

Survey Response Rate

Responded Survey Count
227

38.09%

CPSS

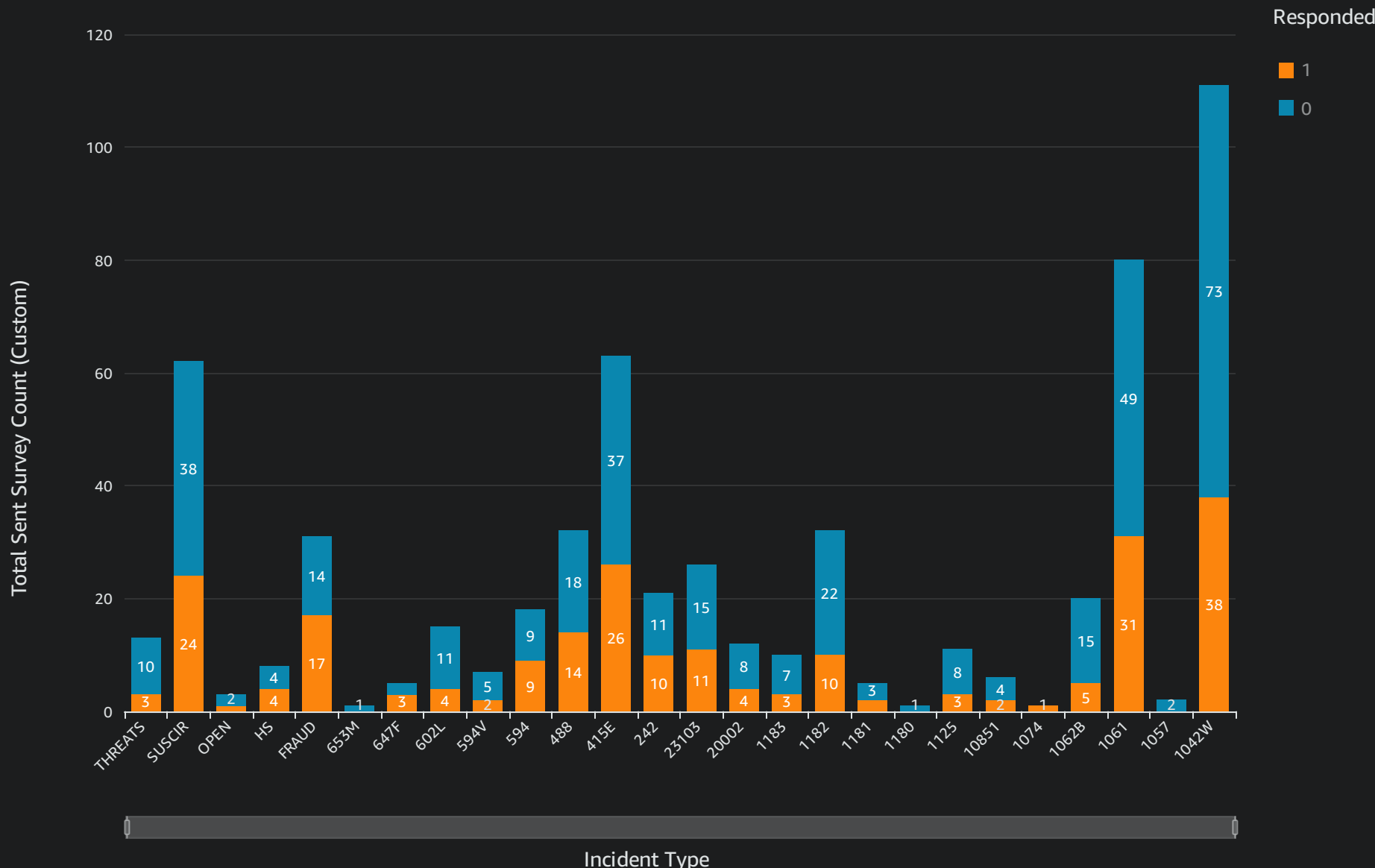
The best week for the filtered time period in the Controls for CPSS is Dec 14, 2025 with a score of 100.00%, while the worst week is Oct 12, 2025 with a score of 76.47%.

