

# THE NCS™

The National Citizen Survey™

## Franklin, TN

Comparisons by Demographic Subgroups

FINAL  
2016



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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 discusses differences in opinion of survey respondents by age, sex, race/ethnicity, housing tenure (rent or own) and housing unit type (detached or attached).

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,060 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Within the pillar of Community Characteristics, respondents who identified as White alone tended to rate general aspects higher than those who were Hispanic and/or another race. Renters or residents living in attached housing were less likely to positively rate aspects of Built Environment such as variety of housing options, availability of affordable quality housing and overall quality of new development in Franklin.
- Ratings for aspects of Governance varied among demographic groups. Younger respondents were more likely to positively rate overall confidence in the Franklin government and the Franklin government treating all residents fairly compared to their counterparts. Residents who were 55 and older tended to give lower ratings to aspects related to Mobility, with the exception of bus or transit services, where older residents rated this aspect higher. Residents who owned their home or lived in detached housing were more likely to favorably rate garbage collection, recycling and yard waste pick-up services.
- Within the pillar of Participation, residents who identified as Hispanic and/or another race were less likely than their counterparts to recommend living in Franklin to someone who asks or that they planned to remain in Franklin for the next five years. Residents older than age 34 tended to be more likely to report they recycled at home or made efforts to conserve water.
- Residents between the ages of 18-34 reported higher levels of satisfaction with the City of Franklin’s management of growth compared to their older counterparts. Female survey participants tended to indicate they would be more likely to use the mass transit route if any of the proposed improvements were made than male residents.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
The overall quality of life in Franklin	97%	97%	96%	97%	97%	98%	92%	97%	96%	96%	98%	97%
Overall image or reputation of Franklin	99%	96%	96%	97%	97%	98%	93%	97%	97%	96%	98%	97%
Franklin as a place to live	96%	98%	97%	98%	96%	98%	93%	96%	97%	97%	97%	97%
Your neighborhood as a place to live	90%	93%	94%	91%	94%	94%	86%	86%	96%	96%	86%	93%
Franklin as a place to raise children	98%	97%	96%	96%	98%	98%	95%	95%	98%	97%	96%	97%
Franklin as a place to retire	93%	85%	83%	85%	87%	85%	90%	83%	87%	84%	90%	86%
Overall appearance of Franklin	99%	95%	92%	96%	94%	97%	90%	96%	95%	94%	97%	95%

Table 2: Community Characteristics - Safety

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

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall ease of getting to the places you usually have to visit	64%	56%	59%	60%	59%	58%	67%	61%	58%	58%	61%	59%
Traffic flow on major streets	32%	23%	25%	26%	27%	25%	35%	26%	26%	27%	25%	26%
Ease of public parking	67%	49%	48%	52%	56%	53%	59%	50%	55%	54%	52%	53%
Ease of travel by car in Franklin	66%	43%	40%	51%	45%	46%	63%	52%	47%	46%	51%	48%
Ease of travel by public transportation in Franklin	12%	26%	31%	25%	23%	23%	29%	23%	24%	23%	23%	23%
Ease of travel by bicycle in Franklin	34%	36%	37%	40%	32%	36%	36%	38%	34%	33%	39%	36%
Ease of walking in Franklin	58%	57%	62%	57%	61%	58%	63%	54%	60%	59%	56%	58%
Availability of paths and walking trails	59%	59%	62%	61%	58%	60%	60%	57%	61%	59%	60%	59%

