



# City of Franklin

Mailing Address:  
109 3<sup>rd</sup> Ave S  
Franklin, TN 37064  
(615) 791-3217

## Meeting Agenda

### Sustainability Commission

---

Friday, August 8, 2025

8:00 AM

Admin 2-B

---

#### MEETING LOCATION

City Of Franklin Interim Space  
740 Columbia Avenue

#### CALL TO ORDER

**CITIZEN COMMENTS (Open for citizens to be heard on any issue or concern, including those related to items on the agenda. Please submit a Speaker Card at the beginning of the meeting if you would like to address the Commission. If you would like to speak on an agenda item, the Chair will hold your comment until the public comment period associated with the item. As provided by law, the Commission shall make no decisions or consideration of action of citizen comments for items not on the agenda, except to refer the matter to the Planning Director/Staff for administrative consideration, or to a schedule the matter for consideration at a later date. Those addressing the Commission are requested to come to the microphone and identify themselves by name and address for the official record. The Chair may restrict the period for public comment, including the length of the public comment period, the number of individuals who can speak and the length of time each individual may speak. When time allows, the standard individual public comment time is two minutes.)**

**Comments on agenda items may be made in person at the meeting or by emailing [planningintake@franklintn.gov](mailto:planningintake@franklintn.gov) before noon on the day of the meeting. Emailed comments will be provided to the Commission and included in the minutes, but not read aloud in their entirety during the meeting.**

#### APPROVAL OF MINUTES

1. Consideration Of Approval Of Minutes

#### NEW BUSINESS

2. Announcements:
  - Cardboard Recycling at Century Court Facility
  - BLINK Electric Vehicle Contract Update
  - Natchez Glen Site Visit
3. Presentation of 2025 Franklin Community Survey Results

#### OTHER BUSINESS

#### ADJOURN

Anyone needing accommodations due to disabilities please contact the ADA Coordinator at 615-791-3277 at least 24 hours prior to the meeting.

**City of Franklin  
Meeting Minutes  
Sustainability Commission**



**June 13, 2025**

**8:00 AM**

**Administration Conference Room 2B**

**Members Present:** Alderman Beverly Burger, Al Pramuk, Anna Timme, April Eaton, Christina Christiansen, Keith Gordon, Jim Mahurin,

**Members Absent:** Brian Stone

**Staff Present:** Andrew Orr, Joel Aguilera, Annette Dalrymple, Blake Harper

**Citizens Present:** Ned Dannenberg, Randy James, Dan Andrew, Kaitlyn Andrew, Mac Nolan, Belinda Brooks

**Welcome:**

Chair Christiansen welcomed everyone to the meeting. Everyone introduced themselves and gave a brief introduction.

**Citizen Comments:**

Randy James thanked the Sustainability Commission for guidance on the project they have been working on since 2022. There are 14 convenience centers in the County and he provides advice on how to improve and increase the amount of recycling within the County. He met Mike Cassity a few years ago who had questions about recycling and he has sought to answer them.

Dan Andrew said they have created a state of the art process and project called the Liquidator and they can provide more recycling in 90 days than what's currently happening in one year. The folder provided describes that and includes data and numbers that support that claim. Mr. Andrew invited the Commission to see the Liquidator.

Ned Dannenberg asked about the best way to increase participation and would like to see more data on this topic. He is concerned new homes are not providing enough space in garages for both bins.

**Approval of May Meeting Minutes**

A motion was made to approve the May 2025 minutes as presented, by Al Pramuk, seconded by Jim Mahurin. The motion carried with all in favor.

**Announcements:**

- Bicentennial Park grand opening next Wednesday, June 18, 2025 at 4:00 PM
- The Sanitation Department is working to establish a glass recycling center at their location on Century Court.

SUSTAINABILITY COMMISSION



**City of Franklin**  
**Meeting Minutes**  
**Sustainability Commission**



- Right after this meeting, a site visit has been scheduled to visit Millgate’s pollinator meadow and gardens which serves as their proof of concept.
- Future Site Visit options and opening the floor to go on a site visit. Alderman Burger suggested having a Commission meeting in advance of seeing the County recycling prototype at their location. They have a nice conference meeting room. They would put the Liquidator into places people go every week and into parking lots. She suggested we invite the BOMA and Eric visit at the same time as our group. She would like to schedule it sooner than later. Discussion ensued about when to schedule and decided to schedule it in August at the normal meeting time, August 8, 2025.

**Robert’s Rules of Order Presentation**

Mr. Harper provided a presentation and basic overview of Robert’s Rules of Order. The Sustainability Commission is a recommending body and not a governing body since decisions are recommendations to BOMA. The governing bodies must follow Robert’s Rules closely, but this Commission has more latitude.

Mr. Harper shared that a quorum for this Commission is five members. Business cannot be conducted without a quorum. Standard order of business includes minutes, unfinished business from last meeting, new business, and public comments. Public comments are not a back and forth, but just for citizens to share their opinions. Topics must be placed on the agenda, publicly noticed, in order to discuss. If a quorum is not met, the staff can call absentee members or reschedule.

The agenda is governed by the Tennessee Open Meetings Act so it has to be publicly noticed. For governing bodies, there is a provision for emergency situations.

The Commission has a chair and runs an orderly meeting and recognizes members. It is proper to request to speak.

The most basic rule is to proceed by motion. Typically, a motion should be made to begin discussion. This commission is more informal due to the advisory nature. If you’re going against the staff recommendation on an item, you should state on the record why which is a standard procedure at the City.

Discussion on motions and making amendments to motions ensued. Privileged motions take precedence over other motions such as a motion to defer, which requires a date certain. All other conversation ceases if it gets a second. Motion to recess or call the question when a member is ready to move on and requires a second.

April Eaton asked about a time limit on agenda items. The chair is in charge of the agenda and keeping discussion going and sticking to the agenda.



**City of Franklin**  
**Meeting Minutes**  
**Sustainability Commission**



Common motions include a motion to recess, adjourn, approval, denial, deferral. It's a good policy to be in support of what you propose. All main motions must have a second. If a second is not made, the motion dies. Another motion would need to be made. After a motion is made with a second, the chair should restate it and the person who made the motion can speak first.

Speakers should address the chair and direct comments to the chair and not towards each other. Generally, members should not speak more than twice on an item.

If a member has a personal tie to an applicant or to an item, the member should state it on the record and possibly abstain from a vote. It's up to the member to decide, but the standard is whether a reasonable person would think you are being unbiased.

A quorum is needed for each item. If someone leaves early, the Commission could lose its quorum.

Mr. Harper suggested just commissioners and staff sit at the table in the conference room and have the public sit on the outside.

**Bee City USA Update**

Andrew presented an update and went through several slides. The Commission serves as the overseeing body for the Bee City USA program.

This spring, the staff had a booth at Arbor Day and State of the City to pass out seed packets and bookmarks. The staff used bulk seeds provided by our Engineering Department and stuffed them in seed packets. Annette Dalrymple designed a large board and the bookmarks.

The City has a Bee City webpage and will update it with the large posterboard.

Fire Station 1 is located at the corner of 96 West and 11<sup>th</sup> Ave North and is the first location. Two small beds in the rear and one large bed in the front. Seeds were used to keep the cost down, but the drawbacks include the time it takes, up to three years to fully establish. We used a mix of seeds and plant material, but went heavy on seeds to keep the cost down. The Bee City Committee is maintaining the beds. Rudbeckia and bee balm are coming up and doing well. Some seeds have not come up. More plugs have been ordered.

The downtown landscape crew have put in two pollinator beds on the backside of Harpeth Square, near the river, and on 2<sup>nd</sup> Avenue near the parking garage. Other beds have been installed near the Visit Franklin office and across from Taziki's.

A pollinator bed has been planned by Gresham Smith for Bicentennial Park. Mr. Pramuk mentioned John Lavendar will probably reach out soon to discuss. The area is mostly prepped and ready.



