

# THE NCS™

The National Citizen Survey™

## Franklin, TN

### Dashboard Summary of Findings

2019



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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. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Franklin's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Franklin's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

General aspects of Community Characteristics and Governance tended to be higher than the national benchmarks. Ratings for other facets of Community Characteristics and Governance were higher than observed elsewhere, including marks for Economy, Recreation and Wellness, Education and Enrichment, and Community Engagement. Within Governance, assessments of Safety were also above the national averages. Rates of participation within the facets of Built Environment and Education and Enrichment were higher than the benchmarks, while levels of participation within the facet of Mobility were lower than observed elsewhere.

Figure 1: Dashboard Summary

|                          | Community Characteristics |         |       | Governance |         |       | Participation |         |       |
|--------------------------|---------------------------|---------|-------|------------|---------|-------|---------------|---------|-------|
|                          | Higher                    | Similar | Lower | Higher     | Similar | Lower | Higher        | Similar | Lower |
| Overall                  | 35                        | 15      | 2     | 29         | 17      | 0     | 7             | 25      | 4     |
| General                  | 7                         | 0       | 0     | 2          | 1       | 0     | 1             | 2       | 0     |
| Safety                   | 1                         | 2       | 0     | 6          | 1       | 0     | 1             | 1       | 1     |
| Mobility                 | 0                         | 7       | 1     | 3          | 5       | 0     | 0             | 1       | 2     |
| Natural Environment      | 1                         | 2       | 0     | 1          | 5       | 0     | 0             | 2       | 1     |
| Built Environment        | 3                         | 1       | 1     | 3          | 4       | 0     | 1             | 1       | 0     |
| Economy                  | 7                         | 1       | 0     | 1          | 0       | 0     | 1             | 2       | 0     |
| Recreation and Wellness  | 7                         | 0       | 0     | 4          | 0       | 0     | 0             | 5       | 0     |
| Education and Enrichment | 5                         | 1       | 0     | 1          | 1       | 0     | 2             | 1       | 0     |
| Community Engagement     | 4                         | 1       | 0     | 8          | 0       | 0     | 1             | 10      | 0     |

| National Benchmark |         |
|--------------------|---------|
|                    | Higher  |
|                    | Similar |
|                    | Lower   |

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Figure 2: Detailed Dashboard

