

# THE NCS<sup>TM</sup>

The National Citizen Survey<sup>TM</sup>

## Franklin, TN

Open Ended Responses

FINAL  
2016



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The National Citizen Survey™  
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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open ended question included on The NCS 2016 survey for Franklin. Additional reports and the technical appendices are available under separate cover.

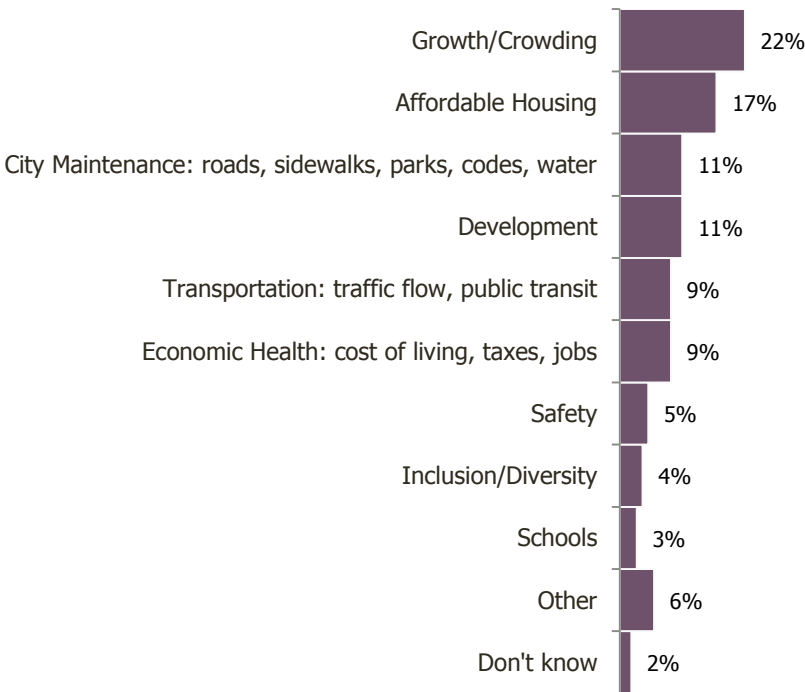
Respondents were asked to record their opinions about challenges facing Franklin in the following question:

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

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

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 1,060 surveys were completed by Franklin residents; of these, 732 respondents wrote in responses for the open-ended question. About 22% indicated that growth and crowding was the most important challenge facing Franklin and 17% reported that affordable housing was the most important challenge. About 1 in 10 indicated that city maintenance and development were also problems challenging the City.

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



# Verbatim Responses to Open Ended Question

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

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

### Growth/Crowding

- Accommodation of the growth - not just traffic related, but schools, housing, etc., that will not interfere with the current lifestyles that we have grown to love in Franklin.
- Balance growth and preservation while providing additional options for affordable living.
- Balance growth with preserving quality of life and idyllic aesthetics of our community.
- Balancing economic & workforce development against congestion & Real need to raise taxes (property) taxes for 2018.
- Better manage growth.
- Careful growth. Citizens love how our city is growing, but we mustn't lose sight of what made Franklin great/desirable to begin with. (Speaking mainly about changing our community to accommodate "out-of-towners" rather than allowing them to adapt).
- Change in dynamic/culture of the people due to large amount of implants.
- Continued growth.
- Controlled growth & enforced zoning.
- Controlled growth of development. Enforced zoning.
- Controlled growth, green spaces, more parks, access to parks by walking/bicycle, more sidewalks, more trees by mayor/ principal woods.
- Controlling growth & building projects (ex neighborhoods & schools).
- Controlling growth and affordable housing.
- Controlling growth and implementing strong design review.
- Controlling growth, traffic, infrastructure.
- Covering too many green spaces with concrete, which will lead to more flooding.
- Crowded neighborhoods.
- Economic growth, city infrastructure.
- Expansion - we have seen a lot in 36 years.
- Expansion and growth. Keep Franklin small town and quaint!
- Explosive growth.
- Extreme population growth overwhelming services and limited space in downtown areas.
- Finding the balance with the extreme growth without losing the hometown feel that makes Franklin the beautiful place that it is.
- Franklin is growing too fast.
- Growing population.
- Growing so fast may lose sense of community and natural preservation.
- Growing so quickly: Roads are not going to be able to keep up with expanded growth & building.
- Growing to fast for the roads we have.
- Growth - Keeping that small town friendly feel with so many new people.
- Growth - not enough affordable housing. Traffic is getting horrible. Growth is getting to much for the size streets we have 2016 population. But we have streets from the 1970's, so they can't hold all the traffic. It get congested especially Columbia ave & Franklin Rd. I lived here my whole life.
- Growth - overbuilding!! Because I am self-employed from home, I do not need to go into Nashville very often or at regular times. But public transportation is so needed here, because traffic is horrible for a mid-sized city!!
- Growth - too much too quickly.
- Growth - we are busting at the seams.
- Growth & parking & traffic.

- Growth & public education.
- Growth & taxes.
- Growth (and increase of traffic) in population.
- Growth and impact on the "town" feel. We don't want to be a Nashville. Need to keep the hometown, small town feel, yet have attractions, stores, events like Nashville. Love Franklin!! Why is water so expensive here? Liquid gold.
- Growth and keeping up with the housing and roads to accommodate growth.
- Growth and maintaining an affordable balanced budget.
- Growth in areas that roads cannot support. Mack Hatcher is essential to reducing traffic being forced through downtown.
- Growth of population. Influx of immigrants.
- Growth vs no growth management (balance).
- Growth which takes over the beautiful landscape. Taxes are climbing in a bad economy.
- Growth, affordable homes to purchase.
- Growth, and cost of living for new construction.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth/managing growth, planning infrastructure. Affordable senior housing.
- Growth/traffic.
- Growth: protecting the "small town" historic vibe of our city. Housing has become unaffordable; High schools (esp. Centennial) receiving bad reputation & rightly so. No quality restaurants downtown Franklin. Would like to see better options like East Nashville has to offer. Our family & friends have to leave Franklin to eat at a quality restaurant! Would be nice to have options close to home.
- Handling growth esp (traffic).
- High population & overcrowding of schools.
- Housing growth, small town feel with such tremendous growth.
- How the change from a town to a city will affect the atmosphere we enjoy of living in Franklin. Also how to prevent damage when the next Harpeth River flood occurs.
- How to allow reasonable economic growth and still maintain open areas, green space, etc.
- How to manage growth without losing the sense of history and community.
- Infrastructure keeping up with growth. Franklin is only worried about growth not how people get from one place to another.
- It's getting large for us. We are moving by the first of the year back to our home state. But there are lots of people & things we will miss.
- Keep the growth in Franklin under control. Keep Franklin quaint & safe.
- Keeping Franklin the best "small town" in America. This is the cities appeal. If it gets to big & grows to much, it will loose that feeling & greatness that has been the appeal for years. 26 new people come into Williamson daily. That is to many to remain small town.
- Keeping the "small town feel" knowing when to stop adding businesses for growing too big.
- Keeping the "small town" feel almost extraordinary growth.
- Keeping the character and charm of the historic district. Cool Springs is in huge growth & that is encroaching on the downtown area. I am also concerned about green spaces disappearing and this area feeling more like a larger city.
- Keeping the population growth within the city steady while increasing the overall value of living.
- Keeping the small town feel in the midst of huge growth. I hate to see small business owners get run out because they can't afford the increased rent. I want to see Franklin thrive but not at the expense of those who made it great to begin with.
- Keeping the small town feel with the current growth trend.
- Keeping up with pace of growth.
- Large/fast growth - schools/zoning etc.

- Limit growth & maintain green spaces.
- Maintaining growth without overdevelopment.
- Maintaining small town feeling while growing.
- Maintaining that "small town" charm while accommodating a growing population.
- Maintaining the character and quality in the face of rapid growth.
- Maintaining the feel of Franklin as a small town while still accommodating the growth we are facing.
- Maintaining the quality of life as the population doubles.
- Maintaining the small town feel while undergoing growth to such a large town.
- Making sure the fast pace growth is done with the proper zoning density And with good looking buildings and roads. The new Goose creek bypass should look like mckewen with green grass and trees in median. Why dont the overpasses match? Mckewen's looks ood. Also, spend money wisely as low taxes is why we live here
- Manage both private and business growth.
- Manage growth, think of rezoning!
- Manage growth.
- Managed growth, use of open spaces for development: both for commercial & residential.
- Managed growth.
- Management growth
- Managing & planning of the huge growth occurring in Cool Springs area and additional traffic volume.
- Managing growth - keeping the open feeling/ farmlands, etc. while the city grows.
- Managing growth and density, which impact the aforementioned traffic issues.
- Managing growth in a way that maintains the character of the town and a pro-business environment. Need more workforce housing options.
- Managing growth including school overcrowding.
- Managing growth while retaining what people love about the town. Small town feel, open areas, great infrastructure.
- Managing growth without losing "small town" qualities.
- Managing growth, affordable housing.
- Managing growth.
- Managing growth.
- Managing growth.
- Managing growth.
- Managing growth. Continued development without comparable infrastructure upgrades.
- Managing growth/traffic - more walking/cycling, less cars!
- Managing sustainable growth.
- Managing the impact of growth on traffic.
- Managing the influx of people to the community while keeping franklin clean and safe.
- No more apartments or condo developments needed. Too many already. City should stop "in-kind" gift to heritage foundation.
- No plans for growth that are efficient and well developed.
- On-going management of growth, long term plans for handling school growth while maintaining quality.
- Over growth and too expensive for retired to live. We moved here 7 years ago & wanted to retire but we will be moving back to Ca.
- Over population - too much growth.
- Over population of Franklin. Not enough public schools. Cutting down too many trees. Not enough green space in neighborhoods. Wildlife disappearing.
- Over population, shopping options (other than groceries). Internet options and bandwidth.
- Overall management of growth.
- Overcrowding.
- Overcrowding.
- Overgrowth & overpopulation. Removal of landscape to put in buildings. (Don't put tall buildings or hotel in downtown Franklin. Keep the look please).
- Overgrowth, crime.
- Overgrowth.