**City of Franklin**  
**Meeting Minutes**  
**Sustainability Commission**



Lastly, the Bee City committee went on a site visit to First Presbyterian Church off Legends Club

Lane which is also a Level 1 arboretum with 50 different tree species. Mr. Mahurin spoke about the bird activity on the property and the need to have various trees and shrubs.

Next steps include continual maintenance of Fire 1, the Bicentennial Park project, and Alderman Potts has some suggested locations for future gardens. Alderman Burger suggested

the I-65 interchange as a location which is TDOT right-of-way. She also mentioned the Highwoods Property and the new Well Coffeeshop location in Cool Springs and the great job they have done.

The roundabout on McEwen Drive is a great potential site for landscaping improvements. Alderman Burger suggested that the Parkes Company will put something fabulous at that location as part of their project.

Alderman Burger also mentioned a use for recycled glass in landscaping.

**NEWS/UPDATE/ADJOURN**

With no further business to come before the Commission the meeting was adjourned at 9:05 AM.





---

**File #: 21-0949**

---

**DATE:** July 28, 2025

**TO:** Sustainability Commission

**FROM:**

**SUBJECT:**

Presentation of 2025 Franklin Community Survey Results

**PURPOSE:**

The purpose of this memorandum is to provide information to the Sustainability Commission concerning the 2025 Community Survey Results.

**BACKGROUND/STAFF COMMENTS:**

In 2016, the City of Franklin first contracted with the National Research Center (now Polco, Inc.) to survey Franklin residents via the use of their National Citizens Survey tool. This standardized, nationwide survey is used in hundreds and hundreds of cities of all sizes nationwide annually. The City of Franklin is able to use the results not only to gain insight into citizen attitudes about civic matters but also customer attitudes regarding services provided by the City. 2025 makes the fourth time we have used this same tool (2016, 2019 and 2022 being the previous times). We have generally waited about two and half years in between conducting the surveys. This year the surveys were sent out to 3,000 randomly selected households received beginning on March 17, 2025. Completed surveys were collected over the following eight weeks.

An additional opportunity to take the survey in a non- scientifically controlled manner was opened to the general public on April 14, 2025 for two weeks. Between the two opportunities, 1,060 responses were received (406 responses to the controlled/randomly-selected survey and 654 to the online non-controlled survey). The full survey reports, verbatim responses to the open-ended question asked in the survey and a formal presentation can be found on the City's website @ [The National Community Survey | City of Franklin, TN](#).

**FINANCIAL IMPACT:**

The cost for the survey came to \$24,500 and is budgeted in General Expenses (110-82560-45900). The base of that figure - \$15,500 is an annual subscription fee with Polco for their online survey tool; the balance of \$9,000 was for add-ons such as the open-ended question, benchmarking information on how Franklin stacks up against other cities and other customizations.

**RECOMMENDATION:**

Staff recommends that the Sustainability Commission acknowledge this item.



HISTORIC  
FRANKLIN  
TENNESSEE

# 2025 Franklin Community Survey Results

August 8, 2025 Sustainability Commission

## Outline

- **Survey Methodology**
- **Survey Results**
- **Survey Comparisons**
  - **Custom Questions**
  - **Trends (2016 & 2019 & 2022 Community Survey Comparisons)**
  - **National & Custom Benchmarks**
- **Next Steps**

## Survey Methodology

City contracted with Polco and the National Research Center to conduct our fourth Franklin Community Survey since 2016.

### \*Scientifically-valid Survey:

- 3,000 total surveys were mailed to randomly selected households in Franklin.
- Households had options to either fill out the survey and mail it back or scan a QR code and fill out the survey online.
- Total Paper Surveys Returned: 192
- Total Online Responses: 214
- Total Responses: 406 (down 42 or 9.2% from 2022)

**Scientifically Valid Response Rate: 13.8%**



*\*All results shown in this presentation are based on the responses from the scientifically valid survey.*

## Survey Methodology

### Open Participation Survey:

- Made available to all citizens of Franklin for two weeks following the scientifically valid survey.

**Total Open Participation Responses: 654 (*up 437 or 301% from 2022*)**

**Total Responses from Both Surveys: 1,060**

## The National Community Survey

- Polco created the National Community Survey, which is designed to measure a community’s “livability.”
- This survey is taken across the country, and communities are benchmarked against each other.
- Through the NCS, Franklin is evaluated on the ten (10) central facets of a community:

## National Community Survey

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks & Recreation
- Health & Wellness
- Education, Arts, and Culture
- Inclusivity & Engagement



## Key Takeaways – (pg. 6)

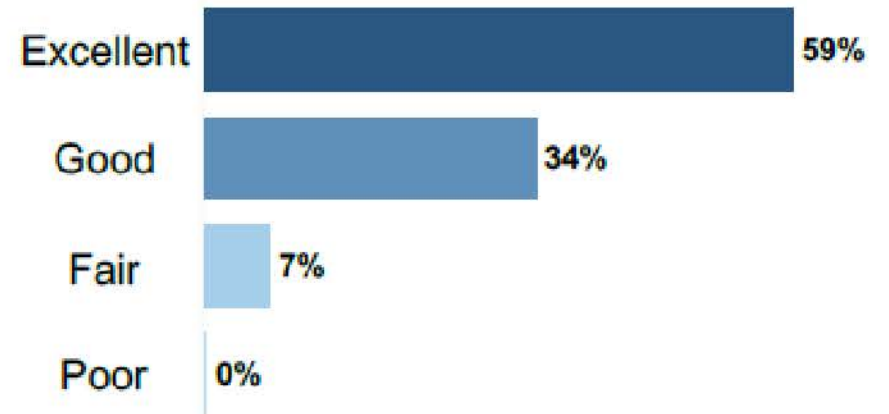
- Residents praise Franklin’s leadership, with many related items surpassing national averages and increasing since 2022.
- Residents rate Franklin’s economy very high, which far outpaces comparative communities across the country.
- While many aspects of Franklin remain highly rated, affordability and traffic continues to be a concern among residents.

## Survey Results

### Overall: Quality of Life

- Vast majority of survey respondents view the quality of life in Franklin as excellent or good (93% combined).
- Overall rating is lower compared to 2022, but it is still much higher than the national benchmark.
- 95% of residents rate Franklin as having an overall positive image or reputation (7<sup>th</sup> among other cities).

The overall quality of life in Franklin, 2025

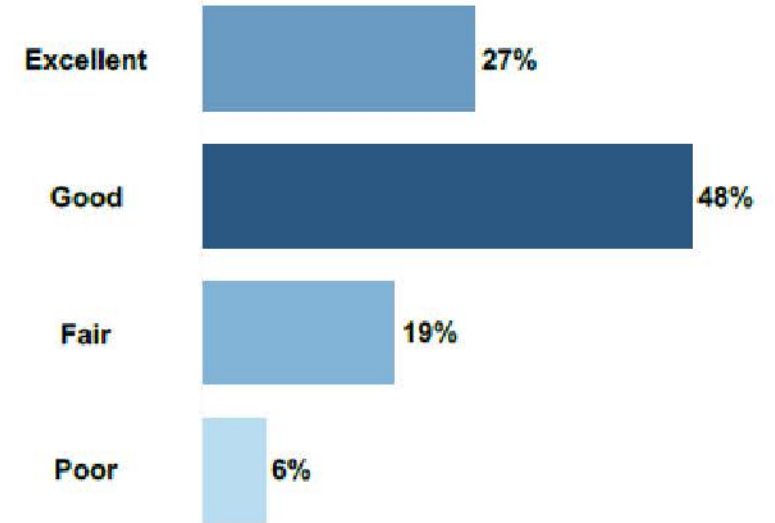


## Survey Results

### Overall: Governance

- Respondents have an increased level of confidence in Franklin’s government (75%). This is up 7% from 2022.
- Significant increases in satisfaction of government services include:
  - Overall customer service by Franklin employees (5%)
  - Value of services for the taxes paid (8%)
  - Informing residents about issues facing the community (11%)
  - Acting in the best interest of the community (7%)

