



City of Franklin

109 3rd Ave S
Franklin, TN 37064
(615)791-3217

Meeting Agenda

Work Session

Tuesday, May 28, 2019

5:00 PM

Board Room

Call to Order

Citizen Comments

WORKSESSION DISCUSSION ITEMS

1. [19-0575](#) Consideration of Event Permit for Franklin on the Fourth sponsored by the Franklin Lions Club in Downtown Franklin on July 4, 2019. (05/28/19 WS)

Sponsors: Deb Faulkner
Attachments: [FOT4 2019 App REVISED.pdf](#)

2. [19-0576](#) Consideration of Event Permit for the Turkey Trot Sponsored by Graceworks Ministries on November 28, 2019 in Cool Springs. (05/28/19 WS)

Sponsors: Deb Faulkner
Attachments: [Turkey Trot 2019 REVISED App.pdf](#)

3. [19-0577](#) Consideration of Event Permit for Franklin Classic 5K/10K benefitting Mercy Community Healthcare in Downtown on September 2, 2019 (05/28/19 WS)

Sponsors: Deb Faulkner
Attachments: [Franklin Classic 2019 REVISED App.pdf](#)

4. [19-0567](#) Presentation of Results of the 2019 Franklin Citizens Survey

Sponsors: Eric Stuckey and Michael Walters Young
Attachments: [2019 Franklin Citizens Survey Presentation - Final](#)
[The NCS Community Livability Report Franklin 2019](#)
[The NCS Dashboard Franklin 2019](#)
[The NCS Trends over Time Franklin 2019](#)
[The NCS Demographic Crosstab Franklin 2019](#)
[The NCS Open-end Report Franklin 2019](#)
[The NCS Supplemental Online Results Franklin 2019](#)
[The NCS Technical Appendices Franklin 2019](#)

5. [19-0381](#) Presentation of Attainable Housing Update
- Sponsors:** Kathleen Sauseda and Tom Marsh
- Attachments:** [Semi Annual Update 20190528 as of 20190523.pdf](#)
[Semi Annual Update 20190528 as of 20190523.pptx](#)
6. [19-0369](#) Consideration of Contract 2019-0109, Contract with The Hard Bargain Association for Receipt of Community Development Block Grant Funds from the City of Franklin as Reimbursement for Costs Associated With Construction of Single Family Homes that Benefit Low to Moderate Income Residents. (05/28/19 WS)
- Sponsors:** Tom Marsh and Kathleen Sauseda
- Attachments:** [2019-0109 CBDO Contract for Hard Bargain with Exhibits.Law Approved.pdf](#)
7. [19-0558](#) *Consideration of Resolution 2019-51, A Resolution Of The City Of Franklin, Tennessee Relating To The Establishment Of A Self-Insured Workers Compensation Program With Claims Administered By A Third-Party Administrator. (05/28/19WS)
- Sponsors:** Kevin Townsel and Sara Sylvis
- Attachments:** [2019-51 RES Self-Insured Workers Compensation.Law Approved.pdf](#)
[Continuation of Discussion on Self-Insured WC Program.pdf](#)
[Presentation on Self-Insured WC Program 4-23-19WS.pdf](#)
8. [19-0518](#) *Consideration of Resolution 2019-55, A Resolution to Award the Third-Party Administrator Contract for the City's Workers Compensation Program to PMA Companies in the Amount of \$73,978, Beginning With The Policy Year Beginning July 1, 2019 And For A Term Of Award, For The Risk Management Division Of The Human Resources Department (Purchasing Office Procurement Solicitation No. 2019-011; Contract No. 2019-0160) (05/28/19 WS)
- Sponsors:** Kevin Townsel and Sara Sylvis
- Attachments:** [RES 2019-55 Award to PMA Companies third-party admin of Workers Comp.L](#)
[Standard Procurement Terms and Conditions 2016.12.12.Law Approved - Conti](#)
[2019-011 Tabulation of proposals 2019.05.24](#)
9. [19-0578](#) Consideration of Resolution 2019-54 Establishing the City's Contribution to Health Care Coverage for Retirees Electing Option II Coverage. (05/28/19 WS)
- Sponsors:** Eric Stuckey, Kristine Brock and Kevin Townsel
- Attachments:** [2019-54 RES Franklin Retiree Health Care Premiums Law Approved.pdf](#)
[Summary of Current and Proposed Funding Formula for Option II Retiree Health](#)

10. [19-0465](#) Consideration of Ordinance 2019-14 AS AMENDED, "An Ordinance To Create Title 9, Chapter 11 Of The Franklin Municipal Code Establishing Regulations For Operating A Mobile Food Vending Business Within The City Of Franklin, Tennessee." (05/28/19 WS; 06-11-19 BOMA 1st Reading 7-1) Second and Final Reading
- Sponsors:** Administration and Vernon Gerth
- Attachments:** [Mobile Food Vending Ordinance 5-28-2019.pdf](#)
[2019-14 ORD Mobile Food Vending.Law Approved 2.pdf](#)
[2019-14 ORD Mobile Food Vending as amended.Law Approved 4.pdf](#)
11. [19-0468](#) Consideration of Ordinance 2019-15, "An Ordinance Amending the City of Franklin Municipal Code, Appendix A - Comprehensive Fees and Penalties, Chapter 9, Business, Peddlers, Solicitors, Taxicabs, Pool Rooms, Licensing, Pedicabs, Etc. to Establish a Mobile Food Vending Permit Fee." (05/28/19 WS; 06-11-19 BOMA 1st Reading 8-0) Second and Final Reading
- Sponsors:** Administration and Vernon Gerth
- Attachments:** [2019-15 ORD Amend Code Appendix A Mobile Food Vending Permit Fee Lav](#)
12. [19-0376](#) Consideration of Amendment No. 1 In an Amount of \$40,000.00 to Professional Services Agreement For Architectural Services (COF Contract 2017-0256) with The Renaissance Group For Additional Engineering Services Required For Development Of The Site For City Of Franklin Fire Station 7 Located At 900 Brunacini Way (In Partnership With Williamson County Government, Resolution 2017-78) (05/28/19 WS).
- Sponsors:** Brad Wilson
- Attachments:** [Amendment No.1 to Professional Services Agreement for Fire Station 7 Archite](#)

Other Business

Adjournment

Anyone requesting accommodations due to disabilities should contact ADA coordinator at 791-3277.



City of Franklin

Special Event Permit Application

*Application is Due 90 Days Prior to Scheduled Event.
Please read application carefully and fully complete each section.
A non-refundable application fee of \$100 is due at time of filing.*

Note: Filing this application does not guarantee that you request will be granted.

Please list all that apply:

- Festival/Fair

- Name/purpose of event:** Franklin on the Fourth, 4th of July Festival
- Location Requested:** (if Temporary Street Closure, list major roads to be closed):
Downtown square.
3rd Avenue North and South.
Main Street between the square & 4th Avenue
Main Street between the square and 2nd Avenue
Note: 2nd Avenue and 4th Avenue remain open.
- Date or dates of event:** 07/04/2019
- Start/End Times of Event:** Start: 10:00 a.m.
End: 8:00 p.m.
What date/time will set-up begin? 7/4/2019 5:00 AM
What date/time will tear-down be complete? 7/4/2019 11:30 PM
*Note: Event is responsible for cost of staff required during this time (including Franklin Police Officers). Read Additional Requirements section for more information).
- Time of Street Closure** (if applicable): 07/03/2019 Midnight
- An estimated number expected to attend during the course of the event:**
Spectators/Attendees: 3,000 Event Staff/Volunteers: 50 Total: 3,050
- Name of applicant and Organization Requesting Permit:**
Scott Ducaj - Franklin Lions Club
a) **Address:** 1725 John Sharp Road
Spring Hill, TN 37174
b) **Phone:** 6154797751 c) **Cell:** 615-479-7751 d) **Fax:** 931-486-0136
e) **E-mail address:** tnbugle@aol.com
- DETAILED description of event** (use additional sheets):
4th of July Festival. 60 craft and food vendors, including Williamson medical unit. One stage on the square for music and entertainment. Medium size sound. Kids zone on 3rd Avenue South. Antique cars on Main Street between the square and 4th Avenue. Parade at 5 p.m.

9. **ENCLOSE A DETAILED MAP** of event site and/or route, detailing any temporary or permanent structures, street closures, parking, etc. If applicable, list the location, blocks, streets, and/or intersections in which such event will occur. **For large-scale events, map should be obtained from the City's GIS division**

Please detail any restricted parking areas on the event map.

Event Map: [Franklin on the Fourth 2019 Map Logos.jpg \(1\).jpg](#)

10. **Person in charge on day of event:** Scott Ducaj

Cell: 615-479-7751

E-mail address: tnbugle@aol.com

11. **Name and Cell Number of at least two others available on day of event:**

Name: Mike Wyatt

Cell: 615-260-4563

E-mail address: mkentwyatt@comcast.net

Name: Paul Deyo

Cell: 615-898-5562

E-mail address: pablod953@tds.net

12.

Please attach a list containing the names, addresses, and phone numbers of the Chairperson of the organization and all other persons involved in the management or control of organization and/or committee.

Administrative Contact List: [FOT4 Administrative Contact List.pdf](#)

13. **Where is your organization based?** Williamson County

14. **Is your organization authorized to do business in Tennessee?** Yes

15. **Is your organization a tax-exempt organization as described by the Internal Revenue Code Section 501(c)(3) or a not-for-profit organization?** Yes

IRS tax exemption letter: [IRS Letter Lions Club.pdf](#)

16. **Will you charge an admission fee?** No

Average admission fee:

17. **Will you charge a vendor participation fee?** Yes

Average vendor participation fee? 150.00

18. **Total Estimated Revenue from vendors, ticket sales, and sponsorship to event organizer:**

19. **Will any charity, gratuity, or offers be solicited or accepted during the event?** Yes

20. **Is this event a fundraiser?** Yes

What organization will be the benefactor of event? Franklin Lions Club

What percentage of funds will they receive? 100

21. **Will parking in the area of the event need to be restricted or prohibited?** Yes

22. **Will any sound amplification equipment be used during the event?** Yes

23. **Applicant must also include a copy of that company's insurance certificate indicating coverage and listing the City of Franklin as additional insured.**

***For stages, tents, inflatables, etc. constructed on site prior to the event, that date must be included on Certificate of Insurance provided to the City of Franklin. Stages MUST be removed from site at end of event. ***Rented inflatables/interactives that are set-up and manned by applicant must be included specifically in applicant's Certificate of Insurance.

If you already have your insurance certificate, please upload it now. Otherwise your insurance certificate will need to be submitted before your event is approved.

Insurance Certificate:

24. **What, if any, vendors will be present at event?** (i.e. medical related, shirts, arts, etc.) **Please provide detailed list.**

Business Name

Ace's Kettlecorn
Wild Bill's Old Fashion Soda Pop Co.
Begley
Clay's Kitchen
Sunshine Oasis
Papa Doo's & Mama "D"
Buffaloe's Sausage on a Stick
Rice Rice Baby

Jamba Juice Nashville
Kirby's Mini Donuts
DH & H
Delicious Columbiana
Kona Ice
The Farm at Natchez Trace
Lions Club
The Candlery
Williamson Medical
old sarges jerky
Sip Greentea Hawaii/ Rising Tide
Leaffilter
WCCAC
VFW
Patriot Strong, LLC (dba-1st Sgt Salsa)
Kaye's Krafts & Kreations
Agnes & Dora by Elisha & Ericca
Poo Doo Leash
Randall Hanson
Lynchburg Soap Company
Tennessee Foundation Services
LulaRoe Jennifer Whittaker
Design and Print Store
Renewal by Andersen
Artwork by Deb'z
Lucky Lindy Jewelry
Handmade 4 Dolls
Sporalley Designs

Paige's Face Painting
Keoki's Korner
Southern Hustle
Crazy Lucky Soaps
Helen's Pop Art
Shimmer Shine Design
Nonperishable fruits and more
Walnut Hill Woodworks
Kiwanis
Southern Jerky Company
Seal Smart LLC
4 Paws Pastries
Frazz

Kanew for Congress
Jacia Jewels
Eleven Graces
Wellness Center of Franklin
New Frontier Outfitters
Ray & Ethelene's Jewelry
Team Whitt Designs
Pinnacle Home Improvement
Novel Lockwood Glen
David Price Center
Bows & Such

25. **Will food, beverages, or merchandise be sold or given away?** Yes

Clean-up of the area is required. Please attach your clean-up and recycling plan, including name of clean-up provider with contact information for person who will be on on-site during event. See Question #26.

Clean Up Plan and Provider: [FOT4 Clean up Plan and Provider.pdf](#)

26. Events under 200 participants require a \$250 refundable security deposit at the time of approval. For events over 200, a \$1000 security deposit is required upon approval. If the applicant fails to restore the property to its prior condition, then the applicant shall be responsible to the City of Franklin for any costs incurred in restoring the property after the event. Surrender of the deposit in no way relieves the applicant of the responsibility for any costs incurred by the City of Franklin in excess of the deposit. Applicant's event coordinator or representative and a City of Franklin representative will conduct a Pre-Event meeting prior to event date for Pre-Event Check List Site Review. *At the end of the event, a Post-Event Check List shall be completed by the Applicant's event coordinator, or representative, and a City of Franklin representative to re-assess the site for trash and damage, and to secure with caution tape and signage (provided by event group) any tents left for removal.* Damage deposit will be refunded after a satisfactory Post Event Check List has been completed and signed off on by both the City of Franklin and organization requesting event. **NOTE:* Events that include deep frying cooking oil operations are required to have a grease pit on-site and contract with a grease waste hauler to handle the grease waste and removal of the grease pit. A copy of this agreement shall be filed along with this application. The primary event sponsor is required to remove all cooking grease from the site immediately after the event. Illegal dumping of cooking grease will be prosecuted. *Please read Additional Requirements section of this application for more information.*

27. **Will you require a temporary water tap?** Yes

If yes, please list exact locations: On the square at 3rd Avenue South

28. **Will alcohol, beer, and/or wine be given away or sold?** No

If yes, a permit from the relevant board is required. Please read Additional Requirements section of this application for more information.

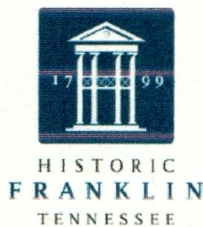
29. **Will your event include tents or other temporary structures, propane use, or open flames?** Yes

Tents 400 sq. ft. or larger (or, if cooking operations are under the tent, 200 sq. ft. or larger) require permitting from Franklin Fire Department. Safety measures must be provided on all tents, especially those set-up prior to the actual event. Tents should be taken down the date the event has ended. *Please read Additional Requirements section of this application for more information.*

30. **Attach Good Neighbor Letter and Mailing List used.** *Please read Additional Requirements section of this application for more information.*

Good Neighbor Letter: [FOT4 Good Neighbor Letter 19.pdf](#)

Good Nieghbor Letter Mailing List: [FOT4 Good Neighbor Mailing List.pdf](#)



Rules and Regulations

Please Read All Attachments Before Signing Application.

- 1) I/We agree to abide by all ordinances and regulations of the City of Franklin and all conditions placed upon the event by the City Administrator and the Board of Mayor and Aldermen.
- 2) I/We do swear or affirm that all of the information given in this application is true and complete.
- 3) I/We do hereby agree to assume the defense of and indemnify and save harmless the City, its mayor, aldermen, boards, commissions, officers, employees and agents, from all suits, actions, damages or claims to which the City may be subjected of any kind or nature whatsoever resulting from, caused by, arising out of or as a consequence of such event and the activities permitted in connection there with.
- 4) I/We agree to submit a certificate of insurance prior to the event in an amount determined by the City naming the City of Franklin and its employees as additional insured. The City may require the sponsor and/or vendor provide higher levels of insurance, coverage, and policies as deemed reasonable and necessary based on specific event risk factors and review by the City's insurer.
- 5) I/We agree, if holding the special event on City property, to return the site to its pre-event condition at the conclusion of the event.
- 6) I/We agree to provide a copy of the signed Event Application to any vendors, planners, and related parties associated with the event to ensure they are familiar with the guidelines set forth herein.
- 7) I/We understand that I/we assume the responsibility of the actions of any vendors, planners, and related parties for this event.
- 8) I/We understand that granting of Special Event Permit does not imply granting of other permits that are separately required.
- 9) The application for an event permit shall be filed not less than 90 days nor more than 364 days prior to the scheduled date of such event. Suggested filing is at least 180 days prior to scheduled event. Events should not be advertised or promoted until an event permit has been obtained from the City. Failure to file in a timely manner may result in denial of a permit.
- 10) I/We understand that event permit holders may be responsible for 100 percent of the costs incurred by the City for staff time and resources.

BY: Guy A. Durey Date: 3/29/2019
(Signature and title – must be officer of organization)

Approved by the Board of Mayor and Aldermen on _____, 20____.

Dr. Ken Moore, Mayor

Eric S. Stuckey, City Administrator

★
★ **Return application to:** ★
★ City Administrator's Office ★
★ City Hall ★
★ 109 1st Ave South ★
★ Franklin, TN 37065 ★
★ 615-791-3217 ★
★ 615-790-0469 (FAX) ★
★
★

Event: Franklin on the Fourth, 4th of July
Name: Festival



FORM 1

Signature: _____

Buildings, Structures, & Power Sources

If your special event includes any of the following, you may need to obtain a permit from the Building and Neighborhood Services Department. Please check any that apply.

- Any site-built platforms (stages) and/or bleachers
- Any electrical work utilizing site-constructed equipment or wiring
- Any electrical equipment or work utilizing in excess of 120 volts

Building permits and/or inspections also may be required whenever deemed necessary, due to unique conditions, shoddy construction, substandard assembly or set-up, unqualified assemblers, lack of maintenance, or dilapidation of equipment, materials or systems.

All Permit applications are subject to permit fees.

If you have any questions about whether you need to apply for a permit from the Building & Neighborhood Services Department, please call 615-794-7012.

Event Franklin on the Fourth, 4th
Name: of July Festival

Signature: _____



FORM 1

Sound Amplification

In accordance with Title 11 Chapter 4 of the Franklin Municipal Code (*Offenses Against the Peace and Quiet*), amplification of sound located in or within 100 feet of a residential property line which is plainly audible is prohibited between the hours of 10:00 p.m. and 7:00 a.m. Sunday through Thursday and between the hours of 11:00 p.m. and 7:00 a.m. Friday and Saturday except for special events where a special permit has been obtained from the City of Franklin authorizing such event. In the event that a special event permit has been obtained from the City of Franklin, no other amplification of sound will be permitted within the area of the special event except that which has been applied for and authorized by the city pursuant to the permit application.

Applicant/Organization: Scott Ducaj - Franklin Lions Club

Event Name: Franklin on the Fourth, 4th of July Festival

Event Date(s): 07/04/2019

1. **Time amplification equipment will be used:** From: 08:30:00 AM To: 07:30:00 PM
2. **Exact locations sound amplification equipment will be used** (*i.e. stage located on Second Avenue*). Provide map/layout if necessary.:

On the square in front of Green Bank

Sound Amplification Map: [Franklin on the Fourth 2019 Map Logos.jpg \(1\).jpg](#)

3. **For what purpose will sound amplification be used?** Please list all that apply:

- Announcements/Speeches
- Band/Singers

4. **Type of Amplifier:**

- Fixed
- PA System

5.

Number of Amplifiers: 4

Number of Speakers: 8

Number of Performers: 63

6. **Name and Cell Number of at least two coordinators who will monitor the sound level and respond to complaints and violations:**

Name: Scott Ducaj

Cell: 615-479-7751

E-Mail: tnbugle@aol.com

Name: Mike Wyatt

Cell: 615-260-4563

E-Mail: mkentwyatt@comcast.net

Authorized Signature: Scott Ducaj

Date: 03/30/2019

The City of Franklin's Municipal Code (Title 11, Chapter 4) allows for exceptions to the City's noise standards for City authorized or sponsored events. However, the City retains the right to ask for a change of an event's location or time in an attempt to decrease the number of people impacted by event noise. The City may refuse a special event application based on noise complaints by neighboring businesses and residents. The City therefore encourages event-holders to work with neighbors to alleviate negative impacts wherever possible. At minimum, you should plan to point speakers away from residences.

2019 Franklin On The Fourth

Vendor Location

JEFF FORD
STATE REPRESENTATIVE

Marsha Blackburn
For U.S. Senate

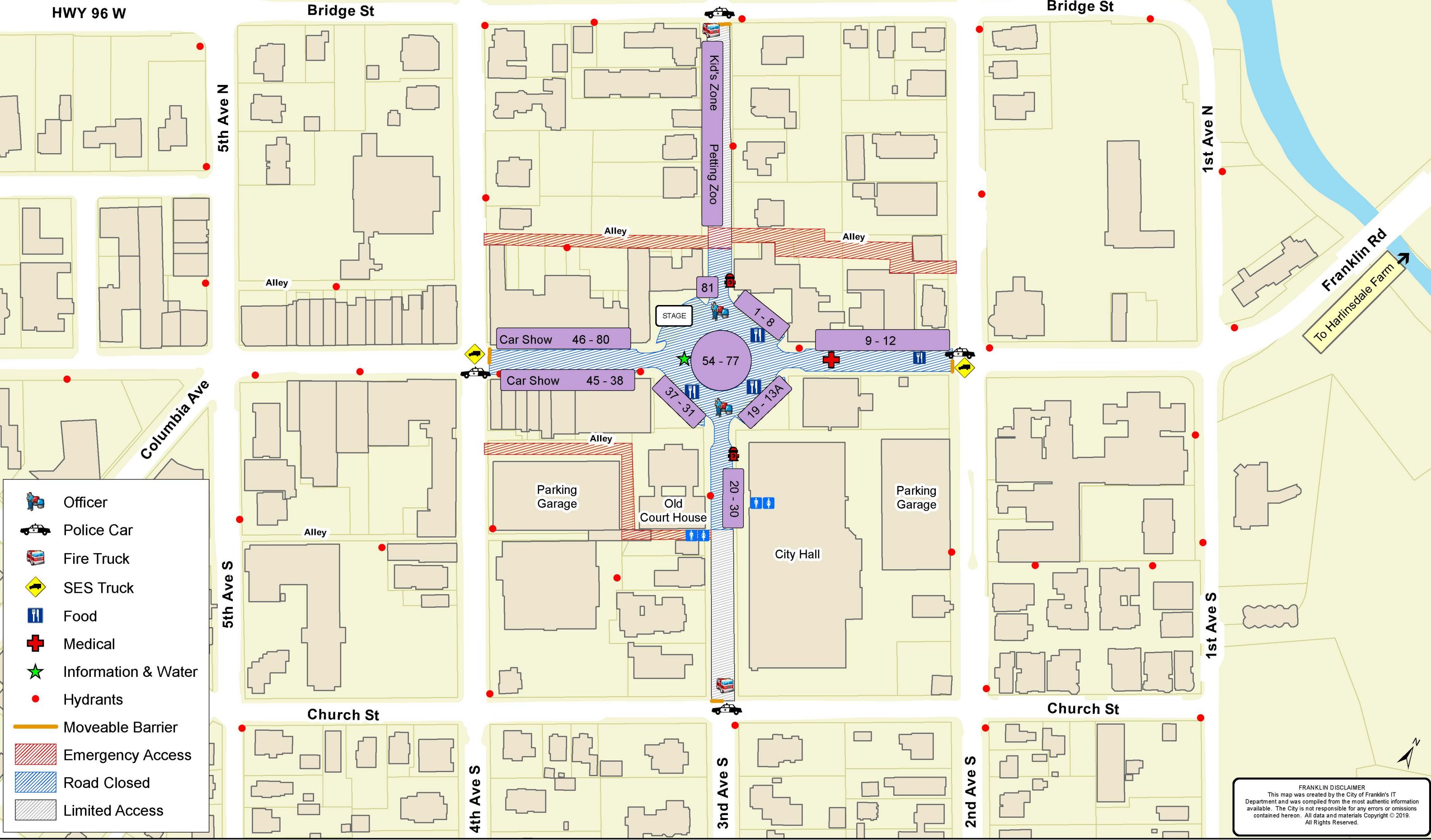
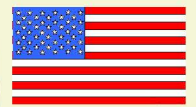
BRANDON OGLES
STATE REPRESENTATIVE

HISTORIC FRANKLIN
TENNESSEE



- | | |
|----------------------------|-------------------------------|
| 1. Marsha Blackburn | 42. Southern Hustle |
| 2. Jeff Ford | 43. VFW |
| 3. Kirby's Mini Donuts | 44. Old Sarges Jerky Hut |
| 4. Kirby's Mini Donuts | 45. Old Sarges Jerky Hut |
| 5. Wild Bill's O.F. Soda | 45a. Brandon Ogles |
| 6. Wild Bill's O.F. Soda | 46. Shimmer Shine Designs |
| 7. Ace Kettle Corn | 47. Seal Smart, LLC |
| 8. Ace Kettle Corn | 48. Sip Green Tea Hawaii |
| 9. Jacia Jewels | 49. Design & Print Store |
| 10. Jacia Jewels | 50. LulaRoe J. Whitaker |
| 11. . | 51. Keoki's Korner |
| 12. . | 52. The Farm at Natchez Trace |
| 13a. Heritage Foundation | 53. The Farm at Natchez Trace |
| 13. DH & H | 54. Poo Doo Leash |
| 14. Papa Doo's & Mama | 55. Artwork by Debz |
| 15. Buffaloes Sausage | 56. Paige's Face Painting |
| 16. Jamba Juice | 57. Agnes & Dora by E & E |
| 17. Clay's Kitchen | 58. Agnes & Dora by E & E |
| 18. Sunshine Oasis | 59. Lucky Lindy Jewelry |
| 19. Sunshine Oasis | 60. Leafilter |
| 20. Walnut Hill Woodw. | 61. Renewal By Anderson |
| 21. Pinnacle Home Imp. | 62. Southern Jerky Company |
| 22. Team Whit Designs | 63. Patriot Strong |
| 23. Jackie's Korner | 64. The Candlery |
| 24. Jackie's Korner | 65. FRAZZ |
| 25. Eleven Graces | 66. Williamson Medical |
| 26. 4 Paws Pastries | 67. Handmade 4 Dolls |
| 27. New Frontier Outfit. | 68. Spuralley Designs |
| 28. Wellness Center of F. | 69. David Price Center |
| 29. Kanew for Congress. | 70. Helen's Pop Art |
| 30. Non Perishable Fruits | 71. Crazy Lucky Soaps |
| 31. Delicias Columbiana | 72. Kay's Krafts & Kreations |
| 32. Rice Rice Baby | 73. Kay's Krafts & Kreations |
| 33. Rice Rice Baby | 74. Lynchburg Soap Company |
| 34. Kona Ice | 75. Randall Hanson |
| 35. Kona Ice | 76. Randall Hanson |
| 36. Begley's Dogs | 77. WCCAC |
| 37. Begley's Dogs | 78. Lions Club Info & Water |
| 38. R & E Jewelry | 79. Lions Club Info & Water |
| 39. R & E Jewelry | 80. Novel Lockwood Glen |
| 40. TN Foundation Services | 81. Bows & Such |
| 41. Kiwanis | |

Franklin on the Fourth
2019



- Officer
- Police Car
- Fire Truck
- SES Truck
- Food
- Medical
- Information & Water
- Hydrants
- Moveable Barrier
- Emergency Access
- Road Closed
- Limited Access

FRANKLIN DISCLAIMER
This map was created by the City of Franklin's IT Department and was compiled from the most authentic information available. The City is not responsible for any errors or omissions contained hereon. All data and materials Copyright © 2019. All Rights Reserved.



**Franklin on the Fourth
Clean up Plan & Provider**

Clean up will be done by The Franklin Lions Club and Zia Music Production.
Sanitation will also be provided by the City of Franklin

Franklin on the Fourth Administrative Contact List



Franklin Lions Club
P.O. Box 521
Franklin, TN 37065
Brad Coleman – President

Franklin Lions Club
P.O. Box 521
Franklin, TN 37065
Scott Ducaj – 2nd Vice President,

Zia Music Production/TN Events
P.O. Box 140835
Nashville, TN 37214
615-479-7751
TnBugle@aol.com
Director, Franklin on the Fourth

Internal Revenue Service
P.O. Box 2508
Cincinnati, OH 45201

Department of the Treasury

Date: May 4, 2015

FRANKLIN LIONS CHARITIES INC
% CLAUDE BATES
PO BOX 521
FRANKLIN TN 37065-0521

Person to Contact:

S LENARD
ID #0203196

Toll Free Telephone Number:

877-829-5500

Employer Identification Number:

31-1677299

Dear Sir or Madam:

This is in response to your April 7, 2015, request for information regarding your tax-exempt status.

Our records indicate you were recognized as exempt under section 501(c)(3) of the Internal Revenue Code in a determination letter issued in January 2000.

Our records also indicate you are not a private foundation within the meaning of section 509(a) of the Code because you are described in section 509(a)(1) and 170(b)(1)(A)(vi).

Donors may deduct contributions to you as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to you or for your use are deductible for federal estate and gift tax purposes if they meet the applicable provisions of sections 2055, 2106, and 2522 of the Code.

Please refer to our website www.irs.gov/charities for information regarding filing requirements. Specifically, note that section 6033(j) of the Code automatically revokes the tax-exemption of any organization that fails to satisfy its filing requirement for three consecutive years. The automatic revocation of exemption is effective as of the due date of the third required annual filing or notice. The IRS maintains a list of organizations whose tax-exempt status was automatically revoked at IRS.gov.

If you have any questions, please call the phone number in the heading of this letter.

Sincerely,



Tamera Ripperda
Director, Exempt Organizations

Good Neighbor Letter

Franklin On The 4th Fourth of July Celebration On the Square in Historic Downtown Franklin, TN

***In Cooperation & Sponsored by The City of Franklin
Benefiting***



The Franklin Lions Club



General Information

Date: Thursday, July 4th, 2019

Time: 10am – 8:30pm

Music: 10 a.m. – 8:00pm

Location: On the Square in Historic Franklin

Street Closures: Main Street at 2nd Avenue., The Square, Main Street to 4th Avenue.
1 block of 3rd Avenue North & South

Closure Time: July 4th, 1 a.m.

Open Time: July 4th, Midnight

Event Organizer: Franklin Lions Club, Scott Ducaj, TnBugle@aol.com

On Site Phone: 615-479-7751

This family-friendly event is organized and produced by The Franklin Lions Club in conjunction with the City of Franklin and TN Events. Last year's event attracted more than 3,000 people and this year's event should be similar. There will be over fifty food & craft vendors, music stage, antique cars, and a kid's zone. The Kid's zone will be filled with things to dazzle the little ones including inflatables, climbing walls, slides, interactive crafts & a petting zoo. The Children's Parade will begin at 5 p.m. starting at Main Street and 4th Avenue. There will be Prizes for best costume and decorated bikes and wagons. Pets are welcome!

Its purposes are to celebrate the 4th of July by showcasing high quality superb musical entertainment, acquaint the public with the restored historic downtown area, and raise money for the Franklin Lions Club. *Founded in 1945, Franklin's Lions club is the oldest civic organization in the city. Events for Franklin on the Fourth will kick off at 10 a.m. in downtown Franklin. For more information, please visit: www.TNeventInfo.com.* This event concludes at 8:30 p.m.

The Franklin Lions Club does appreciate the fact that there are many businesses downtown serving as not only a great backdrop for the festival, but also giving the patrons many options in shopping. We realize that you are here year round and will do all we can do to make this a favorable experience for your business as well as our guests. We are trying to minimize the amount of time for street closures, to a minimal amount for set up and clean up. We also understand that we are in a residential neighborhood and that volume can be an issue. All our sound engineers (which control all stage groups) are equipped with sound meters to ensure the volume stays within acceptable neighborhood guidelines and levels.

We are excited to be downtown and look forward to a great day!

Scott Ducaj, Director
Franklin on the Fourth
Franklin Lions Club

Open Issues:

Open Issues: 4

electrical

FOT4 Rules & Regulations - Signed.pdf [0 redlines]

1. electric permit

City of Franklin
Ran Edwards
rane@franklintn.gov
4/10/19 7:02 AM
Special Event - 1

It will be necessary to pull an electrical permit for this event

Fire Protection Review

FOT4 Administrative Contact List.pdf [0 redlines]

2. Special Event

City of Franklin
Curt Edelmann
curt.edelmann@franklintn.gov
4/10/19 1:52 PM
Special Event - 1

Please add phone numbers to the contact list so we can get in touch with you during set-up and throughout the event.

3. Special Event

City of Franklin
Curt Edelmann
curt.edelmann@franklintn.gov
4/10/19 1:53 PM
Special Event - 1

Please try to provide any submitted items in .pdf format.

4. Special events

City of Franklin
Curt Edelmann
curt.edelmann@franklintn.gov
4/10/19 2:01 PM
Special Event - 1

Please address the following comments. It is not necessary to redo the drawing.

The drawing shows a petting zoo in front of the access to the fire lane. The fire department requires the alley to be open. Access must also be available to the parking lot.

The drawing does not show all of the hydrants in the vicinity of the square. A 10-foot clear space is required in front of every hydrant.

Thank you.

Closed Issues:

Closed Issues: 0

No closed Issues Found

Staff Conditions:

Staff recommends approval with the following conditions:

- Applicant will provide a Good Neighbor letter which will be distributed to affected neighborhoods.
- The applicant will participate in a walk-through of the area prior to the event.

Risk Management:

- Lions Club and Zia Music will provide updated certificates of insurance naming the City as additional insured.

Sanitation and Environmental Services:

- Department will provide cleanup during event.

Streets Department:

- Department will set-up closure and provide barricades beginning at 4 a.m. on Thursday, July 4th.
- Department will provide clean-up crew after the event.

Building & Neighborhood Services Department:

- Electrical permit will be required

Police Department

- The Department will provide on duty Police Officers to provide security during the festival.
- Applicant has requested amplification on stage located on the Square. Pursuant to Franklin Municipal Code Section 11-403(3), this is the only location at which amplified sound will be permitted during this event.

Fire Department:

- The Fire Department will require any vendor who is cooking to have a minimum 10-pound ABC (all purpose) fire extinguisher. The extinguisher must be fully charged and be tagged by a Tennessee state licensed fire equipment distributor. Any vendor who is frying must also have a K-Class fire extinguisher. Any vendor who is cooking with solid fuel, such as wood or charcoal, must have a minimum 2 ½ gallon pressurized water fire extinguisher.
- The stage must have at least one 10-pound ABC fire extinguisher.
- Any vendor using open flames, such as candles, must also have at least one fire extinguisher.
- We will require a minimum of 10-feet of clearance along the curb on either side of the alley entrance so that emergency vehicles can make the turn. A Fire Department access lane on the

west side of Third is also required, along with the 10-foot clearance along the curb at the entrance.

- A 10-ft clear space is required in front of every hydrant.
- The alley behind the courthouse on Third Avenue South is a fire lane and needs the 10-feet of clearance along the curb on either side of the alley entrance.
- Twenty-feet of clearance is needed down Third Avenue North and South from Bridge and Church streets to the alleys. Please have the petting zoo and pony rides operators set up the fence so that it only takes up one lane.
- Vendor pop-up tents must be provided with sufficient weight to prevent them from being affected by the wind. 40-pounds per leg (One 5-gallon bucket of water) is recommended.

Permit No: _____



HISTORIC
FRANKLIN
TENNESSEE

CITY OF FRANKLIN EVENT PERMIT APPLICATION

*Application is Due 90 Days Prior to Scheduled Event.
Please read application carefully and fully complete each section.
A non-refundable application fee of \$100 is due at time of filing.*

Note: Filing this application does not guarantee that your request will be granted.

Please check
all that apply:

☒ street closure

☐ parade

☒ other special event

☐ beer served (*separate permit required*)

Please supply the following information. For additional space, use separate sheets of paper and attach to the application.

1) Location requested (if Temporary Street Closure only, list major roads to be closed):

_____ Aspen Grove Park

_____ Liberty Park

_____ Eastern Flank Battlefield Park

_____ Fieldstone Farms

_____ Pinkerton Park

_____ Jim Warren Park

_____ Harlinsdale Farm

Other: COOL SPRINGS - CROOKS PI
FROM BAKERS BRIDGE TO MELDIN
SOUTH BOUND LANE/ BAKERS BRIDGE

2) Name/purpose of event: TURKEY MOT BENEFITING GRACE WORKS MINISTRIES

3) Date or dates of event: THURSDAY, NOVEMBER 28, 2019 - THANKSGIVING

4) Time of Event: 8am 12 PM

5) Time of Street Closure (if applicable): 7am 11am

Set-Up Date/Time: 6 AM

Tear-down Date/Time: 10:30 AM

*Note: Two (2) hours will be added before set-up time and two hours (2) will be added after tear-down to allow time for clean-up. Event is responsible for payment of Franklin Police Officers during this time. Read Additional Requirements section for more information.

6) Name of Applicant and Organization Requesting Permit:

GRACE WORKS MINISTRIES

a) Address: 104 Southeast Pkwy Franklin, TN 37067

b) Phone: 615-794-9055 c) Cell: 615-425-6312 d) Fax: _____

e) E-mail address: kkfgwm@gmail.com / abelle@graceworksministries.org

7) Person in charge on day of event: KORUNDO FURUT

Cell: 615-425-6312 E-mail address: kkfgwm@gmail.com



HISTORIC
FRANKLIN
TENNESSEE

8) Name and Cell Number of at least two others available on day of event:

Name: AUCIN BELL Cell: 615-509-3325 E-mail address: abell@graceworksministries.org

Name: ERIN SAUGES Cell: 615-972-1604 E-mail address: esauges@graceworksministries.org

9) DETAILED description of event (use additional sheets):

5K 10K 1K RUNNING EVENT W/ SNAIL/FINISH @ PRANKLIFE
FITNESS.

10) **ENCLOSE A DETAILED MAP** of event site, detailing any temporary or permanent structures, street closures, parking, etc. If applicable, list the location, blocks, streets, and/or intersections in which such event will occur. *For large-scale events, map should be obtained from the City's GIS division.* ✓

11) An estimated number of participants and an estimated number of attendees expected to attend during the course of the event:

3500 - 4500

12) Please **attach a list** containing the names, addresses, and phone numbers of the Chairperson of the organization and all other persons involved in the management or control of organization and/or committee. ✓

13) Is your organization based in Williamson County? Circle Yes or No
(if no, please state where: _____)

14) Is your organization authorized to do business in Tennessee? Circle Yes or No

15) Is your organization a tax-exempt organization as described by the Internal Revenue Code Section 501(c)(3) or a not-for-profit organization? Circle Yes or No. If yes, please attach copy of IRS tax exemption letter providing proof of status.

16) Will you charge an admission/participation fee (including vendors)? If yes, please specify how much per person/vendor. YES - \$35-45 PER PARTICIPANT

17) Will any charity, gratuity, or offers be solicited or accepted during the event? Circle Yes or No.

18) Is this event a fundraiser? Circle Yes or No. If yes, what organization will be benefactor of event? What percentage of funds will they receive? _____

19) Will parking in the area of the event need to be restricted or prohibited? Circle Yes or No.



HISTORIC
FRANKLIN
TENNESSEE

20) Will any sound amplification equipment be used during the event? Circle Yes or No. If no, please skip to Question #22.

21) For what purpose will sound amplification be used (i.e. announcements, entertainment, etc.)?

START / FINISH LINE ANNOUNCEMENTS + EMERGENCIES
DUE TO SEVERE / COLD WEATHER

22) What type of sound amplification will be provided (DJ, Band, etc.)? Please list all that apply.

GENERAL ANNOUNCEMENTS FROM EMCEE

23) During what time period is sound amplification requested? 8-945

24) If for entertainment, give details of entertainment being provided (i.e. number of musicians, type of music, amp wattage, etc.). NONE

25) Will any stages, amusement attractions, or amusement rides, including inflatables, be erected for the event? Circle Yes or No. If yes, Applicant must give specific details as to the location and type of games/activities, i.e. inflatables, Horseshoes, relay races, etc. along with the name of the company providing the stages and/or activities. **Applicant must also include a copy of that com** **insurance certificate indicating coverage and listing the City of Franklin as additional insured.** ***For stages, tents, inflatables, etc. constructed on site prior to the event, that date must be included on Certificate of Insurance provided to the City of Franklin. Stages MUST be removed from site at end of event. ***Rented inflatables/interactives that are set-up and **Certificate of Insurance.**

26) What, if any, vendors will be present at event? (i.e medical related, shirts, arts, etc.) **Please provide detailed list.** Use additional sheets. MEDICAL / RACE TIMING

27) Will food, beverages, or merchandise be sold or given away? Circle Yes or No. If yes, clean-up is required. Please provide name of clean-up provider, contact, and phone number of person on-site during event. See Question #28. GIVEN AWAY T-SHIRTS - GAMESWORKS

VOLUNTEERS WILL BE ON SITE / RECYCLING AS MUCH AS POSSIBLE

28) Events under 200 participants require a \$250 refundable security deposit at the time of approval. For events over 200, a \$1000 security deposit is required upon approval. If clean-up is not done properly, the organization requesting the permit will be fined (See Attachment A). Appli **coordinator or representative and a City of Franklin representative will conduct a Pre-Event meeting prior to event date for Pre-Event Check List Site Review. At the end of the event, a Post-Event Check List shall be completed by the** **Event coordinator, or representative, and a City of Franklin representative to re-assess the site for trash and damage, and to secure with caution tape and signage (provided by event group) any tents left for removal. Damage deposit will be refunded after a satisfactory Post Event Check List has been completed and signed off on by both the City of Franklin and organization requesting event.**

29) *NOTE: Events that include deep frying cooking oil operations are required to have a grease pit on-site and contract with a grease waste hauler to handle the grease waste and removal of the grease pit. A copy of this agreement shall be filed along with this application. The primary event sponsor is required to remove all cooking grease from the site immediately after the event. Illegal dumping of cooking grease will be prosecuted. *Please read Additional Requirements section of this application for more information.* N/A

30) Will you require a temporary water tap? Circle Yes or No If yes, please list exact locations:

31) Will alcohol, beer, and/or wine be given away or sold? Circle Yes or No If yes, a permit from the relevant board is required. *Please read Additional Requirements section of this application for more information.*

32) Will your event include tents or other temporary structures, propane use, or open flames? Circle yes or no Events using tents of size 20 x 10 or larger require permitting from Franklin Fire Department. Safety measures must be provided on all tents, especially those set-up prior to the actual event. Tents should be taken down the date the event has ended. *Please read Additional Requirements section of this application for more information.*

33) Attach Good Neighbor Letter and Mailing List used. *Please read Additional Requirements section of this application for more information.* ✓

SURROUNDING AREA BUSINESSES + HOTELS

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

_____ denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial as _____

The City of Franklin does not discriminate based on race, color or national origin in federal or state sponsored programs, pursuant to Title VI of the Civil Rights Acts of 1964 (42 U.S.C. 2000d). For more information or to file a complaint against the City of Franklin under Title VI of the 1964 Civil Rights Act, contact the Title VI Coordinator:

Risk Manager
City of Franklin
109 Third Avenue South
Franklin, Tennessee 37064
615.791.3277

The City of Franklin is committed to providing reasonable access and accommodations upon request for people with disabilities. Please call the Risk Management Department at (615)791-3277 for specific requests.



Revised February 2014

INTERNAL REVENUE SERVICE
DISTRICT DIRECTOR
P. O. BOX 2508
CINCINNATI, OH 45201

DEPARTMENT OF THE TREASURY

Date: MAY 20 1999

GRACEWORKS MINISTRIES INC
C/O CHERYL A KING
PO BOX 438
FRANKLIN, TN 37065-0438

Employer Identification Number:
62-1584204
DLN:
17053093815039
Contact Person:
THOMAS E O'BRIEN ID# 31187
Contact Telephone Number:
(877) 829-5500
Our Letter Dated:
August 1995
Addendum Applies:
No

Dear Applicant:

This modifies our letter of the above date in which we stated that you would be treated as an organization that is not a private foundation until the expiration of your advance ruling period.

Your exempt status under section 501(a) of the Internal Revenue Code as an organization described in section 501(c)(3) is still in effect. Based on the information you submitted, we have determined that you are not a private foundation within the meaning of section 509(a) of the Code because you are an organization of the type described in section 509(a)(1) and 170(b)(1)(A)(vi).

Grantors and contributors may rely on this determination unless the Internal Revenue Service publishes notice to the contrary. However, if you lose your section 509(a)(1) status, a grantor or contributor may not rely on this determination if he or she was in part responsible for, or was aware of, the act or failure to act, or the substantial or material change on the part of the organization that resulted in your loss of such status, or if he or she acquired knowledge that the Internal Revenue Service had given notice that you would no longer be classified as a section 509(a)(1) organization.

If we have indicated in the heading of this letter that an addendum applies, the addendum enclosed is an integral part of this letter.

Because this letter could help resolve any questions about your private foundation status, please keep it in your permanent records.

If you have any questions, please contact the person whose name and telephone number are shown above.

Sincerely yours,



District Director

GraceWorks Board of Directors Contact List January 2019

	Position	Phone	Email	Address	Spouse	Profession
Valencia Breckenridge	CEO (Non-Voting Member)	O: 615-794-9055 x138 C: 630.699.0979	valencia@graceworksministries.net			CEO, GraceWorks
Gina Drummonds	Director	615-481-9001	Gdrummonds@healthcaretalentpartners.com	320 Seven Springs Way, Suite 250 Brentwood, TN 37027	Jeff	Chief Talent Officer at Healthcare Talent Partners
Tom Hailey	Vice Chairman of the Board	H: 615-376-4175 C: 615-424-3607	tomhailey@hotmail.com	1550 Lost Hollow Drive Brentwood, TN 37027	Susan	Retired IT Management (Nissan)
Courtney Hatfield	Intern	C:270-317-4522	eshatfield13@gmail.com	200 Royal Oaks Blvd, H14 Franklin, TN 37067		Director of Finance
Michael Holley	Treasurer	W:615-564-5309 C: 256-483-9925	mholley@edgenet.com	3219 Gardendale Drive Franklin, TN 37064	Jenny	Director of Finance , Edgenet
Carol Lloyd	Secretary	C: 615-533-0282 W: 615-428-2758	Tlloyd123@comcast.net	1211 Chickasaw Drive Brentwood, TN 37027		Director of Nutrition Services, Sodexo @ Monroe Carell Jr Children's Hospital @ Vanderbilt
Carolyn V. Moore Gaglione	Director	C: 615-337-4100 W: 615-344-1329		2007 C Lombardy Ave Nashville, TN 37215	Bill	
Brent Oakley	Director	615-584-2822	carolyn.moore1@hcahealthcare.com	2625 Paddock Park Drive Thompson Station, TN 37179		Risk & Insurance, HCA Healthcare
Sarah Pierce	Director	C:615-293-4064 W:615-344-6013	brentalanoakley@gmail.com	1417 Vintage Circle Franklin, TN, 37064	Charles	Principal, Fairview Elementary School
Luke Pisors	Director	H: 952-240-4537	Sarah.pierce@hcahealthcare.com	611 Stearnside Lane Franklin, TN 37064		Assistant Vice President, IT Clinical Informatics HCA
Kevin Riggs	Director	C: 615-440-7553	csmpierce@comcast.net	200 Devrow Court Franklin, TN 37064	Misty	Senior Vice President Operations Arby's Restaurant Group
Lou Ryu	Director	H: 615-812-9419 W: 615-791-3264	lpisors@yahoo.com	102 Roxy Ct		Pastor
Anita Stephens	Director	615-500-3112	kevin@franklincommunitychurch.org			Financial Representative
Charles Valdez	Chairman of the Board	H: 615-794-8014 W: 626-836-3600 C: 818-554-1663	Lou.Ryu@countryfinancial.com	1817 Grey Pointe Drive Brentwood, TN 37027		Director Internal Audit, American Health Companies
Bill Wright	Director	C: 615-364-5731	Anita.stephens@comcast.net	5106 Heron Hill Lane Thompsons Station, TN	Shar Moss Valdez	Vice President Marketing & Development ITS Resources
Chiquita Young	Director	C:615-330-5025	charlesy@itsresources.com	6607 Arno College Grove Rd College Grove, TN 37046	Donna	Senior Director, Learning Solutions HCA
			William.Wright2@HCAhealthcare.com	9545 Hampton Reserve Drive Brentwood, TN 37027		President/CEO Federal Solutions Inc

November 12, 2018

CONTACT: Kortland Fuqua, Race Day Morning Contact
kkfgwm@gmail.com; 615-425-6312

Hello Neighbor,

This letter is to let you know of the Turkey Trot 10K, 5K and Kids Turkey Chase Thanksgiving morning near your business. The hours your guests will principally be affected will be from 7:30 to 9:30 a.m. Nov. 22.

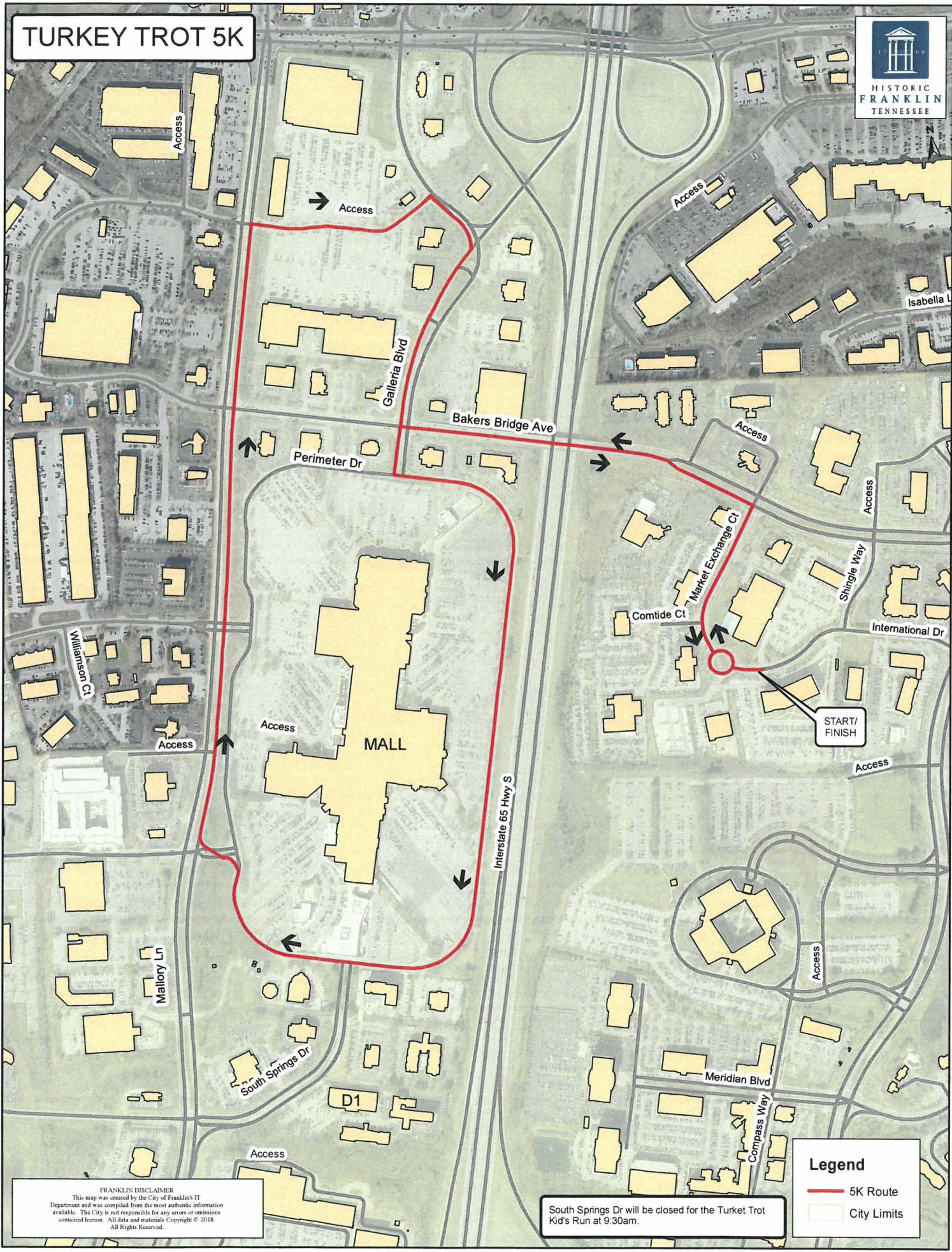
The route begins at Prairie Life Fitness at Market Exchange and will wind through Cool Springs. Franklin City Police will be on hand to direct traffic and ensure runners' safety. Officers will close certain roads periodically from 7:30 to 9:30 a.m. that day. Race participants will be instructed to park off Market Exchange and International Drive.

On Wednesday, Nov. 21, you also may see extra traffic at Prairie Life. Pre-registration will be from 3 to 6:30 p.m. that day.

The Turkey Trot benefits GraceWorks, which serves our Williamson County neighbors with more than 20 services including a food pantry, utility and rent assistance, school supplies, air conditioners and heaters, Christmas gifts, holiday food baskets, clothing and home goods, newborn supplies and educational programs on finances, family guidance and nutrition.

Kortland Fuqua
Race Day Morning Contact

TURKEY TROT 5K



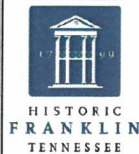
Legend

- 5K Route
- City Limits

South Springs Dr will be closed for the Turkey Trot Kid's Run at 9:30am.

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TURKEY TROT KIDS RUN



Access

Bakers Bridge Ave

Access

Market Exchange Ct

Shingle Way

Comtide Ct

International Dr

Start / Finish

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Legend



Kids Run

HISTORIC
FRANKLIN
TENNESSEE

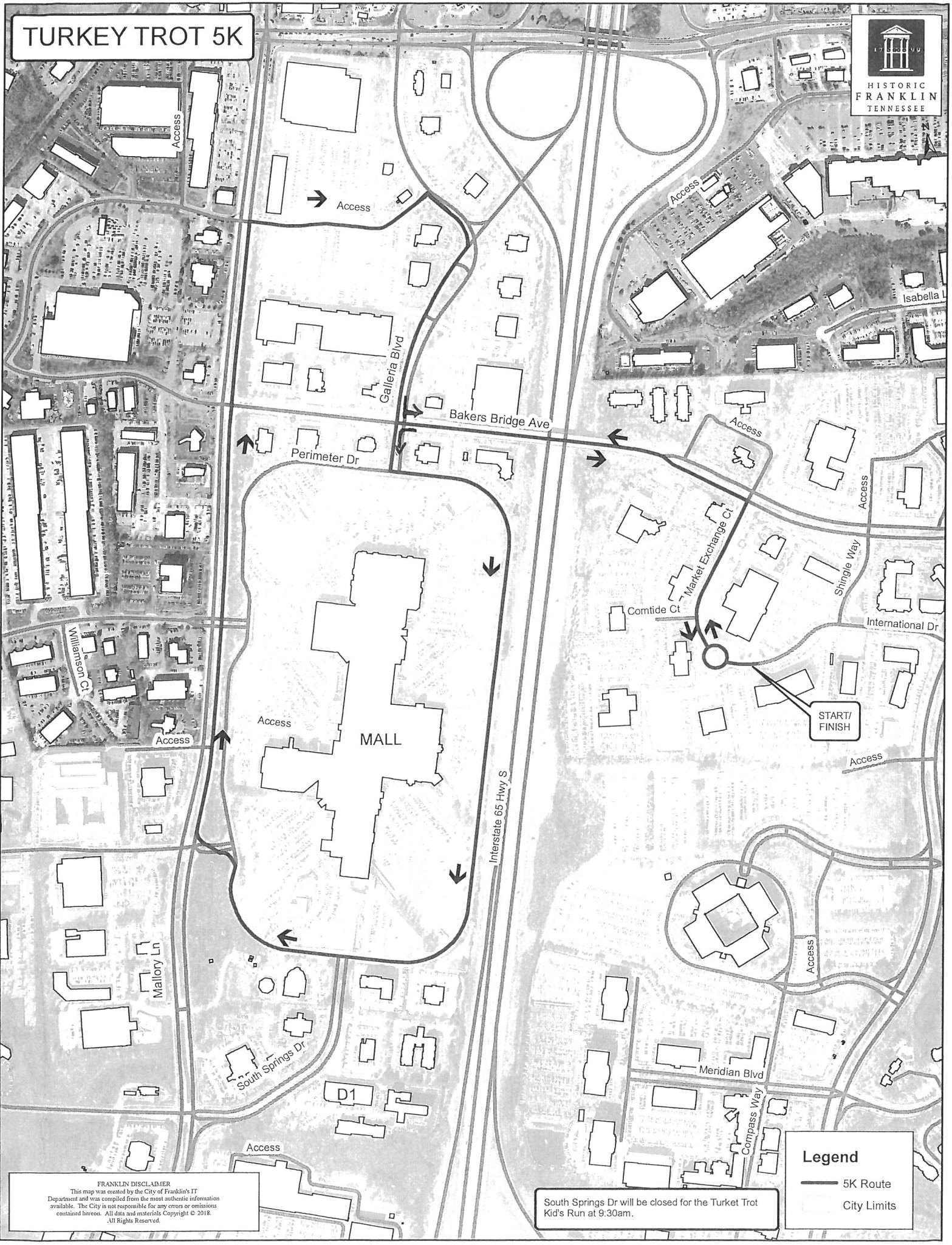


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South Springs Dr will be closed for the Turket Trot Kid's Run at 9:30am.

1st Half 10K
2nd Half 10K
City Limits

TURKEY TROT 5K



START/
FINISH

MALL

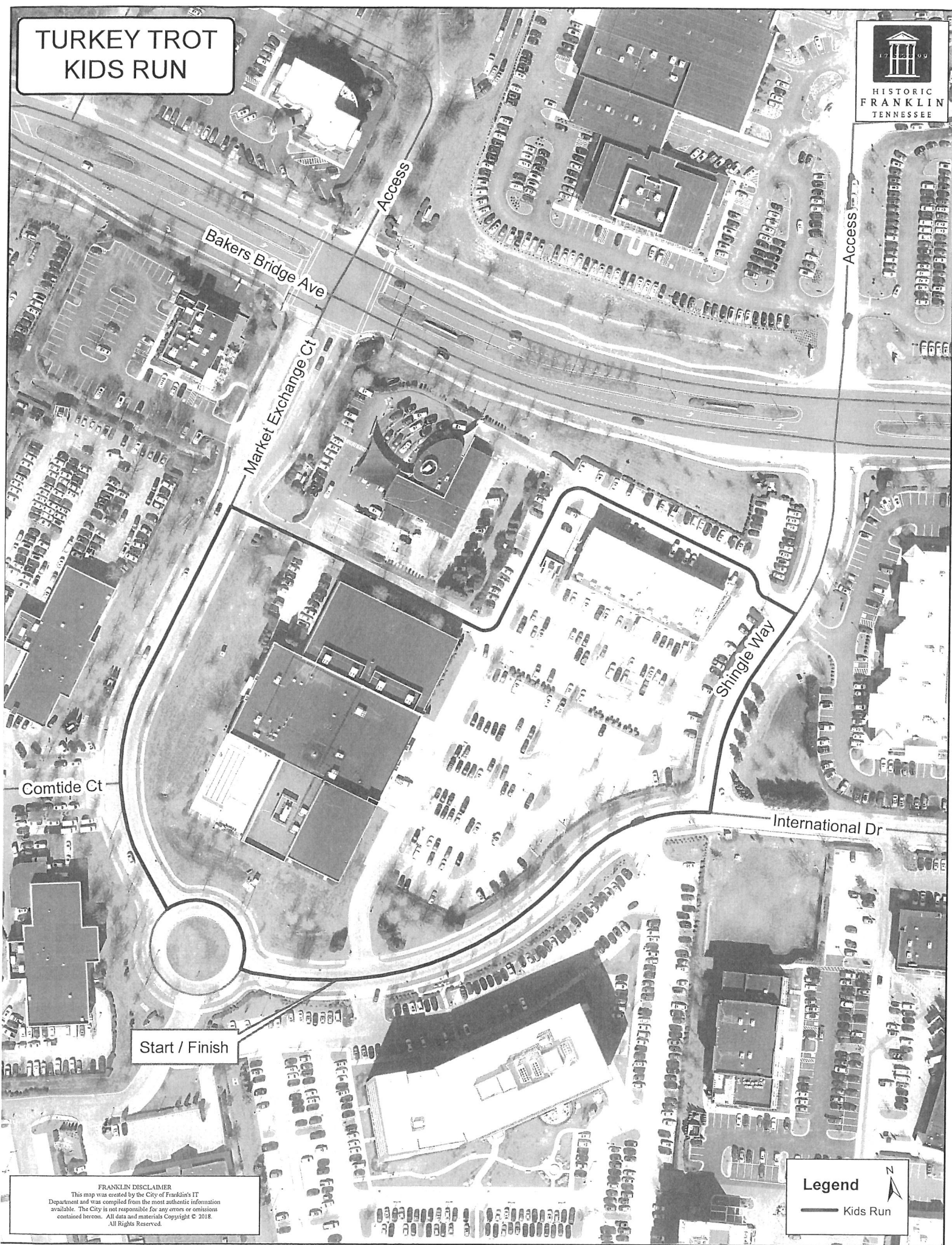
Legend

- 5K Route
- City Limits

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South Springs Dr will be closed for the Turkey Trot Kid's Run at 9:30am.

TURKEY TROT KIDS RUN



Start / Finish

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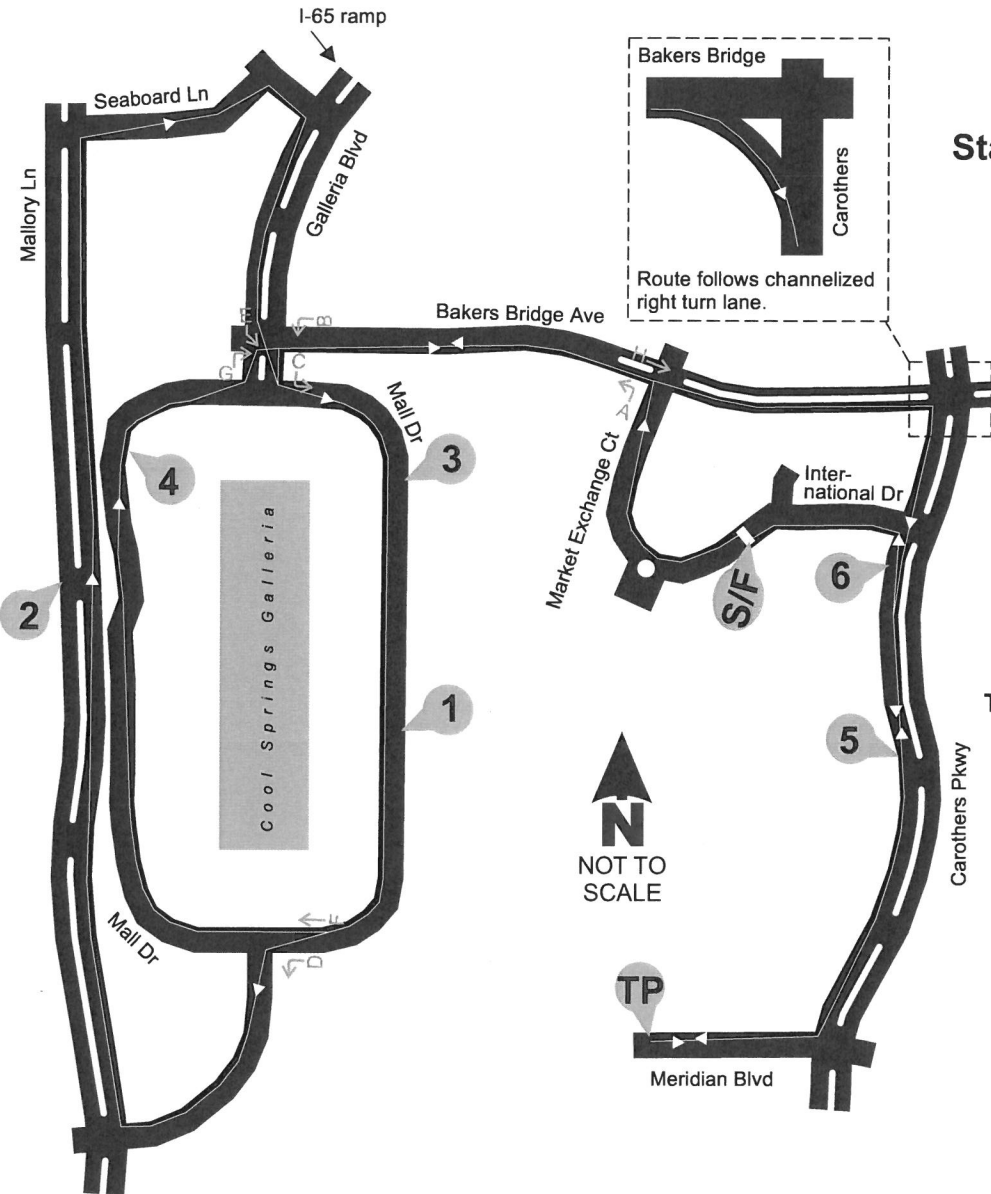
Legend

— Kids Run



Franklin Turkey Trot benefitting GraceWorks Ministries 10K

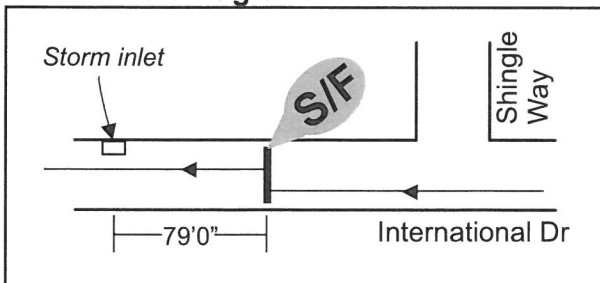
Franklin, TN



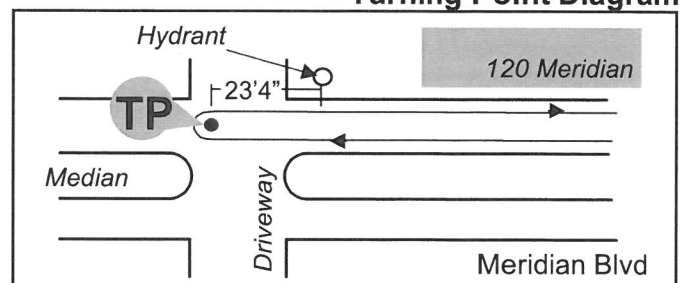
Start/Finish/Mile Descriptions

- START/ FINISH** On International Dr, 79'0" east of first inlet on north side of road located west of Shingle Way.
- MILE 1** On Mall Dr, 36'8" past light pole #28 on right.
- MILE 2** On Mallory Ln, 68'7" past mall entrance sign on right at Crossroads Blvd.
- MILE 3** On Mall Rd, 46'10" past light pole #40 on right.
- MILE 4** On Mall Rd, 80'1" before light pole #54 on right.
- TURNING POINT** On Carothers Pkwy, 12'5" before hydrant on right in front of 105 International Dr.
- MILE 5** On Meridian Blvd, 23'4" past hydrant on right after 120 Meridian Blvd.
- MILE 6** On left, on Carothers Pkwy, 10'4" before second light pole on right before International Dr.

