%	103	195	Similar
Recreation and Wellness	Used Suwanee recreation centers or their services	75%	9	218	Higher
	Visited a neighborhood park or City park	98%	1	248	Higher
Education and Enrichment	Participated in religious or spiritual activities in Suwanee	36%	148	182	Lower
	Attended City-sponsored event	72%	15	198	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	15%	154	179	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Suwanee elected officials (in-person, phone, email or web) to express your opinion	13%	158	195	Similar
Volunteered your time to some group/activity in Suwanee	29%	193	240	Lower
Participated in a club	20%	176	218	Similar
Talked to or visited with your immediate neighbors	90%	126	194	Similar
Done a favor for a neighbor	79%	136	189	Similar
Attended a local public meeting	27%	47	241	Similar
Read or watch local news (via television, paper, computer, etc.)	82%	161	197	Similar
Vote in local elections	69%	218	235	Lower

Communities included in national comparisons

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

Adams County, CO 441,603
Airway Heights city, WA 6,114
Albany city, OR 50,158
Albemarle County, VA 98,970
Albert Lea city, MN 18,016
Alexandria city, VA 139,966
Algonquin village, IL 30,046
Aliso Viejo city, CA 47,823
Altoona city, IA 14,541
American Canyon city, CA 19,454
Ames city, IA 58,965
Andover CDP, MA 8,762
Ankeny city, IA 45,582
Ann Arbor city, MI 113,934
Annapolis city, MD 38,394
Apache Junction city, AZ 35,840
Arapahoe County, CO 572,003
Arkansas City city, AR 366
Arlington County, VA 207,627
Arvada city, CO 106,433
Asheville city, NC 83,393
Ashland city, OR 20,078
Ashland town, MA 16,593
Ashland town, VA 7,225
Aspen city, CO 6,658
Athens-Clarke County, GA 115,452
Auburn city, AL 53,380
Augusta CCD, GA 134,777
Aurora city, CO 325,078
Austin city, TX 790,390
Avon town, CO 6,447
Avon town, IN 12,446
Avondale city, AZ 76,238
Azusa city, CA 46,361
Bainbridge Island city, WA 23,025
Baltimore city, MD 620,961
Bartonville town, TX 1,469
Battle Creek city, MI 52,347
Bay City city, MI 34,932
Baytown city, TX 71,802
Bedford city, TX 46,979
Bedford town, MA 13,320
Bellevue city, WA 122,363

Bellingham city, WA 80,885
Benbrook city, TX 21,234
Bend city, OR 76,639
Bettendorf city, IA 33,217
Billings city, MT 104,170
Blaine city, MN 57,186
Bloomfield Hills city, MI 3,869
Bloomington city, IN 80,405
Bloomington city, MN 82,893
Blue Springs city, MO 52,575
Boise City city, ID 205,671
Bonner Springs city, KS 7,314
Boone County, KY 118,811
Boulder city, CO 97,385
Bowling Green city, KY 58,067
Bozeman city, MT 37,280
Brentwood city, MO 8,055
Brentwood city, TN 37,060
Brighton city, CO 33,352
Brighton city, MI 7,444
Bristol city, TN 26,702
Broken Arrow city, OK 98,850
Brookfield city, WI 37,920
Brookline CDP, MA 58,732
Brooklyn Center city, MN 30,104
Broomfield city, CO 55,889
Brownsburg town, IN 21,285
Burien city, WA 33,313
Burleson city, TX 36,690
Burlingame city, CA 28,806
Cabarrus County, NC 178,011
Cambridge city, MA 105,162
Cannon Beach city, OR 1,690
Cañon City city, CO 16,400
Canton city, SD 3,057
Cape Coral city, FL 154,305
Cape Girardeau city, MO 37,941
Carlisle borough, PA 18,682
Carlsbad city, CA 105,328
Carroll city, IA 10,103
Cartersville city, GA 19,731
Cary town, NC 135,234
Castine town, ME 1,366

Castle Pines North city, CO 10,360
Castle Rock town, CO... 48,231
Cedar Hill city, TX 45,028
Cedar Rapids city, IA..126,326
Celina city, TX.. 6,028
Centennial city, CO...100,377
Chandler city, AZ 236,123
Chandler city, TX 2,734
Chanhassen city, MN 22,952
Chapel Hill town, NC 57,233
Charles County, MD...146,551
Charlotte city, NC..731,424
Charlotte County, FL 159,978
Charlottesville city, VA 43,475
Chattanooga city, TN..167,674
Chesterfield County, VA...316,236
Citrus Heights city, CA.. 83,301
Clackamas County, OR 375,992
Clarendon Hills village, IL 8,427
Clayton city, MO 15,939
Clearwater city, FL 107,685
Cleveland Heights city, OH...................................... 46,121
Clinton city, SC 8,490
Clive city, IA 15,447
Clovis city, CA 95,631
College Park city, MD 30,413
College Station city, TX 93,857
Colleyville city, TX 22,807
Columbia city, SC 129,272
Columbia Falls city, MT... 4,688
Concord city, CA 122,067
Concord town, MA 17,668
Coon Rapids city, MN 61,476
Copperas Cove city, TX.. 32,032
Coral Springs city, FL..121,096
Coronado city, CA 18,912
Corvallis city, OR 54,462
Cottonwood Heights city, UT 33,433
Creve Coeur city, MO 17,833
Cross Roads town, TX 1,563
Dacono city, CO 4,152
Dade City city, FL.. 6,437
Dakota County, MN 398,552
Dallas city, OR 14,583
Dallas city, TX 1,197,816
Danville city, KY 16,218
Dardenne Prairie city, MO....................................... 11,494
Darien city, IL 22,086
Davenport city, FL... 2,888
Davenport city, IA 99,685
Davidson town, NC... 10,944
Dayton city, OH 141,527
Dayton town, WY... 757
Decatur city, GA.. 19,335
Del Mar city, CA 4,161
DeLand city, FL... 27,031
Delaware city, OH 34,753
Delray Beach city, FL.. 60,522
Denison city, TX.. 22,682
Denton city, TX...113,383
Denver city, CO...600,158
Derby city, KS 22,158
Des Moines city, IA 203,433
Des Peres city, MO.. 8,373
Destin city, FL... 12,305
Dothan city, AL 65,496
Douglas County, CO 285,465
Dover city, NH 29,987
Dublin city, CA 46,036
Dublin city, OH 41,751

