

| Brookfield 2022   | 2012 Overall | 2017 Overall | 2022 Overall | Change 2012 to 2022 | 2021 WI Overall | 2021 Midwest 25,001-100,000 | 2021 Midwest Overall | 2021 National 25,001-100,000 | 2021 National Overall |
|---|--------------|--------------|--------------|---------------------|-----------------|-----------------------------|----------------------|------------------------------|-----------------------|
| Fire Services Overall                                   | 84           | 89           | 89           | ↑ 5                 | 84              | 83                          | 79                   | 83                           | 79                    |
| Fire prevention education                               | 85           | 85           | 84           | → -1                | 80              | 79                          | 74                   | 77                           | 74                    |
| Response time to fires/medical emergencies              | 80           | 90           | 91           | ↑ 11                | 91              | 86                          | 81                   | 85                           | 80                    |
| Professional and efficient handling of calls/complaints | 86           | 91           | 91           | ↑ 5                 | -               | -                           | -                    | -                            | -                     |
| Transportation Overall                                  | 57           | 57           | 62           | ↑ 5                 | 67              | 64                          | 64                   | 65                           | 63                    |
| Street maintenance and repair                           | 66           | 65           | 69           | ↑ 3                 | 56              | 59                          | 61                   | 61                           | 61                    |
| Road capacity   | 57           | 58           | 68           | ↑ 11                | 68              | 63                          | 67                   | 61                           | 61                    |
| Public transportation options                           | 41           | 42           | 46           | ↑ 5                 | 53              | 60                          | 56                   | 62                           | 58                    |
| Accommodation for bicycle and foot traffic              | 63           | 64           | 66           | ↑ 3                 | 70              | 63                          | 64                   | 64                           | 62                    |
| Other City Services Overall                             | 77           | 80           | 80           | ↑ 3                 | 73              | 76                          | 69                   | 77                           | 71                    |
| Drinking water quality                                  | 68           | 71           | 71           | ↑ 3                 | 62              | 71                          | 71                   | 75                           | 72                    |
| Garbage collection                                      | 83           | 86           | 83           | → 0                 | 80              | 81                          | 74                   | 83                           | 76                    |
| Recycling collection                                    | 80           | 82           | 84           | ↑ 4                 | 74              | 74                          | 63                   | 73                           | 68                    |
| Police Overall  | 80           | 85           | 83           | ↑ 3                 | 77              | 77                          | 72                   | 74                           | 71                    |
| Efficient and professional handling of calls/complaints | 82           | 87           | 88           | ↑ 6                 | 75              | 77                          | 73                   | 73                           | 71                    |
| Safety education  | 80           | 84           | 84           | ↑ 4                 | 77              | 75                          | 70                   | 72                           | 69                    |
| Response time   | 78           | 84           | 84           | ↑ 6                 | 78              | 78                          | 74                   | 76                           | 73                    |
| Enforcing traffic laws                                  | -            | -            | 74           | -                   | -               | -                           | -                    | -                            | -                     |
| Taxes Overall   | 67           | 74           | 74           | ↑ 7                 | 67              | 66                          | 64                   | 70                           | 67                    |
| Fairness of property assessments                        | 65           | 74           | 74           | ↑ 9                 | 72              | 63                          | 64                   | 68                           | 66                    |
| Amount and quality of services for the taxes you pay    | 69           | 73           | 74           | ↑ 5                 | 65              | 68                          | 63                   | 70                           | 65                    |
| Local Government Management Overall                     | 75           | 78           | 78           | ↑ 3                 | 60              | 64                          | 62                   | 64                           | 63                    |
| Having leaders who are trustworthy                      | 77           | 79           | 79           | → 2                 | 57              | 64                          | 61                   | 65                           | 62                    |
| Offering services that are well-managed                 | 78           | 80           | 81           | ↑ 3                 | 59              | 64                          | 62                   | 64                           | 62                    |
| Having employees who are well-trained                   | 77           | 81           | 82           | ↑ 5                 | 64              | 65                          | 64                   | 66                           | 65                    |
| Communicating effectively with the community            | 76           | 78           | 78           | → 2                 | 61              | 67                          | 63                   | 64                           | 63                    |
| Being open to citizen ideas and involvement             | 68           | 70           | 69           | → 1                 | 58              | 62                          | 62                   | 62                           | 61                    |
| Actively promotes business development                  | 74           | 82           | 80           | ↑ 6                 | -               | -                           | -                    | -                            | -                     |
| Overall Online Information                              | 75           | 89           | 77           | ↑ 2                 | -               | -                           | -                    | -                            | -                     |
| The timeliness of the online information                | 76           | 91           | 78           | ↑ 2                 | -               | -                           | -                    | -                            | -                     |
| The clarity of the online information                   | 74           | 88           | 77           | ↑ 2                 | -               | -                           | -                    | -                            | -                     |
| The relevance of the information to you                 | 75           | 89           | 78           | ↑ 2                 | -               | -                           | -                    | -                            | -                     |
| Social media information                                | -            | -            | 77           | -                   | -               | -                           | -                    | -                            | -                     |
| Economic Health Overall                                 | 67           | 77           | 81           | ↑ 14                | 60              | 66                          | 62                   | 64                           | 61                    |
| Quality of jobs   | 70           | 77           | 79           | ↑ 9                 | 64              | 64                          | 60                   | 64                           | 60                    |
| Affordability of housing                                | 65           | 69           | 78           | ↑ 13                | 46              | 60                          | 58                   | 52                           | 54                    |
| Availability of jobs                                    | 62           | 74           | 80           | ↑ 18                | 70              | 68                          | 63                   | 65                           | 62                    |