Start/Finish Diagram



Turning Point Diagram



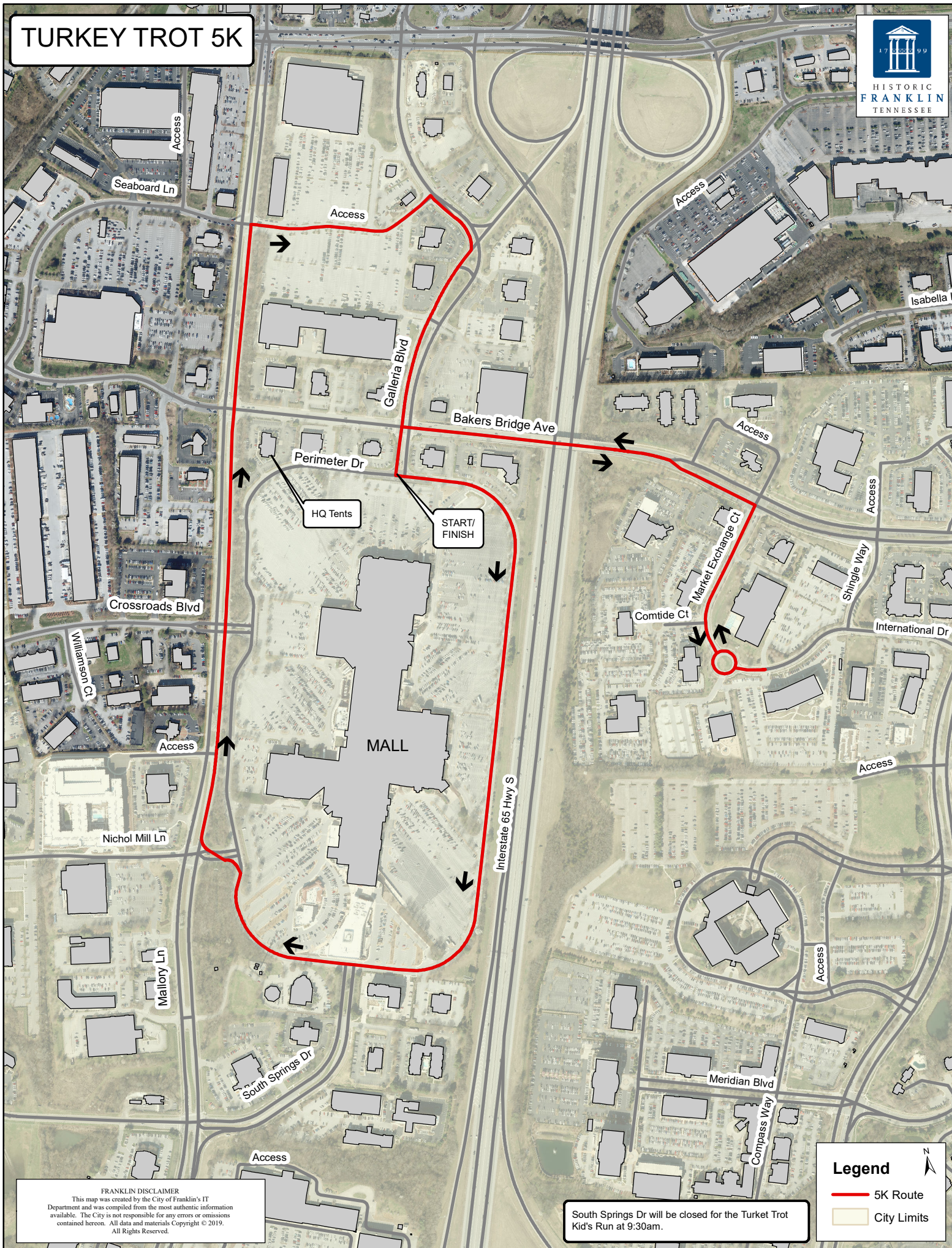
NOTES:

All points are marked with PK nails, 1' from edge of pavement on right side unless otherwise noted. All descriptions are given in direction runners travel and distances to center of objects unless otherwise noted. Runners are restricted by medians as shown; otherwise, course follows shortest path on all road segments.

Turn sequence is clarified by following turn labels alphabetically.

Measured by Jeff Hammond (615-372-1527, Hammondjeff@hotmail.com) on November 17, 2018.

TURKEY TROT 5K



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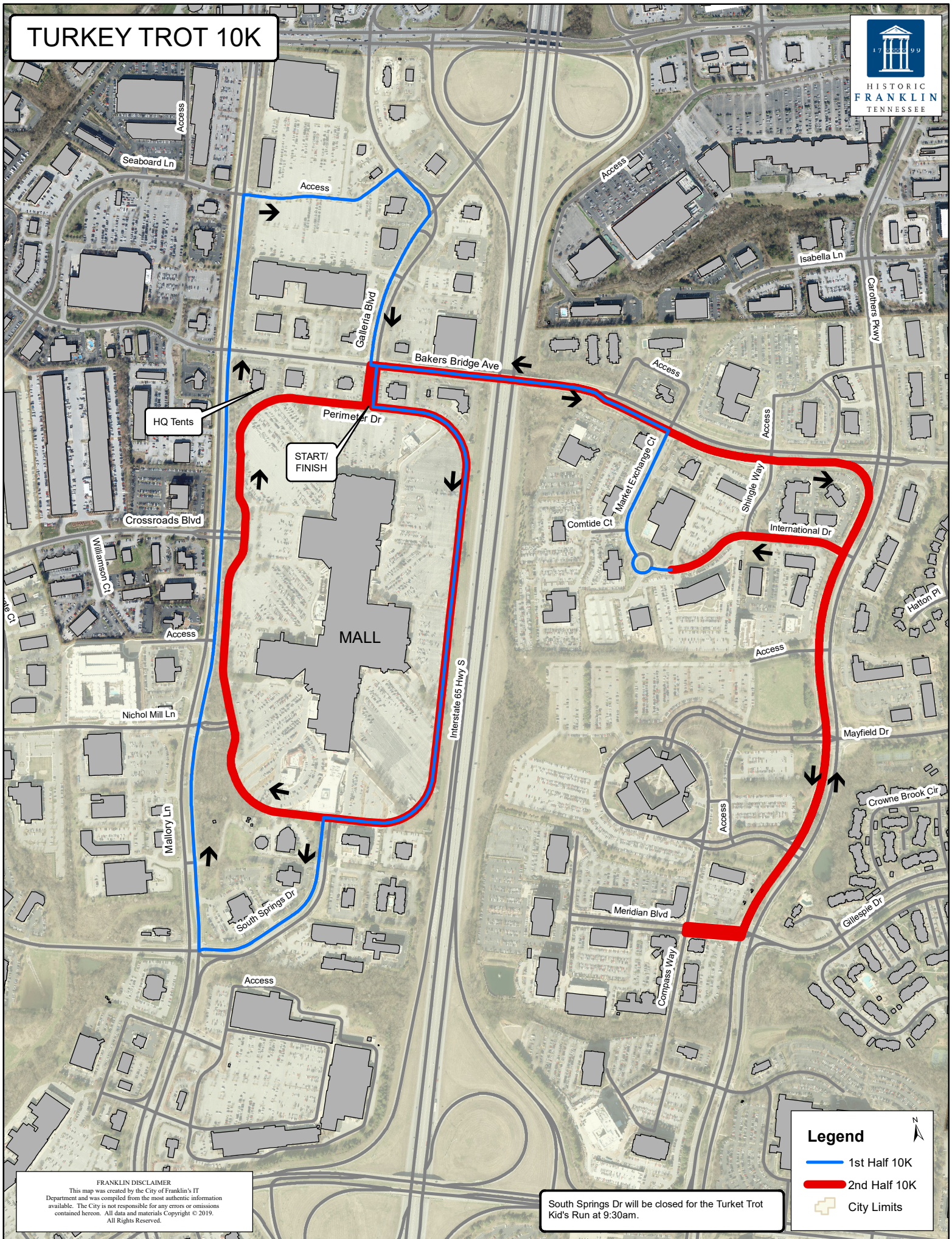
South Springs Dr will be closed for the Turkey Trot Kid's Run at 9:30am.

Legend

- 5K Route
- City Limits

N

TURKEY TROT 10K



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South Springs Dr will be closed for the Turkey Trot Kid's Run at 9:30am.

Legend

- 1st Half 10K
- 2nd Half 10K
- City Limits

TURKEY TROT KIDS RUN



Bakers Bridge Ave

Galleria Blvd

HQ Tents

Start / Finish

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Staff Conditions:

Staff recommends approval of the event application with the following recommendations:

- Applicant will provide a \$1,000 refundable damage deposit to City prior to event.
- Applicant will provide a Good Neighbor letter which will be distributed to affected neighborhoods.
- Applicant will coordinate with management of Cool Springs Galleria.
- Applicant will meet with staff at least 60 days before event to finalize routes.

- ***Risk Management:***
 - Applicant will provide a certificate of insurance naming the City as additional insured.

- ***Police Department:***
 - Applicant will hire recommended number of Franklin Police Officers to secure the route.
 - Applicant will work with Department on other logistics.

- ***Sanitation and Environmental Services Department:***
 - Applicant will provide volunteers to clean up during and after event.

Permit No: _____



HISTORIC
FRANKLIN
TENNESSEE

CITY OF FRANKLIN EVENT PERMIT APPLICATION

*Application is Due 90 Days Prior to Scheduled Event.
Please read application carefully and fully complete each section.
A non-refundable application fee of \$100 is due at time of filing.*

Note: Filing this application does not guarantee that your request will be granted.

Please check
all that apply:

☒ street closure

☐ parade

☒ other special event

☐ beer served (*separate permit required*)

Please supply the following information. For additional space, use separate sheets of paper and attach to the application.

1) Location requested (if Temporary Street Closure only, list major roads to be closed):

_____ Aspen Grove Park

_____ Liberty Park

_____ Eastern Flank Battlefield Park

_____ Fieldstone Farms

_____ Pinkerton Park

_____ Jim Warren Park

_____ Harlinsdale Farm

Other: FRANKLIN CITY SQUARE / ROUNDABOUT +
1 BLOCK EACH WAY FROM SQUARE

2) Name/purpose of event: 41ST FRANKLIN CLASSIC

3) Date or dates of event: MONDAY, SEPTEMBER 2, 2019 - LABOR DAY

4) Time of Event: 6³⁰ AM - 11³⁰ AM

5) Time of Street Closure (if applicable): 6³⁰ AM - 11³⁰ AM

Set-Up Date/Time: 4³⁰ AM **Tear-down Date/Time:** 11⁰⁰ AM

*Note: Two (2) hours will be added before set-up time and two hours (2) will be added after tear-down to allow time for clean-up. Event is responsible for payment of Franklin Police Officers during this time. Read Additional Requirements section for more information.

6) Name of Applicant and Organization Requesting Permit:

MERCY COMMUNITY HEALTH CARE

a) Address: 1113 MURKIN ROAD, SUITE 319, FRANKLIN, TN 37064

b) Phone: 615-790-0567 **c) Cell:** 615-425-6312 **d) Fax:** _____

e) E-mail address: lckfgunn@gmail.com

7) Person in charge on day of event: KARLINA FURUN

Cell: 615-425-6312 **E-mail address:** lckfgunn@gmail.com



HISTORIC
FRANKLIN
TENNESSEE

8) Name and Cell Number of at least two others available on day of event:

Name: Dorothy Buland Cell: 615-413-1862 E-mail address: dorothyb@mercytn.org

Name: Kristi Sylvestre Cell: 615-473-9539 E-mail address: kristis@mercytn.org

9) DETAILED description of event (use additional sheets):

5K 10K 1K RUNNING EVENT IN AND AROUND DOWNTOWN
FRANKLIN ON HOLIDAY MORNING.

10) **ENCLOSE A DETAILED MAP** of event site, detailing any temporary or permanent structures, street closures, parking, etc. If applicable, list the location, blocks, streets, and/or intersections in which such event will occur. *For large-scale events, map should be obtained from the City's GIS division.* ✓

11) An estimated number of participants and an estimated number of attendees expected to attend during the course of the event:

2500 - 3500

12) **Please attach a list** containing the names, addresses, and phone numbers of the Chairperson of the organization and all other persons involved in the management or control of organization and/or committee. ✓

13) Is your organization based in Williamson County? Circle Yes or No
(if no, please state where: _____)

14) Is your organization authorized to do business in Tennessee? Circle Yes or No

15) Is your organization a tax-exempt organization as described by the Internal Revenue Code Section 501(c)(3) or a not-for-profit organization? Circle Yes or No. If yes, please attach copy of IRS tax exemption letter providing proof of status.

16) Will you charge an admission/participation fee (including vendors)? If yes, please specify how much per person/vendor. 35-45 / PARTICIPANT IN 5K / 10K EVENTS

17) Will any charity, gratuity, or offers be solicited or accepted during the event? Circle Yes or No.

18) Is this event a fundraiser? Circle Yes or No. If yes, what organization will be benefactor of event? What percentage of funds will they receive? _____

19) Will parking in the area of the event need to be restricted or prohibited? Circle Yes or No

IN AND AROUND SQUARE² WILL BE CLOSED.

Revised February 2014



HISTORIC
FRANKLIN
TENNESSEE

- 20) Will any sound amplification equipment be used during the event? Circle Yes or No. If no, please skip to Question #22.
- 21) For what purpose will sound amplification be used (i.e. announcements, entertainment, etc.)?
ANNOUNCEMENTS + ENTERTAINMENT.
- 22) What type of sound amplification will be provided (DJ, Band, etc.)? Please list all that apply.
SCHOOL OF ROCK PERFORMANCE BEFORE AWARDS + MUSIC DUNK EVENT
- 23) During what time period is sound amplification requested? 8-10am
- 24) If for entertainment, give details of entertainment being provided (i.e. number of musicians, type of music, amp wattage, etc.). SEE ABOVE
- 25) Will any stages, amusement attractions, or amusement rides, including inflatables, be erected for the event? Circle Yes or No. If yes, Applicant must give specific details as to the location and type of games/activities, i.e. inflatables, Horseshoes, relay races, etc. along with the name of the company providing the stages and/or activities. **Applicant must also include a copy of that company's insurance certificate indicating coverage and listing the City of Franklin as additional insured.** ***For stages, tents, inflatables, etc. constructed on site prior to the event, that date must be included on Certificate of Insurance provided to the City of Franklin. Stages MUST be removed from site at end of event. ***Rented inflatables/interactives that are set-up and removed from site prior to the event must also have a Certificate of Insurance.
- 26) What, if any, vendors will be present at event? (i.e medical related, shirts, arts, etc.) **Please provide detailed list.** Use additional sheets. SPONSORS / MEDICAL
- 27) Will food, beverages, or merchandise be sold or given away? Circle Yes or No. If yes, clean-up is required. Please provide name of clean-up provider, contact, and phone number of person on-site during event. See Question #28. MERCY COMMUNITY HEALTHCARE
STAFF + VOLUNTEERS (over 100)
- 28) Events under 200 participants require a \$250 refundable security deposit at the time of approval. For events over 200, a \$1000 security deposit is required upon approval. If clean-up is not done properly, the organization requesting the permit will be fined (See Attachment A). Applicant must provide a coordinator or representative and a City of Franklin representative will conduct a Pre-Event meeting prior to event date for Pre-Event Check List Site Review. *At the end of the event, a Post-Event Check List shall be completed by the event coordinator, or representative, and a City of Franklin representative to re-assess the site for trash and damage, and to secure with caution tape and signage (provided by event group) any tents left for removal.* Damage deposit will be refunded after a satisfactory Post Event Check List has been completed and signed off on by both the City of Franklin and organization requesting event.

- 29) **NOTE:* Events that include deep frying cooking oil operations are required to have a grease pit on-site and contract with a grease waste hauler to handle the grease waste and removal of the grease pit. A copy of this agreement shall be filed along with this application. The primary event sponsor is required to remove all cooking grease from the site immediately after the event. Illegal dumping of cooking grease will be prosecuted. *Please read Additional Requirements section of this application for more information.* N/A
- 30) Will you require a temporary water tap? Circle Yes or No. If yes, please list exact locations:

- 31) Will alcohol, beer, and/or wine be given away or sold? Circle Yes or No. If yes, a permit from the relevant board is required. *Please read Additional Requirements section of this application for more information.*
- 32) Will your event include tents or other temporary structures, propane use, or open flames? Circle yes or no. Events using tents of size 20 x 10 or larger require permitting from Franklin Fire Department. Safety measures must be provided on all tents, especially those set-up prior to the actual event. Tents should be taken down the date the event has ended. *Please read Additional Requirements section of this application for more information.* 10 x 10 EXCEPT FOR STAGE / REFRESHMENTS
- 33) Attach Good Neighbor Letter and Mailing List used. *Please read Additional Requirements section of this application for more information.* ✓

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

_____ denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial as _____

The City of Franklin does not discriminate based on race, color or national origin in federal or state sponsored programs, pursuant to Title VI of the Civil Rights Acts of 1964 (42 U.S.C. 2000d). For more information or to file a complaint against the City of Franklin under Title VI of the 1964 Civil Rights Act, contact the Title VI Coordinator:

Risk Manager
City of Franklin
109 Third Avenue South
Franklin, Tennessee 37064
615.791.3277

The City of Franklin is committed to providing reasonable access and accommodations upon request for people with disabilities. Please call the Risk Management Department at (615)791-3277 for specific requests.



BOARD MEMBER BIOGRAPHICAL INFORMATION

(Please indicate principal officers with *)

1	Name: * Chairman - Rebecca Dyer	Street: 522 Dabney Drive	City: Franklin, TN	Zip: 37064
	Employer: Healthtrust Purchasing Group	Email: rdyeresq@yahoo.com	Telephone: 615-319-0142	Yrs. on Board: 5 (2014)
2	Name: * Vice Chairman - Kent Waltman	Street: 2020 Fieldstone Parkway Suite 900-82	City: Franklin, TN	Zip: 37069
	Employer: CJC Technologies	Email: kwaltman@cjcweb.com	Telephone: 205-240-8776	Yrs. on Board: 3 (2016)
3	Name: Kimberly Aliotte	Street: 1215 Chickasaw Drive	City: Brentwood, TN	Zip: 37027
	Employer:	Email: kimberly.aliotte@gmail.com	Telephone: 615-300-8203	Yrs. on Board: 2 (2017)
4	Name: Craig Ballentine	Street: 117 Azalea Lane	City: Franklin, TN	Zip: 37064
	Employer: Patterson, Hardee & Ballentine CPA's	Email: craig@phbcpas.com	Telephone: 615-512-2951	Yrs. on Board: 7 (2012)
5	Name: Todd Matthews	Street: 514 Federal Street	City: Franklin, TN	Zip: 37067
	Employer: Sun Trust Bank - Healthcare	Email: todd.matthews@suntrust.com	Telephone: 206-478-4126	Yrs. on Board: 4 (2015)
6	Name: Kristen Toth	Street: 3252 Locust Hollow	City: Nolensville, TN	Zip: 37135
	Employer: St. Thomas Health	Email: kltot64@gmail.com	Telephone: 615-804-7864	Yrs. on Board: 4 (2015)
7	Name: Dumkele Anifowoshe	Street: 725 CoolSprings Blvd., Suite 600	City: Franklin, TN	Zip: 37067
	Employer: KelAni CPA / Self-employed	Email: dumkelea@gmail.com	Telephone: 615-310-6256	Yrs. on Board: 2 (2017)
8	Name: Lydia Mabel Arroyo	Street: 228 Gillette Drive	City: Franklin, TN	Zip: 37069
	Employer: Baker, Donelson, Bearman, Caldwell & Berkowitz, PC	Email: marroyo@bakerdonelson.com	Telephone: 615-838-1844	Yrs. on Board: 1 (2018)
9	Name: Tania Davila	Street: 2030 Silverton Circle	City: Springhill, TN	Zip: 37174
	Employer: Fresenius Medical Care	Email: taniadavila9@gmail.com	Telephone: 615-319-1578	Yrs. on Board: 2 (2017)
10	Name: Gonzalo Elorza	Street: 5008 Huntmere Avenue	City: Franklin, TN	Zip: 37064
	Employer: LifePoint Health	Email: gonzalo.elorza@lpnt.net	Telephone: 615-498-0794	Yrs. on Board: 2 (2017)
11	Name: Lupita (Rosa Guzman) Martinez	Street: 1429 Governors Ridge Court	City: Franklin, TN	Zip: 37064
	Employer: WHEW 1380 AM Radio	Email: bonita1380amradio@gmail.com	Telephone: 615-405-7674	Yrs. on Board: 2 (2017)
12	Name: Matt Piatko	Street: 4613 Scottish Drive	City: Murfreesboro, TN	Zip: 37128
	Employer: My Nexus, Inc.	Email: mapiatko@hotmail.com	Telephone: 615-631-9975	Yrs. on Board: 3 (2016)
13	Name: Herbert Johnson	Street: 1167 Batbriar Road	City: Murfreesboro, TN	Zip: 37128
	Employer: Greater First Baptist Church	Email: revwhj@bellsouth.net	Telephone: 931-703-3000	Yrs. on Board: 1 (2018)
14	Name: Ashlie Kerr	Street: 1314 Glade Drive	City: Franklin, TN	Zip: 37069
	Employer: Vanderbilt Medical Center	Email: ashliekerr@hotmail.com	Telephone: 615-294-6516	Yrs. on Board: 1 (2018)
15	Name: Valerie Wilson	Street: 436 Ridgestone Drive	City: Franklin, TN	Zip: 37064
	Employer: HCA	Email: valerie.wilson@hcahealthcare.com	Telephone: 615-268-7696	Yrs. on Board: 1 day

BOARD MEMBER BIOGRAPHICAL INFORMATION

(Please indicate principal officers with *)

16	Name: Loretia Crosby	Street: 6237 Eskew Drive	City: Columbia, TN	Zip: 38401
	Employer: Willis Towers Watson	Email: loretia2694@yahoo.com	Telephone: 931-215-1295	Yrs. on Board: 1 day
17	Name: Will Brown	Street: 146 Lancaster Drive	City: Franklin, TN	Zip: 37064
	Employer: Stites & Harbison, PLCC	Email: wbrown@stites.com	Telephone: 615-347-0687	Yrs. on Board: 1 (2018)
18	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
19	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
20	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
21	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
22	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
23	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
24	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
25	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
26	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
27	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
28	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
29	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:
30	Name:	Street:	City:	Zip:
	Employer:	Email:	Telephone:	Yrs. on Board:

INTERNAL REVENUE SERVICE
DISTRICT DIRECTOR
P. O. BOX 2508
CINCINNATI, OH 45201

DEPARTMENT OF THE TREASURY

Date: SEP 20 1984

MERCY HEALTH SERVICES INC
PO BOX 1346 112 9TH AVENUE SOUTH
FRANKLIN, TN 37065

Employer Identification Number:
62-1781969
DLN:
17053181032049
Contact Person:
R HUTCHINS IDH 52408
Contact Telephone Number:
(877) 829-5500
Accounting Period Ending:
December 31
Form 990 Required:
YES
Addendum Applies:
NO

Dear Applicant:

Based on information supplied, and assuming your operations will be as stated in your application for recognition of exemption, we have determined you are exempt from federal income tax under section 501(a) of the Internal Revenue Code as an organization described in section 501(c)(3).

We have further determined that you are not a private foundation within the meaning of section 509(a) of the Code, because you are an organization described in sections 509(a)(1) and 170(b)(1)(A)(iii).

If your sources of support, or your purposes, character, or method of operation change, please let us know so we can consider the effect of the change on your exempt status and foundation status. In the case of an amendment to your organizational document or bylaws, please send us a copy of the amended document or bylaws. Also, you should inform us of all changes in your name or address.

As of January 1, 1984, you are liable for taxes under the Federal Insurance Contributions Act (social security taxes) on remuneration of \$100 or more you pay to each of your employees during a calendar year. You are not liable for the tax imposed under the Federal Unemployment Tax Act (FUTA).

Since you are not a private foundation, you are not subject to the excise taxes under Chapter 42 of the Code. However, if you are involved in an excess benefit transaction, that transaction might be subject to the excise taxes of section 4958. Additionally, you are not automatically exempt from other federal excise taxes. If you have any questions about excise, employment, or other federal taxes, please contact your key district office.

Grantors and contributors may rely on this determination unless the Internal Revenue Service publishes notice to the contrary. However, if you lose your section 509(a)(1) status, a grantor or contributor may not rely on this determination if he or she was in part responsible for, or was aware of, the act or failure to act, or the substantial or material change on the part of the organization that resulted in your loss of such status, or if he or she acquired knowledge that the Internal Revenue Service had given notice that you would no longer be classified as a section 509(a)(1) organization.

Letter 947 (DO/CG)

MERCY HEALTH SERVICES INC

Donors may deduct contributions to you as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to you or for your use are deductible for federal estate and gift tax purposes if they meet the applicable provisions of Code sections 2055, 2106, and 2522.

Contribution deductions are allowable to donors only to the extent that their contributions are gifts, with no consideration received. Ticket purchases and similar payments in conjunction with fundraising events may not necessarily qualify as deductible contributions, depending on the circumstances. See Revenue Ruling 67-246, published in Cumulative Bulletin 1967-2, on page 104, which sets forth guidelines regarding the deductibility, as charitable contributions, of payments made by taxpayers for admission to or other participation in fundraising activities for charity.

In the heading of this letter we have indicated whether you must file Form 990, Return of Organization Exempt From Income Tax. If Yes is indicated, you are required to file Form 990 only if your gross receipts each year are normally more than \$25,000. However, if you receive a Form 990 package in the mail, please file the return even if you do not exceed the gross receipts test. If you are not required to file, simply attach the label provided, check the box in the heading to indicate that your annual gross receipts are normally \$25,000 or less, and sign the return.

If a return is required, it must be filed by the 15th day of the fifth month after the end of your annual accounting period. A penalty of \$20 a day is charged when a return is filed late, unless there is reasonable cause for the delay. However, the maximum penalty charged cannot exceed \$10,000 or 5 percent of your gross receipts for the year, whichever is less. For organizations with gross receipts exceeding \$1,000,000 in any year, the penalty is \$100 per day per return, unless there is reasonable cause for the delay. The maximum penalty for an organization with gross receipts exceeding \$1,000,000 shall not exceed \$50,000. This penalty may also be charged if a return is not complete, so be sure your return is complete before you file it.

The law requires you to make your annual return available for public inspection without charge for three years after the due date of the return. You are also required to make available for public inspection a copy of your exemption application, any supporting documents and this exemption letter to any individual who requests such documents in person or in writing. You can charge only a reasonable fee for reproduction and actual postage costs for the copied materials. The law does not require you to provide copies of public inspection documents that are made widely available, such as by posting them on the Internet (World Wide Web). You may be liable for a penalty of \$20 a day for each day you do not make these documents available for public inspection (up to a maximum of \$10,000 in the case of an annual return).

You are not required to file federal income tax returns unless you are subject to the tax on unrelated business income under section 511 of the Code. If you are subject to this tax, you must file an income tax return on Form

MERCY HEALTH SERVICES INC

990-T, Exempt Organization Business Income Tax Return. In this letter we are not determining whether any of your present or proposed activities are unrelated trade or business as defined in section 513 of the Code.

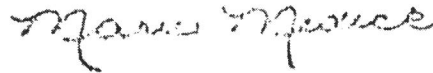
You need an employer identification number even if you have no employees. If an employer identification number was not entered on your application, a number will be assigned to you and you will be advised of it. Please use that number on all returns you file and in all correspondence with the Internal Revenue Service.

If we have indicated in the heading of this letter that an addendum applies, the enclosed addendum is an integral part of this letter.

Because this letter could help resolve any questions about your exempt status and foundation status, you should keep it in your permanent records.

If you have any questions, please contact the person whose name and telephone number are shown in the heading of this letter.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "Mary M. Jones".

District Director



1113 Murfreesboro Road • Suite 319
Franklin, TN 37064
(P) 615.790.0567
(T) 866.790.8388
(F) 615.595.8030
www.mercytn.org

August 13, 2019

Dear Neighbor,

We are writing to let you know of an event coming to your neighborhood this fall. The 41st Annual Franklin Classic benefiting Mercy Community Healthcare will be held in Historic Downtown Franklin and the surrounding area on Monday September 2, 2019. Set up begins at 3:00 am and the races begin at 7:00am. The Franklin Classic is a 5K, 10K and 1K Kids Fun Run. The proposed map route is attached to this letter. Runners will run only in a designated, coned lane. Streets will be re-opened to traffic once the runners have passed. We look forward to hosting the 41st Annual Franklin Classic in your neighborhood and hope you will raise the excitement level in your neighborhood by getting involved.

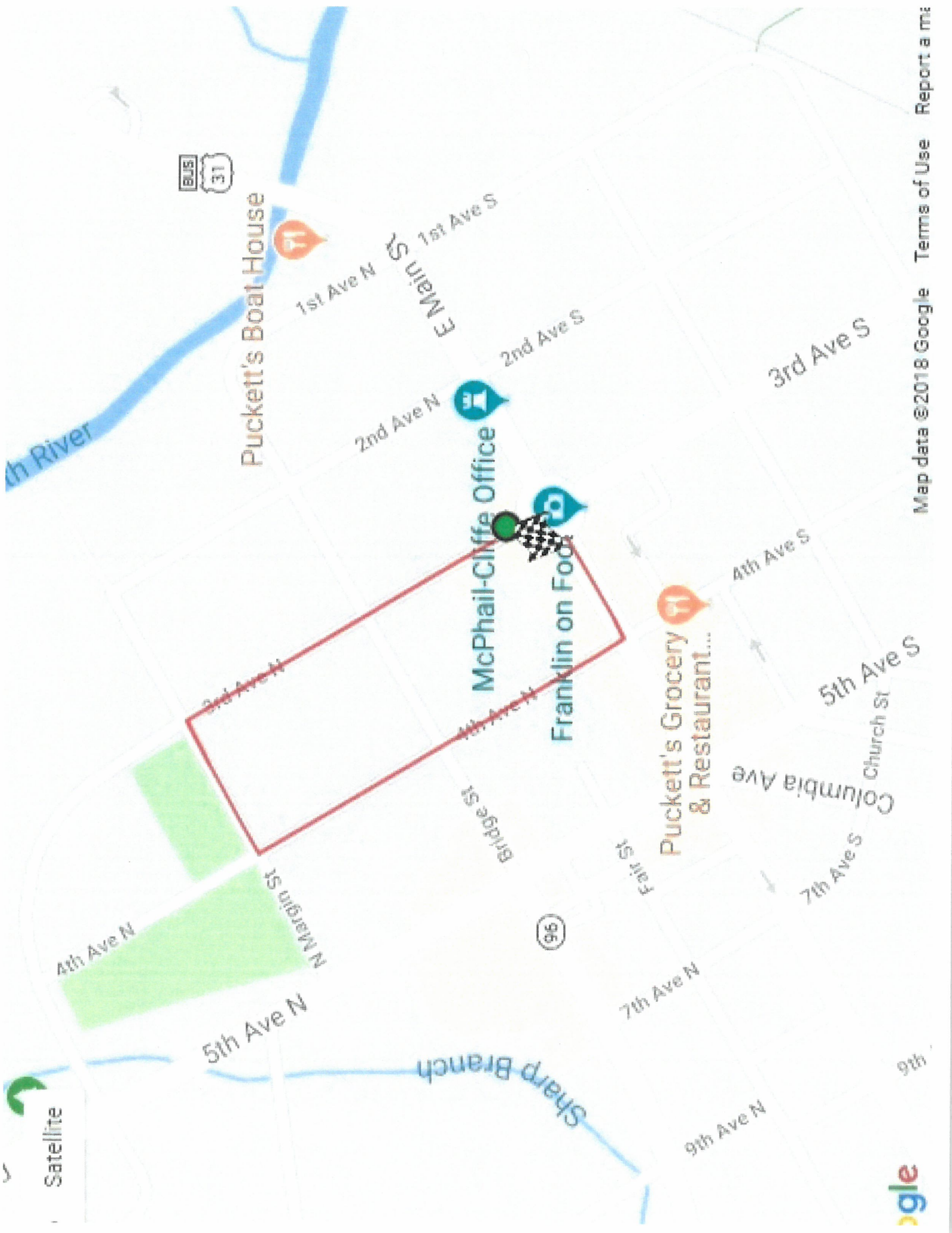
The Franklin Classic is held to raise awareness and provide vital program funding for our organization, Mercy Community Healthcare, www.mercytn.org. Mercy Community Health is a local 501(c)3 nonprofit organization providing complete primary healthcare, including sick and urgent care, counseling and social services, chronic illness management, and psychiatry services to patients of all ages, both insured and uninsured. Mercy exists to reflect the love and compassion of Jesus Christ by providing excellent healthcare for all and support to their families. Vision statement: Mercy Community Healthcare will transform the physical, mental and spiritual health of individuals through the healing power of Jesus Christ for generations to come. We hope you'll share in the excitement and participate on September 2nd! Visit www.franklinclassic.org for info and to register.

You may contact the event organizer, Groundworks Management, by phone at (615)425-6312 or by email, kkfgwm@gmail.com. You may also contact Monique McCullough with the Franklin Special Events office regarding the event at MONIQUEM@franklintn.gov, (615) 550-6606.

We would like to thank you in advance for any support that you can provide for the 41st Annual Franklin Classic. We hope you will help raise the excitement level about this event in your neighborhood!

Sincerely,

Kristi Sylvester
Director of Marketing, Events and Development
Mercy Community Healthcare



Satellite

Franklin High School

Del Rio Pike

2

WESTFIELD
ESTATES

1

Mt Hope Cemetery

Jim Warren
City Park

4

Downs Blvd

Franklin

5th Ave N

6

5th Ave S

3rd Ave S

Pinkerton

Lewisburg Ave

Carter House

Franklin Estates
Mobile Home Park

Boyd Mill Ave

5

The Park
Harlinsdale
Farm

Harpeth River

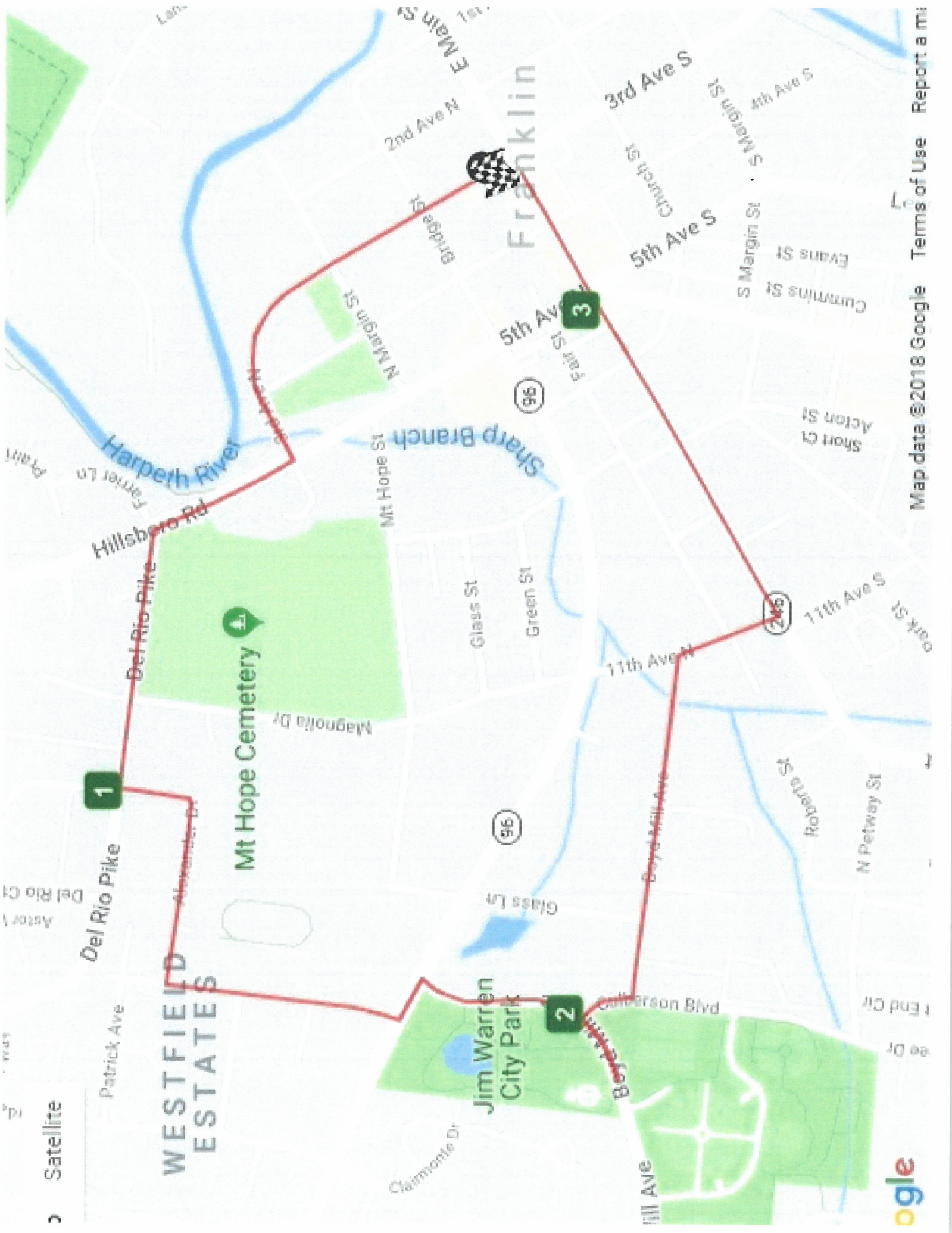
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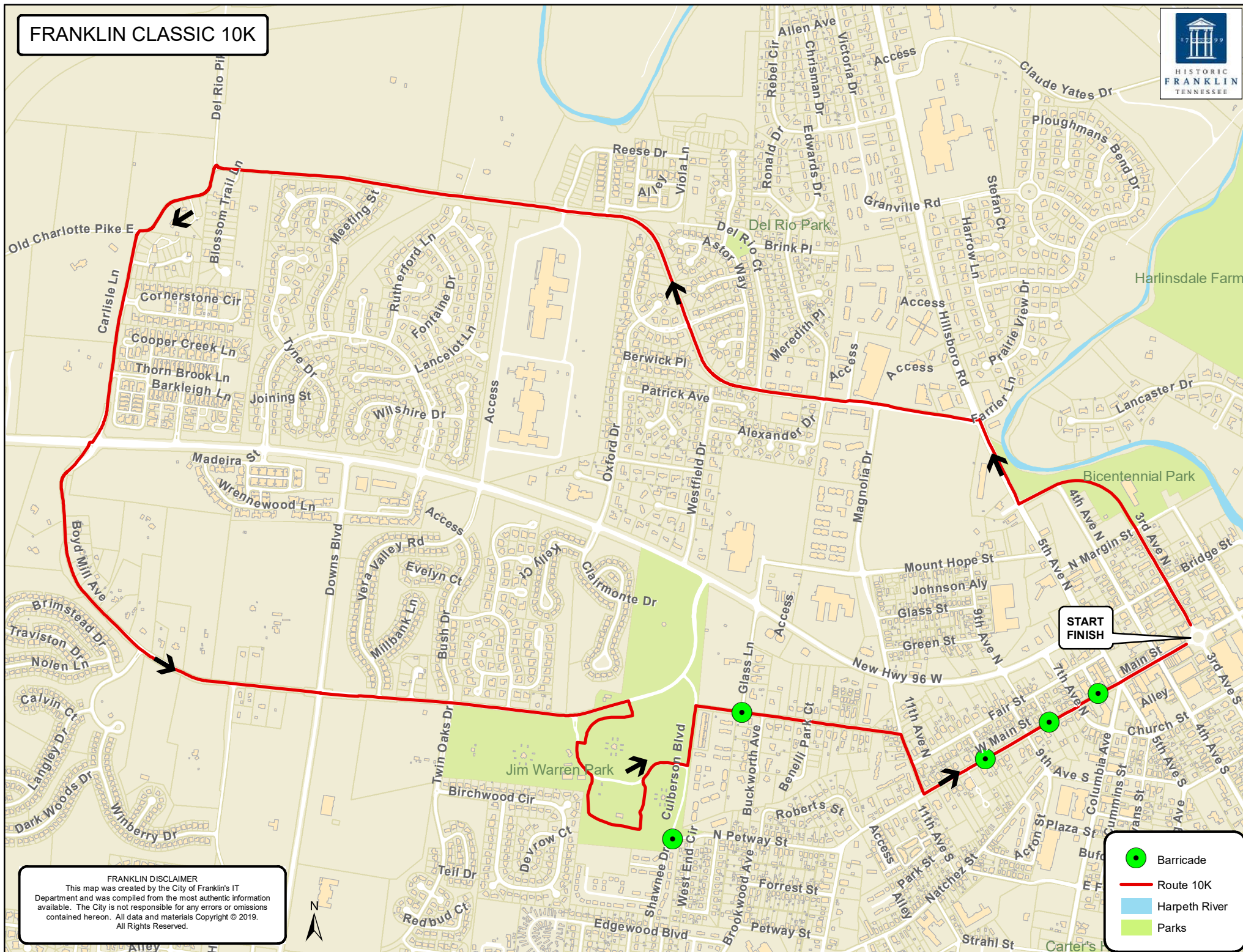
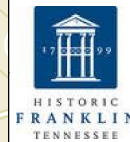


FRANKLIN CLASSIC 5K and KID'S 1K



FRANKLIN DISCLAIMER
 This map was created by the City of Franklin's IT Department and was compiled from the most authentic information available. The City is not responsible for any errors or omissions contained herein. All data and materials Copyright © 2019. All Rights Reserved.

FRANKLIN CLASSIC 10K



Staff Conditions:

Recommendation

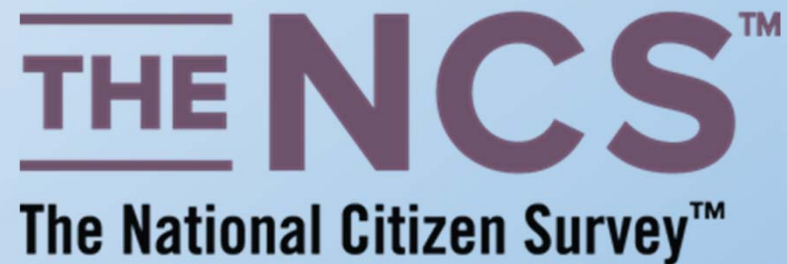
Staff recommends approval of the event application with the following recommendations:

- Applicant will provide a \$1,000 refundable damage deposit to City prior to event.
- Applicant will meet with staff at least 30 days prior to event to finalize layout for activities on the Square.
- Applicant will provide a Good Neighbor letter which will be distributed to affected neighborhoods. Applicant will also post signs in affected neighborhoods at least 7 days before event.
- ***Risk Management:***
 - Applicant will provide certificate of insurance naming the City as additional insured.
- ***Police Department:***
 - Applicant will hire recommended number of extra-duty Franklin Police Officers to provide street closures and traffic control during the event.
 - Applicant will provide volunteers to assist with event.
 - Applicant has requested amplification on stages located on the Square. Pursuant to Franklin Municipal Code Section 11-403(3), these are the only locations at which amplified sound will be permitted during this event.
- ***Building & Neighborhood Services Department:***
 - Electrical permit may be required.
- ***Sanitation and Environmental Services Department:***
 - Department will provide extra roll-outs and recycling bins/bags for the applicant to use.
 - Applicant shall return all roll-outs (full or empty) and all recycling bags and frames to the alley behind Mellow Mushroom.
 - Applicant must clean up all trash along the route at the conclusion of the run.



City of Franklin, Tennessee **Citizen Survey**

2019 Franklin Citizen Survey Results



May 28, 2019



City of Franklin, Tennessee

Citizen Survey

Outline

- **Survey Methodology**
- **Survey Results**
- **Survey Comparables**
 - **FranklinForward** Questions
 - **2012 ACS Survey & 2016 Citizens Survey**
 - **National & Custom Benchmarks**
- **Next Steps**



City of Franklin, Tennessee **Citizen Survey**

Survey Methodology

There are seven (7) Report Documents

- Community Livability Report**
- Dashboard Summary of Findings**
- Trends Over Time**
- Demographic Subgroup Comparisons**
- Supplemental Web Results**
- Report of Open-ended Questions**
- Technical Appendices**

All reports and this presentation are available on our website:

<https://www.franklinton.gov/government/departments-and-finance-administration/the-national-citizen-survey/-fsiteid-1>



City of Franklin, Tennessee **Citizen Survey**

Survey Methodology

- The survey was conducted in two ways – a scientifically valid survey of selected residents and an open web-based survey.
- The scientifically valid survey consisted of 2,800 selected households received three mailings, one week apart, beginning on February 5, 2019.
 - First mailing was a pre-notification postcard announcing the survey.
 - Second mailing contained a letter from the Mayor and City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope.
 - Third and final mailing contained a reminder letter, another survey and a postage-paid return envelope.
- Completed surveys were collected over the following eight weeks.



City of Franklin, Tennessee **Citizen Survey**

Survey Methodology

- About 4% of the 2,800 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 2,702 households that received the survey, 792 completed the survey, providing an *overall response rate of 29%*. Of the 792 completed surveys, 135 were completed online. The national average is around 26%.
- In addition, we also opened the survey up online March 12, 2019 for three weeks. This was open to all individuals City-wide. 1,598 surveys were received.
- All results shown herein are based on the formal, scientifically valid survey.



City of Franklin, Tennessee **Citizen Survey**

Survey Methodology

- **The National Citizen Survey is designed to measure our community's "livability." NCS defines livability as "the sum of the factors that add up to a community's quality of life."**
- **Staff at NRC examined the extensive research that has been done about community livability and the models that have been developed to describe the components of livable communities.**
- **They found that there are eight (8) facets of community livability: Safety, Mobility, the Natural Environment, the Built Environment, the Economy, Recreation and Wellness, Education and Enrichment and Community Engagement.**

City of Franklin, Tennessee

Citizen Survey

Survey Methodology

The Eight Facets of Livable Communities



City of Franklin, Tennessee **Citizen Survey**

Survey Methodology

- The NCS questionnaire includes individual items that act as indicators of community quality within each of the eight facets – and, split in a different way, they form three “pillars” of community quality: Community Characteristics, Governance and Participation.

The Three Pillars of Livable Communities

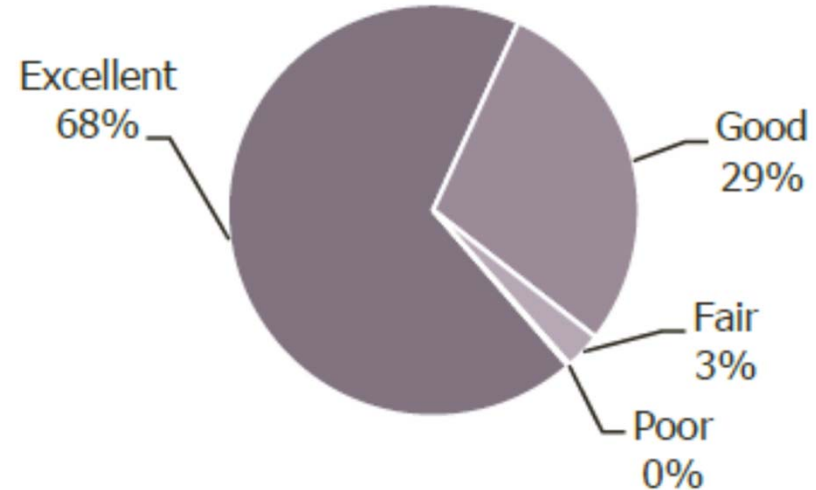


City of Franklin, Tennessee Citizen Survey

Survey Results

- Almost all residents rated the quality of life in Franklin as **excellent or good – 97% combined**
- Rating is higher than quality of life ratings seen in other communities (see Appendix B).
- Rating actually improved since 2016 – now **68% rate the Quality of Life in Franklin as excellent**
- In fact, compared to national benchmarks (and over 600 other cities participate in this survey), **Franklin ranks 3rd in the nation for quality of life.**

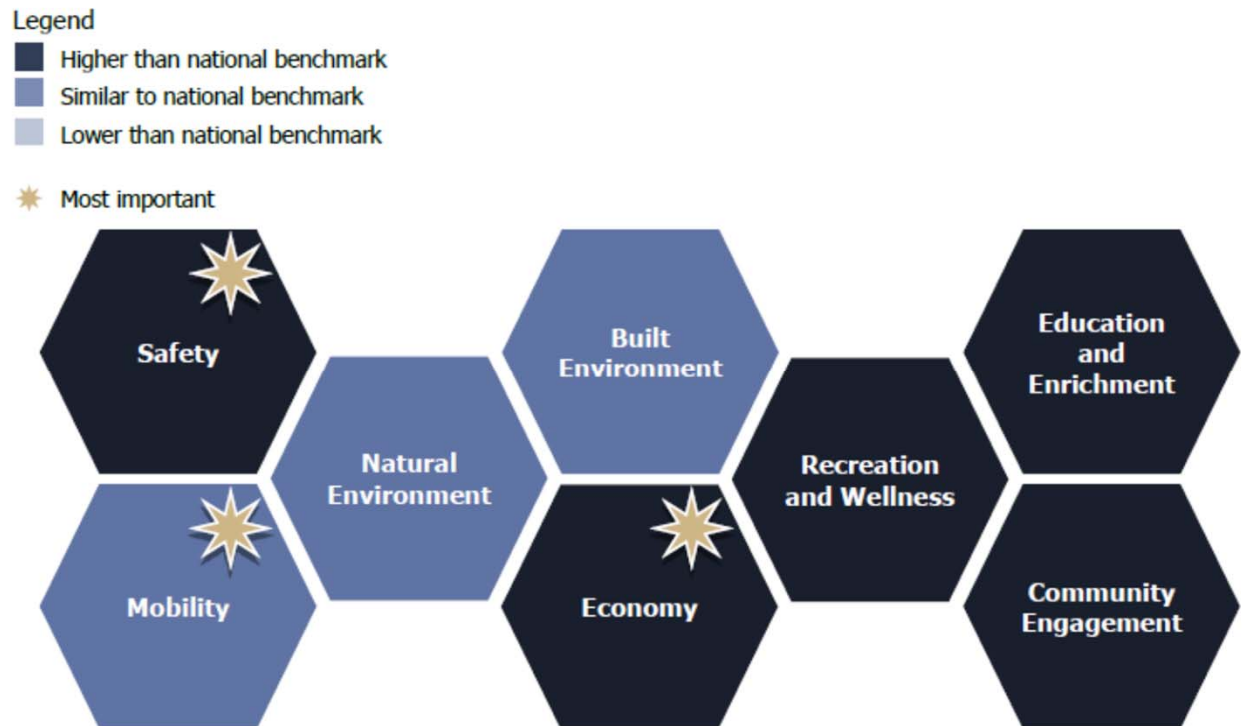
Overall Quality of Life



City of Franklin, Tennessee Citizen Survey

Survey Results

- To the right are the eight facets of community. The City performed similar or above national benchmarks in every one of the eight facets; and most were rated higher or much higher.
- Residents identified Economy, Mobility and Safety as priorities for the Franklin community in the coming two years (as denoted by stars)

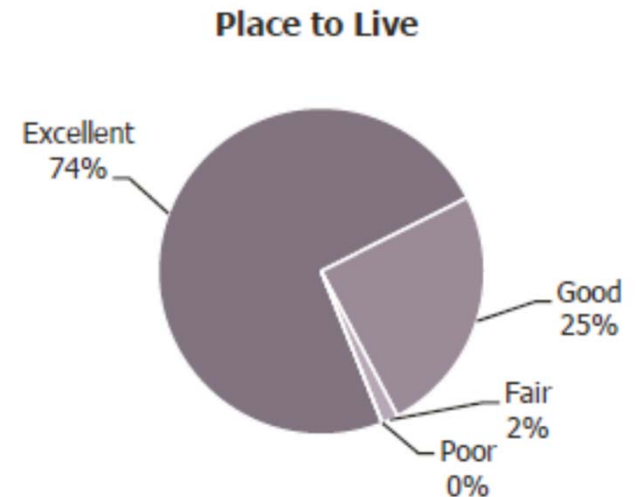




City of Franklin, Tennessee Citizen Survey

Survey Results

- Community Characteristics, the first pillar, indicates that **99% of residents rate Franklin as Excellent/Good as a Place to Live.**
- Ratings are **much** higher than quality of life ratings in other communities and than they were in 2016 (see Appendix B).
- Compared to national benchmarks, **Franklin ranks 6th in the nation for a place to live and 1st in the nation for overall image and reputation!**



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



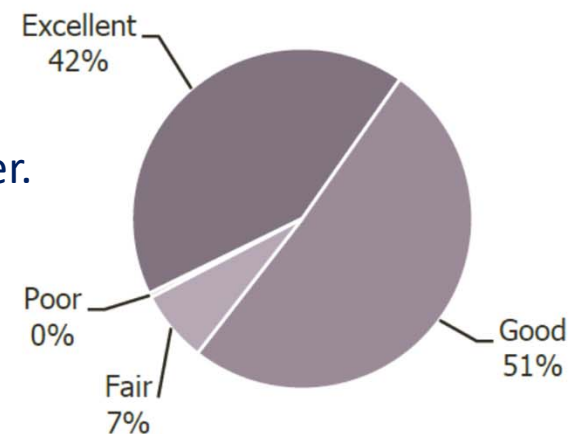


City of Franklin, Tennessee Citizen Survey

Survey Results

- Governance, the second pillar, indicates that **93% of residents rate the overall quality of City Services as Excellent/Good**. This is similar to where it was in 2016, but just like overall scores, the number ranking excellent is higher.
- Services provided by the City were rated by citizens as mostly higher than comparative benchmarks.
- **Franklin ranks 11th in the nation for Overall Confidence in City Government and 6th in services provided** compared to other cities/jurisdictions.

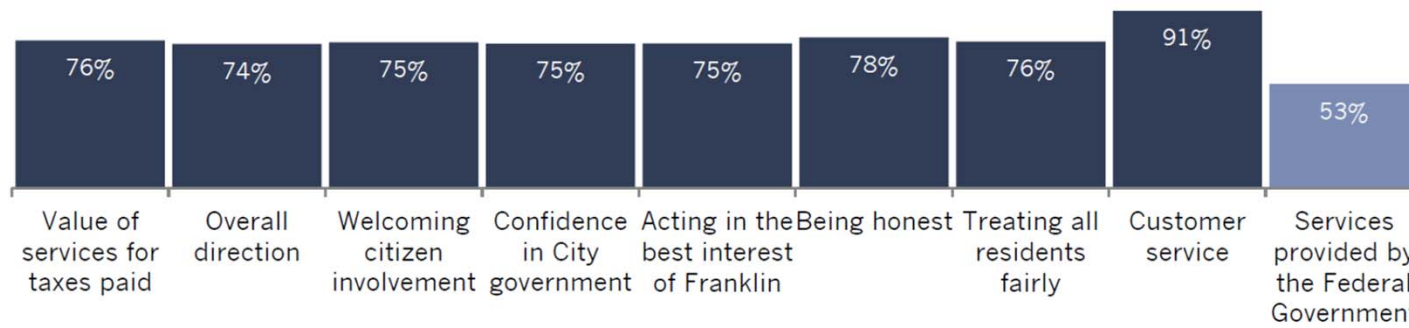
Overall Quality of City Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower





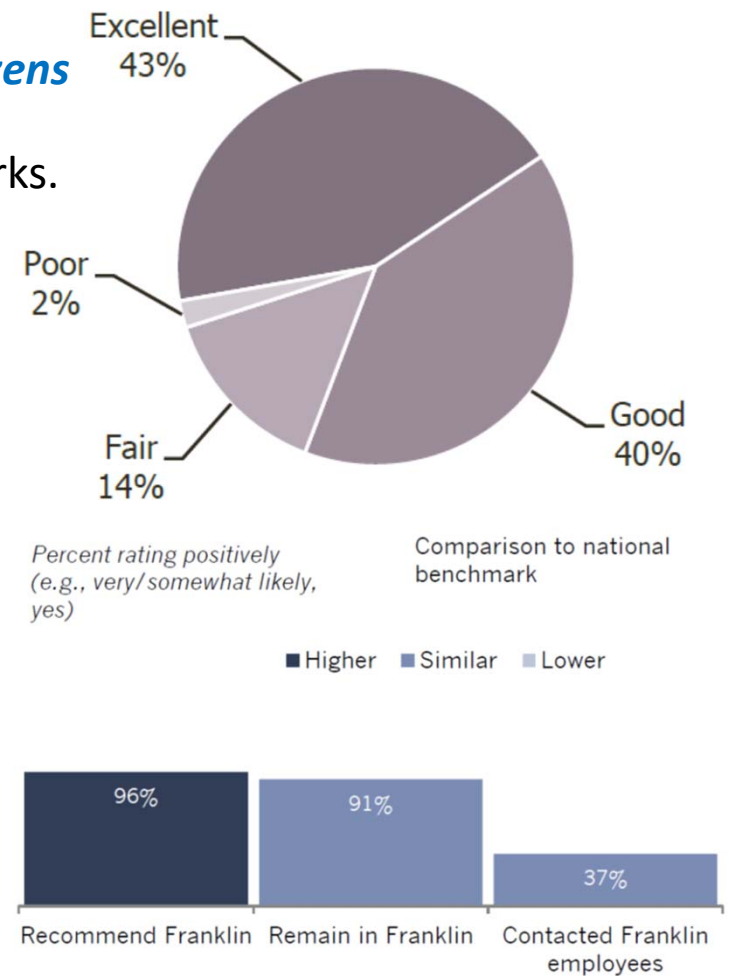
City of Franklin, Tennessee

Citizen Survey

Survey Results

- Participation, the third pillar, indicates that **83% of citizens feel the Sense of Community is either Excellent/Good**.
- This is higher than national and comparative benchmarks.
- Within the Participation pillar, over 30 activities and behaviors were measured, including:
 - 88% of residents indicated they had not reported a crime and 94% had not been the victim of a crime.
 - Less than 1 in 10 said they had used public transportation & 4 in 10 residents reported they had walked or biked instead of driving.
 - 7 in 10 residents indicated they had participated in each aspect of Natural Environment and Built Environment.
 - 2/3 said they had attended a City-sponsored event or participated in religious or spiritual activities, both levels were higher than the benchmark comparison.

Sense of Community



City of Franklin, Tennessee Citizen Survey

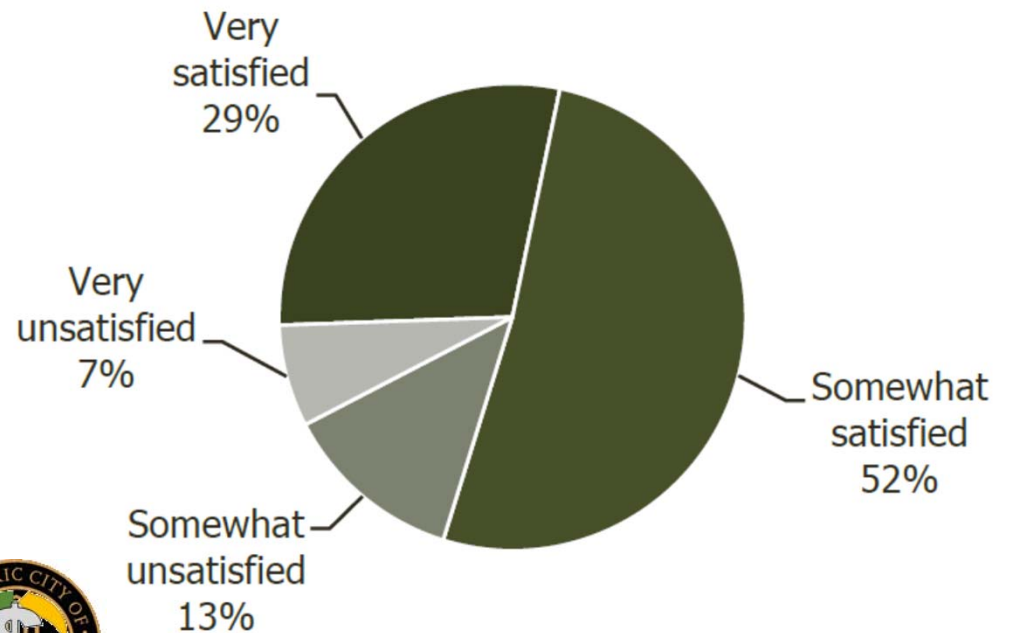
Survey Results

- The City asked several unique questions. The first was: Please rate your level of satisfaction with the City of Franklin's management of growth.

- **80% rated their satisfaction of the City's management of growth as either Very or Somewhat Satisfied.** This is lower than 2016 (84%).

- The goal set forth in **FranklinForward** was to have 80% or better of citizens reporting satisfaction with the managed growth of the community.

- Although this is a positive response, it is clearly on citizens minds: **38%** used their response to the open-ended question to mention Growth/Crowding – the most frequent written response and double the next issue mentioned (Housing). And it is worthy of noting that the minority of those who said they were very unsatisfied grew seven-fold over the last 2 ½ years from 1% to 7%.

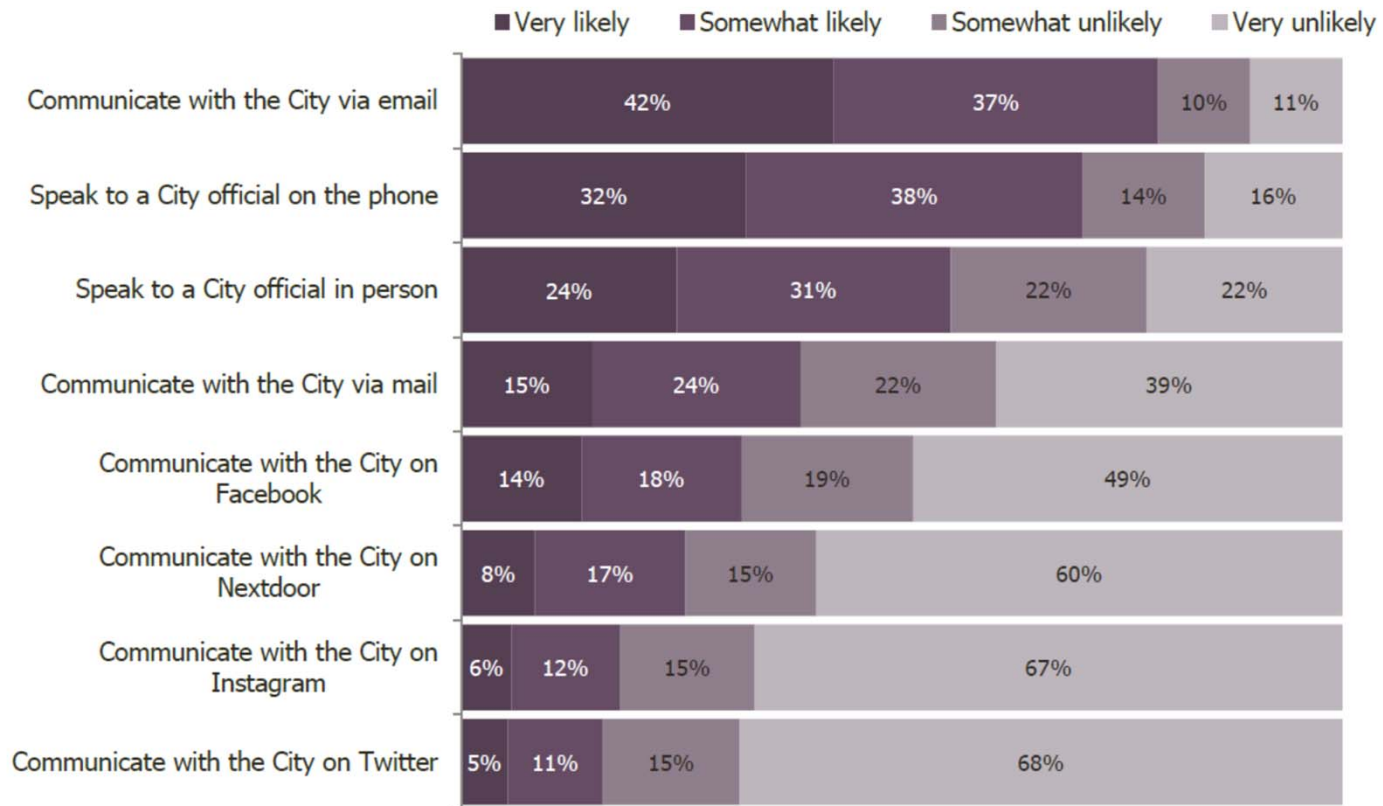




City of Franklin, Tennessee Citizen Survey

Survey Results

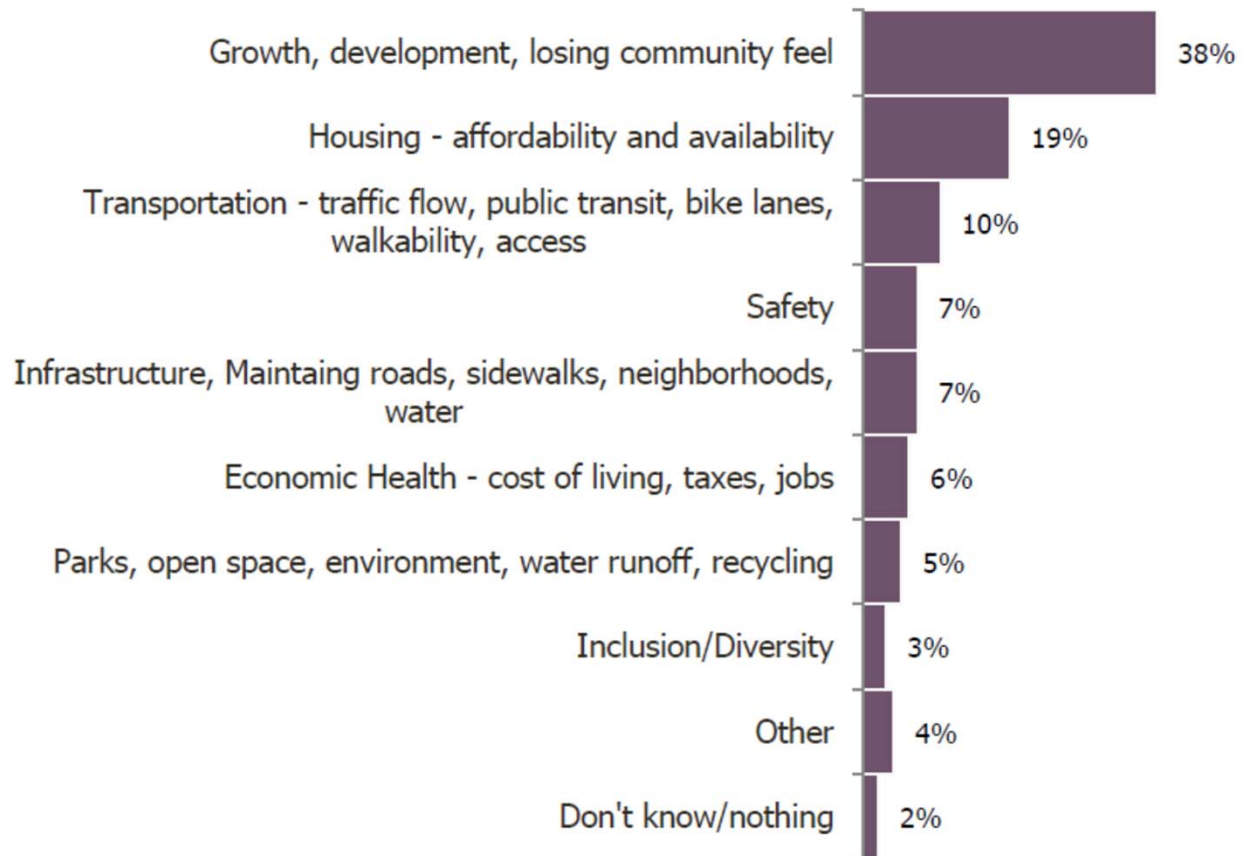
- The second non-standard question asked was to determine the what methods citizens preferred in using to communicate with the City:



City of Franklin, Tennessee Citizen Survey

Survey Results

- The final question asked was the open-ended question. Residents were asked to state what the most important challenge facing Franklin was today, aside from issues of transportation.
- Growth, Housing, and Transportation were the leading responses, although the first two – Growth and Housing – took over ½ of all responses.





THE NCSTM

The National Citizen SurveyTM

Franklin, TN

Community Livability Report

2019



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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About

The National Citizen Survey™ (The NCS) report is about the “livability” of Franklin. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

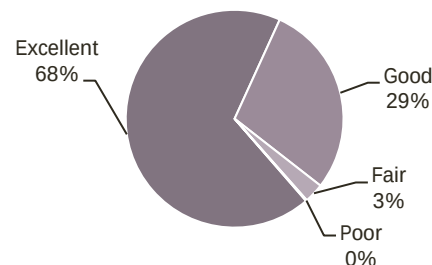
The Community Livability Report provides the opinions of a representative sample of 792 residents of the City of Franklin. The margin of error around any reported percentage is 3% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in Franklin

Almost all (97%) residents rated the quality of life in Franklin as excellent or good, with about two-thirds (68%) giving a rating of excellent. This rating was much higher than the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).

