

THE NCSTM

The National Citizen SurveyTM

Franklin, TN

Open-ended Responses

2019



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The NCS™ is presented by NRC in collaboration with ICMA.

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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 2019 survey for Franklin. Additional reports and the technical appendices are available under separate cover.

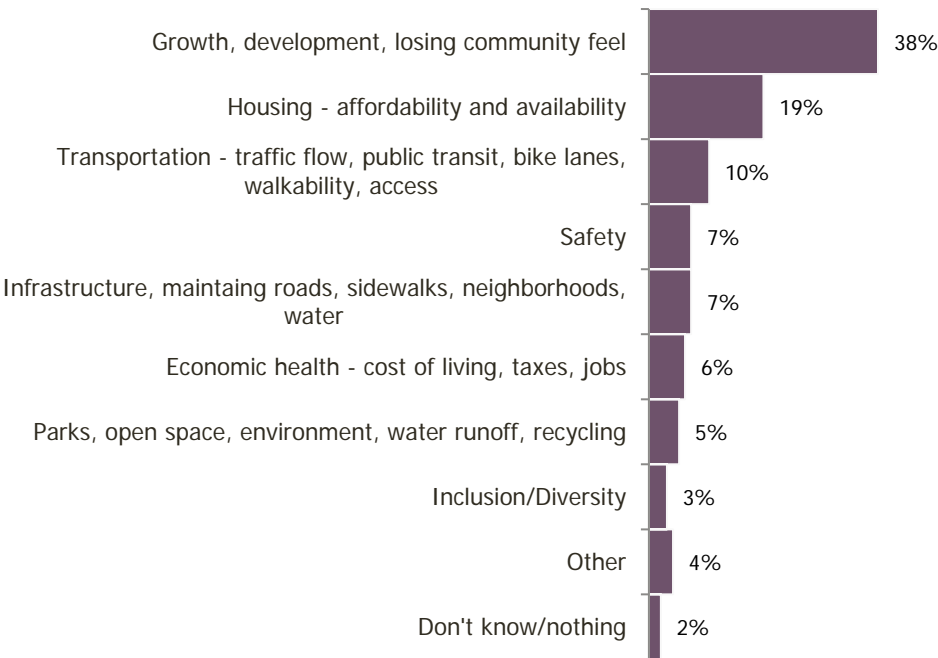
Respondents were asked to record their opinions about the most significant issue challenging Franklin in the following question:

- 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 792 surveys were completed by Franklin residents; of these 586 respondents wrote in responses for the open-ended question. About 4 in 10 respondents described the most important challenge as growth, development and losing the community feel of Franklin. Nearly 2 in 10 mentioned the affordability and availability of housing, and 1 in 10 discussed transportation issues related to traffic flow, public transit, bike lanes, walkability and access.

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 or 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, development, losing community feel

- #1 Growth, which relates to traffic. We are losing our farm land, which also leads to cost of living. Selling land due to high tax bill.
- (1) Including infrastructure growth as part and cost of additional housing- include schools/ utilities/ and roads. (2) Implement improvement as part of a plan in advance of progress instead of being decided behind-take roads & schools (Zoning issues). (3) Communicate gradually to all tax payers' financial budgets and annual details of planned spending. (4) Question D14- Should include mixed with space to include which races are mixed- look at Tiger Woods > Black/ Asian/ Caucasian.
- 1) MAINTAINING ARCHITECTURAL GUIDELINES AS A HISTORIC CITY. (2) EMPLOYMENT OPPORTUNITIES.
- (1) Management of growth. (2) More attention to bicyclist needs. City/ County not particularly friendly to cyclists. Roads are not created/ maintained with cyclists in mind- rumble strips are dangerous to bikes, poor shoulders. When Mark Hatcher was repaved (Lewisburg Pike to 96) the shoulder was only slurried and left with rough gravel- should have been repaved.
- Allowing, Franklin to grow in a responsible manner. Bigger isn't always better.
- Appropriate growth so and keeping traffic flow when neighborhoods are added
- As a native, I would love to maintain the friendliness and sense of community that Nashville is known for. With transplants coming everyday, I feel were losing that. It's sad.
- Availability of businesses & restaurants in areas away from Cool Springs.
- Balancing commercial/ residential with the growing community.
- Balancing growth (economic/ population), cost of living, and the small town appeal Franklin has been known for.
- Becoming over built and losing our charm.
- Becoming too commercialize (small town gone). The "abundance" of housing communities, gas prices in Franklin.
- BEING/ ALLOWING OVER-BUILT.
- BUILDING OF NEIGHBORHOODS CONTAINING SMALL LOTS (DENSITY).
- Building schools as fast as they build homes.
- Buildings everywhere, so fast. Does Franklin want to be a metropolis?
- Continue to develop while retaining the "home town" atmosphere. We also need a Trader Joe's store here and more diverse restaurants.
- CONTINUE TO MAINTAIN GOOD, PROGRESSIVE DEVELOPMENT AND BALANCED HOUSING OPPORTUNITIES; MAINTAIN OPEN SPACE AND HISTORICAL PRESERVATION.
- Continuing to maintain the excellent historical lineage of Franklin (growth, safety, friendly people, good schools).
- Control of growth and all rs/a too aspects of its i.e. taxes, schools, traffic, crime, infrastructure quality of life.
- controlled growth
- controlled growth
- Controlling development- especially in Cool Springs- to not over develop and negatively impact the quality of life here in Franklin for current residents.
- Controlled growth and development. The large number of apartments built, and being built is causing issues with traffic and congestion due to the high density of these buildings. Also the long run could be a source of criminal activity if property values drop.
- Controlling growth of people, homes, and businesses so we maintain "Small Town USA", not "Big City Suburbia". We need a visionary to lead us, and our incredible city so we just don't keep growing out of control.

- CONTROLLING GROWTH.
- Controlling growth. No more high density housing. Quality of life in Franklin is going to diminish as the increase of cars/ people happens.
- Controlling overall growth and affordable housing in a range that is suitable for the community as a whole.
- Curb growth!! No more building!!
- DEVELOPERS RUINING FLOW AND PLANNING. AT SOME POINT- FRANKLIN HAS TO SHUT IT OFF AND REALIZE EVERY PIECE OF DIRT DOESN'T HAVE TO HAVE A BUILDING OF HOUSE ON IT.
- Don't allow sprawling development or jam packed homes. There is a lot of natural beauty here. Don't build over it.
- Downtown Franklin is getting rid of too many of the cute shops that attract visitors in favor of restaurants. I don't go downtown as often as I once did because of this.
- Excessive growth. Seems as though developers are outpacing infrastructure.
- Exponential growth of apartments, houses, senior living communities/ facilities- infrastructure not in place to support it.
- Finding a balance between tourism & the residents who live here. The recent implementation of paid parking lots and shorter street parking times doesn't benefit businesses or patrons. Franklin doesn't need to become like all other wonderful cities where it becomes costly just for the privilege to visit.
- Franklin is having too much growth too fast, especially in downtown. The new buildings are too massive and too tall downtown. The charm of the Franklin City Square is disappearing. It's beginning to like every other city, just a lot of nondescript buildings shoved together. The green space is disappearing. Way too many, massive apartments and condos being build, just a cookie cutter look, no charm, no green space- apartment buildings shoved together and look awful. Two and three story houses built within 10 feet of each other. Franklin is fast losing its appeal.
- Franklin is losing it's appeal that it once had. There is way too much growth. There is no open green space left. It used to be so appealing because of the small town appeal. The things being built on 1st and where Dodson's used to be are horrendous. You can't even see anything at all to the right coming around the curve to the light on Main. And there is yet another place being built on 1st on the right as you approach that monstrosity. That part of downtown doesn't even look the same. It DOES NOT say small town. Neither does the First Tennessee building. We went to Pinkerton today and couldn't even find a place to park!! WAY TOO MANY PEOPLE!!! We are starting to hate Franklin. Additionally - some family there playing some loud music on a portable PA system. It's HORRIBLE. We don't attend Main Street festival or any of the other things on the square any more because there are TOO MANY PEOPLE. We are considering moving out to a place that is like how Franklin used to be. We are of the opinion that the driving force behind the renovations and growth is pure greed on the part of the people who stand to benefit from it. Franklin was so fabulous. It makes us sad to see how it is now and the path it is on.
- Growing too fast with too much construction & houses need recycling cans for pick-up.
- Growing too large and not having that "small" town feeling. Love walking downtown and love to remember the people who fought and died here. Telling the history of Franklin!
- Growing too much and not being able to schools & infrastructure.
- growth
- Growth
- Growth & cost of living.
- GROWTH & EXPANSION.
- Growth & trying to keep Franklin charming.
- Growth and not being structurally prepared for it (roads, schools, infrastructure).
- Growth congestion and related stress to infrastructure.
- Growth creating congestion i.e. liberty & housing.
- Growth- how to handle incoming residents, space, school sizes, etc.
- Growth in housing.
- Growth management and keeping in line with the historic flavor of Franklin.
- Growth management, safety, continued investment in schools.
- GROWTH MANAGEMENT.
- Growth of cheap new housing and buildings out growing the infrastructure & not taking care of older neighborhoods, water, sewage & roads. Too much.

