

(John)

Says

- 3 Types of users (Cronic/Episodic, One-Time, Support Agencies[YMCA, etc])
- Episodic is transferring full-time to chronic.
- The demand for services is growing and the existing situation is difficult to withstand the pressure of access
- Wants a booking system
 - Can be done on the clients own schedule
- How are the food banks core values executed
 - Those without access to a computer are still served
- Available round the clock

Does

- The pandemic challenged many assumptions about accessibility. Service delivery review will need to be prioritized in 2021/2022.

Thinks

- 1st of its kind

Feels

- Website would be a gamechanger (Food banking would be forever different)
- Excited/Scared of the possibilities

(Customers)

Says

- Website/Moblie would be more beneficial than the call system

Does

Thinks

- Website/Moblie would be more beneficial than the call system
- Should not take too much time

Feels

- Rely on the food bank
- Don't want to be bombarded with questions (ID, Age, Income, etc.)