The City of Carterville
The National Community Survey

About The NCS™

The National Community Survey™ (The NCS™) report is about the "livability" of Carterville. The phrase "livable community" is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents' opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity and Engagement

The Community Livability Report provides the opinions of a representative sample of xxN residents of the city of Carterville collected from XXdate to XXdate. The margin of error around any reported percentage is XX% for all respondents and the response rate for the 2020 survey was xx%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Carterville.

How the results are reported

The survey For the most part, the percentages presented in the following tabs represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.). On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in the tab "Complete data." However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Carterville's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Carterville residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Carterville's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Carterville's average rating was more than 20 points different when compared to the benchmark.

Viewing the report

The report is organized in tabs across the top of the page (e.g., "Highlights," "Facets of livability," etc.). Each tab displays the results of the questions related to that topic. In each tab there are scroll bars at the right and at the bottom to help navigate through all the data on that tab. You may also have to use scroll bars within a chart or table to see more of the data.

There may be more tabs that you can see across the top of the screen. To see the list of all the tabs at once, find the downward arrow in the upper lefthand corner (near the "About" tab), which if clicked will display all the tabs - or use the < > arrows at the left and right of the tabs to scroll left or right.

Facets of livability

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

The quadrants to the right show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). In the charts below you can see what proportion of residents rated each facet positively for quality and then importance. Also shown is whether local ratings were lower, similar or higher than communities across the country (the National Benchmark).

IMPORTANCE (High / Low) — QUALITY (Low / High)

- Utilities

- Safety
- Natural environment
- Parks and recreation
- Economy

- Community design
- Inclusivity and engagement
- Mobility
- Education, arts, and culture

- Health and wellness

Quality ratings

		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to Carterville as a whole.	Overall quality of natural environment in Carterville	94%	Higher
	Overall quality of parks and recreation opportunities	88%	Similar
	Overall health and wellness opportunities in Carterville	87%	Higher
	Overall feeling of safety in Carterville	86%	Similar
	Overall quality of the utility infrastructure in Carterville (water, sewer, storm ...	79%	Similar
	Overall economic health of Carterville	76%	Similar
	Overall opportunities for education, culture and the arts	67%	Similar
	Residents' connection and engagement with their community	63%	Similar
	Overall design or layout of Carterville's residential and commercial areas (e.g...	61%	Similar
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Carte..	42%	Lower

Importance ratings

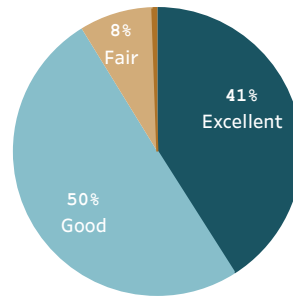|		% positive *	vs. benchmark **
Please rate how important, if at all, you think it is for the Carterville community to focus on each of the following in the coming two years.	Overall feeling of safety in Carterville	91%	Similar
	Overall quality of natural environment in Carterville	90%	Higher
	Overall economic health of Carterville	88%	Similar
	Overall quality of the utility infrastructure in Carterville (water, sewer, storm ...	85%	Lower
	Overall quality of parks and recreation opportunities	82%	Similar
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Carte..	79%	Similar
	Overall health and wellness opportunities in Carterville	75%	Similar
	Overall design or layout of Carterville's residential and commercial areas (e.g...	74%	Similar
	Residents' connection and engagement with their community	70%	Lower
	Overall opportunities for education, culture and the arts	69%	Lower

Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Carterville

8%
Fair

41%
Excellent

50%
Good

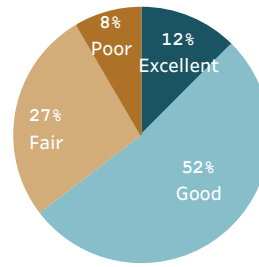|		% positive *	vs. benchmark **
Please rate each of the following aspects of quality of life in Carterville.	The overall quality of life in Carterville	95%	Higher
	Carterville as a place to live	87%	Similar
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Carterville to someone who asks	90%	Similar
	Remain in Carterville for the next five years	85%	Similar
Please rate each of the following characteristics as they relate to Carterville a..	Overall image or reputation of Carterville	88%	Higher

