



2022 NATIONAL CITIZEN SURVEY

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

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



COMMUNITY CHARACTERISTICS

SUWANEE'S DRIVING PRINCIPLES



COMMUNITY
HOW LIVABLE WE ARE



ECONOMIC DEVELOPMENT
HOW WE PROSPER



GOVERNANCE
HOW WE MEET EXPECTATIONS



COMMUNITY CULTURE
WHAT MAKES US INTERESTING



COMMUNICATIONS & ENGAGEMENT
HOW WE CONNECT



PARKS + OPEN SPACE
HOW WE PLAY



PUBLIC SAFETY
WHAT PROVIDES US COMFORT



TRANSPORTATION
HOW WE MOVE



PLANNING
HOW WE GROW



COMMUNITY



89% of respondents rated the appearance of Suwanee as excellent or good. **Almost all (96%) respondents rated Suwanee as a place to raise kids as excellent or good.** About two-thirds of respondents positively rated Suwanee as a place to retire.

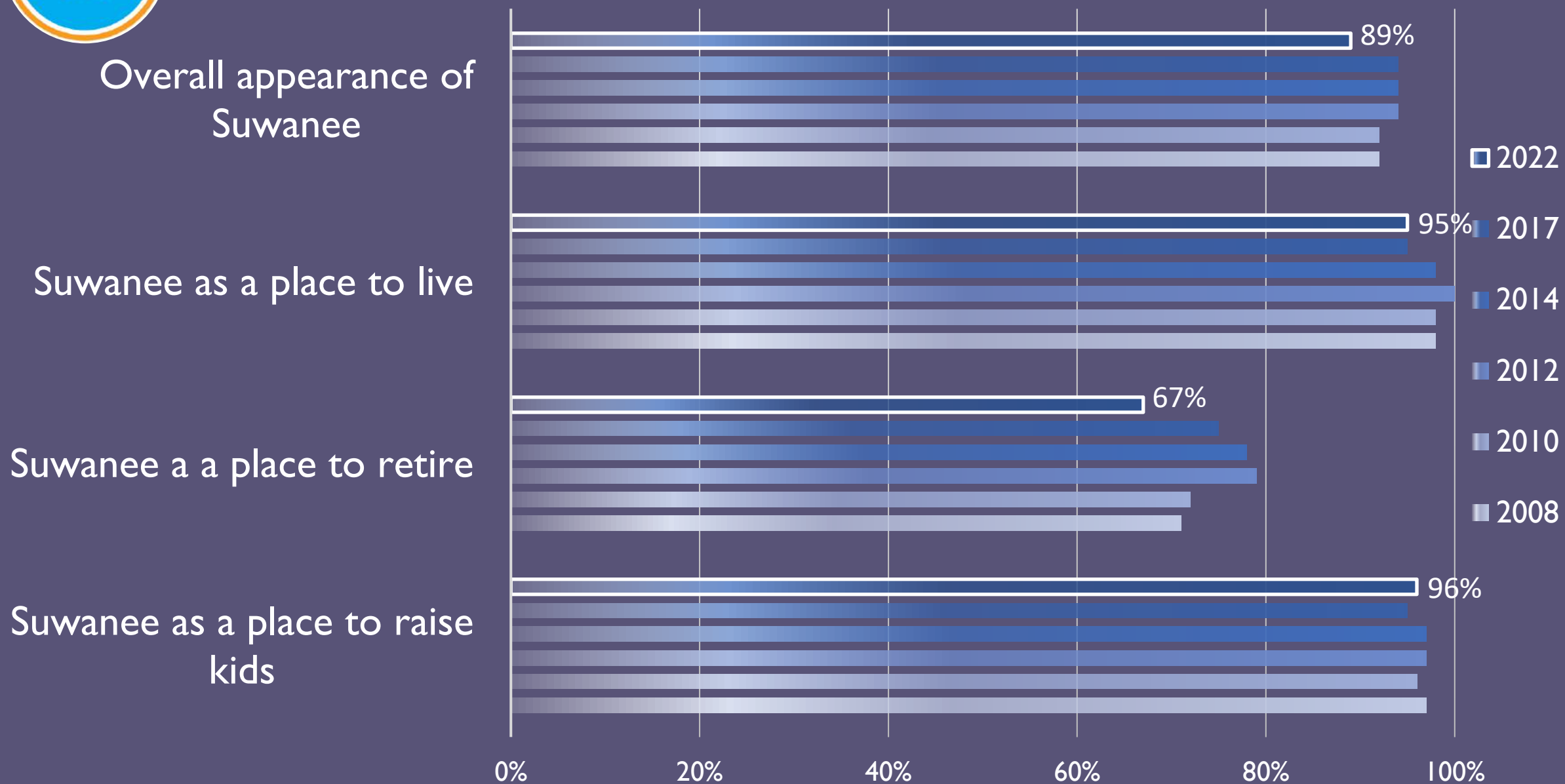
95%

Excellent or
Good

• Suwanee as a place to live.



% AS EXCELLENT OR GOOD





GOVERNANCE



74%

Excellent or
Good

Rank #9
in the U.S.

