



Glendale Community Action Program

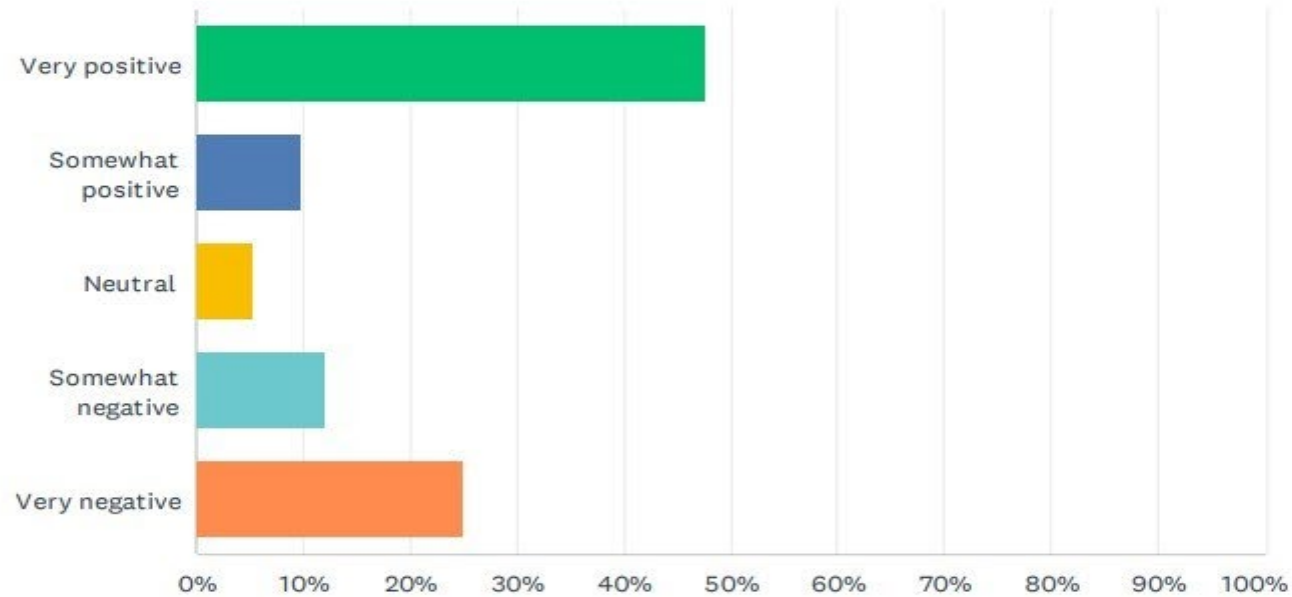
FY2024 Satisfaction Survey Review





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

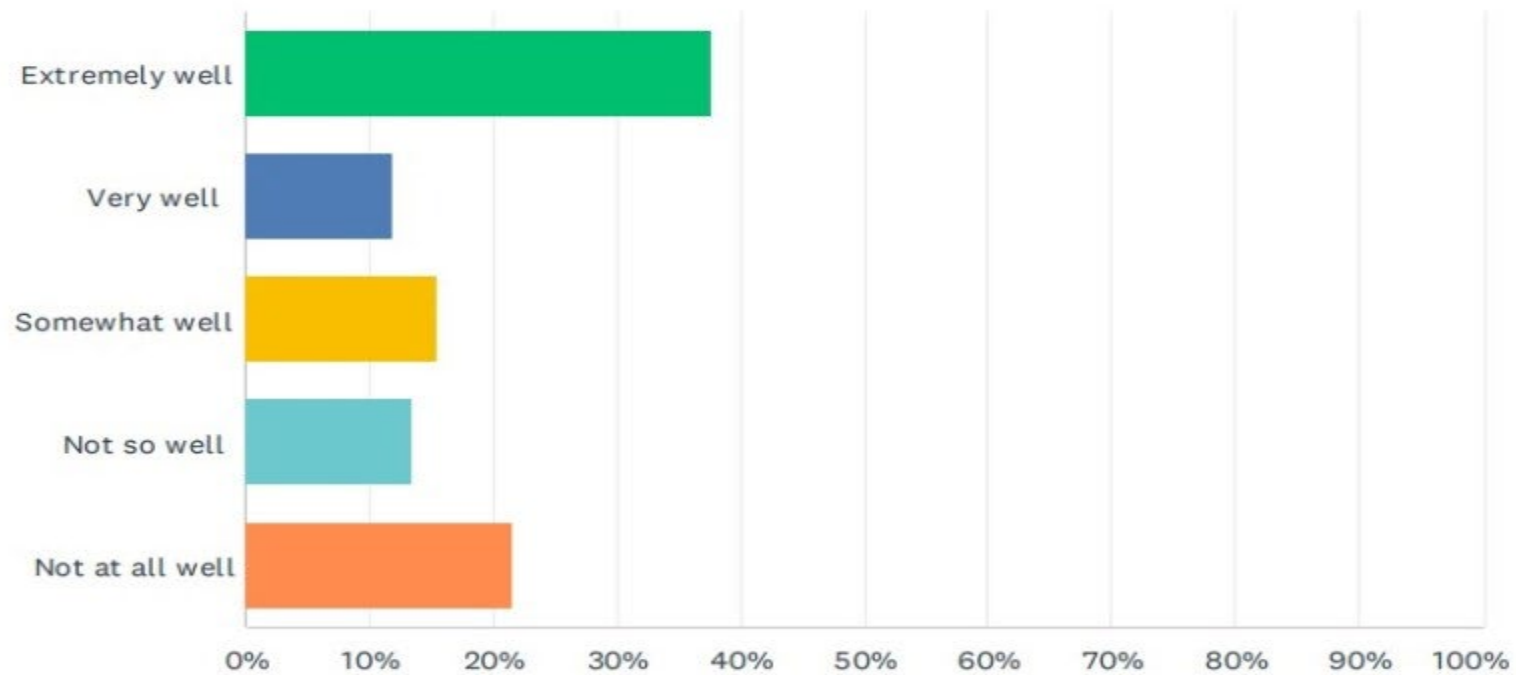
Answered: 132 Skipped: 3





Q2 How well did we respond to your service request?

