



Environmental Health Satisfaction Survey Results

1/15/2019 to 3/15/2019

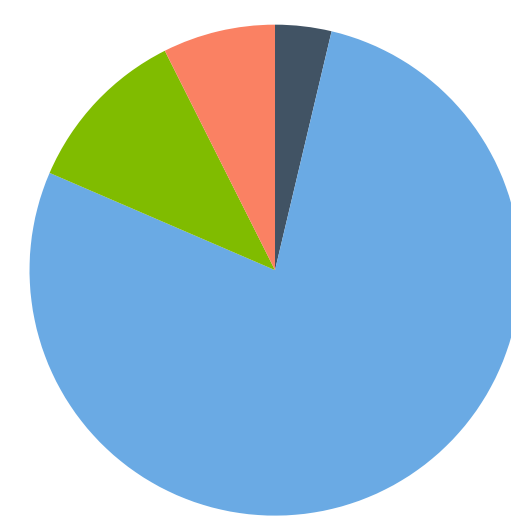
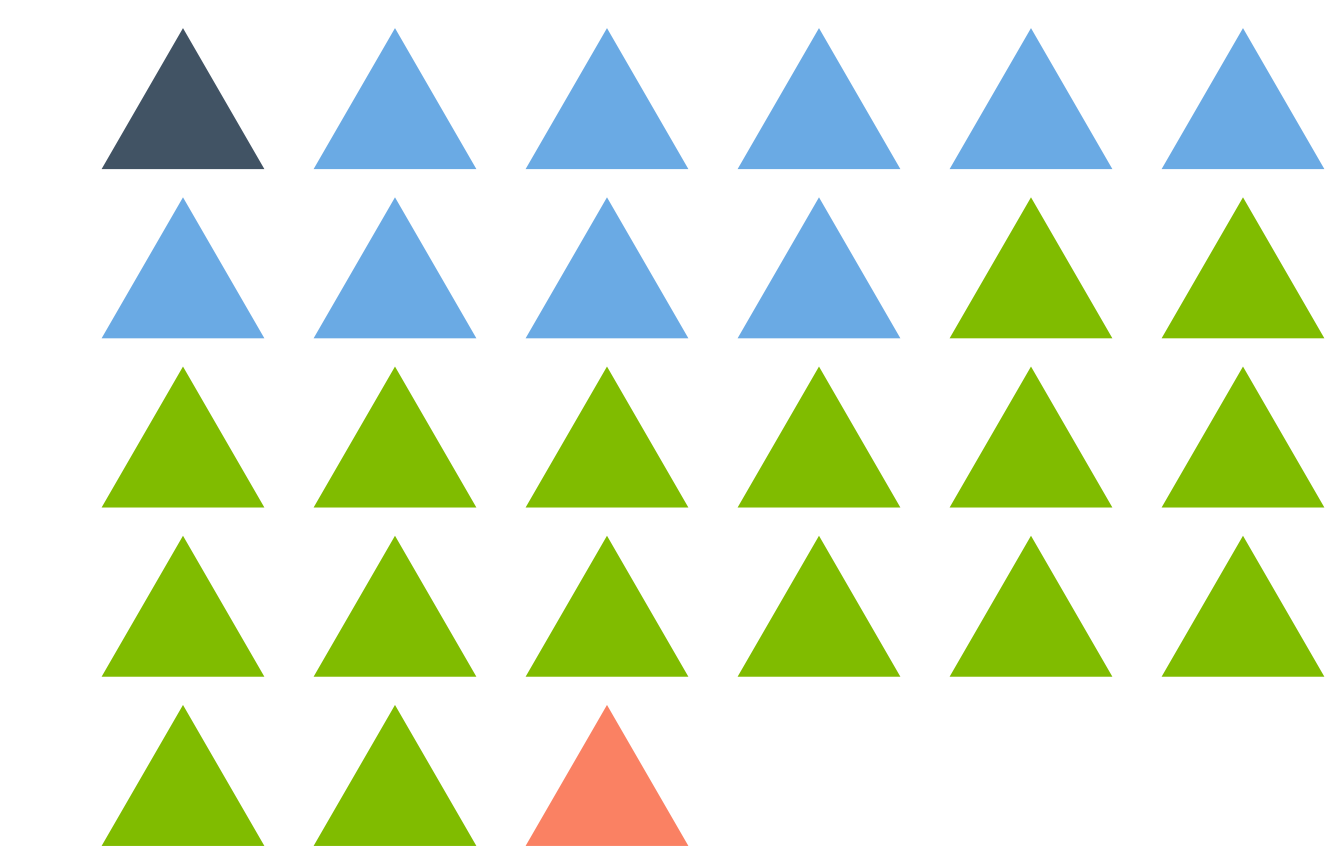
Respondent Demographics

Customer type(s)

Feedback is Provided for the Following Service(s)

