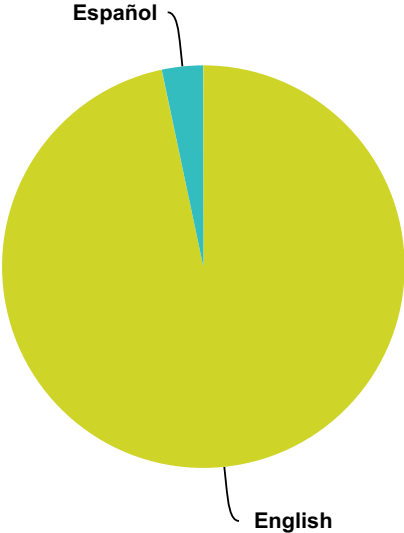


### Q1 Language / Idioma

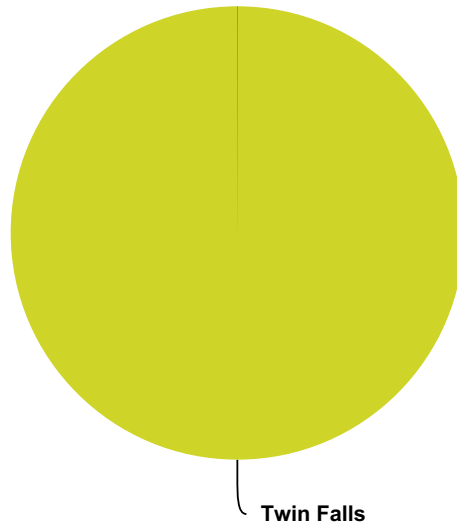
Answered: 422 Skipped: 0



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| English        | 96.68%    | 408        |
| Español        | 3.32%     | 14         |
| <b>Total</b>   |           | <b>422</b> |

**Q2 Which office did you visit? / ¿Qué oficina ha visitado?**

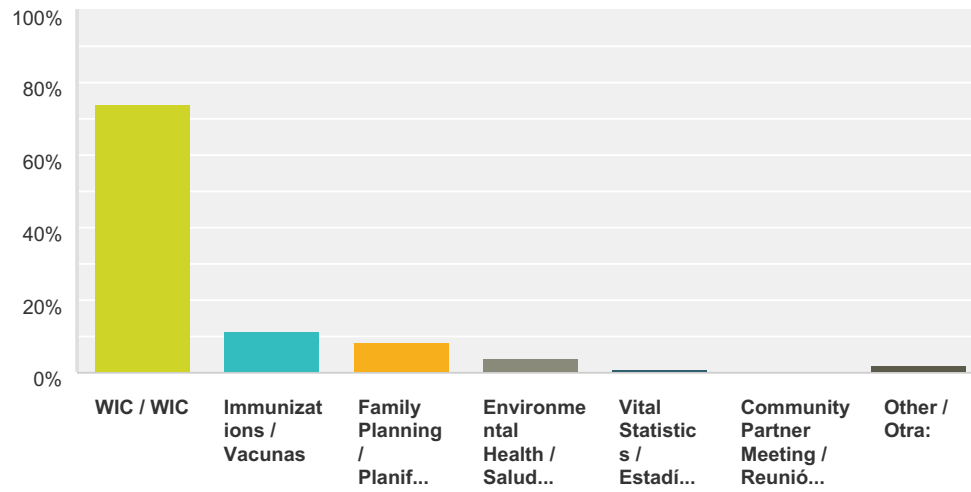
Answered: 422 Skipped: 0



| Answer Choices  | Responses |            |
|-----------------|-----------|------------|
| Twin Falls      | 100.00%   | 422        |
| Bellevue        | 0.00%     | 0          |
| Burley          | 0.00%     | 0          |
| Gooding         | 0.00%     | 0          |
| Jerome          | 0.00%     | 0          |
| Rupert Clinic   | 0.00%     | 0          |
| Shoshone Clinic | 0.00%     | 0          |
| <b>Total</b>    |           | <b>422</b> |

