

Town of Franklin

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OFFICE OF THE TOWN ADMINISTRATOR

National Community Survey Press Release

January 7, 2025

From: Jamie Hellen, Town Administrator

TOWN OF FRANKLIN SEEKS INPUT FROM RESIDENTS IN COMMUNITY-WIDE SURVEY

The Town of Franklin will launch The National Community Survey (NCS) on January 8, 2025 to gather resident input for strategic planning initiatives and to align goals around the community's top priorities.

Franklin, MA – The Town of Franklin announced they will be launching a community survey to gather resident feedback on a wide array of topics, including economy, mobility, community design, utilities, safety, natural environment, inclusivity, engagement, and other elements of Franklin's overall livability. The survey results will provide the Town with valuable data to incorporate into future policy discussions and strategic planning.

The National Community Survey (The NCS) was developed by [National Research Center](#) at [Polco](#). The results will show Franklin's strengths, areas in need of improvement, and what matters most to residents. The Town will also be able to see how its performance compares to other communities across the country.

"The National Community Survey provides a fantastic opportunity for residents of Franklin to impact and enhance the quality of life in the Town of Franklin. The feedback received from the survey will give Town staff and officials critical insight into how residents feel about life in Franklin today, and what can be done to make it an even better community in the future. We encourage all residents to complete the survey and help to shape the future of Franklin", stated Town Administrator, Jamie Hellen.

Five-thousand randomly selected households will receive mailed survey invitations over the next few weeks. Households that receive an invitation are asked to follow the enclosed instructions and complete the survey. Residents who are not included in the random selection will be able to complete the community-wide version of the survey when it is released in early February 2025. To receive notification when this survey is released and to register for a Polco profile, follow this link: polco.us/n/res/signup. The random selection survey and community-wide survey will both close on February 19, 2025.

For more information or questions regarding the survey, contact the Project Manager, Kate Hinckley, Director of GIS at (508) 553-5534 or visit our website at <https://www.franklinma.gov/town-council/webforms/national-community-survey>

About Polco: Polco brings people and data together to help build stronger, healthier communities. With award-winning community engagement tools and services, Polco allows leaders to engage residents around their most important topics, align goals, and strengthen public trust. Polco is committed to a strict privacy policy, designed to keep participants' responses confidential and protect personal data. Learn more at info.polco.us.