

Franklin, TN

The National Community Survey

Report of Results
2022

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Franklin. A livable community is 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. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

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

The report provides the opinions of a representative sample of 448 residents of the City of Franklin collected from October 24, 2022 to December 16, 2022. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2022 survey was 17%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Franklin.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

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 in the last five 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. In each tab, 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.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.



Trends over time

Trend data for Franklin represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than six percentage points between the 2018 and 2022 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

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. Addresses located outside of the City of Franklin boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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 introduction of the survey.

Conducting the survey

The 2,800 randomly selected households received mailings beginning on October 24, 2022 and the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 4% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,700 households that received the invitations to participate, 448 completed the survey, providing an overall response rate of 17%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

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. The margin of error for the City of Franklin survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (448 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Franklin. The open participation survey was identical to the probability sample survey with two small updates; it asked a question to confirm that the respondent was a Franklin resident and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on November 28, 2022. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 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 age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	7%	23%	27%
	35-54	32%	42%	40%
	55+	61%	35%	33%
Hispanic origin	No, not Spanish, Hispanic, or Latino	99%	94%	94%
	Spanish, Hispanic, or Latino	1%	6%	6%
Housing tenure	Own	81%	65%	65%
	Rent	19%	35%	35%
Housing type	Attached	27%	39%	39%
	Detached	73%	61%	61%
Race & Hispanic origin	Not white alone	8%	23%	22%
	White alone, not Hispanic or Latino	92%	77%	78%
Sex	Man	51%	44%	47%
	Woman	49%	56%	53%
Sex/age	Man 18-34	2%	8%	12%
	Man 35-54	15%	21%	20%
	Man 55+	34%	16%	15%
	Woman 18-34	5%	15%	15%
	Woman 35-54	17%	21%	20%
	Woman 55+	27%	19%	19%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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/good, very safe/somewhat safe, essential/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 the tab “Complete data”. 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.

Contact

The City of Franklin funded this research. Please contact Michael Walters Young of the City of Franklin at michael.waltersyoung@franklin.tn.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2020 American Community Survey

Key Findings

Residents appreciate many aspects of the City's leadership and governance.

While some aspects of governance in Franklin declined slightly, ratings were strong overall and generally on par or above both national comparisons and communities of similar size. About 8 in 10 residents offered high marks for the overall customer service by Franklin employees, higher than both comparison groups. A similar proportion gave positive ratings to the quality of services provided by the city. Roughly 7 in 10 gave favorable ratings to the value of services for the taxes paid, treating residents with respect, and being honest. About two-thirds gave high marks for overall confidence in Franklin government generally acting in the best interest of the community, and the job Franklin government does at welcoming residents' involvement, all higher than both comparison groups. Public information services (71%) and treating residents fairly (65%) declined by at least 9% since the survey in 2019, but were on par with both comparison groups.

Many aspects of Franklin's community design receive positive reviews, but residents identify some areas of opportunity for the City.

Community design in Franklin received high ratings from residents, with many aspects rated higher than communities of similar size and national comparison groups. Franklin's overall appearance and resident's neighborhood as a place to live received excellent or good ratings by about 9 in 10 residents, higher than both comparison groups. About 8 in 10 offered high marks for the preservation of the historical or cultural character of the community, and public places where people want to spend time. While well-designed neighborhoods (71%) and well-planned residential growth (50%) were on par with comparison groups, residents indicate that housing growth may be an area of opportunity. About 4 in 10 residents gave positive ratings for the variety of housing options, and less than 2 in 10 offered similar ratings for the availability of affordable quality housing. In a question unique to Franklin's surveys, residents were asked what they thought was the most important challenge or problem facing Franklin currently. About half of residents identified affordable housing or managing growth as the first important challenge facing the city.

Franklin's Economy is strong, but poses challenges to community livability.

The economy in Franklin remains a community strength, with many aspects receiving similar ratings to the survey in 2019. Franklin as a place to visit and work was given positive reviews by 9 in 10 residents, scoring much higher than national averages. Other items scoring much higher than national benchmarks were variety of business and service establishments (85%), vibrancy of downtown/commercial area (91%), employment (79%) and shopping opportunities (90%). Overall economic health, and overall quality of business and service establishments received high marks from about 9 in 10 residents, with economic development receiving similar ratings from about three-quarters of residents. However, affordability may become an area of opportunity, as just 3 in 10 residents offered excellent or good rating to cost of living in Franklin. When asked what impact, if any, residents expected the economy to have on their family income in the next 6 months, just 2 in 10 expected a positive impact, while 4 in 10 expected a negative impact.

Franklin's educational and cultural opportunities are a valued aspect of community livability, leading to a high quality of life.

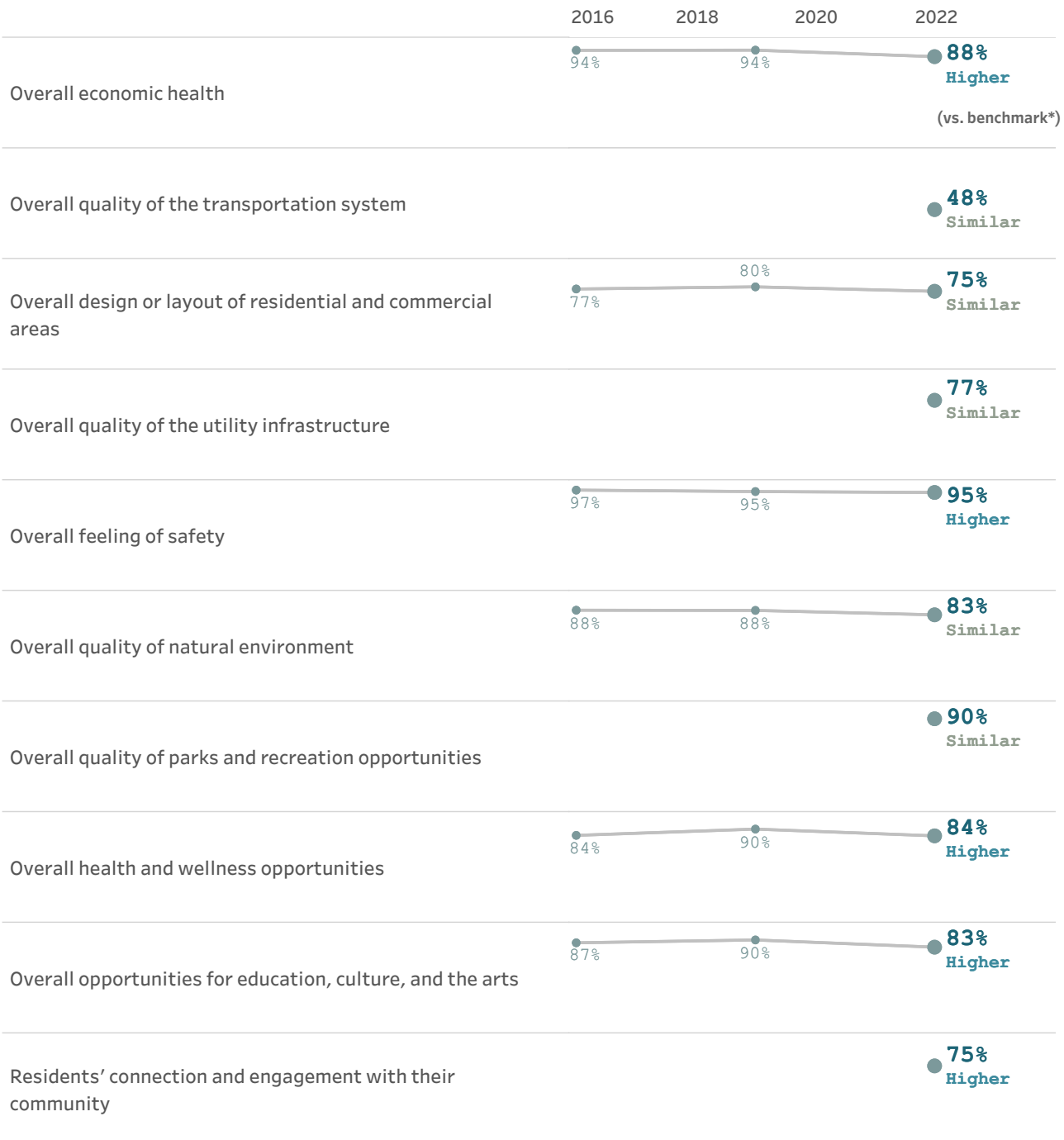
Education, arts, and culture remained strong in Franklin, with the overall opportunities receiving strong ratings from about 8 in 10 residents, scoring higher than national comparison groups. A similar proportion offered favorable reviews for opportunities to attend cultural/arts/music activities, and special events and festivals, as well as community support for the arts and k-12 education, all scoring higher than national averages. This strong support for education, arts, and culture likely contributes to the high quality of life experienced by Franklin residents. Almost all residents gave excellent or good ratings for Franklin as a place to live and the overall quality of life, higher than national averages. Overall image or reputation was given high marks from a similar proportion of residents, scoring much higher than national benchmarks. About 9 in 10 residents responded that they were very or somewhat likely to recommend living in Franklin to someone who asked, and would remain in Franklin for the next five years.

Facets of livability

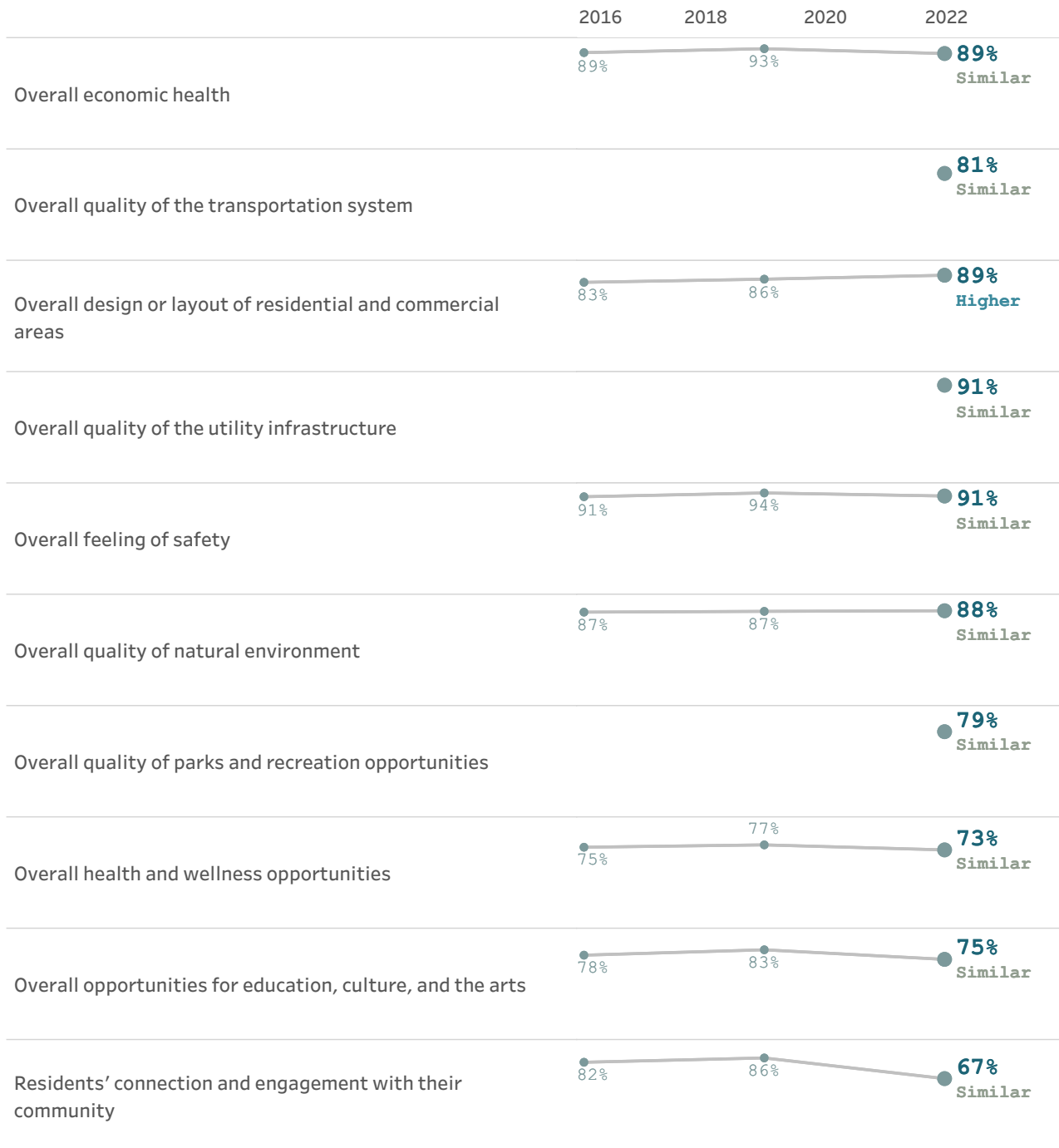
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

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

Please rate each of the following characteristics as they relate to Franklin as a whole.
(% excellent or good)



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 or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

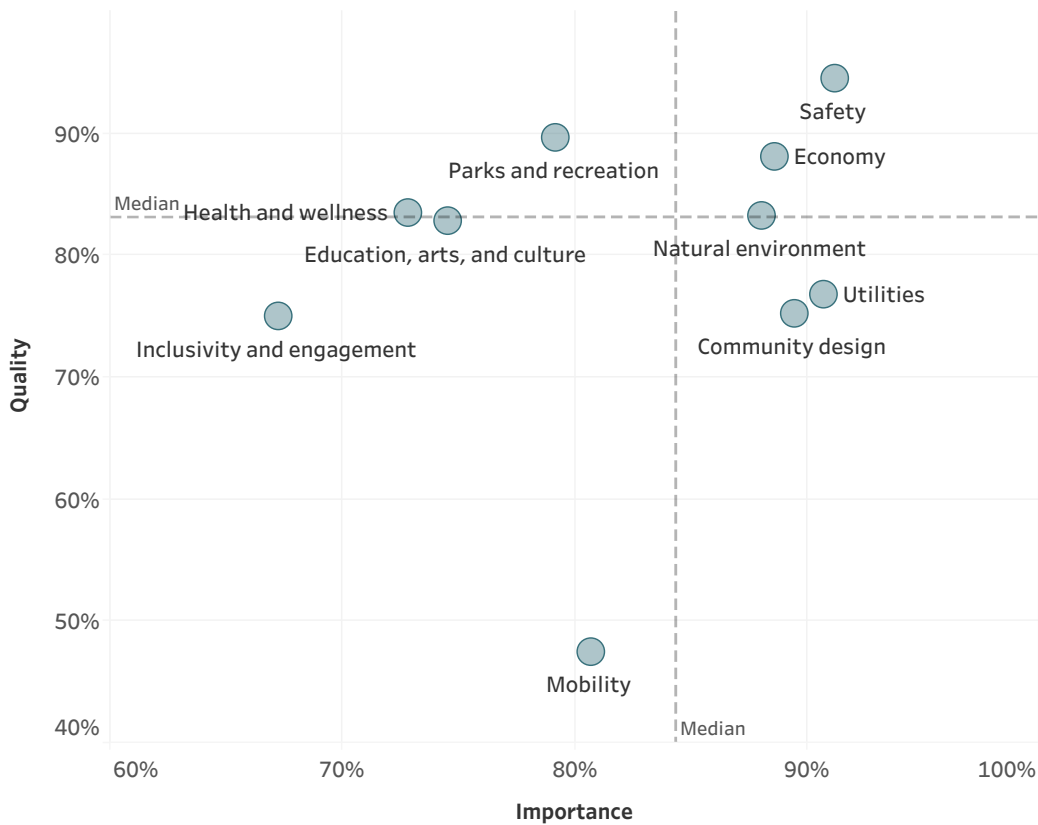
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 83% or more of respondents were considered of “higher quality” and those with ratings lower than 83% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 84% or more of respondents. Services were rated as “less important” if they received a rating of less than 84%. This classification uses the median ratings for quality and importance to divide the services in half.

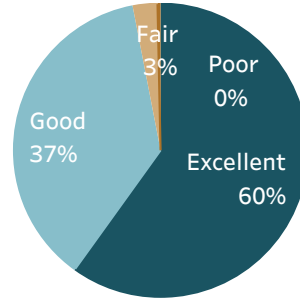
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



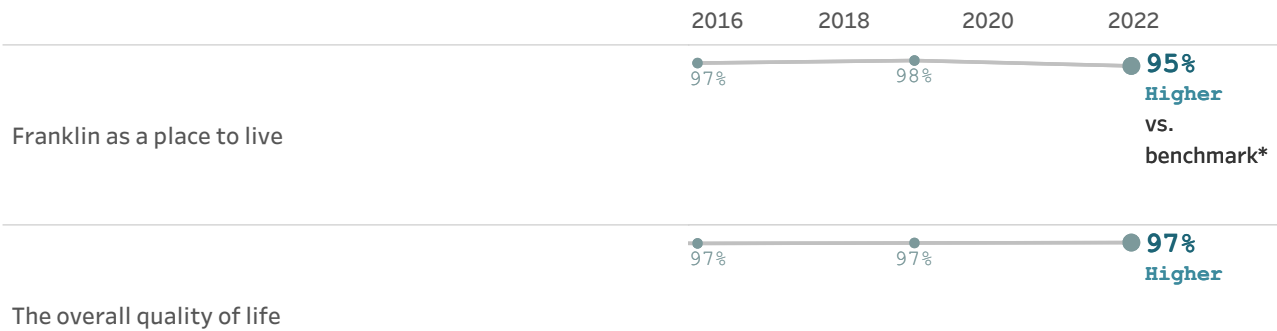
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

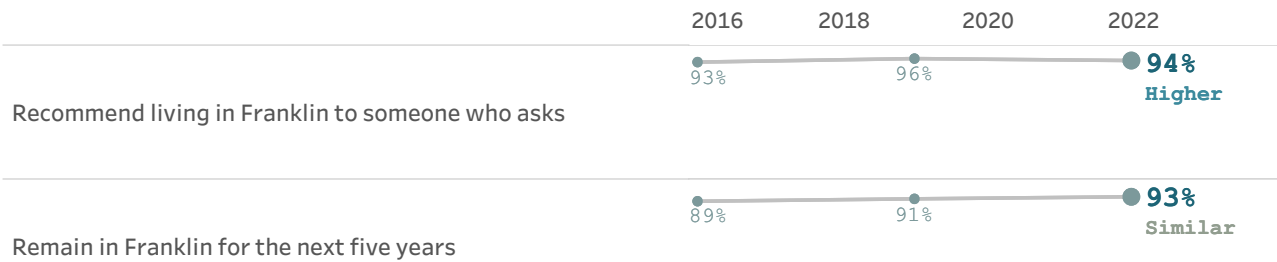
The overall quality of life in Franklin, 2022



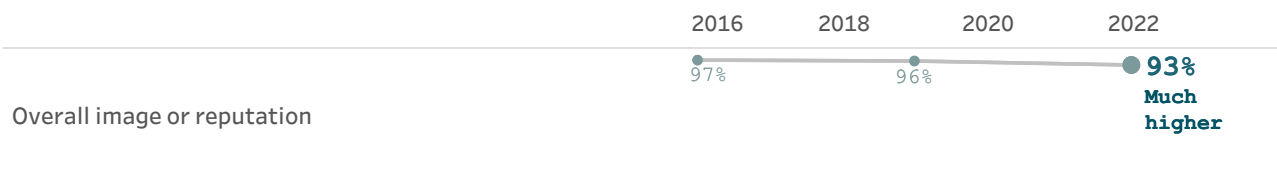
Please rate each of the following aspects of quality of life in Franklin.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the Franklin community.
(% excellent or good)

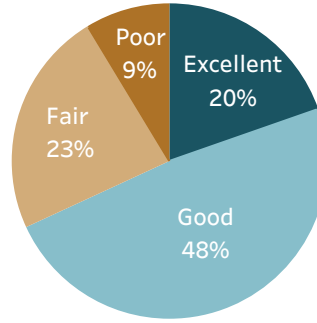


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

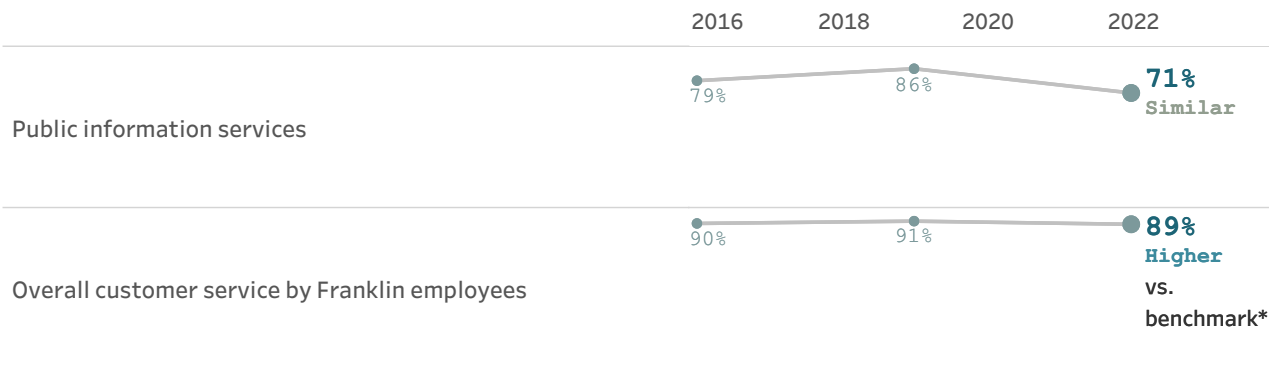
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