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

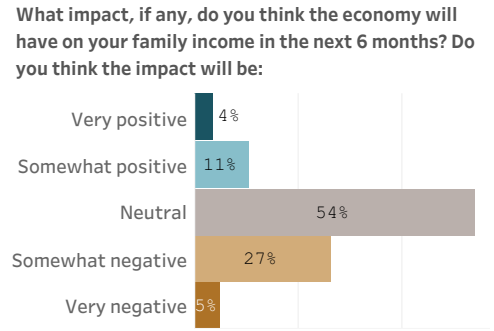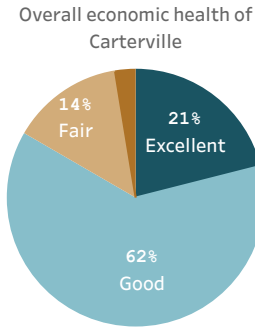Overall confidence in Carterville government

		% positive *	vs. benchmark **
Please rate the following categories of Carterville government performance.	Being honest	74%	**Higher**
	The value of services for the taxes paid to Carterville	74%	**Higher**
	Generally acting in the best interest of the community	74%	**Higher**
	Treating residents with respect	73%	Similar
	Treating all residents fairly	66%	Similar
	The overall direction that Carterville is taking	58%	Similar
	Overall confidence in Carterville government	53%	Similar
	Being open and transparent to the public	46%	**Lower**
	Informing residents about issues facing the community	41%	**Lower**
Overall, how would you rate the quality of the services provided by each of the following?	The City of Carterville	89%	Similar
	Carterville	68%	Similar
	The Federal Government	31%	Similar
Please rate the quality of each of the following services in Carterville.	Public information services	81%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Carterville

- 21% Excellent
- 62% Good
- 14% Fair

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive: 4%
- Somewhat positive: 11%
- Neutral: 54%
- Somewhat negative: 27%
- Very negative: 5%

		% positive *	vs...
Please rate each of the following characteristics as they relate to Carterville as a whole.	Overall quality of business and service establishments in Carterville	91%	**Higher**
	Overall economic health of Carterville	76%	Similar
	Vibrancy of downtown/commercial area	76%	**Higher**
	Variety of business and service establishments in Carterville	73%	Similar
	Shopping opportunities	60%	Similar
	Employment opportunities	58%	Similar
	Cost of living in Carterville	38%	Similar
Please rate each of the following aspects of quality of life in Carterville.	Carterville as a place to work	88%	**Higher**
	Carterville as a place to visit	83%	**Higher**
Please rate the quality of each of the following services in Carterville.	Economic development	67%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work and play in the community.

**Overall quality of the transportation system in Carterville**
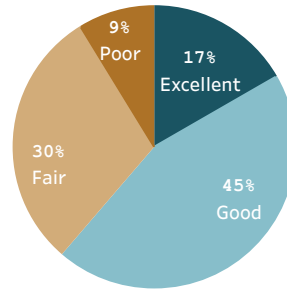
- 9% Poor
- 17% Excellent
- 45% Good
- 30% Fair

		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to Carterville as a whole.	Ease of travel by car in Carterville	90%	Higher
	Ease of travel by bicycle in Carterville	78%	Higher
	Ease of public parking	73%	Higher
	Traffic flow on major streets	65%	Similar
	Ease of walking in Carterville	53%	Similar
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Carterville	42%	Lower
	Ease of travel by public transportation in Carterville	41%	Similar
Please indicate whether or not you have done each of the following in the last 12 months.	Walked or biked instead of driving	51%	Similar
	Carpooled with other adults or children instead of driving alone	39%	Similar
	Used bus, rail, subway or other public transportation instead of driving	5%	Lower
Please rate the quality of each of the following services in Carterville.	Street cleaning	87%	Higher
	Snow removal	82%	Higher
	Traffic enforcement	75%	Similar
	Street lighting	73%	Similar
	Traffic signal timing	66%	Similar
	Street repair	55%	Similar
	Bus or transit services	50%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Overall design or layout of Carterville's residential and commercial areas
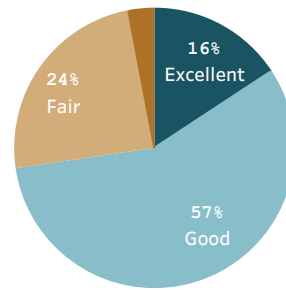
16% Excellent
57% Good
24% Fair

