## **ENVIRONMENTAL SURVEY 2015**

Total # surveys sent out 127 surveys returned as undeliverable 0 Surveys (assumed) received by operators 127

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? 26 6 32 100.00% 32 was courteous and professional? 27 100.00% 5 went over the inspection report thoroughly? 32 27 5 100.00% gave recommendations for correction of violations/errors? 26 6 32 100.00% How satisfied are you that the inspection process used methods that fairly evaluated your business? 25 7 32 100.00% How satisfied are you that the Environmental Health Inspection Program ensures good sanitation and food handling practices? 25 6 31 100.00% How satisfied are you that we are inspecting often enough to ensure good sanitation and food handling practices? 26 5 31 100.00% **RESPONSE TOTALS** 182 40 0 0 222 100.00%

Completed surveys returned Percent returned 25.20%

32

## 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?

The inspection was good and detailed. Notmuch needs to be changed.

Maybe provide a class on pool certification. Steve does a good job.

Completely satisfied!

Everything ok

Offer free or low cost seminars for kitchen Mgrs/Head chefs, and GM's/AGM's to attend

None

Morning inspections, the timing is never right because at my location am most busy in the morning hours with catering and deliveries and preparing for the very busy lunch ID themselves to staff

Health Department used to provide posters or graphic information to be posted on the kitchen walls. Is a easy way to keep inform employees during their daily task (for a while Maybe update us over emails about safety + foodservice products etc.

Nothing

Surprise inspections during food prep hours

Seems to be going well : )

Nothing. Wonderful person

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						
7. What additional suggestions, if any, do you have for improving the quality of this inspection program or our services to your business?						
Continue the good work of keeping the public safe!						
Completely satisfied!						
She was a pleasure to work with. Detailed and courteous						
Good sanitation and food handling practices are in force during the busy morning hours as well as the afternoon hours when business is slower. Therefore, afternoon						
ORP vs. PPM!						
1 time a school year instead of 2.						
None						
P.S. Very professional. Thanks						
Other comments						

## WEIGHTS & MEASURES SURVEY 2015

Total # surveys sent out	75	Completed surveys returned
unopened surveys returned as undeliverable	0	Percent returned
Surveys (assumed) received by operators	75	

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?	10	4				14	100.00%
was courteous and professional?	10	4				14	100.00%
went over the inspection report thoroughly?	9	5				14	100.00%
gave recommendations for correction of violations/errors?	5	5			4	14	100.00%
How satisfied are you that the inspection process	_	_					
used methods that fairly evaluated your business?	8	6				14	100.00%
How satisfied are you that the inspection process fairly and accurately assesses the following for your business? Scales,							
pumps, meters and/or measures	9	3			2	14	100.00%
Price scanning and/or price control systems?	5	7			1	13	100.00%
Weighing and measuring of bulk products & packaged goods?	4	5			5	14	100.00%
Product labeling, signage and method of sale compliance?							
	7	5			1	13	100.00%
How satisfied are you that the W & M program ensures fairness							
between the business and the consumer?	8	6				14	100.00%
How satisfied are you that we are inspecting often enough to							
ensure fairness between the business and the consumer?	5	8				13	100.00%
TOTALS	80	58	0	0	13	151	100.00%

14

18.67%

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?

extended to 2 to 3 years. This is a cost savings opportunity also.

Enforcement of containers & labeling at farm markets. To many consumers being cheated by vendors.

Young lady great smile cold core!

Only thing I can think of is to scedual a time to come in then random in case of large group of customers

Be more consistent w/ the businesses assessed - this location gets assessed anualy - most others never see a W&M assessment in our district

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

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

Inspections of vehicles hauling product to markets some are nasty

None- Thank you

Other comments