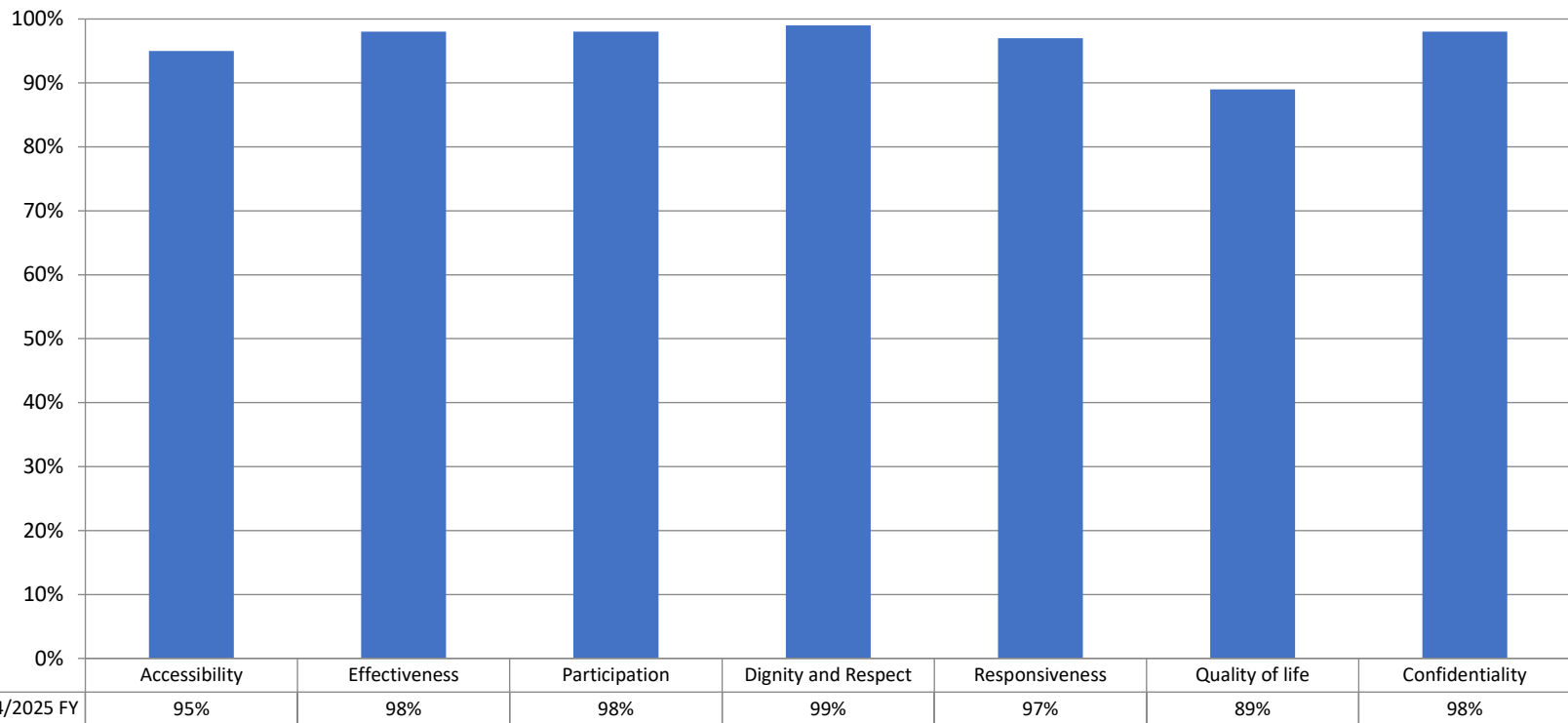


## Agency Consumer Satisfaction Survey FY 2024-2025



### Observations-

Accessibility (95%) remained the same during FY 23/24 and FY 24/25.

Effectiveness increased from 97% FY 23/24 to 98% FY 24/25.

Participation decreased slightly from 99% during FY 23/24 to 98% FY 24/25.

Dignity and Respect (99%) remained the same during FY 23/24 and FY 24/25.

Responsiveness (97%) remained the same during FY 23/24 and FY 24/25.

Quality of Life increased from 88% during FY 23/24 to 89% FY 24/25.

Confidentiality remained the same from 98% during FY 23/24 and FY 24//25.