Overall Quality of Life



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

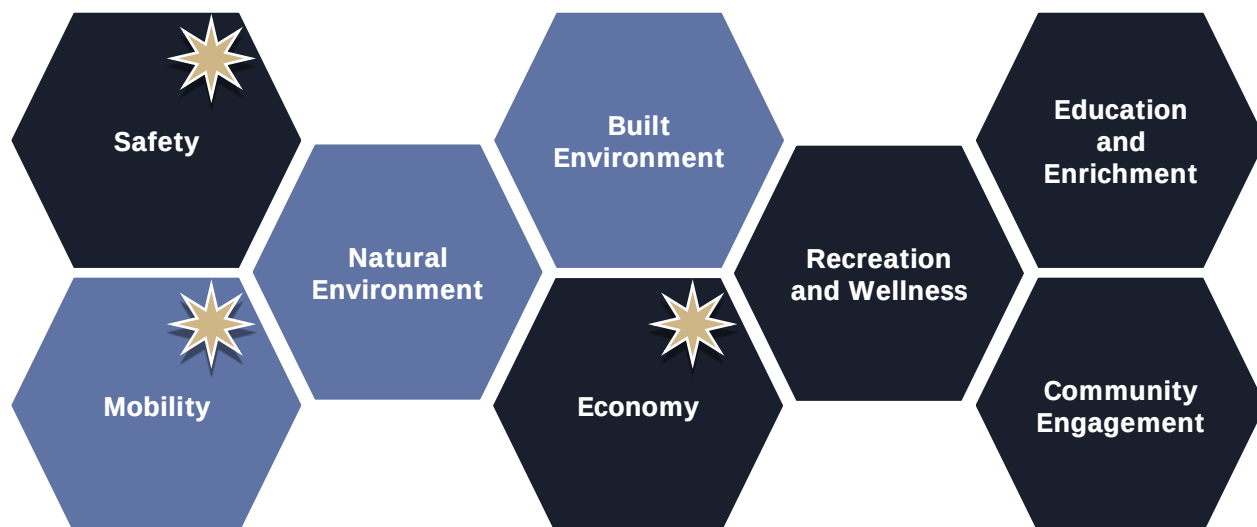
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety, Mobility and Economy as priorities for the Franklin community in the coming two years. Assessments of the facets of Safety, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement were higher than the national benchmarks. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Franklin's unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

- Most important



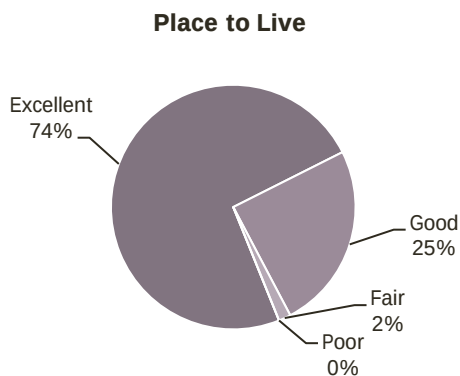
Community Characteristics

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Franklin, 98% rated the city as an excellent or good place to live, with about three-quarters giving a rating of excellent. Respondents' scores for Franklin as a place to live were higher than scores in other communities across the nation.

In addition to rating the city as a place to live, respondents rated several aspects of community quality. Almost all residents gave favorable marks to the overall image or reputation of Franklin, their neighborhood as a place to live, the city as a place to raise children and its overall appearance. Roughly 8 in 10 residents positively rated Franklin as a place to retire. Assessments for the overall image or reputation of Franklin were ranked first among all comparison communities.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. All aspects within the facets of Safety, Natural Environment, Recreation and Wellness, Education and Enrichment, and Community Engagement were rated positively by at least two-thirds of residents. Ratings for all of these aspects were at least similar to comparison communities; most were higher than observed elsewhere.



Most aspects of Mobility were on par with communities elsewhere, with two-thirds of community members giving high scores to the overall ease of travel, availability of paths and walking trails, and ease of walking in Franklin. Further, ratings for traffic flow, overall ease of travel, ease of travel via car, public transportation, and walking and availability of paths and walking trails increased since 2016 (for more information see the *Trends over Time* report under separate cover).

In the facet of Economy, about 9 in 10 residents positively rated most aspects, with evaluations of overall economic health, vibrant downtown/commercial area, employment

opportunities and Franklin as a place to work ranking first among all comparison communities. Marks for employment opportunities were also above average and improved from 2016 to 2019.

Compared to 2016, ratings increased for fitness and recreational opportunities, health and wellness opportunities, and the availability of affordable child care/preschool. Evaluations of public parking declined from 2016 to 2019.

Percent rating positively (e.g., excellent/good)

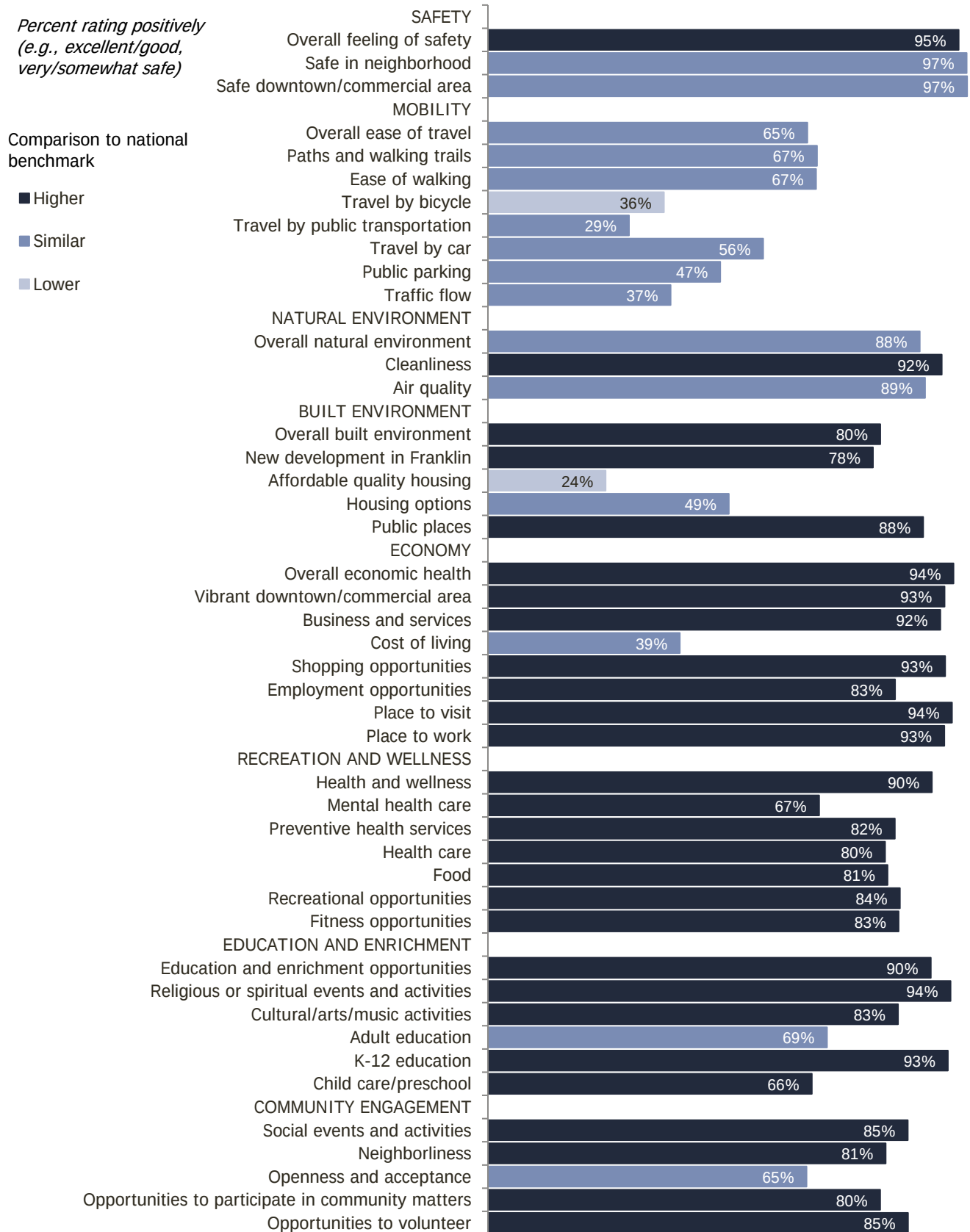
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



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Figure 1: Aspects of Community Characteristics



Governance

How well does the government of Franklin meet the needs and expectations of its residents?

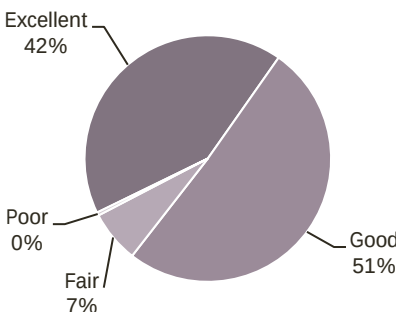
The overall quality of the services provided by Franklin as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About 9 in 10 respondents gave excellent or good ratings to the overall quality of City services, while about half of respondents gave positive reviews to the Federal Government. Ratings for the overall quality of City services were higher than observed in comparison communities while ratings for the Federal Government were on par with those observed elsewhere.

Survey respondents also rated various aspects of Franklin's leadership and governance. The overall customer service provided by Franklin employees received the highest marks, with 91% of respondents rating this aspect as excellent or good. About three-quarters of residents gave high marks to the remaining aspects of government performance, and all of these were higher than the national averages.

Respondents evaluated over 30 individual services and amenities available in Franklin. At least three-quarters of residents positively assessed all aspects for the facets of Safety, Economy, Recreation and Wellness, Education and Enrichment, and Community Engagement.

In Mobility, all aspects were given favorable marks by at least half of residents. Evaluations of street cleaning, street lighting and sidewalk maintenance were strong and higher than the national benchmarks. Although assessments of street repair decreased from 2016 to 2019, reviews of snow removal, sidewalk maintenance, traffic signal timing, and bus or transit services increased.

Overall Quality of City Services



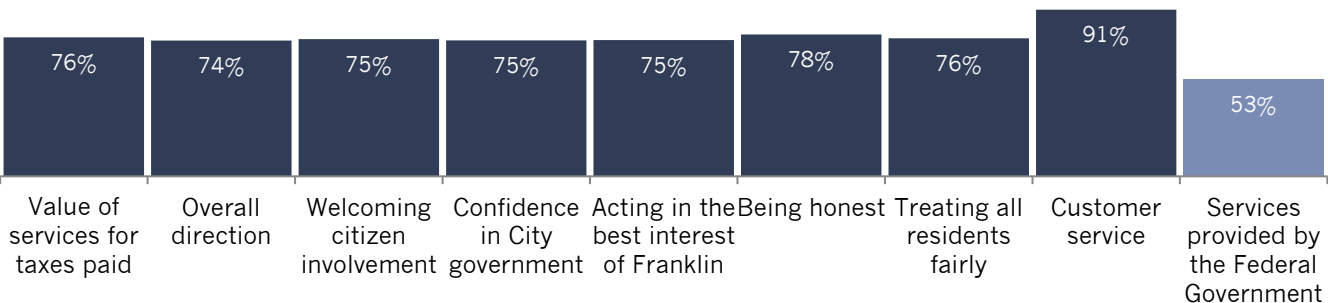
Within the facet of Natural Environment, roughly 9 in 10 respondents gave high scores to garbage collection and yard waste pick-up; ratings for yard waste pick-up were above the national average. Assessments of recycling services improved since 2016.

Other scores that were higher than observed in comparison communities included police and fire services, storm drainage, economic development, recreation programs or services, City-sponsored special events and public information services; ratings for public information services increased from 2016 to 2019.

Percent rating positively (e.g., excellent/good)

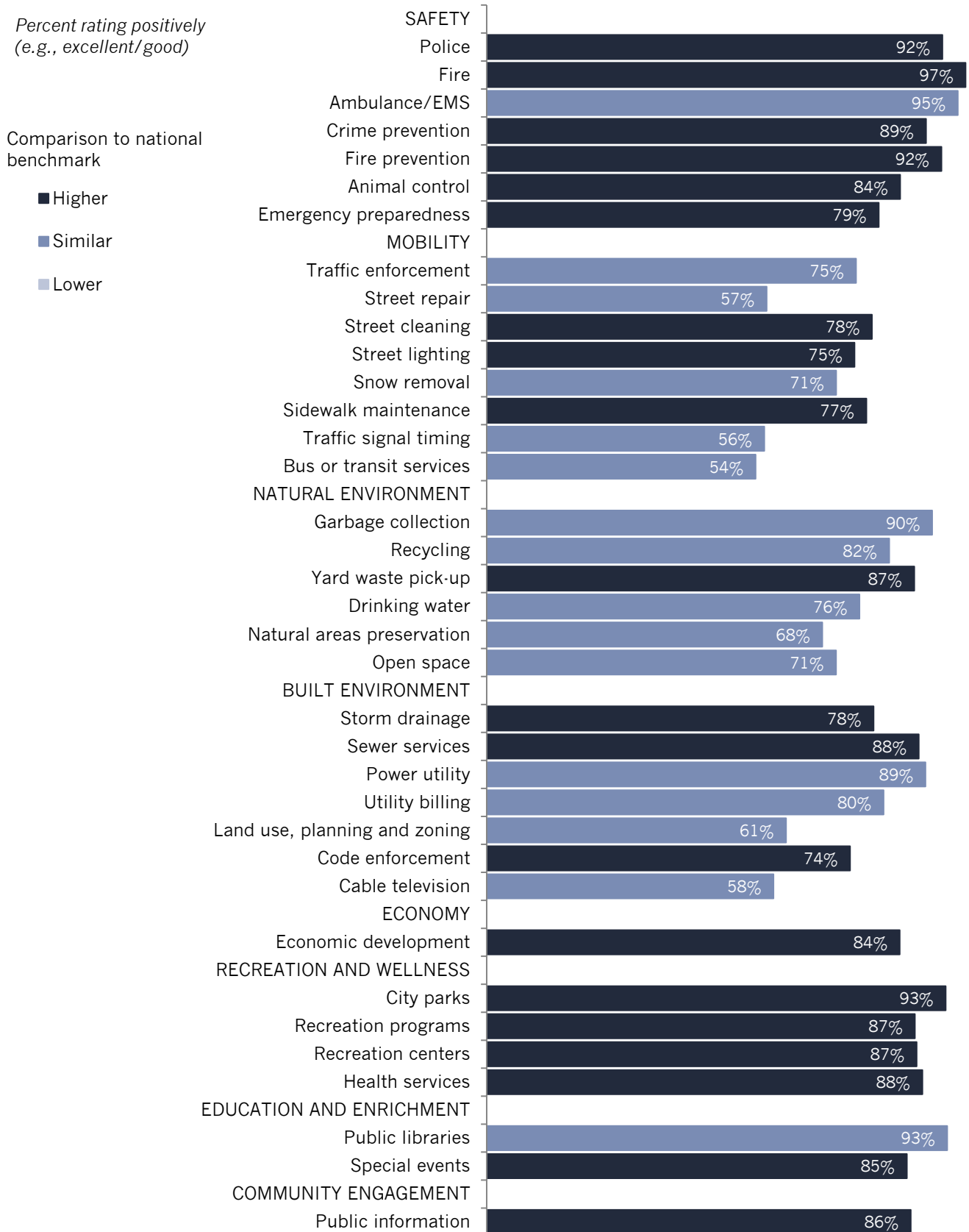
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



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Figure 2: Aspects of Governance



Participation

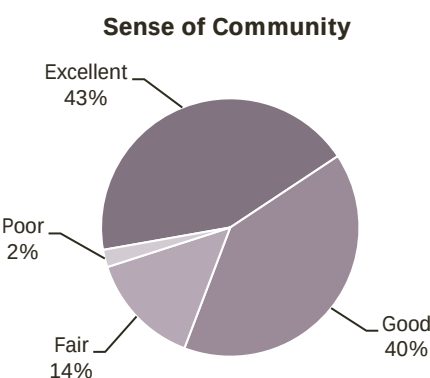
Are the residents of Franklin connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 8 in 10 residents gave high marks to the overall sense of community, which was higher than the national benchmark.

Almost all residents (96%) were likely to recommend living in Franklin to someone who asked, a proportion which is higher than in communities across the nation. About 9 in 10 residents were likely to remain in Franklin for the next five years. Roughly one-third of respondents surveyed had contacted City employees in the 12 months prior to the survey.

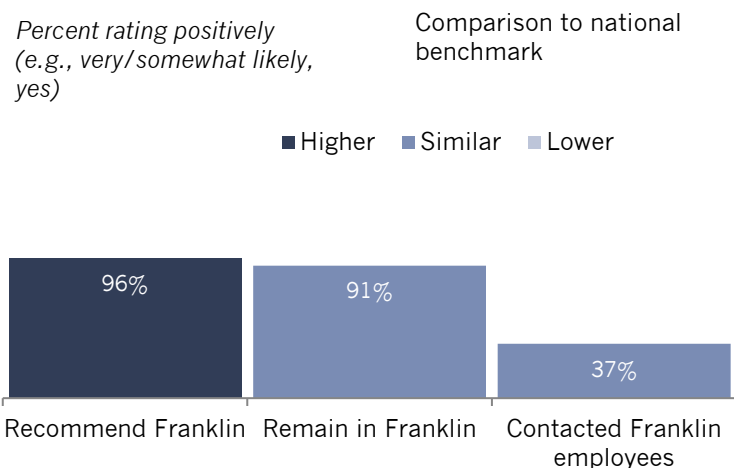
The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Participation rates within Franklin varied widely, making the comparison to the benchmarks, as well as to Franklin over time, useful for interpreting the results. A majority of residents reported participation in all aspects of Natural Environment, Built Environment, Economy, Recreation and Wellness, and Education and Enrichment.

Within the facet of Economy, about half of respondents reported working in Franklin and believed the economy would have a positive impact on their income; the latter rating was higher than the national average and improved from 2016 to 2019. Virtually all residents had purchased good or services in the city.



Additionally, compared to national averages, more residents in Franklin reported they had NOT been the victim of a crime and had NOT observed a code violation. Further, more Franklin residents reported that they had participated in religious or spiritual activities or attended a City-sponsored event. Franklin residents were less likely than those who lived elsewhere to have stocked supplies for an emergency, used public transportation, walked or biked instead of driving or made efforts to conserve water.

More residents had voted in local elections or campaigned for an issue, cause or candidate in 2019 compared to 2016.



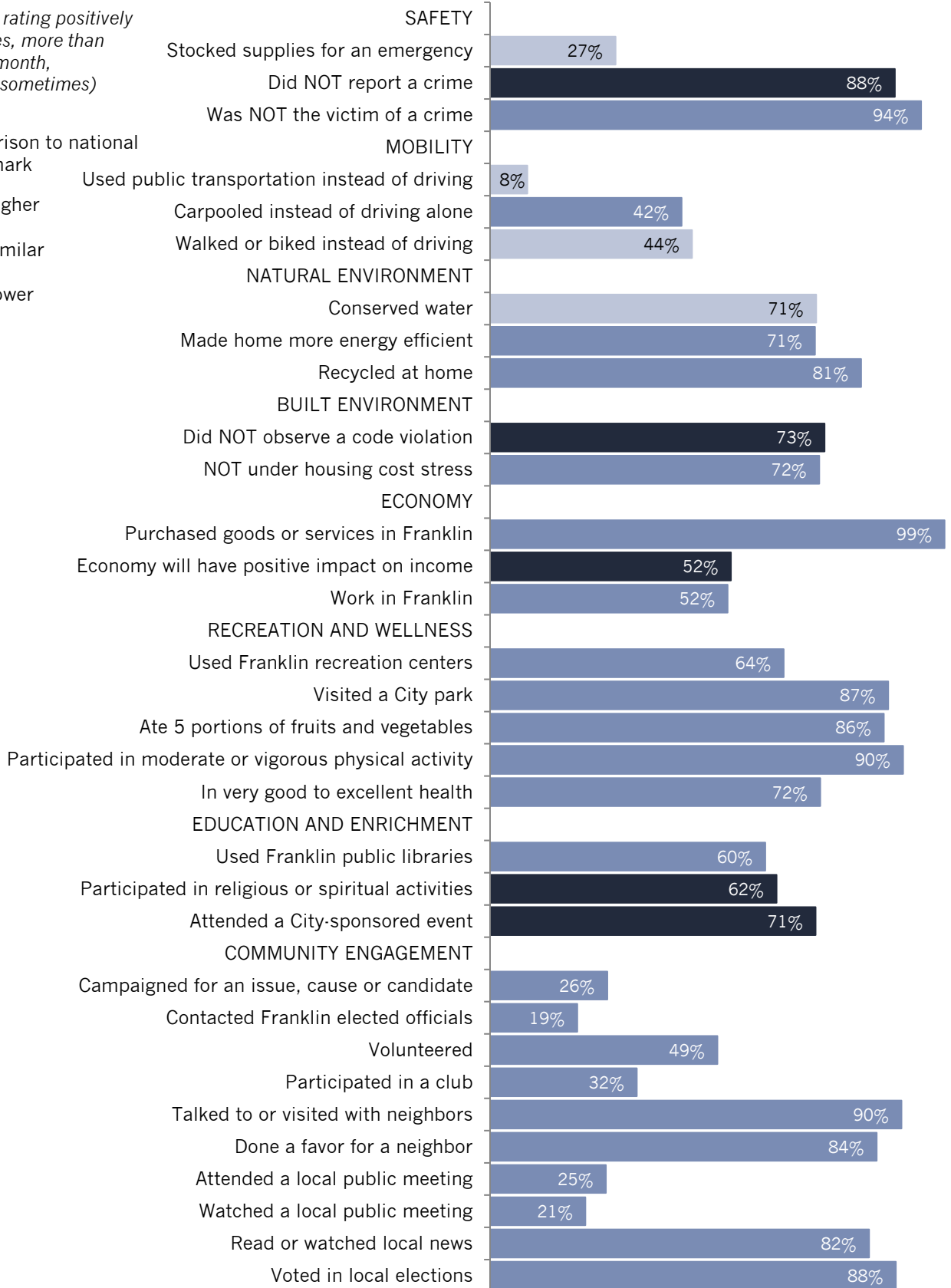
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower



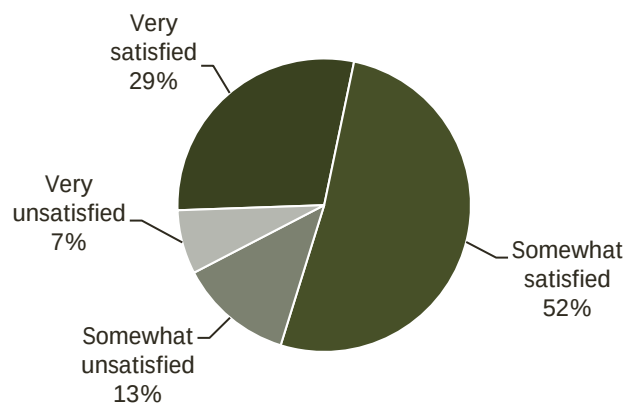
Special Topics

The City of Franklin included three questions of special interest on The NCS related to their level of satisfaction with the City of Franklin's management of growth; their likelihood of communicating with the City via varying methods; and the most important challenge facing Franklin today (for more information see the *Open-end Report* under separate cover).

Community members rated how satisfied they were with the City's management of growth in Franklin. About 3 in 10 respondents said they were very satisfied and about half of respondents said they were somewhat satisfied. Less than 2 in 10 community members said they were somewhat unsatisfied or very unsatisfied.

Figure 4: Satisfaction with City of Franklin's Management of Growth

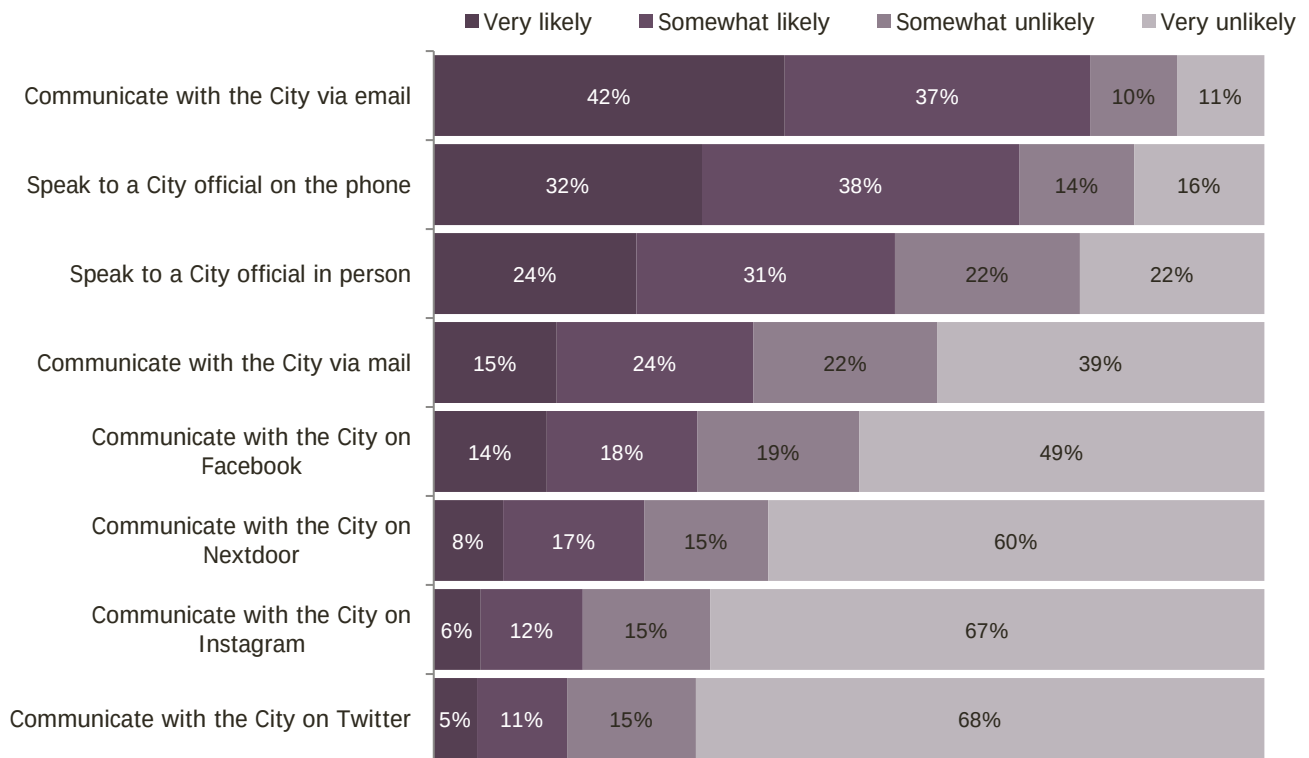
Please rate your level of satisfaction with the City of Franklin's management of growth:



Residents were asked how likely it was that they would use different methods to communicate with the City. Residents were most likely to communicate with the City via email, phone or in person; at least half of respondents selected one of these three options. About one-third of respondents were likely to communicate via mail and Facebook. Less than one-quarter of residents were likely to communicate with the City via Nextdoor, Instagram and Twitter.

Figure 5: Methods of Communicating with the City of Franklin

How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Franklin to ask a question or share information?

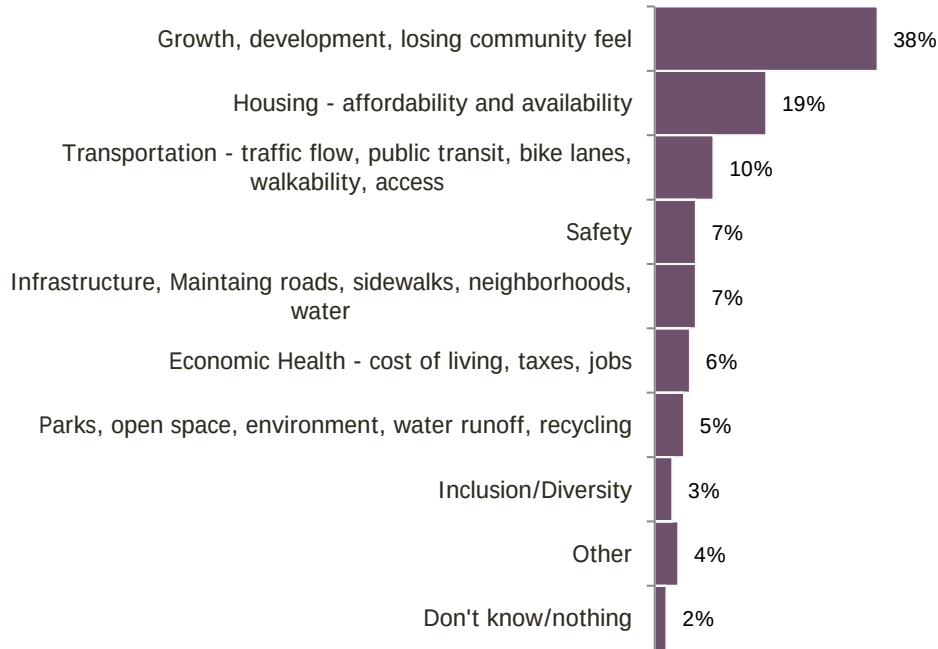


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The City gave residents the opportunity to write in their own words the most important challenge or problem facing Franklin. A total of 586 residents wrote in responses for the open-ended question. About 4 in 10 respondents described the most important challenge as growth, development and losing the community feel of Franklin. About 2 in 10 mentioned the affordability and availability of housing, and 1 in 10 discussed transportation issues related to traffic flow, public transit, bike lanes, walkability and access. (For the comments listed by respondents see the *Open-end Report* under separate cover).

Figure 6: Most Important Challenge Facing Franklin

Aside from transportation (traffic) related issues, what is the most important challenge or problem facing Franklin today?



Conclusions

Residents continue to enjoy a high quality of life and strong sense of safety

Nearly all community members gave high marks to the overall quality of life in Franklin, as well as Franklin as a place to live and raise children, their neighborhood as a place to live and the overall appearance of the city. Evaluations of the overall image or reputation of Franklin were exceptional and ranked first among comparison communities across the country. Roughly 9 in 10 residents were likely to recommend living in Franklin to someone who asked and planned to remain in the city for the next five years. About 8 in 10 residents favorably assessed Franklin as a place to retire and the overall sense of community in the city.

Residents identified Safety as a priority for the Franklin community. Almost all residents gave high scores to their overall feeling of safety, their feeling of safety in their neighborhood and in the downtown/commercial area. About 9 in 10 residents reported being crime-free for the 12 months prior to the survey. Evaluations of safety-related City services were positive, with most aspects receiving scores higher than comparison communities nationwide.

Aspects of automobile travel shine but alternative mode transportation is an important focus area

Community members reported the facet of Mobility as an important focus for Franklin in the coming two years. At least three-quarters of community members favorably rated traffic enforcement, street cleaning, street lighting and sidewalk maintenance. About two-thirds of residents positively assessed the overall ease of travel in Franklin, ease of walking and availability of paths and walking trails. At least half of residents gave high marks to ease of travel by car, street repair, snow removal, traffic signal timing and bus or transit services. Additionally, ratings for traffic flow, overall ease of travel, ease of travel via car, public transportation, and walking, and availability of paths and walking trails increased from 2016 to 2019. Roughly 4 in 10 reported they had walked or biked instead of driving.

Assessments of ease of travel by bicycle, as well as rates of using public transportation instead of driving and walking or biking instead of driving, were lower than the national benchmarks. While still on par with comparison communities nationally, marks for public parking and street repair declined from 2016 to 2019. About 1 in 10 residents reported transportation issues (traffic flow, public transit, bike lanes, walkability and access) as the most important challenge facing Franklin today.

Economy is a priority and residents applaud the economic health of Franklin, but affordability may become a challenge

The Economy was also identified as a priority for the city of Franklin by 93% of residents. Assessments of overall economic health, vibrant downtown/commercial area, overall quality of business and services establishments, shopping opportunities, employment opportunities, Franklin as a place to work and economic development were among the highest ever recorded in NRC's benchmarking database. Evaluations of employment opportunities increased since 2016. However, like many attractive communities, affordability can become a problem. Just less than one-quarter of respondents rated the availability of affordable quality housing as excellent or good, a proportion that is lower than in comparison communities. Additionally, the cost of living was positively scored by nearly 4 in 10 residents. About half of residents believed the economy would have a positive impact on their income; this rate was also much higher than almost all other comparison communities national and increased by 18% from 2016 to 2019.

THE NCS™

The National Citizen Survey™

Franklin, TN

Dashboard Summary of Findings

2019



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Franklin's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Franklin's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

General aspects of Community Characteristics and Governance tended to be higher than the national benchmarks. Ratings for other facets of Community Characteristics and Governance were higher than observed elsewhere, including marks for Economy, Recreation and Wellness, Education and Enrichment, and Community Engagement. Within Governance, assessments of Safety were also above the national averages. Rates of participation within the facets of Built Environment and Education and Enrichment were higher than the benchmarks, while levels of participation within the facet of Mobility were lower than observed elsewhere.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	35	15	2	29	17	0	7	25	4
General	7	0	0	2	1	0	1	2	0
Safety	1	2	0	6	1	0	1	1	1
Mobility	0	7	1	3	5	0	0	1	2
Natural Environment	1	2	0	1	5	0	0	2	1
Built Environment	3	1	1	3	4	0	1	1	0
Economy	7	1	0	1	0	0	1	2	0
Recreation and Wellness	7	0	0	4	0	0	0	5	0
Education and Enrichment	5	1	0	1	1	0	2	1	0
Community Engagement	4	1	0	8	0	0	1	10	0

National Benchmark	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↑↑	96%	Customer service	↔	↑	91%	Recommend Franklin	↔	↑	96%
	Overall quality of life	↔	↑↑	97%	Services provided by Franklin	↔	↑	93%	Remain in Franklin	↔	↔	91%
	Place to retire	↔	↑	84%	Services provided by the Federal Government	↑	↔	53%	Contacted Franklin employees	↔	↔	37%
	Place to raise children	↔	↑↑	97%								
	Place to live	↔	↑	98%								
	Neighborhood	↔	↑	94%								
	Overall image	↔	↑↑	96%								
Safety	Overall feeling of safety	↔	↑	95%	Police	↔	↑	92%	Was NOT the victim of a crime	↔	↔	94%
	Safe in neighborhood	↔	↔	97%	Crime prevention	↔	↑	89%	Did NOT report a crime	↔	↑	88%
	Safe downtown/commercial area	↔	↔	97%	Fire	↔	↑	97%	Stocked supplies for an emergency	↔	↓	27%
					Fire prevention	↔	↑	92%				
					Ambulance/EMS	↔	↔	95%				
					Emergency preparedness	↔	↑	79%				
					Animal control	↔	↑	84%				
Mobility	Traffic flow	↑	↔	37%	Traffic enforcement	↔	↔	75%	Carpooled instead of driving alone	↔	↔	42%
	Travel by car	↑	↔	56%	Street repair	↓	↔	57%	Walked or biked instead of driving	↔	↓	44%
	Travel by bicycle	↔	↓	36%	Street cleaning	↔	↑	78%	Used public transportation instead of driving	↔	↓	8%
	Ease of walking	↑	↔	67%	Street lighting	↔	↑	75%				
	Travel by public transportation	↑	↔	29%	Snow removal	↑	↔	71%				
	Overall ease travel	↑	↔	65%	Sidewalk maintenance	↑	↑	77%				
	Public parking	↓	↔	47%	Traffic signal timing	↑	↔	56%				
Natural Environment	Paths and walking trails	↑	↔	67%	Bus or transit services	↑	↔	54%				
	Overall natural environment	↔	↔	88%	Garbage collection	↔	↔	90%	Recycled at home	↔	↔	81%
	Air quality	↔	↔	89%	Recycling	↑	↔	82%	Conserved water	↔	↓	71%
	Cleanliness	↔	↑	92%	Yard waste pick-up	↔	↑	87%	Made home more energy efficient	↔	↔	71%
					Drinking water	↔	↔	76%				
					Open space	↔	↔	71%				
					Natural areas preservation	↔	↔	68%				
Built Environment	New development in Franklin	↔	↑	78%	Sewer services	↔	↑	88%	NOT experiencing housing cost stress	↔	↔	72%
	Affordable quality housing	↔	↓	24%	Storm drainage	↔	↑	78%	Did NOT observe a code violation	↔	↑	73%
	Housing options	↔	↔	49%	Power utility	↔	↔	89%				
	Overall built environment	↔	↑	80%	Utility billing	↔	↔	80%				
	Public places	↔	↑	88%	Land use, planning and zoning	↔	↔	61%				
					Code enforcement	↔	↑	74%				
					Cable television	↔	↔	58%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

The National Citizen Survey™

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	↔	↑↑	94%	Economic development	↔	↑↑	84%	Economy will have positive impact on income	↑	↑	52%
	Shopping opportunities	↔	↑↑	93%					Purchased goods or services in Franklin	↔	↔	99%
	Employment opportunities	↑	↑↑	83%					Work in Franklin	↔	↔	52%
	Place to visit	↔	↑↑	94%								
	Cost of living	↔	↔	39%								
	Vibrant downtown/commercial area	↔	↑↑	93%								
	Place to work	↔	↑↑	93%								
Recreation and Wellness	Business and services	↔	↑	92%								
	Fitness opportunities	↑	↑	83%	City parks	↔	↑	93%	In very good to excellent health	↔	↔	72%
	Recreational opportunities	↑	↑	84%	Recreation centers	↔	↑	87%	Used Franklin recreation centers	↔	↔	64%
	Health care	↔	↑	80%	Recreation programs	↔	↑	87%	Visited a City park	↔	↔	87%
	Food	↔	↑	81%	Health services	↔	↑	88%	Ate 5 portions of fruits and vegetables	↔	↔	86%
	Mental health care	↔	↑	67%					Participated in moderate or vigorous physical activity	↔	↔	90%
	Health and wellness	↑	↑	90%								
Education and Enrichment	Preventive health services	↔	↑	82%								
	K-12 education	↔	↑↑	93%	Public libraries	↔	↔	93%	Used Franklin public libraries	↔	↔	60%
	Cultural/arts/music activities	↔	↑	83%	Special events	↔	↑	85%	Participated in religious or spiritual activities	↔	↑	62%
	Child care/preschool	↑	↑	66%					Attended a City-sponsored event	↔	↑	71%
	Religious or spiritual events and activities	↔	↑	94%								
	Adult education	↔	↔	69%								
Community Engagement	Overall education and enrichment	↔	↑	90%								
	Opportunities to participate in community matters	↔	↑	80%	Public information	↑	↑	86%	Sense of community	↔	↑	84%
	Opportunities to volunteer	↔	↑	85%	Overall direction	↔	↑	74%	Voted in local elections	↑	↔	88%
	Openness and acceptance	↔	↔	65%	Value of services for taxes paid	↔	↑	76%	Talked to or visited with neighbors	↔	↔	90%
	Social events and activities	↔	↑	85%	Welcoming citizen involvement	↔	↑	75%	Attended a local public meeting	↔	↔	25%
	Neighborliness	↔	↑	81%	Confidence in City government	↔	↑	75%	Watched a local public meeting	↔	↔	21%
					Acting in the best interest of Franklin	↔	↑	75%	Volunteered	↔	↔	49%
					Being honest	↔	↑	78%	Participated in a club	↔	↔	32%
					Treating all residents fairly	↔	↑	76%	Campaigned for an issue, cause or candidate	↑	↔	26%
									Contacted Franklin elected officials	↔	↔	19%
									Read or watched local news	↔	↔	82%
									Done a favor for a neighbor	↔	↔	84%

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

THE NCSTM

The National Citizen SurveyTM

Franklin, TN

Trends over Time

2019



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2019 ratings for the City of Franklin to its previous survey results in 2016. Additional reports and technical appendices are available under separate cover.

Trend data for Franklin represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being “higher” or “lower” if the differences are greater than five percentage points between the 2016 and 2019 surveys, otherwise the comparisons between 2016 and 2019 are noted as being “similar.” Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Franklin for 2019 generally remained stable. Of the 134 items for which comparisons were available, 111 items were rated similarly in 2016 and 2019, two items showed a decrease in ratings and 21 showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, ratings for 11 aspects increased from 2016 to 2019. Most of the improved ratings were concentrated in the facets of Mobility and Recreation and Wellness. Among the ratings that increased in these facets were traffic flow, overall ease of travel, availability of paths and walking trails and recreational and fitness opportunities. Other areas of Community Characteristics where improvements were seen in 2019 included employment opportunities and the availability of affordable child care/preschool. Assessments of public parking decreased from 2016 to 2019.
- In Governance, evaluations for a total of seven aspects improved from 2016 to 2019. Ratings for four items related to Mobility increased: snow removal, sidewalk maintenance, traffic signal timing and bus or transit services. Improvements were also seen for recycling services, public information services and services provided by the Federal Government. Evaluations of street repair declined.
- From 2016 to 2019, levels of participation reported by Franklin residents tended to remain stable. An increased proportion of residents reported they had voted in local elections; campaigned for an issue, cause or candidate; or believed that the economy would have a positive impact on their income.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)		2019 rating compared to 2016	Comparison to benchmark	
	2016	2019		2016	2019
Overall quality of life	97%	97%	Similar	Higher	Much higher
Overall image	97%	96%	Similar	Much higher	Much higher
Place to live	97%	98%	Similar	Higher	Higher
Neighborhood	93%	94%	Similar	Higher	Higher
Place to raise children	97%	97%	Similar	Higher	Much higher
Place to retire	86%	84%	Similar	Higher	Higher
Overall appearance	95%	96%	Similar	Higher	Much higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2019 rating compared to 2016	Comparison to benchmark	
		2016	2019		2016	2019
Safety	Overall feeling of safety	97%	95%	Similar	Higher	Higher
	Safe in neighborhood	98%	97%	Similar	Similar	Similar
	Safe downtown/commercial area	97%	97%	Similar	Similar	Similar
Mobility	Overall ease of travel	59%	65%	Higher	Similar	Similar
	Paths and walking trails	59%	67%	Higher	Similar	Similar
	Ease of walking	58%	67%	Higher	Similar	Similar
	Travel by bicycle	36%	36%	Similar	Lower	Lower
	Travel by public transportation	23%	29%	Higher	Lower	Similar
	Travel by car	48%	56%	Higher	Lower	Similar
	Public parking	53%	47%	Lower	Similar	Similar
	Traffic flow	26%	37%	Higher	Lower	Similar
Natural Environment	Overall natural environment	88%	88%	Similar	Similar	Similar
	Cleanliness	94%	92%	Similar	Higher	Higher
	Air quality	87%	89%	Similar	Similar	Similar
Built Environment	Overall built environment	77%	80%	Similar	Similar	Higher
	New development in Franklin	78%	78%	Similar	Higher	Higher
	Affordable quality housing	28%	24%	Similar	Lower	Lower
	Housing options	48%	49%	Similar	Similar	Similar
	Public places	88%	88%	Similar	Higher	Higher
Economy	Overall economic health	94%	94%	Similar	Much higher	Much higher
	Vibrant downtown/commercial area	89%	93%	Similar	Much higher	Much higher
	Business and services	88%	92%	Similar	Higher	Higher
	Cost of living	41%	39%	Similar	Similar	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2019 rating compared to 2016	Comparison to benchmark	
		2016	2019		2016	2019
	Shopping opportunities	93%	93%	Similar	Much higher	Much higher
	Employment opportunities	76%	83%	Higher	Much higher	Much higher
	Place to visit	92%	94%	Similar	Much higher	Much higher
	Place to work	90%	93%	Similar	Much higher	Much higher
Recreation and Wellness	Health and wellness	84%	90%	Higher	Higher	Higher
	Mental health care	68%	67%	Similar	Higher	Higher
	Preventive health services	81%	82%	Similar	Higher	Higher
	Health care	77%	80%	Similar	Higher	Higher
	Food	77%	81%	Similar	Similar	Higher
	Recreational opportunities	77%	84%	Higher	Similar	Higher
	Fitness opportunities	77%	83%	Higher	Similar	Higher
Education and Enrichment	Education and enrichment opportunities	87%	90%	Similar	Higher	Higher
	Religious or spiritual events and activities	90%	94%	Similar	Higher	Higher
	Cultural/arts/music activities	79%	83%	Similar	Higher	Higher
	Adult education	65%	69%	Similar	Similar	Similar
	K-12 education	92%	93%	Similar	Higher	Much higher
	Child care/preschool	60%	66%	Higher	Similar	Higher
Community Engagement	Social events and activities	86%	85%	Similar	Higher	Higher
	Neighborliness	76%	81%	Similar	Higher	Higher
	Openness and acceptance	62%	65%	Similar	Similar	Similar
	Opportunities to participate in community matters	76%	80%	Similar	Similar	Higher
	Opportunities to volunteer	86%	85%	Similar	Higher	Higher

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)		2019 rating compared to 2016	Comparison to benchmark	
	2016	2019		2016	2019
Services provided by Franklin	93%	93%	Similar	Higher	Higher
Customer service	90%	91%	Similar	Similar	Higher
Value of services for taxes paid	77%	76%	Similar	Higher	Higher
Overall direction	73%	74%	Similar	Similar	Higher
Welcoming citizen involvement	71%	75%	Similar	Higher	Higher
Confidence in City government	76%	75%	Similar	Higher	Higher

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good)		2019 rating compared to 2016	Comparison to benchmark	
	2016	2019		2016	2019
Acting in the best interest of Franklin	73%	75%	Similar	Higher	Higher
Being honest	74%	78%	Similar	Higher	Higher
Treating all residents fairly	72%	76%	Similar	Higher	Higher
Services provided by the Federal Government	44%	53%	Higher	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)		2019 rating compared to 2016	Comparison to benchmark	
		2016	2019		2016	2019
Safety	Police	96%	92%	Similar	Higher	Higher
	Fire	99%	97%	Similar	Similar	Higher
	Ambulance/EMS	98%	95%	Similar	Similar	Similar
	Crime prevention	92%	89%	Similar	Higher	Higher
	Fire prevention	91%	92%	Similar	Higher	Higher
	Animal control	79%	84%	Similar	Similar	Higher
	Emergency preparedness	77%	79%	Similar	Similar	Higher
Mobility	Traffic enforcement	77%	75%	Similar	Similar	Similar
	Street repair	62%	57%	Lower	Higher	Similar
	Street cleaning	81%	78%	Similar	Higher	Higher
	Street lighting	74%	75%	Similar	Higher	Higher
	Snow removal	57%	71%	Higher	Similar	Similar
	Sidewalk maintenance	71%	77%	Higher	Higher	Higher
	Traffic signal timing	51%	56%	Higher	Similar	Similar
Natural Environment	Bus or transit services	42%	54%	Higher	Similar	Similar
	Garbage collection	91%	90%	Similar	Similar	Similar
	Recycling	76%	82%	Higher	Similar	Similar
	Yard waste pick-up	86%	87%	Similar	Similar	Higher
	Drinking water	73%	76%	Similar	Similar	Similar
	Natural areas preservation	67%	68%	Similar	Similar	Similar
	Open space	70%	71%	Similar	Similar	Similar
Built Environment	Storm drainage	80%	78%	Similar	Higher	Higher
	Sewer services	88%	88%	Similar	Similar	Higher
	Power utility	88%	89%	Similar	Similar	Similar
	Utility billing	80%	80%	Similar	Similar	Similar
	Land use, planning and zoning	59%	61%	Similar	Similar	Similar
	Code enforcement	73%	74%	Similar	Higher	Higher
	Cable television	54%	58%	Similar	Similar	Similar
Economy	Economic development	82%	84%	Similar	Much higher	Much higher
Recreation and Wellness	City parks	91%	93%	Similar	Similar	Higher

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)		2019 rating compared to 2016	Comparison to benchmark	
		2016	2019		2016	2019
	Recreation programs	85%	87%	Similar	Similar	Higher
	Recreation centers	84%	87%	Similar	Higher	Higher
	Health services	88%	88%	Similar	Higher	Higher
	Special events	87%	85%	Similar	Higher	Higher
Education and Enrichment	Public libraries	93%	93%	Similar	Similar	Similar
Community Engagement	Public information	79%	86%	Higher	Similar	Higher

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2019 rating compared to 2016	Comparison to benchmark	
	2016	2019		2016	2019
Sense of community	82%	84%	Similar	Higher	Higher
Recommend Franklin	93%	96%	Similar	Similar	Higher
Remain in Franklin	89%	91%	Similar	Similar	Similar
Contacted Franklin employees	37%	37%	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2019 rating compared to 2016	Comparison to benchmark	
		2016	2019		2016	2019
Safety	Stocked supplies for an emergency	27%	27%	Similar	Similar	Lower
	Did NOT report a crime	87%	88%	Similar	Higher	Higher
	Was NOT the victim of a crime	95%	94%	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	6%	8%	Similar	Much lower	Lower
	Carpooled instead of driving alone	45%	42%	Similar	Similar	Similar
	Walked or biked instead of driving	45%	44%	Similar	Lower	Lower
Natural Environment	Conserved water	74%	71%	Similar	Similar	Lower
	Made home more energy efficient	70%	71%	Similar	Similar	Similar
	Recycled at home	76%	81%	Similar	Similar	Similar
Built Environment	Did NOT observe a code violation	69%	73%	Similar	Higher	Higher
	NOT under housing cost stress	73%	72%	Similar	Similar	Similar
Economy	Purchased goods or services in Franklin	98%	99%	Similar	Similar	Similar
	Economy will have positive impact on income	35%	52%	Higher	Similar	Higher
	Work in Franklin	50%	52%	Similar	Similar	Similar
Recreation and Wellness	Used Franklin recreation centers	63%	64%	Similar	Similar	Similar
	Visited a City park	89%	87%	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	88%	86%	Similar	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2019 rating compared to 2016	Comparison to benchmark	
		2016	2019		2016	2019
Education and Enrichment	Participated in moderate or vigorous physical activity	89%	90%	Similar	Similar	Similar
	In very good to excellent health	75%	72%	Similar	Similar	Similar
	Used Franklin public libraries	58%	60%	Similar	Similar	Similar
	Participated in religious or spiritual activities	65%	62%	Similar	Higher	Higher
Community Engagement	Attended a City-sponsored event	70%	71%	Similar	Higher	Higher
	Campaigned for an issue, cause or candidate	20%	26%	Higher	Similar	Similar
	Contacted Franklin elected officials	17%	19%	Similar	Similar	Similar
	Volunteered	48%	49%	Similar	Similar	Similar
	Participated in a club	27%	32%	Similar	Similar	Similar
	Talked to or visited with neighbors	93%	90%	Similar	Similar	Similar
	Done a favor for a neighbor	85%	84%	Similar	Similar	Similar
	Attended a local public meeting	23%	25%	Similar	Similar	Similar
	Watched a local public meeting	23%	21%	Similar	Similar	Similar
	Read or watched local news	85%	82%	Similar	Similar	Similar
	Voted in local elections	83%	88%	Higher	Similar	Similar

THE NCS™

The National Citizen Survey™

Franklin, TN

Comparisons by Demographic Subgroups

2019



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About

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Franklin's Comparisons by Demographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by age, sex, ethnicity and race, housing tenure (rent or own) and housing unit type (attached or detached).

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good," or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by selected respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The "Overall" column, which shows the ratings for all respondents, also has a column designation of "(A)", but no statistical tests were done for the overall rating.

For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table A below, respondents age 55 and over (C) gave significantly higher rating to the overall quality of life than those age 18 to 34 (A) and 35 to 54 (B), as denoted by the "A B" listed in the cell of the ratings for those 55+. This was also true of women (A) over men (B); people who were white alone, not Hispanic (A) over those who were Hispanic and/or other race (B); homeowners (B) over renters (A); and those living in detached housing (A) over those living in attached housing (B).

Figure 1: Community Characteristics – General (Example Only)

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing tenure		Housing unit type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)
The overall quality of life in ABC	76%	78% A	82% A B	79% B	77%	81% B	71%	73%	81% A	79% B	76%	78%
Overall image or reputation of ABC	69%	69%	73% A B	71% B	69%	72% B	64%	68%	71% A	69%	71% A	70%
ABC as a place to live	81%	84% A	87% A B	85% B	83%	86% B	78%	79%	86% A	85% B	82%	84%

Findings

Notable differences between demographic subgroups included the following:

- Community members aged 18-34 tended to give higher ratings than those who were older to several aspects of Mobility, such as ease of walking, availability of paths and walking trails, traffic enforcement, street lighting and snow removal. Residents who were 35 and older were more likely than others to participate in several aspects of Community Engagement, including doing a favor for a neighbor, attending or watching a local public meeting or voting in local elections. Additionally, community members younger than 55 were more likely to communicate with the City of Franklin via social media (Facebook, Twitter, Instagram), while community members older than 35 were more likely to communicate in person or on the phone.
- Female residents tended to give higher ratings than male residents to aspects of Mobility, including ease of travel in Franklin (via car, bicycle, walking), traffic flow, traffic signal timing and sidewalk maintenance. Female residents also were more likely to favorably rate recreation programs or classes and recreation centers or facilities. In addition, female residents awarded higher marks for Franklin as a place to visit and to work than their male counterparts.
- Residents who were white alone, not Hispanic were more likely to award positive ratings to safety (overall feeling of safety and in Franklin's downtown/commercial area during the day), than residents who were Hispanic and/or another race. These residents also tended to give higher scores to city parks, recreation programs or classes and recreation centers or facilities. In contrast, community members who identified as Hispanic and/or another race were more likely than their counterparts to work in Franklin and believed the economy would have a positive impact on their income. Residents who were Hispanic and/or another race were also more likely to communicate directly with the City of Franklin by almost all methods, including in person, via mail and email, and via social media (Facebook, Twitter, Instagram and Nextdoor).
- Respondents who owned their home gave higher ratings than renters to several aspects of Community Engagement: opportunities to participate in social events and activities, to volunteer and to participate in community matters. They were also more likely to have volunteered their time in Franklin, done a favor for or visited with a neighbor. However, respondents who rented their home were more likely to be satisfied with the City's management of growth. Residents who rented tended to give more favorable marks to some aspects of Mobility (ease of public parking, ease of travel by public transportation and availability of paths and walking trails).
- Residents living in detached homes were more likely than residents living in attached homes to positively rate several City services related to Natural Environment (garbage collection, recycling, yard waste pick-up and drinking water). Those living in detached homes reported higher rates of using Franklin recreation centers or public libraries, visiting a neighborhood or City park, attending a City-sponsored event or contacting Franklin elected officials to express their opinion. However, residents living in attached homes tended to give higher marks than their counterparts to the overall feeling of safety in the city and were more likely to recommend living in Franklin to someone who asked.

The National Citizen Survey™

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
The overall quality of life in Franklin	100% C	97%	94%	98%	96%	97%	96%	98%	96%	97%	97%	97%
Overall image or reputation of Franklin	98% C	97% C	93%	96%	95%	97% B	91%	96%	96%	96%	97%	96%
Franklin as a place to live	100% C	99% C	97%	98%	99%	99%	99%	99%	98%	99%	98%	98%
Your neighborhood as a place to live	96%	94%	94%	95%	94%	95%	93%	91%	96% A	97% B	90%	94%
Franklin as a place to raise children	100% C	97%	96%	98%	97%	98%	98%	97%	98%	97%	98%	97%
Franklin as a place to retire	92% B C	80%	83%	89% B	77%	84%	83%	87%	82%	82%	86%	84%
Overall appearance of Franklin	98% C	97% C	93%	97%	95%	97% B	92%	96%	95%	96%	95%	96%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall feeling of safety in Franklin	99% B C	96% C	92%	97% B	93%	97% B	91%	98% B	95%	95%	98% A	95%
In your neighborhood during the day	97%	99% C	95%	97%	97%	97%	97%	96%	97%	98%	96%	97%
In Franklin's downtown/commercial area during the day	97%	99% C	95%	98%	96%	98% B	94%	98%	97%	97%	97%	97%

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Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall ease of getting to the places you usually have to visit	67%	67%	61%	74% B	55%	64%	74% A	66%	65%	64%	66%	65%
Traffic flow on major streets	40%	39%	34%	43% B	30%	35%	48% A	41%	35%	35%	40%	37%
Ease of public parking	56% C	49% C	36%	48%	46%	46%	50%	52% B	44%	47%	46%	47%
Ease of travel by car in Franklin	64% C	57% C	48%	62% B	49%	56%	60%	60%	53%	54%	58%	56%
Ease of travel by public transportation in Franklin	30%	24%	36% B	32%	25%	25%	41% A	36% B	25%	27%	31%	29%
Ease of travel by bicycle in Franklin	41%	31%	38%	41% B	29%	33%	45% A	37%	35%	35%	36%	36%
Ease of walking in Franklin	76% B C	61%	65%	70% B	62%	67%	63%	70%	65%	67%	66%	67%
Availability of paths and walking trails	78% B C	59%	69% B	77% B	55%	70% B	52%	73% B	64%	66%	69%	67%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Quality of overall natural environment in Franklin	96% B C	86%	83%	88%	87%	88%	85%	89%	87%	87%	88%	88%
Air quality	94% C	88%	85%	89%	88%	89%	85%	91%	87%	89%	87%	89%
Cleanliness of Franklin	96% C	93% C	88%	93%	90%	94% B	86%	94%	91%	91%	93%	92%

The National Citizen Survey™

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	89% B C	80% C	72%	82%	78%	81%	75%	81%	79%	80%	79%	80%
Public places where people want to spend time	96% B C	88%	84%	91% B	85%	89%	85%	92% B	87%	87%	91%	88%
Variety of housing options	51%	49%	48%	50%	48%	48%	55%	48%	50%	50%	48%	49%
Availability of affordable quality housing	20%	25%	25%	27% B	19%	20%	39% A	22%	24%	24%	22%	24%
Overall quality of new development in Franklin	79%	79%	76%	79%	77%	77%	83%	75%	79%	79%	75%	78%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall economic health of Franklin	94%	96%	93%	93%	97% A	95%	94%	91%	96% A	96% B	91%	94%
Franklin as a place to work	94%	93%	90%	95% B	90%	93%	92%	94%	92%	92%	94%	93%
Franklin as a place to visit	95%	92%	97% B	97% B	91%	95%	91%	93%	94%	94%	94%	94%
Employment opportunities	87%	82%	78%	82%	82%	84%	78%	86%	80%	81%	84%	83%
Shopping opportunities	95% C	94%	90%	93%	92%	94% B	89%	93%	93%	93%	92%	93%
Cost of living in Franklin	36%	38%	46% A	40%	37%	38%	46%	29%	44% A	44% B	30%	39%
Overall quality of business and service establishments in Franklin	98% B C	93% C	87%	93%	91%	94% B	85%	94%	91%	91%	94%	92%
Vibrant downtown/commercial area	98% B C	92%	90%	92%	93%	94% B	84%	94%	92%	93%	92%	93%

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Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Health and wellness opportunities in Franklin	89%	91%	90%	92%	88%	91%	89%	89%	90%	91%	88%	90%
Fitness opportunities (including exercise classes and paths or trails, etc.)	86%	83%	84%	88% B	78%	84%	82%	83%	83%	85%	79%	83%
Recreational opportunities	88%	84%	81%	85%	82%	84%	82%	83%	84%	85%	80%	84%
Availability of affordable quality food	85%	81%	79%	80%	82%	82%	79%	81%	81%	81%	81%	81%
Availability of affordable quality health care	83%	78%	83%	83%	78%	81%	77%	75%	83% A	82%	78%	80%
Availability of preventive health services	85%	81%	82%	86% B	79%	83%	81%	76%	85% A	83%	82%	82%
Availability of affordable quality mental health care	69%	70%	62%	70%	64%	67%	68%	62%	70%	70%	62%	67%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall opportunities for education and enrichment	93%	90%	89%	93% B	86%	90%	90%	91%	89%	89%	90%	90%
Availability of affordable quality child care/preschool	77% B	59%	68%	65%	65%	62%	76% A	76% B	61%	64%	67%	66%
K-12 education	94%	95%	90%	94%	92%	94%	91%	93%	93%	93%	93%	93%
Adult educational opportunities	63%	70%	73%	71%	65%	69%	69%	63%	71%	73% B	59%	69%
Opportunities to attend cultural/arts/music activities	87%	83%	81%	84%	82%	84%	78%	89% B	81%	82%	85%	83%
Opportunities to participate in religious or spiritual events and activities	92%	95%	96%	94%	94%	95% B	89%	91%	95%	94%	93%	94%

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Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Opportunities to participate in social events and activities	85%	88%	83%	86%	83%	87% B	77%	79%	88% A	88% B	79%	85%
Opportunities to volunteer	75%	91% A C	84% A	86%	84%	86% B	78%	77%	88% A	89% B	76%	85%
Opportunities to participate in community matters	80%	81%	77%	83% B	75%	82% B	68%	74%	82% A	83% B	73%	80%
Openness and acceptance of the community toward people of diverse backgrounds	65%	61%	70% B	63%	67%	65%	61%	64%	65%	65%	63%	65%
Neighborliness of residents in Franklin	83%	81%	79%	81%	80%	82%	76%	80%	81%	80%	81%	81%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
The City of Franklin	94%	92%	93%	93%	92%	94% B	87%	89%	94% A	93%	91%	93%
The value of services for the taxes paid to Franklin	72%	78%	77%	78%	73%	76%	73%	68%	79% A	79% B	69%	76%
The overall direction that Franklin is taking	84% B C	74%	68%	74%	76%	73%	83% A	74%	75%	75%	73%	74%
The job Franklin government does at welcoming citizen involvement	78%	76%	73%	75%	75%	75%	75%	74%	76%	77%	73%	75%
Overall confidence in Franklin government	81% C	73%	72%	76%	73%	75%	72%	77%	74%	74%	75%	75%
Generally acting in the best interest of the community	84% B C	71%	71%	76%	73%	74%	73%	76%	74%	74%	75%	75%
Being honest	86% B C	74%	75%	81% B	73%	79%	71%	79%	77%	77%	79%	78%
Treating all residents fairly	81%	73%	74%	75%	76%	76%	75%	75%	76%	77%	73%	76%
Overall customer service by Franklin employees (police, receptionists, planners, etc.)	96%	90%	91%	92%	91%	93% B	86%	88%	93%	92%	89%	91%
The Federal Government	55%	54%	52%	62% B	44%	52%	67% A	52%	55%	55%	52%	53%

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Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Police/Sheriff services	94%	92%	92%	91%	94%	93% B	88%	90%	93%	93%	90%	92%
Fire services	98%	96%	98%	97%	96%	98%	95%	95%	98%	98%	95%	97%
Ambulance or emergency medical services	97%	94%	96%	95%	95%	96%	94%	93%	96%	96%	94%	95%
Crime prevention	93%	88%	88%	90%	87%	90%	83%	85%	90%	91% B	84%	89%
Fire prevention and education	94%	92%	92%	92%	91%	92%	93%	92%	92%	93%	90%	92%
Animal control	85%	87% C	79%	83%	85%	84%	83%	81%	85%	84%	84%	84%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	82%	80%	77%	77%	84% A	81%	76%	80%	80%	80%	80%	79%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Traffic enforcement	83% B C	74%	71%	76%	74%	77% B	68%	73%	76%	76%	73%	75%
Street repair	64% C	56%	50%	56%	57%	57%	58%	57%	57%	59%	52%	57%
Street cleaning	85% C	78%	72%	77%	79%	80%	73%	80%	77%	79%	76%	78%
Street lighting	85% B C	70%	72%	73%	77%	76% B	67%	76%	73%	74%	75%	75%
Snow removal	82% B C	66%	66%	76% B	65%	71%	71%	69%	72%	74%	66%	71%
Sidewalk maintenance	90% B C	74%	68%	80% B	73%	77%	78%	84% B	73%	75%	80%	77%
Traffic signal timing	68% B C	54%	50%	61% B	51%	55%	64%	53%	57%	58%	52%	56%
Bus or transit services	67% B	44%	62% B	57%	53%	51%	62%	59%	52%	56%	50%	54%

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Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Garbage collection	87%	90%	93%	92%	88%	91%	86%	80%	94% A	93% B	82%	90%
Recycling	81%	81%	82%	82%	80%	81%	81%	71%	85% A	85% B	71%	82%
Yard waste pick-up	85%	88%	85%	89%	84%	88% B	79%	78%	88% A	89% B	77%	87%
Drinking water	78%	74%	76%	73%	78%	76%	72%	70%	78% A	78% B	71%	76%
Preservation of natural areas such as open space, farmlands and greenbelts	79% B C	63%	66%	66%	70%	67%	72%	79% B	64%	66%	73%	68%
Franklin open space	80% B C	66%	69%	72%	70%	71%	66%	78% B	67%	68%	76% A	71%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Storm drainage	76%	82% C	74%	80%	75%	79%	76%	76%	79%	80% B	72%	78%
Sewer services	94% C	87%	84%	87%	89%	90% B	79%	85%	89%	89%	86%	88%
Power (electric and/or gas) utility	88%	88%	91%	91%	86%	90%	84%	82%	92% A	91% B	85%	89%
Utility billing	79%	77%	87% B	82%	77%	82% B	71%	71%	85% A	82%	77%	80%
Land use, planning and zoning	72% B C	60%	53%	61%	60%	59%	67%	65%	60%	60%	62%	61%
Code enforcement (weeds, abandoned buildings, etc.)	88% B C	73%	66%	76%	72%	74%	71%	89% B	69%	72%	79%	74%
Cable television	72% B C	54%	55%	59%	58%	57%	66%	60%	57%	58%	59%	58%

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Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Economic development	90% C	83%	80%	83%	85%	84%	85%	82%	84%	86% B	78%	84%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
City parks	97% B	90%	93%	92%	93%	95% B	83%	95%	92%	92%	95%	93%
Recreation programs or classes	91% B	83%	89%	92% B	80%	88% B	79%	88%	86%	88%	84%	87%
Recreation centers or facilities	92% B	83%	90% B	92% B	82%	88% B	81%	89%	87%	86%	90%	87%
Health services	87%	88%	89%	87%	90%	88%	86%	83%	91% A	90%	85%	88%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Public library services	95%	93%	92%	91%	96% A	94% B	87%	91%	94%	95% B	90%	93%
City-sponsored special events	84%	87%	85%	85%	86%	86%	83%	77%	89% A	90% B	75%	85%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Public information services	91% C	87%	81%	87%	86%	88% B	78%	87%	86%	86%	86%	86%

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Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Sense of community	89% C	83%	82%	87% B	81%	85% B	77%	83%	84%	85%	82%	84%
Recommend living in Franklin to someone who asks	100% B C	95%	95%	97%	96%	96%	98%	98% B	95%	94%	99% A	96%
Remain in Franklin for the next five years	90%	91%	93%	91%	91%	91%	95%	88%	93% A	92%	90%	91%
Contacted the City of Franklin (in-person, phone, email or web) for help or information	26%	38% A	45% A	36%	38%	35%	44%	24%	43% A	43% B	26%	37%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Was NOT the victim of a crime	94%	94%	93%	91%	97% A	94%	93%	93%	94%	95%	92%	94%
Did NOT report a crime	90%	86%	89%	86%	90%	88%	88%	89%	88%	87%	90%	88%
Stocked supplies in preparation for an emergency	27%	26%	29%	26%	28%	26%	33%	26%	28%	27%	27%	27%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Walked or biked instead of driving	58% B C	41%	38%	43%	47%	44%	47%	50%	43%	43%	48%	44%
Carpooled with other adults or children instead of driving alone	39%	48% A C	36%	44%	40%	42%	39%	38%	44%	44%	39%	42%
Used bus, rail, subway or other public transportation instead of driving	8%	9%	8%	11% B	6%	6%	20% A	12% B	7%	7%	10%	8%

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Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Recycle at home	75%	86% A C	79%	83% B	77%	81%	79%	69%	86% A	87% B	69%	81%
Made efforts to make your home more energy efficient	67%	73%	71%	72%	69%	68%	85% A	62%	75% A	72%	69%	71%
Made efforts to conserve water	69%	69%	76%	76% B	65%	69%	79% A	72%	70%	69%	75%	71%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
NOT under housing cost stress	67%	75%	70%	68%	76% A	77% B	47%	56%	80% A	78% B	59%	72%
Did NOT observe a code violation	82% B C	71%	67%	74%	73%	74%	67%	83% B	68%	68%	82% A	73%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Purchase goods or services from a business located in Franklin	100%	99%	98%	99%	99%	99%	97%	99%	99%	99%	99%	99%
Economy will have positive impact on income	61% C	56% C	41%	51%	55%	51%	64% A	56%	51%	53%	52%	52%
Work in Franklin	58% C	59% C	34%	51%	53%	49%	67% A	56%	50%	50%	55%	52%

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Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Used Franklin recreation centers or their services	65%	67% C	57%	64%	63%	63%	68%	59%	67% A	68% B	55%	64%
Visited a neighborhood park or City park	93% C	93% C	72%	86%	87%	89% B	81%	84%	89%	90% B	81%	87%
Eat at least 5 portions of fruits and vegetables a day	89% C	88% C	80%	88% B	83%	87% B	78%	80%	88% A	89% B	79%	86%
Participate in moderate or vigorous physical activity	94% C	92% C	83%	87%	93% A	90%	86%	87%	91%	92% B	86%	90%
Reported being in "very good" or "excellent" health	80% C	74% C	63%	71%	73%	75% B	61%	66%	75% A	75% B	66%	72%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Used Franklin public libraries or their services	58%	62%	58%	61%	59%	59%	62%	56%	62%	63% B	54%	60%
Participated in religious or spiritual activities in Franklin	50%	65% A	67% A	64%	60%	61%	68%	56%	66% A	66% B	55%	62%
Attended a City-sponsored event	81% C	76% C	55%	73%	69%	71%	72%	68%	73%	75% B	63%	71%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Campaigned or advocated for an issue, cause or candidate	25%	20%	32% B	26%	24%	24%	28%	25%	25%	26%	24%	26%
Contacted Franklin elected officials (in-person, phone, email or web) to express your opinion	19%	17%	22%	19%	19%	18%	23%	18%	20%	22% B	13%	19%
Volunteered your time to some group/activity in Franklin	50%	51%	46%	51%	47%	48%	55%	41%	53% A	55% B	38%	49%
Participated in a club	32%	31%	35%	31%	34%	31%	36%	33%	32%	33%	32%	32%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Talked to or visited with your immediate neighbors	78%	92% A	94% A	85%	95% A	90% B	84%	76%	96% A	95% B	78%	90%
Done a favor for a neighbor	73%	87% A	89% A	82%	86%	86% B	75%	69%	91% A	90% B	73%	84%
Attended a local public meeting	14%	26% A	35% A B	21%	29% A	24%	31%	12%	31% A	30% B	15%	25%
Watched (online or on television) a local public meeting	13%	24% A	24% A	21%	20%	18%	31% A	15%	24% A	24% B	15%	21%
Read or watch local news (via television, paper, computer, etc.)	75%	82% A	91% A B	85% B	80%	81%	87%	77%	85% A	83%	80%	82%
Vote in local elections	81%	89% A	94% A B	92% B	83%	90% B	79%	77%	93% A	93% B	78%	88%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Overall feeling of safety in Franklin	93%	94%	96%	98% B	89%	94%	93%	90%	95% A	95%	92%	94%
Overall ease of getting to the places you usually have to visit	87%	92%	94% A	92%	90%	91%	93%	89%	92%	93% B	88%	91%
Quality of overall natural environment in Franklin	94% B C	86%	86%	90% B	85%	88%	85%	93% B	85%	85%	92% A	87%
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	90% B	83%	87%	90% B	81%	87%	85%	89%	85%	85%	89%	86%
Health and wellness opportunities in Franklin	83% B	70%	85% B	80%	74%	75%	88% A	83% B	75%	74%	84% A	77%
Overall opportunities for education and enrichment	93% B C	81%	79%	86% B	80%	81%	94% A	90% B	80%	81%	88% A	83%
Overall economic health of Franklin	96%	93%	93%	94%	92%	92%	96%	95%	92%	92%	95%	93%
Sense of community	89%	87%	86%	89% B	84%	85%	93% A	90% B	85%	87%	86%	86%

The National Citizen Survey™

Table 29: Satisfaction with the City of Franklin's Management of Growth

Percent rating as "very satisfied" or "somewhat satisfied"	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Please rate your level of satisfaction with the City of Franklin's management of growth:	95% B C	79% C	72%	81%	81%	78%	92% A	86% B	78%	78%	85% A	80%

Table 30: Methods of Communicating with the City of Franklin

Percent rating as "very likely" or "somewhat likely"	Age			Sex		Race/ethnicity		Housing Tenure		Housing Unit Type		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Speak to a City official in person	43%	58% A	63% A	55%	58%	53%	65% A	55%	56%	58% B	49%	56%
Speak to a City official on the phone	61%	70% A	79% A B	70%	71%	69%	73%	68%	71%	72%	67%	71%
Communicate with the City via mail	34%	37%	45% A	45% B	31%	35%	56% A	39%	38%	38%	39%	38%
Communicate with the City via email	83% C	84% C	71%	80%	79%	78%	87% A	78%	80%	81%	76%	79%
Communicate with the City on Facebook	47% B C	35% C	16%	39% B	24%	29%	50% A	42% B	27%	27%	42% A	32%
Communicate with the City on Twitter	25% C	18% C	5%	16%	17%	15%	25% A	22% B	14%	15%	18%	16%
Communicate with the City on Instagram	36% B C	16% C	5%	23% B	13%	15%	33% A	30% B	13%	15%	26% A	18%
Communicate with the City on Nextdoor	30% C	25%	21%	31% B	18%	21%	45% A	30%	23%	24%	28%	25%

THE NCSTM

The National Citizen SurveyTM

Franklin, TN

Open-ended Responses

2019



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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open-ended question included on The NCS 2019 survey for Franklin. Additional reports and the technical appendices are available under separate cover.

