

Full Trends

This table contains the trends over time for the City of Franklin. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2022 and 2025 surveys is greater than 6.7 percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2016	2019	2022	2025
Governance	Please indicate whether or not you have done each of the following in the last 12 months.				
	Contacted the City of Franklin for help or information	37%	37%	49%	42% L
	Please rate the quality of each of the following services in Franklin.				
	Public information services	79%	86%	71%	79% H
	Please rate the following categories of Franklin government performance.				
	The value of services for the taxes paid to Franklin	77%	76%	72%	80% H
	The job Franklin government does at welcoming resident involvement	71%	75%	65%	74% H
	Generally acting in the best interest of the community	73%	75%	68%	75% H
	Informing residents about issues facing the community			55%	66% H
	Treating all residents fairly	72%	76%	65%	76% H
	Overall, how would you rate the quality of the services provided by each of the following?				
	The City of Franklin	93%	93%	82%	90% H
Economy	Please rate each of the following in the Franklin community.				
	Employment opportunities	76%	83%	79%	68% L
Mobility	Please rate the quality of each of the following services in Franklin.				
	Street lighting	74%	75%	73%	84% H

Mobility	Please rate the quality of each of the following services in Franklin.	Snow removal	57%	71%	57%	74% H
		Bus or transit services	42%	54%	40%	53% H
Community Design	Please also rate each of the following in the Franklin community.	Variety of housing options	48%	49%	41%	48% H
Utilities	Please rate the quality of each of the following services in Franklin.	Affordable high-speed internet access			66%	75% H
Safety	Please rate the quality of each of the following services in Franklin.	Emergency preparedness	77%	79%	75%	82% H
Parks and Recreation	Please rate the quality of each of the following services in Franklin.	Recreation programs or classes	85%	87%	79%	89% H
		Recreation centers or facilities	84%	87%	80%	87% H
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Franklin.	Franklin as a place to retire	86%	84%	84%	73% L
	Please rate the job you feel the Franklin community does at each of the following.	Making all residents feel welcome			74%	83% H
Education, Arts, and Culture	Please also rate each of the following in the Franklin community.	Adult educational opportunities	65%	69%	60%	69% H
Health and Wellness	Please also rate each of the following in the Franklin community.	Availability of affordable quality mental health care	68%	67%	51%	69% H
Natural Environment	Please rate the quality of each of the following services in Franklin.	Recycling	76%	82%	60%	69% H

**Natural
Environment**

**Please rate the quality of each of
the following services in Franklin.**

Yard waste pick-up

86% 87% 80% 90%
H