Overall confidence in Franklin government, 2025

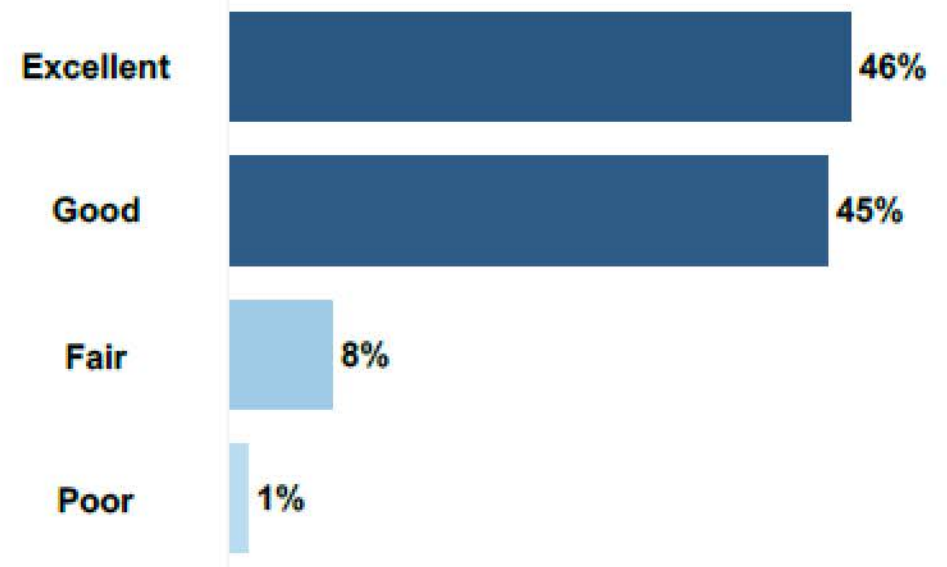


## Survey Results

### Facet: Economy

- Respondents' perception of the economy remains strong, however, there are concerns regarding employment opportunities and cost of living.
- Areas in which Franklin ranks much higher against national benchmarks include:
  - Vibrancy of downtown/commercial area
  - Employment opportunities
  - Shopping opportunities

### Overall economic health of Franklin, 2025

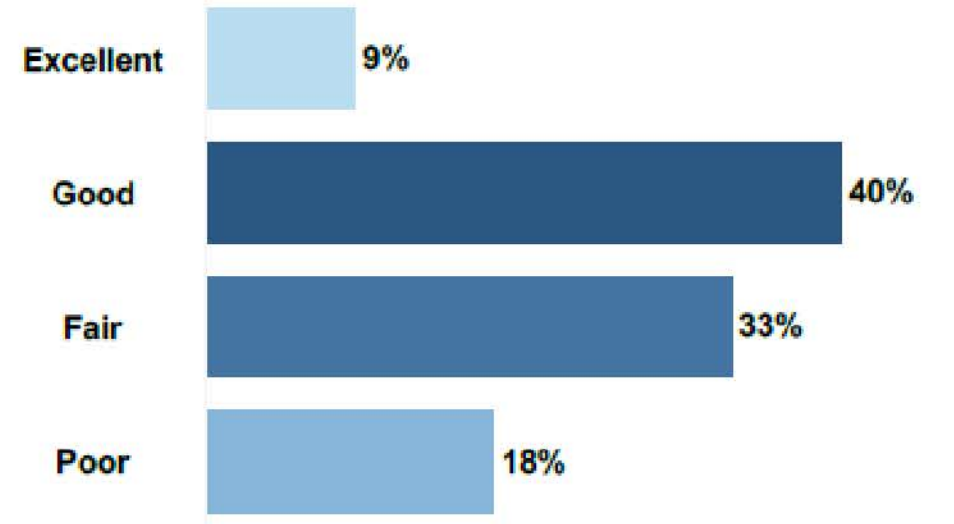


## Survey Results

### Facet: Mobility

- Less than half of respondents rated the overall quality of the transportation system in Franklin as excellent or good (49%).
- This was a 20% decrease from 2022.
- Rankings for mobility are similar to national benchmark cities, except for bicycle travel and use of public transportation vs. driving.
- Street lighting, street cleaning, and sidewalk maintenance saw an increase in satisfaction and rank higher than national benchmark cities.

**Overall quality of the transportation system in Franklin, 2025**

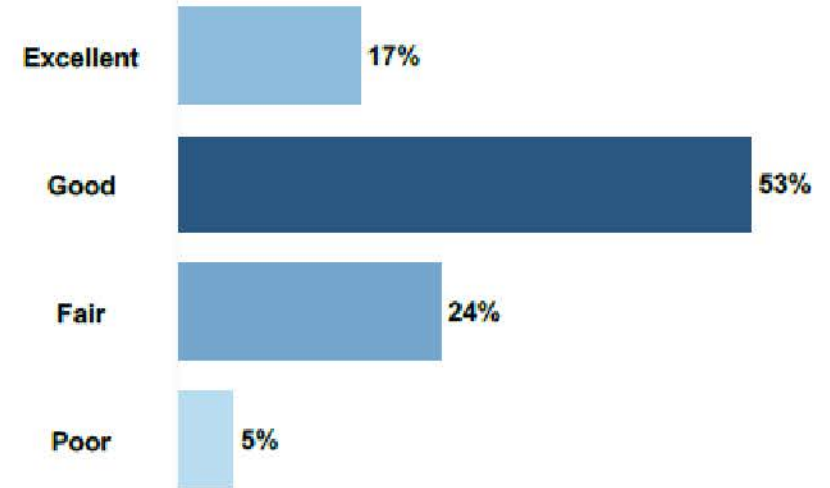


## Survey Results

### **Facet: Community Design**

- Nearly three-fourths (70%) of respondents rated the overall design or layout of residential and commercial areas as excellent or good. This is down from 2019 and 2022.
- Almost all respondents (95%) of Franklin rated their neighborhood as a place to live as excellent or good.
  - Higher rating than 2019 and 2022.
- Well-designed neighborhoods (71%), well-planned commercial growth (58%), and code enforcement (77%) were rated higher than national benchmark communities.

**Overall design or layout of Franklin's residential and commercial areas, 2025**

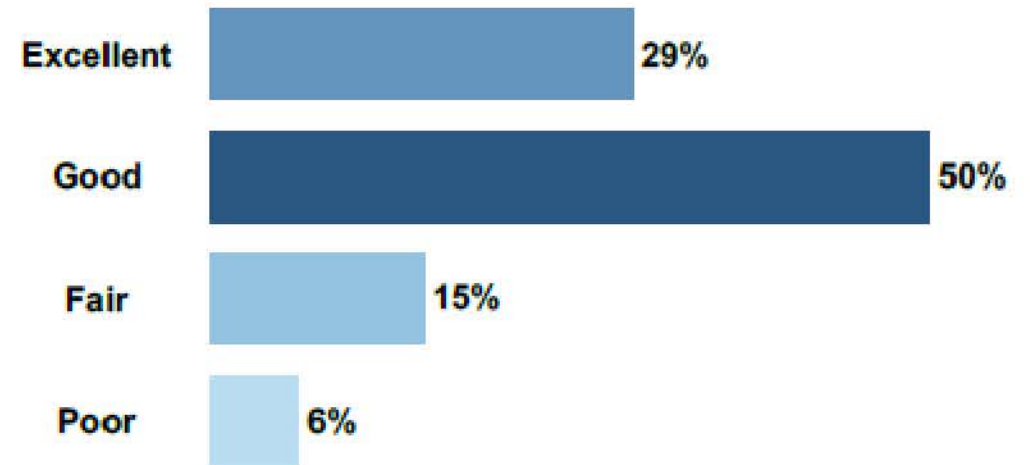


## Survey Results

### Facet: Utilities

- Over three-fourths of respondents rated the overall quality of the utility infrastructure as excellent or good (79%).
  - Similar to other national benchmark communities
- Other facets of utility services rated higher than national benchmarks including:
  - Affordable high-speed internet
  - Electric and gas utility
  - Utility billing