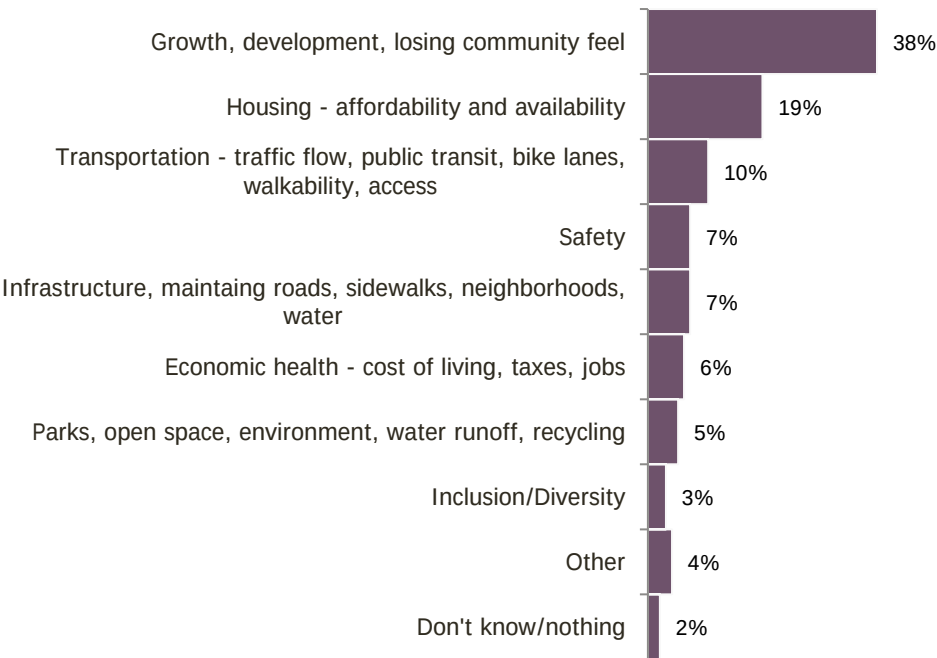
Respondents were asked to record their opinions about the most significant issue challenging Franklin in the following question:

- Aside from transportation (traffic) related issues, what is the most important challenge or problem facing Franklin today?

The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 792 surveys were completed by Franklin residents; of these 586 respondents wrote in responses for the open-ended question. About 4 in 10 respondents described the most important challenge as growth, development and losing the community feel of Franklin. Nearly 2 in 10 mentioned the affordability and availability of housing, and 1 in 10 discussed transportation issues related to traffic flow, public transit, bike lanes, walkability and access.

Figure 1: Most Important Challenge Facing Franklin
Aside from transportation (traffic) related issues, what is the most important challenge or problem facing Franklin today?



Verbatim Responses to Open-ended Question

The following pages contain the respondents' verbatim responses as written on the survey or entered in the web survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

Aside from transportation (traffic) related issues, what is the most important challenge or problem facing Franklin today?

Growth, development, losing community feel

- #1 Growth, which relates to traffic. We are losing our farm land, which also leads to cost of living. Selling land due to high tax bill.
- (1) Including infrastructure growth as part and cost of additional housing- include schools/ utilities/ and roads. (2) Implement improvement as part of a plan in advance of progress instead of being decided behind-take roads & schools (Zoning issues). (3) Communicate gradually to all tax payers' financial budgets and annual details of planned spending. (4) Question D14- Should include mixed with space to include which races are mixed- look at Tiger Woods > Black/ Asian/ Caucasian.
- 1) MAINTAINING ARCHITECTURAL GUIDELINES AS A HISTORIC CITY. (2) EMPLOYMENT OPPORTUNITIES.
- (1) Management of growth. (2) More attention to bicyclist needs. City/ County not particularly friendly to cyclists. Roads are not created/ maintained with cyclists in mind- rumble strips are dangerous to bikes, poor shoulders. When Mark Hatcher was repaved (Lewisburg Pike to 96) the shoulder was only slurried and left with rough gravel- should have been repaved.
- Allowing, Franklin to grow in a responsible manner. Bigger isn't always better.
- Appropriate growth so and keeping traffic flow when neighborhoods are added
- As a native, I would love to maintain the friendliness and sense of community that Nashville is known for. With transplants coming everyday, I feel were losing that. It's sad.
- Availability of businesses & restaurants in areas away from Cool Springs.
- Balancing commercial/ residential with the growing community.
- Balancing growth (economic/ population), cost of living, and the small town appeal Franklin has been known for.
- Becoming over built and losing our charm.
- Becoming too commercialize (small town gone). The "abundance" of housing communities, gas prices in Franklin.
- BEING/ ALLOWING OVER-BUILT.
- BUILDING OF NEIGHBORHOODS CONTAINING SMALL LOTS (DENSITY).
- Building schools as fast as they build homes.
- Buildings everywhere, so fast. Does Franklin want to be a metropolis?
- Continue to develop while retaining the "home town" atmosphere. We also need a Trader Joe's store here and more diverse restaurants.
- CONTINUE TO MAINTAIN GOOD, PROGRESSIVE DEVELOPMENT AND BALANCED HOUSING OPPORTUNITIES; MAINTAIN OPEN SPACE AND HISTORICAL PRESERVATION.
- Continuing to maintain the excellent historical lineage of Franklin (growth, safety, friendly people, good schools).
- Control of growth and all rs/a too aspects of its i.e. taxes, schools, traffic, crime, infrastructure quality of life.
- controlled growth
- controlled growth
- Controlling development- especially in Cool Springs- to not over develop and negatively impact the quality of life here in Franklin for current residents.
- Controlled growth and development. The large number of apartments built, and being built is causing issues with traffic and congestion due to the high density of these buildings. Also the long run could be a source of criminal activity if property values drop.
- Controlling growth of people, homes, and businesses so we maintain "Small Town USA", not "Big City Suburbia". We need a visionary to lead us, and our incredible city so we just don't keep growing out of control.

- CONTROLLING GROWTH.
- Controlling growth. No more high density housing. Quality of life in Franklin is going to diminish as the increase of cars/ people happens.
- Controlling overall growth and affordable housing in a range that is suitable for the community as a whole.
- Curb growth!! No more building!!
- DEVELOPERS RUINING FLOW AND PLANNING. AT SOME POINT- FRANKLIN HAS TO SHUT IT OFF AND REALIZE EVERY PIECE OF DIRT DOESN'T HAVE TO HAVE A BUILDING OF HOUSE ON IT.
- Don't allow sprawling development or jam packed homes. There is a lot of natural beauty here. Don't build over it.
- Downtown Franklin is getting rid of too many of the cute shops that attract visitors in favor of restaurants. I don't go downtown as often as I once did because of this.
- Excessive growth. Seems as though developers are outpacing infrastructure.
- Exponential growth of apartments, houses, senior living communities/ facilities- infrastructure not in place to support it.
- Finding a balance between tourism & the residents who live here. The recent implementation of paid parking lots and shorter street parking times doesn't benefit businesses or patrons. Franklin doesn't need to become like all other wonderful cities where it becomes costly just for the privilege to visit.
- Franklin is having too much growth too fast, especially in downtown. The new buildings are too massive and too tall downtown. The charm of the Franklin City Square is disappearing. It's beginning to like every other city, just a lot of nondescript buildings shoved together. The green space is disappearing. Way too many, massive apartments and condos being build, just a cookie cutter look, no charm, no green space- apartment buildings shoved together and look awful. Two and three story houses built within 10 feet of each other. Franklin is fast losing its appeal.
- Franklin is losing it's appeal that it once had. There is way too much growth. There is no open green space left. It used to be so appealing because of the small town appeal. The things being built on 1st and where Dodson's used to be are horrendous. You can't even see anything at all to the right coming around the curve to the light on Main. And there is yet another place being built on 1st on the right as you approach that monstrosity. That part of downtown doesn't even look the same. It DOES NOT say small town. Neither does the First Tennessee building. We went to Pinkerton today and couldn't even find a place to park!! WAY TOO MANY PEOPLE!!! We are starting to hate Franklin. Additionally - some family there playing some loud music on a portable PA system. It's HORRIBLE. We don't attend Main Street festival or any of the other things on the square any more because there are TOO MANY PEOPLE. We are considering moving out to a place that is like how Franklin used to be. We are of the opinion that the driving force behind the renovations and growth is pure greed on the part of the people who stand to benefit from it. Franklin was so fabulous. It makes us sad to see how it is now and the path it is on.
- Growing too fast with too much construction & houses need recycling cans for pick-up.
- Growing too large and not having that "small" town feeling. Love walking downtown and love to remember the people who fought and died here. Telling the history of Franklin!
- Growing too much and not being able to schools & infrastructure.
- growth
- Growth
- Growth & cost of living.
- GROWTH & EXPANSION.
- Growth & trying to keep Franklin charming.
- Growth and not being structurally prepared for it (roads, schools, infrastructure).
- Growth congestion and related stress to infrastructure.
- Growth creating congestion i.e. liberty & housing.
- Growth- how to handle incoming residents, space, school sizes, etc.
- Growth in housing.
- Growth management and keeping in line with the historic flavor of Franklin.
- Growth management, safety, continued investment in schools.
- GROWTH MANAGEMENT.
- Growth of cheap new housing and buildings out growing the infrastructure & not taking care of older neighborhoods, water, sewage & roads. Too much.

- Growth- overcrowded schools/ restaurants affordable housing.
- Growth rate is overwhelming the current infrastructure. Whatever green space is left is being gobbled up before our eyes. Franklin is rapidly losing its charm. Must better communicate regarding municipal elections (all local elections).
- Growth- slow it down we are overcrowded!
- GROWTH THAT IS ORGANIZED AND MANAGED.
- Growth with infrastructure support
- Growth with the influx of so many new residents while keeping the atmosphere- ethos- of Franklin focused on friendliness, the historical importance, and keeping "green". Thank you for this opportunity for input!
- Growth!
- Growth! Who approved that massive building by Puckett's boathouse! The city seems full of unrestrained growth- Cool Springs, Westhaven, Berry Farms etc. etc. We have been here 18 years & love Franklin, Main Street has improved so much but allowing so much growth is causing negatives that overwhelm the aspects we love (family-friendly, parks, Main Street, historic homes, proximity to Nashville...).
- GROWTH, BUILDING SCHOOLS FOR THE INCREASE IN POPULATION YEAR OVER YEAR.
- Growth, schools, safety.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth. Affordable housing.
- Growth. I have concern with the continued re-zoning that allows more residential growth when our roads can't accommodate it.
- Growth: balancing current and future resident concerns, sustaining or improving quality of life, representing citizens besides the real estate and healthcare subcultures.
- HOUSING- BUILDING TOO MANY APARTMENTS.
- How to balance the need for employment opportunity growth, and the additional housing needs to accommodate that without losing all the open space that is essential to keeping Franklin feeling warm and inviting and like the small town it is supposed to be yet with enough offerings to encourage people to come and spend money here as needed to grow within reasonable measure.
- I believe that Franklin's rapid growth is changing the wonderful character of Franklin that we all love. Growth should be slowed down.
- I would not like to see Franklin get over-built with new housing developments.
- INCUMBENTS (CITY AND COUNTY) SEEM TO DENY IMPACT OF GROWTH AND WHAT IT WILL EVENTUALLY DO TO NEED TO RAISE TAXES- "LEAVE IT TO NEXT GENERATION OF LEADERS".
- Influx of people w/ current structure.
- Keep Franklin as well as possible, don't allow it to grow into a giant. Keep as much of the small town as possible, while still allowing for growth.
- Keep the quality of a small town feel, and balance with continued growth and management of new income.
- Keeping the sense of community with increased growth every day.
- Keeping the small town historical integrity. Stop approving small businesses (retail & restaurants) that don't blend. Also affordable housing, but market dictates.
- Keeping the small- town, safe, friendly feel in the midst of explosive growth and development.
- Keeping up with growth- managing implications and effects on infrastructure.
- Limiting future growth. Franklin does not need to grow this fast.
- Losing our identity i.e. public square & "Chip".
- LOSING SMALL BUSINESSES & BRINGING IN TOO MANY CHAIN RESTAURANTS. COST OF WATER IS OUTRAGEOUS- MY BILL IS TYPICALLY 90 A MONTH BEFORE MOVING TO DOWNTOWN, I NEVER PAID HIGHER THAN \$25 A MON. EVERYONE COMPLAINING ABOUT THIS.
- Loss of Friendly Franklin.
- Maintain community; not being overrun with generic chain stores. Franklin charm, and schools are what make Franklin.

- Maintaining a small town feel with the explosive population growth; including keeping green spaces in the city limits and ability to walk into and out of downtown.
- **MAINTAINING GROWTH IN PROPERTY VALUE.**
- Maintaining historical aspects- sense of community. Traffic congestion is #1 issue- threatens Franklin's small town feel and charm. Potential to over develop with hotels, etc.
- Maintaining its downtown and overall ambiance.
- maintaining the "small-town" feel and creating affordable housing opportunities
- Maintaining the quaintness of Franklin in the face of its growth. Keep traditions, love of God & Country and the beautiful, kind people.
- Maintaining the quietness of downtown. That is what made people want to come and visit. Modernizing downtown, bringing in chain business, loses all its charm. Local businesses cannot afford rent of new owners. Keep it local.
- Maintaining unique community feel, maintaining green areas.
- **MAKING MAIN STREET SHOP'S (NOT RESTAURANTS) RENT LOW ENOUGH TO STAY IN BUSINESS.**
- Making sure we don't grow too fast and areas become too crowded. Building more stores & restaurants when older buildings sit empty.
- Managed growth, good water.
- Managed growth.
- **MANAGEMENT OF GROWTH: BUSINESS, HOUSING, OPEN SPACE.**
- Managing development.
- Managing growth & affordable housing.
- Managing growth & leaving some green space, maintaining Franklin's small town charm.
- Managing growth & maintaining quality of life.
- Managing growth and development.
- managing growth and infrastructure - we are starting to get too big and I worry about our water, natural habitats for both animals and humans (some we can't co-exist), trash on the side of the roads, etc.
- Managing growth and managing the budget. A more thoughtful and careful consideration when hiring new employees and the work they will be doing, 2 see city workers every day doing work that a private employee would do in 1/2 the time.
- Managing growth in order to maintain the "small town" feeling that brought/ keeps us here.
- Managing growth- providing for infrastructure, schools, police, etc. with the growth.
- Managing growth. I know there are problems with laws and regulations, but how a developer can put up 1000 houses wherever and whenever with apparently no obligation to support infrastructure boggles the mind. How did we let this happen?
- Managing population growth/ service growth balance so that quality of life is maintained - traffic is obviously the primary issue congestion.
- Managing the growth of the city, not allowing run-away growth.
- Managing to keep character of Historic Franklin, while balancing growth and attaching new business.
- Massive growth using every piece of land possible to put as many dwellings on it as possible and disregard for surrounding communities.
- **MINIMIZING THE INFLUX OF CHAIN BUSINESSES IN THE DOWNTOWN AREA. TRY TO KEEP THE SMALL TOWN FEEL AND NOT TOLERATE MISCONDUCT SKATEBOARDS, AND PROHIBIT THE ELECTRIC SCOOTERS THAT ARE A NEGATIVE PART OF NASHVILLE.**
- **MODERNIZING BUILDING GROWTH.**
- Need to stop building along Royal Oaks!! Congested enough. Really need to fix access to business along Murfreesboro Rd.- poor planning. When someone turns left into business it blocks traffic for miles. Look what Murfreesboro did- they were smart.
- Not giving in to development that brings Franklin money but ruins our open land and congests our schools.
- Organized plan & development to maintain both, economy & natural/ architectural beauty of an area.
- Over building apartment/condo living quarters with no regard to infrastructure concerns and traffic flow as a result of the overbuilding issues. High rise structures downtown Franklin is destroying the appeal of Franklin.
- Over building neighborhoods of 4+ bedroom homes. Developers are interested in profits and often- it seems- the city is more interested in tax base. Not every family needs, 3500+ SF & 4 BR. Maintain charm and uniqueness in neighborhoods. Require downtown builds to match existing architecture (the boutique hotel

does not and will appear modern and out of scale). Hold developers responsible for sewer, roads and schools as the weight of that financial responsibility only exists because of them. We love the small town charm- please keep it that way. (Oh, and the link to the survey doesn't work. I'd like to see a more functional, easy to navigate library website, too, let's step up our game!)

- Over building- No green space- Housing Development and Office Buildings cover every inch of the open land.
- Over building where roads are already inadequate.
- Over building with no regard to traffic flow.
- Over building! Need more affordable housing for all ages!
- Over building, overcrowded, less business, sewer system, water quality, less utility cost.
- OVER BUILDING.
- Over developement
- Over development- building homes housing where our land used to be.
- Over development- crowding, too many new subdivisions and businesses: Peace & tranquility of Franklin is fading. Too much hustle & bustle & Franklin will lose its charm.
- Over development, crowding.
- OVER GROWING & OVER COMMERCIALIZING.
- Over growth- particularly the city allowing so many condensed housing/ apartment complexes to be built without infrastructure to support. As the city has experienced rapid growth, I find it a less enjoyable place to live as compared to 8-10 years ago. Franklin is still a great city has definitely lost most of its "charm" with the overgrowth.
- Over growth w/ no support for better roads & better schools. I'm all for small growth but is absolutely ridiculous how many new homes are going up, way too much! Franklin's charm will disappear if all we do is add more houses. How about more parks, walking trails, more community centers for youth & seniors?
- Over growth.
- OVER GROWTH; INFRASTRUCTURE; PRESERVING WHY PEOPLE ARE DRAWN TO FRANKLIN. AND THE NATURALNESS OF THE LAND. KEEP OUR LAND FROM BEING DESTROYED BY DEVELOPMENT.
- over population
- OVER POPULATION & GROWTH.
- Over population.
- Over population/ liked the small town feeling.
- Overall what the growth vision for Franklin is and how/if it has been communicated to all of the citizen.
- Overbuilding in business and houses and not enough roads to accommodate all the people. Trash on the interstate and roads. Overbuilding.
- Overcrowdedness in our city & in our schools. Price gouging b/c we live in an affluent town.
- Overcrowding and rising cost to live in Franklin.
- Overcrowding in general. No room to enjoy events on the square- too many people not enough space. The beautiful landscape is rapidly disappearing. The cost of living is too high for the middle class even with 2 incomes and no children.
- Overcrowding in schools and finding good teachers. The desire to be a teacher is not there due to low salary.
- Over-crowding with all the new multi/ high density housing on every corner. This is not rocket science. You are inviting traffic issues overcrowded schools, etc.
- Over-crowding.
- Overgrowth and taxes.
- Overgrowth. Public events are good- but too crowded into 3 blocks down town. Lived here 30+ years- when I moved here, mail delivery was to front door. Trash collection were picked up in backyard- now- have to walk to mail box & roll garbage to alley. I am almost total shut in & have no available parking near my house- every time family picks me up- they are parking illegally. As my disabilities grow- how am I going to get mail? And how trash gets picked up- There are 10 stops in my area & live alone.
- Personally I'm very concerned about both the growth and the cost of living here. I love it here, but am afraid that we will have to move somewhere less expensive to retire.
- Personally the most important issue to me is excessive government growth. I do not desire additional city government services beyond police, fire, trash collection, water service, and street maintenance. I like Franklin, but if my property tax becomes excessive, I will move to a more rural area with a lower cost of living and less traffic.

- Planned growth.
- Planned growth; protection of open spaces including historic sites and farm land; completion of four lanes on Mark Hatcher extension; and quick repair of potholes and deteriorating roads and bridges.
- Please be thoughtful about the growth and how it impacts traffic and commuters. Please work with the RTA and state on transportation options to Nashville during business hours. Also assist with controlling the HOV lane for car pool vehicles, if possible. There needs to be an effort to save cultural sites and land. Please continue events in downtown Franklin and look for improvements for festivals such as Pilgrimage to keep these great options in Williamson County.
- Population growth & over building.
- Population growth impact on overall infrastructure- water, sewer, roads.
- POPULATION GROWTH. HOUSING DEVELOPMENT GROWTH/ ZONING.
- Protecting our Southern Heritage and small town atmosphere. Too many people from other areas of the country are moving in and changing what made us so special.
- Rapid growth and getting ahead of the rapidly growing traffic problem facing Nashville.
- rapid growth and housing costs
- RAPID GROWTH AND SAFETY/ ROADS/ KEEPING UP WITH GROWTH AND EDUCATION, SCHOOLS.
- Rapid growth that outpaces services.
- Rapid growth, loss of green/ natural space!
- Rapid growth.
- Rapid population growth which is encouraged by politicians, elected officials and business owners as well as developers and home builders. Politicians and elected officials enter to business owners, builders & developers when they should be looking out for the best interests of homeowners and people who voted for them!
- Rapid population growth without infrastructure to support the growth. Beautiful farmland and open spaces consumed by greedy developers and politicians who care nothing about the people who live here. Bottom line for both is living their pockets at the expense of residents & voters. Trusty disgusting. Developers & builders are wealthy throwing houses together taking in appropriate shortcuts that lead to building issues that homeowner must deal with. We need honest and unselfish leadership- that is not we have now!
- Residential over development (subdivisions).
- Runaway growth.
- Skyrocketing development without increasing funding to public schools and ensuring adequate infrastructure (water/sewer, traffic, built environment)
- Smart growth of new developments.
- So many apartments/ condos going up. Specifically downtown Franklin. We hate to see the charm of Franklin turn into a bunch of tall buildings. Also- Mallory lane needs 3 lanes!
- Stop the growth. You're losing the small town appeal.
- Tearing down historical sites, overcrowding (bldgs., hotel) in the downtown area.
- Thanks for recognizing traffic problems, and thanks for seeking input! I'll say what comes up in MOST conversation when I mention I live in Franklin- STOP BUILDING! Franklin has grown too much, and has quickly lost the charm it once had. It seems more emphasis is placed on appealing to tourists than on appealing to residents.
- The "over building" of buildings. Downtown Franklin does not have the charm that it used to be with all the new building being built. It appears over crowded.
- THE AMOUNT OF APARTMENT COMPLEXES BEING BUILT IS GREATLY CONCERNING CONSIDERING THE INCREASE IN PEOPLE DENSITY AND TRAFFIC, NOT TO MENTION THE ADDED STRAIN ON OUR INFRASTRUCTURE, AND ALL WITHOUT PAYING PROPERTY TAXES!
- THE AMOUNT OF GROWTH IN DOWNTOWN FRANKLIN. IT WILL SOON LOSE ITS CHARM IN CONTINUING TO GROW.
- The city is growing faster than officials can make plans to accommodate the growth. Needs to slow things down.
- The City of Franklin needs to take a step back and realize that approving every apartment complex proposal that comes across their desk is NOT in the best interest of the city. At this point it's laughable, and I wouldn't be surprised if kickbacks are involved.
- The growth is too rapid.
- The loss of the "traditional" Franklin environment and community.

- The new building in downtown Franklin is hurting the hometown feeling of Franklin. Franklin does not need to be "metropolitan".
- The speed of new residents moving in does not equal the speed of new schools being built.
- To exercise much tighter control of housing requirements in residential developments of the commons areas, street plants, tree placements. Time Frame token to finish these things before the developer tries to dump the responsible care over to the HOA. We have been in our development over 4 years, less than 5 miles from City Hall and much has shoddily been ignored by the developer. We, the home owners here have met with reps of the developer- in open forum. The remedial action promised there has not been taken. Prices of near \$400,000-\$600,000 run in this development. We have had reps of the HOA meet with the builder but to no avail. I am 85 and my wife is 78. We do not have good health to fight these issues.
- TOO MANY APARTMENTS & DISGUSTING STRIP MALLS THAT ADD NOTHING TO THE QUALITY OF THE CITY. WE HAVE LOST THE "TOWN" FEEL WE USED TO HAVE. NO SENSE OF COMMUNITY. WE ARE JUST THROWING UP BUILDINGS WITH NO OVERALL DESIGN PLAN.
- Too many apartments are being built in some areas which aren't being designed to fit in with the surrounding area (one example are the apts being built on the corner of Franklin Rd and Mack Hatcher.-another example are the apts built behind Chick Fil on Columbia ave--There was already too much traffic on that road and now it is a nightmare. The number of apartments built or under construction on Carothers is unbelievable. Also, the Special School District should be abolished and all children in Williamson County should have the same curriculum or opportunities.
- Too many buildings.
- Too many houses being built. Ten houses crammed together on every spare inch of space. It's ridiculous. Neighborhoods of houses popping up everywhere. It's too much. When does it stop?
- Too many new developments.
- Too many newly constructed apartments of minimum code quality. Left turn traffic lights too brief.
- TOO MANY PEOPLE MOVING HERE! I know it's tough because word has gotten out about what a great place it is to live- but it won't stay that way if we can't control growth. Not sure how to do that though, of course.
- Too many people moving into this area, taxes are going up, intersection at Hillsborough & Fieldstone Parkway have traffic lights that keep going to flashing mode making the intersection very dangerous. The traffic lights need to be fixed! I also had problems with the gas company. Three instances when it really got cold I had no gas. This past year I didn't have a problem with the gas! So hopefully the problem is fixed.
- Too many people, too much building, too many schools. Franklin is to be worried about the Christmas light instead of taking care of city.
- Too many people. Too many autos not enough roadways.
- Too much building- apartments, etc. Downtown for tourist now.
- Too much building causing too much traffic on streets making congestion and parking. So much big building taking away the "small town" feel which has been so great in the past.
- Too much building with no regard to natural environment and maintaining space. While I encourage economic growth, it doesn't feel like anything other than money is being considered.
- TOO MUCH BUILDING. BOTH HOUSES & BUSINESSES. STOP BUILDING. KEEP FRANKLIN THE WAY IT IS.
- Too much development, too much housing, need to keep Franklin itself natural, country, not city and concrete. Cost of living going up too high, can't buy affordable housing now. Too many apartment livers not paying taxes.
- Too much growth
- Too much growth in downtown Franklin. Crime on the rise especially amongst teenagers. We need to develop programs to keep them busy after school when parents are working or not in the picture.
- Too much growth too fast.
- Too much growth too quickly.
- Too much growth!
- too much growth, over building
- TOO MUCH GROWTH, TOO FAST WITHOUT SUPPORT FOR THE SCHOOLS.
- Too much growth, too many condos & apartments. Franklin & Williamson County was appealing to people because you could still find land if you wanted 1-10 acres. Now the city & county are allowing too many developments with too many houses and destroying what made Franklin so special. Now with lowering housing prices. Condos & apartments more crime has entered in. Franklin & the outskirts of Franklin will

soon be another Antioch I'm afraid. Please keep some zoning clear from housing developments and leave some green space or have the developments 5 acres or more per home.

- Too much growth.
- Too much growth. We need to quit approving so many developments. Protect the small town feel of Franklin.
- Too much growth. Big business & big buildings taking over one grant downtown area. Increased reports of crimes.
- Too much growth. Like the small town charm. The more growth you have more crime and lose the feel of community. Would also like to see more police, and reinforce all the cars running red lights.
- Too much growth/ traffic is out of hand/ increase in crime- car breaking into then in broad daylight.
- Too rapid growth and development, loss of open space for residential development.
- Tremendous growth/ population boom- schools are full. My son has 27 kids in his 4th grade class - All 4th grade teachers @ Pearre Creek are @ max. capacity.
- Un-checked residential and commercial growth is a major problem as it is severely outpacing infrastructure (roads & schools).
- Uncontrolled population growth, too many apartment building, need not neighborhoods with high dwelling family homes.
- Viral growth that is unsustainable.
- Visibility of law enforcement in the Mark Hatcher to I65 corridor. Traffic law enforcement. These are substandard for a community of our resources.
- We are losing our "small town" mindset & overbuilding, thus compromising our infrastructure. GREED is taking over!!
- We have lived here for 4 years and really don't see many opportunities for family-centered community engagement. The library programs are abysmal; and there are very few activities for children and families outside of sports.
- We must have controlled growth and infrastructure to accommodate growth.
- Without a doubt, keeping our small town historic "flavor" I'd like to drive thru Franklin in 20 years, and still feel the "small town historic flavor".
- Zoning and expansion. Large sub-divisions.
- Zoning and land planning seems to be going downhill in last decade.
- Zoning and securing green space.
- ZONING NEEDS TO ALLOW LOWER PRICED HOMES. YOUR FEES, IMPACT FEES, HAVE FORCED HOME PRICES UP TO BUBBLE TERRITORY.

Housing – affordability and availability

- Approving more housing before working on traffic.
- (1) Affordable housing for people who work in Franklin. (2) Make some progress in level of service and resources of Williamson Co., library as compared to the Brentwood library. (3) Safer routes for bicycles in Franklin ex: Lewisburg. Pike is an official bicycle route. You should ride it sometime and see what that is like.
- (1) Affordable housing is nearly non-existent. (2) Too many people talking on their plans whilst driving & too many people running red lights. (3) Would like to see more growth on south side of town/ Hwy. 96.4. Bike lanes! (that are also safe).
- (1) Affordable housing- people who work here can't afford to live here. (2) Uncontrolled growth.
- (1) Scarce affordable housing. None of my employees can afford to live in Franklin. Their salaries range from \$30-60 k/yr. (2) Govt. communication with citizens. The city's website appears to be the only tool for communication.
- Affordability
- Affordability of homes.
- Affordability- way too \$\$ keeping small town charm, character, being unique.
- Affordability.
- Affordable & varied housing options.
- Affordable housing
- Affordable housing
- AFFORDABLE HOUSING (BESIDES TRAFFIC ISSUES).

- 10

- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing. Children's museum like Adventure Science in Nashville or Discovery center in Nashville or Discovery Center in Murfreesboro. There would be tremendous value in creating a children's museum with wetlands for exploration & learning.
- Affordable housing. Facilities/ programs for homeless.
- Affordable housing. Our attempts are an embarrassment! Shame on those involved- all talk but no constructive action.
- Affordable housing/ senior living housing.
- Affordable housing/cost of living
- Affordable living in Franklin- so many apartment complexes being built in Franklin, many so expensive. Love living here and want to stay here, but could become difficult for anyone on a fixed income. Thank you!
- Cost of housing, especially homes outside of flood zones that are not > 30yrs old.
- Cost of living especially housing.
- Downtown commercial rents too high- causing turnovers rents.
- Finding ways to allow longtime residents to remain in affordable quality housing, and developing new affordable quality housing option.
- Having affordable housing.
- Homeless population- affordable housing for people who work here. I work on this daily. We are not doing enough. Thank you. P. S. I'm also a conservative.
- Housing & child care affordability. Almost too expensive for other goods.
- Housing- affordability. Traffic- congestion and speeding.
- Housing affordable.
- Housing cost and school bus system (not enough to get any child home at a decent time).
- Housing costs and the unfortunate lack of opportunity for families to afford to "down-size". For example, our home is in a prominent Franklin PUD. We have 3/4 of an acre and a 4000sq ft house. If we want to downsize, we will have to pay more for a smaller house on less land. Franklin should consider investing and/or researching opportunities for refurbish and revitalize current neighborhoods that have great potential for rebirth like Meadowgreen, Battlewood, etc.
- Housing costs rising, schools becoming over-crowded.
- Housing costs, retaining small southern town values, quality of education of children, keeping drugs out! Slowing growth.
- Housing costs.
- Housing costs. People who have lived here their entire lives forced to move because wages are not meeting the criteria it takes to sustain a household.
- Housing for all (not just wealthy) as well as employment to reflect diversity.
- Housing that is affordable.
- Housing.
- How the city is going to work with citizens to serve our low-income residents & neighbors, including updating section 8 housing. Also, FIX THE ANCIENT CODES OFFICE AND WORK FOR SMALL BUSINESS OWNERS INSTEAD OF AGAINST THEM!
- Improving equal opportunity for all; e.g. affordable housing.
- Increasing homeless population (affordable housing) or facility to temporarily house and support them. Our church does a great job November - March (12 individuals several times per week) but it is increasingly apparent that year-round assistance is needed for a growing problem.
- Lack of affordable housing for low income, middle class, & retirees. People cannot afford to live where they work.
- Lack of affordable housing. Repairing of Franklin Road from the Factory South to across Harpeth River Bridge. It's been bad for years.

- Lack of housing that cost less than \$350,000. Opportunities for people of different backgrounds, income levels and political affiliations to have meaningful conversations. Need more bike paths to business areas.
- Lack of quality affordable housing for middle income families while maintaining Franklin's green space & overall "small town" feel.
- NO AFFORDABLE HOUSING.
- Probably affordable senior housing. It is much higher than other parts of the country.
- Probably finding affordable housing in a booming community. Nowhere nearby to go for better prices inside of a 30-60 minute commute in traffic.
- PROVIDING " REAL " AFFORDABLE HOUSING & SUBDIVISION GOES UP & SIGNS WILL SAY " STARTING AT " 400,000 & BEFORE IT IS FINISHED THE HOMES WILL BE 600-650's.
- Rent cost is extremely high. I feel this needs to be addressed, to make this a more affordable place to live.
- rising cost of housing
- Senior citizen housing. Too many new developments.
- Senior housing that is not so costly!
- Single family/ retire housing.
- Tearing down affordable housing and building a million dollar house in its place. There is no affordable housing for those who were born here and grew up here. Building huge hotels in the middle of our beautiful city.
- The affordability of housing and continued safety.
- The cost of apartments & purchase price of a house has gone up significantly. The cost of the apartments & live in has increased 250/month but to rent the same place- no change to the apartment, increased 400/mon. the more that is a total increase of 65000/ months in the past 4 years and the people renting has decreased a lot and there must be more people living here because a car never finds a place to park. People from California have driven the price housing up terribly- they are flipping houses from out of the country I'm told.
- The lack of affordable housing and the corresponding lack of socioeconomic diversity.
- Young couples trying to find affordable housing

Transportation – traffic flow, public transit, bike lanes, walkability, access

- (1) Traffic- (enforcement has declined significantly) & traffic light timing. (2) Rentals & short-term rentals are interfering with the quality of life. Thank you for passing the pet store ordinance & creating a pet-friendly city!
- Aside from a need for more downtown parking, it is "keeping Franklin Franklin" by allowing smart growth and not allowing Franklin to become like Nashville, by losing its soul and selling out to whatever is popular and will make someone a profit.
- Commuting to Nashville is very painful, more than 30 minutes traffic
- CONNECTIVITY IN DOWNTOWN; NOT COOL SPRINGS AND WEST OF TOWN. YOU ALL DO AN EXCELLENT JOB!
- Creating walk-able, bike-able communities. Looking forward to a pedestrian bridge over 65 on McEwen, it will really add to the walkability of the cool springs area.
- Downtown Franklin becoming too busy! The road for our cars it's awful (construction area).
- DOWNTOWN PARKING- NEED ANOTHER PARKING STRUCTURE! NEED TO KEEP LOCALS IN DOWNTOWN, NOT JUST TOURISTS.
- Enforcement traffic; people never stop in stop signs.
- I don't see any just traffic is getting hard
- I feel with the growth of Franklin, traffic is the most important issue. I enjoy living in Franklin the last 12 yrs.
- I HAVE LIVED HERE LESS THAN A MONTH, SO THERE IS A LOT I DON'T YET KNOW, BUT REGIONAL BICYCLE CONNECTIVITY WOULD BE GREAT.
- Lack of consistent public transportation, sidewalks and rapid cost of living rise.
- Neighborhoods with 3 lanes are NOT safe for emergency vehicles i.e. fire trucks, police cars, ambulance, because visitors park on both sides & the emergency vehicles need more space day or night to get through.
- Noise of I-65.
- Nothing stands out more than traffic related issues. After the traffic issue would be the cutting of trees. It's like every few weeks it seems Franklin is cutting more trees. At the rate Franklin is going with tree cutting Franklin may be treeless in like 6 yrs. Taking away the beauty.

- Other than traffic issues- maintaining the level of education quality with the recent & upcoming influx of new residents.
- Parking at downtown. Kids afraid of "gangs" activists at H.S.
- Parking downtown- folks who work downtown take all the parking spots for all day parking- too bad!
- PARKING ENFORCEMENT IN DOWNTOWN AREA.
- Parking is the only issue that comes to mind- especially with both new buildings that are about to finish construction. Franklin is a great place! Also- recycle bins (instead blue bags) would be ideal and I think it would encourage more neighbors to participate.
- Parking on narrow side streets. Number of vacation rentals in the neighborhood.
- Parking- which is traffic related but must be addressed ASAP! Affordable housing- not just for "low income" but for government employees, teachers, young adults. Not just to rent, but to purchase. Recycle- I have heard that plastics are not being recycled and are going to landfill. Is this true? If so, the public is being misled, misinformed. Growth- tears downs being replaced by larger homes with little to no yard, very close to each other. This is changing "the look", the personality, and overall appearance of downtown neighborhoods.
- PARKING, PARKING & PARKING! GROWTH.
- Parking.
- PARKING.
- Parking.
- Parking. Also, as we grow it is critical that we remain a safe city.
- Places for more transit drop offs.
- Public transportation.
- REGULATING TRAFFIC DURING SPECIAL EVENTS. COMPLETE CLEAN UP OF BRIDGES AT PINKERTON PARK AREA & SIDEWALKS. SOME DETERIORATION OF CONCRETE, ALSO BRIDGE ENTERING INTO MAIN STREET. AFTER B.G.A. ALSO IN NEED OF REPAIR. STREETS TO BE RE-PAVED. ALL THE WAY TO LIBERTY AND THE FACTORY. AFTER ALL THIS IS OUR MAIN ENTRANCE TO DOWNTOWN. IT'S A BIT EMBARRASSING. STARTING TO SEE AROUND TOWN A BIT MORE LITTER THAN IN THE PAST. PEOPLE NEED TO BE HELD RESPONSIBLE. I'M PROUD OF FRANKLIN. ALL PEOPLE LIVING HERE SHOULD CARE TOO. MAYBE A COMMUNITY PROGRAM OF SOME TYPE OF CAMPAIGN.
- Sorry, but the traffic circle at McKwin and Cool Springs was ill planned, too small to be used the day it was built. Really, who did the research? Think BIG, realize who we are. Don't waste tax payer dollars in such wages.
- Too much traffic- approving too many apartments destroying downtown with wrong construction.
- TRAFFIC DUE TO POOR INFRASTRUCTURE. PLEASE KEEP "GREEN SPACE"; NOT ALLOW EVERY ACRE FOR BUILDINGS. KEEP REGULATING THE LOW PROFILE ADVERTISING SIGN & STRUCTURE. PUBLIC TRANSPORTATION DESPERATELY NEEDS ATTENTION. CREATE SAFE BIKE TRAILS TO NAVIGATE THROUGHOUT NEIGHBORHOODS- CITY.
- Traffic from Cool Springs to Main Street Franklin and traffic on Carothers, Moors Lane, Malby Lane during afternoon rush hour is very poor. I believe there are too many large corporate office, parks and apartments. Having worked in San Jose, CA. Franklin is getting a "cold" feel about it very Corp. & losing charm- hate to see development at Franklin road & Mack Hatcher- beautiful farm land disappearing along with it, charm.
- Traffic is all I say is a challenge.
- Traffic is bad some places slow, some too fast. Housing is a mess for people like me that don't have the money to buy in a good neighborhood. It's much too expensive for regular people to live here. We need good inexpensive housing for singles and seniors.
- traffic is the outcome of too much building growth...Franklin is losing it's quaint feeling
- Traffic lights are not synced!! There are way too many new traffic lights being installed! None are synced or very difficult to get anywhere. Stop building so many apartments! They ruin communities!
- Traffic.
- Traffic. High gas. Real estate taxes for elderly should be lower we have been here 3 years. The cost is frightening. Our income is set. Almost no increase in income but everything is expensive & going up.
- TRAFFIC. JUST TRAFFIC.
- Traffic/ infrastructure! Affordable housing! Rapid growth; more music events; a barrier on the Natchez Trace Bridge! More parking needed!

- Transportation (traffic) related issues, are the most challenge or problem.
- Transportation is a terrible problem. Traffic lights need to be changed so they are not red so long. Better signs at intersections. So cars do not block preventing those who live on that street can get in or out bottom line. I feel our present government officials are more concerned with increasing the population instead of being concerned with needs of comfort of its present residents. Our main street has changed dramatically in the last 2 years. We are losing money of our "boutique" shops to the increased high rent. This is one of the reason tourists came here. Our growth has not been controlled in the last couple of years.
- Transportation is about it as far as I'm concerned.
- Transportation to and from. Traffic congestion is #1 issue.
- Transportation!
- True written on dissatisfaction of parking changes downtown. Used to go downtown Franklin 2-4x a week to eat, shop, theater. Now it takes a long time to find parking & cannot spend more than an hr. or 2 due to parking, and the garage is inadequate, fills up quickly & I don't consider garages safe so do not park there. Cost of housing has made it very difficult to find nice housing (apts., houses).
- Walkability beyond downtown that is of value to those who walk for functionality rather than fun. The projects and trailer parks around west main have many people for whom walking is their primary mode of transportation but they are not served by a single sidewalk.
- Walking trails & connecting the city with options other than vehicles.
- We need city bus routes ASAP.
- Width of streets- safety of walking especially in Westhaven development.
- You say " aside from traffic related issues " which signifies to me you know that is a major problem, yet not addressed. That is my major issue. Sure would be nice to know WHY the signals are not regulated for the proper flow of traffic in this town. Perhaps whoever is in charge of setting signals need to take a trip to CA where I am from and take a lesson from signal regulators out there who are dealing with major thoroughfares, because the person/s who have that job here apparently have no clue!!!! Only other complaint I have is that prices here for food, gas, etc. are higher than other counties. Don't know if this is a tax issue or just a rip-off because Williamson is the richest county in TN. I tend to believe it is the latter! Do your job people!!! That's all it takes, and if you don't know HOW to do your job, then quit!!!!!!

Safety

- Bad drivers, those on their phone while driving etc.
- Countering what appears to be a rising flood of petty crime, e.g. thefts from & of cars, stealing packages off porches or wherever else the mail is delivered, and home invasions. Street lighting outside Franklin itself is poor- more & better lighting would not only reduce "safe haven" for criminals but would create a generally safer environment for everyone. If you can't see the hole in the sidewalk (or road), you'll probably step in it.
- Crime & overgrowth of city.
- Crime around Cool Springs (people getting complacent and criminals targeting the area based on good economy).
- Crime management- where there is money, criminals will come. Please do not neglect the continued growth and modernization of our first responders. People come to Franklin/ Williamson County because of the schools & quality of life. We stay because we can live in peace and security.
- Crime prevention. Noise violations by motorists.
- Crime seems to be creeping in from other counties. As a resident since 1987, the car burglaries, ATM robbery, etc., seem on the rise. But the police seem to solve nearly all very shortly, which is amazing.
- Crime seems to be increasing. Honesty of some of the Politicians. Ex. Democratic candidates voting on Republican ticket. Mail carriers delivery mistakes seem to be increasing.
- Crime! Street Potholes
- Crime, car break ins.
- CRIME, NEED MORE POLICE. AFFORDABLE HOUSING.
- CRIME.
- Crime. Drugs.
- Crime/ lack of neighborhood between Factory Franklin (Franklin Road) and Mack Hatcher (across from Liberty Elementary).

- Franklin is a great place to live- it has natural beauty and Main Street is a gem. HOWEVER: (1) Franklin is a great place for young children; but teenagers have easy access to drugs & E-cigs. I never hear of drug dealers being arrested- only teenage boys. This is a serious problem. (2) There is too much development. The public schools can't keep up & standards are falling. (3) There are barely any neighborhoods that aren't dominated by HOA's. We have been MISERABLE because of our HOA- everyone doesn't like them. (4) I signed up to participate in Franklin Tomorrow's Community round table in Oct. Never received info on what group or where to go.
- I realize crime can be a huge problem as we grow... and even though I think we need public transit to Nashville and back I realize that could add to crime issues possibly too but sure would be helpful in joining the two cities, helping parking issue too.
- Increase in crime
- Increase in crime.
- Increasing crime.
- It seems that crime is encroaching more and more. This has to be THE top priority or the rest of it means less. I've been in Franklin for 22 years...absolutely a wonderful place to live.
- Juvenile unruly behavior and crime, inside of and outside of schools.
- Keeping crime to a minimum in Franklin is very important for the growth of the city. Save cities make a great place to live.
- Keeping standards high, crime prevention.
- Maintaining low crime.
- Maintaining safe environment as we continue our growth. Cost of living continue to increase, concern for older/ younger adults to either move to or stay in Franklin.
- Maintaining safety as population grows.
- Maybe crime prevention, I don't said Franklin it's insecure but it always a challenged. This is to all police/ Sheriff Department.
- Not enough good police around the growing area. Not enforcing and traffic control as well as Mayor & Alderman help. With such a high taxed city/ county we need more!!
- OUR AFFLUENCE IS DRAWING CRIMINALS FROM OUTSIDE OF FRANKLIN. NASHVILLE IS A NEST OF MANY CRIMINALS WHO COME TO FRIENDLY FRANKLIN TO PREY ON PEOPLE WHO ARE NOT USED TO THE DRUG ADDICTS AND THIEVES WHO ARE INCREASINGLY HEADED OUR WAY. POLICE NEED TO HAVE A ZERO TOLERANCE POLICY WITH ALL CRIME.
- Overall feeling of safety.
- Police enforcing & ticketing traffic violators. Always witness people running red lights, almost causing accidents on a daily basis, with no police in sight. This is a HUGE issue! The Carothers/ Liberty Pike Corner is one of the worst.
- PREVENTING CRIMINALS FROM DESTROYING ALL THE GOOD THINGS THAT MAKE FRANKLIN SUCH A GREAT PLACE TO LIVE.
- Property crimes.
- Public Safety.
- Recent crime in Polk place, break-in at 277 Noah. Building a better sense of community in our neighborhood. Thank you for all you all do! We love living in Franklin.
- Rising crime - personal property crimes.
- Safety & housing.
- Safety & overgrowth.
- Safety & transportation.
- Safety- I am a Nashville native- 47 years old. I have felt safe in Franklin for the past 12 yrs. until now. I don't feel safe at Target or Walmart and tend to not go anymore. People are coming to Cool Springs as a destination spot to commit crimes and then returning to their homes. We must make a statement that tells them "It's too difficult to commit petty crimes (or serious) in Franklin, let's go to another location." We must make a presence in the Walmart/ Target parking lots etc... We must chase them off. It's just a matter of time they head to my neighborhood!!!
- Safety very important.
- Safety!
- Safety, increasing number of probably teen auto break ins, keeping solicitors away

- SAFETY.
- Safety.
- Safety.
- Speeding in neighborhoods- getting too unsafe to take a walk.
- The increase of crime.

Infrastructure, maintaining roads, sidewalks, neighborhoods, water

- A very important challenge is street repairs!
- Aesthetically, the way the trees are being cut around phone wires/poles. It's ugly and unhealthy for the trees. The safety for pedestrians/bikes on the busier streets.
- Clean, pure drinking water. We should not have to purchase bottled water to make sure our drinking water is pure- Spend money on what is essential for resident's health. Instead of building more things on Main Street causing more traffic on parking problems. Our boutique shops are moving away from Main because they can't afford the increase in rent. The reason visitors come to Franklin.
- Cleanliness- Franklin should mirror the priority that Brentwood places on keeping streets, right of ways, interstate ramps and roadsides. Our roads are very dirty. Also, the Hwy. 96 area around I-65 is very run down.
- Completing bike and walking paths.
- Condition of existing roads. Annexing property where roads / infrastructure is already maxed out.
- Construction is DESTROYING OUR STREETS and there is no care AT ALL about the residents that have had to deal with their delays and street damage WITHOUT ANY DETOURS OR WAYS TO BETTER FLOW OF TRAFFIC
- DRINKING WATER IMPROVEMENT.
- Few sidewalk in neighborhoods- please continue to preserve open space. Historical places, farms, animals. Don't continue to build/ overbuild. Bravo Parks & Rec. & library.
- Fix potholes- traffic is terrible.
- Franklin streets and sidewalks are inadequately lighted in far too many high volume areas.
- Infrastructure & affordable housing.
- Infrastructure i.e. provide wider and safer roads & highways- improved 2-way streets and roads to 4 lanes and parking.
- Infrastructure, we need to think ahead more & prepare our infrastructure before building more & more homes, and we need more affordable housing.
- It can be dangerous to walk in the downtown area where there are not sidewalks. Roads of concern: Adams, Lewisburg, Columbia, Battle. Speed of traffic is not enforced, even the police speed on Columbia. It would seem in the early hours, coming to a stop is optional, as well as signaling. The worst intersection is Fowlkes, Adams and Lewisburg. What happened to stop lines at intersections? Adams is a speedway as cars use it to avoid Columbia - it's narrow and hilly, thereby adding to the problem. Lastly, fix the roads - it's embarrassing to live in an affluent community with bad roads in downtown. Don't even bother riding a bicycle in downtown - too dangerous.
- It's bad water. And too many building & house being put up. Running the poor & middle class out, because of it's so high to live in Franklin.
- Keeping infrastructure- in particular roads & schools ahead of projected growth.
- Keeping the streets, sidewalks, etc. clean (pickup street trash!)- Traffic congestion, main Sts.!
- Lack of infrastructure, lack of education & schools, public transportation.
- Maintaining the weed control & overgrowth of trees/ shrubs in public areas- kind of makes the city look neglected in those areas.
- Making sure the water department has enough resources and the sanitation dept. due to the Extreme Growth, also think Franklin is growing too fast and making sure we have enough police and fire personnel.
- More sidewalks, preservation of historic downtown, would love to see Long Lane overpass completed.
- NEED SIDEWALKS IN " OLDER " DEVELOPMENTS, NEED MORE COMMERCIAL DEVELOPMENT CLOSE TO RESIDENTIAL, BETTER WATER QUALITY / FLOODING MANAGEMENT.
- Need to improve the bill pay system for water & sewer & not penalize users for paperless payment. Overall, improve the on-line service for Franklin library, clunky & antiquated & misdirected.
- No sidewalks from Carothers - east on 96. Folks to the east can't get anywhere safely on foot.

- Our Hwys & Exits off 65 North & South look horrible along with 840. Grass is 4 ft. tall. Litter is everywhere. It stays on the ground for weeks and even months. Why doesn't Franklin maintain their Exit ramps like Brentwood does. They look so bad. I call T-Dot once a month about the litter on 65 going North and South. The city should take pride in their Hwys & Exit ramps. It's the first thing our visitors see. It's so bad. Also, please condemn Goose Creek Inn. It's horrible and eye sore off our exit ramp. Franklin should be ashamed for all the litter in their town. Paula McClendon.
- Potholes.
- Quality of water (drinking), parking downtown.
- Road repairs & some crime.
- Road conditions.
- Road repair. McEwen Drive is destroying tires, unsafe as people swerve to miss potholes here & other places.
- Roads and transportation and more info: about the master plan and how it is progressing. Provide rides from Franklin to Nashville.
- SIDEWALKS, ROADS, OVERBUILDING.
- Street lighting
- The roadways are getting very trashy. The city cleans up but something needs to be done to enforce littering. In my opinion most of this is from independent trash services.
- WALK ABILITY THROUGHOUT ENTIRE CITY LIMITS IS LACKING. NEED MORE SIDEWALKS & GREENWAYS & CONNECT THEM ALL!
- Water & Sewer Infrastructure
- (1) Water quality- Focus on de-mineralizing & softening water. I spend a lot of money softening laundry and cleaning mineral residue in dishwasher. (2) Focus on affordable housing. (3) Harlinsdale Park- like the green space but don't like spending tax \$\$ on restoration of buildings. Seems like recent park moves have been to service wealthy; not diverse. (4) What is charge for storm water for? May be some communication on that would be helpful.
- Water quality & water pressure.
- We need a side walk, for security, Franklin Rd./and E. Main St. We need it as soon as possible, especially for us the elderly. We appreciate you listening to us. Thank you!
- We need more sidewalks
- Would love to see Franklin improve the green way space throughout the city. As well, providing more sidewalks on main streets throughout the city. Especially on roads leading into downtown Franklin.

Economic health – cost of living, taxes, jobs

- Affordable healthcare for Franklin residents.
- Becoming too expensive- running people out of area who used to be able to live here affordably.
- Cost of living
- Cost of living for retired persons ex: property taxes, water & sewer.
- Cost of living in Franklin.
- Cost of living, gas prices, rents- etc.
- Cost of living.
- Cost of living.
- Cost of living.
- Cost of living. Loss of Franklin originality in Downtown.
- Dramatic socio-economic differences between the "service workers" and "service consumers", particularly in retail, restaurants & non-health care related fields. I highly recommend a city-wide minimum hourly wage of \$12 for businesses with more than 5 employees & subsidies for overall hiring people with disabilities.
- Economic opportunities for all.
- Gas prices are so high- it is ridiculous gas is 40-60 cents higher than the adjoining countries. This is not normal and one of the reasons I dislike about living in Franklin. Thank goodness for Castro & Sam's wholesale club and adjoining counties.
- High cost of living! Houses/ apts./ cost of essentials.
- ITS PRICES ARE THE HIGHEST IN THE STATE ON AVG. CITY IS TOO EXPENSIVE TO LIVE HERE ON SSL - MAY HAVE TO MOVE- WE'LL SEE.

- Keep taxes from rising.
- Keeping it an affordable place for all income levels to live and work.
- KEEPING PRICES/ TAXES EQUITABLE FOR DIVERSITY OF PEOPLE & INCOMES. i.e. SENIORS IN SMALL HOUSE PAYS THE SAME AS THOSE IN LARGE HOUSES FOR (1) BASIC FEE FOR WATER (NOT USAGE) AND (2) GARBAGE PICK UP EVEN THOUGH THEIR WATER USAGE AND AMOUNT OF GARBAGE PICK UP IS MUCH LESS. SOME WEEKS WE RENT EVEN PUT OUT THE GARBAGE WHEREAS OTHERS WHO PAY THE SAME OVERFULL WEEKLY.
- Keeping property taxes as low as possible for older adults moving to the city after downsizing their homes.
- Keeping taxes low.
- Keeping utilities low, improving traffic, quit raising taxes every year!
- Lack of workers to fill jobs- can't afford to live in Franklin.
- LOWER TAXES FOR SENIOR CITIZENS.
- Maintaining Efficiency of Taxpayer Funds under significant growth (pruning programs that don't scale well with a growing population), Maintaining a Friendly Community Environment, Preserving Historical, Educational, and Natural areas that make Franklin feel small, and Keeping Government Policies out of the way of economic growth while also protecting the above mentioned items.
- Make sure taxes stay low.
- Probably cost of living. Housing prices are high. There is a real lack of good mid-range food vendors - we have a fair amount of common fast food, and lots of high quality restaurants, but compared to somewhere like Murfreesboro, choices are limited in the midrange category, both in fast food and in restaurants.
- Providing good paying jobs other than office work. Stop letting developers build giant houses in older neighborhoods.
- Real estate taxes for the elderly.
- Suitable pay to govt. workers (or small business) employers offer too little so commute to Nashville necessary.
- Taxes are too high!
- The cost of living is rising too much!
- The cost of living is very high especially the costs of gas compared to neighboring counties.
- Why is FSSD not getting any money from the Williamson County sales tax! - Why do we still have a Confederate statue in downtown Franklin, its almost 2020? Belongs in a museum, not the main town square. Embarrassing for a progressive city. - Why is Franklin High School's mascot still the "Rebels"? Again, its almost 2020, even FRA changed its mascot. Shameful!

Parks, open space, environment, water runoff, recycling

- 1.) Storm Water Runoff, in particular North Ewingville Creek along Sheffield Place. The city studied the flooding for 3 years and still don't know how to fix the problem. 2) Highway marking and poor street lighting make driving in the rain at night in Franklin very dangerous. 3) Building 5 houses on a one acre lot cheapens the City of Franklin. It makes it look like a mobile home park. 4) A city is about more than tax dollars from new development. STOP LETTING THESE DEVELOPERS RUIN THE CITY. 5) We can't keep letting this uncontrolled growth continue. It is killing the standard of living that we had 10 years ago. It is no longer the same city I moved my family into. It has gone down hill.
- Doing away with natural surroundings & over-building.
- Flood control implementation. Preventing flooding of homes rather than simply identifying areas where homes will be flooded. There's always a way to prevent flooding of homes if the city works with the effected home owners.
- Franklin is a beautiful, historic city, please keep the land, property beautiful, welcoming and stable.
- Generally speaking, I think we do an awesome job. I would love to see an option for recycling glass at curbside. I see a ton of people throw it in the trash.
- Increase in trails and park road save more of the spaces.
- INCREASE NO. OF TRAILS & BIKE PATHS.
- It's crucial to protect the view shed, natural fields, stream quality. The time is right now to prevent tall dense developments from damaging the rural charm of Franklin, especially on the surrounding hillsides and ridges. We want the next generation to appreciate and protect. Highway 96 West development in the near future needs tighter, stricter preservation plans.
- Lack of open spaces (parks etc.).

- loss of natural scenery and farm land due to over development
- Overall natural environment.
- PARKS AND CORNERED SIDEWALKS/ RUNNING PATHS.
- Parks & green space.
- Preservation of historic & natural spaces; economic development (primarily higher paying jobs).
- Preserving green space, animal building sprawl, balancing growth with unique community values of our part.
- Preserving green space.
- Preserving open land & staying historical, aka. do not let downtown become too commercial.
- Preserving the natural beauty amidst the continuous rapid growth for 3 straight decades.
- Protecting the environment.
- Retaining natural environment and openness in spite of continued building.
- Recycling and sustainability (a lot of people are uneducated about separating the trash and recycling it); maintaining Franklin's charm and architecture (the apartments being built on Mack Hatcher and Franklin Road don't look charming and don't go with the style of the city. Also, that is going to add at least 200 cars and the city is not prepared); informing its citizens of what's going on in the city (fire prevention, health prevention, emergency preparedness, new projects, ways to participate in the community--I have never received any bulletin or brochure about this or where to find this information).
- Recycling for glass; keeping crime low; public safety.

Inclusion/Diversity

- BEING INCLUSIVE COMIC/SOCIAL ETHNIC BALER
- Building a community that respects and supports diversity (race, income, beliefs).
- Continuing to be a welcoming place w/ all the new residents. Continuing to have reasonable property taxes overall, we love it here!
- DIVERSITY.
- Embracing more cultural diversity.
- If you want Franklin to be an enclave of conservative affluent people, stay your current course. If you desire a town with social and ethnic diversity, you need to roll up your sleeves and support policies like affordable housing. I have little confidence in Franklin changing course, which is why I will move out of Franklin within the next 2 years.
- I'm new here, still adjusting to the sense of pride re: Civil War in newspaper/ Confederacy. And then I notice the crimes being reported in newspaper are by young African-American males. Correlation? Lack of cultural sensitivity? I would guess, from my time here so far, more needs to be done to include people of color in the history, pride, intentional opportunities (outside of MLK day). How can we prevent, include, and show value to young AA males to hopefully positively impact their lives and the safety in Franklin?
- Lack of diversity (racially, economically, etc.).
- Lack of diversity.
- The city is too homogeneous. My kids will not know the diversity I knew growing up because it is too expensive for people from multiple classes to live here. As a result, regardless of color (and there's very little of that), most people are in the same circumstances financially and socioeconomically. This means their ability to assimilate in a large city or even a small town is low because they won't be able to empathize due to lack of experience.
- WE IN THE SOUTH PART OF CITY ARE NOT INCLUDED IN CITY ACTIVITIES, INFORMATION DISTRIBUTION, ETC.
- Welcoming and respecting all people equally regardless of age, sex, race, religion, etc.

Other

- Education and economic.
- Education of children.
- Education- overcrowding of schools.
- FSSD.
- K-12 education. The quality may be "good" relative to TN, but is frankly sub-par compared to NY, MI, IN.
- Maintaining the high quality of city & Williamson County Schools.
- Managing/ planning for student body growth.

- Poor funding public schools. Schools are way behind in teaching, technology, computers, etc. Taxes are NOT enough to keep up, but elected officials will NEVER have the political or moral courage to ask for increases. Instead, commissioners hide behind "Fees" that parent pay.
- Schools & zoning- Keeping up w/ growth.
- Schools, roads, new development- business and residential.
- Why is Dr. Looney still employed by the school system???
- (Of course you have anticipated the number are challenged)
- After the Latin, moved in this sub division. It has gone down. 20 people in a single family home. Cars all on the yard. It's not safe to walk in this area now, because of the men making remarks at you, or these dogs after you, the parties goes on all night long and the loud music. Trash in their yards, grows tall. Rooster growing in the morning.
- As I look over my own answers it occurs to me that nearly every time I circled "I don't know" - may be an indicator of what I need you to get the information out. I have appreciated our district person keeping us aware of the M'Ewen project for example. I also did sign up with the Franklin Polis Dept. email updates. I have told many of my friends about that and most didn't know anything about that. We get a free Franklin magazine & a free Tennessee Magazine that are mostly trivia & ads. Perhaps Franklin Gov. should include an article monthly to keep us better informed. If I knew more I might volunteer or help or discuss. As for safety- I do feel safe but am concerned about so many car break-ins- like on McKay's Mill- that perhaps a police presence should be beefed up-or-servile cameras in neighborhood entries, or exits. That could aid in catching some. But as you mentioned- Traffic flow is #1. And traffic lights are good but too long for each cycle, I sit sometimes 5-8 minutes @ Cool Springs. Thank you for all you are doing. Manor.
- Availability of essential needs (shopping, healthcare, etc.).
- EASE OF SONG BUSINESS IN FRANKLIN.
- FRANKLIN/ WC IS THE WEALTHY ENCLAVE OF MIDDLE TENNESSEE. THERE IS NOTHING WRONG WITH THIS. WE SHOULD WORK TO CONTINUE TO FILL THAT ROLL FOR THE AREA. WE SHOULD RESIST PRESSURE TO BECOME SOMETHING ELSE.
- Health related: being new to Franklin and not being able to find a primary care physician accepting new patients.
- limited availability of recreation center for growing populations. Only one at present it may not be sufficient
- Mainly unavailable.
- MAKING SURE IT DOESN'T BECOME LIKE BRENTWOOD.
- Many office buildings without tenants, filling apartments, need to keep green space & make it easier to walk places ex. Why isn't there a sidewalk that connects the Factory & Downtown? It would help both areas.
- Needs volunteer opportunities after typical work hours.
- That is my main complaint.
- The Pilgrimage Festival needs to be re-evaluated. It closes down the dog park for about 2 months for concert and I can't even afford to attend nor does it seems to benefit the city. It has damaged the farm so far, and its growth has been so rapid that it seems to take over a main part of the downtown roads, frustrating the people who live near. We dread it each year and hate that it doesn't seem like other "Franklin Festivals". It is too long, and too big, and too much about making money rather than building up the city.
- The secular nature that seems to have taken over- "money, money, money"/ "the hell with you, I'm so consumed with self, with materialism- I don't have time or concern for you"/ "fame and fortune" / "we're nose stuck up in the air Franklin, so therefore, we're better than you."

Don't know/nothing

- ?
- ?
- ?
- Don't really know.
- I don't know.
- I don't know.
- I have no ideas.
- I HAVE NO PROBLEMS- I HAVE BEEN HERE FOR ONLY 2 MONTHS.
- No comments.

- None.
- Not sure.
- Satisfied with the growth of Franklin.
- Since I don't know issues, I don't know the many challenges Franklin facing now.
- We moved here from Forest Hills- near Green Hills. We moved to Park Street to have a variety of people in our lives. We enjoy the shopping & restaurants- we walk into town 2-3 times 2 week to eat & shop. We love living here.



THE NCSTM

The National Citizen SurveyTM

Franklin, TN

Supplemental Online Survey
Results

2019



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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About this Report

As part of its participation in The National Citizen Survey™, the City of Franklin conducted a mailed survey of 2,800 residents. Surveys were mailed to randomly selected households in February 2019 and data were collected through March 2019 (see the report, *The National Citizen Survey: Community Livability Report, Franklin, TN, 2019*). The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, the City made available a web-based survey to its residents through a link on the City's website. Visitors to the site were able to complete the survey during March and April 2019 and 1,598 surveys were received. This report contains the results of this opt-in administration of the web-based survey. These data were not collected through a random sample and it is unknown who in the community was aware of link on the City's website; therefore a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were weighted to match the demographic characteristics of the 2010 Census and American Community Survey estimates for adults in the City of Franklin.

