

Tulsa City-County Health Department

Consumer and Restaurant Opinion Study
Survey Report

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Overview

The Consumer Protection Division of the Tulsa City-County Health Department sought to understand the prevailing attitudes and opinions of its food safety training, inspection, and enforcement efforts in Tulsa County, among both consumers and restaurants.

As such, the department contracted the services of an independent research firm, Consumer Logic, to design, conduct, analyze, and report the findings of a survey of Tulsa County consumers and restaurant operators / managers.

This report contains the findings of the study, and compares the responses of consumers to those of restaurant operators and managers.

Methodology

Data Collection

Survey data for this study was collected by telephone interviews with consumers and restaurants. The consumer sample for the study was provided by Consumer Logic, and screened for residency within Tulsa County. The restaurant sample for the study was provided by the Tulsa City-County Health Department.

Collection Period

The survey data was collected in January and February 2009. Data from the two surveys was compiled, segmented by various audience characteristics and responses, and presented in data table format. The data tables of both surveys accompany this analysis, and allow further insight into the responses of various audience segments.

Sample Size

A total of 401 consumers and 200 restaurants were contacted and interviewed, and included in the analysis and report.

Executive Summary

This section contains the key findings from the study. For the specific questions as well as charts and graphs of key data, see the next section entitled Data Charts.

1) TYPE OF ESTABLISHMENT

More than half (51%) the restaurant respondents represent either a fast food restaurant (28%) or a fast casual dining establishment (23%). Family style dining was the third largest restaurant segment at 14%.

2) DINING FREQUENCY

The majority of Tulsa County consumers surveyed (52%) report that they eat out between 1 and 4 times per week. One in 8 (12%) eat out more often – 5 or more times per week. Another 1 in 4 (24%) go to restaurants 1 to 3 times a month, while 1 in 8 (12%) say they eat out only 4 to 11 times a year.

3) INDUSTRY EMPLOYMENT

Among consumers surveyed, approximately 1 in 10 households (9%) report that a member of the household works for some type of eating establishment in Tulsa County.

4) RATING FOOD SAFETY IN TULSA COUNTY

Three in 5 Tulsa County residents say that food safety and handling in Tulsa County is either very safe (15%) or safe (44%). Another one in three (34%) say it is average. Less than 1 in 20 say food safety and handling is either unsafe (3%) or very unsafe (1%), while 3% are unsure.

On balance, the ratio of consumers who think food safety and handling is safe or very safe (59%) – to those who think it is unsafe or very unsafe (4%) – is nearly 15 to 1. (For every 15 consumers who consider food safety and handling to be safe, only 1 considers it unsafe.)

5) RATING FOOD SAFETY COMPARED TO OTHER AREAS OF STATE

Most Tulsa County residents (53%) rate the safety of food preparation and handling in Tulsa County “about the same” as compared to other areas of the state.

However 1 in 3 (34%) think Tulsa County restaurants are either far better (6%) or better (28%) than other state areas. Only a small minority consider the restaurants in Tulsa County to be worse (3%) or far worse (1%). Finally, 1 in 10 consumers (10%) are unsure how food safety at Tulsa County restaurants compares to other areas in the state.

On balance, the ratio of consumers who think Tulsa County restaurants are better or far better (34%) – to those who think they are worse or far worse – is 8.5 to 1. (For every 8.5 consumers who consider food safety and handling to be safer in Tulsa County, only 1 considers it less safe.)

Executive Summary

Continued

6) AWARENESS OF FOOD SAFETY AGENCY

When asked, half the consumers surveyed (50%) said they know the agency responsible for food protection and safety, while 48% said they did not, and another 2% were unsure.

Among restaurant contacts surveyed, 96% said they know the agency responsible, while 3% did not, and 1% were unsure.

7) NAMING FOOD SAFETY AGENCY

Of the 202 consumers who claimed to be aware of the food safety agency (50%), only 145 were able to correctly cite one of these acceptable names: Tulsa City-County Health Department, Tulsa Health Department, or Consumer Protection Division.

Of the 193 restaurant contacts (96%) who claimed to be aware of the food safety agency (96%), 186 were able to cite one of the 3 acceptable names.

8) RECOGNITION OF FOOD SAFETY AGENCY

Of the 256 consumers who did not know – or incorrectly named – the agency, 38% said they recognized the name of the agency once it was given to them by the interviewer.

Of the 14 restaurant contacts that did not know – or incorrectly named – the agency, 50% said they recognized the name once they heard it.

9) CONSOLIDATED AWARENESS AND RECOGNITION

In summary...

Consumers

Unaided Awareness	36% correctly name THD or CPD without prompting
Aided Recognition	24% recognize THD or CPD when presented with agency name
No Recognition	40% have never heard of THD or CPD

Restaurants

Unaided Awareness	93% correctly name THD or CPD without prompting
Aided Recognition	4% recognize THD or CPD when presented with agency name
No Recognition	4% have never heard of THD or CPD

Executive Summary

Continued

10) IMPORTANCE OF INSPECTION ROLE

Overwhelmingly, the majority of Tulsa County residents (85%) think the role of the Tulsa Health Department in performing on-site restaurant inspections is very important, while another 12% consider it important, and 3% somewhat important. Only 1% considers it unimportant.

11) RATING PERFORMANCE OF INSPECTION ROLE

Among consumers, 3 in 5 (59%) rate the performance of the Tulsa Health Department very good (17%) or good (42%) in the role of inspecting and enforcing food regulations. Another 1 in 4 (25%) said THD performance was average, while approximately 1 in 10 (9%) rate the inspection and enforcement as either poor (7%) or very poor (2%). The balance (8%) are unsure or have no opinion.

The ratio of consumers who think THD inspection and performance is good or very good – to those who think it is poor or very poor – is 6.5 to 1.

Among restaurants, 71% consider THD inspection and enforcement very good, while 25% consider it good, and 4% consider it average. The balance (1%) was unsure or had no opinion. None of the restaurants rated THD inspection and enforcement below average.

Note that restaurants think the THD performs better at inspection and enforcement than do consumers.

12) IMPORTANCE OF WORKER TRAINING ROLE

As with inspections and enforcement, the majority of Tulsa County residents (85%) think the role of the Tulsa Health Department in training food service workers about safe food preparation and handling is very important, while another 12% consider it important, and 2% somewhat important. Less than 1% considers it unimportant.

Among restaurant contacts, 2 in 3 (68%) think the role of the Tulsa Health Department in training food service workers about safe food preparation and handling is very important, while 18% consider it important, and 2% somewhat important. Less than 1% considers it unimportant, while 12% are unsure or have no opinion.

Note that consumers consider worker safety training to be more important than do restaurants.

Executive Summary

Continued

13) RATING PERFORMANCE OF WORKER SAFETY TRAINING PROGRAM

Among consumers, 3 in 5 (60%) rate the performance of the Tulsa Health Department very good (22%) or good (38%) in the role of worker food safety training. Another 1 in 4 (28%) said THD performance was average, while approximately 1 in 16 (6%) rate worker training as either poor (5%) or very poor (1%). The balance (7%) are unsure or have no opinion.

The ratio of consumers who think THD worker food safety training is good or very good – to those who think it is poor or very poor – is 10 to 1.

14) RATING EXPERIENCE WITH WORKER SAFETY TRAINING PROGRAM

Restaurants give THD high marks for the worker food safety training program – the vast majority rate their experience as excellent (28%), very good (36%), or good (28%). Only 4% rated the training program as fair, and 3% poor, with 2% unsure of no opinion.

15) IMPORTANCE OF MANAGER CERTIFICATION TRAINING PROGRAM

Among restaurant contacts, 3 in 5 (61%) think the manager certification program is very important, while 19% consider it important, and 5% somewhat important. Another 1% considers it somewhat unimportant, and 2% think it is unimportant. The balance (13%) is unsure or has no opinion.

16) RATING EXPERIENCE WITH MANAGER CERTIFICATION PROGRAM

As with the worker training program – the vast majority of restaurants rate their experience with the manager certification program as excellent (35%), very good (33%), or good (23%). Only 1% rated the training program as fair, and 2% poor, with 8% unsure of no opinion.

17) RATING PERFORMANCE OF THD COMPARED TO OTHER STATE FOOD SAFETY AGENCIES

Among consumers, THD is considered far better (6%) or better (28%) than other food protection agencies around the state. Conversely, very few consider THD worse (1%) or far worse (1%). The balance (14%) are unsure or have no opinion.

Among restaurant contacts, THD is considered far better (17%) or better (20%) than other food protection agencies around the state. Conversely, very few consider THD worse (1%). Note that nearly half (46%) are unsure or have no opinion.

Note that both consumers and restaurants tend to rate the overall THD performance better than other food protection agencies in Oklahoma.

Executive Summary

Continued

18) BASIS FOR OPINION | COMPARATIVE PERFORMANCE

The vast majority of restaurant contacts (85%) said they based their opinion of THD's comparative performance on personal experience, as opposed to something they read or heard (15%).

19) OPINION OF FOOD CODE

More than 3 in 4 restaurant contacts (78%) think the food codes in Tulsa County are "about right." One in 6 (16%) think the codes are too strict, while 1 in 20 (5%) think they are too lenient. A small percentage (1%) is unsure or has no opinion.

20) OPINION OF ENFORCEMENT LEVEL

In terms of food code enforcement, most consumers (65%) think THD enforcement is "about right." However, more than 1 in 4 (27%) think it is too lenient, while 4% think it is too strict. The balance (4%) is unsure or has no opinion.

Among restaurant contacts, 4 in 5 (81%) consider THD enforcement "about right," while 14% think it is too strict, and 4% too lenient. Only 1% is unsure or has no opinion.

Note that consumers are more likely than restaurants to think that Tulsa County food code enforcement is too lenient (27% versus 4%), with restaurants more likely to consider enforcement too strict (14% versus 4%).

21) OPINION OF RESTAURANTS REGARDING ENFORCEMENT LEVEL

Consumers tend to assume that restaurants would view the food code enforcement as too strict (23%) versus too lenient (10%).

Restaurant contacts tend to think the Tulsa County food code enforcement is "about right" compared to other urban areas in Oklahoma (40%), or they are unsure or have no opinion (41%). A minority (15%) feel Tulsa County is too strict compared to other urban areas, whereas 5% consider Tulsa County too lenient in comparison.

Note that Tulsa County restaurants which think Tulsa County enforcement is stricter than other Oklahoma urban areas are in a minority – just 15%.

22) ENFORCEMENT COMPARED TO OTHER COUNTIES

When asked to compare food code enforcement in Tulsa County to other counties in Oklahoma, more than 1 in 3 (36%) restaurant contact think Tulsa County is more strict, while only 2% think it is less strict. However, the majority thinks Tulsa County enforcement is about the same (21%) or they are unsure or have no opinion (42%).

Executive Summary

Continued

23) BASIS FOR OPINION | COMPARATIVE ENFORCEMENT

The vast majority of restaurant contacts (79%) said they based their opinion of THD's comparative enforcement to other Oklahoma counties on personal experience, as opposed to something they read or heard (21%).

24) RATING EXPERIENCE WITH INSPECTORS

The vast majority of restaurant contacts reported a positive experience with THD inspectors – 43% said their contact was excellent, 35% very good, and 18% good. Only 2% said inspector contact was fair, and just 1% poor. Less than 1% said they did not know or were unsure.

25) INFLUENCE OF THD ON RESTAURANT GROWTH

On balance, consumers think THD's influence on new Tulsa County restaurants is positive. While most consider THD a neutral factor, 31% think THD encourages new restaurant openings, while just 4% think THD discourages new locations. Another 8% are unsure of THD's influence.

In fact, restaurants themselves see THD as a positive influence – 44% think THD is a neutral factor in new Tulsa County restaurant openings, while nearly 2 in 5 (38%) think THD actually encourages new locations, and only 10% think the agency discourages new openings. The balance (10%) is unsure of THD influence on restaurants locating in Tulsa County.

Note that both consumers and restaurants think THD is – on balance – a positive influence on new restaurants coming to Tulsa County. For consumers, the positive-to-negative ratio is nearly 8 to 1, and among restaurants nearly 4 to 1.

26) OPINIONS OF ENFORCEMENT LEVEL

Although restaurants are more likely to think THD is more – rather than less – strict in food inspections, the vast majority (82%) think THD should continue at the same level of inspection scrutiny as it does now.

In fact, while only 5% think THD should be more lenient, more than twice as many (12%) think THD should actually be more strict in its inspection efforts.

Executive Summary

Continued

27) IMPACT ON RESTAURANT OPERATIONS

The vast majority of restaurant contacts (97%) said that the current Tulsa County food code would have no impact on any plans to grow or expand their current restaurant operations.

28) IMPACT ON RESTAURANT LOCATIONS

Likewise, the vast majority of restaurant contacts (95%) said that the current Tulsa County food code would not prevent them from locating a new restaurant in Tulsa County.

29) COMFORT LEVEL IN CONTACTING THD

Nearly all restaurant contacts (96%) said they would feel comfortable contacting THD with any problems or questions they had about food safety, regulations, or inspectors.

Data Charts

The charts on the following pages present the key data from the study in graphic form. Further data segmentation can be found in the Data Tables that accompany this report.

Data Charts

GENDER

Consumers

(2) Record gender. Ask if necessary.

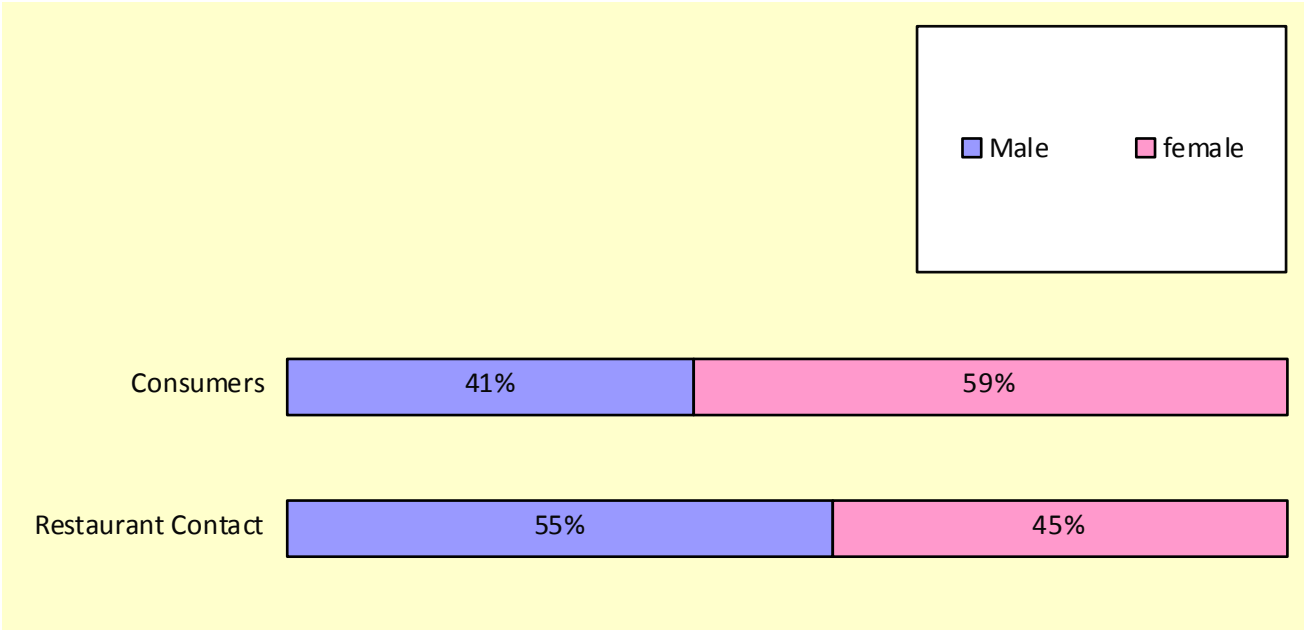
Restaurants

(4) Record gender. Ask if necessary.

Findings

Consumer respondents were comprised of 41% males and 59% females. Among restaurant contacts, the split was 55% male to 45% female.

Base=401 consumers; 200 restaurants



Data Charts

TYPE OF ESTABLISHMENT

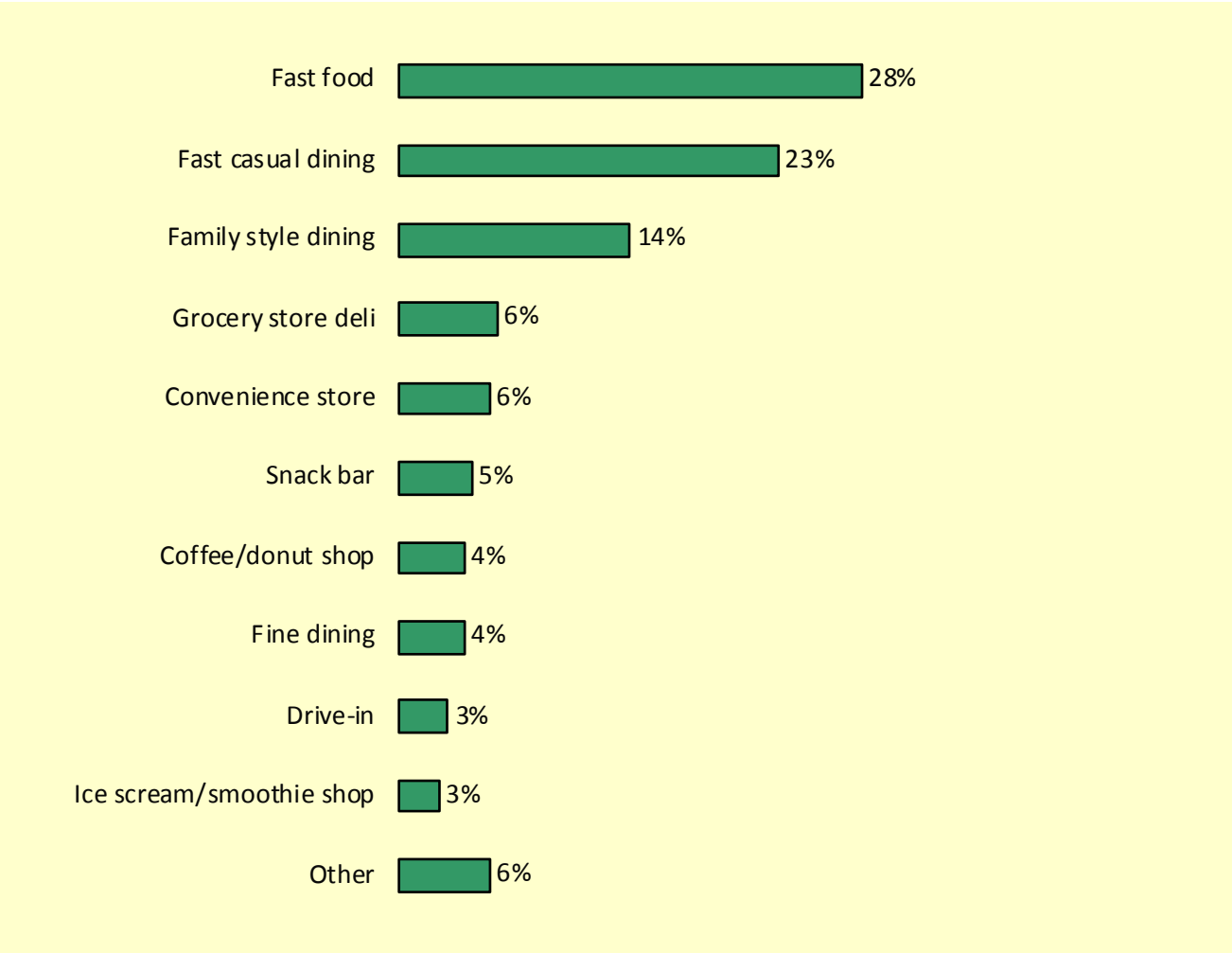
Restaurants

(3) What type of food establishment do you have?

Findings

More than half (51%) the restaurant respondents represent either a fast food restaurant (28%) or a fast casual dining establishment (23%). Family style dining was the third largest restaurant segment at 14%.