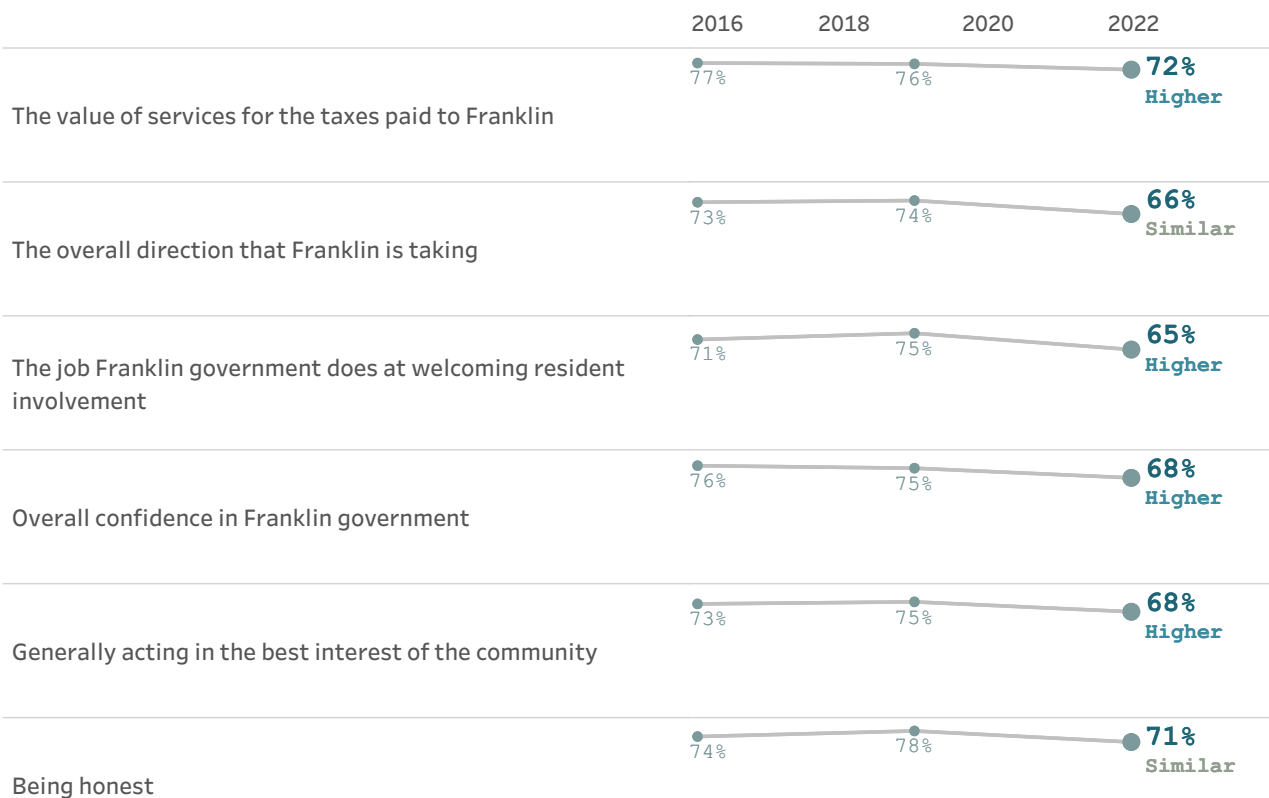
Overall confidence in Franklin government, 2022

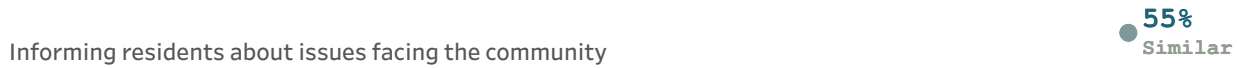


Please rate the quality of each of the following services in Franklin.
(% excellent or good)

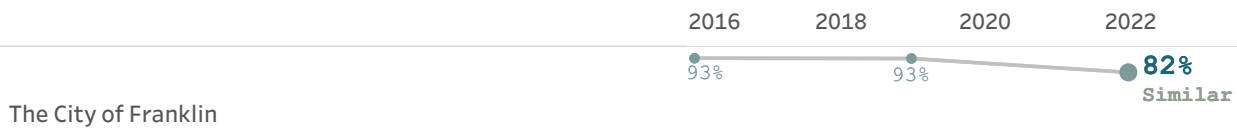


Please rate the following categories of Franklin government performance.
(% excellent or good)





**Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)**

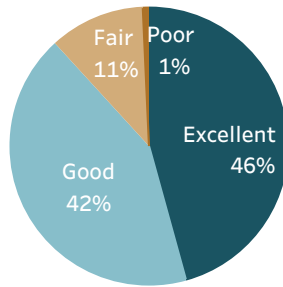


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

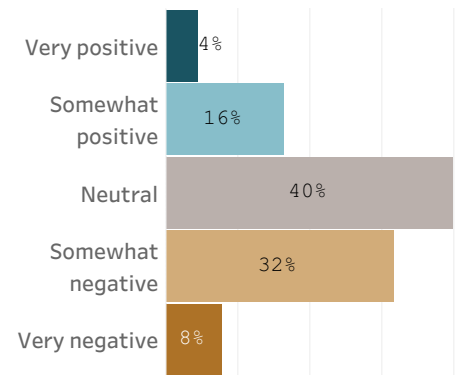
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

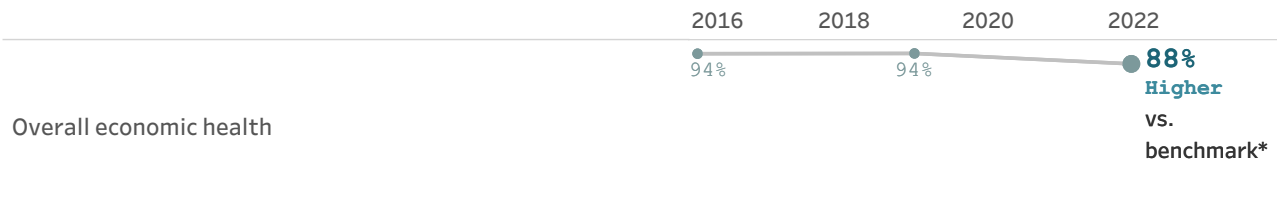
Overall economic health of Franklin, 2022



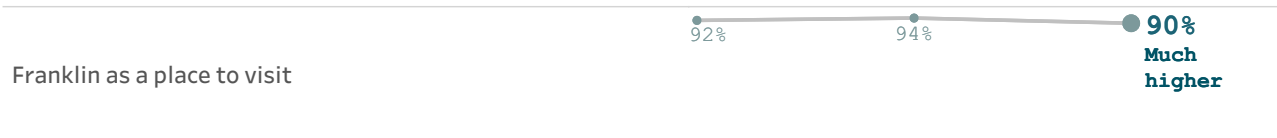
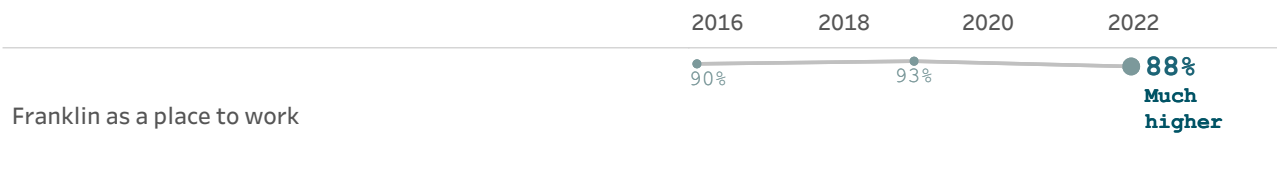
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



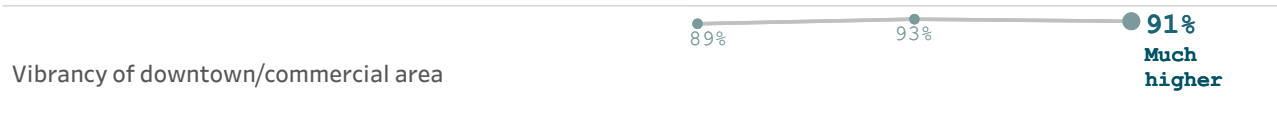
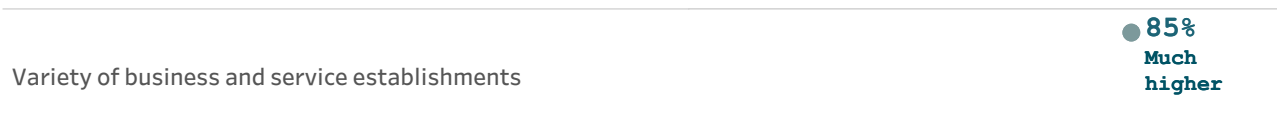
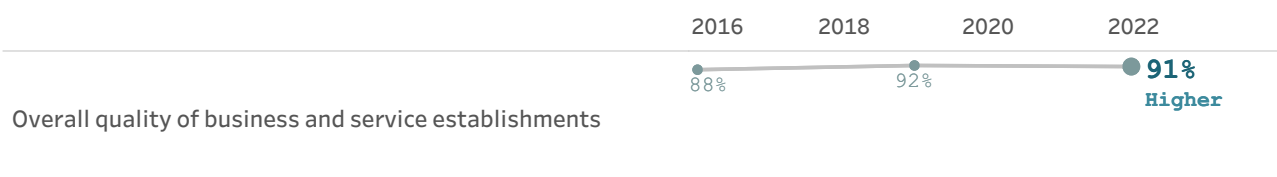
Please rate each of the following characteristics as they relate to Franklin as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Franklin. (% excellent or good)

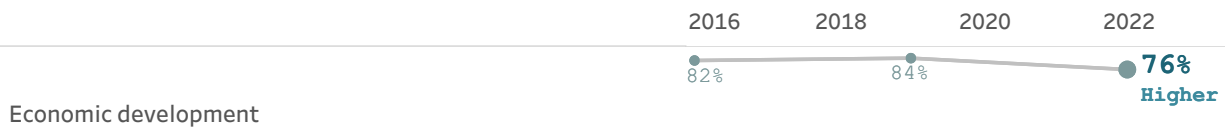


Please rate each of the following in the Franklin community. (% excellent or good)

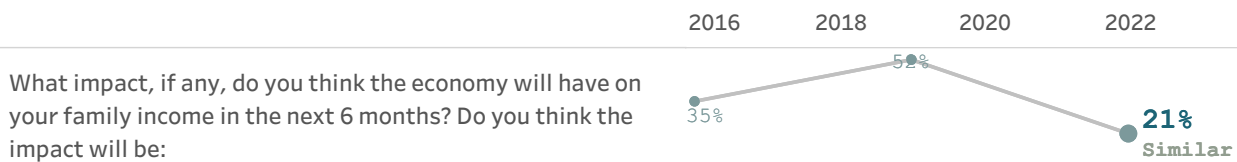




Please rate the quality of each of the following services in Franklin.
(% excellent or good)



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 or somewhat positive)

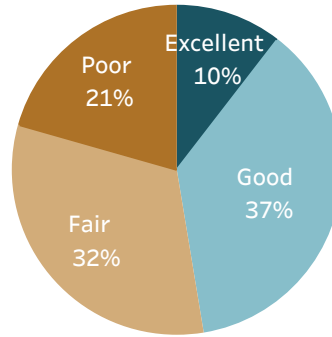


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

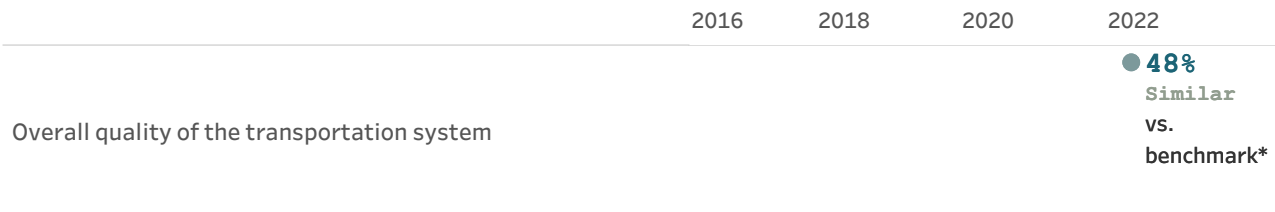
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

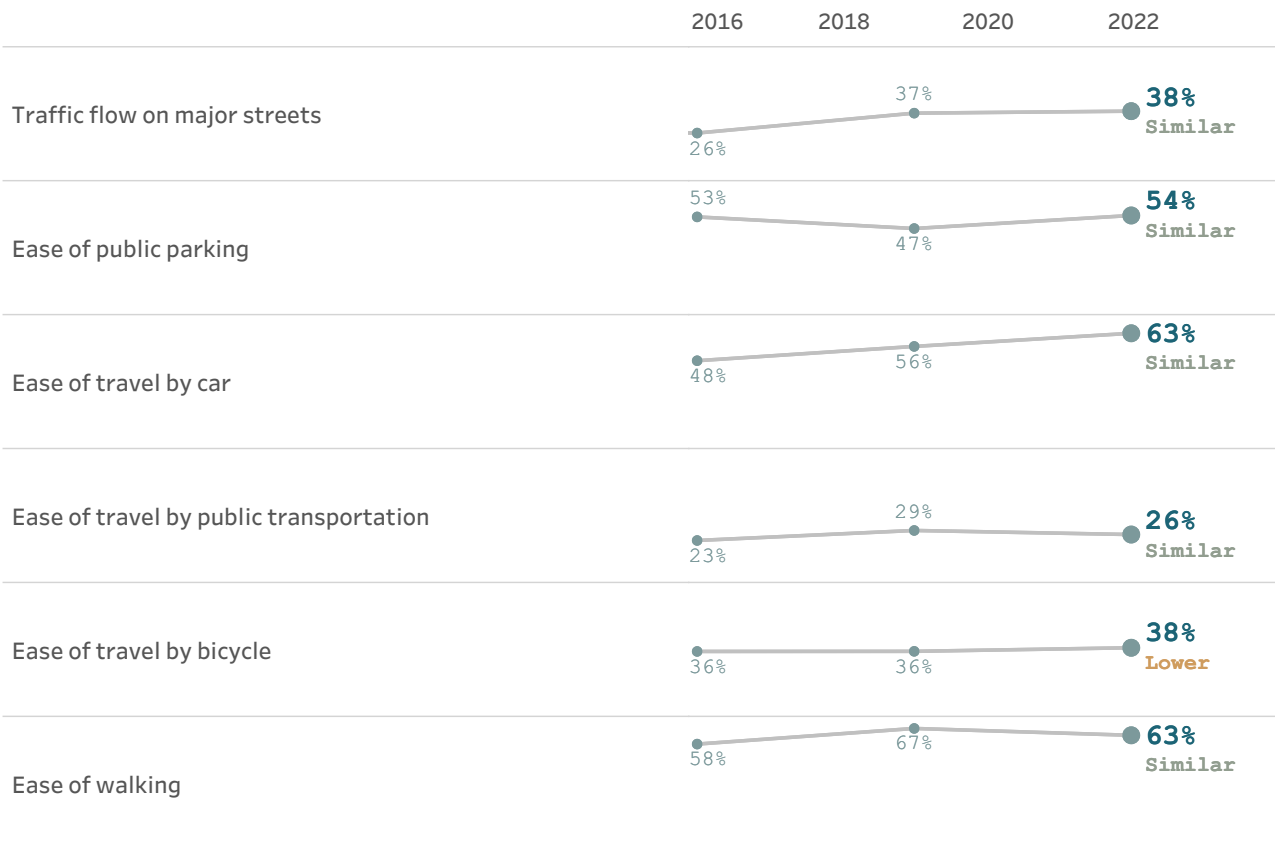
Overall quality of the transportation system in Franklin, 2022



Please rate each of the following characteristics as they relate to Franklin as a whole. (% excellent or good)

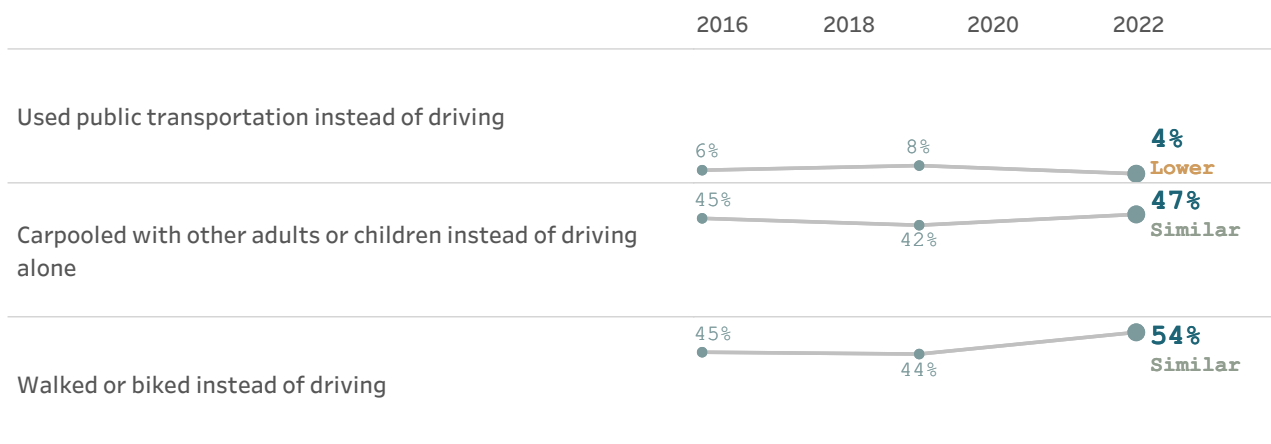


Please also rate each of the following in the Franklin community. (% excellent or good)



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

(% yes)



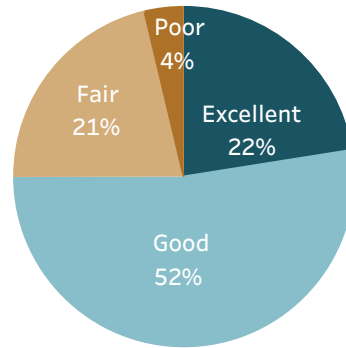
Please rate the quality of each of the following services in Franklin.

(% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

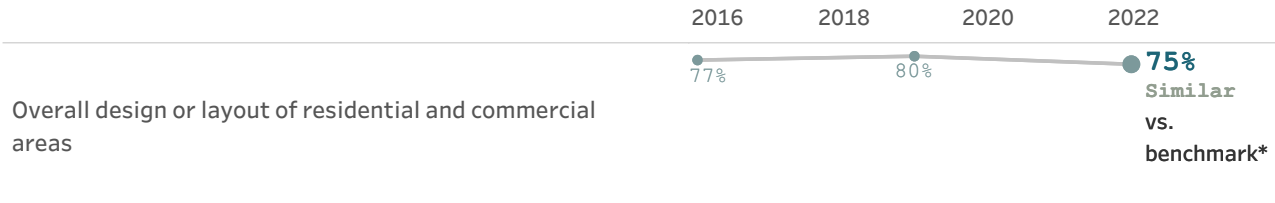
Overall design or layout of Franklin's residential and commercial areas, 2022



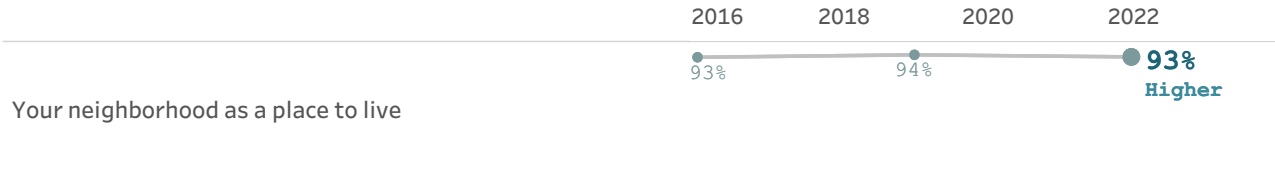
Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

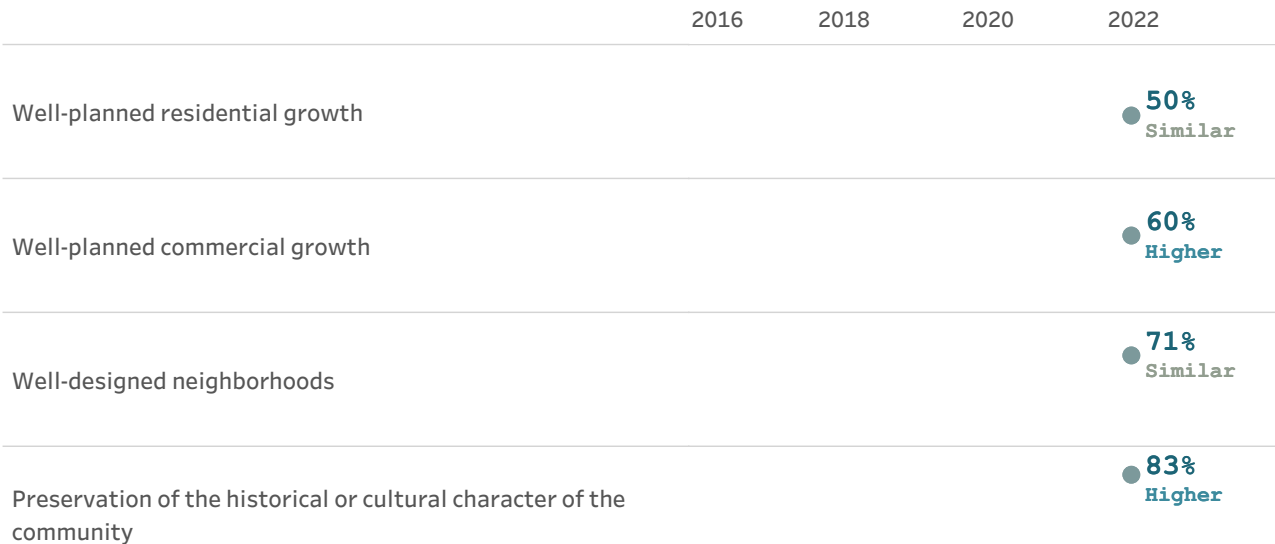
Please rate each of the following characteristics as they relate to Franklin as a whole.
(% excellent or good)