- Growth- overcrowded schools/ restaurants affordable housing.
- Growth rate is overwhelming the current infrastructure. Whatever green space is left is being gobbled up before our eyes. Franklin is rapidly losing its charm. Must better communicate regarding municipal elections (all local elections).
- Growth- slow it down we are overcrowded!
- GROWTH THAT IS ORGANIZED AND MANAGED.
- Growth with infrastructure support
- Growth with the influx of so many new residents while keeping the atmosphere- ethos- of Franklin focused on friendliness, the historical importance, and keeping "green". Thank you for this opportunity for input!
- Growth!
- Growth! Who approved that massive building by Puckett's boathouse! The city seems full of unrestrained growth- Cool Springs, Westhaven, Berry Farms etc. etc. We have been here 18 years & love Franklin, Main Street has improved so much but allowing so much growth is causing negatives that overwhelm the aspects we love (family-friendly, parks, Main Street, historic homes, proximity to Nashville...).
- GROWTH, BUILDING SCHOOLS FOR THE INCREASE IN POPULATION YEAR OVER YEAR.
- Growth, schools, safety.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth. Affordable housing.
- Growth. I have concern with the continued re-zoning that allows more residential growth when our roads can't accommodate it.
- Growth: balancing current and future resident concerns, sustaining or improving quality of life, representing citizens besides the real estate and healthcare subcultures.
- HOUSING- BUILDING TOO MANY APARTMENTS.
- How to balance the need for employment opportunity growth, and the additional housing needs to accommodate that without losing all the open space that is essential to keeping Franklin feeling warm and inviting and like the small town it is supposed to be yet with enough offerings to encourage people to come and spend money here as needed to grow within reasonable measure.
- I believe that Franklin's rapid growth is changing the wonderful character of Franklin that we all love. Growth should be slowed down.
- I would not like to see Franklin get over-built with new housing developments.
- INCUMBENTS (CITY AND COUNTY) SEEM TO DENY IMPACT OF GROWTH AND WHAT IT WILL EVENTUALLY DO TO NEED TO RAISE TAXES- "LEAVE IT TO NEXT GENERATION OF LEADERS".
- Influx of people w/ current structure.
- Keep Franklin as well as possible, don't allow it to grow into a giant. Keep as much of the small town as possible, while still allowing for growth.
- Keep the quality of a small town feel, and balance with continued growth and management of new income.
- Keeping the sense of community with increased growth every day.
- Keeping the small town historical integrity. Stop approving small businesses (retail & restaurants) that don't blend. Also affordable housing, but market dictates.
- Keeping the small- town, safe, friendly feel in the midst of explosive growth and development.
- Keeping up with growth- managing implications and effects on infrastructure.
- Limiting future growth. Franklin does not need to grow this fast.
- Losing our identity i.e. public square & "Chip".
- LOSING SMALL BUSINESSES & BRINGING IN TOO MANY CHAIN RESTAURANTS. COST OF WATER IS OUTRAGEOUS- MY BILL IS TYPICALLY 90 A MONTH BEFORE MOVING TO DOWNTOWN, I NEVER PAID HIGHER THAN \$25 A MON. EVERYONE COMPLAINING ABOUT THIS.
- Loss of Friendly Franklin.
- Maintain community; not being overrun with generic chain stores. Franklin charm, and schools are what make Franklin.

- Maintaining a small town feel with the explosive population growth; including keeping green spaces in the city limits and ability to walk into and out of downtown.
- MAINTAINING GROWTH IN PROPERTY VALUE.
- Maintaining historical aspects- sense of community. Traffic congestion is #1 issue- threatens Franklin's small town feel and charm. Potential to over develop with hotels, etc.
- Maintaining its downtown and overall ambiance.
- maintaining the "small-town" feel and creating affordable housing opportunities
- Maintaining the quaintness of Franklin in the face of its growth. Keep traditions, love of God & Country and the beautiful, kind people.
- Maintaining the quietness of downtown. That is what made people want to come and visit. Modernizing downtown, bringing in chain business, loses all its charm. Local businesses cannot afford rent of new owners. Keep it local.
- Maintaining unique community feel, maintaining green areas.
- MAKING MAIN STREET SHOP'S (NOT RESTAURANTS) RENT LOW ENOUGH TO STAY IN BUSINESS.
- Making sure we don't grow too fast and areas become too crowded. Building more stores & restaurants when older buildings sit empty.
- Managed growth, good water.
- Managed growth.
- MANAGEMENT OF GROWTH: BUSINESS, HOUSING, OPEN SPACE.
- Managing development.
- Managing growth & affordable housing.
- Managing growth & leaving some green space, maintaining Franklin's small town charm.
- Managing growth & maintaining quality of life.
- Managing growth and development.
- managing growth and infrastructure - we are starting to get too big and I worry about our water, natural habitats for both animals and humans (some we can't co-exist), trash on the side of the roads, etc.
- Managing growth and managing the budget. A more thoughtful and careful consideration when hiring new employees and the work they will be doing, 2 see city workers every day doing work that a private employee would do in 1/2 the time.
- Managing growth in order to maintain the "small town" feeling that brought/ keeps us here.
- Managing growth- providing for infrastructure, schools, police, etc. with the growth.
- Managing growth. I know there are problems with laws and regulations, but how a developer can put up 1000 houses wherever and whenever with apparently no obligation to support infrastructure boggles the mind. How did we let this happen?
- Managing population growth/ service growth balance so that quality of life is maintained - traffic is obviously the primary issue congestion.
- Managing the growth of the city, not allowing run-away growth.
- Managing to keep character of Historic Franklin, while balancing growth and attaching new business.
- Massive growth using every piece of land possible to put as many dwellings on it as possible and disregard for surrounding communities.
- MINIMIZING THE INFLUX OF CHAIN BUSINESSES IN THE DOWNTOWN AREA. TRY TO KEEP THE SMALL TOWN FEEL AND NOT TOLERATE MISCONDUCT SKATEBOARDS, AND PROHIBIT THE ELECTRIC SCOOTERS THAT ARE A NEGATIVE PART OF NASHVILLE.
- MODERNIZING BUILDING GROWTH.
- Need to stop building along Royal Oaks!! Congested enough. Really need to fix access to business along Murfreesboro Rd.- poor planning. When someone turns left into business it blocks traffic for miles. Look what Murfreesboro did- they were smart.
- Not giving in to development that brings Franklin money but ruins our open land and congests our schools.
- Organized plan & development to maintain both, economy & natural/ architectural beauty of an area.
- Over building apartment/condo living quarters with no regard to infrastructure concerns and traffic flow as a result of the overbuilding issues. High rise structures downtown Franklin is destroying the appeal of Franklin.
- Over building neighborhoods of 4+ bedroom homes. Developers are interested in profits and often- it seems- the city is more interested in tax base. Not every family needs, 3500+ SF & 4 BR. Maintain charm and uniqueness in neighborhoods. Require downtown builds to match existing architecture (the boutique hotel

does not and will appear modern and out of scale). Hold developers responsible for sewer, roads and schools as the weight of that financial responsibility only exists because of them. We love the small town charm- please keep it that way. (Oh, and the link to the survey doesn't work. I'd like to see a more functional, easy to navigate library website, too, let's step up our game!)

