

Mid Program Customer Survey Responses

November 2012

Methodology

- Mid will distribute a standardized customer satisfaction survey to five different Mid programs every year. Surveys are available in both English and Spanish.
- Programs will continue to complete program specific surveys on a yearly basis or as often as their funding source requires it.

Programs surveyed this year include:

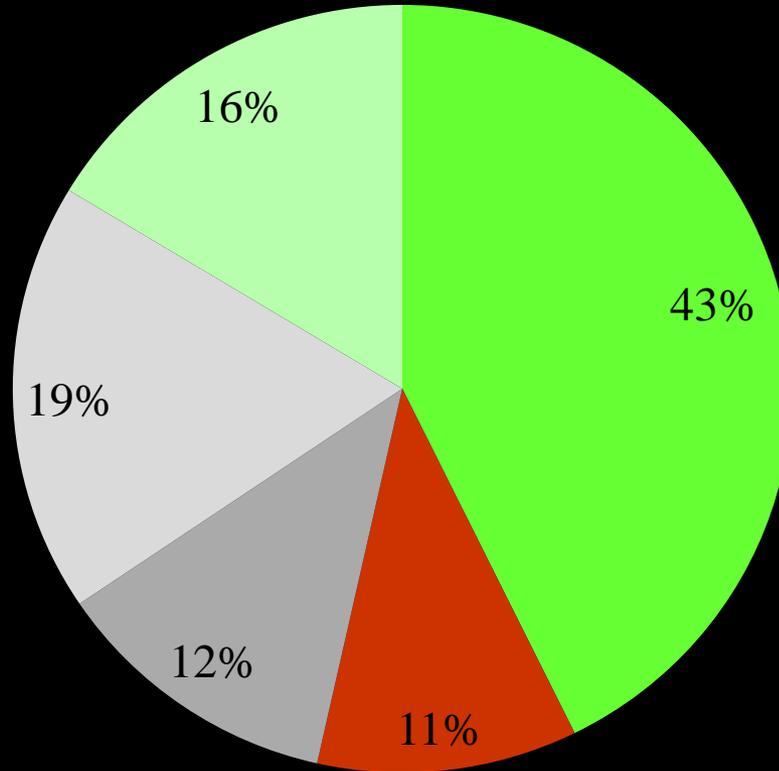
- Commodities
- Head Start
- Immunization
- R.Y.D.E. Transit
- Women, Infants, and Children Program

Programs are asked to distribute surveys and get a return of 10% of their current customers.

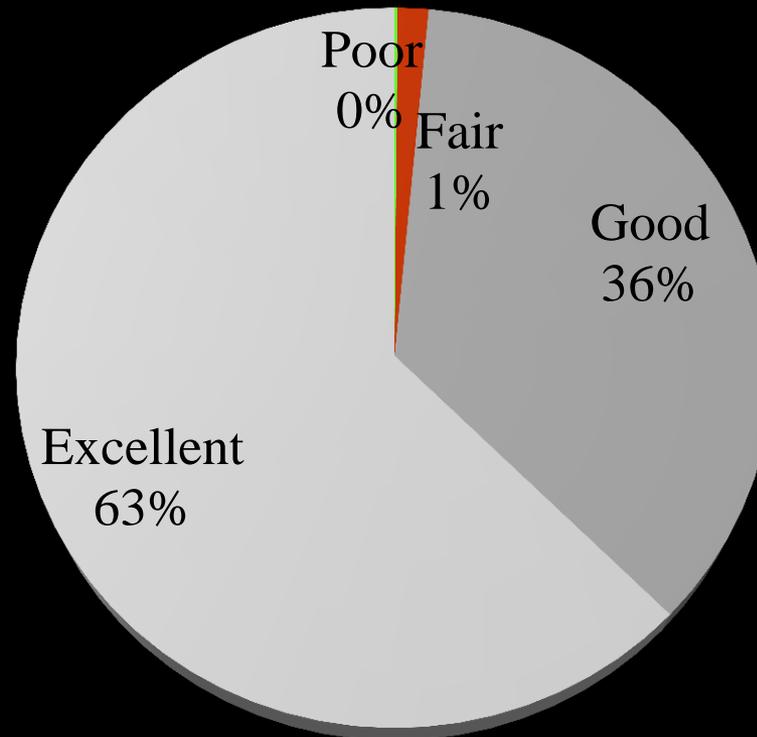
744 surveys were completed and turned back in.

