



Community Action Program Customer Feedback Survey

October 20, 2022



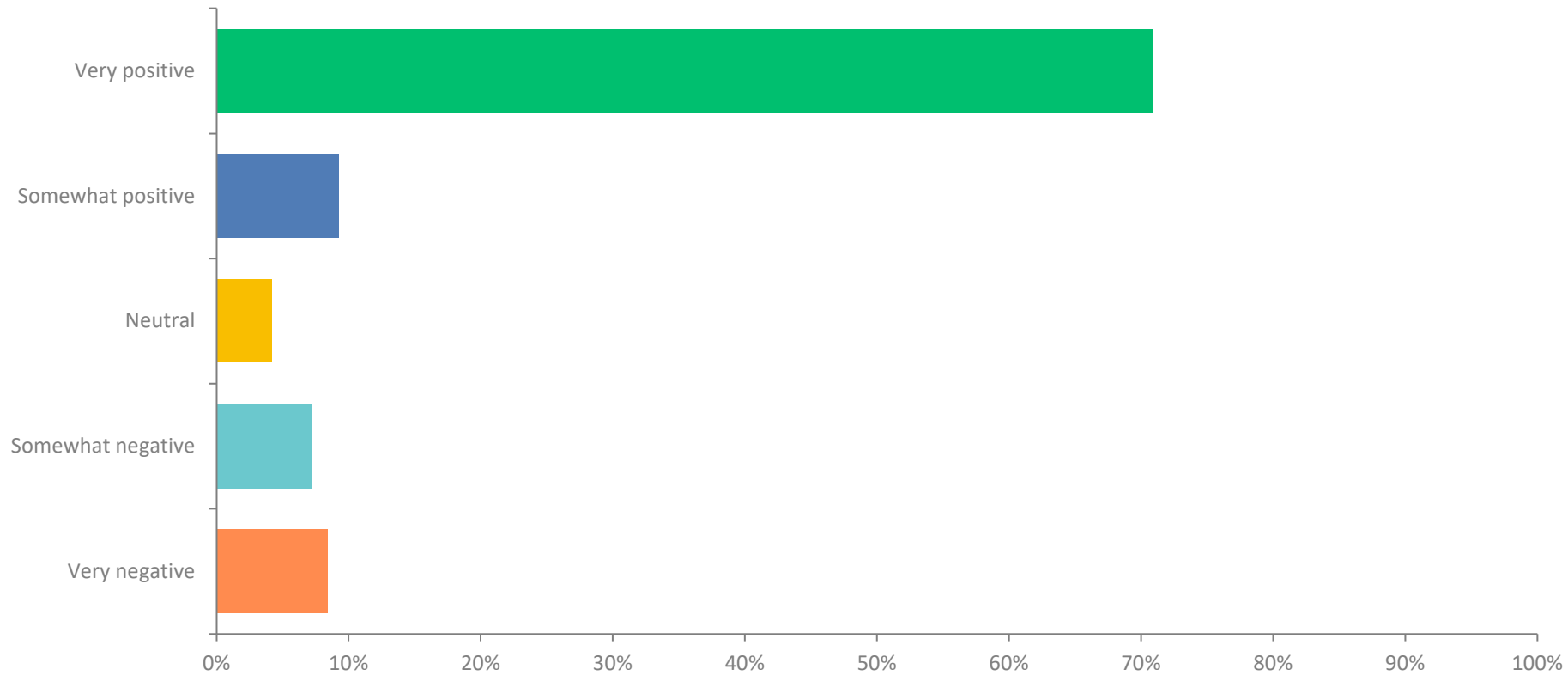


Results Overview

- Five question survey w. 238 total responses
- Very few skipped answers
- Mostly favorable results