- Over building- No green space- Housing Development and Office Buildings cover every inch of the open land.
- Over building where roads are already inadequate.
- Over building with no regard to traffic flow.
- Over building! Need more affordable housing for all ages!
- Over building, overcrowded, less business, sewer system, water quality, less utility cost.
- OVER BUILDING.
- Over development
- Over development- building homes housing where our land used to be.
- Over development- crowding, too many new subdivisions and businesses: Peace & tranquility of Franklin is fading. Too much hustle & bustle & Franklin will lose its charm.
- Over development, crowding.
- OVER GROWING & OVER COMMERCIALIZING.
- Over growth- particularly the city allowing so many condensed housing/ apartment complexes to be built without infrastructure to support. As the city has experienced rapid growth, I find it a less enjoyable place to live as compared to 8-10 years ago. Franklin is still a great city has definitely lost most of its "charm" with the overgrowth.
- Over growth w/ no support for better roads & better schools. I'm all for small growth but is absolutely ridiculous how many new homes are going up, way too much! Franklin's charm will disappear if all we do is add more houses. How about more parks, walking trails, more community centers for youth & seniors?
- Over growth.
- OVER GROWTH; INFRASTRUCTURE; PRESERVING WHY PEOPLE ARE DRAWN TO FRANKLIN. AND THE NATURALNESS OF THE LAND. KEEP OUR LAND FROM BEING DESTROYED BY DEVELOPMENT.
- over population
- OVER POPULATION & GROWTH.
- Over population.
- Over population/ liked the small town feeling.
- Overall what the growth vision for Franklin is and how/if it has been communicated to all of the citizen.
- Overbuilding in business and houses and not enough roads to accommodate all the people. Trash on the interstate and roads. Overbuilding.
- Overcrowdedness in our city & in our schools. Price gouging b/c we live in an affluent town.
- Overcrowding and rising cost to live in Franklin.
- Overcrowding in general. No room to enjoy events on the square- too many people not enough space. The beautiful landscape is rapidly disappearing. The cost of living is too high for the middle class even with 2 incomes and no children.
- Overcrowding in schools and finding good teachers. The desire to be a teacher is not there due to low salary.
- Over-crowding with all the new multi/ high density housing on every corner. This is not rocket science. You are inviting traffic issues overcrowded schools, etc.
- Over-crowding.
- Overgrowth and taxes.
- Overgrowth. Public events are good- but too crowded into 3 blocks down town. Lived here 30+ years- when I moved here, mail delivery was to front door. Trash collection were picked up in backyard- now- have to walk to mail box & roll garbage to alley. I am almost total shut in & have no available parking near my house- every time family picks me up- they are parking illegally. As my disabilities grow- how am I going to get mail? And how trash gets picked up- There are 10 stops in my area & live alone.
- Personally I'm very concerned about both the growth and the cost of living here. I love it here, but am afraid that we will have to move somewhere less expensive to retire.
- Personally the most important issue to me is excessive government growth. I do not desire additional city government services beyond police, fire, trash collection, water service, and street maintenance. I like Franklin, but if my property tax becomes excessive, I will move to a more rural area with a lower cost of living and less traffic.

- Planned growth.
- Planned growth; protection of open spaces including historic sites and farm land; completion of four lanes on Mark Hatcher extension; and quick repair of potholes and deteriorating roads and bridges.
- Please be thoughtful about the growth and how it impacts traffic and commuters. Please work with the RTA and state on transportation options to Nashville during business hours. Also assist with controlling the HOV lane for car pool vehicles, if possible. There needs to be an effort to save cultural sites and land. Please continue events in downtown Franklin and look for improvements for festivals such as Pilgrimage to keep these great options in Williamson County.
- Population growth & over building.
- Population growth impact on overall infrastructure- water, sewer, roads.
- POPULATION GROWTH. HOUSING DEVELOPMENT GROWTH/ ZONING.
- Protecting our Southern Heritage and small town atmosphere. Too many people from other areas of the country are moving in and changing what made us so special.
- Rapid growth and getting ahead of the rapidly growing traffic problem facing Nashville.
- rapid growth and housing costs
- RAPID GROWTH AND SAFETY/ ROADS/ KEEPING UP WITH GROWTH AND EDUCATION, SCHOOLS.
- Rapid growth that outpaces services.
- Rapid growth, loss of green/ natural space!
- Rapid growth.
- Rapid population growth which is encouraged by politicians, elected officials and business owners as well as developers and home builders. Politicians and elected officials enter to business owners, builders & developers when they should be looking out for the best interests of homeowners and people who voted for them!
- Rapid population growth without infrastructure to support the growth. Beautiful farmland and open spaces consumed by greedy developers and politicians who care nothing about the people who live here. Bottom line for both is living their pockets at the expense of residents & voters. Trusty disgusting. Developers & builders are wealthy throwing houses together taking in appropriate shortcuts that lead to building issues that homeowner must deal with. We need honest and unselfish leadership- that is not we have now!
- Residential over development (subdivisions).
- Runaway growth.
- Skyrocketing development without increasing funding to public schools and ensuring adequate infrastructure (water/sewer, traffic, built environment)
- Smart growth of new developments.
- So many apartments/ condos going up. Specifically downtown Franklin. We hate to see the charm of Franklin turn into a bunch of tall buildings. Also- Mallory lane needs 3 lanes!
- Stop the growth. You're losing the small town appeal.
- Tearing down historical sites, overcrowding (bldgs., hotel) in the downtown area.
- Thanks for recognizing traffic problems, and thanks for seeking input! I'll say what comes up in MOST conversation when I mention I live in Franklin- STOP BUILDING! Franklin has grown too much, and has quickly lost the charm it once had. It seems more emphasis is placed on appealing to tourists than on appealing to residents.
- The "over building" of buildings. Downtown Franklin does not have the charm that it used to be with all the new building being built. It appears over crowded.
- THE AMOUNT OF APARTMENT COMPLEXES BEING BUILT IS GREATLY CONCERNING CONSIDERING THE INCREASE IN PEOPLE DENSITY AND TRAFFIC, NOT TO MENTION THE ADDED STRAIN ON OUR INFRASTRUCTURE, AND ALL WITHOUT PAYING PROPERTY TAXES!
- THE AMOUNT OF GROWTH IN DOWNTOWN FRANKLIN. IT WILL SOON LOSE ITS CHARM IN CONTINUING TO GROW.
- The city is growing faster than officials can make plans to accommodate the growth. Needs to slow things down.
- The City of Franklin needs to take a step back and realize that approving every apartment complex proposal that comes across their desk is NOT in the best interest of the city. At this point it's laughable, and I wouldn't be surprised if kickbacks are involved.
- The growth is too rapid.
- The loss of the "traditional" Franklin environment and community.