The results of the weighting scheme for the opt-in survey are presented in the following table.

Table 1: Franklin, TN 2019 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	33%	9%	22%
Own home	67%	91%	78%
Detached unit*	66%	87%	76%
Attached unit*	34%	13%	24%
Race and Ethnicity			
White	86%	95%	91%
Not white	14%	5%	9%
Not Hispanic	93%	98%	95%
Hispanic	7%	2%	5%
Sex and Age			
Female	53%	64%	55%
Male	47%	36%	45%
18-34 years of age	27%	9%	19%
35-54 years of age	45%	42%	48%
55+ years of age	28%	49%	34%
Females 18-34	14%	5%	12%
Females 35-54	23%	26%	25%
Females 55+	16%	33%	17%
Males 18-34	13%	2%	8%
Males 35-54	22%	13%	21%
Males 55+	12%	21%	16%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Complete Survey Responses

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=”).

Responses excluding “don’t know”

Table 2: Question 1

Please rate each of the following aspects of quality of life in Franklin:	Excellent		Good		Fair		Poor		Total	
Franklin as a place to live	62%	N=995	34%	N=536	3%	N=48	1%	N=16	100%	N=1594
Your neighborhood as a place to live	58%	N=914	36%	N=571	5%	N=84	1%	N=13	100%	N=1582
Franklin as a place to raise children	69%	N=1010	28%	N=410	3%	N=42	1%	N=10	100%	N=1472
Franklin as a place to work	52%	N=659	39%	N=487	8%	N=101	1%	N=16	100%	N=1263
Franklin as a place to visit	60%	N=933	34%	N=532	5%	N=78	1%	N=10	100%	N=1553
Franklin as a place to retire	43%	N=578	35%	N=470	17%	N=236	5%	N=70	100%	N=1354
The overall quality of life in Franklin	53%	N=844	41%	N=656	4%	N=71	1%	N=19	100%	N=1591

Table 3: Question 2

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Franklin	44%	N=661	48%	N=726	7%	N=105	0%	N=5	100%	N=1496
Overall ease of getting to the places you usually have to visit	16%	N=241	44%	N=654	30%	N=440	10%	N=154	100%	N=1489
Quality of overall natural environment in Franklin	33%	N=483	52%	N=767	13%	N=197	2%	N=37	100%	N=1485
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	21%	N=312	51%	N=753	22%	N=326	7%	N=97	100%	N=1487
Health and wellness opportunities in Franklin	44%	N=647	43%	N=622	11%	N=165	2%	N=22	100%	N=1456
Overall opportunities for education and enrichment	46%	N=646	42%	N=587	10%	N=143	1%	N=21	100%	N=1396
Overall economic health of Franklin	50%	N=720	41%	N=594	6%	N=88	2%	N=31	100%	N=1432
Sense of community	35%	N=511	46%	N=678	16%	N=243	3%	N=47	100%	N=1479
Overall image or reputation of Franklin	65%	N=957	31%	N=452	4%	N=64	0%	N=7	100%	N=1480

Table 4: 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 Franklin to someone who asks	66%	N=956	24%	N=351	5%	N=77	5%	N=73	100%	N=1457
Remain in Franklin for the next five years	71%	N=1021	21%	N=298	5%	N=67	4%	N=55	100%	N=1441

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Table 5: 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	77%	N=1122	19%	N=270	3%	N=38	1%	N=21	0%	N=3	100%	N=1453
In Franklin's downtown/commercial area during the day	80%	N=1151	17%	N=250	2%	N=34	0%	N=4	0%	N=3	100%	N=1441

Table 6: Question 5

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	3%	N=40	31%	N=433	41%	N=573	26%	N=362	100%	N=1408
Ease of public parking	10%	N=138	35%	N=490	35%	N=485	21%	N=288	100%	N=1401
Ease of travel by car in Franklin	9%	N=128	45%	N=630	32%	N=451	14%	N=194	100%	N=1403
Ease of travel by public transportation in Franklin	5%	N=30	19%	N=121	26%	N=167	51%	N=334	100%	N=651
Ease of travel by bicycle in Franklin	7%	N=53	28%	N=222	32%	N=261	33%	N=270	100%	N=807
Ease of walking in Franklin	18%	N=234	43%	N=561	29%	N=377	11%	N=145	100%	N=1317
Availability of paths and walking trails	19%	N=248	41%	N=527	29%	N=372	12%	N=153	100%	N=1299
Air quality	32%	N=429	57%	N=761	9%	N=119	2%	N=22	100%	N=1330
Cleanliness of Franklin	46%	N=645	48%	N=678	5%	N=70	0%	N=7	100%	N=1399
Overall appearance of Franklin	53%	N=737	44%	N=614	3%	N=41	0%	N=7	100%	N=1399
Public places where people want to spend time	42%	N=588	48%	N=669	8%	N=113	1%	N=15	100%	N=1385
Variety of housing options	13%	N=178	38%	N=512	30%	N=399	19%	N=250	100%	N=1340
Availability of affordable quality housing	5%	N=57	18%	N=217	33%	N=405	45%	N=547	100%	N=1227
Fitness opportunities (including exercise classes and paths or trails, etc.)	36%	N=494	47%	N=639	13%	N=181	3%	N=44	100%	N=1358
Recreational opportunities	32%	N=434	51%	N=690	14%	N=193	2%	N=28	100%	N=1345
Availability of affordable quality food	29%	N=406	49%	N=680	17%	N=241	4%	N=58	100%	N=1386
Availability of affordable quality health care	32%	N=415	48%	N=609	14%	N=185	6%	N=73	100%	N=1281
Availability of preventive health services	35%	N=424	50%	N=607	11%	N=134	4%	N=51	100%	N=1216
Availability of affordable quality mental health care	21%	N=151	39%	N=277	24%	N=169	16%	N=114	100%	N=712

Table 7: Question 6

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	23%	N=143	32%	N=203	28%	N=179	17%	N=107	100%	N=633
K-12 education	57%	N=590	33%	N=343	7%	N=78	2%	N=24	100%	N=1034
Adult educational opportunities	21%	N=142	45%	N=307	24%	N=163	10%	N=69	100%	N=680
Opportunities to attend cultural/arts/music activities	35%	N=439	46%	N=577	16%	N=198	4%	N=45	100%	N=1259

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Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Total	
Opportunities to participate in religious or spiritual events and activities	58%	N=657	37%	N=419	5%	N=59	1%	N=6	100%	N=1140
Employment opportunities	29%	N=305	53%	N=544	13%	N=137	5%	N=49	100%	N=1035
Shopping opportunities	52%	N=686	41%	N=540	6%	N=76	1%	N=12	100%	N=1313
Cost of living in Franklin	6%	N=83	35%	N=467	39%	N=509	20%	N=257	100%	N=1316
Overall quality of business and service establishments in Franklin	36%	N=465	55%	N=723	8%	N=108	1%	N=11	100%	N=1307
Vibrant downtown/commercial area	51%	N=665	41%	N=543	6%	N=84	1%	N=18	100%	N=1309
Overall quality of new development in Franklin	25%	N=309	48%	N=601	18%	N=230	9%	N=112	100%	N=1252
Opportunities to participate in social events and activities	35%	N=433	52%	N=644	10%	N=126	3%	N=32	100%	N=1235
Opportunities to volunteer	37%	N=388	49%	N=519	11%	N=121	2%	N=24	100%	N=1052
Opportunities to participate in community matters	30%	N=324	49%	N=527	16%	N=172	4%	N=43	100%	N=1067
Openness and acceptance of the community toward people of diverse backgrounds	22%	N=251	43%	N=493	21%	N=242	14%	N=160	100%	N=1145
Neighborliness of residents in Franklin	33%	N=426	45%	N=578	18%	N=231	4%	N=57	100%	N=1292

Table 8: 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	31%	N=403	69%	N=887	100%	N=1291
Made efforts to make your home more energy efficient	33%	N=427	67%	N=863	100%	N=1290
Observed a code violation or other hazard in Franklin (weeds, abandoned buildings, etc.)	66%	N=852	34%	N=434	100%	N=1286
Household member was a victim of a crime in Franklin	95%	N=1219	5%	N=67	100%	N=1286
Reported a crime to the police in Franklin	89%	N=1142	11%	N=144	100%	N=1286
Stocked supplies in preparation for an emergency	73%	N=933	27%	N=350	100%	N=1283
Campaigned or advocated for an issue, cause or candidate	69%	N=891	31%	N=392	100%	N=1283
Contacted the City of Franklin (in-person, phone, email or web) for help or information	57%	N=729	43%	N=555	100%	N=1284
Contacted Franklin elected officials (in-person, phone, email or web) to express your opinion	75%	N=958	25%	N=322	100%	N=1280

Table 9: 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 Franklin?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Franklin recreation centers or their services	13%	N=167	15%	N=195	30%	N=372	42%	N=527	100%	N=1262
Visited a neighborhood park or City park	14%	N=179	31%	N=390	45%	N=570	10%	N=120	100%	N=1260
Used Franklin public libraries or their services	4%	N=54	22%	N=277	38%	N=484	35%	N=446	100%	N=1261
Participated in religious or spiritual activities in Franklin	20%	N=254	28%	N=347	18%	N=228	34%	N=433	100%	N=1261
Attended a City-sponsored event	1%	N=13	8%	N=107	66%	N=835	24%	N=305	100%	N=1261

The National Citizen Survey™

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Franklin?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used bus, rail, subway or other public transportation instead of driving	0%	N=5	1%	N=10	4%	N=46	95%	N=1198	100%	N=1258
Carpooled with other adults or children instead of driving alone	10%	N=131	13%	N=162	20%	N=251	57%	N=715	100%	N=1260
Walked or biked instead of driving	7%	N=88	10%	N=132	26%	N=325	57%	N=714	100%	N=1259
Volunteered your time to some group/activity in Franklin	7%	N=86	14%	N=182	31%	N=391	48%	N=601	100%	N=1260
Participated in a club	3%	N=40	11%	N=134	15%	N=183	72%	N=900	100%	N=1257
Talked to or visited with your immediate neighbors	40%	N=502	35%	N=442	20%	N=246	6%	N=71	100%	N=1262
Done a favor for a neighbor	15%	N=194	25%	N=318	44%	N=553	16%	N=196	100%	N=1261

Table 10: 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 or watched 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=12	3%	N=42	30%	N=363	66%	N=814	100%	N=1230
Watched (online or on television) a local public meeting	2%	N=20	7%	N=81	30%	N=373	62%	N=763	100%	N=1236

Table 11: Question 10

Please rate the quality of each of the following services in Franklin:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	62%	N=644	32%	N=336	4%	N=46	2%	N=18	100%	N=1044
Fire services	74%	N=676	24%	N=220	2%	N=18	0%	N=1	100%	N=915
Ambulance or emergency medical services	70%	N=538	27%	N=207	3%	N=22	0%	N=2	100%	N=769
Crime prevention	46%	N=439	43%	N=402	10%	N=90	2%	N=15	100%	N=945
Fire prevention and education	51%	N=374	42%	N=308	6%	N=41	1%	N=6	100%	N=729
Traffic enforcement	28%	N=290	45%	N=463	19%	N=196	8%	N=82	100%	N=1032
Street repair	14%	N=163	39%	N=452	35%	N=400	12%	N=144	100%	N=1158
Street cleaning	32%	N=357	50%	N=557	15%	N=166	3%	N=29	100%	N=1109
Street lighting	21%	N=243	54%	N=621	20%	N=226	6%	N=69	100%	N=1159
Snow removal	29%	N=194	48%	N=327	15%	N=100	8%	N=56	100%	N=677
Sidewalk maintenance	21%	N=214	53%	N=535	21%	N=208	5%	N=47	100%	N=1004
Traffic signal timing	10%	N=111	39%	N=452	34%	N=389	17%	N=194	100%	N=1146
Bus or transit services	14%	N=43	17%	N=52	32%	N=97	36%	N=108	100%	N=300
Garbage collection	55%	N=592	39%	N=415	5%	N=50	2%	N=19	100%	N=1076
Recycling	40%	N=425	39%	N=416	11%	N=118	9%	N=100	100%	N=1059
Yard waste pick-up	51%	N=463	38%	N=350	9%	N=79	2%	N=23	100%	N=915

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Please rate the quality of each of the following services in Franklin:	Excellent		Good		Fair		Poor		Total	
Storm drainage	30%	N=287	51%	N=492	13%	N=121	7%	N=64	100%	N=965
Drinking water	29%	N=335	45%	N=510	17%	N=196	9%	N=97	100%	N=1138
Sewer services	40%	N=404	51%	N=520	8%	N=79	1%	N=12	100%	N=1016
Power (electric and/or gas) utility	43%	N=499	49%	N=558	7%	N=81	1%	N=11	100%	N=1150
Utility billing	34%	N=382	48%	N=536	13%	N=143	5%	N=57	100%	N=1118
City parks	47%	N=531	47%	N=528	5%	N=55	1%	N=7	100%	N=1122
Recreation programs or classes	37%	N=267	51%	N=363	10%	N=71	2%	N=13	100%	N=714
Recreation centers or facilities	39%	N=332	51%	N=437	8%	N=71	2%	N=19	100%	N=858
Land use, planning and zoning	13%	N=118	38%	N=355	29%	N=271	21%	N=197	100%	N=942
Code enforcement (weeds, abandoned buildings, etc.)	21%	N=163	51%	N=399	21%	N=167	8%	N=61	100%	N=790
Animal control	32%	N=242	52%	N=392	13%	N=95	4%	N=27	100%	N=757
Economic development	30%	N=290	48%	N=467	14%	N=137	7%	N=70	100%	N=963
Health services	41%	N=391	49%	N=476	9%	N=83	1%	N=14	100%	N=964
Public library services	56%	N=511	37%	N=340	6%	N=54	1%	N=7	100%	N=913
Public information services	33%	N=270	53%	N=435	12%	N=97	3%	N=21	100%	N=824
Cable television	17%	N=154	44%	N=390	23%	N=206	15%	N=132	100%	N=882
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	31%	N=227	51%	N=376	13%	N=95	5%	N=34	100%	N=733
Preservation of natural areas such as open space, farmlands and greenbelts	23%	N=237	37%	N=376	23%	N=232	18%	N=184	100%	N=1030
Franklin open space	22%	N=228	40%	N=421	25%	N=261	14%	N=146	100%	N=1055
City-sponsored special events	41%	N=408	47%	N=463	10%	N=103	1%	N=11	100%	N=986
Overall customer service by Franklin employees (police, receptionists, planners, etc.)	43%	N=443	47%	N=480	7%	N=75	2%	N=21	100%	N=1020

Table 12: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Franklin	40%	N=436	51%	N=544	7%	N=79	2%	N=18	100%	N=1076
The Federal Government	9%	N=86	39%	N=384	36%	N=348	16%	N=156	100%	N=974

Table 13: Question 12

Please rate the following categories of Franklin government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Franklin	25%	N=257	52%	N=538	18%	N=181	5%	N=50	100%	N=1027
The overall direction that Franklin is taking	20%	N=211	42%	N=453	23%	N=252	15%	N=163	100%	N=1078
The job Franklin government does at welcoming citizen involvement	29%	N=254	43%	N=381	20%	N=180	8%	N=74	100%	N=889
Overall confidence in Franklin government	22%	N=236	47%	N=497	22%	N=228	9%	N=92	100%	N=1054

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Please rate the following categories of Franklin government performance:	Excellent		Good		Fair		Poor		Total	
Generally acting in the best interest of the community	20%	N=210	46%	N=477	22%	N=232	12%	N=122	100%	N=1041
Being honest	26%	N=232	45%	N=400	21%	N=192	8%	N=72	100%	N=896
Treating all residents fairly	25%	N=224	43%	N=383	19%	N=170	12%	N=106	100%	N=884

Table 14: Question 13

Please rate how important, if at all, you think it is for the Franklin 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 Franklin	71%	N=778	25%	N=272	4%	N=47	0%	N=3	100%	N=1101
Overall ease of getting to the places you usually have to visit	54%	N=592	40%	N=445	6%	N=62	0%	N=1	100%	N=1100
Quality of overall natural environment in Franklin	49%	N=538	44%	N=480	7%	N=76	0%	N=5	100%	N=1099
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	42%	N=461	42%	N=458	15%	N=165	1%	N=15	100%	N=1099
Health and wellness opportunities in Franklin	31%	N=335	45%	N=494	22%	N=238	3%	N=31	100%	N=1097
Overall opportunities for education and enrichment	40%	N=445	41%	N=455	15%	N=169	3%	N=31	100%	N=1099
Overall economic health of Franklin	51%	N=561	40%	N=439	8%	N=91	1%	N=6	100%	N=1097
Sense of community	35%	N=388	47%	N=510	17%	N=185	1%	N=12	100%	N=1096

Table 15: Question 14

Please rate your level of satisfaction with the City of Franklin's management of growth:	Percent	Number
Very satisfied	19%	N=188
Somewhat satisfied	45%	N=438
Somewhat unsatisfied	19%	N=185
Very unsatisfied	17%	N=166
Total	100%	N=977

Table 16: Question 15

How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Franklin to ask a question or share information?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Speak to a City official in person	25%	N=268	34%	N=358	25%	N=270	15%	N=164	100%	N=1059
Speak to a City official on the phone	32%	N=337	37%	N=394	19%	N=202	12%	N=122	100%	N=1055
Communicate with the City via mail	17%	N=177	24%	N=252	23%	N=247	36%	N=382	100%	N=1058
Communicate with the City via email	54%	N=572	36%	N=378	6%	N=68	4%	N=40	100%	N=1058
Communicate with the City on Facebook	18%	N=192	26%	N=278	21%	N=220	35%	N=367	100%	N=1058

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How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Franklin to ask a question or share information?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Communicate with the City on Twitter	7%	N=75	11%	N=118	17%	N=182	64%	N=681	100%	N=1056
Communicate with the City on Instagram	7%	N=70	11%	N=120	16%	N=172	66%	N=693	100%	N=1055
Communicate with the City on Nextdoor	13%	N=134	25%	N=263	16%	N=173	46%	N=482	100%	N=1051

Table 17: 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	8%	N=89	5%	N=55	12%	N=129	14%	N=150	60%	N=631	100%	N=1054
Purchase goods or services from a business located in Franklin	0%	N=3	1%	N=15	17%	N=178	57%	N=600	25%	N=260	100%	N=1055
Eat at least 5 portions of fruits and vegetables a day	2%	N=22	11%	N=114	38%	N=402	36%	N=381	12%	N=129	100%	N=1048
Participate in moderate or vigorous physical activity	1%	N=13	11%	N=115	34%	N=354	34%	N=362	20%	N=207	100%	N=1051
Read or watch local news (via television, paper, computer, etc.)	3%	N=36	10%	N=108	23%	N=241	29%	N=310	34%	N=358	100%	N=1053
Vote in local elections	4%	N=44	3%	N=29	10%	N=103	23%	N=240	60%	N=636	100%	N=1053

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=243
Very good	48%	N=508
Good	24%	N=255
Fair	4%	N=45
Poor	1%	N=9
Total	100%	N=1060

Table 19: Question D3

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	14%	N=143
Somewhat positive	30%	N=311
Neutral	46%	N=481
Somewhat negative	10%	N=104
Very negative	1%	N=8
Total	100%	N=1047

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Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	62%	N=658
Working part time for pay	10%	N=109
Unemployed, looking for paid work	2%	N=24
Unemployed, not looking for paid work	8%	N=80
Fully retired	17%	N=183
Total	100%	N=1054

Table 21: Question D5

Do you work inside the boundaries of Franklin?	Percent	Number
Yes, outside the home	33%	N=323
Yes, from home	20%	N=198
No	47%	N=458
Total	100%	N=978

Table 22: Question D6

How many years have you lived in Franklin?	Percent	Number
Less than 2 years	15%	N=156
2 to 5 years	22%	N=236
6 to 10 years	17%	N=184
11 to 20 years	24%	N=254
More than 20 years	22%	N=230
Total	100%	N=1060

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	76%	N=736
Building with two or more homes (duplex, townhome, apartment or condominium)	23%	N=223
Mobile home	0%	N=0
Other	1%	N=5
Total	100%	N=964

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Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	22%	N=209
Owned	78%	N=734
Total	100%	N=943

Table 25: Question D9

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	5%	N=48
\$300 to \$599 per month	5%	N=53
\$600 to \$999 per month	7%	N=70
\$1,000 to \$1,499 per month	23%	N=234
\$1,500 to \$2,499 per month	38%	N=390
\$2,500 or more per month	23%	N=237
Total	100%	N=1032

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	53%	N=493
Yes	47%	N=429
Total	100%	N=922

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	82%	N=753
Yes	18%	N=170
Total	100%	N=923

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Table 28: Question D12

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	2%	N=23
\$25,000 to \$49,999	10%	N=97
\$50,000 to \$99,999	26%	N=261
\$100,000 to \$149,999	26%	N=263
\$150,000 or more	35%	N=354
Total	100%	N=997

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=993
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=48
Total	100%	N=1041

Table 30: Question D14

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=3
Asian, Asian Indian or Pacific Islander	3%	N=30
Black or African American	3%	N=27
White	93%	N=949
Other	4%	N=38

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

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=35
25 to 34 years	15%	N=158
35 to 44 years	22%	N=231
45 to 54 years	26%	N=266
55 to 64 years	19%	N=199
65 to 74 years	11%	N=117
75 years or older	4%	N=37
Total	100%	N=1042

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Table 32: Question D16

What is your sex?	Percent	Number
Female	55%	N=415
Male	45%	N=341
Total	100%	N=756

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	87%	N=650
Land line	4%	N=30
Both	9%	N=70
Total	100%	N=749

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 34: Question 1

Please rate each of the following aspects of quality of life in Franklin:	Excellent		Good		Fair		Poor		Don't know		Total	
Franklin as a place to live	62%	N=995	34%	N=536	3%	N=48	1%	N=16	0%	N=1	100%	N=1596
Your neighborhood as a place to live	58%	N=914	36%	N=571	5%	N=84	1%	N=13	0%	N=6	100%	N=1587
Franklin as a place to raise children	64%	N=1010	26%	N=410	3%	N=42	1%	N=10	7%	N=116	100%	N=1588
Franklin as a place to work	42%	N=659	31%	N=487	6%	N=101	1%	N=16	20%	N=316	100%	N=1579
Franklin as a place to visit	59%	N=933	33%	N=532	5%	N=78	1%	N=10	2%	N=35	100%	N=1588
Franklin as a place to retire	36%	N=578	30%	N=470	15%	N=236	4%	N=70	15%	N=231	100%	N=1585
The overall quality of life in Franklin	53%	N=844	41%	N=656	4%	N=71	1%	N=19	0%	N=1	100%	N=1592

Table 35: Question 2

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Franklin	44%	N=661	48%	N=726	7%	N=105	0%	N=5	0%	N=0	100%	N=1496
Overall ease of getting to the places you usually have to visit	16%	N=241	44%	N=654	30%	N=440	10%	N=154	0%	N=0	100%	N=1489
Quality of overall natural environment in Franklin	32%	N=483	52%	N=767	13%	N=197	2%	N=37	0%	N=3	100%	N=1488
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	21%	N=312	51%	N=753	22%	N=326	7%	N=97	0%	N=2	100%	N=1490
Health and wellness opportunities in Franklin	44%	N=647	42%	N=622	11%	N=165	2%	N=22	2%	N=29	100%	N=1485
Overall opportunities for education and enrichment	43%	N=646	39%	N=587	10%	N=143	1%	N=21	6%	N=91	100%	N=1487
Overall economic health of Franklin	48%	N=720	40%	N=594	6%	N=88	2%	N=31	4%	N=56	100%	N=1489
Sense of community	34%	N=511	46%	N=678	16%	N=243	3%	N=47	1%	N=8	100%	N=1486
Overall image or reputation of Franklin	64%	N=957	30%	N=452	4%	N=64	0%	N=7	0%	N=7	100%	N=1486

Table 36: 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 Franklin to someone who asks	65%	N=956	24%	N=351	5%	N=77	5%	N=73	0%	N=4	100%	N=1461
Remain in Franklin for the next five years	70%	N=1021	20%	N=298	5%	N=67	4%	N=55	1%	N=15	100%	N=1456

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Table 37: 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=1122	19%	N=270	3%	N=38	1%	N=21	0%	N=3	0%	N=2	100%	N=1455
In Franklin's downtown/commercial area during the day	79%	N=1151	17%	N=250	2%	N=34	0%	N=4	0%	N=3	1%	N=10	100%	N=1452

Table 38: Question 5

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	3%	N=40	31%	N=433	41%	N=573	26%	N=362	0%	N=0	100%	N=1408
Ease of public parking	10%	N=138	35%	N=490	35%	N=485	21%	N=288	0%	N=3	100%	N=1404
Ease of travel by car in Franklin	9%	N=128	45%	N=630	32%	N=451	14%	N=194	0%	N=0	100%	N=1403
Ease of travel by public transportation in Franklin	2%	N=30	9%	N=121	12%	N=167	24%	N=334	54%	N=749	100%	N=1401
Ease of travel by bicycle in Franklin	4%	N=53	16%	N=222	19%	N=261	19%	N=270	42%	N=594	100%	N=1400
Ease of walking in Franklin	17%	N=234	40%	N=561	27%	N=377	10%	N=145	6%	N=84	100%	N=1401
Availability of paths and walking trails	18%	N=248	38%	N=527	27%	N=372	11%	N=153	7%	N=103	100%	N=1401
Air quality	31%	N=429	55%	N=761	9%	N=119	2%	N=22	4%	N=62	100%	N=1392
Cleanliness of Franklin	46%	N=645	48%	N=678	5%	N=70	0%	N=7	0%	N=0	100%	N=1399
Overall appearance of Franklin	53%	N=737	44%	N=614	3%	N=41	0%	N=7	0%	N=1	100%	N=1399
Public places where people want to spend time	42%	N=588	48%	N=669	8%	N=113	1%	N=15	1%	N=16	100%	N=1401
Variety of housing options	13%	N=178	37%	N=512	29%	N=399	18%	N=250	4%	N=58	100%	N=1399
Availability of affordable quality housing	4%	N=57	16%	N=217	29%	N=405	39%	N=547	12%	N=170	100%	N=1398
Fitness opportunities (including exercise classes and paths or trails, etc.)	35%	N=494	46%	N=639	13%	N=181	3%	N=44	3%	N=37	100%	N=1395
Recreational opportunities	31%	N=434	50%	N=690	14%	N=193	2%	N=28	3%	N=49	100%	N=1393
Availability of affordable quality food	29%	N=406	49%	N=680	17%	N=241	4%	N=58	1%	N=12	100%	N=1398
Availability of affordable quality health care	30%	N=415	44%	N=609	13%	N=185	5%	N=73	8%	N=115	100%	N=1397
Availability of preventive health services	30%	N=424	44%	N=607	10%	N=134	4%	N=51	13%	N=179	100%	N=1395
Availability of affordable quality mental health care	11%	N=151	20%	N=277	12%	N=169	8%	N=114	49%	N=684	100%	N=1396

Table 39: Question 6

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	11%	N=143	15%	N=203	14%	N=179	8%	N=107	52%	N=687	100%	N=1320
K-12 education	45%	N=590	26%	N=343	6%	N=78	2%	N=24	21%	N=282	100%	N=1317
Adult educational opportunities	11%	N=142	23%	N=307	12%	N=163	5%	N=69	48%	N=636	100%	N=1316

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Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to attend cultural/arts/music activities	33%	N=439	44%	N=577	15%	N=198	3%	N=45	4%	N=59	100%	N=1318
Opportunities to participate in religious or spiritual events and activities	50%	N=657	32%	N=419	4%	N=59	0%	N=6	13%	N=174	100%	N=1314
Employment opportunities	23%	N=305	41%	N=544	10%	N=137	4%	N=49	21%	N=282	100%	N=1316
Shopping opportunities	52%	N=686	41%	N=540	6%	N=76	1%	N=12	0%	N=3	100%	N=1316
Cost of living in Franklin	6%	N=83	35%	N=467	39%	N=509	20%	N=257	0%	N=1	100%	N=1317
Overall quality of business and service establishments in Franklin	35%	N=465	55%	N=723	8%	N=108	1%	N=11	1%	N=8	100%	N=1316
Vibrant downtown/commercial area	51%	N=665	41%	N=543	6%	N=84	1%	N=18	0%	N=5	100%	N=1314
Overall quality of new development in Franklin	23%	N=309	46%	N=601	18%	N=230	8%	N=112	5%	N=62	100%	N=1314
Opportunities to participate in social events and activities	33%	N=433	49%	N=644	10%	N=126	2%	N=32	6%	N=78	100%	N=1313
Opportunities to volunteer	30%	N=388	39%	N=519	9%	N=121	2%	N=24	20%	N=262	100%	N=1314
Opportunities to participate in community matters	25%	N=324	40%	N=527	13%	N=172	3%	N=43	19%	N=245	100%	N=1312
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=251	38%	N=493	18%	N=242	12%	N=160	13%	N=166	100%	N=1311
Neighborliness of residents in Franklin	32%	N=426	44%	N=578	18%	N=231	4%	N=57	1%	N=19	100%	N=1311

Table 40: 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	31%	N=403	69%	N=887	100%	N=1291
Made efforts to make your home more energy efficient	33%	N=427	67%	N=863	100%	N=1290
Observed a code violation or other hazard in Franklin (weeds, abandoned buildings, etc.)	66%	N=852	34%	N=434	100%	N=1286
Household member was a victim of a crime in Franklin	95%	N=1219	5%	N=67	100%	N=1286
Reported a crime to the police in Franklin	89%	N=1142	11%	N=144	100%	N=1286
Stocked supplies in preparation for an emergency	73%	N=933	27%	N=350	100%	N=1283
Campaigned or advocated for an issue, cause or candidate	69%	N=891	31%	N=392	100%	N=1283
Contacted the City of Franklin (in-person, phone, email or web) for help or information	57%	N=729	43%	N=555	100%	N=1284
Contacted Franklin elected officials (in-person, phone, email or web) to express your opinion	75%	N=958	25%	N=322	100%	N=1280

Table 41: 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 Franklin?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Franklin recreation centers or their services	13%	N=167	15%	N=195	30%	N=372	42%	N=527	100%	N=1262
Visited a neighborhood park or City park	14%	N=179	31%	N=390	45%	N=570	10%	N=120	100%	N=1260
Used Franklin public libraries or their services	4%	N=54	22%	N=277	38%	N=484	35%	N=446	100%	N=1261

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In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Franklin?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Participated in religious or spiritual activities in Franklin	20%	N=254	28%	N=347	18%	N=228	34%	N=433	100%	N=1261
Attended a City-sponsored event	1%	N=13	8%	N=107	66%	N=835	24%	N=305	100%	N=1261
Used bus, rail, subway or other public transportation instead of driving	0%	N=5	1%	N=10	4%	N=46	95%	N=1198	100%	N=1258
Carpooled with other adults or children instead of driving alone	10%	N=131	13%	N=162	20%	N=251	57%	N=715	100%	N=1260
Walked or biked instead of driving	7%	N=88	10%	N=132	26%	N=325	57%	N=714	100%	N=1259
Volunteered your time to some group/activity in Franklin	7%	N=86	14%	N=182	31%	N=391	48%	N=601	100%	N=1260
Participated in a club	3%	N=40	11%	N=134	15%	N=183	72%	N=900	100%	N=1257
Talked to or visited with your immediate neighbors	40%	N=502	35%	N=442	20%	N=246	6%	N=71	100%	N=1262
Done a favor for a neighbor	15%	N=194	25%	N=318	44%	N=553	16%	N=196	100%	N=1261

Table 42: 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 or watched 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=12	3%	N=42	30%	N=363	66%	N=814	100%	N=1230
Watched (online or on television) a local public meeting	2%	N=20	7%	N=81	30%	N=373	62%	N=763	100%	N=1236

Table 43: Question 10

Please rate the quality of each of the following services in Franklin:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	54%	N=644	28%	N=336	4%	N=46	2%	N=18	12%	N=143	100%	N=1187
Fire services	57%	N=676	19%	N=220	2%	N=18	0%	N=1	23%	N=269	100%	N=1184
Ambulance or emergency medical services	45%	N=538	17%	N=207	2%	N=22	0%	N=2	35%	N=417	100%	N=1187
Crime prevention	37%	N=439	34%	N=402	8%	N=90	1%	N=15	20%	N=239	100%	N=1184
Fire prevention and education	32%	N=374	26%	N=308	3%	N=41	1%	N=6	38%	N=453	100%	N=1182
Traffic enforcement	25%	N=290	39%	N=463	17%	N=196	7%	N=82	13%	N=151	100%	N=1184
Street repair	14%	N=163	38%	N=452	34%	N=400	12%	N=144	2%	N=25	100%	N=1183
Street cleaning	30%	N=357	47%	N=557	14%	N=166	2%	N=29	6%	N=71	100%	N=1181
Street lighting	21%	N=243	53%	N=621	19%	N=226	6%	N=69	2%	N=19	100%	N=1178
Snow removal	17%	N=194	28%	N=327	8%	N=100	5%	N=56	42%	N=495	100%	N=1173
Sidewalk maintenance	18%	N=214	46%	N=535	18%	N=208	4%	N=47	15%	N=170	100%	N=1175
Traffic signal timing	9%	N=111	38%	N=452	33%	N=389	17%	N=194	3%	N=30	100%	N=1176
Bus or transit services	4%	N=43	4%	N=52	8%	N=97	9%	N=108	75%	N=882	100%	N=1182

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Please rate the quality of each of the following services in Franklin:	Excellent		Good		Fair		Poor		Don't know		Total	
Garbage collection	50%	N=592	35%	N=415	4%	N=50	2%	N=19	9%	N=108	100%	N=1184
Recycling	36%	N=425	35%	N=416	10%	N=118	8%	N=100	10%	N=122	100%	N=1181
Yard waste pick-up	39%	N=463	30%	N=350	7%	N=79	2%	N=23	23%	N=266	100%	N=1181
Storm drainage	24%	N=287	42%	N=492	10%	N=121	5%	N=64	18%	N=217	100%	N=1181
Drinking water	28%	N=335	43%	N=510	17%	N=196	8%	N=97	4%	N=45	100%	N=1183
Sewer services	34%	N=404	44%	N=520	7%	N=79	1%	N=12	14%	N=167	100%	N=1183
Power (electric and/or gas) utility	42%	N=499	47%	N=558	7%	N=81	1%	N=11	3%	N=36	100%	N=1185
Utility billing	32%	N=382	45%	N=536	12%	N=143	5%	N=57	5%	N=65	100%	N=1182
City parks	45%	N=531	45%	N=528	5%	N=55	1%	N=7	5%	N=61	100%	N=1183
Recreation programs or classes	23%	N=267	31%	N=363	6%	N=71	1%	N=13	40%	N=468	100%	N=1182
Recreation centers or facilities	28%	N=332	37%	N=437	6%	N=71	2%	N=19	28%	N=327	100%	N=1185
Land use, planning and zoning	10%	N=118	30%	N=355	23%	N=271	17%	N=197	20%	N=238	100%	N=1181
Code enforcement (weeds, abandoned buildings, etc.)	14%	N=163	34%	N=399	14%	N=167	5%	N=61	33%	N=391	100%	N=1180
Animal control	21%	N=242	33%	N=392	8%	N=95	2%	N=27	36%	N=423	100%	N=1180
Economic development	25%	N=290	40%	N=467	12%	N=137	6%	N=70	18%	N=215	100%	N=1178
Health services	33%	N=391	40%	N=476	7%	N=83	1%	N=14	18%	N=216	100%	N=1180
Public library services	43%	N=511	29%	N=340	5%	N=54	1%	N=7	23%	N=269	100%	N=1182
Public information services	23%	N=270	37%	N=435	8%	N=97	2%	N=21	30%	N=358	100%	N=1182
Cable television	13%	N=154	33%	N=390	17%	N=206	11%	N=132	25%	N=294	100%	N=1176
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	N=227	32%	N=376	8%	N=95	3%	N=34	38%	N=447	100%	N=1179
Preservation of natural areas such as open space, farmlands and greenbelts	20%	N=237	32%	N=376	20%	N=232	16%	N=184	13%	N=150	100%	N=1180
Franklin open space	19%	N=228	36%	N=421	22%	N=261	12%	N=146	11%	N=125	100%	N=1180
City-sponsored special events	35%	N=408	39%	N=463	9%	N=103	1%	N=11	16%	N=190	100%	N=1176
Overall customer service by Franklin employees (police, receptionists, planners, etc.)	38%	N=443	41%	N=480	6%	N=75	2%	N=21	13%	N=155	100%	N=1175

Table 44: 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 Franklin	39%	N=436	49%	N=544	7%	N=79	2%	N=18	3%	N=39	100%	N=1115
The Federal Government	8%	N=86	34%	N=384	31%	N=348	14%	N=156	12%	N=138	100%	N=1112

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Table 45: Question 12

Please rate the following categories of Franklin government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Franklin	23%	N=257	48%	N=538	16%	N=181	5%	N=50	8%	N=87	100%	N=1114
The overall direction that Franklin is taking	19%	N=211	41%	N=453	23%	N=252	15%	N=163	3%	N=34	100%	N=1113
The job Franklin government does at welcoming citizen involvement	23%	N=254	34%	N=381	16%	N=180	7%	N=74	20%	N=224	100%	N=1113
Overall confidence in Franklin government	21%	N=236	45%	N=497	21%	N=228	8%	N=92	5%	N=58	100%	N=1113
Generally acting in the best interest of the community	19%	N=210	43%	N=477	21%	N=232	11%	N=122	6%	N=69	100%	N=1110
Being honest	21%	N=232	36%	N=400	17%	N=192	7%	N=72	19%	N=212	100%	N=1108
Treating all residents fairly	20%	N=224	34%	N=383	15%	N=170	10%	N=106	21%	N=229	100%	N=1113

Table 46: Question 13

Please rate how important, if at all, you think it is for the Franklin 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 Franklin	71%	N=778	25%	N=272	4%	N=47	0%	N=3	100%	N=1101
Overall ease of getting to the places you usually have to visit	54%	N=592	40%	N=445	6%	N=62	0%	N=1	100%	N=1100
Quality of overall natural environment in Franklin	49%	N=538	44%	N=480	7%	N=76	0%	N=5	100%	N=1099
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	42%	N=461	42%	N=458	15%	N=165	1%	N=15	100%	N=1099
Health and wellness opportunities in Franklin	31%	N=335	45%	N=494	22%	N=238	3%	N=31	100%	N=1097
Overall opportunities for education and enrichment	40%	N=445	41%	N=455	15%	N=169	3%	N=31	100%	N=1099
Overall economic health of Franklin	51%	N=561	40%	N=439	8%	N=91	1%	N=6	100%	N=1097
Sense of community	35%	N=388	47%	N=510	17%	N=185	1%	N=12	100%	N=1096

Table 47: Question 14

Please rate your level of satisfaction with the City of Franklin's management of growth:	Percent	Number
Very satisfied	18%	N=188
Somewhat satisfied	42%	N=438
Somewhat unsatisfied	18%	N=185
Very unsatisfied	16%	N=166
Don't know	6%	N=66
Total	100%	N=1043

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Table 48: Question 15

How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Franklin to ask a question or share information?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Speak to a City official in person	25%	N=268	34%	N=358	25%	N=270	15%	N=164	100%	N=1059
Speak to a City official on the phone	32%	N=337	37%	N=394	19%	N=202	12%	N=122	100%	N=1055
Communicate with the City via mail	17%	N=177	24%	N=252	23%	N=247	36%	N=382	100%	N=1058
Communicate with the City via email	54%	N=572	36%	N=378	6%	N=68	4%	N=40	100%	N=1058
Communicate with the City on Facebook	18%	N=192	26%	N=278	21%	N=220	35%	N=367	100%	N=1058
Communicate with the City on Twitter	7%	N=75	11%	N=118	17%	N=182	64%	N=681	100%	N=1056
Communicate with the City on Instagram	7%	N=70	11%	N=120	16%	N=172	66%	N=693	100%	N=1055
Communicate with the City on Nextdoor	13%	N=134	25%	N=263	16%	N=173	46%	N=482	100%	N=1051

Table 49: 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	8%	N=89	5%	N=55	12%	N=129	14%	N=150	60%	N=631	100%	N=1054
Purchase goods or services from a business located in Franklin	0%	N=3	1%	N=15	17%	N=178	57%	N=600	25%	N=260	100%	N=1055
Eat at least 5 portions of fruits and vegetables a day	2%	N=22	11%	N=114	38%	N=402	36%	N=381	12%	N=129	100%	N=1048
Participate in moderate or vigorous physical activity	1%	N=13	11%	N=115	34%	N=354	34%	N=362	20%	N=207	100%	N=1051
Read or watch local news (via television, paper, computer, etc.)	3%	N=36	10%	N=108	23%	N=241	29%	N=310	34%	N=358	100%	N=1053
Vote in local elections	4%	N=44	3%	N=29	10%	N=103	23%	N=240	60%	N=636	100%	N=1053

Table 50: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=243
Very good	48%	N=508
Good	24%	N=255
Fair	4%	N=45
Poor	1%	N=9
Total	100%	N=1060

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Table 51: Question D3

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	14%	N=143
Somewhat positive	30%	N=311
Neutral	46%	N=481
Somewhat negative	10%	N=104
Very negative	1%	N=8
Total	100%	N=1047

Table 52: Question D4

What is your employment status?	Percent	Number
Working full time for pay	62%	N=658
Working part time for pay	10%	N=109
Unemployed, looking for paid work	2%	N=24
Unemployed, not looking for paid work	8%	N=80
Fully retired	17%	N=183
Total	100%	N=1054

Table 53: Question D5

Do you work inside the boundaries of Franklin?	Percent	Number
Yes, outside the home	33%	N=323
Yes, from home	20%	N=198
No	47%	N=458
Total	100%	N=978

Table 54: Question D6

How many years have you lived in Franklin?	Percent	Number
Less than 2 years	15%	N=156
2 to 5 years	22%	N=236
6 to 10 years	17%	N=184
11 to 20 years	24%	N=254
More than 20 years	22%	N=230
Total	100%	N=1060

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Table 55: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	76%	N=736
Building with two or more homes (duplex, townhome, apartment or condominium)	23%	N=223
Mobile home	0%	N=0
Other	1%	N=5
Total	100%	N=964

Table 56: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	22%	N=209
Owned	78%	N=734
Total	100%	N=943

Table 57: Question D9

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	5%	N=48
\$300 to \$599 per month	5%	N=53
\$600 to \$999 per month	7%	N=70
\$1,000 to \$1,499 per month	23%	N=234
\$1,500 to \$2,499 per month	38%	N=390
\$2,500 or more per month	23%	N=237
Total	100%	N=1032

Table 58: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	53%	N=493
Yes	47%	N=429
Total	100%	N=922

Table 59: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	82%	N=753
Yes	18%	N=170
Total	100%	N=923

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Table 60: Question D12

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	2%	N=23
\$25,000 to \$49,999	10%	N=97
\$50,000 to \$99,999	26%	N=261
\$100,000 to \$149,999	26%	N=263
\$150,000 or more	35%	N=354
Total	100%	N=997

Table 61: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=993
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=48
Total	100%	N=1041

Table 62: Question D14

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=3
Asian, Asian Indian or Pacific Islander	3%	N=30
Black or African American	3%	N=27
White	93%	N=949
Other	4%	N=38

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

Table 63: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=35
25 to 34 years	15%	N=158
35 to 44 years	22%	N=231
45 to 54 years	26%	N=266
55 to 64 years	19%	N=199
65 to 74 years	11%	N=117
75 years or older	4%	N=37
Total	100%	N=1042

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Table 64: Question D16

What is your sex?	Percent	Number
Female	55%	N=415
Male	45%	N=341
Total	100%	N=756

Table 65: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	87%	N=650
Land line	4%	N=30
Both	9%	N=70
Total	100%	N=749

Verbatim Responses to Open Ended Question

The following pages contain the respondents' verbatim responses as entered in the web survey and have not been edited for spelling or grammar. Responses have been organized by coded alphabetical order.

Aside from transportation (traffic) related issues, what is the most important challenge or problem facing Franklin today?

- Affordable housing for retirees. High cost of living for retirees. Would like to see affordable one story condos for elderly.
- 1) Rapid building and losing natural open spaces; 2) Resistance to diversity and cultural competence in the schools.
- 1. Too many of our wooded areas are being torn down to build more things that we already have. I don't think people that don't live in this community should be allowed to tear things down and build things here. Enough is enough. 2. Paid parking in downtown Franklin is ridiculous. We never go downtown anymore. 3. I wish the police would use their blinkers. Nobody uses their blinker anymore in this town. 🚗 Driving has become very dangerous. Too many people moving here! :-(
- A sidewalk is needed from downtown to the battlefield eastern flank.
- Abuse of public services by non-taxpayers
- Acceptance of diversity
- Acceptance of diversity
- Access to public parks / rec center east of I 65... too much new build that is tacky and thrown up
- Affordability
- Affordability
- Affordability
- Affordability in housing.
- Affordability. Normal people cant afford to live in Franklin. The housing prices are too high.
- Affordable / Workforce / Senior housing
- Affordable and diverse housing options.
- affordable apartments
- Affordable homes
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- Affordable housing and Franklin is starting to have more crime.
- Affordable housing and job opportunities that pay a living wage for single people.
- Affordable housing and jobs that pay a decent wage with benefits.
- Affordable housing and keeping people who have lived here for years here and not taking away their resources.
- Affordable housing and limiting gentrification
- Affordable housing Equity
- Affordable housing for key city employees, such as police, fire services, teachers, etc.
- Affordable housing for low and mid-low income households. The people who work in Franklin should be able to afford to live here too.
- Affordable housing for low income and retired persons.
- Affordable housing for low to mid-income single parent families.
- Affordable housing for lower income families
- Affordable housing for Middle Class
- Affordable housing for middle income families
- Affordable housing for middle income families; our housing is very over priced.
- Affordable housing for new residents
- Affordable housing for our education and safety related employees. Lack of any feasible public transportation especially to/from Nashville.
- Affordable housing for police, firefighters, teachers, etc.
- affordable housing for seniors who are capable of taking care of themselves and want to downsize in their current area and lower their expenses.
- Affordable housing for service employees Repair of potholes. For one of the wealthiest counties in the country you do an absolutely terrible job of fixing potholes there are some in Murfreesboro rd. From last year. Take a look right now at what's not being done. Serious problem
- Affordable housing for service oriented workers, firefighters, teachers, police, retail workers, etc.
- Affordable housing for the middle class!
- Affordable housing for workers. Everything is geared to high end, luxury. To the common person it feels as if lower income people are not important and aren't wanted in the city. The "not in my neighborhood" attitude of privileged people. Even the way they refer to apartments is as if only trashy people live in them. Most are overpriced for the average worker anyway. Some of these people who work for the city can't afford to live here and most certainly they can't retire here if they don't have sufficient retirement funds, even though they may want to stay. A feeling of only the wealthy are welcome. Like a slap in the face. It's like a love/hate relationship with Franklin. Love Franklin, and at the same time not being a part of it. A big issue for many, I believe.
- Affordable housing is a necessary issue that needs to be dealt with. While Franklin has outstanding services and opportunities, those in the working class are being pushed out of the city and county limits due to the inability to afford the high cost of living. Not only does this inhibit them personally, it puts a strain on transportation and limits job opportunities. Everyone needs to be represented and supported in the city, no matter their salary level.
- Affordable housing is non-existent in our community. Unfortunately most of our grown kids cannot maintain a residence here. Gas prices - expensive!
- Affordable housing opportunities
- Affordable housing options
- Affordable housing options; ensuring that those who work here can live here
- Affordable housing that meets the needs of single people living alone. Housing is so expensive in Franklin, that most people have to have roommate situations. Also, public transportation infrastructure needs to be looked at very hard before the city grows so much that building anything becomes that much more difficult. Such transportation should be built in conjunction with surrounding cities and counties to connect bedroom communities to their job hubs.

- Affordable housing, need to place requirement in deeds preventing sale of property for a price higher than the purchase price.
- Affordable housing, equal opportunities for all socio economic brackets to live in Franklin. There seems to be a pervasive bias against the poor in Franklin, and by extensions a large number of minority people. The wealthy are buying up and pushing out a lot of people who have lived in Franklin a long time. I'm sad to see this.
- Affordable housing, especially for our adult children who have a developmental disability.
- Affordable housing, too many people who work in Franklin can not afford to live here...
- Affordable housing.
- affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing. Building too many homes on smaller lots.
- Affordable housing. Affordable downtown restaurants. More diversity of people wanting to come downtown.
- Affordable housing. Just because some do not make as much money, doesn't mean they don't deserve to live in quality housing.
- Affordable housing. My children and many coworkers cannot afford to live here.
- Affordable housing. Overbuilding downtown and resulting traffic!
- Affordable housing. The cost of housing in Franklin is making it nearly impossible for young professionals and young families to live in the City. While my spouse and I are currently renting in Franklin, we are saving to buy our first home which will likely not be in the City of Franklim due to the cost. Even our rent is somewhat exorbitant.
- Affordable housing. The people that grew up here can not afford to purchase a house. We need starter houses not just \$500,000 plus houses. The developers/builders could be required to set aside a few lots to build smaller(less expensive) houses.
- Affordable housing. There are not enough "starter" homes.
- Affordable housing.. Housing prices are soaring due to unavailability
- Affordable living
- Affordable middle class housing (200-350k).
- Affordable space, land, homes, etc.
- affordable workforce housing
- Alderman that are more concerned with development than protecting what originally made us a great city. Old apartments need rebuilt and renovated. don't build new ones and cause over crowed schools and discontinue FSSD.
- All infrastructure, including traffic. Either get developers to pay for the upgrade in infrastructure or slow it down. Quit continuing to allow building until the infrastructure can handle it. Poor water quality is also an issue.
- Allowing developers to destroy the natural beauty of Franklin by constructing high-density ,unattractive neighborhoods with zero regard for the privacy of established homes.
- Allowing Overgrowth. Every bit of open land is being developed by residential and commercial development, causing significant economic/monetary issues for schools, city services and traffic - and the ever-expanding development is emotionally stressful for every resident as each of these issues affects us negatively on a daily basis. Plus, there doesn't appear to be a point of getting any better. It's discouraging for long/time residents.
- Allowing the city to lose it's charm. The downtown area is not welcoming to locals anymore. Between the new "boutique hotel", rooftop restaurant, and losing mom & pop shops, it has lost its appeal. Very sad!
- An important concern in Franklin is the need for sidewalks in older, established neighborhoods. While I celebrate the growth in Franklin, the traffic volume has increased in all neighborhoods. Newer neighborhoods enjoy the safety of walking on sidewalks while residents of older, established neighborhoods are left to walk on the edge of very busy streets. This is outrageous! Especially since taxes are not discounted to residents who do not enjoy sidewalks. Discussing the matter with Alderman McLendon, left the matter unresolved since he had no interest in helping. The staff at the City of Franklin was kind but kindness alone does not resolve resident problems. I am frustrated with the city alderman, especially learning that in his own neighborhood, sidewalks

have not only been repaired but replaced multiple times. It would be helpful to residents to have a process whereby resolution on issues which are of no concern to aldermen could still be addressed and resolved.

- Apartments. I moved here from Hoover, Al. 15 years ago. All the apartments that were so nice are no longer an asset to the community. Please do not build more apartments or research other cities and the crime. Stop with the huge housing developments (mini cities) it's killing the aesthetics of Franklin and the resin we moved here
- Appropriate development and control of developer dollars
- Are you kidding me downtown sucks the height of buildings are ridiculous and it takes me 45 minutes to get from one side of Franklin to the other you've ruined Franklin
- As a relatively new resident it would be helpful to know about the Franklin Trolley services. As for all the festivals I would like to know where to park when thousands of tourists show up.
- As more and more people wish to move to Franklin, affordable housing and easy access to city amenities and private business will be an increasing challenge.
- Aside from road repair, I would like to see better recycling (bins instead of bags, allowing glass).
- Aside from too many apartments being built, I would say keeping youth involved with their community.
- Aside from traffic, the most important challenge is density. We've started stacking and Franklin is losing its charm. Apartments aren't charming. Planned communities that stack homes inside small areas of natural green space aren't charming. I understand Franklin has to grow, but at this rate it feels like we're starting to implode. And in spite of creatively cramming more homes in the city, most of the options aren't affordable.
- Attainable Housing and homeless shelter
- Attainable housing.
- Availability of affordable high speed (faster than DSL or cable) internet
- Availability of affordable housing
- balance of building and green space. do we have to build on every square inch of open space?
- Balanced Growth
- Balancing growth with the necessary infrastructure to maintain current needs and the added needs as we grow
- Being too wonderful. ;)
- Bike & walkability to move people and not tearing down more trees to build more parking lots & strip malls
- Building and zoning of schools.
- Building new homes with narrow streets. So what, if people want to park in front of their homes. New homes have 4 to 5 bedrooms with a small 2 car garage. A safety hazard waiting to happen should someone be parked 'illegally'. Does one really think their kids are going to ride a bike once they turn 16? Very poor planning, all in the name of neighborhood appearances.
- building too quickly and not giving the city time to make it work well.
- Building up so much, we lose the natural beauty of Franklin.
- Can we talk about the recycling please. It's 2019. Why can this city not handle curbside glass recycling? I end up throwing out glass that has always been easily recycled in other states I have lived in. You also need to have more public recycling bins where you have garbage bins. And overall, I wish the city was more environmentally conscious. Please look at communities in the Pacific Northwest and take some of their examples.
- Car break ins in relatively nice neighborhoods.
- Change of culture and values of the people as more people move here.
- Charging water customers for sewerage charges for lawn watering. Most of our water usage during the Spring and Summer months is for watering our lawn with an in-ground sprinkler system. The water goes into the ground, yet, we are charged for sewerage charges.
- City planning! Slow the building! More schools.
- Cleaning up older homes/property that continues to be an eyesore. Let's all support a beautiful community.
- Cleanliness
- cleanliness of areas around main sidewalks
- Columbia road expansion (sides- two lanes each for traffic flow. Possibly mack hatcher as well due to traffic flow. It is currently okay, not great, but I assume Franklin and surrounding will grow. I also prefer as much greenery, nature, and fields to be preserved as it captures franklin so well! Love this city.
- Commercial growth is taking away our small town vibe. Parking is a very real problem. I rarely go down town because it's hard to find parking.
- Commercialization

- Communication could be vastly improved. The website is terrible. And the fact that there's no option to pay water/waste bill online is an indication that (as usual), the government is behind on common web services that help users/customers/citizens
- Communication to residents
- Congestion
- Constant adjusting school zones and cost of housing
- Constant rezoning of schools. And traffic (it's a big deal)
- Containing growth Preserving green spaces that are left
- Continual rezoning and overbuilding without pause. Everyone has a right to build and develop their land but they do not have the right for rezoning to overbuild. Our BOMA is ruining our quality of life by allowing it over and over and the citizens are so unhappy. You can't un-ring this bell once you have ruined what we all love about Franklin and the reason we have lived her for years. I am ashamed of the leadership's lack of foresight and what appears to be greed while selling out a community that we all love and its people.
- continuation of existing high level of services given population growth
- Continue Franklin Special School District
- Continued management of growth and the issues that growth presents
- Continued smart growth. Ensuring quality and that we grow well.
- Continuing to address mass transit services into Nashville.
- Contol the growth East of I-65 so that developers adhere to Envision Franklin and pay ALL costs associated with the growth. Stop making existing home owners foot the bill for development via taxes/borrowing. Stop high density growth. We can't afford the costs of new schools, sewerage etc. Stop piece meal annexation attempts. Prevent the next McEwen Rd mess (Clover croft.) Fix the lights so that traffic flows on the major roads Mallory, Cool Springs, Carothers, Murfreesboro- turn off business related lights on weekends (blinking only). Greatly reduce the fleet of busses running around with no passengers. Reduce the running of radar when there are so many car break ins. More time actually patrolling the neighborhoods and the mall.
- Controlled growth
- Controlled growth and establishing zoning restrictions to manage growth. Specifically; establish appropriate building-to-land ratio instead of maxing out buildings on lots. Establish conforming building styles for certain areas country roads. Franklin is failing miserably at this and we are losing what makes it beautiful and desirable.
- controlled growth and resident safety
- Controlling and managing growth.
- Controlling growth
- Controlling growth
- Controlling growth (allowing commercial and residential development when infrastructure, city personnel, police and fire, utilities, schools, etc. are not in place to support the number of individuals who will need these services) should be the top priority. Franklin is fast becoming a place where people will not want to live.
- Controlling growth and the mixture of business developments encroaching in on residential and nature areas. Maintaining excellent schools.
- Controlling the growth - building-of the city. I am surprised you are avoiding letting people talk about transportation as that is a big problem. There also should be a solution for mass transit between Davidson and Williamson county
- Controlling the influx of illegals showing up to work on the never-ending development projects. Focusing on Franklin and existing citizens. Promoting the culture of Franklin.
- Controlling the rate of housing developments & infrstructure.
- Controlling unbridled development, harmonizing the new with the old... Letting go of the need to reclaim every battlefield in the area.
- Correcting the error of not providing FSSD with their portion of the sales tax increase - it is an awful shame how badly this was botched. Helping the homeless population more
- cost of debt
- Cost of housing
- Cost of housing. Not enough affordable housing.
- Cost of livibg
- Cost of living

- Cost of living
- Cost of living
- Cost of living
- Cost of living and affordable housing
- Cost of living and housing costs
- Cost of living for families
- cost of living for goods/services. i.e. why is gas 30 cents cheaper in Spring Hill and around middle TN?
- Cost of living issues. We love Franklin but it seems that the cost to live here goes up with popularity.
- Cost of living.
- Cost of living. It's becoming uimpossible for young families to purchase homes in franklin.
- Costs of living skyrocketing, forcing long time residents to move elsewhere.
- Creating subdivisions out of farmland.
- Crime
- Crime
- Crime - I worry we will see juvenile crimes increase similar to Nashville.
- Crime at night
- Crime increasing. Infrastructure - stop approving every request from land developers until the roads are widened
- Crime management.
- Crime prevention
- Crime prevention - seems like car break-in and burglary incidents have been on the rise
- Crime prevention. No accommodation for locals, all is catered to tourists.
- Crime! Growth without infrastructure to support it. The direction Dr. Looney is taking the school system.
- Crime.
- Crowded streets/traffic around the downtown area.
- Curbing the growth of everyone wanting to also be in our wonderful community! Also, having affordable housing...
- Dealing with other county commissioners
- Dealing with two school systems and the associated tax issues
- Decreased funding and scores with FSSD
- Design for the future to protect environment...open space, clean water and air, and the ability to provide quality education for all.
- Developers being allowed to build, build, build homes at a rapid pace while the city slows them to extend their performance and maintenace bonds. Meanwhile they continue to sell homes and abandon the open spaces they are responsible for improving. Builders seem to be allowed to be issued more building permits regardless of whether or not they e finished their other work.
- Diversity
- Don't want to see the city overdeveloped and lose the small town feel
- Downtown Development
- Downtown Franklin losing its appeal. Chasing out favorite shops and attractions and replacing with chains or overpriced shops. Therefore, not a place we take visitors anymore.
- Downtown parking
- Downtown parking Preserving/increasing green space Limiting development of subdivisions
- Downtown parking and/or public transport
- Downtown transitioning from quaint local stores to chains due to the uncontrolled costs - local merchants can no longer afford the rent in the downtown shops.
- Drainage and how new developments are effecting it. Keeping developers accountable for their projects.
- Economic development planning
- Economic growth without losing small town community. I feel we are losing that with so much influx of people who don't share the same values of courtesy and hospitality; so much growth that it is beginning to feel more like a city
- Economic opportunities for all of our citizens; including housing!

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- Education & the need of more Renaissance HS options along with year round schooling options, also FSSD needs to get thier fair share of sales tax increase. Next increase should come from property tax and support the growth of all public schools. That will help balance the new relocations & population growth.
- Education for the many new residents moving in
- Education. Franklin does not build new schools until existing schools are OVERcrowded beyond capacity. If Franklin does not focus on schools, then children will be left behind.
- Education/schools
- Embracing diversity and creativity...it's been a very homogeneous community for so long. Historic and conservative. Creatively moving into the future, welcoming newcomers and change and honoring the past. For example, there's a very large Indian population here...how about an Indian cultural festival. It would be wonderful to learn more about these new neighbors!
- Embracing people from different cultural backgrounds (non-white) that are relocating to the area.
- Encouraging affordable housing so people of all economic levels can find a place to live and thrive. Also, downtown free parking is a key part of the 'small town charm.' I come down far less on the weekends now due to less places to park for free. I understand private companies can do what they wish, but it has eroded some of the charm. As new development is planned, Franklin would be progressive to consider other places where it can invest in free parking for residents and visitors. Thanks.
- Encouraging diversity and overcoming the systemic problem of favoring whites and Christianity over the rights for equality among all people as guaranteed in the Constitution and intended by God
- Encouraging economic growth without diminishing what we are known for - quaint small town. I fear we will become too touristy and lose our charm + the headaches of a larger population that infrastructure can handle.
- Encouraging growth that maintains a sense of uniqueness and charm that Can be Franklin. Think - Whites Mercantile + Scouts Barbershop + the Harpeth River + Kimbros + The Franklin Theater + Best schools in the state + good economy. How do we grow more unique venues and opportunities to enjoy living here while managing traffic for people getting to those and allowing for a more vibrant and safe environment to be maintained.
- Endless delays on building permits.
- Enforcing codes - protecting neighborhoods
- Ensuring livability with growth (eg. pleasing design, buried wires, sidewalks and bike lanes, non vehicle walking and shopping areas). Have to look 20 years out and feel what will keep it pleasing and attractive. Parking garages and increased traffic are not the answer; those are needed, but kept in the periphery. Walking space, plants, benches, sidewalks will keep this town live able.
- Environment, over development
- Everyone wants to live in historic downtown franklin. Who wouldn't?! I currently rent a home in historic downtown franklin. However, I am unlikely to purchase a home in historic downtown franklin due to the disproportionate amount of government or subsidized housing in the area. I feel that those who live in government housing are unfairly treated better than the rest of us, getting opportunities to live closer to downtown where the opportunities for those to pay full price are very little. We have a great bus system, so why not relocate some of our government housing away from our historic downtown core to make room for those who want to live near historic downtown franklin and utilize it? I understand wanting to place public housing close to the downtown core retail shops, but the residents of public housing do not shop at or work at these stores. Those who are in the market for homes \$200,000-\$2,000,000 are those who work at, shop at, and enjoy the historic downtown core the most. This is the matter that matters most to me. You can't walk anywhere around historic downtown franklin outside of the business district without coming across public housing. Please stop giving preferential treatment to those who reside in government housing. I'm not arguing for taking it away, just please relocate some of these units so the downtown area feels more balanced. For reference, I live near the government offices on west main (planning offices, tags & registration, etc.)
- Excessive building in downtown Franklin
- excessive spending
- Explosion of growth and traffic.
- Exponential growth
- Fair/ competitive pay for city employees and hiring/ retaining quality employees
- Fast growth
- Fast overgrowth taking away the charm of smaller town franklin.

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- Fearful that the growth of Franklin given the impending growth of Nashville will continue to impact our community.
- Filling the necessary housing needs of our increasing population while not over developing (particularly subdividing farmland)
- For Franklin residents that want to downsize, there are very little options for smaller homes (not condos). More 55+ single-level home communities are needed.
- For me, I would like to feel safe in walking my dogs in my neighborhood. Last summer I had two separate dog fights because gates were not fasten properly. The loose dogs came running at me & my dog. It was terrifying. My dog was not hurt but the others were. I carry pepper spray now.
- Franklin has lost its small town charm and I very rarely visit downtown Franklin anymore where in the past I have visited at least 2-3 times a month. We have lost who we are(were)
- Franklin is not affordable in terms of housing or activities for lower-income families. We have a homeless population the city is not addressing, and I also worry any kind of life change could easily price me out of the town my children call home.
- Franklin needs a 4 year college
- Franklin needs to offer alternate transportation options as it continues to grow. There are bike lanes in some places which are helpful. However, brand new roads like South Carothers don't have them. Why? There are so many biking groups in the area and many would love to commute by bike.
- Franklin Special School District
- free Parking in downtown, lack of sidewalks, disrepair of roads, overpopulation (too many subdivisions and sublotting being allowed), lack of locally owned businesses in downtown
- FSSD tax revenue share from voted rate increase. Franklin aldermen should have handled and instead it went to a county wide vote and failed. Very disappointing and unfair share of revenue, especially considering Fairview declined to participate yet still benefits from Williamson Co tax revenue.
- Funding schools without raising taxes.
- Gang/drug youth unsupervised. Housing for middle/lower population. Clean water/air. .n
- Getting projects completed instead of the current 5-10 yr consultations. Fairness to citizens in decisions and even listening and appreciating opinions of citizens
- Green space
- Green space, beauty by the highways, continued safety, trade skills in high school as well as college preparation, density in the McEwan and cool springs developments.
- Greenspace
- Growing to fast. Not enforcing new businesses to utilize vacant property and quit using up every available space in our beautiful city for buildings while are available. Keeping the small town charm of our city. I know when building stops that stops the padding of the pockets for the developers. Time for them to move on to another city and state. Think about our lovely city and not their or your pockets.
- Growing too fast for infrastructure
- Growing too fast, losing the natural beauty
- Growing too fast Too much building
- Growing too quickly to maintain the infrastructure. There are a lot of new apartment dwellings and office spaces being built along major roadways. Will the city/county be able to keep up with traffic flow, utilities, and emergency services with this quick growth?
- Growth
- Growth
- growth
- growth
- Growth
- Growth
- Growth
- Growth - not just adding new subdivision & streets but also maintaining existing neighborhoods. Road repairs, crowd management for festivals and city events.
- Growth - vision and execution
- growth (too fast) maybe
- Growth and housing prices. It's ridiculous! The roads are in horrible shape.

- Growth and increase in taxes. Increasing taxes for those on fixed income and/or for those of us who no longer have children in the school system produces an unfair burden. Levy fees against families with children who use the services. While TN boasts of overall lower taxes, our property and sales tax are quite high. BTW vehicle registrations should be increased to help offset cost of infrastructure. If one can afford a high cost vehicle (Ie I can) I should pay more. Thank you for this survey.
- Growth and Infrastructure
- Growth and loss of green space Ugly buildings going in
- Growth and not having the infrastructure before city leaders give the go ahead for developers to build build build!!!! Having the money to maintain the current infrastructure. Lack of parking and now paid for use parking (vehicles not wanting to use said parking) is causing concern for residents and pedestrians as vehicles are parking on both sides of residential streets. Being able to say NO to continued growth!!! The small town feel of downtown Franklin is no more sadly. Ie: the boutique hotel and buildings being constructed on the Dodson's restaurant former site are not in keeping with our downtown area. Money=power Our festivals are many, but I now avoid them. I overheard an out of town visitor state while visiting the Dickens of a Christmas last year the following while talking on her cell phone (paraphrased) "This is nothing I want to see again. You can't walk and see anything but craft booths and wall to wall people. I was picturing seeing character stroll down the street in plain view and seeing live windows. I'll never come again." Her comments sum up our downtown events. Perhaps we need to move all of the craft booths so people can move down the street. I understand growth but giving thought to retiring some place else. Lastly, the increase in crime. Affordable housing for public service employees within the city. Lack of bike trails.....sidewalks on west side of the city. The streets are no longer safe for cyclists
- Growth and parks/greenways
- Growth and traffic
- Growth effect on environment, education
- Growth exceeding infrastructure capacity
- Growth has not helped the community's ease of living, it has made it overly expensive.
- Growth is way too fast and the water, sewer, septic systems cannot handle all the growth which increases the amount and severity of flash flooding. Neighborhoods like Berry Farms May offer more affordable alternatives but the numbers of the population in places such as Coleman Rd are going to be very hard on the traffic, sewage, water services etc. Building a neighborhood like that size with a small 2 lane road access is just a dumb idea. It's full of dollar signs and not much common sense. The one lane access to Independence High School is another stupid decision. They're building onto that school, it's going to be the largest high school, yet one access road? Seriously stupid. Sorry, but it's not a very well executed plan.
- growth management
- Growth management and affordable housing.
- Growth management is a huge problem. Franklin is a beautiful city! The new condos going in across from Puckets Seafood is obnoxious eyesore that is destroying the downtown area. Other areas in Cool Springs being built are massive & going up at an alarming rate. We are packing people into small areas which will cause enormous traffic problems. The amazing job Franklin has done in the past taking care of our history the look of our town is going down the toilet right now. I thank you for the opportunity to let you know.
- Growth management, particularly in historic overlay districts
- Growth management.
- Growth Management.
- Growth of housing east of 65 and poor roadways servicing the growth
- Growth of housing and lack of affordable housing. Lack of retail type workers for restaurants, etc due to the pricing of housing, rent.
- Growth without over doing it. Also find ways to make more affordable housing (houses and/or condos) for people that work in the community like teachers, police etc...
- Growth!
- Growth! We have allowed growth to exceed infrastructure. The City keeps approving development in the UGB areas. It's a leap frog approach. Expand FRANKLIN from the inside out and slow down the process. Over building is not a good strategy long term. Retrofitting infrastructure is too costly. Residents are getting concerned about diminishing returns. FRANKLIN is a good place to live, but congestion is a serious negative.
- Growth!! Keeping the charm and history without demolition of the past.
- Growth!!! People are moving here like crazy!!!!