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Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Quality of overall natural environment in Franklin	89%	87%	89%	90%	87%	88%	90%	88%	88%	86%	92%	88%
Air quality	93%	86%	84%	86%	90%	88%	89%	91%	86%	86%	91%	87%
Cleanliness of Franklin	99%	94%	89%	94%	94%	95%	92%	93%	94%	92%	96%	94%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	78%	77%	78%	81%	74%	78%	76%	77%	78%	76%	79%	77%
Public places where people want to spend time	91%	88%	88%	90%	87%	89%	87%	86%	90%	87%	91%	88%
Variety of housing options	47%	45%	53%	45%	51%	48%	50%	35%	54%	51%	42%	48%
Availability of affordable quality housing	28%	27%	28%	25%	30%	28%	29%	17%	33%	32%	19%	28%
Overall quality of new development in Franklin	76%	81%	75%	80%	76%	81%	64%	73%	80%	80%	73%	78%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall economic health of Franklin	96%	95%	94%	93%	97%	96%	89%	94%	95%	94%	96%	94%
Franklin as a place to work	92%	91%	88%	92%	90%	91%	89%	89%	91%	90%	92%	90%
Franklin as a place to visit	89%	94%	93%	95%	89%	95%	84%	92%	92%	92%	93%	92%
Employment opportunities	70%	81%	73%	71%	82%	78%	68%	69%	79%	78%	71%	76%
Shopping opportunities	91%	96%	92%	92%	95%	94%	93%	90%	94%	94%	92%	93%
Cost of living in Franklin	35%	40%	46%	41%	41%	43%	30%	28%	47%	44%	33%	41%
Overall quality of business and service establishments in Franklin	91%	88%	87%	89%	89%	91%	80%	87%	89%	88%	89%	88%
Vibrant downtown/commercial area	88%	91%	88%	90%	88%	93%	75%	89%	89%	90%	88%	89%

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Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Health and wellness opportunities in Franklin	77%	84%	92%	87%	83%	87%	76%	79%	87%	86%	82%	84%
Fitness opportunities (including exercise classes and paths or trails, etc.)	81%	76%	79%	78%	78%	79%	77%	78%	78%	77%	80%	77%
Recreational opportunities	77%	77%	81%	79%	77%	79%	76%	77%	78%	77%	79%	77%
Availability of affordable quality food	77%	75%	81%	78%	77%	79%	73%	69%	81%	79%	74%	77%
Availability of affordable quality health care	76%	75%	82%	79%	76%	80%	69%	73%	79%	79%	74%	77%
Availability of preventive health services	84%	78%	84%	81%	82%	84%	73%	77%	83%	82%	79%	81%
Availability of affordable quality mental health care	71%	68%	69%	67%	71%	69%	68%	65%	69%	68%	67%	68%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall opportunities for education and enrichment	85%	87%	89%	89%	86%	89%	84%	86%	88%	87%	88%	87%
Availability of affordable quality child care/preschool K-12 education	48%	63%	65%	55%	67%	61%	60%	48%	64%	60%	60%	60%
Adult educational opportunities	94%	93%	91%	92%	93%	92%	95%	89%	93%	93%	92%	92%
Opportunities to attend cultural/arts/music activities	58%	68%	68%	66%	65%	63%	73%	62%	66%	65%	65%	65%
Opportunities to participate in religious or spiritual events and activities	76%	81%	80%	78%	81%	83%	65%	74%	81%	80%	77%	79%
	86%	92%	92%	90%	91%	94%	77%	84%	94%	94%	84%	90%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Opportunities to participate in social events and activities	88%	88%	83%	85%	88%	88%	81%	83%	88%	88%	83%	86%
Opportunities to volunteer	79%	90%	87%	84%	90%	88%	82%	79%	90%	89%	81%	86%
Opportunities to participate in community matters	67%	79%	79%	77%	76%	78%	70%	66%	81%	78%	72%	76%
Openness and acceptance of the community toward people of diverse backgrounds	58%	61%	67%	59%	66%	66%	42%	54%	65%	66%	53%	62%
Neighborliness of residents in Franklin	76%	76%	78%	76%	77%	79%	67%	67%	81%	80%	69%	76%

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Table 10: Governance - General