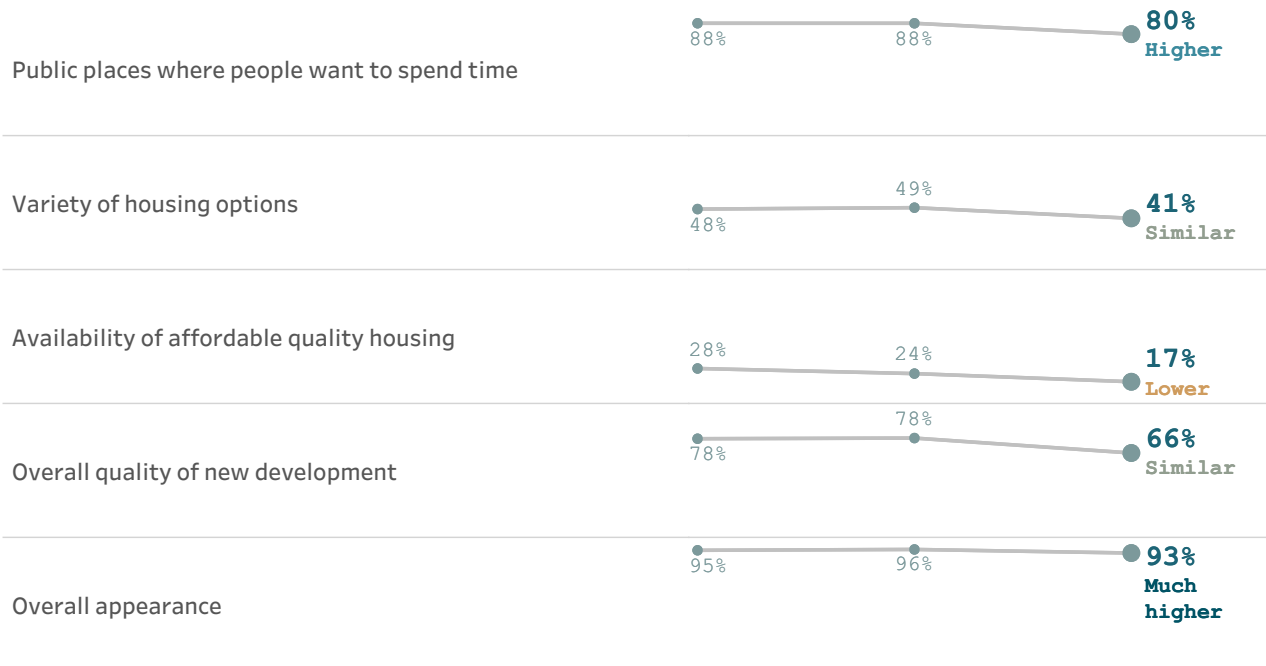


Please rate each of the following aspects of quality of life in Franklin.
(% excellent or good)

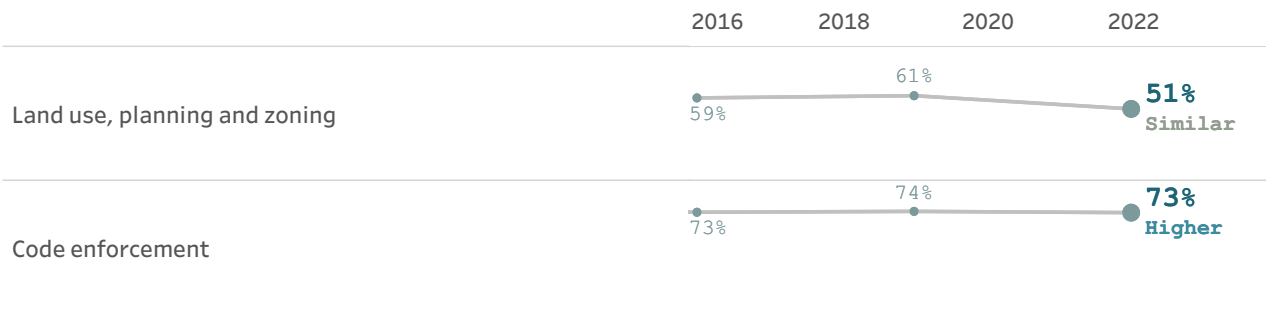


Please also rate each of the following in the Franklin community.
(% excellent or good)



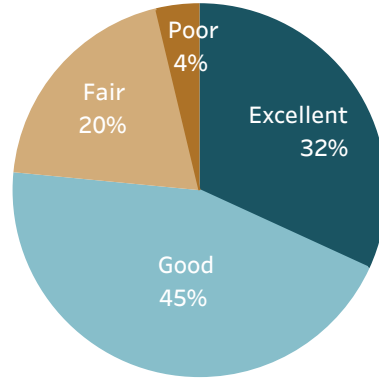


**Please rate the quality of each of the following services in Franklin.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

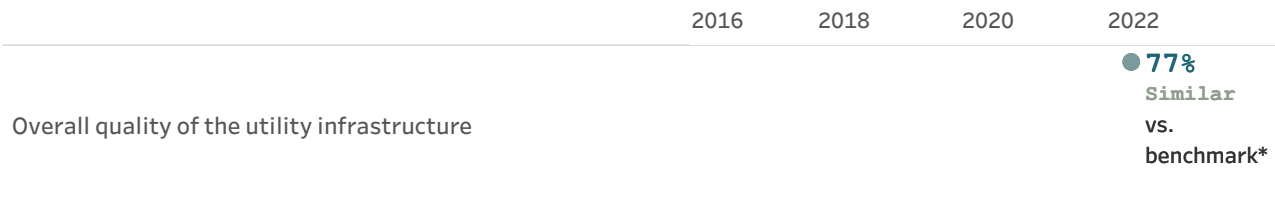
Overall quality of the utility infrastructure in Franklin, 2022



Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to Franklin as a whole. (% excellent or good)



Please rate the quality of each of the following services in Franklin. (% excellent or good)



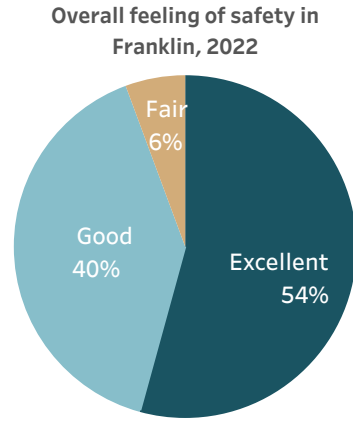
Utility billing



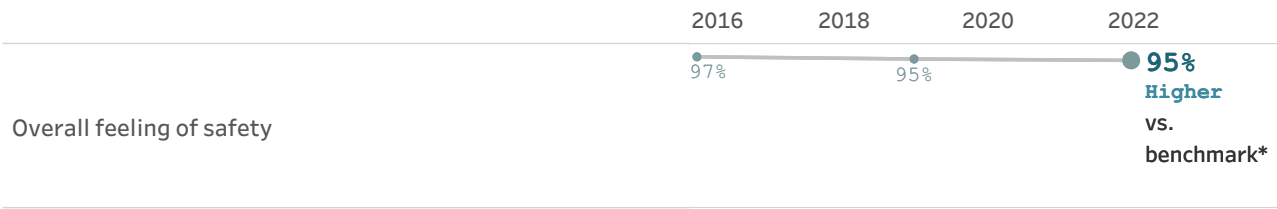
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



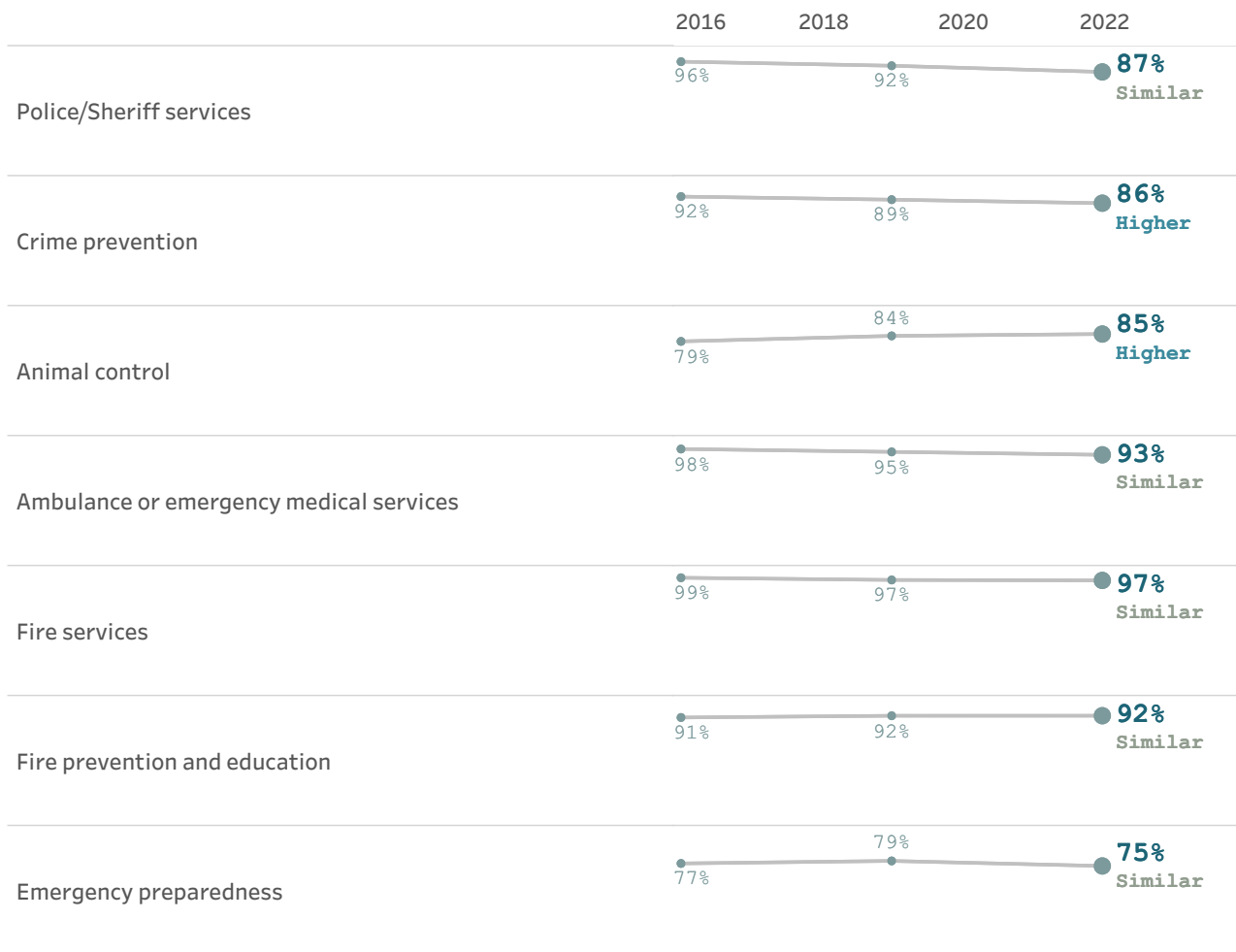
Please rate each of the following characteristics as they relate to Franklin as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)

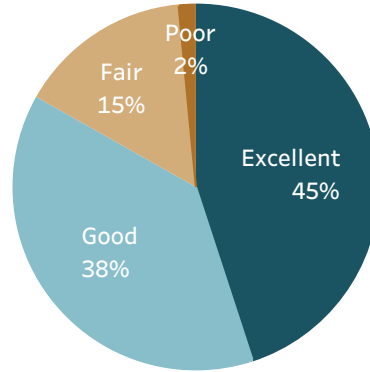


**Please rate the quality of each of the following services in Franklin.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

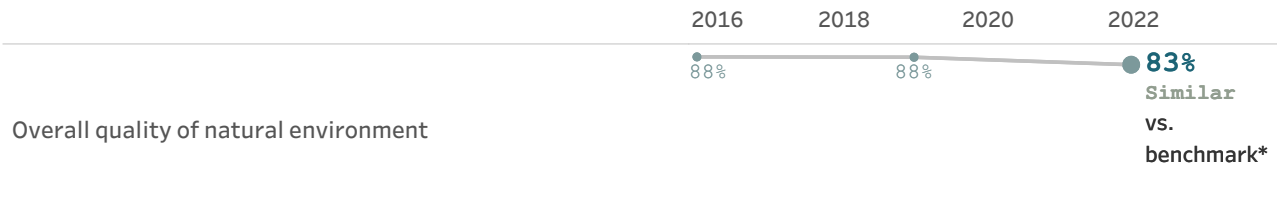
Overall quality of natural environment in Franklin, 2022



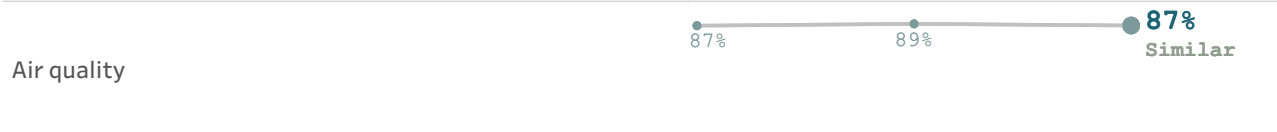
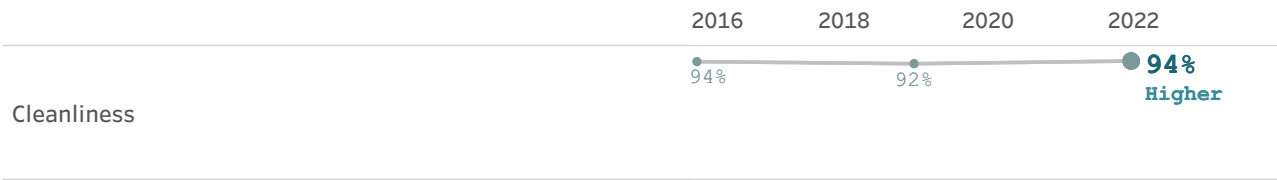
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

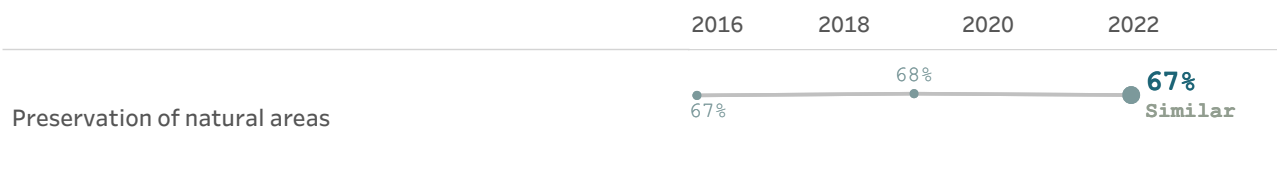
Please rate each of the following characteristics as they relate to Franklin as a whole.
(% excellent or good)

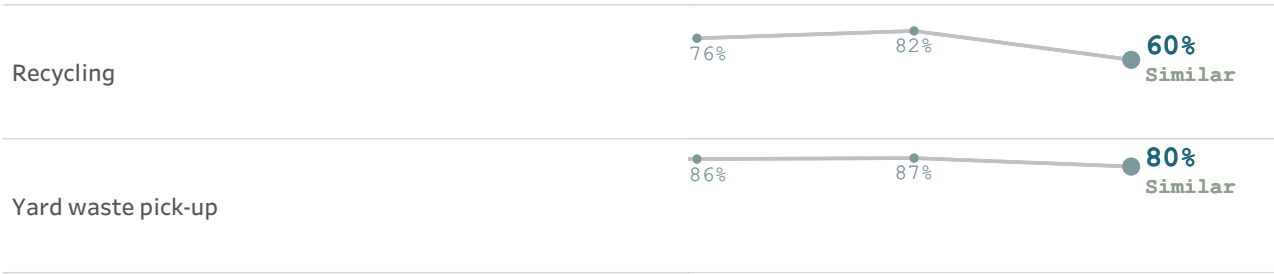


Please also rate each of the following in the Franklin community.
(% excellent or good)



Please rate the quality of each of the following services in Franklin.
(% excellent or good)





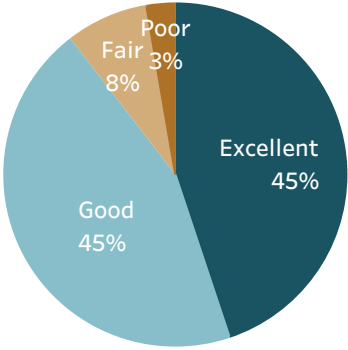
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2022

Parks and recreation

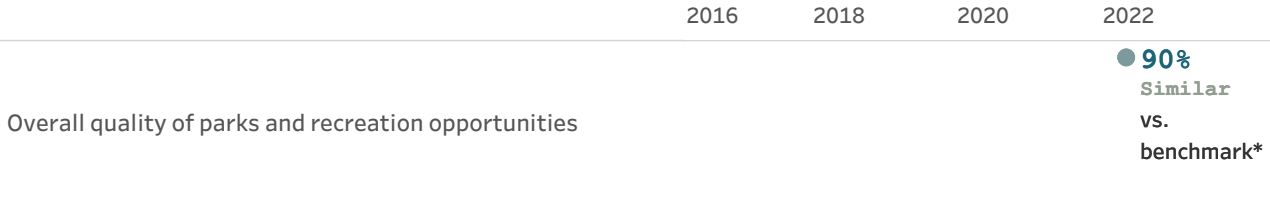
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association



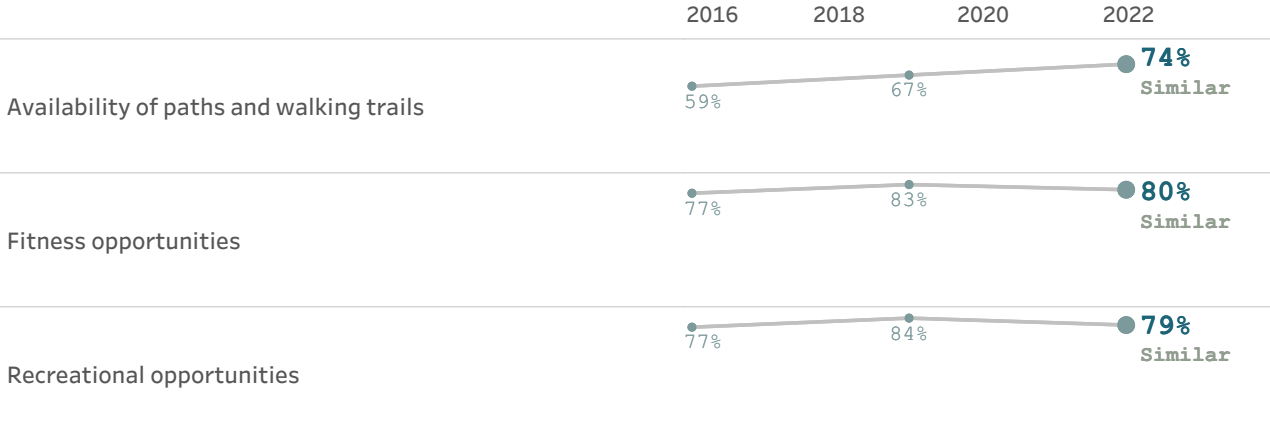
Please rate each of the following characteristics as they relate to Franklin as a whole.

(% excellent or good)



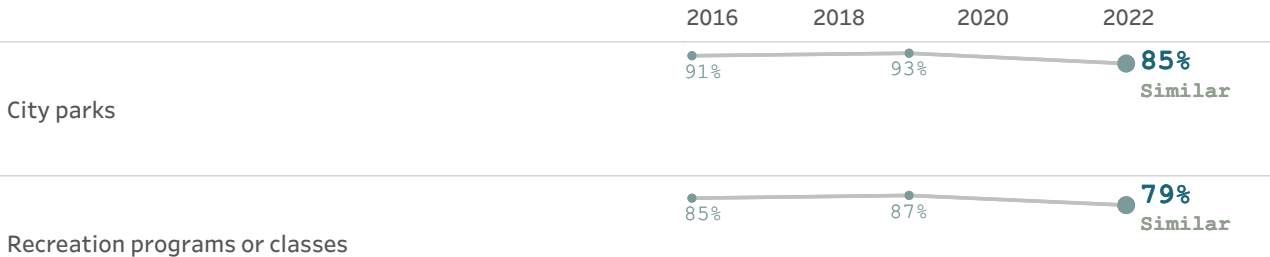
Please also rate each of the following in the Franklin community.