- Growth.
- Growth. I grew up in Franklin. Do not like how people moving in influences change. They liked it here or they wouldn't have moved here. Other than growth, do not change values of the area.
- Growth. Development and growth have wiped out everything that made Franklin such a great place to live. Traffic, new buildings, more and more people. We've made it a great place for people to visit and spend a day, but the people who live here now have to deal with the crowds and traffic. Some people even leave town when the Pilgrimage Festival is here. We shouldn't have to do that.
- Growth. I am a native. We are getting to big. The festivals are out of control. Bigger is not always better.
- Growth. Stop building new residential areas. Losing the small town feel that we moved here for.
- Growth's effect on services and infrastructure.
- Handling growth and continuing to provide the same level of community and services. Not losing our charm.
- Health facilities (ER) expansion to accommodate population growth is important and needed.
- Healthcare shortage. How hard it is to see a doctor for a non emergency visit is sad for a wealthy city. I should not have to wait 6 months for an MD or for child psychologist have no availability at all in Franklin. Plus with a multi cultural society that Franklin is it would be nice if everything wanted so Christian based including the schools, i.e. school meetings and graduations held at churches.
- High density housing and over development are destroying the reasons we moved here. It seems Franklin can't help itself from seeking fast growth. Too many apartments and too many houses pushed tightly together. People will cease to see Franklin as an aspirational place to live. The lifestyle is being destroyed by extreme growth. Just heard Ingraham Farms is being destroyed soon. Too many "slap up" houses!, i.e. houses that are slap up against each other. Sorry but seeing a community I love destroyed is actually painful.
- Hold up the constitution.
- Home invasion crime
- Home pricing and city management.
- Home sale and rental prices. Working class families are being pushed out of Franklin. It appears to be intentional.
- Homelessness / affordable housing
- Honestly, Franklin has always been conservative and needs to remain conservative, and should protect the history of our beloved town. Statues are not the problem it's the heart of those who desire to destroy our heritage, and we as citizens should take a stand in love.
- Houses are too high!!!! Why? Can't buy a house for a reasonable price. There is No beach, ski resort or Disney World here.
- Housing and access for low income families.
- Housing costs
- Housing prices. Apartment prices. They have gone up so high, I can barely afford to live here
- Housing that's affordable for city/county employees
- How much financial support from the City of Franklin is given to the Williamson County and FSSD schools located in the Franklin City Limits? These schools represent the City of Franklin and should be supported. The City of Brentwood provides a lot of financial support to their schools.
- I am a college student graduating in May and I cannot afford to move back to the town I was born and raised in. That is heart breaking to me. I understand that Franklin wants to grow, and that is great. However, a city cannot be built only for the wealthy. That is not sustainable urban planning, and that is what is happening. Farms I passed on the way to school every day for years are now "affordable" housing developments starting in the 400s. I cannot afford that as a new graduate, and I cannot move back to my own hometown because of this. Franklin may be inviting towards wealthy tourists and families who visit and want to stay, but Franklin is not welcoming to the young adult residents who have lived there their whole lives. Franklin used to be a small town with plenty of green space and land, and now it is a stomping ground for developers competing to make the most money off a development. I am deeply disappointed by the greed of the city that has pushed less wealthy long time residents out to bring more wealthy out-of-towners in, taking away extremely valuable green space and creating an incredibly harmful environmental impact in the process.
- I am concerned that crime in both residential areas and commercial areas seems to be increasing (such as car break-ins, shoplifting, robberies) . The FPD is always very responsive when this happens but it is still disconcerting to see this.
- I am furious with the development taking place. Farms are being turned into ghettos, infrastructure isn't in place to handle the traffic flow, and downtown nobody stops for pedestrians in the square anymore. Self-

centered, uncaring, non-community minded attitudes of rude people moving to town are reducing the quality of life. I moved to Franklin for the quality of life and in four years I've been in tears over the deterioration of the way the town looks (cell towers everywhere), too many homes too close together (let's mandate an acre apiece for these new homes), and farmland 10K people died to preserve 150 years ago being sold for pennies on the dollar to fly-by-night developers who don't care about open space, visual beauty, infrastructure, and preventing "transient" neighborhoods/community. Fire has kept pace, there's a fire station on every block. Where are the new police and schools to support all these new homes? How many students are you planning to allow in a class and how watered down will the curriculum be to support such large classes. The development is a horrible misery that should not be allowed to happen so uncontrolled. Those TINY public hearing signs don't make the date and time and place visible. I spent about two hours trying to find one of the meetings, and our citizen's voices aren't being heard, so nobody is attending. We don't want all this rampant development and we'd rather pay more for homes and taxes to keep the development under controls to ensure the quaint and historical appearance and interactivity of the community is preserved.

- I don't live in Franklin. I have a Franklin address, but technically I am in the county. Although retired now, I was employed by FSSD for 23 years. So I am somewhat aware of the Franklin educational system. It is a very good educational system, but is facing growing educational problems caused by both local decisions as well as state wide decisions. I use the local parks and hiking trails 3 times a year. They are great. I have to drive across Franklin 4 times a week from west side of Franklin to interstate 3 times a week. It is a nightmare.
- I feel like safety is a big deal. I have never been nervous or felt unsafe in Franklin but feel like in the past 2-3 months it's been the topic of a lot of conversations. I am not sure if it's because it really is becoming an issue, or if it's just been the headline of news and twitter outlets.
- I have lived in Franklin since I was 6 months old. I am now 24 and am saving up for a house. I can't help but to get discouraged with housing prices. My husband and I want to raise our kids(when we start a family) in the city I grew up in and be near my parents and family, but housing is ridiculously expensive. It's sad that someone that grew up here is having a hard time coming back to their own hometown due to pricing.
- I know this is a county problem, but I would say the school system debt. For Franklin, I would be careful with the Franklin downtown area. So much new construction and it may be beneficial, but it also takes away from the simple beauty of it. I fear it may become over crowded.
- I love our downtown but I would like to see more small businesses that offer goods that the average person (local or visitors) can afford.
- I recall when Franklin used the concept of "smart growth". The last 6 years have been ridiculous! Franklin has lost its friendly atmosphere. People have become rude and that includes downtown Franklin. Adding a hotel in downtown Franklin diminishes that small town feel. Very disappointing. You have a growth problem that includes an increase in crime. Franklin has lost its charm.
- I would like more sidewalks from the west/south of downtown into town so that I can avoid having to drive.
- Illegal immigration
- Improve water quality in rivers and streams
- Improving the ability to walk or bike places to improve quality of life. Also the suburban strip malls being developed on many corners with huge parking lots.
- In my personal case is rezoning FROM residential in my neighborhood.
- Inclusion -- disabled... lower income families... respect of racial diversity Kids Arts Festival - not practicing inclusion -
- Increase in burglaries and robberies.
- Increase in crime, theft, etc. and lack of affordable housing for our teachers and lower income workers we definitely need in our area.
- Increasing crime
- Increasing crime.
- Increasing traffic congestion
- Influx of people, many with a lack of sense of community, and where to put them all without taking away the natural beauty of our area; how this influx impacts school overcrowding and busing times
- Infrastructure
- Infrastructure maintenance
- Infrastructure needs to match growth.
- Infrastructure relative to growth.
- Infrastructure, which is directly related to traffic and transportation issues.

- Infrastructure. Must do better with maintaining the roads and streets. Potholes and these are not from this winter. Franklin Rd coming across the bridge at Puckett's Boathouse has been a wreck for years. Many streets need to be repaired.
- install SMART traffic signals.....see Pittsburgh
- Installing In god we trust signs in schools. That makes atheist parents and students very uncomfortable.
- It seems like building is taking place EVERYWHERE and it doesn't always seem like there has been a lot of forethought in the planning. The smell from the Essex plant is overwhelming at times and I can't believe this isn't damaging to our health! Nothing has ever been done about this and we are always told they are within their limits and it's not damaging to our health. But it ruins our quality of life when we are outside and trying to enjoy the day.
- It's all about the streets and design but since you don't want to read about that ... Managing the growth and adding green spaces wherever possible, new and old.
- It's all well and good to allow the crazy amounts of housing growth as Franklin becomes more and more popular - but there **MUST BE INFRASTRUCTURE TO SUPPORT THE GROWTH**. No more putting in subdivisions without widening roads, adding traffic lights etc. And if you don't want to alter the lovely country roads, **DON'T PUT IN THE SUBDIVISION**. Sorry for the yelling. I may feel a little strongly on the issue. We were on foreign assignment for four years, and when we returned 9 months ago we were shocked and appalled at the lack of infrastructure to support the growth. Growth is fine in moderation - but it's not ok to slap a subdivision on a tiny winding road. Super dangerous for residents.
- Its lack of direction, over building of apartments, lack of diversity bc of cost of living.
- Its losing historic small town feel with all farmland disappearing...too much development that does not match historical aesthetics and lack of infrastructure for growth.
- I've read through Franklins long term plan and I'm concerned. There is not enough governance over competing interest. Example: Vision Franklin is built on what seems to be an ideal scenario and yet there seems to be a regular deviance from the planned design. There needs to be more oversight and restrictions preventing amendments to the plan as each one seems to be made in isolation and with little concern to how it effects the big big picture.
- Jobs
- Jobs, cost of living, lack of local businesses.
- Just the overall growth of national store chains and the forcing out of the local merchants. The small time feel is gone. Never thought I would see a giant crane in downtown Franklin.
- K-12 education
- Keep free parking downtown.
- Keep property taxes low.
- Keep the historical feel to Franklin
- Keeping a "Hometown " feel, with genuine folks who care about Franklin making decisions for its citizens.
- Keeping crime from the growing transient areas of Nashville from moving into the Cool Springs & Franklin areas because criminals think there's a lot of money and affluence in our awesome hometown!!
- Keeping downtown businesses vibrant
- Keeping Franklin affordable for folks who have lived here for many years and also not developing too much vacant or farm land.
- Keeping Franklin Franklin. We have a lot of people coming into our community pushing agendas that go against what has made this community so special and turning it into something else. Franklin will lose itself if we keep allowing it to be pushed in that direction. Soon Franklin will be like any other city and lose it's charm. Then when things slow down, Franklin will be left with nothing but rapid growth and memories of what originally made it special.
- Keeping Franklin Franklin; too much emphasis on affordable housing in the downtown area
- Keeping Franklin 's small hometown feel & safety while it continues to grow. And of course maintaining roads...had to add that.
- Keeping Franklin's small town feel from becoming too commercialized and the disparity of students and funding between FSSD and Wilco schools.
- Keeping green open spaces dor parks and recreation.
- Keeping green ways green.

- Keeping housing affordable, improving walkability and bike lanes, it is very dangerous to try to ride a bike over the railroad tracks on Lewisburg Pike and Lewisburg Pike bike lane is acceptable in that it is too narrow for bike or walking.
- Keeping open spaces, keeping us fiscally sound and cleaning up around I65...that's our worst area with weeds and trash. It doesn't even look like it's a part of the rest of Franklin.
- keeping our culture when so many are moving here from other places
- Keeping our small-town feeling, managing growth responsibly!
- Keeping public safety primary (as opposed to the recent Nashville trends of violence), & continuing to invest heavily in education (reason people move here - for their kids)
- Keeping schools best in state. Top tier in nation.
- Keeping taxes low. Keeping expenses low. Focus exclusively on essential govt services: streets, water, sanitation, library. Transparency and accountability in government.
- Keeping the bucolic feel of Franklin. Not to grow too big.
- Keeping the small town feel that we moved here for 23 years ago. Growth is out of control.
- Keeping the small-town, neighborly, wide-open feel of a rural area with the amenities we all enjoy!
- Keeping up with growing traffic and lack of public transport and bicycle routes.
- keeping up with growth
- Killing the small town charm and over populating restaurants and getting retail moved out of downtown.
- Lack of affordable housing
- Lack of affordable housing
- Lack of affordable housing.
- Lack of bike lanes, sidewalks. Need for more baseball fields, that don't flood and can actually be used year round. Possible artificial turf fields.
- Lack of control of greedy developers that do not provide infrastructure prior to building
- Lack of healthcare availability. We have lived here full time since 6/2019 and stil haven't been able to get a primary care physician.
- Lack of homeless shelters and affordable housing.
- Lack of lower cost housing
- Lack of public transit
- Lack of sidewalks in all neighborhoods.
- Lack of sidewalks on major roads(Boyd mill 96 to downs ect) Over building of neighborhoods Destruction of beautiful farmland by builders who are allowed to place too many homes on small properties
- Lack of support for our school district. I do not see our elected officials helping retrieve the tax revenue that rightly belongs to the children of Franklin. In fact, this governing body turned its back on our school district last week when it voted not to pursue tax revenue held by by the county. I'll not support incumbent city council members in the next election or county mayor or council.
- Land and development management
- Land use and maintaining the natural beauty of our town. While we need some growth for economic reasons we also need to NOT overbuild and allow developers to take over every available piece of land. The charm of Franklin is a balance between the 2 and I am afraid it is tipping toward the developers. Plus that impacts the traffic.
- Land use.
- Let's be sure we are welcoming to newcomers, especially new residents who are non-white. A diverse community will make us stronger and more vibrant as a community.
- Local officials always being accessible to residents of the community & being willing to listen to concerns. Being careful not to overbuild the downtown area - the skyline is getting crowded.
- Looking at the rapid growth of the city and its population, there is a definite lack of amenities spread throughout the city. This includes Playgrounds for young kids, public water fountains and toilets in such places and their very availability round the clock.
- Loosing the reason people come here to visit, due to over growth!
- Losing precious, irreplaceable green space to residential and commercial development
- Losing the authenticity of downtown Franklin.
- Losing the character of what Franklin once was.
- Losing the overall sense of the "smaller-town" atmosphere.

- Loss of farm land.
- Loss of green areas for high density housing
- Loss of historic downtown preservation due to encroachment of multistory buildings.
- Loss of local businesses
- Lowering property taxes. Illegal immigration.
- Maintain a balance between growth and sustainability. Over-development fosters a host of issues; environmental, social and economic.
- Maintain and support a diverse and growing community and residency
- maintain small town feel
- Maintain the historical charm of downtown Franklin, while build/refresh rest of the city as a modern city. The city will continue to grow and attract new residents. It's important we preserve our history and heritage.
- Maintaining & increasing public school quality
- maintaining and improving quality of life. The city of Franklin seems to be allowing a lesser quality of development in order to try and bring the price point down. we should not trade off development quality because it is now hurting the look and feel of Franklin.
- Maintaining attraction of historic downtown to tourists and locals.
- Maintaining green space to keep development to a minimum. Love the parks and farms.
- Maintaining its small town vibe
- Maintaining school quality and funding.
- Maintaining the close community feel in the midst of massive growth and change. Keeping it affordable for small and unique businesses to operate in the changing "chain store" culture that has come upon our quaint city.
- Maintaining the excellent reputation that prompted us to choose Franklin as our new home less than 6 months ago. Franklin is known to be an outstanding place to live. For us, it's lived up to its reputation.
- Maintaining the family friendly town while adding growth of hotels to downtown.
- Maintaining the schools and quality of education. Schools are over crowded and underfunded.
- Make downtown area more resident friendly, not just a showcase for visitors. I was born here 63 years ago. Change is good but I feel town is losing much of what made so many want to be here. It could be any storybookish Main Street anywhere now. There is nothing special anymore. Charming? Yes. But so are many other places and everything seems to concentrate on Main Street itself between river and Five Points. Downtown offers so many more opportunities that are being ignored.
- Making sure there is room for a diverse population in terms of housing styles and prices, size and design
- Making sure we don't over develop land. Need to keep some green space. We are losing so many natural areas to new development.
- Manage growth and balance with traffic
- Managed growth versus historic preservation. Tough balancing act.
- Manageing growth.
- Management of growth. All projects do not need to be approved. TrFfic must be considered. People who come to meetings do not need to be talked down to. (Margaret Martin and Mayor). People at meetings are smart too not just BOMA.
- Managing budget and debt so Franklin can be an affordable place to live for all
- Managing commercial and residential growth responsibly with a cohesive, attractive, sustainable plan.
- Managing growth
- Managing growth
- Managing growth
- Managing growth
- Managing growth
- Managing growth - the city does not need to approve every development, especially before proper infrastructure ie. roads are in place. We LOVE the open spaces in Franklin, and do NOT want to live in a concrete jungle.
- Managing growth (slowing it down), keeping Franklin a "small" town
- Managing growth and all that comes with (affordable house, traffic, water/wastewater, schools, land use, etc.)
- Managing growth by requiring needed infrastructure before allowing development

- Managing growth so that the small town character of our city is not forgotten. I am not in favor of the growth in the downtown area. I miss the Franklin of 10 years ago when there were some things to do but plenty of space in which to do them. I am disappointed in the increased traffic in the downtown area, and I am ashamed of the fact that we are continuing to prioritize economic development without regard for education spending, spending on affordable housing, and spending to deal with the effect of overdevelopment on flooding, storm runoff, etc. Approving more and more multi-family and higher density developments will choke the character right out of this city unless fees are diverted to upkeep of our schools, affordable housing options and infrastructure. I spent 20 years of my life drawing my doctors, my appointments, my shopping, socializing--most of my life activities into the Downtown area where I live and now I find myself unable to access the places, the restaurants, the stores I wish to visit. My husband and I think of moving rather than staying here upon retirement, opting for another town in which we can walk to dining and get a table, easily cross town and park for an appointment, enjoy shopping during the holidays, and gather with friends at festivals--ours are so crowded they are not enjoyable. I know it is very difficult to manage abundant growth, but I fear we are being pressed into changes that will mar the beauty of our town.
- Managing growth with the proper infrastructure
- managing growth, being overbuilt
- Managing growth, employment and quality of living for population.
- Managing growth.
- Managing growth.
- Managing growth; people moving here should bear the costs of the growth they're causing.
- Managing overall growth.
- Managing population growth via home builders, zoning, land use, etc such that Franklin grows in a fashion that balances a range of homes for all. Including home \$ ranges, open space (parks etc), access to schools
- Managing the demands of growth especially with infrastructure and demanding quality in construction and code compliance both commercial and residential.
- managing the growth of the city for purposes of economic growth and social enrichment without sacrificing the small town feel and beautiful vistas of Franklin
- Mike Looney. Williamson County schools have taken several turns in the wrong direction under his leadership (Adopting Common Core and now training teachers about 'white privilege' to name just a few). Mr. Looney goes against what the parents of this community want for their children. I will never send my children to public school as long as he's running things.
- Milcroften Utility District is an abysmal organization that exploits Franklin residents' wealth. It is clear that the city has not held them accountable for the way they run their business because you can see by the reviews online that there have been major problems for years (I can personally attest that these reviews are accurate). We must do better- it is simply unacceptable. I am one issue away from calling a news channel.
- miles and miles of high-priced condos, esp along I-65 -- not only do they detract from the scenery, they create terrible traffic problems and are nowhere close to being "affordable housing" -- many of the people who work here cannot afford to live here
- More areas for walking to places.
- More crime issues occurring with break ins and other things of that nature.
- More one-story housing (condo or house) that seniors can afford.
- More recreational sports facilities for the growing youth population with recreational, school and travel sports. Franklin lacks in this aspect.
- More street lights and bigger street signs.
- More walking/biking trails are needed, especially connecting older subdivisions. More park/s also needed.
- My biggest concern is the influx of so many new people that may not have the same values of the Franklin we love. It seems that all the press that Franklin has gotten over the last couple of years has also attracted much more crime. And the rapid growth of business is unsettling too. I feel that the city has been careful to oversee the design of new construction, but the new giant complex feels huge now that the electricity is on, and I worry about the increase in people in our little town that it will bring.
- N/A
- Need a path system that walkers and bikers can enjoy. Like the one at bicentennial park, but it should connect to other parts of Franklin. Can't get to downtown by foot easily at all from surrounding areas. Continue the one on Mac Hatcher, add one on Lewisburg pike. Connect the battlefield to downtown. No safe way to cross

Mac Hatcher at Royal Oaks. Franklin is far behind other cities of its size in terms of paths for running and biking. People want to be active, but get tired of just walking around the neighborhood.

- Need additional parking in downtown area.
- Need for sidewalks and trail system for safe bicycling & connectivity. Too many multi-family apartments being built.
- need mid price range (250k-350k) single standing homes community--not condo or apartment but nice subdivision of affordable perhaps ranch style homes.
- Need more public transportation available in Franklin and from Franklin into Nashville/Airport
- needs more street lamps on 96 west alot of dark areas
- New construction houses burdening our school system.
- New housing that reflects the character of the area. Larger lots and open space instead of small lots and high density housing.
- No affordable housing.
- No check and balance on how our taxes are used. Politicians only care about lining their own pockets. Good old boys still controlling this town. Trash pickup during peak traffic hours. On Murfreesboro road need to coordinate the traffic lights. Police officers need to be out protecting the Mall.
- No one over the age of sixty needs to pay the FSSD taxes. Why are all education opportunities given to the youth (even free junior college) and not to seniors or veterans? Veterans should be priority one! Seniors should have the same opportunities for a free junior college education that young people do.
- Non affordable housing
- Not allowing, legally, the use of single family homes in established neighborhoods as motels. If I move from Franklin, this will be why and many of my neighbors feel the same.
- Not being over built
- Not being so fond of growth that we loose site of the beautiful land we have and allow it to be overdeveloped...
- Not having infrastructure (roads, schools, water, etc) in place prior to the numerous approval of developments.
- not keeping infrastructure up to meet the demands of the fast growth occurring in the city. Developers having free reign and the county commissioners, etc not keeping the best interests of the community as a whole at the forefront allowing developers to overcrowd the area. County leaders not investing in educational needs as the area rapidly grows
- Not leaving much open green space that gave Franklin that Franklin feel..
- Not managing population density well in relation to high traffic areas. There is an increase of high density residential housing where it should be spread out more, the continuation of construction of residential areas so close together is going to cause major travel problems as well as increased dissatisfaction and potentially conflict between neighbors.
- Not putting a stop to development especially in downtown Franklin.
- Not to get too big a downtown area.
- not too much over build
- nothing (besides) the traffic
- Officials and builders, planners etc allowing money to drive decisions. People moved here for the charm, farmland, beauty and what used to be affordability. We are now priced out and live in a 500 sq ft apt above a garage and we are 57 and 58 years old. We likely will have to move away.
- Opioids
- Opportunity for exercise - hiking & biking trails away from main roads, ability to walk or ride to shops or other places of interest in a safe way away from traffic (ie away from main roads), other places of recreation that encourage exercise as a part of daily living instead of something you have to drive to
- Our back yard has big problems with run-off from the new Mallory office building by sonic. Our yard has flowing water running through it now and it's muddy and nothing grows due to mismanagement of water runoff. We are at 138 Stanwick drive. I hope this issue can be resolved. We have emailed an alderman but would appreciate more follow through.
- Our police officers are underpaid. They cannot afford to live in the city in which they serve. It's very disheartening.
- Our rivers are so polluted with garbage, it's disgusting. Such a beautiful natural area and we are not giving more attention to litter/recycling throughout the community is frustrating.

- Out of control building anywhere and everywhere
- Out-of-control growth. Franklin is being destroyed by excessive building of homes, hotels, office blogs, and retail space.
- Over building
- Over Building
- Over building and cramming too many buildings in too small of a space.
- over building apartments
- Over building in already congested areas
- over building of residential dwellings
- Over building.
- OVER building...allowing too many businesses, and developments that will bring in more people, that the downtown can't handle right now.....It is an amazing small town, it will lose its quaintness if you develop these beautiful farmlands/battlefields.
- Over development and lack of green space
- Over development and safety
- Over development, development too close to roads, not maintaining adequate separation between residential and commercial development
- Over development, lack of effort to make diverse populations feel welcome and included, lack of funding for public schools (and traffic!).
- Over development.
- Over expansion (growth)
- Over growth
- Over growth of Franklin. Business and residential.
- Over growth. Over building in downtown Franklin. Too many people moving in too quickly. Housing costs & lack of middle class homes. Out of state investors should not get to outbid local residents.
- Over growth. Stop building high-density housing (apartments, condos, houses on less than 1 acre, etc.)
- Over growth. Too many new and mixed use subdivisions going in. It affects way more than just traffic.
- over population and building the city up too quickly. it's no longer the cute, quaint town it was a few years ago.
- Overall congestion, disappearance of green space, traffic
- Overall growth control
- Overall growth rate, traffic in and through downtown, preservation of the Harpeth river water. Growth is a good thing, but Too much too fast is a recipe for disaster. Affordable housing is badly needed, I love this place, but this cost is ridiculous...
- Overbuilding
- Overbuilding
- overbuilding
- Overbuilding and not protecting the older historical neighborhoods. City has lost perspective of quality of life for residents and locals. Growth and money over quality.
- Overbuilding of apartments. Overbuilding of hotel - Venue space and venue space to accommodate large events has not kept up with the capacity to fill the new hotels according to the CVB. Sport fields and buildings are lacking. The cities building out side their UGB. Not wise if we are to keep our rural areas. And the debt for schools is going to threaten our county and cities quality of life and affordability because all the county commission knows to do is raise taxes.- Almost up to \$1 Billion in debt- irresponsible- that hurts our city too! County does not cut waste or streamline their departments or think outside the box much like Franklin. You all do a good job. You have smart people in your finance department- I have met them (Russ and now that smart lady). The Franklin mayor needs to be a full time, paid Mayor. Seems he works full time already. How about the Aldermen? And we need a professional manager to run the county government who can run our county more efficiently without the good old time ways of doing things. Then maybe the city and county can work better together on growth issues and ROADS.
- Overbuilding of green spaces. There used to be so many green spaces in neighborhoods that in the past 7+ years are now a new house built. Traffic is not good and I live so close to Cool springs now. I'd avoid it if I lived 10-15 minutes further out like I used to and I'd shop more online. Parking is difficult to find in downtown Franklin. The Frothy Monkey and area is all but to be avoided. I love that our small town is popular but infrastructure is not keeping up with all the building. Better planning is needed in my opinion.

- Overbuilding! Stop the rush to build on every available space in town, tearing down good affordable houses to build monster houses in their place!
- Overbuilding, density of homesites, not enough parks
- Overcrowding
- Overcrowding
- Overcrowding
- Overcrowding schools Depletion of green spaces TRAFFIC
- overcrowding with multiple housing structures, losing the green spaces that we loved in 2002, losing the 'small town' feel. parking downtown.
- Overcrowding!!! Privacy...not everybody wants parades/parties every weekend. The hillsides are looking like Antioch. All the buildings are looking the same as other towns everywhere. MORE is not always better.
- Overcrowding, overbuilding, and rising personal crime.
- Overdevelopment
- Overdevelopment
- Overdevelopment
- Over-development without first addressing traffic planning and necessary infrastructure.
- Overdevelopment! High housing costs. My grown children could not afford a home in Franklin! Lack of sidewalks and bike lanes in many areas. Drainage issues in many areas in and around Franklin.
- Overdevelopment. The developers have already destroyed most of Franklin open space. Our schools are overcrowded, our roads are unsafe and there is increasing crime. STOP the madness!!! Slow down. Listen to the current residents. NOBODY will want to live here if the place is overdeveloped, our roads unsafe and our schools overcrowded. Can we PLEASE not build on. Every.single.piece of open space???
- Overgrowth
- Overgrowth
- Overgrowth
- Overgrowth and building out too many green areas. How many small business complexes do we really need? Dry cleaners on every corner along with car washes, banks, hotels, and restaurants. We are turning into Murfreesboro!
- Overgrowth as it applies to preparedness for traffic as well as schools.
- Overgrowth Employee satisfaction for retention Streets Sewer Upgrades needed Larger staffing for departments
- Overgrowth of industry and losing greenspace. No buffers between residential and commercial buildings.
- Overgrowth, Franklin has taken a turn for the worse here recently. I miss the old Franklin where you could get from 5 points to Mac Hatcher in five minutes, I miss not having a hotel, not having to pay for parking I miss Franklin
- Overgrowth, overcrowding and losing all the natural beauty that brought people here 10-15 years ago
- Overgrowth. Moving here 10 years ago, I understand others' attraction to the area, but it seems as though anything goes when it comes to development. The reasons we moved to Franklin-open green space, rural/small town feel with a rich sense of community fades with ever large subdivision put in what used to be beautiful rolling hills. I hate the thought of leaving the area, but I'm currently looking out of the county for our next home.
- Overpopulation
- Overpopulation due to zoning issues
- Overpopulation, overcrowding of schools, mass development of farmland, natural areas
- Overpopulation.
- overwhelming, excessive growth
- Pace of growth
- Parking
- Parking downtown
- Parking downtown.
- Parking space for downtown Franklin. Schools overcrowded.
- Parking, the real problem is coming and I believe we are way behind the 8 ball in building a 3rd City Garage
- Parking.
- Paying for growth, taxes.

- pedestrian/bike safety
- People who are originally from Franklin cannot afford to live here anymore. Therefore we are not able to raise our families here in the only town we have ever known. It is very sad how much the prices have gone up in the last few years. I miss my small town and I hate to know me and my children will not be living here much longer.
- Planning for off street walking and biking in and around town.
- Planning for walking trails and sidewalks for all. From Carnton Mansion to down needs a path it sidewalks foe walkers and bikes. Someone is going to get hurt in busy Lewisburg road inside the bypass area. We need to promote a physically active community for all.
- Planning is very questionable. I see new buildings being built right up against two-lane roads, especially downtown, which leads to poor future options as traffic increases. Any open lot is approved for development, no matter how small. Approved buildings in downtown are way too large (condos) and overbearing. I get the sense the City will approve anything and the attitude is "build it" at almost any cost.
- Please provide better funding for the our police and fire services. Public Safety should always be the number one concern. A close second would be to provide additional funding to our Franklin Special School District. I would also recommend to slow down the growth of new residential neighborhoods, unless you take care of my first two concerns. I want Franklin to keep it's charm and not become the next Murfreesboro or Nashville.
- Please stop building and developing franklin. The residents are begging you. Please listen to us. You are ruining our town and the reason we live here. We will vote you out if you do not stop.
- Please stop the development. Its causing crazy traffic issues. STOP BUILDING HOUSES AND STUPID ROOFTOP BARS. We live here because it isnt overbuilt Nashville. Please please stop. We WILL VOTE YOU OUT. All my neighbors feel the same.
- Pockets of low income housing drag down franklin special schools.
- poor city streets that are in need of immediate repaving and repair
- Population growth
- Population growth and the overall look and feel of the city as it grows. Increase of crime.
- Population growth and the taxation of our schools, both fiscally and culturally.
- Population growth is outpacing school growth. There aren't enough parks/walking trails in Franklin for the size of the city.
- Pot holes everywhere and the single lane underpass with railroad tracks over them on Wilson Pike/Clovercroft. AT LEAST, put a two-way mirror and teach others how to approach/drive through them.
- Pot holes.
- Potholes and traffic flow
- Preservation of green spaces and parks rather than more development.
- Preservation of open green space- not selling out to developers! Water conservation and purification.
- preservation of open space
- Preserve historic integrity in light of growth. Affordable housing.
- Preserving the green space! Too much farm land is being converted to housing developments. The charm of Franklin is the open spaces!!
- Preserving the natural spaces, pace and feel of life and the community by not allowing growth to overcrowd the infrastructure or suck the margins and open spaces out of the city. Those are the things that make it the city it is and can't be gotten back if allowed to slip away.
- Preventing crime
- Preventing high density development and preserving green space, providing more sidewalks and bike paths
- Pricing out the Mom and Pop businesses on Main Street. We are losing such good shops because of greed.
- Proper use of property taxes.
- Providing affordable high speed internet access through multiple, competitive providers. Would like to city to explore public utility options for residential internet access. Avoid monopolies!
- Public Parking
- Public Safety
- Public school funding!
- Public schools zoning for both WC and FSS. Distance to zoned elementary and middle schools are a problem for most parents I speak to. My kids are not school aged yet but I already worry about the distance they will travel to their zoned school when there are others closer

- Public transportation for elderly or retired residents
- Public transportation options. Safety as there have been many reports of car thefts or items in cars. Diversity
- Pushing out local businesses and resources for underserved citizens
- quality & appearance of new developments
- Quality Affordable housing options for working class and also for the homeless population Franklin pretends they don't have.
- Quality housing for all income levels
- Rampant, irresponsible growth that is ruining the charm that put Franklin on the map.
- Rapid growth
- Rapid growth
- Rapid growth and the strain that it puts on infrastructure.
- Rapid growth, helping homeless people, crime prevention
- Rapid growth. Franklin is losing its identity due to the rapid growth. Stop....issuing building permits. We are for full.
- Recent crime
- Regulate/limit residential growth
- residential growth
- Responsible growth
- Responsible growth and the impact on crowding schools
- Restricting growth in the center of the town. Massive Harpeth development destroys our small town feeling.
- retail growth has not been well regulated - way too much zoning has been lax - starting to feel look and like Antioch apparently not much in the way of integrative long term vision for Franklin growth
- retaining existing character while managing growth
- Retaining its charm and small town appearance and feel as it grows into a mega-type city.
- Rising cost of living
- Roads, bike lanes, pedestrian walk ways.
- Roads, traffic
- Ruin of our topography. Choosing more and more houses instead of protecting our ridges, wild life, forested areas that make Franklin so appealing. I have been here 12 years, and see the regular disappearance of our beautiful land on a monthly basis. Developers seem to have the ear and the pocketbooks of our city officials. Paid parking downtown is a shame. Visitors and residents used to love strolling, or visiting on a regular basis, but now it costs too much just to take my grandchildren into Franklin proper because we must pay to park. Sad.
- Runaway building...developers have the priority over citizens concerns
- Runaway growth. It needs to stop. We can't afford it. It DOES NOT PAY FOR ITSELF. Stop pandering to the developers and realtors.
- Safe walking paths into downtown Franklin
- Safety
- Safety
- Safety and Growth
- Safety due to numerous home burglaries in the last 18 months.
- Safety first, controlled growth, & keeping the City beautiful...picking up trash, especially after grass cut along sides of roads & before/after holidays & events when more people visit. Thank you!
- Safety of our neighborhoods and schools
- Safety. With growth comes crime often times. The police are wonderful and helpful. Perhaps being more visible in the evenings.
- Safety/crime prevention
- Safety/crime. With the recent uptick in crime in Williamson County with connections to Nashville there is a big concern among myself and others that it could signal an upward trend. Criminals in Nashville view Brentwood/Franklin as "sitting ducks", naive citizens. Additionally, education. The future of FSSD in relation to Williamson County Schools and zoning. It could greatly affect property values if FSSD.
- Safety/petty crimes
- Schools

- Schools are overcrowded!!!
- Schools are overcrowded, yet large developments continue to be approved! I work in FSSD and we don't even have desks for all our children. Franklin is no longer a small town. It is a bedroom community for the greater Nashville area. Downsizing here is not affordable. The sense of country living is non-existent. I hope to move away from the area as soon as I am able.
- Schools keeping up with growth. Keeping taxes low.
- Schools need to be funded. Proper planning needs to happen so we have a 20 year plan and not a knee-jerk reaction to growth that we've had for the last 5 years. If we are approving mass housing developments, let's plan for the schools at the same time those developments are approved. Don't wait until schools are completely overcrowded to decide how to fix them.
- Schools! It is more a district issue, but the city is growing more than we are building new schools! Public transportation is important, keeping it green ... as well as welcoming initiatives for newcomers!
- Schools. Lack of space. Overcrowded schools. The school board DOES NOT listen to parents. Way too much growth too fast—apartments everywhere. We don't want a city that's exploding. We want to have a small town feel. We can no longer enjoy festivals or shopping or whatever because there is no where to park. Our kids are in crowded schools and portables, the close knit feel we had within our school communities is gone.
- Sense of community as new ppl from all over company move here. Setting us apart from Nashville. Protecting our green space and having parks.
- Sidewalks and trails. Litter along roads and river also an issue but not most important.
- Sidewalks for walking/running!
- Sidewalks to connect the city
- Sidewalks, proper lighting, snow removal
- Slow down building apts.
- Slow down the building. I've live in Williamson County since 1960 and have seen many changes and improvements. That being said most were for the better but things like that building on 1st Ave. is changing the look and feel of Franklin in my opinion. We don't need to do what Nashville has done and try to be bigger than what our city has the infrastructure for. I believe most of our citizens like the small town feel. Quit bowing down to these contractors.
- Slow down the growth. Too many houses crammed into small spaces. Development do not match existing surrounding homes. Roadwork not keeping up with traffic needs and safety. East side will explode soon.
- So I really can't mention the lack of planning with regards to roads? Ok... I think there's a dearth of playgrounds and parks around town. I'd like to see several more parks in different parts of the city. I'm thinking Pinkerton type parks. Places kids can get out and play and adults can visit. I see plots of space where this would be doable but figure the city doesn't want to pay for them...
- Spending money on wants, not needs
- Staying true to the small town charm, and becoming "modern". I'm afraid we are losing our green spaces (corner of Franklin road and Mack Hatcher, for example) in favor of big development and commercialism. And NO MORE CHAINS in downtown Franklin.
- Stop all the new building!!!!!!
- Stop building so many houses in such small lots. You are ruining the ambience of Franklin especially east of I65. Do not let the developers get their way to the detriment of current citizens.
- STOP GROWTH. STOP over development. STOP high density.
- Stopping large building in downtown Franklin, stop focusing so much on tourism and let regular Franklin residents use the area Letting commercial areas with services (along Columbia Ave) remain that way, don't try to gentrify the area ***Franklin transit is too limited.....needs to be expanded, not just used to connect with cool springs, it is not serving enough neighborhoods around the city to get into the city. Could dramatically cut down on car traffic, as well as increase local use of downtown, factory.. we don't go down there because of traffic/lack of parking
- Stopping left wing indoctrination of youth in WCS. The gridlock on the highways at rush hour.
- Street resurfacing and pothole repair!
- Streets are in dire need of repair. From the city square, traveling east on Murfreesboro Rd., the roads are terrible. Also terrible if you go North on Franklin Road, across river.
- Substantial increase in crime, home invasions auto break-ins. Never hear of criminal apprehensions!
- supporting our county schools in the manner that maintains high quality given the challenges of out of control growth

- Sustainable growth that factors in maintaining natural environment and not over burdening the schools
- Sustainable growth without overdoing it.
- Sustained creation of high paying jobs. Done a good job of having corporate headquarters in Williamson county, need continued expansion of those roles. Low unemployment in the area but worry there is limited growth opportunity for next generation of upper level management. Lots of "doers/processing" in the Nashville area, need continued growth of strategy, product and business roles.
- Taking up open space with more built development. A lot of the appeal for us moving to Franklin City/Williamson Co 13 years ago was for the rural but suburban feel. Also the small to medium size city allows for a sense of community that is lost once things grow too much.
- Tax increase that was voted on and promised to include FSSD did not happen. County commissioners voted against including FSSD! Such a disgrace!
- Taxes
- Taxes too high. Wanting to build on every square foot of real estate.
- Teachers are underpaid and we are losing them to other districts. We also have zero business and civi engagement in the schools in regards to career academies.
- Tenured citizens are subsidizing developers significantly through taxes and externalities. Housing growth, in particular, exceeds the county's ability and budget to add classrooms for K-12 education. This comes from the inability of the city to hold developers accountable through zoning and fees (e.g. impact fees) for their costs to tenured citizens of Franklin.
- That franklin will become too focused on pleasing outside visitors and making it a tourist attraction. I also think it could become too crowded taking away the value of a 'small town' feel.
- That we are only building homes for people upper class and we need more middle class. While it's very important to have big degrees we still have people that only have high school diplomas and certifications that are vital to our communities day to day functions and they can't afford to live here.
- That's it.
- That's the only issue on my mind. I believe everything else is being managed nicely,
- The amount of building that is being allowed is making Franklin become undesirable. There hasn't been enough advance planning to support all the new residents. And the green space/farms that we're losing will never be recovered. The charm that Franklin used to have is gone.
- The amount of commercialization that is taking place in our city without taking into account the lack of infrastructure or that these buildings are being placed inside residential neighborhoods. There is also a lack of responsibility on our elected officials to actually serve the people and not corporate business.
- The amount of growth happening in Franklin is turning our once great small country town into more of a city feel. I believe if we keep building subdivision houses the way we are there won't be a blade of grass left. Many of the locals who have been here for 200 years no longer feel welcomed in the city or county. Can we please stop building subdivisions everywhere!! There are plenty of houses already in the county that are for sale that we don't need to be building so many new ones. It just makes me so sad to see all of the growth that's happening.
- The approval of new construction. It doesn't look good and the city is losing it's charm. Seems like it is all about money. Also, there is no reason to have fluoride in the water. Even if it works to reduce cavities, it's a drug and poison and damages the rest of the body.
- The basically rubber stamping of new projects everywhere within the city, while try to take more money from citizens to support the growth of public education "needs" to meet the same growth that is annoying everyone. As though the "amazing" schools that are supposedly the big draw for families here are somehow recreatavke facilities that will be magically staffed by the same benevolent and "underpaid" teachers.
- The biggest problem we're seeing is land development outpacing infrastructure. As well as allowing high density home developments out in the more rural areas of Franklin. The reason we chose to live on the fringe, surrounded by large farms, was to be away from high density homesites.
- The challenge is promoting it as a quaint little city when that's a lie. There are so many transplants that I saw a sticker on a car in the shape of the county with the word "native" on it. With the masses of people moving here to work in a new office, we've seen more crime, aggressive driving learned in other cities, and bad attitudes and rudeness common in other parts of the country. I've lived in Williamson for 27 years and Franklin for 20, and that was never Franklin. People would wave thanks when you let them pull in front of you, let you go ahead in line if you had only one thing to buy, and had a kind word for no reason. Franklin is now a nameless and faceless place that belongs to developers and tourists.

The National Citizen Survey™

- The changes taking place downtown. As rents rise, many businesses are being pushed out. We need to take steps to preserve the charm and history we all love about the square and Main St.
- The City & County working together to plan for growth/people moving to Franklin and Williamson County so that there is proper infrastructure
- The city is allowing developers to over build and deplete the natural habitat. It is ridiculous and Franklin is losing green space for the almighty dollar. Traffic is terrible and the high influx of people from California and other areas is ruining the feel in Franklin. The city has sold it's soul and it is becoming just another overbuilt and overpopulated generic city.
- The city needs more competition with regards to broadband service. In many places Comcast is the only provider and offers terrible service. Sidewalks and bike paths are currently inconsistent. It is typically not possible to get to destinations without resorting to a car when sidewalks do not consistently run alongside each road.
- The city's lawsuit against the UDC, and allowing non-residents to make BOMA meetings uncomfortable for citizens to attend.
- The codes department enforcing laws and codes as they are mandated and keeping an eye out for infractions and actually doing something about it.
- The Confederate monument that stands on the square and the barriers the monument places preventing the City of Franklin from being a truly welcoming and inclusive. The glaring economic disparities in the city are also equally troubling. There is no sense that the City and its leaders are interested in affordable housing, opportunities for disadvantaged families, and creating a space for people born and raised in Franklin who can no longer afford to live there.
- The cost of housing. You can hardly afford a run down apartment on a middle class single parent family. I am a middle class single mom and could never afford a house in Franklin. I would love to live in a safe area with my children but can't afford the prices and I make too much to qualify for assistance.
- The density of traffic at certain times of the day.
- The destruction of farm land for development, like on Del Rio.
- The disappearance of green spaces as a result of building on every scrap of land available.
- The disconnect between housing growth and collection of SUFFICIENT funds from developers to pay for new required schools and related educational expenses. WE cannot cut teacher salaries or fail to fund necessary cost of living salary increases for teachers while developers reap the rewards of new housing developments and don't pay their fair share.
- The excessive development of new condos, apartments and retail spaces near downtown. They aren't open yet and the traffic is already getting bad. Also fearful that the developers will ruin the beautiful countryside near Old Hillsboro and Del Rio Pike area. All for progress but a shame that there isn't conscientious capitalism in this regard.
- The fact that small business owners are being driven out of downtown to make room for bigger chains. This completely removes the sense of community from downtown and destroys our small-town feel.
- The growth has ruined our little town. Traffic terrible and crime becoming frightening!!!! Our neighborhood has had multiple car thefts and more
- The growth is out of control. Been here 25 yrs and it is not even close to the city we used to love. Seems like Franklin has sold itself to developers. Everyone I talk to feels the same. Has populated way too fast. Starting to feel like Disneyland. Our children raised here have to leave because they can't afford to buy a house here. So sad.
- The housing situation (approved communities) is out of control. It is having a significant negative impact on our schools putting Williamson county at risk. Growth needs to be slowed, and planned more appropriately. Building in Williamson county in particular is an issue. Giant neighborhoods are popping up everywhere and support services have NOT been planned for accordingly.
- The increase in crime.
- the increasing level of petty larceny, whether from our own children, or imported children from Nashville. Car- breakins, etc. will soon turn into more serious crimes. It's a societal problem, not a police problem. I think they are doing what they can.
- The inequality of WCS & FSSD as shown by the recent vote of funding!!! Housing & education are vital to the low income & low middle income of Franklin! People are having to move due to housing & rental costs & put their children in districts where test scores are lower. We will have less diversity in our schools & community!

FSSD deserves the funding that was indicated. Retirees will have to choose where to downsize due to the lack of options in Franklin! The cost of housing is a Big issue!

- The lack of affordable housing in the downtown area.
- The lack of availability of affordable housing for lower income workers, such as those in service jobs or those employed in entry-level positions.
- The largest problem I see is growth without infrastructure. House are being built at an insane rate with no thought given to quality of life. The beautiful small town if Franklin is no more. Any spot of open land is being leveled by blasting and covered with new homes. We are now at the point where people who've lived here for years are deciding to leave and move elsewhere. I'm disgusted with what has happened and feel powerless to prevent this disaster.
- The most important challenge facing Franklin today is housing; too much of it crammed into small areas overtaking older neighborhoods and ruining the small-town charm of Franklin, while at the same time there is not enough affordable housing for people who work in Franklin but cannot afford the over-priced houses or apartments.
- The new apartments and homes are choking out the natural beauty. Many new and d commercial spaces are not even occupied. Traffic is becoming a nightmare because of the volume. Over the 19 years we have been here, Franklin has lost that small town, charming appeal.
- The new buildings coming into Franklin have lost the "small town" feel and are overpowering the existing buildings. #1 the downtown hotel #2 the chick fil a building too close to hwy 96 #3 buildings on McEwen Drive corridor
- the non existent of public transit
- The onslaught of growth in Franklin Town, Main Street has somewhat changed the charm of the town. In the summer it resembles Epcot Center, extremely difficult to find parking at lunchtime. I have weekly meetings on 5 th and I rarely want to meet anyone for lunch due to traffic, crowds.
- The over building in down town Franklin very bad decition
- the over building of non essential business condos/suites taht takes away nature - especially near roads where scenery and forestry preservation for wildlife is crucial
- The overwhelming growth and outrageous housing costs .
- The pace at which the city is growing and all that comes with it - schools, streets, potential for crime, cost of living rising, etc. It also seems that developers are getting their way more often than not when it comes to rezoning requests. It seems the city officials are more interested in growth at any cost rather than growth in a way that benefits everyone. It often appears the current citizens and our quality of life get overlooked when city officials make decisions about growth and potential for tax revenue.
- The parking garage on Second Avenue is for the PEOPLE of Franklin—not the city workers. Move city hall out of downtown Franklin! Franklin has become a place for tourists and not for residents. I have lived in a lot of different cities in a lot of different states, and the library system in Williamson County is disgraceful! So few books, services...it doesn't even get newspapers from around the country let alone regional newspapers!
- The possibility that crime may spill over from Nashville as Franklin is regarded as an affluent area. Could be a target for criminals with easy escape access via I 65
- The problem is: The ashtonoshing fact of the lack inadequacy and lack of proper, ethical, physical, and legitimate professional training of most of the men and women accepted into the City of Franklin and Williamson County Police Departments. It's as if at least 50%, if not more, of your officers and staff went through some "out-dated weekend certification" in how to interview and treat, aka: interrogate and communicate with people, as well as your out-dated ways of letting any logical, ethical, open- mindedness, and compassionate communication be considered....much less if they believe it. In addition, any proper effective physical training. Most of you have your minds made up based on the stories that you have been told before you even knock on someone's door-possible victim or possible perp. The Franklin and Williamson County police department and its "higher up's" have the local legacy of its community and mentality of "Mayberry" (The Andy Griffith Show), as if you have the authority to do whatever your "opinion", "religious beliefs", "political beliefs", etc that you deem you feel is right based on "you" or "what you were told" or "told to believe and do" from your "higher ups" before actual facts on both sides are available to you. There is no respect in that approach nor is there cooperation in that approach from your community. On another note, keep demolishing all of the beautiful open land and trees to make more money for Igor cookie cutter look-a-like-residential areas with horrible Architecture. Why is is that The cheap contractors and developers you guys hire thank that no one will ever see the backsides or the sides of these cookie-cutter homes... They are

absolute eyesores. Why is it that these architects, if you could even call them that, only care about what the front of a house or building looks like. I rest my case on this: All any of you care about is your outside "Face Fronts". Feel free to do your algorithms. We all know you can figure out the person who sent this. I'd love for you to reach out to me so we can sit down and have a civil conversation like mature adults and discuss positive ideas. We're not stupid, (well some are) we know you can figure out who sends and fills out your stupid surveys.

- The rapid rate of building/growth and the lack of affordable housing.
- The ridiculous amount of growth and development that has been allowed to happen. It is swallowing up all of the beauty that Franklin was known for in the recent past. Residential lots need to be bigger, not smaller. No more overcrowded monstrosities like Westhaven! Franklin doesn't need more housing, it needs more AFFORDABLE housing and renovations of existing properties.
- The right Density of growth. It looks like developers are getting their way to line their pockets. That leaves us with weird looking neighborhoods. Amelia Park and Ladd Park are great examples. The streets aren't wide enough for a residential community where people park on the street. Amelia Park has such odd layouts of homes with detached garages. The reason for all of this is that developers want to jam in more homes to maximize profits. It's not that it's right for the community. It's obvious they can make money here - i would like to see Franklin ensure that they are making money while maintaining the integrity of building livable homes and neighborhoods.
- The small-town charm that attracted so many of us to Franklin in the first place is being replaced by corporations throughout the downtown area. The loss of free parking in so many areas and the lack of free parking spaces is a deterrent to the residents to be patrons of our downtown area. The monstrosity being built across from the boathouse is such a disappointment for so many long-time residents, including my teens who have said that they don't know if they want to come back to Franklin after college because it's becoming "too Nashville". I wish that Franklin's leaders would remember that many of us transplants came here because it isn't Nashville and we didn't want to live there.
- The traffic is a big problem. U turns and running traffic lights. Lighting is horrible needs new lighting.
- The traffic, poor road quality on Colombia ave, taking the small town charm away. Building on every last bit of beautiful land and the commercialization (skyrocketing price of rent for unique stores and the now paid parking) of downtown. We rarely go downtown anymore. We are losing our appeal.
- The uncontrolled growth. Say no to a developer once in awhile. Schools can't keep pace with the growth and traffic is already an issue.
- The way that Franklin is being developed is terrible. Throw up the houses/apartments, etc. without the infrastructure to support the load of cars and people. It's disgusting also how chemicals are sprayed to control weeds and bugs. We should have parks with big open green spaces for hiking. When you damage nature and the environment there will be a price to pay. Bev Burger is a partner to the developers. It's all very disappointing.
- There are too many zoning variances, too many high density projects approved, out dated formulas for growth and school zoning, failure to look at successes of similar sized cities as models for affordable housing, city services, traffic light synchronization and school populations/zoning as a function of growth. The lack of air quality enforcement is ruining quality of life from factories spewing toxins that should no longer exist among dense residential populations. Housing should have never been permitted in the areas where these factories are allowed to remain.
- There is too much growth and development happening too quickly. The infrastructure will not be in place to service this growth.
- There is too much rezoning of land to become commercial. There needs to be a moratorium on new building for at least a year in order for roads, infrastructure to catch up!
- There needs to be more acceptance of diversity. I was very disappointed in the waffling on "The Fuller Story" that occurred this winter. The city should maintain ownership of the entire traffic circle/public square area. Don't dignify the DOC with a deed to the land. Work on affordable housing and more tolerance. We need to have large cans for recycling, not small ones--same size as garbage cans for families.
- To many apartments
- To many new builds are changing the character and charm of the town.
- To many new developments are popping up all over, its loosing its small town feel and killing property values
- To much development. Franklin is losing its charming quality of life. To much of nature is being destroyed to build houses 6 foot apart—thousands of houses—without expanding the roads & utilities for these homes.

Franklin should focus on preserving the atmosphere. We have had to many years focused on building enormous buildings & destroying natural habitat for animals & our environment. When will it stop?? I have lived here 22 years and have not liked how Franklin is so focused on expansion. The best thing about Franklin was that it wasn't composed of huge buildings, asphalt, & concrete like Nashville. Franklin is losing the charm that attracted everyone to want to be here in the first place. You ask about open spaces—those have all been filled by empty business structures, one after another, the landscape raped & pillaged in the process.

- to much growth and crowding.
- To much traffic & not ample flow through major streets. People flying through neighborhoods to shortcut there time & no policing of these neighborhoods
- To preserve the small town feel and quality of life that Franklin is known for. To slow down on building new subdivision and bringing in hugh businesses. We are going to destroy the great community we have!
- To rule out transportation related issues, I find it to be a disservice to the community. I can only assume that you either don't want to address it or you already have a significant (cost and development) plan in place. If the plan is in place, it should have been communicated to the people of Franklin. I feel that Franklin has a lot of potential, but I am not aware of any plans in place to work off of that potential. I do feel that there are people who still want to think of and focus on the old ways Franklin used to be. The history and culture can be part of an evolving community, but time and resources should be placed on how the community will advance with the currently generational, cultural, and economic shift that we are all experiencing today. To neglect any portion of those changes will only stunt the city's growth. It might take multiple years or even a decade or so to see the change, but it will happen. I find it better to be more proactive than reactive to these changes. I would love to bring these ideas to the city officials, but I feel that many local, state, and federal officials have their agenda and if this is not part of their agenda, they will defer this work until a more appropriate time for them. I am only writing this in hopes that someone will think about what I wrote and decide to start the groundwork to have a lot-term plan for this city. Franklin is a good city, but I do feel that the online praise for the city is a bit exaggerated. I noticed on Nextdoor that only 900 people have submitted surveys despite sending it out to 20,000 people on Nextdoor, which is only 80,000 residents. This should be a red-flagged indicator that the people aren't comfortable with the current survey style or that they feel their opinions will not be heard. I would suggest speaking out to other communities (maybe even outside the regional community) on how they best get feedback from their communities.
- Too fast growth and not enough choices for utilities which is driving prices up as we have no option
- Too fast growth in housing. We are losing too much land to overdevelopment. I'm hopeful if the proposed new charge to new homes is upheld that it will help slow down residential growth some.
- Too many apartment buildings being constructed.
- Too many apartment complexes being built
- too many apartments. We need more affordable housing not million dollar homes
- Too many houses/apartments and no roads to accommodate the people. The growth needs to slow down until roads are built to accommodate the growth. Land Developers/ builders should be held more responsible for building roads and schools.
- Too many housing developments being built. Ruining the reason I moved here 15 years ago. We don't need more people. Schools are suffering. More green space!!!!!!!
- Too many housing developments. Developers having a negative impact on existing neighborhoods.
- Too many housing/building developments taking over farm land, which takes away the charm/authenticity and makes Franklin feel like Spring Hill(which is unfortunate).
- Too many large building developments getting approved. Building are way too large and too high.
- Too many new developments being built which only hurt the already problematic traffic issues in Franklin
- Too many new neighborhoods taking up green space. Loss of natural countryside and charm.
- Too many people coming into Franklin. The constant development is ruining the small town I love.
- Too many people living here. Need a cap. Very quickly losing small town appeal
- Too many people moving here. Mack Hatcher is absolutely nuts. Stop promoting Franklin as "desirable place to live".
- Too many people moving into the area surrounding Franklin. Too much construction of new housing, getting rid of all the open land area around town.
- Too many people. This wonderful small town turning into an overpopulated suburb with wealthy people who are all the same.
- Too many rental units , losing our green space , downtown Franklin being geared towards tourists

- Too many taller buildings like business are being built and covering up the beauty of the hills and causing further congestion.
- Too much building! More buildings mean more traffic. Also the buildings are huge and take away from small town feel, especially downtown.
- Too much development
- Too much development
- Too much development happening downtown. The small town, quaint feel is being finished by the ever growing residential and commercial buildings. It's a dissatisfier.
- Too much development- too many subdivisions of expensive houses being approved/built on land that should be left alone. We are losing the special qualities that made Franklin a great "small town".
- TOO MUCH DEVELOPMENT which results in overcrowded public schools. STOP building and developing. There will be no green space or farm land left if our current officials keep approving each and every request. Every time I drive by the new Iron Horse apartment complex going up at the corner of Franklin Rd and Mack Hatcher I get nauseated. This is a HUGE development that is not even aesthetically pretty. My commute to work will double or triple when this apartment complex fills up. Quality of life is going down the drain.
- Too much development!!!!
- Too much development. We are losing the green spaces. Too many houses crammed into one area.
- Too much development. No rapid transit where we can take cars off road. That is we need rail transit. And we need Affordable housing.
- Too much fast food and chain restaurants. We need more independently owned restaurants that offer a wider variety of dishes that are healthy and homemade instead of institutional, over-processed garbage.
- Too much growth
- Too much growth and too much density per acre in new developments. Growth needs to slow down a bit to keep up with schools.
- Too much growth and way too fast. Franklin is a beautiful, magical place but sadly it's beginning to lose its charm due to the massive amount of growth. Be careful what you say yes to. I find it all very depressing.
- Too much growth at the expense of quality of life.
- Too much growth causing the loss of green space, school overcrowding, traffic problems, and zoning questionable that leads to unfilled office buildings and apartments. Affordable housing - too many people work here, but can afford to live in Franklin.
- Too much growth in the downtown area, heavily diminishing the small town feel,
- Too much growth including the new multi story buildings in downtown Franklin. Ruining the charm of Franklin. So disappointing. New apartments at Franklin Rd and Mack Hatcher. Creating too much traffic.
- Too much growth overall.
- Too much growth too fast
- TOO MUCH GROWTH TOO FAST. WE ARE BECOMING WAY, WAY TOO LARGE AND OVER-POPULATED. SLOW IT DOWN, PLEASE!! I LOVE FRANKLIN, BUT WE ARE LOSING THE QUALITIES THAT MAKE IT SPECIAL.
- Too much growth too quickly.
- Too much growth without a serious plan for the future and how it impacts schools, infrastructure, etc. I'd like to see less of this. Keep more green spaces. We are a wealthy city and can afford to pay our own way for our schools. FUND THEM! Raise property taxes if needed. There's no excuse not to invest in our future, our children.
- Too much growth without the needed supportive infrastructure. Our schools are already overcrowded yet you keep allowing big developments of housing. Where are the kids going to school? Can we leave some space as greenspace or do we need to build a house, apartment or assisted living center on every exposed blade of grass??? SCHOOLS FIRST!!!!
- Too much growth! Too much traffic! Too many houses and hotels being built! Losing our natural open space and rural areas to development. Terrible that HUGE apartment complex is now being built on corner of Mack Hatcher & Franklin Road - that intersection already congested. All those apartments will just increase the traffic. Cool Springs used to be only congested in December - now the whole year is like Christmas traffic.
- Too much growth! Over crowded schools and traffic!! Affordable housing!
- Too much growth! Too much building, not enough affordable housing.

- Too much growth!!! Slow down!!! The city of Franklin and Williamson county is quickly losing its charm and beauty. The construction in our downtown breaks my heart every time I visit. We can't forget why Franklin has always been so special...the history,sense of community and landscapes.. just to mention a few of its attributes. Please be mindful that we may blink one day and the Franklin we love is gone.
- Too much growth, Franklin has lost the quaint small town feel. Downtown is no longer fun for locals. It's become a tourist trap of sorts and the shops are too over priced. Seems that stores are turning over too fast due to increase rents and the new tenants pass the higher costs on through increased pricing. Too much development has been allowed and the green space that attracted the growth has now been over taken ... if folks want to see the beauty of the county they'll have to get in car and drive the Trace, the country roads are no more.
- Too much growth, streets are in need of repair.
- Too much growth.
- Too much growth. Schools are overcrowded
- Too much growth. Building something everywhere I look. Too much traffic. Franklin is losing its charming, small town atmosphere
- Too much growth. Our "small town" no longer has that "small town" feel. Development needs to come to a halt to preserve the unique quaintness of our little town. Before it's too late.
- Too much growth. Traffic is getting worse and worse and the City is losing its charm. My husband and I think of moving the family to a less populated area of the City, but it's so expensive that it is a pipe dream. And even if we want to move to another house, there really isn't anything affordable. Most people cannot afford half million dollar homes. This is not acceptable. Also, I see no reason why there is not somewhere for kids to play hockey. It's a growing sport and has been popular in Williamson County. Closing A-Game and not providing another place for hockey players to play has, I believe, cut down on the interest and gotten rid of some great economic potential for hotels and restaurants. Now, for our child to participate in the sport, our dollars go to another county and we spend an hour each way to get to facilities.
- Too much growth. The reason we moved here was because of the natural environment and beauty. It's disappearing. Soon we'll move away when it's too much
- Too much growth. We need to stop building more houses and start building more business so that the people who already live in Franklin can work in Franklin too. More white collar jobs for the white collar people that live here, which of course bring with it more blue collar jobs as well. We hate traveling to Nashville to work!
- Too much growth. With only a five-foot setback from lot lines, personal green space is disappearing. My neighbor's garage now overshadows my yard so much I can't grow a garden in the backyard. I'm thinking of planting corn on the front lawn now!
- Total POT-OF-CONTROL growth. In the 8 years we have lived here, Franklin has gone for a "herO" to a big fat ZERO ! Trying to emulate Nashville or some other bigger city is the best way to ruin AND THE POLITICIANS ARE DOING A GREAT JOB OF THAT ! Give the mayor another award, he deserves it. NOT ! !
- Traffic
- Traffic
- Traffic and over development are my only real complaints in Franklin.
- Traffic and preparedness for all of the growth that is happening on our current roadways sums up the largest challenge for Franklin today.
- Traffic enforcement
- Traffic has become a major problem for me. Over growth resulting in poor water quality and added expense for the citizens. Accessibility to public events has become a problem for me. The expense for joining places such as the rec center when well paid city officials can join for free bothers me. I can not afford the fees and I can not attend the events down town any more. We need to take care of the people here before expanding so fast.
- traffic is a huge issue. you can't ignore it. I've lived in several cities and never seen such poor planning/infrastructure for growth. im so tired of jammed 2 lane roads.
- Traffic is number 1, 2 and 3. Intelligent traffic management is needed. Timing of lights. Better management in school zones. Acceleration of Mac Hatcher extension. 3 years much too long. Need incentives to speed completion. Growth needs to be slowed until traffic under control.
- Traffic is the biggest problem because too many developers are not putting the infrastructure before building.
- Traffic IS THE MOST IMPORTANT CHALLENGE facing Franklin today. Other than that - Managing growth.
- Traffic; too much growth too fast

- Transparency in BOMA decisions. Keeping taxes low.
- Transportation again :)
- Trash along roadside....Franklin gets a lot of tourists.... in the 9 years I've lived here I've seen this place begin to look terrible with trash dumped on streets and medians.
- Trash. I walk around the area a lot and there is trash everywhere. I moved to Franklin in September/18 and in the odd moments when it has not been raining I have been amazed at the amount of trash on the sides of roads and in the streams. I think a BIG get out the trash pick-up weekend would be a great community building (take pride in Franklin) event.
- Trying to maintain the feel of community, while experiencing our own growth and metro Nashville growth.
- Turning every inch of farmland or open space into houses. Stop approving every single development before Franklin ceases to be a great place to live.
- U only care about the tourists and not our own citizens. Nothing downtown but the theatres and a few good restaurants. My gosh u allow them to close at 5 and 6 in the afternoon and citizens call me home from work and can't go downtown. All the shops are for tourists. The fb pages of williamsonsource and Franklin all speak to tourist not or community. It's a real shame.
- Unbridled growth favoring the wealthy. Our teachers and first responders can't afford to live where they work. We don't have enough schools, and no one is willing to pay the higher property taxes necessary to accommodate the growth. And we're favoring high-rent national chains over small, individually owned businesses. A new Olive Garden? That's both pathetic and shameful.
- Unchecked growth and development and the related impact on schools and infrastructure
- Unchecked growth! The services and infrastructure required to accommodate all the new construction, the people getting to and from those places and who live/work in those places is going to be an issue. Those additional people are going to be an added stressor on roads. The Franklin that my parents moved to in 1953 is unrecognizable which is not necessarily a bad thing but the traffic is getting to be a burden that diminishes what attracts people to this city to begin with, whether it's to work, live or just spend a weekend shopping.
- Uncontrolled expansion of multi family housing (apartments).
- Uncontrolled growth
- Uncontrolled growth
- Uncontrolled growth
- Uncontrolled growth
- Uncontrolled growth, which results in excessive traffic issues. The lack of free parking in Downtown Franklin is unacceptable. I've lived here 35 years and refuse to utilize the " paid parking" lots, which result in me shopping less in Downton Franklin. It seems like it's becoming area that only tourist's shop.
- Uncontrolled growth. I cannot afford to live in franklin any longer. Can't park, can't get around due to traffic And construction. We are losing green space.
- Uncontrolled high-density growth causing the city to transform to a more transient population and loosing it sense of community and small-town feel which makes Franklin special.
- Under-funding the schools
- Unequal funding of the two school systems in Franklin. WCS received all of the "gifted" dollars while FSSD was overlooked. No one stepped up to make that right. I'm disappointed for our teachers and our children, who have just as much need for additional funding as WCS. An oversight knowingly not corrected becomes a glaring omission and something citizens will remember for quite some time. Especially election time.
- Unmanaged growth and pricing current residents out of the city. I couldn't afford to live here if I moved in now. I can't afford to make repairs to my house because cost of living has increased so much.
- Unplanned growth
- Unregulated growth. Traffic
- Unrestricted growth without infrastructure considerations
- Urban sprawl
- Using up open land and green space. Franklin is becoming over developed and we are loosing much of its natural beauty.
- Walkability
- Walkability of all neighborhoods. For example, there is no safe walking path from my neighborhood (Polk Place) to the grocery store less than a mile away on Columbia.
- Walking trail connectivity, especially in the 3rd ward.