Base=200 restaurants



Data Charts

AGE RANGE

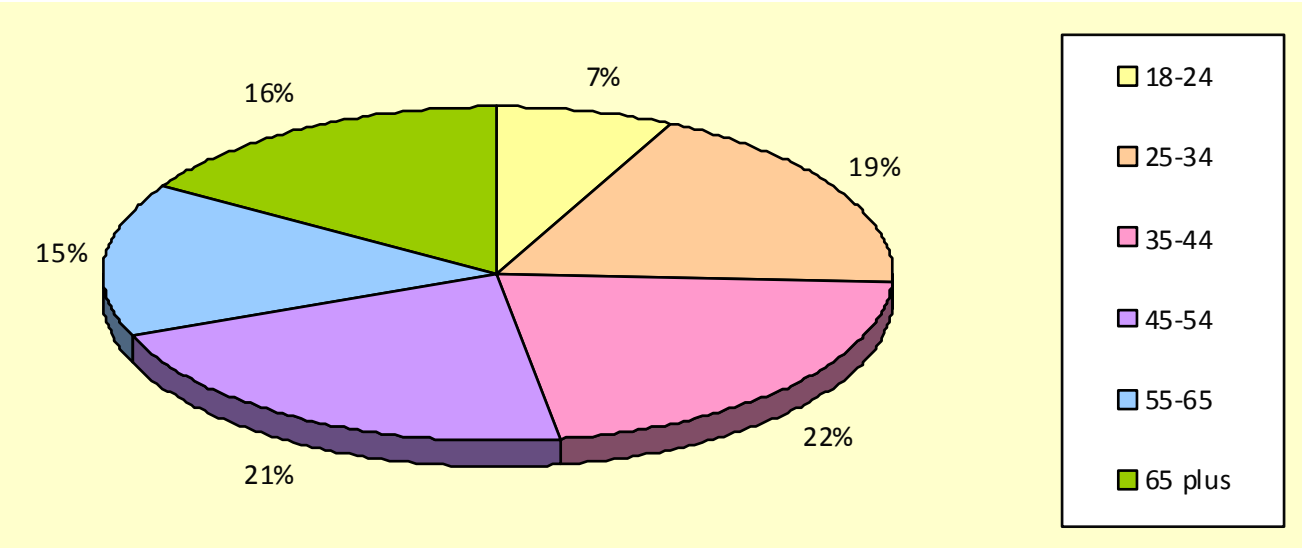
Consumers

(3) Which of these ranges includes your age?

Findings

Consumer respondents represented a balanced mix of age segments. The largest age segment (22%) was 35-44, while the second-largest (21%) was 45-54.

Base=401 consumers



Data Charts

CITY

Consumers

(4) What city do you live in?

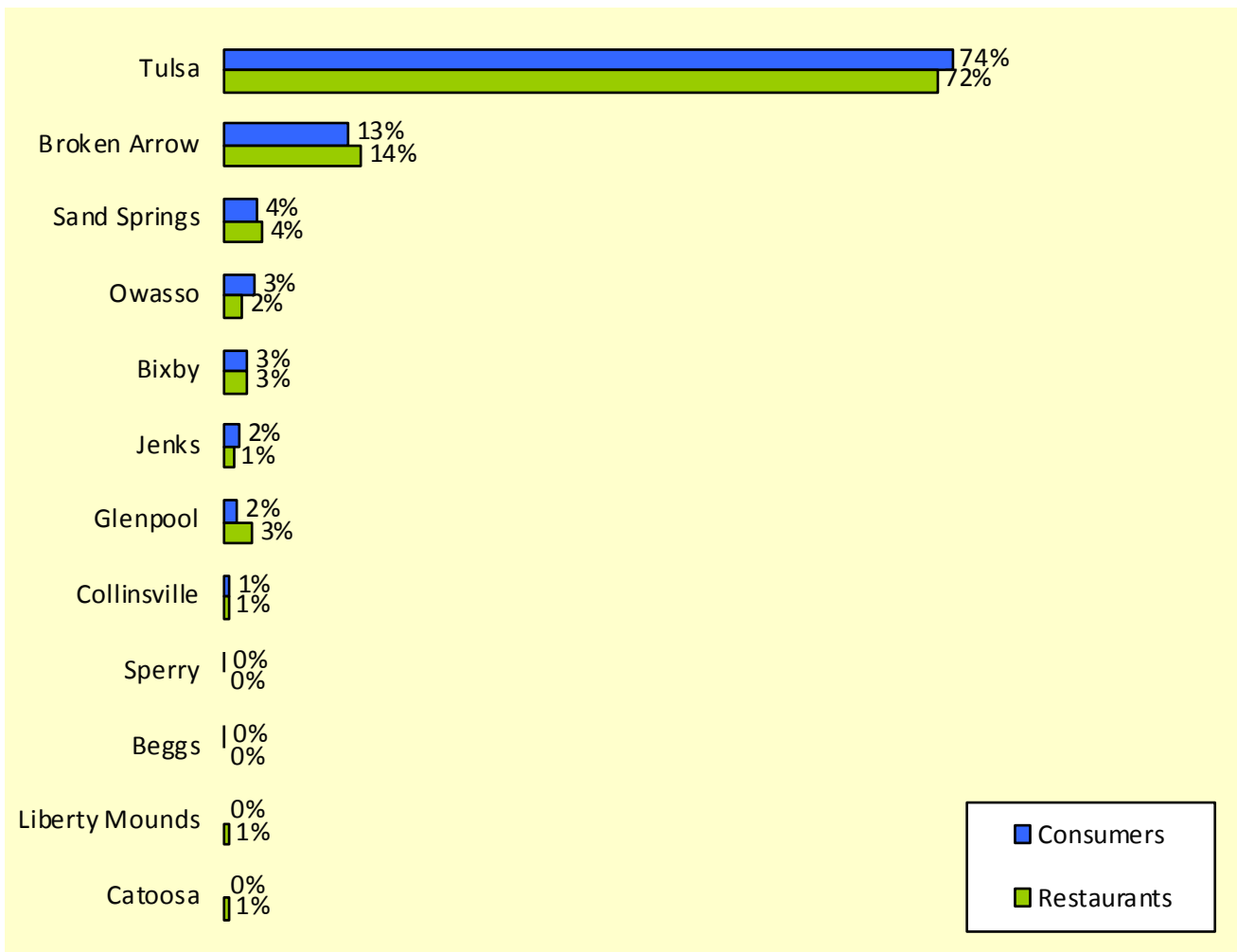
Restaurants

(4a) What city is your restaurant located in?

Findings

The majority of both consumers (74%) and restaurants (72%) included in the survey are located in the city of Tulsa, with Broken Arrow second.

Base=401 consumers; 200 restaurants



Data Charts

ZIP CODE

Consumers

(5) What is the zip code for your residence?

Restaurants

(4b) What is the zip code for this restaurant?

Findings

The chart below shows the number of respondents for each of the zip codes in Tulsa County (consumer residences and restaurant locations).

Base=401 consumers; 200 restaurants

Zip Code	Consumer	Restaurant
74008	10	5
74011	17	
74012	34	25
74014	1	2
74015		1
74021	3	1
74033	7	6
74037	9	2
74047		1
74055	13	4
74063	14	9
74073	1	1
74102	2	
74103		8
74104	7	9
74105	13	1
74106	10	
74107	16	
74108	4	1
74110	11	2
74112	25	10

Zip Code	Consumer	Restaurant
74114	9	3
74115	21	6
74116	1	
74117	1	
74119	3	3
74120	4	11
74126	15	1
74127	12	3
74128	6	1
74129	9	4
74130	1	
74132	7	2
74133	30	41
74134	6	2
74135	15	3
74136	23	21
74137	15	8
74138	1	
74145	17	1
74146	7	2
74421	1	

Data Charts

DINING FREQUENCY

Consumers

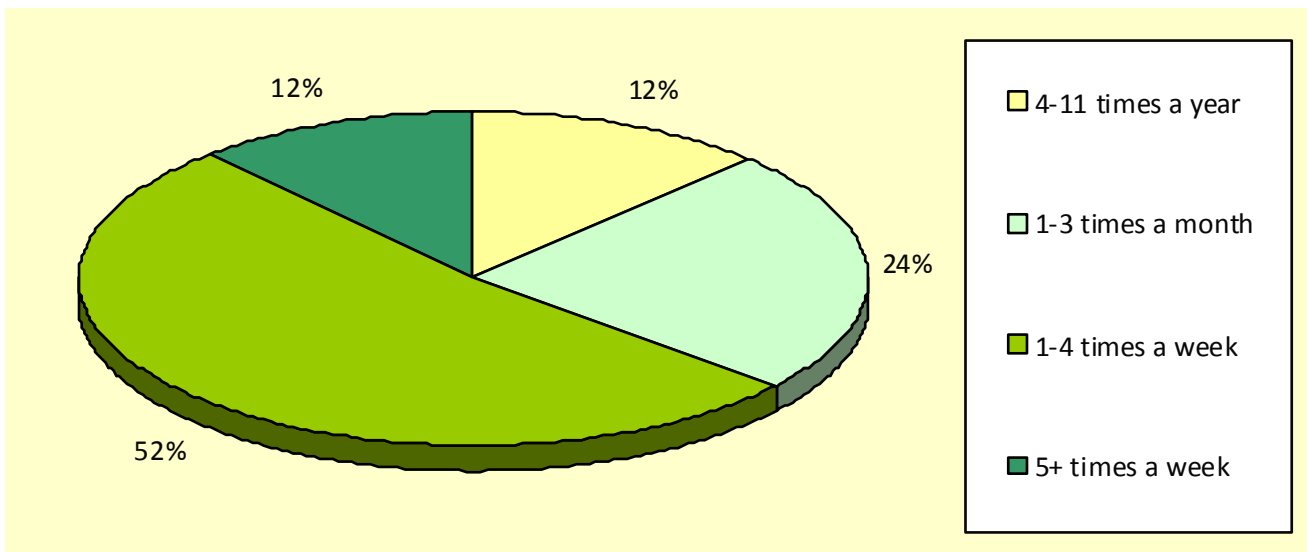
(6) How often have you eaten at restaurants in Tulsa County in the past 12 months? When I say “restaurant” that includes restaurants with wait staff, fast food, cafeterias, and any other eating establishments that prepare food for you to eat on-site or take with you. An estimate is fine. (Do not read.)

Findings

The majority of Tulsa County consumers surveyed (52%) report that they eat out between 1 and 4 times per week. One in 8 (12%) eat out more often – 5 or more times per week. Another 1 in 4 (24%) go to restaurants 1 to 3 times a month, while 1 in 8 (12%) say they eat out only 4 to 11 times a year.

The typical Tulsa County resident eats out of the home and average of 117 times year.

Base=401 consumers



Data Charts

INDUSTRY EMPLOYMENT

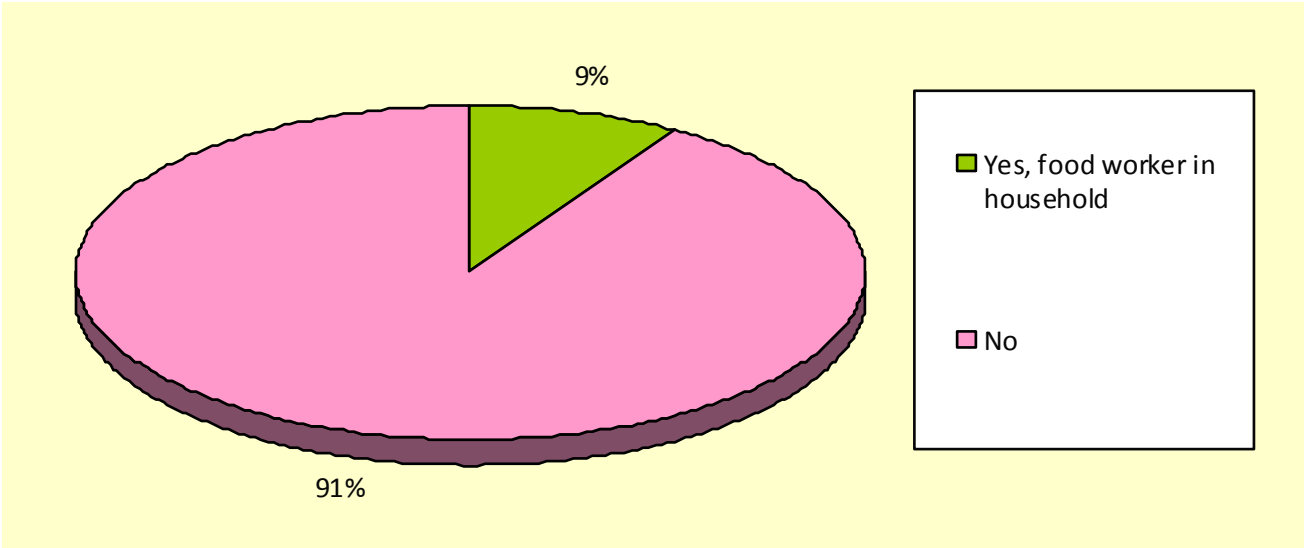
Consumers

(7) Do you, or does anyone in your household, work for a restaurant or eating establishment in Tulsa County?

Findings

Among consumers surveyed, approximately 1 in 10 households (9%) report that a member of the household works for some type of eating establishment in Tulsa County.

Base=401 consumers



Data Charts

RATING FOOD SAFETY IN TULSA COUNTY

Consumers

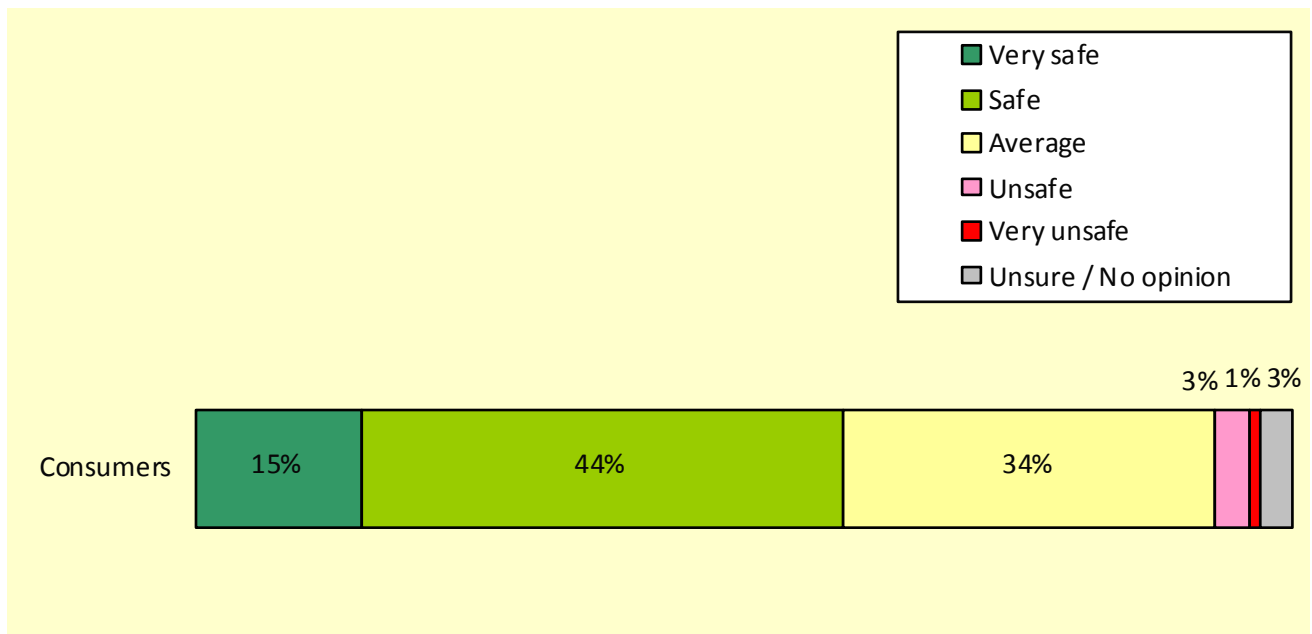
(8) Thinking about the safety of the food handling and preparation at Tulsa County restaurants...In general, how would you rate the safety of the food? (Read list).

Findings

Three in 5 Tulsa County residents say that food safety and handling in Tulsa County is either very safe (15%) or safe (44%). Another one in three (34%) say it is average. Less than 1 in 20 say food safety and handling is either unsafe (3%) or very unsafe (1%), while 3% are unsure.

On balance, the ratio of consumers who think food safety and handling is safe or very safe (59%) – to those who think it is unsafe or very unsafe (4%) – is nearly 15 to 1. (For every 15 consumers who consider food safety and handling to be safe, only 1 considers it unsafe.)

Base=401 consumers



Data Charts

RATING FOOD SAFETY COMPARED TO OTHER AREAS OF STATE

Consumers

(9) Based on anything you know, have heard, or have read, overall, how would you rate the safety of the food preparation and handling at Tulsa County restaurants, as compared to other areas of the state? (Read list).

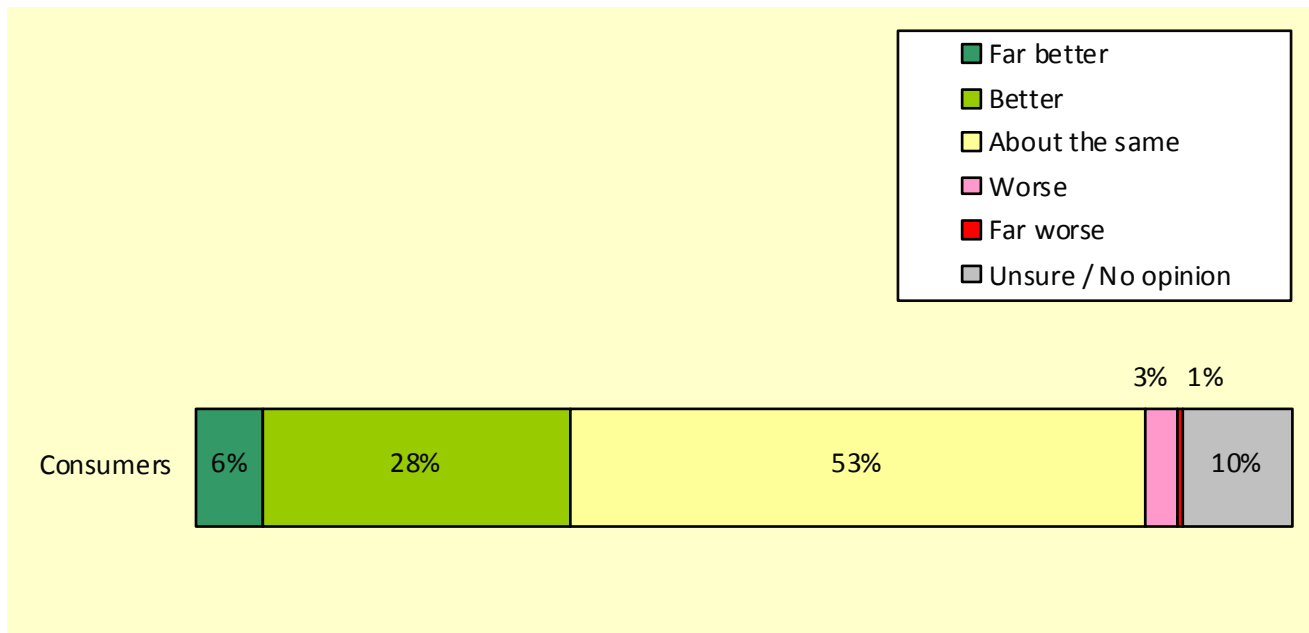
Findings

Most Tulsa County residents (53%) rate the safety of food preparation and handling in Tulsa County “about the same” as compared to other areas of the state.

However 1 in 3 (34%) think Tulsa County restaurants are either far better (6%) or better (28%) than other state areas. Only a small minority consider the restaurants in Tulsa County to be worse (3%) or far worse (1%). Finally, 1 in 10 consumers (10%) are unsure how food safety at Tulsa County restaurants compares to other areas in the state.

On balance, the ratio of consumers who think Tulsa County restaurants are better or far better (34%) – to those who think they are worse or far worse – is 8.5 to 1. (For every 8.5 consumers who consider food safety and handling to be safer in Tulsa County, only 1 considers it less safe.)

Base=401 consumers



Data Charts

AWARENESS OF FOOD SAFETY AGENCY

Consumers

(10a) Do you know the agency that is responsible for food protection and safety at restaurants in Tulsa County?

Restaurants

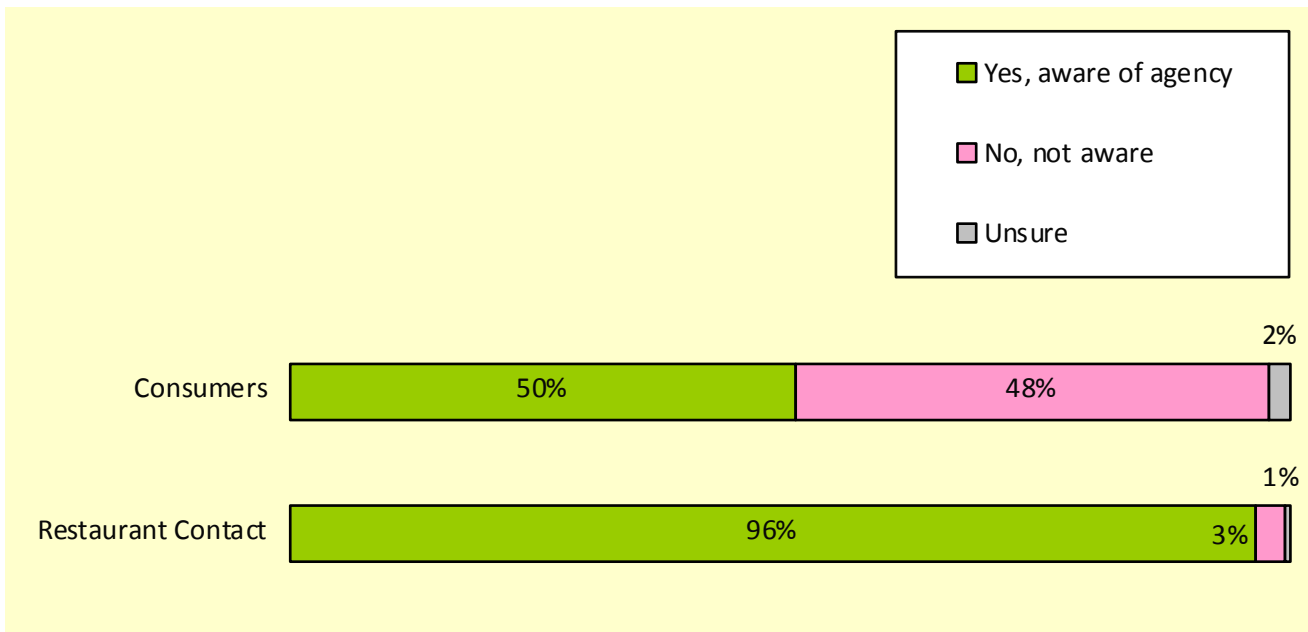
(5a) Do you know the agency that is responsible for food protection and safety at restaurants in Tulsa County?