Duluth city, MN.. 86,265
Durham city, NC 228,330
Durham County, NC 267,587
Eagan city, MN.. 64,206
Eagle Mountain city, UT.. 21,415
Eagle town, CO... 6,508
East Grand Forks city, MN.. 8,601
East Lansing city, MI 48,579
Eau Claire city, WI 65,883
Eden Prairie city, MN.. 60,797
Edgerton city, KS 1,671
Edgewater city, CO 5,170
Edina city, MN 47,941
Edmond city, OK 81,405
Edmonds city, WA... 39,709
El Cerrito city, CA... 23,549
El Dorado County, CA...181,058
Elk Grove city, CA 153,015
Elko New Market city, MN.. 4,110
Elmhurst city, IL 44,121
Encinitas city, CA 59,518
Englewood city, CO 30,255
Erie town, CO 18,135
Escambia County, FL 297,619
Estes Park town, CO... 5,858
Euclid city, OH 48,920
Fairview town, TX 7,248
Farmersville city, TX.. 3,301
Fayetteville city, NC..200,564
Fishers town, IN 76,794
Flower Mound town, TX.. 64,669
Forest Grove city, OR 21,083
Fort Collins city, CO..143,986
Fort Lauderdale city, FL..165,521
Fort Smith city, AR 86,209
Franklin city, TN.. 62,487
Fremont city, CA 214,089
Friendswood city, TX... 35,805
Fruita city, CO.. 12,646
Gahanna city, OH... 33,248
Gaithersburg city, MD.. 59,933
Galveston city, TX.. 47,743
Gardner city, KS 19,123
Georgetown city, TX.. 47,400
Germantown city, TN 38,844
Gilbert town, AZ..208,453
Gillette city, WY 29,087
Glendora city, CA 50,073
Glenview village, IL... 44,692
Globe city, AZ.. 7,532
Golden city, CO... 18,867
Golden Valley city, MN... 20,371
Goodyear city, AZ 65,275
Grafton village, WI 11,459
Grand Blanc city, MI.. 8,276
Grants Pass city, OR.. 34,533
Grass Valley city, CA.. 12,860
Greenville city, NC.. 84,554
Greenwich town, CT... 61,171
Greenwood Village city, CO...................................... 13,925
Greer city, SC 25,515
Gunnison County, CO 15,324
Hailey city, ID 7,960
Haines Borough, AK 2,508
Hamilton city, OH... 62,477
Hamilton town, MA.. 7,764
Hanover County, VA...99,863
Harrisburg city, SD 4,089
Harrisonburg city, VA 48,914
Harrisonville city, MO 10,019

Hayward city, CA	144,186
Henderson city, NV	257,729
Herndon town, VA	23,292
High Point city, NC	104,371
Highland Park city, IL	29,763
Highlands Ranch CDP, CO	96,713
Holland city, MI	33,051
Honolulu County, HI	953,207
Hooksett town, NH	13,451
Hopkins city, MN	17,591
Hopkinton town, MA	14,925
Hoquiam city, WA	8,726
Horry County, SC	269,291
Howard village, WI	17,399
Hudson city, OH	22,262
Hudson town, CO	2,356
Huntley village, IL	24,291
Hurst city, TX	37,337
Hutchinson city, MN	14,178
Hutto city, TX	14,698
Independence city, MO	116,830
Indianola city, IA	14,782
Indio city, CA	76,036
Iowa City city, IA	67,862
Irving city, TX	216,290
Issaquah city, WA	30,434
Jackson County, MI	160,248
James City County, VA	67,009
Jefferson County, CO	534,543
Jefferson County, NY	116,229
Jefferson Parish, LA	432,552
Johnson City city, TN	63,152
Johnston city, IA	17,278
Jupiter town, FL	55,156
Kalamazoo city, MI	74,262
Kansas City city, KS	145,786
Kansas City city, MO	459,787
Keizer city, OR	36,478
Kenmore city, WA	20,460
Kennedale city, TX	6,763
Kennett Square borough, PA	6,072
Kent city, WA	92,411
Kerrville city, TX	22,347
Kettering city, OH	56,163
Key West city, FL	24,649
King City city, CA	12,874
King County, WA	1,931,249
Kirkland city, WA	48,787
Kirkwood city, MO	27,540
Knoxville city, IA	7,313
La Mesa city, CA	57,065
La Plata town, MD	8,753
La Porte city, TX	33,800
La Vista city, NE	15,758
Lafayette city, CO	24,453
Laguna Beach city, CA	22,723
Laguna Niguel city, CA	62,979
Lake Forest city, IL	19,375
Lake Oswego city, OR	36,619
Lake Stevens city, WA	28,069
Lake Worth city, FL	34,910
Lake Zurich village, IL	19,631
Lakeville city, MN	55,954
Lakewood city, CO	142,980
Lakewood city, WA	58,163
Lane County, OR	351,715
Lansing city, MI	114,297
Laramie city, WY	30,816
Larimer County, CO	299,630
Las Cruces city, NM	97,618
Las Vegas city, NV	583,756
Lawrence city, KS	87,643
Lawrenceville city, GA	28,546
Lee's Summit city, MO	91,364
Lehi city, UT	47,407
Lenexa city, KS	48,190
Lewis County, NY	27,087
Lewiston city, ID	31,894
Lewisville city, TX	95,290
Lewisville town, NC	12,639
Libertyville village, IL	20,315
Lincoln city, NE	258,379
Lindsborg city, KS	3,458
Little Chute village, WI	10,449
Littleton city, CO	41,737
Livermore city, CA	80,968
Lombard village, IL	43,165
Lone Tree city, CO	10,218
Long Grove village, IL	8,043
Longmont city, CO	86,270
Longview city, TX	80,455
Lonsdale city, MN	3,674
Los Alamos County, NM	17,950
Los Altos Hills town, CA	7,922
Louisville city, CO	18,376
Lower Merion township, PA	57,825
Lynchburg city, VA	75,568
Lynnwood city, WA	35,836
Macomb County, MI	840,978
Manassas city, VA	37,821
Manhattan Beach city, CA	35,135
Manhattan city, KS	52,281
Mankato city, MN	39,309
Maple Grove city, MN	61,567
Maricopa County, AZ	3,817,117
Marion County, IA	33,309
Marshfield city, WI	19,118
Martinez city, CA	35,824
Marysville city, WA	60,020
Matthews town, NC	27,198
McAllen city, TX	129,877
McKinney city, TX	131,117
McMinnville city, OR	32,187
Menlo Park city, CA	32,026
Mercer Island city, WA	22,699
Meridian charter township, MI	39,688
Meridian city, ID	75,092
Merriam city, KS	11,003
Mesa city, AZ	439,041
Mesa County, CO	146,723
Miami Beach city, FL	87,779
Miami city, FL	399,457
Middleton city, WI	17,442
Midland city, MI	41,863
Milford city, DE	9,559
Milton city, GA	32,661
Minneapolis city, MN	382,578
Missouri City city, TX	67,358
Modesto city, CA	201,165
Monterey city, CA	27,810
Monticello city, UT	1,972
Montrose city, CO	19,132
Monument town, CO	5,530
Mooresville town, NC	32,711
Moraga town, CA	16,016
Morristown city, TN	29,137
Morrisville town, NC	18,576
Morro Bay city, CA	10,234
Mountain Village town, CO	1,320
Mountlake Terrace city, WA	19,909