Programs Surveyed

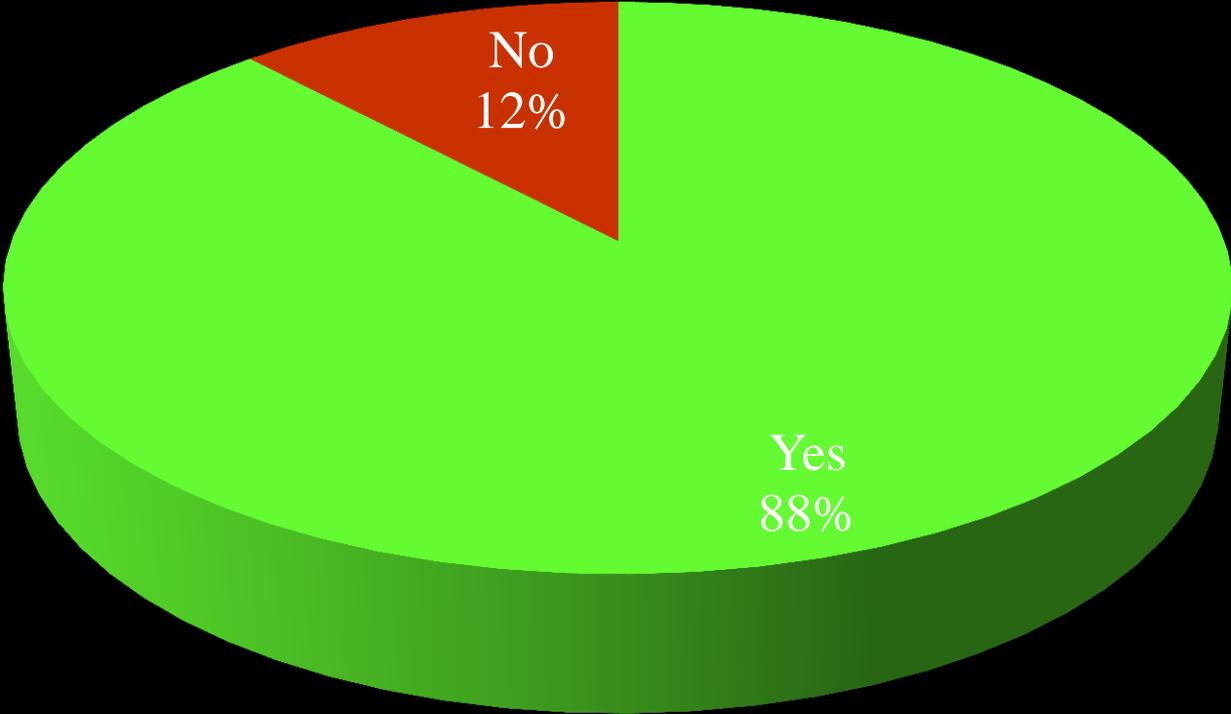
■ CFSP ■ Head Start ■ Immunization ■ R.Y.D.E. Transit ■ WIC Program



How would you rate the quality of service?

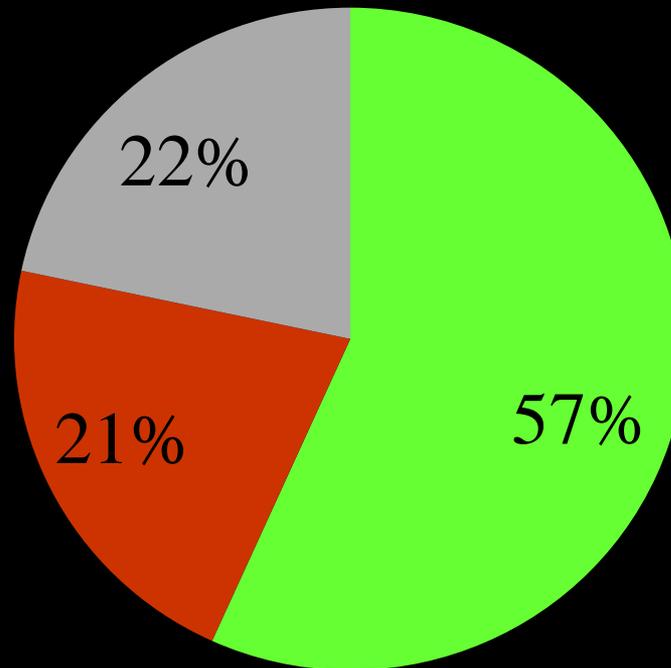


Did staff treat you in a courteous manner?