- Overgrowth. It is a balancing act of economic development without losing our natural farms, fields, etc, that provide the beautiful views.
- Overly crowded.
- Overpopulation! I have lived in Franklin my entire life and have never seen it so crowded and hard to get around on a daily basis.
- Overpopulation; excessive building; small town feel going away; farm land going away.
- Planning for growth
- Population boom. Also, some areas of low class properties bringing the look & feel of Franklin down (i.e. trailer parks), also the slumlords who rent to low class people. Illegals living in the area.
- Population growth and a need more transportation and traffic lights.
- Population growth management.
- Population growth. City has become crowded.
- Population growth. Lower housing costs.
- Rapid growth
- Rapid growth & lack of walkability. Need sidewalks that don't abruptly end on a street in the middle.
- Rapid growth with slow road expansion.
- Rapid growth.
- Rapid growth.
- Rate of growth; property tax increases; escalating cost of living.
- Slowing the density of growth before infrastructure is ready.
- Smart growth & limiting the use of available land to avoid multi-family dwellings.
- So much growth that we lose our beautiful small city feel. Stop HOA from allowing rentals in our neighborhoods. Rentals without the attention, care, upkeep are ruining our great neighborhoods. It should be mandatory for homeowners to include lawn care which includes, landscape maintenance, tree trimming, etc. painting of the homes in a timely manner. Homeowners in McKays Mill are leaving for bigger homes and yet they are not selling but renting. I immediately see the lack of care of the property which is very upsetting.
- Sustaining growth.
- That's it. Thanks. Too much growth-especially on Carothers without an entrance to I-65.
- The amount of people moving to the area but keeping the quiet small town feel.
- The excessive growth is causing the green space to disappear, which is disappointing to those of us who had lived here all our lives (36 years).
- The explosive growth. While growth is necessary, it's essential we maintain our small town feel.
- The growth of people moving in Franklin area, higher cost.
- The growth of so many people keeps moving in Franklin, taking our jobs from us.
- The growth.
- The influx of residents and the lack of resources such as schools - our schools are stellar and we need to keep them that way by making sure we don't bog down our teachers with too many kids, which is already happening.
- The most important challenge facing Franklin today is better management of growth while providing preservation of open spaces, cleaner drinking water, safety of citizens, and affordable housing options.
- The population density is rising but there aren't parks/open space included a PUD plans. As a result, people are becoming more sedentary. Also, the vast majority of developments have no access to groceries/necessities without getting in a car, that is wasteful & increases traffic for very short trips.
- The population growth is so extremely rapid that Franklin area traffic is becoming more congested especially during going to work & getting off work time making traffic problems more of a concern to Franklin residents.
- The rapid growth is killing the things we all love about Franklin. We are shaving too much in too small an area.
- This town has always had a small-town feel; friendliness, welcome, hospitality... but... the more we grow, the more we lose that special, small-town feel. Wonderful town, still today, but very different from the place we fell in love with years ago when we move here. Too much farmland is disappearing to make way for apts, condos, & neighborhoods that only take away from the natural beauty of the land here.
- To much growth.
- Too many residents and businesses without proper roads and controlled traffic - growing to fast.
- Too much growth - not enough community feeling.

- Too much growth in a short period - can infrastructure handle it, are utilities sufficient to handle increase, etc.
- Too much growth too quickly. The streets are clogged no matter where you go. Apts being built everywhere, people moving here in droves! The city is becoming much like many other small cities. The word is out so growth is exploding. We will lose the quaint quiet and lovely ambience of Franklin from years gone by. My fear is that Franklin will no longer be the wonderful place it has always been to live and raise children. We need to slow down the growth and now! before it gets too out of hand and we lose all the charm of living here. And traffic is horrendous!
- Too much growth too quickly - infrastructure needs to accommodate growth. Preservation of the natural environment is crucial. Too much destruction of land/trees lately.
- Too much growth too quickly. Housing is too expensive. Traffic is getting worse. Fearful of losing what brought most families here - a sense of community & safety.
- Too much growth with seemingly unplanned infrastructure to accomodate - roads are over-crowded. Too much construction taking away too much green space. Rising costs of living not keeping place with the rest of the economy. Housing is too expensive and seems to cater to the very wealthy. Too much diversity. My bus stop for school children looks as though I'm living anywhere but in the United States.
- Too much growth without infrastructure to handle it.
- Too much growth!!
- Too much growth, high priced homes, our young people cannot afford to buy a home here, no grocery store in low income areas.
- Too much growth, too many apartments, too many large companies moving in. Its lost its small town appeal.
- Too much growth, traffic in terrible, slow down development.
- Too much growth. I see more & more apartments which means more cars more people. I do not get out after 3 pm unless I have to. Franklin is at its limit. That's way I am moving out in the next 5 yrs. Too crowded.
- Unbridled growth and loss of green space.
- Uncontrolled growth & affordable housing new homes.
- Uncontrolled growth & roads and school systems cannot keep up with influx of children.
- Uncontrolled growth without adequate streets; offsites (storm sewer not ditcher); planning.
- Unfettered growth in housing (single family). This survey is way too long!!!!
- Unfettered growth is a problem. We feel like the developers' interests are put first over residents' interests. As we near retirement, we will likely move due to problems created by the unmanaged growth.
- Uninhibited growth will destroy the city's charm and benefits. Zoning for less density will not earn more tax dollars, but it will also not screw over current residents.
- We are growing too fast; too many apartment buildings; it's becoming too crowded. How are we handling all the sewage? Parents and families are constantly being asked to contribute to school needs. No sense of community because too many strangers.
- We are overcrowded. Need affordable apt for rent.
- We moved here from the S.F Bay Area in CA to escape the chaos of overcrowding and horrible traffic. Since moving to Franklin 6-1/2 years ago, we have seen many of the same 'indicators' that show the same thing will eventually happen here. Multiple housing developments going in without proper planning for roads, highways, and just overall quality of life will end up leaving Franklin like every other overly-crowded city in America. We thought the people in local government here were different and cared more about preserving the history, the charm, and the quality of the small town life than they did high-dollar development, unnecessary growth & money. Please don't prove us wrong. The reason people love Franklin - the reason they want to move here is because they are seeking a better, simpler, less stressful way of life. Please don't sacrifice the things that truly matter.
- We need to take a step back, catch our breath, and use the opportunity to "catch up" on our abilities to provide the necessities (educational facilities, utilities, infrastructure, etc) for the current residents of, and commuting workers to our great city. We seem to be in a constant phase of inviting more and more businesses to the city. I don't want us to become stagnant with absolutely no growth, but we need to apply the brakes sometimes. We're losing the "small town feel" that makes Franklin so attractive and special. As I heard several friends and neighbors say lately, "do we really want to be another Marietta." One thing that especially concerns me is the quality of our water.

#### Affordable Housing

- 1) Affordable housing. 2) Code enforcement (yard trash - poor upkeep privacy fences).