- The new building in downtown Franklin is hurting the hometown feeling of Franklin. Franklin does not need to be "metropolitan".
- The speed of new residents moving in does not equal the speed of new schools being built.
- To exercise much tighter control of housing requirements in residential developments of the commons areas, street plants, tree placements. Time Frame taken to finish these things before the developer tries to dump the responsible care over to the HOA. We have been in our development over 4 years, less than 5 miles from City Hall and much has shoddily been ignored by the developer. We, the home owners here have met with reps of the developer- in open forum. The remedial action promised there has not been taken. Prices of near \$400,000-\$600,000 run in this development. We have had reps of the HOA meet with the builder but to no avail. I am 85 and my wife is 78. We do not have good health to fight these issues.
- TOO MANY APARTMENTS & DISGUSTING STRIP MALLS THAT ADD NOTHING TO THE QUALITY OF THE CITY. WE HAVE LOST THE "TOWN" FEEL WE USED TO HAVE. NO SENSE OF COMMUNITY. WE ARE JUST THROWING UP BUILDINGS WITH NO OVERALL DESIGN PLAN.
- Too many apartments are being built in some areas which aren't being designed to fit in with the surrounding area (one example are the apts being built on the corner of Franklin Rd and Mack Hatcher.-another example are the apts built behind Chick Fil on Columbia ave--There was already too much traffic on that road and now it is a nightmare. The number of apartments built or under construction on Carothers is unbelievable. Also, the Special School District should be abolished and all children in Williamson County should have the same curriculum or opportunities.
- Too many buildings.
- Too many houses being built. Ten houses crammed together on every spare inch of space. It's ridiculous. Neighborhoods of houses popping up everywhere. It's too much. When does it stop?
- Too many new developments.
- Too many newly constructed apartments of minimum code quality. Left turn traffic lights too brief.
- TOO MANY PEOPLE MOVING HERE! I know it's tough because word has gotten out about what a great place it is to live- but it won't stay that way if we can't control growth. Not sure how to do that though, of course.
- Too many people moving into this area, taxes are going up, intersection at Hillsborough & Fieldstone Parkway have traffic lights that keep going to flashing mode making the intersection very dangerous. The traffic lights need to be fixed! I also had problems with the gas company. Three instances when it really got cold I had no gas. This past year I didn't have a problem with the gas! So hopefully the problem is fixed.
- Too many people, too much building, too many schools. Franklin is to be worried about the Christmas light instead of taking care of city.
- Too many people. Too many autos not enough roadways.
- Too much building- apartments, etc. Downtown for tourist now.
- Too much building causing too much traffic on streets making congestion and parking. So much big building taking away the "small town" feel which has been so great in the past.
- Too much building with no regard to natural environment and maintaining space. While I encourage economic growth, it doesn't feel like anything other than money is being considered.
- TOO MUCH BUILDING. BOTH HOUSES & BUSINESSES. STOP BUILDING. KEEP FRANKLIN THE WAY IT IS.
- Too much development, too much housing, need to keep Franklin itself natural, country, not city and concrete. Cost of living going up too high, can't buy affordable housing now. Too many apartment dwellers not paying taxes.
- Too much growth
- Too much growth in downtown Franklin. Crime on the rise especially amongst teenagers. We need to develop programs to keep them busy after school when parents are working or not in the picture.
- Too much growth too fast.
- Too much growth too quickly.
- Too much growth!
- too much growth, over building
- TOO MUCH GROWTH, TOO FAST WITHOUT SUPPORT FOR THE SCHOOLS.
- Too much growth, too many condos & apartments. Franklin & Williamson County was appealing to people because you could still find land if you wanted 1-10 acres. Now the city & county are allowing too many developments with too many houses and destroying what made Franklin so special. Now with lowering housing prices. Condos & apartments more crime has entered in. Franklin & the outskirts of Franklin will

soon be another Antioch I'm afraid. Please keep some zoning clear from housing developments and leave some green space or have the developments 5 acres or more per home.

- Too much growth.
- Too much growth. We need to quit approving so many developments. Protect the small town feel of Franklin.
- Too much growth. Big business & big buildings taking over one grant downtown area. Increased reports of crimes.
- Too much growth. Like the small town charm. The more growth you have more crime and lose the feel of community. Would also like to see more police, and reinforce all the cars running red lights.
- Too much growth/ traffic is out of hand/ increase in crime- car breaking into then in broad daylight.
- Too rapid growth and development, loss of open space for residential development.
- Tremendous growth/ population boom- schools are full. My son has 27 kids in his 4th grade class - All 4th grade teachers @ Pearre Creek are @ max. capacity.
- Un-checked residential and commercial growth is a major problem as it is severely outpacing infrastructure (roads & schools).
- Uncontrolled population growth, too many apartment building, need not neighborhoods with high dwelling family homes.
- Viral growth that is unsustainable.
- Visibility of law enforcement in the Mark Hatcher to I65 corridor. Traffic law enforcement. These are substandard for a community of our resources.
- We are losing our "small town" mindset & overbuilding, thus compromising our infrastructure. GREED is taking over!!
- We have lived here for 4 years and really don't see many opportunities for family-centered community engagement. The library programs are abysmal; and there are very few activities for children and families outside of sports.
- We must have controlled growth and infrastructure to accommodate growth.
- Without a doubt, keeping our small town historic "flavor" I'd like to drive thru Franklin in 20 years, and still feel the "small town historic flavor".
- Zoning and expansion. Large sub-divisions.
- Zoning and land planning seems to be going downhill in last decade.
- Zoning and securing green space.
- ZONING NEEDS TO ALLOW LOWER PRICED HOMES. YOUR FEES, IMPACT FEES, HAVE FORCED HOME PRICES UP TO BUBBLE TERRITORY.

Housing – affordability and availability

- Approving more housing before working on traffic.
- (1) Affordable housing for people who work in Franklin. (2) Make some progress in level of service and resources of Williamson Co., library as compared to the Brentwood library. (3) Safer routes for bicycles in Franklin ex: Lewisburg. Pike is an official bicycle route. You should ride it sometime and see what that is like.
- (1) Affordable housing is nearly non-existent. (2) Too many people talking on their plans whilst driving & too many people running red lights. (3) Would like to see more growth on south side of town/ Hwy. 96.4. Bike lanes! (that are also safe).
- (1) Affordable housing- people who work here can't afford to live here. (2) Uncontrolled growth.
- (1) Scarce affordable housing. None of my employees can afford to live in Franklin. Their salaries range from \$30-60 k/yr. (2) Govt. communication with citizens. The city's website appears to be the only tool for communication.
- Affordability
- Affordability of homes.
- Affordability- way too \$\$ keeping small town charm, character, being unique.
- Affordability.
- Affordable & varied housing options.
- Affordable housing
- Affordable housing
- AFFORDABLE HOUSING (BESIDES TRAFFIC ISSUES).

- [illegible]

- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing. Children's museum like Adventure Science in Nashville or Discovery center in Nashville or Discovery Center in Murfreesboro. There would be tremendous value in creating a children's museum with wetlands for exploration & learning.
- Affordable housing. Facilities/ programs for homeless.
- Affordable housing. Our attempts are an embarrassment! Shame on those involved- all talk but no constructive action.
- Affordable housing/ senior living housing.
- Affordable housing/cost of living
- Affordable living in Franklin- so many apartment complexes being built in Franklin, many so expensive. Love living here and want to stay here, but could become difficult for anyone on a fixed income. Thank you!
- Cost of housing, especially homes outside of flood zones that are not > 30yrs old.
- Cost of living especially housing.
- Downtown commercial rents too high- causing turnovers rents.
- Finding ways to allow longtime residents to remain in affordable quality housing, and developing new affordable quality housing option.
- Having affordable housing.
- Homeless population- affordable housing for people who work here. I work on this daily. We are not doing enough. Thank you. P. S. I'm also a conservative.
- Housing & child care affordability. Almost too expensive for other goods.
- Housing- affordability. Traffic- congestion and speeding.
- Housing affordable.
- Housing cost and school bus system (not enough to get any child home at a decent time).
- Housing costs and the unfortunate lack of opportunity for families to afford to "down-size". For example, our home is in a prominent Franklin PUD. We have 3/4 of an acre and a 4000sq ft house. If we want to downsize, we will have to pay more for a smaller house on less land. Franklin should consider investing and/or researching opportunities for refurbish and revitalize current neighborhoods that have great potential for rebirth like Meadowgreen, Battlewood, etc.
- Housing costs rising, schools becoming over-crowded.
- Housing costs, retaining small southern town values, quality of education of children, keeping drugs out! Slowing growth.
- Housing costs.
- Housing costs. People who have lived here their entire lives forced to move because wages are not meeting the criteria it takes to sustain a household.
- Housing for all (not just wealthy) as well as employment to reflect diversity.
- Housing that is affordable.
- Housing.
- How the city is going to work with citizens to serve our low-income residents & neighbors, including updating section 8 housing. Also, FIX THE ANCIENT CODES OFFICE AND WORK FOR SMALL BUSINESS OWNERS INSTEAD OF AGAINST THEM!
- Improving equal opportunity for all; e.g. affordable housing.
- Increasing homeless population (affordable housing) or facility to temporarily house and support them. Our church does a great job November - March (12 individuals several times per week) but it is increasingly apparent that year-round assistance is needed for a growing problem.
- Lack of affordable housing for low income, middle class, & retirees. People cannot afford to live where they work.
- Lack of affordable housing. Repairing of Franklin Road from the Factory South to across Harpeth River Bridge. It's been bad for years.