Findings

When asked, half the consumers surveyed (50%) said they know the agency responsible for food protection and safety, while 48% said they did not, and another 2% were unsure.

Among restaurant contacts surveyed, 96% said they know the agency responsible, while 3% did not, and 1% were unsure.

Base=401 consumers; 200 restaurants



Data Charts

NAMING FOOD SAFETY AGENCY

Consumers

(10b) What is the name of the agency?

Restaurants

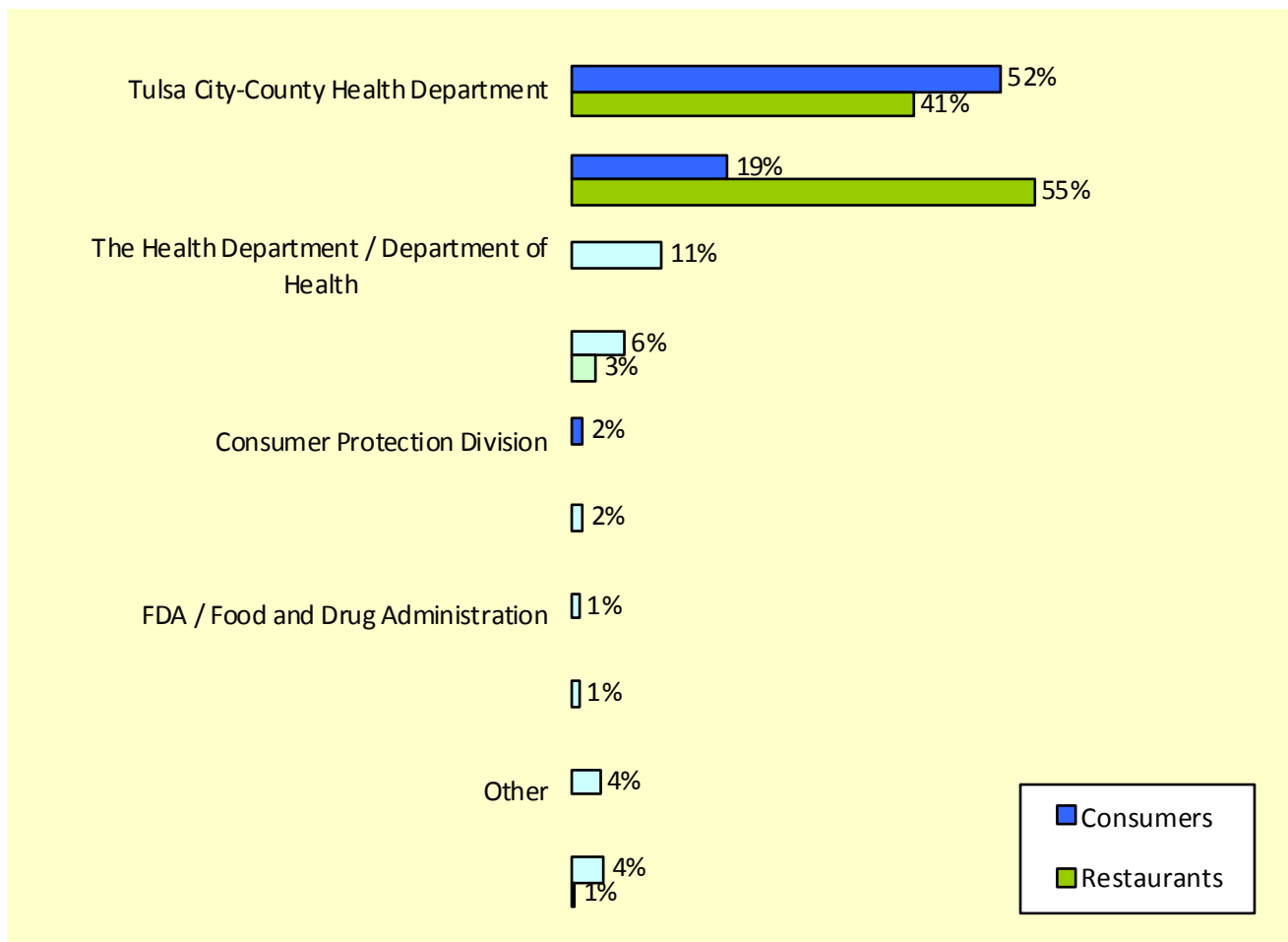
(5c) What is the name of the agency?

Findings

Of the 202 consumers who claimed to be aware of the food safety agency (50%), only 145 were able to correctly cite one of these acceptable names: Tulsa City-County Health Department, Tulsa Health Department, or Consumer Protection Division.

Of the 193 restaurant contacts (96%) who claimed to be aware of the food safety agency (96%), 186 were able to cite one of the 3 acceptable names.

Base=202 consumers and 193 restaurant contacts who claim to know the food safety agency



Data Charts

RECOGNITION OF FOOD SAFETY AGENCY

Consumers

(11) Have you ever heard of the Consumer Protection Division of the Tulsa City-County Health Department?

Restaurants

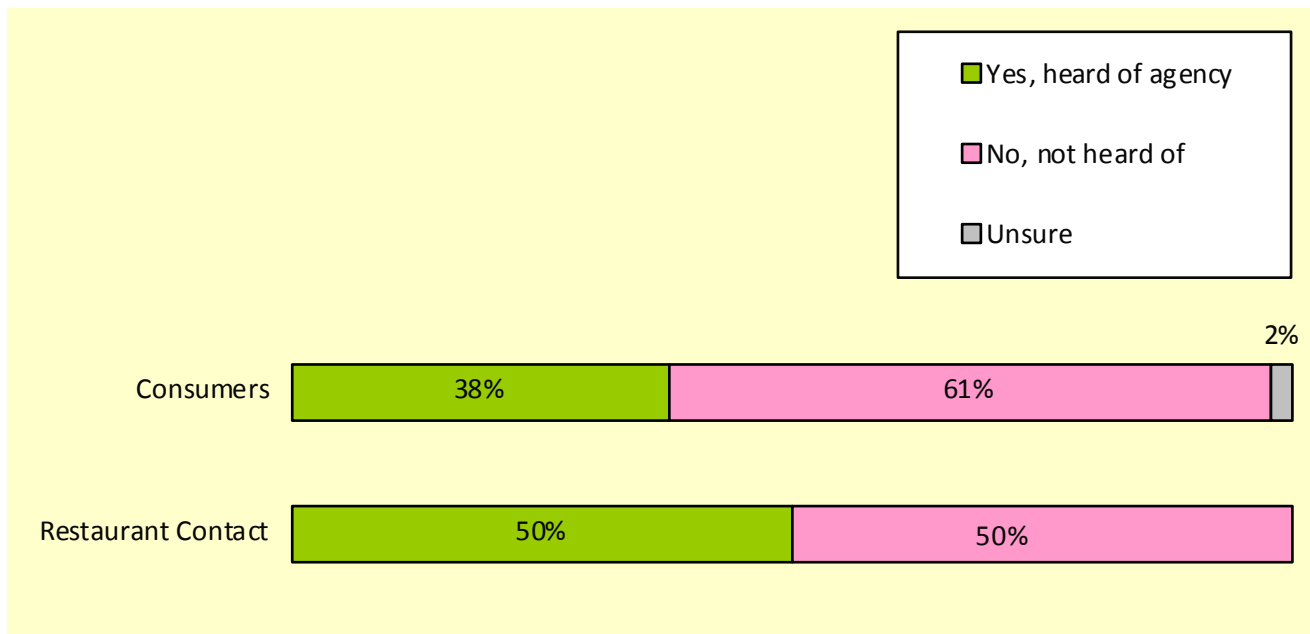
(6a) Have you ever heard of the Consumer Protection Division of the Tulsa City-County Health Department?

Findings

Of the 256 consumers who did not know – or incorrectly named – the agency, 38% said they recognized the name of the agency once it was given to them by the interviewer.

Of the 14 restaurant contacts that did not know – or incorrectly named – the agency, 50% said they recognized the name once they heard it.

Base=256 consumers and 14 restaurants who did not know nor correctly name agency



Data Charts

CONSOLIDATED AWARENESS AND RECOGNITION

Consumers

Restaurants

Findings

In summary...

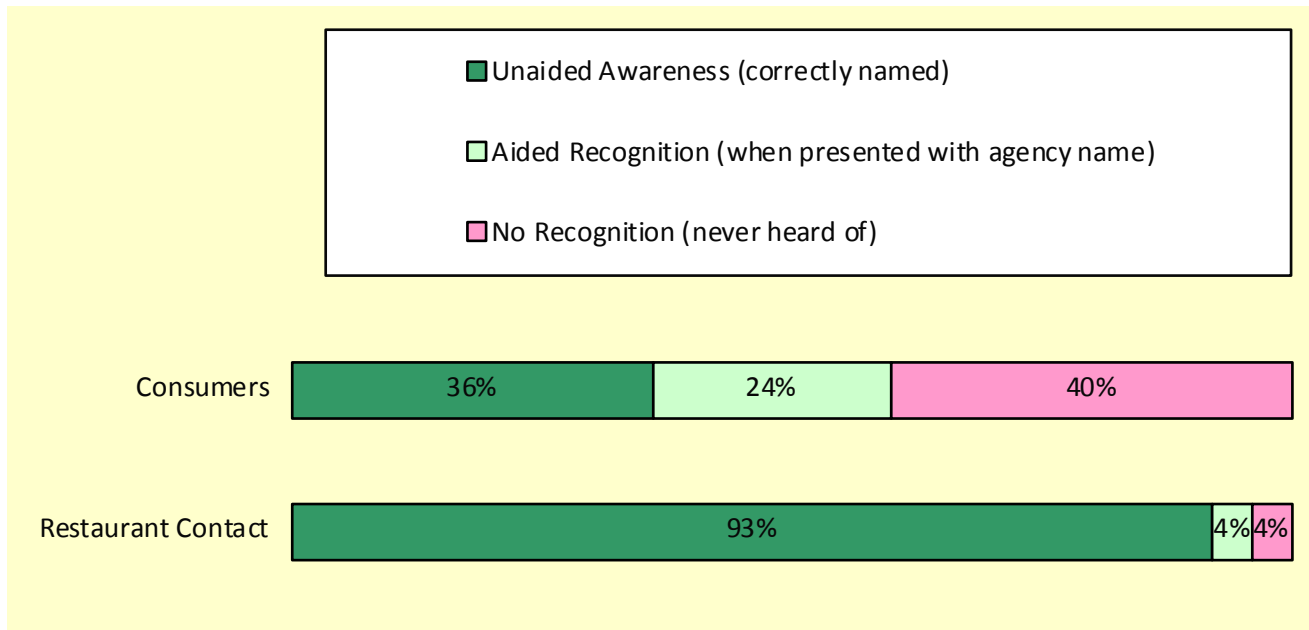
Consumers

Unaided Awareness 36% correctly name THD or CPD without prompting
Aided Recognition 24% recognize THD or CPD when presented with agency name
No Recognition 40% have never heard of THD or CPD

Restaurants

Unaided Awareness 93% correctly name THD or CPD without prompting
Aided Recognition 4% recognize THD or CPD when presented with agency name
No Recognition 4% have never heard of THD or CPD

Base=401 consumers; 200 restaurants



Data Charts

IMPORTANCE OF INSPECTION ROLE

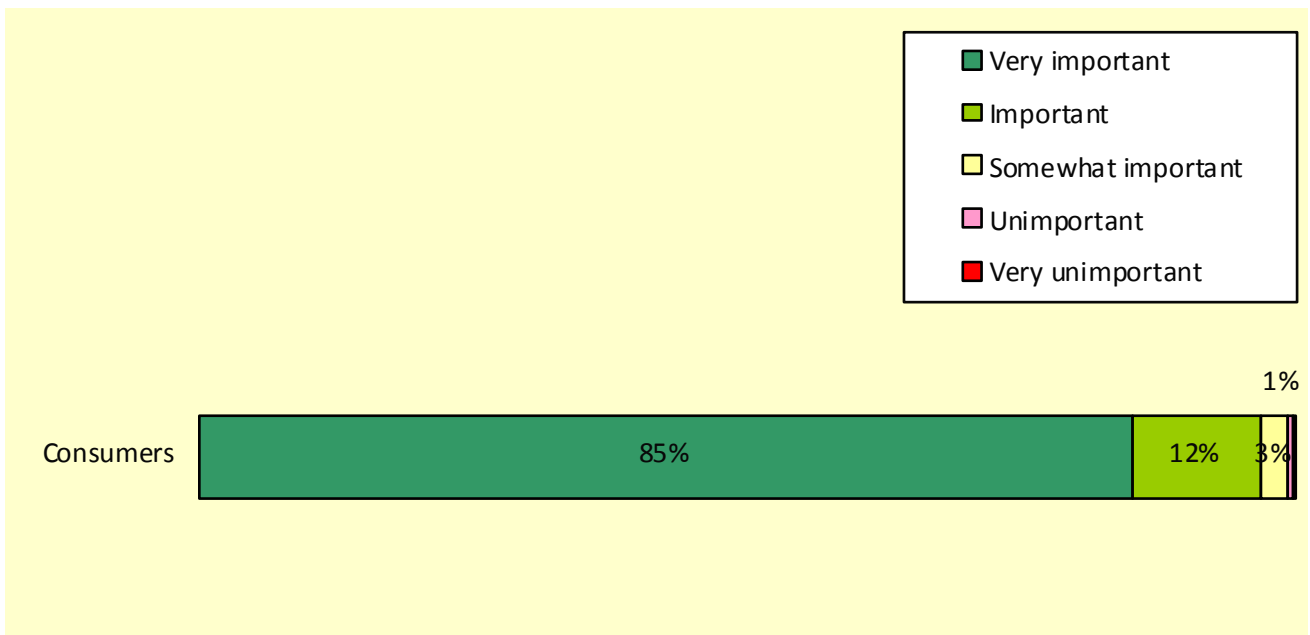
Consumers

(12) One of the roles of the Tulsa Health Department is to perform regular on-site inspections of restaurants, to insure they comply with food rules and regulations and that the facility and food preparation is safe for consumers. How important is this function to you? (Read list.)

Findings

Overwhelmingly, the majority of Tulsa County residents (85%) think the role of the Tulsa Health Department in performing on-site restaurant inspections is very important, while another 12% consider it important, and 3% somewhat important. Only 1% considers it unimportant.

Base=401 consumers



Data Charts

RATING PERFORMANCE OF INSPECTION ROLE

Consumers

(13) Based on anything you know, have heard, or have read, how would you rate the performance of this agency regarding inspecting and enforcing regulations for safe preparation and handling of food at restaurants located in Tulsa County? (Read list.)

Restaurants

(7) The Tulsa Health Department is responsible for inspecting and enforcing regulations for safe preparation and handling of food. How would you rate the performance of this agency? (Read list.)

Findings

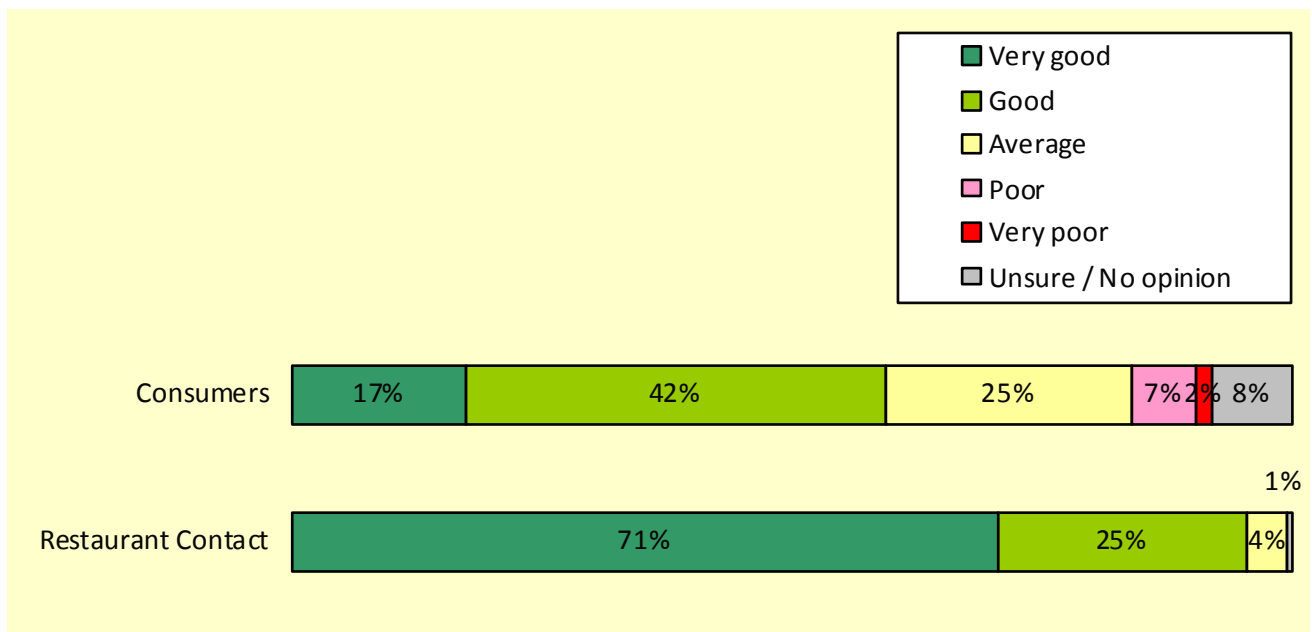
Among consumers, 3 in 5 (59%) rate the performance of the Tulsa Health Department very good (17%) or good (42%) in the role of inspecting and enforcing food regulations. Another 1 in 4 (25%) said THD performance was average, while approximately 1 in 10 (9%) rate the inspection and enforcement as either poor (7%) or very poor (2%). The balance (8%) are unsure or have no opinion.

The ratio of consumers who think THD inspection and performance is good or very good – to those who think it is poor or very poor – is 6.5 to 1.

Among restaurants, 71% consider THD inspection and enforcement very good, while 25% consider it good, and 4% consider it average. The balance (1%) was unsure or had no opinion. None of the restaurants rated THD inspection and enforcement below average.

Note that restaurants think the THD performs better at inspection and enforcement than do consumers.

Base=401 consumers; 200 restaurants



Data Charts

IMPORTANCE OF WORKER TRAINING ROLE

Consumers

(14) Another role of the Tulsa Health Department is to train food service workers about the safe handling and preparation of food. How important is this function to you? (Read list.)

Restaurants

(16) Overall, how would you rate the importance of the food safety training program which is offered by the Tulsa Health Department? (Read list.)

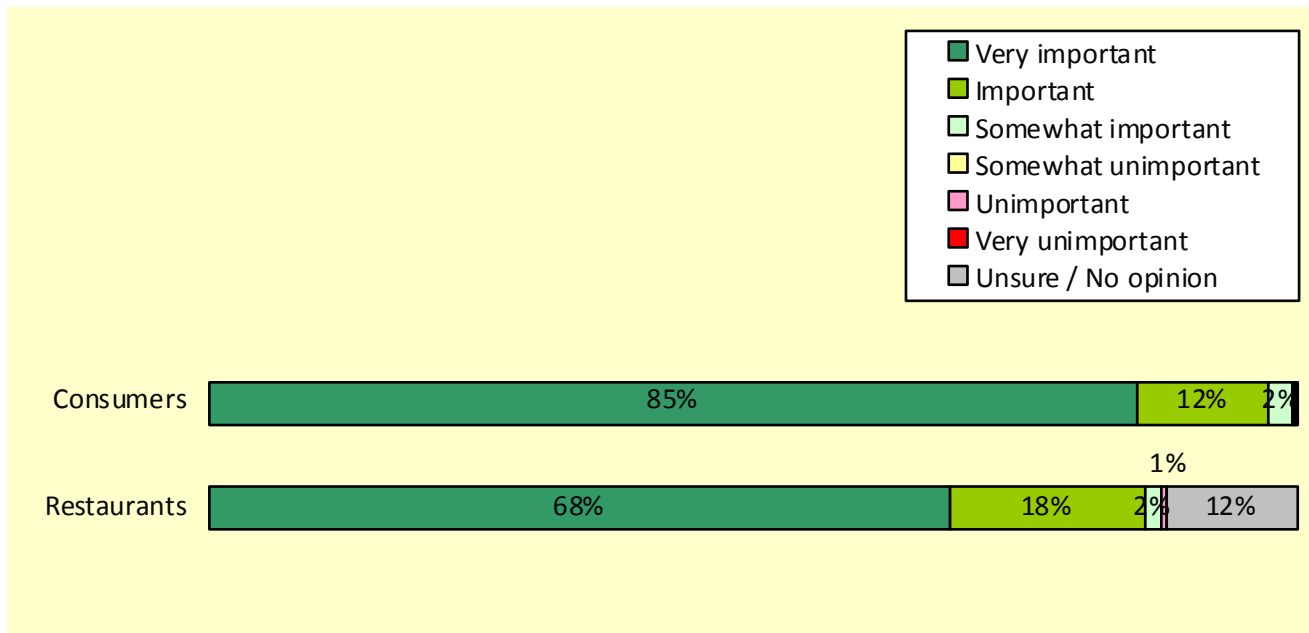
Findings

As with inspections and enforcement, the majority of Tulsa County residents (85%) think the role of the Tulsa Health Department in training food service workers about safe food preparation and handling is very important, while another 12% consider it important, and 2% somewhat important. Less than 1% considers it unimportant.