- 1) Affordable housing. 2) Older downtown people have no grocery. 3) Finish Mack Hatcher.
- 1) Affordable housing. 2) Preservation of old oak trees.
- 1) Diversity housing choices to provide affordable alternatives for senior citizens and more importantly non-management/younger employees. Lower-tier employees need places to live close by the businesses in Franklin need to have a hireable work force in the vicinity to fill lower level jobs. This can't be done by forcing the development community to "take both" developers can't pay top seller for land & fees and the provide affordable housing. The city must take the initiative with its own housing projects or allow areas with denser housing and smaller square footage for the young single or married couple. Any local residents in the vicinity of any such development will turn out to oppose any such development but the city gov't will have to allow it even over strong opposition. It's either this or the city needs to quit talking about affordable housing. 2) Stop nickel and diming on trash pick up. Stop it with the "buck a bag" crap. Give us a bigger trash receptacles or allow a couple of bags on the curb for pick-up.
- 1) One story housing for 50+ people \*\*\*. Clean river water/absence of dead trees, storm drains cleared, clean-swept bike lanes, senior programs.
- Adding housing at various price points to maintain/add to the city's diversity
- affordable housing for normal, middle class working families. Franklin has become very expensive to live in!
- Affordability & accessibility of quality housing for people who work in Franklin.
- Affordability of renting/owning a home. Not having elected officials sellout to company demands (ex: Comcast).
- Affordability. Demand has driven up home and rental prices to where it's barely affordable to rent or buy without high household income or two incomes.
- affordable / workforce / retirement housing
- Affordable homes for all people.
- Affordable houses.
- Affordable housing
- Affordable housing - \$300,000 for a starter home is not reasonable if single. Also: Maintain the old look of downtown Franklin. No modern look buildings it's the draw or attraction of that look that I always hear compliments on.
- Affordable housing - (work force housing). Affordable land.
- Affordable housing - our children graduate from college and can not afford to move back to Franklin. Most of our city leaders live on 3rd Ave in million dollar homes. They seem to have no interest in the average Franklin citizen.
- Affordable housing and diversity.
- Affordable housing for active senior citizens. Housing has gotten too expensive to stay here.
- affordable housing for all
- Affordable housing for elderly, lifetime residents of Franklin and the residents of lower economic class that love this city and want to continue to live here. All of the new residential developments are not affordable for many people that have the desire to become homeowners. Habitat homes should not be the only affordable opportunities presented.
- Affordable housing for employees in manufacturing, public health & safety & hospitality to maintain quality service in Franklin & all of Williamson County.
- Affordable housing for low income families.
- Affordable housing for teachers, firemen, police, nurses and other average folks.
- Affordable housing for workers who wish to both live & work here.
- Affordable housing for young professionals.
- Affordable housing in Williamson County/Franklin.
- Affordable housing to promote diversity.
- Affordable housing which has a direct impact on our traffic problem.
- Affordable housing!
- Affordable housing, schools, growth plan for Williamson Co/Franklin.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.

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- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing. Fairness in enforcing historic zoning ordinances.
- Affordable housing. General comment - Sidewalks are inconsistent. Sometimes I can be running on a sidewalk and the sidewalk ends forcing me onto the road. Also, need more bike-friendly options.
- Affordable housing. Keeping crime in check.
- Affordable housing. Nice to see a 55+ community.
- Affordable housing. Young couples cannot buy a home in Franklin and raise their children where they grew up.
- Affordable housing/rentals
- Affordable quality housing & clean affordable water.
- Affordable senior (55+) housing communities.
- Affordable senior housing for retirees.
- Approval of "rented" properties either apt. or single family by the city providing housing to people with no skin in the game. Lower income residence has crippled our schools and trickled up to damage our housing values.
- As property values increase, residents who rent are being pushed out. I'm worried that longtime Franklin residents like my household will be priced out of our community before we have the chance to buy property.
- Building of affordable housing.
- Cost of housing is too high to keep a diverse community. I'm a single mom trying to stay in WC so my three kids can finish school with their friends and community. I'm a registered nurse and make \$55+ per year, but will never be able to buy a home in Franklin.
- Cost of housing.
- Cost of housing. Young families and young singles cannot afford the cost of good quality housing.
- Current administration is too concerned with "new affordable" housing which is not essential and only confounds issues with traffic, street maint., and utilities.
- Decent, affordable housing for upper middle income households - everyone doesn't want to live in a housing project and everyone isn't wealthy enough to live in the exclusive neighborhoods.
- Enough housing which is affordable for pre-retirement age groups. Looking for more developments which focus on that age group. Homes are overpriced for the quality of building and amenities. Limited storage and garage facilities very limiting. Cool Spings does not feel like its a part of Franklin - should be its own town.
- Expensive houses.
- Fair housing, both in condition and price.
- Growth is too fast and roads are unable to keep up with growth. The travel time has greatly increased.
- Home prices - If you sell your home you have to move out of town if you are on a fixed income.
- Housing cost - whether renting or buying - Salary's have not increased to match the huge increase of the housing market. Need: Trains/light rails from Spring Hill to Nashville with stops in Franklin / Cool Springs. -

Look at the rail system in Munich Germany & the surrounding area - it works! I would gladly park my car and ride!

- Housing cost as it relates to the opportunities is lot high and need more supply to meet the demand.
- Housing cost prevents honest, good people from affording to live here.
- Housing cost.
- Housing costs
- Housing costs.
- Housing costs. Public transportation with better shelters/protection from elements.
- Housing development.
- Housing for mid and low income families.
- Housing is too expensive!
- Housing prices have gone to the point that those wanting to move to the area find it very difficult to do. There are too many high/upper priced developments being made as well as the massive over-development along Carothers. It's already a traffic nightmre and it's only going to get increasingly worse. I have 5-6 years left to work and because of the ridiculous congestion, I will very likely leave the area once I retire.
- It is expensive to buy a home and live in Franklin. We live here because of what Franklin location but the cost is much higher than surrounding counties and or cities/towns.
- Lack of affordable housing and multicultural and socio-economic awareness (racial reconciliation).
- Lack of affordable housing for people who want to retire and downsize. All the new housing being built has stairs and has bedrooms upstairs. Not many 1 level homes with reasonable square footage. Del Webb would have been great for Franklin-older adults with income to spend and no kids to built schools for.
- Lack of affordable housing, lack of affordable quality childcare.
- Lack of affordable housing.
- Late of housing prices are a little to high. Also, we have lots of nature, and it's natural environment is being torn down, causing it to lose its home, which is not good for it.
- Lower income housing.
- More condos.
- More senior friendly housing ex patio homes for baby boomers.
- Need affordable 1-level housing for working professionals with families. Also need 1-level houses (not condos) for grandparents moving here to be close to grandchildren. Franklin does not have a beach, ski resort or someplace like Disney World. Why the high cost of housing? I have lived in Dallas, TX, Honolulu, Hawaii & Los Angeles, CA. I am familiar with a higher cost of housing that is justified. This is not. Looks like I will be moving again if decent ranch style 1-level houses don't become available. [?]. I moved here for my daughter's [?].
- Need affordable housing for financially challenged elderly.
- Need more reasonably priced housing so that teachers, police, fire & workers in general, can afford to live here.
- No affordable housing.
- No more multi-family housing. Has too much density and lowers property values.
- Not enough affordable housing for middle income families.
- Not enough affordable housing.
- Over development of housing taking farmland and thoughts up housing such apartment complex.
- Overall expense (mainly housing) to reside in Franklin/ Williamson County.
- Parking, affordable housing, affordable commercial rental rates.
- Price of new residential housing is too high.
- Providing affordable housing in a way that provides for an economically diverse population and still provides the pride of ownership, i.e. houses in a responsible selling price range rather than more [?] options.
- Providing affordable housing options for the lower and middle class. Bike trail that goes around the city and has many entrances to it. Please make the main drag streets wider. Especially when Mallory turns into Royal Oaks. The four lane to two lane is amess. Also when ROB runs into Mack Hatcher. Terrible back up.
- Putting huge housing developments on two lane roads.
- Quality affordable housing for all economic groups, ages, families and individuals.
- Quality economic housing availability. We don't all make \$200,000 a year; As a single educated mother making \$60,000 yr, I don't want to live in the less fortunate areas of town but more cultural areas! The

market is too high here and I will not be able to maintain a quality life here if continues in property value growths. I currently rent, can't afford to own!

- Quality, affordable housing.
- Quality, affordable housing.
- Quit building so much housing & apartments. Infrastructure can't handle it. We will lose part of Franklin's charm with more traffic more congestion & less country feel.
- Rising housing costs (purchase).
- Skyrocketing property prices make purchasing a home in Franklin difficult for many families, including two-income professionals.
- The housing costs are very inflated. It is a nice city but housing is too expensive. We are looking else where (surrounding cities) where school are still good & you don't feel like your being ripped off when purchasing a home. And then we can just visit Franklin. We've been here 3-1/2 years.
- The prices of homes is high in Franklin. It would be nice if builders would occasionally build more affordable (lower cost) housing.
- The rise in cost of housing. We were raised in this city and did not want to leave it. When my husband and I purchased our first home, housing costs were outrageous. We chose to stay here because we love the city, but cost made that decision very difficult.
- Unreasonable housing cost