- Water
- Water management
- water quality, affordable homes
- Way too many changes Franklin is not Franklin anymore too many newcomers coming in and making changes to what was a perfect small town to a messed up overcrowded town you can't make the roads wider because they were built for a small town people don't like for their property to be taken to satisfy what mess has been made of Franklin
- We are allowing our beautiful woods and landscape to be bulldozed down to make space for apartments and EVEN MORE hotels and businesses. It can ruin the character and comfort of Franklin. Be more careful of how much you prioritize economic health over the character of Franklin.
- We are already in the process of losing our charming town. BORN AND RAISED HERE ! Its time to concentrate on perfecting this diamond instead of making it bigger and losing ALL OF ITS BEAUTIFUL SHINE AND GLIMMER!!!!!!!!!!
- We are Experiencing continued Growth, And Consequently our town is experiencing an increase in dangerous and violent crimes. Very much of a concern.
- We are losing or already have lost our small hometown country appeal. Rapid growth continues amidst poor site planning. Been approving new developments without consideration of perimeter impact and bordering infrastructure. Then improvement costs fall back on the existing, neighboring residents. Columbia Ave. is a perfect example. The developer of all those apartments should have had to widen the road before all those neighbors cars clogged it up worse than it was. Parking in town/side-streets on both sides of narrow streets is creating hazardous conditions. Basically our Planning commission sucks while our other public services are excellent.
- We must increase taxes to pay for our school system. Our schools are overcrowded and teacher pay is noncompetitive. Our schools can not continue in this fashion.
- We need sidewalks and walking trails connecting the city!!!! Sidewalks abruptly end, trails are too narrow or hidden - pathways are essential to get people OUT AND MOVING!!!
- We need to slow the building of new subdivisions down. Leave green space, fields, pastures!
- We talk about 'affordable housing' but we need more discussion around low-mod income housing. There are people living in Franklin that cannot afford what is defined as affordable housing. Many have been displaced. That compounds service work force issue and traffic as they have to commute to Franklin. An overhaul of the codes department. You might get an approval but then someone changes that when you go back for next step approval on re-model project even though plans have not changed.
- We've absolutely lost Franklin. It's too crowded with little thought given to what made us "us". It's too late to fix it. Now we are just about Antioch in places, I've been here since 1992 and I'm leaving.
- While work has begun, homelessness continues to be an issue in Franklin. The lack of affordable housing is a related important issue.
- With so many people moving to Franklin from various parts of the country and world, these people want to change Franklin to be more like the place they came from. Franklin being what it is constitutes the influx of people. Franklin leadership needs to preserve the uniqueness of this place, or it will be just like any other town.
- Workforce housing, maintaining our small-town charm.
- Zoning, Planning and Development. Franklin is losing its small town character because every postage stamp of land is being built upon. We are allowing more new neighborhoods and the monstrosity on Bridge Street to be built when we can't support the current volume of traffic. We can't turn left out of Liberty Hills onto Liberty Pike during rush hour.



Franklin, TN

Technical Appendices

2019



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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 Franklin:	Excellent		Good		Fair		Poor		Total	
Franklin as a place to live	74%	N=582	25%	N=195	2%	N=13	0%	N=0	100%	N=790
Your neighborhood as a place to live	62%	N=488	33%	N=258	4%	N=33	1%	N=10	100%	N=790
Franklin as a place to raise children	78%	N=565	19%	N=137	2%	N=17	0%	N=1	100%	N=720
Franklin as a place to work	61%	N=405	31%	N=204	6%	N=43	1%	N=7	100%	N=659
Franklin as a place to visit	66%	N=509	28%	N=215	6%	N=43	0%	N=2	100%	N=769
Franklin as a place to retire	55%	N=373	29%	N=200	12%	N=84	4%	N=26	100%	N=683
The overall quality of life in Franklin	68%	N=537	29%	N=226	3%	N=23	0%	N=1	100%	N=788

Table 2: Question 2

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Franklin	53%	N=418	42%	N=333	4%	N=34	0%	N=2	100%	N=787
Overall ease of getting to the places you usually have to visit	23%	N=181	42%	N=325	28%	N=222	7%	N=53	100%	N=781
Quality of overall natural environment in Franklin	42%	N=325	46%	N=355	12%	N=90	1%	N=7	100%	N=777
Overall “built environment” of Franklin (including overall design, buildings, parks and transportation systems)	30%	N=234	50%	N=387	17%	N=129	4%	N=31	100%	N=780
Health and wellness opportunities in Franklin	47%	N=362	43%	N=330	9%	N=69	1%	N=8	100%	N=768
Overall opportunities for education and enrichment	48%	N=362	41%	N=311	9%	N=69	1%	N=8	100%	N=749
Overall economic health of Franklin	57%	N=425	38%	N=282	4%	N=32	1%	N=10	100%	N=749
Sense of community	43%	N=334	40%	N=308	14%	N=110	2%	N=17	100%	N=768
Overall image or reputation of Franklin	72%	N=558	24%	N=187	4%	N=30	0%	N=1	100%	N=776

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 Franklin to someone who asks	76%	N=598	20%	N=157	2%	N=20	2%	N=12	100%	N=787
Remain in Franklin for the next five years	73%	N=567	18%	N=139	5%	N=43	4%	N=28	100%	N=777

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	80%	N=628	17%	N=133	2%	N=16	1%	N=4	0%	N=3	100%	N=784
In Franklin’s downtown/commercial area during the day	81%	N=620	16%	N=124	2%	N=17	1%	N=5	0%	N=0	100%	N=766

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	4%	N=29	33%	N=262	40%	N=312	23%	N=183	100%	N=786
Ease of public parking	10%	N=76	37%	N=291	36%	N=281	17%	N=131	100%	N=779
Ease of travel by car in Franklin	12%	N=92	44%	N=338	33%	N=252	12%	N=89	100%	N=771
Ease of travel by public transportation in Franklin	8%	N=30	21%	N=77	35%	N=129	37%	N=136	100%	N=372
Ease of travel by bicycle in Franklin	7%	N=32	29%	N=133	39%	N=180	26%	N=119	100%	N=464
Ease of walking in Franklin	22%	N=158	45%	N=330	25%	N=185	8%	N=61	100%	N=733
Availability of paths and walking trails	24%	N=170	43%	N=307	27%	N=193	6%	N=45	100%	N=715
Air quality	37%	N=276	51%	N=379	10%	N=75	1%	N=10	100%	N=739
Cleanliness of Franklin	49%	N=383	43%	N=342	7%	N=54	1%	N=9	100%	N=788
Overall appearance of Franklin	59%	N=462	37%	N=290	3%	N=27	1%	N=7	100%	N=786
Public places where people want to spend time	44%	N=342	44%	N=341	10%	N=79	2%	N=12	100%	N=774
Variety of housing options	15%	N=113	34%	N=249	33%	N=242	19%	N=137	100%	N=741
Availability of affordable quality housing	7%	N=48	17%	N=121	34%	N=244	42%	N=297	100%	N=711
Fitness opportunities (including exercise classes and paths or trails, etc.)	38%	N=284	45%	N=337	15%	N=112	2%	N=14	100%	N=746
Recreational opportunities	33%	N=251	50%	N=378	15%	N=115	1%	N=9	100%	N=753
Availability of affordable quality food	34%	N=264	47%	N=366	16%	N=127	3%	N=21	100%	N=778
Availability of affordable quality health care	34%	N=255	46%	N=348	16%	N=117	4%	N=29	100%	N=749
Availability of preventive health services	37%	N=263	45%	N=321	15%	N=106	2%	N=18	100%	N=708
Availability of affordable quality mental health care	27%	N=119	40%	N=174	22%	N=95	11%	N=48	100%	N=437

Table 6: Question 6

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	27%	N=111	39%	N=160	21%	N=86	14%	N=56	100%	N=413
K-12 education	62%	N=357	31%	N=179	6%	N=33	1%	N=7	100%	N=576
Adult educational opportunities	24%	N=101	45%	N=191	26%	N=110	5%	N=23	100%	N=424
Opportunities to attend cultural/arts/music activities	38%	N=277	45%	N=326	13%	N=97	4%	N=25	100%	N=725
Opportunities to participate in religious or spiritual events and activities	57%	N=388	37%	N=248	6%	N=40	0%	N=2	100%	N=678
Employment opportunities	37%	N=233	46%	N=291	14%	N=92	3%	N=19	100%	N=635
Shopping opportunities	58%	N=449	35%	N=270	7%	N=53	0%	N=4	100%	N=776
Cost of living in Franklin	8%	N=59	31%	N=241	41%	N=316	20%	N=155	100%	N=771
Overall quality of business and service establishments in Franklin	36%	N=279	55%	N=425	7%	N=56	1%	N=7	100%	N=768
Vibrant downtown/commercial area	52%	N=401	40%	N=307	7%	N=52	1%	N=5	100%	N=765
Overall quality of new development in Franklin	31%	N=228	47%	N=347	18%	N=134	4%	N=28	100%	N=738
Opportunities to participate in social events and activities	36%	N=266	49%	N=362	13%	N=99	2%	N=11	100%	N=738
Opportunities to volunteer	42%	N=268	43%	N=279	12%	N=80	2%	N=15	100%	N=642
Opportunities to participate in community matters	36%	N=220	44%	N=267	18%	N=112	2%	N=14	100%	N=613
Openness and acceptance of the community toward people of diverse backgrounds	27%	N=185	38%	N=257	26%	N=176	10%	N=66	100%	N=684
Neighborliness of residents in Franklin	32%	N=242	49%	N=370	18%	N=136	1%	N=11	100%	N=760

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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	29%	N=227	71%	N=556	100%	N=783
Made efforts to make your home more energy efficient	29%	N=229	71%	N=553	100%	N=782
Observed a code violation or other hazard in Franklin (weeds, abandoned buildings, etc.)	73%	N=569	27%	N=213	100%	N=781
Household member was a victim of a crime in Franklin	94%	N=732	6%	N=49	100%	N=780
Reported a crime to the police in Franklin	88%	N=690	12%	N=93	100%	N=783
Stocked supplies in preparation for an emergency	73%	N=568	27%	N=213	100%	N=781
Campaigned or advocated for an issue, cause or candidate	74%	N=582	26%	N=199	100%	N=781
Contacted the City of Franklin (in-person, phone, email or web) for help or information	63%	N=491	37%	N=292	100%	N=782
Contacted Franklin elected officials (in-person, phone, email or web) to express your opinion	81%	N=632	19%	N=148	100%	N=781

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 Franklin?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Franklin recreation centers or their services	15%	N=115	15%	N=118	34%	N=266	36%	N=282	100%	N=780
Visited a neighborhood park or City park	17%	N=130	29%	N=225	41%	N=321	13%	N=104	100%	N=781
Used Franklin public libraries or their services	6%	N=50	18%	N=138	36%	N=277	40%	N=312	100%	N=778
Participated in religious or spiritual activities in Franklin	23%	N=177	24%	N=186	16%	N=123	38%	N=294	100%	N=780
Attended a City-sponsored event	2%	N=19	7%	N=54	62%	N=480	29%	N=228	100%	N=780
Used bus, rail, subway or other public transportation instead of driving	2%	N=14	1%	N=6	6%	N=43	92%	N=718	100%	N=781
Carpooled with other adults or children instead of driving alone	10%	N=80	13%	N=101	18%	N=143	58%	N=454	100%	N=778
Walked or biked instead of driving	9%	N=73	12%	N=95	22%	N=175	56%	N=438	100%	N=781
Volunteered your time to some group/activity in Franklin	7%	N=58	14%	N=111	28%	N=217	51%	N=395	100%	N=781
Participated in a club	7%	N=51	8%	N=61	17%	N=135	68%	N=527	100%	N=774
Talked to or visited with your immediate neighbors	38%	N=297	33%	N=257	19%	N=147	10%	N=82	100%	N=785
Done a favor for a neighbor	18%	N=138	31%	N=242	36%	N=280	16%	N=125	100%	N=785

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 or watched 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=6	2%	N=13	23%	N=178	75%	N=585	100%	N=782
Watched (online or on television) a local public meeting	2%	N=16	2%	N=19	16%	N=127	79%	N=620	100%	N=782

Table 10: Question 10

Please rate the quality of each of the following services in Franklin:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	55%	N=378	37%	N=254	6%	N=44	1%	N=8	100%	N=684
Fire services	67%	N=409	30%	N=188	3%	N=17	0%	N=1	100%	N=615
Ambulance or emergency medical services	63%	N=343	32%	N=175	4%	N=21	1%	N=4	100%	N=543

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Please rate the quality of each of the following services in Franklin:	Excellent		Good		Fair		Poor		Total	
Crime prevention	40%	N=240	49%	N=294	9%	N=57	2%	N=9	100%	N=601
Fire prevention and education	45%	N=220	47%	N=232	7%	N=32	1%	N=6	100%	N=490
Traffic enforcement	31%	N=216	43%	N=298	18%	N=124	7%	N=48	100%	N=687
Street repair	15%	N=111	42%	N=319	30%	N=229	13%	N=99	100%	N=758
Street cleaning	31%	N=230	47%	N=342	18%	N=131	4%	N=30	100%	N=733
Street lighting	24%	N=183	51%	N=385	19%	N=143	7%	N=51	100%	N=762
Snow removal	28%	N=142	43%	N=217	21%	N=108	8%	N=39	100%	N=507
Sidewalk maintenance	26%	N=178	51%	N=346	18%	N=123	5%	N=35	100%	N=682
Traffic signal timing	13%	N=98	43%	N=321	29%	N=213	15%	N=113	100%	N=746
Bus or transit services	25%	N=65	29%	N=75	24%	N=62	21%	N=55	100%	N=257
Garbage collection	52%	N=367	38%	N=270	7%	N=46	3%	N=22	100%	N=706
Recycling	43%	N=288	39%	N=263	12%	N=82	6%	N=42	100%	N=675
Yard waste pick-up	49%	N=304	37%	N=229	10%	N=62	3%	N=20	100%	N=616
Storm drainage	28%	N=184	50%	N=325	16%	N=102	6%	N=39	100%	N=649
Drinking water	34%	N=248	42%	N=307	17%	N=123	8%	N=57	100%	N=735
Sewer services	40%	N=265	47%	N=311	11%	N=70	2%	N=12	100%	N=657
Power (electric and/or gas) utility	40%	N=299	49%	N=369	10%	N=79	1%	N=5	100%	N=752
Utility billing	35%	N=256	46%	N=337	15%	N=109	5%	N=35	100%	N=738
City parks	48%	N=350	45%	N=323	6%	N=45	1%	N=5	100%	N=723
Recreation programs or classes	38%	N=201	49%	N=261	12%	N=66	1%	N=4	100%	N=532
Recreation centers or facilities	39%	N=234	48%	N=294	12%	N=75	1%	N=4	100%	N=606
Land use, planning and zoning	18%	N=103	43%	N=244	28%	N=159	11%	N=66	100%	N=571
Code enforcement (weeds, abandoned buildings, etc.)	25%	N=121	49%	N=242	22%	N=106	5%	N=24	100%	N=493
Animal control	33%	N=169	51%	N=260	13%	N=66	3%	N=17	100%	N=512
Economic development	35%	N=211	49%	N=300	13%	N=81	3%	N=19	100%	N=612
Health services	35%	N=235	53%	N=358	10%	N=68	2%	N=11	100%	N=672
Public library services	54%	N=312	40%	N=229	6%	N=33	1%	N=6	100%	N=580
Public information services	35%	N=191	51%	N=272	13%	N=69	1%	N=7	100%	N=538
Cable television	22%	N=128	36%	N=212	28%	N=161	14%	N=84	100%	N=585
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	29%	N=151	51%	N=269	18%	N=95	3%	N=14	100%	N=530
Preservation of natural areas such as open space, farmlands and greenbelts	24%	N=161	44%	N=291	22%	N=143	11%	N=70	100%	N=665
Franklin open space	25%	N=174	46%	N=319	23%	N=160	6%	N=44	100%	N=697
City-sponsored special events	44%	N=274	41%	N=252	14%	N=84	1%	N=8	100%	N=617
Overall customer service by Franklin employees (police, receptionists, planners, etc.)	42%	N=286	49%	N=331	7%	N=46	2%	N=12	100%	N=675

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Franklin	42%	N=309	51%	N=374	7%	N=50	0%	N=3	100%	N=737
The Federal Government	12%	N=82	41%	N=272	34%	N=226	13%	N=83	100%	N=664

Table 12: Question 12

Please rate the following categories of Franklin government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Franklin	26%	N=181	50%	N=357	20%	N=140	4%	N=29	100%	N=708
The overall direction that Franklin is taking	25%	N=177	50%	N=359	19%	N=134	7%	N=51	100%	N=721
The job Franklin government does at welcoming citizen involvement	25%	N=151	50%	N=305	19%	N=113	6%	N=37	100%	N=606
Overall confidence in Franklin government	24%	N=168	50%	N=351	20%	N=143	5%	N=35	100%	N=696
Generally acting in the best interest of the community	23%	N=159	52%	N=367	19%	N=137	6%	N=42	100%	N=704
Being honest	25%	N=145	53%	N=311	17%	N=97	6%	N=34	100%	N=586
Treating all residents fairly	23%	N=143	52%	N=321	17%	N=106	7%	N=44	100%	N=613

Table 13: Question 13

Please rate how important, if at all, you think it is for the Franklin 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 Franklin	67%	N=525	27%	N=209	6%	N=46	0%	N=1	100%	N=781
Overall ease of getting to the places you usually have to visit	52%	N=404	39%	N=304	9%	N=71	0%	N=1	100%	N=780
Quality of overall natural environment in Franklin	44%	N=346	43%	N=335	12%	N=93	1%	N=4	100%	N=778
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	41%	N=320	44%	N=344	13%	N=101	1%	N=8	100%	N=774
Health and wellness opportunities in Franklin	37%	N=288	40%	N=316	21%	N=162	2%	N=13	100%	N=779
Overall opportunities for education and enrichment	44%	N=345	39%	N=303	15%	N=118	2%	N=12	100%	N=778
Overall economic health of Franklin	54%	N=421	39%	N=301	6%	N=50	1%	N=4	100%	N=777
Sense of community	44%	N=341	43%	N=331	12%	N=95	2%	N=12	100%	N=779

Table 14: Question 14

Please rate your level of satisfaction with the City of Franklin's management of growth:	Percent	Number
Very satisfied	29%	N=210
Somewhat satisfied	52%	N=375
Somewhat unsatisfied	13%	N=92
Very unsatisfied	7%	N=51
Total	100%	N=729

Table 15: Question 15

How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Franklin to ask a question or share information?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Speak to a City official in person	24%	N=188	31%	N=240	22%	N=171	22%	N=171	100%	N=770
Speak to a City official on the phone	32%	N=249	38%	N=295	14%	N=106	16%	N=121	100%	N=770

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How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Franklin to ask a question or share information?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Communicate with the City via mail	15%	N=113	24%	N=181	22%	N=169	39%	N=301	100%	N=764
Communicate with the City via email	42%	N=323	37%	N=282	10%	N=80	11%	N=80	100%	N=765
Communicate with the City on Facebook	14%	N=104	18%	N=139	19%	N=149	49%	N=373	100%	N=765
Communicate with the City on Twitter	5%	N=40	11%	N=83	15%	N=118	68%	N=522	100%	N=763
Communicate with the City on Instagram	6%	N=43	12%	N=93	15%	N=116	67%	N=507	100%	N=760
Communicate with the City on Nextdoor	8%	N=64	17%	N=129	15%	N=113	60%	N=454	100%	N=761

Table 16: 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	11%	N=83	8%	N=64	10%	N=77	15%	N=116	55%	N=423	100%	N=763
Purchase goods or services from a business located in Franklin	0%	N=1	1%	N=8	14%	N=105	52%	N=395	33%	N=255	100%	N=764
Eat at least 5 portions of fruits and vegetables a day	2%	N=12	13%	N=97	35%	N=268	34%	N=258	16%	N=125	100%	N=761
Participate in moderate or vigorous physical activity	2%	N=12	9%	N=65	30%	N=230	38%	N=287	22%	N=164	100%	N=758
Read or watch local news (via television, paper, computer, etc.)	3%	N=26	14%	N=108	25%	N=189	26%	N=198	32%	N=243	100%	N=763
Vote in local elections	7%	N=56	4%	N=33	10%	N=73	22%	N=165	57%	N=435	100%	N=762

Table 17: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	24%	N=187
Very good	47%	N=362
Good	25%	N=187
Fair	3%	N=24
Poor	1%	N=4
Total	100%	N=764

Table 18: Question D3

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	14%	N=109
Somewhat positive	38%	N=288
Neutral	41%	N=309
Somewhat negative	6%	N=48
Very negative	0%	N=4
Total	100%	N=758

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Table 19: Question D4

What is your employment status?	Percent	Number
Working full time for pay	73%	N=557
Working part time for pay	6%	N=47
Unemployed, looking for paid work	2%	N=12
Unemployed, not looking for paid work	3%	N=20
Fully retired	16%	N=125
Total	100%	N=762

Table 20: Question D5

Do you work inside the boundaries of Franklin?	Percent	Number
Yes, outside the home	35%	N=257
Yes, from home	17%	N=126
No	48%	N=358
Total	100%	N=741

Table 21: Question D6

How many years have you lived in Franklin?	Percent	Number
Less than 2 years	17%	N=126
2 to 5 years	24%	N=181
6 to 10 years	15%	N=112
11 to 20 years	21%	N=160
More than 20 years	24%	N=183
Total	100%	N=763

Table 22: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	66%	N=507
Building with two or more homes (duplex, townhome, apartment or condominium)	32%	N=247
Mobile home	0%	N=1
Other	1%	N=9
Total	100%	N=763

Table 23: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	32%	N=241
Owned	68%	N=518
Total	100%	N=759

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Table 24: Question D9

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	4%	N=29
\$300 to \$599 per month	8%	N=59
\$600 to \$999 per month	5%	N=39
\$1,000 to \$1,499 per month	25%	N=188
\$1,500 to \$2,499 per month	35%	N=263
\$2,500 or more per month	22%	N=165
Total	100%	N=742

Table 25: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	60%	N=460
Yes	40%	N=303
Total	100%	N=762

Table 26: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=589
Yes	23%	N=171
Total	100%	N=760

Table 27: Question D12

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	4%	N=28
\$25,000 to \$49,999	12%	N=89
\$50,000 to \$99,999	29%	N=211
\$100,000 to \$149,999	22%	N=162
\$150,000 or more	33%	N=237
Total	100%	N=728

Table 28: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=706
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=50
Total	100%	N=756

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Table 29: Question D14

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	2%	N=12
Asian, Asian Indian or Pacific Islander	5%	N=34
Black or African American	3%	N=26
White	89%	N=672
Other	5%	N=35

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

Table 30: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=20
25 to 34 years	23%	N=173
35 to 44 years	22%	N=163
45 to 54 years	23%	N=175
55 to 64 years	11%	N=86
65 to 74 years	11%	N=81
75 years or older	7%	N=56
Total	100%	N=755

Table 31: Question D16

What is your sex?	Percent	Number
Female	54%	N=402
Male	46%	N=348
Total	100%	N=750

Table 32: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	86%	N=651
Land line	5%	N=36
Both	9%	N=69
Total	100%	N=757

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 33: Question 1

Please rate each of the following aspects of quality of life in Franklin:	Excellent		Good		Fair		Poor		Don't know		Total	
Franklin as a place to live	74%	N=582	25%	N=195	2%	N=13	0%	N=0	0%	N=0	100%	N=790
Your neighborhood as a place to live	62%	N=488	33%	N=258	4%	N=33	1%	N=10	0%	N=0	100%	N=790
Franklin as a place to raise children	72%	N=565	17%	N=137	2%	N=17	0%	N=1	8%	N=65	100%	N=785
Franklin as a place to work	52%	N=405	26%	N=204	5%	N=43	1%	N=7	16%	N=121	100%	N=780
Franklin as a place to visit	65%	N=509	27%	N=215	6%	N=43	0%	N=2	2%	N=15	100%	N=785
Franklin as a place to retire	48%	N=373	26%	N=200	11%	N=84	3%	N=26	13%	N=99	100%	N=781
The overall quality of life in Franklin	68%	N=537	29%	N=226	3%	N=23	0%	N=1	0%	N=0	100%	N=789

Table 34: Question 2

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Franklin	53%	N=418	42%	N=333	4%	N=34	0%	N=2	0%	N=0	100%	N=787
Overall ease of getting to the places you usually have to visit	23%	N=181	42%	N=325	28%	N=222	7%	N=53	0%	N=0	100%	N=781
Quality of overall natural environment in Franklin	42%	N=325	46%	N=355	12%	N=90	1%	N=7	0%	N=3	100%	N=780
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	30%	N=234	49%	N=387	16%	N=129	4%	N=31	0%	N=3	100%	N=783
Health and wellness opportunities in Franklin	46%	N=362	42%	N=330	9%	N=69	1%	N=8	2%	N=14	100%	N=782
Overall opportunities for education and enrichment	46%	N=362	40%	N=311	9%	N=69	1%	N=8	5%	N=37	100%	N=787
Overall economic health of Franklin	55%	N=425	36%	N=282	4%	N=32	1%	N=10	4%	N=30	100%	N=779
Sense of community	43%	N=334	40%	N=308	14%	N=110	2%	N=17	1%	N=11	100%	N=779
Overall image or reputation of Franklin	71%	N=558	24%	N=187	4%	N=30	0%	N=1	1%	N=6	100%	N=782

Table 35: 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 Franklin to someone who asks	76%	N=598	20%	N=157	2%	N=20	2%	N=12	0%	N=2	100%	N=788
Remain in Franklin for the next five years	72%	N=567	18%	N=139	5%	N=43	4%	N=28	1%	N=7	100%	N=784

Table 36: 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	80%	N=628	17%	N=133	2%	N=16	1%	N=4	0%	N=3	0%	N=3	100%	N=787
In Franklin's downtown/commercial area during the day	79%	N=620	16%	N=124	2%	N=17	1%	N=5	0%	N=0	2%	N=14	100%	N=780

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Table 37: Question 5

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	4%	N=29	33%	N=262	40%	N=312	23%	N=183	0%	N=1	100%	N=787
Ease of public parking	10%	N=76	37%	N=291	36%	N=281	17%	N=131	1%	N=5	100%	N=785
Ease of travel by car in Franklin	12%	N=92	44%	N=338	32%	N=252	11%	N=89	1%	N=6	100%	N=778
Ease of travel by public transportation in Franklin	4%	N=30	10%	N=77	17%	N=129	17%	N=136	52%	N=407	100%	N=779
Ease of travel by bicycle in Franklin	4%	N=32	17%	N=133	23%	N=180	15%	N=119	40%	N=313	100%	N=776
Ease of walking in Franklin	20%	N=158	42%	N=330	24%	N=185	8%	N=61	6%	N=48	100%	N=782
Availability of paths and walking trails	22%	N=170	39%	N=307	25%	N=193	6%	N=45	9%	N=69	100%	N=784
Air quality	35%	N=276	48%	N=379	10%	N=75	1%	N=10	6%	N=44	100%	N=783
Cleanliness of Franklin	49%	N=383	43%	N=342	7%	N=54	1%	N=9	0%	N=0	100%	N=788
Overall appearance of Franklin	59%	N=462	37%	N=290	3%	N=27	1%	N=7	0%	N=0	100%	N=787
Public places where people want to spend time	44%	N=342	44%	N=341	10%	N=79	2%	N=12	1%	N=10	100%	N=785
Variety of housing options	14%	N=113	32%	N=249	31%	N=242	18%	N=137	5%	N=42	100%	N=783
Availability of affordable quality housing	6%	N=48	16%	N=121	31%	N=244	38%	N=297	9%	N=70	100%	N=780
Fitness opportunities (including exercise classes and paths or trails, etc.)	36%	N=284	43%	N=337	14%	N=112	2%	N=14	5%	N=37	100%	N=784
Recreational opportunities	32%	N=251	48%	N=378	15%	N=115	1%	N=9	4%	N=28	100%	N=781
Availability of affordable quality food	34%	N=264	47%	N=366	16%	N=127	3%	N=21	1%	N=6	100%	N=784
Availability of affordable quality health care	32%	N=255	44%	N=348	15%	N=117	4%	N=29	5%	N=37	100%	N=786
Availability of preventive health services	33%	N=263	41%	N=321	14%	N=106	2%	N=18	10%	N=79	100%	N=786
Availability of affordable quality mental health care	15%	N=119	22%	N=174	12%	N=95	6%	N=48	44%	N=349	100%	N=786

Table 38: Question 6

Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	14%	N=111	21%	N=160	11%	N=86	7%	N=56	47%	N=365	100%	N=778
K-12 education	46%	N=357	23%	N=179	4%	N=33	1%	N=7	26%	N=198	100%	N=774
Adult educational opportunities	13%	N=101	25%	N=191	14%	N=110	3%	N=23	45%	N=344	100%	N=768
Opportunities to attend cultural/arts/music activities	36%	N=277	42%	N=326	12%	N=97	3%	N=25	7%	N=51	100%	N=776
Opportunities to participate in religious or spiritual events and activities	50%	N=388	32%	N=248	5%	N=40	0%	N=2	13%	N=102	100%	N=779
Employment opportunities	30%	N=233	37%	N=291	12%	N=92	2%	N=19	18%	N=143	100%	N=777
Shopping opportunities	58%	N=449	35%	N=270	7%	N=53	0%	N=4	0%	N=2	100%	N=778
Cost of living in Franklin	8%	N=59	31%	N=241	41%	N=316	20%	N=155	1%	N=6	100%	N=778
Overall quality of business and service establishments in Franklin	36%	N=279	55%	N=425	7%	N=56	1%	N=7	2%	N=12	100%	N=780
Vibrant downtown/commercial area	52%	N=401	39%	N=307	7%	N=52	1%	N=5	2%	N=13	100%	N=778
Overall quality of new development in Franklin	29%	N=228	45%	N=347	17%	N=134	4%	N=28	5%	N=42	100%	N=780
Opportunities to participate in social events and activities	34%	N=266	46%	N=362	13%	N=99	1%	N=11	5%	N=43	100%	N=781
Opportunities to volunteer	34%	N=268	36%	N=279	10%	N=80	2%	N=15	18%	N=141	100%	N=783
Opportunities to participate in community matters	29%	N=220	35%	N=267	15%	N=112	2%	N=14	21%	N=159	100%	N=772

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Please rate each of the following characteristics as they relate to Franklin as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Openness and acceptance of the community toward people of diverse backgrounds	24%	N=185	33%	N=257	23%	N=176	9%	N=66	12%	N=93	100%	N=776
Neighborliness of residents in Franklin	31%	N=242	48%	N=370	18%	N=136	1%	N=11	2%	N=18	100%	N=778

Table 39: 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	29%	N=227	71%	N=556	100%	N=783
Made efforts to make your home more energy efficient	29%	N=229	71%	N=553	100%	N=782
Observed a code violation or other hazard in Franklin (weeds, abandoned buildings, etc.)	73%	N=569	27%	N=213	100%	N=781
Household member was a victim of a crime in Franklin	94%	N=732	6%	N=49	100%	N=780
Reported a crime to the police in Franklin	88%	N=690	12%	N=93	100%	N=783
Stocked supplies in preparation for an emergency	73%	N=568	27%	N=213	100%	N=781
Campaigned or advocated for an issue, cause or candidate	74%	N=582	26%	N=199	100%	N=781
Contacted the City of Franklin (in-person, phone, email or web) for help or information	63%	N=491	37%	N=292	100%	N=782
Contacted Franklin elected officials (in-person, phone, email or web) to express your opinion	81%	N=632	19%	N=148	100%	N=781

Table 40: 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 Franklin?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Franklin recreation centers or their services	15%	N=115	15%	N=118	34%	N=266	36%	N=282	100%	N=780
Visited a neighborhood park or City park	17%	N=130	29%	N=225	41%	N=321	13%	N=104	100%	N=781
Used Franklin public libraries or their services	6%	N=50	18%	N=138	36%	N=277	40%	N=312	100%	N=778
Participated in religious or spiritual activities in Franklin	23%	N=177	24%	N=186	16%	N=123	38%	N=294	100%	N=780
Attended a City-sponsored event	2%	N=19	7%	N=54	62%	N=480	29%	N=228	100%	N=780
Used bus, rail, subway or other public transportation instead of driving	2%	N=14	1%	N=6	6%	N=43	92%	N=718	100%	N=781
Carpooled with other adults or children instead of driving alone	10%	N=80	13%	N=101	18%	N=143	58%	N=454	100%	N=778
Walked or biked instead of driving	9%	N=73	12%	N=95	22%	N=175	56%	N=438	100%	N=781
Volunteered your time to some group/activity in Franklin	7%	N=58	14%	N=111	28%	N=217	51%	N=395	100%	N=781
Participated in a club	7%	N=51	8%	N=61	17%	N=135	68%	N=527	100%	N=774
Talked to or visited with your immediate neighbors	38%	N=297	33%	N=257	19%	N=147	10%	N=82	100%	N=785
Done a favor for a neighbor	18%	N=138	31%	N=242	36%	N=280	16%	N=125	100%	N=785

Table 41: 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 or watched 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=6	2%	N=13	23%	N=178	75%	N=585	100%	N=782
Watched (online or on television) a local public meeting	2%	N=16	2%	N=19	16%	N=127	79%	N=620	100%	N=782

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Table 42: Question 10

Please rate the quality of each of the following services in Franklin:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	49%	N=378	33%	N=254	6%	N=44	1%	N=8	11%	N=89	100%	N=773
Fire services	53%	N=409	24%	N=188	2%	N=17	0%	N=1	20%	N=157	100%	N=771
Ambulance or emergency medical services	44%	N=343	23%	N=175	3%	N=21	0%	N=4	30%	N=228	100%	N=771
Crime prevention	31%	N=240	38%	N=294	7%	N=57	1%	N=9	22%	N=168	100%	N=769
Fire prevention and education	29%	N=220	30%	N=232	4%	N=32	1%	N=6	36%	N=276	100%	N=767
Traffic enforcement	28%	N=216	39%	N=298	16%	N=124	6%	N=48	10%	N=79	100%	N=766
Street repair	14%	N=111	41%	N=319	30%	N=229	13%	N=99	2%	N=16	100%	N=775
Street cleaning	30%	N=230	44%	N=342	17%	N=131	4%	N=30	5%	N=38	100%	N=771
Street lighting	24%	N=183	50%	N=385	19%	N=143	7%	N=51	2%	N=12	100%	N=773
Snow removal	19%	N=142	28%	N=217	14%	N=108	5%	N=39	34%	N=259	100%	N=766
Sidewalk maintenance	23%	N=178	45%	N=346	16%	N=123	5%	N=35	11%	N=83	100%	N=765
Traffic signal timing	13%	N=98	42%	N=321	28%	N=213	15%	N=113	3%	N=24	100%	N=770
Bus or transit services	8%	N=65	10%	N=75	8%	N=62	7%	N=55	67%	N=511	100%	N=768
Garbage collection	48%	N=367	35%	N=270	6%	N=46	3%	N=22	8%	N=63	100%	N=768
Recycling	37%	N=288	34%	N=263	11%	N=82	5%	N=42	13%	N=98	100%	N=773
Yard waste pick-up	40%	N=304	30%	N=229	8%	N=62	3%	N=20	20%	N=155	100%	N=770
Storm drainage	24%	N=184	42%	N=325	13%	N=102	5%	N=39	15%	N=119	100%	N=768
Drinking water	32%	N=248	40%	N=307	16%	N=123	7%	N=57	5%	N=36	100%	N=772
Sewer services	34%	N=265	40%	N=311	9%	N=70	2%	N=12	15%	N=112	100%	N=770
Power (electric and/or gas) utility	39%	N=299	48%	N=369	10%	N=79	1%	N=5	2%	N=17	100%	N=768
Utility billing	33%	N=256	44%	N=337	14%	N=109	5%	N=35	4%	N=31	100%	N=769
City parks	45%	N=350	42%	N=323	6%	N=45	1%	N=5	6%	N=48	100%	N=771
Recreation programs or classes	26%	N=201	34%	N=261	9%	N=66	1%	N=4	31%	N=239	100%	N=771
Recreation centers or facilities	31%	N=234	38%	N=294	10%	N=75	0%	N=4	21%	N=161	100%	N=767
Land use, planning and zoning	13%	N=103	32%	N=244	21%	N=159	9%	N=66	25%	N=193	100%	N=764
Code enforcement (weeds, abandoned buildings, etc.)	16%	N=121	32%	N=242	14%	N=106	3%	N=24	35%	N=269	100%	N=762
Animal control	22%	N=169	34%	N=260	9%	N=66	2%	N=17	34%	N=259	100%	N=771
Economic development	28%	N=211	39%	N=300	11%	N=81	3%	N=19	20%	N=151	100%	N=762
Health services	31%	N=235	47%	N=358	9%	N=68	1%	N=11	13%	N=98	100%	N=770
Public library services	40%	N=312	30%	N=229	4%	N=33	1%	N=6	25%	N=193	100%	N=772
Public information services	25%	N=191	35%	N=272	9%	N=69	1%	N=7	30%	N=231	100%	N=769
Cable television	17%	N=128	28%	N=212	21%	N=161	11%	N=84	23%	N=176	100%	N=761
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	20%	N=151	35%	N=269	13%	N=95	2%	N=14	30%	N=230	100%	N=760
Preservation of natural areas such as open space, farmlands and greenbelts	21%	N=161	38%	N=291	19%	N=143	9%	N=70	13%	N=97	100%	N=762
Franklin open space	23%	N=174	41%	N=319	21%	N=160	6%	N=44	9%	N=72	100%	N=769

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Please rate the quality of each of the following services in Franklin:	Excellent		Good		Fair		Poor		Don't know		Total	
City-sponsored special events	37%	N=274	34%	N=252	11%	N=84	1%	N=8	17%	N=127	100%	N=744
Overall customer service by Franklin employees (police, receptionists, planners, etc.)	37%	N=286	43%	N=331	6%	N=46	2%	N=12	12%	N=89	100%	N=764

Table 43: 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 Franklin	40%	N=309	49%	N=374	7%	N=50	0%	N=3	4%	N=31	100%	N=767
The Federal Government	11%	N=82	36%	N=272	30%	N=226	11%	N=83	13%	N=101	100%	N=765

Table 44: Question 12

Please rate the following categories of Franklin government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Franklin	24%	N=181	47%	N=357	18%	N=140	4%	N=29	8%	N=61	100%	N=768
The overall direction that Franklin is taking	23%	N=177	47%	N=359	17%	N=134	7%	N=51	6%	N=47	100%	N=769
The job Franklin government does at welcoming citizen involvement	20%	N=151	39%	N=305	15%	N=113	5%	N=37	21%	N=166	100%	N=772
Overall confidence in Franklin government	22%	N=168	45%	N=351	18%	N=143	5%	N=35	10%	N=76	100%	N=772
Generally acting in the best interest of the community	21%	N=159	47%	N=367	18%	N=137	5%	N=42	9%	N=69	100%	N=774
Being honest	19%	N=145	40%	N=311	13%	N=97	4%	N=34	24%	N=186	100%	N=772
Treating all residents fairly	18%	N=143	42%	N=321	14%	N=106	6%	N=44	20%	N=158	100%	N=771

Table 45: Question 13

Please rate how important, if at all, you think it is for the Franklin 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 Franklin	67%	N=525	27%	N=209	6%	N=46	0%	N=1	100%	N=781
Overall ease of getting to the places you usually have to visit	52%	N=404	39%	N=304	9%	N=71	0%	N=1	100%	N=780
Quality of overall natural environment in Franklin	44%	N=346	43%	N=335	12%	N=93	1%	N=4	100%	N=778
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	41%	N=320	44%	N=344	13%	N=101	1%	N=8	100%	N=774
Health and wellness opportunities in Franklin	37%	N=288	40%	N=316	21%	N=162	2%	N=13	100%	N=779
Overall opportunities for education and enrichment	44%	N=345	39%	N=303	15%	N=118	2%	N=12	100%	N=778
Overall economic health of Franklin	54%	N=421	39%	N=301	6%	N=50	1%	N=4	100%	N=777
Sense of community	44%	N=341	43%	N=331	12%	N=95	2%	N=12	100%	N=779

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Table 46: Question 14

Please rate your level of satisfaction with the City of Franklin's management of growth:	Percent	Number
Very satisfied	28%	N=210
Somewhat satisfied	50%	N=375
Somewhat unsatisfied	12%	N=92
Very unsatisfied	7%	N=51
Don't know	4%	N=28
Total	100%	N=757

Table 47: Question 15

How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Franklin to ask a question or share information?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Speak to a City official in person	24%	N=188	31%	N=240	22%	N=171	22%	N=171	100%	N=770
Speak to a City official on the phone	32%	N=249	38%	N=295	14%	N=106	16%	N=121	100%	N=770
Communicate with the City via mail	15%	N=113	24%	N=181	22%	N=169	39%	N=301	100%	N=764
Communicate with the City via email	42%	N=323	37%	N=282	10%	N=80	11%	N=80	100%	N=765
Communicate with the City on Facebook	14%	N=104	18%	N=139	19%	N=149	49%	N=373	100%	N=765
Communicate with the City on Twitter	5%	N=40	11%	N=83	15%	N=118	68%	N=522	100%	N=763
Communicate with the City on Instagram	6%	N=43	12%	N=93	15%	N=116	67%	N=507	100%	N=760
Communicate with the City on Nextdoor	8%	N=64	17%	N=129	15%	N=113	60%	N=454	100%	N=761

Table 48: 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	11%	N=83	8%	N=64	10%	N=77	15%	N=116	55%	N=423	100%	N=763
Purchase goods or services from a business located in Franklin	0%	N=1	1%	N=8	14%	N=105	52%	N=395	33%	N=255	100%	N=764
Eat at least 5 portions of fruits and vegetables a day	2%	N=12	13%	N=97	35%	N=268	34%	N=258	16%	N=125	100%	N=761
Participate in moderate or vigorous physical activity	2%	N=12	9%	N=65	30%	N=230	38%	N=287	22%	N=164	100%	N=758
Read or watch local news (via television, paper, computer, etc.)	3%	N=26	14%	N=108	25%	N=189	26%	N=198	32%	N=243	100%	N=763
Vote in local elections	7%	N=56	4%	N=33	10%	N=73	22%	N=165	57%	N=435	100%	N=762

Table 49: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	24%	N=187
Very good	47%	N=362
Good	25%	N=187
Fair	3%	N=24
Poor	1%	N=4
Total	100%	N=764

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Table 50: Question D3

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	14%	N=109
Somewhat positive	38%	N=288
Neutral	41%	N=309
Somewhat negative	6%	N=48
Very negative	0%	N=4
Total	100%	N=758

Table 51: Question D4

What is your employment status?	Percent	Number
Working full time for pay	73%	N=557
Working part time for pay	6%	N=47
Unemployed, looking for paid work	2%	N=12
Unemployed, not looking for paid work	3%	N=20
Fully retired	16%	N=125
Total	100%	N=762

Table 52: Question D5

Do you work inside the boundaries of Franklin?	Percent	Number
Yes, outside the home	35%	N=257
Yes, from home	17%	N=126
No	48%	N=358
Total	100%	N=741

Table 53: Question D6

How many years have you lived in Franklin?	Percent	Number
Less than 2 years	17%	N=126
2 to 5 years	24%	N=181
6 to 10 years	15%	N=112
11 to 20 years	21%	N=160
More than 20 years	24%	N=183
Total	100%	N=763

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Table 54: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	66%	N=507
Building with two or more homes (duplex, townhome, apartment or condominium)	32%	N=247
Mobile home	0%	N=1
Other	1%	N=9
Total	100%	N=763

Table 55: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	32%	N=241
Owned	68%	N=518
Total	100%	N=759

Table 56: Question D9

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	4%	N=29
\$300 to \$599 per month	8%	N=59
\$600 to \$999 per month	5%	N=39
\$1,000 to \$1,499 per month	25%	N=188
\$1,500 to \$2,499 per month	35%	N=263
\$2,500 or more per month	22%	N=165
Total	100%	N=742

Table 57: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	60%	N=460
Yes	40%	N=303
Total	100%	N=762

Table 58: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=589
Yes	23%	N=171
Total	100%	N=760

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Table 59: Question D12

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	4%	N=28
\$25,000 to \$49,999	12%	N=89
\$50,000 to \$99,999	29%	N=211
\$100,000 to \$149,999	22%	N=162
\$150,000 or more	33%	N=237
Total	100%	N=728

Table 60: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	93%	N=706
Yes, I consider myself to be Spanish, Hispanic or Latino	7%	N=50
Total	100%	N=756

Table 61: Question D14

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	2%	N=12
Asian, Asian Indian or Pacific Islander	5%	N=34
Black or African American	3%	N=26
White	89%	N=672
Other	5%	N=35

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

Table 62: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=20
25 to 34 years	23%	N=173
35 to 44 years	22%	N=163
45 to 54 years	23%	N=175
55 to 64 years	11%	N=86
65 to 74 years	11%	N=81
75 years or older	7%	N=56
Total	100%	N=755

Table 63: Question D16

What is your sex?	Percent	Number
Female	54%	N=402
Male	46%	N=348
Total	100%	N=750

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Table 64: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	86%	N=651
Land line	5%	N=36
Both	9%	N=69
Total	100%	N=757

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 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 Franklin chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (populations between 50,000 and 80,000).

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 Franklin'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 Franklin'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 Franklin's rating to the benchmark.

In that final column, Franklin'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 Franklin residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Franklin's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Franklin's average rating was more than 20 points different when compared to the benchmark.

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 65: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Franklin	97%	3	456	Much higher
Overall image or reputation of Franklin	96%	1	351	Much higher
Franklin as a place to live	98%	6	393	Higher
Your neighborhood as a place to live	94%	14	316	Higher
Franklin as a place to raise children	97%	2	382	Much higher
Franklin as a place to retire	84%	16	357	Higher
Overall appearance of Franklin	96%	9	359	Much higher

Table 66: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Franklin	95%	47	351	Higher
	In your neighborhood during the day	97%	84	358	Similar
	In Franklin's downtown/commercial area during the day	97%	34	319	Similar
Mobility	Overall ease of getting to the places you usually have to visit	65%	183	267	Similar
	Availability of paths and walking trails	67%	135	320	Similar
	Ease of walking in Franklin	67%	137	308	Similar
	Ease of travel by bicycle in Franklin	36%	238	308	Lower
	Ease of travel by public transportation in Franklin	29%	153	227	Similar
	Ease of travel by car in Franklin	56%	224	307	Similar
	Ease of public parking	47%	147	226	Similar
	Traffic flow on major streets	37%	246	343	Similar
	Quality of overall natural environment in Franklin	88%	62	280	Similar
Natural Environment	Cleanliness of Franklin	92%	27	287	Higher
	Air quality	89%	55	249	Similar
Built Environment	Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	80%	25	257	Higher
	Overall quality of new development in Franklin	78%	12	295	Higher
	Availability of affordable quality housing	24%	242	305	Lower
	Variety of housing options	49%	161	282	Similar
	Public places where people want to spend time	88%	7	250	Higher
Economy	Overall economic health of Franklin	94%	1	264	Much higher
	Vibrant downtown/commercial area	93%	1	239	Much higher
	Overall quality of business and service establishments in Franklin	92%	3	276	Higher
	Cost of living in Franklin	39%	161	260	Similar
	Shopping opportunities	93%	3	299	Much higher
	Employment opportunities	83%	1	312	Much higher
	Franklin as a place to visit	94%	9	277	Much higher
	Franklin as a place to work	93%	1	363	Much higher
	Health and wellness opportunities in Franklin	90%	11	258	Higher
Recreation and Wellness	Availability of affordable quality mental health care	67%	12	227	Higher
	Availability of preventive health services	82%	11	241	Higher
	Availability of affordable quality health care	80%	19	262	Higher
	Availability of affordable quality food	81%	16	247	Higher
	Recreational opportunities	84%	43	300	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	83%	32	248	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	90%	18	260	Higher
	Opportunities to participate in religious or spiritual events and activities	94%	2	209	Higher
	Opportunities to attend cultural/arts/music activities	83%	23	298	Higher
	Adult educational opportunities	69%	54	237	Similar
	K-12 education	93%	11	276	Much higher
	Availability of affordable quality child care/preschool	66%	44	259	Higher
Community Engagement	Opportunities to participate in social events and activities	85%	7	267	Higher
	Neighborliness of Franklin	81%	4	252	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	65%	74	296	Similar
	Opportunities to participate in community matters	80%	10	278	Higher
	Opportunities to volunteer	85%	16	268	Higher

Table 67: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Franklin	93%	12	431	Higher
Overall customer service by Franklin employees (police, receptionists, planners, etc.)	91%	17	382	Higher
Value of services for the taxes paid to Franklin	76%	7	406	Higher
Overall direction that Franklin is taking	74%	25	320	Higher
Job Franklin government does at welcoming citizen involvement	75%	12	325	Higher
Overall confidence in Franklin government	75%	11	263	Higher
Generally acting in the best interest of the community	75%	14	263	Higher
Being honest	78%	12	255	Higher
Treating all residents fairly	76%	17	261	Higher
Services provided by the Federal Government	53%	6	254	Similar

Table 68: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	92%	21	464	Higher
	Fire services	97%	17	390	Higher
	Ambulance or emergency medical services	95%	21	350	Similar
	Crime prevention	89%	24	365	Higher
	Fire prevention and education	92%	17	287	Higher
	Animal control	84%	6	344	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	16	281	Higher
Mobility	Traffic enforcement	75%	43	373	Similar
	Street repair	57%	116	390	Similar
	Street cleaning	78%	30	325	Higher
	Street lighting	75%	34	329	Higher
	Snow removal	71%	81	288	Similar
	Sidewalk maintenance	77%	14	325	Higher
	Traffic signal timing	56%	98	267	Similar
Natural Environment	Bus or transit services	54%	89	233	Similar
	Garbage collection	90%	24	358	Similar
	Recycling	82%	106	362	Similar
	Yard waste pick-up	87%	19	272	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Drinking water	76%	104	317	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	68%	70	260	Similar
	Franklin open space	71%	44	237	Similar
Built Environment	Storm drainage	78%	38	355	Higher
	Sewer services	88%	18	323	Higher
	Power (electric and/or gas) utility	89%	5	183	Similar
	Utility billing	80%	17	229	Similar
	Land use, planning and zoning	61%	46	304	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	74%	9	393	Higher
	Cable television	58%	47	206	Similar
	Economic development	84%	3	288	Much higher
Recreation and Wellness	City parks	93%	34	328	Higher
	Recreation programs or classes	87%	25	329	Higher
	Recreation centers or facilities	87%	27	281	Higher
Education and Enrichment	Health services	88%	10	223	Higher
	City-sponsored special events	85%	9	280	Higher
Community Engagement	Public library services	93%	40	342	Similar
	Public information services	86%	7	290	Higher

Table 69: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	84%	9	314	Higher
Recommend living in Franklin to someone who asks	96%	28	290	Higher
Remain in Franklin for the next five years	91%	25	283	Similar
Contacted Franklin (in-person, phone, email or web) for help or information	37%	260	326	Similar

Table 70: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	27%	168	229	Lower
	Did NOT report a crime to the police	88%	15	255	Higher
	Household member was NOT a victim of a crime	94%	35	276	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	8%	159	207	Lower
	Carpooled with other adults or children instead of driving alone	42%	135	242	Similar
	Walked or biked instead of driving	44%	200	251	Lower
Natural Environment	Made efforts to conserve water	71%	217	236	Lower
	Made efforts to make your home more energy efficient	71%	201	238	Similar
	Recycle at home	81%	205	262	Similar
Built Environment	Did NOT observe a code violation or other hazard in Franklin	73%	15	245	Higher
	NOT experiencing housing costs stress	72%	114	261	Similar
Economy	Purchase goods or services from a business located in Franklin	99%	24	248	Similar
	Economy will have positive impact on income	52%	3	262	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Work inside boundaries of Franklin	52%	77	249	Similar
	Used Franklin recreation centers or their services	64%	52	240	Similar
	Visited a neighborhood park or City park	87%	104	272	Similar
	Eat at least 5 portions of fruits and vegetables a day	86%	79	240	Similar
	Participate in moderate or vigorous physical activity	90%	41	244	Similar
	In very good to excellent health	72%	48	244	Similar
Education and Enrichment	Used Franklin public libraries or their services	60%	153	251	Similar
	Participated in religious or spiritual activities in Franklin	62%	18	207	Higher
	Attended City-sponsored event	71%	31	250	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	97	232	Similar
	Contacted Franklin elected officials (in-person, phone, email or web) to express your opinion	19%	94	246	Similar
	Volunteered your time to some group/activity in Franklin	49%	60	268	Similar
	Participated in a club	32%	64	247	Similar
	Talked to or visited with your immediate neighbors	90%	158	246	Similar
	Done a favor for a neighbor	84%	75	241	Similar
	Attended a local public meeting	25%	74	266	Similar
	Watched (online or on television) a local public meeting	21%	134	233	Similar
	Read or watch local news (via television, paper, computer, etc.)	82%	173	249	Similar
	Vote in local elections	88%	65	262	Similar

Communities included in national comparisons

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

Adams County, CO441,603
 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
 American Canyon city, CA..... 19,454
 Ames city, IA 58,965
 Ankeny city, IA 45,582
 Ann Arbor city, MI113,934
 Apache Junction city, AZ 35,840
 Arapahoe County, CO572,003
 Arkansas City city, AR..... 366
 Arlington city, TX365,438
 Arvada city, CO106,433
 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, GA115,452
 Auburn city, AL 53,380
 Augusta CCD, GA134,777

Aurora city, CO325,078
 Austin city, TX790,390
 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
 Baltimore County, MD805,029
 Bartonville town, TX 1,469
 Battle Creek city, MI 52,347
 Bay City city, MI 34,932
 Bay Village city, OH..... 15,651
 Baytown city, TX 71,802
 Bedford city, TX 46,979
 Bedford town, MA 13,320
 Bellevue city, WA122,363
 Bellingham city, WA 80,885
 Benbrook city, TX..... 21,234
 Bend city, OR 76,639
 Bethlehem township, PA..... 23,730
 Bettendorf city, IA..... 33,217
 Billings city, MT.....104,170
 Bloomington city, IN 80,405
 Bloomington city, MN 82,893

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Blue Springs city, MO	52,575	Coon Rapids city, MN	61,476
Boise City city, ID	205,671	Copperas Cove city, TX.....	32,032
Bonner Springs city, KS	7,314	Coral Springs city, FL.....	121,096
Boone County, KY	118,811	Coronado city, CA	18,912
Boulder city, CO	97,385	Corvallis city, OR	54,462
Bowling Green city, KY	58,067	Cottonwood Heights city, UT	33,433
Bozeman city, MT	37,280	Coventry Lake CDP, CT	2,990
Brentwood city, MO.....	8,055	Creve Coeur city, MO	17,833
Brentwood city, TN	37,060	Cupertino city, CA	58,302
Brighton city, CO	33,352	Dacono city, CO	4,152
Brighton city, MI	7,444	Dakota County, MN.....	398,552
Bristol city, TN	26,702	Dallas city, OR	14,583
Broken Arrow city, OK	98,850	Dallas city, TX.....	1,197,816
Brookline CDP, MA	58,732	Danville city, KY	16,218
Brooklyn Center city, MN	30,104	Dardenne Prairie city, MO.....	11,494
Brooklyn city, OH	11,169	Darien city, IL	22,086
Broomfield city, CO	55,889	Davenport city, FL.....	2,888
Brownsburg town, IN	21,285	Davidson town, NC.....	10,944
Buffalo Grove village, IL	41,496	Dayton city, OH	141,527
Burlingame city, CA	28,806	Dayton town, WY	757
Cabarrus County, NC.....	178,011	Dearborn city, MI	98,153
Cambridge city, MA.....	105,162	Decatur city, GA.....	19,335
Canandaigua city, NY	10,545	Del Mar city, CA	4,161
Cannon Beach city, OR.....	1,690	DeLand city, FL.....	27,031
Cañon City city, CO	16,400	Delaware city, OH	34,753
Canton city, SD	3,057	Denison city, TX.....	22,682
Cape Coral city, FL	154,305	Denton city, TX	113,383
Carlisle borough, PA	18,682	Denver city, CO	600,158
Carlsbad city, CA.....	105,328	Des Moines city, IA	203,433
Carroll city, IA.....	10,103	Des Peres city, MO	8,373
Cartersville city, GA.....	19,731	Destin city, FL.....	12,305
Cary town, NC	135,234	Dover city, NH	29,987
Castine town, ME	1,366	Dublin city, CA	46,036
Castle Rock town, CO	48,231	Dublin city, OH	41,751
Cedar Hill city, TX	45,028	Duluth city, MN.....	86,265
Cedar Rapids city, IA.....	126,326	Durham city, NC	228,330
Celina city, TX.....	6,028	Durham County, NC	267,587
Centennial city, CO.....	100,377	Dyer town, IN	16,390
Chandler city, AZ	236,123	Eagan city, MN	64,206
Chandler city, TX	2,734	Eagle Mountain city, UT.....	21,415
Chanhassen city, MN	22,952	Eagle town, CO	6,508
Chapel Hill town, NC	57,233	Eau Claire city, WI	65,883
Chardon city, OH	5,148	Eden Prairie city, MN	60,797
Charles County, MD	146,551	Eden town, VT	1,323
Charlotte city, NC.....	731,424	Edgerton city, KS	1,671
Charlotte County, FL	159,978	Edgewater city, CO	5,170
Charlottesville city, VA.....	43,475	Edina city, MN	47,941
Chattanooga city, TN.....	167,674	Edmond city, OK	81,405
Chautauqua town, NY	4,464	Edmonds city, WA.....	39,709
Chesterfield County, VA.....	316,236	El Cerrito city, CA.....	23,549
Clackamas County, OR	375,992	El Dorado County, CA.....	181,058
Clarendon Hills village, IL	8,427	El Paso de Robles (Paso Robles) city, CA	29,793
Clayton city, MO	15,939	Elk Grove city, CA	153,015
Clearwater city, FL	107,685	Elko New Market city, MN	4,110
Cleveland Heights city, OH	46,121	Elmhurst city, IL	44,121
Clinton city, SC	8,490	Englewood city, CO	30,255
Clive city, IA	15,447	Erie town, CO	18,135
Clovis city, CA.....	95,631	Escambia County, FL	297,619
College Park city, MD	30,413	Estes Park town, CO.....	5,858
College Station city, TX	93,857	Euclid city, OH	48,920
Colleyville city, TX	22,807	Fairview town, TX	7,248
Collinsville city, IL	25,579	Farmers Branch city, TX	28,616
Columbia city, MO.....	108,500	Farmersville city, TX.....	3,301
Columbia city, SC.....	129,272	Farmington Hills city, MI	79,740
Columbia Falls city, MT.....	4,688	Farmington town, CT	25,340
Commerce City city, CO.....	45,913	Fayetteville city, GA.....	15,945
Concord city, CA	122,067	Fayetteville city, NC.....	200,564
Concord town, MA.....	17,668	Fernandina Beach city, FL.....	11,487
Conshohocken borough, PA	7,833	Flagstaff city, AZ	65,870
Coolidge city, AZ	11,825	Flower Mound town, TX.....	64,669

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Forest Grove city, OR	21,083	Jefferson Parish, LA	432,552
Fort Collins city, CO	143,986	Johnson City city, TN	63,152
Franklin city, TN	62,487	Johnston city, IA	17,278
Frederick town, CO	8,679	Jupiter town, FL	55,156
Fremont city, CA	214,089	Kalamazoo city, MI	74,262
Friendswood city, TX	35,805	Kansas City city, KS	145,786
Fruita city, CO	12,646	Kansas City city, MO	459,787
Gahanna city, OH	33,248	Keizer city, OR	36,478
Gaithersburg city, MD	59,933	Kenmore city, WA	20,460
Galveston city, TX	47,743	Kennedale city, TX	6,763
Gardner city, KS	19,123	Kent city, WA	92,411
Georgetown city, TX	47,400	Kerrville city, TX	22,347
Germantown city, TN	38,844	Kettering city, OH	56,163
Gilbert town, AZ	208,453	Key West city, FL	24,649
Gillette city, WY	29,087	King City city, CA	12,874
Glen Ellyn village, IL	27,450	Kingman city, AZ	28,068
Glendora city, CA	50,073	Kirkland city, WA	48,787
Glenview village, IL	44,692	Kirkwood city, MO	27,540
Golden city, CO	18,867	Knoxville city, IA	7,313
Golden Valley city, MN	20,371	La Plata town, MD	8,753
Goodyear city, AZ	65,275	La Vista city, NE	15,758
Grafton village, WI	11,459	Laguna Niguel city, CA	62,979
Grand Blanc city, MI	8,276	Lake Forest city, IL	19,375
Grants Pass city, OR	34,533	Lake in the Hills village, IL	28,965
Grass Valley city, CA	12,860	Lake Stevens city, WA	28,069
Greeley city, CO	92,889	Lake Worth city, FL	34,910
Greenville city, NC	84,554	Lake Zurich village, IL	19,631
Greenwich town, CT	61,171	Lakeville city, MN	55,954
Greenwood Village city, CO	13,925	Lakewood city, CO	142,980
Greer city, SC	25,515	Lakewood city, WA	58,163
Gunnison County, CO	15,324	Lancaster County, SC	76,652
Haltom City city, TX	42,409	Lane County, OR	351,715
Hamilton city, OH	62,477	Lansing city, MI	114,297
Hamilton town, MA	7,764	Laramie city, WY	30,816
Hampton city, VA	137,436	Larimer County, CO	299,630
Hanover County, VA	99,863	Las Cruces city, NM	97,618
Harrisburg city, SD	4,089	Las Vegas city, NM	13,753
Harrisonburg city, VA	48,914	Lawrence city, KS	87,643
Harrisonville city, MO	10,019	Lawrenceville city, GA	28,546
Hastings city, MN	22,172	Lee's Summit city, MO	91,364
Hayward city, CA	144,186	Lehi city, UT	47,407
Henderson city, NV	257,729	Lenexa city, KS	48,190
Herndon town, VA	23,292	Lewisville city, TX	95,290
High Point city, NC	104,371	Lewisville town, NC	12,639
Highland Park city, IL	29,763	Libertyville village, IL	20,315
Highlands Ranch CDP, CO	96,713	Lincolnwood village, IL	12,590
Homer Glen village, IL	24,220	Lindsborg city, KS	3,458
Honolulu County, HI	953,207	Little Chute village, WI	10,449
Hooksett town, NH	13,451	Littleton city, CO	41,737
Hopkins city, MN	17,591	Livermore city, CA	80,968
Hopkinton town, MA	14,925	Lombard village, IL	43,165
Hoquiam city, WA	8,726	Lone Tree city, CO	10,218
Horry County, SC	269,291	Long Grove village, IL	8,043
Howard village, WI	17,399	Longmont city, CO	86,270
Hudson town, CO	2,356	Longview city, TX	80,455
Huntley village, IL	24,291	Lonsdale city, MN	3,674
Huntsville city, TX	38,548	Los Alamos County, NM	17,950
Hurst city, TX	37,337	Los Altos Hills town, CA	7,922
Hutchinson city, MN	14,178	Loudoun County, VA	312,311
Hutto city, TX	14,698	Louisville city, CO	18,376
Independence city, MO	116,830	Lower Merion township, PA	57,825
Indianola city, IA	14,782	Lynchburg city, VA	75,568
Indio city, CA	76,036	Lynnwood city, WA	35,836
Iowa City city, IA	67,862	Macomb County, MI	840,978
Irving city, TX	216,290	Manassas city, VA	37,821
Issaquah city, WA	30,434	Manhattan Beach city, CA	35,135
Jackson city, MO	13,758	Manhattan city, KS	52,281
Jackson County, MI	160,248	Mankato city, MN	39,309
James City County, VA	67,009	Maple Grove city, MN	61,567
Jefferson County, NY	116,229	Maplewood city, MN	38,018

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Maricopa County, AZ	3,817,117	North Yarmouth town, ME	3,565
Marin County, CA	252,409	Novato city, CA	51,904
Marion city, IA	34,768	Novi city, MI	55,224
Mariposa County, CA	18,251	O'Fallon city, IL	28,281
Marshfield city, WI	19,118	O'Fallon city, MO	79,329
Martinez city, CA	35,824	Oak Park village, IL	51,878
Marysville city, WA	60,020	Oakland city, CA	390,724
Matthews town, NC	27,198	Oakley city, CA	35,432
Maui County, HI	154,834	Oklahoma City city, OK	579,999
McAllen city, TX	129,877	Olathe city, KS	125,872
McKinney city, TX	131,117	Old Town city, ME	7,840
McMinnville city, OR	32,187	Olmsted County, MN	144,248
Mecklenburg County, NC	919,628	Olympia city, WA	46,478
Menlo Park city, CA	32,026	Orange village, OH	3,323
Menomonee Falls village, WI	35,626	Orland Park village, IL	56,767
Mercer Island city, WA	22,699	Orleans Parish, LA	343,829
Meridian charter township, MI	39,688	Oshkosh city, WI	66,083
Meridian city, ID	75,092	Oshtemo charter township, MI	21,705
Merriam city, KS	11,003	Oswego village, IL	30,355
Mesa city, AZ	439,041	Ottawa County, MI	263,801
Mesa County, CO	146,723	Overland Park city, KS	173,372
Miami Beach city, FL	87,779	Paducah city, KY	25,024
Miami city, FL	399,457	Palm Beach Gardens city, FL	48,452
Middleton city, WI	17,442	Palm Coast city, FL	75,180
Midland city, MI	41,863	Palo Alto city, CA	64,403
Milford city, DE	9,559	Palos Verdes Estates city, CA	13,438
Milton city, GA	32,661	Papillion city, NE	18,894
Minneapolis city, MN	382,578	Paradise Valley town, AZ	12,820
Minnetrista city, MN	6,384	Park City city, UT	7,558
Missouri City city, TX	67,358	Parker town, CO	45,297
Modesto city, CA	201,165	Parkland city, FL	23,962
Moline city, IL	43,483	Pasco city, WA	59,781
Monroe city, MI	20,733	Pasco County, FL	464,697
Monterey city, CA	27,810	Payette city, ID	7,433
Montgomery city, MN	2,956	Pearland city, TX	91,252
Montgomery County, MD	971,777	Peoria city, AZ	154,065
Monticello city, UT	1,972	Peoria city, IL	115,007
Montrose city, CO	19,132	Pflugerville city, TX	46,936
Monument town, CO	5,530	Pinehurst village, NC	13,124
Moraga town, CA	16,016	Piqua city, OH	20,522
Morristown city, TN	29,137	Pitkin County, CO	17,148
Morrisville town, NC	18,576	Plano city, TX	259,841
Morro Bay city, CA	10,234	Platte City city, MO	4,691
Mountain Village town, CO	1,320	Pleasant Hill city, IA	8,785
Mountlake Terrace city, WA	19,909	Pleasanton city, CA	70,285
Murphy city, TX	17,708	Polk County, IA	430,640
Naperville city, IL	141,853	Pompano Beach city, FL	99,845
Napoleon city, OH	8,749	Port Orange city, FL	56,048
Nederland city, TX	17,547	Port St. Lucie city, FL	164,603
Needham CDP, MA	28,886	Portland city, OR	583,776
Nevada City city, CA	3,068	Powell city, OH	11,500
Nevada County, CA	98,764	Powhatan County, VA	28,046
New Braunfels city, TX	57,740	Prince William County, VA	402,002
New Brighton city, MN	21,456	Prior Lake city, MN	22,796
New Concord village, OH	2,491	Pueblo city, CO	106,595
New Hope city, MN	20,339	Purcellville town, VA	7,727
New Orleans city, LA	343,829	Queen Creek town, AZ	26,361
New Smyrna Beach city, FL	22,464	Raleigh city, NC	403,892
New Ulm city, MN	13,522	Ramsey city, MN	23,668
Newberg city, OR	22,068	Raymond town, ME	4,436
Newport city, RI	24,672	Raymore city, MO	19,206
Newport News city, VA	180,719	Redmond city, OR	26,215
Newton city, IA	15,254	Redmond city, WA	54,144
Noblesville city, IN	51,969	Redwood City city, CA	76,815
Norcross city, GA	9,116	Reno city, NV	225,221
Norfolk city, NE	24,210	Reston CDP, VA	58,404
Norfolk city, VA	242,803	Richland city, WA	48,058
North Mankato city, MN	13,394	Richmond city, CA	103,701
North Port city, FL	57,357	Richmond Heights city, MO	8,603
North Richland Hills city, TX	63,343	Rio Rancho city, NM	87,521

