

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	
Food Bank of the Rio Grande Valley	100.00%	37
	<b>Answered</b>	<b>37</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	81.08%	30
No, please explain:	18.92%	7
	<b>Answered</b>	<b>37</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 Drivers bring wrong and/or incomplete bill of lading. Driver does not have complete order on truck or does not provide items.
	2 Redelivery of missing items do not carry BOL
	3 Not all the time. When items are pending, driver does not bring a bill of lading.
	4 Unfortunately for us, there has been several occasions in which their drivers deliver orders without a bill of lading. We in turn refuse the order. Sometimes the driver tries to convince our warehouse staff to accept the order without the bill of lading and becomes upset when we refuse too comply to their request.
	5 Most of the time we have to make our own BOL for our records.
	6 Every month we have to request the Bill of Lading from the RGV Food Bank. The driver never has it for the manager.
	7 Most of the 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	89.19%	33
No, please explain:	10.81%	4
	<b>Answered</b>	<b>37</b>
	<b>Skipped</b>	<b>0</b>

Respondents

No, please explain:

- 1 On some occasions, the drivers rush the Cafeteria Managers which can easily result in errors.
- 2 Unfortunately, their drivers seem to always be in a rush when they deliver to us that they don't allow enough time to verify the order or make notes unless our warehouse staff does so. If our warehouse staff ask for their patience to wait while they verify, they become bothered by it.
- 3 He does like to wait especially during lunch periods always in a hurry
- 4

The cafeteria manager never receives the Bill of Lading from the driver. Every month my office clerk has to request the Bill of Lading after a delivery. Then it takes weeks-months before she gets it. This is very frustrating and we don't have this problem with the Central Texas and San Antonio Food Banks.

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

Answer Choices

Responses

Yes	40.54%	15
No, please explain:	59.46%	22
	<b>Answered</b>	<b>37</b>
	<b>Skipped</b>	<b>0</b>

Respondents

No, please explain:

- 1 Sometimes they deliver on Tuesday or Wednesday without notice
- 2 THERE IS NO NOTICE WHEN DELIVERIES HAVE CHANGED.
- 3 They do not notify if deliveries are running late.
- 4 No, they arrive a day late and I have to contact to see where my truck is by the end of the work day.
- 5 No. Many, many times we are shorted items on delivery without prior notification. This frequently results in delayed payment because wendo not get the credits or actual invoice until a month. This usually requires several phone calls and emails. Very poor communication and service from the Food Bank of RGV office employee(s).
- 6  
we have never gotten notified of any changes or missing items before deliveries. I always have to call and make sure I get my USDA dollars back into my NSLP Commodity account when I have miss items.
- 7 We are never contacted on this, wish we were.
- 8 Most of the beginning of the school year I was having to contact Bianca Dudley due to it being close to time of clock out of staff and still no arrival of merchandise.
- 9 no notification at all
- 10 Their communication system is terrible, its almost impossible to get a hold of Bianca.
- 11 We have had a lot of shorts on orders and no explanation or advance warnings.

- 12 We do not get notifications of items not being sent in a timely manner.
- 13 Deliveries are changed w/o notice, supervisor does not respond, invoices have to be requested, do not keep to delivery schedule.
- 14 No, we have not been receiving our deliveries when we are scheduled to, or when we do, the order is short
- 15  
Again, unfortunately there is limited to no communication regarding matters of late deliveries and/or changes to deliveries. There is no communication if we contact their office requesting for an ETA of our orders. They lack communication and logistical planning. We cannot count on an answer from the warehouse and their contact person Bianca Dudley Ortiz isn't any help in resolving matters like this. She either does not have a prompt response or does not bother to communicate an answer back to us.
- 16 There is no communication nor notification if a delivery will not arrive on the scheduled delivery date.
- 17 Deliveries have been missed and items changed with no notice
- 18  
This has been an awful year in dealing w/the Food Bank of the RGV. We have had so many changes in delivery dates without notice, our orders have been shorted without any notice and the merchandise that was shorted was either 1. never brought in or 2. delivered several days later. When calling their office we get a voice message and messages sometimes are not returned. When contacted, they stated that they were experiencing problems with their cold storage units and were trying to get everything fixed. This places all of us in a bind when planning our menus around our deliveries.
- 19 We have scheduled days but they deliver anytime.
- 20 When we started with the orders would arrive on Tuesday's then started on Monday's and weren't notified of the change, don't ever know the time the truck will arrive.
- 21 The truck is at times running late or not all my product come in and I do not find out until the delivery gets here.
- 22 There have been scheduled deliveries that did not come and we did not get notified. I would have to send an email to find out what happened with the delivery and ask when it would be delivered.