		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to Carterville as a whole.	Overall appearance of Carterville	90%	**Higher**
	Overall design or layout of Carterville's residential and commercial areas (e.g., homes, buildings, streets, par..	79%	**Higher**
	Public places where people want to spend time	75%	Similar
	Preservation of the historical or cultural character of the community	72%	Similar
	Well-designed neighborhoods	70%	Similar
	Overall quality of new development in Carterville	67%	Similar
	Well-planned residential growth	63%	Similar
	Well-planned commercial growth	60%	Similar
	Variety of housing options	55%	Similar
	Availability of affordable quality housing	31%	Similar
Please rate the quality of each of the following services in Carterville.	Land use, planning and zoning	66%	**Higher**
	Code enforcement (weeds, abandoned buildings, etc.)	58%	Similar
Please rate each of the following aspects of quality of life in Carterville.	Your neighborhood as a place to live	85%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Carterville

- 24% Excellent
- 55% Good
- 18% Fair

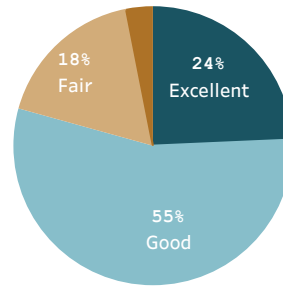|		% positive *	vs. benchmark **
Please rate the quality of each of the following services in Carterville.	Garbage collection	89%	Similar
	Power (electric and/or gas) utility	88%	Similar
	Sewer services	87%	Similar
	Utility billing	79%	Similar
	Drinking water	79%	Similar
	Storm water management (storm drainage, dams, levees, etc.)	75%	Similar
Please rate each of the following characteristics as they relate to Carterville a..	Overall quality of the utility infrastructure in Carterville (water, sewer, storm water, electric/gas)	79%	Similar

*   The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust Safety-related services is essential to residents' quality of life.

Overall feeling of safety in Carterville

- 34% Excellent
- 53% Good
- 12% Fair

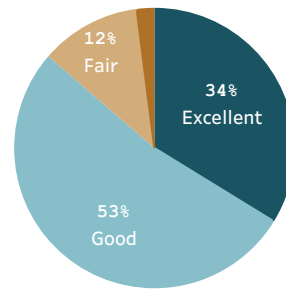|		% positive *	vs. benchmark **
Please rate the quality of each of the following services in Carterville.	Fire services	91%	Similar
	Ambulance or emergency medical services	89%	Similar
	Animal control	87%	**Higher**
	Police/Sheriff services	85%	Similar
	Fire prevention and education	84%	Similar
	Crime prevention	78%	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency s..	69%	Similar
Please rate each of the following characteristics as they relate to Carterville a..	Overall feeling of safety in Carterville	86%	Similar
Please rate how safe or unsafe you feel:	In your neighborhood during the day	95%	Similar
	In Carterville's downtown/commercial area during the day	95%	Similar
	From violent crime	88%	Similar
	From fire, flood or other natural disaster	85%	Similar
	From property crime	79%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Overall quality of natural environment in Carterville

- 49% Excellent
- 42% Good
- 7% Fair

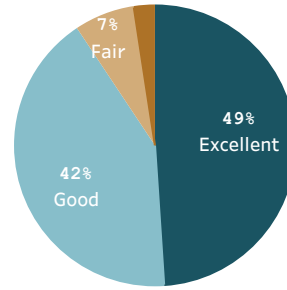|		% positive *	vs. benchmark **
Please rate the quality of each of the following services in Carterville.	Carterville open space	83%	Higher
	Recycling	79%	Similar
	Preservation of natural areas (open space, farmlands and greenbelts)	60%	Similar
	Yard waste pick-up	56%	Lower
Please rate each of the following characteristics as they relate to Carterville as a whole.	Overall quality of natural environment in Carterville	94%	Higher
	Air quality	92%	Higher
	Cleanliness of Carterville	85%	Similar
	Water resources (beaches, lakes, ponds, riverways, etc.)	80%	Similar

*   The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."
- National Recreation and Park Association