Among restaurant contacts, 2 in 3 (68%) think the role of the Tulsa Health Department in training food service workers about safe food preparation and handling is very important, while 18% consider it important, and 2% somewhat important. Less than 1% considers it unimportant, while 12% are unsure or have no opinion.

Note that consumers consider worker safety training to be more important than do restaurants.

Base=401 consumers; 200 restaurants



Data Charts

RATING PERFORMANCE OF WORKER SAFETY TRAINING PROGRAM

Consumers

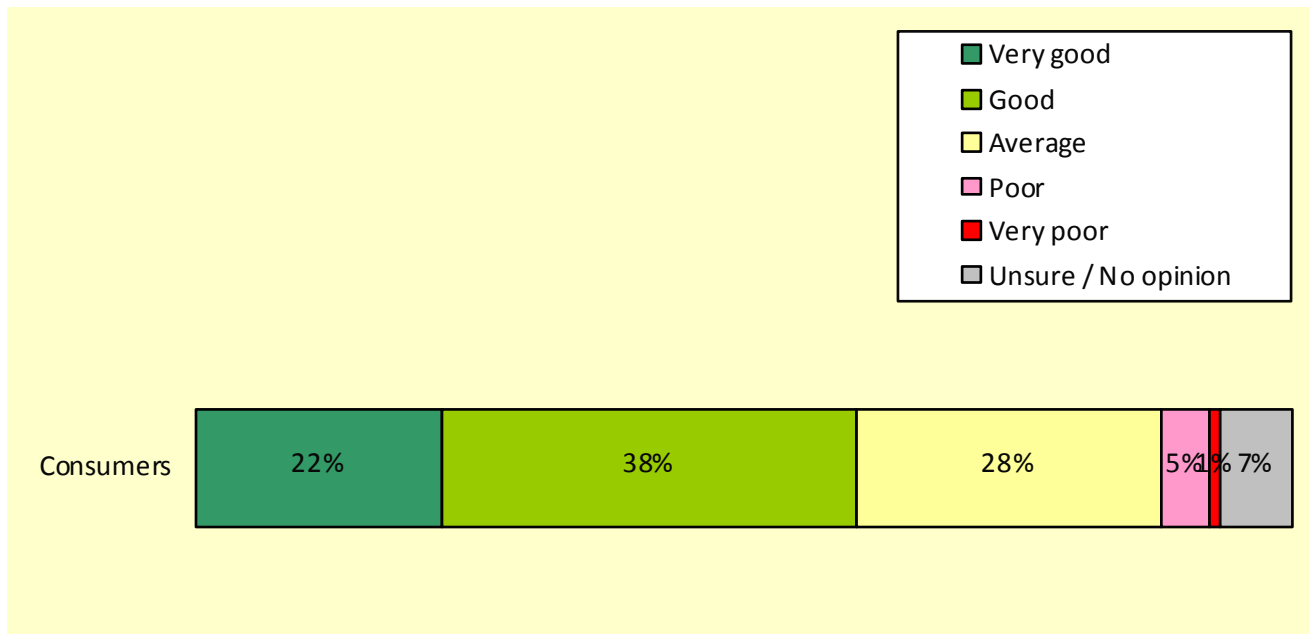
(15) Based on anything you know, have heard, or have read, how would you rate the performance of this agency regarding the training of food service workers about the safe handling and preparation of food?

Findings

Among consumers, 3 in 5 (60%) rate the performance of the Tulsa Health Department very good (22%) or good (38%) in the role of worker food safety training. Another 1 in 4 (28%) said THD performance was average, while approximately 1 in 16 (6%) rate worker training as either poor (5%) or very poor (1%). The balance (7%) are unsure or have no opinion.

The ratio of consumers who think THD worker food safety training is good or very good – to those who think it is poor or very poor – is 10 to 1.

Base=401 consumers



Data Charts

RATING EXPERIENCE WITH WORKER SAFETY TRAINING PROGRAM

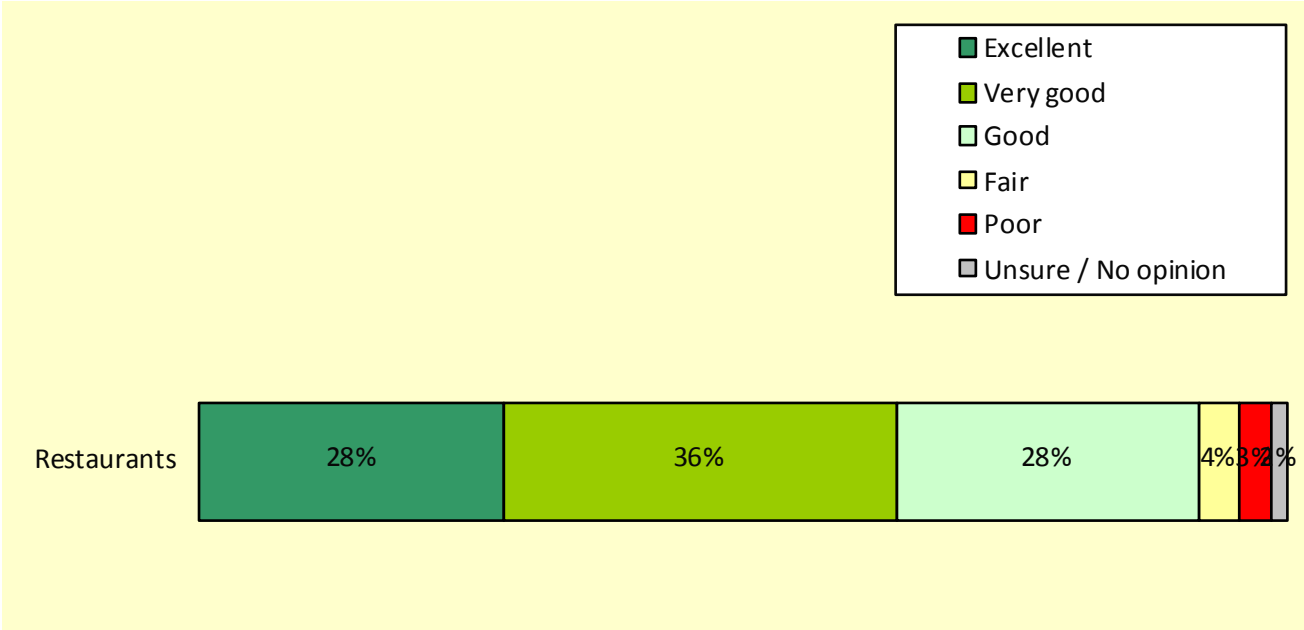
Restaurants

(16b) Overall, how would you rate your experience with the food safety training program which is offered by the Tulsa Health Department? (Read list.)

Findings

Restaurants give THD high marks for the worker food safety training program – the vast majority rate their experience as excellent (28%), very good (36%), or good (28%). Only 4% rated the training program as fair, and 3% poor, with 2% unsure of no opinion.

Base=200 restaurants



Data Charts

IMPORTANCE OF MANAGER CERTIFICATION TRAINING PROGRAM

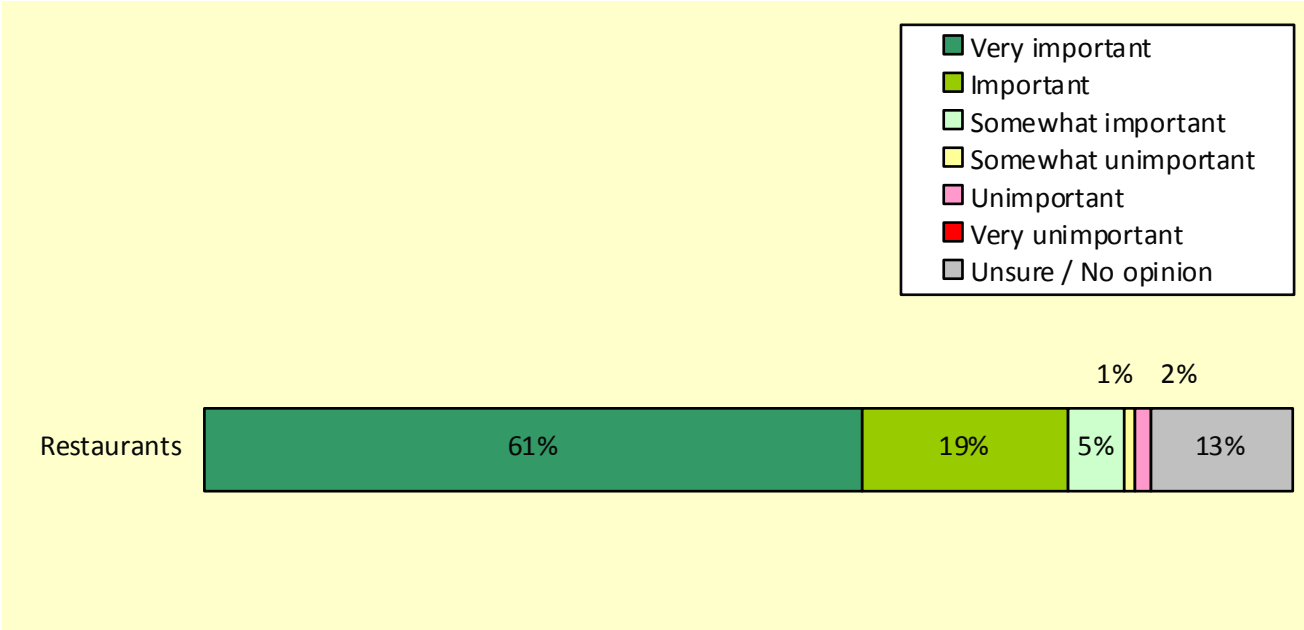
Restaurants

(17) Overall, how would you rate the importance of the manager certification training program which is required by the food code? (Read list.)

Findings

Among restaurant contacts, 3 in 5 (61%) think the manager certification program is very important, while 19% consider it important, and 5% somewhat important. Another 1% considers it somewhat unimportant, and 2% think it is unimportant. The balance (13%) is unsure or has no opinion.

Base=200 restaurants



Data Charts

RATING EXPERIENCE WITH MANAGER CERTIFICATION PROGRAM

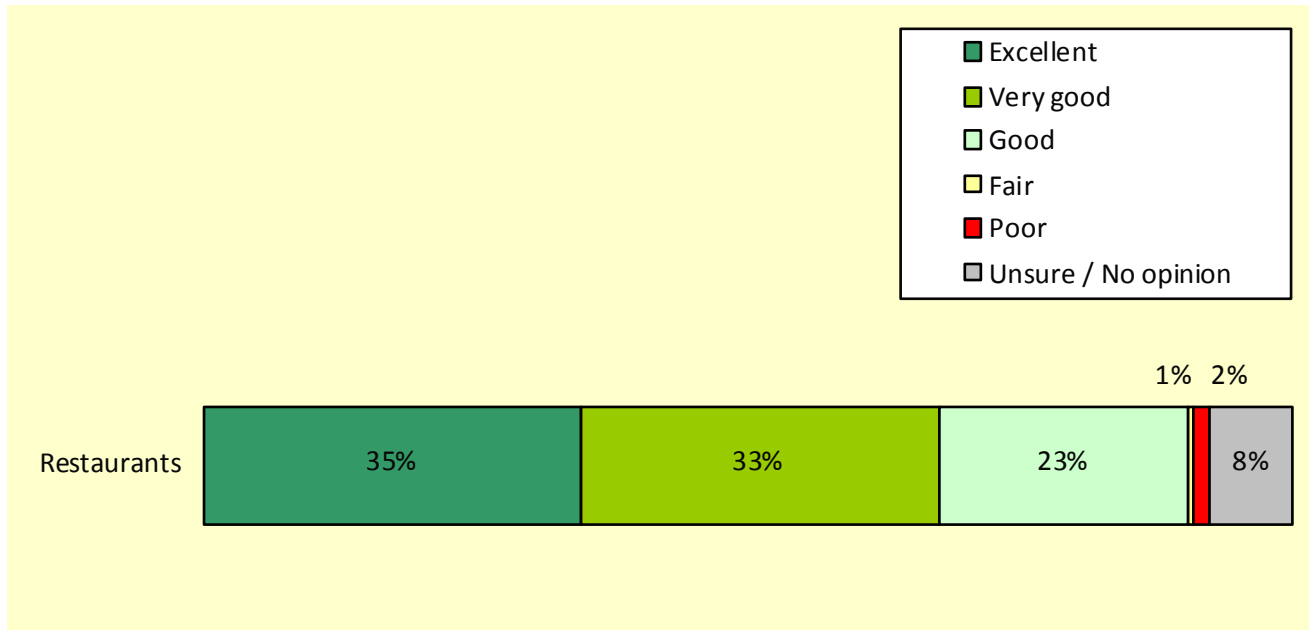
Restaurants

(17b) Overall, how would you rate your experience with the manager certification program which is required by the food code? (Read list.)

Findings

As with the worker training program – the vast majority of restaurants rate their experience with the manager certification program as excellent (35%), very good (33%), or good (23%). Only 1% rated the training program as fair, and 2% poor, with 8% unsure of no opinion.

Base=200 restaurants



Data Charts

RATING PERFORMANCE OF THD COMPARED TO OTHER STATE FOOD SAFETY AGENCIES

Consumers

(16) Based on anything you know, have heard, or have read...How would you rate the performance of the Tulsa Health Department, as compared to other food protection agencies around the state?

Restaurants

(8) How would you rate the performance of the Tulsa Health Department, as compared to other food protection agencies around the state?

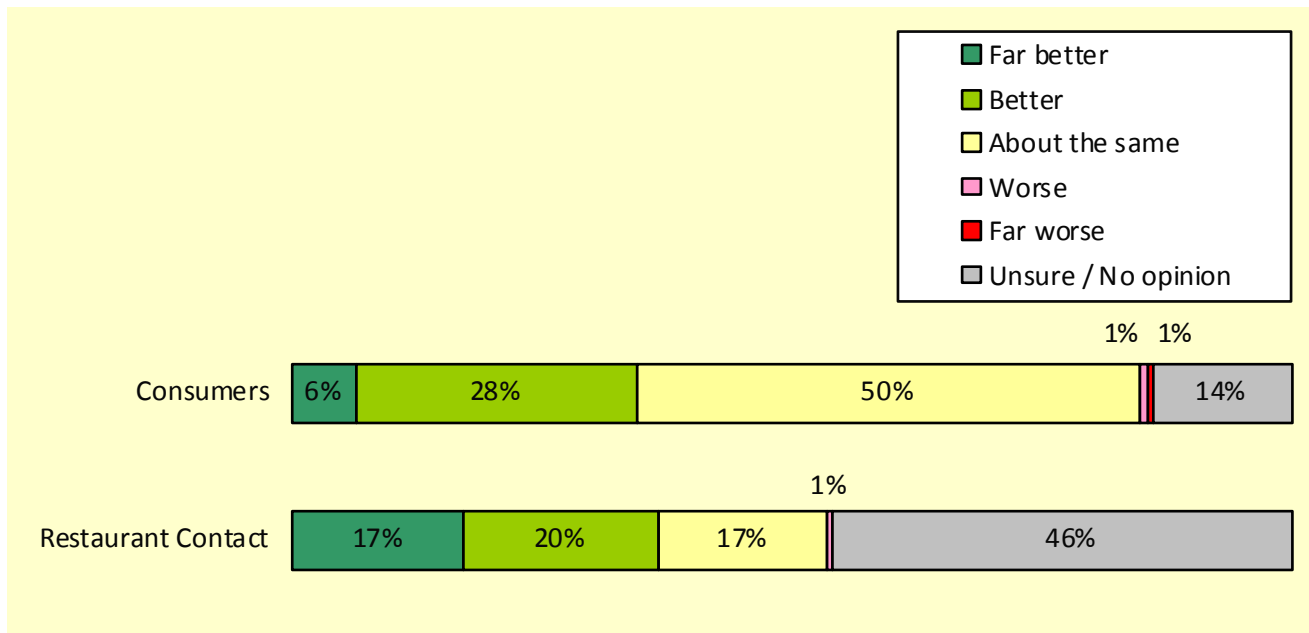
Findings

Among consumers, THD is considered far better (6%) or better (28%) than other food protection agencies around the state. Conversely, very few consider THD worse (1%) or far worse (1%). The balance (14%) are unsure or have no opinion.

Among restaurant contacts, THD is considered far better (17%) or better (20%) than other food protection agencies around the state. Conversely, very few consider THD worse (1%). Note that nearly half (46%) are unsure or have no opinion.

Note that both consumers and restaurants tend to rate the overall THD performance better than other food protection agencies in Oklahoma.

Base=401 consumers; 200 restaurants



Data Charts

BASIS FOR OPINION | COMPARATIVE PERFORMANCE

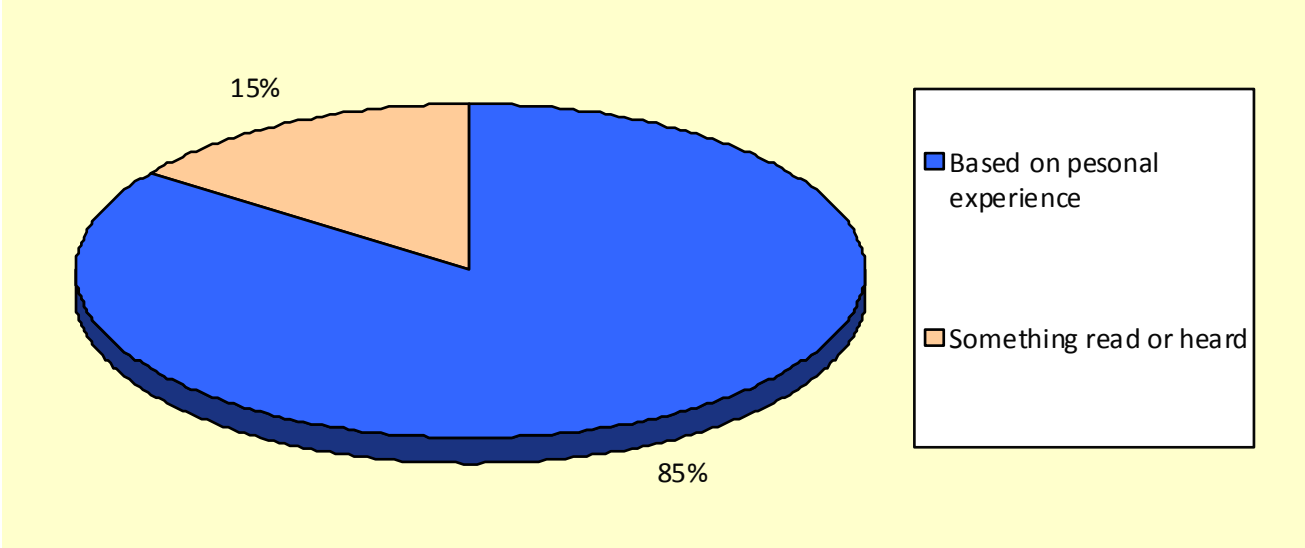
Restaurants

(9) Is this opinion based on a personal experience with another food protection agency in the state, or is it based on something you have heard or read?

Findings

The vast majority of restaurant contacts (85%) said they based their opinion of THD's comparative performance on personal experience, as opposed to something they read or heard (15%).