**Overall quality of the utility infrastructure in Franklin, 2025**

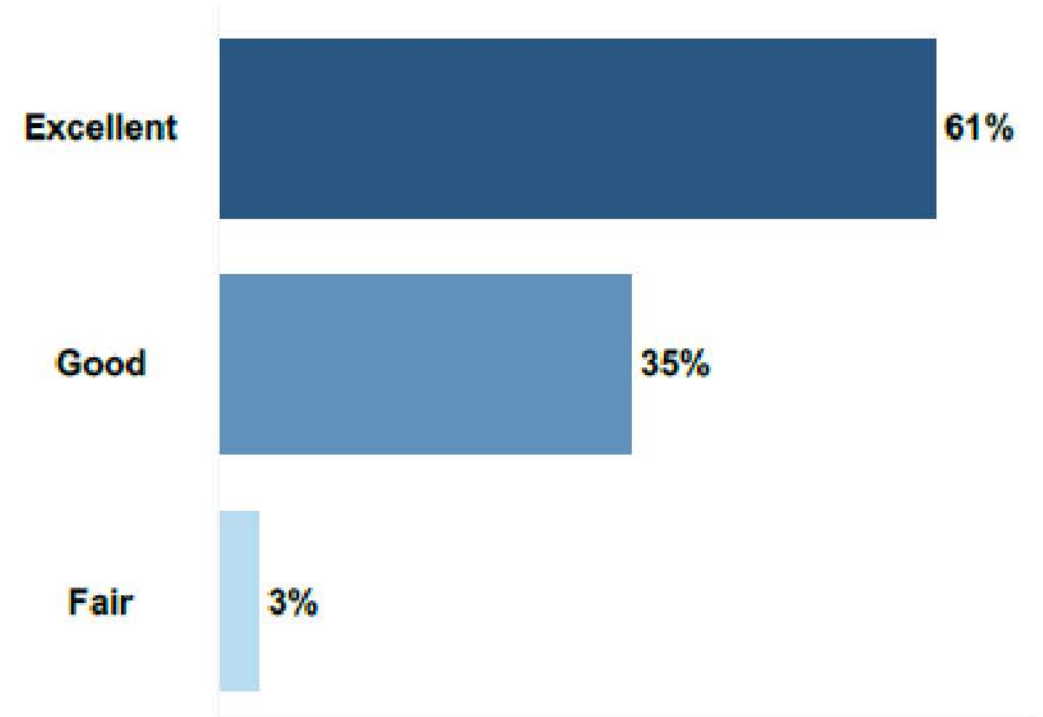


## Survey Results

### Facet: Safety

- Respondents continue to feel a high sense of safety in Franklin (97%).
- Almost all respondents (99%) rated a strong feeling of safety in neighborhoods and downtown/commercial areas during the day.
- Feeling of safety from fire, flood, or other natural disasters rated the lowest (79%).
  - Still similar with national benchmark communities.

### Overall feeling of safety in Franklin, 2025



## Survey Results

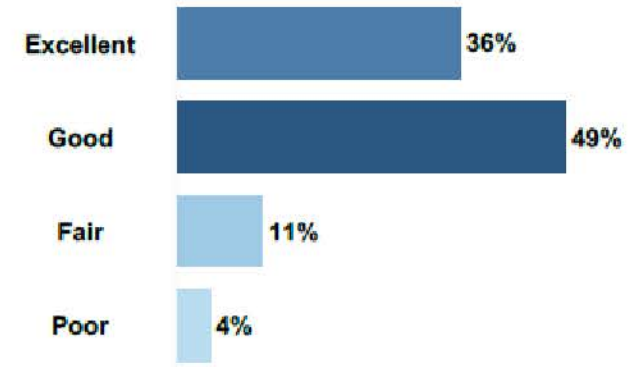
### Facet: Natural Environment

- Over eighty percent (83%) of respondents rated the natural environment in Franklin as excellent or good.
  - Similar to national benchmarks.
- Cleanliness, water resources, and air quality all saw an increase in satisfaction from 2022.

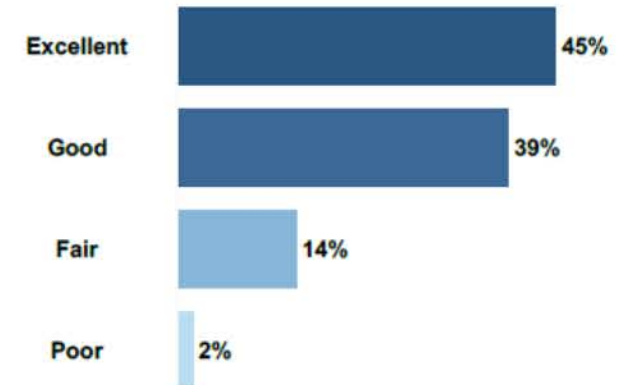
### Facet: Parks and Recreation

- Over eighty percent (84%) of respondents rated the quality of parks and recreation opportunities as excellent or good.
- Areas that were rated higher than national benchmarks include:
  - City parks
  - Fitness opportunities
  - Recreation centers or facilities

Overall quality of natural environment in Franklin, 2024



Overall quality of parks and recreation opportunities, 2025

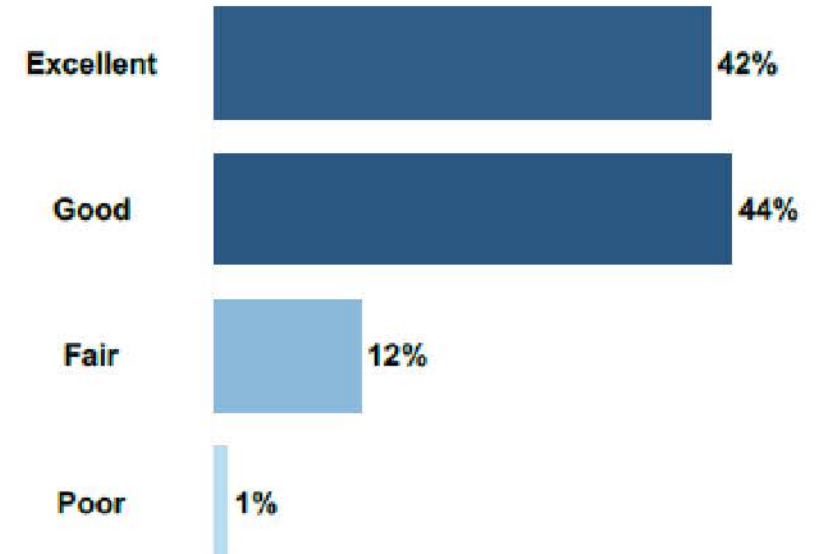


## Survey Results

### Facet: Health and Wellness

- 86% of respondents positively rate the overall health and wellness opportunities in Franklin.
- All aspect of health and wellness were rated higher than national benchmarks, except for respondents' perception of their own health.
- Availability of affordable quality mental health care saw the most positive increase at 69% (18% higher than 2022).

