

ENVIRONMENTAL SURVEY 2019

Total # surveys sent out	160	Completed surveys returned	26
surveys returned as undeliverable		Percent returned	16.25%
Surveys (assumed) received by operators	160		

SURVEY QUESTION	Very Satisfied	Satisfied	Somewhat Dissatisfied	Dissatisfied	totals	% Satisfied
How satisfied are you that the inspector identified him/herself and the purpose of their visit?	17	5	1	1	24	91.67%
Was courteous and professional?	20	2	2		24	91.67%
Went over the inspection report thoroughly?	18	5	0		23	100.00%
Gave recommendations for correction of violations/errors?	18	5	1		24	95.83%
How satisfied are you that the inspection process used methods that fairly evaluated your business?	17	6	1		24	95.83%
How satisfied are you that the Environmental Health Inspection Program ensures good sanitation and food handling practices?	20	3	2		25	92.00%
How satisfied are you that we are inspecting often enough to ensure good sanitation and food handling practices?	21	4	0		25	100.00%
RESPONSE TOTALS	131	30	7	1	169	95.27%

ENTER WRITTEN COMMENTS BELOW (comments are typed exactly as written)

5. In your opinion, what, if anything, can be done to improve the inspection process to better ensure good sanitation and food handling practices?

Maybe call ahead/as we are very busy. Could also come at more of a convenient time.
Scheduled inspections as we are not always free when inspector may need us.
My opinion is this is spot on!
No changes needed.
What if a sheet of requirements re: employee hygiene written by the Health Dept was available to every new hire? It would be a great "back-up" to the employer. This is the <u>law</u> .
It is very professional

New inspectors
Continue providing helpful feedback on what I can do to ensure health code compliance. I appreciate the suggestions I've received in the past.
6. If you rated any of the above items as “somewhat dissatisfied” or “dissatisfied” please use the space below to briefly explain the reasons for your dissatisfaction.
None/our inspector is great to work with!
I almost did for question #1. I never know if you see your inspector looking around (first) - are you supposed to interupt them or wait for them to find you?
Rude health inspector, year after year
7. What additional suggestions, if any, do you have for improving the quality of this inspection program or our services to your business?
Could be quicker. Doesn't take long to temp food/look at organization and storage of food.
No
Keep our inspector, great work and knowledge!
Say you struggle w/a certain employee to cover their mouth, wash hands - whatever, its just a struggle to get them to comply...could the food establishment have the inspector put their name (employee) on the report in a note to show employee they mean business?
I understand this may not be possible because of county lines but we have restaurants in Calumet and Outagamie and sometimes the inconsistency between inspectors can be at time frustrating.
Other comments
We did not have an inspector come to our location as far as I know.

WEIGHTS & MEASURES SURVEY 2019

Total # surveys sent out	85	Completed surveys returned	8
unopened surveys returned as undeliverable		Percent returned	9.41%
Surveys (assumed) received by operators	85		

SURVEY QUESTION	Very Satisfied	Satisfied	Very Dissatisfied	Dissatisfied	Does Not Apply	totals	% satisfied
How satisfied are you that the inspector identified him/herself and the purpose of their visit?	5	1	1			7	85.71%
Was courteous and professional?	5	1		1		7	85.71%
Went over the inspection report thoroughly?	5	2				7	100.00%
Gave recommendations for correction of violations/errors?	5	1	1			7	85.71%
How satisfied are you that the inspection process used methods that fairly evaluated your business?	5	1	1			7	85.71%
How satisfied are you that the inspection process fairly and accurately assesses the following for your business? Scales, pumps, meters and/or measures	5		1		1	7	83.33%
Price scanning and/or price control systems?	4	2			1	7	100.00%
Weighing and measuring of bulk products & packaged goods?	5	1			1	7	100.00%
Product labeling, signage and method of sale compliance?	4	1			2	7	100.00%
How satisfied are you that the W & M program ensures fairness between the business and the consumer?	5	2				7	100.00%
How satisfied are you that we are inspecting often enough to ensure fairness between the business and the consumer?	5	4	1			10	90.00%
TOTALS	53	16	5	1	5	80	92.00%

ENTER WRITTEN COMMENTS BELOW (comments are typed exactly as written)

5. In your opinion, What, if anything, can be done to improve the inspection process to better ensure fairness between the business and the consumer?
No
I think that the current method is working out quite well.
Good sir good job.

6. If you rated any of the above items as somewhat dissatisfied or dissatisfied, please use the space below to briefly explain the reasons for your dissatisfaction.

N/A

N/A

7. What additional suggestions, if any, do you have for improving the quality of this program or our services to your business?

No inspection has been done in over a year.

The inspector & scale people work well together. Annual inspection is set up w/ our scale people.

N/A

Other comments