Base=200 restaurants



Data Charts

OPINION OF FOOD CODE

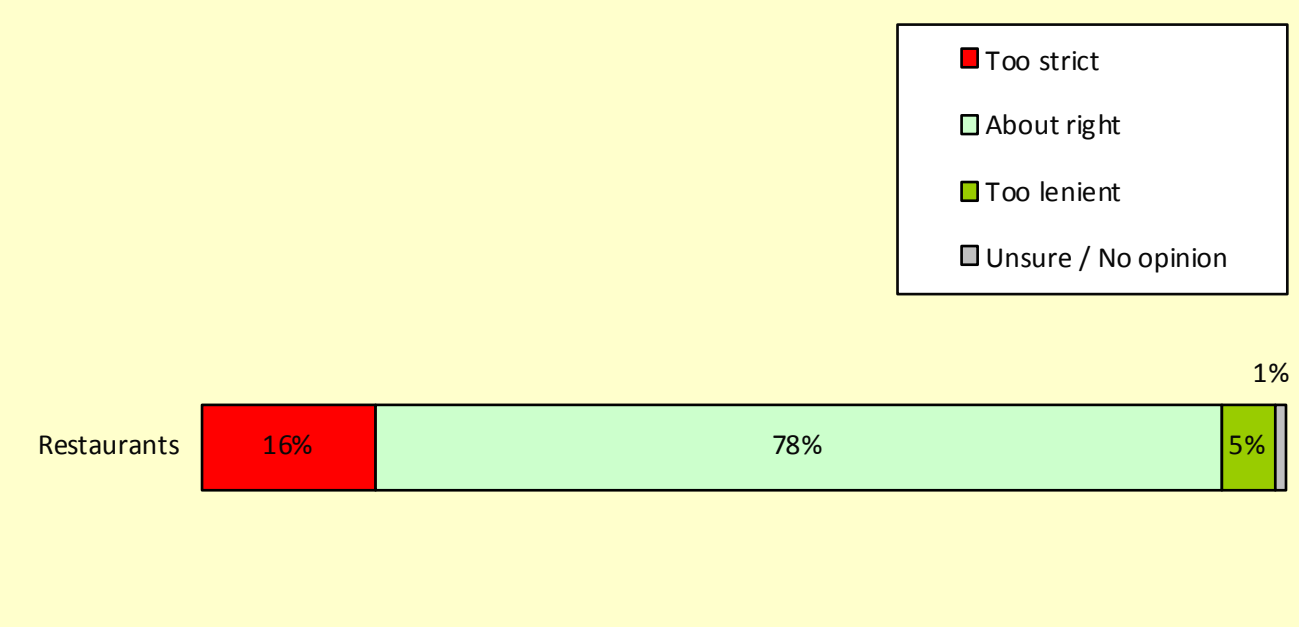
Restaurants

(10) Which of these best describes your opinion of the food code?

Findings

More than 3 in 4 restaurant contacts (78%) think the food codes in Tulsa County are “about right.” One in 6 (16%) think the codes are too strict, while 1 in 20 (5%) think they are too lenient. A small percentage (1%) is unsure or has no opinion.

Base=200 restaurants



Data Charts

OPINION OF ENFORCEMENT LEVEL

Consumers

(17) Which of these best describes your opinion of the enforcement of the food rules and regulations in Tulsa County? (Read list).

Restaurants

(11) Which of these best describes your opinion of the Tulsa Health Department’s enforcement of the food codes?

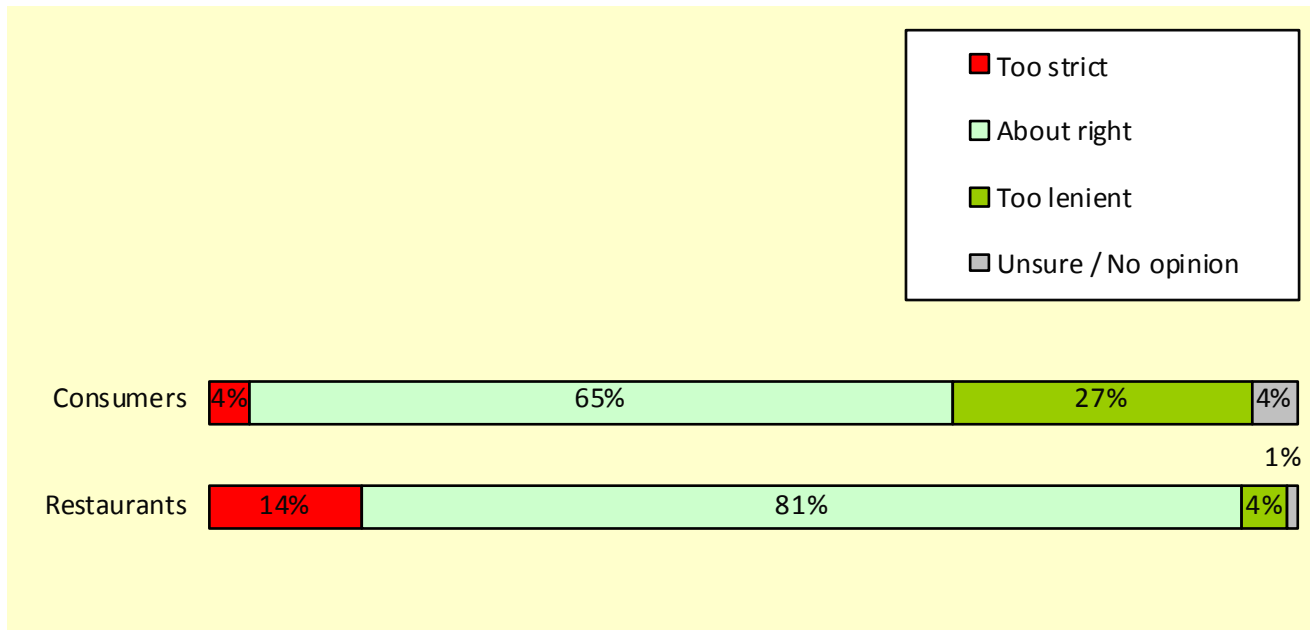
Findings

In terms of food code enforcement, most consumers (65%) think THD enforcement is “about right.” However, more than 1 in 4 (27%) think it is too lenient, while 4% think it is too strict. The balance (4%) is unsure or has no opinion.

Among restaurant contacts, 4 in 5 (81%) consider THD enforcement “about right,” while 14% think it is too strict, and 4% too lenient. Only 1% is unsure or has no opinion.

Note that consumers are more likely than restaurants to think that Tulsa County food code enforcement is too lenient (27% versus 4%), with restaurants more likely to consider enforcement too strict (14% versus 4%).

Base=401 consumers; 200 restaurants



Data Charts

OPINION OF RESTAURANTS REGARDING ENFORCEMENT LEVEL

Consumers

(18) How do you think Tulsa area restaurants view the enforcement of the food rules and regulations in Tulsa County? (Read list).

Restaurants

(12) Based upon your experience in the industry, how do you view the food code and its enforcement in Tulsa County compared to urban areas in other states?

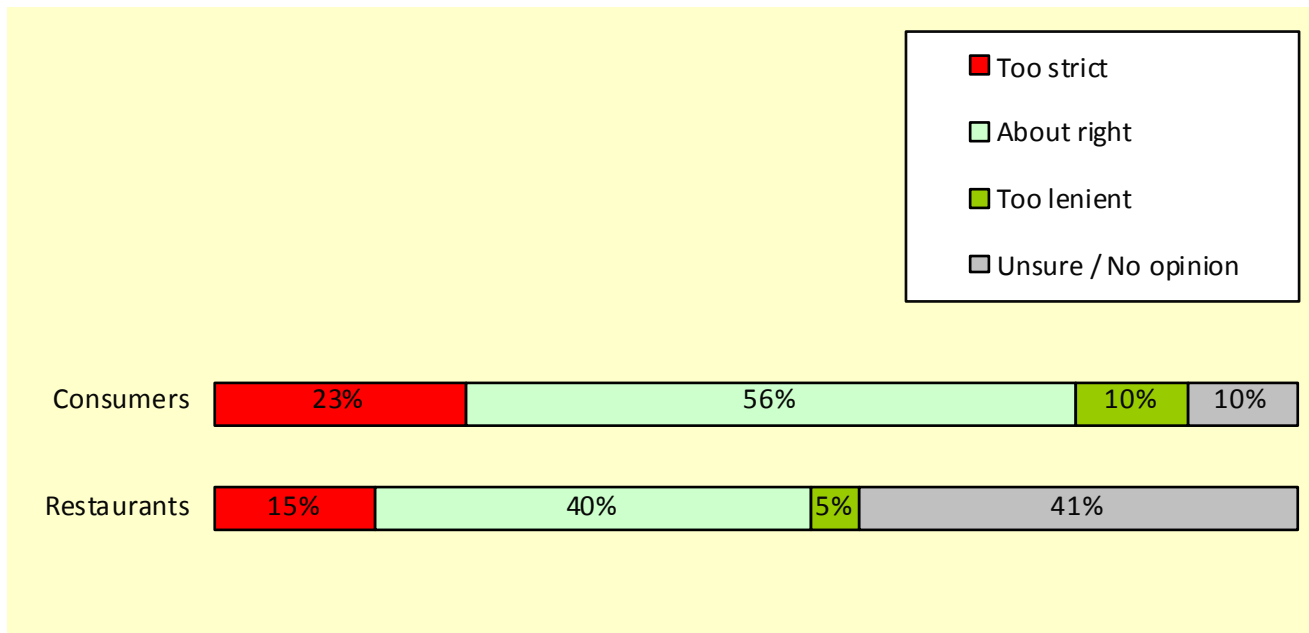
Findings

Consumers tend to assume that restaurants would view the food code enforcement as too strict (23%) versus too lenient (10%).

Restaurant contacts tend to think the Tulsa County food code enforcement is “about right” compared to other urban areas in Oklahoma (40%), or they are unsure or have no opinion (41%). A minority (15%) feel Tulsa County is too strict compared to other urban areas, whereas 5% consider Tulsa County too lenient in comparison.

Note that Tulsa County restaurants which think Tulsa County enforcement is stricter than other Oklahoma urban areas are in a minority – just 15%.

Base=401 consumers; 200 restaurants



Data Charts

ENFORCEMENT COMPARED TO OTHER COUNTIES

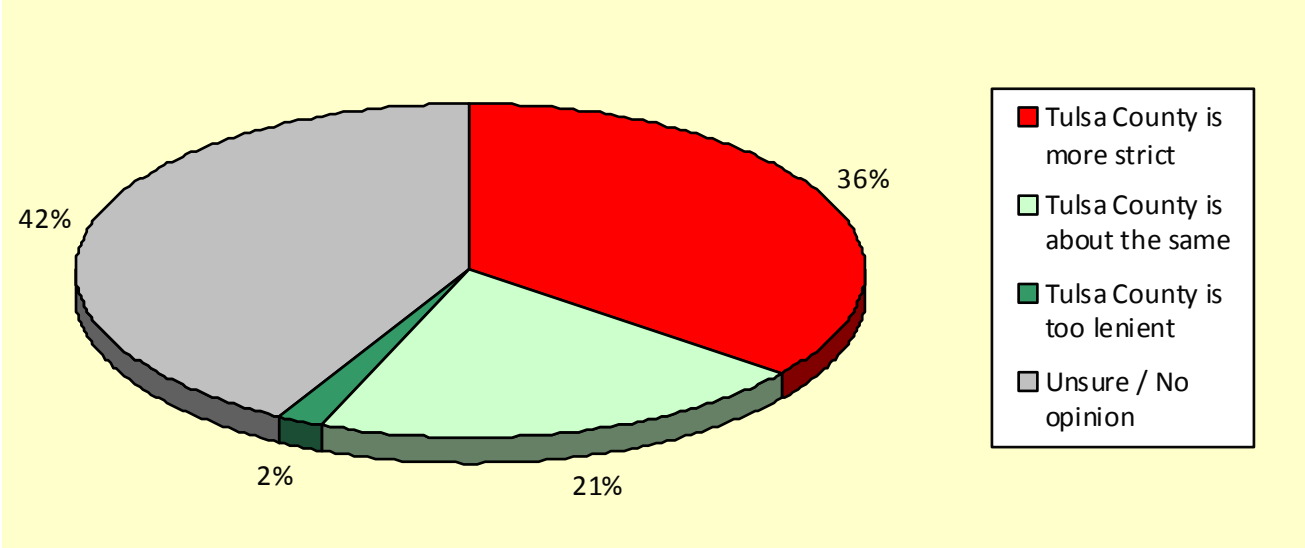
Restaurants

(13) How does the enforcement of the food code in Tulsa County compare to other counties in the state?

Findings

When asked to compare food code enforcement in Tulsa County to other counties in Oklahoma, more than 1 in 3 (36%) restaurant contact think Tulsa County is more strict, while only 2% think it is less strict. However, the majority thinks Tulsa County enforcement is about the same (21%) or they are unsure or have no opinion (42%).

Base=200 restaurants



Data Charts

BASIS FOR OPINION | CLOMPARATIVE ENFORCEMENT

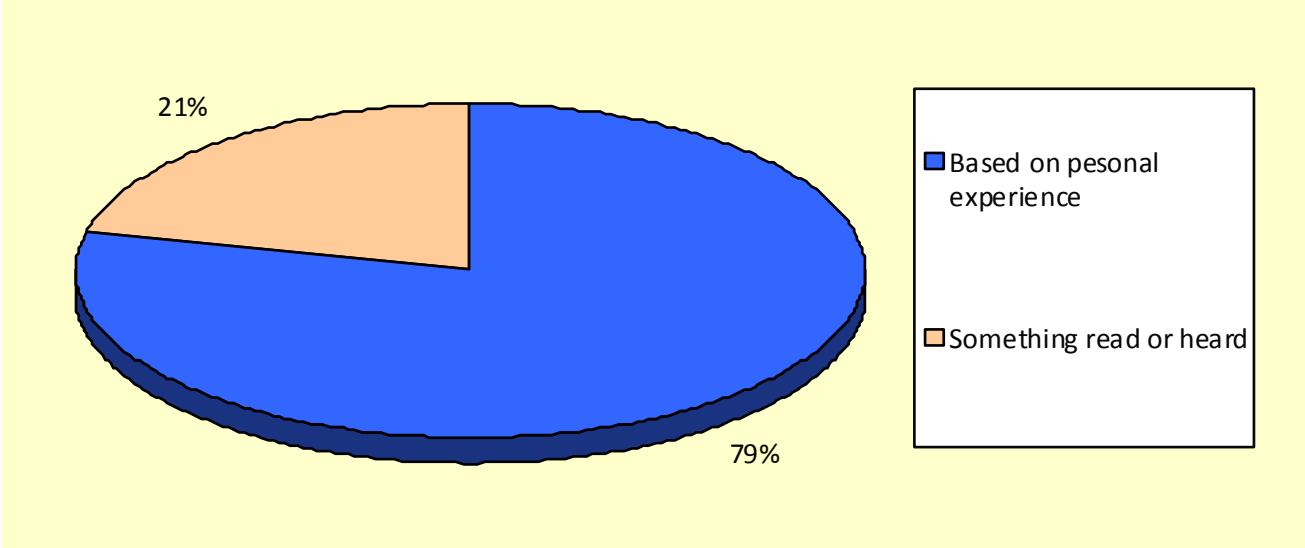
Restaurants

(14) Is this opinion based on a personal experience with another food protection agency in the state, or is it based on something you have heard or read?

Findings

The vast majority of restaurant contacts (79%) said they based their opinion of THD's comparative enforcement to other Oklahoma counties on personal experience, as opposed to something they read or heard (21%).

Base=200 restaurants



Data Charts

RATING EXPERIENCE WITH INSPECTORS

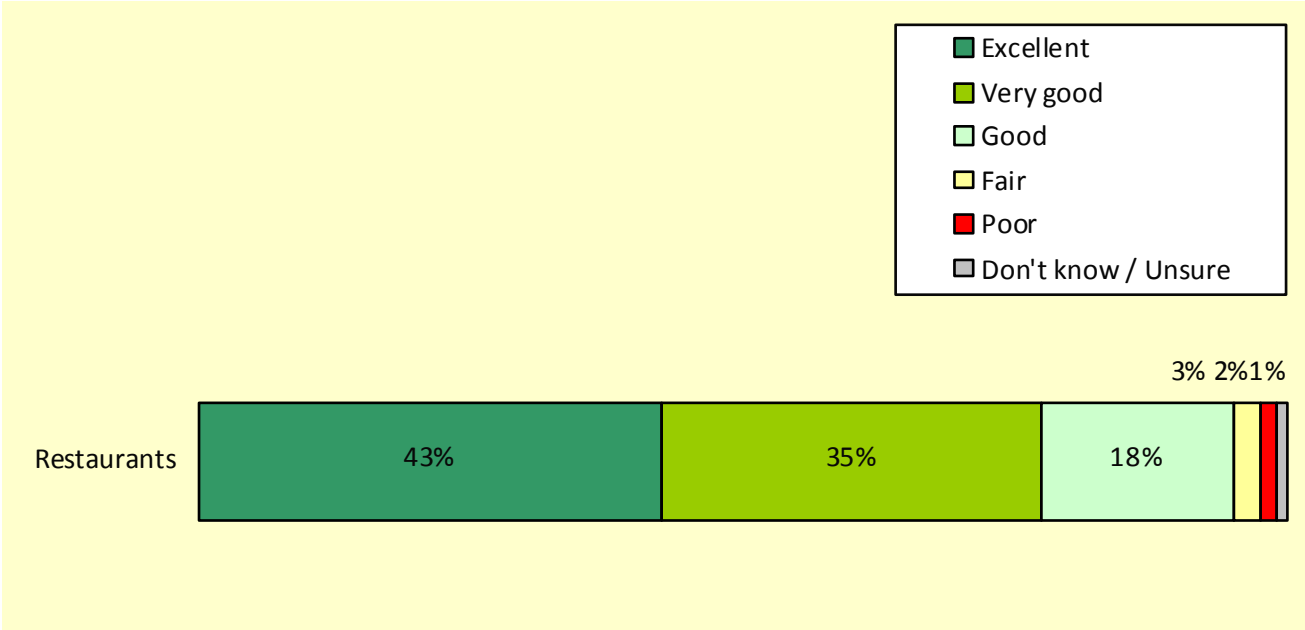
Restaurants

(15) Overall, how would you rate your experience with the inspectors from the Tulsa Health Department?

Findings

The vast majority of restaurant contacts reported a positive experience with THD inspectors – 43% said their contact was excellent, 35% very good, and 18% good. Only 2% said inspector contact was fair, and just 1% poor. Less than 1% said they did not know or were unsure.

Base=200 restaurants



Data Charts

INFLUENCE OF THD ON RESTAURANT GROWTH

Consumers

(19) Which of these three statements do you think best describes the influence that the Tulsa Health Department has on new restaurants locating in the area? (Read list.)

Restaurants

(18) Which of these three statements do you think best describes the influence that the Tulsa Health Department has on new restaurants locating in the area? (Read list.)

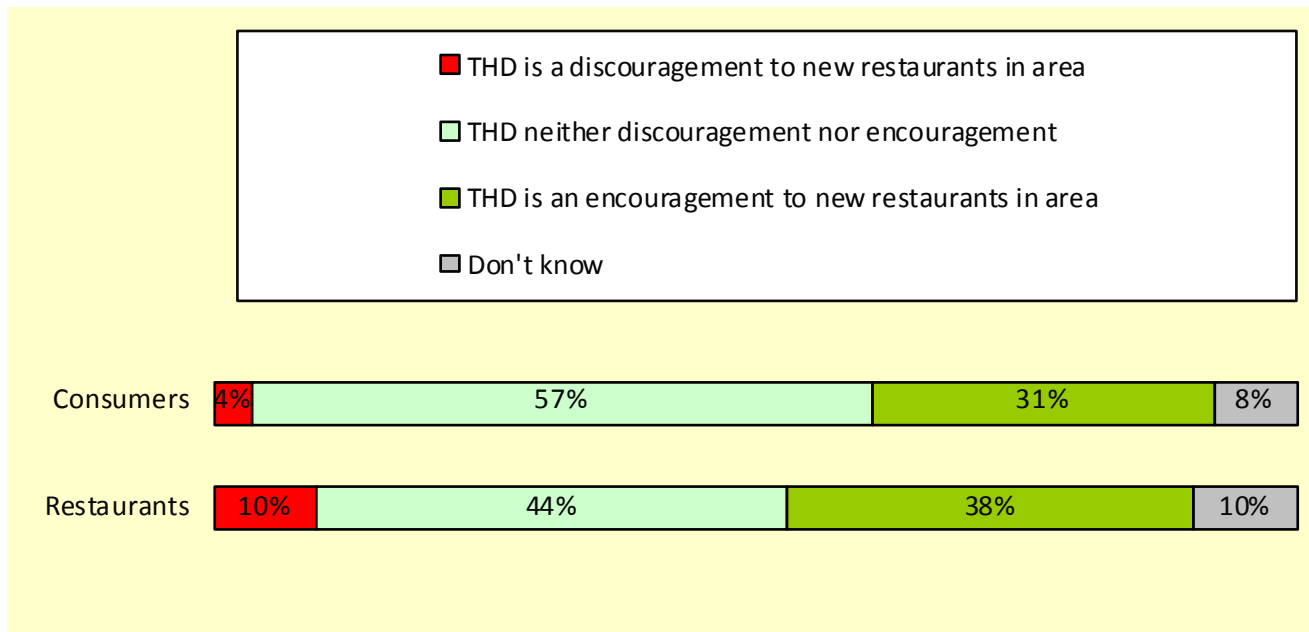
Findings

On balance, consumers think THD's influence on new Tulsa County restaurants is positive. While most consider THD a neutral factor, 31% think THD encourages new restaurant openings, while just 4% think THD discourages new locations. Another 8% are unsure of THD's influence.