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

Answer Choices	Responses	
Yes	64.86%	24
No, please explain:	35.14%	13
	<b>Answered</b>	<b>37</b>
	<b>Skipped</b>	<b>0</b>

Respondents

No, please explain:

- 1 They don't send invoices on time, we have to be calling at the end of month. And take days to answer phone calls and respond to emails.
- 2  
The storage fees and invoices are given extremely late and I have to constantly ask for multiple at once.
- 3 Inaccurate invoices and deliveries result in bulletin information frequently not being accurately updated. The Food Bank RGV warehouse staff fail to promptly release information to the state so the bulletin an b updated promptly. We are seeing a 3-5 week delay for this communication between the warehouse to the state . Very inefficient.
- 4 I sometimes get a large fee for example two case of apple I well be charged \$80 + dollars for delivery. I can buy 3 case with that money.
- 5 Warehouse does not notify us of shortages and often forgets to send those unless we notify them and follow-up with them.
- 6 Always incomplete and when shortages are done and delivered a new invoice is not provided.
- 7 Statement of commodities shipped has significant errors with no follow up from food bank or TDA
- 8 On items that were shorted/pending, warehouse does not provide accurate invoices.
- 9  
We have to request these and we have issues. We cannot get revised and correct invoices to date.
- 10 when there are shortages on our deliveries it takes a while before we receive a revised invoice on the corrections. We are experiencing a lot of issues with deliveries not being made on our scheduled delivery date, or invoices that be corrected in a timely manner
- 11 Yes they do provide us with invoicing however Bianca Dudley Ortiz does not send them all on time. Ms Dudley Ortiz seems to forget to send them to our district on time causing delays in payments. We contact her via email or phone calls and does not respond.
- 12 Invoice do not have all items delivered at the time
- 13 We frequently show items accruing storage fees that just pop up. When I send emails to follow up on these items. I never get a response back. It takes a long time sometimes months to get an invoice from the RGV Food Bank.

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	8.11% 3
No	32.43% 12

I did not have any USDA Foods losses	59.46%	22
If yes, did your warehouse reconcile the loss with your approval?	0.00%	0
	<b>Answered</b>	<b>37</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	100.00%	3
No, please explain:	0.00%	0
	<b>Answered</b>	<b>3</b>
	<b>Skipped</b>	<b>34</b>

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

Answer Choices	Responses	
Replacement-in-Kind	66.67%	2
Money/Credit	33.33%	1
	<b>Answered</b>	<b>3</b>
	<b>Skipped</b>	<b>34</b>

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

Unacceptable		Poor		Fair	
0.00%	0	5.41%	2	32.43%	12
Good		Excellent		Total	Weighted Average
35.14%	13	27.03%	10	37	3.84
				<b>Answered</b>	<b>37</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	10.81%	4	21.62%	8	24.32%	9
Timeliness of deliveries	5.41%	2	24.32%	9	32.43%	12
Customer service from drivers	2.70%	1	2.70%	1	24.32%	9

	Good	Excellent	Total	Weighted Average		
Customer service from warehouse employees	10.81%	4	21.62%	8	18.92%	7
Accuracy of orders	18.92%	7	24.32%	9	37	3.24
Timeliness of deliveries	18.92%	7	18.92%	7	37	3.22
Customer service from drivers	43.24%	16	27.03%	10	37	3.89
Customer service from warehouse employees	21.62%	8	27.03%	10	37	3.32
				<b>Answered</b>	<b>37</b>	
				<b>Skipped</b>	<b>0</b>	