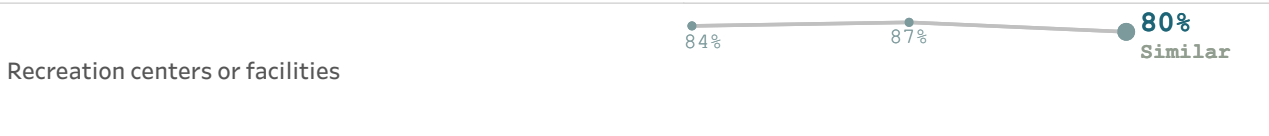
(% excellent or good)



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

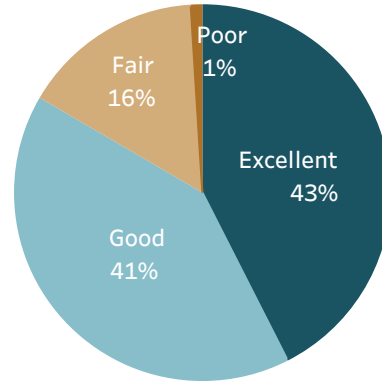
(% excellent or good)





* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall health and wellness opportunities in Franklin, 2022



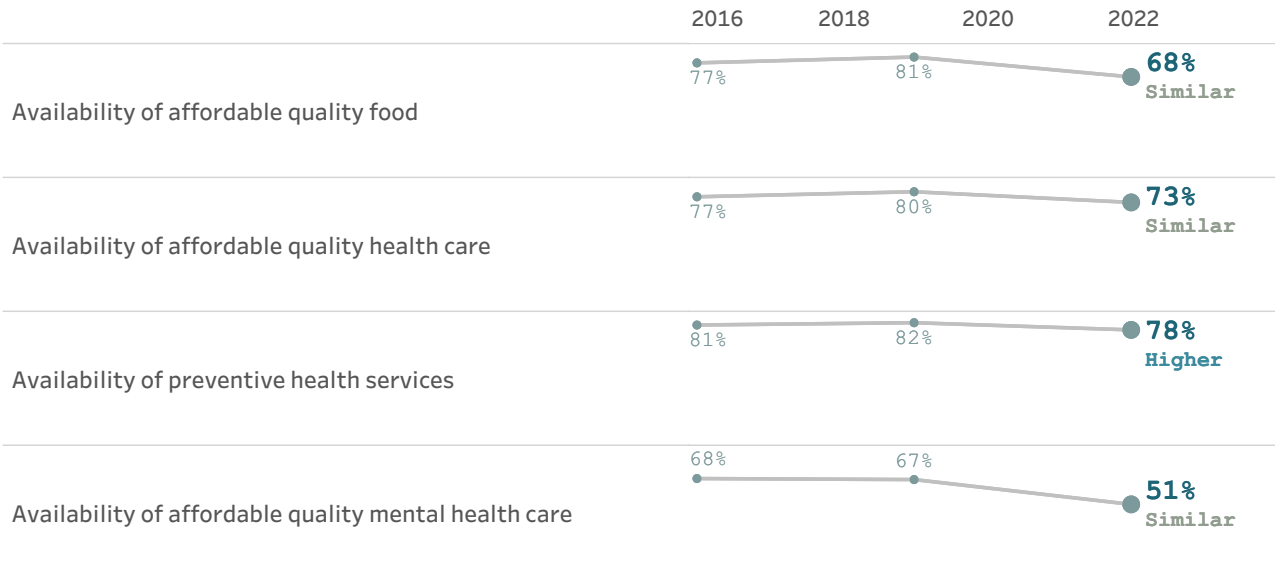
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

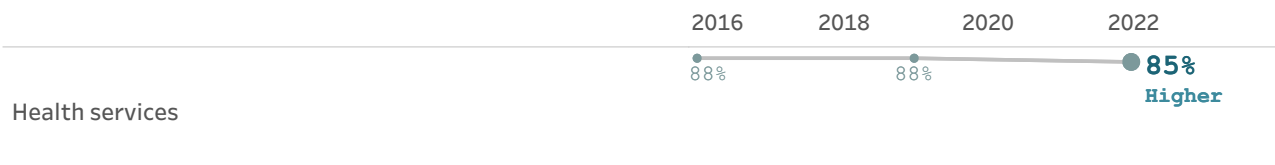
Please rate each of the following characteristics as they relate to Franklin as a whole.
(% excellent or good)



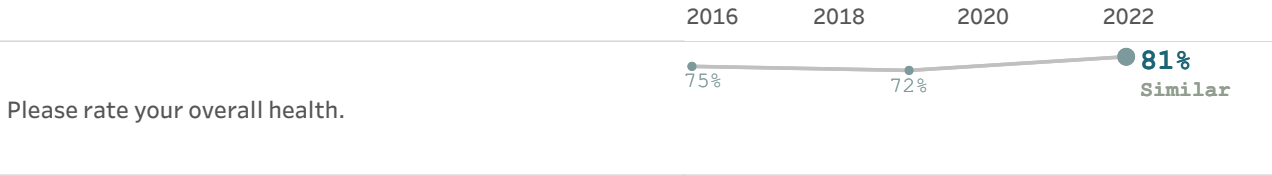
Please also rate each of the following in the Franklin community.
(% excellent or good)



Please rate the quality of each of the following services in Franklin.
(% excellent or good)

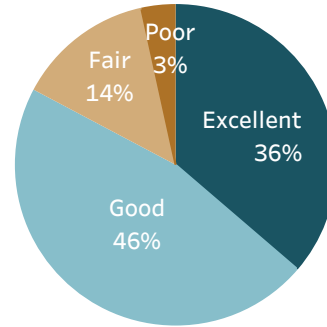


Please rate your overall health.
(% excellent or very good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

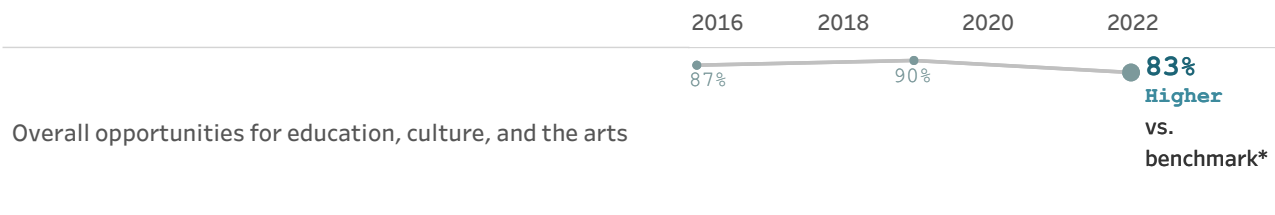
Overall opportunities for education, culture and the arts, 2022



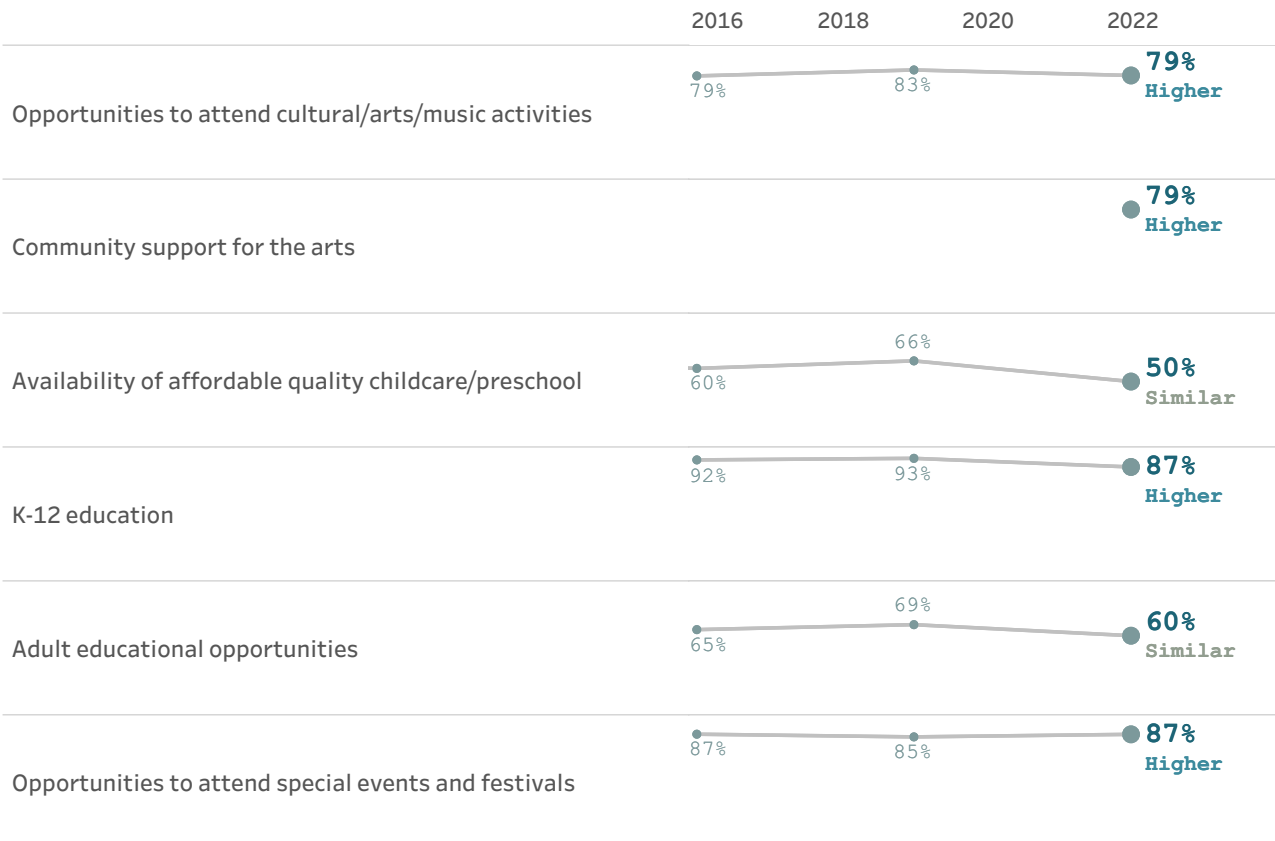
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Please rate each of the following characteristics as they relate to Franklin as a whole. (% excellent or good)

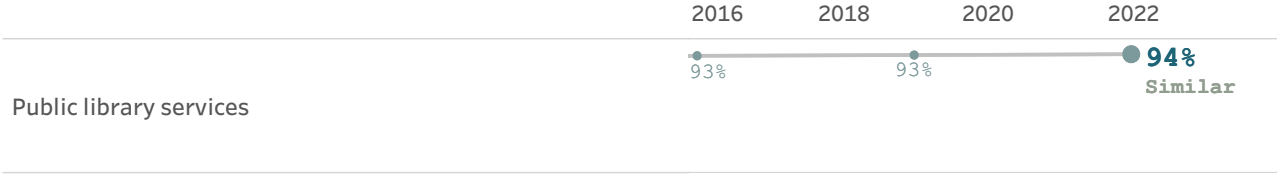


Please also rate each of the following in the Franklin community. (% excellent or good)



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

(% excellent or good)

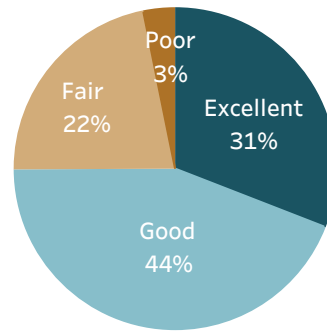


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

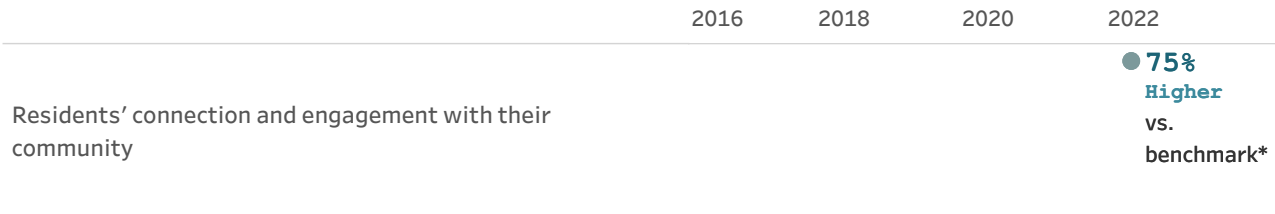
Residents' connection and engagement with their community, 2022

Inclusivity and engagement

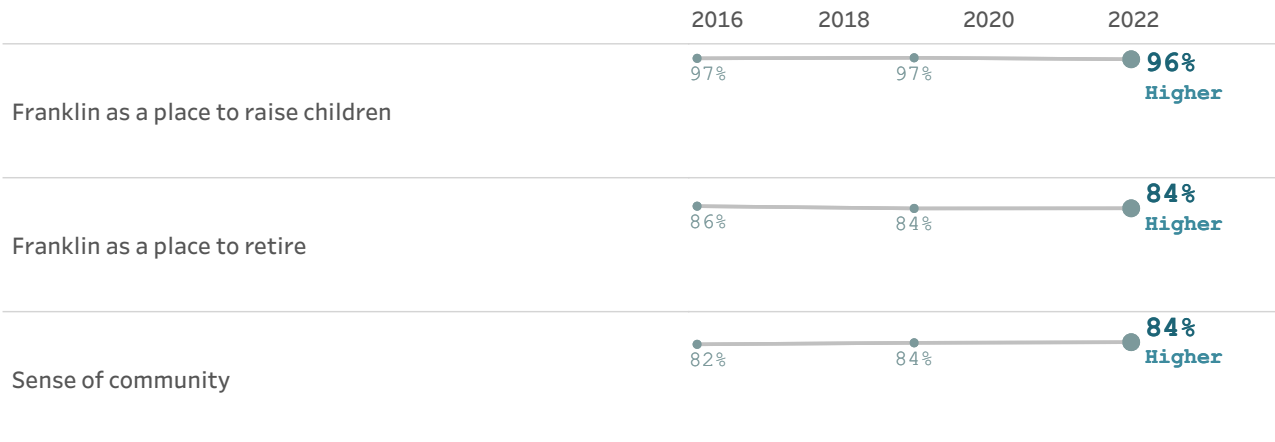
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



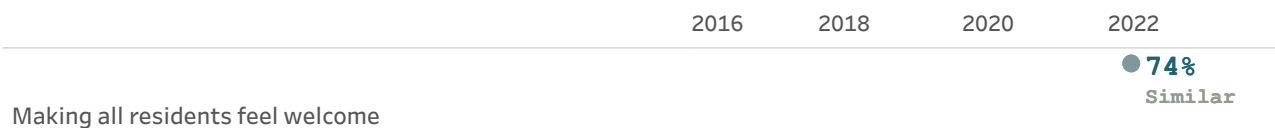
Please rate each of the following characteristics as they relate to Franklin as a whole.
(% excellent or good)



Please rate each of the following aspects of quality of life in Franklin.
(% excellent or good)



Please rate the job you feel the Franklin community does at each of the following.
(% excellent or good)

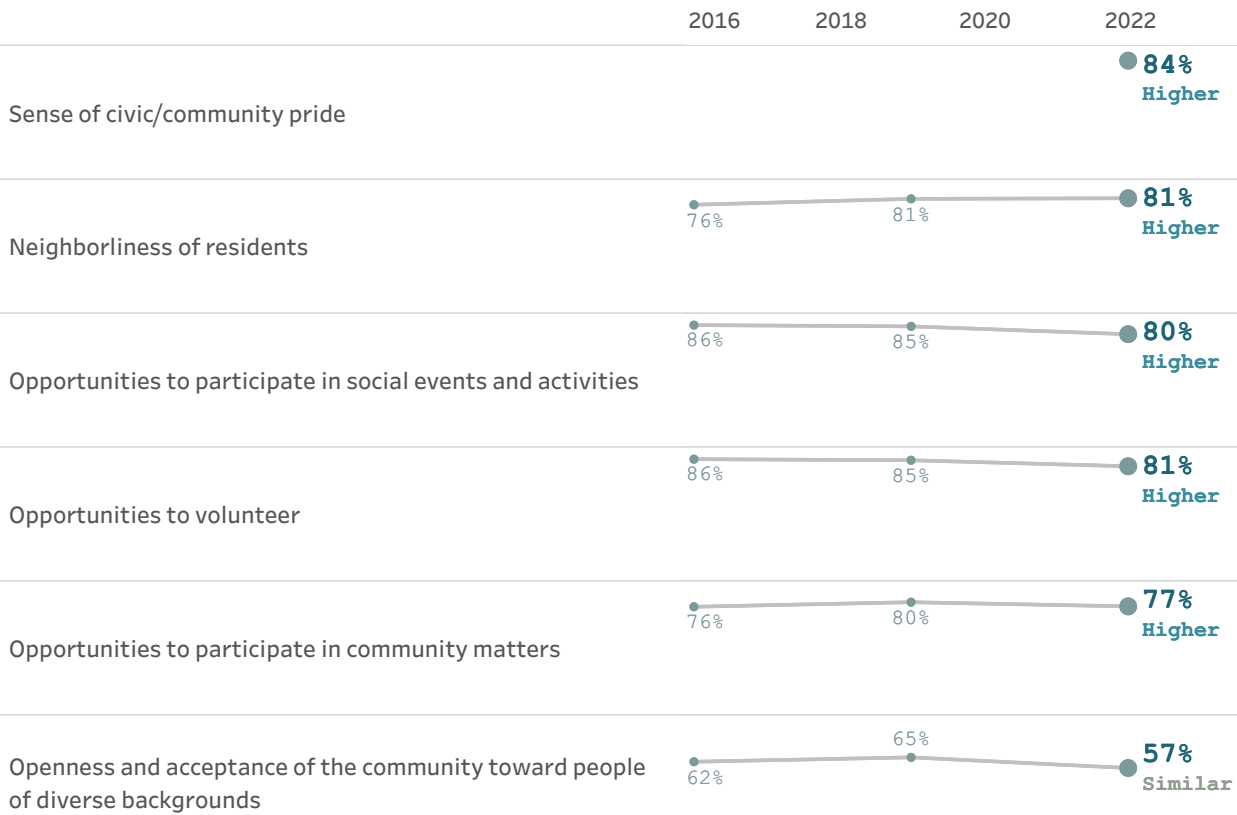


Attracting people from diverse backgrounds **54%**
Similar

Valuing/respecting residents from diverse backgrounds **59%**
Similar

Taking care of vulnerable residents **60%**
Similar

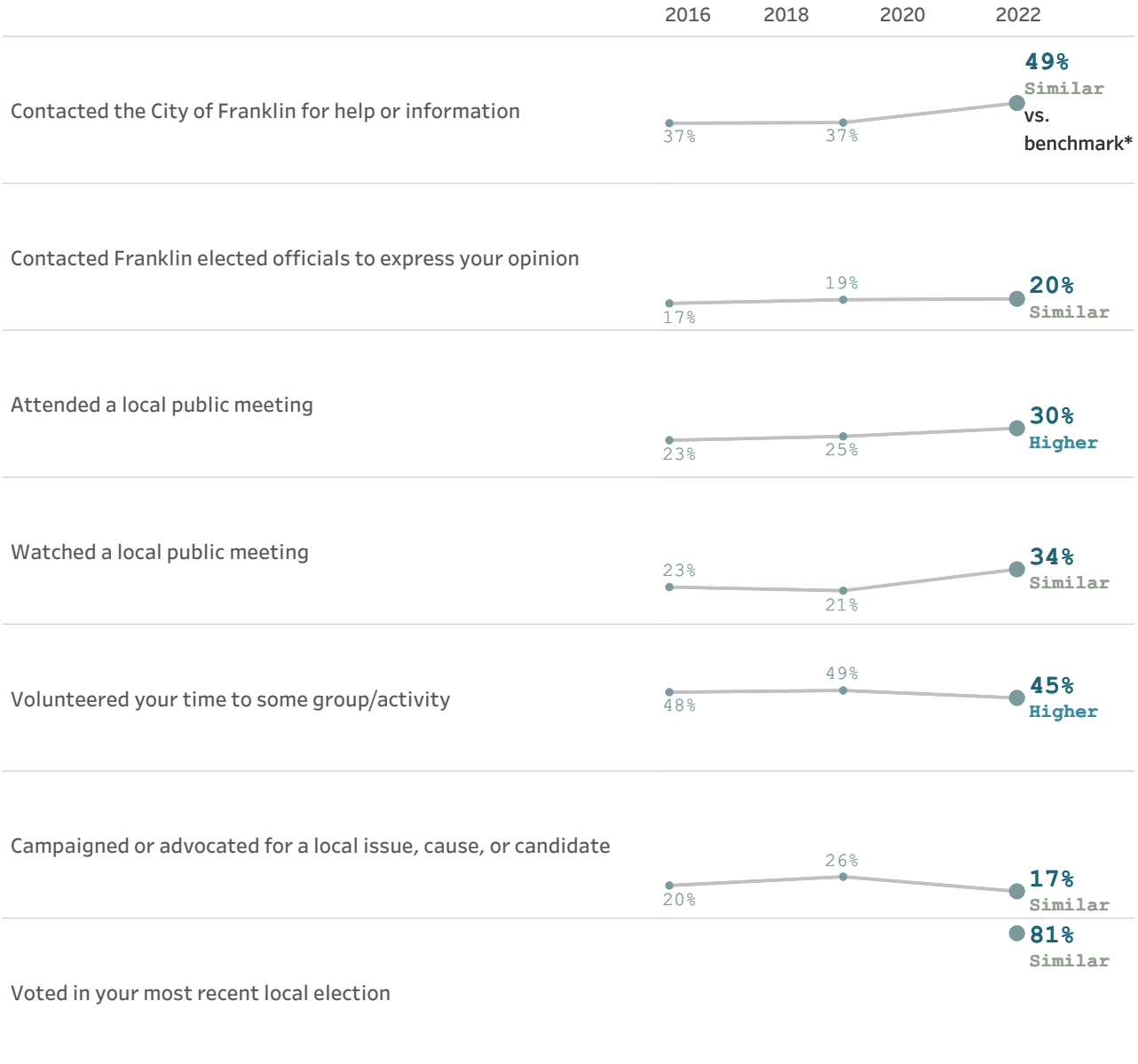
Please also rate each of the following in the Franklin community.
(% excellent or good)



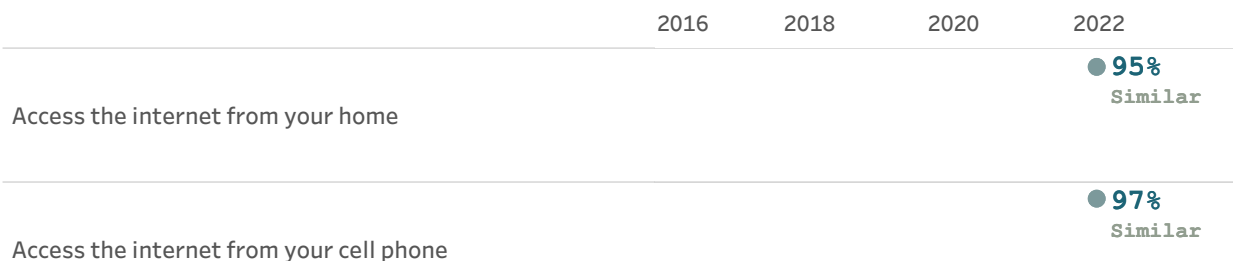
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)



Visit social media sites	● 84% Similar
Use or check email	● 98% Similar
Share your opinions online	● 32% Similar
Shop online	● 61% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

		Include “don’t know” No	% positive	
Please rate your level of satisfaction with the City of Franklin’s management of growth:	Very satisfied		26%	
	Somewhat satisfied		50%	
	Somewhat dissatisfied		17%	
	Very dissatisfied		7%	
Please rate how important, if at all, you think it is for the City to enhance each of the following services or amenities.	Regional transit	Essential		24%
		Very important		37%
		Somewhat important		31%
		Not at all important		9%
Affordable/workforce housing	Essential		42%	
	Very important		31%	
	Somewhat important		17%	
	Not at all important		11%	
Greenway connectivity	Essential		21%	
	Very important		40%	
	Somewhat important		34%	
	Not at all important		5%	
Retail/entertainment options	Essential		18%	
	Very important		34%	
	Somewhat important		40%	
	Not at all important		8%	
Public art	Essential		10%	
	Very important		25%	
	Somewhat important		46%	
	Not at all important		19%	

Open-ended questions

Franklin included one open-ended question on their survey. The verbatim responses were categorized by topic area and those topics are reported below 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.