**Q3 What was the purpose of your visit? /  
¿Cuál era el propósito de su visita?**

Answered: 399 Skipped: 23



| Answer Choices  | Responses  |
|---|------------|
| WIC / WIC   | 74.19% 296 |
| Immunizations / Vacunas                                   | 11.28% 45  |
| Family Planning / Planificación Familiar                  | 8.27% 33   |
| Environmental Health / Salud Ambiental                    | 4.01% 16   |
| Vital Statistics / Estadísticas Demográficas              | 1.00% 4    |
| Community Partner Meeting / Reunión de la Comunidad Socio | 0.00% 0    |
| Other / Otra:   | 1.75% 7    |
| <b>Total Respondents: 399</b>                             |            |

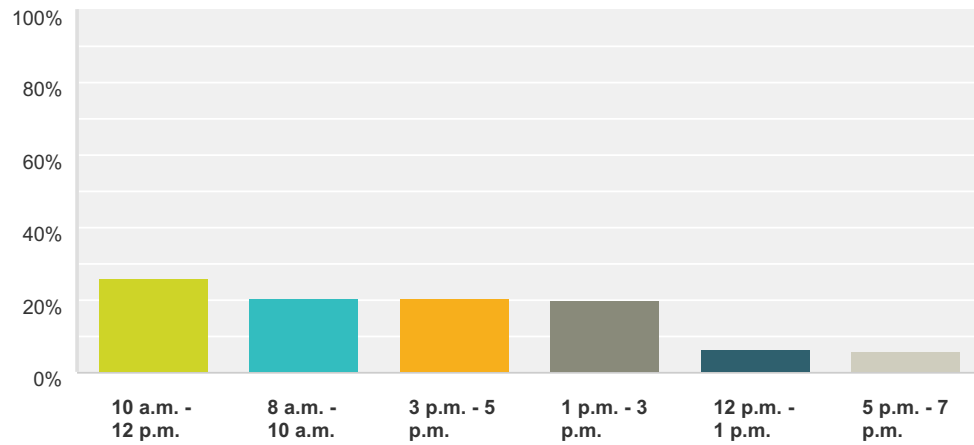
**Q4 What was the date of your visit? / ¿Cuál fue la fecha de su visita?**

Answered: 234 Skipped: 188

| Answer Choices | Responses   |
|----------------|-------------|
| Date / Fecha:  | 100.00% 234 |

### Q5 What time was your visit? / ¿A qué hora fue tu visita?

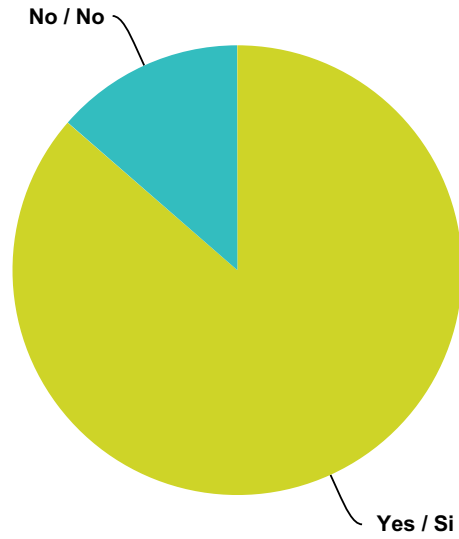
Answered: 194 Skipped: 228



| Answer Choices                | Responses |    |
|-------------------------------|-----------|----|
| 10 a.m. - 12 p.m.             | 25.77%    | 50 |
| 8 a.m. - 10 a.m.              | 20.62%    | 40 |
| 3 p.m. - 5 p.m.               | 20.62%    | 40 |
| 1 p.m. - 3 p.m.               | 20.10%    | 39 |
| 12 p.m. - 1 p.m.              | 6.70%     | 13 |
| 5 p.m. - 7 p.m.               | 6.19%     | 12 |
| <b>Total Respondents: 194</b> |           |    |