	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Percent rating positively (e.g., excellent/good)												
The City of Franklin	94%	93%	92%	93%	94%	94%	91%	95%	92%	92%	95%	93%
The value of services for the taxes paid to Franklin	77%	76%	79%	76%	79%	78%	78%	72%	79%	78%	75%	77%
The overall direction that Franklin is taking	79%	71%	73%	74%	73%	75%	68%	72%	74%	72%	75%	73%
The job Franklin government does at welcoming citizen involvement	72%	71%	70%	74%	69%	71%	76%	64%	74%	72%	69%	71%
Overall confidence in Franklin government	85%	75%	71%	78%	75%	78%	70%	76%	76%	75%	77%	76%
Generally acting in the best interest of the community	79%	74%	70%	73%	75%	76%	66%	70%	75%	74%	73%	73%
Being honest	79%	75%	71%	76%	74%	76%	71%	74%	75%	74%	77%	74%
Treating all residents fairly	80%	71%	67%	71%	74%	74%	66%	70%	73%	72%	71%	72%
Overall customer service by Franklin employees (police, receptionists, planners, etc.)	92%	88%	91%	92%	88%	90%	92%	88%	91%	89%	91%	90%
The Federal Government	43%	45%	44%	52%	36%	42%	57%	46%	43%	43%	46%	44%

Table 11: Governance - Safety

	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Percent rating positively (e.g., excellent/good)												
Police/Sheriff services	96%	96%	95%	96%	96%	97%	93%	96%	96%	96%	96%	96%
Fire services	100%	99%	98%	99%	99%	99%	98%	98%	99%	99%	99%	99%
Ambulance or emergency medical services	98%	98%	98%	99%	97%	98%	99%	97%	98%	98%	97%	98%
Crime prevention	95%	91%	91%	91%	93%	94%	85%	94%	91%	91%	93%	92%
Fire prevention and education	88%	92%	92%	93%	89%	92%	87%	92%	90%	90%	92%	91%
Animal control	82%	82%	75%	79%	82%	82%	75%	74%	82%	81%	78%	79%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	74%	82%	73%	76%	79%	79%	70%	76%	78%	76%	80%	77%

Table 12: Governance - Mobility

	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Percent rating positively (e.g., excellent/good)												
Traffic enforcement	79%	77%	76%	80%	74%	80%	68%	80%	76%	76%	80%	77%
Street repair	69%	63%	58%	62%	64%	65%	54%	60%	64%	63%	61%	62%
Street cleaning	90%	80%	78%	81%	82%	82%	83%	84%	81%	81%	84%	81%
Street lighting	78%	73%	74%	75%	74%	76%	71%	73%	75%	73%	77%	74%

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Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Snow removal	58%	58%	55%	61%	53%	57%	58%	54%	58%	57%	56%	57%
Sidewalk maintenance	78%	71%	64%	73%	69%	72%	71%	73%	70%	70%	73%	71%
Traffic signal timing	54%	52%	49%	55%	49%	50%	61%	50%	53%	53%	49%	51%
Bus or transit services	26%	46%	52%	42%	43%	43%	42%	37%	45%	45%	36%	42%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Garbage collection	91%	91%	93%	91%	92%	92%	91%	85%	94%	93%	86%	91%
Recycling	64%	78%	84%	75%	78%	76%	77%	53%	85%	84%	57%	76%
Yard waste pick-up	80%	89%	87%	85%	87%	86%	86%	70%	91%	91%	71%	86%
Drinking water	74%	72%	73%	71%	75%	73%	73%	70%	74%	73%	70%	73%
Preservation of natural areas such as open space, farmlands and greenbelts	66%	66%	69%	67%	67%	69%	59%	65%	67%	66%	68%	67%
Franklin open space	70%	71%	69%	68%	73%	72%	63%	68%	71%	69%	71%	70%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Storm drainage	83%	79%	80%	77%	83%	81%	77%	74%	83%	81%	78%	80%
Sewer services	93%	88%	88%	88%	91%	89%	89%	89%	89%	89%	88%	88%
Power (electric and/or gas) utility	84%	87%	93%	87%	89%	89%	83%	83%	90%	89%	85%	88%
Utility billing	72%	82%	85%	79%	82%	80%	79%	74%	83%	81%	77%	80%
Land use, planning and zoning	60%	61%	57%	61%	59%	61%	54%	62%	58%	59%	60%	59%
Code enforcement (weeds, abandoned buildings, etc.)	76%	74%	71%	73%	74%	74%	74%	76%	72%	72%	75%	73%
Cable television	64%	48%	56%	53%	56%	55%	53%	51%	55%	54%	54%	54%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Economic development	80%	85%	79%	82%	83%	82%	85%	80%	83%	82%	84%	82%

