Dane County Home Delivered Meals Satisfaction Survey 2019
RESPONDENTS: 273
Q1: How would you rate the taste of the food?

Responses: 272 Skipped: 1

- **Very Good**: 87
- **Good**: 171
- **Poor**: 9
- **Very Poor**: 1
- **No Opinion**: 4

95% Satisfied 2019
88% Satisfied 2018
Q2: How would you rate the appearance of the food?

Responses: 273 Skipped: 0

95% Satisfied 2019
93% Satisfied 2018
Q3: How many servings of fruit do you usually eat per day?

Responses: 271 Skipped: 2

- 14% Consume the recommended amount
- 39% Consume less than the recommended amount
- 58% Consume the recommended amount
- 2.6% Don’t know
Q4: How many servings of vegetables do you usually eat per day?

Responses: 273 Skipped: 0

- Zero: 9
- One: 113
- Two: 101
- Three: 37
- Four: 6
- Five or more: 4
- Don’t Know: 3

17% Consume the recommended amount
82% Do not consume the recommended amount
1% Don’t know
Q5: How much of your total daily food intake is from this meal?

Responses: 266 Skipped: 7

- Less than one third: 10
- About one third: 81
- About half: 100
- About two thirds: 55
- More than two thirds: 20

2019:
- Less than half: 34%
- Half: 38%
- More than half: 28%

2018:
- Less than half: 37%
- Half: 37%
- More than half: 26%
Q6: Are the hot foods hot when delivered?

Responses: 259 Skipped: 14

- Yes: 216 (83%)
- No: 43 (17%)
- No Opinion: 0

2018: 89% said yes to both hot and cold foods
Q7: Are the cold foods cold when delivered?
Responses: 265 Skipped: 8

96% Yes
4% No

2018: 89% said yes to both hot and cold foods
Q8: How often do you feel lonely?
Responses: 269 Skipped: 4

- **Hardly ever or never**: 119
- **Some of the time**: 108
- **Often**: 42

44% Never/Rarely
40% Sometimes
16% Often
Q9: Would you recommend the Dining Program to a friend or family member?

Responses: 269 Skipped: 4

- Yes: 234 (87%)
- No: 10 (4%)
- Don’t Know: 25 (9%)

87% Yes
4% No
9% Don’t know
Q10: Does receiving HDM help you continue to live where you choose?

Responses: 259 Skipped: 14

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
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</thead>
<tbody>
<tr>
<td>2019</td>
<td>244</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>2018</td>
<td>94%</td>
<td>6%</td>
<td>15%</td>
</tr>
</tbody>
</table>

2018:
78% Yes
7% No
15% Don't know

2019:
94% Yes
6% No
Q10: If there is one thing you especially appreciate about Meals on Wheels, what would that be?

- Variety
- Don’t have to prepare the meal
- Friendly staff and volunteers
- Convenience
- That I have one full meal a day
- Portion control
- One less task for caregivers to be responsible for
- Safety check
- Tasty meals with lots of color
- Having a person stop by
- I eat better
- Having a hot, nutritious meal everyday
- Helps to manage chronic conditions
Q11: If you could change one thing about the Meals on Wheels program, what would that be?

- More pie
- Less sodium
- Vegetables are not done enough
- Offer MOW on weekends
- Less starchy things
- Larger portions
- More fresh fruit
- Warmer food and look better
- More diabetic friendly
- Less sandwiches and pasta
- More meat and potatoes
- More fish, less chicken
Meal Site Respondents

2019: 273 Respondents
2018: 239 Respondents