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

Managing Growth/Development	31%
Affordable housing	22%
Infrastructure/Roads	11%
Cost of living/Affordability	10%
Diversity/Inclusiveness	7%
Schools/Education	6%
Natural Environment/Flooding	4%
Other	3%
N/A	2%
Crime/Police	2%
City services	1%

National benchmark tables

This table contains the comparisons of Franklin’s results to those from other communities. The first column shows the comparison of Franklin’s rating to the benchmark. Franklin’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Franklin residents is statistically similar to or different than the benchmark. The second column is Franklin’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Franklin’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Franklin’s result -- that is what percent of surveyed communities had a lower rating than Franklin.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Franklin.	Franklin as a place to live	Higher	95%	15	366	96
	Your neighborhood as a place to live	Higher	93%	8	318	97
	Franklin as a place to raise children	Higher	96%	7	370	98
	Franklin as a place to work	Much higher	88%	5	361	98
	Franklin as a place to visit	Much higher	90%	19	319	94
	Franklin as a place to retire	Higher	84%	18	366	95
	The overall quality of life	Higher	97%	7	391	98
	Sense of community	Higher	84%	7	318	98
Please rate each of the following characteristics as they relate to Franklin as a whole.	Overall economic health	Higher	88%	10	306	97
	Overall quality of the transportation system	Similar	48%	124	203	39
	Overall design or layout of residential and commercial areas	Similar	75%	43	299	85
	Overall quality of the utility infrastructure	Similar	77%	37	198	81
	Overall feeling of safety	Higher	95%	31	356	91
	Overall quality of natural environment	Similar	83%	73	308	76
	Overall quality of parks and recreation opportunities	Similar	90%	44	203	78
	Overall health and wellness opportunities	Higher	84%	33	301	89
	Overall opportunities for education, culture, and the arts	Higher	83%	36	303	88
	Residents’ connection and engagement with their community	Higher	75%	8	200	96
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Franklin to someone who asks	Higher	94%	46	310	85

Please indicate how likely or unlikely you are to do each of the following.	Remain in Franklin for the next five years	Similar	93%	18	307	94
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	99%	32	337
	In Franklin's downtown/commercial area during the day	Higher	99%	22	321	93
	From property crime	Higher	92%	19	208	91
	From violent crime	Higher	94%	27	208	87
	From fire, flood, or other natural disaster	Similar	84%	106	198	46
Please rate the job you feel the Franklin community does at each of the following.	Making all residents feel welcome	Similar	74%	37	206	82
	Attracting people from diverse backgrounds	Similar	54%	141	203	31
	Valuing/respecting residents from diverse backgrounds	Similar	59%	126	204	38
	Taking care of vulnerable residents	Similar	60%	77	200	62
Please rate each of the following in the Franklin community.	Overall quality of business and service establishments	Higher	91%	2	308	99
	Variety of business and service establishments	Much higher	85%	5	201	98
	Vibrancy of downtown/commercial area	Much higher	91%	2	287	99
	Employment opportunities	Much higher	79%	2	322	99
	Shopping opportunities	Much higher	90%	9	313	97
	Cost of living	Similar	30%	224	300	25
	Overall image or reputation	Much higher	93%	6	361	98
Please also rate each of the following in the Franklin community.	Traffic flow on major streets	Similar	38%	236	333	29
	Ease of public parking	Similar	54%	154	282	45
	Ease of travel by car	Similar	63%	212	321	34
	Ease of travel by public transportation	Similar	26%	190	282	32
	Ease of travel by bicycle	Lower	38%	245	323	24
	Ease of walking	Similar	63%	191	324	41
	Well-planned residential growth	Similar	50%	86	202	57
	Well-planned commercial growth	Higher	60%	28	202	86
	Well-designed neighborhoods	Similar	71%	39	199	80

Please also rate each of the following in the Franklin community.

Preservation of the historical or cultural character of the community	Higher	83%	3	198	98
Public places where people want to spend time	Higher	80%	26	294	91
Variety of housing options	Similar	41%	202	306	34
Availability of affordable quality housing	Lower	17%	282	328	14
Overall quality of new development	Similar	66%	49	318	84
Overall appearance	Much higher	93%	7	340	98
Cleanliness	Higher	94%	10	329	97
Water resources	Similar	57%	99	182	46
Air quality	Similar	87%	87	294	70
Availability of paths and walking trails	Similar	74%	133	324	59
Fitness opportunities	Similar	80%	78	294	73
Recreational opportunities	Similar	79%	79	315	75
Availability of affordable quality food	Similar	68%	113	289	61
Availability of affordable quality health care	Similar	73%	63	299	79
Availability of preventive health services	Higher	78%	45	285	84
Availability of affordable quality mental health care	Similar	51%	76	286	73
Opportunities to attend cultural/arts/music activities	Higher	79%	19	311	94
Community support for the arts	Higher	79%	14	199	93
Availability of affordable quality childcare/preschool	Similar	50%	119	296	60
K-12 education	Higher	87%	37	299	87
Adult educational opportunities	Similar	60%	82	291	72
Sense of civic/community pride	Higher	84%	4	199	98
Neighborliness of residents	Higher	81%	5	296	98
Opportunities to participate in social events and activities	Higher	80%	12	303	96
Opportunities to attend special events and festivals	Higher	87%	7	300	98
Opportunities to volunteer	Higher	81%	27	299	91

Please also rate each of the following in the Franklin community.	Opportunities to participate in community matters	Higher	77%	17	301	94
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	57%	197	318	38
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Franklin for help or information	Similar	49%	124	336	63
	Contacted Franklin elected officials to express your opinion	Similar	20%	82	294	72
	Attended a local public meeting	Higher	30%	24	297	92
	Watched a local public meeting	Similar	34%	47	278	83
	Volunteered your time to some group/activity	Higher	45%	46	300	85
	Campaigned or advocated for a local issue, cause, or candidate	Similar	17%	179	289	38
	Voted in your most recent local election	Similar	81%	63	201	69
	Used public transportation instead of driving	Lower	4%	245	268	8
	Carpooled with other adults or children instead of driving alone	Similar	47%	84	291	71
	Walked or biked instead of driving	Similar	54%	183	295	38
Please rate the quality of each of the following services in Franklin.	Public information services	Similar	71%	70	313	77
	Economic development	Higher	76%	14	307	95
	Traffic enforcement	Similar	67%	100	355	72
	Traffic signal timing	Similar	55%	161	299	46
	Street repair	Similar	60%	80	349	77
	Street cleaning	Higher	80%	37	313	88
	Street lighting	Similar	73%	78	342	77
	Snow removal	Similar	57%	180	259	30
	Sidewalk maintenance	Higher	71%	48	310	84
	Bus or transit services	Similar	40%	165	279	41
	Land use, planning and zoning	Similar	51%	84	315	73
	Code enforcement	Higher	73%	14	348	96
	Affordable high-speed internet access	Higher	66%	14	197	93
Garbage collection	Similar	88%	43	332	87	

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

Drinking water	Similar	80%	87	311	72
Sewer services	Similar	89%	36	314	88
Storm water management	Similar	79%	72	326	78
Power (electric and/or gas) utility	Higher	90%	6	255	98
Utility billing	Higher	81%	12	280	96
Police/Sheriff services	Similar	87%	76	382	80
Crime prevention	Higher	86%	38	354	89
Animal control	Higher	85%	7	325	98
Ambulance or emergency medical services	Similar	93%	78	320	75
Fire services	Similar	97%	51	345	85
Fire prevention and education	Similar	92%	23	310	92
Emergency preparedness	Similar	75%	44	309	86
Preservation of natural areas	Similar	67%	109	292	63
Franklin open space	Similar	68%	83	284	71
Recycling	Similar	60%	242	334	27
Yard waste pick-up	Similar	80%	92	291	68
City parks	Similar	85%	82	327	75
Recreation programs or classes	Similar	79%	49	321	85
Recreation centers or facilities	Similar	80%	54	303	82
Health services	Higher	85%	18	279	93
Public library services	Similar	94%	48	324	85
Overall customer service by Franklin employees	Higher	89%	19	370	95

Please rate the following categories of Franklin government performance.

The value of services for the taxes paid to Franklin	Higher	72%	11	374	97
The overall direction that Franklin is taking	Similar	66%	54	339	84
The job Franklin government does at welcoming resident involvement	Higher	65%	35	337	89
Overall confidence in Franklin government	Higher	68%	31	304	90

Please rate the following categories of Franklin government performance.	Generally acting in the best interest of the community	Higher	68%	39	308	87
	Being honest	Similar	71%	44	299	85
	Being open and transparent to the public	Similar	65%	44	205	79
	Informing residents about issues facing the community	Similar	55%	71	210	66
	Treating all residents fairly	Similar	65%	93	305	69
	Treating residents with respect	Similar	76%	28	202	86
Overall, how would you rate the quality of the services provided by each of the following?	The City of Franklin	Similar	82%	42	366	88
	The Federal Government	Similar	37%	180	288	37
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.	Overall economic health	Similar	89%	59	282	79
	Overall quality of the transportation system	Similar	81%	20	198	90
	Overall design or layout of residential and commercial areas	Higher	89%	12	282	96
	Overall quality of the utility infrastructure	Similar	91%	34	197	83
	Overall feeling of safety	Similar	91%	133	282	53
	Overall quality of natural environment	Similar	88%	76	282	73
	Overall quality of parks and recreation opportunities	Similar	79%	96	198	52
	Overall health and wellness opportunities	Similar	73%	209	282	25
	Overall opportunities for education, culture, and the arts	Similar	75%	137	282	51
	Residents' connection and engagement with their community	Similar	67%	166	282	41
In general, how many times do you:	Access the internet from your home	Similar	95%	84	198	58
	Access the internet from your cell phone	Similar	97%	13	198	93
	Visit social media sites	Similar	84%	25	197	87
	Use or check email	Similar	98%	61	198	69
	Share your opinions online	Similar	32%	67	198	66
	Shop online	Similar	61%	57	197	71
	Please rate your overall health.	Similar	81%	15	290	95
	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:	Similar	21%	194	292	33

Custom benchmark tables

This table contains the comparisons of Franklin’s results to those from other communities with similar population. The first column shows the comparison of Franklin’s rating to the benchmark. Franklin’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Franklin residents is statistically similar to or different than the benchmark. The second column is Franklin’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Franklin’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Franklin’s result -- that is what percent of surveyed communities had a lower rating than Franklin.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Franklin.	Franklin as a place to live	Higher	95%	3	38	94
	Your neighborhood as a place to live	Higher	93%	2	34	97
	Franklin as a place to raise children	Much higher	96%	2	39	97
	Franklin as a place to work	Much higher	88%	1	38	100
	Franklin as a place to visit	Much higher	90%	2	32	96
	Franklin as a place to retire	Higher	84%	2	38	97
	The overall quality of life	Higher	97%	2	39	97
	Sense of community	Higher	84%	1	33	100
Please rate each of the following characteristics as they relate to Franklin as a whole.	Overall economic health	Much higher	88%	3	32	93
	Overall quality of the transportation system	Similar	48%	17	25	36
	Overall design or layout of residential and commercial areas	Higher	75%	4	32	90
	Overall quality of the utility infrastructure	Similar	77%	4	23	86
	Overall feeling of safety	Higher	95%	3	34	94
	Overall quality of natural environment	Similar	83%	5	32	87
	Overall quality of parks and recreation opportunities	Similar	90%	5	23	82
	Overall health and wellness opportunities	Higher	84%	5	31	87
	Overall opportunities for education, culture, and the arts	Higher	83%	6	33	84
	Residents’ connection and engagement with their community	Higher	75%	1	24	100
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Franklin to someone who asks	Higher	94%	6	33	84
	Remain in Franklin for the next five years	Higher	93%	2	33	96
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	99%	4	35	91

Please rate how safe or unsafe you feel:	In Franklin's downtown/commercial area during the day	Higher	99%	1	35	100
	From property crime	Higher	92%	2	24	95
	From violent crime	Higher	94%	3	24	91
	From fire, flood, or other natural disaster	Similar	84%	18	24	29
Please rate the job you feel the Franklin community does at each of the following.	Making all residents feel welcome	Similar	74%	4	25	88
	Attracting people from diverse backgrounds	Similar	54%	19	24	25
	Valuing/respecting residents from diverse backgrounds	Similar	59%	13	24	50
	Taking care of vulnerable residents	Similar	60%	7	24	75
Please rate each of the following in the Franklin community.	Overall quality of business and service establishments	Higher	91%	1	34	100
	Variety of business and service establishments	Higher	85%	2	24	95
	Vibrancy of downtown/commercial area	Much higher	91%	1	30	100
	Employment opportunities	Much higher	79%	2	34	97
	Shopping opportunities	Much higher	90%	2	31	96
	Cost of living	Similar	30%	25	31	22
	Overall image or reputation	Much higher	93%	2	35	97
Please also rate each of the following in the Franklin community.	Traffic flow on major streets	Similar	38%	25	34	29
	Ease of public parking	Similar	54%	13	28	57
	Ease of travel by car	Similar	63%	22	34	38
	Ease of travel by public transportation	Similar	26%	21	31	35
	Ease of travel by bicycle	Similar	38%	25	34	29
	Ease of walking	Similar	63%	18	35	51
	Well-planned residential growth	Similar	50%	12	25	56
	Well-planned commercial growth	Similar	60%	6	25	80
	Well-designed neighborhoods	Similar	71%	5	23	82
	Preservation of the historical or cultural character of the community	Higher	83%	1	23	100
	Public places where people want to spend time	Higher	80%	2	31	96
	Variety of housing options	Similar	41%	22	32	34
	Availability of affordable quality housing	Lower	17%	30	33	12

Please also rate each of the following in the Franklin community.	Overall quality of new development	Similar	66%	8	34	79
	Overall appearance	Much higher	93%	2	34	97
	Cleanliness	Much higher	94%	2	35	97
	Water resources	Similar	57%	11	21	52
	Air quality	Similar	87%	8	32	78
	Availability of paths and walking trails	Similar	74%	16	35	57
	Fitness opportunities	Similar	80%	10	31	70
	Recreational opportunities	Similar	79%	10	32	71
	Availability of affordable quality food	Similar	68%	12	29	62
	Availability of affordable quality health care	Similar	73%	6	31	83
	Availability of preventive health services	Higher	78%	5	29	86
	Availability of affordable quality mental health care	Similar	51%	6	30	83
	Opportunities to attend cultural/arts/music activities	Higher	79%	2	32	96
	Community support for the arts	Higher	79%	4	24	87
	Availability of affordable quality childcare/preschool	Similar	50%	9	30	73
	K-12 education	Higher	87%	3	29	93
	Adult educational opportunities	Similar	60%	11	30	66
	Sense of civic/community pride	Higher	84%	1	24	100
	Neighborliness of residents	Higher	81%	1	32	100
	Opportunities to participate in social events and activities	Higher	80%	1	32	100
	Opportunities to attend special events and festivals	Higher	87%	1	30	100
	Opportunities to volunteer	Higher	81%	4	31	90
	Opportunities to participate in community matters	Higher	77%	2	31	96
Openness and acceptance of the community toward people of diverse backgrounds	Similar	57%	18	33	48	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Franklin for help or information	Similar	49%	14	33	60
	Contacted Franklin elected officials to express your opinion	Similar	20%	6	29	82
	Attended a local public meeting	Higher	30%	2	31	96
	Watched a local public meeting	Similar	34%	7	29	79

Please indicate whether or not you have done each of the following in the last 12 months.	Volunteered your time to some group/activity	Higher	45%	7	32	81
	Campaigned or advocated for a local issue, cause, or candidate	Similar	17%	20	30	36
	Voted in your most recent local election	Similar	81%	6	23	78
	Used public transportation instead of driving	Similar	4%	26	29	13
	Carpooled with other adults or children instead of driving alone	Similar	47%	12	31	64
	Walked or biked instead of driving	Similar	54%	17	31	48
Please rate the quality of each of the following services in Franklin.	Public information services	Similar	71%	7	30	80
	Economic development	Higher	76%	2	30	96
	Traffic enforcement	Similar	67%	6	35	85
	Traffic signal timing	Similar	55%	17	33	51
	Street repair	Higher	60%	7	36	83
	Street cleaning	Higher	80%	3	31	93
	Street lighting	Similar	73%	5	35	88
	Snow removal	Similar	57%	15	20	30
	Sidewalk maintenance	Higher	71%	5	33	87
	Bus or transit services	Similar	40%	20	30	36
	Land use, planning and zoning	Similar	51%	10	32	71
	Code enforcement	Higher	73%	4	34	91
	Affordable high-speed internet access	Higher	66%	3	22	90
	Garbage collection	Similar	88%	5	36	88
	Drinking water	Similar	80%	7	34	82
	Sewer services	Similar	89%	5	33	87
	Storm water management	Similar	79%	9	33	75
	Power (electric and/or gas) utility	Higher	90%	2	24	95
	Utility billing	Higher	81%	2	30	96
	Police/Sheriff services	Similar	87%	5	38	89
	Crime prevention	Higher	86%	3	35	94
	Animal control	Higher	85%	3	36	94
































Please rate the quality of each of the following services in Franklin.	Ambulance or emergency medical services	Similar	93%	5	31	87
	Fire services	Similar	97%	6	37	86
	Fire prevention and education	Higher	92%	4	33	90
	Emergency preparedness	Higher	75%	5	30	86
	Preservation of natural areas	Similar	67%	13	32	62
	Franklin open space	Similar	68%	10	30	70
	Recycling	Similar	60%	24	36	36
	Yard waste pick-up	Similar	80%	8	31	77
	City parks	Similar	85%	6	33	84
	Recreation programs or classes	Similar	79%	3	33	93
	Recreation centers or facilities	Similar	80%	7	31	80
	Health services	Higher	85%	4	25	88
	Public library services	Similar	94%	4	33	90
	Overall customer service by Franklin employees	Higher	89%	2	35	97
	Please rate the following categories of Franklin government performance.	The value of services for the taxes paid to Franklin	Higher	72%	1	36
The overall direction that Franklin is taking		Similar	66%	5	34	88
The job Franklin government does at welcoming resident involvement		Higher	65%	4	34	91
Overall confidence in Franklin government		Higher	68%	4	32	90
Generally acting in the best interest of the community		Higher	68%	4	32	90
Being honest		Higher	71%	4	31	90
Being open and transparent to the public		Higher	65%	5	24	83
Informing residents about issues facing the community		Similar	55%	8	25	72
Treating all residents fairly		Similar	65%	9	32	75
Treating residents with respect		Higher	76%	4	24	87
Overall, how would you rate the quality of the services provided by each ..	The City of Franklin	Higher	82%	7	35	82
	The Federal Government	Similar	37%	19	30	40
Please rate how important, if at all, you think it is for the Franklin community to focus on each of the	Overall economic health	Similar	89%	6	29	82
	Overall quality of the transportation system	Similar	81%	1	23	100
































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.	Overall design or layout of residential and commercial areas	Similar	89%	3	29	93
	Overall quality of the utility infrastructure	Similar	91%	6	23	78
	Overall feeling of safety	Similar	91%	19	29	37
	Overall quality of natural environment	Similar	88%	11	29	65
	Overall quality of parks and recreation opportunities	Similar	79%	12	23	52
	Overall health and wellness opportunities	Similar	73%	27	29	10
	Overall opportunities for education, culture, and the arts	Similar	75%	15	29	51
	Residents' connection and engagement with their community	Similar	67%	15	29	51
In general, how many times do you:	Access the internet from your home	Similar	95%	8	24	70
	Access the internet from your cell phone	Similar	97%	2	24	95
	Visit social media sites	Similar	84%	3	24	91
	Use or check email	Similar	98%	6	24	79
	Share your opinions online	Similar	32%	10	24	62
	Shop online	Similar	61%	5	24	83
	Please rate your overall health.	Similar	81%	1	29	100
	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:	Similar	21%	17	29	44
































Complete set of frequencies

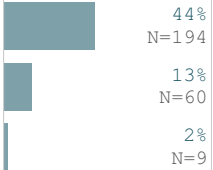
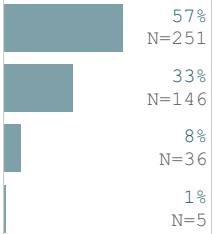
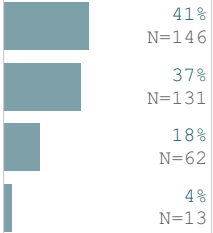
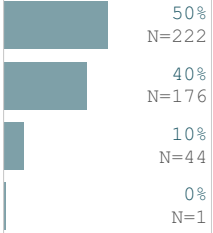
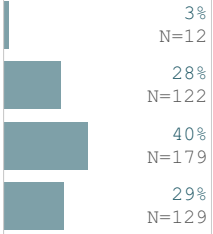
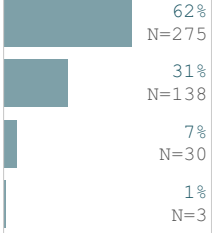
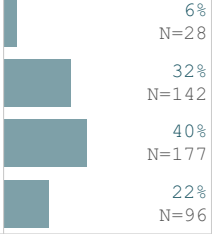
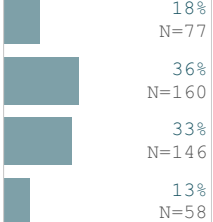
This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Franklin.	Question	Rating	Frequency	
			Percentage	Count (N)
Franklin as a place to live	Franklin as a place to live	Excellent	67%	N=209
		Good	27%	N=85
		Fair	5%	N=16
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	69%	N=306
		Good	24%	N=108
		Fair	7%	N=30
		Poor	1%	N=3
Franklin as a place to raise children	Franklin as a place to raise children	Excellent	74%	N=302
		Good	22%	N=91
		Fair	4%	N=16
		Poor	0%	N=
Franklin as a place to work	Franklin as a place to work	Excellent	55%	N=196
		Good	33%	N=120
		Fair	10%	N=37
		Poor	1%	N=5
Franklin as a place to visit	Franklin as a place to visit	Excellent	59%	N=248
		Good	31%	N=131
		Fair	10%	N=41
		Poor	1%	N=2
Franklin as a place to retire	Franklin as a place to retire	Excellent	53%	N=206
		Good	31%	N=123
		Fair	11%	N=43
		Poor	5%	N=21
The overall quality of life	The overall quality of life	Excellent	60%	N=265
		Good	37%	N=164
		Fair	3%	N=12
		Poor	0%	N=1
Sense of community	Sense of community	Excellent	40%	N=177






























Please rate each of the following aspects of quality of life in Franklin.	Sense of community	Good		44% N=191
		Fair		12% N=55
		Poor		4% N=16
Please rate each of the following characteristics as they relate to Franklin as a whole.	Overall economic health	Excellent		46% N=196
		Good		42% N=182
		Fair		11% N=48
		Poor		1% N=3
	Overall quality of the transportation system	Excellent		10% N=44
		Good		37% N=155
		Fair		32% N=135
		Poor		21% N=87
	Overall design or layout of residential and commercial areas	Excellent		22% N=100
		Good		52% N=233
		Fair		21% N=95
		Poor		4% N=16
Overall quality of the utility infrastructure	Excellent		32% N=138	
	Good		45% N=193	
	Fair		20% N=85	
	Poor		4% N=16	
Overall feeling of safety	Excellent		54% N=242	
	Good		40% N=178	
	Fair		6% N=25	
Overall quality of natural environment	Excellent		45% N=197	
	Good		38% N=168	
	Fair		15% N=67	
	Poor		2% N=7	
Overall quality of parks and recreation opportunities	Excellent		45% N=197	
	Good		45% N=196	
	Fair		8% N=34	
	Poor		3% N=12	
Overall health and wellness opportunities	Excellent		43% N=186	

Please rate each of the following characteristics as they relate to Franklin as a whole.	Overall health and wellness opportunities	Good		41% N=179
		Fair		16% N=68
		Poor		1% N=4
	Overall opportunities for education, culture, and the arts	Excellent		36% N=158
		Good		46% N=203
		Fair		14% N=60
		Poor		3% N=15
	Residents' connection and engagement with their community	Excellent		31% N=133
		Good		44% N=189
Fair			22% N=94	
Poor			3% N=14	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Franklin to someone who asks	Very likely		65% N=290
		Somewhat likely		29% N=128
		Somewhat unlikely		4% N=17
		Very unlikely		2% N=10
	Remain in Franklin for the next five years	Very likely		68% N=295
		Somewhat likely		24% N=105
		Somewhat unlikely		4% N=19
		Very unlikely		3% N=14
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		85% N=377
		Somewhat safe		14% N=63
		Neither safe nor unsafe		1% N=6
		Somewhat unsafe		0% N=1
	In Franklin's downtown/commercial area during the day	Very safe		83% N=358
		Somewhat safe		15% N=66
		Neither safe nor unsafe		2% N=7
	From property crime	Very safe		48% N=211
		Somewhat safe		44% N=194
		Neither safe nor unsafe		5% N=23
		Somewhat unsafe		3% N=12
Very unsafe			1% N=3	
































Please rate how safe or unsafe you feel:	From violent crime	Very safe		66% N=293
		Somewhat safe		28% N=124
		Neither safe nor unsafe		5% N=22
		Somewhat unsafe		1% N=5
		Very unsafe		0% N=
	From fire, flood, or other natural disaster	Very safe		40% N=176
		Somewhat safe		44% N=191
		Neither safe nor unsafe		12% N=52
		Somewhat unsafe		3% N=13
		Very unsafe		1% N=5
Please rate the job you feel the Franklin community does at each of the following.	Making all residents feel welcome	Excellent		37% N=160
		Good		37% N=158
		Fair		19% N=80
		Poor		8% N=32
	Attracting people from diverse backgrounds	Excellent		21% N=84
		Good		33% N=134
		Fair		21% N=85
		Poor		25% N=103
	Valuing/respecting residents from diverse backgrounds	Excellent		26% N=105
		Good		33% N=135
		Fair		23% N=93
		Poor		18% N=75
	Taking care of vulnerable residents	Excellent		24% N=82
		Good		36% N=123
		Fair		27% N=94
		Poor		13% N=45
Please rate each of the following in the Franklin community.	Overall quality of business and service establishments	Excellent		47% N=205
		Good		44% N=194
		Fair		9% N=40
		Poor		0% N=1
	Variety of business and service establishments	Excellent		41% N=180

Please rate each of the following in the Franklin community.	Variety of business and service establishments	Good		44% N=194
		Fair		13% N=60
		Poor		2% N=9
	Vibrancy of downtown/commercial area	Excellent		57% N=251
		Good		33% N=146
		Fair		8% N=36
		Poor		1% N=5
	Employment opportunities	Excellent		41% N=146
		Good		37% N=131
Fair			18% N=62	
Poor			4% N=13	
Shopping opportunities	Excellent		50% N=222	
	Good		40% N=176	
	Fair		10% N=44	
	Poor		0% N=1	
Cost of living	Excellent		3% N=12	
	Good		28% N=122	
	Fair		40% N=179	
	Poor		29% N=129	
Overall image or reputation	Excellent		62% N=275	
	Good		31% N=138	
	Fair		7% N=30	
	Poor		1% N=3	
Please also rate each of the following in the Franklin community.	Traffic flow on major streets	Excellent		6% N=28
		Good		32% N=142
		Fair		40% N=177
		Poor		22% N=96
	Ease of public parking	Excellent		18% N=77
	Good		36% N=160	
	Fair		33% N=146	
	Poor		13% N=58	

Please also rate each of the following in the Franklin community.
































Ease of travel by car	Excellent		17% N=77
	Good		45% N=202
	Fair		28% N=126
	Poor		9% N=38
Ease of travel by public transportation	Excellent		11% N=28
	Good		15% N=38
	Fair		27% N=67
	Poor		47% N=119
Ease of travel by bicycle	Excellent		10% N=30
	Good		28% N=82
	Fair		33% N=98
	Poor		29% N=87
Ease of walking	Excellent		19% N=81
	Good		44% N=189
	Fair		23% N=98
	Poor		15% N=63
Well-planned residential growth	Excellent		14% N=54
	Good		35% N=134
	Fair		31% N=117
	Poor		20% N=76
Well-planned commercial growth	Excellent		16% N=62
	Good		44% N=173
	Fair		29% N=112
	Poor		11% N=42
Well-designed neighborhoods	Excellent		21% N=89
	Good		50% N=215
	Fair		23% N=99
	Poor		6% N=24
Preservation of the historical or cultural character of the community	Excellent		42% N=180
	Good		41% N=176
	Fair		14% N=61
































Please also rate each of the following in the Franklin community.
































Preservation of the historical or cultural character of the community	Poor		3% N=13
	Excellent		35% N=154
Public places where people want to spend time	Good		44% N=195
	Fair		18% N=81
	Poor		2% N=8
	Excellent		12% N=50
Variety of housing options	Good		29% N=121
	Fair		34% N=143
	Poor		26% N=108
	Excellent		4% N=16
Availability of affordable quality housing	Good		13% N=54
	Fair		24% N=97
	Poor		58% N=234
	Excellent		21% N=87
Overall quality of new development	Good		45% N=182
	Fair		24% N=98
	Poor		10% N=40
	Excellent		56% N=248
Overall appearance	Good		37% N=164
	Fair		6% N=28
	Poor		1% N=4
	Excellent		56% N=246
Cleanliness	Good		38% N=165
	Fair		6% N=27
	Excellent		21% N=85
Water resources	Good		36% N=147
	Fair		33% N=134
	Poor		10% N=40
	Excellent		38% N=161
Air quality	Good		50% N=213
	Fair		12% N=49

Please also rate each of the following in the Franklin community.
































Air quality	Poor		1% N=6
Availability of paths and walking trails	Excellent		32% N=138
	Good		42% N=182
	Fair		21% N=89
	Poor		5% N=24
Fitness opportunities	Excellent		32% N=138
	Good		48% N=204
	Fair		19% N=79
	Poor		2% N=8
Recreational opportunities	Excellent		31% N=134
	Good		47% N=201
	Fair		16% N=68
	Poor		5% N=23
Availability of affordable quality food	Excellent		23% N=100
	Good		45% N=199
	Fair		25% N=111
	Poor		7% N=33
Availability of affordable quality health care	Excellent		27% N=111
	Good		46% N=188
	Fair		19% N=78
	Poor		8% N=32
Availability of preventive health services	Excellent		27% N=105
	Good		50% N=195
	Fair		19% N=75
	Poor		3% N=12
Availability of affordable quality mental health care	Excellent		19% N=52
	Good		31% N=86
	Fair		32% N=88
	Poor		17% N=48
Opportunities to attend cultural/arts/music activities	Excellent		37% N=160
	Good		42% N=182

Please also rate each of the following in the Franklin community.				
Opportunities to attend cultural/arts/music activities	Fair		18%	N=77
	Poor		3%	N=15
Community support for the arts	Excellent		36%	N=143
	Good		43%	N=170
	Fair		15%	N=61
	Poor		6%	N=24
Availability of affordable quality childcare/preschool	Excellent		19%	N=45
	Good		31%	N=72
	Fair		30%	N=70
	Poor		20%	N=48
K-12 education	Excellent		51%	N=186
	Good		36%	N=132
	Fair		9%	N=32
	Poor		5%	N=17
Adult educational opportunities	Excellent		22%	N=55
	Good		38%	N=94
	Fair		31%	N=77
	Poor		9%	N=21
Sense of civic/community pride	Excellent		42%	N=175
	Good		42%	N=177
	Fair		13%	N=54
	Poor		4%	N=15
Neighborliness of residents	Excellent		36%	N=157
	Good		45%	N=197
	Fair		15%	N=66
	Poor		4%	N=18
Opportunities to participate in social events and activities	Excellent		36%	N=152
	Good		44%	N=187
	Fair		18%	N=75
	Poor		3%	N=13
Opportunities to attend special events and festivals	Excellent		45%	N=197
































Please also rate each of the following in the Franklin community.	Opportunities to attend special events and festivals	Good		42% N=181
		Fair		11% N=46
		Poor		3% N=11
	Opportunities to volunteer	Excellent		36% N=131
		Good		45% N=163
		Fair		15% N=55
		Poor		4% N=15
	Opportunities to participate in community matters	Excellent		30% N=112
		Good		46% N=172
		Fair		18% N=69
		Poor		5% N=19
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		22% N=84
Good			35% N=131	
Fair			22% N=84	
Poor			21% N=79	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Franklin for help or information	No		51% N=228
		Yes		49% N=218
	Contacted Franklin elected officials to express your opinion	No		81% N=359
		Yes		19% N=86
	Attended a local public meeting	No		70% N=313
		Yes		30% N=134
	Watched a local public meeting	No		66% N=296
		Yes		34% N=149
	Volunteered your time to some group/activity	No		55% N=246
		Yes		45% N=200
	Campaigned or advocated for a local issue, cause, or candidate	No		83% N=372
		Yes		17% N=74
	Voted in your most recent local election	No		20% N=86
		Yes		80% N=355
	Used public transportation instead of driving	No		96% N=426
		Yes		4% N=20

Please indicate whether or not you have done each of the following in the last 12 months.	Carpooled with other adults or children instead of driving alone	No		54% N=239
		Yes		46% N=205
	Walked or biked instead of driving	No		47% N=208
		Yes		53% N=239
Please rate the quality of each of the following services in Franklin.	Public information services	Excellent		24% N=89
		Good		47% N=173
		Fair		27% N=99
		Poor		2% N=8
	Economic development	Excellent		28% N=106
		Good		48% N=179
		Fair		21% N=80
		Poor		3% N=10
	Traffic enforcement	Excellent		23% N=95
		Good		43% N=176
		Fair		25% N=102
		Poor		8% N=32
	Traffic signal timing	Excellent		11% N=50
		Good		43% N=188
		Fair		29% N=127
		Poor		16% N=69
Street repair	Excellent		15% N=66	
	Good		45% N=195	
	Fair		28% N=123	
	Poor		12% N=50	
Street cleaning	Excellent		30% N=126	
	Good		51% N=217	
	Fair		17% N=72	
	Poor		3% N=12	
Street lighting	Excellent		20% N=89	
	Good		53% N=233	
	Fair		20% N=87	
































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

Street lighting	Poor		7% N=29
	Excellent		15% N=52
Snow removal	Good		42% N=145
	Fair		30% N=102
	Poor		14% N=47
	Excellent		20% N=84
Sidewalk maintenance	Good		51% N=214
	Fair		24% N=99
	Poor		5% N=20
	Excellent		10% N=22
Bus or transit services	Good		31% N=71
	Fair		37% N=84
	Poor		23% N=53
	Excellent		15% N=51
Land use, planning and zoning	Good		36% N=123
	Fair		34% N=117
	Poor		15% N=50
	Excellent		19% N=60
Code enforcement	Good		54% N=169
	Fair		22% N=71
	Poor		5% N=15
	Excellent		22% N=94
Affordable high-speed internet access	Good		44% N=184
	Fair		24% N=103
	Poor		9% N=39
	Excellent		49% N=210
Garbage collection	Good		39% N=166
	Fair		9% N=37
	Poor		3% N=13
	Excellent		36% N=153
Drinking water	Good		44% N=189

























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

Drinking water	Fair		15% N=64
	Poor		5% N=22
Sewer services	Excellent		39% N=159
	Good		50% N=203
	Fair		10% N=40
	Poor		1% N=4
Storm water management	Excellent		31% N=123
	Good		48% N=194
	Fair		16% N=65
	Poor		5% N=20
Power (electric and/or gas) utility	Excellent		43% N=188
	Good		47% N=206
	Fair		9% N=38
	Poor		1% N=6
Utility billing	Excellent		37% N=162
	Good		44% N=190
	Fair		14% N=59
	Poor		5% N=22
Police/Sheriff services	Excellent		43% N=176
	Good		44% N=177
	Fair		10% N=41
	Poor		3% N=11
Crime prevention	Excellent		38% N=153
	Good		48% N=196
	Fair		13% N=51
	Poor		1% N=5
Animal control	Excellent		40% N=117
	Good		46% N=136
	Fair		14% N=40
	Poor		1% N=3
Ambulance or emergency medical services	Excellent		50% N=164

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
































Ambulance or emergency medical services	Good		43% N=142
	Fair		5% N=17
	Poor		2% N=6
Fire services	Excellent		56% N=199
	Good		41% N=146
	Fair		3% N=12
	Poor		0% N=1
Fire prevention and education	Excellent		40% N=119
	Good		52% N=155
	Fair		7% N=20
	Poor		1% N=3
Emergency preparedness	Excellent		30% N=89
	Good		45% N=133
	Fair		22% N=64
	Poor		3% N=9
Preservation of natural areas	Excellent		25% N=101
	Good		42% N=165
	Fair		20% N=80
	Poor		13% N=51
Franklin open space	Excellent		28% N=113
	Good		40% N=159
	Fair		23% N=91
	Poor		9% N=36
Recycling	Excellent		25% N=100
	Good		35% N=137
	Fair		25% N=101
	Poor		15% N=58
Yard waste pick-up	Excellent		35% N=126
	Good		45% N=164
	Fair		16% N=58
	Poor		4% N=13
































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
































City parks	Excellent		43% N=184
	Good		42% N=183
	Fair		12% N=53
	Poor		2% N=11
Recreation programs or classes	Excellent		35% N=115
	Good		45% N=148
	Fair		18% N=61
	Poor		2% N=7
Recreation centers or facilities	Excellent		34% N=132
	Good		46% N=183
	Fair		17% N=66
	Poor		3% N=13
Health services	Excellent		33% N=127
	Good		52% N=197
	Fair		12% N=47
	Poor		2% N=8
Public library services	Excellent		53% N=199
	Good		41% N=152
	Fair		6% N=21
	Poor		0% N=1
Overall customer service by Franklin employees	Excellent		44% N=174
	Good		45% N=179
	Fair		10% N=41
	Poor		0% N=1
































Please rate the following categories of Franklin government performance.
































The value of services for the taxes paid to Franklin	Excellent		30% N=123
	Good		42% N=174
	Fair		21% N=86
	Poor		7% N=28
The overall direction that Franklin is taking	Excellent		23% N=97
	Good		42% N=176
	Fair		27% N=111
































Please rate the following categories of Franklin government performance.			
The overall direction that Franklin is taking	Poor		8% N=31
	Excellent		22% N=74
The job Franklin government does at welcoming resident involvement	Good		43% N=144
	Fair		26% N=88
	Poor		9% N=30
	Excellent		20% N=78
Overall confidence in Franklin government	Good		48% N=193
	Fair		23% N=92
	Poor		9% N=35
	Excellent		24% N=94
Generally acting in the best interest of the community	Good		45% N=177
	Fair		25% N=99
	Poor		7% N=28
	Excellent		25% N=87
Being honest	Good		46% N=161
	Fair		21% N=74
	Poor		9% N=30
	Excellent		19% N=67
Being open and transparent to the public	Good		46% N=161
	Fair		26% N=94
	Poor		9% N=31
	Excellent		14% N=53
Informing residents about issues facing the community	Good		40% N=150
	Fair		35% N=129
	Poor		10% N=39
	Excellent		22% N=79
Treating all residents fairly	Good		42% N=153
	Fair		24% N=86
	Poor		12% N=42
	Excellent		31% N=118
Treating residents with respect	Good		45% N=175




Please rate the following categories of Franklin government performance.	Treating residents with respect	Fair		19% N=71
		Poor		5% N=20
Overall, how would you rate the quality of the services provided by each of the following?	The City of Franklin	Excellent		35% N=150
		Good		47% N=200
		Fair		15% N=64
		Poor		3% N=11
	The Federal Government	Excellent		7% N=28
		Good		31% N=126
		Fair		35% N=145
		Poor		27% N=112
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.	Overall economic health	Essential		56% N=235
		Very important		33% N=138
		Somewhat important		10% N=42
		Not at all important		1% N=6
	Overall quality of the transportation system	Essential		41% N=180
		Very important		39% N=170
		Somewhat important		19% N=81
		Not at all important		1% N=4
	Overall design or layout of residential and commercial areas	Essential		48% N=211
		Very important		42% N=183
		Somewhat important		10% N=45
		Not at all important		0% N=1
	Overall quality of the utility infrastructure	Essential		57% N=251
		Very important		34% N=148
		Somewhat important		9% N=39
		Not at all important		1% N=3
Overall feeling of safety	Essential		56% N=245	
	Very important		35% N=155	
	Somewhat important		9% N=37	
	Not at all important		0% N=2	
Overall quality of natural environment	Essential		41% N=181	

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.	Overall quality of natural environment	Very important		47% N=206
		Somewhat important		11% N=47
		Not at all important		2% N=8
Overall quality of parks and recreation opportunities	Essential		32% N=142	
	Very important		47% N=205	
	Somewhat important		20% N=90	
	Not at all important		1% N=3	
Overall health and wellness opportunities	Essential		25% N=112	
	Very important		47% N=210	
	Somewhat important		24% N=107	
	Not at all important		3% N=14	
Overall opportunities for education, culture, and the arts	Essential		33% N=148	
	Very important		41% N=182	
	Somewhat important		23% N=100	
	Not at all important		3% N=13	
Residents' connection and engagement with their community	Essential		25% N=110	
	Very important		42% N=185	
	Somewhat important		31% N=137	
	Not at all important		2% N=9	
Please rate your level of satisfaction with the City of Franklin's management of growth:	Very satisfied		26% N=109	
	Somewhat satisfied		50% N=208	
	Somewhat dissatisfied		17% N=71	
	Very dissatisfied		7% N=31	
Please rate how important, if at all, you think it is for the City to enhance each of the following services or amenities.	Regional transit	Essential		24% N=98
		Very important		37% N=152
		Somewhat important		31% N=129
		Not at all important		9% N=37
Affordable/workforce housing	Essential		42% N=181	
	Very important		31% N=131	
	Somewhat important		17% N=72	
	Not at all important		11% N=46	

Please rate how important, if at all, you think it is for the City to enhance each of the following services or amenities.				
Greenway connectivity	Essential		21% N=89	
	Very important		40% N=167	
	Somewhat important		34% N=139	
	Not at all important		5% N=20	
Retail/entertainment options	Essential		18% N=78	
	Very important		34% N=148	
	Somewhat important		40% N=174	
	Not at all important		8% N=34	
Public art	Essential		10% N=41	
	Very important		25% N=107	
	Somewhat important		46% N=196	
	Not at all important		19% N=82	
In general, how many times do you:	Access the internet from your home	Several times a day		90% N=396
		Once a day		3% N=13
		A few times a week		3% N=12
		Every few weeks		0% N=1
		Less often or never		4% N=19
Access the internet from your cell phone	Several times a day		93% N=411	
	Once a day		1% N=5	
	A few times a week		3% N=12	
	Every few weeks		0% N=1	
	Less often or never		2% N=11	
Visit social media sites	Several times a day		57% N=252	
	Once a day		15% N=66	
	A few times a week		12% N=51	
	Every few weeks		4% N=19	
	Less often or never		12% N=51	
Use or check email	Several times a day		89% N=393	
	Once a day		8% N=34	
	A few times a week		1% N=6	
	Every few weeks		0% N=1	

In general, how many times do you:	Use or check email	Less often or never		2% N=7
	Share your opinions online	Several times a day		9% N=39
		Once a day		3% N=13
		A few times a week		20% N=85
		Every few weeks		17% N=73
		Less often or never		51% N=220
Shop online	Several times a day		14% N=61	
	Once a day		10% N=45	
	A few times a week		37% N=165	
	Every few weeks		33% N=147	
	Less often or never		5% N=23	
Please rate your overall health.	Excellent		40% N=180	
	Very good		41% N=180	
	Good		16% N=72	
	Fair		2% N=10	
	Poor		0% N=1	
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		4% N=19	
	Somewhat positive		16% N=73	
	Neutral		40% N=177	
	Somewhat negative		32% N=140	
	Very negative		8% N=34	
How many years have you lived in Franklin?	Less than 2 years		16% N=70	
	2-5 years		25% N=110	
	6-10 years		19% N=86	
	11-20 years		18% N=78	
	More than 20 years		23% N=100	
Which best describes the building you live in?	One family house detached from any other houses		61% N=269	
	Building with two or more homes (duplex, townhome, apa..		38% N=170	
	Other		1% N=6	
Do you rent or own your home?	Rent		35% N=153	
	Own		65% N=290	

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 \$500		8% N=34
	\$500 to \$999		7% N=31
	\$1,000 to \$1,499		10% N=45
	\$1,500 to \$1,999		23% N=103
	\$2,000 to \$2,499		24% N=106
	\$2,500 to \$2,999		10% N=42
	\$3,000 to \$3,499		8% N=35
	\$3,500 or more		10% N=42
Do any children 17 or under live in your household?	No		61% N=273
	Yes		39% N=172
Are you or any other members of your household aged 65 or older?	No		71% N=315
	Yes		29% N=129
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		3% N=14
	\$25,000 to \$49,999		7% N=30
	\$50,000 to \$74,999		11% N=45
	\$75,000 to \$99,999		19% N=82
	\$100,000 to \$149,999		21% N=89
	\$150,000 or more		39% N=166
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		94% N=415
	Yes, I consider myself to be Spanish, Hispanic, or Latino		6% N=25
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		2% N=9
	Asian, Asian Indian, or Pacific Islander		12% N=53
	Black or African American		4% N=16
	White		65% N=373
	Other		2% N=7
	In which category is your age?	18-24 years	
25-34 years			18% N=78
35-44 years			18% N=80
45-54 years			24% N=106
55-64 years			12% N=55
65-74 years			12% N=55

In which category is your age?	75 years or older		10% N=45
What is your gender?	Woman		56% N=248
	Man		44% N=195

Full trends

This table contains the trends over time for the City of Franklin. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2022 surveys is greater than six percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2016	2019	2022
Please rate each of the following aspects of quality of life in Franklin.	Franklin as a place to live	97%	98%	95%
	Your neighborhood as a place to live	93%	94%	93%
	Franklin as a place to raise children	97%	97%	96%
	Franklin as a place to work	90%	93%	88%
	Franklin as a place to visit	92%	94%	90%
	Franklin as a place to retire	86%	84%	84%
	The overall quality of life	97%	97%	97%
	Sense of community	82%	84%	84%
Please rate each of the following characteristics as they relate to Franklin as a whole.	Overall economic health	94%	94%	88%
	Overall quality of the transportation system			48%
	Overall design or layout of residential and commercial areas	77%	80%	75%
	Overall quality of the utility infrastructure			77%
	Overall feeling of safety	97%	95%	95%
	Overall quality of natural environment	88%	88%	83%
	Overall quality of parks and recreation opportunities			90%
	Overall health and wellness opportunities	84%	90%	84%
	Overall opportunities for education, culture, and the arts	87%	90%	83%
	Residents' connection and engagement with their community			75%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Franklin to someone who asks	93%	96%	94%

Please indicate how likely or unlikely you are to do each of the following.	Remain in Franklin for the next five years	89%	91%	93%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	98%	97%	99%
	In Franklin's downtown/commercial area during the day	97%	97%	99%
	From property crime			92%
	From violent crime			94%
	From fire, flood, or other natural disaster			84%
Please rate the job you feel the Franklin community does at each of the following.	Making all residents feel welcome			74%
	Attracting people from diverse backgrounds			54%
	Valuing/respecting residents from diverse backgrounds			59%
	Taking care of vulnerable residents			60%
Please rate each of the following in the Franklin community.	Overall quality of business and service establishments	88%	92%	91%
	Variety of business and service establishments			85%
	Vibrancy of downtown/commercial area	89%	93%	91%
	Employment opportunities	76%	83%	79%
	Shopping opportunities	93%	93%	90%
	Cost of living	41%	39%	30%
	Overall image or reputation	97%	96%	93%
Please also rate each of the following in the Franklin community.	Traffic flow on major streets	26%	37%	38%
	Ease of public parking	53%	47%	54%
	Ease of travel by car	48%	56%	63%
	Ease of travel by public transportation	23%	29%	26%
	Ease of travel by bicycle	36%	36%	38%
	Ease of walking	58%	67%	63%
	Well-planned residential growth			50%
	Well-planned commercial growth			60%
	Well-designed neighborhoods			71%

Please also rate each of the following in the Franklin community.

Preservation of the historical or cultural character of the community	83%
Public places where people want to spend time	88% 88% 80%
Variety of housing options	48% 49% 41%
Availability of affordable quality housing	28% 24% 17%
Overall quality of new development	78% 78% 66%
Overall appearance	95% 96% 93%
Cleanliness	94% 92% 94%
Water resources	57%
Air quality	87% 89% 87%
Availability of paths and walking trails	59% 67% 74%
Fitness opportunities	77% 83% 80%
Recreational opportunities	77% 84% 79%
Availability of affordable quality food	77% 81% 68%
Availability of affordable quality health care	77% 80% 73%
Availability of preventive health services	81% 82% 78%
Availability of affordable quality mental health care	68% 67% 51%
Opportunities to attend cultural/arts/music activities	79% 83% 79%
Community support for the arts	79%
Availability of affordable quality childcare/preschool	60% 66% 50%
K-12 education	92% 93% 87%
Adult educational opportunities	65% 69% 60%
Sense of civic/community pride	84%
Neighborliness of residents	76% 81% 81%
Opportunities to participate in social events and activities	86% 85% 80%
Opportunities to attend special events and festivals	87% 85% 87%
Opportunities to volunteer	86% 85% 81%

Please also rate each of the following in the Franklin community.	Opportunities to participate in community matters	76%	80%	77%
	Openness and acceptance of the community toward people of diver..	62%	65%	57%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Franklin for help or information	37%	37%	49%
	Contacted Franklin elected officials to express your opinion	17%	19%	20%
	Attended a local public meeting	23%	25%	30%
	Watched a local public meeting	23%	21%	34%
	Volunteered your time to some group/activity	48%	49%	45%
	Campaigned or advocated for a local issue, cause, or candidate	20%	26%	17%
	Voted in your most recent local election			81%
	Used public transportation instead of driving	6%	8%	4%
	Carpooled with other adults or children instead of driving alone	45%	42%	47%
	Walked or biked instead of driving	45%	44%	54%
	Please rate the quality of each of the following services in Franklin.	Public information services	79%	86%
Economic development		82%	84%	76%
Traffic enforcement		77%	75%	67%
Traffic signal timing		51%	56%	55%
Street repair		62%	57%	60%
Street cleaning		81%	78%	80%
Street lighting		74%	75%	73%
Snow removal		57%	71%	57%
Sidewalk maintenance		71%	77%	71%
Bus or transit services		42%	54%	40%
Land use, planning and zoning		59%	61%	51%
Code enforcement		73%	74%	73%
Affordable high-speed internet access				66%
Garbage collection		91%	90%	88%

Please rate the quality of each of the following services in Franklin.	Drinking water	73%	76%	80%
	Sewer services	88%	88%	89%
	Storm water management	80%	78%	79%
	Power (electric and/or gas) utility	88%	89%	90%
	Utility billing	80%	80%	81%
	Police/Sheriff services	96%	92%	87%
	Crime prevention	92%	89%	86%
	Animal control	79%	84%	85%
	Ambulance or emergency medical services	98%	95%	93%
	Fire services	99%	97%	97%
	Fire prevention and education	91%	92%	92%
	Emergency preparedness	77%	79%	75%
	Preservation of natural areas	67%	68%	67%
	Franklin open space	70%	71%	68%
	Recycling	76%	82%	60%
	Yard waste pick-up	86%	87%	80%
	City parks	91%	93%	85%
	Recreation programs or classes	85%	87%	79%
	Recreation centers or facilities	84%	87%	80%
	Health services	88%	88%	85%
Public library services	93%	93%	94%	
Overall customer service by Franklin employees	90%	91%	89%	
Please rate the following categories of Franklin government performance.	The value of services for the taxes paid to Franklin	77%	76%	72%
	The overall direction that Franklin is taking	73%	74%	66%
	The job Franklin government does at welcoming resident involvem..	71%	75%	65%
	Overall confidence in Franklin government	76%	75%	68%

Please rate the following categories of Franklin government performance.	Generally acting in the best interest of the community	73% 75% 68%
	Being honest	74% 78% 71%
	Being open and transparent to the public	65%
	Informing residents about issues facing the community	55%
	Treating all residents fairly	72% 76% 65%
	Treating residents with respect	76%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Franklin	93% 93% 82%
	The Federal Government	44% 53% 37%
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.	Overall economic health	89% 93% 89%
	Overall quality of the transportation system	81%
	Overall design or layout of residential and commercial areas	83% 86% 89%
	Overall quality of the utility infrastructure	91%
	Overall feeling of safety	91% 94% 91%
	Overall quality of natural environment	87% 87% 88%
	Overall quality of parks and recreation opportunities	79%
	Overall health and wellness opportunities	75% 77% 73%
	Overall opportunities for education, culture, and the arts	78% 83% 75%
	Residents' connection and engagement with their community	82% 86% 67%
In general, how many times do you:	Access the internet from your home	95%
	Access the internet from your cell phone	97%
	Visit social media sites	84%
	Use or check email	98%
	Share your opinions online	32%
	Shop online	61%
	Please rate your overall health.	75% 72% 81%
	What impact, if any, do you think the economy will have on your fa..	35% 52% 21%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Franklin conducted a survey of 448 residents. Survey invitations were mailed to randomly selected households and data were collected from October 24, 2022 to December 16, 2022. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Franklin. The open participation survey was identical to the probability sample survey with two small updates; it asked a question to confirm that the respondent was a Franklin resident and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on November 28, 2022. The survey remained open for two weeks and there were 217 responses.





























The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2020 American Community Survey estimates for adults in the City of Franklin. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

































* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	9%	27%	27%
	35-54	50%	40%	40%
	55+	41%	33%	33%
Hispanic origin	No, not Spanish, Hispanic, or Latino	99%	95%	94%
	Yes, I consider myself to be Spanish, Hispa..	1%	5%	6%
Housing tenure	Own	88%	65%	65%
	Rent	13%	35%	35%
Housing type	Attached	13%	39%	39%
	Detached	88%	61%	61%
Race & Hispanic origin	Not white alone	8%	22%	22%
	White alone, not Hispanic or Latino	92%	78%	78%
Sex	Man	40%	46%	47%
	Woman	60%	54%	53%
Sex/age	Man 18-34	4%	12%	12%
	Man 35-54	19%	20%	20%
	Man 55+	18%	15%	15%
	Woman 18-34	6%	15%	15%
	Woman 35-54	32%	20%	20%
	Woman 55+	23%	19%	19%



































Open participation survey results

































This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

	Do you live in the City of Franklin?	No		2% N=5
		Yes		98% N=212
Please rate each of the following aspects of quality of life in Franklin.	Franklin as a place to live	Excellent		65% N=139
		Good		32% N=69
		Fair		3% N=6
	Your neighborhood as a place to live	Excellent		57% N=120
		Good		37% N=78
		Fair		6% N=12
		Poor		0% N=1
	Franklin as a place to raise children	Excellent		65% N=123
		Good		27% N=51
		Fair		8% N=15
	Franklin as a place to work	Excellent		62% N=113
		Good		30% N=55
Fair			3% N=5	
Poor			5% N=9	
Franklin as a place to visit	Excellent		60% N=129	
	Good		34% N=74	
	Fair		5% N=11	
Franklin as a place to retire	Excellent		35% N=64	
	Good		42% N=77	
	Fair		17% N=31	
	Poor		6% N=12	
The overall quality of life	Excellent		53% N=114	
	Good		42% N=89	
	Fair		6% N=12	
	Poor		0% N=	
Sense of community	Excellent		36% N=77	

































Please rate each of the following aspects of quality of life in Franklin.	Sense of community	Good		40% N=87
		Fair		20% N=44
		Poor		4% N=8
Please rate each of the following characteristics as they relate to Franklin as a whole.	Overall economic health	Excellent		47% N=99
		Good		48% N=100
		Fair		4% N=8
		Poor		1% N=3
Overall quality of the transportation system	Excellent		6% N=12	
	Good		38% N=80	
	Fair		38% N=81	
	Poor		19% N=41	
Overall design or layout of residential and commercial areas	Excellent		12% N=27	
	Good		45% N=98	
	Fair		36% N=78	
	Poor		6% N=14	
Overall quality of the utility infrastructure	Excellent		29% N=60	
	Good		47% N=99	
	Fair		19% N=39	
	Poor		5% N=11	
Overall feeling of safety	Excellent		49% N=106	
	Good		46% N=100	
	Fair		5% N=10	
	Poor		0% N=	
Overall quality of natural environment	Excellent		34% N=73	
	Good		49% N=107	
	Fair		14% N=30	
	Poor		3% N=6	
Overall quality of parks and recreation opportunities	Excellent		49% N=107	
	Good		37% N=80	
	Fair		12% N=26	
	Poor		2% N=3	
Overall health and wellness opportunities	Excellent		32% N=65	

Please rate each of the following characteristics as they relate to Franklin as a whole.	Overall health and wellness opportunities	Good		52% N=106
		Fair		16% N=33
		Poor		1% N=2
	Overall opportunities for education, culture, and the arts	Excellent		31% N=65
		Good		51% N=109
		Fair		17% N=36
		Poor		1% N=3
	Residents' connection and engagement with their community	Excellent		18% N=38
		Good		59% N=125
Fair			21% N=44	
Poor			2% N=4	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Franklin to someone who asks	Very likely		57% N=122
		Somewhat likely		19% N=41
		Somewhat unlikely		17% N=37
		Very unlikely		6% N=14
	Remain in Franklin for the next five years	Very likely		63% N=134
		Somewhat likely		14% N=29
		Somewhat unlikely		4% N=8
		Very unlikely		19% N=41
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		88% N=191
		Somewhat safe		8% N=17
		Neither safe nor unsafe		3% N=7
		Somewhat unsafe		1% N=1
		Very unsafe		0% N=
	In Franklin's downtown/commercial area during the day	Very safe		89% N=191
		Somewhat safe		9% N=20
		Neither safe nor unsafe		1% N=2
		Somewhat unsafe		1% N=2
	From property crime	Very safe		48% N=103
		Somewhat safe		37% N=79
		Neither safe nor unsafe		9% N=20
Somewhat unsafe			5% N=12	

































Please rate how safe or unsafe you feel:	From property crime	Very unsafe		1% N=3	
	From violent crime	Very safe		66% N=144	
		Somewhat safe		29% N=62	
		Neither safe nor unsafe		2% N=5	
		Somewhat unsafe		2% N=5	
		Very unsafe		1% N=3	
	From fire, flood, or other natural disaster	Very safe		35% N=75	
		Somewhat safe		52% N=112	
		Neither safe nor unsafe		11% N=25	
		Somewhat unsafe		1% N=2	
Very unsafe			1% N=3		
Please rate the job you feel the Franklin community does at each of the following.	Making all residents feel welcome	Excellent		32% N=68	
		Good		37% N=80	
		Fair		24% N=52	
		Poor		6% N=14	
		Very poor		1% N=3	
	Attracting people from diverse backgrounds	Excellent		18% N=36	
		Good		27% N=54	
		Fair		31% N=64	
		Poor		24% N=49	
	Valuing/respecting residents from diverse backgrounds	Excellent		22% N=43	
		Good		33% N=65	
		Fair		27% N=54	
		Poor		18% N=36	
	Taking care of vulnerable residents	Excellent		14% N=24	
		Good		29% N=49	
		Fair		26% N=43	
		Poor		30% N=51	
	Please rate each of the following in the Franklin community.	Overall quality of business and service establishments	Excellent		41% N=88
			Good		52% N=112
			Fair		6% N=14
Poor				0% N=	
Variety of business and service establishments		Excellent		42% N=90	
		Good		36% N=76	

Please rate each of the following in the Franklin community.	Variety of business and service establishments	Fair		20% N=43
		Poor		1% N=3
	Vibrancy of downtown/commercial area	Excellent		56% N=120
		Good		35% N=74
		Fair		9% N=20
	Employment opportunities	Excellent		41% N=70
		Good		38% N=65
		Fair		14% N=24
		Poor		6% N=11
	Shopping opportunities	Excellent		61% N=131
		Good		30% N=64
		Fair		8% N=18
		Poor		1% N=2
	Cost of living	Excellent		1% N=3
		Good		20% N=43
		Fair		35% N=75
		Poor		44% N=94
	Overall image or reputation	Excellent		55% N=119
		Good		38% N=83
		Fair		6% N=14
		Poor		0% N=1
Please also rate each of the following in the Franklin community.	Traffic flow on major streets	Excellent		2% N=5
		Good		29% N=63
		Fair		38% N=82
		Poor		31% N=68
	Ease of public parking	Excellent		10% N=22
		Good		39% N=85
		Fair		34% N=74
		Poor		16% N=35
	Ease of travel by car	Excellent		12% N=25
		Good		45% N=96
		Fair		33% N=71

Please also rate each of the following in the Franklin community.

Ease of travel by car	Poor		11% N=24
	Excellent		5% N=7
Ease of travel by public transportation	Good		13% N=17
	Fair		27% N=36
	Poor		55% N=73
	Excellent		3% N=4
Ease of travel by bicycle	Good		26% N=35
	Fair		42% N=57
	Poor		29% N=40
	Excellent		15% N=30
Ease of walking	Good		38% N=79
	Fair		37% N=77
	Poor		10% N=21
	Excellent		7% N=15
Well-planned residential growth	Good		30% N=60
	Fair		40% N=81
	Poor		23% N=46
	Excellent		16% N=29
Well-planned commercial growth	Good		41% N=76
	Fair		27% N=49
	Poor		16% N=30
	Excellent		13% N=27
Well-designed neighborhoods	Good		44% N=89
	Fair		33% N=67
	Poor		9% N=19
	Excellent		33% N=70
Preservation of the historical or cultural character of the community	Good		47% N=102
	Fair		15% N=32
	Poor		6% N=12
	Excellent		28% N=59
Public places where people want to spend time	Good		57% N=123
	Fair		13% N=29
































Please also rate each of the following in the Franklin community.

































