

Q1. Which TDA Contracted Warehouse stored and delivered your USDA Foods (brown box and Farm to School, as applicable) in PY 2018-2019?

Answer Choices	Responses	
CBBC Dallas	100.00%	300
	<b>Answered</b>	<b>300</b>
	<b>Skipped</b>	<b>0</b>

Q2. Does every driver provide a Bill of Lading (BOL) for signature at the time of delivery to validate your order's accuracy?

Answer Choices	Responses	
Yes	98.33%	295
No, please explain:	1.67%	5
	<b>Answered</b>	<b>300</b>
	<b>Skipped</b>	<b>0</b>

Respondents No, please explain:

- 1 Not always. We ask for them to be emailed to the district now.
- 2 Sub driver or classified as new drivers
- 3 I use a vended meal company which picks up the products. They are picking up the BOL.
- 4 We have had no deliveries this year.
- 5 Not every time.

Q3. Do the drivers allow you enough time to verify the order and make notes of any overages/shortages on the BOL?

Answer Choices	Responses	
Yes	93.00%	279
No, please explain:	7.00%	21
	<b>Answered</b>	<b>300</b>
	<b>Skipped</b>	<b>0</b>

Respondents No, please explain:

- 1 There is no one at that location who can verify the order. Order is verified when a copy reaches the appropriate person.

They do if they arrive within the window given, when they arrive outside of the asked window there is either no one available to check the order because of service or we are attempting to get everything off the truck as quickly as possible to make sure that truck is not in the way of bus drivers.

3 They always seem to be in a rush and that they have no time..

The driver that we have had the last 2 months, does not want to unpallet our items and bring them into the kitchen. This has only been the case with this driver....we have never experienced any issues in the past with our delivery people

Our driver is in a big hurry to get on his way, doesn't want to unload products just to drop and run. He doesn't throw away trash puts in my milk boxes or throws in loading dock. Had awning damaged but didn't own up to it just hit and unloaded and left. We noticed next day.

6 Not always. Depends on which driver we get. One has been requested not to return to our district.

Depends on driver. We had a driver leave 680 lbs of raw ground beef on the ground, because he could not back the truck into our loading dock. He did not offer to help lift it onto the dock either. This was one of the worst examples of customer service I have ever seen. This was a one time occurrence and totally on the driver.

8 They like to drop the pallet and run

9 I am not the person that does this

10 Several times the drivers want to drop the pallets and just leave.

11 They unload and leave

12 Sub or new drivers

Yes but sometimes I feel rushed. I would help if when they stack the items for check in if they would put the labels facing out. Also stacking 6 and 7 high the boxes start to bend under the weight on top.

14 We have had no deliveries this year.

They are usually in hurry and need to drop and go....sometimes it is during our serving time and we can't stop right that minute and check it in.

16 They drop the pallet most of the time and go. We have to unwrap and transfer to freezers and

We had a driver who was rude and would only do what he wanted to do. Horrible experience and notified the transportation manager.

Not always because they are not consistent in their delivery times and sometimes we are serving breakfast or lunch and cannot check in the products right away.

One delivery guy just drop our pallet didn't unshrink wrap it and left. been a couple months ago didn't get driver's name. so now I don't sign papers until we get things where we need them to be. (Our walk in freezer is outside and dry storage is inside)

Sometimes the drivers rush us. Maintenance unloads the pallets, and the cases on the bottom can be damaged.  
 20 The driver does not like to wait.  
 They are very kind, but often are pressured for time and rush the verifying process, they also often forget items  
 21 on our order or do not tell us when we are shorted until we verify and ask.

**Q4. Does your warehouse notify you of late deliveries and/or any changes in deliveries in a timely manner?**

Answer Choices	Responses	
Yes	86.67%	260
No, please explain:	13.33%	40
	<b>Answered</b>	<b>300</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 Most of the time, but sometimes have to call them to see where they are and when they expect to get here
	2 Have been late only 1 time maybe twice.
	3 changes are always at the last minute. There have been times that deliveries are late and we are not informed that they will be late. Or we have delivery when school is out and instead of calling to ask to be let in they instead left without attempting to make contact
	4 or to see if someone was at the school to accept the delivery.
	5 I never get any information on late deliveries or changes
	6 I HAVE TO CALL TO ASK WHERE MY TRUCK IS.
	7 There is no commuication when late .
	8 We always have to call and find out where they are
	9 Sometimes I have to call them
	10 We have been given less than 24 hours notice
	11 have never gotten a call about delivery time ever I don't recall ever getting any calls of any late deliveries or changes, We have never been told we have a certain
	12 time that they will be here. It makes it hard to be prepared for the delivery. We do not usually get notified of late deliveries and sometimes have to call CBBC to see where they are. This is
	13 a very rare occurrence.
	14 Yes and No, Yes: if they are not coming No: if they are going to be late.