In fact, restaurants themselves see THD as a positive influence – 44% think THD is a neutral factor in new Tulsa County restaurant openings, while nearly 2 in 5 (38%) think THD actually encourages new locations, and only 10% think the agency discourages new openings. The balance (10%) is unsure of THD influence on restaurants locating in Tulsa County.

Note that both consumers and restaurants think THD is – on balance – a positive influence on new restaurants coming to Tulsa County. For consumers, the positive-to-negative ratio is nearly 8 to 1, and among restaurants nearly 4 to 1.

Base=401 consumers; 200 restaurants



Data Charts

OPINIONS OF ENFORCEMENT LEVEL

Restaurants

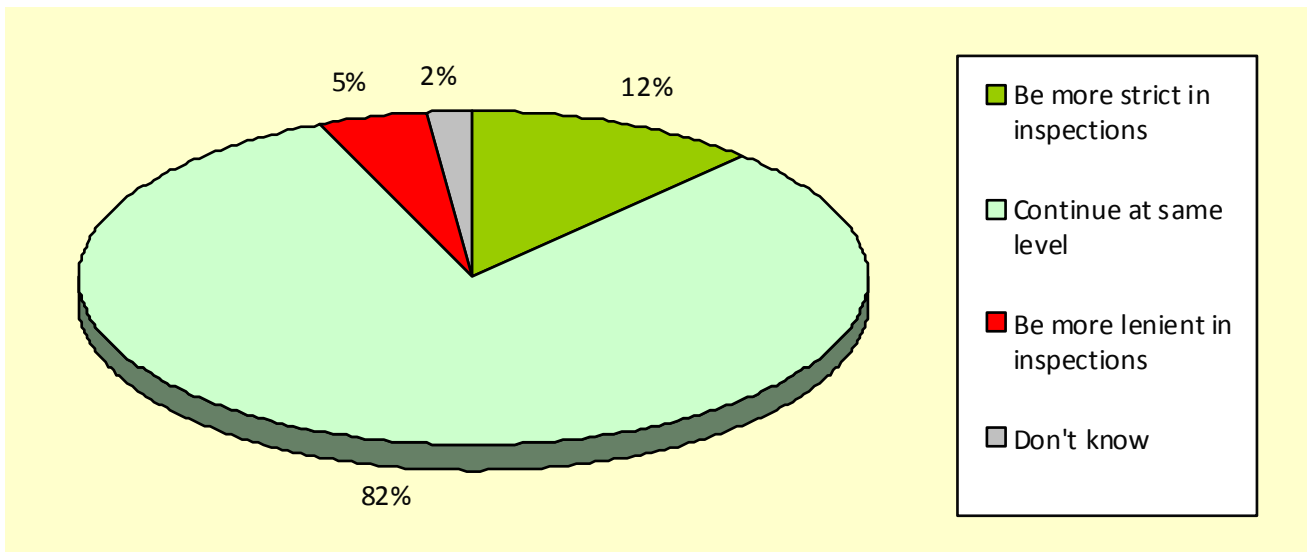
(19) Overall, I think the Tulsa Health Department should... (Read list.)

Findings

Although restaurants are more likely to think THD is more – rather than less – strict in food inspections, the vast majority (82%) think THD should continue at the same level of inspection scrutiny as it does now.

In fact, while only 5% think THD should be more lenient, more than twice as many (12%) think THD should actually be more strict in its inspection efforts.

Base=200 restaurants



Data Charts

IMPACT ON RESTAURANT OPERATIONS

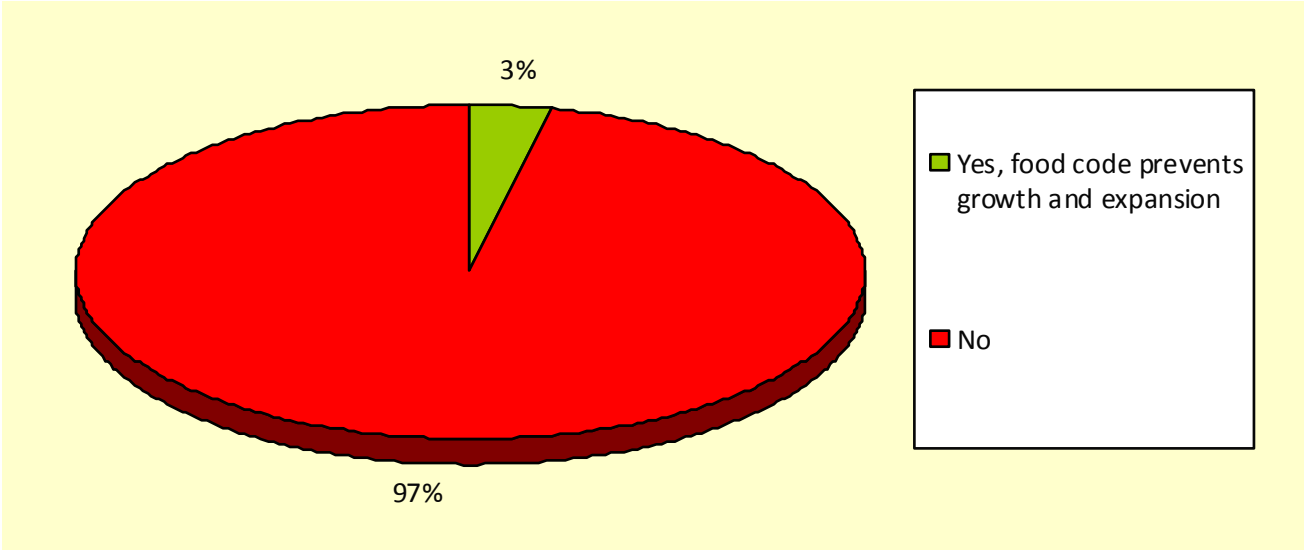
Restaurants

(20) Think for a minute about the types of food you serve, the ways you serve it, and the areas where it can be cooked, prepared, and served. Does the current food code prevent you from growing or expanding your restaurant operation in any way?

Findings

The vast majority of restaurant contacts (97%) said that the current Tulsa County food code would have no impact on any plans to grow or expand their current restaurant operations.

Base=200 restaurants



Data Charts

IMPACT ON RESTAURANT LOCATIONS

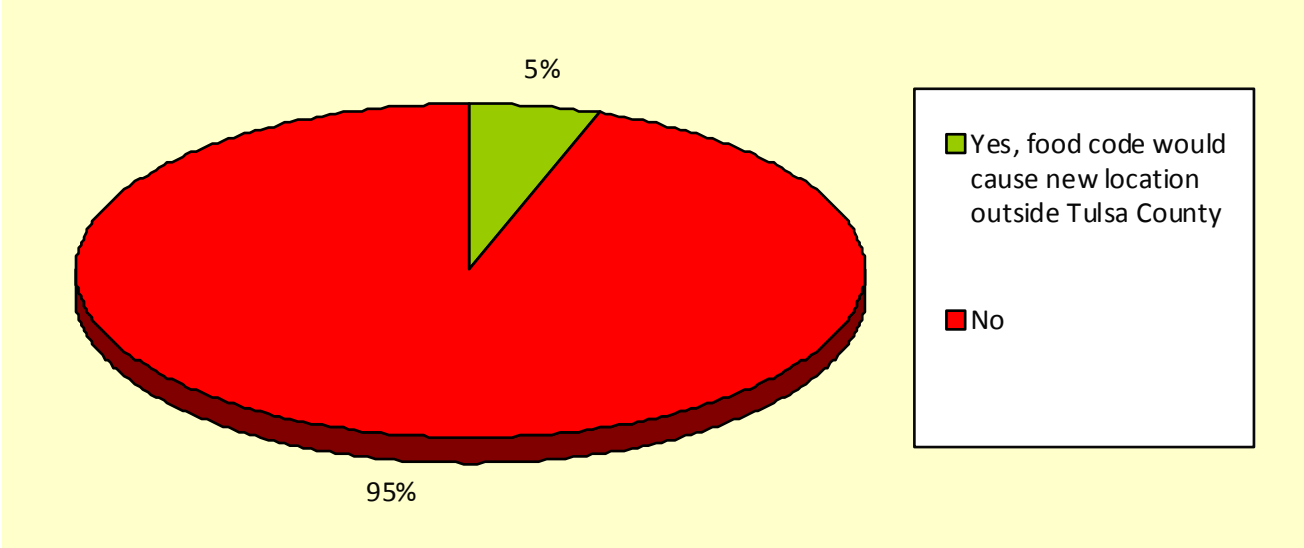
Restaurants

(22) If you were to consider opening a restaurant location, is there anything about the current food code that would cause you to locate somewhere other than Tulsa County?

Findings

Likewise, the vast majority of restaurant contacts (95%) said that the current Tulsa County food code would not prevent them from locating a new restaurant in Tulsa County.

Base=200 restaurants



Data Charts

COMFORT LEVEL IN CONTACTING THD

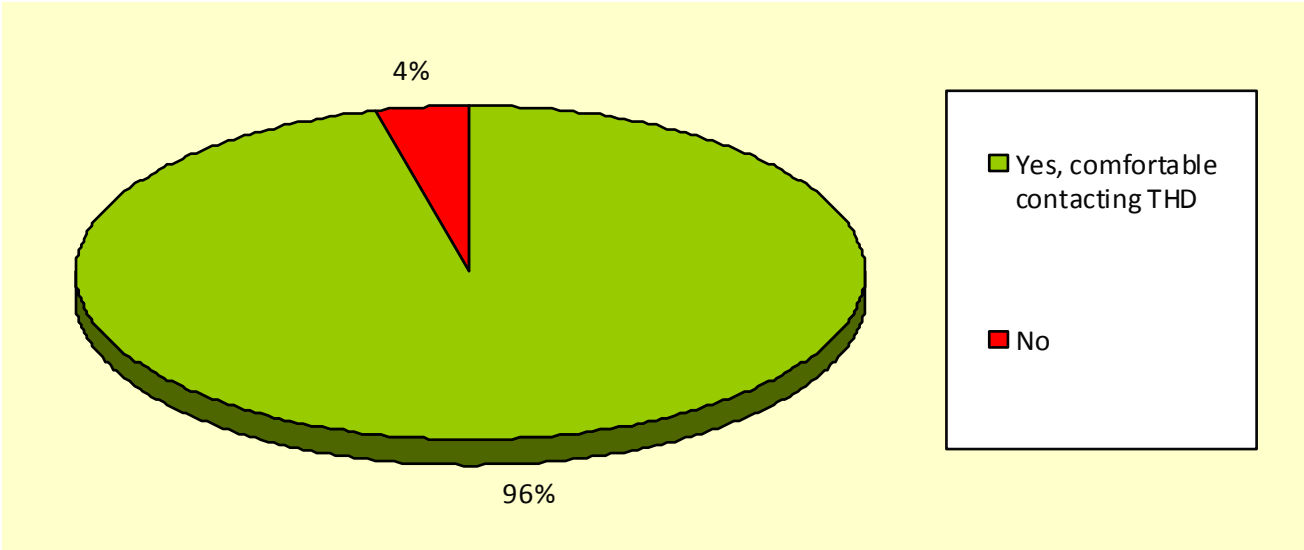
Restaurants

(24) If you had a problem or question about food safety, the regulation, or your inspector in your restaurant, would you feel comfortable contacting the Health Department for advice or assistance?

Findings

Nearly all restaurant contacts (96%) said they would feel comfortable contacting THD with any problems or questions they had about food safety, regulations, or inspectors.

Base=200 restaurants



Data Charts

SUGGESTIONS FOR FOOD RULES AND REGULATIONS

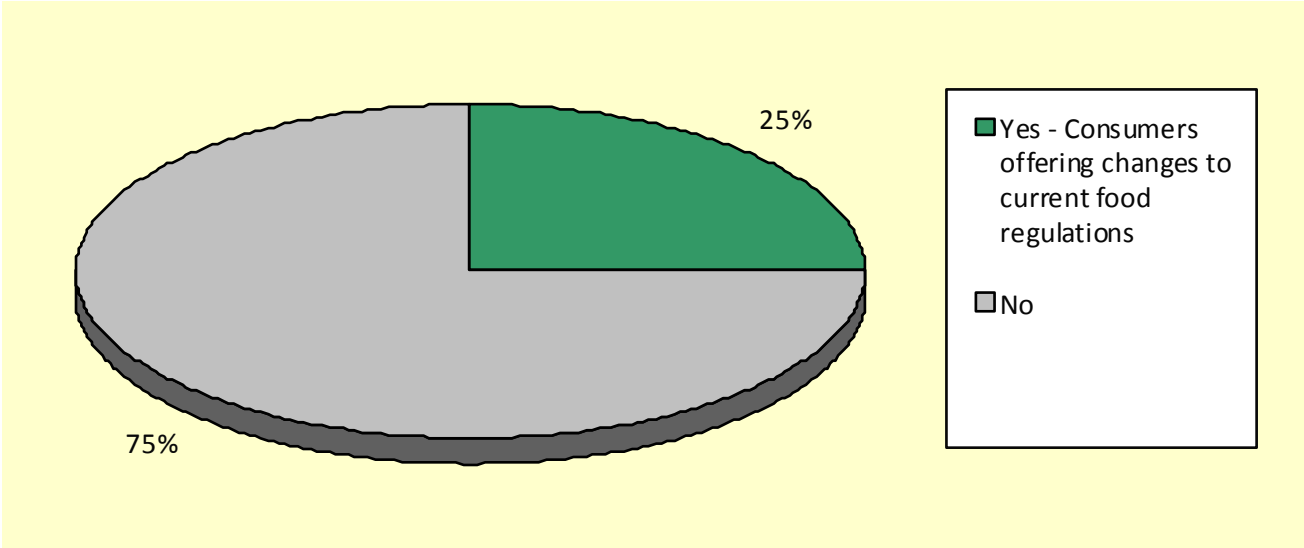
Consumers

(20) Is there anything in the current food rules and regulations that is missing or needs to be changed?

Findings

One in 4 consumers (25%) suggested a change or comment on current food regulations in Tulsa County. (See Open Responses section for specific comments.)

Base=401 consumers



Data Charts

COMMENTS ABOUT FOOD SAFETY OR INSPECTIONS

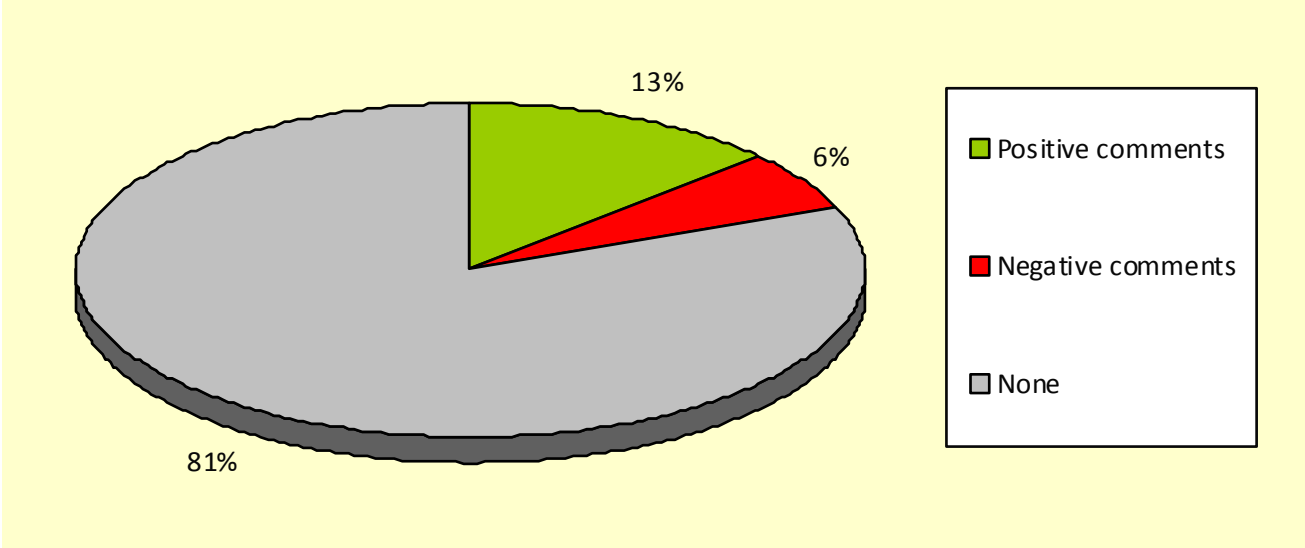
Restaurants

(26) Do you have any comments you would like to share about restaurant food safety or inspections in Tulsa County?

Findings

One in 5 restaurant contacts (19%) offered a comment about food safety or inspections. The percentage of positive (13%) to negative (6%) comments was more than 2 to 1. (See the Open Responses section for specific comments.)

Base=200 restaurants



Data Charts

FINAL COMMENTS FROM CONSUMERS

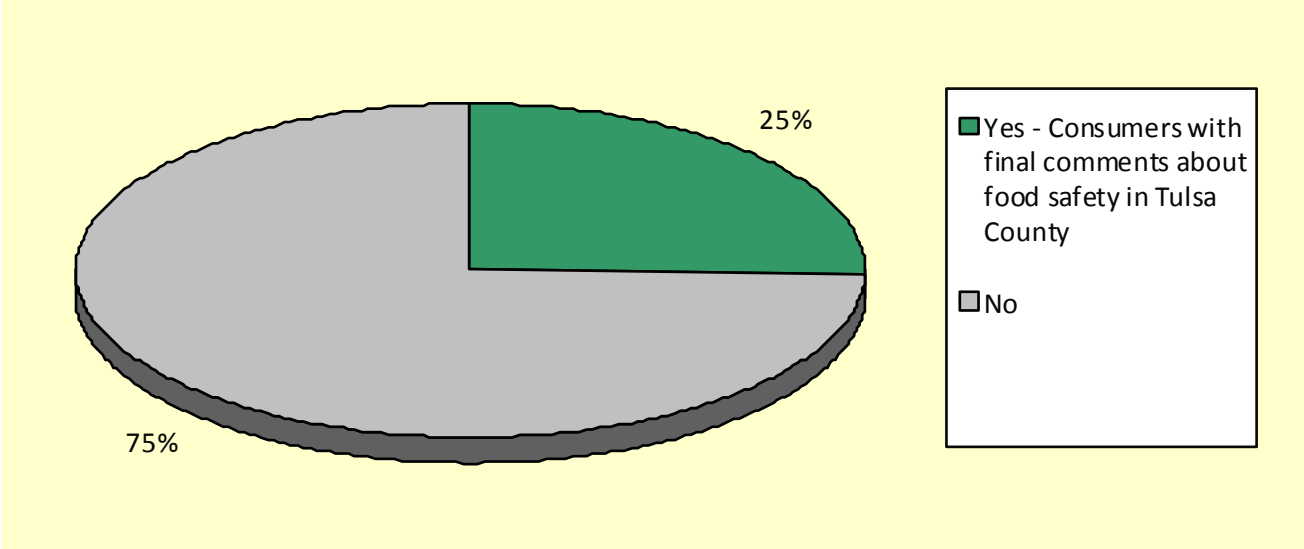
Consumers

(21) Do you have any comments you would like to share about restaurant food safety in Tulsa County?

Findings

One in 4 consumers (25%) offered a comment about restaurant food safety in Tulsa County. (See the Open Responses section for specific comments.)

Base=401 consumers



Open Responses

SUGGESTIONS FOR FOOD RULES AND REGULATIONS

Consumers

(20) Is there anything in the current food rules and regulations that is missing or needs to be changed?

Comments are displayed in alphabetical order for ease of reading.

SUGGESTIONS FOR FOOD RULES AND REGULATIONS

ADDING MORE STAFF WOULD BE GOOD

CHECK A LITTLE MORE OFTEN.

COULD BE MORE STRICT ON HANDING OUT FOOD PERMITS.

DO MORE IN THE WAY OF INSECT CHECKS AND CHECKING RESTROOMS. SOME OF THE RESTAURANTS ARE DIRTY. PROBABLY NEED MORE INSPECTORS FOR OTHER THINGS THAT ARE NOT CONSIDERED OR NOT LOOKED AT AS IMPORTANT.

EMPLOYEES WHO SMOKE AND THEN HANDLE FOOD NEED TO BE CORRECTED

EVERYONE THAT HANDLES FOOD SHOULD WEAR GLOVES

EVERYTHING NEEDS IMPROVEMENT

FOLLOW UP ON SOME OF THE PEOPLE THAT WORK IN THE RESTAURANT. MAKE SURE THEY ARE NOT SICK. SOME EMPLOYEES ARE SICK AND SHOULD NOT BE WORKING ESPECIALLY IF IT IS SOMETHING CONTAGIOUS.