Overall quality of the parks and recreation opportunities
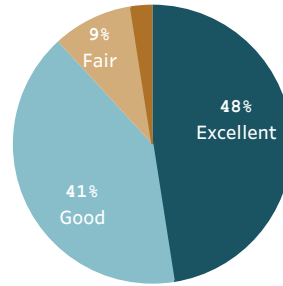
48% Excellent
41% Good
9% Fair

		% positive *	vs. benchmark **
Please also rate the quality of each of the following services in Carterville.	City parks	95%	Higher
	Recreation programs or classes	75%	Similar
	Recreation centers or facilities	73%	Similar
Please rate each of the following characteristics as they relate to Carterville as a whole.	Overall quality of parks and recreation opportunities	88%	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	88%	Higher
	Recreational opportunities	84%	Higher
	Availability of paths and walking trails	62%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Carterville

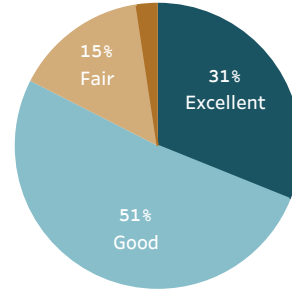|		% positive *	vs. benchmark **
Please also rate the quality of each of the following services in Carterville.	Health services	84%	Higher
Would you say that in general your health is:	Would you say that in general your health is:	88%	Similar
Please rate each of the following characteristics as they relate to Carterville as a whole.	Overall health and wellness opportunities in Carterville	87%	Higher
	Availability of affordable quality health care	72%	Similar
	Availability of preventive health services	71%	Similar
	Availability of affordable quality food	72%	Similar
	Availability of affordable quality mental health care	51%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts

5% Poor
21% Excellent
28% Fair
46% Good

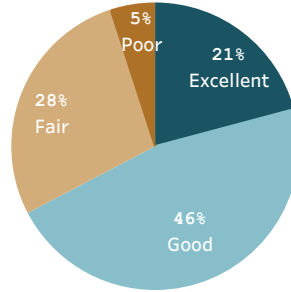|		% positive *	vs...
Please also rate the quality of each of the following services in Carterville.	Public library services	93%	**Higher**
Please rate each of the following characteristics as they relate to Carterville as a whole.	K-12 education	87%	**Higher**
	Overall opportunities for education, culture and the arts	67%	Similar
	Community support for the arts	63%	Similar
	Adult educational opportunities	60%	Similar
	Availability of affordable quality childcare/preschool	59%	Similar
	Opportunities to attend cultural/arts/music activities	55%	Similar
Please also rate each of the following characteristics as they relate to Carterville as a whole.	Opportunities to attend special events and festivals	66%	Similar
	Opportunities to participate in social events and activities	62%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community
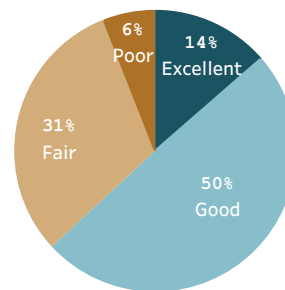
6% Poor
14% Excellent
50% Good
31% Fair

		% positive *	vs. benchmark **
Please rate each of the following aspects of quality of life in Carterville.	Carterville as a place to raise children	91%	**Higher**
	Carterville as a place to retire	71%	Similar
	Sense of community	66%	Similar
Please rate the job you feel the Carterville community does at each of the following.	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	69%	Similar
	Making all residents feel welcome	70%	Similar
	Valuing/respecting residents from diverse backgrounds	60%	Similar
	Attracting people from diverse backgrounds	38%	**Lower**
Please also rate each of the following characteristics as they relate to Carterville as a whole.	Sense of civic/community pride	75%	Similar
	Opportunities to volunteer	71%	Similar
	Neighborliness of residents in Carterville	72%	Similar
	Opportunities to participate in community matters	65%	Similar
	Opportunities to participate in social events and activities	62%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	43%	**Lower**
Please rate how important, if at all, you think it is for the Carterville community to focus o..	Residents' connection and engagement with their community	70%	**Lower**

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely")...