We never know what time to expect our delivery so we wait around all day and it has even been late enough that  
15 we were worried that the driver was not going to be able to get in because of buses.  
16 There is no information provided of what time we may expect our order or if it will be late.  
17 We cannot except after 2:30 and we were never notified when truck ran late.  
18 They do not let us know if the truck will be late, only if I call and ask what time will the get here.  
19 I have never had a problem.  
20 sometime

If they are running late, I call to see where they are. They will then check on and let me know where they are  
21 and appox. what time to expect them.

Only 1 time, school was out for a holiday, but my warehouse people were working. I ordered to be delivered on  
that date and specifically had someone staying late to accept the delivery. Delivery date was changed to the  
22 next Friday without my knowledge.

23 Several times the truck has been late. We find out only when we call.

We have to wait past our scheduled shift unless we call them and reschedule our delivery. We told  
24 them we leave at 2.

25 I have called to check about deliveries that are scheduled during breaks or holidays.

26 I have only be contracted one time. and they have been late a number of times

27 I always call to see where my truck is when it is late.

28 We have had no deliveries this year.

29 We have not be notified sometimes when delivery has to be rescheduled.

30 I always have to call them to ask when my delivery will be. They don't seem to know where the truck is.

31 We do not get any notifications of late deliveries or changes

32 don't receive notifications of late deliveries/ changes of deliveries

33 Only notifies us if we need to take additional cases. Otherwise, no we receive no notifications

Our delivery day has always been the 4th Wednesday of the month. Almost all with the exception of maybe 2  
deliveries have came on a Tuesday. We do not mind our delivery day being on a Tuesday but I would like to  
know that that change is permanent. When I called to get answers as to why this was happening, it was because  
the driver happens to be in this area on that day and decides to bring it to us. Again we don't mind being a  
34 Tuesday delivery day but I would like to know that it will be a permanent change.

35 We always have to call them.

36 N/A never had a late delivery or change

There have been a few instances when we've been expecting a delivery and the driver calls in sick and they  
37 have not notified us.

38 We have to call them to find out where our truck is. Very seldom are they late.

39 I USUALLY HAVE TO CONTACT THEM ABOUT THESE MATTERS

40 I often call the warehouse to ask for an ETA when the time is after 1 pm and delivery has not been made.

### Q5. Does your warehouse provide accurate invoices for services rendered, such as delivery and storage fees?

Answer Choices	Responses	
Yes	99.33%	298
No, please explain:	0.67%	2
	<b>Answered</b>	<b>300</b>
	<b>Skipped</b>	<b>0</b>

Respondents No, please explain:

- When it was time for the January 2019 delivery, the warehouse stated that it was not making the delivery because most schools were closed. Then in February I got a storage bill because I hadn't gotten my items in January and they went over the free storage days. I do not think that was fair as it was not me that refused to have the delivery but the warehouse made the decision not to deliver.
- 1
- 2 We have had no deliveries this year.

### Q6. If you had any USDA Foods losses in your private storage account, did your warehouse notify you of the loss?

Answer Choices	Responses	
Yes	8.00%	24
No	4.00%	12
I did not have any USDA Foods losses	88.00%	264
If yes, did your warehouse reconcile the loss with your approval?		0
	<b>Answered</b>	<b>300</b>
	<b>Skipped</b>	<b>0</b>

Q6a. When notified of a USDA Foods loss in your private storage account, did your warehouse reconcile the loss with your approval?

Answer Choices	Responses	
Yes	84.00%	21
No, please explain:	16.00%	4
	<b>Answered</b>	<b>25</b>
	<b>Skipped</b>	<b>275</b>

Respondents	No, please explain:
	1 I send pictures of the stuff
	2 There has been times ,we were shorted and times when we got something in place of what I ordered.
	3 NA
	4 I haven't had a loss as of yet

Q6b. Please choose the reconciliation method(s) offered by your warehouse:

Answer Choices	Responses	
Replacement-in-Kind	45.00%	9
Money/Credit	65.00%	13
	<b>Answered</b>	<b>20</b>
	<b>Skipped</b>	<b>280</b>

Q7. Please rate the typical condition of your deliveries (USDA Foods are delivered at the proper temperature, to the appropriate location, etc):