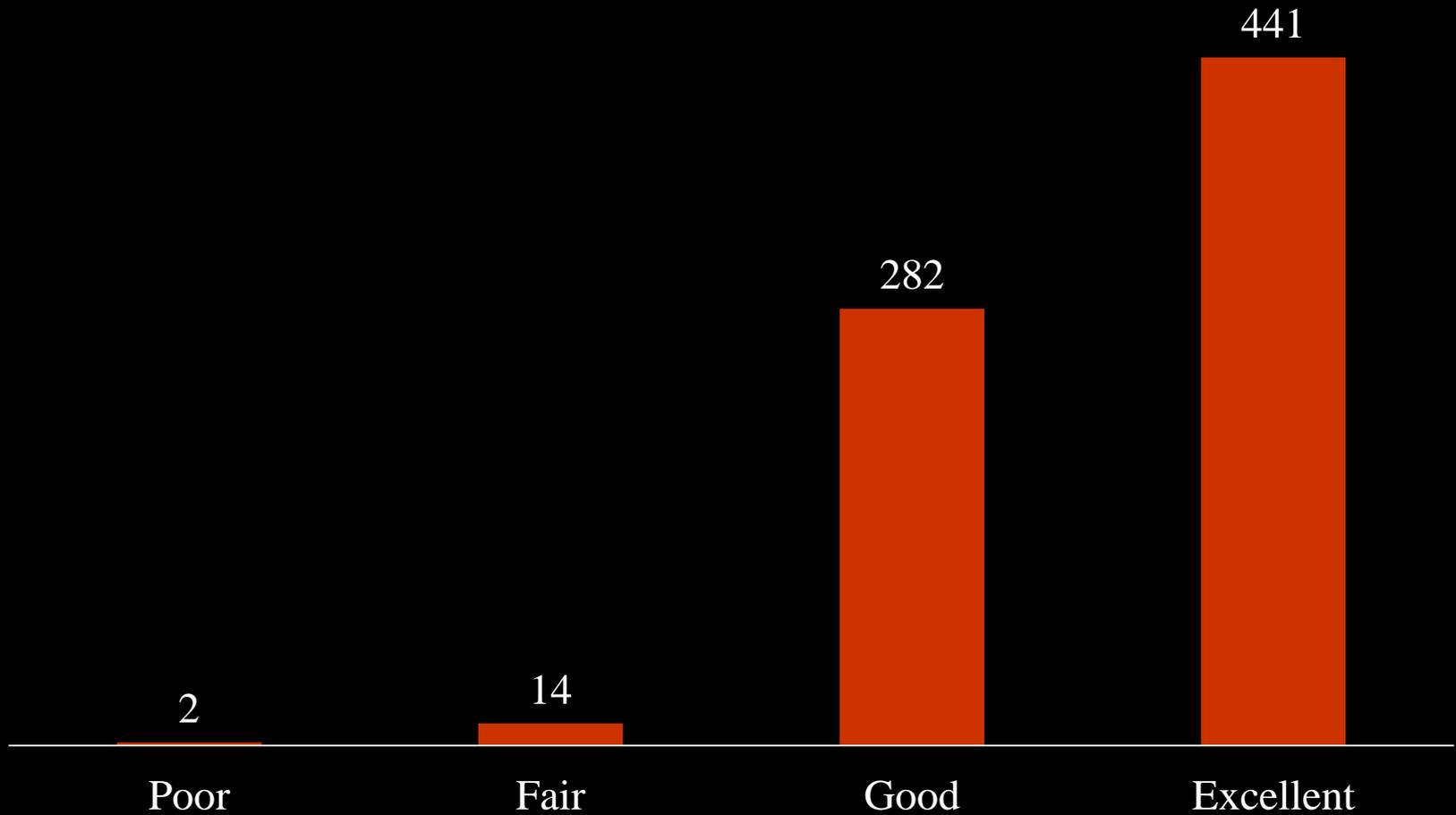


Did staff offer additional information about other Mid program services?