Residents' participation levels

		% yes	vs. benchmark *
Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	80%	Similar
	Contacted the City of Carterville (in-person, phone, email or web) for help or i..	50%	Similar
	Contacted Carterville (in-person, phone, email or web) for help or information	42%	Much lower
	Volunteered your time to some group/activity in Carterville	32%	Similar
	Watched (online or on television) a local public meeting	22%	Similar
	Attended a local public meeting (of local elected officials like City Council or Ci..	19%	Similar
	Campaigned or advocated for a local issue, cause or candidate	18%	Similar

		% a few times a week or more	
Thinking about a typical week, how many times do you:	Use or check email	98%	Similar
	Access the internet from your home using a computer, laptop or tablet compu..	97%	Similar
	Access the internet from your cell phone	93%	Similar
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	78%	Similar
	Shop online	52%	Similar
	Share your opinions online	28%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

National benchmark tables

Taking the pulse of the business community has little meaning without knowing what pulse rate is too high and what is too low. Comparisons to results from other locations across the country can help provide context to the ratings received in Carterville.

Ratings are compared when there were at least five other communities in which a similar question was asked. Where comparisons are available, five columns are provided in the table. The first column shows the comparison of Carterville's rating to the benchmark. In that column, Carterville's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Carterville business owners or managers is statistically similar to or different (greater or lesser) than the benchmark. The second column is Carterville's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.). The third column is the rank assigned to Carterville's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. And finally, the fifth column shows the percentile for Carterville's result -- that is what percent of surveyed communities had a lower rating than Cartervi..

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Carterville.	Carterville as a place to retire	Similar	66%	74	356	53
	The overall quality of life in Carterville	Higher	95%	42	432	91
		Similar	84%	178	433	59
	Sense of community	Similar	61%	86	305	46
	Carterville as a place to live	Higher	97%	52	373	87
		Similar	87%	137	375	64
	Your neighborhood as a place to live	Higher	94%	24	309	93
		Similar	85%	99	311	69
	Carterville as a place to raise children	Higher	91%	66	370	83
		Similar	83%	154	372	59
	Carterville as a place to work	Higher	88%	9	353	98
		Similar	68%	136	355	62
	Carterville as a place to visit	Higher	83%	56	293	81
		Similar	75%	88	291	70
Please rate the quality of each of the following services in Carterville.	Affordable high-speed internet access	Much lower	29%	29	29	4
		Similar	66%	4	22	83
	Garbage collection	Similar	82%	44	334	21
	Drinking water	Similar	79%	88	302	56
	Sewer services	Similar	82%	22	302	53
	Storm water management (storm drainage, dams, levees, ..	Similar	73%	63	328	72
	Power (electric and/or gas) utility	Similar	84%	11	191	59
	Utility billing	Similar	74%	14	237	46
	Police/Sheriff services	Similar	84%	132	420	50
	Crime prevention	Similar	77%	124	349	63
	Animal control	Higher	87%	8	317	98
		Similar	70%	160	319	51
	Ambulance or emergency medical services	Similar	83%	137	319	10
	Fire services	Similar	86%	163	359	18
	Fire prevention and education	Similar	78%	68	283	31
	Emergency preparedness (services that prepare the comm..	Similar	60%	59	280	28
	Preservation of natural areas (open space, farmlands and greenbelts)	Much higher	88%	3	258	99
		Similar	60%	157	260	40
	Carterville open space	Higher	83%	16	248	94
		Similar	70%	106	250	58
	Recycling	Similar	68%	83	341	17
	Yard waste pick-up	Lower	56%	249	270	9
		Similar	77%	142	268	48
	Public information services	Much lower	87%	286	286	1
		Similar	81%	59	284	80
	Economic development	Higher	76%	30	283	90
		Similar	67%	92	285	68
	Traffic enforcement	Similar	70%	68	353	57
	Traffic signal timing	Similar	62%	33	267	78
	Street repair	Similar	43%	88	352	45
	Street cleaning	Higher	87%	10	307	97
		Similar	65%	158	309	50
	Street lighting	Higher	78%	36	326	89