Murphy city, TX	17,708
Naperville city, IL	141,853
Napoleon city, OH	8,749
Needham CDP, MA	28,886
Nevada City city, CA	3,068
New Braunfels city, TX	57,740
New Brighton city, MN	21,456
New Hanover County, NC	202,667
New Orleans city, LA	343,829
New Port Richey city, FL	14,911
New Smyrna Beach city, FL	22,464
New Ulm city, MN	13,522
Newberg city, OR	22,068
Newport city, RI	24,672
Newport News city, VA	180,719
Newton city, IA	15,254
Noblesville city, IN	51,969
Nogales city, AZ	20,837
Norcross city, GA	9,116
Norfolk city, VA	242,803
North Mankato city, MN	13,394
North Port city, FL	57,357
North Richland Hills city, TX	63,343
Novato city, CA	51,904
Novi city, MI	55,224
O'Fallon city, IL	28,281
O'Fallon city, MO	79,329
Oak Park village, IL	51,878
Oakland city, CA	390,724
Oakley city, CA	35,432
Oklahoma City city, OK	579,999
Olathe city, KS	125,872
Old Town city, ME	7,840
Olmsted County, MN	144,248
Olympia city, WA	46,478
Orland Park village, IL	56,767
Oshkosh city, WI	66,083
Oshtemo charter township, MI	21,705
Oswego village, IL	30,355
Otsego County, MI	24,164
Ottawa County, MI	263,801
Paducah city, KY	25,024
Palm Beach Gardens city, FL	48,452
Palm Coast city, FL	75,180
Palo Alto city, CA	64,403
Palos Verdes Estates city, CA	13,438
Papillion city, NE	18,894
Paradise Valley town, AZ	12,820
Park City city, UT	7,558
Parker town, CO	45,297
Parkland city, FL	23,962
Pasco city, WA	59,781
Pasco County, FL	464,697
Payette city, ID	7,433
Pearland city, TX	91,252
Peoria city, AZ	154,065
Peoria city, IL	115,007
Pflugerville city, TX	46,936
Phoenix city, AZ	1,445,632
Pinehurst village, NC	13,124
Piqua city, OH	20,522
Pitkin County, CO	17,148
Plano city, TX	259,841
Platte City city, MO	4,691
Pleasanton city, CA	70,285
Plymouth city, MN	70,576
Polk County, IA	430,640
Pompano Beach city, FL	99,845
Port Orange city, FL	56,048
Portland city, OR	583,776
Post Falls city, ID	27,574
Powell city, OH	11,500
Prince William County, VA	402,002
Prior Lake city, MN	22,796
Pueblo city, CO	106,595
Purcellville town, VA	7,727
Queen Creek town, AZ	26,361
Ramsey city, MN	23,668
Raymond town, ME	4,436
Raymore city, MO	19,206
Redmond city, OR	26,215
Redmond city, WA	54,144
Reno city, NV	225,221
Reston CDP, VA	58,404
Richmond city, CA	103,701
Richmond Heights city, MO	8,603
Rio Rancho city, NM	87,521
River Falls city, WI	15,000
Riverside city, CA	303,871
Riverside city, MO	2,937
Roanoke County, VA	92,376
Rochester Hills city, MI	70,995
Rock Hill city, SC	66,154
Rockville city, MD	61,209
Roeland Park city, KS	6,731
Rogers city, MN	8,597
Rohnert Park city, CA	40,971
Rolla city, MO	19,559
Roselle village, IL	22,763
Rosemount city, MN	21,874
Rosenberg city, TX	30,618
Roseville city, MN	33,660
Round Rock city, TX	99,887
Royal Oak city, MI	57,236
Saco city, ME	18,482
Sahuarita town, AZ	25,259
Salida city, CO	5,236
Sammamish city, WA	45,780
San Anselmo town, CA	12,336
San Antonio city, TX	1,327,407
San Carlos city, CA	28,406
San Diego city, CA	1,307,402
San Francisco city, CA	805,235
San Jose city, CA	945,942
San Juan County, NM	130,044
San Marcos city, CA	83,781
San Marcos city, TX	44,894
Sanford city, FL	53,570
Sangamon County, IL	197,465
Santa Clarita city, CA	176,320
Santa Fe city, NM	67,947
Santa Fe County, NM	144,170
Santa Monica city, CA	89,736
Sarasota County, FL	379,448
Savage city, MN	26,911
Schaumburg village, IL	74,227
Scott County, MN	129,928
Scottsdale city, AZ	217,385
Seaside city, CA	33,025
Sevierville city, TN	14,807
Shakopee city, MN	37,076
Sharonville city, OH	13,560
Shawnee city, KS	62,209
Shawnee city, OK	29,857
Sherborn town, MA	4,119
Shoreview city, MN	25,043
Shorewood village, IL	15,615
Shorewood village, WI	13,162
Sierra Vista city, AZ	43,888
Sioux Center city, IA	7,048