#### City Maintenance: roads, sidewalks, parks, codes, water

- 1) Keep the Harpeth River clean. Remove debris under bridges that is unsafe and causes a flooding problem. Remove dead fall on the Harpeth River. 2) Keep bicycle paths clean. 3) Having lived in Franklin for 21 years. I'd like to down size to a one story home. There are very few one story homes for seniors to down size into.
- 2) Connecting greenways/safety on roadways for cyclists/runners. 3) Managing growth & it's impact on traffic.
- Appropriate expansion of water treatment plant. - Appropriate infrastructure (city) growth to meet growing demand.
- Bike lanes.
- City officials make it too difficult to open a business due to irrelevant codes and lack of common sense.
- Codes issues are onerous.
- Columbia Ave. Work on too many streets at the same time.
- Demands on public infrastructure, housing, traffic with growth.
- Developers building expensive cheaply constructed housing, destroying attractive green areas. Multi story high density buildings look like large excessively decorated cardboard boxes with holes cut in them for fancy windows etc. Westhaven subdivision is a nightmarish example. More tacky subdivisions like this are appearing around town.
- Effectively managing the exploding Carouthers/Cool Springs corridor - we don't need to become gridlocked most of the day like Maryland Farms and downtown Brentwood have become!
- Fixing Hillsboro road faster!!!
- For being a part of one of the wealthiest counties, the water quality is horrific!
- Franklin needs sidewalks! e.g Hwy 96 from bypass to Public Square. Also building of smaller homes for singles & elderly. Not subsidized housing but just smaller homes. Not everyone needs or wants 3500 sq.ft homes.
- I think we need two way rd from Franklin to Spring Hill and to build more affordable houses, it is too expensive.
- Improve road conditions.
- Improved walkability - sidewalks & walking trails need to improve, connecting neighborhoods with trails.
- In the G Mo-xie lived here we can't think of anything else but the water quality which is terrible. We turn the faucet on and the chlorine smell suffocates you. We had to buy a water purifier which was a surprise & very expensive expense.
- Infrastructure for new development.
- Infrastructure improvements need to happen in west Franklin.
- Infrastructure not keeping up with massive influx of new residents. Slow down growth! at least until other stings. Roads, etc - catch up! Finish Mack Hatcher! Rec Center (Hillsboro Rd) don't understand why can't

repair pool & keep it repaired. Large hole in floor of indoor pool. Been there several month. Heater always goes out several times each winter. Pool temp. is never consistent.

- Infrastructure not keeping up with the growth. Traffic is horrendous!
- Infrastructure to handle population and development growth (schools, electricity, water/sewer, road capacity and quality).
- It's nearly impossible & dangerous to try to bicycle in the city. If cyclists could use sidewalks & there were more sidewalks, it would be ideal. (McEwen & Carothers especially - it would be so dangerous to try to ride on road). I know many people in our community feel the same way... moved here with bikes & ended up selling then because of the aggressive drivers & lack of safe lanes. Thank you so much.
- Keep city clean. Pick up trash (litter).
- Keeping downtown viable. Walking traffic downtown is good. Must keep it. Appreciate parking garages and free parking spaces on the streets. Traffic problems are being addressed. Just lots of people and who can blame them for wanting to live in our beautiful city!
- Keeping the infrastructure in line with Franklin's growth. Making Franklin more pedestrian friendly (i.e. greenway, bike paths, sidewalks). The city has so much to offer, but can mainly/only be accessed by car. It's a perfect town for bike friendly & walk friendly paths to attract people (and even minimize traffic). To me, this is the main factor stopping Franklin from going from a "good" city to a "great" town.
- Lack of bike lanes and failure to keep current bike lanes free of debris (e.g Hillsboro Road).
- Lack of bike, hiking trails, parks, open space. Need bike lanes!
- Lack of infrastructure on all levels to support massive growth & projected growth in city and county.
- Lack of infrastructure to support overgrowth of communities such as Westhaven. Giving favors to companies like Southern Land at the expense of other citizens. Then, raising taxes by over 30% to pay for problems caused by over development. This is nothing less than crony capitalism.
- Lack of sidewalks in residential areas and linking residential areas to commerce.
- Lack of sidewalks, parking and walkability downtown make reaching businesses on foot difficult. I do not believe the City is properly managing Harlinsdale Park and is allowing uses at the park, like Pilgrimage, that are not in keeping with the location, infrastructure, size and intent of the park. Due to its location in the downtown area, traffic congestion, noise and lack of sidewalks into downtown make large events here particularly disruptive for downtown residents and guests. I believe the current trend towards allowing inappropriate events to take place at this venue is symptomatic of a larger struggle with developing downtown in a way that is supported by the infrastructure and residential nature of the area. A complete lack of attention to key infrastructure needs in downtown (like sidewalks connecting the Factory to downtown, parking and traffic flow) while allowing the promotion of large festivals and activities in downtown Franklin is troubling and not a good indicator of the stewardship of the downtown Franklin area.
- Lack of sidewalks.
- Local water rates are way too expensive.
- Make sidewalks to outlying neighborhoods. Adding unique business and restaurants.
- Many roads have faded lane markers or paint stripes. Hwy 96 near I-65 really needs a new paint job.
- Master plan and infrastructure as the city continues to grow.
- More dog parks.
- More sidewalks in Columbia Ave and other places so walking to areas would be safer.
- More sidewalks needed (walkability poor). Overbuilding is a problem - (allowing 2 houses to be built where 1 house was); building hotel(s) downtown, should be a walking area downtown. Traffic issue again!
- More sidewalks.
- My biggest issue, in living off of Highway 96 between downtown and Mack Hatcher, is sidewalks. The city has done a great job improving downtown. But the lack of sidewalks down Highway 96 (for the 20 years that I lived here) is a safety hazard, particularly with today's high level of traffic. I am amazed that the city worries about people selling the Contributor newspaper from intersections when I watch moms strolling babies down a 12 inch shoulder trying to get into downtown. The other night, I almost hit gentleman dressed in dark clothing, walking down the road. It is rumored that sidewalks are coming, but this is something that the city needs to get moving on. By connecting downtown to the Mack Hatcher sidewalks creates a bike/walking path all the way into Cool Springs. Eddy Lane is also an issue as a number of people now walk that road from 96 down to the new apartments on Liberty/Factory. This area needs to start getting the attention of the city, vs downtown, so that someone is not seriously hurt.
- My main concern is traffic & public safety.



- Need to complete Mack Hatcher on west side & Columbia Avenue traffic!
- Needs to be much more user friendly for walking and biking.
- Objectively I do not know the biggest challenge. All I know are the challenges I face as someone without a car (this doesn't concern traffic specifically). Many roads have no sidewalks. Some roads have crosswalks with no crosslight. Some roads have no crosswalks at all. For instance, Royal Oaks has no sidewalk, making walking to Kroger for shopping difficult. Buses stop too early to be effective after work for much of anything. No bus service on Sunday heavily reduces opportunities for going out that day. The car-focused development makes it difficult for those of us without a car to really get out and do things.
- Our water stinks (literally)!
- Overall cleanliness, I have noticed a lot of trash along roadways, especially on Mack Hatcher. There seems to be a large presence of possible illegals in our county as well.
- Parking, sidewalks, connectivity, trails, use & view of river.
- Parks & bike trails.
- Planning and funding of infrastructure improvements ie. Sewer and water plant capacity
- Poor road conditions. Franklin Rd Hwy 31 from Harlinsdale Farm South through downtown. And Lewisburg Pike in downtown to the Carnton entrance.
- Poor roads.
- Preserve green areas.
- Preserve open space. Safer cycling.
- Providing infrastructure (i.e. schools, roads, etc) to keep up with all the residential & business developments.
- Road construction.
- Road repair - Franklin Rd past Moore's Lane. Timing of traffic signals. Policemen who have more pleasant personalities when roads are turn up & driver can't tell new traffic pattern & policemen stop them. Have used Wm County fire/rescue several times due to my Alzeh. spouse falling. They are the most wonderful & courteous representatives of Wm County - Kudos to them!!
- Roads, transportation.
- Safe bike riding, sidewalks for school children and recreation.
- Side walks are needs especially on 96 & Eddy Lane. Increasing traffic is a concern.
- Street & highway upgrades single & double lane done correctly and not from the hip by idiot engineers.
- Street repair - very poor. Considering the high income & profile of city. This doesn't line-up with Franklin's standard.
- the city needs more sidewalks/trails which would reduce traffic
- The increase of water & the additional services you charge for are outrageous!
- The mayor's and council's approach to raising fee & tax on water use. They have raised costs in name of Fed Govt requirement. While using funds to divert present funds to other projects. Similar to OKC, OK Govt planning post 30 years. This action is my most unsatisfactory point of living in Franklin.
- The need for expanded roadways!
- The water is an issue. We live somewhat close to the water reservoir. Our water smells moldy.
- This is just a small thing but there does not seem to be any parks with trees where you can just walk around or sit and relax.
- To make a bike route or routes and keep up the public space at the love of the neighboring city "Brentwood". For example, in Brentwood, you can go with a bike to many place but not in Franklin. My family & I lived both Brentwood and Franklin and this is what I have found. While Franklin is a more historical city. 1) It lacks bike routes (we live in the city limit just cross Brentwood, and as soon as we cross the road toward Franklin, the bike route disappears); 2) In the winter time, snow is not removed from the public road in the area of Franklin; 3) Franklin do not green space as much as Brentwood; 4) Franklin charges much more utilities (especially water) than Brentwood. But I still love Franklin!!
- Too much residential development (apartments). I'd love to see more parks, trails, & bike paths to allow us to bike into downtown Franklin!
- Traffic in and out of city.
- Traffic infrastructure & pattern - sorry, but had to comment. Lighter restrictions on building apartments. Desperately need over 55 nice planned communities for active seniors.
- Utility infrastructure & residential - single and multi family housing construction.
- Water & sewage.