Comparison of Responses by Respondent Demographics

This dashboard allows the user to specify which demographics to include in the table using the menu to the right. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		18–34	35–54	55+	Overall
Please rate each of the following aspects of quality of life in Carterville.	Carterville as a place to retire	59%	70%	75%	70%
	The overall quality of life in Carterville	88%	94%	93%	92%
	Sense of community	48%	76%	77%	68%
	Carterville as a place to live	90%	96%	95%	94%
	Your neighborhood as a place to live	85%	95%	94%	92%
	Carterville as a place to raise children	73%	95%	93%	89%
	Carterville as a place to work	76%	85%	82%	81%
	Carterville as a place to visit	69%	79%	88%	79%
Please rate the quality of each of the following services in Carterville.	Affordable high-speed internet access	45%	47%	57%	50%
	Garbage collection	88%	86%	91%	88%
	Drinking water	72%	82%	84%	80%
	Sewer services	82%	89%	89%	87%
	Storm water management (storm drainage, ..	67%	81%	76%	75%
	Power (electric and/or gas) utility	84%	91%	90%	88%
	Utility billing	70%	80%	85%	79%
	Police/Sheriff services	66%	91%	92%	85%
	Crime prevention	69%	82%	84%	79%
	Animal control	75%	80%	80%	79%
	Ambulance or emergency medical services	77%	89%	95%	88%
	Fire services	83%	92%	94%	90%
	Fire prevention and education	70%	88%	90%	84%
	Emergency preparedness (services that pre..	59%	69%	79%	69%
	Preservation of natural areas (open space, f..	70%	80%	82%	78%
	Carterville open space	77%	78%	83%	79%
	Recycling	68%	81%	82%	78%
	Yard waste pick-up	66%	69%	72%	69%
	Public information services	65%	71%	77%	71%
	Economic development	67%	73%	76%	73%
	Traffic enforcement	68%	79%	77%	75%
	Traffic signal timing	61%	68%	69%	66%
	Street repair	56%	54%	53%	54%
	Street cleaning	76%	79%	79%	78%
	Street lighting	74%	77%	78%	77%
	Snow removal	77%	76%	83%	79%
	Sidewalk maintenance	66%	79%	74%	73%
	Bus or transit services	31%	33%	38%	34%
	Land use, planning and zoning	63%	63%	61%	62%
	Code enforcement (weeds, abandoned buildi..	57%	59%	52%	56%
Please also rate the quality of each of the following services in Carterville.	City parks	90%	96%	93%	93%
	Recreation programs or classes	68%	75%	81%	75%
	Recreation centers or facilities	67%	73%	81%	74%
	Health services	66%	84%	86%	80%
	Public library services	87%	93%	94%	92%
	Overall customer service by Carterville empl..	84%	91%	91%	89%
Please rate the following categories of Carterville government performance.	The value of services for the taxes paid to Ca..	60%	60%	66%	62%
	The overall direction that Carterville is taking	68%	71%	70%	70%
	The job Carterville government does at welc..	52%	59%	62%	57%
	Overall confidence in Carterville government	59%	67%	65%	64%
	Generally acting in the best interest of the c..	61%	71%	68%	67%
	Being honest	62%	69%	73%	68%
	Being open and transparent to the public	47%	62%	66%	59%
	Informing residents about issues facing the ..	45%	60%	58%	55%

