

City of Brookfield  
2012 Customer Service  
Satisfaction Scores

		City Hall					City Website		
		The ease of reaching the appropriate person	The clarity of the process you needed to follow	The accuracy of the response	The speed of the response	The follow-up provided by staff	The timeliness of the online information	The clarity of the online information	The relevance of the information to you
Overall Satisfaction		7.9	7.8	7.8	7.7	7.4	7.8	7.7	7.8
Length of Residency	One year or less	8.4	8.2	8.2	8.3	7.8	7.7	7.5	7.6
	1-5 years	7.7	7.6	7.6	7.6	7.4	7.8	7.7	7.8
	6-10 years	7.9	7.9	8.1	7.9	7.6	7.9	7.9	8.0
	10-20 years	7.7	7.5	7.8	7.6	7.3	7.7	7.6	7.7
	20 years or longer	7.9	7.8	7.7	7.7	7.3	7.9	7.7	7.8
Do you own or rent/lease your residence?	Own	7.9	7.7	7.8	7.7	7.3	7.8	7.7	7.8
	Rent/Lease	8.6	8.3	8.3	8.5	8.2	7.9	7.7	7.5
Age	Under 18	-	-	-	-	-	-	-	-
	18 to 24	7.0	7.0	3.7	6.3	6.5	6.3	7.0	7.0
	25 to 34	7.9	7.8	7.9	7.7	7.1	7.6	7.6	7.7
	35 to 44	7.9	7.7	7.8	7.6	7.3	7.8	7.6	7.8
	45 to 54	7.5	7.4	7.4	7.3	6.9	7.8	7.7	7.8
	55 to 64	7.8	7.6	7.7	7.7	7.5	7.8	7.7	7.7
	65 or over	8.2	8.1	8.1	8.0	7.6	8.0	7.9	7.9
Education	Some high school	10.0	10.0	10.0	10.0	10.0	-	-	-
	High school graduate	7.9	7.8	7.9	7.7	7.7	7.8	7.6	7.6
	Some college	7.7	7.7	7.7	7.6	7.1	7.7	7.7	7.7
	College graduate	8.0	7.8	7.8	7.7	7.4	7.9	7.7	7.9
	Graduate degree(s)	7.9	7.8	7.9	7.8	7.5	7.8	7.7	7.8
Home Value	Under \$150,000	8.2	8.0	7.9	8.0	7.4	8.1	7.9	8.0
	\$150,000 - \$199,999	7.5	7.5	7.6	7.5	7.1	7.4	7.5	7.4
	\$200,000 - \$299,999	7.9	7.8	7.7	7.7	7.2	7.9	7.7	7.9
	\$300,000 - \$399,999	7.9	7.8	7.9	7.8	7.5	7.9	7.7	7.8
	\$400,000 - \$499,999	8.1	7.7	7.7	7.7	7.5	7.9	7.7	7.9
\$500,000 or higher	8.0	7.9	8.1	8.1	7.8	7.8	7.7	7.8	
Marital Status	Single	7.6	7.5	7.4	7.4	6.8	7.9	7.5	7.6
	Married/living with partner	7.9	7.7	7.8	7.7	7.4	7.8	7.7	7.8
	Widowed/separated/ divorced	8.4	8.3	8.4	8.3	8.0	7.9	7.7	7.8
Household Composition	Child(ren) age 12 or under	8.0	7.8	7.8	7.7	7.4	7.9	7.7	7.9
	Child(ren) over age 12	7.8	7.7	7.8	7.8	7.5	7.8	7.8	7.9
	Parent age 65 or older	7.8	7.5	7.7	7.7	6.8	7.9	7.9	7.8
	None of these	8.0	7.8	7.8	7.7	7.4	7.8	7.7	7.8
Gender	Male	7.7	7.6	7.6	7.6	7.2	7.7	7.6	7.6
	Female	8.1	8.0	8.1	8.0	7.6	8.0	7.9	8.0
Alderman District	1st	7.7	7.7	7.7	7.4	7.0	8.0	7.7	7.9
	2nd	8.2	8.1	8.1	8.0	7.4	8.1	8.0	8.2
	3rd	7.8	7.7	7.8	7.8	7.5	7.7	7.6	7.7
	4th	7.8	7.6	7.6	7.6	7.4	7.9	7.9	8.0
	5th	7.9	7.6	7.7	7.7	7.1	7.7	7.7	7.6
	6th	7.9	7.7	7.7	7.7	7.4	7.9	7.7	7.9
	7th	8.0	7.9	7.9	7.9	7.7	7.6	7.5	7.6
Employment Status	Yes	7.7	7.6	7.6	7.5	7.1	7.6	7.5	7.6
	No, outside the City	7.7	7.5	7.6	7.5	7.2	7.8	7.6	7.7
	No, I am unemployed	8.0	8.2	7.9	7.9	7.4	8.0	8.0	8.1
	I am retired	8.3	8.1	8.2	8.1	7.8	8.0	8.0	8.0