

**Crawford County Commission on Aging
Congregate Meal Program Satisfaction Survey ~ September 2018**

Surveys distributed during meals from 9/6/18 through 9/12/18

72 surveys returned out of 91 distributed = 79% return rate

1. What is the most important reason you attend meals at the Senior Center?

34% Social/Meeting People **49% Nutritious Meal** 17% Activities Before/After Meal

2. How do you normally get here for your meal?

88% Private Car 6% Dial-A-Ride 5% Walk or Bike/Scooter 1% Other

3. How often do you eat at the Senior Center? 10% Daily **40% Multiple times/week**
13% Weekly 29% Multiple times/month 8% Monthly

4. How would you rate the appearance of the meals? **73% Excellent** 23% Average
4% Poor

5. How would you rate the taste of the meals? **73% Excellent** 25% Average 2% Poor

6. How would you rate the Soup Bar? **74% Excellent** 26% Average 0% Poor

7. How would you rate the variety of food offered? **57% Excellent** 36% Average
7% Poor

8. How would you rate the overall quality of the meals served at the Senior Center?

63% Excellent 33% Average 4% Poor

9. How would you rate the comfort level & atmosphere of the Dining Room?

66% Excellent 30% Average 4% Poor

10. How would you rate the cleanliness of the Dining Room?

75% Excellent 24% Average 1% Poor

11. How would you rate the **professionalism** of the Commission on Aging staff?

85% Excellent 15% Average 0% Poor

12. How likely is it that you would recommend our meals to your friends & family?

78% Very Likely 18% Somewhat Likely 4% Not Likely

13. Is this meal your main source of food each day?

27% Yes **73% No**

14. If I didn't come to the Senior Center for meals, I would most likely eat alone.

49% Yes 51% No

15. How well do the meals meet your need?

78% Excellent – Meals fully meet my needs
18% Average – Meals not quite enough to meet need
4% Poor – Could use significantly more meals

16. Would you support an increase in the suggested donation?

42% Yes 58% No
If yes, how much? 59% \$3.25 41% \$3.50

17. When you come to the Senior Center for an activity before or after, lunch or dinner, Please tell us why you choose not to stay for the meal.

7% Don't like the food

42% Don't like what is on the menu that day

19% Would like to be able to choose from more options (like a restaurant menu)

32% Other

- Other commitments
- The food is usually very good.
- I would stay
- Would like a salad bar.
- Sometimes I like to eat at home.
- I come for meals
- Not applicable - I normally have the meal.
- We always stay for the meal.
- I stay
- Not sociable at present time.
- I stay if I like the menu for that day.
- Conflicting schedule
- If a participant stays then I stay.
- I don't do the activities. I come for the meal.
- Ate at home.
- Ate already
- Like more of a variety.

- Do not like the activity of the day.
- We had meal taste test & nothing came of that what a joke!
- Currently don't do activities
- Currently not a participant

18. When you and your friends plan to go out for a meal, please tell us why you choose restaurants over the Senior Center.

- 7 - Variety of food
- 4 - Senior Center is closed.
- 3 - Salad bar & choices.
- 2 - Better food & Service
- 2 - I do not, I come here.
- The menu of the day.
- Friends
- Timing of the meals.
- Change of pace.
- Different food - Italian Chinese
- I don't
- Frederic Inn, Gobblers, Bear's Den, but not always
- Friends usually want a BBQ or late dinner - 7pm with drinks.
- For a change.
- Convenience, price
- Grayling Restaurant for Lumberjack breakfast
- Proximity
- Have small children with me.
- Different Meals
- Not all seniors want variety.
- Schedule, some of my friends will not come.
- Don't have to listen to everyone complain and gossip.
- Hamburger's & onion rings
- We have our favorites at restaurants too!
- Big Boy
- I do not go to restaurants.
- All may not qualify for rate / age etc.
- Like a different variety also like KFC
- Like a variety of atmospheres
- Sometimes I want more options, sometimes I can't eat what you are serving, and sometimes I have a big group.
- We plan special meals with friends.
- Variety & portion
- Chinese buffet.
- Time frame is limiting here.

19. How do you hear about meals and activities at the Senior Center and other services available through the COA? (check all that apply)

49% Senior Gazette

21% Friend/Relative

15% Crawford County Avalanche

8% Weekly Choice – Free Paper

3% COA Website www.crawfordcoa.org

2% Facebook

2% COA/Other Agency-Which One?

0% Radio – Which Station? Q100

0% Other Newspaper – Which One?

20. Do you own a computer or other device so you can **connect to the internet?**

56% Yes 44% No

21. What is the best way to get information to you?

23% U.S. Mail 20% E-Mail **43% Phone Call**

1% COA Website 2% Facebook 0% Twitter 11% Texting