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Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
City parks	91%	92%	91%	94%	88%	92%	89%	90%	92%	90%	93%	91%
Recreation programs or classes	86%	85%	85%	86%	84%	86%	82%	80%	87%	87%	81%	85%
Recreation centers or facilities	86%	85%	84%	86%	84%	86%	83%	83%	86%	85%	85%	84%
Health services	89%	89%	89%	88%	90%	91%	84%	86%	90%	89%	87%	88%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Public library services	97%	92%	91%	94%	92%	93%	93%	92%	93%	93%	92%	93%
City-sponsored special events	89%	86%	87%	90%	85%	90%	79%	88%	87%	87%	87%	87%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Public information services	78%	80%	76%	81%	75%	79%	80%	72%	81%	81%	73%	79%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Sense of community	76%	84%	86%	86%	79%	83%	82%	75%	86%	84%	78%	82%
Recommend living in Franklin to someone who asks	90%	94%	95%	95%	92%	95%	87%	89%	95%	94%	92%	93%
Remain in Franklin for the next five years	84%	91%	91%	87%	91%	90%	84%	82%	92%	91%	85%	89%
Contacted the City of Franklin (in-person, phone, email or web) for help or information	30%	39%	40%	34%	40%	37%	36%	31%	40%	41%	28%	37%



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Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Was NOT the victim of a crime	97%	93%	95%	96%	92%	96%	90%	97%	94%	94%	96%	95%
Did NOT report a crime	86%	87%	90%	89%	87%	88%	85%	87%	88%	86%	89%	87%
Stocked supplies in preparation for an emergency	28%	26%	26%	25%	27%	25%	35%	32%	24%	25%	31%	27%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Walked or biked instead of driving	56%	45%	35%	45%	45%	45%	48%	50%	43%	43%	49%	45%
Carpooled with other adults or children instead of driving alone	57%	51%	25%	48%	42%	42%	58%	49%	43%	46%	44%	45%
Used bus, rail, subway or other public transportation instead of driving	6%	5%	8%	6%	6%	5%	10%	8%	5%	6%	6%	6%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Recycle at home	60%	81%	82%	73%	78%	76%	72%	57%	85%	85%	57%	76%
Made efforts to make your home more energy efficient	65%	72%	71%	68%	72%	69%	75%	63%	73%	73%	63%	70%
Made efforts to conserve water	68%	74%	79%	75%	73%	73%	80%	75%	73%	75%	72%	74%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
NOT under housing cost stress	75%	75%	69%	70%	77%	77%	57%	65%	78%	77%	67%	73%
Did NOT observe a code violation	71%	70%	65%	71%	67%	69%	72%	73%	67%	67%	74%	69%