|                     | Community Characteristics       | Trend | Benchmark | Percent positive | Governance                                  | Trend | Benchmark | Percent positive | Participation                                 | Trend | Benchmark | Percent positive |
|---------------------|---------------------------------|-------|-----------|------------------|---|-------|-----------|------------------|---|-------|-----------|------------------|
| General             | Overall appearance              | ↔     | ↑↑        | 96%              | Customer service                            | ↔     | ↑         | 91%              | Recommend Franklin                            | ↔     | ↑         | 96%              |
|                     | Overall quality of life         | ↔     | ↑↑        | 97%              | Services provided by Franklin               | ↔     | ↑         | 93%              | Remain in Franklin                            | ↔     | ↔         | 91%              |
|                     | Place to retire                 | ↔     | ↑         | 84%              | Services provided by the Federal Government | ↑     | ↔         | 53%              | Contacted Franklin employees                  | ↔     | ↔         | 37%              |
|                     | Place to raise children         | ↔     | ↑↑        | 97%              |   |       |           |                  |   |       |           |                  |
|                     | Place to live                   | ↔     | ↑         | 98%              |   |       |           |                  |   |       |           |                  |
|                     | Neighborhood                    | ↔     | ↑         | 94%              |   |       |           |                  |   |       |           |                  |
|                     | Overall image                   | ↔     | ↑↑        | 96%              |   |       |           |                  |   |       |           |                  |
| Safety              | Overall feeling of safety       | ↔     | ↑         | 95%              | Police                                      | ↔     | ↑         | 92%              | Was NOT the victim of a crime                 | ↔     | ↔         | 94%              |
|                     | Safe in neighborhood            | ↔     | ↔         | 97%              | Crime prevention                            | ↔     | ↑         | 89%              | Did NOT report a crime                        | ↔     | ↑         | 88%              |
|                     | Safe downtown/commercial area   | ↔     | ↔         | 97%              | Fire  | ↔     | ↑         | 97%              | Stocked supplies for an emergency             | ↔     | ↓         | 27%              |
|                     |                                 |       |           |                  | Fire prevention                             | ↔     | ↑         | 92%              |   |       |           |                  |
|                     |                                 |       |           |                  | Ambulance/EMS                               | ↔     | ↔         | 95%              |   |       |           |                  |
|                     |                                 |       |           |                  | Emergency preparedness                      | ↔     | ↑         | 79%              |   |       |           |                  |
|                     |                                 |       |           |                  | Animal control                              | ↔     | ↑         | 84%              |   |       |           |                  |
| Mobility            | Traffic flow                    | ↑     | ↔         | 37%              | Traffic enforcement                         | ↔     | ↔         | 75%              | Carpooled instead of driving alone            | ↔     | ↔         | 42%              |
|                     | Travel by car                   | ↑     | ↔         | 56%              | Street repair                               | ↓     | ↔         | 57%              | Walked or biked instead of driving            | ↔     | ↓         | 44%              |
|                     | Travel by bicycle               | ↔     | ↓         | 36%              | Street cleaning                             | ↔     | ↑         | 78%              | Used public transportation instead of driving | ↔     | ↓         | 8%               |
|                     | Ease of walking                 | ↑     | ↔         | 67%              | Street lighting                             | ↔     | ↑         | 75%              |   |       |           |                  |
|                     | Travel by public transportation | ↑     | ↔         | 29%              | Snow removal                                | ↑     | ↔         | 71%              |   |       |           |                  |
|                     | Overall ease travel             | ↑     | ↔         | 65%              | Sidewalk maintenance                        | ↑     | ↑         | 77%              |   |       |           |                  |
|                     | Public parking                  | ↓     | ↔         | 47%              | Traffic signal timing                       | ↑     | ↔         | 56%              |   |       |           |                  |
| Natural Environment | Paths and walking trails        | ↑     | ↔         | 67%              | Bus or transit services                     | ↑     | ↔         | 54%              |   |       |           |                  |
|                     | Overall natural environment     | ↔     | ↔         | 88%              | Garbage collection                          | ↔     | ↔         | 90%              | Recycled at home                              | ↔     | ↔         | 81%              |
|                     | Air quality                     | ↔     | ↔         | 89%              | Recycling                                   | ↑     | ↔         | 82%              | Conserved water                               | ↔     | ↓         | 71%              |
|                     | Cleanliness                     | ↔     | ↑         | 92%              | Yard waste pick-up                          | ↔     | ↑         | 87%              | Made home more energy efficient               | ↔     | ↔         | 71%              |
|                     |                                 |       |           |                  | Drinking water                              | ↔     | ↔         | 76%              |   |       |           |                  |
|                     |                                 |       |           |                  | Open space                                  | ↔     | ↔         | 71%              |   |       |           |                  |
|                     |                                 |       |           |                  | Natural areas preservation                  | ↔     | ↔         | 68%              |   |       |           |                  |
| Built Environment   | New development in Franklin     | ↔     | ↑         | 78%              | Sewer services                              | ↔     | ↑         | 88%              | NOT experiencing housing cost stress          | ↔     | ↔         | 72%              |
|                     | Affordable quality housing      | ↔     | ↓         | 24%              | Storm drainage                              | ↔     | ↑         | 78%              | Did NOT observe a code violation              | ↔     | ↑         | 73%              |
|                     | Housing options                 | ↔     | ↔         | 49%              | Power utility                               | ↔     | ↔         | 89%              |   |       |           |                  |
|                     | Overall built environment       | ↔     | ↑         | 80%              | Utility billing                             | ↔     | ↔         | 80%              |   |       |           |                  |
|                     | Public places                   | ↔     | ↑         | 88%              | Land use, planning and zoning               | ↔     | ↔         | 61%              |   |       |           |                  |
|                     |                                 |       |           |                  | Code enforcement                            | ↔     | ↑         | 74%              |   |       |           |                  |
|                     |                                 |       |           |                  | Cable television                            | ↔     | ↔         | 58%              |   |       |           |                  |

