



# Glendale Community Action Program

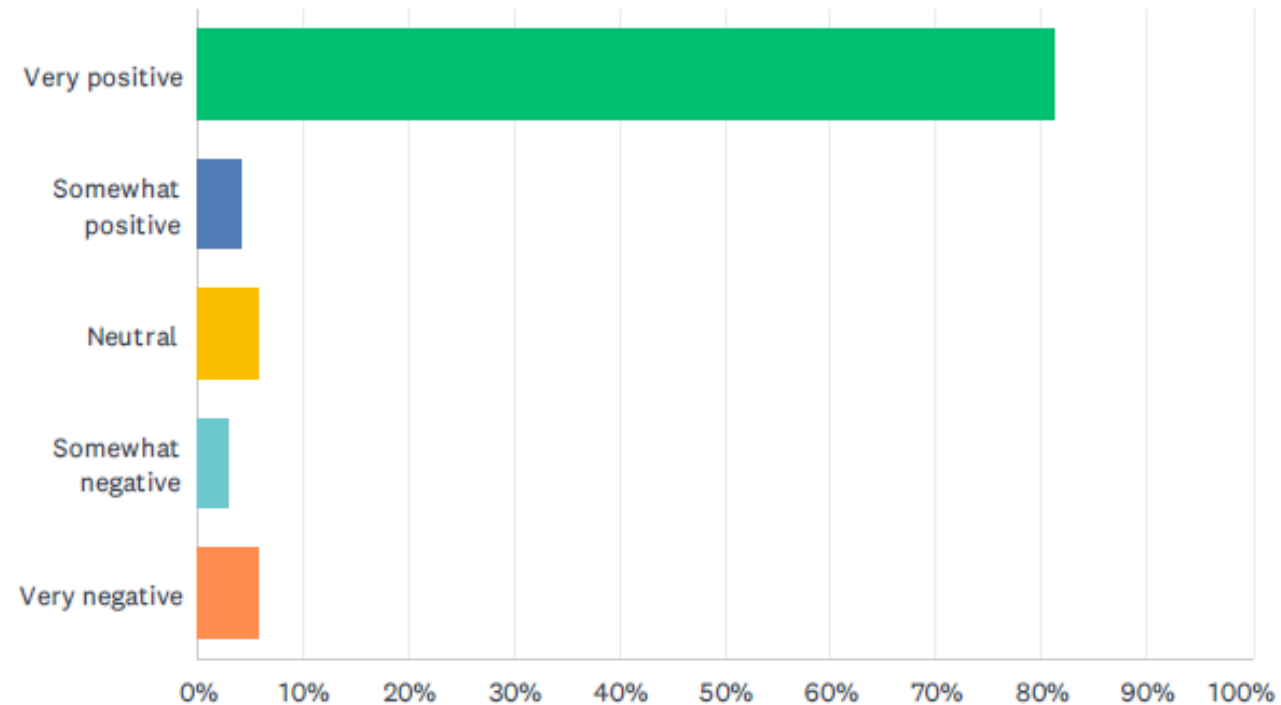
FY2025 Satisfaction Survey Review





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

Answered: 69 Skipped: 0





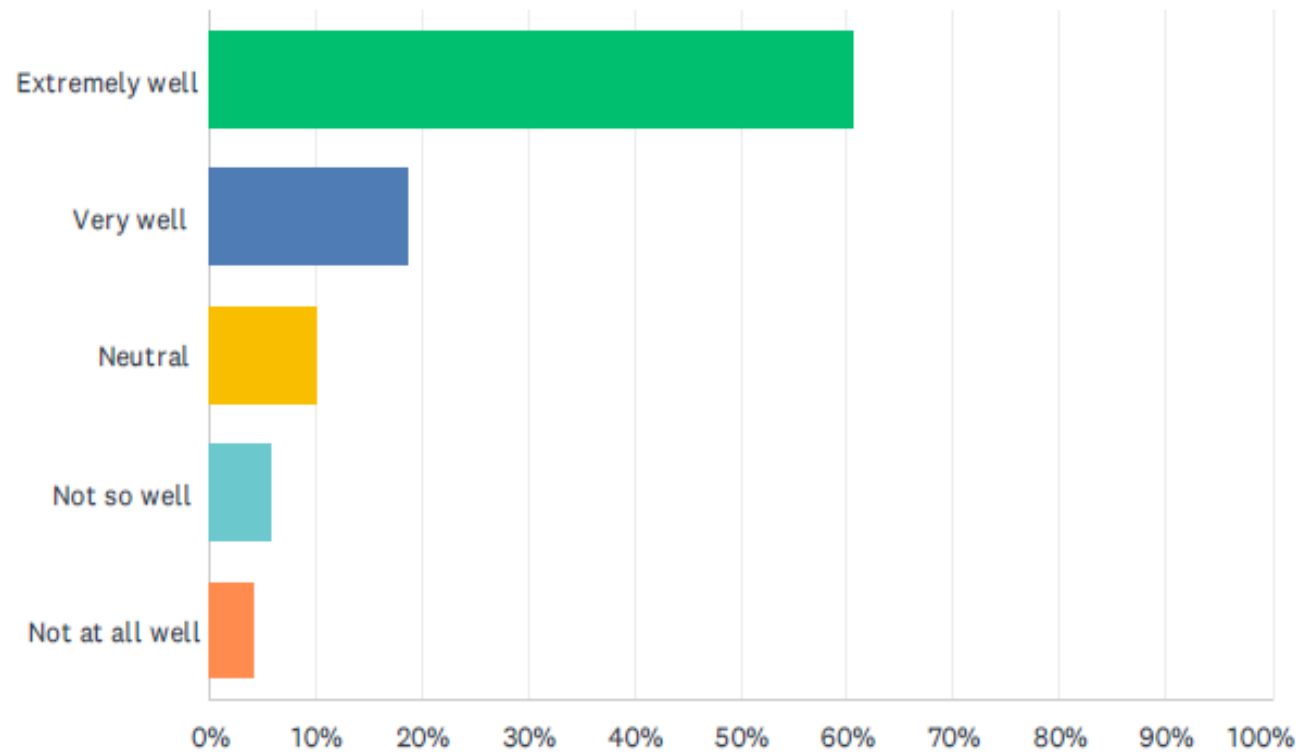
# Q1 Responses

ANSWER CHOICES	RESPONSES	
Very positive	81.16%	56
Somewhat positive	4.35%	3
Neutral	5.80%	4
Somewhat negative	2.90%	2
Very negative	5.80%	4
TOTAL		69



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

Answered: 69 Skipped: 0





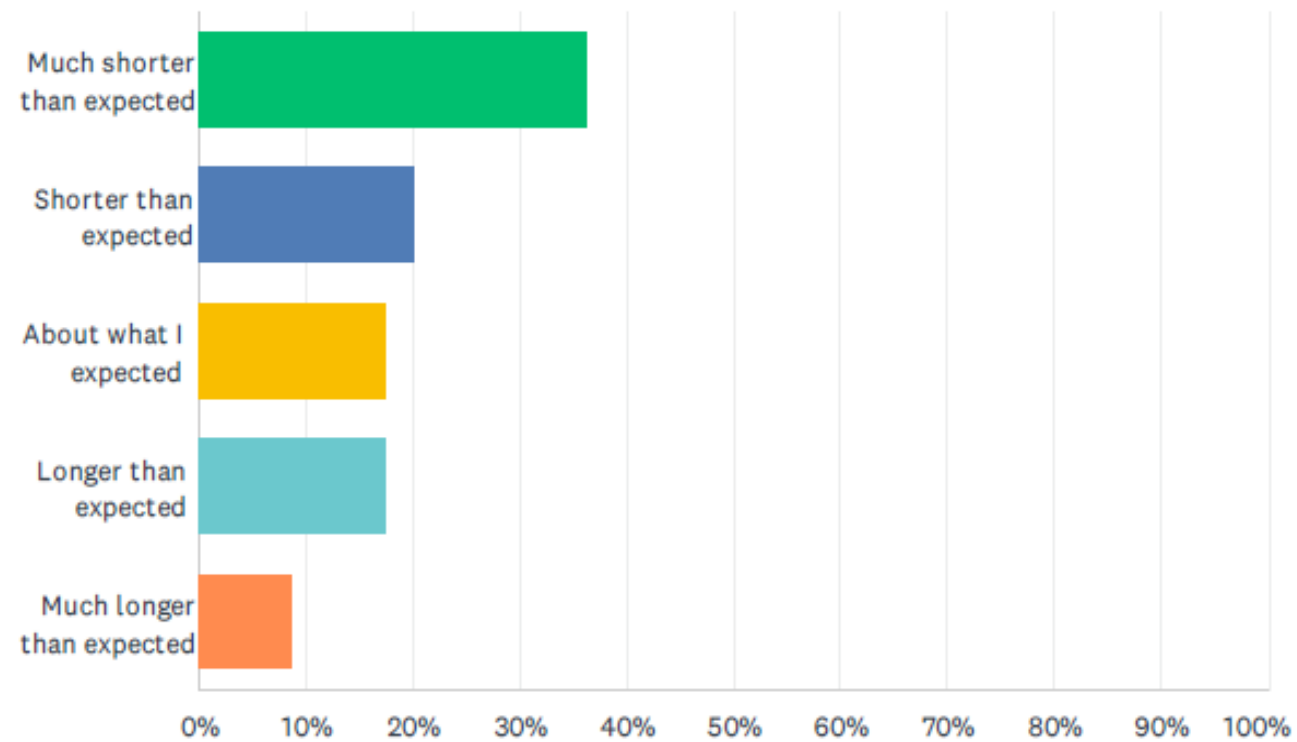
# Q2 Responses

ANSWER CHOICES	RESPONSES	
Extremely well	60.87%	42
Very well	18.84%	13
Neutral	10.14%	7
Not so well	5.80%	4
Not at all well	4.35%	3
TOTAL		69



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