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Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Purchase goods or services from a business located in Franklin	99%	99%	97%	99%	98%	99%	96%	98%	99%	99%	97%	98%
Economy will have positive impact on income	39%	35%	30%	32%	38%	34%	40%	29%	37%	37%	29%	35%
Work in Franklin	53%	59%	34%	48%	53%	49%	54%	57%	47%	49%	52%	50%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Used Franklin recreation centers or their services	67%	70%	49%	61%	66%	61%	74%	66%	62%	65%	60%	63%
Visited a neighborhood park or City park	95%	94%	76%	88%	89%	88%	92%	89%	88%	90%	86%	89%
Eat at least 5 portions of fruits and vegetables a day	82%	91%	87%	90%	85%	88%	85%	84%	89%	90%	83%	88%
Participate in moderate or vigorous physical activity	91%	91%	82%	87%	90%	89%	87%	84%	91%	91%	84%	89%
Reported being in "very good" or "excellent" health	86%	74%	65%	76%	73%	76%	67%	72%	76%	77%	70%	75%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Used Franklin public libraries or their services	54%	64%	52%	61%	55%	55%	71%	54%	60%	62%	50%	58%
Participated in religious or spiritual activities in Franklin	64%	67%	65%	63%	68%	64%	71%	62%	67%	68%	60%	65%
Attended a City-sponsored event	75%	75%	58%	69%	71%	70%	70%	69%	71%	74%	63%	70%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Campaigned or advocated for an issue, cause or candidate	14%	20%	25%	17%	23%	21%	19%	16%	22%	23%	15%	20%
Contacted Franklin elected officials (in-person, phone, email or web) to express your opinion	13%	16%	21%	12%	21%	17%	15%	12%	19%	18%	13%	17%
Volunteered your time to some group/activity in Franklin	46%	55%	41%	46%	52%	47%	58%	49%	49%	52%	43%	48%
Participated in a club	14%	33%	29%	26%	28%	27%	26%	19%	31%	33%	16%	27%
Talked to or visited with your immediate neighbors	90%	95%	94%	94%	92%	94%	89%	86%	96%	96%	87%	93%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Done a favor for a neighbor	75%	88%	89%	83%	88%	85%	84%	72%	91%	90%	74%	85%
Attended a local public meeting	17%	23%	27%	20%	26%	23%	24%	10%	29%	27%	14%	23%
Watched (online or on television) a local public meeting	19%	22%	29%	21%	25%	20%	38%	20%	24%	25%	20%	23%
Read or watch local news (via television, paper, computer, etc.)	74%	86%	92%	85%	84%	84%	91%	76%	89%	87%	80%	85%
Vote in local elections	71%	85%	90%	81%	85%	85%	76%	74%	87%	87%	74%	83%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Overall feeling of safety in Franklin	84%	91%	95%	92%	89%	90%	93%	88%	91%	91%	89%	91%
Overall ease of getting to the places you usually have to visit	93%	94%	94%	94%	94%	94%	94%	91%	95%	95%	91%	94%
Quality of overall natural environment in Franklin	88%	88%	83%	90%	83%	85%	93%	86%	87%	87%	85%	87%
Overall "built environment" of Franklin (including overall design, buildings, parks and transportation systems)	82%	82%	86%	84%	83%	85%	77%	80%	84%	84%	82%	83%
Health and wellness opportunities in Franklin	71%	72%	85%	79%	71%	75%	79%	76%	75%	74%	77%	75%
Overall opportunities for education and enrichment	76%	76%	83%	82%	74%	77%	87%	74%	80%	79%	77%	78%
Overall economic health of Franklin	85%	89%	93%	91%	88%	90%	87%	85%	91%	90%	87%	89%
Sense of community	79%	83%	83%	82%	83%	81%	86%	83%	82%	82%	82%	82%

Table 29: Growth Management

	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Please rate your level of satisfaction with the City of Franklin's management of growth	90%	82%	83%	83%	85%	84%	85%	86%	83%	83%	86%	84%

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Table 30: Mass Transit Usage

Presently the City of Franklin and Williamson County subsidize a limited mass transit route from Spring Hill through the city to Nashville. How likely, if at all, would you be to use this transit route if the following improvements were made? (Percent rating as "Very likely" or "Somewhat likely").	Age			Sex		Race/ethnicity		Rent or own		Detached or attached		Overall
	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	Rent	Own	Detached	Attached	
Expanded weekday schedule	46%	39%	30%	44%	32%	35%	57%	49%	33%	33%	49%	38%
Additional pick-up and drop-off locations	51%	46%	33%	51%	36%	39%	66%	57%	37%	36%	57%	44%
Decreasing fares	39%	35%	28%	42%	26%	30%	51%	44%	29%	29%	44%	34%
Enhanced Park & Ride facilities	47%	43%	32%	47%	34%	36%	63%	52%	36%	35%	53%	41%
Enhanced connections via walking, cycling, etc.	52%	47%	34%	51%	38%	41%	58%	55%	40%	39%	56%	45%
Expanded weekend schedule	54%	47%	32%	54%	34%	41%	65%	61%	37%	37%	60%	45%