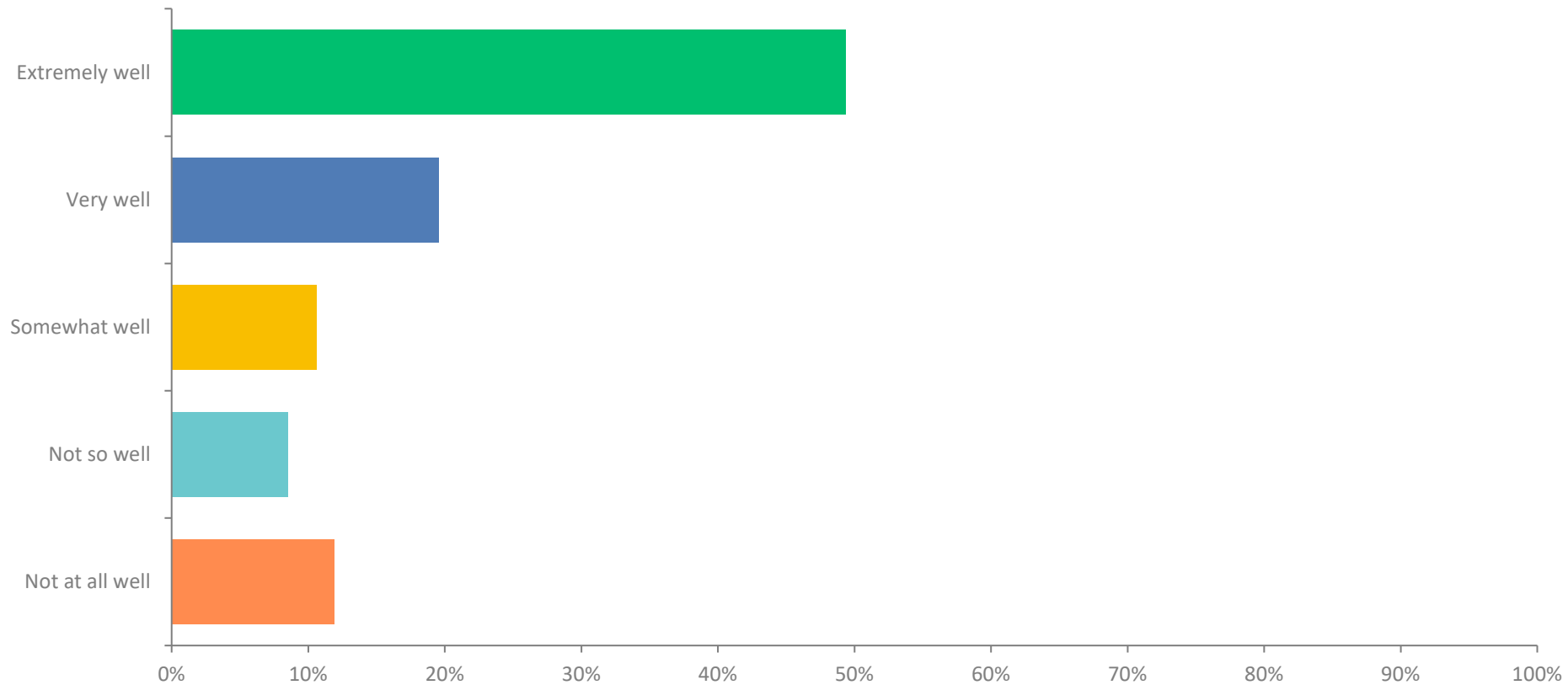
Q1: Overall, how would you rate the quality of your service experience with the Glendale Community Action Program?