Job Suwanee government does at
welcoming citizen involvement.



69%

Excellent or
Good

Overall confidence in
Suwanee government.



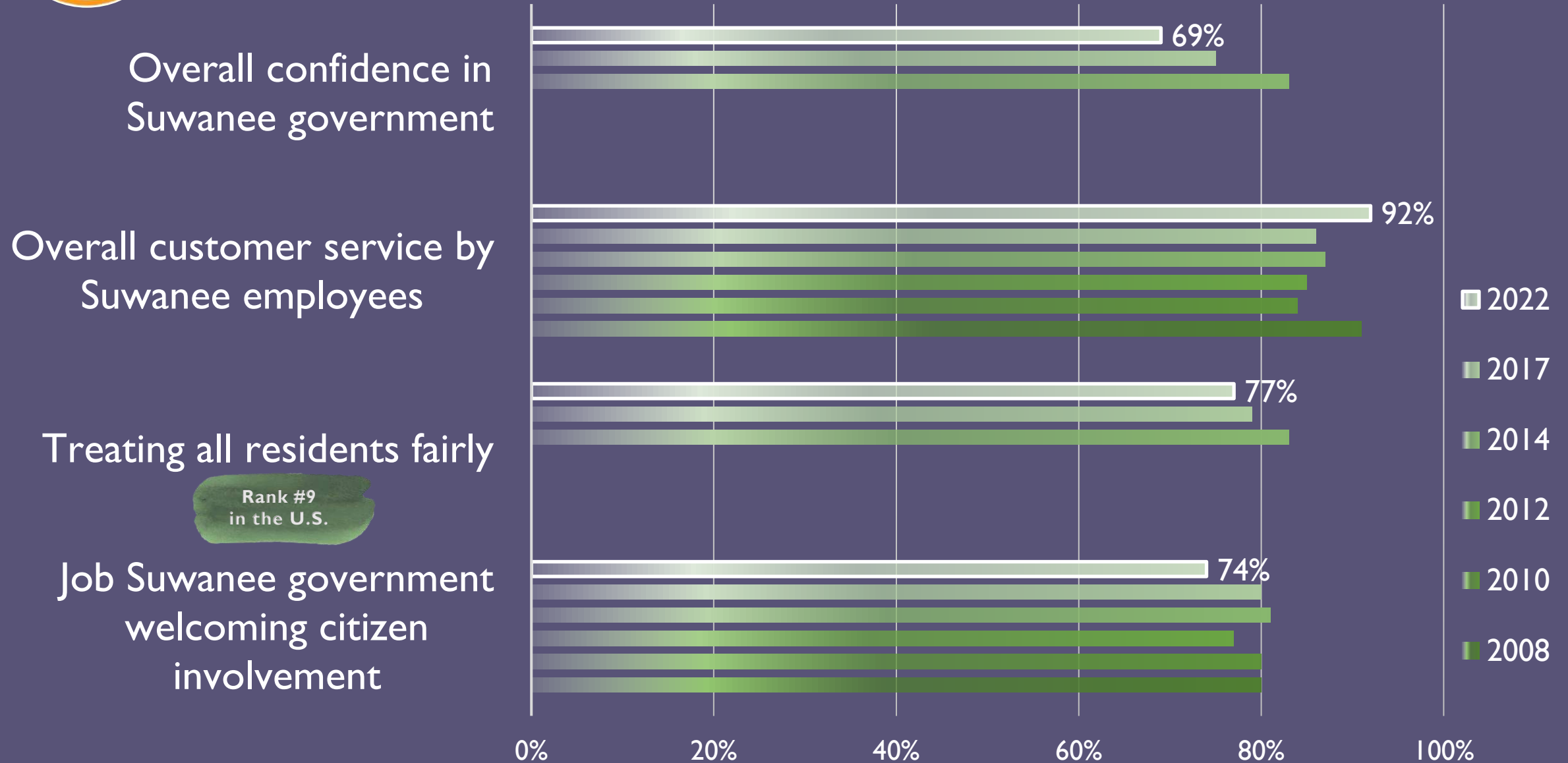
92%

Excellent or
Good

Overall customer service
by Suwanee employees.



% AS EXCELLENT OR GOOD





COMMUNICATIONS & ENGAGEMENT

8 in 10 residents rated the sense of community in Suwanee and public information services as excellent or good. 84% rated opportunities to volunteer as excellent or good.



