Pantry Survey July 2026

Four Questions were posed to clients waiting in the car line.

Question 1 – The Food distribution process is: Excellent, Good, Fair, or Needs improvement with a request to explain

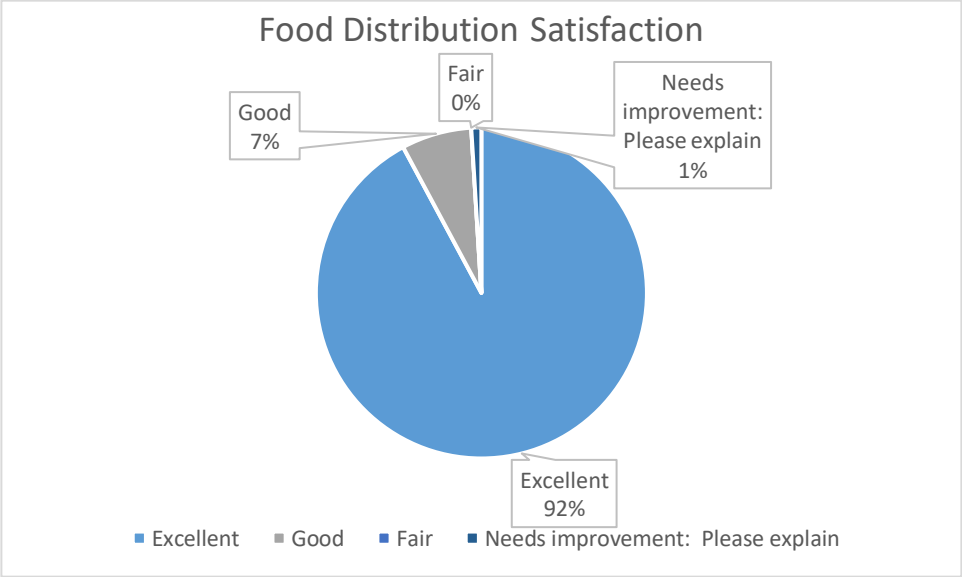
Question 2 - Being able to choose items from a menu is important to my family: Very Important, Somewhat Important, Not Important

Question 3 – The menu includes foods that meet my household's needs: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree

Question 4 – What is one thing we could do to improve your experience or the food selections we offer? (write in response)

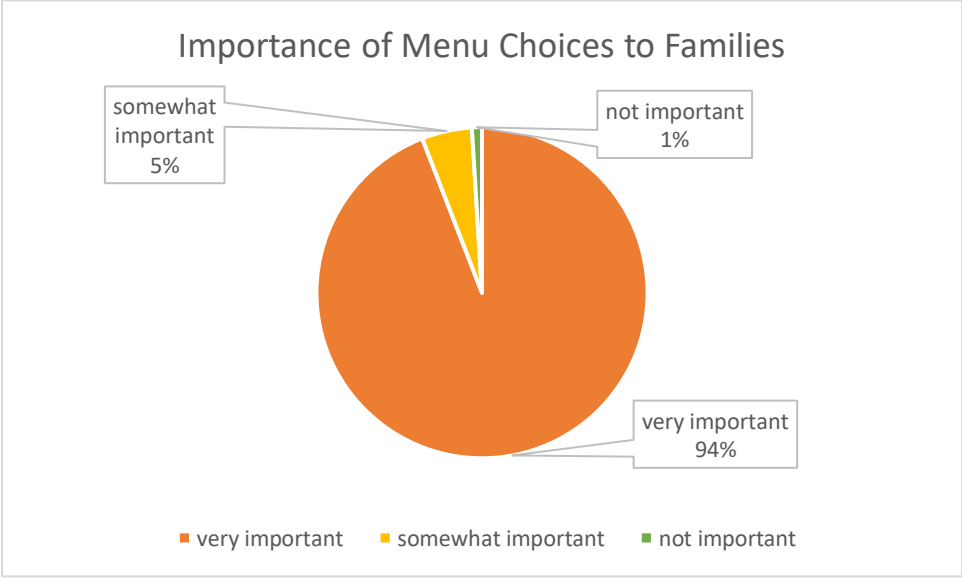
Total Surveys Completed 102 (an additional one was discarded as the second page was blank) which represents 14% of active families.