HAND WASHING IS NOT ENFORCED AS IT SHOULD BE. NEED STRONGER ENFORCEMENT IN THE KITCHEN AREA.

I COME FROM CALIFORNIA AND THEY HAVE A RESTAURANT RATING SYSTEM THERE AND THEY GIVE EACH RESTAURANT AN "A" "B" OR "C" RATING. THERE'S NO RATING SYSTEM HERE AND WE NEED ONE.

I DON'T THINK THERE'S ENOUGH LABELING AND PROTECTION REGARDING MSG AND OTHER SODIUM PRODUCTS. SOME SODIUM PRODUCTS TURN VEGETABLES BROWN AND I'M ALLERGIC TO THE INGREDIENTS OF SOME SALAD BARS AND BUFFETS.

I FEEL THAT THE FOOD INSPECTORS COULD BE A LOT STRICTER.

I KNOW SOME COOKING STAFF AND THEIR CLOTHES IS COVERED WITH FOOD AND STUFF LIKE THAT. IF IT'S ON THEIR CLOTHES THEIR WORK AREA IS PRETTY MUCH THE SAME.

I PRESUME THAT THEY WOULD WANT TO CHECK MEAT QUALITY AND EVERYTHING ELSE. THEY SHOULD CHECK THE CLEANLINESS OF THE WORKERS AND THEIR KITCHEN AND THE SAFETY OF THE FOOD PREPARATION.

I THINK ANYONE WHO WEARS LONG HAIR SHOULD WEAR A HAIRNET.

I THINK HAIR SHOULD BE CONFINED ESPECIALLY IF IT'S LONG. NEED A DRESS CODE-IF THERE ARE WORKERS WITH PANTS BELOW THEIR BUTT I WILL WALK OUT. NEED STRICTER ENFORCEMENT ON CLEAN HANDS.

I THINK IT NEEDS TO BE CHANGED. THEY NEED TO BE STRICTER ON MIXING FOODS. LIKE LEFT OVERS-PUTTING FRESH WITH LEFT OVERS. EVERY PLACE I GO I SAY WANT FRESH.

Open Responses

SUGGESTIONS FOR FOOD RULES AND REGULATIONS (Continued)

Consumers

(20) Is there anything in the current food rules and regulations that is missing or needs to be changed?

SUGGESTIONS FOR FOOD RULES AND REGULATIONS

I THINK IT'S A DISGRACE THE WAY THINGS HAVE BEEN LATELY. MCDONALD'S PEOPLE ARE HANDLING THE FOOD WITHOUT GLOVES AND I ASKED THE MANAGER AND HE SAID IT'S NOT A REQUIREMENT. IT HAS DISCOURAGED ME FROM EATING AT MCDONALDS.

I THINK THAT THEY PUT TOO MUCH EMPHASIS ON TOPICS THAT ARE NOT THAT IMPORTANT

I THINK THE FOOD HANDLERS AT TACO BUENO SHOULD HAVE TO WEAR GLOVES. ANYONE WHO TOUCHES FOOD SHOULD BE REQUIRED TO WEAR GLOVES.

I THINK THE TRAINING OF WORKERS IN FAST FOOD RESTAURANTS NEEDS WORK. SOMETIMES AT BRAUMS THE WORKERS WILL BE WEARING GLOVES TO PREPARE THE FOOD THEN WEARING SAME GLOVES GO DEAL WITH THE MONEY.

I THINK THERE SHOULD BE MORE MANPOWER. THEY DO NOT HAVE ENOUGH PEOPLE TO DO THEM ALL.

I THINK THEY NEED TO BE STRICTER WITH MORE INSPECTIONS.

I THINK THEY NEED TO HAVE A RATING SYSTEM POSTED WHERE WE CAN SEE IT. THAT WAY THE CUSTOMER CAN SEE HOW WELL THEY ARE DOING THEIR JOB.

I THINK THEY NEED TO INSPECT FOOD BETTER.

I THINK THEY NEED TO VISIT MORE FREQUENTLY THAN THEY DO

I THINK THEY SHOULD DO MORE FREQUENT INSPECTIONS

I THINK YOU NEED TO BE ON THE BALL ALL THE TIME IF YOU ARE GOING TO HANDLE FOOD. I DON'T THINK YOU CAN BE TOO STRICT WHEN IT COMES TO THE HANDLING OF FOOD.

I WONDER ABOUT FREQUENCY OF INSPECTIONS. I DON'T THINK EVERYBODY GETS INSPECTED EVERY YEAR. I THINK AT THE MOST THEY GET IT ONCE A YEAR.

I WONDER IF THERE IS THERE A REQUIREMENT ABOUT DIFFERENT COLORED CUTTING BOARDS BEING USED FOR DIFFERENT KINDS OF FOOD BEING CUT.

I WOULD LIKE TO SEE A HOTLINE TO BE ABLE TO CALL IN

I WOULD LIKE TO SEE THEM NOTIFY PEOPLE BETTER AS TO WHAT CAUSED THE RESTAURANT TO BE SHUT DOWN.

I'D LIKE FOR THEM TO BE BETTER ABOUT CLEANING

IF ANYTHING-MORE STRICT.

IF SOMEONE HAS A COLD OR A COUGH THEY SHOULDN'T BE HANDLING FOOD OR BRINGING FOOD TO TABLES. I'VE SEEN CASES WHERE EMPLOYEES WERE SICK AND HANDLING FOOD.

I'M NOT A BIG PROPONENT OF GOVERNMENT IN PRIVATE MARKETS. IF RESTAURANTS DIDN'T HANDLE FOOD CORRECTLY THEY WOULD GO OUT OF BUSINESS. I WOULD PREFER A PRIVATE GROUP INSTEAD OF GOVERNMENT TO SUPERVISE THE FOOD RULES. GOVERNMENT AGENCIES AREN'T ACCOUNTABLE TO ANYBODY.

Open Responses

SUGGESTIONS FOR FOOD RULES AND REGULATIONS (Continued)

Consumers

(20) Is there anything in the current food rules and regulations that is missing or needs to be changed?

SUGGESTIONS FOR FOOD RULES AND REGULATIONS
I'M NOT UP ON THE CURRENT REGULATIONS. I JUST THINK IT'S VERY IMPORTANT FOR THEM TO BE VERY STRICT ABOUT FOOD SAFETY.
I'M SUSPICIOUS OF THE YOUNGER TEENAGERS AND DON'T KNOW HOW CAREFUL THEY ARE HANDLING FOOD.
IT SEEMS THEY NEED TO BE MORE STRINGENT ON TRAINING FOOD SERVERS.
JUST SPECULATE THAT THERE CAN BE MORE.
JUST STRICTER RULES AND ENFORCEMENT.
MAKE SURE THERE ARE ENOUGH WORKERS TO CHECK ALL THE RESTAURANTS AND KEEP THEM SAFE
MAKE SURE THEY CHECK THEM WHEN THEY ARE SUPPOSED TO. ONCE A MONTH AND NOT JUST IN TULSA BUT STATE WIDE.
MAKING SURE ALL WORKERS KNOW HOW TO SPEAK FLUENT ENGLISH. IF THEY CAN'T SPEAK ENGLISH THEY CAN'T HAVE A JOB IN A RESTAURANT.
MAKING SURE CONSUMERS HAVE A WAY OF GETTING NUTRITIONAL INFORMATION ABOUT ITEMS ON MENU.
MORE AND BETTER CHECKS.
MORE FREQUENT INSPECTIONS OF RESTAURANTS
MORE FREQUENT INSPECTIONS WHERE TEENAGERS ARE HANDLING FOOD
MORE INSPECTIONS. THAT WOULD BE ABOUT IT.
MORE REGULAR CHECKS FROM THE HEALTH DEPARTMENT AND BETTER ENFORCEMENT.
MORE STRICT. TULSA IS THE TEST PLACE FOR NEW PRODUCTS AND NEEDS TO BE CHECKED BETTER. TULSA IS USED AS TESTS FOR NEW PRODUCTS.
MY BIGGEST CONCERN ABOUT RESTAURANTS IS SANITATION AND CLEANLINESS MAKING SURE FOOD SURFACES AND UTENSILS ARE CLEAN
MY WIFE WOULD LIKE FOR THEM TO USE NON-LATEX GLOVES.
NEED A RATING SYSTEM POSTED AT THE DOOR BASED ON ONE TO ONE HUNDRED
NEED MORE FUNDING FOR MORE INSPECTORS
NEED MORE INSPECTIONS.
NEED MORE TRAINING OF WORKERS
NEED SOMETHING FOR STORAGE OF LEMONS
NEED TO BE A LITTLE CLEANER.
NEED TO BE ENFORCED BETTER.

Open Responses

SUGGESTIONS FOR FOOD RULES AND REGULATIONS (Continued)

Consumers

(20) Is there anything in the current food rules and regulations that is missing or needs to be changed?

SUGGESTIONS FOR FOOD RULES AND REGULATIONS
NEED TO BE MORE PEOPLE INSPECTING.
NEED TO GO BACK TO HAIR NETS.
NEED TO WEAR GLOVES ALL THE TIME WHEN HANDLING FOOD.
PEOPLE NEED TO KEEP HANDS CLEANER. RESTROOMS NEED TO BE CLEANER.
PEOPLE WHO ARE ILL AND STILL WORKING WITH FOOD.
RAISE THE AGE LIMIT AND HAVE A HIGH SCHOOL DIPLOMA
REGULATIONS ON DIABETES FOOD PREPARATION. THEY SHOULD BE REQUIRED TO SHOW CARBOHYDRATES. ALL FOOD PREPARED SHOULD SHOW THE NUTRITIONAL VALUE .
REQUIREMENT FOR WASHING HANDS SHOULD BE ON A NEON SIGN.
SHORTS SHOULD BE ALLOWED TO BE WORN BY BOTH MEN AND WOMEN.
THE FOOD BEING COLD ON HOT BUFFETS. FILTHY BATHROOMS/DIRTY SILVERWARE AND GLASSES/COCKROACHES ON FLOORS AND IN SUMMER DEAD FLIES IN WINDOWS.
THE IMPORTANCE OF IMPRESSING FOOD WORKERS TO WASH THEIR HANDS OR AT LEAST WEAR GLOVES. THEY GO FROM CUSTOMER TO CUSTOMER AND SOMETIMES TAKE A BATHROOM BREAK AND DON'T WASH THEIR HANDS. THE IMPORTANCE OF THIS NEEDS TO BE REINFORCED.
THE NUMBER OF TIMES THEY VISIT - NEED MORE VISITS.
THE PREPARATION IS KIND OF LAX SOMETIMES BUT THAT IS ABOUT IT.
THE TULSA COUNTY HEALTH DEPT. NEEDS TO TAKE OUT THAT MOVIE THEY MAKE EVERYONE WATCH. IT IS REALLY OUT OF DATE LIKE "LEAVE IT TO BEAVER". THEY DON'T HAVE MICRO WAVES OR TELL YOU HOW TO CLEAN THE NEW COFFEE POTS.
THERE NEEDS TO BE BETTER TRAINING OF THE FOOD HANDLERS. THE FOOD HANDLERS CLASS IS NOT VERY INFORMATIVE AND I HAVE SEEN FIRST HAND PEOPLE HELPING WITH THE ANSWERS. I THINK THEY COULD DO A BETTER JOB OF ENFORCEMENT. I'VE SEEN STAFF GO OUT AND SMOKE A CIGARETTE AND COME BACK IN AND NOT WASH THEIR HANDS.
THEY ARE ARBITRARILY ENFORCED BASED ON WHO IS INSPECTING THE RESTAURANTS
THEY DON'T HAVE ENOUGH PEOPLE TO DO A GOOD JOB.
THEY DON'T HAVE THE MANPOWER AND MONEY TO DO WHAT NEEDS TO BE DONE.
THEY NEED MORE INSPECTORS TO CHECK OUT RESTAURANTS
THEY NEED TO BE INSPECTED MORE CONSIDERING THE ROACHES AND THINGS.
THEY NEED TO BE MORE STRICT ON HOW CLEAN THE RESTAURANTS ARE.
THEY NEED TO BE STRICTER ON EVERYTHING

Open Responses

SUGGESTIONS FOR FOOD RULES AND REGULATIONS (Continued)

Consumers

(20) Is there anything in the current food rules and regulations that is missing or needs to be changed?

SUGGESTIONS FOR FOOD RULES AND REGULATIONS

THEY NEED TO DO MORE DROP IN VISITS ESPECIALLY THE ONES THAT HAVE THE BUFFETS. I'VE HAD A FEW PROBLEMS WITH THAT KIND BUT NOTHING MAJOR. I'VE BEEN A MANAGER BEFORE SO I KNOW HOW THINGS SHOULD BE.

THEY NEED TO DO THEIR JOB. IF ANY CUSTOMERS GO IN THE BACK AND SEE HOW THE RESTAURANT PREPARES IT'S FOOD THEY WOULD NEVER EAT OUT AGAIN. IF THEY WOULD REALLY INSPECT THESE RESTAURANTS YOU WOULDN'T GET SICK FROM EATING AT THESE PLACES.

THEY NEED TO ENFORCE THE RULES THEY HAVE STRICTER PENALTIES

THEY NEED TO GET TRAINING INSTEAD OF JUST GETTING A TEMPORARY PERMIT.

THEY NEED TO HAVE MORE INSPECTIONS. MY FRIEND USED TO OWN A RESTAURANT. IN A CHINESE RESTAURANT THE GIRL WAS HANDLING MONEY AND WRAPPING SILVERWARE AT THE SAME TIME. THE BATHROOMS IN THE MEXICAN PLACES ARE NASTY.

THEY NEED TO INSPECT THE RESTAURANTS MORE OFTEN

THEY NEED TO MAKE THEM WASH THEIR HANDS MORE - GLOVES WON'T TAKE CARE OF THE PROBLEM.

THEY NEED TO REMOVE THE TRAINING AND PUT IT INTO ANOTHER FACILITY THAT HANDLES ONLY THE TRAINING OF CLEAN HANDS

THEY NEED TO USE HAIRNETS AND WASH THEIR HANDS. COOKING AREAS NEED TO BE CLEAN ALL TIMES.

THEY NEED TO WORRY ABOUT THEIR DRAINAGE SYSTEM.

THEY SHOULD BE MORE LIKE CALIFORNIA WHERE THE RESTAURANT GRADES ARE REQUIRED TO BE DISPLAYED (GRADE A B C ETC).

THEY SHOULD CHANGE THEIR GLOVES EVERY SINGLE TIME THEY GO TO THE REFRIGERATOR OR FREEZER. WHENEVER THEY DO SOMETHING OTHER THAN DEAL WITH FOOD THEY NEED TO CHANGE GLOVES BEFORE THEY TOUCH THE FOOD AGAIN.

THEY SHOULD FINE PEOPLE WHEN THEY ARE IN VIOLATION.

THEY SHOULD HAVE MORE RULES ABOUT THE HANDLING OF LEMONS AND ICE - THE THINGS THAT GO INTO DRINKS.

THEY SHOULD WEAR PROTECTIVE GLOVES MORE OFTEN. I'VE SEEN THEM PREPARE MY FOOD WITH NO GLOVES ON.

WASHING HANDS MORE OFTEN AND MAKING THE SICK EMPLOYEES STAY HOME.

WASHING OF HANDS SHOULD BE ENFORCED. THEY SHOULD FOLLOW THE RULES AND NOT LET THINGS SLIP BY.

Open Responses

COMMENTS ABOUT FOOD SAFETY OR INSPECTIONS

Restaurants

(26) Do you have any comments you would like to share about restaurant food safety or inspections in Tulsa County?

Comments are displayed in alphabetical order for ease of reading. The arrows indicate a positive (green) or negative (red) comment.

POS/NEG	COMMENTS ABOUT FOOD SAFETY OR INSPECTIONS
▲	EVERYONE I HAVE COME IN CONTACT WITH HAS DONE A GOOD JOB.
▲	HAVE HAD 2 OR 3 INSPECTORS. THEY TREAT YOU THE SAME THE SAME ON THE 1ST AND LAST INSPECTION.
▲	I CAN BE TOTALLY HONEST. WHEN I OPENED MY RESTAURANT I DID NOT KNOW ABOUT THE LITTLE BUGS THAT MAKE PEOPLE SICK NOW I DO.
▼	I DON'T APPROVE OF NOT USING GLOVES IN SOME PLACES.
▲	I HAVE ALWAYS HAD GOOD EXPERIENCES WITH THEM.
▼	I HAVE HAD DIFFERENT INSPECTORS AND SOME ARE BETTER THAN OTHERS.
▲	I THINK THEY DO A GOOD JOB. I HAVE NO PROBLEMS WITH WHAT THEY SAY.
▲	I THINK THEY DO A VERY GOOD JOB
▲	I THINK THEY'RE GREAT.
▲	I THINK TULSA COUNTY IS DOING WELL COMPARED TO OTHER COUNTIES ABOUT HAND WASHING
▼	I WANT THE SMOKING AREA OUTSIDE AT LEAST 15 FEET FROM FRONT DOOR.
▼	I'M ONLY DISAPPOINTED ABOUT NOT BEING ABLE TO GRILL OUTSIDE
▲	IT WAS VERY STRICT TO OPEN OUR RESTAURANT BUT NOW THAT IT IS OPEN IT IS GOOD.
▲	I'VE BEEN IN RESTAURANT MANAGEMENT FOR 11 YEARS AND I ACTUALLY PREFER TULSA BECAUSE THEY ARE A LITTLE MORE STRICT AND IF YOU ARE OPEN FOR BUSINESS YOU SHOULD BE UP TO CODE.
▲	MY HEALTH INSPECTOR IS EXCELLENT AND IF THERE IS A PROBLEM SHE HELPS ME FIX IT AND EXPLAINS. SHE'S VERY GOOD AND HAS HIGH STANDARDS FOR THE RESTAURANT. SHE DOES GIVE ME SOME TIME TO FIX THE PROBLEM. EXCELLENT HEALTH INSPECTOR.
▲	NEVER HAD ANY PROBLEMS-BEEN VERY LUCKY SO FAR.
▲	REALLY LIKE THEM. THEY TELL ME HOW TO FIX ANY PROBLEMS I HAVE.
▼	SOME OF THEM SOME ARE VERY STRICT. FOR EXAMPLE - OUR SANITIZED TOWELS SHOULD NOT BE KEPT IN THE BUCKET. MAYBE WE SHOULD KEEP CHANGING THEM. SOME INSPECTORS ARE STRICT AND SOME ARE NOT.
▼	THE FOOD CODE MAKES IT HARD TO BUILD A NEW KITCHEN FROM SCRATCH

Open Responses

COMMENTS ABOUT FOOD SAFETY OR INSPECTIONS (Continued)

Restaurants

(26) Do you have any comments you would like to share about restaurant food safety or inspections in Tulsa County?

POS/NEG	COMMENTS ABOUT FOOD SAFETY OR INSPECTIONS
▼	THE FOOD HANDLER CLASS. I DON'T BELIEVE MY PEOPLE WHEN THEY SAY THEY TOOK THE CLASS. THEY COME IN THE NEXT DAY AND HAVEN'T LEARNED ANYTHING BUT THEY STILL DO WHAT THEIR SUPPOSED TO.
▼	THE INSPECTORS ARE EXCELLENT BUT THEY DIFFER VERY MUCH FROM ONE TO ANOTHER.
▲	THE STATE OF OKLAHOMA HEALTH DEPARTMENT SHOULD FINALLY MEET OR EXCEED THE TULSA COUNTY HEALTH DEPARTMENT REQUIREMENTS AND MAKE IT STATE WIDE.
▲	THE SUPERVISOR FRANK IS VERY GOOD AND OUR INSPECTOR SANDY IS ALSO VERY GOOD
▲	THEY ARE PRETTY GOOD
▲	THEY ARE VERY FRIENDLY AND HELPFUL.
▲	THEY ARE VERY GOOD AND THEY HELP US.
▼	THEY ARE VERY STRICT. THEY DON'T ANNOUNCE THEMSELVES AND THEY SHOULD BE MORE RESPECTFUL.
▼	THEY CAN BE PICKY SOMETIMES
▲	THEY DO A GOOD JOB
▲	THEY DO A GOOD JOB. KEEP UP THE GOOD WORK.
▲	THEY DO A VERY GOOD JOB AND THEY EXPLAIN THEMSELVES
▼	THEY NEED TO MAKE SURE THEY HAVE THE RIGHT ADDRESS
▼	THEY'RE USUALLY PRETTY GOOD WHEN IT COMES TO MY FOOD BUT EVEN IF MY PLACE IS IN GREAT SHAPE THEY STILL PICK ABOUT THE LITTLE THINGS WHEN THEY SHOULD FOCUS MORE ON THE FOOD.
▲	THINK WE ARE ON THE RIGHT TRACK
▲	TULSA COUNTY IS THE BEST. I'VE BEEN IN TEXAS AND LOUISIANA. I'M NOT SAYING THEY ARE TOUGH BUT THEY ARE STRICT. THEY ARE THE BEST OF ANY AGENCY I'VE DEALT WITH IN 3 STATES. THEY ARE PROTECTING YOUR WELFARE AND MINE WHEN WE EAT OUT.
▲	TULSA COUNTY IS VERY THOROUGH AND THAT IS GOOD
▲	WE SHOULD BE SAFE AROUND THE PEOPLE WE SERVE.
▲	WE STAY CURRENT WITH EVERYTHING. I JUST HOPE THE INSPECTORS ARE GOING AHEAD AND BEING STRICT WITH ANYBODY WHO IS NOT DOING THEIR JOB. I HOPE THE INSPECTORS ARE DOING THEIR JOBS NO MATTER WHAT.