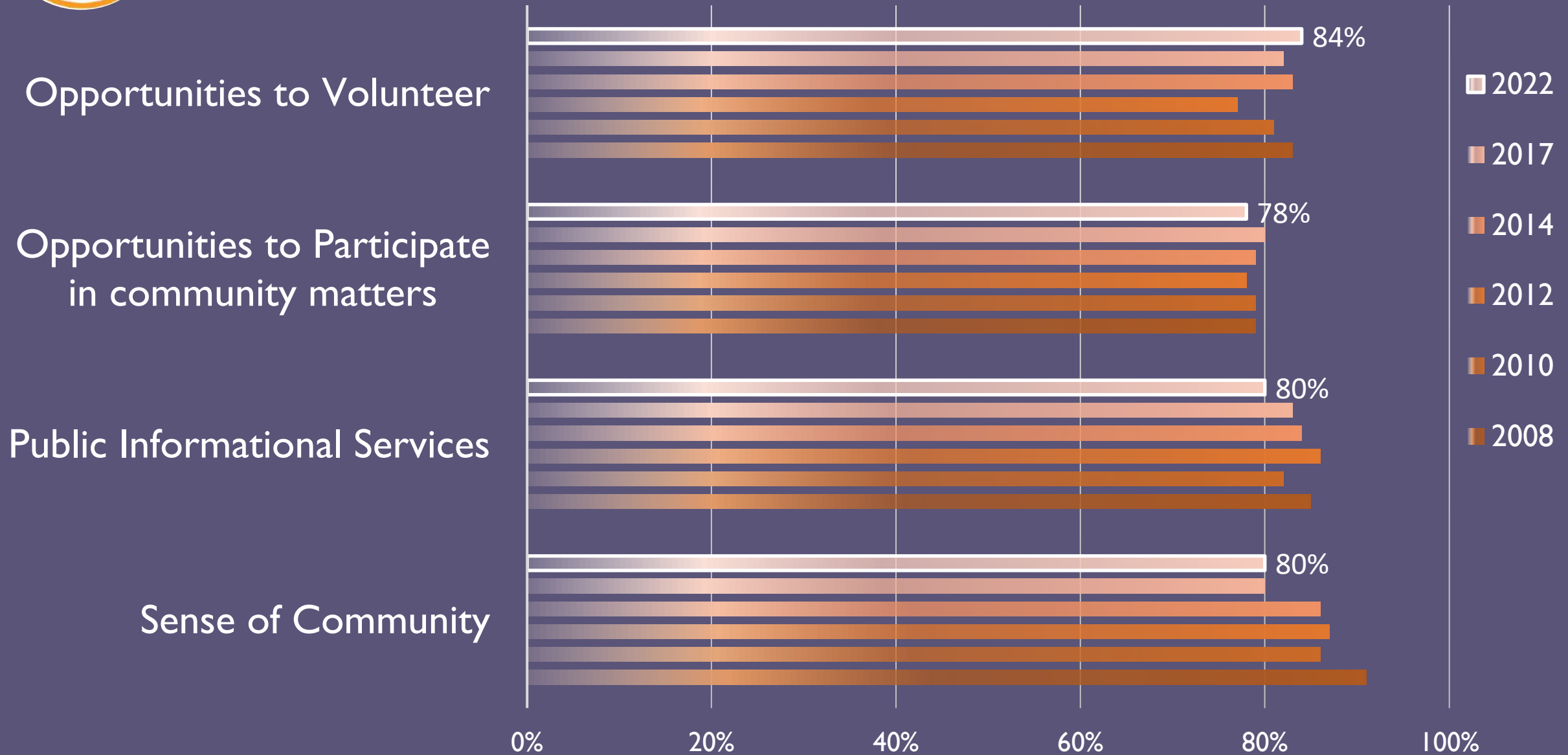
Opportunities to participate in the community.

78%

Excellent or Good



% AS EXCELLENT OR GOOD





PUBLIC SAFETY



95%

Excellent or
Good

Overall feeling of safety.



90%

Excellent or
Good

Police services.