- We are allotting too much land for housing development. We need to preserve the natural beauty of Franklin so that the value and quality of life in Franklin will continue to grow. The focus should not be on packing in as many houses as possible. Rather we should focus on preserving the beauty and authenticity of our town. This is what has made Franklin such a gem.
- We need to connect neighborhoods via sidewalks. We are growing and don't have the infrastructure to accommodate. Parking downtown is an issue.
- When allowing development of new subdivisions, the roads must be expanded to more lanes as a requirement for new development!
- Widen roads, add right hand turn lanes, ADP roads.

## Development

- "Over building of housing in downtown area and retail buildings. Traffic problems already in downtown area".
- A healthy balance between commercial & residential development.
- Allowing rural farmland to be overdeveloped Franklin's rural countryside makes it an enjoyable and unique place to live. If the city continues to allow dense development the small town feel will disappear along with the reason I moved here. Also, Quarry off of Downs Blvd is causing structural issues in the surrounding developments.
- Building too many high-rise buildings/apartments for traffic to handle.
- Construction of new and existing places and roads is constant & too much new construction.
- Construction.
- Deciding on land use! No SF lots 20AC! Stop subdividing. Down number of apartments - or put these out by col. state & Interstate. We don't need more.
- Development: Too much! No concern for the current residents.
- Excess multifamily development.
- Franklin special school district is lowering property values!! -Too many immigrants & low housing districts. - Williamson County schools should look at dismantling FSSD! No reason for city to pay extra FSSD tax when the schools are not up to par with Wil
- Has the planning commission ever denied a building permit? More building = more people = same roads = Franklin sucks!
- High density building with no infrastructure. No one really cares about beautification.
- High density development and concentration of high occupancy Office Bldgs. All contribute to poor road planning.
- High density developments being approved that are creating traffic problems. Majority of people do not live locally.
- How to say no to more development in order to preserve the integrity and character of Franklin. Franklin is losing its charm and natural beauty for more unnecessary retail.
- I feel that there is too much development in this area causing increased housing costs & increasing congestion (traffic, schools, etc). I would like to see less of major residential areas being approved (especially in the Lewisburg/Sullivan farms area & near the target on Columbia Ave). I like the rural feel of Williamson County & I hope it continues to feel that way.
- I feel the alderman, zoning, planning are "over" developing Franklin. Putting buildings & high rise office/retail so fast that infrastructure cannot keep up. The Home Town feel of Franklin is being destroyed. It is extremely difficult to get around during 4-7 pm & 7-9 am. Unfortunately, zoning keeps changing more and more properties from residential & commercial. Very "tiny" signs may be put up. But how can you read & pay attention & traffic!!!! The council & alderman won't [?]....
- Increase in construction.
- Increase in homes and apartments being built taking away from the nature in Franklin. We seem to be cutting down trees and clearing fields at record speeds. This takes away from the beauty of Franklin and takes away the homes of thousands of wild animals
- Keeping the character of Franklin in a new development.
- Lack of green space, too many new developments and not enough comparable watching growth within the city utilities.
- Lack of protected/preserved "green" space. Every square inch is being developed.
- Land preservation. Stopping the "urban sprawl".

- Land use, zoning, preservation of green spaces.
- Limiting rental properties!! Please.
- Looking at the money first and not the town as a whole not every field needs a building on it.
- Losing small town feel.
- Loss of green space as natural environment cleared for commercial development.
- Mass construction of building taking over natural environment.
- Not over-building so that green space is at risk.
- One of the things I like about Franklin is the small town feel of it. With all of the building going on in the area, we're losing that small town feel, not to mention the open spaces that are being eliminated to put up more and more apartment complexes.
- Over building - too much too fast.
- Over building on remaining land. Do we really need all the office parks/apartments/strip malls?
- Over building. Losing the small friendly town appeal!
- Over building/ so many condo & apartments being build. The infrastructure has not being considered.
- Over development at the expense of green space/natural environment.
- Over development of farmland/ open space for subdivisions on top of each other. Preserve open space! I own a horse and appreciate having Harlinsdale. I am concerned that there will be no place to keep horses if growth continues unchecked. e.g. the subdivision on Old Hillsboro Road which is completely out of place.
- Over development. Too many homes too quickly.
- Overbuilding - No green spots left. No parking in downtown Franklin. We need more green space and parks in Cool Springs. No more office space.
- Overbuilding and not listening to resident concerns also safety in cool springs and other shopping areas.
- Overbuilding apartments and neighbors without roads (infrastructure) keeping up.
- Overbuilding commercially & residentially. We are out-growing ourselves and may lose our identity while letting this happen.
- Overbuilding downtown Franklin shouldn't be so crowded. Keep it quaint. Drainage - house flooding in Meadowgreen subdivision & not in flood plane.
- Overbuilding into land. What was pretty with grass, woods, & wildlife, is now. Starting to be nothing but homes, buildings & concrete.
- Over-building of neighborhoods. We love that we have a natural environment, but it is getting more & more developed which is less appealing. I don't see us staying here for retirement.
- Overbuilding without being mindful of traffic flow. Need more walking-biking paths for safe outdoor exercise, connecting homes to Franklin.
- Overbuilding!
- Overbuilding! Re zoning to allow building to over develop. Westhaven is a prime example. When I purchased, my townhouse on Pearl St, it was to be the only townhouse portion of the WH development. Now there are condominium, multi story building, renting and the crime has escalated!
- Overbuilding, we are losing all of our country atmosphere!
- Overbuilding.
- Overbuilding/overgrowth - with 10,000 new school children slated to move into this county over the next five years, the quality of this community will be in jeopardy. \* Franklin needs to install street lights along Mack Hatcher. The roads been widened considerably and a sidewalk put in all along the west side of it, but it's dark along there after sunset. People work in the business district along Murfreesboro Rd, and it would be a lot safer for those of us who have to walk to and from work. Please street lights! \* The intersection at 5th/Lewisburg Pk. & So. Margin St is in desperate need of a stop light! It is very hard for people traveling east & west on So. Margin to navigate that curve.
- Over-development: We feel the pace of building new homes/ subdivisions & business is too fast & needs to slow down & become more thought-out & deliberate.
- Planned development - road use, save open farmland.
- Preservation of green space and repurposing of old commercial/retail space rather than just replacing with new and allowing old to remain vacant and become an eyesore.
- Preserving green spaces, not overdeveloping - rapid growth.
- Preserving the beauty-natural, green space! That's what makes Franklin such a desirable place to live. Don't overbuild!



- Preserving the land and resources with such aggressive development, by companies and private developers, while growth & progress is essential, a balanced approach would be good.
- Removing all trees for more building. Taking away beauty that brings people here.
- Sometimes I wonder if people in zoning department are thinking of preserving the nature. "Every" open lots seem to becoming new residential developments. Very sad to see.
- Stop building new homes and stop destruction of environment. Stop building 1 million \$ home in the middle of downtown/Franklin. Stop wasting money on street projects with bricks crossings. Stop building hotels, 4 story in the middle of historic town. This is town! [?] all.
- The building on green spaces/ farm land. Economic development must be balanced with what makes Franklin beautiful and charming.
- The most important issue other than traffic, contributes to the traffic problem. New businesses and corporations are opening before schools and the impact of overcrowding are planned with a solution for all parties involved. Especially tax payers!!!
- The pace at completing new development. And, obviously (traffic) is number 1.
- Too much development going on such as high density housing. - Lack of walkability. There are many folks who would like to walk back and fourth from the factory and downtown. Franklin and there are no sidewalks, so it is a dangerous undertaking. - Walkability is a #1 factor for keeping people safe connected and fit!!!
- Too many apartments being built.
- Too many apartments being built. Too much development in historic Franklin - it has lost it's charm & character that drew us to Franklin in the first place. It's becoming the next Atlanta - overpriced and overcrowded! Too much development!
- Too many apartments!
- Too many apt complexes.
- Too many developments destroying the last of the raw land.
- Too many homes - losing the natural beauty which is the reason people want to move here. Going forward lots need to be at least 1/2 acre or more.
- Too many houses & too close together, causes too much congestion in all facts of life including traffic. We are always playing "catch up". They let builders & developers build, then we need schools & facilities & more firefighters & more police.
- Too many new constructions - Good city sponsored events but- too many people converge downtown. Need to make downtown pedestrian area - no traffic.
- Too many office buildings and complexes in the near future will create overcrowding & reduce the natural landscape.
- Too much building new home without infrastructure to handle it. Also more building and schools are being overcrowded.
- Too much commercial growth without infrastructure improvements (especially no Mack Hatcher extension).
- Too much development of housing & business, and the roads have not kept up. Terrible traffic. I have been a resident of Williamson Co since 1979, and although I understand the growth, it is not acceptable to continually build with no thought to the road situation.
- Too much development too quickly. With the rapidly growing area, this puts stress on residents with rezoning of schools every 2-3 years and commuting for work.
- Too much development too quickly. We are quickly losing the things. I moved to Franklin for.
- Too much development.
- Too much new development - over crowding losing small town feel!
- We need to stop building on every green space - too much growth. Where is the fields - wooded areas we used to have. Curtail development of unlimited sub-divisions.
- You need to stop taking small properties & adding homes on them. Follow the HUD guidelines.

