

WEIGHTS & MEASURES SURVEY 2018

Total # surveys sent out	85	Completed surveys returned	16
unopened surveys returned as undeliverable		Percent returned	18.82%
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?	12	3				15	100.00%
Was courteous and professional?	12	3				15	100.00%
Went over the inspection report thoroughly?	12	3				15	100.00%
Gave recommendations for correction of violations/errors?	11	4				15	100.00%
How satisfied are you that the inspection process used methods that fairly evaluated your business?	10	5		1		16	93.75%
How satisfied are you that the inspection process fairly and accurately assesses the following for your business? Scales, pumps, meters and/or measures	12	3				15	100.00%
Price scanning and/or price control systems?	9	4			2	15	100.00%
Weighing and measuring of bulk products & packaged goods?	8	6			1	15	100.00%
Product labeling, signage and method of sale compliance?	10	4			1	15	100.00%
How satisfied are you that the W & M program ensures fairness between the business and the consumer?	9	5		1	1	16	93.33%
How satisfied are you that we are inspecting often enough to ensure fairness between the business and the consumer?	9	6		1		16	93.75%
TOTALS	114	46	0	3	5	168	98.16%

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?
Always had good experience with the inspectors.
None
N/A

The City of Appleton needs to get out of the business of meter proves for fuel trucks. There are independent private businesses in the business of proving meters. The problem comes when a meter is out of tolerance--the City will no longer make adjustments like was done in the past when Jim Richter did the proving. There is a lot of wasted time setting up a second appointment for a meter that failed its initial test to be retested after a minor adjustment. Why does the City of Appleton feel they need to do their own testing when the State of Wisconsin already has requirements in place? When private businesses that are in the business of meter proves tests meters, adjustments can be made on the spot, bringing the meter(s) into compliance with only one appointment. The city needs to shut down this program.

Nothing. Everything was good during inspection.

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.

Keep up the good work!

N/A

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

N/A

Make an appointment/scheduled date. We have more than 1 facility and if there is an appointment made at 1 facility the second one does not get notified. The inspector just shows up.

No suggestions as everything was done nicely & effectively

Other comments

Keep up the great work!

Thought he was great!

Keep up the good work!

The team is helpful when any concerns arise. Really appreciate that.