



FREQUENTLY ASKED QUESTIONS

Where can I take the survey?

The survey can be completed online at

<https://www.surveymonkey.com/r/NewFranklinCommunitySurvey>

It can also be easily accessed from the city’s website NewFranklin.org.

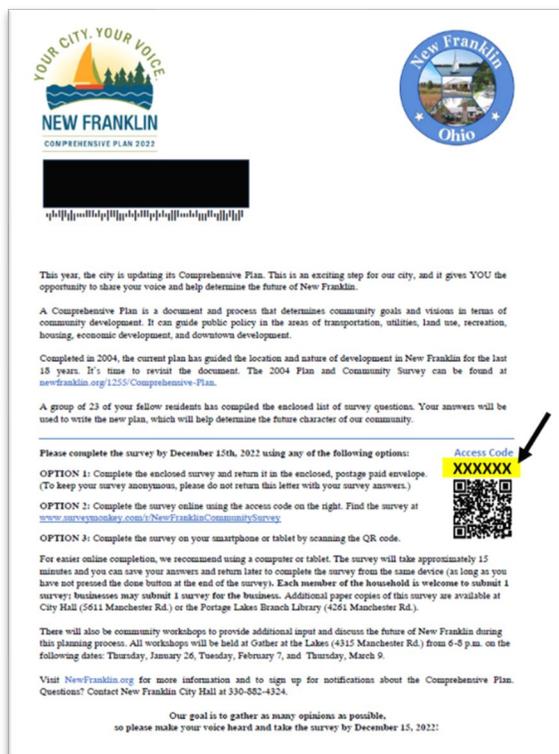
Paper copies of the survey are also available to complete and return. A postage-paid envelope is provided. A paper copy of the survey will be mailed to all New Franklin households the week of November 23-29th. Beginning December 1, paper copies of the survey can be picked up at City Hall (5611 Manchester Road) or the Portage Lakes Branch Library (4261 Manchester Road). There are a limited number of paper surveys available, so it is our hope that most people complete the survey online, which is more cost effective.

What is the “access code” on the online survey?

The “access code” can be found on the letter mailed to households with the survey in the yellow envelope shown below. The “access code” is a randomly generated number shown above the QR code on your letter. Please provide the “access code” when taking the online survey if possible. This will help ensure only New Franklin residents take the survey and that respondents do not submit excess quantities of surveys.



Mailed Survey Envelope



Access Code Location

Can the access code be traced back to me?

No. The access codes were randomly generated by a third party. The City does not have access to the access code information, nor is the City able to identify residents based on the access code.

What if I need more paper surveys?

One paper copy of the survey will be mailed to all New Franklin households and businesses the week of November 23-29th. Once paper surveys have been mailed, additional paper copies of the survey can be picked up at City Hall located at 5611 Manchester Road, Monday-Friday 8:30 a.m. until 4:30 p.m. or at the Portage Lakes Branch Library located at 4261 Manchester Road in New Franklin. (Please check library hours.) There are a limited number of paper surveys available, so it is our hope that most people complete the survey online, which is more cost effective.

Why didn't I receive my survey in the mail?

All New Franklin households were included in the mailing. If you did not receive a paper survey in the mail, you can still take the survey online at NewFranklin.org. If you prefer a paper survey, you can pick one up at City Hall or the Portage Lakes Branch Library.

When is the survey due?

The deadline to complete the survey is 11:59 p.m. on Thursday, December 15th.

What will be done with the survey results?

The results of the survey will be used, along with input from other public events including the Public Visioning Event that was held in April 2022 and upcoming Public Workshops, to help provide a framework for future plans for the City of New Franklin in regard to transportation, utilities, land use, recreation, housing, economic development, and downtown development.

What if I have more input?

Great! We want to hear it! Mark your calendar and attend the upcoming public community workshops that will be held from 6:00 p.m. – 8:00 p.m. at Gather at the Lakes (4315 Manchester Road) on the following dates:

- Thursday, January 26, 2023
- Tuesday, February 7, 2023
- Thursday, March 9, 2023

Is the survey anonymous?

Yes! Both the online and paper versions of the survey are anonymous. If you take the survey using the paper copy mailed to your home, please DO NOT return the cover letter in order to keep the responses anonymous.

Are only adults permitted to complete the survey?

Nope! We'd love to hear from the "future of New Franklin" too. If your teens (or even younger) would like to provide valuable input, let's hear it.

Where can I learn more about the Comprehensive Plan?

Visit NewFranklin.org and click on Comprehensive Plan Project under the Quick Links section of the homepage to learn more and sign up for alerts for future events related to the project.

What if I still have questions?

Call City Hall at 330-882-4324 or email comprehensiveplan@newfranklin.org.