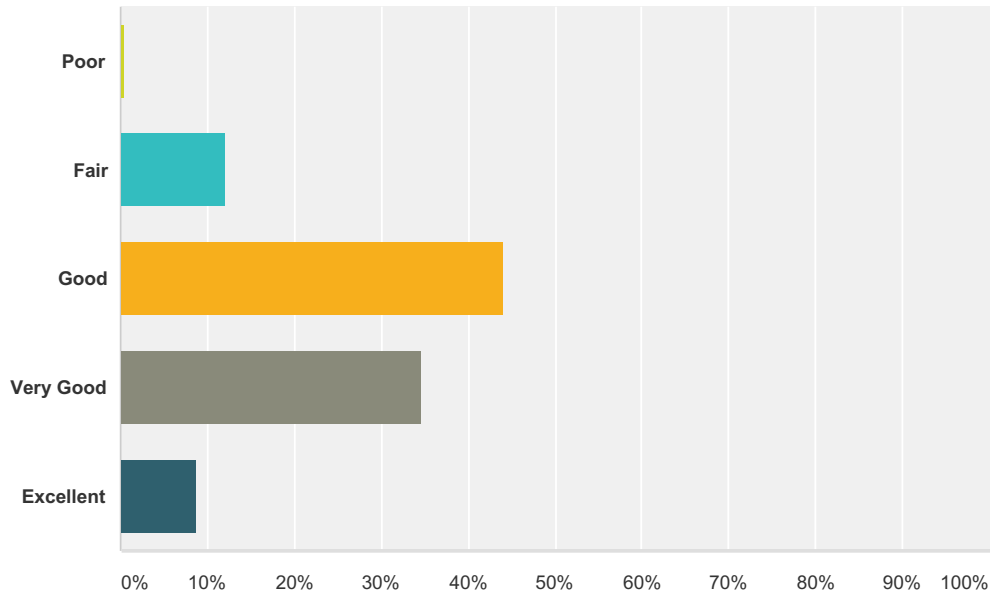


Q1 How does the food taste?

Answered: 248 Skipped: 8



Answer Choices	Responses
Poor	0.40% 1
Fair	12.10% 30
Good	43.95% 109
Very Good	34.68% 86
Excellent	8.87% 22
Total	248

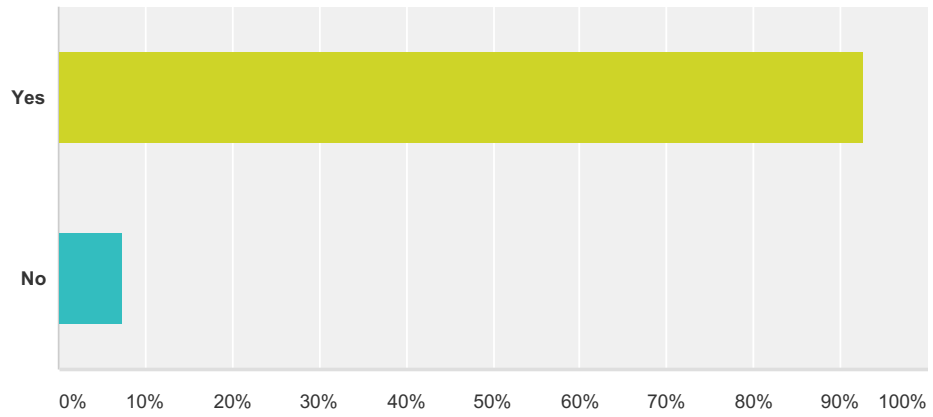
#	Comments	Date
1	Some is not for us "old folks." I'm 87.	5/19/2017 4:50 AM
2	Depends on the item.	5/19/2017 4:46 AM
3	Delicious.	5/19/2017 4:40 AM
4	Some are really good, some not so much!	5/11/2017 5:28 AM
5	I have a salt restriction.	5/10/2017 7:45 AM
6	Not too bad.	5/10/2017 7:28 AM
7	Good to very good depending upon what is served.	5/5/2017 2:18 AM
8	I like them most of the time.	5/5/2017 12:20 AM
9	Need different stuff.	5/4/2017 5:19 AM
10	So far it seems very good.	5/4/2017 5:17 AM
11	Not satisfied.	5/4/2017 4:56 AM
12	Too many green beans. Also rice too often.	5/4/2017 3:54 AM
13	Too many green beans. Also rice too often.	5/4/2017 3:49 AM

Home-Delivered Meals Satisfaction Survey 2017

14	Usually good. Sometimes very good.	5/4/2017 3:43 AM
15	Meat is dry, overcooked or not cooked.	5/4/2017 2:47 AM
16	Some better than others.	5/4/2017 2:23 AM
17	Has improved lately.	5/4/2017 1:56 AM
18	No more weekend meals -- not fresh.	5/3/2017 7:18 AM
19	Sometimes terrible and sometimes exceptionally good.	5/3/2017 5:41 AM
20	Quite often	5/3/2017 5:38 AM
21	But sometimes poor, sometimes excellent.	5/3/2017 2:48 AM

Q2 Do the meals look good?

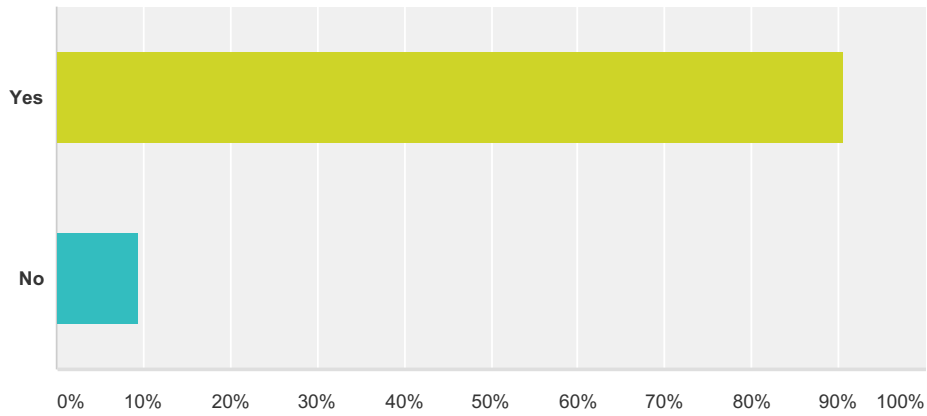
Answered: 234 Skipped: 22



Answer Choices	Responses	
Yes	92.74%	217
No	7.26%	17
Total		234

Q3 Is the hot food hot and the cold food cold when it is delivered?

Answered: 232 Skipped: 24



Answer Choices	Responses
Yes	90.52% 210
No	9.48% 22
Total	232

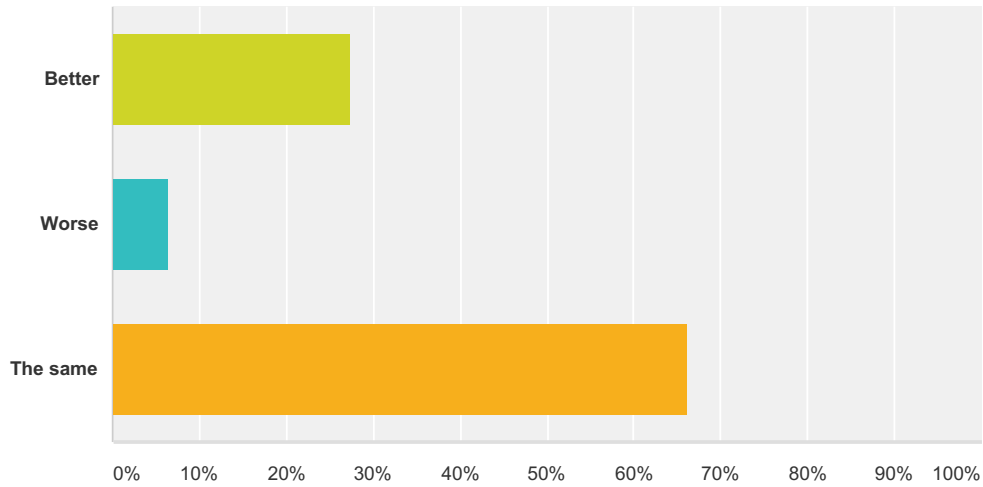
#	If No, please comment:	Date
1	Depends if you like it more warm.	5/19/2017 5:09 AM
2	But no problem.	5/19/2017 5:02 AM
3	But they cool very rapidly when the container is opened.	5/19/2017 4:57 AM
4	Depends when it gets here.	5/19/2017 4:46 AM
5	I have a microwave to warm it up.	5/19/2017 4:40 AM
6	Most meals have to be reheated.	5/11/2017 5:15 AM
7	Sometimes I put in microwave.	5/11/2017 4:44 AM
8	Just warm -- we warm more in microwave.	5/11/2017 3:26 AM
9	Sometimes.	5/11/2017 2:53 AM
10	We heat in microwave as we like it hot.	5/11/2017 2:51 AM
11	Hot food needs to be heated.	5/11/2017 2:49 AM
12	We saved it for supper and heated it.	5/11/2017 2:38 AM
13	It depends on the time and weather.	5/11/2017 2:34 AM
14	Food I receive very good. I do have a microwave to use.	5/11/2017 12:59 AM
15	It can't all be hot.	5/10/2017 7:45 AM
16	Hot food not hot.	5/10/2017 7:37 AM
17	Close enuff, whenever!!!	5/10/2017 2:48 AM
18	It's rather tepid.	5/10/2017 2:35 AM
19	Mostly.	5/10/2017 12:59 AM