About CPSS

The Citizen Positive Satisfaction Score (CPSS) is a calculation based on Scale questions from 1-5 that you send to your citizens.

Total Sent Survey Count
596

Total Sent Survey Count by Incident Type



Citizen Positive Satisfaction Score (CPSS)

Total Positive CPSS Answers
200

Total CPSS Answers
216

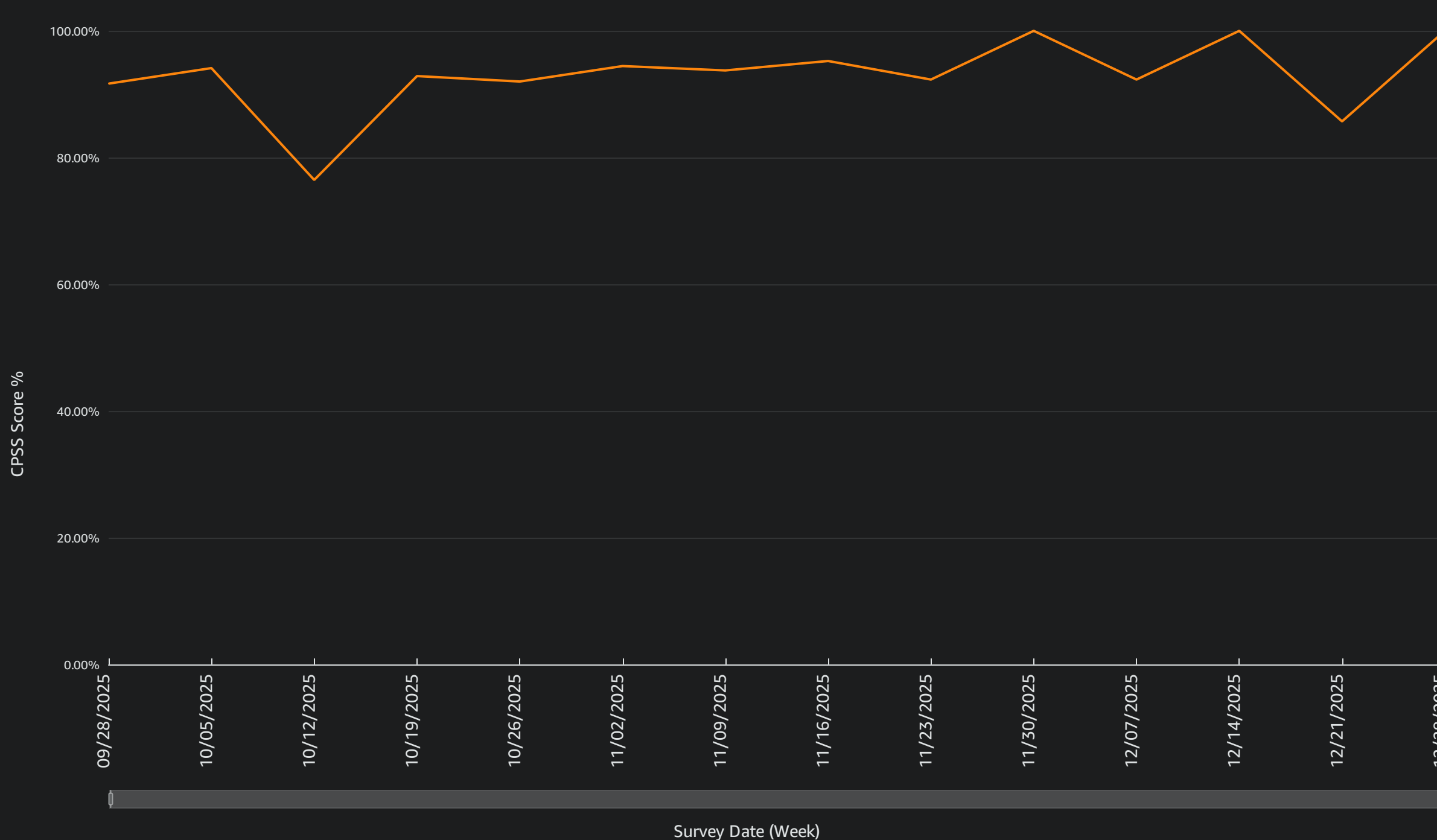
92.59%

Trending Week over Week CPSS
Dec 28, 2025
100%

Dec 21, 2025
85.71%

14.29% ↑

CPSS Score % by Survey Date



The results below are showing across all survey results. It is recommended you filter to a single survey using the controls above.

