**Food Handler’s Customer Survey**

*50 surveys collected during the month of June*

**What is your zip code?**

* 34 Ellensburg (68%)
* 9 Cle Elum (18%)
* 3 Roslyn (6%)
* 2 South Cle Elum (4%)
* 1 Ronald (2%)
* 1 other (2%)

**How did you find out about the food handler’s class?**

* 31 employer (63%)
* 10 internet (20%)
* 5 family/friends (10%)
* 4 called health department (8%)
* 1 food inspector (2%)
* 3 other (6%)

**How many minutes did it take you to travel to the food handler’s class?** (average of 19 minutes)

* 0-5 minutes—19 (39%)
* 6-10 minutes—6 (12%)
* 11-20 minutes—4 (8%)
* 21-30 minutes—12 (24%)
* Over 30 minutes—8 (16%)

**How many minutes did it take you to complete the testing process, from the time you entered the Kittitas County Public Health Department to receiving your card?** (average of 45-50 minutes)

* 25-35—8 (17%)
* 40-45—20 (43%)
* 50-55—7 (15%)
* 60+ 11 (23%)

**How easy was it for you to get your food handler’s card?**

* Average 4 (8%)
* Easy 14 (28%)
* Very easy 32 (64%)

**What made it difficult for you to get your card?**

* Nothing 34 (71%)
* Transportation 6 (13%)
* Hours of operation 3 (6%)
* Technology 2 (4%)
* Other 3 (6%)

**If you could get your food handlers card via the internet on any computer (i.e. at your home, library, etc.) would this have made it easier for you?**

* Yes 34 (71%)

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| as I would not have to find time in a busy schedule to come down |
| schedule |
| can take it around crazy hectic schedules, work, kids, etc. |
| I don't have to come to the office. Saving time |
| because I don’t have to leave home |
| more accessible hours |
| no travel required |
| convenience |
| convenience |
| time limits/traveling distances |
| I could have done it when I wanted |
| driving distance |
| I wouldn't need to drive down here |
| wouldn't have to travel 30 min. |
| would have to come into town |
| don't have to drive to place |
| so I could stay at home |
| won't leave home |
| less expense |
| then I don’t have time to travel |
| easier to find time |
| just ease of time and convenience |
| only if you could pay online and receive card at home |
| more accessible |
| time to come in |
| could do it at home instead |
| more comfortable |
| could have done any hours |
| could have done it at any time |
| very much so |
| I have computer access & can use internet at a food restaurant w/ wifi |
| I live 30 minutes away |
| I live 30 minutes away |

* No 14 (19%)

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| --- |
| no difference |
| it was easy to come in and the card would easily be issued the same time when coming in |
| Everything was good |
| because I don't mind going to place and getting something done |
| it was easy to come in |
| people are here to answer questions |
| my work would allow that |
| because it isn't very difficult to begin with |
| I liked the walk through |
| because I don't have a printer |
| travels easy and test on test |
| N/A don't have |
| don't have a printer |
| because of the triviality of the program |

**Please rate the overall process of getting your food handler’s card.**

* Poor 3 (6%)
* Fair 1 (2%)
* Average 8 (16%)
* Good 12 (24%)
* Excellent 25 (51%)

**Do you have any suggestions to make the process easier?**

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| allow for it to be taken online |
| Allow people to skip the videos |
| faster computers |
| make it on paper or speed up the questions |
| Maybe for people who have done this many times over, offer a fast solution, unless its required by the state to take the class every time. |
| no very easy |
| no, it's fine |
| nope |
| nope |
| nope the video was great |
| Nope, you are doing great! |
| really easy already |
| Shorten it |
| speed up the computers |
| speed up the process |
| too long |