Question 1

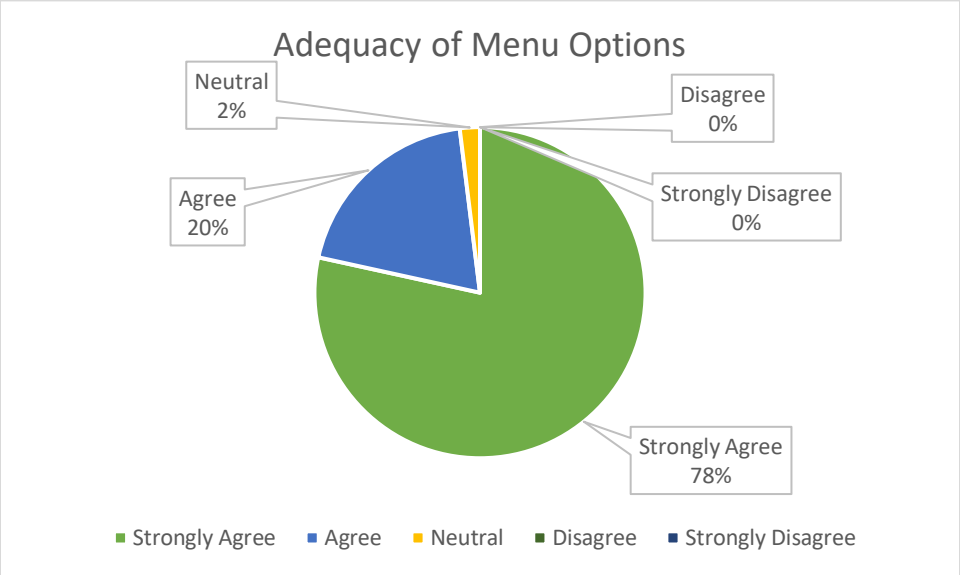


The explanation given for the one respondent who indicated "Needs improvement" was "wait time".

Question 2



Question 3



Question 4 - Comments re: Improvements or Change Suggestions: 77 respondents wrote something and one additional respondent wrote something but it is illegible.

Amongst the replies, ¾ wrote "nothing," "n/a", "all is good", or stated they could not think of any improvements.

Many respondents included unsolicited words of appreciation including:

- "You guys are amazing and we are so grateful."
- "Excellent customer service."
- "Keep up the great work."
- "Everything is run accordingly and everyone is very friendly."
- "The help we receive weekly is a blessing for our family."

A small number of respondents *requested additional or different food items*:

- More dairy products, particularly milk (including one request for whole milk). (2 respondents)
- More wheat bread. (1 respondent)
- Vegetables and fruit
    - Bagged frozen mixed vegetables instead of canned vegetables. (1 respondent)
    - More veggies and fruits. (3 respondents with one specifying fresh options)
- Low-sodium food options. (1 respondent)
- Pet food (mentioned along with a joking request for gas vouchers). (1 respondent)
- Continued availability of fruits and juices. (1 respondent)
- Meats
    - Different kind meats. (1 respondent)
    - More meats (1 respondent)
- Offer different things every week. (1 respondent)
- Have more sugar or dessert food would be nice. (1 respondent)

Only a few respondents *suggested changes to Pantry operations:*

- Offer longer distribution hours. (2 respondents)
- Reduce wait times, with one suggestion to allow online ordering before pickup to speed the distribution process. (2 respondents)

Four respondents raised concerns regarding *product quality*:

- Milk occasionally expires on the day it is distributed.
- Some items have been received that were expired, oldy, or otherwise inedible, suggesting a need for closer inspection of expiration dates and product quality before distribution. (2 respondents)
- Better quality ground beef