**Overall health and wellness opportunities in Franklin, 2025**



## Survey Results

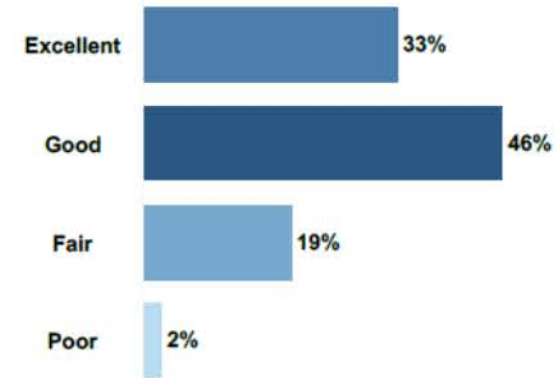
### Facet: Education, Arts, and Culture

- Respondents perceive a slight decrease in overall opportunities for education, culture, and the arts.
- K-12 education and opportunities to attend cultural/arts/music activities were rated much higher than national benchmarks.

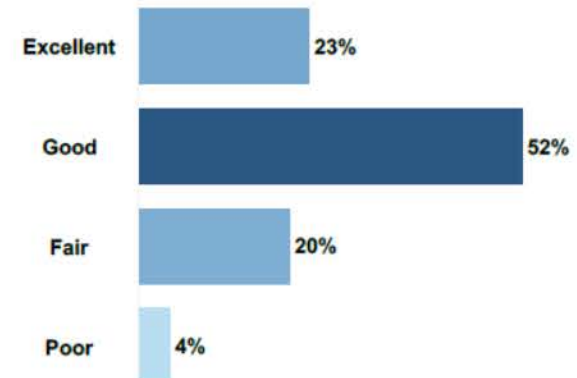
### Facet: Inclusivity and Engagement

- Respondents' perception of residents' connection and engagement with their community remains high (75%).
- One notable decrease in satisfaction was how respondents viewed Franklin as a place to retire (73%).
  - 9% decrease from 2022.

Overall opportunities for education, culture and the arts, 2025

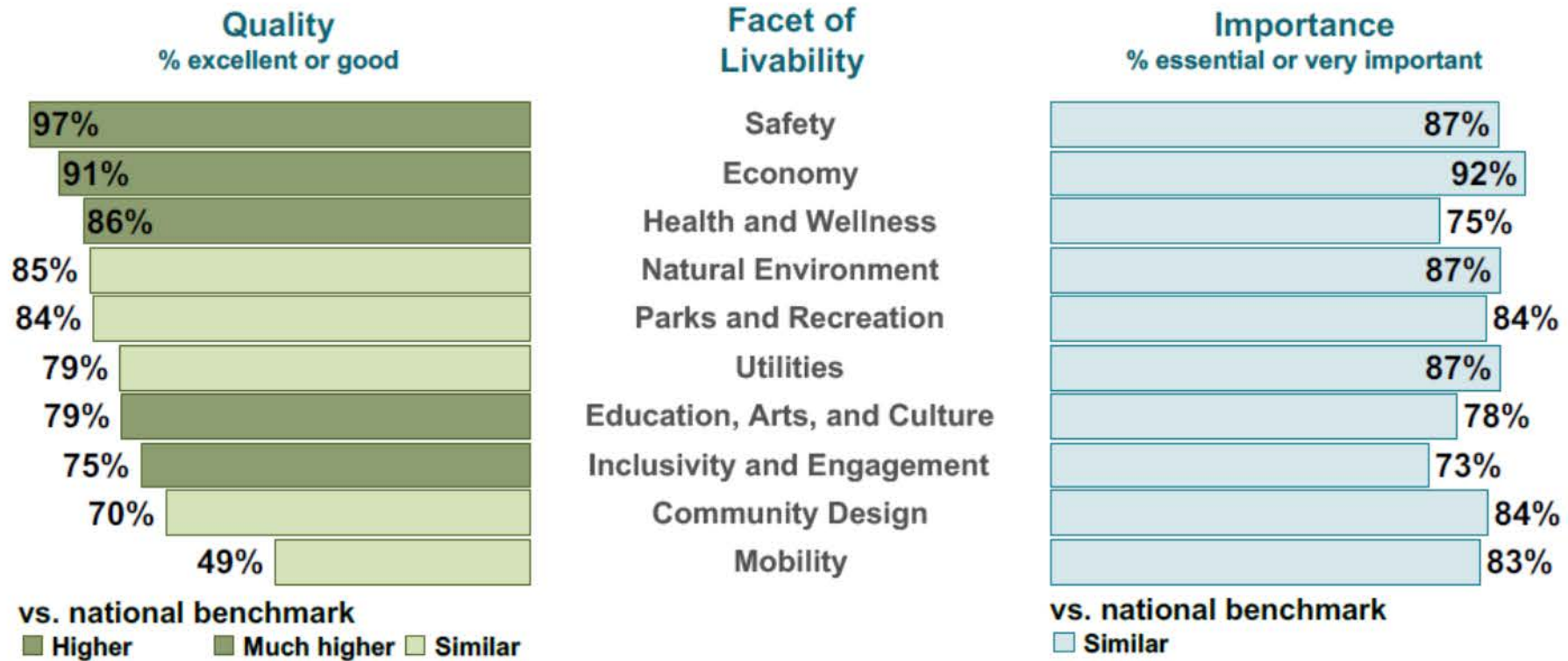


Residents' connection and engagement with their community, 2025



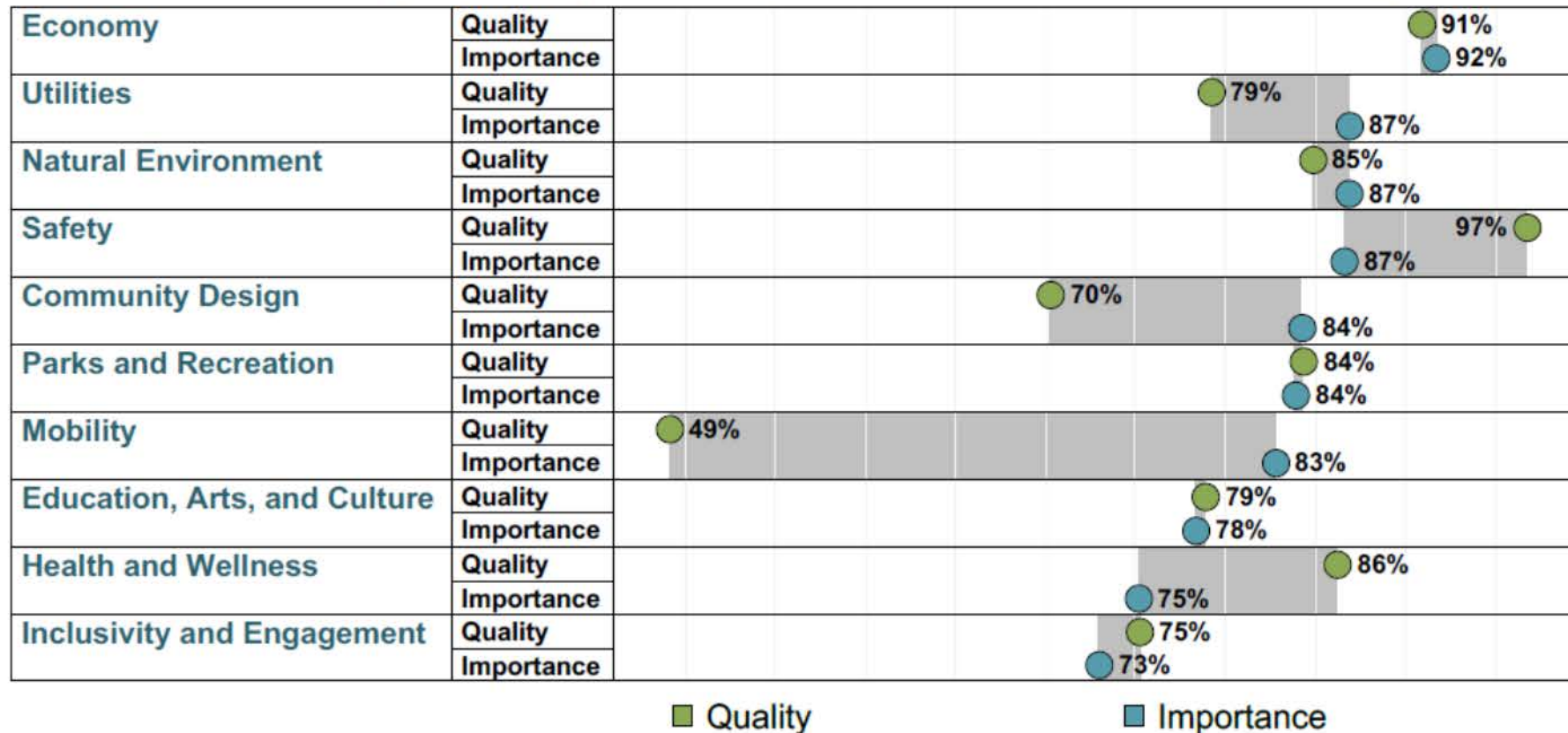
### Quality & Importance of Each Facet (pg. 8)

The table below shows the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local quality ratings were lower, similar, or higher than communities across the country (the national benchmark).