of Carterville government performance.	Treating all residents fairly	60%	65%	70%	65%
	Treating residents with respect	67%	73%	77%	73%
Please rate each of the following characteristics as they relate to Carterville as a whole.	Overall economic health of Carterville	73%	87%	87%	83%
	Overall quality of the transportation system..	51%	60%	66%	60%
	Overall design or layout of Carterville's resi..	65%	75%	77%	73%
	Overall quality of the utility infrastructure i..	75%	80%	83%	80%
	Overall feeling of safety in Carterville	81%	92%	89%	87%
	Overall quality of natural environment in Ca..	86%	92%	93%	90%
	Overall quality of parks and recreation oppo..	84%	88%	91%	88%
	Overall health and wellness opportunities in..	75%	84%	88%	83%
	Overall opportunities for education, culture ..	49%	72%	76%	67%
	Residents' connection and engagement wit..	50%	70%	69%	64%
	Overall quality of business and service esta..	85%	86%	88%	86%
	Variety of business and service establishme..	69%	75%	76%	74%
	Vibrancy of downtown/commercial area	80%	78%	73%	77%
	Employment opportunities	59%	61%	63%	61%
	Shopping opportunities	58%	59%	65%	60%
	Cost of living in Carterville	32%	38%	44%	38%
	Overall image or reputation of Carterville	80%	90%	84%	85%
	Traffic flow on major streets	73%	78%	75%	76%
	Ease of public parking	56%	66%	64%	62%
	Ease of travel by car in Carterville	87%	96%	91%	92%
	Ease of travel by public transportation in Ca..	23%	28%	27%	26%
	Ease of travel by bicycle in Carterville	55%	64%	66%	62%
	Ease of walking in Carterville	64%	74%	81%	73%
	Well-planned residential growth	63%	62%	63%	62%
	Well-planned commercial growth	51%	63%	60%	59%
	Well-designed neighborhoods	66%	71%	72%	70%
	Preservation of the historical or cultural cha..	68%	77%	74%	74%
	Public places where people want to spend ti..	79%	76%	75%	77%
	Variety of housing options	47%	58%	64%	56%
	Availability of affordable quality housing	24%	29%	35%	30%
	Overall quality of new development in Carte..	67%	72%	66%	68%
	Overall appearance of Carterville	89%	89%	86%	88%
	Cleanliness of Carterville	88%	91%	91%	90%
	Water resources (beaches, lakes, ponds, riv..	75%	80%	84%	80%
	Air quality	93%	91%	93%	92%
	Availability of paths and walking trails	77%	83%	85%	82%
	Fitness opportunities (including exercise cla..	73%	80%	83%	79%
	Recreational opportunities	69%	81%	83%	78%
	Availability of affordable quality food	64%	70%	78%	71%
	Availability of affordable quality health care	62%	72%	78%	71%
	Availability of preventive health services	60%	72%	78%	71%
	Availability of affordable quality mental hea..	36%	52%	58%	49%
	Opportunities to attend cultural/arts/music ..	39%	56%	66%	55%
	Community support for the arts	47%	66%	71%	62%
	Availability of affordable quality childcare/p..	55%	58%	67%	60%
	K-12 education	84%	85%	88%	86%
	Adult educational opportunities	53%	63%	65%	61%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Carterville	93%	84%	91%	89%
	The Federal Government	14%	37%	39%	31%
	Carterville	52%	77%	69%	67%
Please rate how important, if at all, you think it is for the Carterville community to focus on each of the following in the coming two years.	Overall economic health of Carterville	78%	91%	90%	86%
	Overall quality of the transportation system..	75%	66%	80%	74%
	Overall design or layout of Carterville's resi..	64%	68%	79%	70%
	Overall quality of the utility infrastructure i..	83%	81%	94%	86%
	Overall feeling of safety in Carterville	83%	93%	96%	91%
	Overall quality of natural environment in Ca..	92%	85%	91%	89%
	Overall quality of parks and recreation oppo..	77%	84%	87%	83%
	Overall health and wellness opportunities in..	75%	73%	83%	77%
	Overall opportunities for education, culture ..	78%	71%	75%	74%
	Residents' connection and engagement wit..	74%	70%	75%	73%
Thinking about government plans to	The City of Carterville	54%	66%	67%	63%