### Q6 Did you have an appointment? / ¿Usted tuvo una cita?

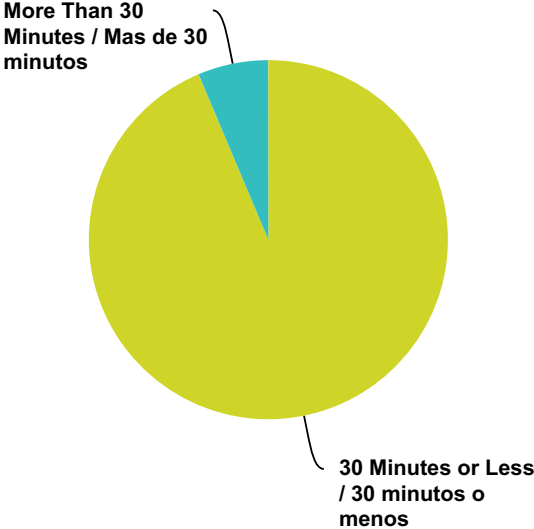
Answered: 412 Skipped: 10



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes / Si       | 86.41%    | 356        |
| No / No        | 13.59%    | 56         |
| <b>Total</b>   |           | <b>412</b> |

**Q7 How long did you wait to be served? /  
¿Por cuánto tiempo tuvo que esperar para  
ser servido?**

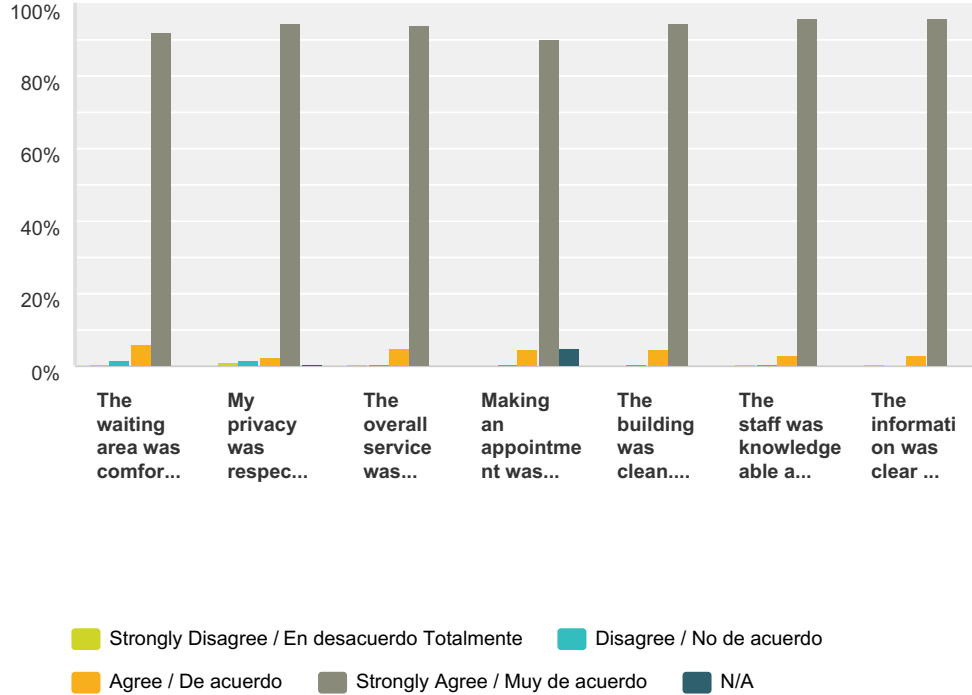
Answered: 393 Skipped: 29



| Answer Choices                           | Responses |            |
|--|-----------|------------|
| 30 Minutes or Less / 30 minutos o menos  | 93.64%    | 368        |
| More Than 30 Minutes / Mas de 30 minutos | 6.36%     | 25         |
| <b>Total</b>                             |           | <b>393</b> |