Home-Delivered Meals Satisfaction Survey 2017

20	Get food containers that can go in microwave.	5/5/2017 2:22 AM
21	Good.	5/5/2017 2:09 AM
22	A couple of times hot food was cold.	5/5/2017 12:16 AM
23	Hot food not always hot.	5/5/2017 12:11 AM
24	Almost all the time.	5/5/2017 12:04 AM
25	Must be heated in the microwave.	5/4/2017 6:02 AM
26	Frozen milk on occasion.	5/4/2017 5:56 AM
27	With the microwave.	5/4/2017 5:55 AM
28	I put it in the microwave -- not hard to fix.	5/4/2017 5:40 AM
29	Hot food isn't always warm.	5/4/2017 5:35 AM
30	No problems.	5/4/2017 5:17 AM
31	Need to microwave it.	5/4/2017 5:02 AM
32	Sometimes.	5/4/2017 4:30 AM
33	Have to reheat it.	5/4/2017 3:58 AM
34	Cold food is cold. Hot food is lukewarm.	5/4/2017 3:43 AM
35	Sometimes food is cold when delivered late.	5/4/2017 3:34 AM
36	Not bad, we just warm it up a bit.	5/4/2017 2:23 AM
37	But sometimes not.	5/4/2017 1:56 AM
38	Sometimes.	5/3/2017 7:05 AM
39	Most of the time	5/3/2017 5:38 AM

Q4 Lately, the food quality has been:

Answered: 234 Skipped: 22



Answer Choices	Responses	
Better	27.35%	64
Worse	6.41%	15
The same	66.24%	155
Total		234

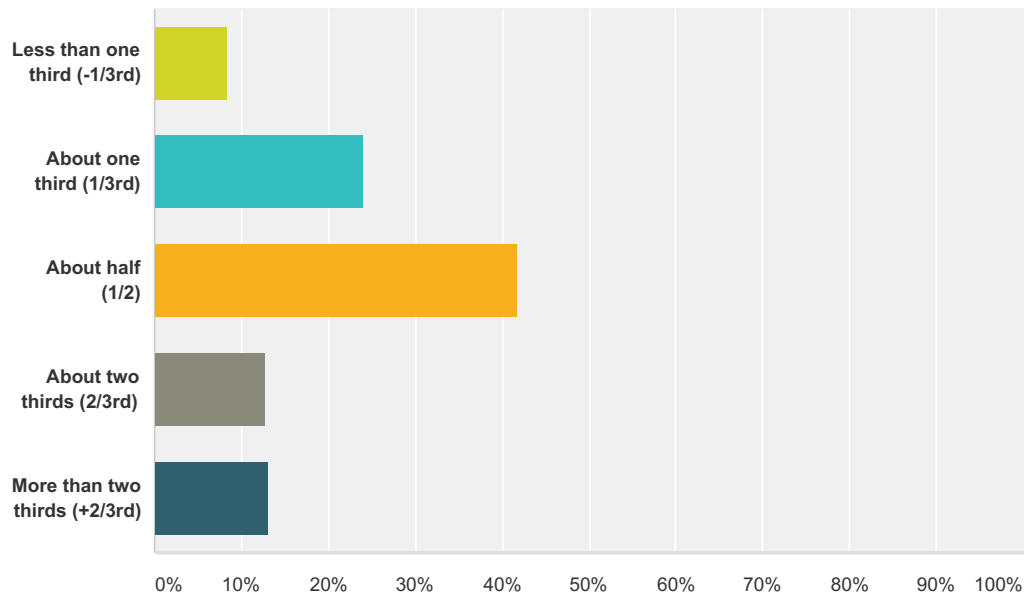
#	Please comment:	Date
1	It's a good thing to have (these Meals on Wheels).	5/19/2017 6:41 AM
2	I just started the program recently.	5/19/2017 5:03 AM
3	The one food that made me have problems isn't served now.	5/19/2017 4:50 AM
4	Hard veggies.	5/19/2017 4:44 AM
5	Better than a year ago.	5/19/2017 4:40 AM
6	The beef is always the same cut. Mystery?	5/11/2017 5:28 AM
7	The ones I get are usually good.	5/11/2017 5:15 AM
8	Satisfactory.	5/11/2017 4:46 AM
9	The meals are more. What happened!?	5/11/2017 4:44 AM
10	Some food under or overcooked.	5/11/2017 4:07 AM
11	Depends on the day.	5/11/2017 2:49 AM
12	Just took for 3.5 weeks.	5/11/2017 2:38 AM
13	New recipes like jambalaya.	5/11/2017 2:34 AM
14	Everything is very, very good.	5/11/2017 12:59 AM
15	Liked the salads.	5/11/2017 12:31 AM
16	Always good.	5/10/2017 7:53 AM
17	I don't like rice alone dish. I like pudding and casseroles.	5/10/2017 7:45 AM
18	Always good.	5/10/2017 7:40 AM

Home-Delivered Meals Satisfaction Survey 2017

19	Too much corn.	5/10/2017 7:28 AM
20	Always good, recently better, no kidding!	5/10/2017 2:48 AM
21	Edible but not pretty.	5/10/2017 2:42 AM
22	Have added more veggies.	5/10/2017 1:03 AM
23	Some good days and some bad.	5/5/2017 2:29 AM
24	Have not been on long enough to answer.	5/5/2017 2:24 AM
25	Hot, good.	5/5/2017 2:09 AM
26	It's been a lot worse than when we first started.	5/4/2017 6:05 AM
27	Dull	5/4/2017 6:02 AM
28	Always very good.	5/4/2017 5:58 AM
29	The soup has been strange combinations. 3 1/2-inch cube pork. Peas and carrots - very few.	5/4/2017 5:40 AM
30	Only been on for a few weeks.	5/4/2017 4:44 AM
31	Very small.	5/4/2017 3:58 AM
32	Not enough variety.	5/4/2017 3:54 AM
33	Not enough variety. Christmas cookie in spring.	5/4/2017 3:49 AM
34	Can't answer -- only been receiving a short time.	5/4/2017 2:56 AM
35	Beef is often tough. Too many beans, too much cilantro.	5/4/2017 2:39 AM
36	I have no frame of comparison.	5/4/2017 2:02 AM
37	Not sure why.	5/4/2017 1:56 AM
38	What veg was served on 14th or 15th that was darker in color than the russet potato skin? It was black! My dad was a veg farmer and sold produce to 2 stores.	5/3/2017 7:17 AM
39	Have taken them just a short time.	5/3/2017 7:07 AM

Q5 How much of your total daily food intake is from the meal that is delivered?