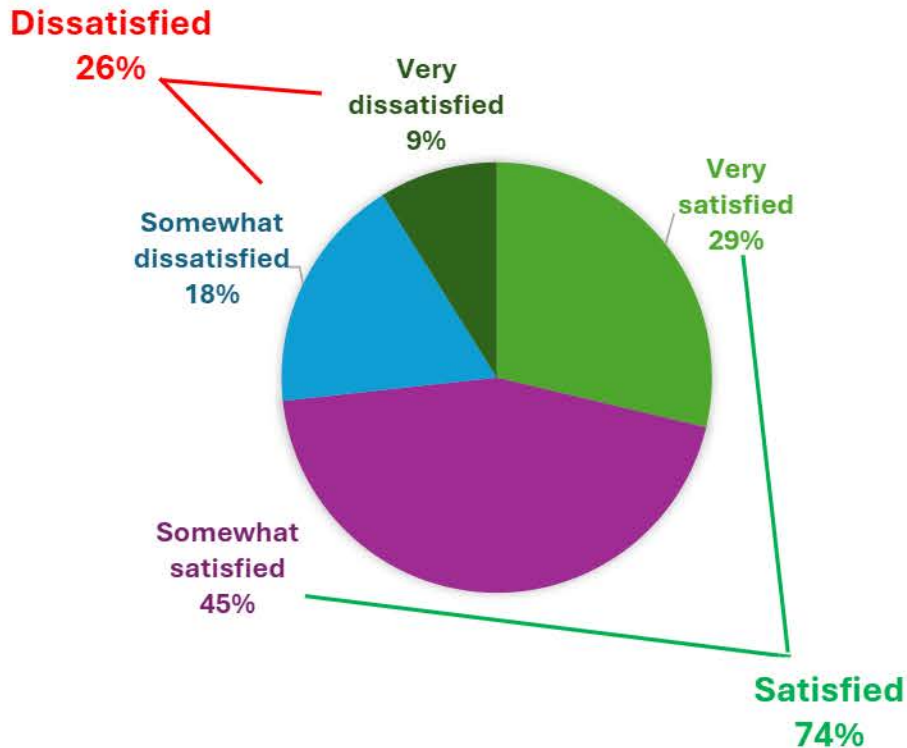
## Quality & Importance – Gap Analysis (pg. 8)

The gap analysis chart below shows the same data as above; however, this chart more clearly illustrates the comparative differences in quality and importance ratings for each facet, as well as the absolute ratings for each.

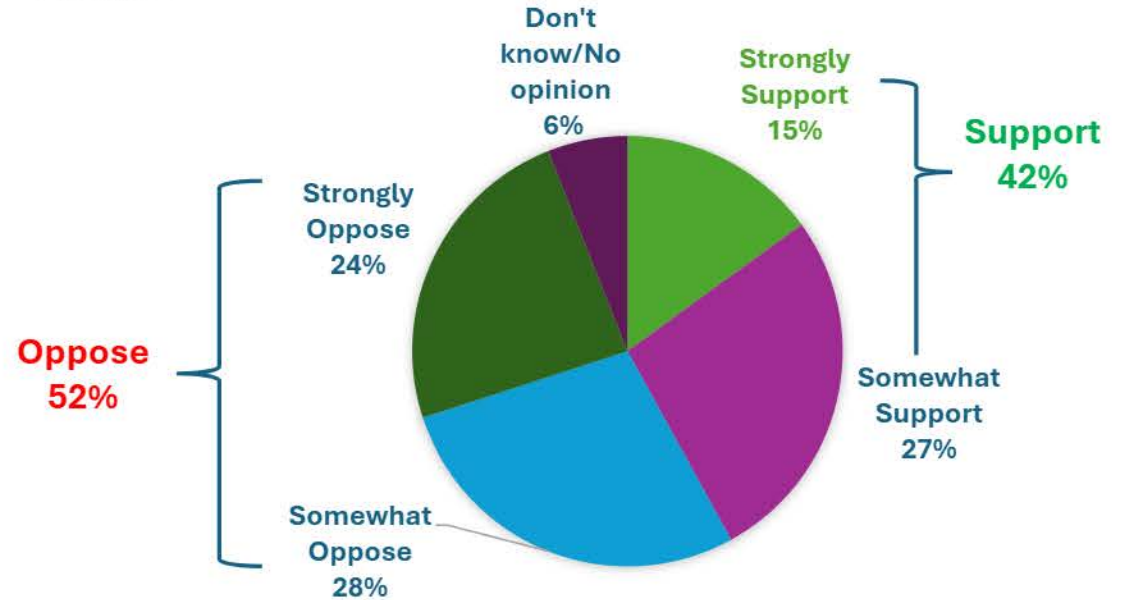


2025 Franklin Community Survey – Custom Questions

**Question #13:** Please rate your level of satisfaction with the City of Franklin's management of growth.



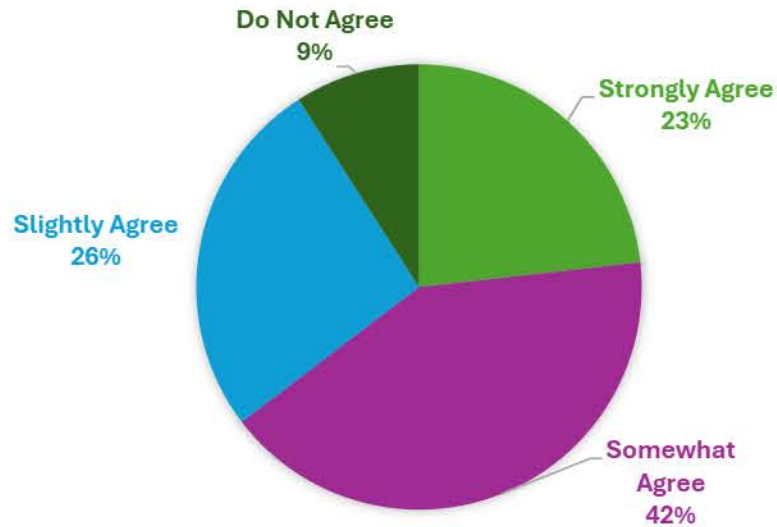
**Question #14:** How much would you support or oppose higher taxes or fees if local and state transportation projects could be completed in less time?