| Stability of property values                            | 68           | 83           | 87           | ↑ 19                | 61              | 66                          | 64                   | 66                           | 64                    |
| Strength of local economy                               | 70           | 83           | 83           | ↑ 13                | 62              | 66                          | 63                   | 65                           | 62                    |
| Parks and Rec Overall                                   | 79           | 82           | 80           | → 1                 | 68              | 78                          | 69                   | 76                           | 70                    |
| Parks meet your needs                                   | 78           | 81           | 80           | ↑ 2                 | 74              | 78                          | 71                   | 77                           | 71                    |
| Park maintenance  | 79           | 82           | 81           | ↑ 2                 | 68              | 78                          | 72                   | 79                           | 73                    |
| Quality of recreational programs                        | 79           | 81           | 80           | → 1                 | 68              | 68                          | 79                   | 68                           | 75                    |
| Variety of recreational programs                        | 79           | 81           | 80           | → 1                 | 62              | 66                          | 75                   | 66                           | 72                    |
| Aesthetics and maintenance of plantings                 | 79           | 83           | 79           | → 0                 | -               | -                           | -                    | -                            | -                     |
| Library Overall   | 83           | 87           | 87           | ↑ 4                 | 73              | 77                          | 73                   | 76                           | 73                    |
| Hours of operation                                      | 83           | 86           | 89           | ↑ 6                 | 75              | 76                          | 73                   | 75                           | 72                    |
| Adequacy of building to meet community needs            | 83           | 86           | 88           | ↑ 5                 | -               | -                           | -                    | -                            | -                     |
| Selection of books and other materials                  | 82           | 91           | 87           | ↑ 5                 | 78              | 78                          | 76                   | 77                           | 75                    |
| Variety of programs and services                        | -            | 85           | 86           | → 1                 | 68              | 72                          | 68                   | 74                           | 70                    |
| Overall Events  | 73           | 76           | 76           | ↑ 3                 | 65              | 61                          | 63                   | 63                           | 65                    |
| Range of cultural offerings                             | 73           | 76           | 76           | ↑ 3                 | 63              | 61                          | 65                   | 63                           | 66                    |
| Strong and vibrant arts community                       | 73           | 77           | 76           | ↑ 3                 | 59              | 61                          | 64                   | 63                           | 65                    |
| Variety of festivals and community events               | 73           | 76           | 76           | ↑ 3                 | 69              | 64                          | 66                   | 65                           | 67                    |
| Overall ACSI  | 71           | 72           | 73           | ↑ 2                 | 64              | 65                          | 63                   | 63                           | 62                    |
| Satisfaction  | 76           | 77           | 79           | ↑ 3                 | 67              | 69                          | 66                   | 68                           | 66                    |
| Expectation   | 68           | 68           | 70           | ↑ 2                 | 62              | 62                          | 61                   | 62                           | 60                    |
| Ideal   | 69           | 70           | 71           | ↑ 2                 | 62              | 63                          | 61                   | 60                           | 60                    |
| Image Overall   | 80           | 81           | 81           | → 1                 | 69              | 66                          | 65                   | 69                           | 67                    |
| A safe place to live                                    | 87           | 85           | 87           | → 0                 | 74              | 68                          | 68                   | 74                           | 70                    |
| Enjoyable place for children                            | 86           | 87           | 87           | → 1                 | 77              | 68                          | 68                   | 73                           | 68                    |
| Enjoyable place for single adults                       | 76           | 77           | 77           | → 1                 | 68              | 65                          | 64                   | 59                           | 66                    |
| Enjoyable place for senior citizens                     | 82           | 83           | 84           | ↑ 2                 | 72              | 67                          | 69                   | 71                           | 70                    |
| Enjoyable place for everyone else                       | 82           | 83           | 83           | → 1                 | 76              | 71                          | 68                   | 75                           | 69                    |
| Physically attractive                                   | 80           | 82           | 81           | → 1                 | 70              | 66                          | 64                   | 70                           | 66                    |
| A great place to live                                   | 83           | 85           | 86           | ↑ 3                 | -               | -                           | -                    | -                            | -                     |
| A great place to have a business                        | 79           | 82           | 82           | ↑ 3                 | 66              | 62                          | 62                   | 67                           | 63                    |
| A safe place to bike and walk                           | 75           | 76           | 77           | → 2                 | 75              | 70                          | 68                   | 71                           | 67                    |
| A safe place to walk at night                           | 72           | 73           | 73           | → 1                 | 72              | 64                          | 63                   | 67                           | 64                    |
| A perfect community for me                              | 77           | 79           | 79           | → 2                 | 61              | 63                          | 65                   | 66                           | 64                    |
| City Customer Service                                   | 74           | 82           | 78           | ↑ 3                 | 67              | 66                          | 64                   | 66                           | 64                    |
| Ease of reaching the appropriate person                 | 76           | 78           | 79           | ↑ 2                 | 66              | 65                          | 62                   | 63                           | 62                    |
| Clarity of the process you needed to follow             | 75           | 91           | 78           | ↑ 3                 | -               | -                           | -                    | -                            | -                     |
| Accuracy of the response                                | 75           | 91           | 79           | ↑ 3                 | -               | -                           | -                    | -                            | -                     |
| Speed of the response                                   | 75           | 77           | 79           | ↑ 4                 | -               | -                           | -                    | -                            | -                     |
| Follow-up provided by staff                             | 71           | 73           | 74           | ↑ 4                 | 64              | 66                          | 63                   | 65                           | 63                    |