Unacceptable	0.00%	0
Poor	0.33%	1
Fair	8.00%	24
Good	53.67%	161
Excellent	38.00%	114

Total	Weighted Average
300	4.29
<b>Answered</b>	<b>300</b>
<b>Skipped</b>	<b>0</b>

Q8. Please rate your overall experience with your warehouse on the following:

	Unacceptable		Poor		Fair	
Accuracy of orders	0.00%	0	1.00%	3	4.67%	14
Timeliness of deliveries	0.00%	0	2.33%	7	10.33%	31
Customer service from drivers	0.67%	2	1.67%	5	9.33%	28
Customer service from warehouse employees	0.33%	1	0.33%	1	6.67%	20

	Good		Excellent		Total	Weighted Average
Accuracy of orders	42.67%	128	51.67%	155	300	4.45
Timeliness of deliveries	42.33%	127	45.00%	135	300	4.3
Customer service from drivers	43.33%	130	45.00%	135	300	4.3
Customer service from warehouse employees	42.67%	128	50.00%	150	300	4.42
					<b>Answered</b>	<b>300</b>
					<b>Skipped</b>	<b>0</b>

Q9. If you have any suggestions to improve the operations of your contracted warehouse, please enter below:

<b>Answered</b>	<b>60</b>
<b>Skipped</b>	<b>236</b>

Respondents	Responses
	1 None

We have gotten crushed boxes or re-taped boxes with contents still good, but makes for difficult storage. We  
2 have gotten many cans of fruit which seem to be rusting on the inside or having reactions to their contents.

3 none

More communication when drivers are late, lost, or can not get through the gates to the back of the school. This  
would avoid deliveries not being completed or having CBBC Dallas have to schedule another delivery. Also  
respecting the windows for delivery given. This would help with making sure that orders are checked as well as

4 not disturbing the school set schedules.

We have received heavier boxes on top of lighter boxes which caused boxes to pop open. We have received  
5 boxes with raw items on top of cooked items. We brought it up to driver's attention.

6 When items are missing we need a more accurate way of credited invoices and account

my suggestion is to put all the same food products on the same palet it will make it go faster when you are

7 checking in your product

They need to seperate frozen/cold from can goods our products come in sweating and then the label molds and  
8 cans rust really bad and have to throw away products.

9 The way the pallet are packed. Boxes are crushed.

Sometimes boxes are not in the best of shapes as the drivers are often in a hurry and just toss things around.

10 Sometimes the driver is aggravated if we tell them to bring the items in for us.

11 n/a

Please make better delivery time of the day,not so late.Our buses come in and get in line by 2:30 and we need  
to be through before this time,or truck can't get in.Also there have been times our fresh fruit has been frozen and  
I refuged to take it.Please make sure that the people loading the truck are doing it correctly.By leaving it on the  
12 truck over night the fresh produce is being froze.I love the fresh watermelons,apples, oranges.

13 Great operation! No suggestion!

14 If I could be notified the approximate time the delivery will come it would be very helpful.

15 Our district had no problems this year.

16 NONE

17 remind them that we are the customer and we are in charge, not them.

They need to let us know when there will be a shortage if possible and if not then they need to get a quicker  
18 response back as to our inquiry about the shortage.

19 Keep orders correct. Send what we are suppose to get and driver should know where to deliver.

20 No Comments

There are times that canned goods are coming in with lots of condensation. Looks like they were frozen at one  
21 point.  
22 none

The main complaint I have is the packing/stacking of the pallets and the poor wrapping of the pallets. It is very  
difficult for the driver at times to unload the pallets because they are leaning so bad. There is heavy items  
23 stacked on top of crushable items . I feel that the warehouse staff need to be more aware of the packing.

Their truck needs to have freezer section and dry goods section. The frozen is usually accurate, but the dry  
items have been refrigerated or frozen and must be placed in freezer and we do not have a lot of space for those  
items. When ordered would think they would go into our dry storage, but we must find room for them in freezer  
24 or place in cooler and use as quick as possible.

25 NA

26 None at this time.

Our boxes are usually crushed or totally wet, many times they are torn. The driver put everything in the freezer  
even the sliced cheese that said do not freeze, even after I showed him, he shrugged and left it in there for my  
27 staff to move.

We have to negotiate with new drivers about breaking down pallets and putting product in dry storage or  
28 freezer..they think it can be left outside on pallets?

Stated above: stacking for checking in labels facing out. Stacking in shorter stacks due to fact of boxes  
29 crumbling under the weight.

They just need to work on bringing our items before we leave so we don't have to wait on them and work past  
30 our scheduled shift.