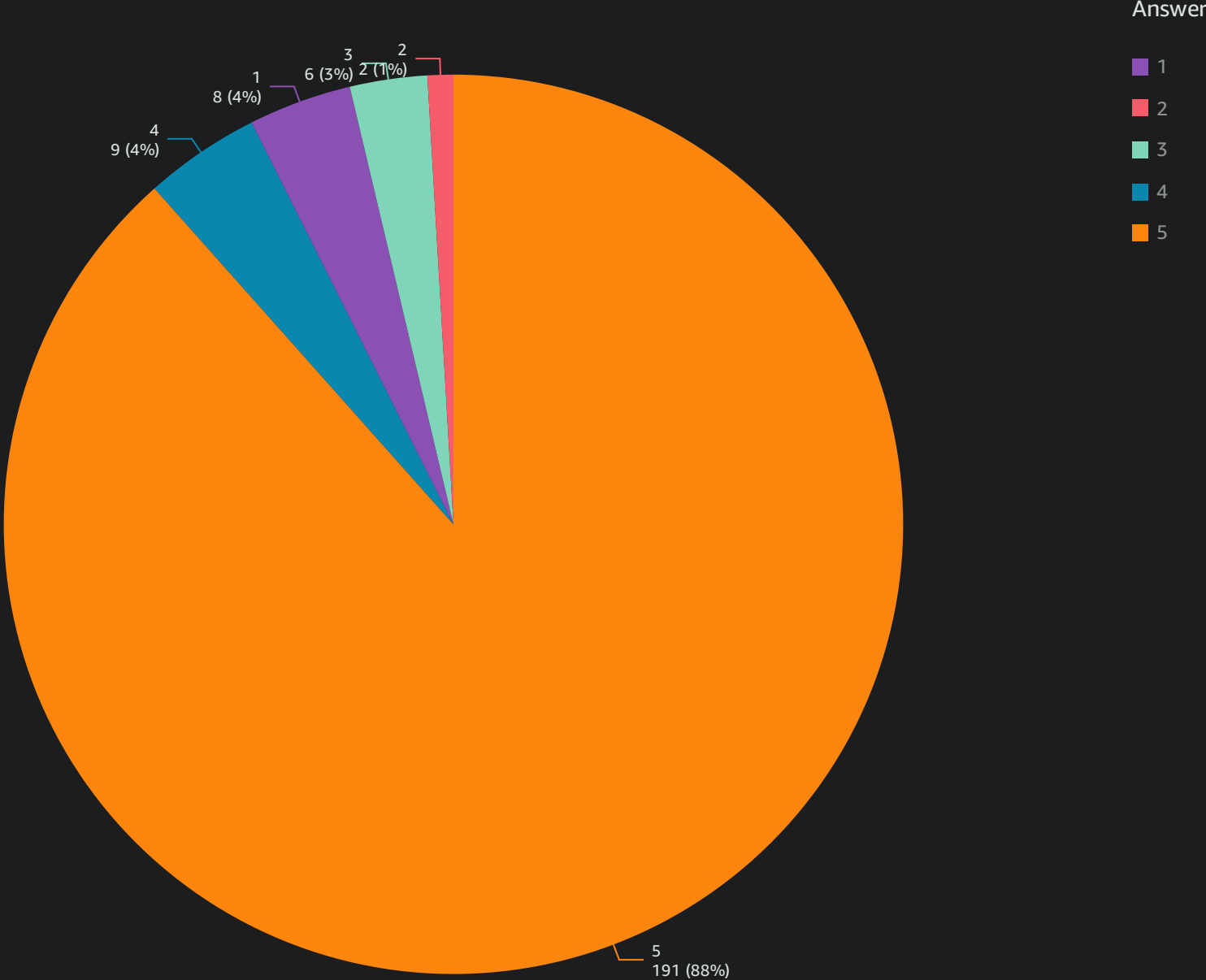
SCALE RESULTS (Select one to Filter)

How satisfied are you with the service you received from the Officer or Officers that responded?