Open Responses

FINAL COMMENTS FROM CONSUMERS

Consumers

(21) Do you have any comments you would like to share about restaurant food safety in Tulsa County?

Comments are displayed in alphabetical order for ease of reading.

FINAL COMMENTS FROM CONSUMERS

ALL I CAN SAY IS IT'S JUST A HANDS-ON EXPERIENCE. YOU DON'T KNOW TILL YOU GET THERE AND TRY. I EAT OUT A LOT.

AS A CONSUMER I'VE SEEN A FEW THINGS I'VE THOUGHT THAT IF A MANAGER SAW THEY WOULD DIE. A LOT OF THE FOOD SERVICE PEOPLE ARE YOUNG AND THINK NOTHING IS GOING TO HAPPEN.

EVERYBODY COULD DO BETTER. LIKE COMPARING THE FOOD AND MAKING SURE THERE ARE NO CONTAMINANTS IN IT.

FOLLOW UP ON HOW THEY KEEP THEIR RESTAURANTS CLEAN

FOR THE MOST PART IT'S GOOD HOWEVER I DID GET SICK A COUPLE WEEKS AGO EATING UNDERCOOKED MEAT.

HEALTH DEPARTMENT AND RESTAURANT OWNERS AND SUPPLIERS NEED TO KEEP A CLOSE EYE ON OUR FOOD SAFETY TO INSURE IT STAYS SAFE ESPECIALLY WITH BIO-TERRORISM IN OUR WORLD.

I ALWAYS LOOK TO SEE HOW CLEAN THE RESTAURANTS ARE WHEN I GO TO ONE -- ARE THE DISHES AND THE FLOOR AND THE CLOTHES THE EMPLOYEES WEAR--ARE ALL THESE THINGS CLEAN? I CHECK THESE THINGS OUT WHEN I GO TO A RESTAURANT.

I DON'T FEEL THAT OUR FOOD IS SAFE. I DON'T THINK THE CURRENT INSPECTORS ARE DOING THEIR JOBS INSPECTING THE RESTAURANTS. WE NEED MORE INSPECTORS.

I DON'T THINK ENOUGH RESTAURANTS ARE CHECKED OFTEN ENOUGH THERE ARE SOME THAT I AVOID BECAUSE THEY ARE NOT CLEAN

I DON'T THINK IT IS POSSIBLE TO POLICE THEM ALL THE TIME. I DON'T THINK IT IS POSSIBLE FOR ANYONE TO DO IT UNLESS THEY LIVE THERE.

I DON'T THINK THE RULES ARE A SUFFICIENT ENOUGH DETERRENT TO EMPLOYEES.

I DON'T THINK THEY INSPECT OFTEN ENOUGH.

I DON'T THINK THEY MAKE ENOUGH WEEKEND SURPRISE CHECKS ON FACILITIES.

I EAT OUT ALMOST EVERY DAY AND I HAVE NEVER HAD A PROBLEM.

I EAT OUT QUITE OFTEN AND I HAVE NEVER GOTTEN SICK.

I HAVEN'T GOTTEN SICK SO IT MUST BE WORKING PRETTY WELL.

I HAVEN'T HAD ANY PROBLEMS WHERE I HAVE BEEN.

I HAVEN'T HEARD OF ANY FOOD ESTABLISHMENTS IN TULSA COUNTY WITH ANY BIG PROBLEMS.

I HOPE THEY KEEP IT CLEAN.

I JUST HOPE THEY CAN KEEP UP THE INSPECTIONS

Open Responses

FINAL COMMENTS FROM CONSUMERS (Continued)

Consumers

(21) Do you have any comments you would like to share about restaurant food safety in Tulsa County?

FINAL COMMENTS FROM CONSUMERS

I KNOW ONE OF THE DIRECTORS AND I KNOW SHE'S BEEN RESPONSIBLE FOR SHUTTING DOWN THE RESTAURANTS THAT WERE NOT COMPLIANT

I KNOW THAT I CAN GO ONLINE AND CHECK AND SEE IF A RESTAURANT HAS PASSED OR FAILED.

I KNOW YOU NEED TO HAVE INSPECTORS TO MAKE SURE PEOPLE ARE DOING IT RIGHT. I HEARD ABOUT THE LOCUST GROVE SITUATION. NOW THERE'S SOMETHING GOING ON WITH PEANUTS WITH 400 PEOPLE HOSPITALIZED.

I NOTICE SOME OF THEM NOT WEARING GLOVES. I WORKED AT SONIC FOR ONE DAY AND IT WAS FILTHY SO I LEFT. AT SOME RESTAURANTS THEY THINK IT'S A DISGRACE TO USE BLEACH. I THINK ALL RESTAURANTS SHOULD USE BLEACH AS A DISINFECTANT.

I REALLY THINK THE FOOD HANDLER COURSE WAS GOOD

I THINK MOST NEVER WASH THEIR HANDS. I WISH THE HEALTH DEPT WOULD SHUT BUSINESSES DOWN WHEN THEY DON'T DO WHAT THEY ARE SUPPOSE TO DO.

I THINK PEOPLE ARE UNDER THE ILLUSION THAT IT IS SAFE AND I HAVE EXPERIENCED THE BACK END OF IT. IT'S JUST NOT AS SAFE AS YOU THINK BUT THEY TRY TO DO THEIR BEST.

I THINK THAT GETTING A HANDLER PERMIT NEEDS TO BE UPDATED AND LET PEOPLE KNOW WHAT IT IS. WASHING HANDS AND USING GLOVES NEEDS TO BE STRESSED.

I THINK THAT IT HAS MORE TO DO WITH INDIVIDUAL OWNERS TAKING PRIDE IN THEIR OWN SERVICE AND FOOD QUALITY. I THINK THAT THE HEALTH DEPARTMENT HAS TO DO MORE ON THE FRONT LINE. SPOT CHECKS AND MYSTERY SHOPPERS WOULD BE EFFECTIVE. I THINK THE RESTAURANTS THAT ARE CLEAN AND OPERATE SAFELY HAS MORE TO DO WITH THEIR PRIDE IN THEIR BUSINESS AS OPPOSED TO ANY RESPECT FOR THE TULSA COUNTY HEALTH DEPARTMENT.

I THINK THAT THEY ALL NEED TO TAKE UP THE HAZARD ANALYSIS CRITICAL CONTROL POINT THAT THE FOOD HAS TO BE A CERTAIN TEMPERATURE. IN MOST OF THE RESTAURANTS THE CHEFS ARE UNAWARE OF PROPER HEATING AND WHEN THEY BRING THE FOOD OUT AND THE TEMPERATURES ARE OFF. THE CHEFS NEED BETTER HCCP TRAINING.

I THINK THAT WHEN PEOPLE RUN THEIR RESTAURANT THEY SHOULD BE AWARE ABOUT CROSS CONTAMINATION AND FOOD. I KNOW THERE IS RODENT INFESTATION. I SAW A RAT AT MCDONALDS WALKING IN AND OUT OF CARS IN BROAD DAYLIGHT.

I THINK THE MANAGERS SHOULD ENFORCE IT BETTER SOME OF THE PEOPLE HANDLING THE FOOD DON'T HAVE THEIR HAIR UP AREN'T WEARING GLOVES THEY NEED BETTER QUALITY PEOPLE WORKING IN RESTAURANTS

I THINK THEY NEED MORE PERIODIC INSPECTIONS ON PLACES.

I THINK THEY SHOULD INSPECT THE FAST FOOD PLACES MORE OFTEN

Open Responses

FINAL COMMENTS FROM CONSUMERS (Continued)

Consumers

(21) Do you have any comments you would like to share about restaurant food safety in Tulsa County?

FINAL COMMENTS FROM CONSUMERS
I THINK THEY SHOULD MAKE THE PROCESS OF BECOMING CERTIFIED MORE INVOLVED. MORE THAN A 45 MINUTE VIDEO.
I THINK THEY'RE DOING A PRETTY GOOD JOB
I THINK TULSA RESTAURANTS SHOULD BE RATED AND HAVE IT ON DISPLAY SO CUSTOMERS CAN SEE IT WHEN THEY ENTER THE RESTAURANT. THIS RATING SHOULD BE DONE BY THE HEALTH DEPARTMENT.
I THINK WE HAVE A SAFE PLACE TO EAT SO FAR.
I THINK WHEN THEY GO TO RESTAURANTS THEY NEED TO WORK THEM TO GET OPEN AND GIVE A CLEAR CONCISE LIST OF THINGS THEY NEED TO DO TO STAY OPEN. IT SEEMS LIKE EVERY TIME THEY GO BACK THEY HAVE NEW STUFF THE RESTAURANT NEEDS TO DO.
I WISH THE HEALTH DEPARTMENT FOOD INSPECTION HAD MORE PEOPLE. I THINK THEY'RE UNDERSTAFFED.
I WOULD BE WILLING TO PAY MORE TAX TO PAY FOR MORE ADEQUATE STAFFING OF HEALTH DEPARTMENT
I WOULD LIKE FOOD TO BE SAFER. THERE IS A PLACE IN TULSA CALLED THE SUSHI TRAIN AND I GOT SICK A COUPLE OF TIMES. THE OTHER PLACES LIKE RED LOBSTER ARE GREAT AND I'VE NEVER GOTTEN SICK.
I WOULD LIKE TO KNOW HOW OFTEN RESTAURANTS ARE CHECKED AND IS THERE ACCOUNTABILITY. FOR EXAMPLE THERE'S A RESTAURANT NEARBY WHERE THE FLOOR IS ALWAYS GREASY AND PEOPLE SLIP A LOT. ALSO I'D LIKE TO KNOW IF THE CHECKS ARE RANDOM AND IF THE RESTAURANTS KNOW WHEN THEY WILL BE CHECKED.
I WOULD LIKE TO SEE MORE REGULATIONS FOR KEEPING THE RESTAURANTS CLEAN.
I WOULD LIKE TO SEE THEM ENFORCE THE CLEANLINESS AND FOOD PREPARATION RULES MORE STRICTLY
IF THE INSPECTORS ARE NOT GOING TO DO THEIR JOB THEY NEED TO GET A NEW JOB. THEY SHOULD MAKE THE PREPARATION AREA TRANSPARENT SO PEOPLE CAN SEE HOW THE FOOD IS PREPARED. IF THEY ACTUALLY SAW HOW IT WAS PREPARED THEY WOULD NEVER EAT THERE AGAIN.
IF THEY HAD MORE WORKERS DOING INSPECTIONS ON THE SPOT WITHOUT WARNING I THINK THEY'D BE WRITING MORE VIOLATIONS.
I'M 81 AND I DON'T GO TOO MANY. BUT WE USUALLY GO SOMEPLACE THAT SOMEONE HAS RECOMMENDED BEFORE BUT WE DO LIKE TO THINK IT IS SAFE AND WE'VE NEVER HAD A PROBLEM.
I'M AFRAID TO SEND FOOD BACK. NEED A CAMERA TO DOCUMENT PROBLEMS.
I'M JUST HOPING IT'S GOOD.
IT IS UNDER FUNDED AND THEY DON'T HAVE ENOUGH INSPECTORS.
IT NEEDS TO BE BETTER PROTECTED. I'VE GOTTEN FOOD POISONING FROM KFC AROUND HERE.
IT NEEDS TO IMPROVE.
IT SEEMS TO BE OK. I HAVEN'T HEARD ANYTHING.

Open Responses

FINAL COMMENTS FROM CONSUMERS (Continued)

Consumers

(21) Do you have any comments you would like to share about restaurant food safety in Tulsa County?

FINAL COMMENTS FROM CONSUMERS
JUST MAKE SURE THEY WEAR THEIR HAIR NETS AND WASH THEIR HANDS AFTER THEY USE THE RESTROOM.
JUST THE APPEARANCE OF STAFF.
KEEP DOING WHAT THEY'RE DOING AND THINGS WILL BE JUST FINE.
KEEP THEIR DISHES AND FLOORS A LITTLE BIT CLEANER. THE BOOTHS SHOULD BE WIPED DOWN MORE. THE SLOP TRAY (WITH DIRTY DISHES AND FOOD ON A CART) - WHEN THEY HAVE IT TOO CLOSE TO TABLES THE SPRAY GETS ON A TABLE - I ALWAYS TELL THEM TO MOVE THE TRAY WHEN I'M SITTING TRYING TO EAT. THE FOOD SPLATTERS.
KEEP THOROUGHLY INSPECTING
MY EXPERIENCES HAVE ALL BEEN FAR BETTER IN TULSA COUNTY THAN IN OTHER COUNTIES AND IN OTHER STATES
MY HUSBAND IS A CONTRACTOR WHO HAS BUILT SEVERAL RESTAURANTS AND I KNOW THEY ARE VERY PARTICULAR ABOUT HOW CERTAIN THINGS ARE BUILT TO MAKE SURE THEY MEET THE REGULATIONS
NEED MORE PEOPLE TO INSPECT FOOD SERVICES
NEED TO BE MORE STRICT AND VISIT MORE OFTEN
NEED TO LEVY AND ENFORCE FINES
OBVIOUSLY IT'S WORKING. I HAVE YET TO READ OF ANY FOOD POISONING. THAT'S AN AGENCY THAT WOULD BE BAD TO HEAR FROM A LOT. SOMETIMES SILENCE IS GOLDEN.
OVERALL IT'S VERY GOOD
PEOPLE LIKE QUIKTRIP THAT SERVE TEA SHOULD KNOW HOW MUCH BACTERIA TEA HAS IN IT.
POSITIVE RESULT FOR HANDLERS CLASS
POST THE RESULTS OF THE INSPECTIONS IN THE RESTAURANTS OR FAST FOOD PLACES.
RESTAURANTS ARE GOOD. I'VE NEVER BEEN SICK IN ONE. THE RESTAURANTS ARE DOING AN ADEQUATE JOB BUT THE GOVERNMENT ISN'T.
RESTAURANTS NEED TO BE CHECKED MORE OFTEN. EMPLOYEES SHOULD BE WASHING HANDS PROPERLY.
RIGHT NOW I TRUST IT AND I'LL CONTINUE TO TRUST IT UNTIL SOMEONE I KNOW OR LOVE GETS SICK.
SOME RESTAURANTS DON'T DO A GOOD JOB OF WASHING THE VEGETABLES
THAT THEY NEED TO GO CHECK OUT THESE RESTAURANTS BECAUSE THESE RESTAURANTS ARE FILTHY. THE HEALTH DEPARTMENT REALLY NEEDS TO GET ON TO EMPLOYEES ABOUT WASHING THEIR HANDS. I WAS IN A RESTAURANT THE OTHER DAY AND AN EMPLOYEE WENT RIGHT FROM THE STOOL AND BACK OUT TO WORK WITHOUT WASHING HER HANDS.
THE BATHROOMS COULD BE CLEANER.

Open Responses

FINAL COMMENTS FROM CONSUMERS (Continued)

Consumers

(21) Do you have any comments you would like to share about restaurant food safety in Tulsa County?

FINAL COMMENTS FROM CONSUMERS
THE CONSUMER DOES NOT KNOW IF WE ARE EATING CLONED FOOD OR NOT. IT SHOULD BE LABELED IF ITS CLONED OR NOT
THE FOOD IS PRETTY GOOD WHEN I EAT OUT.
THE HEALTH DEPARTMENT COULD USE MORE HELP IN CHECKING UP ON RESTAURANTS.
THE HEALTH DEPARTMENT IS VERY STRICT AND THAT IS GOOD
THE PEOPLE WHO ENFORCE IT DON'T ENFORCE AND THE PEOPLE WHO WORK THERE (USUALLY TEENAGERS AT MINIMUM WAGE) DON'T CARE MUCH ABOUT IT EITHER.
THE PUBLIC IS BASICALLY UNINFORMED. NOBODY REALLY KNOWS WHAT'S GOING ON.
THE REGULATIONS ARE FINE BUT THE ENFORCEMENT IS POOR. ENFORCEMENT NEEDS TO BE IMPROVED GREATLY.
THE RESTAURANT HAS A PREP AREA IN PLAIN SIGHT AND I'VE SEEN THEM USE BARE HANDS HANDLING THE FOOD. NO NAME FOR RESTAURANT JUST IT WAS A MEXICAN RESTAURANT.
THERE ARE A FEW RESTAURANTS THEY NEED TO KEEP A CLOSER EYE ON. AT THE CAFE ON 3RD AND SHERIDAN ACROSS THE STREET FROM DRUG WAREHOUSE I'VE SEEN THEM PICK UP FOOD THEY'VE DROPPED ON THE FLOOR AND PUT IT ON SOMEONE'S PLATE. I'VE ALSO SEEN SOMEONE PUT THEIR HANDS DOWN THEIR PANTS THEN GO BACK TO FIXING FOOD.
THERE ARE A LOT OF RESTAURANTS AND A LOT OF PEOPLE EATING IN THIS AREA AND THERE DON'T SEEM TO BE PEOPLE GETTING SICK. THAT'S IMPRESSIVE. I'M WONDERING IF TULSA HAS IMPLEMENTED AN EGG TEMPERATURE RULE LIKE THEY HAVE IN CALIFORNIA.
THEY ARE OKAY BUT I WISH THEY WOULD WASH THEIR HANDS A LITTLE MORE OFTEN.
THEY HOLD THE GLASSES AROUND THE LIDS. WASHING THEIR HANDS MORE. THEY NEED TO WEAR GLOVES TO PROTECT EVERYONE. MANAGERS SHOULD BE BETTER TRAINED.
THEY JUST NEED TO BE STRICTER AND CHECK THE RESTAURANTS MORE OFTEN TO MAKE SURE THEY ARE FOLLOWING THE RULES AND MAKE SURE THINGS ARE CLEAN.
THEY NEED MORE AVAILABLE FUNDS TO PAY PEOPLE FOR ENFORCEMENT AND HIRE MORE PEOPLE.
THEY NEED TO BE STRICTER ON NO SMOKING.
THEY NEED TO CHECK WHETHER OR NOT THE FOOD IS COOKED CORRECTLY SO THAT IT IS NOT UNDER COOKED OR OVER COOKED.
THEY NEED TO HAVE MORE PEOPLE IN ORDER TO DO A BETTER JOB.
THEY NEED TO WEAR RUBBER GLOVES. THERE IS NO WAY OF KNOWING IF THEY WASH HANDS OR NOT.
THEY SHOULD BE MORE INVOLVED IN THE TRAINING AND INSPECTIONS
THEY SHOULD TREAT THE FOOD AS IF THEY WERE GOING TO EAT IT AND THEN NO ONE WOULD GET SICK.

Open Responses

FINAL COMMENTS FROM CONSUMERS (Continued)

Consumers

(21) Do you have any comments you would like to share about restaurant food safety in Tulsa County?

FINAL COMMENTS FROM CONSUMERS

TWO OF THE PLACES THAT I ATE AT DURING THE PAST TWO WEEKS HAD VERY QUESTIONABLE FOOD HANDLING PRACTICES. AT ARBY'S WE WITNESSED A FOOD HANDLER DROP CHICKEN ON THE FLOOR, PICKED IT UP AND PUT IT IN THE FRYER. WHEN HE NOTICED THAT SOMEONE WITNESSED THIS HE THREW IT AWAY.

WE ATE AT SPUDDERS. A COCKROACH WAS ON OUR TABLE AND WHEN SHOWN THE MANAGEMENT DIDN'T SEEM TO CARE.

WE EAT OUT ABOUT FOUR TIMES A MONTH. I CERTAINLY WANT THEM TO BE A PRESENCE AND DO THEIR JOB SO WE'LL BE SAFE. MY HUSBAND AND I HAVE ONLY GOTTEN SICK FROM ONE MEAL IN A RESTAURANT IN 20 YEARS SO THAT'S PRETTY GOOD.

WE'VE BEEN PRETTY FORTUNATE AS FAR AS THAT GOES. I'VE NOTICED THAT YOUNG TEENAGERS SOMETIMES DON'T USE THE PLASTIC GLOVES AND SOMETIMES PICK THINGS UP OFF THE FLOOR AND THINGS LIKE THAT.

WHATEVER THEY'RE DOING KEEP UP THE GOOD WORK. I DON'T KNOW HOW MANY INSPECTORS THEY HAVE BUT THAT IS AN IMPORTANT JOB AND NEEDS TO BE KEPT UP.

WHOEVER DOES THE INSPECTIONS IS DOING WHAT THEY NEED TO DO. TELL THEM TO KEEP UP THE GOOD WORK.

YOU NEED TO BE ASKING ABOUT THE CONSISTENCY OF THE ENFORCEMENT AND NOT HOW STRICT IT IS.