I would like to receive a statement BEFORE our bill is overdue. I have to call every month to get a statement.

Our business office does not accept invoices alone, it needs to be accompanied with a statement. Might just be  
31 unique to our district.... but would be nice to NOT receive a past due notice as a statement.

32 We have had no deliveries this year.

33 They do a great job

It would be easier for us to check in our deliveries if they did not come during our "rush hours"... close to serving time while we are pulling food out of ovens and setting up serving lines, during serving time when we have students we are trying to take care of....our ladies are in at 6 and leave at 2....so 6-9:30 or 1-2 would be great delivery times for us. I am aware there are other districts that probably have this same issue and realize you can't be at all locations/districts first thing in the morning.... this was just something the ladies wanted me to mention. We do have different drivers....some just drop all items in one location and the ladies have to separate and move to cooler and freezers....some are very good at separating it for us and take freezers items  
34 to freezer, cooler items to cooler and dry items to dry storage. That is a huge help to our ladies.

35 All is well..

36 none

It is very hard on our office staff when the pallets are combined with mixed frozen and shelf items. The drivers do not always help us unload the pallets to separate them. Our warehouse worker is never here when deliveries are made to separate the pallets. We would prefer that like items be combined on pallets to reduce stress on our  
37 office manager.

For 3 years I have been asking them to give the driver my number so he could call me to let me know he will be arriving soon (call me before he leaves the delivery before mine), so I can meet the truck at the delivery point. They just started giving the driver my number, which has helped greatly, but I don't know why it took 3 years to  
38 get that right.

The only suggestion I would have, but know it may not be possible, is that it would be nice to have our delivery  
39 arrive either earlier or later on the day of delivery, instead of always in the middle of serving lunch to students.  
40 Maybe having a extra driver that way unloading would be faster process.

41 We are pleased with all the services

42 NA

If the serving suggestions were on frozen bulk that would be great vs me trying to look up serving size & convert  
43 the pounds to ounces.

44 Be consistent on delivery days.

45 NA

My can goods are coming in COLD and it is causing the can tops to RUST before using the product. How can  
46 this be corrected?

47 N/A

48 We would like an Estimated Time of Delivery.

The boxes are received extremely dirty. There is usually soot or dirt all over the boxes which transfers to our 49 floors, cloths and staff. Maybe the drivers should be required to clean their truck containers more often.

50 Keep up the GOOD work!

Would like to be contacted if deliveries will be late and double check if all of our products are on the truck. And 51 have the boxes in better shape instead of busted or open.

More communication. Some drivers have been great about patiently waiting for us to verify our orders, others not so great. Also, some of our locations cannot fit a pallet through the doors so they have to be broken down and rolled in on dollys. Some drivers are very gracious about this but we've had a few that would leave the pallets 52 outside for us, even if it was raining!

53 none

54 n/a

Just to be careful on how pallets are loaded. Seems, in particular on canned goods, that we end up with a cases 55 with dented cans.

56 Well satisfied with the service.

57 none

An approximate delivery time, or at least a window. We have to schedule help to put the deliveries away, which 58 is difficult when the delivery times vary greatly each time.

Loads need to be stacked so that they can easily be checked in. Pallets come in leaning usually due to the 59 bottom layer collapsing due to over stacking.

I have a concern. We are getting out can goods coming in cold as they have been in cooling. This is making the 60 cans come in rusted. Can they not be stored at room temp?

Q10. If you would like to compliment anything your contracted warehouse is doing well, please enter below:

<b>Answered</b>	<b>79</b>
<b>Skipped</b>	<b>218</b>

Respondents	Responses
1	They do a great job!! Thanks
2	It is always a pleasure when dealing with the CBBC Dallas warehouse. They are very good to communicate and call to remind me to place my order if I have forgotten. They have been
3	very accomodating. We had to reschedule a delivery and they were very gracious and helpful.
4	Very friendly and helpful on the phone.

5 The drivers are polite.

6 keep up with the good work

Drivers are always friendly and seem to always been in a very good mood. We also appreciate the flexibility of  
7 rescheduling deliveries when needed.

