	2011 Overall	2016 Overall	2022 Overall	Change 2016 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	85	88	89	2	84	83	79	83	79
Fire coverage for the community	87	89	91	2	82	85	81	85	82
Fire prevention education	80	83	82	-1	80	79	74	77	74
Response time to fires	87	89	91	2	91	86	81	85	80
Response time to medical emerge	88	90	91	1	83	82	79	85	80
Professional and efficient handlin	-	-	91	-					
Transportation Overall	63	70	69	-1	67	64	64	65	63
Street maintenance and repair	63	64	66	1	56	59	61	61	61
Road signage	76	77	79	2	74	71	69	73	70
Road capacity	63	71	71	0	68	63	67	61	61
Public transportation options	38	49	52	3	53	60	56	62	58
Accommodation for bicycle and f	52	59	60	1	70	63	64	64	62
Traffic signals	-	70	73	3					
Street lighting	-	74	76	1					
Bridge maintenance and repair	-	-	73	-					
Utilities Overall	88	85	86	1	73	76	69	77	71
Drinking water quality	88	88	90	2	62	71	71	75	72
Garbage collection	88	87	88	0	80	81	74	83	76
Recycling collection	86	86	84	-1	74	74	63	73	68
Recycling center at the DPW faci	78	83	88	5					
Storm water management	-	-	79	-					
Police Overall	81	83	84	1	77	77	72	74	71
Efficient and professional handlin	81	85	87	2	75	77	73	73	71
Safety education	-	81	83	2	77	75	70	72	69
Response time	79	82	88	6	78	78	74	76	73
Enforcing traffic laws	82	87	79	-8					
Public Health Overall	72	78	79	1					
Public health education	73	78	78	0					
Public health programs	71	79	79	0					
Emergency preparedness	-	78	73	-5					
Communicable disease prevention	-	77	77	-1					
Environmental/sanitarian services	-	77	80	3					
Professionalism in providing servi	-	-	84	-					
Taxes Overall	66	62	57	-6	67	66	64	70	67
Fairness of property assessments	54	59	52	-6	72	63	64	68	66
Ease of understanding tax bills	77	75	72	-3					
Fairness of taxes	55	58	48	-10	67	61	63	68	66
Amount and quality of services yo	61	64	59	-5	65	68	63	70	65
City communication on how tax d	-	55	53	-1	63	66	60	66	63
Local Government Management	68	69	64	-5	60	64	62	64	63
Having leaders who are trustwort	66	69	66	-4	57	64	61	65	62
Offering services that are well-ma	69	71	68	-3	59	64	62	64	62
Having employees who are well-t	73	73	71	-2	64	65	64	66	65
Communicating effectively with t	66	66	64	-1	61	67	63	64	63
Actively promotes opportunities f	66	74	68	-6					
Being open to citizen ideas and in	63	65	57	-8	58	62	62	62	61
Managing community growth	-	69	57	-12					
Housing Availability	-	66	60	-6					
Single family residential housing	-	72	59	-13					
Multifamily residential housing	-	72	68	-4					
Housing choices for college gradu	-	63	48	-16					
Housing options for "empty neste	-	64	59	-5					

	2011 Overall	2016 Overall	2022 Overall	Change 2016 to 2022	2021 WI Overall	2021 Midwest 25,001-100,000	2021 Midwest Overall	2021 National 25,001-100,000	2021 National Overall
Housing options for seniors	-	64	61	-3					
Housing options for people who	-	-	64	-					
Housing Affordability	-	58	45	-12					
Single family residential housing	-	63	46	-17					
Multifamily residential housing	-	62	47	-16					
Housing choices for college gradu	-	55	37	-18					
Housing options for "empty neste	-	59	47	-12					
Housing options for seniors	-	55	46	-9					
Housing options for people who	-	-	51	-					
Economic Health Overall	56	64	61	-4	60	66	62	64	61
Cost of living	59	64	57	-8	49	63	59	59	57
