

Customer Satisfaction Survey Comments 2017

Dorothy Wonderling

Dorothy received her ramp on December 18th, 2017 by the WRAP team and her designer was Steve Schroeder. It blew her mind how quickly the ramp was built, and she thought the team was joking when they were finished in 5 hours. The only thing that impedes her use of her ramp is the weather and she has told so many people about WRAP. She was impressed by the level of professional of WRAP and her experience was unbelievable. The designer came out and discussed everything with her son who owns the home and it was as smooth as can be. The volunteers who did her ramp knew what they were doing.



Sherri Black

Sherri received her ramp on September 9th, 2017 by the WRAP team and her designer was Steve



Schroeder. We spoke with her husband Rick because Sherri was at PT during the time of our survey and he couldn't believe what a wonderful job WRAP did. He said he is friends with one of the city's building inspectors and when he told him who built the ramp for them, he was informed that they weren't going to come check out their ramp because they already know what kind of work WRAP does. He even recommended WRAP to his neighbor.

Bob Campbell

Bob received extended steps on November 28th, 2017 and his designer was Dan. One of Bob's many positive comments about WRAP was how confident he feels being able to get outside. His wife Mary says he beats her out to the car every time they go somewhere now that he can safely get outside. It was an affordable project and they will most definitely be recommending WRAP to others.



Bill Rowland



Bill Rowland received his ramp on December 5th, 2017 and his designer was Tom. One of the biggest blessings from WRAP providing this ramp for him was the ability to get out to go to church. Bill felt as if Tom were a “big brother” to him because he gave him a big hug after the project was all done. He says it makes him feel like someone is on their side and they truly are Men of God.

Sharon Gose

Sharon received her ramp of November 16th, 2017 and her designer was Steve. They had previously installed a chair lift and once they contacted WRAP they wish they would’ve never bothered with the lift. Sharon’s husband said the volunteers had to do a lot of digging for their ramp to be compliant and they worked from 7 a.m. to 7 p.m. and they left the place clean. Her husband even learned a thing or two from the WRAP volunteers about drill drivers.



Volunteers Completed 81 Projects:

Wooden Ramp Installs/Removals
Aluminum Ramp Installs/Removals
Handrails and Extra Wide Steps

13 Community Labor Teams

Wheelchair Ramp Accessibility Program

c/o St. Luke’s Hospital Volunteer Services, 1026 A Ave NE, Cedar Rapids, IA 52402

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