■ Yes ■ No ■ Not applicable



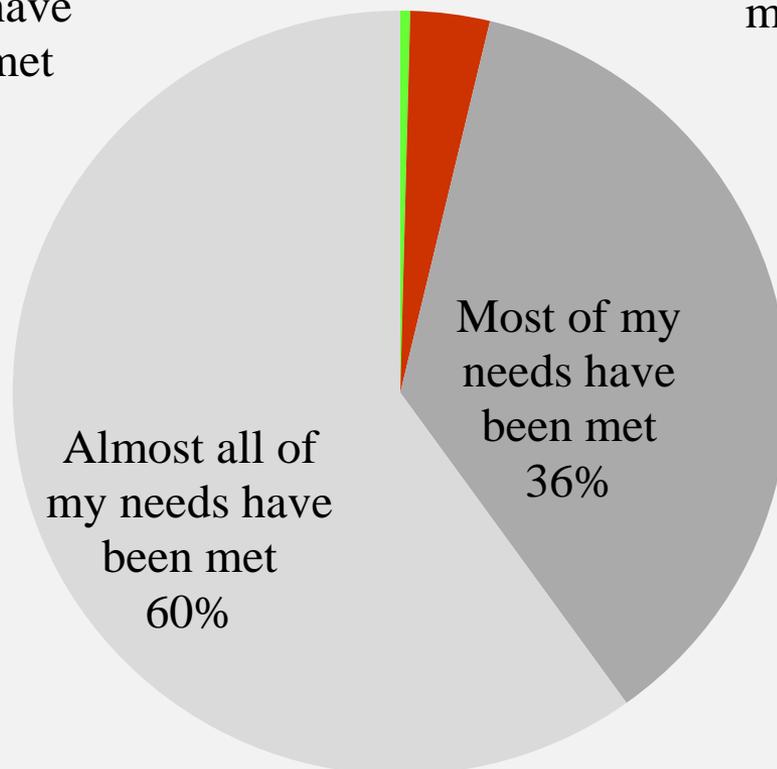
How would you rate staff's overall knowledge?



Based on the services the program could provide, were your needs met?

