

## **EBT Survey Notes**

Nearly all of the respondents who gave written comments stated that using the EBT card was far more private, convenient and faster to use than Food Stamp coupons. 91 respondents stated that using EBT gives them dignity and they do not feel embarrassed like they did using Food Stamp coupons. 26 respondents said EBT was much faster and more convenient than using coupons. Only two respondents preferred using Food Stamp coupons to EBT. Three respondents said they had trouble remembering their PIN.

Some respondents made comments about grocery stores. The general theme was that POS machines should be more standardized in appearance and operation. One respondent said the POS was not convenient for wheelchair bound individuals. One said that EBT could not be used in a self-checkout lane.

## **Section 2, General Comments**

Under some of the survey questions is a summary of the general tone and number of specific type of comments. There were many comments received that were similar in content. A selection of comments representing the overall tone of all of the comments received is included below.

- ◆ EBT is the best thing ever. You don't have to stand in line and tear coupons out of a book. Thank you.
- ◆ This is a big improvement over coupons. EBT gives people respect. I don't feel looked down on. I like it.
- ◆ Coupon booklets were easy to understand and I always knew how much I had.
- ◆ Continue to keep up the great job!
- ◆ Sorry, I don't like using EBT.
- ◆ I am grateful for help, but hate having to ask. Thanks.
- ◆ I am handicapped and need others to shop sometimes. I don't like to give out my (PIN) number.
- ◆ I like how the EBT receipts have the balance shown on them.
- ◆ Put the benefits on my bank account. Everyone (now) knows about the EBT card.
- ◆ EBT is a huge step forward from Food Stamp coupons! I cannot and will not complain about it.
- ◆ Everything about EBT is convenient and just great!
- ◆ EBT is the best thing that has ever happened to Food Assistance.
- ◆ EBT makes shopping much faster. It is really great.
- ◆ I enjoy the EBT card very much. It is more private and easier to use (than coupons).
- ◆ EBT is a lot better than coupons.
- ◆ It would be a great idea to put cash assistance on the EBT card.
- ◆ Using the EBT card is easier. You don't have to count out coupons. Thank you for this program.
- ◆ Grocery store clerks need more training with the EBT card.

- ◆ I would like a choice in cards (style).
- ◆ I have a hard time with clerks at the store.
- ◆ I appreciate the help with Food Assistance. I don't want people to know and it's hard to hide.
- ◆ I think it is confusing on the amount of Food Assistance I have left.
- ◆ I feel it is safer. It takes less time in the checkout. No fumbling with coupons. Thanks.
- ◆ I like it because people don't know I'm using it.
- ◆ I like it better than the coupons. They were embarrassing and I was looked down on.
- ◆ You had to tear out coupons and the book fell apart and you lose them. I like EBT very much.
- ◆ EBT is the only way to go.
- ◆ EBT makes it easier to keep track of how much you have left.
- ◆ I love the EBT card 100% better than coupons. No one gives me dirty looks in line. They think it is a debit card. Thank you!
- ◆ Love this card. Much faster at the checkout and not obviously Food Assistance. Put FIP and Medicaid on the card, too.
- ◆ I wish the EBT card design were less conspicuous. More basic.
- ◆ I have young children. Swiping a card compared to using paper is awesome.
- ◆ I think EBT was a great idea except when there are (store) computer breakdowns.
- ◆ The system works fine. I would not change a thing.
- ◆ I wish every store had the same keypads so it would always be the same key to the Food Assistance screen.
- ◆ I wish the state would have done this (EBT) years ago.
- ◆ I am not embarrassed to use it. The store clerks don't mention it to everyone in line behind me.
- ◆ It is nice that no one else can get your stamps out of the mail and use them.
- ◆ I don't care if people know I use Food Assistance. But EBT is a big help for people who do.
- ◆ Using the card is easier. My disability made tearing out coupons hard.
- ◆ When I heard about EBT I thought it would be confusing but it's not. I can do this. Thank you to who ever came up with this idea.