Answered: 69 Skipped: 0





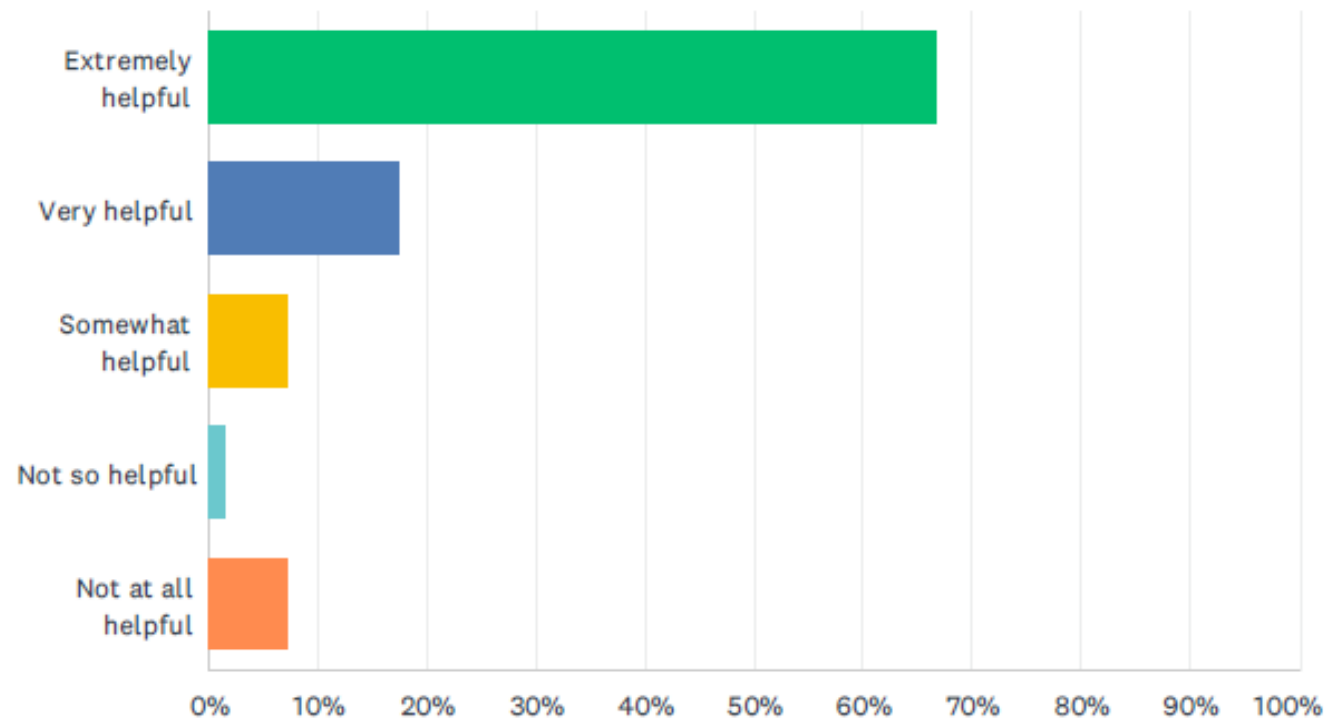
# Q3 Responses

ANSWER CHOICES	RESPONSES	
Much shorter than expected	36.23%	25
Shorter than expected	20.29%	14
About what I expected	17.39%	12
Longer than expected	17.39%	12
Much longer than expected	8.70%	6
TOTAL		69



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

Answered: 69 Skipped: 0





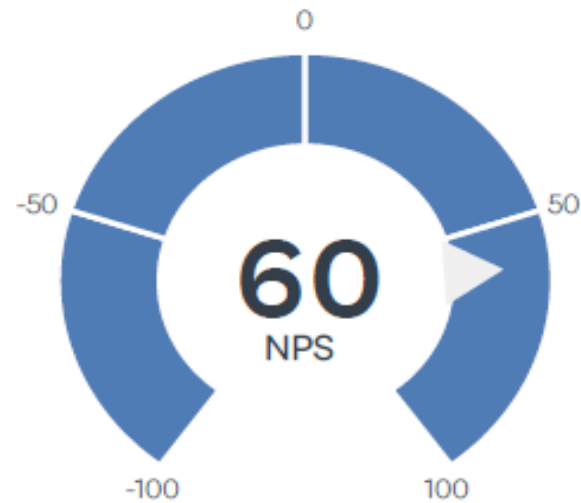
# Q4 Responses

ANSWER CHOICES	RESPONSES	
Extremely helpful	66.67%	46
Very helpful	17.39%	12
Somewhat helpful	7.25%	5
Not so helpful	1.45%	1
Not at all helpful	7.25%	5
TOTAL		69



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

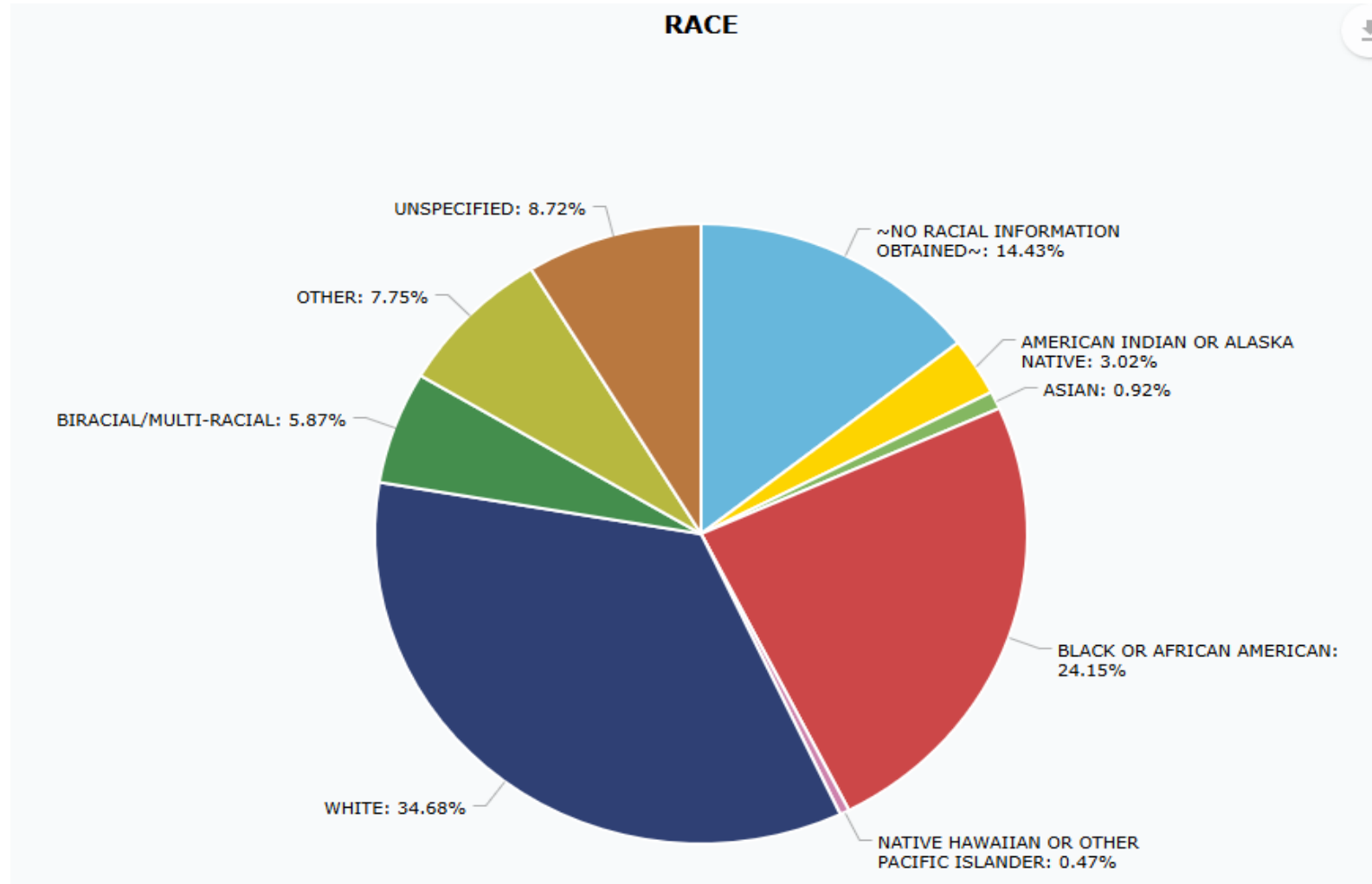
Answered: 67 Skipped: 2



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
13% 9	13% 9	73% 49	60

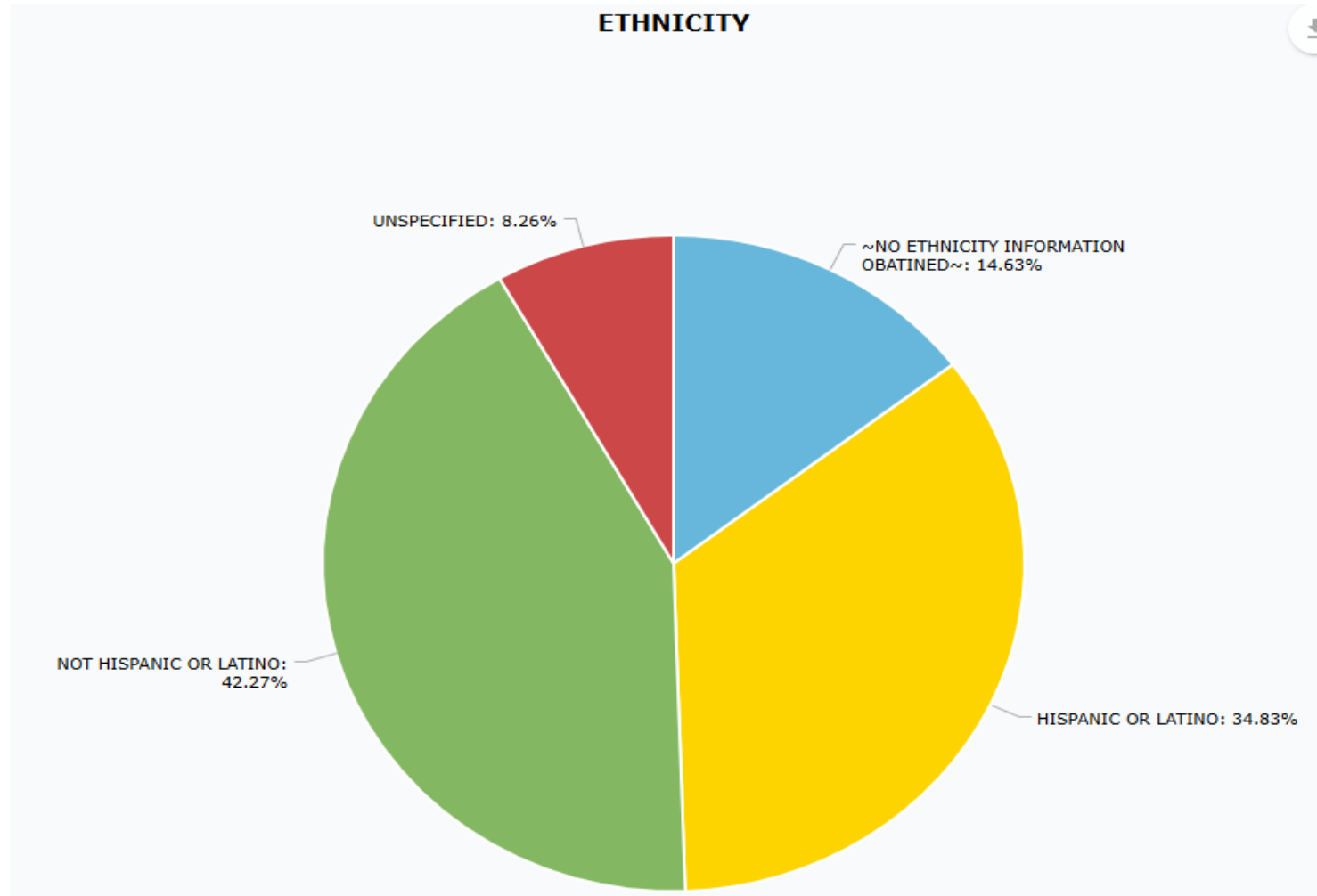


# Demographics



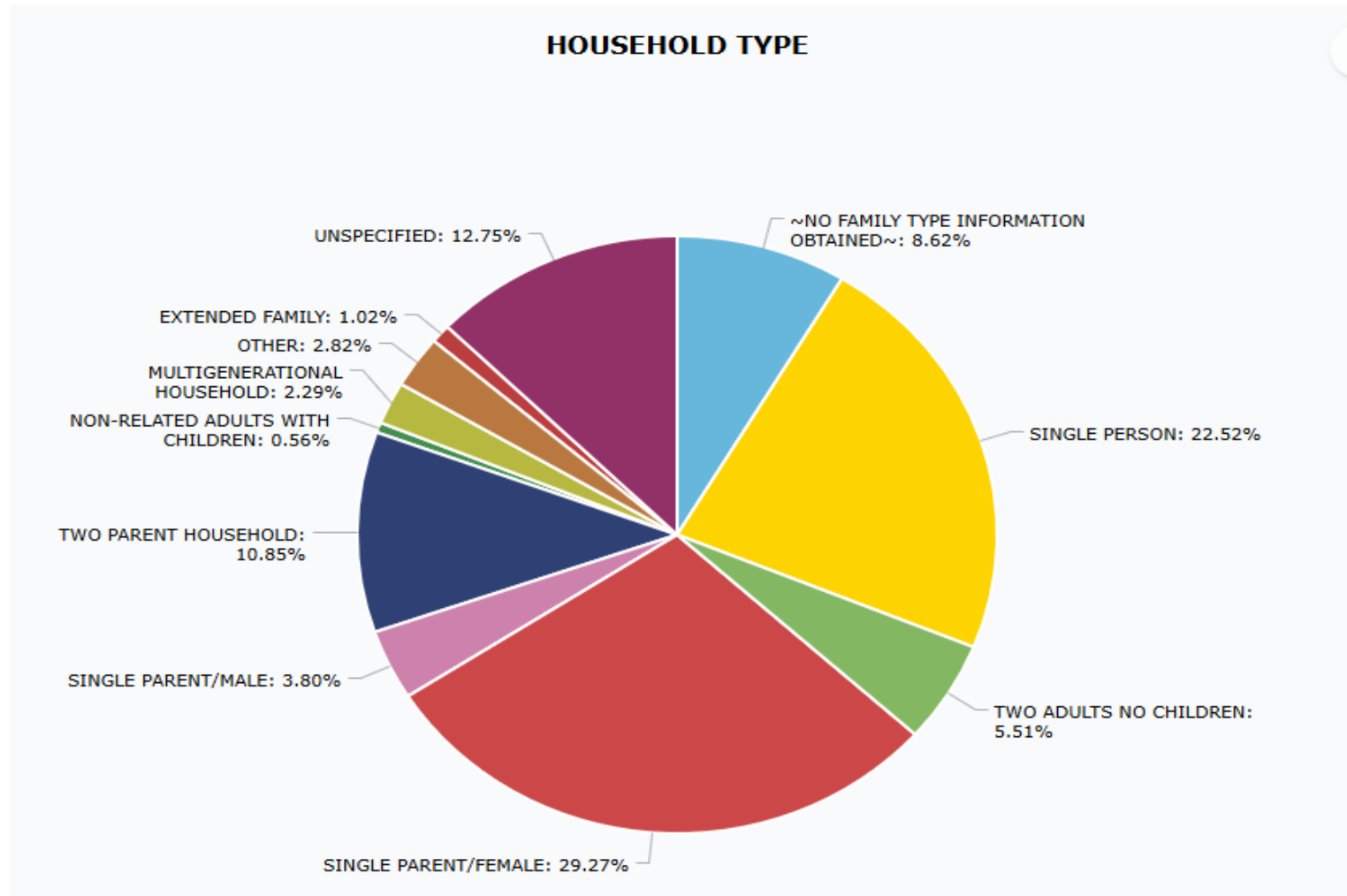


# Demographics





# Demographics





# Demographics

**HOUSEHOLD INCOME PERCENT (Program Year PG)**