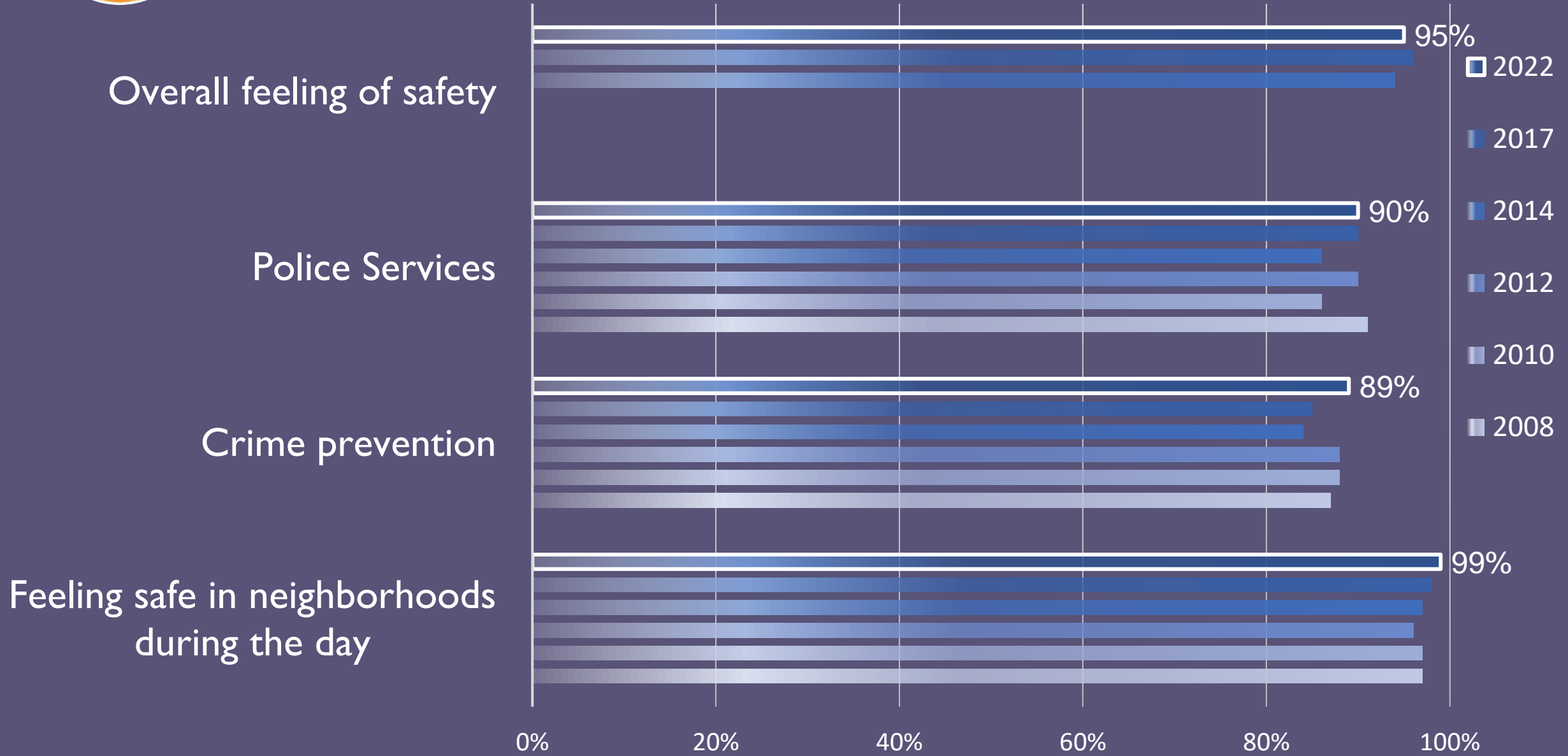
99%

Excellent or
Good

Rated feeling safe in
neighborhoods.



% AS EXCELLENT OR GOOD





ECONOMIC DEVELOPMENT



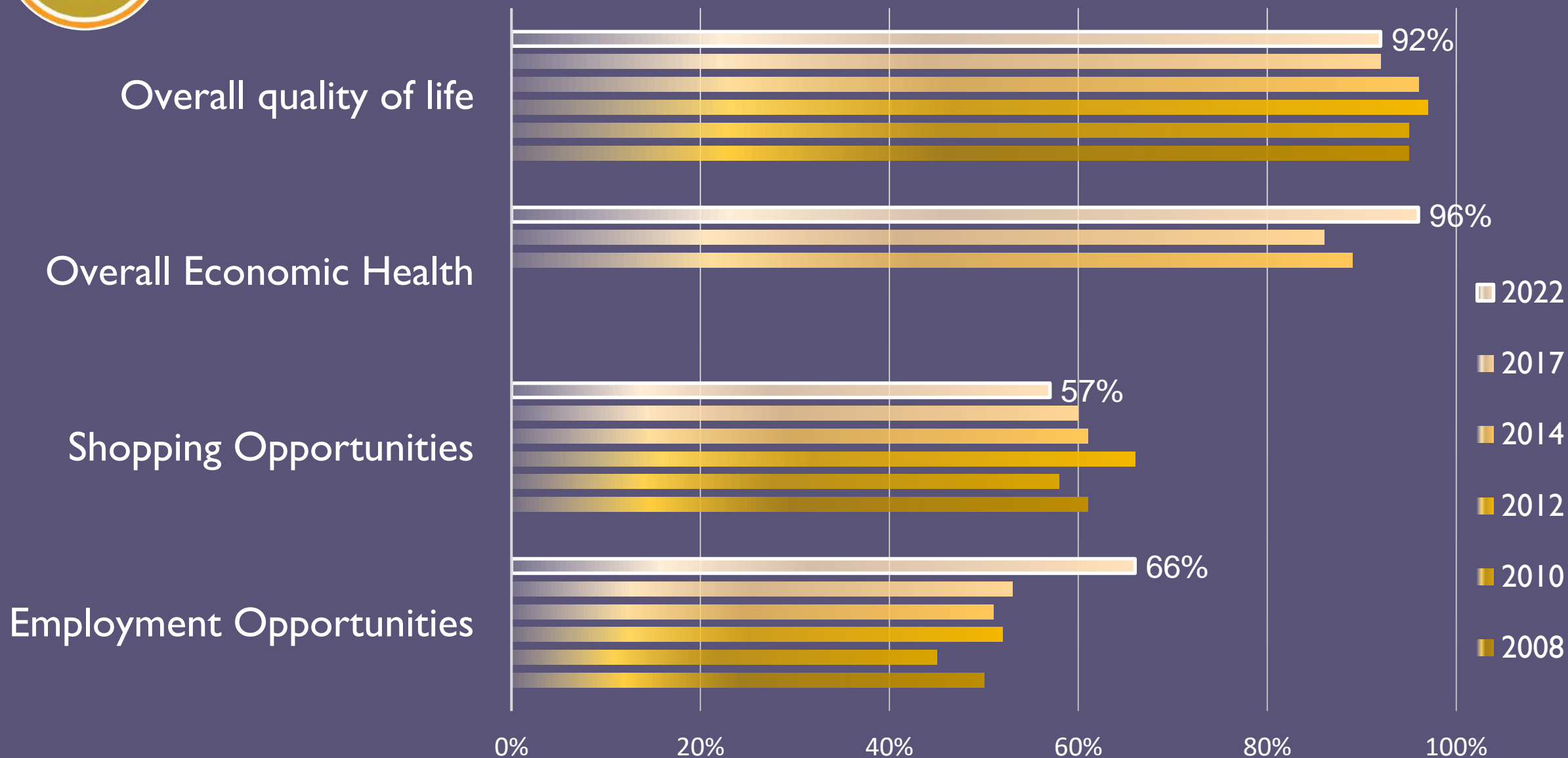
92% of residents rated the overall quality of life in Suwanee as excellent or good. 5 in 10 rated shopping opportunities as excellent or good. Employment opportunities were rated 66% as excellent or good.