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

**Answered** 25  
**Skipped** 12

Respondents	Responses
1	1. Call when they can't deliver 2. Provide invoices weekly 3. Answer Phone calls 4. Respond to emails
2	n/a
3	Invoicing for storage fees is not received within the same week of delivery.
4	Timely manner of invoices and delivery needs to come on actual delivery date, because it pushes back my WH staff for our own deliveries if it comes a day late.
5	It appears that the warehouse school commodity coordinator at the Food Bank RGV is overwhelmed and need help and also better organization skills.
6	I have know Idea on their day to day process so I can not impose.
7	Please inform and follow-up with district with shortages and delays; better communication with this point.
8	Be on time and have complete orders with complete documentation.
9	To let us know ahead of time if they will be running late or a product that we ordered was not in stock after all.
10	notify when there is shortage on order
11	Lets try next bidder, current RGV not customer oriented, and lack inventory control.
12	Product is not first in first out and quality suffers.

- 13 Communication on shortages or changes on delivery dates, sending accurate invoices, delivery of items on time and complete orders.
- 14 They need to keep fresh produce from being delivered frozen such as watermelons, they need to not deliver spoiled apples and oranges, they need to deliver on scheduled date, they deliver when they want to and after the item is on the menu. They will verbally say the product will be here on Monday and then will not deliver or reply to when we send them an email or a phone call to inquire about the non delivery. Not a very reliable warehouse.
- 15 They need to improve there delivery schedules by showing up when they are scheduled to do so, and improve on their handling/storing of fresh fruit products
- 16 Please consider the comments we have provided in this survey. We have taken surveys before but we seem to continue to have this warehouse as our contracted warehouse for USDA Foods. Obviously they do not provide good services to us and other districts and they seem not to value their customers and offer good customer service. We believe that this warehouse needs a change in personnel and have better planning of their logistics in order to provide timely delivery of orders and at the same time provide good quality foods.
- 17 None
- 18 No
- 19 Better communication from contact person. Deliver the correct item requested.
- 20 n/a
- 21 Organization and communication....In addition, they should help a bit more when we report receiving product that is damaged, spoiled, etc. They offer little to no assistance in helping us find out why product was damaged.
- 22 The communication needs to improve overall. examples with the above concerns.
- 23 To please make sure if an item is on list and didn't send enough to let us know when will we get the rest of shipment since its being charged.
- 24 The Commodity Coordinator is always away from her phone when needed. At times I have to remind her to send invoice.
- 25  
I would like for the contact person in charge of communicating with me about my orders, deliveries, and and other commodity issues to be more timely and efficient with her communication. Sometimes we send emails and leave voicemails and don't get a response back. It becomes very frustrating knowing that our point of contact will probably not get back to us. We also have commodities at the Central Texas and San Antonio Food Banks, but I never have to worry about them not getting back to me because they always do. The RGV Food Bank is much more difficult to work with.

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

**Answered** **18**

**Skipped** **19**

Respondents	Responses
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1 There is great communication and delivery's are consistently accurate on times.

2 I do like how my contracted warehouse is kind and does get back to my emails/calls in a timely manner.

3 N/A

4 none

5 Sorry but none at this time...

6 Drivers are helpful and responsive

7 We are happy with the services provided thru Food Bank of the Rio Grande Valley.

8 Excellent Service has been provided to our district from the contracted warehouse.

9 This year ..... nothing!

10 N/A

11 Our opinion is that they are not providing good services or doing well.

12 They are doing a great job!

13 n/a

Our rep is awesome when we have a question or concern she is able to help us out immediately. Driver

14 now waits for us to check the list.

15 No comment

I don't have anything to compliment about the RGV Food Bank. However, we are very satisfied with the  
16 customer service we get from the Central Texas and San Antonio Food Banks.

17 They have been doing very well.No problems

18 Great customer service from drivers.

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