

**Meals on Wheels
User Survey
Results
2005 - 2009**

APPENDIX A

2009 2008 2007 2006 2005

1. Are you happy with the number of meal choices that are available to you?

Yes	77%	65%	82%	79%	73%
No	3%	10%	11%	18%	25%
Sometimes	20%	23%	2%	0	0
Blank	0%	2%	5%	2%	2%

2. Do you always get the meal that you have ordered?

Yes	65%	64%
No	16%	17%
Sometimes	19%	11%
Blank	0%	7%

3. Did you know that you can change your menu whenever you want to?

Yes	70%	64%	67%	58%
No	30%	35%	29%	40%
Blank	0%	1%	4%	1%

4. Do you know what to do if you want to change your menu?

Yes	59%	55%
No	39%	44%
Blank	2%	1%

5. Are you happy with the taste of the meals provided?

Yes	67%	61%	66%	60%	56.5%
No	1%	5%	0	4%	10.5%
Sometimes	32%	33%	31%	35%	32%
Blank	0%	2%	3%	1%	1%

6. Are the delivery staff polite/helpful?

Yes	95%	96%	96%	98.00%	93.00%
No	0%	0%	0%	0%	0
Sometimes	5%	3%	3%	2.00%	5.00%
Blank	0%	1%	1%	0%	2%