**Q8 Please rate your experience in the following categories / Por favor califique su experiencia en las siguientes categorías:**

Answered: 416 Skipped: 6

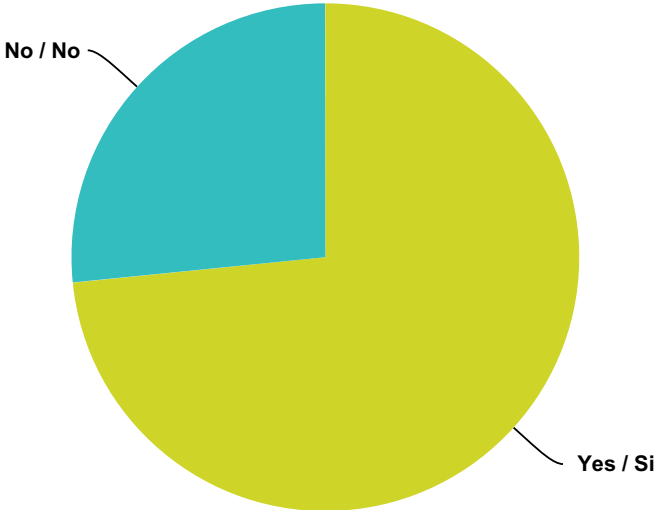


|   | Strongly Disagree / En desacuerdo Totalmente | Disagree / No de acuerdo | Agree / De acuerdo | Strongly Agree / Muy de acuerdo | N/A         | Total | Average Rating |
|---|--|--------------------------|--------------------|---------------------------------|-------------|-------|----------------|
| The waiting area was comfortable. / La sala de espera era cómoda.             | 0.48%<br>2                                   | 1.44%<br>6               | 6.01%<br>25        | 91.83%<br>382                   | 0.24%<br>1  | 416   | 3.90           |
| My privacy was respected. / Se respetó mi vida privada.                       | 0.96%<br>4                                   | 1.44%<br>6               | 2.40%<br>10        | 94.71%<br>394                   | 0.48%<br>2  | 416   | 3.92           |
| The overall service was great. / El servicio en general fue genial.           | 0.48%<br>2                                   | 0.48%<br>2               | 4.81%<br>20        | 94.23%<br>392                   | 0.00%<br>0  | 416   | 3.93           |
| Making an appointment was easy. / Hacer una cita era fácil.                   | 0.24%<br>1                                   | 0.72%<br>3               | 4.35%<br>18        | 89.86%<br>372                   | 4.83%<br>20 | 414   | 3.93           |
| The building was clean. / El edificio estaba limpio.                          | 0.24%<br>1                                   | 0.72%<br>3               | 4.33%<br>18        | 94.71%<br>394                   | 0.00%<br>0  | 416   | 3.94           |
| The staff was knowledgeable and polite. / El personal era eficiente y cortés. | 0.48%<br>2                                   | 0.72%<br>3               | 2.89%<br>12        | 95.90%<br>398                   | 0.00%<br>0  | 415   | 3.94           |
| The information was clear and accurate. / La información es clara y precisa.  | 0.48%<br>2                                   | 0.24%<br>1               | 2.89%<br>12        | 96.14%<br>399                   | 0.24%<br>1  | 415   | 3.95           |



**Q9 Would you use evening and weekend appointments if offered? / ¿Usted utilizaría citas de noches y fines de semanas, si se ofrecen?**

Answered: 79 Skipped: 343



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes / Si       | 73.42%    | 58        |
| No / No        | 26.58%    | 21        |
| <b>Total</b>   |           | <b>79</b> |

**Q10 Comments / Comentarios:**

Answered: 132 Skipped: 290