None of my needs have been met
1%

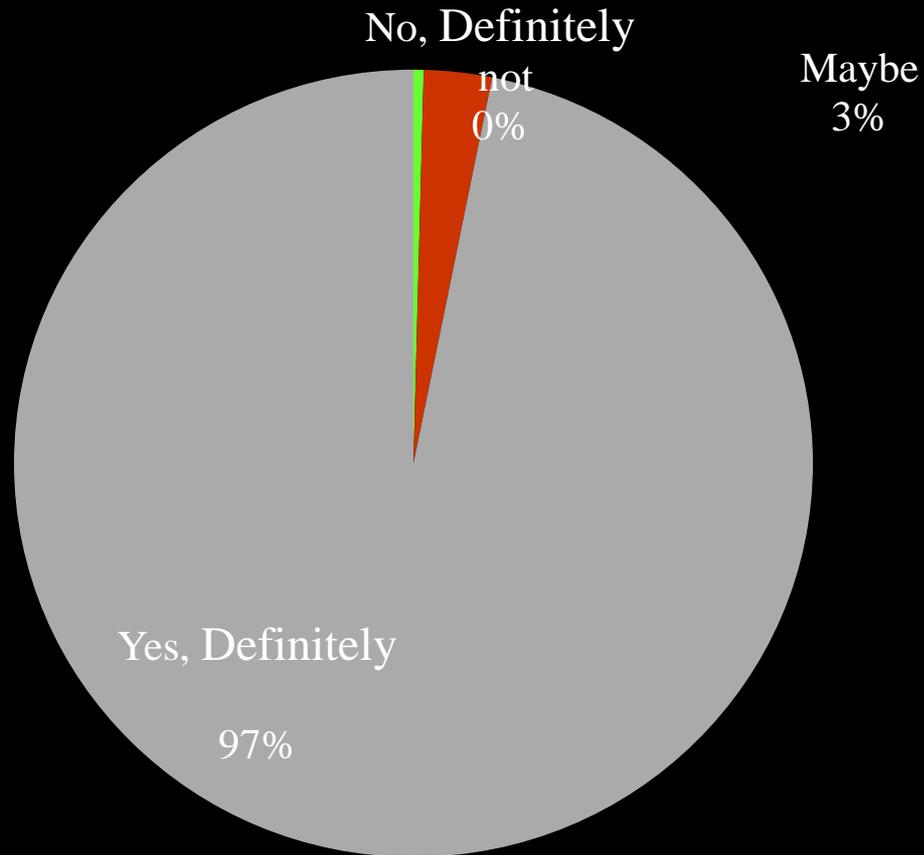
Only a few of my needs have been met
3%



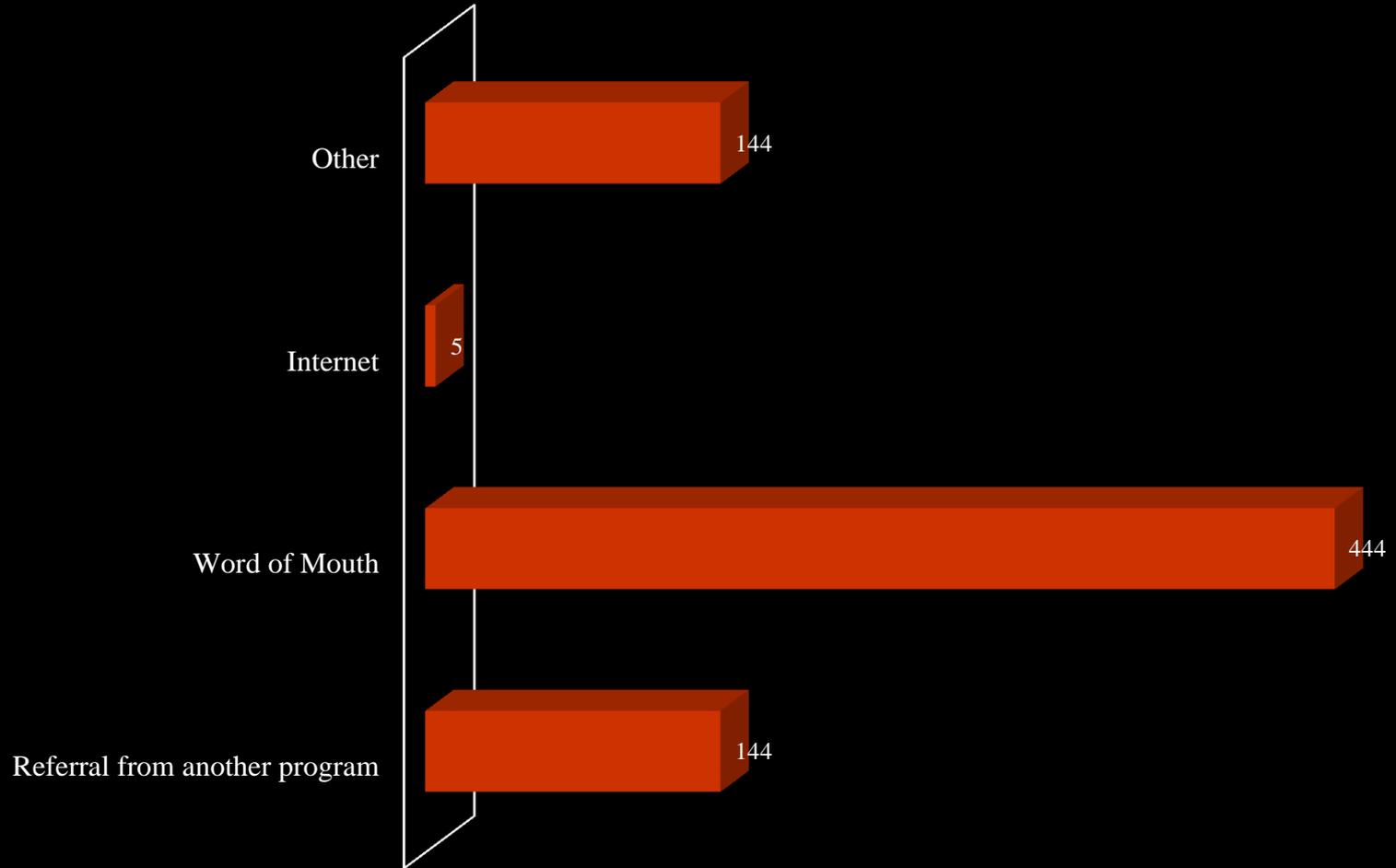
Almost all of my needs have been met
60%