#### Transportation: Traffic Flow, Public Transit

- #1 issue - traffic (as mentioned). #2 Cost of living/extra curricular activities.
- (1) Enforcing traffic regulations. (2) Managing growth so that all areas are treated equitably. (3) Eliminate the feeling of "downtown" vs the rest of us.
- 1) Traffic circulation. 2) Managing growth.
- Approving new builds without regard to impact on traffic!

- Bad dog traffic.
- Better public transportation routes, better public transportation shelters, better pedestrian access (sidewalks).
- Complete Mack Hatcher!
- Cut through drivers from Highway 96 - through 7th ave north - to Columbia Avenue - This street desperately needs a speed bump - It is used for a race way between the stop signs - I have reported it many times. It is our accident waiting to happen. Thanks.
- Education in how to use the public transportation.
- Every problem I can think of relates to transportation. Bike lanes, bike paths, sidewalks, and better ways through and around town. Complete the Mack Hatcher circle and widen Columbia to 4 lanes. Another big problem is a community college with no public transportation access. How does one thin that opening a new community college without having immediate access via public transportation is in any way acceptable? Major dropped ball!!
- Expansion - traffic - too large too quickly.
- Franklin spends entirely too much money on traffic lights. 18 to 24 lights at any intersection is too much!
- Getting around traffic.
- I have only been here for 3 years but it seems that traffic (yes, I read the question!) is key to the development of the entire area. Nashville and its environs are some of the most confusing traffic patterns I have ever seen. It is very difficult to drive here.
- Improving traffic flow while managing overall growth to maintain the "small town" feel that Franklin has - especially downtown Franklin
- Increased traffic.
- Just traffic.
- Just traffic.
- Mass transit without a rail service going from Columbia to Nashville congestion will continue to get worse and more importantly it will limit economic growth in Franklin and region.
- Mass transit.
- McEwen traffic!! I take my life in my hands every morning and evening entering and exiting McEwen Dr to Wilson Pike! You people are way way behind the traffic curve out McEwen way! (Way way way 3 years at least).
- More transportation opportunities for handicapped.
- Most significant - traffic otherwise, love Franklin.
- Need Mack Hatcher Parkway west. Too much high density housing being allowed. Not enough sidewalks. Protect the Harpeth River.
- Not to over-build the city's reasons that tourists, etc come to visit. The quality of life inside Franklin is rapidly declining. Streets are becoming very bad to navigate and, in some areas, even dangerous. Need sidewalks and repair in town; not on the outskirts, i.e. New Hwy 96! Thanks!
- Pls approve and build Mack Hatcher Extension asap!
- Public transportation to Nashville is the main concern for me. other than that Iam ver much happy living in franklin
- Put a red light at my drive way so I can get out in the morning from 8:00 am to 9:00 am Rutherford Country has me block.
- Roads are too crowded. Lanes of traffic need to be increased!
- Sorry, but traffic is it. I guess having schools that are more centrally located to population they serve.
- That is the main issue. Would love to see more sidewalks and bike paths available.
- The above issue is the only major problem Franklin has!!!! So work on it!!! instead of ruling it out. Charge new road improvements to new mega businesses, instead of letting them locate here for free.
- The flow of traffic, too many cars; not enough roads.
- The Mack Hatcher extension.
- The traffic.
- Time the traffic signals. Shorten red lights over 2 min is wrong.
- Traffic - difficult to navigate - especially 96 and Mack Hatcher - Water bill too high.
- Traffic - Franklin is a fabulous place to live I raise a family.
- Traffic - too much subdivisions but no street improvement: ie. Clovercroft Road.
- Traffic - traffic - traffic needs to be controlled! More roads into Franklin (a must).

- Traffic - Traffic - Traffic.
- Traffic - Why after fixing streets, don't they widen them! Traffic is horrible. But I love Franklin.
- Traffic "is" the number one problem.
- Traffic & more Middle School. More grocery stores and farmers markets.
- Traffic & over growth. Killing the intimacy that we've enjoyed about living in Franklin! Too much!
- Traffic & rising taxes.
- Traffic & school zoning. I live in Westhaven & don't want to travel all the way to Thompson Station for High School when Franklin High is 5 min down the road. My tax dollars go to Franklin my child should be able to attend Franklin School.
- Traffic (sorry) the traffic is hitting a peak, it is still flowing but getting congested. Time lights better - no new traffic.
- Traffic and parking.
- Traffic congestion in evenings returning from work to home.
- Traffic congestion through the city is a nightmare!
- Traffic congestion. Preservation of Franklin's open spaces and historical areas and image.
- Traffic control.
- Traffic flow, loss of green space. Over development & lack of planning. Unable to sustain growth.
- Traffic going towards and through downtown Franklin via Franklin Rd and Hillsboro & Columbia Ave has become increasingly congested every year! Roads need to be widened & better lighting is also important for overall safety (walkers, bikers, cars).
- Traffic in certain areas at certain times. (Royal Oaks Blvd South) & Mack Hatcher South Loop.
- Traffic is a huge issue and with all the new apartment buildings and other housing being constantly, this is only going to get worse. Other than that, we love living in Franklin! We would also love to see a separate recycling bin to our normal trash bin so that recycling can be made easier/more convenient. It would encourage others to recycle more as well.
- Traffic is getting worse.
- Traffic is the biggest challenge facing Franklin today.
- Traffic is the biggest issue for Franklin.
- Traffic is the issue.
- Traffic light timing is horrible. Too much traffic during peak travel times.
- traffic on Hillsboro, Columbia Avenue
- Traffic really is about it. I feel like a more connected sideway and greenway system would help open up more opportunities to walk or ride a bike to a business within a couple of miles of home. Right now we have a system of random and disconnected sidewalks and greenways. With some work to connect some of them and then thinking about walking and bike riding as a means of transportation going forward, many more opportunities will open up. This is not the only case, but a great example, you can't safely walk from downtown to the Factory.
- Traffic!
- Traffic!
- Traffic! Overbuilding of surroundings.
- Traffic!!
- Traffic!!!
- Traffic, traffic, traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic/ population growth.
- Transportation is a high issue. Southy has to be done. It takes me 20-25 minutes just to reach I65. Unacceptable! What ever happened to the expansion of Mack Hatcher? We need this!!
- Transportation main issue.
- We need a train to take people to work to Nashville. It has become unbearable and makes me want to move to Nashville rather than live in Franklin.

- We used the park & ride to Nashville for 1 year & appreciated it. We commute everyday to Nashville, my husband work there & traffic is frustrating.
- You mean besides traffic? well... traffic, traffic, traffic. After that? crime/safety.

#### Economic Health: cost of living, taxes, jobs

- (1) water bill is so much higher here than it was in Davidson County, and for some reason we have to pay two bills. I don't understand why either of those are true. (2) Gasoline prices are also very much higher in Franklin and Brentwood than in other areas of middle Tennessee, seems we are being gouged based on location vs. other areas, up to 25 cents more per gallon vs. locations like Old Hickory Blvd at Nolensville Rd for example.
- Affordability!
- Affordability.
- Affordable living.
- Available lower income workforce.
- Continue overhead economic health of Franklin.
- Cost of childcare & home prices.
- Cost of living - home prices - keep climbing making it difficult to afford a home here.
- Cost of living - housing shortage. Preventing crime & drugs! Number of "quality" schools?
- Cost of living and availability of mental health providers.
- Cost of living and housing.
- Cost of living and losing that "small town" feel.
- Cost of living houses are \$400k. It's crazy. I'm a CPA and my husband is finishing up pharmacy school and we can't buy a house. If we can't then a lot of young people can't either.
- Cost of living in this county.
- Cost of living is rising.
- Cost of living is very expensive. Home ownership is almost 0 to none for single person with kids. No affordable housing anywhere.
- Cost of living, commercialization, building too much & taking away green space.
- Cost of living.
- Cost of living.
- Cost of living.
- Cost of living.
- Economic inequality, more affordable health clinics & care for working & poor.
- Efficient management of finances. Safety, management of natural environment.
- Expense of living here in Franklin, very expensive.
- High cost of living.
- Increasing property taxes and the prospect for even higher hikes because of growth and push for "affordable housing." All is not a priority of mine or my family's. Allow market forces to sort housing options - They are efficient, government rarely is.
- Increasing taxes, growth (too fast).
- It's a family friendly community, but many cannot afford to live here including people that grew up in families within Franklin.
- Job Growth
- Jobs
- Jobs and schooling opportunities for the growing community. Students needing to travel far distances to get to their designated areas.
- Keeping city gov't spending under control.
- Keeping the tax rate low!
- Lack of manufacturing jobs.
- Living in Franklin should be affordable to all. Being able too buy these old houses and fix them up should be affordable too working people?
- Local employment opportunities.