Suwanee's overall economic health.



% AS EXCELLENT OR GOOD





COMMUNITY CULTURE

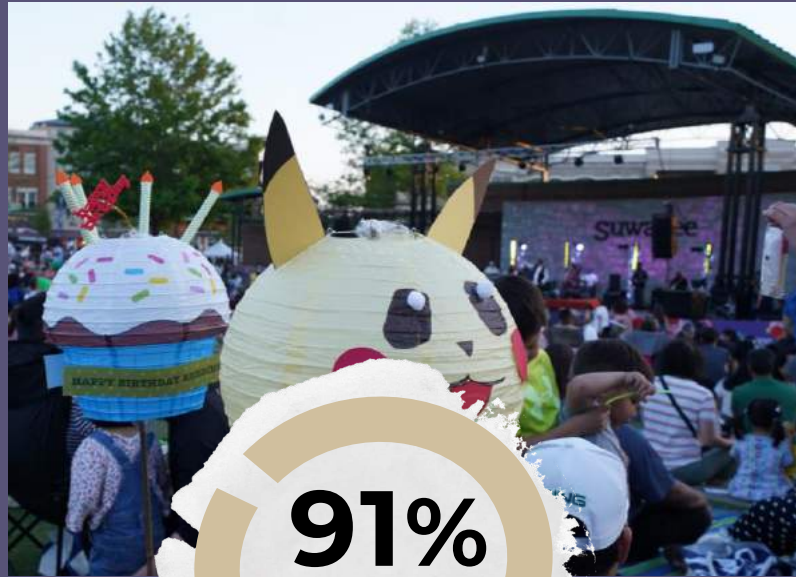


74%

Excellent or Good

Rank #9
in the U.S.

Residents' connection and engagement with their community.



91%

Excellent or Good

Rank #4
in the U.S.

Opportunities to attend special events.