Most of my needs have been met
36%

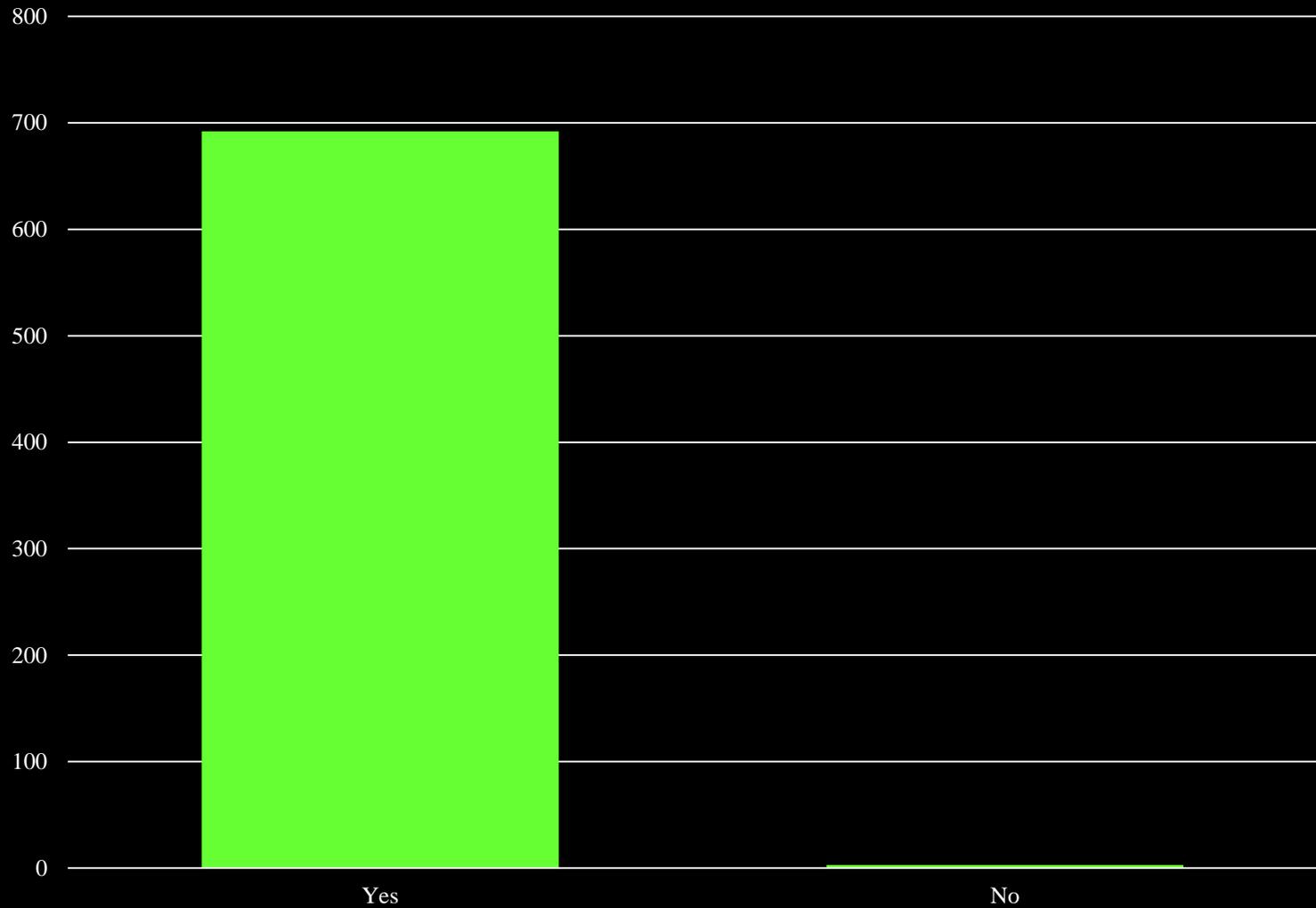
Would you recommend this program to a friend?



