

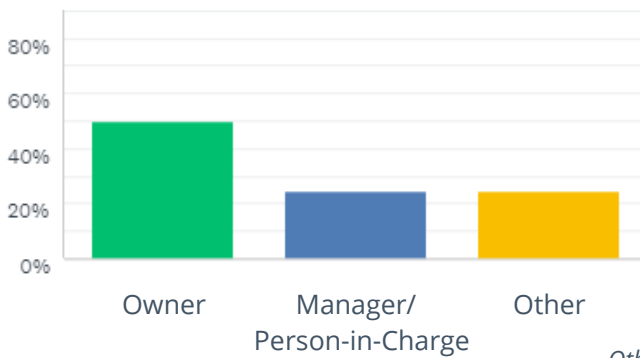


Environmental Health Customer Satisfaction Survey Spring 2021

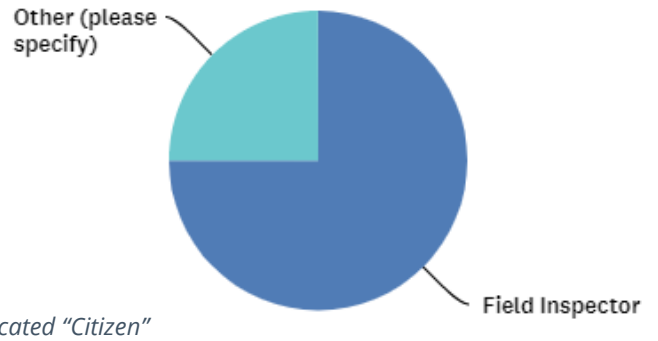
At a glance:

- Survey ran from February-April 2021
- A link to the survey was added to email signatures, and sent out twice to all licensed facilities
- 4 total respondents (12 additional people clicked into the survey, but did not click past the first question, and thus are not counted among respondents)

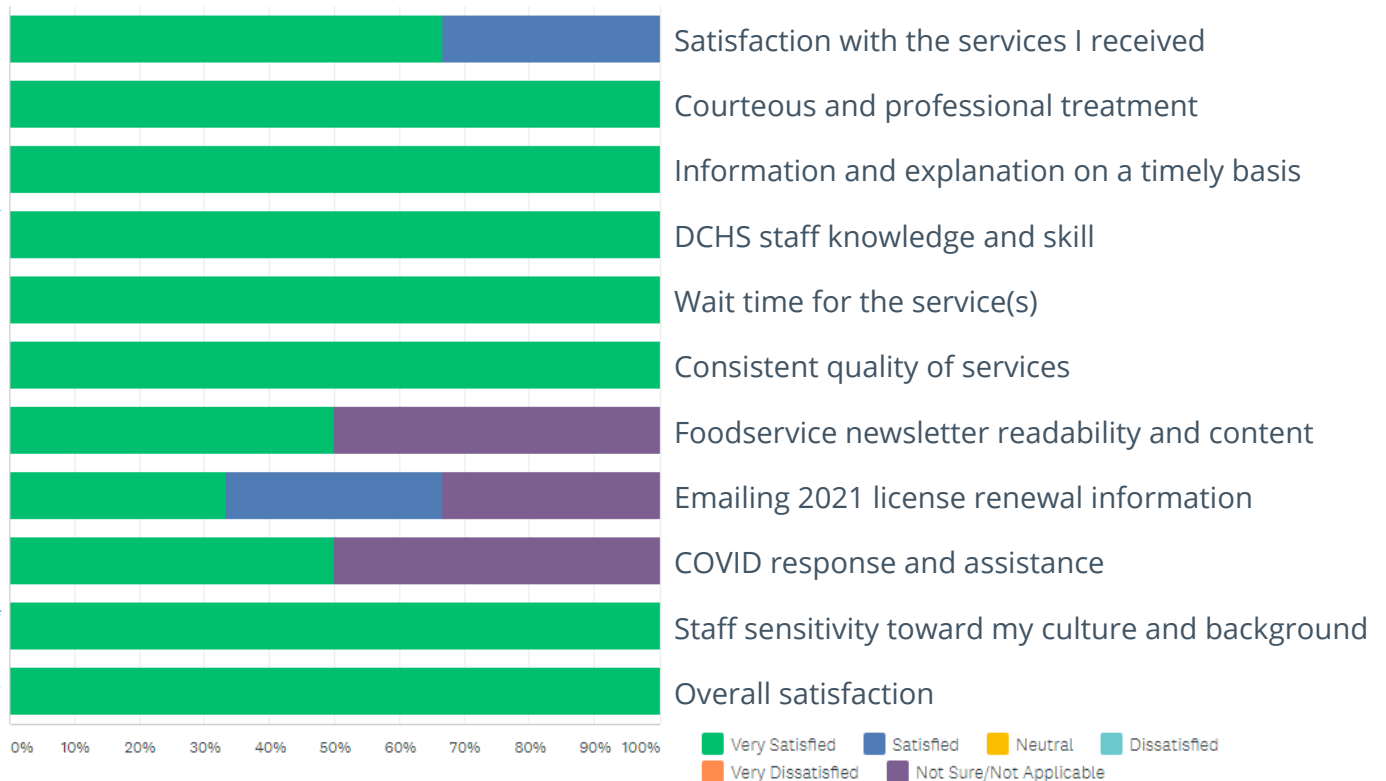
Please select the customer type(s) that best describe you:



Please select the service or positions for which you want to provide feedback:



Results:



Takeaways:

- Response rate was unusually low. This is thought to be due to the COVID-19 pandemic, noting that:
 - Many restaurants were closed or had reduced hours/staffing
 - EH staff did far fewer inspections than usual, which are typically what we are soliciting feedback about
 - Restaurant owners were prioritizing their time on pandemic/safety issues rather than taking a survey
- 12 additional people opened the survey but did not click past the first question.
- One respondent noted that they did not understand why we were asking demographic questions at the end (gender identity and race/ethnicity).
- Of the few people who did respond, other than a few items noted “Not Applicable,” 100% of ratings were either “Satisfied” or “Very Satisfied.”

**Overall Satisfaction Rating:
100% = “Very Satisfied”**

***“Our inspector is very helpful
and knowledgeable.”***

Considerations for Next Survey:

- Explore ways to improve response rate, especially if pandemic circumstances still exist
- Test link thoroughly to ensure there are no “glitches” causing people to exit before clicking past the first question
- Consider adding a brief explanation of why demographic information is being requested/how it will be used