- Lack of housing that cost less than \$350,000. Opportunities for people of different backgrounds, income levels and political affiliations to have meaningful conversations. Need more bike paths to business areas.
- Lack of quality affordable housing for middle income families while maintaining Franklin's green space & overall "small town" feel.
- NO AFFORDABLE HOUSING.
- Probably affordable senior housing. It is much higher than other parts of the country.
- Probably finding affordable housing in a booming community. Nowhere nearby to go for better prices inside of a 30-60 minute commute in traffic.
- PROVIDING " REAL " AFFORDABLE HOUSING & SUBDIVISION GOES UP & SIGNS WILL SAY " STARTING AT " 400,000 & BEFORE IT IS FINISHED THE HOMES WILL BE 600-650's.
- Rent cost is extremely high. I feel this needs to be addressed, to make this a more affordable place to live.
- rising cost of housing
- Senior citizen housing. Too many new developments.
- Senior housing that is not so costly!
- Single family/ retire housing.
- Tearing down affordable housing and building a million dollar house in its place. There is no affordable housing for those who were born here and grew up here. Building huge hotels in the middle of our beautiful city.
- The affordability of housing and continued safety.
- The cost of apartments & purchase price of a house has gone up significantly. The cost of the apartments & live in has increased 250/month but to rent the same place- no change to the apartment, increased 400/mon. the more that is a total increase of 65000/ months in the past 4 years and the people renting has decreased a lot and there must be more people living here because a car never finds a place to park. People from California have driven the price housing up terribly- they are flipping houses from out of the country I'm told.
- The lack of affordable housing and the corresponding lack of socioeconomic diversity.
- Young couples trying to find affordable housing

Transportation – traffic flow, public transit, bike lanes, walkability, access

- (1) Traffic- (enforcement has declined significantly) & traffic light timing. (2) Rentals & short-term rentals are interfering with the quality of life. Thank you for passing the pet store ordinance & creating a pet-friendly city!
- Aside from a need for more downtown parking, it is "keeping Franklin Franklin" by allowing smart growth and not allowing Franklin to become like Nashville, by losing its soul and selling out to whatever is popular and will make someone a profit.
- Commuting to Nashville is very painful, more than 30 minutes traffic
- CONNECTIVITY IN DOWNTOWN; NOT COOL SPRINGS AND WEST OF TOWN. YOU ALL DO AN EXCELLENT JOB!
- Creating walk-able, bike-able communities. Looking forward to a pedestrian bridge over 65 on McEwen, it will really add to the walkability of the cool springs area.
- Downtown Franklin becoming too busy! The road for our cars it's awful (construction area).
- DOWNTOWN PARKING- NEED ANOTHER PARKING STRUCTURE! NEED TO KEEP LOCALS IN DOWNTOWN, NOT JUST TOURISTS.
- Enforcement traffic; people never stop in stop signs.
- I don't see any just traffic is getting hard
- I feel with the growth of Franklin, traffic is the most important issue. I enjoy living in Franklin the last 12 yrs.
- I HAVE LIVED HERE LESS THAN A MONTH, SO THERE IS A LOT I DON'T YET KNOW, BUT REGIONAL BICYCLE CONNECTIVITY WOULD BE GREAT.
- Lack of consistent public transportation, sidewalks and rapid cost of living rise.
- Neighborhoods with 3 lanes are NOT safe for emergency vehicles i.e. fire trucks, police cars, ambulance, because visitors park on both sides & the emergency vehicles need more space day or night to get through.
- Noise of I-65.
- Nothing stands out more than traffic related issues. After the traffic issue would be the cutting of trees. It's like every few weeks it seems Franklin is cutting more trees. At the rate Franklin is going with tree cutting Franklin may be treeless in like 6 yrs. Taking away the beauty.

- Other than traffic issues- maintaining the level of education quality with the recent & upcoming influx of new residents.
- Parking at downtown. Kids afraid of "gangs" activists at H.S.
- Parking downtown- folks who work downtown take all the parking spots for all day parking- too bad!
- PARKING ENFORCEMENT IN DOWNTOWN AREA.
- Parking is the only issue that comes to mind- especially with both new buildings that are about to finish construction. Franklin is a great place! Also- recycle bins (instead blue bags) would be ideal and I think it would encourage more neighbors to participate.
- Parking on narrow side streets. Number of vacation rentals in the neighborhood.
- Parking- which is traffic related but must be addressed ASAP! Affordable housing- not just for "low income" but for government employees, teachers, young adults. Not just to rent, but to purchase. Recycle- I have heard that plastics are not being recycled and are going to landfill. Is this true? If so, the public is being misled, misinformed. Growth- tears downs being replaced by larger homes with little to no yard, very close to each other. This is changing "the look", the personality, and overall appearance of downtown neighborhoods.
- PARKING, PARKING & PARKING! GROWTH.
- Parking.
- PARKING.
- Parking.
- Parking. Also, as we grow it is critical that we remain a safe city.
- Places for more transit drop offs.
- Public transportation.
- REGULATING TRAFFIC DURING SPECIAL EVENTS. COMPLETE CLEAN UP OF BRIDGES AT PINKERTON PARK AREA & SIDEWALKS. SOME DETERIORATION OF CONCRETE, ALSO BRIDGE ENTERING INTO MAIN STREET. AFTER B.G.A. ALSO IN NEED OF REPAIR. STREETS TO BE RE-PAVED. ALL THE WAY TO LIBERTY AND THE FACTORY. AFTER ALL THIS IS OUR MAIN ENTRANCE TO DOWNTOWN. IT'S A BIT EMBARRASSING. STARTING TO SEE AROUND TOWN A BIT MORE LITTER THAN IN THE PAST. PEOPLE NEED TO BE HELD RESPONSIBLE. I'M PROUD OF FRANKLIN. ALL PEOPLE LIVING HERE SHOULD CARE TOO. MAYBE A COMMUNITY PROGRAM OF SOME TYPE OF CAMPAIGN.
- Sorry, but the traffic circle at McKwin and Cool Springs was ill planned, too small to be used the day it was built. Really, who did the research? Think BIG, realize who we are. Don't waste tax payer dollars in such wages.
- Too much traffic- approving too many apartments destroying downtown with wrong construction.
- TRAFFIC DUE TO POOR INFRASTRUCTURE. PLEASE KEEP "GREEN SPACE"; NOT ALLOW EVERY ACRE FOR BUILDINGS. KEEP REGULATING THE LOW PROFILE ADVERTISING SIGN & STRUCTURE. PUBLIC TRANSPORTATION DESPERATELY NEEDS ATTENTION. CREATE SAFE BIKE TRAILS TO NAVIGATE THROUGHOUT NEIGHBORHOODS- CITY.
- Traffic from Cool Springs to Main Street Franklin and traffic on Carothers, Moors Lane, Malby Lane during afternoon rush hour is very poor. I believe there are too many large corporate office, parks and apartments. Having worked in San Jose, CA. Franklin is getting a "cold" feel about it very Corp. & losing charm- hate to see development at Franklin road & Mack Hatcher- beautiful farm land disappearing along with it, charm.
- Traffic is all I say is a challenge.
- Traffic is bad some places slow, some too fast. Housing is a mess for people like me that don't have the money to buy in a good neighborhood. It's much too expensive for regular people to live here. We need good inexpensive housing for singles and seniors.
- traffic is the outcome of too much building growth...Franklin is losing it's quaint feeling
- Traffic lights are not synced!! There are way too many new traffic lights being installed! None are synced or very difficult to get anywhere. Stop building so many apartments! They ruin communities!
- Traffic.
- Traffic. High gas. Real estate taxes for elderly should be lower we have been here 3 years. The cost is frightening. Our income is set. Almost no increase in income but everything is expensive & going up.
- TRAFFIC. JUST TRAFFIC.
- Traffic/ infrastructure! Affordable housing! Rapid growth; more music events; a barrier on the Natchez Trace Bridge! More parking needed!