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River Falls city, WI	15,000	St. Louis County, MN.....	200,226
Riverside city, CA.....	303,871	State College borough, PA	42,034
Roanoke city, VA.....	97,032	Steamboat Springs city, CO	12,088
Roanoke County, VA	92,376	Sugar Grove village, IL	8,997
Rochester city, NY.....	210,565	Sugar Land city, TX.....	78,817
Rochester Hills city, MI.....	70,995	Suisun City city, CA.....	28,111
Rock Hill city, SC.....	66,154	Summit County, UT.....	36,324
Rockville city, MD.....	61,209	Summit village, IL	11,054
Roeland Park city, KS	6,731	Sunnyvale city, CA	140,081
Rogers city, MN	8,597	Surprise city, AZ.....	117,517
Rohnert Park city, CA	40,971	Suwanee city, GA.....	15,355
Rolla city, MO	19,559	Tacoma city, WA.....	198,397
Roselle village, IL.....	22,763	Takoma Park city, MD	16,715
Rosemount city, MN.....	21,874	Tamarac city, FL	60,427
Rosenberg city, TX.....	30,618	Temecula city, CA	100,097
Roseville city, MN.....	33,660	Tempe city, AZ	161,719
Round Rock city, TX.....	99,887	Temple city, TX.....	66,102
Royal Oak city, MI.....	57,236	Texarkana city, TX	36,411
Royal Palm Beach village, FL.....	34,140	The Woodlands CDP, TX.....	93,847
Sacramento city, CA.....	466,488	Thousand Oaks city, CA.....	126,683
Sahuarita town, AZ	25,259	Tigard city, OR.....	48,035
Sammamish city, WA	45,780	Tracy city, CA	82,922
San Anselmo town, CA	12,336	Trinidad CCD, CO.....	12,017
San Diego city, CA	1,307,402	Tualatin city, OR	26,054
San Francisco city, CA	805,235	Tulsa city, OK	391,906
San Jose city, CA	945,942	Tustin city, CA	75,540
San Marcos city, CA	83,781	Twin Falls city, ID	44,125
San Marcos city, TX.....	44,894	Unalaska city, AK	4,376
San Rafael city, CA.....	57,713	University Heights city, OH	13,539
Sangamon County, IL.....	197,465	University Park city, TX.....	23,068
Santa Fe city, NM.....	67,947	Upper Arlington city, OH.....	33,771
Santa Fe County, NM	144,170	Urbandale city, IA	39,463
Santa Monica city, CA.....	89,736	Vail town, CO.....	5,305
Sarasota County, FL	379,448	Ventura CCD, CA.....	111,889
Savage city, MN	26,911	Vernon Hills village, IL.....	25,113
Schaumburg village, IL.....	74,227	Vestavia Hills city, AL	34,033
Schertz city, TX.....	31,465	Victoria city, MN.....	7,345
Scott County, MN.....	129,928	Vienna town, VA	15,687
Scottsdale city, AZ	217,385	Virginia Beach city, VA.....	437,994
Sedona city, AZ.....	10,031	Walnut Creek city, CA.....	64,173
Sevierville city, TN	14,807	Warrensburg city, MO	18,838
Shakopee city, MN.....	37,076	Washington County, MN.....	238,136
Sharonville city, OH.....	13,560	Washington town, NH	1,123
Shawnee city, KS	62,209	Washoe County, NV	421,407
Shawnee city, OK.....	29,857	Washougal city, WA	14,095
Sherborn town, MA	4,119	Wauwatosa city, WI	46,396
Shoreline city, WA.....	53,007	Waverly city, IA	9,874
Shoreview city, MN	25,043	Wentzville city, MO.....	29,070
Shorewood village, IL.....	15,615	West Carrollton city, OH	13,143
Shorewood village, WI	13,162	Western Springs village, IL	12,975
Sierra Vista city, AZ.....	43,888	Westerville city, OH.....	36,120
Silverton city, OR	9,222	Westlake town, TX.....	992
Sioux Center city, IA	7,048	Westminster city, CO.....	106,114
Sioux Falls city, SD.....	153,888	Weston town, MA.....	11,261
Skokie village, IL.....	64,784	Wheat Ridge city, CO	30,166
Snoqualmie city, WA	10,670	White House city, TN	10,255
Snowmass Village town, CO.....	2,826	Wichita city, KS.....	382,368
Somerset town, MA.....	18,165	Williamsburg city, VA.....	14,068
South Jordan city, UT	50,418	Willowbrook village, IL	8,540
South Lake Tahoe city, CA.....	21,403	Wilmington city, NC.....	106,476
Southlake city, TX.....	26,575	Wilsonville city, OR.....	19,509
Spearfish city, SD.....	10,494	Windsor town, CO.....	18,644
Spring Hill city, KS.....	5,437	Windsor town, CT	29,044
Springfield city, MO.....	159,498	Winnetka village, IL	12,187
Springville city, UT	29,466	Winter Garden city, FL.....	34,568
St. Augustine city, FL	12,975	Woodbury city, MN.....	61,961
St. Charles city, IL.....	32,974	Woodinville city, WA.....	10,938
St. Cloud city, FL.....	35,183	Woodland city, CA.....	55,468
St. Joseph city, MO	76,780	Wyandotte County, KS	157,505
St. Joseph town, WI.....	3,842	Yakima city, WA.....	91,067

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York County, VA..... 65,464
 Yorktown town, IN..... 9,405
 Yorkville city, IL..... 16,921

Yountville city, CA..... 2,933

Populations between 50,000 and 80,000 Benchmark Comparisons

Table 71: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Franklin	97%	1	68	Higher
Overall image or reputation of Franklin	96%	1	55	Much higher
Franklin as a place to live	98%	1	60	Higher
Your neighborhood as a place to live	94%	4	49	Higher
Franklin as a place to raise children	97%	1	60	Much higher
Franklin as a place to retire	84%	2	53	Higher
Overall appearance of Franklin	96%	1	55	Much higher

Table 72: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Franklin	95%	6	54	Higher
	In your neighborhood during the day	97%	13	54	Similar
	In Franklin's downtown/commercial area during the day	97%	4	47	Higher
Mobility	Overall ease of getting to the places you usually have to visit	65%	31	45	Similar
	Availability of paths and walking trails	67%	23	48	Similar
	Ease of walking in Franklin	67%	20	47	Similar
	Ease of travel by bicycle in Franklin	36%	37	46	Lower
	Ease of travel by public transportation in Franklin	29%	28	38	Similar
	Ease of travel by car in Franklin	56%	38	48	Similar
	Ease of public parking	47%	24	37	Similar
	Traffic flow on major streets	37%	46	56	Similar
Natural Environment	Quality of overall natural environment in Franklin	88%	9	45	Similar
	Cleanliness of Franklin	92%	3	46	Higher
	Air quality	89%	7	40	Similar
Built Environment	Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	80%	4	42	Higher
	Overall quality of new development in Franklin	78%	3	46	Higher
	Availability of affordable quality housing	24%	38	45	Lower
	Variety of housing options	49%	31	46	Similar
	Public places where people want to spend time	88%	1	40	Higher
Economy	Overall economic health of Franklin	94%	1	45	Much higher
	Vibrant downtown/commercial area	93%	1	39	Much higher
	Overall quality of business and service establishments in Franklin	92%	2	44	Higher
	Cost of living in Franklin	39%	31	41	Similar
	Shopping opportunities	93%	2	45	Much higher
	Employment opportunities	83%	1	47	Much higher
	Franklin as a place to visit	94%	1	45	Much higher
	Franklin as a place to work	93%	1	59	Much higher
	Health and wellness opportunities in Franklin	90%	4	44	Higher
	Availability of affordable quality mental health care	67%	7	39	Higher
	Availability of preventive health services	82%	4	41	Higher
	Availability of affordable quality health care	80%	6	42	Similar
Recreation and Wellness	Availability of affordable quality food	81%	6	38	Similar
	Recreational opportunities	84%	6	43	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	83%	7	42	Similar
Education and	Overall opportunities for education and enrichment	90%	7	44	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Enrichment	Opportunities to participate in religious or spiritual events and activities	94%	1	31	Higher
	Opportunities to attend cultural/arts/music activities	83%	3	43	Higher
	Adult educational opportunities	69%	15	38	Similar
	K-12 education	93%	2	42	Higher
	Availability of affordable quality child care/preschool	66%	7	39	Similar
Community Engagement	Opportunities to participate in social events and activities	85%	1	42	Higher
	Neighborliness of Franklin	81%	1	41	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	65%	18	47	Similar
	Opportunities to participate in community matters	80%	1	42	Higher
	Opportunities to volunteer	85%	2	41	Higher

Table 73: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Franklin	93%	2	66	Higher
Overall customer service by Franklin employees (police, receptionists, planners, etc.)	91%	3	55	Higher
Value of services for the taxes paid to Franklin	76%	1	61	Higher
Overall direction that Franklin is taking	74%	5	49	Similar
Job Franklin government does at welcoming citizen involvement	75%	2	50	Higher
Overall confidence in Franklin government	75%	2	42	Higher
Generally acting in the best interest of the community	75%	1	41	Higher
Being honest	78%	2	40	Higher
Treating all residents fairly	76%	4	42	Higher
Services provided by the Federal Government	53%	2	41	Similar

Table 74: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	92%	5	66	Higher
	Fire services	97%	4	58	Similar
	Ambulance or emergency medical services	95%	3	52	Similar
	Crime prevention	89%	5	56	Higher
	Fire prevention and education	92%	4	46	Similar
	Animal control	84%	4	51	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	8	47	Similar
Mobility	Traffic enforcement	75%	7	57	Similar
	Street repair	57%	18	53	Similar
	Street cleaning	78%	4	49	Higher
	Street lighting	75%	8	54	Similar
	Snow removal	71%	9	38	Similar
	Sidewalk maintenance	77%	2	49	Higher
	Traffic signal timing	56%	14	45	Similar
Natural Environment	Bus or transit services	54%	20	40	Similar
	Garbage collection	90%	4	55	Similar
	Recycling	82%	17	54	Similar
	Yard waste pick-up	87%	5	47	Higher
	Drinking water	76%	26	51	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	68%	15	45	Similar
	Franklin open space	71%	9	39	Similar
Built Environment	Storm drainage	78%	7	54	Similar
	Sewer services	88%	9	46	Similar
	Power (electric and/or gas) utility	89%	1	30	Similar
	Utility billing	80%	5	37	Similar
	Land use, planning and zoning	61%	11	46	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	74%	2	56	Higher
	Cable television	58%	9	35	Similar
	Economic development	84%	1	43	Higher
Recreation and Wellness	City parks	93%	6	49	Similar
	Recreation programs or classes	87%	5	47	Similar
	Recreation centers or facilities	87%	4	44	Higher
	Health services	88%	3	34	Higher
	City-sponsored special events	85%	1	47	Higher
Education and Enrichment	Public library services	93%	9	52	Similar
	Public information services	86%	2	45	Higher

Table 75: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	84%	1	48	Higher
Recommend living in Franklin to someone who asks	96%	5	46	Higher
Remain in Franklin for the next five years	91%	5	45	Similar
Contacted Franklin (in-person, phone, email or web) for help or information	37%	39	53	Similar

Table 76: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	27%	27	38	Similar
	Did NOT report a crime to the police	88%	2	43	Higher
	Household member was NOT a victim of a crime	94%	4	42	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	8%	28	39	Lower
	Carpooled with other adults or children instead of driving alone	42%	24	39	Similar
	Walked or biked instead of driving	44%	30	40	Lower
Natural Environment	Made efforts to conserve water	71%	34	39	Lower
	Made efforts to make your home more energy efficient	71%	34	39	Similar
	Recycle at home	81%	34	40	Similar
Built Environment	Did NOT observe a code violation or other hazard in Franklin	73%	4	41	Higher
	NOT experiencing housing costs stress	72%	17	42	Similar
Economy	Purchase goods or services from a business located in Franklin	99%	4	40	Similar
	Economy will have positive impact on income	52%	1	41	Higher
	Work inside boundaries of Franklin	52%	11	40	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Used Franklin recreation centers or their services	64%	9	42	Similar
	Visited a neighborhood park or City park	87%	20	45	Similar
	Eat at least 5 portions of fruits and vegetables a day	86%	13	38	Similar
	Participate in moderate or vigorous physical activity	90%	5	40	Similar
	In very good to excellent health	72%	8	39	Similar
Education and Enrichment	Used Franklin public libraries or their services	60%	27	41	Similar
	Participated in religious or spiritual activities in Franklin	62%	3	31	Higher
	Attended City-sponsored event	71%	5	42	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	26%	17	36	Similar
	Contacted Franklin elected officials (in-person, phone, email or web) to express your opinion	19%	14	39	Similar
	Volunteered your time to some group/activity in Franklin	49%	7	43	Higher
	Participated in a club	32%	9	40	Similar
	Talked to or visited with your immediate neighbors	90%	17	39	Similar
	Done a favor for a neighbor	84%	8	38	Similar
	Attended a local public meeting	25%	10	42	Similar
	Watched (online or on television) a local public meeting	21%	20	36	Similar
	Read or watch local news (via television, paper, computer, etc.)	82%	24	40	Similar
	Vote in local elections	88%	7	40	Similar

Communities included in populations in 50,000 to 80,000 comparisons

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

Albany city, OR	50,158	Hamilton city, OH.....	62,477
Ames city, IA	58,965	Indio city, CA.....	76,036
Auburn city, AL	53,380	Iowa City city, IA	67,862
Avondale city, AZ	76,238	James City County, VA	67,009
Battle Creek city, MI	52,347	Johnson City city, TN.....	63,152
Baytown city, TX.....	71,802	Jupiter town, FL	55,156
Bend city, OR	76,639	Kalamazoo city, MI.....	74,262
Blue Springs city, MO	52,575	Kettering city, OH	56,163
Bowling Green city, KY	58,067	Laguna Niguel city, CA	62,979
Brookline CDP, MA	58,732	Lakeville city, MN	55,954
Broomfield city, CO	55,889	Lakewood city, WA.....	58,163
Chapel Hill town, NC	57,233	Lancaster County, SC	76,652
Coon Rapids city, MN	61,476	Lower Merion township, PA	57,825
Corvallis city, OR.....	54,462	Lynchburg city, VA	75,568
Cupertino city, CA	58,302	Manhattan city, KS.....	52,281
Eagan city, MN	64,206	Maple Grove city, MN	61,567
Eau Claire city, WI	65,883	Marysville city, WA.....	60,020
Eden Prairie city, MN	60,797	Meridian city, ID	75,092
Farmington Hills city, MI	79,740	Missouri City city, TX	67,358
Flagstaff city, AZ	65,870	New Braunfels city, TX	57,740
Flower Mound town, TX.....	64,669	Noblesville city, IN	51,969
Franklin city, TN.....	62,487	North Port city, FL.....	57,357
Gaithersburg city, MD.....	59,933	North Richland Hills city, TX.....	63,343
Glendora city, CA	50,073	Novato city, CA.....	51,904
Goodyear city, AZ	65,275	Novi city, MI	55,224
Greenwich town, CT.....	61,171	O'Fallon city, MO.....	79,329

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Oak Park village, IL.....	51,878	Santa Fe city, NM.....	67,947
Orland Park village, IL.....	56,767	Schaumburg village, IL.....	74,227
Oshkosh city, WI.....	66,083	Shawnee city, KS.....	62,209
Palm Coast city, FL.....	75,180	Shoreline city, WA.....	53,007
Palo Alto city, CA.....	64,403	Skokie village, IL.....	64,784
Pasco city, WA.....	59,781	South Jordan city, UT.....	50,418
Pleasanton city, CA.....	70,285	St. Joseph city, MO.....	76,780
Port Orange city, FL.....	56,048	Sugar Land city, TX.....	78,817
Redmond city, WA.....	54,144	Tamarac city, FL.....	60,427
Redwood City city, CA.....	76,815	Temple city, TX.....	66,102
Reston CDP, VA.....	58,404	Tustin city, CA.....	75,540
Rochester Hills city, MI.....	70,995	Walnut Creek city, CA.....	64,173
Rock Hill city, SC.....	66,154	Woodbury city, MN.....	61,961
Rockville city, MD.....	61,209	Woodland city, CA.....	55,468
Royal Oak city, MI.....	57,236	York County, VA.....	65,464
San Rafael city, CA.....	57,713		

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 Franklin funded this research. Please contact the City of Franklin Budget & Strategic Innovation Manager Michael Walters Young at michael.waltersyoung@franklintn.gov 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

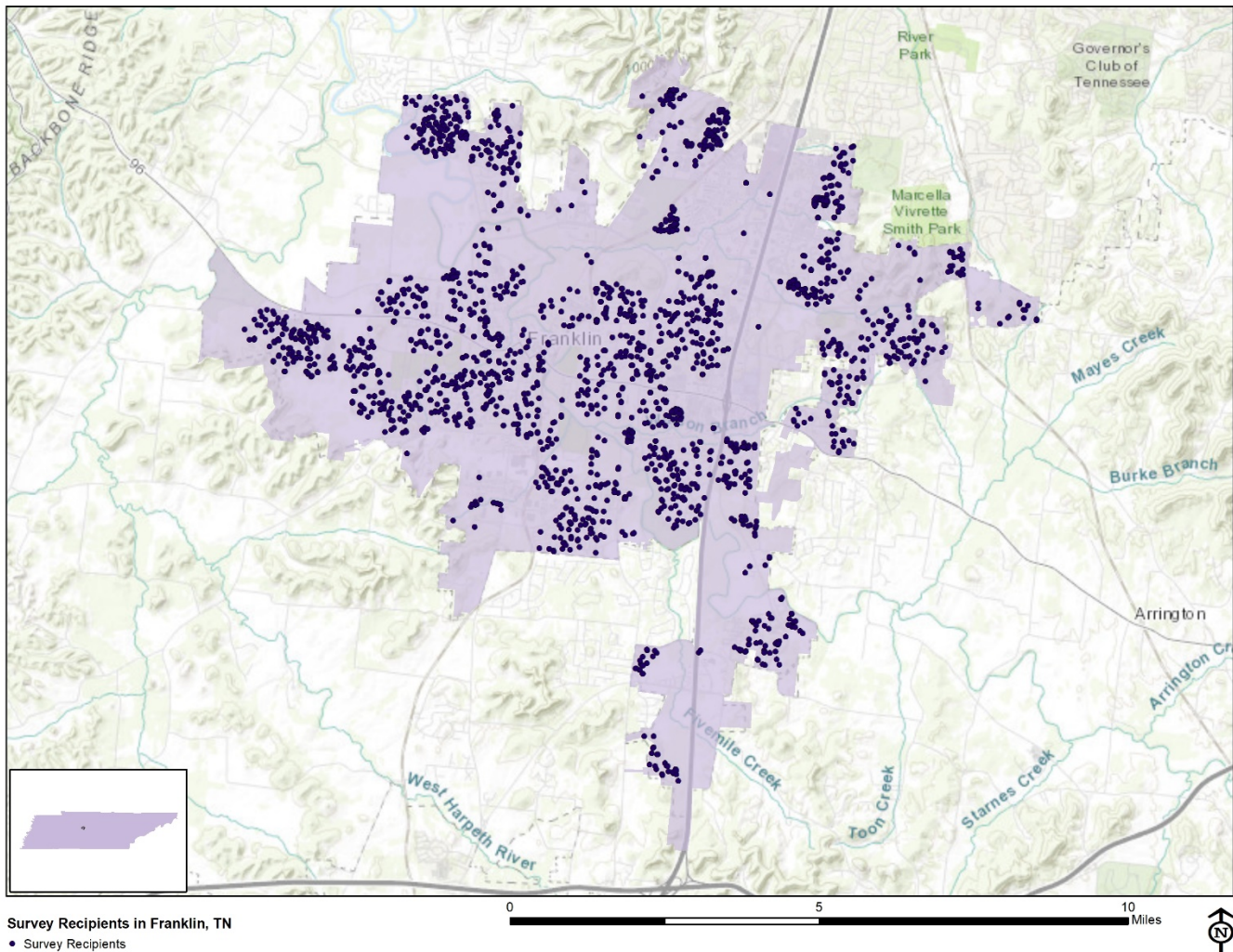
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Franklin were eligible to participate in the survey. A list of all households within the zip codes serving Franklin was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Franklin households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Franklin boundaries were removed from consideration.

To choose the 2,800 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.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of Franklin website. This opt-in survey was identical to the scientific survey and open to all City residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on February 5, 2019. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor and City Administrator 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 English. Both cover letters included a URL through which the residents selected for the mail survey could choose respond online rather than by mail. The City of Franklin chose to augment their administration of The NCS with several additional services, including demographic subgroup comparisons and custom benchmark comparison. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on March 12, 2019 and remained open for three weeks.

About 4% of the 2,800 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 2,702 eligible households that received the survey, 792 completed the survey, providing an overall response rate of 29%. Of the 792 completed surveys, 135 were completed online. The response rate was calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 1,598 residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Table 77: Survey Response Rates

	Overall
Total sample used	2,800
I=Complete Interviews	783
P=Partial Interviews	9
R=Refusal and break off	2
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,940
NE=Not eligible	66
Response rate: $(I+P)/(I+P + (R+NC+O) + (UH+UO))$	29%

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 Franklin survey is no greater than plus or minus three percentage points around any given percent reported for all respondents (792 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

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.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

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 Franklin. 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),

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.

The National Citizen Survey™

ethnicity and race, sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 78: Franklin, TN 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	33%	15%	32%
Own home	67%	85%	68%
Detached unit*	66%	75%	66%
Attached unit*	34%	25%	34%
Race and Ethnicity			
White	86%	92%	87%
Not white	14%	8%	13%
Not Hispanic	93%	97%	93%
Hispanic	7%	3%	7%
Sex and Age			
Female	53%	57%	54%
Male	47%	43%	46%
18-34 years of age	27%	8%	26%
35-54 years of age	45%	33%	45%
55+ years of age	28%	59%	30%
Females 18-34	14%	5%	15%
Females 35-54	23%	19%	24%
Females 55+	16%	33%	15%
Males 18-34	13%	3%	11%
Males 35-54	22%	14%	21%
Males 55+	12%	26%	14%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

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. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear Franklin 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,



Ken Moore
Mayor



Eric Stuckey
City Administrator

Dear Franklin Resident,

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

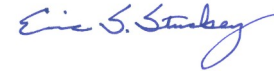
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Mayor



Eric Stuckey
City Administrator

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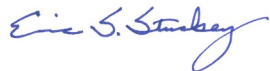
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Thank you for helping create a better city!

Sincerely,



Ken Moore
Mayor



Eric Stuckey
City Administrator

Dear Franklin Resident,

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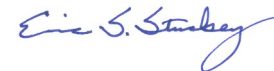
Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Ken Moore
Mayor



Eric Stuckey
City Administrator



City of Franklin
109 Third Avenue South
Franklin, TN 37064

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Franklin
109 Third Avenue South
Franklin, TN 37064

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Franklin
109 Third Avenue South
Franklin, TN 37064

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Permit NO. 94



City of Franklin
109 Third Avenue South
Franklin, TN 37064

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First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



HISTORIC
FRANKLIN
TENNESSEE

February 2019

Dear City of Franklin Resident:

Please help us shape the future of Franklin! You have been selected at random to participate in the 2019 Franklin 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 Franklin 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.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/franklin2019>

If you have any questions about the survey please call 615-791-3217.

Thank you for your time and participation!

Sincerely,

A stylized, handwritten signature in blue ink, likely belonging to Ken Moore.

Ken Moore
Mayor

A handwritten signature in blue ink, reading 'Eric S. Stuckey'.

Eric Stuckey
City Administrator

HISTORIC
FRANKLIN
TENNESSEE

February 2019

Dear City of Franklin Resident:

Here's a second chance if you haven't already responded to the 2019 Franklin 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 Franklin! You have been selected at random to participate in the 2019 Franklin 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 Franklin 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.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/franklin2019>

If you have any questions about the survey please call 615-791-3217.

Thank you for your time and participation!

Sincerely,

Ken Moore
Mayor

Eric Stuckey
City Administrator

The City of Franklin 2019 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 Franklin:

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Franklin	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 Franklin.....	1	2	3	4	5
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Franklin.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Franklin	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Franklin	1	2	3	4	5

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

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Franklin to someone who asks.....	1	2	3	4	5
Remain in Franklin for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Franklin'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 Franklin as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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 Franklin.....	1	2	3	4	5
Ease of travel by public transportation in Franklin.....	1	2	3	4	5
Ease of travel by bicycle in Franklin.....	1	2	3	4	5
Ease of walking in Franklin	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 Franklin	1	2	3	4	5
Overall appearance of Franklin.....	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 Franklin as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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 Franklin	1	2	3	4	5
Overall quality of business and service establishments in Franklin	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Franklin	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 Franklin	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
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 Franklin (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Franklin	1	2
Reported a crime to the police in Franklin.....	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 Franklin (in-person, phone, email or web) for help or information.....	1	2
Contacted Franklin 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 Franklin?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Franklin recreation centers or their services	1	2	3	4
Visited a neighborhood park or City park.....	1	2	3	4
Used Franklin public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in Franklin.....	1	2	3	4
Attended a City-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving	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 Franklin	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 or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Franklin 2019 Citizen Survey

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff 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
Bus or transit services	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
Power (electric and/or gas) utility	1	2	3	4	5
Utility billing.....	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
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Franklin open space.....	1	2	3	4	5
City-sponsored special events.....	1	2	3	4	5
Overall customer service by Franklin 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?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Franklin	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Franklin	1	2	3	4	5
The overall direction that Franklin is taking.....	1	2	3	4	5
The job Franklin government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Franklin 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 Franklin community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Franklin	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 Franklin.....	1	2	3	4
Overall “built environment” of Franklin (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Franklin.....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Franklin	1	2	3	4
Sense of community	1	2	3	4

14. Please rate your level of satisfaction with the City of Franklin’s management of growth:

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat unsatisfied
- ☐ Very unsatisfied
- ☐ Don’t know

15. How likely would you be, if at all, to use each of the following methods when communicating directly with the City of Franklin to ask a question or share information?

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>
Speak to a City official in person.....	1	2	3	4
Speak to a City official on the phone.....	1	2	3	4
Communicate with the City via mail	1	2	3	4
Communicate with the City via email	1	2	3	4
Communicate with the City on Facebook	1	2	3	4
Communicate with the City on Twitter.....	1	2	3	4
Communicate with the City on Instagram	1	2	3	4
Communicate with the City on Nextdoor.....	1	2	3	4

16. Aside from transportation (traffic) related issues, what is the most important challenge or problem facing Franklin today?

The City of Franklin 2019 Citizen Survey

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?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Franklin	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day.....	1	2	3	4	5
Participate in moderate or vigorous physical activity	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. Would you say that in general your health is:

☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. 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

D4. 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

D5. Do you work inside the boundaries of Franklin?

☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. How many years have you lived in Franklin?

☐ Less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ More than 20 years
☐ 6-10 years

D7. Which best describes the building you live in?

☐ One family house detached from any other houses
☐ Building with two or more homes (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D8. Is this house, apartment or mobile home...

☐ Rented
☐ Owned

D9. 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

D10. Do any children 17 or under live in your household?

☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

☐ No ☐ Yes

D12. 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
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

☐ No, not Spanish, Hispanic or Latino
☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. 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

D15. 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

D16. What is your sex?

☐ Female ☐ Male

D17. Do you consider a cell phone or land line your primary telephone number?

☐ Cell ☐ Land line ☐ Both

**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**



HISTORIC
FRANKLIN
TENNESSEE

City of Franklin
109 Third Avenue South
Franklin, TN 37064

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Attainable Housing Update

Kathleen Sauseda, Housing Coordinator

BOMA Work session 5/28/2019

New Dwellings Created

NEW ATTAINABLE HOUSING UNITS CREATED FY 2014 - FY 2019				
Since 7/1/2018*				
Agency	Project	# Owner occupied	# Rental	Incentives used
CHP	Village at West Main	30	0	permit fee waiver
CHP	Natchez Street	1	0	CBDO; permit fee waiver; tap fee credit
Hard Bargain Assoc.	Bungalow Court	2	0	CBDO; permit fee waiver
Pre FY19 Units		8	64	
Total Units		41	64	

* Units actually completed and occupied since 7/1/2018.

Projects in Progress

- Chickasaw (FHA) – 48 multifamily rental
- 502 11th Ave N (Hard Bargain) – 1 single family
- 109 Rucker Ave (CHP) - 1 single family





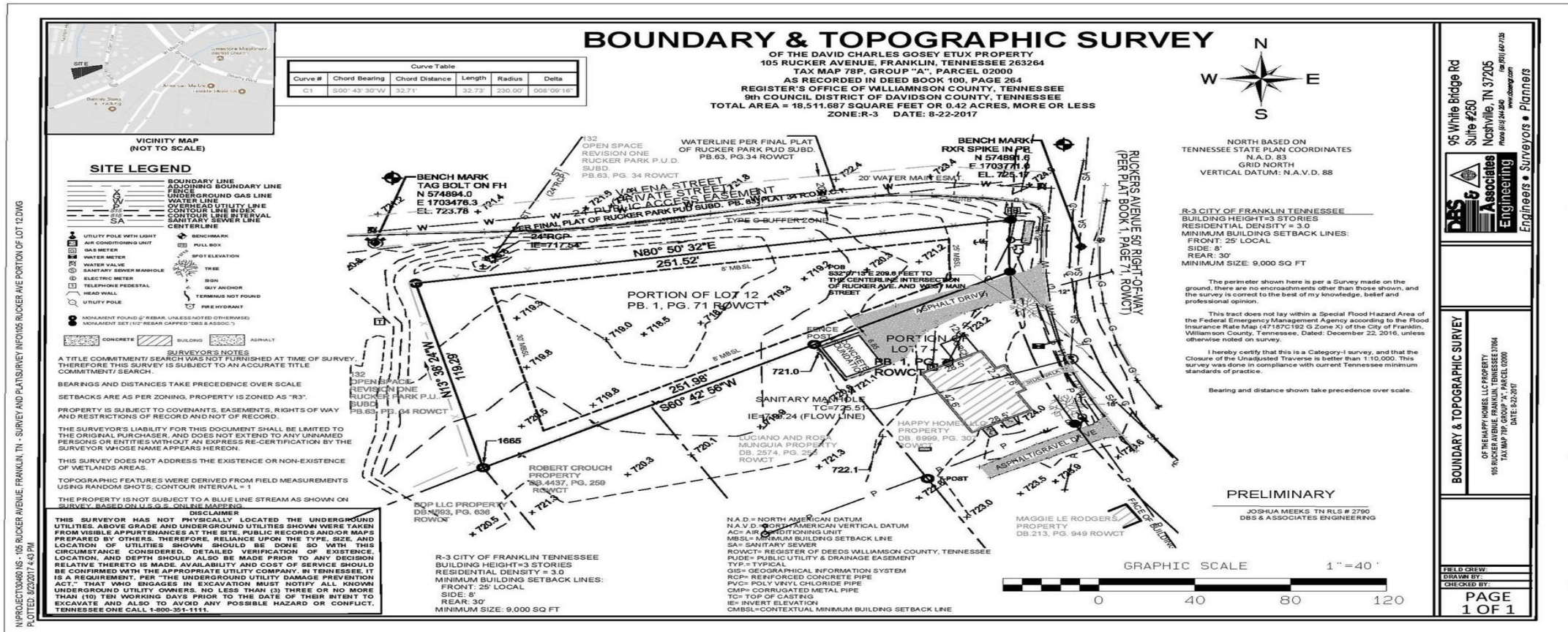
HISTORIC
FRANKLIN
TENNESSEE

CDBG Status and Expenditures

Program Area	Remain previous years	FY 2019 Allocation	Expended since 7/1/2018	Total remain
CBDO	\$0	\$127,344	\$127,344 ¹	\$0
Public Facilities	\$0	\$95,508	\$95,508 ²	\$0
Emergency Repair	\$94,177	\$31,836	\$650 ³	\$125,363
Admin	\$0	\$56,598	\$56,598	\$0
Outreach	\$19,485	\$0	\$0	\$19,485

- 1) Contracts with CHP and Hard Bargain each for \$63,672.
- 2) Contract with FHA for Chickasaw utility construction.
- 3) Reimburse CHP for home repairs.

CBDO Home on Rucker Avenue



Vacant lot identified by Housing Commission and purchased by CHP to build one home.

Bungalow Court In The Hard Bargain Neighborhood



Chickasaw Senior Community



The Chickasaw Senior Community consists of 48 rental units for senior adults.



Attainable Housing Update

Kathleen Sauseda, Housing Coordinator
BOMA Work session 5/28/2019



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FRANKLIN
TENNESSEE

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CDBG Status and Expenditures

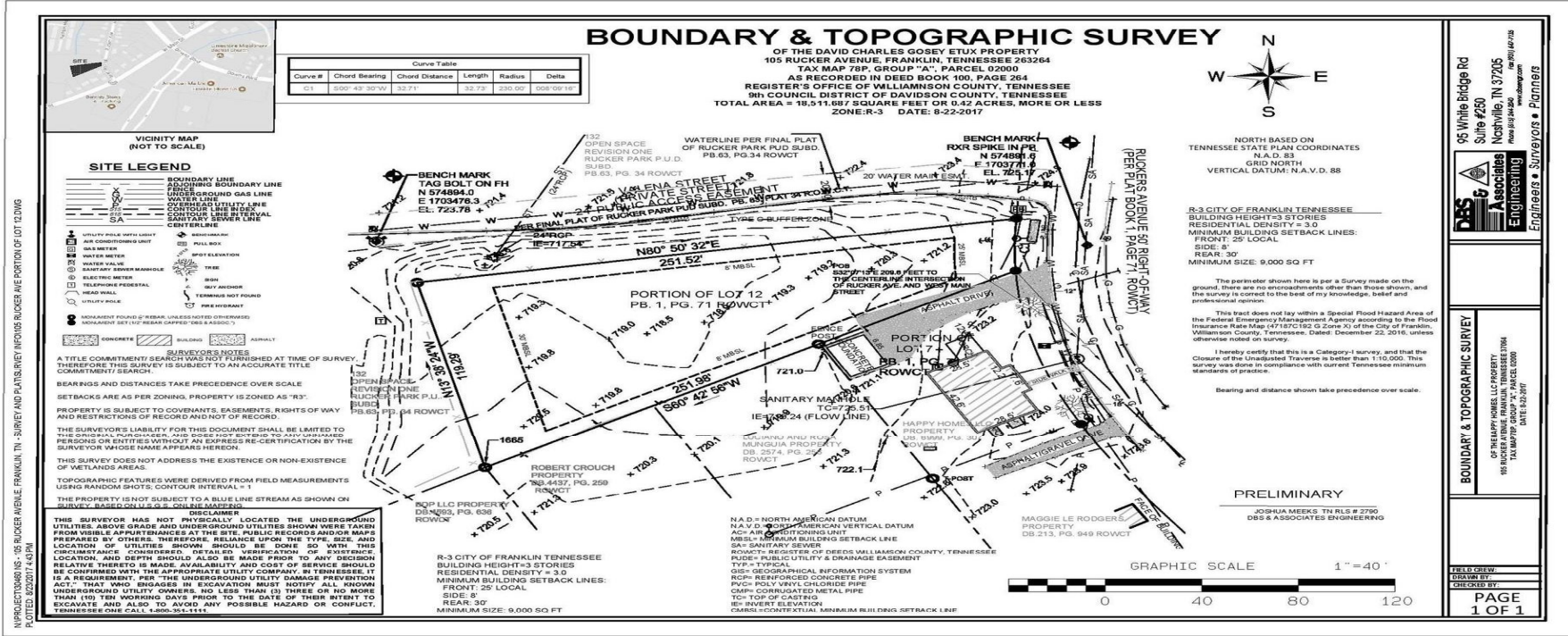
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Workers' Compensation: Self-Insured Program

Kevin Townsel, J.D.

Human Resources Director

Introduction

- For purposes of this presentation, we used our worst year of claims with Travelers and the quote for TPA services from PMA Companies.
- The City of Franklin has an average of 60 workers compensation claims per year.
- Based on that average, we estimated 85% of claims to be medical only and 15% of claims to be indemnity (lost time).

Flat Fee

Actual Travelers Cost FY 2019

- Administration Fee: \$44,722
- System Fee (5 users): \$0
- Annual Total: \$44,722

PMA Companies

- Administration Fee: \$4,000
- System Fee (5 users): \$6,000
- Annual Total: \$10,000

Loss Dependent Fees

Actual Travelers Cost FY 2017

- Claims Administration: \$44,359
- Managed Care Charges: \$128,681
- Annual Total: \$173,040

PMA Companies

- Claims Administration: \$20,035
- Managed Care Charges: \$69,619
- Annual Total: \$89,654

Staff Recommends PMA Companies

- Claims case loads are lower at PMA
 - More attention to detail and our injured employees
 - Case load with PMA for medical only – 110
 - Case load with Travelers for medical only – 200+
 - Case load with PMA for lost time claims – 106
 - Case load with Travelers for lost time claims – 145
- PMA's pharmacy network is the same as our medical insurance carrier
- Online OSHA reporting capabilities, which will save staff time – currently manually fill out
- PMA Companies will interface with Kronos to integrate employee demographic information

Staff Recommends PMA Companies

- PMA's online risk management information system (CINCH) is Windows based and more user-friendly.
- PMA's physician network (Coventry) is the same as Travelers – so we still have access to excellent medical care
- PMA currently has over 300 Public Entity clients and has an office in Nashville, TN.
 - PMA has over a 99% client retention rate
- PMA is providing a designated team of claims management and adjusters.
- Instead of sending cash collateral on an annual basis to current carrier, the City has control over its own in-house loss fund with monthly ACH transfers to PMA to cover paid claims.
- Allow City to earn interest on the in-house loss fund

Next steps:

- BOMA provides approval to move forward with WC Self-Insured Program
- BOMA provides approval to Staff's recommendation of PMA Companies
- File Self-Insurers' Application with the TN Department of Commerce and Insurance for approval.
- Obtain a surety bond to comply with Tenn. Code Ann. §50-6-405(b)(I) Requirement (approximately \$10,000)

Workers' Compensation: Self-Insured Program

Kevin Townsel, J.D.

Human Resources Director

Introduction

- History of our workers' compensation program
- What does a self-insured program look like?
- Things to consider
- Why now?

City of Franklin WC Program History

- City was insured through insurance pool from 1979 – 2012
- For many years, we had guaranteed cost WC coverage.
 - Paid premium at beginning of year and all claims were paid by pool
 - As we continued to grow and we maintained a good loss experience, we started utilizing a per occurrence deductible
 - Started at \$1,000 per occurrence (mid-1990's)
 - Then raised to \$5,000 and then \$10,000 per occurrence

City of Franklin WC Program History

- In FY 2011, we switched to a modified self-insurance program
 - Had for two years
 - We assumed risk up to an attachment point for all claims
- Went out to bid in 2012, switched to Travelers Insurance, commercial insurance
 - Large Deductible program
 - Similar to what we had with insurance pool, but had a \$100,000 protection cap per claim
 - More efficient claims administration, while saving City dollars with excellent bill review and repricing.

City of Franklin WC Program History

- Since we have been with Travelers for seven years, our attachment point has grown due to increase in our payroll and number of employees
 - Max retention started out at \$701,026
 - Current year is \$896,400
 - Basically for the past nine years (including the SIR program with the pool) we already have assumed a greater level of risk.
 - Premise behind it is if loss experience is good we have an opportunity to control WC costs through good loss experience.

Previous Incurred WC Loss History

- FY 2013: \$231,218
- FY 2014: \$365,538
- FY 2015: \$277,355
- FY 2016: \$203,519
- FY 2017: \$554,492
- FY 2018: \$309,727
- FY 2019 as of 3/4/2019: \$263,021

What does it mean to be self-insured?

- Rather than paying an insurance company to pay workers compensation claims, we pay the claims ourselves, using a third-party administrator to process the claims on our behalf.
- Rather than sending a yearly cash collateral to an insurance company, the money stays in our budget and is controlled by the City.
- The workers compensation coverage doesn't change, just the method we use to pay the claims changes.
- The City has more control over how claims are managed

Things to consider:

- When moving to a self-insurance program, we trade known risk for unknown risk.
- Determine appetite for risk and make a commitment to this type of program.
- Financial feasibility
- Potential savings due to potential network savings and potential lower expenses associated with administering the program

Why Now?

- We have six years of credible loss history with Travelers
- Performed an actuarial study to determine feasibility

***Aggregate Loss Distribution
For 7/1/18-19
Workers Compensation***

<i>(A) Probability That Losses Will Be Less Than Or Equal to Column (B)</i>	<i>(B) Estimated Ultimate Losses Limited to \$100,000</i>	<i>(C) Probability That Losses Will Be Greater Than Column (B)</i>
50%	\$290,000	50%
60%	\$319,000	40%
70%	\$353,000	30%
80%	\$397,000	20%
90%	\$469,000	10%
<i>Expected Losses</i>		
\$311,000		

Why Now?

Actual Travelers Cost FY 2018

- Cash Collateral (annual) \$329,523
- Additional Cash Collateral \$79,464
- Max Retention \$823,800

- Administrative Costs \$41,287
- Per Claim Fee 8% of paid claims \$22,256
- Pure Premium \$402,527
- Paid WC losses \$278,198
 - 6 Indemnity Claims
 - 58 Medical Only Claims
 - 3 Open Claims
- Total WC Incurred Losses \$309,727

Potential Self-Insured Costs for FY 2020

- Loss Funding
- Max Retention

- Administrative Costs
- Per Claim Fee Estimate
- Excess Premium
- Paid WC Losses
 - Example: \$278,198

Next steps:

- Evaluate all the pieces and parts to determine if this is a route we want to take
- We need to have a Third-Party Administrator to administer our WC claims
 - The TPA must maintain current level of customer service to employees
- We need to have a excess insurance carrier to pick up claims if we reach attachment point. If we reach our attachment point, we have guaranteed payments from that point forward.
- We need to have an actuary to indicate what our potential future losses could be.

Standard Procurement Terms and Conditions

City of Franklin, Tennessee

1. Assignment/Subcontracting. Neither party may assign any rights or obligations under these Standard Procurement Terms and Conditions, or any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, without the prior written consent of the other party. These Standard Procurement Terms and Conditions, and any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, will be binding upon and inure to the benefit of the parties and their respective successors and permitted assigns. Vendor may subcontract any portion of the work only with the prior consent of the City, but such subcontracting will not relieve Vendor of its duties under these Standard Procurement Terms and Conditions and any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply.
2. Time of the Essence. The parties agree that TIME IS OF THE ESSENCE with respect to the vendor's performance of all provisions of the contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply.
3. Taxes. As a tax-exempt entity, the City shall not be responsible for sales or use taxes incurred for products or services. Upon request, the City shall supply Vendor with a copy of its Sales and Use Tax Exemption Certificate. Vendor shall bear the burden of providing its suppliers with a copy of the City's tax exemption certificate and shall assume all liability for such taxes, if any, that should be incurred.
4. Notices. Any notice provided pursuant to these Standard Procurement Terms and Conditions, or any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, if specified to be in writing, will be in writing and will be deemed given: (a) if by hand delivery, then upon receipt thereof; (b) if mailed, then three (3) City business days after deposit in the mail where sender is located, postage prepaid, certified mail return receipt requested; (c) if by next day delivery service, then upon such delivery; or (d) if by facsimile transmission or electronic mail, then upon confirmation of receipt. All notices will be addressed to the parties at the addresses set forth below (or set forth in such other document to which these Standard Procurement Terms and Conditions apply, or such other address as either party may in the future specify in writing to the other):

In the case of the City:

In the case of Vendor:

City of Franklin

Attn: Purchasing Manager

Re: City of Franklin Contract No. _____ - _____

109 Third Ave. South

P.O. Box 305

Franklin, TN 37065-0305

FAX: 615-550-0079

E-mail: purchasing@franklinton.gov

Standard Procurement Terms and Conditions

City of Franklin, Tennessee

5. Confidentiality and Proprietary rights. Vendor waives any right to confidentiality of any document, e-mail or file it fails to clearly mark on each page (or section as the case may be) as confidential or proprietary. Proprietary rights do not extend to the data created by the City's users of the System; all rights to that data (including derivative or hidden data such as metadata) shall vest solely in City at the moment of creation and City shall retain exclusive rights, title, and ownership of all data and images created therefrom at the moment of creation and utilization, through and including image creation. City may be required to disclose documents under state or federal law. City shall notify Vendor if a request for documents has been made and shall give Vendor a reasonable opportunity under the circumstances to respond to the request by redacting proprietary or other confidential information. In exchange, Vendor agrees to indemnify, defend, and hold harmless City for any claims by third parties relating thereto or arising out of (i) the City's failure to disclose such documents or information required to be disclosed by law, or (ii) the City's release of documents as a result of City's reliance upon Vendor's representation that materials supplied by Vendor (in full or redacted form) do not contain trade secrets or proprietary information, provided that the City impleads Vendor and Vendor assumes control over that claim.
6. Derivative Works. To the extent that the Agreement contains Vendor's reservation of rights, such definitions and limitations are superseded by the following: "Derivative Work" means a program that is based on or derived from one or more existing programs or components. If the original software is modified to create a new program, a derived work is created. If the original software was designed to accept plug-ins or drivers using a defined mechanism, such a driver or plug-in does not form a derived work. Linking to a library in the way it was designed to be interfaced with, does *not* constitute deriving a work. "Derivative work" is *not* the data that the Licensee inputs, manipulates, modifies or otherwise improves, nor the images resulting therefrom.
7. Arbitration/Mediation. No arbitration shall be required as a condition precedent to filing any legal claim arising out of or relating to any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply. No arbitration or mediation shall be binding.
8. Waiver. Neither party's failure or delay to exercise any of its rights or powers under these Standard Procurement Terms and Conditions, or any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, will constitute or be deemed a waiver or forfeiture of those rights or powers. For a waiver of a right or power to be effective, it must be in writing signed by the waiving party. An effective waiver of a right or power shall not be construed as either (a) a future or continuing waiver of that same right or power, or (b) the waiver of any other right or power.
9. Warranties/Limitation of Liability/Waiver. City reserves all rights afforded to local governments under law for all general and implied warranties. The City does not waive any rights it may have to all remedies provided by law and therefore any attempt by Vendor to limit its liability shall be void and unenforceable.
10. Severability. If any term or provision of these Standard Procurement Terms and Conditions is held to be illegal or unenforceable, the validity or enforceability of the remainder of these Standard Procurement Terms and Conditions will not be affected.

Standard Procurement Terms and Conditions

City of Franklin, Tennessee

11. Precedence. In the event of conflict between the provisions of these Standard Procurement Terms and Conditions and that of any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, the provisions of these Standard Procurement Terms and Conditions will to the extent of such conflict take precedence unless such document expressly states that it is amending these Standard Procurement Terms and Conditions.
12. Indemnification. Vendor agrees to indemnify and save the Government of Franklin, the City of Franklin and individual, on or off duty, officers, and employees of the City of Franklin, harmless from any and all losses, damages and expenses, including court costs and attorneys' fees, by reason of any loss, whatsoever, arising out of or relating to or in consequence of the work done in connection with any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, excepting only such losses as shall be occasioned solely by the negligence of the City of Franklin.
13. Additions/Modifications. If seeking any addition or modification to any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, the parties agree to reference the specific paragraph number sought to be changed on any future document or purchase order issued in furtherance of any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, however, an omission of the reference to same shall not affect its applicability. In no event shall either party be bound by any terms contained in any purchase order, acknowledgement, or other writings unless: (a) such purchase order, acknowledgement, or other writings specifically refer to any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply or to the specific clause they are intended to modify; (b) clearly indicate the intention of both parties to override and modify any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply; and (c) such purchase order, acknowledgement, or other writings are signed, with specific material clauses separately initialed, by authorized representatives of both parties.
14. Applicable Law; Choice of Forum/Venue. These Standard Procurement Terms and Conditions and any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply are made under and will be construed in accordance with the laws of the State of Tennessee without giving effect to any state's choice-of-law rules. The choice of forum and venue shall be exclusively in the Courts of Williamson County, TN.
15. Termination. Unless the City has indicated otherwise in the contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, either party may terminate the contract or agreement or purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, with or without cause, upon thirty (30) calendar days' notice to the other. Upon termination by the vendor, the City shall be entitled to retain ownership of any and all goods and equipment purchased. Upon termination by the City, the vendor shall be entitled to receive any amounts due as a result of goods and equipment already delivered and/or services already rendered; however, the City shall maintain ownership and control of any goods and

Standard Procurement Terms and Conditions

City of Franklin, Tennessee

equipment purchased. Upon termination of services, whether connected or unconnected to goods and equipment, such services shall be rendered until the conclusion of the 30th calendar day as stated in the notice or until a contractual benchmark has been achieved, or as the parties may otherwise agree.

16. Breach. Upon deliberate breach of these Standard Procurement Terms and Conditions, or of any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, by either party, the non-breaching party shall be entitled to terminate the contract or agreement or purchase order or other procurement to which these Standard Procurement Terms and Conditions apply without notice, with all of the remedies it would have in the event of termination under section 10 ("Severability") above, and may also have such other remedies as it may be entitled to in law or in equity.
17. Default. If Vendor fails to perform or comply with any provision of these Standard Procurement Terms and Conditions, or of any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, then the City (i) may cancel the contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, in whole or in part, without penalty or protest by Vendor; (ii) may consider such failure to perform or comply as a breach of contract; (iii) reserves the right to purchase its requirements from the vendor that submitted the next lowest and best responsive and responsible bid, or the vendor that submitted the next best proposal, if that vendor will still honor that bid or proposal, or to seek new bids or proposals, or to pursue one or more other options available to the City in compliance with its then current purchasing policy; and (iv) may hold the defaulting vendor liable for all damages provided by law, including cost of cover.
18. Entire Agreement. These Standard Procurement Terms and Conditions, including any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply, constitutes the entire agreement between the parties and supersedes any prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of these Standard Procurement Terms and Conditions. The terms and conditions of these Standard Procurement Terms and Conditions may not be changed except by an amendment expressly referencing these Standard Procurement Terms and Conditions by section number and signed by an authorized representative of each party.
19. Survival. These Standard Procurement Terms and Conditions shall survive the completion of or any termination of any contract, agreement, purchase order or other procurement to which these Standard Procurement Terms and Conditions apply.

City of Franklin, Tennessee
Tabulation of Submittals *

Purchasing Office Solicitation No.:		2019-011 (third-party administrator services for workers compensation self-insurance program)									
Notice to proposers published in the <i>Williamson Herald</i> on:		3/7/19									
Number of potential proposers that were notified of / that submitted a proposal in response to this request for proposals:		10 / 5									
Date and time proposal due and publicly opened:		4/9/19 2:00 PM									
Present at opening of proposals:		Tim Napier, Sara Sylvis and Kevin Townsel of the City of Franklin HR Department; and Leslie Pewitt and Suzanne Ward of the City of Franklin Purchasing Office									
Target meeting of BOMA at which recommendation is scheduled to be considered:		5/28/19									
				life-of-claim claims management			life-of-contract claims management				
				Total estimated annualized fee for years 1-2 for required services (claims & litigation management, loss control, managed care), using recent annual volumes:	Average points allocated by proposal evaluation team (out of a possible 100, utilizing evaluation criteria as listed in RFP):	Average points allocated by interview panel (out of a possible 100, utilizing evaluation criteria as listed in RFP):	Total estimated annualized fee for years 1-2 for required services (claims & litigation management, loss control, managed care), using recent annual volumes:	Average points allocated by proposal evaluation team (out of a possible 100, utilizing evaluation criteria as listed in RFP):	Average points allocated by interview panel (out of a possible 100, utilizing evaluation criteria as listed in RFP):		
Proposals received from:	Does the proposal include all required documents?	Does the proposer take any exceptions to the City's procurement solicitation?	Pricing options offered:							Payment terms:	Proposal is valid and may be accepted through:
Action Claims Administrators	Yes	Proposer takes no exceptions								net 30 days	8/15/2019
1201 Military Road #223 Benton, Arkansas 72105 Chad Alexander, Vice President 855-284-5931, ext. 708 calexander@actionclaimsadministrators.com			flat fee	\$67,937.00	68.67	not interviewed	\$60,937.00	69.04	not interviewed		
			per claim	not quoted	n/a	not interviewed	not quoted	n/a	not interviewed		
Brentwood Services Administrators, Inc.	Yes (and provided proposed service agreement)	Proposer takes no exceptions								net 30 days	12/31/2019
104 Continental Place, Suite 200 Brentwood, TN 37027 John Smitherman, Senior Vice President 615-714-6684 john.smitherman@bwood.com			flat fee	\$61,275.00	81.22	67.82	\$61,275.00	79.61	66.21		
			per claim	\$58,885.00	82.00	68.60	\$58,885.00	80.32	66.92		
CorVel Enterprise Comp Inc.	Yes (and provided Sample Special Handling Instruction Agreement)	Proposer takes no exceptions								net 30 days	10/9/2019
2010 Main Street, Ste 600 Irvine, CA 92614 Jason Wheeler, Account Executive C: 770-547-7692 jason_wheeler@corvel.com			flat fee	not quoted	n/a	n/a	not quoted	n/a	n/a		
			per claim	\$59,442.00	86.81	89.41	\$53,942.00	87.00	89.60		
Johnston & Associates	Yes (and provided proposed service agreement)	Proposer takes no exceptions								net 30 days	6/30/2019
830 Crescent Centre Drive, Suite 220 Franklin, TN 37067 Addam Arrington, National Account Executive C: 615-347-1822; O: 615-373-1788 addam.arrington@johnstonandassoc.com			flat fee	\$70,499.00	71.04	not interviewed	\$70,499.00	69.64	not interviewed		
			per claim	not quoted	n/a	n/a	not quoted	n/a	n/a		
PMA Management Corp.	Yes (and provided proposed agreement)	Proposer takes seven (7) exceptions; in addition, City notes proposal does not hold pricing for extensions, if exercised.								net 30 days	7/8/2019
535 Marriott Drive, Suite 230 Nashville, TN 37214 Brad Wilson, Account Executive C: 804-928-6580; O: 804-967-5699 brad_wilson@pmagroup.com			flat fee	\$82,053.00	88.35	91.95	\$75,578.00	88.27	91.87		
			per claim	\$81,258.00	88.49	97.41	\$73,978.00	88.58	92.18		

Current Funding Formula- Option II									
City Provides Subsidy of \$200 for Retiree Single and \$500 Subsidy for Other Plans									
	FY 2020			FY 2019					
	Total monthly	Less: City	Employee	Total monthly	Less: City	Employee	Employee Premium		
<u>Coverage Level</u>	<u>Premium</u>	<u>Subsidy</u>	<u>Portion</u>	<u>Premium</u>	<u>Subsidy</u>	<u>Portion</u>	<u>Diff \$</u>	<u>Diff %</u>	
Single	\$ 628.31	\$ (200.00)	\$ 428.31	\$ 548.74	\$ (200.00)	\$ 348.74	\$ 79.57	22.8%	
Retiree + Spouse	\$ 1,334.71	\$ (500.00)	\$ 834.71	\$ 1,166.04	\$ (500.00)	\$ 666.04	\$ 168.67	25.3%	
Retiree + Child(ren)	\$ 1,172.35	\$ (500.00)	\$ 672.35	\$ 1,024.54	\$ (500.00)	\$ 524.54	\$ 147.81	28.2%	
Family	\$ 1,896.98	\$ (500.00)	\$ 1,396.98	\$ 1,656.08	\$ (500.00)	\$ 1,156.08	\$ 240.90	20.8%	
Staff Proposal of 5/15/2019 for Option II Beginning July 2019									
City Subsidy Calculated as 40% of Total Monthly Premium for All Plan Categories									
	FY 2020			FY 2019					
	Total monthly	Less: City	Employee	Total monthly	Less: City	Employee	Employee Premium		
<u>Coverage Level</u>	<u>Premium</u>	<u>Subsidy</u>	<u>Portion</u>	<u>Premium</u>	<u>Subsidy</u>	<u>Portion</u>	<u>Diff \$</u>	<u>Diff %</u>	
Single	\$ 628.31	\$ (251.32)	\$ 376.99	\$ 548.74	\$ (200.00)	\$ 348.74	\$ 28.25	8.1%	
Retiree + Spouse	\$ 1,334.71	\$ (533.88)	\$ 800.83	\$ 1,166.04	\$ (500.00)	\$ 666.04	\$ 134.79	20.2%	
Retiree + Child(ren)	\$ 1,172.35	\$ (468.94)	\$ 703.41	\$ 1,024.54	\$ (500.00)	\$ 524.54	\$ 178.87	34.1%	
Family	\$ 1,896.98	\$ (758.79)	\$ 1,138.19	\$ 1,656.08	\$ (500.00)	\$ 1,156.08	\$ (17.89)	-1.5%	
Of the 30 retiree health plan participants having Option II coverage in May 2019:									
11, or 37%, have single plan less the \$200 city amount									
16, or 54%, have a Retiree + Spouse Plan less the \$500 city amount									
1, or 3%, have a Retiree + Child(ren) Plan less the \$500 city amount									
2, or 6%, have a Family Plan less the \$500 city amount									

Mobile Food Vending Ordinance - Overview of Discussion

- City of Brentwood and Williamson County Comparison
- Presentation of changes since last BOMA Worksession and Stakeholder Round-Table Discussion
- Explanation of Location-Specific Mobile Food Permit



Mobile Food Vending Ordinance

Mobile Food Vending Ordinance

City of Brentwood

- Does not allow fixed location MFVs (No Overnight Stays)
- Vending allowed in Commercial Office, Commercial Retail, Commercial Service-Warehouse, Commercial Town Center
- Allows occasional vending for institutional, educational, and assisted care land uses (once per week, up to four hours)



Mobile Food Vending Ordinance



Mobile Food Vending Ordinance

Williamson County

- Does not allow fixed location MFVs (No Overnight Stays)
- Allows MFVs for up to six months at locations in the following zoning districts:
 - MGA-H – Municipal Growth Area – Hamlet District
 - GVC4 – Grassland Village Character 4 District
- Temporary use permit and minor site plan
- Only one MFV per property at any given time
- Limit operation from 8:00 AM to 8:00 PM



Mobile Food Vending Ordinance

Mobile Food Vending Ordinance

Highlights

1. Mobile Food Vehicles would be allowed to operate in Office, Commercial, Industrial, Mixed-Use and Civic and Institutional zoning districts.
2. Caterers are not impacted by the Mobile Food Vending Ordinance, including Mobile Food Vehicles that are serving private parties, and are not making public sales.



Mobile Food Vending Ordinance

Mobile Food Vending Ordinance

3. Mobile Food Vehicles “In Operation” will be permitted annually and expected to leave a site when not setting up, in operation, or leaving; except for properties with a valid **Location-Specific Mobile Food Permit**.
4. A Location-Specific Mobile Food Vending Permit allows for one (1) Mobile Food Vehicle to remain on a property overnight, even when not open for business.
5. Location-Specific Mobile Food Vending Permits are limited to property that are not located in the floodway or floodplain.



Mobile Food Vending Ordinance



HISTORIC
FRANKLIN
TENNESSEE

Mobile Food Vending Ordinance

Mobile Food Vehicles “In-Operation”

- Allowed in Office, Commercial, Industrial, Mixed-Use and Civic and Institutional zoning districts
- Must move off property when not setting up, open, or closing
- May operate in floodway and floodplain, but must move off property when not open
- Signs/chairs/tables/umbrellas, temporary steps, etc.) must be removed and stored out of sight when not open

Location-Specific Mobile Food Permit – Tied to a location(property), not the vehicle

- Site Plan
- Fire inspection / Structure clearance
- Restroom availability for Mobile Food Vehicle employees
- No permanent utility connections allowed
- No permits allowed for property located within the floodway or floodplain
- Signs/chairs/tables/umbrellas, temporary steps, etc.) must be removed and stored out of when not open



Mobile Food Vending Ordinance



HISTORIC
FRANKLIN
TENNESSEE

**AMENDMENT NO. 1 TO
PROFESSIONAL SERVICES AGREEMENT
FOR STATION 7 ARCHITECTURAL / ENGINEERING SERVICES
COF Contract No. 2017-0256**

THIS AMENDMENT is made and entered into on this the ____ day of _____, 2019, by and between the **City of Franklin, Tennessee** ("City") and **Renaissance Group Inc.** ("Consultant").

WITNESSETH:

WHEREAS, City and Consultant entered into a Professional Services Agreement ("Agreement") for architectural and engineering services, dated the 23 day of January 2018; and

WHEREAS, said Agreement stipulated that the Consultant would be paid a not to exceed fee of TWO HUNDRED FORTY-FOUR THOUSAND AND NO/100 DOLLARS (\$244,000.00); and

WHEREAS, the City and Consultant realize the need for additional design work for the Project due to circumstances beyond the control of the Consultant; and

WHEREAS, the Consultant has provided a Proposal for an increase in engineering services, as described in Exhibit A dated April 12, 2019, in the amount of **FORTY THOUSAND AND NO/100 DOLLARS (\$40,000.00)**; and

WHEREAS, the City has reviewed the Proposal and desires to enter into an agreement for the Project as proposed.

NOW, THEREFORE, in consideration of these premises and the mutual promises contained herein, it is agreed by and between the parties as follows:

1. The foregoing recitals are incorporated by reference as if fully stated herein.
2. Consultant's Responsibilities and Duties. Consultant agrees to perform the work as proposed in their May 9, 2019, letter of proposal (**Exhibit A**) which includes the Scope of Services for this Amendment, all of which shall be considered as an integral part hereof.
3. City's Responsibilities and Duties. City shall pay Consultant for the cost of the work as described in Exhibit A an amount not to exceed **FORTY THOUSAND AND NO/100 DOLLARS (\$40,000.00)**.

The City reserves the right to issue any payments jointly to the Consultant and Sub-Consultant when the City receives information that the Consultant has not paid its Sub-Consultant.

4. Waiver. Neither party's failure nor delay to exercise any of its rights or powers under this Amendment will constitute or be deemed a waiver or forfeiture of those rights or powers. For a waiver of a right or power to be effective, it must be in writing signed by the waiving party. An effective waiver of a right or power shall not be construed as either (a) a future or continuing waiver of that same right or power, or (b) the waiver of any other right or power.

5. Severability. If any term or provision of the Amendment is held to be illegal or unenforceable, the validity or enforceability of the remainder of the Amendment will not be affected.

6. Precedence. In the event of conflict between this Amendment and the provisions of the previous Agreement(s), or any other contract, agreement or other document to which this Amendment may accompany or incorporate by reference, the provisions of this Amendment will, to the extent of such conflict (or to the extent the Agreement is silent), take precedence unless such document expressly states that it is amending this Amendment.

7. Entire Agreement. The Amendment between the parties supersedes any prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of the entire Amendment. The terms and conditions of this Amendment may not be changed except by an amendment expressly referencing this Amendment by section number and signed by an authorized representative of each party.

8. Additions/Modifications. If seeking any addition or modification to the Amendment, the parties agree to reference the specific paragraph number sought to be changed on any future document or purchase order issued in furtherance of the Amendment, however, an omission of the reference to same shall not affect its applicability. In no event shall either party be bound by any terms contained in any purchase order, acknowledgement, or other writings unless: (a) such purchase order, acknowledgement, or other writings specifically refer to the Amendment or to the specific clause they are intended to modify; (b) clearly indicate the intention of both parties to override and modify the Amendment; and (c) such purchase order, acknowledgement, or other writings are signed, with specific material clauses separately initialed, by authorized representatives of both parties.

9. Breach. Upon deliberate breach of the Amendment by either party, the non-breaching party shall be entitled to terminate the Amendment without

notice, with all of the remedies it would have in the event of termination, and may also have such other remedies as it may be entitled to in law or in equity.

10. Survival. This Amendment shall survive the completion of or any termination of the original contract, revised contract, or agreement or other document to which it may accompany or incorporate by reference.

All other provisions of the Agreement dated January 23, 2018, are unchanged and remain in full force and effect.

IN WITNESS WHEREOF, the parties have executed this Amendment.

The CITY OF FRANKLIN, TENNESSEE

RENNAISSANCE GROUP INC.

By: _____

Dr. Ken Moore

Mayor

Date: _____

By: _____

Print: MICHAEL E. TERRY

Title: SENIOR V.P. / PARTNER

Date: 5/16/2019

Attest:

Eric S. Stuckey

City Administrator

Date: _____

Approved as to form:

Tiffani M. Pope, Staff Attorney



May 9, 2019

To: Brad Wilson
Project and Facilities Manager
City of Franklin
109 3rd Avenue South
Franklin, Tennessee 37064

Re: **Change Order Request No.1**
Architectural and Engineering Services for
Franklin Fire Station No.7
Franklin, Tennessee

Dear Brad,

Renaissance Group, Inc. is respectfully submitting Change Order Request No. 1 for additional Civil Engineering Services for scope of work as described in the Authorization for Additional Services Request from Civil & Environmental Consultants, Inc., attached. The total amount of requested Change Order No. 1 is \$40,000.00. This request is due to revisions to meet Milcrofton Utility District Standards, relocation of MTEMC power lines and extensions of fiberoptic and gas lines.

Thank you for your consideration and if you have any questions or need additional information, please give me a call.

Sincerely,

RENAISSANCE GROUP, INC.


Michael E. Terry, AIA
Senior Vice President | Partner



AUTHORIZATION FOR ADDITIONAL SERVICES

Client Name:	<u>Renaissance Group</u>	Contact:	<u>Michael Terry</u>
Address:	<u>9700 Village Circle, Suite 100</u>	Client Phone:	<u>901-332-5533</u>
	<u>Lakeland, TN 38002</u>	Client Fax:	<u></u>
		Client Email:	<u>MTerry@rgroup.biz</u>
Date:	<u>4/12/2019</u>		
Request No.:	<u>1 REVISED</u>	CEC Project Manager:	<u>Bert Morton</u>
CEC Project:	<u>180-832</u>	Tasks:	<u>0002, 0004, 0006</u>
Project Name:	<u>Franklin Fire Station No. 7</u>		
Location:	<u>Franklin, TN</u>		

Proposed Scope of Services:

The scope of services for this change order are required based on extra services requested by the City of Franklin, and apply to the following tasks. A summary of services requested outside the original approved scope follows, along with proposed additional fees.

Task 0002 - Construction Documents

- Generate layout and grading plan for installation of MTEM power poles.
- Revision of plans and specifications to meet Milcrofton Utility District standards.
- Design conduit for fiberoptic service, and gas line from the Long Lane intersection to the site.
- Modification of plan and profile for Brunacini Way. It is assumed that site plan submittal will not be required for the changes to Brunacini Way. Revised construction drawings were submitted to the City for review.
- Coordination with Milcrofton Utility District and the City of Franklin to design water services.
- Revised drawings will be submitted to the City for review, and distributed to the contractor.

Additional Fee Requested: \$26,000

Task 0004 - Permitting

- Coordinated with Milcrofton Utility District and the City of Franklin to determine the water provider for the site.
- Application and coordination with Milcrofton Utility District for approval.
- Coordinate with TDEC to extend limits of coverage for existing NPDES Construction General Permit.

Additional Fee Requested: \$4,000

Task 0006 - Bidding and Construction Assistance

- Perform earthwork analysis to determine spoil locations.
- Assisted City with location of spoil material.

Additional Fee Requested: \$10,000.

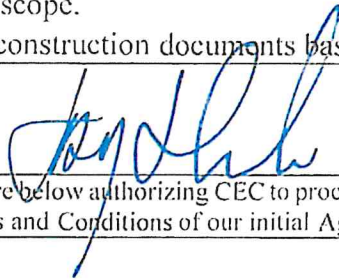


AUTHORIZATION FOR ADDITIONAL SERVICES

Reason(s) for Additional Services and Impacts to Schedule:

- The initial project scope listed the City of Franklin as the provider for domestic, fire, and irrigation water. Design was completed under this assumption. CEC was notified on July 18, 2018, that the fire and domestic water service lines are to be provided by Milcrofton Utility District. The irrigation service will be provided by the City of Franklin reclaimed water line. Design drawings and specifications need to be modified accordingly.
- MTEMC electric transmission lines need to be relocated in order to construct the roadway and fire station. Per City request, CEC provided a preliminary layout and grading plan for the installation of the poles and transmission line. This was excluded in the initial scope of services.
- The fiberoptic and gas lines need to be extended in order to serve the site. These services were excluded in the initial scope.
- Revision of construction documents based on revision of roadway alignment.

CEC Principal
Signature:

 4/11/19

Estimated Additional
Fee: \$40,000.00

Please provide a signature below authorizing CEC to proceed with the additional services. Upon receipt, CEC will begin the additional services under the Terms and Conditions of our initial Agreement for the additional fee identified above.

Client Authorized
Signature:

Date:



AUTHORIZATION FOR ADDITIONAL SERVICES

Client Name: Renaissance Group **Contact:** Michael Terry
Address: 9700 Village Circle, Suite 100 **Client Phone:** 901-332-5533
Lakeland, TN 38002 **Client Fax:**
Client Email: MTerry@rgroup.biz
Date: 4/12/2019
Request No.: 1 REVISED **CEC Project Manager:** Bert Morton
CEC Project: 180-832 **Tasks:** 0002, 0004, 0006
Project Name: Franklin Fire Station No. 7
Location: Franklin, TN

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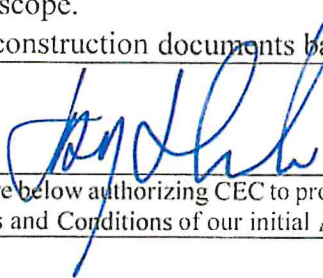


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CEC Principal
Signature:

 4/11/19

Estimated Additional
Fee: \$40,000.00

Please provide a signature below authorizing CEC to proceed with the additional services. Upon receipt, CEC will begin the additional services under the Terms and Conditions of our initial Agreement for the additional fee identified above.

Client Authorized
Signature:

Date: