



FranklinForward: Progress Report



Theme: A Safe Clean and Livable City



Sub-Theme: Franklin will enhance the value and character of our community through progressive and responsive development and neighborhood services.

Goals

FY 2011 FY 2012 FY 2013 FY 2014 FY 2015*

Franklin will increase the percentage of residents who rate their neighborhoods as either good or excellent in an annual, biannual, or other specified periodic citizen survey

Department: Administration					
Establish a baseline for measuring citizen satisfaction via Citizen, HOA, or social media surveys.					
Baseline established?	N/A	No	No	No	Yes
Survey Conducted?	N/A	No	No	No	Unlikely
Target	N/A	Yes	Yes	Yes	Yes
Meets target?	N/A	No	No	No	No

Franklin will reduce the number of cases and days it takes to resolve identified property maintenance violations.

Department: Building & Neighborhood Services					
Reduce the number of cases and days it takes to resolve identified property maintenance violations.					
# of cases reported for property maintenance violations	Measure did not exist	179	343	566	600
Target		179	179	179	179
Meets Target?		Yes	No	No	No
# of days to respond and resolve citizen requests regarding property maintenance for service	14	21	0	0	21
Target	21	21	21	21	21
Meets Target?	Yes	Yes	N/A	Yes	Yes
% of property maintenance cases cleared within 10 days	Measure did not exist	70.4%	Data being compiled		
Target		70.4%	70.4%	70.4%	70.4%
Meets Target?		Yes	TBD	TBD	TBD

* FY 2015 data estimated.