81%

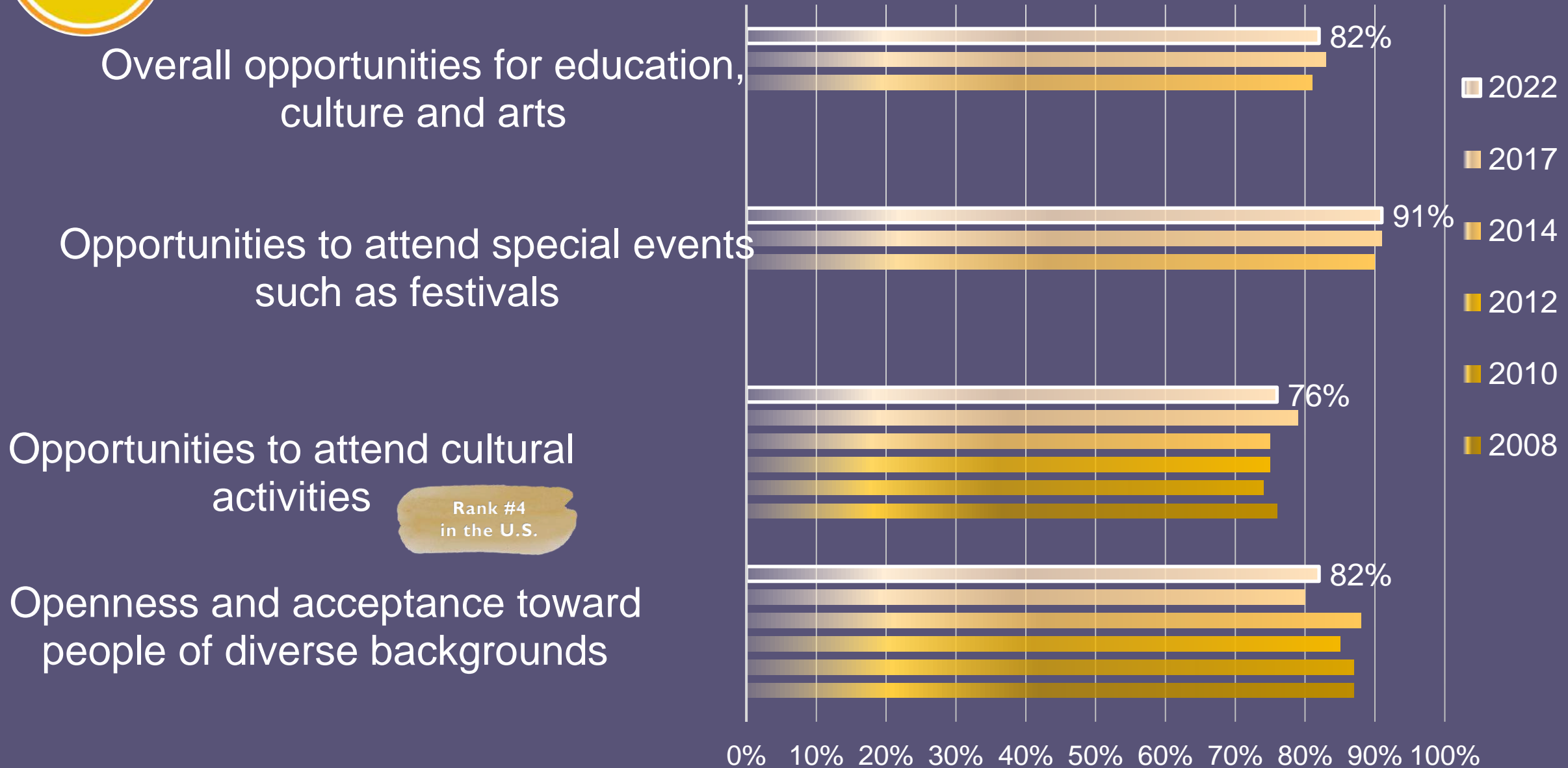
Excellent or Good

Rank #9
in the U.S.

Community support for the arts.



% AS EXCELLENT OR GOOD





TRANSPORTATION

66% of respondents rated the ease of car travel as excellent or good. 5 in 10 rated ease of bicycle travel as excellent or good. 64% rated ease of walking in Suwanee as excellent or good.



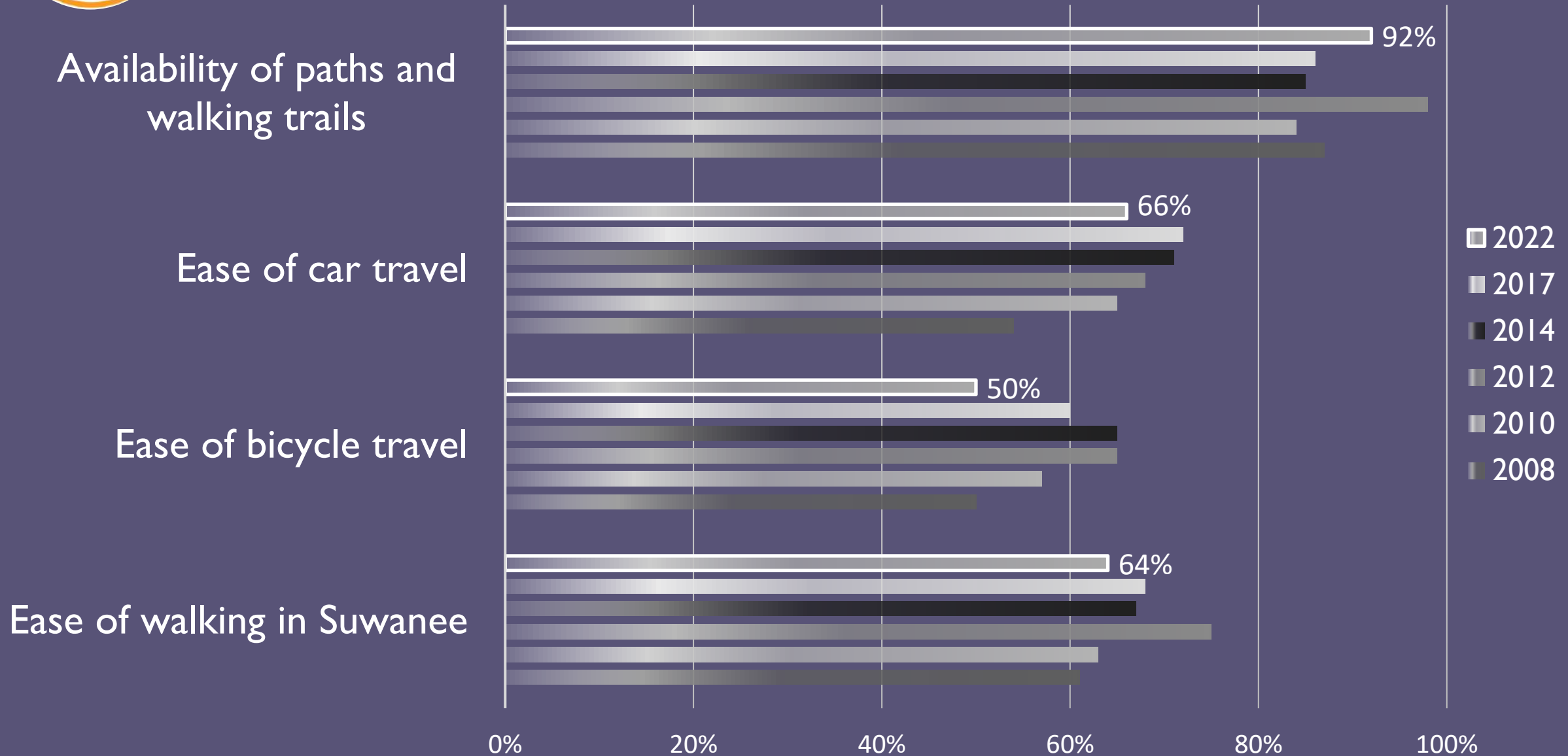
Availability of paths
and walking trails.