27 Responses

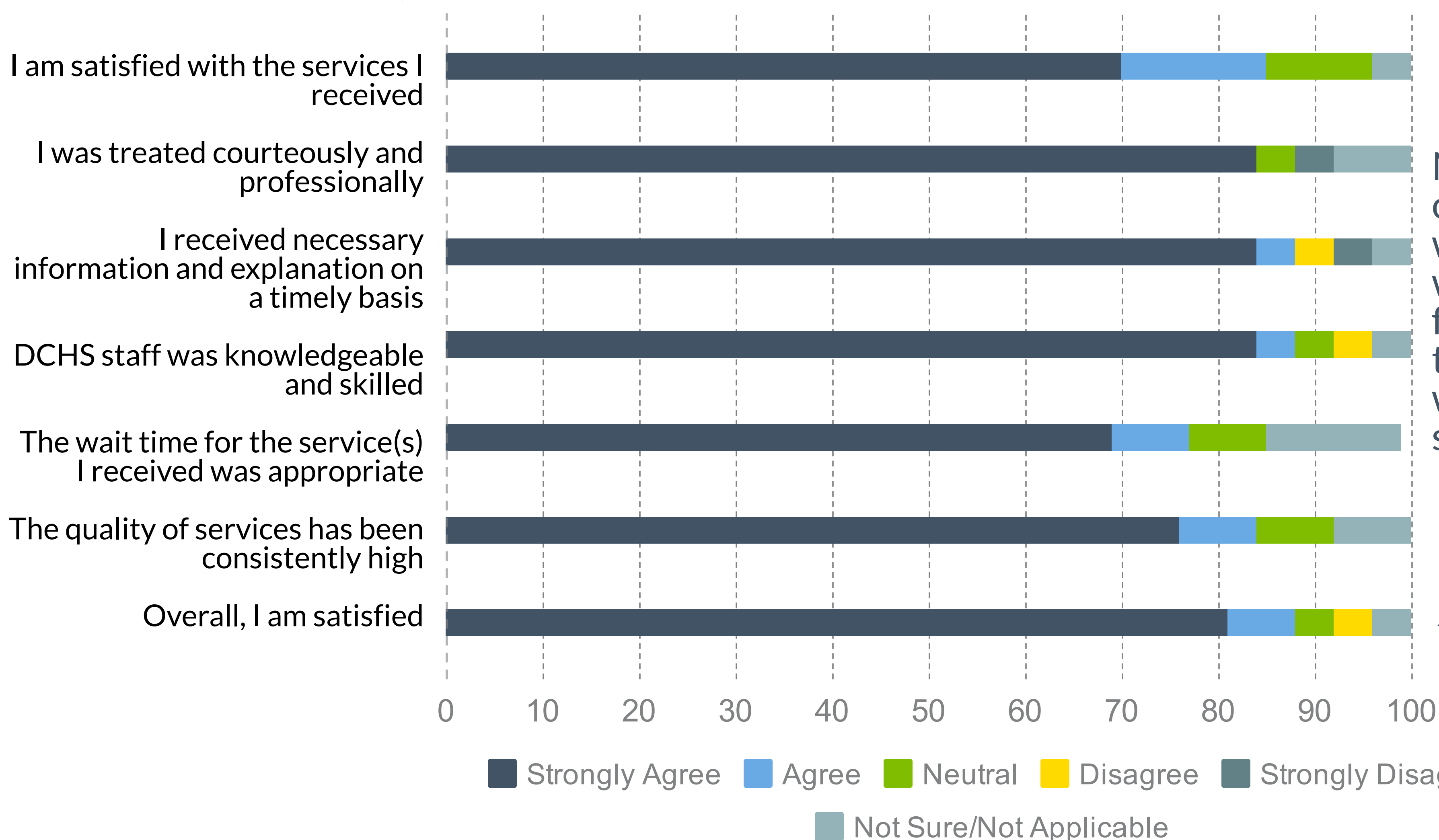
A link to the survey was added on all inspection reports sent to licensed facilities and emailed to all 1200 licensed facilities. The survey was available for two months, from 1/15/19 to 3/15/19.



- Owner representative (1) (3.70%)
- Manager/Person-in-Charge (9) (33.33%)
- Owner (16) (59.26%)
- Regulatory (1) (3.70%)
- Website/ Web services (1) (3.70%)
- Field Inspector (21) (77.78%)
- Office Staff (3) (11.11%)
- Other (2) (7.41%)

Satisfaction Scores

92% Overall Satisfaction



Note: The one respondent who "disagreed" was providing feedback on the website/web-based services.

What are people saying?



What Could Be Improved?

"There are times when I see inconsistencies in finding between locations."

"The website is difficult to navigate. Sometimes the information you are looking for doesn't always apply and there are grey areas."

"Not arriving at peak hours so a one-on-one with inspector would be possible."

"It takes a while for the annual renewal licenses to be sent out."

"Make sure all inspectors are on the same page with inspections."

"Tell us when your coming. I like to have the manager hear comments."

What Did We Do Well?

"Keep offering servsafe certification classes."

"I appreciate the increase in online communication... more sharing that way would be great."

"Explaining infractions and how to solve."

"Thank you for understanding how busy we can get during an inspection and for being understanding when there is only one person working."

"When I call with a question I always get a answer in a timely manner."

"Everything was super easy and smooth to get approved and processed."

"We are thankful for the job DCEH does to keep dining out a safe practice for all our restaurants. Thank you."

" Our inspector does a great job balancing doing his job and allowing our staff to continue doing ours. I really appreciate your staff understanding the need for a small staff like ours to keep going while they do their work. Thanks!"

"[Staff] is a wealth of knowledge and is a very valuable resource for Deschutes county."

"[Staff] is very helpful and professional; very good working relationship over the years."

"Teaching opportunities with our team; taking advantage of the time to ensure we know best practices and ways to do better."

"[Staff] is both kind and knowledgeable and will usually take time in an inspection to teach, not just "grade" which is very helpful to the staff."

"Courteous and educational."

"Communication. We enjoy the teaching and benefit from it."