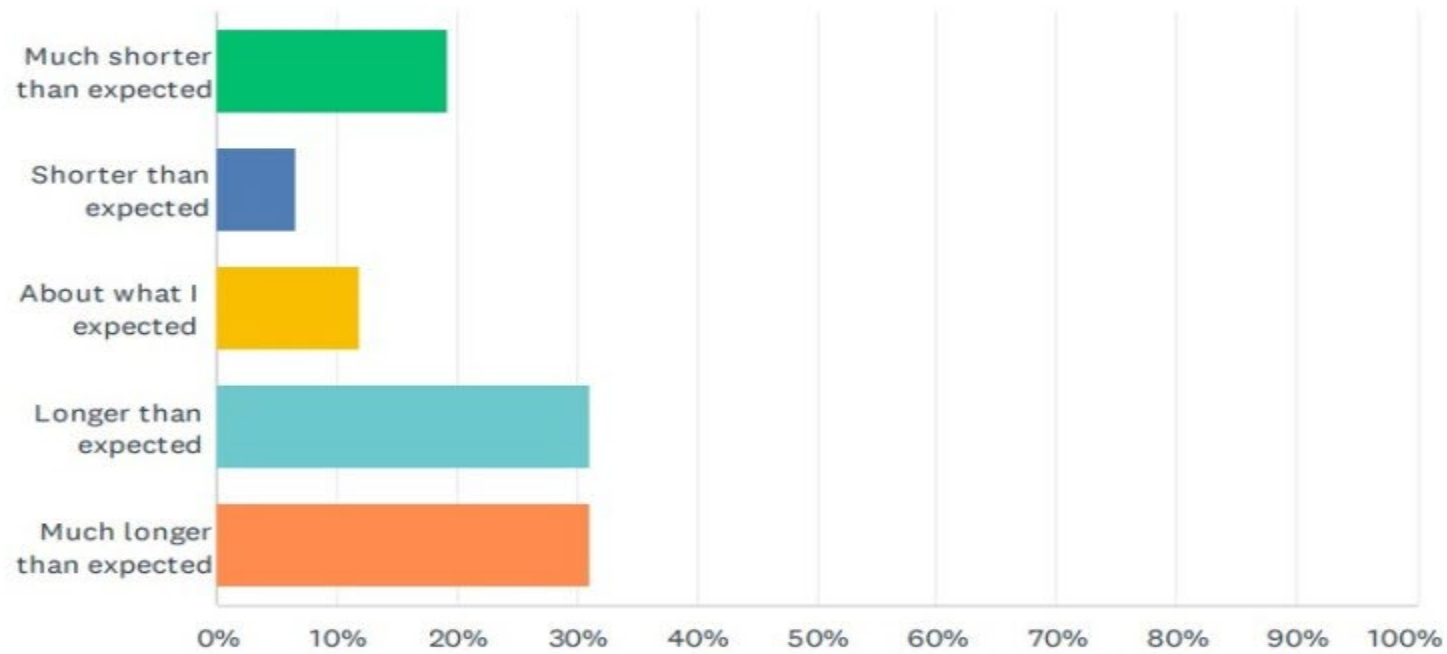
Answered: 135 Skipped: 0





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

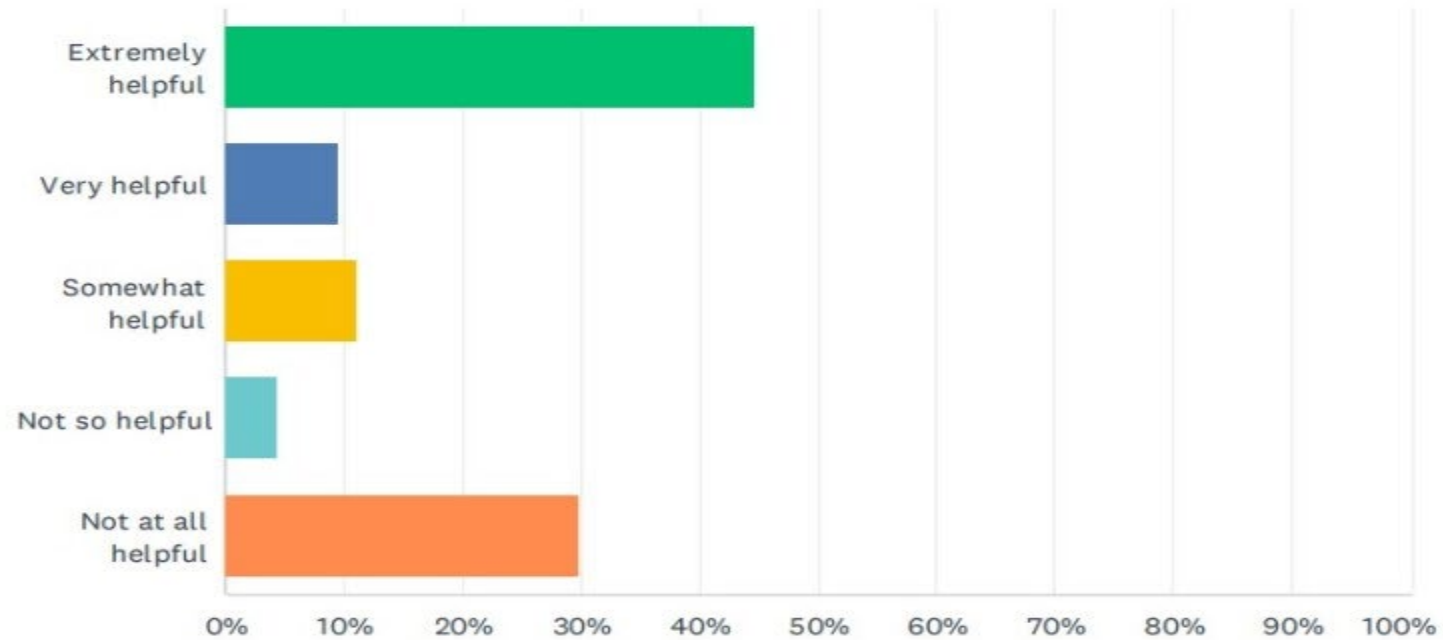
Answered: 135 Skipped: 0





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

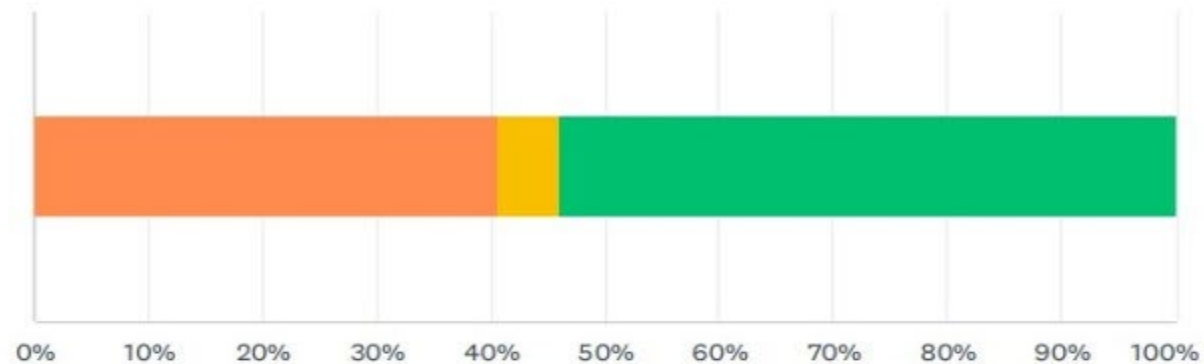
Answered: 134 Skipped: 1





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

Answered: 135 Skipped: 0



■ Detractors ... ■ Passives (7... ■ Promoters ...

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
40.74%	5.19%	54.07%	13
55	7	73	



How people feel:



 Positive: 20%

 Neutral: 42%

 Negative: 28%

 Undetected: 10%