Answered: 237 Skipped: 1



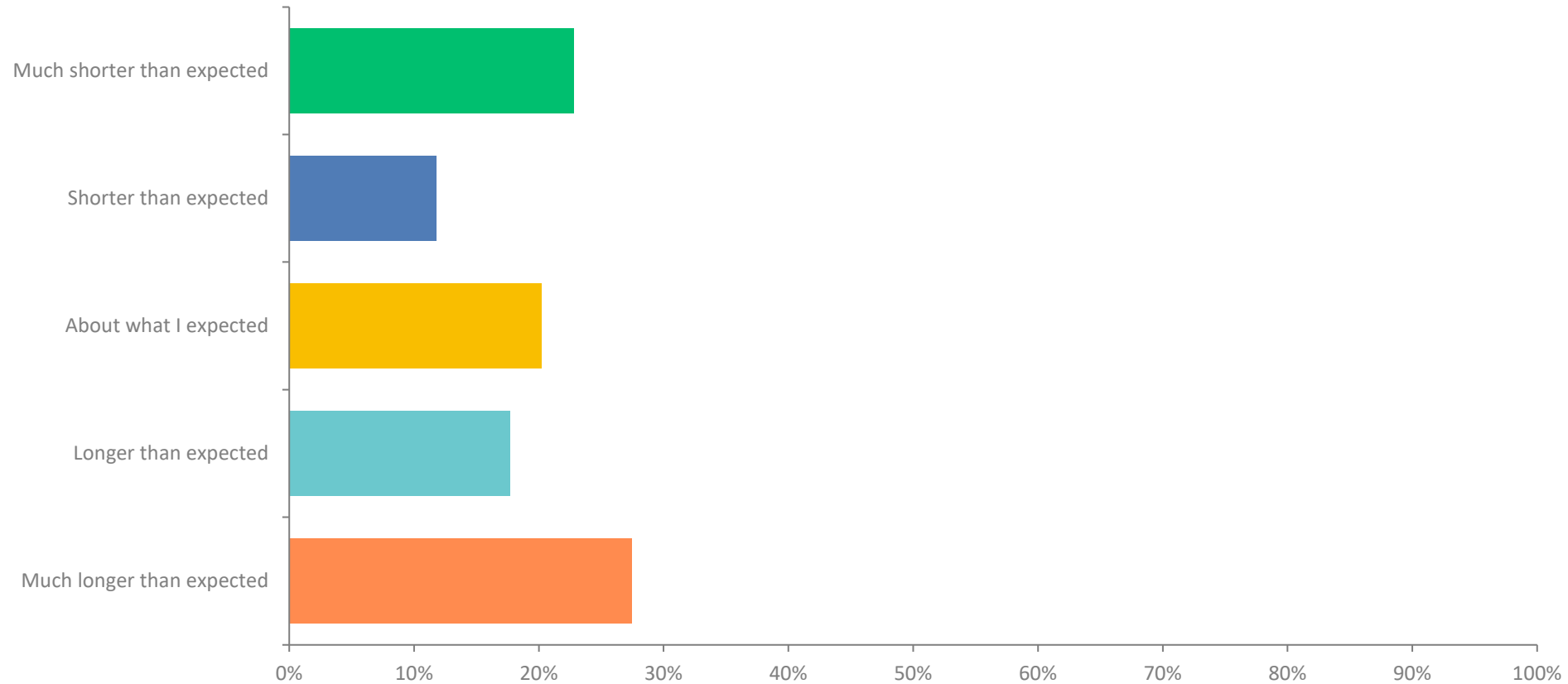
Q2: How well did we respond to your service request?



