

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	
Houston Food Bank	100.00%	124
	<b>Answered</b>	<b>124</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	99.19%	123
No, please explain:	0.81%	1
	<b>Answered</b>	<b>124</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 We pick items up at HFB.

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	91.94%	114
No, please explain:	8.06%	10
	<b>Answered</b>	<b>124</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 1 out of the 3 did not a sub driver
	2 Some drivers are just awesome but other try to unload their whole truck of frozen items that can cause an issue when it with the boxes getting crushed due to melting. Unfortunately, our freezers do not have doors that can fit a pallet through it so it has to be unloaded and reloaded in our freezers by hand.
	3 Everything very rushed sometimes they don't have time and we are the same. helpful to come during our designated delivery times. Houston Food Bank wants to come before 10:30 am which we have requested later times. They do not seem aware of the hours.
	4 Well yes and no. Some do some don't

- 5 N/A
- 6 We pick up at HFB warehouse. They do allow us enough time.
- 7 No time to unpack pallet to count interior cases.
- 8 Sometimes the drivers are ready to move on to the next stop and get impatient when we're checking our order.
- 9 Depends on the driver. Lately they have been great but they all are not helpful and just want to drop and leave
- 10 Sometimes

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

Answer Choices	Responses	
Yes	74.19%	92
No, please explain:	25.81%	32
	<b>Answered</b>	<b>124</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 They do not notify me of any changes.
	2 We have not had any late or changes in our deliveries.
	3 Very minimal communication in this area>
	4 We have had email correspondence when a delivery date is to change b/c of a holiday
	5 We don't have a specific for deliveries, the driver just shows up. We would like a time frame for deliveries.
	6 They generally just show up whenever they are bringing a missed item. Sometimes, this creates an issue.
	7 We do not get notified if deliveries are going to be late.
	8 Sometimes we find out on the day of delivery we aren't getting something.
	9 I was relying on apples several times and did not receive them. And broccoli one time.
	10 I have had a couple of instances where my truck didn't show up or the changed my delivery day.
	11 They often miss delivering date with no notice and appears on a different day.
	12 we have not had any late deliveries
	13 But so far we have not had any
	14 Couple times just showed up on a non delivery day
	15 N/A
	16 No one has ever notified me of any changes to deliveries

- 17 They just show up with what they were able to load. If it is short product, there is nothing I can do about it. No explanation.
- 18 HFB employee was out (week of 1/30/19)and they were conducting inventory...nobody contacted us to tell us inventory was being taken...we sent a truck to pick up and were turned away. 2/6/19 - did not have order complete & ready...forgot to key in order.
- 19 We never hear that items will not be on the truck. They just show up and magically 50 cases are not here.
- 20 Our deliveries have been on time.
- 21 Most of the time. There has been an improvement from last year.
- 22  
Due to an inventory day, the Houston Food Bank changed delivery from Friday To Thursday without notice. Another time the delivery was late....past 2:00, (no notice)...again mandating Staff to stay.
- 23 Because they come at different times each month
- 24 I would like to be informed of arrival time.
- 25 Sometimes they call the day before the deliver to say that they can't deliver something. This happened during their inventory.
- 26 Do not recall any late deliveries
- 27 One order was completely forgotten.
- 28 We have never had this happen. They always come on the day we are scheduled at any time of the day.
- 29 We are never notify of any late or changes.
- 30 They have delivered on a different day than scheduled without notification.
- 31 We never know what time the driver is going to show up. If we could get a time window for delivery, that would be great.
- 32 Sometime we doe not receive the order on the date we are suppose to receive it and when you call it take days for them to even call you back if the do.

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

Answer Choices	Responses	
Yes	91.13%	113
No, please explain:	8.87%	11
<b>Answered</b>		<b>124</b>
<b>Skipped</b>		<b>0</b>

Respondents	No, please explain:
	1 We have not received invoices since January. I have contacted Houston Food Bank so that they could email them. I have to make several phone call.
	2 They do not included when we are shorted on items, we still get the whole bill.
	3 We have not received an invoice on delivery fees. We would like to keep track of the monies we have allocated for this
	4 I had to call and request invoices to pay them.
	5 We only had to have it corrected during Harvey but otherwise they have been ok.
	6 We have had numerous issues with invoices being correct and had to make several phone calls to correct issues.
	7 I often have to email them to request invoices, almost on a monthly basis.
	8 Invoices are accurate, but do not receive them in a timely manner. Example it is the middle of April and we have not received some February invoices.
	9 As far I know unsure we do not handle this
	10 We had a couple of instances were our orders were short. The first time they delivered the missing items but the second time they didn't (we are still waiting).
	11 I always have to ask them for a corrected billing. Things are often not delivered and the heading is also left off

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	12.90%	16
No	8.87%	11
I did not have any USDA Foods losses	78.23%	97
If yes, did your warehouse reconcile the loss with your approval?	0.00%	0
	<b>Answered</b>	<b>124</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	83.33%	15
No, please explain:	16.67%	3

**Answered 18**  
**Skipped 106**

Respondents No, please explain:

1 No problems

2

I didn't have a loss. I had 3 cases of items that weren't being delivered but were showing on my report as being available. When I looked into the situation, the warehouse said the items were found in their warehouse when they went back to look for them and would be delivered. They were found 3 months after they were supposed to have been delivered. The situation was rectified.

3 When an Item was short or not on truck they left a paper but no communication as if the product would be on next delivery.