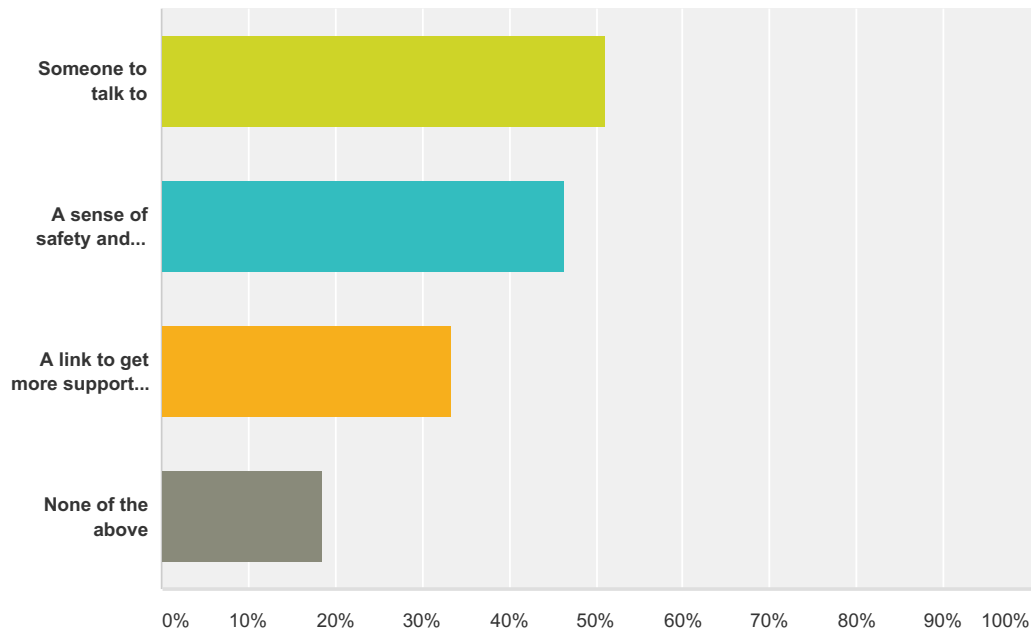
Answered: 242 Skipped: 14



Answer Choices	Responses	Count
Less than one third (-1/3rd)	8.26%	20
About one third (1/3rd)	23.97%	58
About half (1/2)	41.74%	101
About two thirds (2/3rd)	12.81%	31
More than two thirds (+2/3rd)	13.22%	32
Total		242

Q6 Having meals delivered in person offers: (check all that apply)

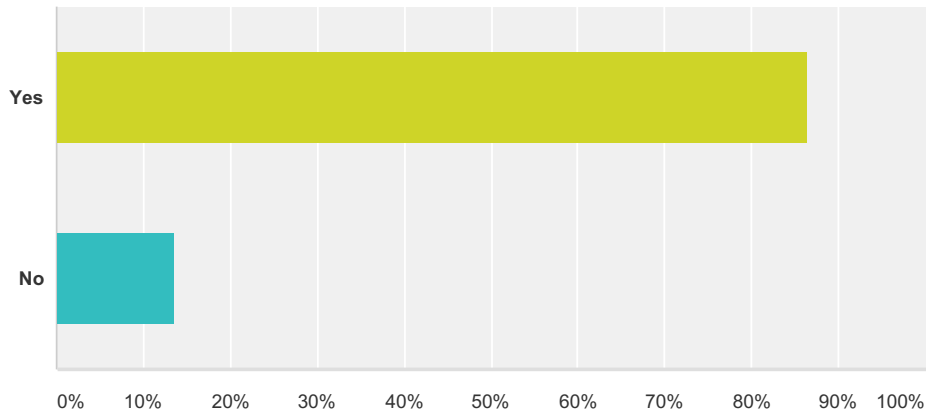
Answered: 237 Skipped: 19



Answer Choices	Responses	Count
Someone to talk to	51.05%	121
A sense of safety and security	46.41%	110
A link to get more support if I need it	33.33%	79
None of the above	18.57%	44
Total Respondents: 237		

Q7 Do you eat healthier foods because you receive Meals on Wheels?

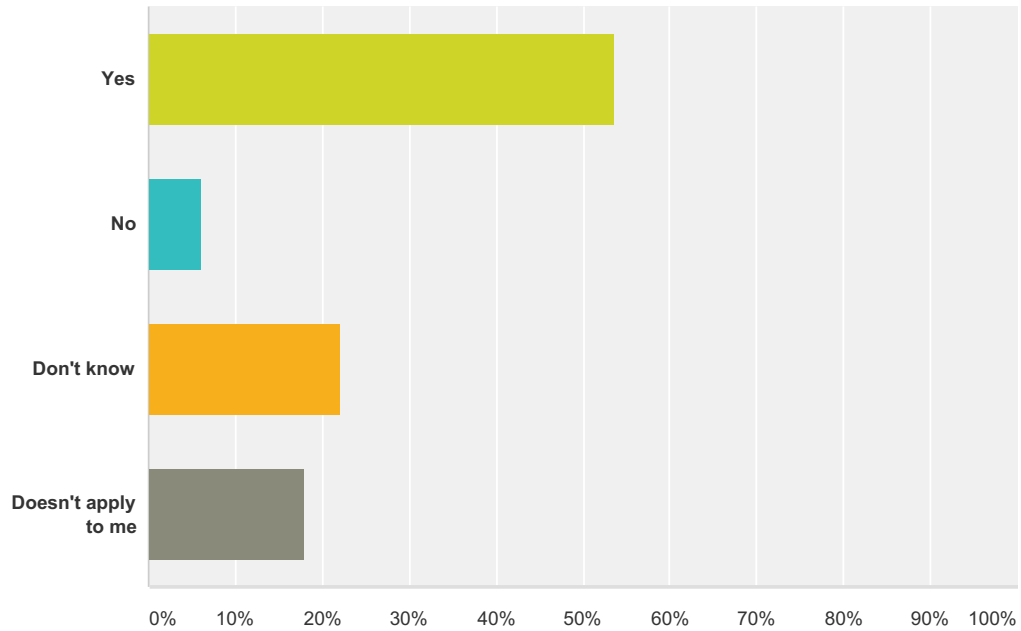
Answered: 242 Skipped: 14



Answer Choices	Responses	
Yes	86.36%	209
No	13.64%	33
Total		242

Q8 Do the meals help you maintain or improve your health or conditions such as diabetes, heart disease, high blood pressure, etc.?

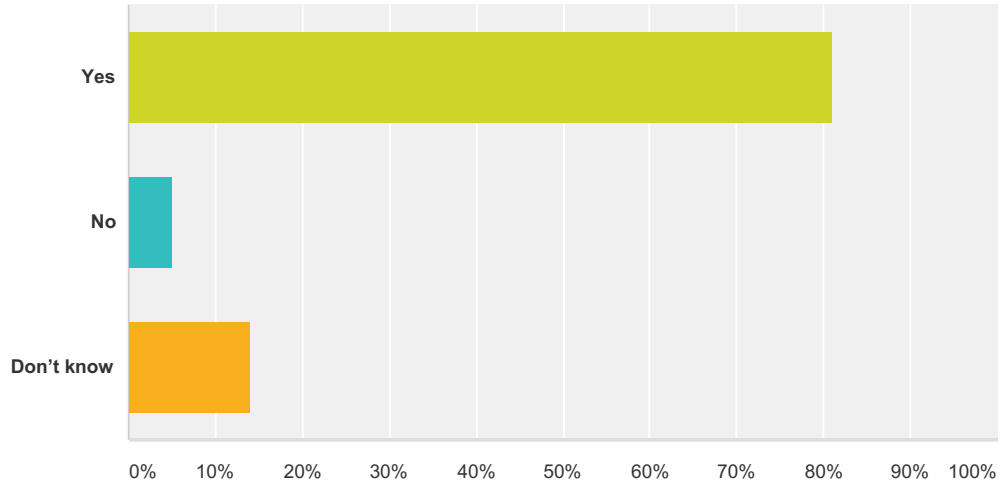
Answered: 244 Skipped: 12



Answer Choices	Responses	Count
Yes	53.69%	131
No	6.15%	15
Don't know	22.13%	54
Doesn't apply to me	18.03%	44
Total		244

Q9 Does receiving Meals on Wheels help you continue to live freely where you choose?

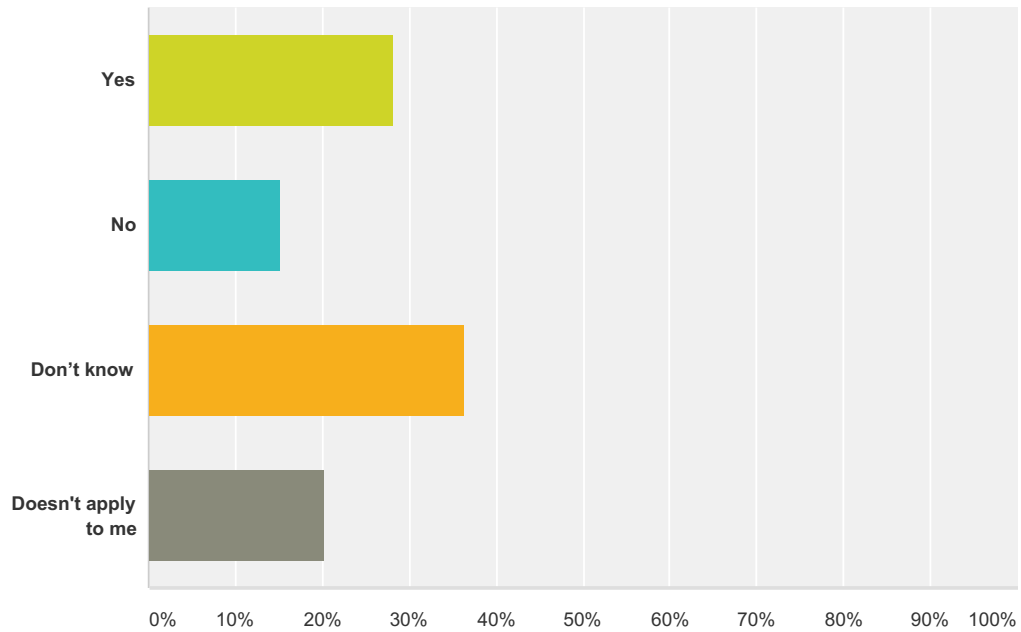
Answered: 242 Skipped: 14



Answer Choices	Responses	
Yes	80.99%	196
No	4.96%	12
Don't know	14.05%	34
Total		242

Q10 Do the meals help prevent or decrease the number of visits you make to the clinic or hospital?

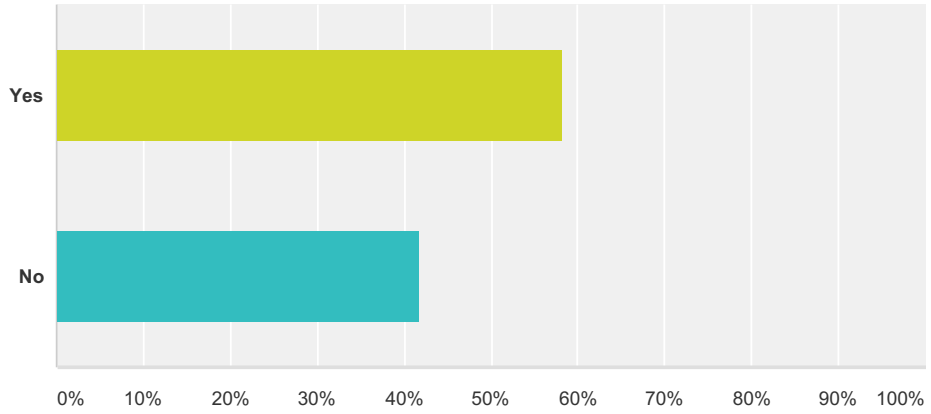
Answered: 248 Skipped: 8



Answer Choices	Responses	
Yes	28.23%	70
No	15.32%	38
Don't know	36.29%	90
Doesn't apply to me	20.16%	50
Total		248

Q11 Without these meals, would you still have at least one hot, freshly-prepared meal to eat daily?

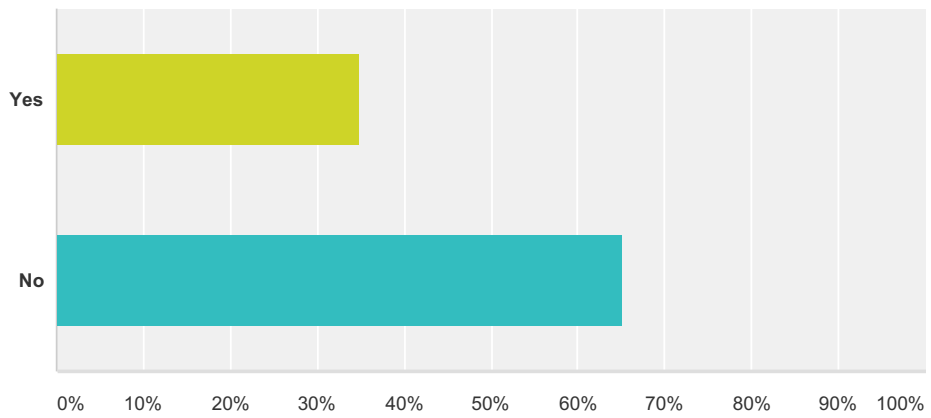
Answered: 237 Skipped: 19



Answer Choices	Responses
Yes	58.23% 138
No	41.77% 99
Total	237

Q12 Without these meals, would there be days you do not get enough to eat?

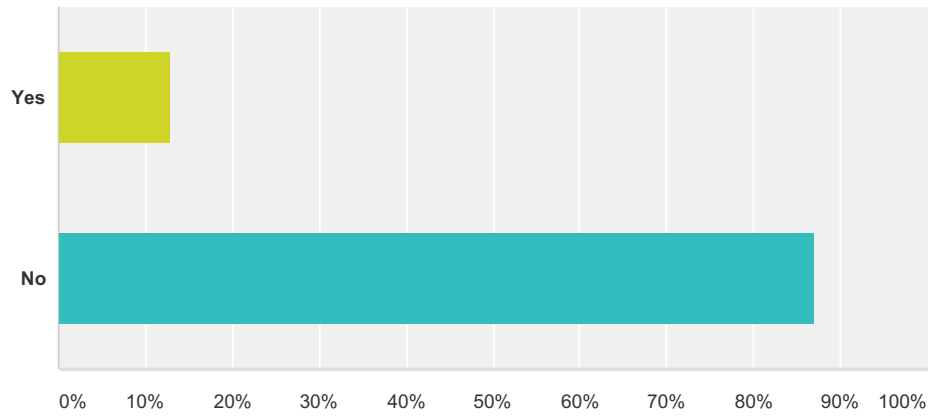
Answered: 250 Skipped: 6



Answer Choices	Responses	
Yes	34.80%	87
No	65.20%	163
Total		250

Q13 Have you skipped any meals to pay for other living expenses?

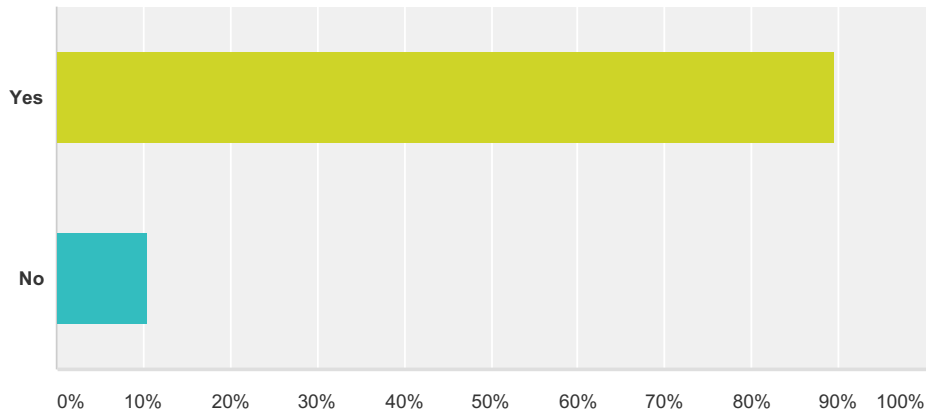
Answered: 249 Skipped: 7



Answer Choices	Responses	
Yes	12.85%	32
No	87.15%	217
Total		249

Q14 Does the Meals on Wheels program improve your quality of life?

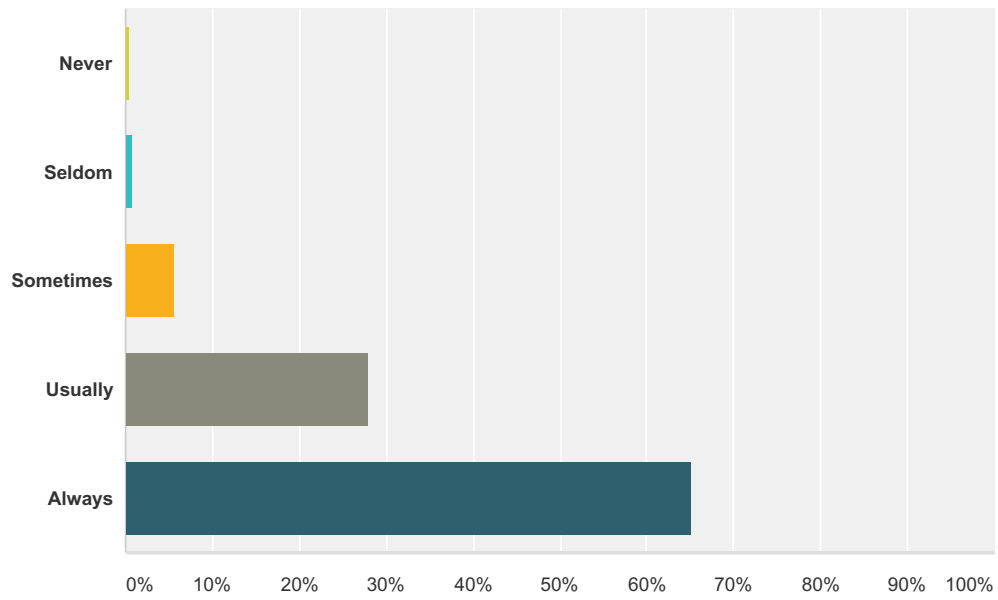
Answered: 241 Skipped: 15



Answer Choices	Responses
Yes	89.63% 216
No	10.37% 25
Total	241

Q15 Are you satisfied with the service you receive from Meals on Wheels?

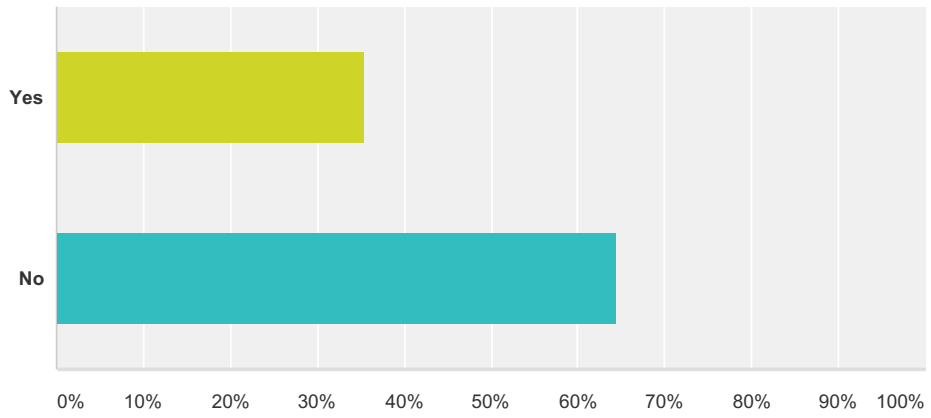
Answered: 250 Skipped: 6



Answer Choices	Responses
Never	0.40% 1
Seldom	0.80% 2
Sometimes	5.60% 14
Usually	28.00% 70
Always	65.20% 163
Total	250

Q16 On most days, is the Meals on Wheels driver the only person you see?

Answered: 237 Skipped: 19



Answer Choices	Responses	
Yes	35.44%	84
No	64.56%	153
Total		237

Home-Delivered Meals Satisfaction Survey 2017

Q17 If you could change one thing about the Meals on Wheels program, what would that be?

Answered: 134 Skipped: 122

#	Responses	Date
1	Everything seems OK. Thanks.	5/19/2017 7:19 AM
2	Have baked fish a few more times during the month. (It was good.)	5/19/2017 6:41 AM
3	Don't know.	5/19/2017 6:38 AM
4	More veggies and less apricots.	5/19/2017 5:15 AM
5	Tender meat -- not tough leather.	5/19/2017 5:11 AM
6	Less sandwiches.	5/19/2017 5:09 AM
7	Don't know. Am satisfied.	5/19/2017 5:03 AM
8	Larger meat portions.	5/19/2017 5:02 AM
9	More closely critique the menus. I like beans, but two days in a row?? See May 4-5. May 4 menu tuna and bean salad, orange, lemon dessert. A different fresh fruit would help.	5/19/2017 4:57 AM
10	I would reward these drivers!	5/19/2017 4:50 AM
11	Satisfied as is -- all delivery people are cheerful and friendly.	5/19/2017 4:46 AM
12	An extra meal on Friday that could be reheated on weekend day.	5/19/2017 4:44 AM
13	More of a variety of food as it doesn't change often.	5/19/2017 4:37 AM
14	The same time every day.	5/11/2017 6:43 AM
15	Keep on doing the good job!	5/11/2017 6:42 AM
16	Better quality food! And more variety!	5/11/2017 5:28 AM
17	I wear dentures and I can't eat wearing them, so when I get apples, even though I love apples, I can eat them and end up throwing them in the trash.	5/11/2017 5:19 AM
18	No changes -- all is fine.	5/11/2017 5:16 AM
19	No problems.	5/11/2017 5:13 AM
20	Whenever juice is furnished, I would rather have real juice and not made from concentrate. Flavor and quality would be a plus.	5/11/2017 4:46 AM
21	Be there at same time every day! I have to borrow the money to pay for the meals. I pay the \$4.	5/11/2017 4:44 AM
22	Gravy on the side -- not on top of the meals.	5/11/2017 4:02 AM
23	Maybe a day or two a week of a beverage different from milk.	5/11/2017 3:28 AM
24	Give the number on the second door to each driver!	5/11/2017 2:58 AM
25	Keep up the good work.	5/11/2017 2:54 AM
26	More lettuce in cabbage salads.	5/11/2017 2:51 AM
27	Too much rice and too try (the rice). I love mashed potatoes and gravy more.	5/11/2017 2:49 AM
28	I'm not complaining. I'm very satisfied.	5/11/2017 2:43 AM
29	The hot food would be warmer, especially on these cold days.	5/11/2017 2:40 AM
30	Nothing at this time.	5/11/2017 2:38 AM
31	Nothing. I'm grateful for all of it.	5/11/2017 2:34 AM
32	Weekend delivery of meals.	5/11/2017 2:31 AM

Home-Delivered Meals Satisfaction Survey 2017

33	Nothing.	5/11/2017 2:29 AM
34	I think the meals got better the short time I received them. "Keep on keeping on."	5/11/2017 12:31 AM
35	Nothing. Wonder program and all who are involved with it.	5/10/2017 7:53 AM
36	I'm very happy for everything.	5/10/2017 7:52 AM
37	I am satisfied.	5/10/2017 7:50 AM
38	Nothing. It is a blessing and all of you involved in this program are a blessing to us.	5/10/2017 7:49 AM
39	Drivers could be at noon. Less green beans.	5/10/2017 7:45 AM
40	Deliver closer to noon.	5/10/2017 7:38 AM
41	More white bread and no biscuits that crumble up so you can't eat them. Also, too much rice.	5/10/2017 7:34 AM
42	More cooked meals.	5/10/2017 7:30 AM
43	Less tuna fish.	5/10/2017 7:28 AM
44	The service is fine.	5/10/2017 7:25 AM
45	If provisions could be made to have the meal occasionally left when I might not be here, I would leave a note to that purpose for the deliverer.	5/10/2017 2:48 AM
46	Nothing.	5/10/2017 2:45 AM
47	I am not very fond of canned foods. Sorry I would rather have fresh fruits -- tangerines, bananas, Sunkist, apple.	5/10/2017 2:44 AM
48	Meals looking better.	5/10/2017 2:42 AM
49	Nothing I can think of. We are only three weeks into it.	5/10/2017 2:38 AM
50	I wouldn't change anything.	5/10/2017 2:35 AM
51	No milk for me.	5/10/2017 1:04 AM
52	Serve Mexican and Chinese food. More food with spice and flavor.	5/5/2017 2:35 AM
53	Less rice. Stuffed peppers with rice in them served with rice on the side. Salisbury and Swiss steak is dry and tasteless. Chicken is almost always dry.	5/5/2017 2:29 AM
54	Serve more pork dishes. Less jello.	5/5/2017 2:27 AM
55	More gravy or sauce with meals.	5/5/2017 2:25 AM
56	Microwavable containers for main meal. The tinfoil container doesn't work in microwave	5/5/2017 2:22 AM
57	More variety, larger portions (smaller containers are only filled 1/4 to 1/2 most of the time. Desserts only sample size, not full pieces) and offer chocolate milk.	5/5/2017 2:18 AM
58	No changes are needed.	5/5/2017 2:13 AM
59	Wouldn't change a thing.	5/5/2017 2:09 AM
60	Nothing.	5/5/2017 12:33 AM
61	Can't think of anything to change.	5/5/2017 12:30 AM
62	No change.	5/5/2017 12:28 AM
63	Nothing -- very satisfied.	5/5/2017 12:27 AM
64	Fresh raw veggie sticks.	5/5/2017 12:19 AM
65	Consistent delivery times.	5/5/2017 12:16 AM
66	Hot meals hot all the time.	5/5/2017 12:11 AM
67	Have better tasting food.	5/5/2017 12:09 AM
68	Vegetables freshly cooked.	5/5/2017 12:05 AM
69	Meals delivered at close to the same time.	5/5/2017 12:04 AM
70	I would not change anything about the meals. They are very healthy meals. Thank you.	5/5/2017 12:00 AM
71	Change of menu -- variety.	5/4/2017 11:58 PM

Home-Delivered Meals Satisfaction Survey 2017

72	During Lent, make sure fish is served for everyone on Ash Wednesday and on Fridays during Lent and that we don't have to beg for this request. Catholics can't eat meat on Ash Wednesday and on Fridays during Lent.	5/4/2017 11:56 PM
73	Sometimes the portion size is just too small.	5/4/2017 6:05 AM
74	Better choice of menu.	5/4/2017 6:02 AM
75	Use more organic fruits and vegetables.	5/4/2017 5:58 AM
76	I don't like it when things with liquid (fruit, puddings, etc.) spill inside the bag!!!! Or when the container gets squashed.	5/4/2017 5:55 AM
77	I would like more fruit and fish.	5/4/2017 5:45 AM
78	The plastic containers are overheated and hard to hold and the food, if it's hot, burns my hand because it comes out of the container. I would like it better if it was cool and I always had to put it in the microwave.	5/4/2017 5:40 AM
79	Larger portions.	5/4/2017 5:35 AM
80	Nothing -- it is a great program.	5/4/2017 5:29 AM
81	Different types of food like mac & cheese instead of rice and potatoes all the time.	5/4/2017 5:19 AM
82	Add dessert, like at Christmas, all year round. Just kidding.	5/4/2017 5:17 AM
83	More traditional meal choices.	5/4/2017 5:15 AM
84	Nothing.	5/4/2017 5:14 AM
85	The after hours people. They sometimes don't forward our calls to you.	5/4/2017 5:04 AM
86	More food.	5/4/2017 5:02 AM
87	More food. More beef and less rice. More hamburger meals.	5/4/2017 5:01 AM
88	More fresh fruit.	5/4/2017 4:57 AM
89	Nothing.	5/4/2017 4:47 AM
90	Don't know.	5/4/2017 4:44 AM
91	Please stop sending orange juice, pineapple juice and pork. Thank you.	5/4/2017 4:42 AM
92	Less meals with rice and fewer bananas.	5/4/2017 4:39 AM
93	Don't know.	5/4/2017 4:32 AM
94	Not so much squash or sweet potatoes.	5/4/2017 4:30 AM
95	The meat is very tough.	5/4/2017 3:58 AM
96	Have the people who put together the food be able to read and see so that two people get the same thing, like the same dessert and the same quantity of good.	5/4/2017 3:54 AM
97	Have the people who put together the food be able to read and see that two people get the same thing -- like the same dessert and the same quantity of food.	5/4/2017 3:49 AM
98	I don't need it to change. It helps with my diabetes and my heart problem.	5/4/2017 3:45 AM
99	Bread not rolls.	5/4/2017 3:33 AM
100	The potatoes. They taste strange. They're fried or have peeling in them. The meat and potatoes would profit from sauce or gravy.	5/4/2017 3:30 AM
101	Nothing.	5/4/2017 3:26 AM
102	Nothing	5/4/2017 3:21 AM
103	The main course on the vegetarian meals -- cannot eat the pieces of tofu (tasteless). Love the sliced mushroom with rice. Thinking of switching to a different meal plan but I haven't had any meat in years. I don't want to waste tofu as I don't eat it and am overwhelmed with guilt because of that. Otherwise, I eat everything else through out the day. Would like to know if there is better of Half & Half in the mashed potatoes. The plain veggie patty is pretty bad as well when it is served by itself. When it is mixed with veggies and cut up fairly small it is good. When it is used as the meat in spaghetti with the tomato sauce, it's very good.	5/4/2017 2:56 AM
104	Less vegetables, larger desserts.	5/4/2017 2:49 AM
105	More consistency in delivery.	5/4/2017 2:47 AM

Home-Delivered Meals Satisfaction Survey 2017

106	Decrease beans. If there is a dish with beans in it, don't give beans as the side dish. I pick out all the beans and throw them away. I don't enjoy eating chicken 4 days in a row.	5/4/2017 2:39 AM
107	More seasonings. Pepper?	5/4/2017 2:31 AM
108	Salad every day.	5/4/2017 2:29 AM
109	No zucchini, Swiss chard or cooked spinach (if that was what it was).	5/4/2017 2:23 AM
110	Three bean salad will never be delivered to me!	5/4/2017 2:02 AM
111	More drivers so the current ones aren't always overbooked.	5/4/2017 1:58 AM
112	Make sure the fruit like oranges are OK. I received 2 oranges that were rotten. Threw them away.	5/3/2017 7:59 AM
113	More toss salads!! More options of food.	5/3/2017 7:57 AM
114	Soup and sandwich on more days.	5/3/2017 7:53 AM
115	No fish on Friday.	5/3/2017 7:24 AM
116	No fish on Fridays.	5/3/2017 7:22 AM
117	Forget the bag lunches for the weekend.	5/3/2017 7:18 AM
118	I'm allergic to apricots. I'm to have no salt.	5/3/2017 7:17 AM
119	Keep coming.	5/3/2017 6:42 AM
120	More pie, less apricots, less spinach, more cake, more mandarin oranges, more cookies.	5/3/2017 6:40 AM
121	Less broccoli and kale; the baked chicken is always good.	5/3/2017 5:41 AM
122	The spinach usually is cold and bitter.	5/3/2017 5:38 AM
123	Nothing.	5/3/2017 4:13 AM
124	Nothing.	5/3/2017 4:10 AM
125	Nothing. I see one person Monday through Thursdays and two people on Fridays.	5/3/2017 4:07 AM
126	Less vegetables, more main entrees.	5/3/2017 3:27 AM
127	Less turnips and spinach and more potatoes.	5/3/2017 2:48 AM
128	No more Brussels sprouts	5/2/2017 8:05 AM
129	More fish, less carbs.	5/2/2017 8:01 AM
130	Loose the greens -- not my favorite. Deliver later.	5/2/2017 7:57 AM
131	No turnip greens.	5/2/2017 7:55 AM
132	Remain the same.	5/2/2017 7:47 AM
133	No, I love this program.	5/2/2017 7:42 AM
134	It is a good program.	5/2/2017 7:37 AM

Home-Delivered Meals Satisfaction Survey 2017

Q18 Additional comments:

Answered: 81 Skipped: 175

#	Responses	Date
1	Lately portions and quality seems to have improved. Getting more fresh fruit and salad! Thank you!	5/19/2017 7:19 AM
2	Love delivered meals. So thankful and grateful to volunteers and anyone and everyone at the Oregon Senior Center.	5/19/2017 5:15 AM
3	Today's meal -- Philly cheese sandwich -- tender and tasty. Cook carrots not all watery. It was good.	5/19/2017 5:11 AM
4	Very good program as is.	5/19/2017 5:03 AM
5	Everyone is doing a good job. Thank you.	5/19/2017 5:02 AM
6	Some meals are less filling than others. Some are high in carbohydrates. Quality of frozen vegetables is inferior and frequently overcooked.	5/19/2017 4:57 AM
7	My two adult children are always available. They take me out on weekends, take me shopping, etc. I am very fortunate. I usually enjoy the drivers. Thank you!	5/19/2017 4:50 AM
8	Thank you for this service!!	5/19/2017 4:46 AM
9	There should be meals delivered on the days when schools are cancelled. It doesn't make sense why seniors/handicap go without a meal just because school is cancelled. What does the school system have to do with Meals on Wheels, seniors and handicap? One thing that should be changed (no offense) -- and thank you for all you do -- but can gravy please be put in a separate container? Sometimes there's too much or my client doesn't like it on her meat all the time and she would like to put the amount that she wants on. If you could change that, a lot of people would appreciate that.	5/19/2017 4:37 AM
10	I no longer like to cook. Therefore, Meals on Wheels is the only hot food. They also provide vegetables and fruit, which I do not cook for myself. I have access to the pantry at Blue Mounds, but the vegetables and fruit is fairly old and is not very appetizing.	5/11/2017 6:41 AM
11	I have been impressed with the volunteers and the quality of food. Thanks so much!	5/11/2017 4:46 AM
12	Sometimes there are mistakes while putting the food in the bag! Like 2 of something and something else is missed. I had that happen to me several times. No butter. No bread. Two of something and no salad dressing for the salad! Thank you for the home-delivered meals! The Meals on Wheels persons that deliver don't seem too concerned how I feel.	5/11/2017 4:44 AM
13	Great to have butter and napkins included in the bag now.	5/11/2017 4:02 AM
14	I like the amount of meat. I can often make a sandwich from the meat for my supper. If possible, less green veggies due to my Warfarin.	5/11/2017 2:49 AM
15	Thank you.	5/11/2017 2:43 AM
16	Thank you for the healthy meals. They are much appreciated.	5/11/2017 2:40 AM
17	I really enjoy all the people who deliver the meals. I feel that they are my good friends. What can I do to show my appreciation? I pray.	5/11/2017 2:34 AM
18	Volunteers are friendly and kind. Pot roast was good -- a chunk of end piece not able to cut. I prefer "plain" entrees not "Italian" selections. No onions.	5/11/2017 2:31 AM
19	I was laid up with knee replacement. The meals really helped me out -- mentally, physically and financially. Thank you so much!	5/11/2017 12:31 AM
20	We are very impressed with the Meals on Wheels program. Volunteers, food, outreach and caring is so special to us. We feel so blessed.	5/10/2017 7:49 AM
21	The meals program allows us to remain in our home of 37-plus years.	5/10/2017 7:43 AM
22	Always look forward to the fine meals and the friendly folks to bring them.	5/10/2017 7:40 AM
23	Delivery people are always on time and very polite. It is a pleasure to go to the door to greet them.	5/10/2017 7:35 AM
24	Recipient is able to use a microwave - not a stove/oven. Therefore, can open a can of soup or make a sandwich for another daily meal. "Cooked meals" are more appreciated as is not able to make meat/potatoes.	5/10/2017 7:30 AM

Home-Delivered Meals Satisfaction Survey 2017

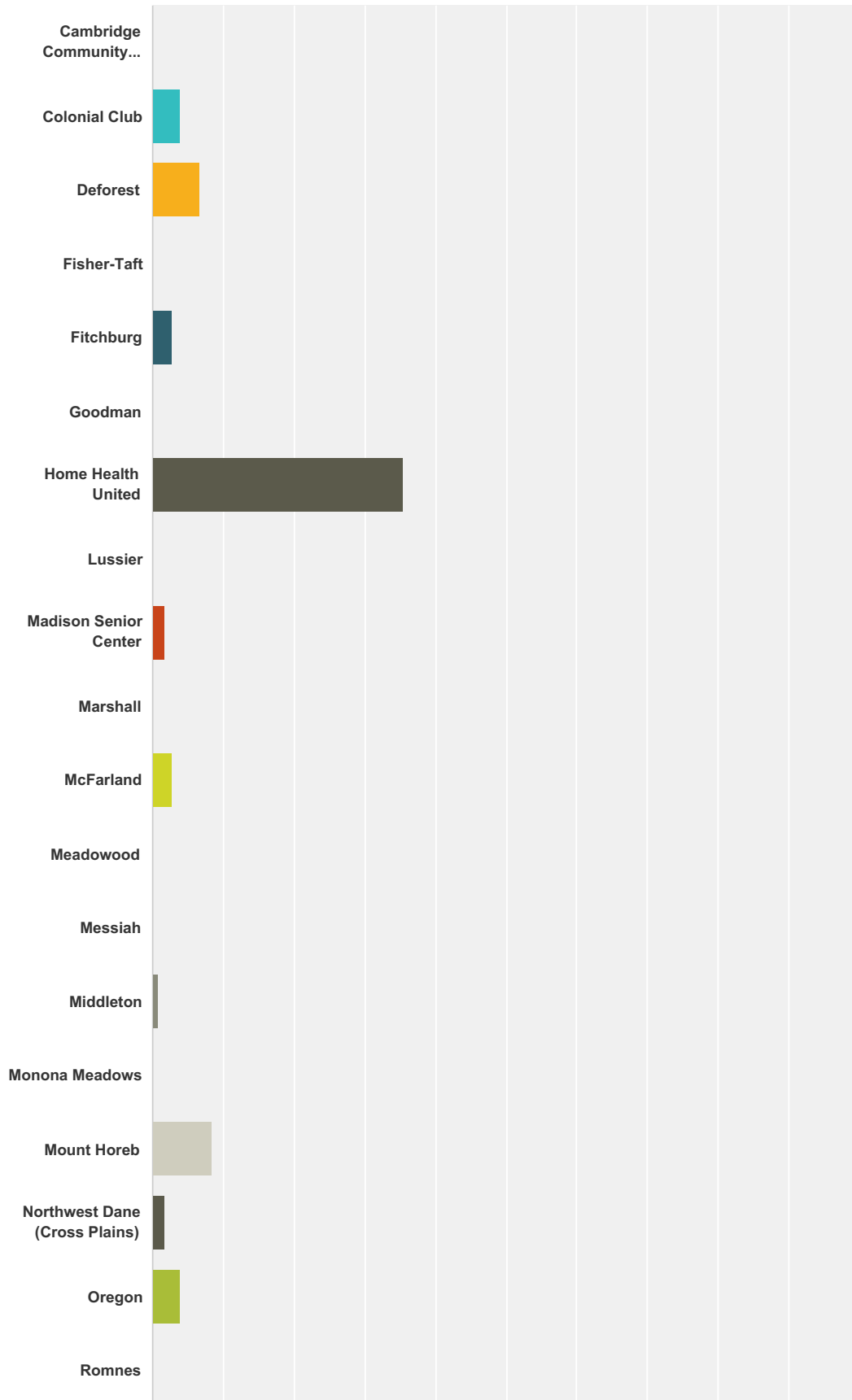
25	More of a variety of soups.	5/10/2017 7:28 AM
26	I look forward to them knocking on my door. They are pleasant people. Thank you.	5/10/2017 7:25 AM
27	Very good food and service. No complaints. Keep up the good work.	5/10/2017 2:48 AM
28	This is an excellent program. Great food, great people to deliver the meals.	5/10/2017 2:45 AM
29	If I accept MOW, my wife has to cook for one. Very hard to do! Debating canceling MOW to keep peace in family.	5/10/2017 2:42 AM
30	Since the only place I can reach to shop and prepare meals is the Capitol Centre store in the courtyard, your meals offer variety I cannot manage regularly on my own. They are much better nutrition.	5/10/2017 1:03 AM
31	I appreciate the service so much. I don't need it all the time but at least I know it's there when I need it.	5/10/2017 12:59 AM
32	Happy with the meals and service.	5/5/2017 2:27 AM
33	All in all, quite satisfied.	5/5/2017 2:25 AM
34	For mass cooking, I think you do a very good job!	5/5/2017 2:24 AM
35	Have to put food in a different dish to rewarm up food because hot food is generally lukewarm. Cold ice cream sometimes isn't real hard, but it can go into freezer for a bit and then it is fine. Dad would not cook meals from scratch on his own. Me and my sister supplement our meals to your Meals on Wheels. Great program. Dad enjoys receiving your meals. Thank you so much for delivering to him and for your good service.	5/5/2017 2:22 AM
36	I greatly appreciate the Meals on Wheels program since I am not able to cook much from health problems. I have many favorites from their menu. Thank you very much!	5/5/2017 2:18 AM
37	I could not ask for anything better.	5/5/2017 2:12 AM
38	Meals are good and greatly	5/5/2017 2:09 AM
39	Today was hot dog and sauerkraut. I like both but it's loaded with salt. I ate most of it anyway. Salads are always fresh and good. The desserts are good. I need the milk.	5/5/2017 12:15 AM
40	Would like the grape juice every time. No rice. More fish.	5/5/2017 12:11 AM
41	I'm glad there is Meals on Wheels.	5/5/2017 12:09 AM
42	Less soup/chili choices, more other options. Cold items in the bag are upside down sometimes and leaking. At times the hot containers are squashed.	5/5/2017 12:04 AM
43	I would like to thank you for bringing us meals. The people that bring them are all real nice. I enjoy the meals a lot -- they are very good.	5/5/2017 12:00 AM
44	Meals are a lot less appealing than when we first started. Some days it appears as though the food is just thrown in containers. Sometimes when I open it, there is just a piece of meat -- nothing else. The chicken is very dry and you can't eat it. Still appreciate the meals, though.	5/4/2017 6:05 AM
45	I deeply appreciate this service and the friendly volunteers. Thank you!	5/4/2017 5:58 AM
46	I really appreciate it when they get my mail for me. My balance is not so good -- it is easy to fall going out to the mailbox. The management here does not take care of this since the city is supposed to do all the plowing in the street!!!! I recently fell in the street on a bad day after reaching for the mail.	5/4/2017 5:55 AM
47	Your volunteers are very friendly. It is nice!	5/4/2017 5:45 AM
48	1. The plastic gets too hot and I believe it's toxic when melted. I don't think it's healthy. It gets so hot it deforms the container. 2. The good in general is diet. Not special. 3. The lettuce at least once a week has some slimy leaves. I have to throw that salad in the garbage.	5/4/2017 5:40 AM
49	I love Meals on Wheels! Thank you!	5/4/2017 5:17 AM
50	We so enjoy the meals. Meals on Wheels is a big help.	5/4/2017 5:14 AM
51	All the people that bring my meals are so nice! Thank you.	5/4/2017 5:04 AM
52	Could you make some changes as below? 1. Veggie casserole 2. Veggie stew 3. Veggie pot pie 4. Quesadillas 5. Macaroni 6. Penne noodles 7. Spanish rice 8. Rotini 9. Veggie burrito 10. Rice pilaf 11. Enchiladas 12. Roasted red potatoes 13. Spaghetti 14. Sloppy Joe and macaroni casserole 15. Ravioli 16. Fetticini 17. Pinto bean enchilada 18. Veggie taco 19. Casserole 20. Potato stew 21. Tostada	5/4/2017 4:56 AM
53	Sometimes the meals are pretty small, sometimes are real nice.d	5/4/2017 4:32 AM
54	I enjoy having the meals delivered on time each day. The people are always friendly and helpful.	5/4/2017 4:04 AM

Home-Delivered Meals Satisfaction Survey 2017

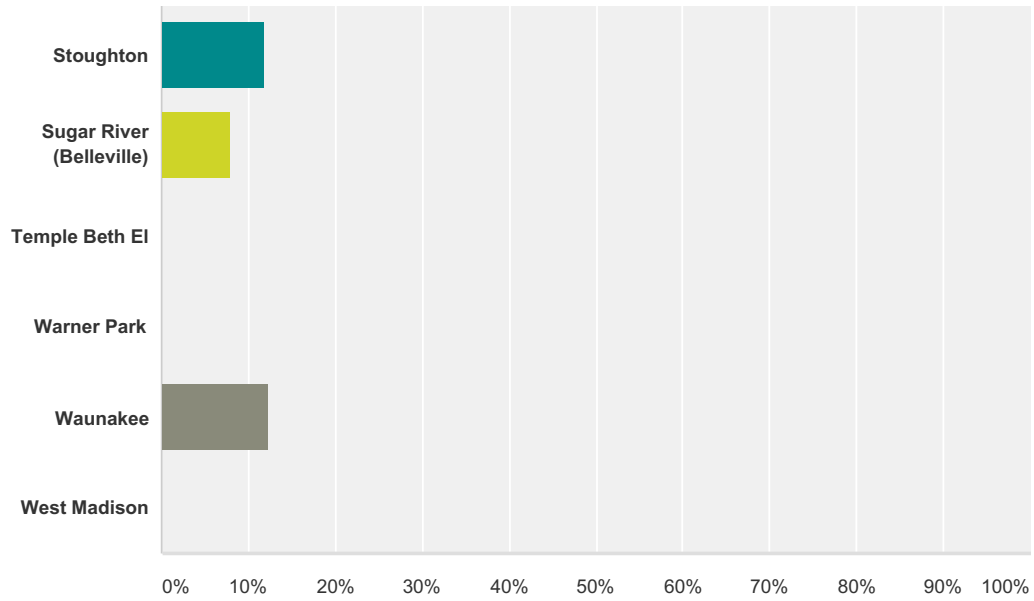
55	Jello salad. Potatoes. Meat.	5/4/2017 4:02 AM
56	Parts of the meal aren't edible. Meat is good at times. Fruit good. Just is good. Most desserts are good. Most of the time the bananas are black. Cake and cookies good. The ladies are very friendly.	5/4/2017 3:58 AM
57	Sometimes we get two juices and no milk. One gets milk and the other juice. Bananas are very cold and black. They must put the covers on tight as when they don't they open and spill in the bag.	5/4/2017 3:54 AM
58	Sometimes we get 2 juices and no milk One gets milk and one juice. Bananas are very cold and black. They must put the covers on tight as when they didn't, they open and spill in the bag. Please change who prepares the good, then it might get better.d	5/4/2017 3:49 AM
59	A question: Are most of your clientele Asian? Dry white rice is not a Midwestern staple. Does a serving of white rice provide more nutrition than a serving of potatoes?	5/4/2017 3:43 AM
60	Noticed price increase but decrease on food portions. Doesn't mind increase in cost. Too much green beans and rice. Needs more variety.	5/4/2017 3:36 AM
61	Thank you!	5/4/2017 3:33 AM
62	Gluten free means no wheat, rye or barley.	5/4/2017 3:30 AM
63	Please know I am extremely grateful to receive Meals on Wheels. I apologize for the complaining. I am very sorry.	5/4/2017 2:56 AM
64	It's difficult to hear the knock with some of the delivery people if you don't let them in building. Knock is timid. Use of seasoning would give the food better flavor. There are seasonings that can be used for all food.	5/4/2017 2:47 AM
65	Sometimes the food looks like garbage. Cinnamon bread is never fresh.	5/4/2017 2:39 AM
66	Maybe different kinds of milk.	5/4/2017 2:31 AM
67	Sometimes I get more food in my containers than my husband does. Today my husband got pudding and I didn't get any pudding at all. I am on a soft or ground menu but I got corn and shredded raw carrots anyway. What's the deal? Some of the food we don't like very well. Hopefully we will get a calendar with the menu on so we can cancel that day's meal. Thank you and God bless.	5/4/2017 2:23 AM
68	Keep up the good work and thank you!	5/4/2017 2:03 AM
69	All the meals smell the same -- bad. Too many tomato-based entrees and frozen carrots and peas. I am a very good cook. If I were a few years younger, I would offer my services to whomever plans your menu or cooks it. But I'm 90 so I'll stay at home and try to please my children.	5/4/2017 2:02 AM
70	Jenni - a boss was the best ever -- her great help made my life good after my major surgery. Your service is the best in the world! I love you all. Thanks for much.	5/4/2017 1:58 AM
71	Since March, desert is often missed -- only received 2-3 this month. Also, the menu has deviated wildly so far in March. On March 7 was beef and veggie stew with roasted potatoes (none) and salad (none).	5/4/2017 1:56 AM
72	Thank you for your service!	5/3/2017 7:57 AM
73	Less spinach for a vegetable.	5/3/2017 7:55 AM
74	More meatballs.	5/3/2017 7:53 AM
75	Meals for weekend: Some are way over past dates.	5/3/2017 7:18 AM
76	I'm not a "picky" eater -- as long as I don't have to fix it, it's fine.	5/3/2017 7:07 AM
77	I appreciate the care taken to give me an alternate meal when there is a fish-based meal. I've heard about what people get in other states and we are very fortunate. Their meals are often inedible and very repetitive while we get variety and usually very good. I have had some meals that went directly into the garbage, but that is seldom. The meal deliverers are pleasant and always exchange a few words. Thank you for the service.	5/3/2017 5:41 AM
78	I have asked for chocolate milk but never gotten any.	5/3/2017 5:38 AM
79	I have a broken spine, it is difficult for me to fix anything and it's a break on the grocery bill. I also got a good report from my doctor and my blood test since I have had the meals.	5/3/2017 4:13 AM
80	Very happy with Meals on Wheels.	5/3/2017 4:10 AM
81	No more turnip greens. More whole kernel corn, more peas and carrots, more ambrosia salads. No more pepper steak with onions.	5/2/2017 8:05 AM

Q30 Who provided your meals today?

Answered: 253 Skipped: 3



Home-Delivered Meals Satisfaction Survey 2017



Answer Choices	Responses
Cambridge Community Center	0.00% 0
Colonial Club	3.95% 10
Deforest	6.72% 17
Fisher-Taft	0.00% 0
Fitchburg	2.77% 7
Goodman	0.00% 0
Home Health United	35.57% 90
Lussier	0.00% 0
Madison Senior Center	1.58% 4
Marshall	0.00% 0
McFarland	2.77% 7
Meadowood	0.00% 0
Messiah	0.00% 0
Middleton	0.79% 2
Monona Meadows	0.00% 0
Mount Horeb	8.30% 21
Northwest Dane (Cross Plains)	1.58% 4
Oregon	3.95% 10
Romnes	0.00% 0
Stoughton	11.86% 30
Sugar River (Belleville)	7.91% 20

Home-Delivered Meals Satisfaction Survey 2017

Temple Beth El	0.00%	0
Warner Park	0.00%	0
Waunakee	12.25%	31
West Madison	0.00%	0
Total		253