CHOICE RESULTS (Select one to Filter)

No data

There was no data found for the visual



Size: Total CPSS Answers (Custom)

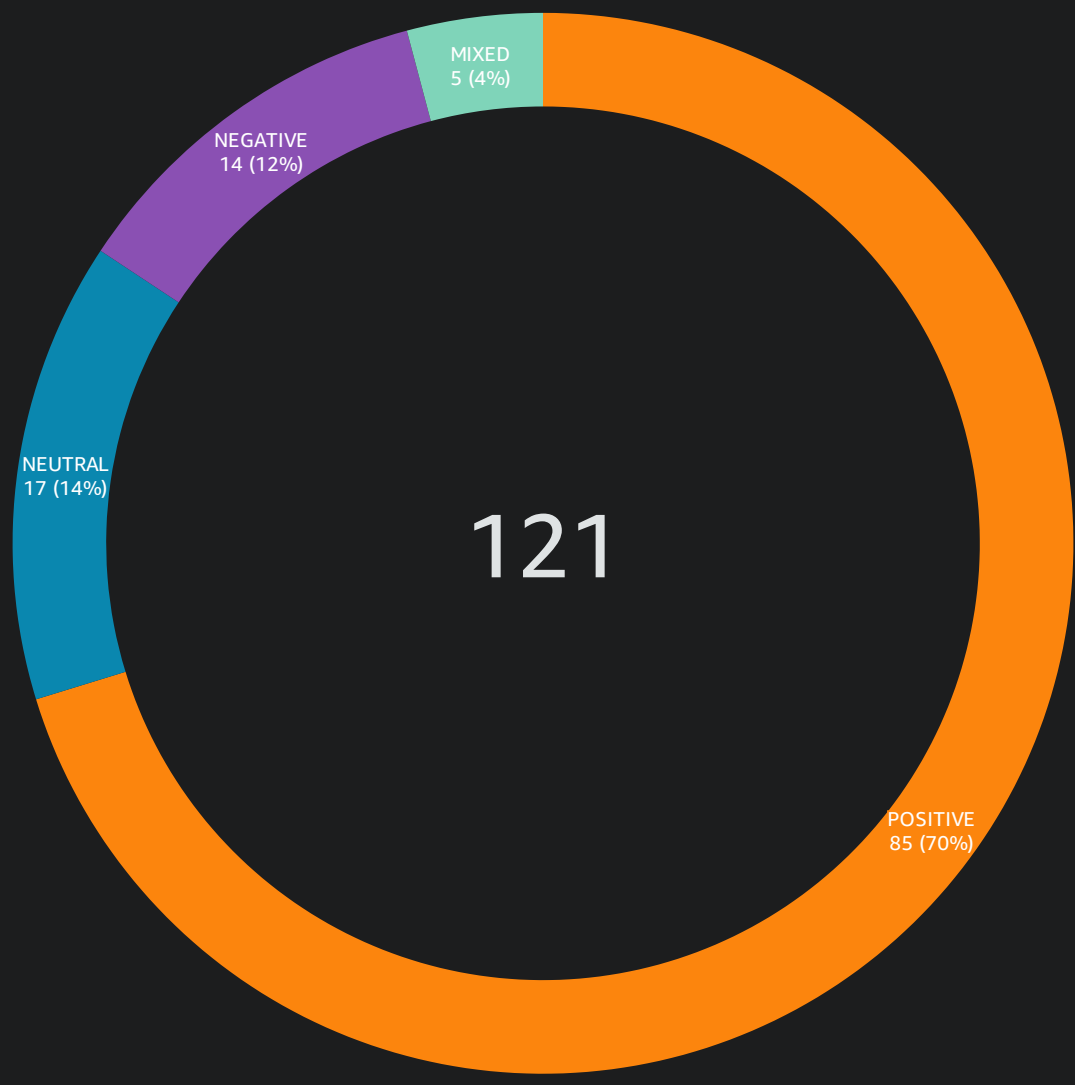
Choice Results

No data

There was no data found for the visual

Sentiment Summary

Sentiment Details

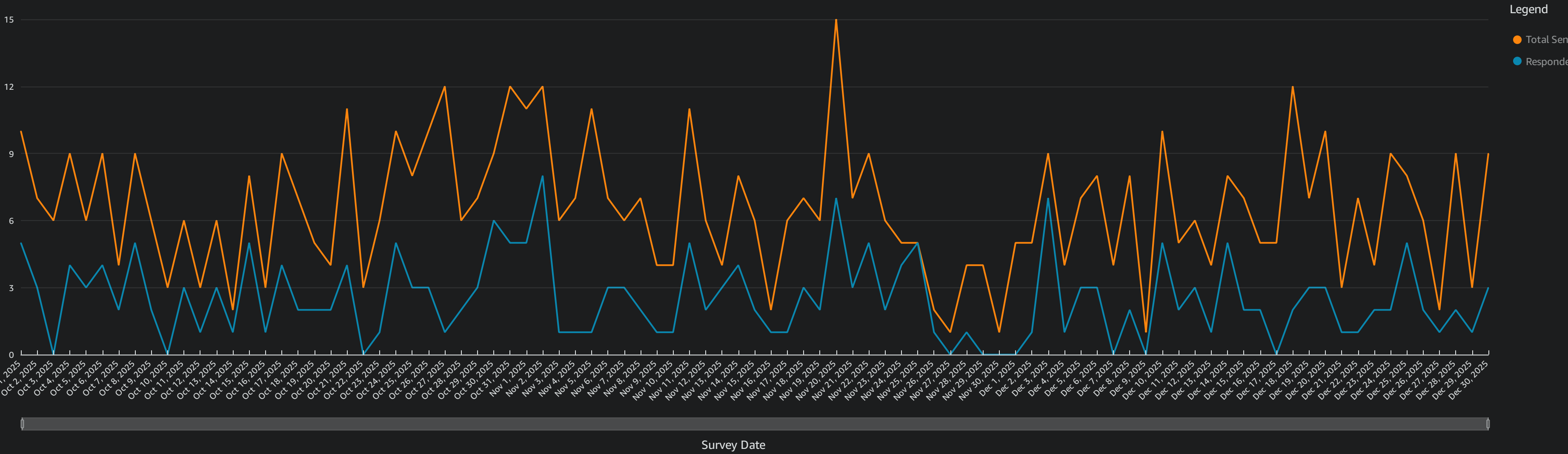


Group By: Sentiment
Size: Total Sentiment (Custom)

No data

There was no data found for the visual

Sent vs Responded



CPSS Score % by Incident Type

Incident Type	Responded Survey Count	CPSS Score %
1042W	38	94.74%
1061	29	89.66%
1062B	5	100.00%
1074	1	100.00%
10851	2	100.00%
1125	3	100.00%
1181	2	100.00%
1182	10	80.00%
1183	3	100.00%
20002	4	100.00%
23103	11	90.91%
242	8	87.50%
415E	24	83.33%
488	12	91.67%

CPSS Score % by Responder

Responded Survey Count	Total Answers	Total Positive Answers	CPSS Score
1	1	1	100.00%
6	6	6	100.00%
14	14	13	92.86%
1	1	0	0.00%
29	29	28	96.55%
4	4	4	100.00%
2	0	0	
1	1	1	100.00%
1	1	1	100.00%
14	14	13	92.86%
27	27	27	100.00%
26	26	24	92.31%
3	3	3	100.00%
4	4	4	100.00%

Showing	
Survey	All
Incident Type	All
City	All
Priority	All
Jurisdiction	All
Start Date	Wed Oct 01 2025 00:00:00 GMT+0000
End Date	Wed Dec 31 2025 00:00:00 GMT+0000
Shift	All
Personnel	All
Call Taker Name	All