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

Answer Choices	Responses	
Replacement-in-Kind	53.85%	7
Money/Credit	53.85%	7

**Answered 13**  
**Skipped 111**

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	Weighted Average
0.00%	0 0.00%	0 9.68%	12
Good	Excellent	Total	
65.32%	81 25.00%	31 124	4.15
		<b>Answered 124</b>	
		<b>Skipped 0</b>	

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

	Unacceptable	Poor	Fair
Accuracy of orders	0.81% 1	4.03% 5	11.29% 14
Timeliness of deliveries	0.00% 0	1.61% 2	9.68% 12
Customer service from drivers	0.81% 1	1.61% 2	9.68% 12
Customer service from warehouse employees	0.00% 0	0.81% 1	8.06% 10

	Good		Excellent		Total	Weighted Average
Accuracy of orders	60.48%	75	23.39%	29	124	4.02
Timeliness of deliveries	65.32%	81	23.39%	29	124	4.1
Customer service from drivers	60.48%	75	27.42%	34	124	4.12
Customer service from warehouse employees	64.52%	80	26.61%	33	124	4.17
					<b>Answered</b>	<b>124</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 32**  
**Skipped 92**

Respondents	Responses
1	n/a
2	According to TXUNPS, there are a number of commodities to order; however, when we try to place an order we find out there are only 1 or 2 of the items available.
3	They need to be more accurate on the inventory kept at the warehouse. There are times we order products that in the system it shows we have available but when it comes time to deliver we are advised that item is not available.
4	Increased communication regarding ETA's for delivery
5	When I place an order through TXUNPS things show to be available, but then when the truck gets here several things are always missing. I don't ever recall getting anything from them letting me know something isn't available. I would like to see a statement that shows a credit going back into the account and what it was a credit for. At this point I'm kinda fed up with it all because I have emailed them asking about all the shortages I've had and not seeing any credit for them. I've never heard anything back from them.
6	n/a
7	Most of the damage product received is from being loaded improperly or punctured by the forklift.
8	No improvements needed.
9	Things have run much better this year for our district interactions.
10	There has been different warehouse employees each year that Houston Food Bank has been the TDA warehouse. The 2018-19 year has run the smoothest out of the three years. I could see it continuing to be steady/improve if there is not a turnover of employees.

- 11 Try to take better care of the packaging of the products and communicate when trucks will arrive/or be late.
- 12 Tobbie from the healthy lunch box
- 13 we have been happy with our warehouse
- 14 They should implement a better system regarding orders so our deliveries are accurate and without shortages.
- 15 To notify shortness of items.
- 16 no
- 17 Just make sure what was ordered is there. We plan our menus around the commodities.
- 18 None at this time.
- 19  
Communication could be a lot better. At the very least, emails explaining shortages or other changes.
- 20 N/A
- 21 Bring the correct items when they are scheduled to deliver. Stop making excuses.
- 22 no
- 23 Earlier deliveries. Have driver help unpack pallets.
- 24 I would train drivers to provide excellent customer service.
- 25 Please send invoices in a timely manner. We have to give a total of our shipments to our business office but the invoices for the previous month are not processed.
- 26 Please make sure that the driver is equipped with a dolley.
- 27 None
- 28 Very satisfied
- 29 Drivers can be more friendly.
- 30 na
- 31 Time window for delivery. We primarily only participate in the DoD Farm to School program. Often times, the fruit is rotten before we get it. It would save us all time and money if you would check the product prior to delivering it.
- 32 Please notify us when we will be receiving more/less of what we ordered.

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

**Answered** 37  
**Skipped** 87

Respondents	Responses
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- 1 This year we have not had any problems.
- 2 I am new here and they have been very nice, answering all my questions.

- 3 I am sure this job is much more complicated than I understand so thank you for all you do to provide us with commodities!!
- 4 They did a great job this year, I think the hurricane last school year was what caused to poor service, but I had no problems this year.
- 5 The communication with employees is very great. Especially from Marisha pruit. She is very helpful and always goes above and beyond to help our school district.
- 6 Good customer service from drivers & quality products
- 7 customer service is much better this year!
- 8 Since some of the issues were cleaned up from a year or two ago, when I call the people are always courteous and respectful.
- 9 The drivers are always super to work with and the ladies that I speak with in the office are always so helpful.
- 10 n/a
- 11 100% improvement from last year. Thank you Houston Food Bank
- 12 The deliveries were better than last yearWe received our deliveries monthly
- 13 This has been a huge improvement over last year. The warehouse has been really good about bringing shortage but they just need to communicate when they will bring those out. Overall, I am happy.
- 14 We appreciate the services of HFB, and look forward to years to come.
- 15 our drivers have been courteous and here on a time
- 16
- The customer service quality and email communications with HFB have improved this school year.
- 17 doing a great job
- 18 They are responsive, responsible and wonderful to work with! Thank you for asking!
- 19 Shemika Jenkins is very professional and helpfully. Big improvement this year- I know a lot of customers left HFB with commodities but the service has good so this year.
- 20 Produce quality has been very good. Good customer service.
- 21 N/A
- 22 Nothing.
- 23 HOUSTON FOOD BANK HAS DONE MUCH BETTER, IN ALL AREA THAT CONCERNS ME AND MY STUDENTS
- 24 very friendly & helpful when there is a problem. This is a big improvement from last year.
- 25 Good customer service contacts
- 26 Much improvement. No problems this year at all.

- 27 This school year, '18-'19, has been much better than last year.
- 28 This year was so much better! They need to be recognized for there improvement and hard work.  
Keep up the great job!
- 29 The warehouse employees are nice and try to communicate.
- 30 The service this year has been good. Much better than last year.
- 31 very helpful and courteous drivers
- 32 Great job
- 33 This year communication has been great! No issues with orders or damaged product.
- 34 na
- 35 Houston Food Bank has improved on their over all service, we are happy with them, thank you.
- 36 they need to return phone calla and deliver according the time frame they indicate.
- 37 Everyone is very friendly and willing to assist you should I need anything from them.