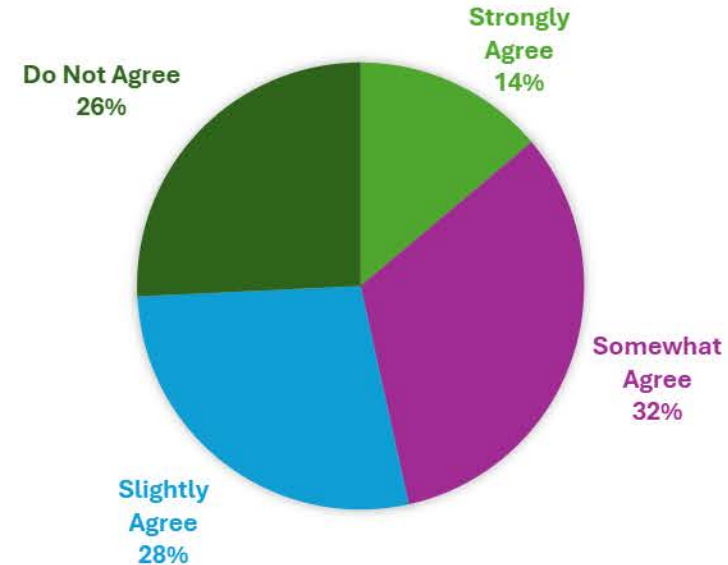
## 2025 Franklin Community Survey – Custom Questions

**Question #15:** How much would you agree if at all that each of the following amenities are needed in Franklin?

### Additional Recreation Amenities



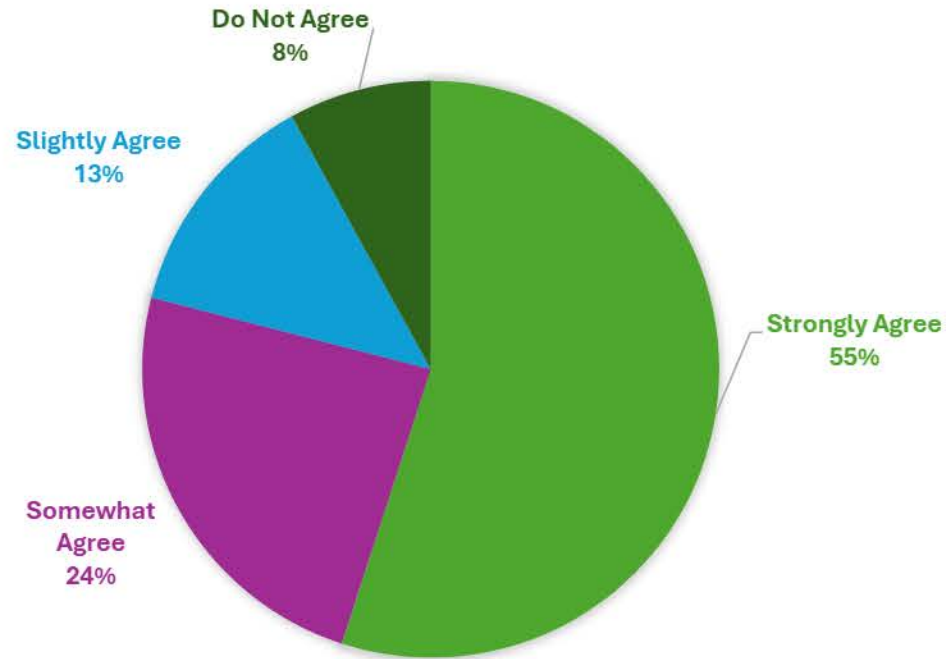
### Unique Shopping Opportunities



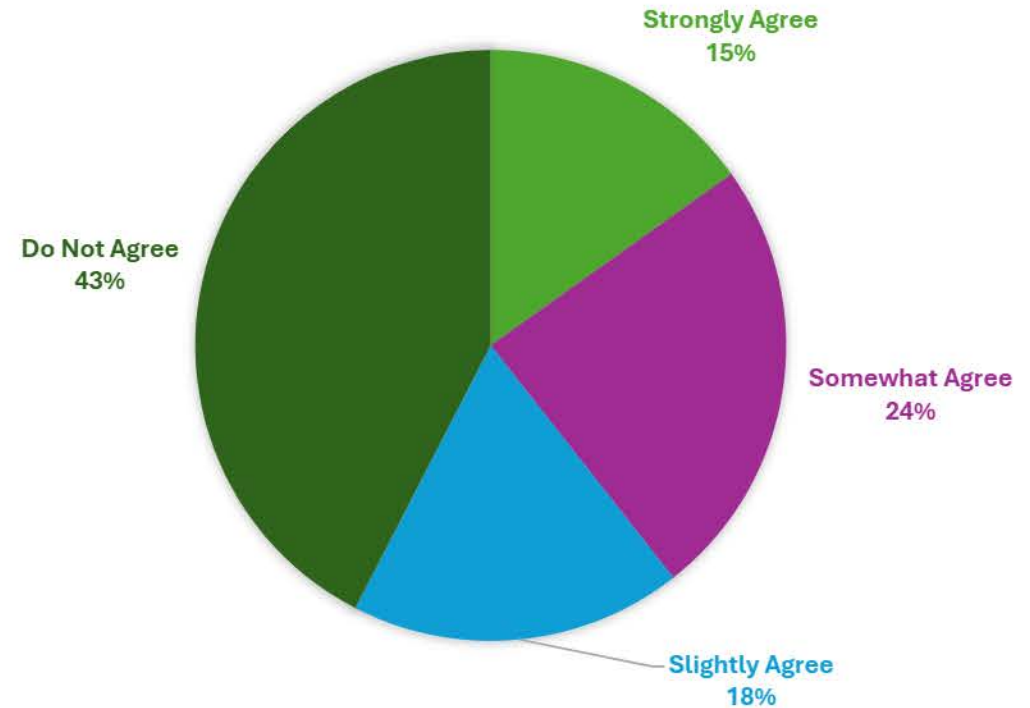
## 2025 Franklin Community Survey – Custom Questions

**Question #15:** How much would you agree if at all that each of the following amenities are needed in Franklin?

### Dedicated Farmers Market



### Large-Scale Sports & Entertainment Venue

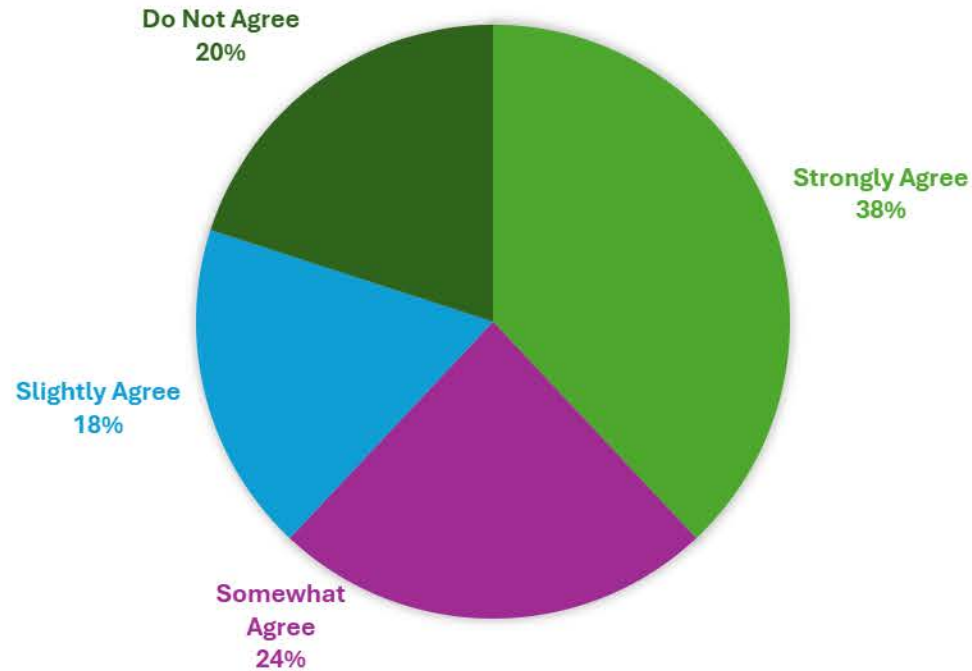


## 2025 Franklin Community Survey – Custom Questions

---

**Question #15:** How much would you agree if at all that each of the following amenities are needed in Franklin?

**Enhanced Transportation Options (Rail/Light-Rail/Air/Choice Lanes)**



## 2025 Franklin Community Survey – Custom Questions

---

### Open-Ended Question

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

Affordable housing/cost of living	38%
Growth management	27%
Traffic safety/Connectivity	17%
Education/Diversity	7%
Other	5%
Natural environment	3%
#N/A	3%
Safety/Code enforcement	1%
Health and wellness	1%