- Making Franklin a place where life time residents, to include their children, can afford to be a place where we can afford to live. Franklin/Williamson County has two several districts. There was a time when this served the best interests of both Franklin and Williamson County residents. However, that has long passed and the additional tax burden of the FSSD school tax makes the high cost of living in the FSSD/Franklin area more costly than now necessary. By now combining the two school districts, there would be a good deal of savings on FSSD and county tax payers by consolidations and better utilizing Middle School and Elementary School facilities.
- Managing the cost of growth are existing residents don't have to pay the costs of new residents - The need for impact fees.
- Property tax gap. Tired of paying higher property taxes on my home in subdivision versus a farm or large, more expensive tract in same zip code. The gap is too big and these land owners need to pay more of the value of their land then zoning it agriculture etc. This would generate more income and help provide all these other services with the funding needed to implement.
- Rent prices pushing Mom & Pop stores out.
- Small businesses that gave Franklin it's charm are unable to pay the increasing rent prices. We are getting more typical chains and losing the boutique "homey" nature of Franklin.
- Taxes - Concern with growth. Slow - Bldg too much for tax base & growth of schools. It has got to slow effecting retirement community.
- Taxes & overcrowding.
- The cost of living for people moving into town.
- The cost of living is so high. Rent is ridiculous. And buying a house is pretty expensive as well.
- The cost of living seems to be rising rapidly in Franklin, compared to similar small/medium towns I am familiar with.
- The cost of living/housing. Franklin is known for the citizens being upper middle class and up. Unfortunately, that means that everyone else, especially the people who work here, cannot afford to live here.
- The removal of industrial working class jobs.
- The rising cost of living in Franklin on a fixed income.
- Too much housing dev. - increases not only traffic but burdens the education services. As an educator, I see class sizes much too large 25+ students! Class size should be a max of 20-22.

## Safety

- 1. Increased safety risks with growth (crime, traffic and distracted drivers) Other concerns: Our school crossing guards are not all well trained and that program could use a rehaul! Franklin High needs an additional entrance from Mack Hatcher which should include on-street parking for overflow (proposed to Charles Sargeant). Also desire MUCH more Harpeth River access and a riverwalk or similar
- Being alert to any potential terrorist activities.
- Bullying and the availability of prescription medications in our public schools are serious problems.
- Crime due to developing neighborhoods.
- Crime, traffic.
- Crime. Finding the balance between positive growth & heritage.
- Crime. Safety - day and night.
- Drug and gang related issues.
- Drug enforcement and education throughout the community. Drug abuse is much more prevalent than folks believe.
- Drugs - more police, more roads, stop building.
- Emergency preparedness (services that prepare community for emergencies).
- Home and car burglary/traffic issues.
- Increase in crime (drug/robbery).
- Increased crime due to increase population.
- Increasing crime. Controlling growth/matching infrastructure to growth.
- Keeping our town & communities safe!
- Keeping residents safe.
- Keeping us from bad people. Please stop the people from selling papers on the street!

- Maintaining a safe living environment as Franklin grows. Other than that traffic flow is a huge issue "Now" that must be addressed as it will only worsen as Franklin grows at a rapid rate.
- More education for police on domestic abuse issues. Affordable housing, making life easier for those less fortunate, outreach with refugees, be vigilant about planning with traffic & growth, use signage that you post to warn people about traffic for upcoming events for other uses such as a way to get citizens more involved in things that matter. Be vigilant about allowing Islam/Muslim principles invade schools & legislature. Bring god and prayer back into schools & courthouses. Get some judges on the bench who are not 98% of the time pro-dad in civil disputes and divorces. Seriously, it is way beyond ridiculous, many notice it and it is unfair and dishonorable & shameful.
- Most of us don't really know about our problems but it seems we still have home breaking and drugs so those problems are one and the same, I think our young people are doing well under the circumstances.
- Night-time safety of community.
- Presence of Police. I never see police officers unless they're trying to get people for speeding in hidden locations. More restaurants that are less expensive. I also feel like there is a lot of housing, but fun things to do instead of having to go downtown to Nashville.
- Safety & traffic.
- Safety for downtown employees. The parking availability not only for visitors (especially elderly) but for the employees as well, feeling safe getting to their ride or home after working. Also making all ages & economic status feel welcomed. Franklin can be off putting by the higher expense and seems sometimes catered to the older, higher class.
- Safety for residents.
- Safety must be maintained!
- Safety.
- Safety.
- Safety/crime prevention.
- Teenage crime.
- The amount of half raised children wondering the streets, the stop of illegal drugs. Codes going to some houses to enforce codes and looking away at other. Dogs running loose or people walking their dogs and don't pick up after them. In other words, let them poop in people's yard on the street. Loud music when you are trying to sleep at night. Cars squealing their tires late night. The cost of living for the retired people here in Franklin, we all need to pay less taxes, utilities for they constantly going up nobody gets a fair deal cause the cost of living exceeds your retirement income.
- The level of criminality needs to be in check. Overlooking small crimes increases the possibility of more serious crimes.
- The potential for increasing crime.
- To keep maintaining a high quality Police Department, and let citizens know that their cooperation with our police is essential.

#### Inclusion/Diversity

- Being more open & welcoming to a more diverse population (different religions, cultures, etc).
- Diversity
- Diversity providing opportunities for diverse cultures to come together & learn & grow as a community.
- Ethnic diversity and affordable housing
- Franklin is very cliqueish. As more and more people relocate here from other geographic locations, they expect the city to be more open minded than the typical Franklin old guard super-religious conservative population. There is a lot of intolerance here, for people with different religious beliefs or no religious beliefs, the LGBTQ community, and those of different ethnicities.
- General lack of diversity in population, united/hard to find affordable housing.
- I would say diversity in general and next I would say job opportunities. I moved here from Washington, DC and kept my job as I can work virtually, however, I would not stay in Franklin or Nashville if I had to get a job locally. There are less big businesses here and salary is often \$20k below industry standards which is disappointing. The city is much smaller than I had anticipated and though there is a lot of growth, the majority of the people I know who have moved here recently are employed at larger out of state businesses and work remotely.



- Inclusion of all people, regardless of social, racial & economic class; not just wealthy elite whites.
- Inclusion of diverse cultural and ethnic backgrounds into fabric of community; fostering community unity; increased preservation of historical sites & heritage.
- Keeping Franklin family friendly & not turning it into an adult only area.
- Lack of diversity & discrimination to those that are.
- Making sure people embrace diversity & work together. Not expanding too quickly at once.
- Many residents are extremely racist to myself and my family. I hold a law degree & never expected to be treated as poorly. I know you will probably never read this, but my husband and I moved to Franklin, TN from Virginia after he served 14 years in the Nanny, thinking this area would be a good place to raise our young children. We have been met with nothing but callousness and disregard, and even flat-out racism. We are seriously considering moving so that our children have a better place to grow up in. I do not like the way my children have been treated outside of school and I am hopeful that another job opportunity presents itself so that we may move away from here ASAP.
- Not diverse enough. Houses are over priced!!
- Not enough Blacks with jobs in Franklin! City or County govt. Get rid of the good old boy network.
- Reaching out to new residents. Being near Cool Springs. We feel more detached/ unaware of goings-on downtown and is not always easy to find (improve web outreach/enhance community calendar).
- Sense of community.
- The poor & rich communities learning to love & respect each other.
- We don't have as many kid friendly areas (i.e. Splash Pad) as some of the neighboring communities.
- With the amount of tweens/ teens - need more facilities for hangouts, socializing that is teen oriented and safe.

## Schools

- Building enough schools to keep pace with growth. At some point, the huge influx of students each year will begin to negatively effect our ability to educate so many students.
- Combine the special school district with the City & County School System.
- Confusion of having 2 school systems!
- Constant school rezoning. The "busing" that occurred for Centennial. Its has always appeared political and inappropriate. Franklin its has been left "pure". That's a problem, everyone knows it. Centennial's reputations has wrongly suffered for it.
- Education & safety, planning & development.
- Educational opportunities with continued growth.
- Franklin Special School - needs to join county system for improvement.
- Growth of schools.
- Helping school system with growth!
- Increase emphasis on higher education.
- maintaining high quality public education for our children and the infrastructure
- Maintaining public education at A-1 level, develop affordable housing for teachers, police & firemen.
- Management of the growth of schools.
- Only one school system - No need for the FSSD-tax dollars. Need to go to only one system.
- Over crowded schools with poor zoning boundaries.
- Overcrowded schools/the need for more schools; more affordable housing; unchecked development - related to traffic issues.
- Overcrowding in schools is an issue which needs to be addressed quickly.
- Overcrowding in schools, lack of funding for facility improvement in current schools and for building new schools. \*\*My daughter attends a Williamson Cty. High School.
- Planning new schools before the new home developments are built. Perhaps requiring builders to pay some of the costs for the new schools in a tax on development.
- Quality of public schools.
- School board is scary!
- School zoning - The high school zoning does not make sense to me. We live in West Franklin and are zoned for Independence when Franklin High is so much closer. We will consider private schools because of this. Otherwise, Franklin is great!