lift restrictions on businesses and community gathering areas or ven..	Carterville City	51%	62%	61%	58%
	The State of Wisconsin	27%	37%	45%	36%
As your local community takes steps to resume normal activities, how concerned are you about the following:	Overall health of you and your family	64%	84%	88%	79%
	Likelihood that you or someone in your famil..	68%	76%	82%	76%
	Our community's medical facilities and reso..	60%	62%	70%	64%
	Overall health and safety of vulnerable popu..	85%	87%	89%	87%
	Not having the right information to make go..	43%	49%	68%	54%
	My behaviors impacting the health of vulner..	66%	53%	64%	61%
	People not wearing masks in public places	77%	78%	88%	81%
	People not keeping physical distance in publ..	78%	77%	87%	81%
We know the COVID-19 pandemic has caused significant impacts on our business community and our re..	A property tax increase	55%	42%	50%	49%
	Raise fee for services	61%	67%	67%	65%
	Cut or decrease services	28%	51%	35%	38%
Thinking about a typical week, how many times do you:	Access the internet from your home using a ..	98%	98%	98%	98%
	Access the internet from your cell phone	100%	99%	85%	94%
	Visit social media sites such as Facebook, T..	87%	84%	68%	79%
	Use or check email	98%	99%	99%	99%
	Share your opinions online	29%	31%	30%	30%
	Shop online	51%	68%	48%	55%
Would you say that in general your ..	Would you say that in general your health is:	90%	91%	83%	88%
What impact, if any, do you think t..	What impact, if any, do you think the econo..	14%	17%	12%	15%
Please indicate how likely or unlikely you are to do each of the f..	Recommend living in Carterville to someone ..	93%	95%	94%	94%
	Remain in Carterville for the next five years	73%	89%	92%	85%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	94%	98%	96%	96%
	In Carterville's downtown/commercial area ..	92%	97%	95%	95%
	From property crime	74%	81%	82%	79%
	From violent crime	85%	91%	89%	89%
	From fire, flood or other natural disaster	79%	88%	88%	85%
Please rate the job you feel the Carterville community does at each of the following.	Making all residents feel welcome	62%	74%	79%	72%
	Attracting people from diverse backgrounds	35%	50%	54%	46%
	Valuing/respecting residents from diverse b..	56%	62%	63%	60%
	Taking care of vulnerable residents (elderly,..	63%	72%	72%	70%
Please also rate each of the following characteristics as they relate to Carterville as a whole.	Sense of civic/community pride	64%	77%	84%	76%
	Neighborliness of residents in Carterville	65%	77%	76%	73%
	Opportunities to participate in social events..	49%	69%	68%	63%
	Opportunities to attend special events and f..	50%	70%	76%	66%
	Opportunities to volunteer	52%	74%	84%	72%
	Opportunities to participate in community ..	53%	69%	74%	66%
	Openness and acceptance of the community ..	44%	60%	58%	54%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Carterville (in-person, ..	31%	53%	65%	50%
	Contacted Carterville elected officials (in-pe..	9%	17%	25%	18%
	Attended a local public meeting (of local ele..	10%	20%	24%	19%
	Watched (online or on television) a local pub..	21%	28%	17%	22%
	Volunteered your time to some group/activi..	23%	35%	38%	32%
	Campaigned or advocated for a local issue, c..	19%	16%	22%	19%
	Voted in your most recent local election	76%	76%	88%	80%
	Used bus, rail, subway or other public trans..	26%	12%	10%	16%
	Carpooled with other adults or children inst..	49%	39%	34%	40%
	Walked or biked instead of driving	82%	64%	59%	68%
	Contacted Carterville (in-person, phone, em..	39%	41%	42%	41%
How important, if at all, are the following to make you feel comfortable enough to return to retail stores, restaurants, etc.?	A "Seal of Safety" by a government agency	36%	24%	37%	32%
	Enhanced cleaning/disinfecting	76%	63%	79%	72%
	All employees wearing masks	72%	56%	70%	65%
	All customers wearing masks, when possible	70%	60%	71%	66%
	Limiting the number of people to ensure phy..	60%	59%	70%	63%
	Regular testing of employees for symptoms ..	39%	48%	66%	52%
	Antibody testing to determine potential im..	52%	40%	55%	49%
	Contract tracing to track people who interac..	49%	55%	65%	57%
How much of a problem, if at all, are the following issues for the people in your household who work for pay as a results of the COVID-19 pandemic?	Loss of job due to COVID-19	16%	18%	21%	18%
	Reduced income from job due to COVID-19	36%	21%	22%	26%
	Uncertainty of job or income due to COVID-19	46%	29%	24%	32%
	Daycare/child care/return to school challeng..	39%	28%	9%	25%
	Concern about being exposed to COVID-19 o..	56%	36%	28%	39%

in your household who work for pay as a results of the COVID-19 pandemic?	Concerns about infecting others in my work..	36%	30%	24%	30%
	Lack of technology to work from home	22%	18%	10%	16%
	Missing work due to illness	36%	26%	17%	26%
In general, how many times do you:	Access the internet from your home using a ..	100%	98%	97%	98%
	Access the internet from your cell phone	100%	100%	88%	96%
	Visit social media sites such as Facebook, T..	95%	80%	70%	81%
	Use or check email	100%	99%	97%	99%
	Share your opinions online	23%	25%	27%	25%
	Shop online	72%	64%	46%	60%