## Legend

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

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|                          | Community Characteristics                         | Trend | Benchmark | Percent positive | Governance                              | Trend | Benchmark | Percent positive | Participation  | Trend | Benchmark | Percent positive |
|--------------------------|---|-------|-----------|------------------|---|-------|-----------|------------------|--|-------|-----------|------------------|
| Economy                  | Overall economic health                           | ↔     | ↑↑        | 94%              | Economic development                    | ↔     | ↑↑        | 84%              | Economy will have positive impact on income            | ↑     | ↑         | 52%              |
|                          | Shopping opportunities                            | ↔     | ↑↑        | 93%              |   |       |           |                  | Purchased goods or services in Franklin                | ↔     | ↔         | 99%              |
|                          | Employment opportunities                          | ↑     | ↑↑        | 83%              |   |       |           |                  | Work in Franklin                                       | ↔     | ↔         | 52%              |
|                          | Place to visit                                    | ↔     | ↑↑        | 94%              |   |       |           |                  |  |       |           |                  |
|                          | Cost of living                                    | ↔     | ↔         | 39%              |   |       |           |                  |  |       |           |                  |
|                          | Vibrant downtown/commercial area                  | ↔     | ↑↑        | 93%              |   |       |           |                  |  |       |           |                  |
|                          | Place to work                                     | ↔     | ↑↑        | 93%              |   |       |           |                  |  |       |           |                  |
| Recreation and Wellness  | Business and services                             | ↔     | ↑         | 92%              |   |       |           |                  |  |       |           |                  |
|                          | Fitness opportunities                             | ↑     | ↑         | 83%              | City parks                              | ↔     | ↑         | 93%              | In very good to excellent health                       | ↔     | ↔         | 72%              |
|                          | Recreational opportunities                        | ↑     | ↑         | 84%              | Recreation centers                      | ↔     | ↑         | 87%              | Used Franklin recreation centers                       | ↔     | ↔         | 64%              |
|                          | Health care                                       | ↔     | ↑         | 80%              | Recreation programs                     | ↔     | ↑         | 87%              | Visited a City park                                    | ↔     | ↔         | 87%              |
|                          | Food  | ↔     | ↑         | 81%              | Health services                         | ↔     | ↑         | 88%              | Ate 5 portions of fruits and vegetables                | ↔     | ↔         | 86%              |
|                          | Mental health care                                | ↔     | ↑         | 67%              |   |       |           |                  | Participated in moderate or vigorous physical activity | ↔     | ↔         | 90%              |
|                          | Health and wellness                               | ↑     | ↑         | 90%              |   |       |           |                  |  |       |           |                  |
| Education and Enrichment | Preventive health services                        | ↔     | ↑         | 82%              |   |       |           |                  |  |       |           |                  |
|                          | K-12 education                                    | ↔     | ↑↑        | 93%              | Public libraries                        | ↔     | ↔         | 93%              | Used Franklin public libraries                         | ↔     | ↔         | 60%              |
|                          | Cultural/arts/music activities                    | ↔     | ↑         | 83%              | Special events                          | ↔     | ↑         | 85%              | Participated in religious or spiritual activities      | ↔     | ↑         | 62%              |
|                          | Child care/preschool                              | ↑     | ↑         | 66%              |   |       |           |                  | Attended a City-sponsored event                        | ↔     | ↑         | 71%              |
|                          | Religious or spiritual events and activities      | ↔     | ↑         | 94%              |   |       |           |                  |  |       |           |                  |
|                          | Adult education                                   | ↔     | ↔         | 69%              |   |       |           |                  |  |       |           |                  |
| Community Engagement     | Overall education and enrichment                  | ↔     | ↑         | 90%              |   |       |           |                  |  |       |           |                  |
|                          | Opportunities to participate in community matters | ↔     | ↑         | 80%              | Public information                      | ↑     | ↑         | 86%              | Sense of community                                     | ↔     | ↑         | 84%              |
|                          | Opportunities to volunteer                        | ↔     | ↑         | 85%              | Overall direction                       | ↔     | ↑         | 74%              | Voted in local elections                               | ↑     | ↔         | 88%              |
|                          | Openness and acceptance                           | ↔     | ↔         | 65%              | Value of services for taxes paid        | ↔     | ↑         | 76%              | Talked to or visited with neighbors                    | ↔     | ↔         | 90%              |
|                          | Social events and activities                      | ↔     | ↑         | 85%              | Welcoming citizen involvement           | ↔     | ↑         | 75%              | Attended a local public meeting                        | ↔     | ↔         | 25%              |
|                          | Neighborliness                                    | ↔     | ↑         | 81%              | Confidence in City government           | ↔     | ↑         | 75%              | Watched a local public meeting                         | ↔     | ↔         | 21%              |
|                          |   |       |           |                  | Acting in the best interest of Franklin | ↔     | ↑         | 75%              | Volunteered  | ↔     | ↔         | 49%              |
|                          |   |       |           |                  | Being honest                            | ↔     | ↑         | 78%              | Participated in a club                                 | ↔     | ↔         | 32%              |
|                          |   |       |           |                  | Treating all residents fairly           | ↔     | ↑         | 76%              | Campaigned for an issue, cause or candidate            | ↑     | ↔         | 26%              |
|                          |   |       |           |                  |   |       |           |                  | Contacted Franklin elected officials                   | ↔     | ↔         | 19%              |
|                          |   |       |           |                  |   |       |           |                  | Read or watched local news                             | ↔     | ↔         | 82%              |
|                          |   |       |           |                  |   |       |           |                  | Done a favor for a neighbor                            | ↔     | ↔         | 84%              |

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