92%

Excellent or
Good



% AS EXCELLENT OR GOOD





PARKS AND OPEN SPACE



95%

Excellent or
Good

Rank #8
in the U.S.

City Parks.



90%

Excellent or
Good

Quality of overall natural
environment.



95%

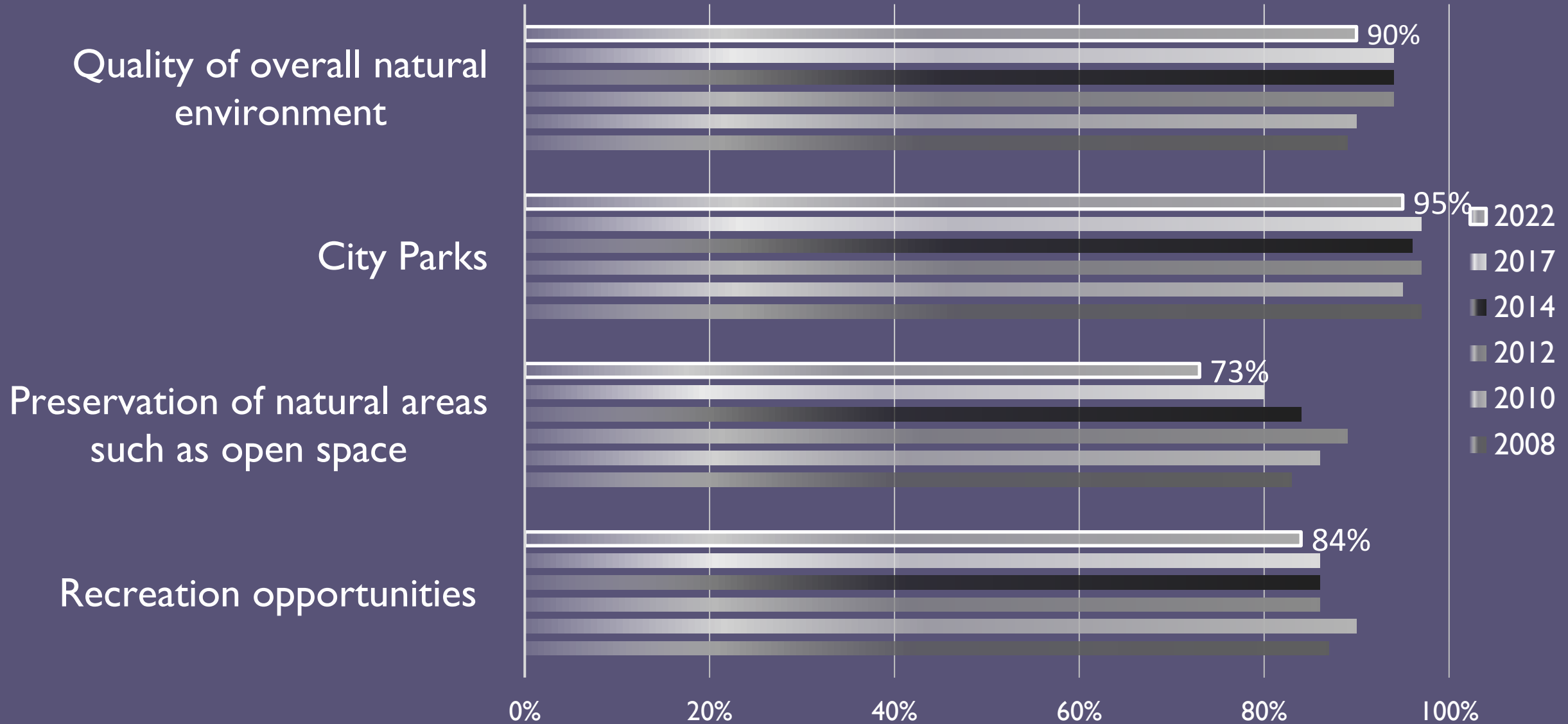
Excellent or
Good

Rank #3
in the U.S.

Overall quality of parks &
recreation opportunities.



% AS EXCELLENT OR GOOD





PLANNING



The variety of housing options were rated as excellent or good by 70%. Land use, planning and zoning was rated as excellent or good by 47%.