Sioux Falls city, SD..153,888
Skokie village, IL.. 64,784
Snellville city, GA 18,242
South Lake Tahoe city, CA....................................... 21,403
Southlake city, TX 26,575
Spring Hill city, KS... 5,437
Springboro city, OH... 17,409
Springfield city, MO...159,498
St. Augustine city, FL 12,975
St. Charles city, IL 32,974
St. Cloud city, FL.. 35,183
St. Cloud city, MN 65,842
St. Joseph city, MO 76,780
St. Louis County, MN..200,226
State College borough, PA 42,034
Steamboat Springs city, CO 12,088
Sterling Heights city, MI 129,699
Sugar Grove village, IL 8,997
Sugar Land city, TX.. 78,817
Suisun City city, CA 28,111
Summit city, NJ... 21,457
Summit County, UT 36,324
Summit village, IL 11,054
Sunnyvale city, CA 140,081
Surprise city, AZ..117,517
Suwanee city, GA... 15,355
Tacoma city, WA..198,397
Takoma Park city, MD 16,715
Tamarac city, FL 60,427
Temecula city, CA 100,097
Tempe city, AZ 161,719
Texarkana city, TX 36,411
The Woodlands CDP, TX... 93,847
Thousand Oaks city, CA...126,683
Tigard city, OR.. 48,035
Tracy city, CA 82,922
Trinidad CCD, CO... 12,017
Tualatin city, OR 26,054
Tulsa city, OK 391,906
Twin Falls city, ID 44,125
Tyler city, TX 96,900
University Heights city, OH 13,539
University Park city, TX... 23,068
Upper Arlington city, OH... 33,771

Urbandale city, IA 39,463
Vail town, CO.. 5,305
Vancouver city, WA..161,791
Ventura CCD, CA..111,889
Vernon Hills village, IL.. 25,113
Vestavia Hills city, AL 34,033
Victoria city, MN 7,345
Vienna town, VA 15,687
Virginia Beach city, VA..437,994
Walnut Creek city, CA... 64,173
Washington County, MN 238,136
Washington town, NH 1,123
Washougal city, WA 14,095
Wauwatosa city, WI 46,396
Waverly city, IA 9,874
Weddington town, NC 9,459
Wentzville city, MO.. 29,070
West Carrollton city, OH 13,143
West Chester borough, PA....................................... 18,461
West Des Moines city, IA... 56,609
Western Springs village, IL 12,975
Westerville city, OH... 36,120
Westlake town, TX 992
Westminster city, CO..106,114
Weston town, MA... 11,261
Wheat Ridge city, CO 30,166
White House city, TN.. 10,255
Wichita city, KS...382,368
Williamsburg city, VA.. 14,068
Willowbrook village, IL 8,540
Wilmington city, NC..106,476
Wilsonville city, OR.. 19,509
Windsor town, CO... 18,644
Windsor town, CT 29,044
Winnetka village, IL 12,187
Winter Garden city, FL.. 34,568
Woodbury city, MN... 61,961
Woodland city, CA.. 55,468
Wrentham town, MA 10,955
Wyandotte County, KS 157,505
Yakima city, WA.. 91,067
York County, VA.. 65,464
Yorktown town, IN.. 9,405
Yountville city, CA 2,933

Similar Population (10,000 to 40,000) Benchmark Comparisons

Table 87: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Suwanee	92%	23	163	Similar
Overall image or reputation of Suwanee	96%	8	129	Higher
Suwanee as a place to live	95%	22	141	Higher
Your neighborhood as a place to live	94%	21	119	Similar
Suwanee as a place to raise children	95%	13	139	Higher
Suwanee as a place to retire	75%	26	128	Similar
Overall appearance of Suwanee	94%	12	136	Higher

Table 88: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Suwanee	96%	14	112	Higher
	In your neighborhood during the day	98%	53	133	Similar
	In Suwanee's downtown/commercial area during the day	97%	35	119	Similar
Mobility	Overall ease of getting to the places you usually have to visit	75%	43	83	Similar
	Availability of paths and walking trails	86%	5	122	Higher
	Ease of walking in Suwanee	68%	50	116	Similar
	Ease of travel by bicycle in Suwanee	60%	46	117	Similar
	Ease of travel by car in Suwanee	72%	33	113	Similar
	Ease of public parking	68%	23	74	Similar
	Traffic flow on major streets	40%	79	135	Similar
Natural Environment	Quality of overall natural environment in Suwanee	94%	17	111	Higher
	Cleanliness of Suwanee	91%	15	112	Higher
	Air quality	88%	26	94	Similar
Built Environment	Overall "built environment" of Suwanee (including overall design, buildings, parks and transportation systems)	80%	4	83	Higher
	Overall quality of new development in Suwanee	82%	3	116	Higher
	Availability of affordable quality housing	63%	25	118	Higher
	Variety of housing options	75%	5	111	Higher
	Public places where people want to spend time	87%	2	80	Higher
Economy	Overall economic health of Suwanee	86%	7	84	Higher
	Vibrant downtown/commercial area	80%	8	80	Much higher
	Overall quality of business and service establishments in Suwanee	78%	16	109	Similar
	Cost of living in Suwanee	52%	20	83	Similar
	Shopping opportunities	60%	37	118	Similar
	Employment opportunities	53%	14	120	Higher
	Suwanee as a place to visit	78%	24	86	Similar
	Suwanee as a place to work	72%	27	128	Higher
Recreation and Wellness	Health and wellness opportunities in Suwanee	83%	15	81	Similar
	Availability of affordable quality mental health care	67%	4	74	Higher
	Availability of preventive health services	75%	14	94	Similar
	Availability of affordable quality health care	75%	16	106	Higher
	Availability of affordable quality food	75%	17	99	Similar
	Recreational opportunities	86%	11	119	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	88%	7	79	Higher
	Overall opportunities for education and enrichment	83%	16	82	Higher
	Opportunities to participate in religious or spiritual events and activities	84%	15	86	Similar
	Opportunities to attend cultural/arts/music activities	79%	12	115	Higher
	Adult educational opportunities	68%	22	76	Similar
	K-12 education	92%	12	106	Higher
Education and Enrichment	Availability of affordable quality child care/preschool	82%	2	105	Higher
	Opportunities to participate in social events and activities	86%	2	107	Much higher
	Neighborliness of Suwanee	81%	3	81	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	80%	3	110	Higher
	Opportunities to participate in community matters	80%	3	111	Higher
Community Engagement	Opportunities to volunteer	82%	17	107	Similar

Table 89: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Suwanee	92%	6	151	Higher
Overall customer service by Suwanee employees (police, receptionists, planners, etc.)	86%	13	141	Higher
Value of services for the taxes paid to Suwanee	70%	10	142	Higher
Overall direction that Suwanee is taking	82%	2	121	Higher
Job Suwanee government does at welcoming citizen involvement	80%	1	128	Higher
Overall confidence in Suwanee government	75%	3	85	Higher
Generally acting in the best interest of the community	78%	1	83	Higher
Being honest	80%	1	82	Higher
Treating all residents fairly	79%	2	84	Higher
Services provided by the Federal Government	49%	7	98	Similar

Table 90: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police/Sheriff services	90%	24	166	Similar
	Fire services	94%	33	148	Similar
	Ambulance or emergency medical services	93%	26	136	Similar
	Crime prevention	85%	17	137	Higher
	Fire prevention and education	87%	32	111	Similar
Safety	Animal control	79%	5	130	Higher
	Traffic enforcement	75%	24	139	Similar
	Street repair	68%	10	159	Higher
	Street cleaning	76%	11	131	Higher
	Street lighting	70%	21	128	Similar
	Snow removal	76%	22	125	Similar
	Sidewalk maintenance	79%	2	132	Higher
Mobility	Traffic signal timing	63%	11	100	Similar
	Garbage collection	86%	41	140	Similar
	Recycling	78%	78	138	Similar
Natural	Yard waste pick-up	80%	30	107	Similar
Environment	Drinking water	80%	18	124	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	80%	3	102	Higher
	Suwanee open space	84%	3	74	Higher
	Storm drainage	79%	10	144	Similar
	Sewer services	85%	4	128	Similar
	Land use, planning and zoning	81%	1	121	Much higher
	Code enforcement (weeds, abandoned buildings, etc.)	76%	3	142	Higher
Built Environment	Cable television	66%	7	84	Higher
Economy	Economic development	83%	1	114	Much higher
	City parks	97%	1	128	Higher
	Recreation programs or classes	89%	3	131	Higher
Recreation and Wellness	Recreation centers or facilities	89%	2	109	Higher
	Health services	80%	12	83	Higher
Education and Enrichment	City-sponsored special events	91%	1	92	Much higher
	Public library services	93%	19	126	Similar
Community Engagement	Public information services	83%	2	115	Higher

Table 91: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	80%	11	122	Higher
Recommend living in Suwanee to someone who asks	97%	4	112	Higher
Remain in Suwanee for the next five years	89%	26	109	Similar
Contacted Suwanee (in-person, phone, email or web) for help or information	31%	114	118	Lower

Table 92: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	29%	50	73	Similar
	Did NOT report a crime to the police	84%	26	85	Similar
Safety	Household member was NOT a victim of a crime	93%	35	115	Similar
	Carpooled with other adults or children instead of driving alone	38%	57	78	Similar
Mobility	Walked or biked instead of driving	44%	68	81	Lower
	Made efforts to conserve water	81%	33	74	Similar
Natural Environment	Made efforts to make your home more energy efficient	70%	69	75	Similar
	Recycle at home	82%	75	103	Similar
	Did NOT observe a code violation or other hazard in Suwanee	61%	27	77	Similar
Built Environment	NOT experiencing housing costs stress	68%	58	102	Similar
	Purchase goods or services from a business located in Suwanee	94%	63	81	Similar
	Economy will have positive impact on income	48%	1	101	Higher
Economy	Work inside boundaries of Suwanee	36%	37	80	Similar
Recreation and Wellness	Used Suwanee recreation centers or their services	75%	6	95	Higher
	Visited a neighborhood park or City park	98%	1	108	Higher
Education and Enrichment	Participated in religious or spiritual activities in Suwanee	36%	62	84	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Attended City-sponsored event	72%	11	81	Higher
	Campaigned or advocated for an issue, cause or candidate	15%	63	74	Similar
	Contacted Suwanee elected officials (in-person, phone, email or web) to express your opinion	13%	67	80	Similar
	Volunteered your time to some group/activity in Suwanee	29%	82	105	Lower
	Participated in a club	20%	76	98	Similar
	Talked to or visited with your immediate neighbors	90%	60	79	Similar
	Done a favor for a neighbor	79%	61	77	Similar
	Attended a local public meeting	27%	31	106	Similar
Community Engagement	Read or watch local news (via television, paper, computer, etc.)	82%	68	80	Similar
	Vote in local elections	69%	97	105	Lower

Communities included in similar population (10,000 to 40,000) comparisons

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

Albert Lea city, MN 18,016
Algonquin village, IL 30,046
Altoona city, IA 14,541
American Canyon city, CA 19,454
Annapolis city, MD 38,394
Apache Junction city, AZ 35,840
Ashland city, OR 20,078
Ashland town, MA 16,593
Avon town, IN 12,446
Bainbridge Island city, WA 23,025
Bay City city, MI 34,932
Bedford town, MA 13,320
Benbrook city, TX 21,234
Bettendorf city, IA 33,217
Bozeman city, MT 37,280
Brentwood city, TN 37,060
Brighton city, CO 33,352
Bristol city, TN 26,702
Brookfield city, WI 37,920
Brooklyn Center city, MN 30,104
Brownsburg town, IN 21,285
Burleson city, TX 36,690
Burlingame city, CA 28,806
Cañon City city, CO 16,400
Cape Girardeau city, MO 37,941
Carlisle borough, PA 18,682
Carroll city, IA 10,103
Cartersville city, GA 19,731
Chanhassen city, MN 22,952
Clayton city, MO 15,939
Clive city, IA 15,447
College Park city, MD 30,413
Colleyville city, TX 22,807
Concord town, MA 17,668
Copperas Cove city, TX 32,032
Coronado city, CA 18,912
Cottonwood Heights city, UT 33,433
Creve Coeur city, MO 17,833
Dallas city, OR 14,583

Danville city, KY 16,218
Dardenne Prairie city, MO 11,494
Darien city, IL 22,086
Davidson town, NC 10,944
Decatur city, GA 19,335
DeLand city, FL 27,031
Delaware city, OH 34,753
Denison city, TX 22,682
Derby city, KS 22,158
Destin city, FL 12,305
Dover city, NH 29,987
Eagle Mountain city, UT 21,415
El Cerrito city, CA 23,549
Englewood city, CO 30,255
Erie town, CO 18,135
Forest Grove city, OR 21,083
Friendswood city, TX 35,805
Fruita city, CO 12,646
Gahanna city, OH 33,248
Gardner city, KS 19,123
Germantown city, TN 38,844
Gillette city, WY 29,087
Golden city, CO 18,867
Golden Valley city, MN 20,371
Grafton village, WI 11,459
Grants Pass city, OR 34,533
Grass Valley city, CA 12,860
Greenwood Village city, CO 13,925
Greer city, SC 25,515
Gunnison County, CO 15,324
Harrisonville city, MO 10,019
Herndon town, VA 23,292
Highland Park city, IL 29,763
Holland city, MI 33,051
Hooksett town, NH 13,451
Hopkins city, MN 17,591
Hopkinton town, MA 14,925
Howard village, WI 17,399
Hudson city, OH 22,262

Huntley village, IL	24,291
Hurst city, TX	37,337
Hutchinson city, MN	14,178
Hutto city, TX	14,698
Indianola city, IA	14,782
Issaquah city, WA	30,434
Johnston city, IA	17,278
Keizer city, OR	36,478
Kenmore city, WA	20,460
Kerrville city, TX	22,347
Key West city, FL	24,649
King City city, CA	12,874
Kirkwood city, MO	27,540
La Porte city, TX	33,800
La Vista city, NE	15,758
Lafayette city, CO	24,453
Laguna Beach city, CA	22,723
Lake Forest city, IL	19,375
Lake Oswego city, OR	36,619
Lake Stevens city, WA	28,069
Lake Worth city, FL	34,910
Lake Zurich village, IL	19,631
Laramie city, WY	30,816
Lawrenceville city, GA	28,546
Lewis County, NY	27,087
Lewiston city, ID	31,894
Lewisville town, NC	12,639
Libertyville village, IL	20,315
Little Chute village, WI	10,449
Lone Tree city, CO	10,218
Los Alamos County, NM	17,950
Louisville city, CO	18,376
Lynnwood city, WA	35,836
Manhattan Beach city, CA	35,135
Mankato city, MN	39,309
Marion County, IA	33,309
Marshfield city, WI	19,118
Martinez city, CA	35,824
Matthews town, NC	27,198
McMinnville city, OR	32,187
Menlo Park city, CA	32,026
Mercer Island city, WA	22,699
Merriam city, KS	11,003
Middleton city, WI	17,442
Milton city, GA	32,661
Monterey city, CA	27,810
Montrose city, CO	19,132
Mooresville town, NC	32,711
Moraga town, CA	16,016
Morristown city, TN	29,137
Morrisville town, NC	18,576
Morro Bay city, CA	10,234
Mountlake Terrace city, WA	19,909
Murphy city, TX	17,708
Needham CDP, MA	28,886
New Brighton city, MN	21,456
New Port Richey city, FL	14,911
New Smyrna Beach city, FL	22,464
New Ulm city, MN	13,522
Newberg city, OR	22,068
Newport city, RI	24,672
Newton city, IA	15,254
Nogales city, AZ	20,837
Norcross city, GA	9,116
North Mankato city, MN	13,394
O'Fallon city, IL	28,281
Oakley city, CA	35,432
Oshtemo charter township, MI	21,705
Oswego village, IL	30,355
Otsego County, MI	24,164
Paducah city, KY	25,024
Palos Verdes Estates city, CA	13,438
Papillion city, NE	18,894
Paradise Valley town, AZ	12,820
Parkland city, FL	23,962
Pinehurst village, NC	13,124
Piqua city, OH	20,522
Pitkin County, CO	17,148
Post Falls city, ID	27,574
Powell city, OH	11,500
Prior Lake city, MN	22,796
Queen Creek town, AZ	26,361
Ramsey city, MN	23,668
Raymore city, MO	19,206
Redmond city, OR	26,215
River Falls city, WI	15,000
Rogers city, MN	8,597
Rolla city, MO	19,559
Roselle village, IL	22,763
Rosemount city, MN	21,874
Rosenberg city, TX	30,618
Roseville city, MN	33,660
Saco city, ME	18,482
Sahuarita town, AZ	25,259
San Anselmo town, CA	12,336
San Carlos city, CA	28,406
Savage city, MN	26,911
Seaside city, CA	33,025
Sevierville city, TN	14,807
Shakopee city, MN	37,076
Sharonville city, OH	13,560
Shawnee city, OK	29,857
Shoreview city, MN	25,043
Shorewood village, IL	15,615
Shorewood village, WI	13,162
Snellville city, GA	18,242
South Lake Tahoe city, CA	21,403
Southlake city, TX	26,575
Springboro city, OH	17,409
St. Augustine city, FL	12,975
St. Charles city, IL	32,974
St. Cloud city, FL	35,183
Steamboat Springs city, CO	12,088
Suisun City city, CA	28,111
Summit city, NJ	21,457
Summit County, UT	36,324
Summit village, IL	11,054
Suwanee city, GA	15,355
Takoma Park city, MD	16,715
Texarkana city, TX	36,411
Trinidad CCD, CO	12,017
Tualatin city, OR	26,054
University Heights city, OH	13,539
University Park city, TX	23,068
Upper Arlington city, OH	33,771
Vernon Hills village, IL	25,113
Vestavia Hills city, AL	34,033
Vienna town, VA	15,687
Washougal city, WA	14,095
Wentzville city, MO	29,070
West Carrollton city, OH	13,143
West Chester borough, PA	18,461
Western Springs village, IL	12,975
Westerville city, OH	36,120
Weston town, MA	11,261
Wheat Ridge city, CO	30,166
White House city, TN	10,255
Williamsburg city, VA	14,068
Wilsonville city, OR	19,509
Windsor town, CO	18,644

Appendix C: Detailed Survey Methods

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

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Suwanee funded this research. Please contact Amie Sakmar, Finance Director at the City of Suwanee at amie@suwanee.com if you have any questions about the survey.

Survey Validity

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

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

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

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

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

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

Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Suwanee were eligible to participate in the survey. The City of Suwanee provided a list of residential addresses from their most recent master street list. The exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file and addresses located outside of the City of Suwanee boundaries were removed from consideration.

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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

Figure 1: Location of Survey Recipients
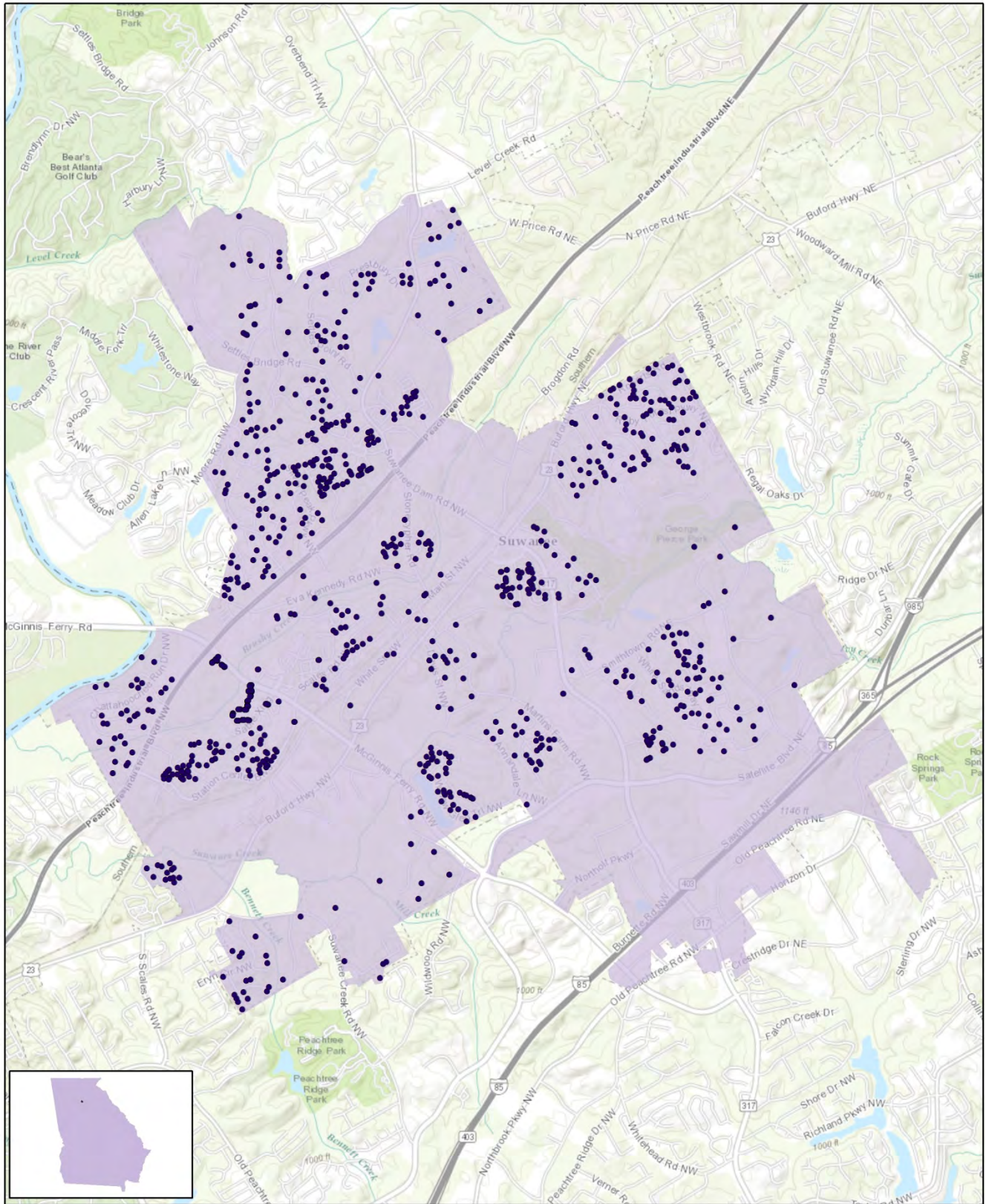
Survey Recipients in Suwanee, GA

• Survey Recipients

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on March 31, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in only English. Completed surveys were collected over the following eight weeks.

About 7% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,390 households that received the survey, 232 completed the survey, providing an overall response rate of 17%. The response rate was calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons.

Table 93: Survey Response Rate

	Overall
Total sample used	1500
I=Complete Interviews	232
P=Partial Interviews	0
R=Refusal and break off	0
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1158
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	17%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.[2]

The margin of error for the City of Suwanee survey is no greater than plus or minus six percentage points around any given percent reported for all respondents (232 completed surveys).

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

Survey Processing (Data Entry)

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

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

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

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Suwanee. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race, ethnicity, sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 94: Suwanee, GA 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	28%	18%	28%
Own home	72%	82%	72%
Detached unit	73%	73%	72%
Attached unit	27%	27%	28%
Race and Ethnicity			
White	69%	76%	69%
Not white	31%	24%	31%
Not Hispanic	94%	96%	94%
Hispanic	6%	4%	6%
Sex and Age			
Female	52%	57%	51%
Male	48%	43%	49%
18-34 years of age	27%	11%	27%
35-54 years of age	50%	41%	50%
55+ years of age	23%	49%	23%
Females 18-34	14%	7%	14%
Females 35-54	26%	23%	26%
Females 55+	12%	27%	12%
Males 18-34	13%	4%	14%
Males 35-54	24%	17%	24%
Males 55+	11%	22%	11%

Survey Data Analysis and Reporting

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

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

Appendix D: Survey Materials

Dear Suwanee Resident,

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

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

Thank you for helping create a better City!

