

## WEIGHTS & MEASURES SURVEY 2020

Total # surveys sent out	83	Completed surveys returned	11
unopened surveys returned as undeliverable		Percent returned	13.25%
Surveys (assumed) received by operators	83		

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?	9	2				11	100.00%
Was courteous and professional?	9	2				11	100.00%
Went over the inspection report thoroughly?	8	3				11	100.00%
Gave recommendations for correction of violations/errors?	7	2			2	11	100.00%
How satisfied are you that the inspection process used methods that fairly evaluated your business?						0	#DIV/0!
How satisfied are you that the inspection process fairly and accurately assesses the following for your business? Scales, pumps, meters and/or measures	8	2			1	11	100.00%
Price scanning and/or price control systems?	8	2			1	11	100.00%
Weighing and measuring of bulk products & packaged goods?	6	1			4	11	100.00%
Product labeling, signage and method of sale compliance?	7	3			1	11	100.00%
How satisfied are you that the W & M program ensures fairness between the business and the consumer?	7	2			2	11	100.00%
How satisfied are you that we are inspecting often enough to ensure fairness between the business and the consumer?	7	3			1	11	100.00%
<b>TOTALS</b>	<b>76</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>110</b>	<b>100.00%</b>

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

<b>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?</b>
You guys always do a great job! Never any issues with inspector being unfair or unprofessional.
No changes

**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?**

None, really!

N/A

**Other comments**