How did you learn about the program?



Was the office and waiting area clean and inviting?



Were service provided in a timely manner?



Customer Survey Comments:

- CSFP
- Thank you for your time and trouble.
- I'm very pleased with everything we have been offered
- This is a wonderful program
- Produce (fresh veg and fruit) could be better, it usually has mold on it
- Not good variety
- Good job
- There are so many people starving and too much food wasted and thrown away
- Better winter
- Have worked with the program for years – first for others now myself. They are friends too.
- I am so thankful for this program of very good food. Thank you so much each time!!!
- I do not think it is right for one person to grab three packages of cookies.
- Just love it, it helps out through the months. Keep up the good job.
- Keep up the good work. God bless you all.
- I am glad there is this program for people that need food.
- Thank you. I appreciate your help. The workers are great.
- You all do a good job. The men on the truck are really nice and polite.
- God bless all the volunteers
- Everything goes very smoothly
- You are doing a good job. God Bless you
- I appreciate all that is done for me
- Maybe a PA system for the workers to call out the names. A lot of us are hard of hearing.
- Very good program
- More canned meats, no more farina, more canned vegetables and fruits. Thank you for your help
- Need more canned veggies, corn, carrot
- I am very grateful for all the commodities
- Good
- Very grateful that this is provided
- Appreciate the volunteers
- Very good for the people that need it
- Good job – thanks
- I thank each of you for your caring and concern
- I think they do a great job
- Good
- Don't really know all of the program that are available.
- If we return/recycle boxes, why not recycle plastic juice bottles as well
- Really helpful -- great program
- Some take more than they need

- Very grateful for the program
- We gather to get our commodities and have made good friends and have learned to help other people. Thank you!
- It is a tremendous help on my groceries every month
- I appreciate this program
- Fantastic help and good service
- I liked the milk, as so many did not. This program saved money.
- I am very happy with the commodities served.
- Friendly and the walmart goodies are helpful
- My husband is 93 and I am 83 and we work large gardens for fresh vegetables and sure appreciate many things like milk, good cereals and dry beans. Thank you
- We know enjoy the extra food and I know it is a pain
- Very nice, well needed food
- Just fine
- Very good program, it helps my needs
- Staff goes above and beyond to be helpful
- Insist people act in an orderly fashion
- Some people almost push you out trying to grab stuff
- I want to thank CAP of Mid-Ne for their help with the food
- Keep it up
- Very good, keep up the good work
- Less Bread
- I really appreciate the extra groceries (from Walmart) and commend the staff for going to extra trouble and work
- Thank you, it always helps a lot
- Annie is very nice and friendly – so are the guys at the truck
- Very nice lady and very fair minded to each person's needs
- Greatly appreciate
- I don't think people should be allowed to pick out foods until a name is called
- Got a reminder phone call or we would have forgotten – thank you – More canned meats and cheese would be nice – a monthly box
- There are no words to say how the people are – thank you
- Good service!
- Thanks to all that help!
- Very nice and considerate
- Thank you for all of your hard work and dedication. We d not appreciate you enough – Mom says HI!
- It's a grand program -- you have to all be dedicated to this work. Thank you
- Could be faster
- Everything is good

- Could serve some of the donuts with coffee and hot chocolate. Have people start lining up at 7:00 am

WIC/Commodities Comments

- May God Bless y'all and always have this program available to our community. Again may Jesus bless you, This is W.J.W.D.
- Always courteous and friendly

WIC – Spanish Comments

- During all of my interviews and appointments, I have received an excellent service. Congratulations!
- I feel really good with the behavior of the personnel. I feel good with the help.
- Very nice people have helped with the WIC program. Thank you!
- Thanks you to all for the time and you're your help. May God continue blessing you.
- Don't know what I would do without the program someday. Thanks for everything!
- Friendly staff, no complaints
- I would just like the same services for children without social security like mine

