

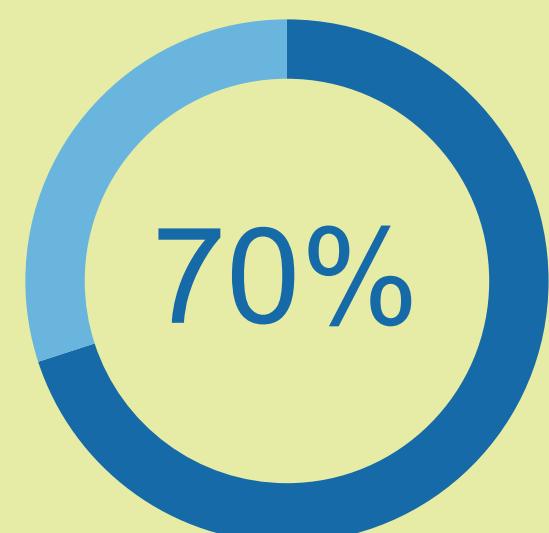


We Heard You

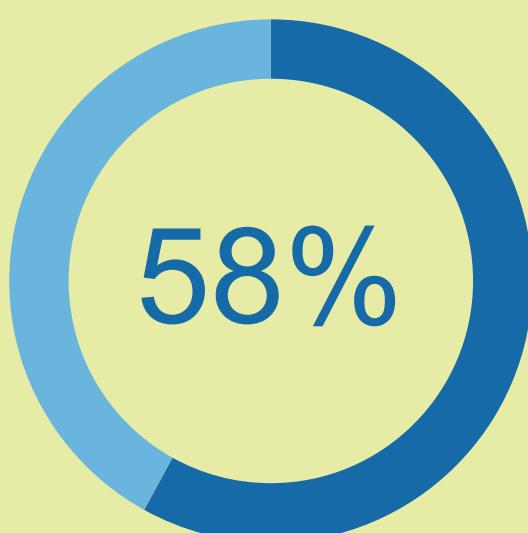
here's what we're doing about it

We recently surveyed more than 500 households who use the Central Pantry and hosted two focus groups asking for feedback. We asked questions such as, "How well has this pantry met your needs?" and "What could this food pantry do better?" Now, we want to share what we found:

Overall, participants were happy with our services.



of participants said the pantry was meeting their needs "very well" or "extremely well."

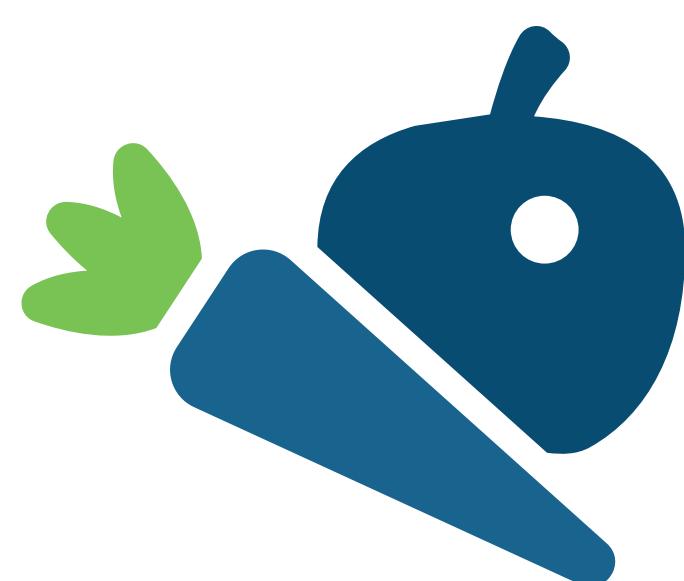


of respondents had no suggestions or only positive things to say when asked what the pantry could do better.

But we are always trying to improve.

What we heard

The most common suggestion was for more fresh food.



What we're doing about it

Thanks to the suggestion of a participant, by the end of September we will install a display cooler in the pantry specifically for produce. This will keep our fruits and vegetables fresher longer and add to the overall shopping experience.

We have also brought in a consistent pantry worker to concentrate on stocking the Sharing Room and bread shelves, and we are training staff and volunteers to check the product throughout the day to increase the freshness and overall look of our produce section.



The **Your Voice Matters!** team wants to thank everyone who took time to give us their feedback. We will be coming back to the Central Pantry for another round of surveys in a few months to ask about your experience again and keep improving. Stay tuned for ways you can have your voice heard.



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What we heard

Participants asked for more meat.



What we're doing about it

Because the food we offer changes based on the donations we receive, this can be difficult to do. The Food Bank has placed a higher priority on getting meat to the people we serve. You should notice an increase in the amount offered this month, and we will continue working toward this goal.

What we heard

Participants asked for shorter wait times



What we're doing about it

We have brought in a new pantry worker to help with sign-in to shorten the wait. Also as a way to speed up check in, we are hoping to add a separate tablet for VIP Veteran boxes and Senior Boxes at check out.



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