Quality of jobs	53	59	62	3	64	64	60	64	60
Affordability of housing	58	62	49	-13	46	60	58	52	54
Availability of jobs	44	58	64	6	70	68	63	65	62
Stability of property values	53	65	63	-2	61	66	64	66	64
Strength of local economy	57	70	68	-2	62	66	63	65	62
Parks and Rec Overall	72	75	74	0	68	78	69	76	70
Parks meet your needs	71	76	79	3	74	78	71	77	71
Park maintenance	74	77	78	1	68	78	72	79	73
Variety of amenities in parks	-	70	74	5	62	75	66	72	66
Rental options (Pavilions, meeting	-	-	73	-					
Rental fees (Pavilions, meeting ro	-	-	68	-					
Library Overall	74	81	85	4	73	77	73	76	73
Hours of operation	71	76	79	2	75	76	73	75	72
Adequacy of building to meet cor	62	86	87	1					
Location	82	82	88	6	71	81	74	78	75
Selection of books and other mat	68	86	87	1	78	78	76	77	75
Variety of programs and services	-	79	84	6	68	72	68	74	70
Customer service	-	-	88	-					
Overall ACSI	68	69	66	-3	64	65	63	63	62
Satisfaction	73	73	71	-2	67	69	66	68	66
Expectation	66	68	64	-3	62	62	61	62	60
Ideal	64	66	63	-3	62	63	61	60	60
Recommend Oak Creek as a plac	72	73	70	-3	64	65	61	66	63
Remain living in Oak Creek five y	74	72	70	-2	62	69	66	71	67
Be a community volunteer	45	47	41	-6	59	57	52	51	52
Encourage someone to start a bu	61	59	54	-4	51	58	54	55	55
Support City of Oak Creek gover	61	63	60	-3	60	62	58	59	58
Image Overall	75	76	71	-5	69	66	65	69	67
A safe place to live	83	82	77	-5	74	68	68	74	70
Enjoyable place for children	81	82	79	-3	77	68	68	73	68
Enjoyable place for single adults	68	68	69	1	68	65	64	59	66
Enjoyable place for senior citizens	78	73	74	1	72	67	69	71	70
Enjoyable place for families	78	78	79	1	76	71	68	75	69
Physically attractive	73	76	74	-1	70	66	64	70	66
A great place to live	77	81	76	-6					
A great place to have a business	72	74	71	-3	66	62	62	67	63
Growing responsibly	70	69	59	-11	62	67	63	68	65
A safe place to bike and walk	71	72	67	-5	75	70	68	71	67
A safe place to walk at night	70	69	64	-5	72	64	63	67	64
A perfect community for me	72	72	70	-2	61	63	65	66	64
A place that recognizes and value	-	-	69	-	61	58	60	67	65

	2011 Overall	2016 Overall	2022 Overall	Change 2016 to 2022		2021 WI Overall	2021 Midwest 25,001-100,000	2021 Midwest Overall	2021 National 25,001-100,000	2021 National Overall
A place that is welcoming of peop	-	-	70		-	61	58	60	67	65
Brings the community together (f	-	-	74		-					
City Customer Service	74	69	69	→	-1	67	66	64	66	64
Ease of reaching the appropriate	74	69	68	→	-1	66	65	62	63	62
Clarity of the process you needed	74	70	67	→	-3					
Accuracy of the response	74	70	69	→	-2					
Speed of the response	73	69	68	→	-1					
Follow-up provided by staff	71	63	64	→	2	64	66	63	65	63
Professionalism and courtesy of s	-	76	77	→	1	72	67	66	69	67
Website Overall	69	65	72	⬆	6	61	67	62	66	63
Timeliness of the online informati	70	69	72	→	3					
Clarity of the online information	70	69	73	→	5					
Relevance of the information to y	71	70	73	→	4					
Ease of finding the information	68	61	70	⬆	9					
Ease of filling out online forms	69	64	71	⬆	7					
Ability to complete transactions c	68	60	70	⬆	10					
Social Media Overall	-	76	71	⬇	-6					
Timeliness of the information	-	77	73	→	-3					
Clarity of the information	-	78	73	→	-5					
Relevance of the information to y	-	78	72	⬇	-6					
Ability to interact with staff to ge	-	72	63	⬇	-9					