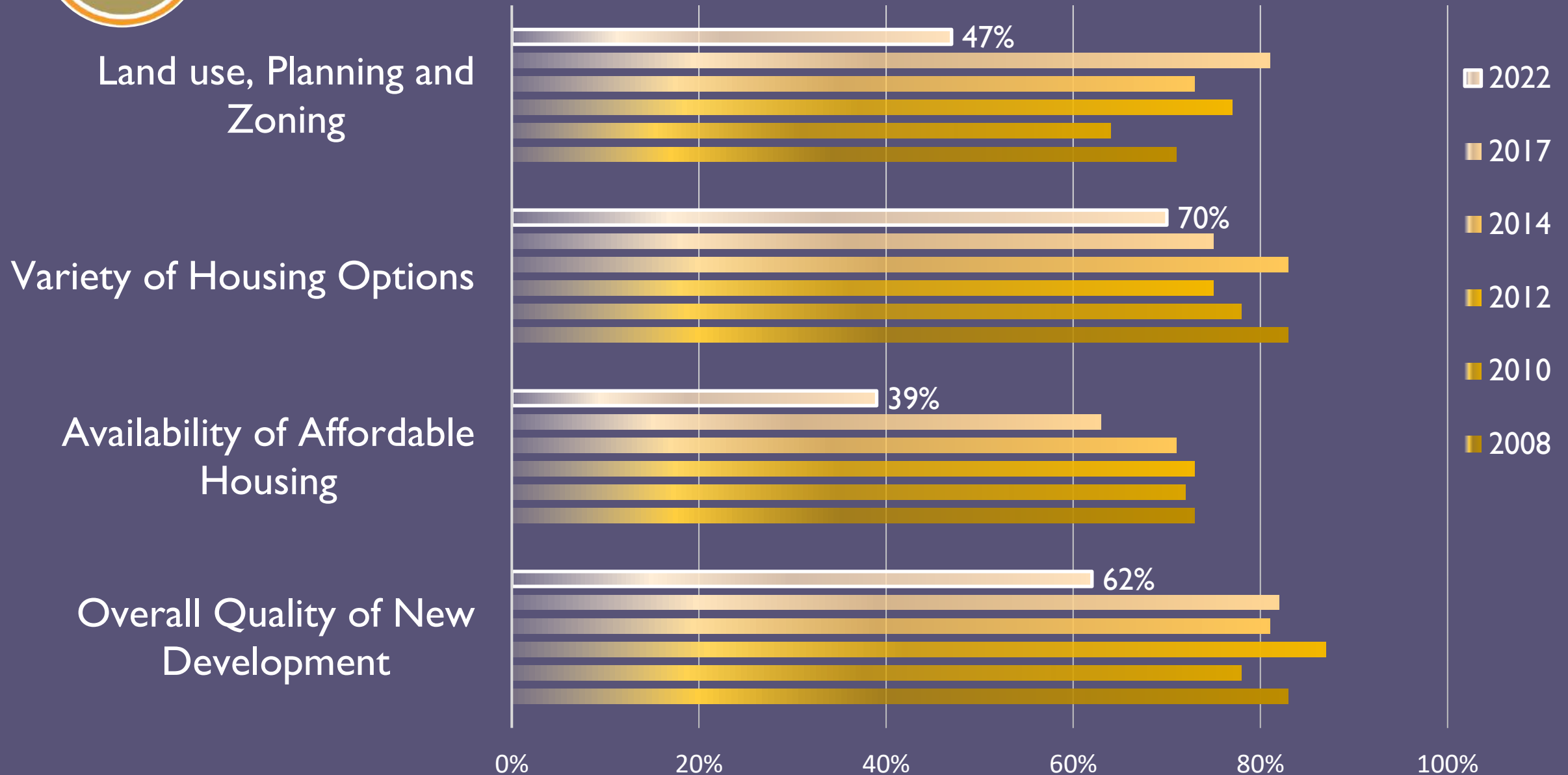
62%

Excellent or
Good

Overall quality of new development.



% AS EXCELLENT OR GOOD



CONCLUSION



Residents of Suwanee continue to enjoy a high quality of life and feel safe in the community. More than 9 in 10 residents gave excellent or good ratings to Suwanee as a place to live (95%), overall quality of life in the city (92%), and Suwanee's overall image or reputation (93%). More than 9 in 10 residents gave favorable marks to the overall feeling of safety in the city (95%), which was higher than ratings given in other communities nationwide.

CITY COUNCIL

Mayor: Jimmy Burnette 770.868.7115
Council: Pete Charpentier 770.757.3323
Heather Hall 410.979.7905
Beth Hilscher 678.546.3388
Linnea Miller 678.592.4150
Larry Pettiford 678.464.3651

MANAGEMENT TEAM

City Manager: Marty Allen 770.904.2133
Assistant City Manager: Denise Brinson 770.904.3385
City Clerk: Robyn O'Donnell 770.904.2790
Financial Services: Amie Sakmar 770.904.2797
Parks and Public Works: Bob Dean 770.904.3373
Planning and Inspections: Josh Campbell 770.904.3372
Police Chief: Cass Mooney 770.904.7611

330 Town Center Avenue, Suwanee GA 30024

suwanee.com