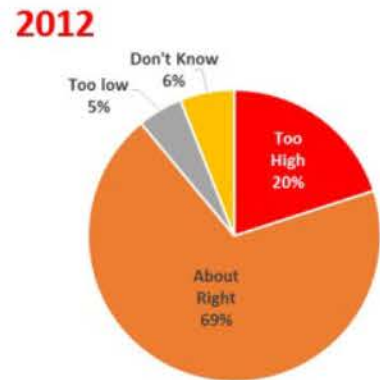
### Survey Comparisons: 2012 – 2025

	2012	2016	2019	2022	2025
How would you describe the overall Quality of Life in the City?	94%	97%	97%	97%	93%
<i>National Position / Percentile</i>		Higher	Much Higher	Higher	Higher/98 <sup>th</sup>
Are things in the City of Franklin moving in the right direction?	82%	73%	75%	66%	71%
<i>National Position / Percentile</i>		Similar	Higher	Similar	Higher/89 <sup>th</sup>
How would you rate the job being done (quality of services provided) by the City Government?	83%	89%	93%	82%	90%
<i>National Position / Percentile</i>		Higher	Higher	Similar	Higher/95 <sup>th</sup>
How would you rate the job being done (quality of services provided) by the Federal Government?	N/A	44%	53%	37%	42%
<i>National Position / Percentile</i>		Similar	Similar	Similar	Similar/66 <sup>th</sup>

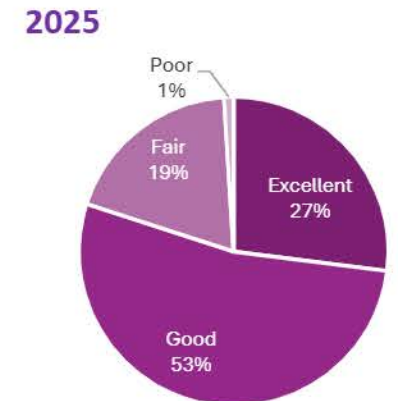
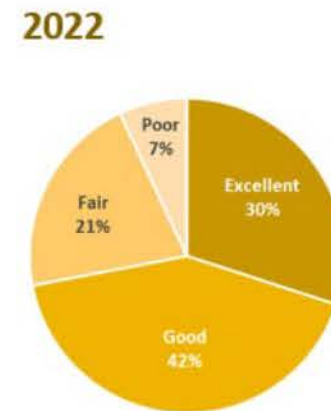
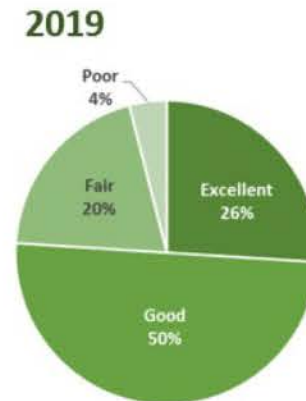
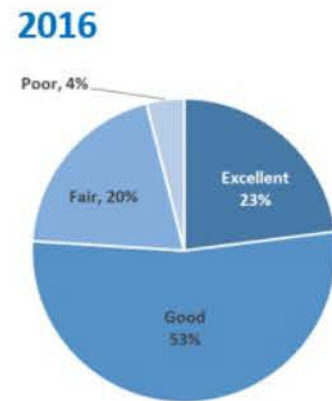
# 2025 Franklin Community Survey – Trends

## Survey Comparisons: 2012 – 2025

**2012:** For the services you receive, would you say that property taxes in Franklin are too high, about right, or too low?



**2016 – 2025:** Please rate the following categories of Franklin government performance: The value of services for the taxes paid to Franklin.



## 2025 Franklin Community Survey – Trends

### Survey Comparisons: 2012 – 2025

Percent of Franklin residents rating the following issues as Excellent:

	2012 Meyer/ACS Survey	2016 NCS Survey	2019 NCS Survey	2022 NCS Survey	2025 NCS Survey
Neighborliness	20%	27%	32%	36%	30%
Economic Opportunity/Jobs	8%	19%	37%	46%	28%
Shopping	8%	50%	58%	50%	45%

## 2025 Franklin Community Survey – Trends

### Survey Comparisons: 2012 – 2025

Percent of Franklin residents rating the following issues as **Poor**:

	2012 Meyer/ACS Survey	2016 NCS Survey	2019 NCS Survey	2022 NCS Survey	2025 NCS Survey
Cost of Living	15%	20%	20%	29%	33%
Affordable Housing	11%	35%	42%	58%	55%
★ Transportation/Traffic	16%	29%	23%	22%	18%
Level of Diversity	8%	9%	10%	25%	16%



## Survey Comparisons

Polco/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 Community Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. The communities in the database represent a wide geographic and population range.

## 2025 Franklin Community Survey – National Benchmarks

### Survey Comparisons

#### Notable National Benchmark Comparisons Rankings:

The City of Franklin was much higher (Top 10) than other cities in:

Category	National Rank
Preservation of the historical or cultural character of the community.	2 <sup>nd</sup>
Fire prevention and education	2 <sup>nd</sup>
Availability of affordable quality mental health care.	3 <sup>rd</sup>
Ambulance or emergency medical services	3 <sup>rd</sup>
Code enforcement (weeds, abandoned buildings, etc.)	4 <sup>th</sup>
Vibrancy of downtown/commercial area.	4 <sup>th</sup>
The value of services for the taxes paid.	5 <sup>th</sup>
The job Franklin government does at welcoming resident involvement.	5 <sup>th</sup>

## 2025 Franklin Community Survey – National Benchmarks

### Survey Comparisons

#### Notable National Benchmark Comparisons Rankings:

The City of Franklin was much higher (Top 10) than other cities in:

Category	National Rank
Overall image or reputation of Franklin.	7 <sup>th</sup>
Franklin as a place to work.	7 <sup>th</sup>
Franklin as a place to visit.	7 <sup>th</sup>
Overall appearance of Franklin.	8 <sup>th</sup>
Overall economic health of Franklin.	8 <sup>th</sup>
Overall quality of business and service establishments in Franklin.	8 <sup>th</sup>
Economic development	10 <sup>th</sup>

## 2025 Franklin Community Survey – National Benchmarks

### Survey Comparisons

Notable National Benchmark Comparisons Rankings:

The City of Franklin was much lower (200<sup>th</sup> or below) than other cities in:

Category	National Rank	Percentile
Ease of walking in Franklin	200	58 <sup>th</sup>
Ease of travel by public transportation in Franklin	215	26 <sup>th</sup>
Cost of living	221	29 <sup>th</sup>
Ease of travel by car in Franklin	247	60 <sup>th</sup>
Traffic flow on major streets	253	41 <sup>st</sup>
Availability of affordable quality housing	262	20 <sup>th</sup>
Ease of travel by bicycle in Franklin	268	37 <sup>th</sup>



# *City of Franklin, Tennessee*

## **Citizen Survey**

---

### **Next Steps**

- Had meeting with Leadership Team members to disseminate detailed information from the survey out to departments for use in their daily operations.
- **Present to BOMA**
- Use this information in support of the continued update of **FranklinForward** – The City’s Strategic Plan.
- Encourage citizens to review the detailed reports and take citizen survey findings into account when allocating resources during current and future Budget processes.
- Integrate findings into FY 2026 Budget
- Plan to engage Franklin residents again with another survey in two years (2026/FY 2027).