Answered: 235 Skipped: 3



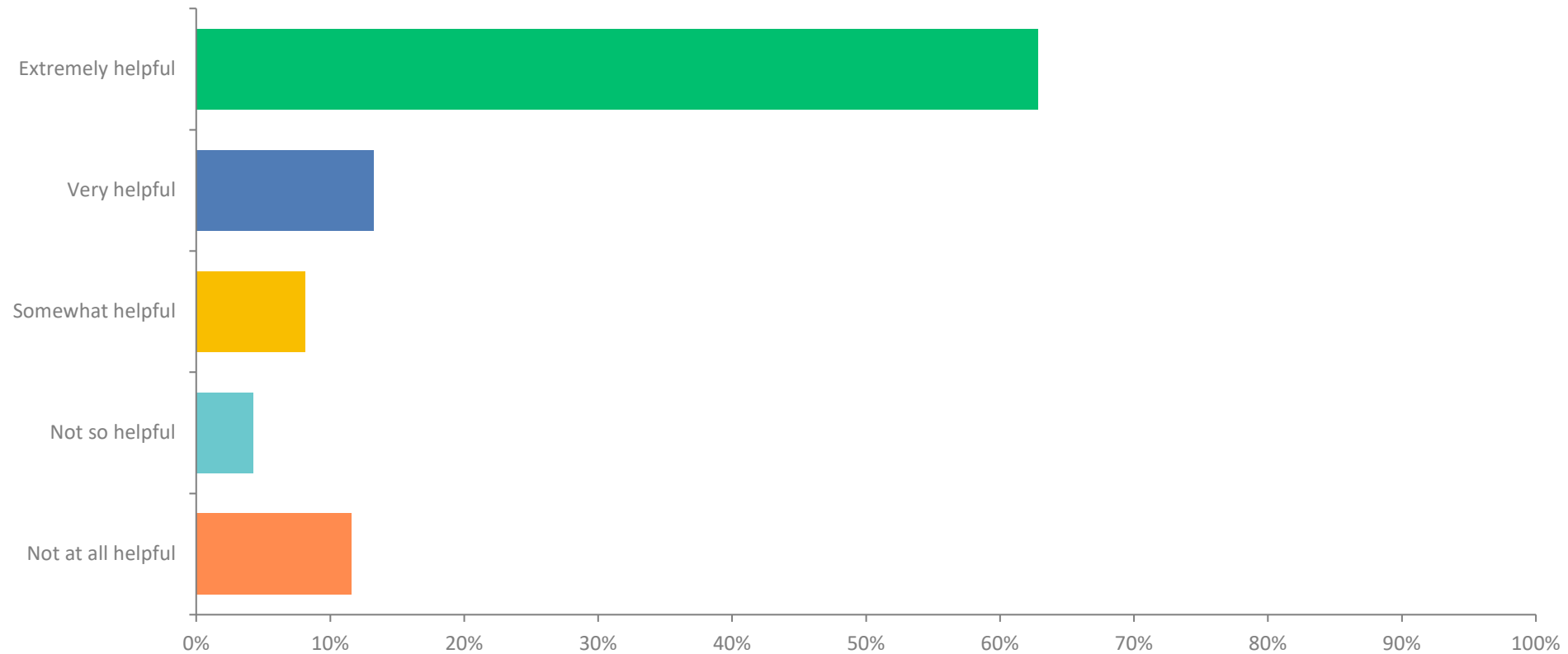
Q3: How much time did it take us to address your service request?



Answered: 237 Skipped: 1



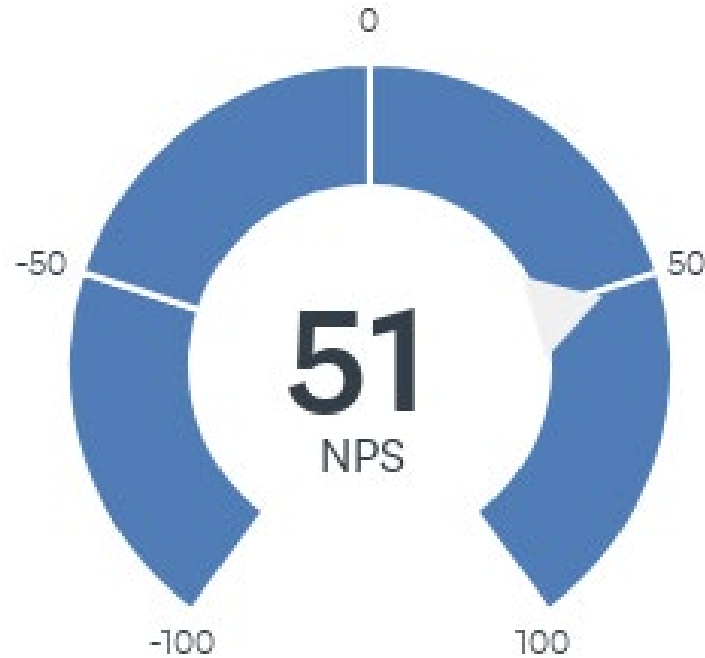
Q4: How helpful was this program in resolving your immediate crisis?



Answered: 234 Skipped: 4



Q5: How likely is it that you would recommend the Glendale Community Action Program to a friend or colleague?



Answered: 233 Skipped: 5