Public places where people want to spend time	Poor		2% N=5
Variety of housing options	Excellent		5% N=11
	Good		25% N=53
	Fair		31% N=66
	Poor		39% N=84
Availability of affordable quality housing	Excellent		1% N=2
	Good		13% N=26
	Fair		18% N=36
	Poor		69% N=140
Overall quality of new development	Excellent		14% N=30
	Good		39% N=80
	Fair		35% N=72
	Poor		11% N=23
Overall appearance	Excellent		47% N=103
	Good		49% N=106
	Fair		4% N=8
Cleanliness	Excellent		52% N=112
	Good		46% N=99
	Fair		2% N=4
	Poor		0% N=0
Water resources	Excellent		18% N=37
	Good		33% N=69
	Fair		35% N=71
	Poor		14% N=29
Air quality	Excellent		25% N=51
	Good		67% N=136
	Fair		8% N=15
	Poor		1% N=2
Availability of paths and walking trails	Excellent		32% N=67
	Good		42% N=89
	Fair		21% N=44
	Poor		5% N=11

Please also rate each of the following in the Franklin community.

































Fitness opportunities	Excellent		32% N=66
	Good		46% N=94
	Fair		18% N=38
	Poor		4% N=9
Recreational opportunities	Excellent		32% N=66
	Good		46% N=96
	Fair		21% N=43
	Poor		2% N=4
Availability of affordable quality food	Excellent		13% N=27
	Good		31% N=67
	Fair		49% N=105
	Poor		7% N=15
Availability of affordable quality health care	Excellent		27% N=55
	Good		42% N=87
	Fair		20% N=41
	Poor		11% N=23
Availability of preventive health services	Excellent		25% N=51
	Good		50% N=103
	Fair		22% N=45
	Poor		4% N=7
Availability of affordable quality mental health care	Excellent		15% N=20
	Good		40% N=53
	Fair		23% N=31
	Poor		22% N=30
Opportunities to attend cultural/arts/music activities	Excellent		31% N=67
	Good		52% N=110
	Fair		15% N=32
	Poor		2% N=4
Community support for the arts	Excellent		35% N=64
	Good		48% N=87
	Fair		17% N=31
	Poor		1% N=2

Please also rate each of the following in the Franklin community.

































Availability of affordable quality childcare/preschool	Excellent		8% N=9
	Good		20% N=22
	Fair		42% N=46
	Poor		30% N=33
K-12 education	Excellent		52% N=82
	Good		41% N=65
	Fair		5% N=8
	Poor		2% N=3
Adult educational opportunities	Excellent		7% N=8
	Good		47% N=56
	Fair		38% N=45
	Poor		8% N=9
Sense of civic/community pride	Excellent		31% N=64
	Good		59% N=122
	Fair		9% N=20
	Poor		1% N=1
Neighborliness of residents	Excellent		30% N=64
	Good		44% N=93
	Fair		20% N=41
	Poor		6% N=12
Opportunities to participate in social events and activities	Excellent		38% N=78
	Good		47% N=96
	Fair		13% N=27
	Poor		2% N=3
Opportunities to attend special events and festivals	Excellent		52% N=109
	Good		38% N=79
	Fair		9% N=18
	Poor		1% N=2
Opportunities to volunteer	Excellent		37% N=62
	Good		51% N=85
	Fair		10% N=16
	Poor		1% N=2

Please also rate each of the following in the Franklin community.	Opportunities to participate in community matters	Excellent		33% N=57
		Good		43% N=74
		Fair		20% N=34
		Poor		4% N=7
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		18% N=34
		Good		27% N=52
		Fair		40% N=78
		Poor		15% N=29
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Franklin for help or information	No		52% N=112
		Yes		48% N=104
	Contacted Franklin elected officials to express your opinion	No		63% N=133
		Yes		37% N=79
	Attended a local public meeting	No		63% N=135
		Yes		37% N=79
	Watched a local public meeting	No		39% N=84
		Yes		61% N=132
	Volunteered your time to some group/activity	No		40% N=86
		Yes		60% N=130
	Campaigned or advocated for a local issue, cause, or candidate	No		70% N=151
		Yes		30% N=64
	Voted in your most recent local election	No		13% N=28
		Yes		87% N=188
	Used public transportation instead of driving	No		94% N=203
		Yes		6% N=14
	Carpooled with other adults or children instead of driving alone	No		51% N=110
		Yes		49% N=105
	Walked or biked instead of driving	No		56% N=121
		Yes		44% N=95
Please rate the quality of each of the following services in Franklin.	Public information services	Excellent		27% N=50
		Good		55% N=102
		Fair		16% N=29
		Poor		2% N=3

































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

Economic development	Excellent		38% N=68
	Good		47% N=85
	Fair		12% N=22
	Poor		3% N=5
Traffic enforcement	Excellent		12% N=25
	Good		56% N=113
	Fair		16% N=33
	Poor		16% N=32
Traffic signal timing	Excellent		9% N=19
	Good		39% N=82
	Fair		29% N=61
	Poor		24% N=50
Street repair	Excellent		11% N=23
	Good		37% N=79
	Fair		38% N=80
	Poor		14% N=30
Street cleaning	Excellent		30% N=62
	Good		53% N=109
	Fair		15% N=30
	Poor		2% N=3
Street lighting	Excellent		18% N=39
	Good		48% N=104
	Fair		27% N=57
	Poor		7% N=15
Snow removal	Excellent		16% N=27
	Good		42% N=70
	Fair		24% N=40
	Poor		18% N=30
Sidewalk maintenance	Excellent		17% N=34
	Good		64% N=130
	Fair		17% N=35
	Poor		2% N=4

































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





























Bus or transit services	Excellent		11% N=14
	Good		39% N=47
	Fair		20% N=23
	Poor		30% N=36
Land use, planning and zoning	Excellent		9% N=16
	Good		44% N=74
	Fair		29% N=49
	Poor		18% N=30
Code enforcement	Excellent		20% N=30
	Good		54% N=81
	Fair		21% N=32
	Poor		4% N=7
Affordable high-speed internet access	Excellent		17% N=33
	Good		46% N=92
	Fair		25% N=50
	Poor		11% N=22
Garbage collection	Excellent		41% N=86
	Good		50% N=105
	Fair		7% N=14
	Poor		3% N=6
Drinking water	Excellent		31% N=66
	Good		42% N=88
	Fair		14% N=29
	Poor		13% N=28
Sewer services	Excellent		34% N=69
	Good		57% N=116
	Fair		6% N=12
	Poor		3% N=7
Storm water management	Excellent		26% N=50
	Good		56% N=108
	Fair		15% N=30
	Poor		3% N=7

































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

Power (electric and/or gas) utility	Excellent		40% N=85
	Good		58% N=124
	Fair		2% N=4
	Poor		0% N=1
Utility billing	Excellent		33% N=68
	Good		55% N=115
	Fair		9% N=20
	Poor		2% N=4
Police/Sheriff services	Excellent		53% N=109
	Good		44% N=90
	Fair		4% N=8
Crime prevention	Excellent		51% N=102
	Good		44% N=88
	Fair		5% N=9
	Poor		0% N=1
Animal control	Excellent		37% N=58
	Good		58% N=90
	Fair		5% N=8
	Poor		0% N=1
Ambulance or emergency medical services	Excellent		51% N=76
	Good		48% N=72
	Fair		1% N=1
	Poor		0% N=
Fire services	Excellent		55% N=94
	Good		44% N=75
	Fair		1% N=1
	Poor		0% N=
Fire prevention and education	Excellent		42% N=57
	Good		52% N=70
	Fair		6% N=8
	Poor		1% N=1
Emergency preparedness	Excellent		29% N=40


























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
































Emergency preparedness	Good		49% N=67
	Fair		21% N=29
	Poor		1% N=1
Preservation of natural areas	Excellent		23% N=45
	Good		41% N=81
	Fair		25% N=48
	Poor		11% N=21
Franklin open space	Excellent		26% N=51
	Good		41% N=82
	Fair		27% N=54
	Poor		6% N=11
Recycling	Excellent		17% N=33
	Good		37% N=73
	Fair		29% N=56
	Poor		17% N=33
Yard waste pick-up	Excellent		41% N=66
	Good		41% N=66
	Fair		13% N=22
	Poor		5% N=8
City parks	Excellent		50% N=106
	Good		44% N=94
	Fair		6% N=14
Recreation programs or classes	Excellent		36% N=54
	Good		52% N=79
	Fair		10% N=16
	Poor		2% N=3
Recreation centers or facilities	Excellent		37% N=71
	Good		48% N=91
	Fair		13% N=25
	Poor		2% N=3
Health services	Excellent		33% N=56
	Good		52% N=89

Please rate the quality of each of the following services in Franklin.	Health services	Fair		16% N=27
		Poor		0% N=
	Public library services	Excellent		59% N=114
		Good		35% N=68
Fair			6% N=11	
Overall customer service by Franklin employees	Excellent		45% N=93	
	Good		46% N=95	
	Fair		10% N=20	
	Poor		0% N=	
Please rate the following categories of Franklin government performance.	The value of services for the taxes paid to Franklin	Excellent		26% N=53
		Good		49% N=100
		Fair		23% N=46
		Poor		2% N=4
	The overall direction that Franklin is taking	Excellent		15% N=32
		Good		40% N=85
		Fair		32% N=70
		Poor		13% N=27
	The job Franklin government does at welcoming resident involvement	Excellent		26% N=45
		Good		41% N=71
		Fair		30% N=53
		Poor		3% N=6
Overall confidence in Franklin government	Excellent		19% N=41	
	Good		50% N=105	
	Fair		19% N=40	
	Poor		12% N=24	
Generally acting in the best interest of the community	Excellent		20% N=43	
	Good		40% N=85	
	Fair		28% N=59	
	Poor		12% N=25	
Being honest	Excellent		22% N=38	
	Good		46% N=78	
	Fair		22% N=38	

































Please rate the following categories of Franklin government performance.	Being honest	Poor		10% N=17
	Being open and transparent to the public	Excellent		22% N=41
		Good		44% N=81
		Fair		25% N=47
		Poor		8% N=15
Informing residents about issues facing the community	Excellent		14% N=28	
	Good		44% N=88	
	Fair		33% N=65	
	Poor		9% N=18	
Treating all residents fairly	Excellent		24% N=41	
	Good		37% N=64	
	Fair		19% N=33	
	Poor		19% N=33	
Treating residents with respect	Excellent		29% N=56	
	Good		51% N=97	
	Fair		12% N=23	
	Poor		8% N=15	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Franklin	Excellent		35% N=75
		Good		57% N=120
		Fair		6% N=13
		Poor		1% N=3
	The Federal Government	Excellent		3% N=6
		Good		27% N=54
		Fair		33% N=66
		Poor		37% N=75
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.	Overall economic health	Essential		49% N=104
		Very important		41% N=87
		Somewhat important		7% N=15
		Not at all important		2% N=5
	Overall quality of the transportation system	Essential		38% N=82
		Very important		34% N=72
		Somewhat important		23% N=49

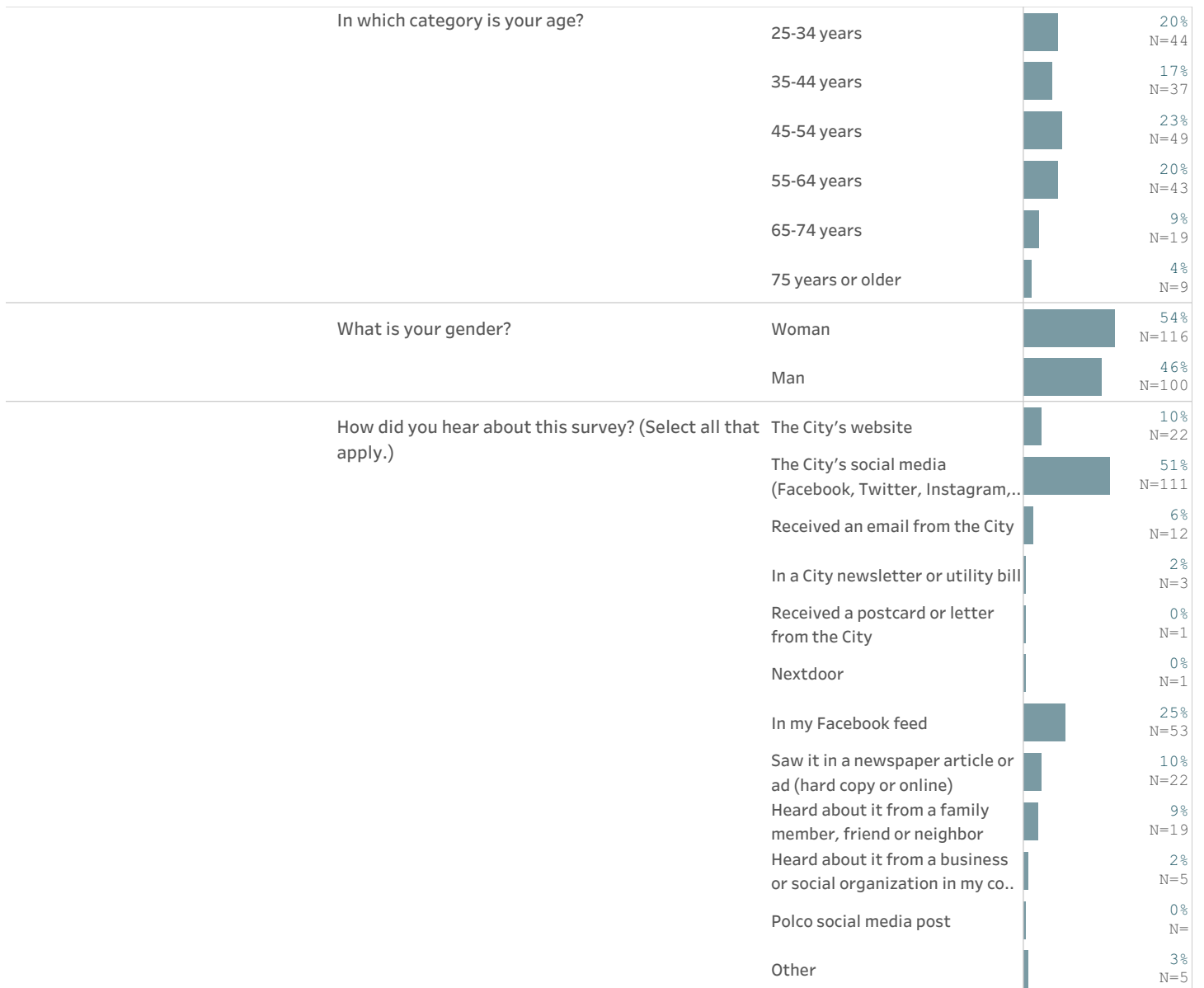
Please rate how important, if at all, you think it is for the Franklin community to focus on each of the following in the coming two years.

Overall quality of the transportation system	Not at all important		5% N=10
Overall design or layout of residential and commercial areas	Essential		50% N=107
	Very important		30% N=65
	Somewhat important		20% N=44
	Not at all important		0% N=
Overall quality of the utility infrastructure	Essential		50% N=105
	Very important		42% N=89
	Somewhat important		7% N=15
	Not at all important		1% N=2
Overall feeling of safety	Essential		55% N=118
	Very important		28% N=61
	Somewhat important		14% N=30
	Not at all important		3% N=7
Overall quality of natural environment	Essential		40% N=86
	Very important		48% N=105
	Somewhat important		11% N=23
	Not at all important		1% N=2
Overall quality of parks and recreation opportunities	Essential		27% N=57
	Very important		53% N=112
	Somewhat important		19% N=40
	Not at all important		2% N=5
Overall health and wellness opportunities	Essential		34% N=73
	Very important		35% N=75
	Somewhat important		30% N=64
	Not at all important		1% N=2
Overall opportunities for education, culture, and the arts	Essential		29% N=62
	Very important		40% N=86
	Somewhat important		31% N=68
Residents' connection and engagement with their community	Essential		25% N=52
	Very important		46% N=96
	Somewhat important		29% N=60
	Not at all important		1% N=1

	Please rate your level of satisfaction with the City of Franklin's management of growth:	Very satisfied		19% N=40
		Somewhat satisfied		51% N=108
		Somewhat dissatisfied		15% N=33
		Very dissatisfied		14% N=30
Please rate how important, if at all, you think it is for the City to enhance each of the following services or amenities.	Regional transit	Essential		26% N=54
		Very important		30% N=63
		Somewhat important		34% N=71
		Not at all important		11% N=22
	Affordable/workforce housing	Essential		47% N=100
		Very important		23% N=48
		Somewhat important		22% N=48
		Not at all important		8% N=16
	Greenway connectivity	Essential		20% N=42
		Very important		39% N=81
		Somewhat important		30% N=64
		Not at all important		11% N=23
	Retail/entertainment options	Essential		17% N=36
		Very important		25% N=55
		Somewhat important		41% N=87
		Not at all important		17% N=37
	Public art	Essential		8% N=17
		Very important		24% N=51
		Somewhat important		44% N=93
		Not at all important		25% N=52
In general, how many times do you:	Access the internet from your home	Several times a day		90% N=194
		Once a day		6% N=12
		A few times a week		3% N=6
		Every few weeks		0% N=
		Less often or never		2% N=4
			Access the internet from your cell phone	Several times a day
Once a day				2% N=4
A few times a week				1% N=2

In general, how many times do you:	Access the internet from your cell phone	Every few weeks	0% N=1
	Visit social media sites	Several times a day	80% N=171
		Once a day	12% N=26
		A few times a week	3% N=7
		Every few weeks	2% N=3
		Less often or never	3% N=7
Use or check email		Several times a day	88% N=189
		Once a day	8% N=17
		A few times a week	2% N=5
		Every few weeks	2% N=5
		Less often or never	0% N=
Share your opinions online		Several times a day	14% N=29
		Once a day	4% N=8
		A few times a week	11% N=23
		Every few weeks	31% N=64
		Less often or never	40% N=83
Shop online		Several times a day	13% N=28
		Once a day	8% N=16
		A few times a week	42% N=90
		Every few weeks	32% N=68
		Less often or never	6% N=12
Please rate your overall health.		Excellent	27% N=59
		Very good	52% N=112
		Good	18% N=39
		Fair	2% N=5
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	5% N=11
		Somewhat positive	18% N=38
		Neutral	29% N=62
		Somewhat negative	37% N=79
		Very negative	12% N=26
How many years have you lived in Franklin?		Less than 2 years	17% N=38
		2-5 years	19% N=41

	How many years have you lived in Franklin?	6-10 years		16% N=35
		11-20 years		18% N=39
		More than 20 years		29% N=63
	Which best describes the building you live in?	One family house detached from any other houses		61% N=133
		Building with two or more homes (duplex, townhome, apa..		39% N=83
	Do you rent or own your home?	Rent		35% N=75
		Own		65% N=141
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)?	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 \$500		3% N=6
		\$500 to \$999		9% N=19
		\$1,000 to \$1,499		10% N=21
		\$1,500 to \$1,999		27% N=57
		\$2,000 to \$2,499		21% N=44
		\$2,500 to \$2,999		15% N=32
		\$3,000 to \$3,499		8% N=16
		\$3,500 or more		8% N=17
	Do any children 17 or under live in your household?	No		65% N=140
		Yes		35% N=74
	Are you or any other members of your household aged 65 or older?	No		76% N=164
		Yes		24% N=52
	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		1% N=2
		\$25,000 to \$49,999		13% N=28
		\$50,000 to \$74,999		9% N=19
		\$75,000 to \$99,999		10% N=20
		\$100,000 to \$149,999		25% N=52
		\$150,000 or more		42% N=87
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		95% N=205
		Yes, I consider myself to be Spanish, Hispanic, or Latino		5% N=11
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific Islander		7% N=14
		Black or African American		3% N=5
		White		92% N=193
		Other		8% N=16
	In which category is your age?	18-24 years		7% N=15





November 2022

Dear City of Franklin Resident:

Please help us shape the future of Franklin! You have been selected at random to participate in the 2022 Franklin Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

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 being surveyed. Your feedback will help Franklin make decisions that affect our City.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- 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:**

<https://polco.us/franklintn22>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

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

Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink, appearing to read 'Ken Moore', with a long horizontal flourish extending to the right.

Dr. Ken Moore
Mayor

The City of Franklin 2022 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Sense of community.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Franklin.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Franklin.....	1	2	3	4	5
Overall design or layout of Franklin's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Franklin (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Franklin.....	1	2	3	4	5
Overall quality of natural environment in Franklin.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Franklin.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

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

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
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:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
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
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Franklin community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Franklin community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Franklin.....	1	2	3	4	5
Variety of business and service establishments in Franklin	1	2	3	4	5
Vibrancy of downtown/commercial area	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 image or reputation of Franklin	1	2	3	4	5

7. Please also rate each of the following in the Franklin community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	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
Overall quality of new development in Franklin.....	1	2	3	4	5
Overall appearance of Franklin.....	1	2	3	4	5
Cleanliness of Franklin.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	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
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Franklin.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	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

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

	<u>No</u>	<u>Yes</u>
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
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Franklin.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Franklin 2022 Community Survey

9. Please rate the quality of each of the following services in Franklin.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	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 (open space, farmlands, and greenbelts).....	1	2	3	4	5
Franklin open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Franklin employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Franklin government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 resident 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
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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

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

12. 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.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Franklin.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Franklin	1	2	3	4
Overall design or layout of Franklin's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Franklin (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4
Overall feeling of safety in Franklin.....	1	2	3	4
Overall quality of natural environment in Franklin.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Franklin.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

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

- Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied Don't know

14. Please rate how important, if at all, you think it is for the City to enhance each of the following services or amenities.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Regional transit.....	1	2	3	4	5
Affordable/workforce housing.....	1	2	3	4	5
Greenway connectivity.....	1	2	3	4	5
Retail/entertainment options	1	2	3	4	5
Public art.....	1	2	3	4	5

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

The City of Franklin 2022 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

- 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. How many years have you lived in Franklin?

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

D5. 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

D6. Do you rent or own your home?

- Rent
 Own

D7. 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 \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. 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 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. 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

D13. 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

D14. What is your gender?

- Female
 Male
 Identify in another way

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