- Transportation (traffic) related issues, are the most challenge or problem.
- Transportation is a terrible problem. Traffic lights need to be changed so they are not red so long. Better signs at intersections. So cars do not block preventing those who live on that street can get in or out bottom line. I feel our present government officials are more concerned with increasing the population instead of being concerned with needs of comfort of its present residents. Our main street has changed dramatically in the last 2 years. We are losing money of our "boutique" shops to the increased high rent. This is one of the reason tourists came here. Our growth has not been controlled in the last couple of years.
- Transportation is about it as far as I'm concerned.
- Transportation to and from. Traffic congestion is #1 issue.
- Transportation!
- True written on dissatisfaction of parking changes downtown. Used to go downtown Franklin 2-4x a week to eat, shop, theater. Now it takes a long time to find parking & cannot spend more than an hr. or 2 due to parking, and the garage is inadequate, fills up quickly & I don't consider garages safe so do not park there. Cost of housing has made it very difficult to find nice housing (apts., houses).
- Walkability beyond downtown that is of value to those who walk for functionality rather than fun. The projects and trailer parks around west main have many people for whom walking is their primary mode of transportation but they are not served by a single sidewalk.
- Walking trails & connecting the city with options other than vehicles.
- We need city bus routes ASAP.
- Width of streets- safety of walking especially in Westhaven development.
- You say " aside from traffic related issues " which signifies to me you know that is a major problem, yet not addressed. That is my major issue. Sure would be nice to know WHY the signals are not regulated for the proper flow of traffic in this town. Perhaps whoever is in charge of setting signals need to take a trip to CA where I am from and take a lesson from signal regulators out there who are dealing with major thoroughfares, because the person/s who have that job here apparently have no clue!!!! Only other complaint I have is that prices here for food, gas, etc. are higher than other counties. Don't know if this is a tax issue or just a rip-off because Williamson is the richest county in TN. I tend to believe it is the latter! Do your job people!!! That's all it takes, and if you don't know HOW to do your job, then quit!!!!!!

Safety

- Bad drivers, those on their phone while driving etc.
- Countering what appears to be a rising flood of petty crime, e.g. thefts from & of cars, stealing packages off porches or wherever else the mail is delivered, and home invasions. Street lighting outside Franklin itself is poor- more & better lighting would not only reduce "safe haven" for criminals but would create a generally safer environment for everyone. If you can't see the hole in the sidewalk (or road), you'll probably step in it.
- Crime & overgrowth of city.
- Crime around Cool Springs (people getting complacent and criminals targeting the area based on good economy).
- Crime management- where there is money, criminals will come. Please do not neglect the continued growth and modernization of our first responders. People come to Franklin/ Williamson County because of the schools & quality of life. We stay because we can live in peace and security.
- Crime prevention. Noise violations by motorists.
- Crime seems to be creeping in from other counties. As a resident since 1987, the car burglaries, ATM robbery, etc., seem on the rise. But the police seem to solve nearly all very shortly, which is amazing.
- Crime seems to be increasing. Honesty of some of the Politicians. Ex. Democratic candidates voting on Republican ticket. Mail carriers delivery mistakes seem to be increasing.
- Crime! Street Potholes
- Crime, car break ins.
- CRIME, NEED MORE POLICE. AFFORDABLE HOUSING.
- CRIME.
- Crime. Drugs.
- Crime/ lack of neighborhood between Factory Franklin (Franklin Road) and Mack Hatcher (across from Liberty Elementary).

- Franklin is a great place to live- it has natural beauty and Main Street is a gem. HOWEVER: (1) Franklin is a great place for young children; but teenagers have easy access to drugs & E-cigs. I never hear of drug dealers being arrested- only teenage boys. This is a serious problem. (2) There is too much development. The public schools can't keep up & standards are falling. (3) There are barely any neighborhoods that aren't dominated by HOA's. We have been MISERABLE because of our HOA- everyone doesn't like them. (4) I signed up to participate in Franklin Tomorrow's Community round table in Oct. Never received info on what group or where to go.
- I realize crime can be a huge problem as we grow... and even though I think we need public transit to Nashville and back I realize that could add to crime issues possibly too but sure would be helpful in joining the two cities, helping parking issue too.
- Increase in crime
- Increase in crime.
- Increasing crime.
- It seems that crime is encroaching more and more. This has to be THE top priority or the rest of it means less. I've been in Franklin for 22 years...absolutely a wonderful place to live.
- Juvenile unruly behavior and crime, inside of and outside of schools.
- Keeping crime to a minimum in Franklin is very important for the growth of the city. Save cities make a great place to live.
- Keeping standards high, crime prevention.
- Maintaining low crime.
- Maintaining safe environment as we continue our growth. Cost of living continue to increase, concern for older/ younger adults to either move to or stay in Franklin.
- Maintaining safety as population grows.
- Maybe crime prevention, I don't said Franklin it's insecure but it always a challenged. This is to all police/ Sheriff Department.
- Not enough good police around the growing area. Not enforcing and traffic control as well as Mayor & Alderman help. With such a high taxed city/ county we need more!!
- OUR AFFLUENCE IS DRAWING CRIMINALS FROM OUTSIDE OF FRANKLIN. NASHVILLE IS A NEST OF MANY CRIMINALS WHO COME TO FRIENDLY FRANKLIN TO PREY ON PEOPLE WHO ARE NOT USED TO THE DRUG ADDICTS AND THIEVES WHO ARE INCREASINGLY HEADED OUR WAY. POLICE NEED TO HAVE A ZERO TOLERANCE POLICY WITH ALL CRIME.
- Overall feeling of safety.
- Police enforcing & ticketing traffic violators. Always witness people running red lights, almost causing accidents on a daily basis, with no police in sight. This is a HUGE issue! The Carothers/ Liberty Pike Corner is one of the worst.
- PREVENTING CRIMINALS FROM DESTROYING ALL THE GOOD THINGS THAT MAKE FRANKLIN SUCH A GREAT PLACE TO LIVE.
- Property crimes.
- Public Safety.
- Recent crime in Polk place, break-in at 277 Noah. Building a better sense of community in our neighborhood. Thank you for all you all do! We love living in Franklin.
- Rising crime - personal property crimes.
- Safety & housing.
- Safety & overgrowth.
- Safety & transportation.
- Safety- I am a Nashville native- 47 years old. I have felt safe in Franklin for the past 12 yrs. until now. I don't feel safe at Target or Walmart and tend to not go anymore. People are coming to Cool Springs as a destination spot to commit crimes and then returning to their homes. We must make a statement that tells them "It's too difficult to commit petty crimes (or serious) in Franklin, let's go to another location." We must make a presence in the Walmart/ Target parking lots etc... We must chase them off. It's just a matter of time they head to my neighborhood!!!
- Safety very important.
- Safety!
- Safety, increasing number of probably teen auto break ins, keeping solicitors away

- SAFETY.
- Safety.
- Safety.
- Speeding in neighborhoods- getting too unsafe to take a walk.
- The increase of crime.

Infrastructure, maintaining roads, sidewalks, neighborhoods, water

- A very important challenge is street repairs!
- Aesthetically, the way the trees are being cut around phone wires/poles. It's ugly and unhealthy for the trees. The safety for pedestrians/bikes on the busier streets.
- Clean, pure drinking water. We should not have to purchase bottled water to make sure our drinking water is pure- Spend money on what is essential for resident's health. Instead of building more things on Main Street causing more traffic on parking problems. Our boutique shops are moving away from Main because they can't afford the increase in rent. The reason visitors come to Franklin.
- Cleanliness- Franklin should mirror the priority that Brentwood places on keeping streets, right of ways, interstate ramps and roadsides. Our roads are very dirty. Also, the Hwy. 96 area around I-65 is very run down.
- Completing bike and walking paths.
- Condition of existing roads. Annexing property where roads / infrastructure is already maxed out.
- Construction is DESTROYING OUR STREETS and there is no care AT ALL about the residents that have had to deal with their delays and street damage WITHOUT ANY DETOURS OR WAYS TO BETTER FLOW OF TRAFFIC
- DRINKING WATER IMPROVEMENT.
- Few sidewalk in neighborhoods- please continue to preserve open space. Historical places, farms, animals. Don't continue to build/ overbuild. Bravo Parks & Rec. & library.
- Fix potholes- traffic is terrible.
- Franklin streets and sidewalks are inadequately lighted in far too many high volume areas.
- Infrastructure & affordable housing.
- Infrastructure i.e. provide wider and safer roads & highways- improved 2-way streets and roads to 4 lanes and parking.
- Infrastructure, we need to think ahead more & prepare our infrastructure before building more & more homes, and we need more affordable housing.
- It can be dangerous to walk in the downtown area where there are not sidewalks. Roads of concern: Adams, Lewisburg, Columbia, Battle. Speed of traffic is not enforced, even the police speed on Columbia. It would seem in the early hours, coming to a stop is optional, as well as signaling. The worst intersection is Fowlkes, Adams and Lewisburg. What happened to stop lines at intersections? Adams is a speedway as cars use it to avoid Columbia - it's narrow and hilly, thereby adding to the problem. Lastly, fix the roads - it's embarrassing to live in an affluent community with bad roads in downtown. Don't even bother riding a bicycle in downtown - too dangerous.
- It's bad water. And too many building & house being put up. Running the poor & middle class out, because of it's so high to live in Franklin.
- Keeping infrastructure- in particular roads & schools ahead of projected growth.
- Keeping the streets, sidewalks, etc. clean (pickup street trash!)- Traffic congestion, main Sts.!
- Lack of infrastructure, lack of education & schools, public transportation.
- Maintaining the weed control & overgrowth of trees/ shrubs in public areas- kind of makes the city look neglected in those areas.
- Making sure the water department has enough resources and the sanitation dept. due to the Extreme Growth, also think Franklin is growing too fast and making sure we have enough police and fire personnel.
- More sidewalks, preservation of historic downtown, would love to see Long Lane overpass completed.
- NEED SIDEWALKS IN " OLDER " DEVELOPMENTS, NEED MORE COMMERCIAL DEVELOPMENT CLOSE TO RESIDENTIAL, BETTER WATER QUALITY / FLOODING MANAGEMENT.
- Need to improve the bill pay system for water & sewer & not penalize users for paperless payment. Overall, improve the on-line service for Franklin library, clunky & antiquated & misdirected.
- No sidewalks from Carothers - east on 96. Folks to the east can't get anywhere safely on foot.

- Our Hwys & Exits off 65 North & South look horrible along with 840. Grass is 4 ft. tall. Litter is everywhere. It stays on the ground for weeks and even months. Why doesn't Franklin maintain their Exit ramps like Brentwood does. They look so bad. I call T-Dot once a month about the litter on 65 going North and South. The city should take pride in their Hwys & Exit ramps. It's the first thing our visitors see. It's so bad. Also, please condemn Goose Creek Inn. It's horrible and eye sore off our exit ramp. Franklin should be ashamed for all the litter in their town. Paula McClendon.
- Potholes.
- Quality of water (drinking), parking downtown.
- Road repairs & some crime.
- Road conditions.
- Road repair. McEwen Drive is destroying tires, unsafe as people swerve to miss potholes here & other places.
- Roads and transportation and more info: about the master plan and how it is progressing. Provide rides from Franklin to Nashville.
- SIDEWALKS, ROADS, OVERBUILDING.
- Street lighting
- The roadways are getting very trashy. The city cleans up but something needs to be done to enforce littering. In my opinion most of this is from independent trash services.
- WALK ABILITY THROUGHOUT ENTIRE CITY LIMITS IS LACKING. NEED MORE SIDEWALKS & GREENWAYS & CONNECT THEM ALL!
- Water & Sewer Infrastructure
- (1) Water quality- Focus on de-mineralizing & softening water. I spend a lot of money softening laundry and cleaning mineral residue in dishwasher. (2) Focus on affordable housing. (3) Harlinsdale Park- like the green space but don't like spending tax \$\$ on restoration of buildings. Seems like recent park moves have been to service wealthy; not diverse. (4) What is charge for storm water for? May be some communication on that would be helpful.
- Water quality & water pressure.
- We need a side walk, for security, Franklin Rd./and E. Main St. We need it as soon as possible, especially for us the elderly. We appreciate you listening to us. Thank you!
- We need more sidewalks
- Would love to see Franklin improve the green way space throughout the city. As well, providing more sidewalks on main streets throughout the city. Especially on roads leading into downtown Franklin.

Economic health – cost of living, taxes, jobs

- Affordable healthcare for Franklin residents.
- Becoming too expensive- running people out of area who used to be able to live here affordably.
- Cost of living
- Cost of living for retired persons ex: property taxes, water & sewer.
- Cost of living in Franklin.
- Cost of living, gas prices, rents- etc.
- Cost of living.
- Cost of living.
- Cost of living.
- Cost of living. Loss of Franklin originality in Downtown.
- Dramatic socio-economic differences between the "service workers" and "service consumers", particularly in retail, restaurants & non-health care related fields. I highly recommend a city-wide minimum hourly wage of \$12 for businesses with more than 5 employees & subsidies for overall hiring people with disabilities.
- Economic opportunities for all.
- Gas prices are so high- it is ridiculous gas is 40-60 cents higher than the adjoining countries. This is not normal and one of the reasons I dislike about living in Franklin. Thank goodness for Castro & Sam's wholesale club and adjoining counties.
- High cost of living! Houses/ apts./ cost of essentials.
- ITS PRICES ARE THE HIGHEST IN THE STATE ON AVG. CITY IS TOO EXPENSIVE TO LIVE HERE ON SSL - MAY HAVE TO MOVE- WE'LL SEE.

- Keep taxes from rising.
- Keeping it an affordable place for all income levels to live and work.
- KEEPING PRICES/ TAXES EQUITABLE FOR DIVERSITY OF PEOPLE & INCOMES. i.e. SENIORS IN SMALL HOUSE PAYs THE SAME AS THOSE IN LARGE HOUSES FOR (1) BASIC FEE FOR WATER (NOT USAGE) AND (2) GARBAGE PICK UP EVEN THOUGH THEIR WATER USAGE AND AMOUNT OF GARBAGE PICK UP IS MUCH LESS. SOME WEEKS WE RENT EVEN PUT OUT THE GARBAGE WHEREAS OTHERS WHO PAY THE SAME OVERFULL WEEKLY.
- Keeping property taxes as low as possible for older adults moving to the city after downsizing their homes.
- Keeping taxes low.
- Keeping utilities low, improving traffic, quit raising taxes every year!
- Lack of workers to fill jobs- can't afford to live in Franklin.
- LOWER TAXES FOR SENIOR CITIZENS.
- Maintaining Efficiency of Taxpayer Funds under significant growth (pruning programs that don't scale well with a growing population), Maintaining a Friendly Community Environment, Preserving Historical, Educational, and Natural areas that make Franklin feel small, and Keeping Government Policies out of the way of economic growth while also protecting the above mentioned items.
- Make sure taxes stay low.
- Probably cost of living. Housing prices are high. There is a real lack of good mid-range food vendors - we have a fair amount of common fast food, and lots of high quality restaurants, but compared to somewhere like Murfreesboro, choices are limited in the midrange category, both in fast food and in restaurants.
- Providing good paying jobs other than office work. Stop letting developers build giant houses in older neighborhoods.
- Real estate taxes for the elderly.
- Suitable pay to govt. workers (or small business) employers offer too little so commute to Nashville necessary.
- Taxes are too high!
- The cost of living is rising too much!
- The cost of living is very high especially the costs of gas compared to neighboring counties.
- Why is FSSD not getting any money from the Williamson County sales tax! - Why do we still have a Confederate statue in downtown Franklin, its almost 2020? Belongs in a museum, not the main town square. Embarrassing for a progressive city. - Why is Franklin High School's mascot still the "Rebels"? Again, its almost 2020, even FRA changed its mascot. Shameful!