Immunization – Spanish comments

- Staff are very good
- Staff is always thoughtful and courteous
- Thank you
- Very good
- Very good services through Community Action
- Thank you for helping families that do not have medical insurance

RYDE comments:

- We appreciate what you do.
- The bus is usually on time.
- Great job!
- I love my RYDE drivers and Judy, Cher, Jerry, and Caroline
- Office is clean when I come into buy cab tickets
- Bus is usually on time, sometimes other people need help worse than we do so the bus once in a while does come later. That's OK
- Sometimes have had difficulty scheduling a ride "Oh, I don't know if I can get you at that time", Was refused a ride one time "too busy"
- Sometimes I have to go up to an hour and half early
- At different times yes and sometime not
- Staff and RYDE drivers always friendly, courteous, and professional
- The staff who run RYDE need to have some training

- I was on the board of directors when my kids were at home. We were getting helps from you. Now I have great grandkids. Thanks!

RYDE Minden Comments

- Bus driver extremely helpful and accommodating. A pleasure to ride the bus.
- Without the RYDE van, the senior citizens in Axtell would have no transportation
- Thank God for RYDE!
- I live by myself, and a old person, and feels good being with other person, like me. It is like a family: plus the kindness of the employees that are in charge of this place. I am thankful for all the help received for the last few years.
- Bus is handy, driver is nice and helpful

RYDE Franklin comments

- This is a much needed program in this area and is greatly appreciated.
- I always look forward to Linda bringing my lunch and taking me to the Clinics, getting hair fixed or wherever I need to go. She is so thoughtful and caring. I love her.
- The drivers do a nice job. Always courteous, always on time, when they say they will be there.
- Very good
- Have another bus on hand -- When someone has to go to the doctor out of town.
- A good time was had by all.
- Real good

RYDE Hastings Comments

- Would like weekend rides
- RYDE Transit is a valuable asset to Hastings
- You are doing an excellent job, keep up the good work
- Staff tried hard to accommodate our needs in recent period of short handedness
- You provide an excellent service. Thanks to the staff.
- Keep up the good work
- The office is very small
- Drivers and staff in the office in Hastings will bend over backwards to accommodate the rider. I am so glad to have such an excellent service to depend on. All my experiences have been very positive.
- This is a great service and I don't know what we would do without.
- Sometimes staff are courteous and respectful, sometimes not
- Run on Saturday
- We don't know what we do without it. Thanks for having it!!!!
- The staff have been very pleasant and helpful.
- The staff were great in helping my needs on the service to the hospital
- Sometimes the service is timely, sometime not

- Need air conditioner to work for wheel chair people (in back)
- Need air in rear --- wheel chair area
- I appreciate having a bus that can give this service for Adams County
- Staff was very courteous and helpful! This service is greatly appreciated!
- Love the service – thanks!
- Weekends
- Head Start Comments
- Very impressed with everything at Head Start
- Homebased Head Start is great. Nothing is better than having someone come into my home and help my son learn.
- This program is the best thing for my daughter and I am glad to be part of it.
- Sarah contacted us and has been a blessing to not only my son but my two other children as well. My son looks forward to her visits and is excited about learning. IN addition she has offered additional information about all things are inquire about. She also helped to teach me (the mother) how to better interact with my children and help them learn in a fun and exciting way. Thank you to Head Start!
- The ladies do very well and my son looks forward to coming to school everyday.
- Everyone has been very helpful. Keep up the great work!
- Love the staff and teachers at Head Start. Your wonderful
- The more knowledgeable your program managers the better to help everyone involved.
- I am truly grateful for the blessing these programs bring to our family in our time of need, especially when we aren't able to ourselves. Thank you!
- Very pleased with our experience with Head Start
- Doing great job, keep it up!
- I really like the Head Start program and my boys really enjoy it as well which makes me happy😊
- Best program for 3 year olds😊 My son really enjoys it and is passionate towards the instructors.
- I love Head Start. I wish I would have known about it when y my son was younger, he is graduating this year.
- Great program!
- Cindy is amazing! Boys love her and is always respectful and gives great information to use!
- This facility has been wonderful. My child has learned a lot here the past two years.

Head Start Comments – Spanish

- Thank you very much for the program