




EC-20-32
City of Albuquerque
Office of the Mayor

Timothy M. Keller, Mayor

Interoffice Memorandum

January 2, 2020

To: Klarissa J. Peña, President, City Council

From: Timothy M. Keller, Mayor 

Subject: FY/20 Goal #1 Priority Objective #6 – Status on Survey of Senior Meals

Priority Objective #6: *“Develop and conduct a survey to senior meal recipients to assess the quality of food provided and user satisfaction with meal delivery services. Submit a summary of survey results to the City Council by the end of the second quarter of FY/20.”*

For your review, attached, please find the FY/20 Goal #1 Priority Objective #6 Status Report forwarded to City Council for approval.

FY/20 Goal #1 Priority Objective #6 – Status Report
Survey of Senior Meals

Approved:



2/7/20

Sarita Nair, JD, MCRP Date
Chief Administrative Officer

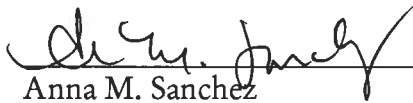
Approved as to Legal Form:



1-21-2020

Esteban A. Aguilar Jr. Date
City Attorney

Recommended:



1/6/20

Anna M. Sanchez Date
Director, Department of Senior Affairs

Cover Analysis

1. What is it?

An Executive Communication to the City Council reporting on the status of FY/20 Priority Objective #6, “Develop and conduct a survey to senior meals recipients to assess the quality of food provided and user satisfaction with meal delivery services. Submit a summary of survey results to the City Council by the end of the second quarter of FY/20.”

2. What will this piece of legislation do?

This Executive Communication provides a status update on the survey of senior meals.

3. Why is this project needed?

The Priority Objective recognizes and measures a valuable service provided to the senior community.

4. How much will it cost and what is the funding source?

N/A

5. Is there a revenue source associated with this Plan? If so, what level of income is projected?

N/A

**Department of Senior Affairs
Nutrition and Transportation Division
Meal Site Survey
FY20 YTD
Summary**

Purpose:

Budget Objective 6:

Develop and conduct a survey to senior meals recipients to assess the quality of food provided and user satisfaction with meal delivery services. Submit a summary of survey results to the City Council by the end of the second quarter of FY/20.

Summary:

755 surveys were collected, reviewed and entered into a spreadsheet from multiple meal sites. All of the surveys were collected from July 2019 through November 2019. From the survey, feedback is requested about the quality of meat, vegetables, bread, low fat milk, dessert, proper temperature, greasy, and any additional comments.

Home Delivered Meal surveys are being re-evaluated to determine how a greater response from customers can be realized. A follow up from this area of services can be available at the end of the FY20 3rd Quarter.

To ensure survey data entry, five surveys were randomly selected and verified for accuracy where all five surveys tested positive.

In the graph below, 595 surveys recorded that the meals were rated as "Good, nearly 80%, while 15% were rated "Fair" and 5% as "Poor."

Nutritional Standards: Meals are planned and scheduled in three month periods. Meals must meet federal nutritional guidelines as each menu item must be calculated and proportionate to achieve a balanced meal. Respondents asked for more variety in the menu planning, which can be considered, however each meal must achieve balanced guidelines.

Actual Comments:

THANK YOU FOR THE GOOD FOOD! :) MORE COBBLERS (CHERRY ETC.)

WANTS - TUNA SALAD SANDWICHES; FISH; SALADS; FRIED CHICKEN; INDIAN TACOS