Parks, open space, environment, water runoff, recycling

- 1.)Storm Water Runoff, in particular North Ewingville Creek along Sheffield Place. The city studied the flooding for 3 years and still don't know how to fix the problem. 2) Highway marking and poor street lighting make driving in the rain at night in Franklin very dangerous . 3) Building 5 houses on a one acre lot cheapens the City of Franklin. It makes it look like a mobile home park. 4) A city is about more than tax dollars from new development. STOP LETTING THESE DEVELOPERS RUIN THE CITY. 5) We can't keep letting this uncontrolled growth continue. It is killing the standard of living that we had 10 years ago. It is no longer the same city I moved my family into. It has gone down hill.
- Doing away with natural surroundings & over-building.
- Flood control implementation. Preventing flooding of homes rather than simply identifying areas where homes will be flooded. There's always a way to prevent flooding of homes if the city works with the effected home owners.
- Franklin is a beautiful, historic city, please keep the land, property beautiful, welcoming and stable.
- Generally speaking, I think we do an awesome job. I would love to see an option for recycling glass at curbside. I see a ton of people throw it in the trash.
- Increase in trails and park road save more of the spaces.
- INCREASE NO. OF TRAILS & BIKE PATHS.
- It's crucial to protect the view shed, natural fields, stream quality. The time is right now to prevent tall dense developments from damaging the rural charm of Franklin, especially on the surrounding hillsides and ridges. We want the next generation to appreciate and protect. Highway 96 West development in the near future needs tighter, stricter preservation plans.
- Lack of open spaces (parks etc.).

- loss of natural scenery and farm land due to over development
- Overall natural environment.
- PARKS AND CORNERED SIDEWALKS/ RUNNING PATHS.
- Parks & green space.
- Preservation of historic & natural spaces; economic development (primarily higher paying jobs).
- Preserving green space, animal building sprawl, balancing growth with unique community values of our part.
- Preserving green space.
- Preserving open land & staying historical, aka. do not let downtown become too commercial.
- Preserving the natural beauty amidst the continuous rapid growth for 3 straight decades.
- Protecting the environment.
- Retaining natural environment and openness in spite of continued building.
- Recycling and sustainability (a lot of people are uneducated about separating the trash and recycling it); maintaining Franklin's charm and architecture (the apartments being built on Mack Hatcher and Franklin Road don't look charming and don't go with the style of the city. Also, that is going to add at least 200 cars and the city is not prepared); informing its citizens of what's going on in the city (fire prevention, health prevention, emergency preparedness, new projects, ways to participate in the community--I have never received any bulletin or brochure about this or where to find this information).
- Recycling for glass; keeping crime low; public safety.

Inclusion/Diversity

- BEING INCLUSIVE COMIC/SOCIAL ETHNIC BALER
- Building a community that respects and supports diversity (race, income, beliefs).
- Continuing to be a welcoming place w/ all the new residents. Continuing to have reasonable property taxes overall, we love it here!
- DIVERSITY.
- Embracing more cultural diversity.
- If you want Franklin to be an enclave of conservative affluent people, stay your current course. If you desire a town with social and ethnic diversity, you need to roll up your sleeves and support policies like affordable housing. I have little confidence in Franklin changing course, which is why I will move out of Franklin within the next 2 years.
- I'm new here, still adjusting to the sense of pride re: Civil War in newspaper/ Confederacy. And then I notice the crimes being reported in newspaper are by young African-American males. Correlation? Lack of cultural sensitivity? I would guess, from my time here so far, more needs to be done to include people of color in the history, pride, intentional opportunities (outside of MLK day). How can we prevent, include, and show value to young AA males to hopefully positively impact their lives and the safety in Franklin?
- Lack of diversity (racially, economically, etc.).
- Lack of diversity.
- The city is too homogeneous. My kids will not know the diversity I knew growing up because it is too expensive for people from multiple classes to live here. As a result, regardless of color (and there's very little of that), most people are in the same circumstances financially and socioeconomically. This means their ability to assimilate in a large city or even a small town is low because they won't be able to empathize due to lack of experience.
- WE IN THE SOUTH PART OF CITY ARE NOT INCLUDED IN CITY ACTIVITIES, INFORMATION DISTRIBUTION, ETC.
- Welcoming and respecting all people equally regardless of age, sex, race, religion, etc.

Other

- Education and economic.
- Education of children.
- Education- overcrowding of schools.
- FSSD.
- K-12 education. The quality may be "good" relative to TN, but is frankly sub-par compared to NY, MI, IN.
- Maintaining the high quality of city & Williamson County Schools.
- Managing/ planning for student body growth.

- Poor funding public schools. Schools are way behind in teaching, technology, computers, etc. Taxes are NOT enough to keep up, but elected officials will NEVER have the political or moral courage to ask for increases. Instead, commissioners hide behind "Fees" that parent pay.
- Schools & zoning- Keeping up w/ growth.
- Schools, roads, new development- business and residential.
- Why is Dr. Looney still employed by the school system???
- (Of course you have anticipated the number are challenged)
- After the Latin, moved in this sub division. It has gone down. 20 people in a single family home. Cars all on the yard. It's not safe to walk in this area now, because of the men making remarks at you, or these dogs after you, the parties goes on all night long and the loud music. Trash in their yards, grows tall. Rooster growing in the morning.
- As I look over my own answers it occurs to me that nearly every time I circled "I don't know" - may be an indicator of what I need you to get the information out. I have appreciated our district person keeping us aware of the M'Ewen project for example. I also did sign up with the Franklin Polis Dept. email updates. I have told many of my friends about that and most didn't know anything about that. We get a free Franklin magazine & a free Tennessee Magazine that are mostly trivia & ads. Perhaps Franklin Gov. should include an article monthly to keep us better informed. If I knew more I might volunteer or help or discuss. As for safety- I do feel safe but am concerned about so many car break-ins- like on McKay's Mill- that perhaps a police presence should be beefed up-or-servile cameras in neighborhood entries, or exits. That could aid in catching some. But as you mentioned- Traffic flow is #1. And traffic lights are good but too long for each cycle, I sit sometimes 5-8 minutes @ Cool Springs. Thank you for all you are doing. Manor.
- Availability of essential needs (shopping, healthcare, etc.).
- EASE OF SONG BUSINESS IN FRANKLIN.
- FRANKLIN/ WC IS THE WEALTHY ENCLAVE OF MIDDLE TENNESSEE. THERE IS NOTHING WRONG WITH THIS. WE SHOULD WORK TO CONTINUE TO FILL THAT ROLL FOR THE AREA. WE SHOULD RESIST PRESSURE TO BECOME SOMETHING ELSE.
- Health related: being new to Franklin and not being able to find a primary care physician accepting new patients.
- limited availability of recreation center for growing populations. Only one at present it may not be sufficient
- Mainly unavailable.
- MAKING SURE IT DOESN'T BECOME LIKE BRENTWOOD.
- Many office buildings without tenants, filling apartments, need to keep green space & make it easier to walk places ex. Why isn't there a sidewalk that connects the Factory & Downtown? It would help both areas.
- Needs volunteer opportunities after typical work hours.
- That is my main complaint.
- The Pilgrimage Festival needs to be re-evaluated. It closes down the dog park for about 2 months for concert and I can't even afford to attend nor does it seems to benefit the city. It has damaged the farm so far, and its growth has been so rapid that it seems to take over a main part of the downtown roads, frustrating the people who live near. We dread it each year and hate that it doesn't seem like other "Franklin Festivals". It is too long, and too big, and too much about making money rather than building up the city.
- The secular nature that seems to have taken over- "money, money, money"/ "the hell with you, I'm so consumed with self, with materialism- I don't have time or concern for you"/ "fame and fortune" / "we're nose stuck up in the air Franklin, so therefore, we're better than you."

Don't know/nothing

- ?
- ?
- ?
- Don't really know.
- I don't know.
- I don't know.
- I have no ideas.
- I HAVE NO PROBLEMS- I HAVE BEEN HERE FOR ONLY 2 MONTHS.
- No comments.

- None.
- Not sure.
- Satisfied with the growth of Franklin.
- Since I don't know issues, I don't know the many challenges Franklin facing now.
- We moved here from Forest Hills- near Green Hills. We moved to Park Street to have a variety of people in our lives. We enjoy the shopping & restaurants- we walk into town 2-3 times 2 week to eat & shop. We love living here.