- Schools.
- Schools.
- Should spend more per child on education so all the 'Invest' campaigns are not required.
- Split zone neighborhoods between FSSD and WCS!! It's not fair when the neighborhoods are unevenly split and only a few kids go to school with you and the rest of neighborhood goes to school some where else! The school boards have told us they don't want to work together to fix this. Please make them do something about this! I know many people who are moving away because of this! And I'm not sure why we still have two school systems! It's a big waste of tax dollars!
- The adequate funding of the Williamson County Schools System is crucial. The schools are not funded to keep pace with growth. Pass a property tax increase!
- We need more schools. Too few schools. Not enough parking in downtown.

## Other

- - Snow and ice removal - Terrible!! One week after a snow storm, the shady side of the 5-lane section of Hillsboro Rd in Fieldstone Farms, still had a solid sheet of ice across the entire road. Major intersections should be salted 30 ft out in every direction
- 1) Getting high speed internet service to more rural areas! 2) Maintaining rural feel of area.
- 3 year resident observation - regardless of the trade or service provided in Franklin there is a sense of entitlement combined with charging tax dollar yet delivering a poor quality product/service. To name a few: builder, lawn care, utilities, tv cable, sewer, trash collection..
- Availability of more retail options and restaurants, especially at Hillsboro Road close to five points.
- Barking dogs in neighborhoods!
- Communication. I'm sure there are more opportunities recreation, entertainment, & health happening in the community, but I never hear of them.
- Consistent application to developers in regards to improvements, etc.
- Continued spending of city funds to acquire land for parks and historical site without a public vote.
- emphasis local small businesses in addition to national restaurants/shopping
- Enormous ethnic immigration from the east for work. Cool Springs Mall is nasty now. Looks more like Hickory Hollow because of the customers. Franklin should be careful. Edison, NJ became completely overtaken by a certain ethnic group, pushing everyone else out. It isn't diverse if it's over-run by one group.
- Environment: Homes and buildings here are allowed to burn natural gas lamps 24/7/365. Ridiculous! We don't live in Dickensian England! Due to the desire of the city to keep this area more-or-less historical, the sidewalk situation is very bad here. The city pays little attention to bike and walking paths. There aren't any bike paths and sidewalks situation is really bad. Need greatly expanded trolley system. It covers very little territory. Too much overbuilding of ugly, expensive houses! I think Franklin is determined to sell off every bit of greenspace and surroundings farmland. There is little affordable housing here. Rent is very high! Sometimes the water quality is ghastly, and the city of Franklin needs to figure out what they are doing wrong in their treatment of the water. Some water comes from the Cumberland River, some from the Harpeth. Egyptian Lacquers had a spill here awhile bad. I still don't think they have totally resolved the issue. Sometimes there are chemicals in it that shouldn't be there. It's scary!
- HOAs.
- Holding to traditional American moral values.
- I have owned a home here for 8 yrs & don't reside 100% full time as I travel often for work. Part of what drew me to Franklin vs Nashville was small town feel, quieter streets and neighborhoods, less traffic etc... Now with so much growth of business, the beautiful rolling green hills we love so much are becoming populated with unsightly homes & buildings. The traffic on 65 at certain times of the day is at a standstill, I am concerned that although obviously economically speaking this is great for the city & also for out home's real estate value... Too much population & commerce will ruin the quaint, pristine "small town" feel of Franklin. It will likely push a fair amount of us out to the outskirts to other counties, where things are quieter.
- I think that basic city maintenance could be improved. There need to be more lighted walking paths, especially near Jim Warren park. If they aren't playing ball the lights are off and this feels dangerous. I also believe that the city only salting mainroads during ice storms is problematic: If you don't salt the side streets near my home I still can't get up a hill and off to work. This decreases the amount of income in my household and also in our community.



- I think the government over-regulates opportunities for new development. Case in point is Hampton Inn's desire to build a hotel where Datsun's Restaurant used to be. Government's role is to provide freedom, not to constrain innovation.
- I would like to see all utilities put underground eventually including the metal transformer casings that one put in people's yards. It is possible to hide all such electrical infrastructure.
- If chain restaurants continue to come, I'm afraid Franklin will lose its "small town" identity. That being said, I really want Trader Joe's to open out here!!!
- In competing with the hip atmosphere of the Nashville area, adding more of a night scene for younger adults. No clubs, but later hours for existing restaurants and new coming restaurants. Possibly more live music events would be appealing. All in all, my husband and I both love Franklin and the direction it is headed!
- Keeping the community active and engaged and involved. Making these opportunities known and open to all Franklin residents.
- Lack of available intermists taking new patients, & nothing to "welcome" new residents that give info on the area & coupons with discounts, etc. I'd love to see a podcast twice a month explaining what is going on. This is big - I live less than a quarter miles from where that bomb had been placed in a car on Cool Springs. The PD insisted there was nothing "life threatening" going on. 'Excuse me', your PD should be tweeting info. Even if it's on the weekend. #BigDisconnect.
- Maintaining the community's 'heart'. Not forgetting the important of the longtime/'forever' members of this community.
- Maintaining the current quality of life & the small town community feel.
- Management of city staff, bureaucracy (3rd time a charm).
- Meriden Police & use block page.
- Modernizing city web site. Relocating City Hall from Square.
- Need greater percentage of democratic party members and less republicans.
- Next presidential election.
- Older people need closer food sources to downtown, be it groceries or affordable restaurants. Need a grocery in the Liberty Pike area. Also in the Old Hills area. Need more affordable apartments. Really need better traffic flow. Need more sidewalks, especially on 96 E.
- Our children being exposed to too many social media dangers: twitter, snap chat, vine. These devices in our schools and being used by our kids are becoming a serious issue with parents. Safety in the schools is a priority for us.
- Overall unfairness based on location. All areas in Franklin are not equally evaluated & given the attention it needs to prosper.
- Parking for downtown businesses & events.
- Perhaps communicating to its citizens the following: the direction or strategic growth plan the current administration has for the city of Franklin and its timeline, the financial well being of the city and how would the city financially accomplish its growth and development plans
- Preserving natural small town & rural feel & reality of Franklin.
- Prohibit spray of chemicals by airplanes "chemtrails". Reduction & destruction of natural "greenways", riverside natural growth, removal of trees & other natural habitat for animals, birds etc etc.
- Right-wing extremists make up a significant part of county commission. They consistently work against public schools.
- The influx of the Islamic Community!!! My family escaped their horrors in the Middle east.
- The schedule needs to be posted, disseminated, handed out to people. It's very hard to find a schedule.
- The subdivision streets I live in.
- There are very little restaurants in Franklin for the sophisticated palette. Plenty of franchises, but not enough local/ trendy eats for date nights or even with kids. Surprisingly disappointed we like the growth we are seeing an McEwen Carothers area, but am concerned highly with the lack of green space and traffic. 96 has become what looks so rundown. Sprouts and the facelift to that shopping carter was helpful, but it could use a lot of TLC.
- Thermo pollution.
- Too many Hispanics living in low income apartment, poor quality of life on those areas. crime, overcrowded units with Hispanic residents, most of them probably illegals. Sycamore Drive apartments are 99% occupied with Hispanics, non-Hispanics don't want to live near them due reasons mentioned above. More quality

housing for people with moderate income. but don't see that happening in city of Franklin. Because majority of Franklin decision makers etc are all wealthy they don't care and they don't want to evn build such a housing. Williamson county is made of rich, racist, bigot residents like Trump who only look after themselves and improve conditions only in suburbs and subdivisions for people like them. Very obvious. Even this survey is a joke, you can suvey all you want but nothing gets done for poor people. This survey does nothing. Same wealthy people are sure taking care of another wealthy people but poor or moderate income households are not in that equation. Such a shame. Franklin police is racist lke the rest of county.

- Too much republican rep - need new areas.
- Trying to get a septic permit.
- We have enough Civil War sites. Don't think more should be added. We have enough walking trails. Adding new construction which increases traffic is the biggest problem. Columbia Hwy needs to be widened to Spring Hill. Mac Hatcher bypass needs to be completed to make the entire circle.

#### Don't know

- Big problem.
- Can't be beside this - It is the ultimate problem!
- Do not know. I'm elderly-50 but I am very interested in the city.
- Don't know.
- Don't know.
- Don't know.
- Don't know.
- Don't know.
- Franklin is a very quiet, safe neighborhood, we like to live it here.
- Franklin is doing a good job. I have found friendliness, good sense of belonging & quality of life when I was more active. Now I am limited, but proud to call this home!
- Have no idea!
- Haven't lived here long enough.
- I am a senior and caregiver for a 100 year old mother, so I am not very involved at this time.
- I do not know.
- I only moved here the middle of July 2016 so I don't have much of an opinion yet.
- I'm new in city and soon to know!
- None, other than transportation.
- None. right now.
- Only lived here 16 months. Not really sure of Franklin's challenges.