8 Warehouse personnel is always very courteous and helpful. Responses are always in a timely manner.

9 Driver that has been coming lately has been very helpful and kind

10 The drivers are always nice and well mannered they are never rude

11 Warehouse employees are always cooperative and willing to help in any way possible! Great customer service!!

12 Great staff! Great drivers!

13 I appreciate the personal phone calls to remind me if I have not placed an order! Great customer service!

14 Our rep is excellent we love her!

15 Excellent service and communication. CBBC does a great job of servicing our account!

16 n/a

17 Always willing to help with questions I had.

18 Driver is always excellent

I would like to say thank you for sending a younger man that can help us stack the boxes. There is only 2 of us  
and we always get our order during serving time. The young man that has been coming is very nice and  
19 considerate. He always helps my ladies. ( they are older)

20 Awesome consumer service! The BEST!

The warehouse is so great about letting me know I have other allocations and can go in and add them to my  
21 order. That is so appreciated

The drivers have all been very nice and patient anwilling to do whatever I have asked. Maritza Gonzalez is very  
22 helpful every time I have called

23 They have been great this year. No problems

24 The drivers are always very nice and helpful.

25 All is well.. no complaints... Everyone is always helpful and professional... super nice..

26 Drivers has been very courteous.

27 GREAT JOB NO PRBLEMS.....

28 the office person is very good and helpfull.

Thanks for the phone calls to remind me that I have food sitting there and if I want a delivery. I really appreciate  
29 them to take the time and check in. Thanks,

30 Over all the service is good.

31 No Comments

32 None

Our driver is always very friendly, accommodating and helpful. Sometimes it is just one female to check in the items and the driver is very helpful. Also the office staff are very helpful and punctual if there are items that need to be added to the order or if the order delivery is going to be late.

33 Happy with all aspects of warehouse.

34 None

They do a good job letting us know when to expect deliveries and if the delivery is delayed they always let us know.

35 Maritza provides excellent customer service. She is very knowledgeable in helping me with any questions I have.

36 CBBC Dallas is always professional. They are very organized and helpful.

37 We have had no deliveries this year.

38 Warehouse employees are very helpful when you call and will do their best to work with you if you have issues

39 Thank y'all for the totally awesome job. Maud ISD appreciates all of y'all hard work.

Placing the orders in TXUNPS is very easy, the ladies in customer service are super nice and helpful. Some of the drivers are very good at separating the items in to their proper area and that is a huge help to our staff. I

40 have switched to 100% brown box because of the convenience of ordering.

41 The driver is always polite and Helpful. Very nice great to do business with.

42 They do a great job of calling and notifying of any delays or changes. Drivers are friendly and polite.

43 All is well..

44 none

45 my normal delivery man is Noah. he is awesome. so polite and courteous.

We are very satisfied with our warehouse and our drivers. They are very helpful and the drivers are always on time and very courteous.

46 The customer service from drivers has been much better this year.

47 Drivers are courteous as well as the people I speak with over the phone.

The office staff is always friendly and helpful. The drivers are always very respectful and will sometime go over and beyond to help if we have a large delivery and only one person is available to check in while others are

48 serving lunch.

49 They are always very professional with deliveries and office personal

50 NA

51 I loved my old driver Mr. Henry. He is such a sweet man and a hard worker. We miss him.

52 They offer excellent service. Keep up the great work.

56 The cooked ground beef is my bestfriend compared to the raw ground beef I wish I could get more.

57 The delivery drivers have been very helpful

58 The driver is very cordial.

59 If an issue occurs, then I'm aware.

60 They notify me with any changes. Good Crew

61 N/A

62 They answer any questions that we have and call if they think we forgot to order for our delivery.

63 Customer is service is excellent! Drivers are always very friendly.  
Communication is great! I appreciate the emails when delivery dates need to be changed due to holidays. Thank

64 you!

65 Friendly staff

66 CBBC does a great job. I have never had any issue.

67 Very professional and courteous .

68 The ladies have always been courteous but could be more helpful and understanding when there is a problem.

69 Doing a good job.

70 As I said above, some drivers are great! Just depends on who you get.

71 great job on everything

72 response well to questions and provides updates.  
Maritza, my contact for the warehouse, has done an excellent job this year. Had to adjust some deliveries and she worked with me to make sure we got taken care of. She communicates very well, and I really appreciate

73 that.

74 They have been able to answer any questions that I have called them with.

75 The deliveries always arrive before 3 pm. Drivers are always nice and helpful.  
My contacts with CBBC have always been outstanding! Sometimes I am at the last minute getting my orders in and someone always calls to remind me to get them in. The drivers are always curteous. When they deliver close to or during a serving time, they always make time for the employees to move between serving and

76 receiiving. I sincerely appreciate everyone there.

77 The last driver we had deliver in May was the best. He helped get in inside on a dolly not dropped it off and left  
Our customer service agent Maritza Gonzalez is amazingly kind and thorough, very helpful and super

78 professional. We love her!

79 Packaging, receiving and personnel are all great and people friendly.