Sincerely,

Jimmy Burnette
Mayor

City of Suwanee georgia

330 Town Center Avenue
Suwanee, GA 30024

City of Suwanee georgia

330 Town Center Avenue
Suwanee, GA 30024

City of Suwanee georgia

330 Town Center Avenue
Suwanee, GA 30024

City of Suwanee georgia
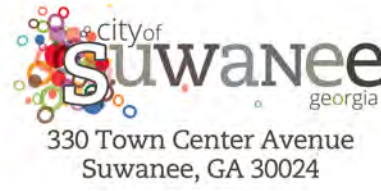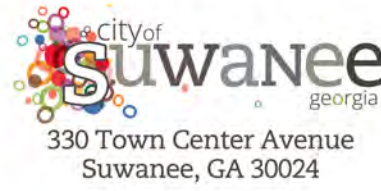
330 Town Center Avenue
Suwanee, GA 30024

April 2017

Dear City of Suwanee Resident:

Please help us shape the future of Suwanee! You have been selected at random to participate in the 2017 Suwanee Citizen Survey.

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

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

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

Thank you for your time and participation!

Sincerely,

James M Burnette

Jimmy Burnette
Mayor

April 2017

Dear City of Suwanee Resident:

Here's a second chance if you haven't already responded to the 2017 Suwanee Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Suwanee! You have been selected at random to participate in the 2017 Suwanee Citizen Survey.

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

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Thank you for your time and participation!

Sincerely,

Jimmy Burnette
Mayor

The City of Suwanee 2017 Citizen Survey

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

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
The City of Suwanee	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Gwinnett County Government	1	2	3	4	5

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

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

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

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

14. If you have moved to Suwanee since January 1, 2012, please rate how important, if at all, each of the following items were in your decision to select Suwanee as a place to live.

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

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

	Major source	Minor source	Not a source
City newsletter (Connects)	1	2	3
City website (suwanee.com)	1	2	3
Suwanee Magazine	1	2	3
Go! Suwanee Mobile App	1	2	3
The City's Facebook page	1	2	3
The City's Twitter	1	2	3
The City's Instagram	1	2	3
Suwanee News e-mail blast / list serve	1	2	3
Local media (newspaper, radio, local T.V.)	1	2	3
Brochures	1	2	3
Contact with a City employee (by phone, email or in person)	1	2	3
Public meetings	1	2	3

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

   ❍ City newsletter (Connects)
   ❍ City website (suwanee.com)
   ❍ Suwanee Magazine
   ❍ Go! Suwanee Mobile App
   ❍ The City's Facebook page
   ❍ The City's Twitter
   ❍ The City's Instagram
   ❍ Suwanee News e-mail blast / list serve
   ❍ Local media (newspaper, radio, local T.V.)
   ❍ Brochures
   ❍ Contact with a City employee (by phone, email or in person)
   ❍ Public meetings

17. What is your average travel time to work?

   ❍ 0-15 minutes
   ❍ 15-30 minute
   ❍ 30-45 minutes
   ❍ 45-60 minute
   ❍ 60-90 minutes
   ❍ More than 90 minutes
   ❍ I do not currently work /I work from home

18. If available, how likely or unlikely would you be to use the following modes of transportation to commute to and from work?

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	I don't work/I work from home
Bus	1	2	3	4	5
Rail	1	2	3	4	5

19. How old is your home?

   ❍ Less than 5 years old
   ❍ 5-20 years old
   ❍ Older than 20 years old
   ❍ Don't know

20. Would you currently prefer to rent or own your home?

   ❍ Rent
   ❍ Own

21. In which housing type would you prefer to live?

   ❍ Apartment/Condominium
   ❍ Townhome
   ❍ Detached single family home

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

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

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

D2. **What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**
○ Very positive   ○ Somewhat positive   ○ Neutral   ○ Somewhat negative   ○ Very negative

D3. **What is your employment status?**
○ Working full time for pay
○ Working part time for pay
○ Unemployed, looking for paid work
○ Unemployed, not looking for paid work
○ Fully retired

D4. **Do you work inside the boundaries of Suwanee?**
○ Yes, outside the home
○ Yes, from home
○ No

D5. **How many years have you lived in Suwanee?**
○ Less than 2 years   ○ 11-20 years
○ 2-5 years   ○ More than 20 years
○ 6-10 years

D6. **Which best describes the building you live in?**
○ One family house detached from any other houses
○ A duplex or townhouse
○ An apartment or condominium
○ Other

D7. **Is this house or apartment…**
○ Rented
○ Owned

D8. **About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**
○ Less than $300 per month
○ $300 to $599 per month
○ $600 to $999 per month
○ $1,000 to $1,499 per month
○ $1,500 to $2,499 per month
○ $2,500 or more per month

D9. Do any children 17 or under live in your household?
○ No   ○ Yes

D10. Are you or any other members of your household aged 65 or older?
○ No   ○ Yes

D11. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)
○ Less than $25,000   ○ $100,000 to $149,999
○ $25,000 to $49,999   ○ $150,000 or more
○ $50,000 to $99,999

Please respond to both questions D12 and D13:

D12. Are you Spanish, Hispanic or Latino?
○ No, not Spanish, Hispanic or Latino
○ Yes, I consider myself to be Spanish, Hispanic or Latino

D13. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
○ American Indian or Alaskan Native
○ Asian, Asian Indian or Pacific Islander
○ Black or African American
○ White
○ Other

D14. In which category is your age?
○ 18-24 years   ○ 55-64 years
○ 25-34 years   ○ 65-74 years
○ 35-44 years   ○ 75 years or older
○ 45-54 years

D15. What is your sex?
○ Female   ○ Male

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

D17. What is the primary language you speak at home?
○ Arabic   ○ Persian
○ English   ○ Spanish
○ Hindi   ○ Vietnamese
○ Korean   ○ Other
○ Mandarin

D18. How many people live in your household?
○ One
○ Two
○ Three
○ Four
○ More than four

D19. Are you married?
○ No   ○ Yes

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

City of Suwanee
georgia

330 Town Center Avenue
Suwanee, GA 30024