

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	
US Foods Inc	100.00%	110
	<b>Answered</b>	<b>110</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	98.18%	108
No, please explain:	1.82%	2
	<b>Answered</b>	<b>110</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 My last driver did not do this but it was because his equipment was not working and he had let the company know before he got to me. Otherwise yes they do.
	2 Not every time. Although we request,the drive has told us he did not receive the BOL when he picked up his trailer.

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	98.18%	108
No, please explain:	1.82%	2
	<b>Answered</b>	<b>110</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	Sometimes, the guy comes at an inconvenient time, i.e. during service, and does not wait around for us
	1 to check the items
	Our trucks are always late and we usually just have to have someone not even in Food Service let them
	2 in so they don't know how to check in a truck

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

Answer Choices	Responses	
Yes	82.73%	91
No, please explain:	17.27%	19
	<b>Answered</b>	<b>110</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 We do not know when they will come out and if I call to see how close they are it is really hard sometimes to get a hold of someone
	2 No late deliveries or changes.
	3 Most of the time they are here before I leave which is 3 PM. I have had to call at 3 to ask where and when they will arrive.
	4 I do not ever know for sure what time they are coming.
	5 We haven't had any of these issues.
	6 it will give me a certain day it will be delivered and it always comes like a week later. WITHOUT notice when its actually going to be delivered.
	7 I have not had any late or delivery changes
	8 We have never got notiviations from them.
	9 I have not gotten any notifications ever.
	10 The drivers always call if they will be late and give us an estimated TOA.
	11 they are never on time or right date
	12 No communication, ever.
	13 We often have no idea when they are coming and it is almost never the same time but is most often after all of my staff has gone home
	14 I have to call the warehouse ahead of delivery and ask Transportation to give my phone number to the driver. On occasion, I have had my delivery taken back to the warehouse and had to call to track it down.
	15 There have been several times that I have had to wait for them to get here after 2pm without a phone call. I have always had to call them if they are late.
	16 If they are going to be late we do not hear from them and they just expect us to wait.
	17 There was some trouble getting my orders here on the date that it was scheduled to be here in the beginning, but got better over time.
	18 They let us know when they get here and nobody is here to let them in
	19 They have never been late so I do not know how to answer this question.

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

Answer Choices	Responses	
Yes	99.09%	109
No, please explain:	0.91%	1
	<b>Answered</b>	<b>110</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 I do not feel it explains enough on invoice what the charges are for

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	6.36%	7
No	0.91%	1
I did not have any USDA Foods losses	92.73%	102
If yes, did your warehouse reconcile the loss with your approval?	0.00%	0
	<b>Answered</b>	<b>110</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	57.14%	4
No, please explain:	42.86%	3
	<b>Answered</b>	<b>7</b>
	<b>Skipped</b>	<b>103</b>

Respondents	No, please explain:
	1 N/a
	2 Have not had any losses this year.
	3 not sure

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

Answer Choices	Responses	
Replacement-in-Kind	75.00%	3
Money/Credit	25.00%	1
	<b>Answered</b>	<b>4</b>
	<b>Skipped</b>	<b>106</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	Total	Weighted Average
0.00%	0 0.00%	0 2.73%	3	
Good	Excellent			
48.18%	53 49.09%	54	110	4.46
		<b>Answered</b>	<b>110</b>	
		<b>Skipped</b>	<b>0</b>	

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

	Unacceptable	Poor	Fair	Total	Weighted Average
Accuracy of orders	0.00% 0	0.00% 0	1.82% 2	2	
Timeliness of deliveries	0.91% 1	1.82% 2	8.18% 9	9	
Customer service from drivers	0.00% 0	0.00% 0	0.00% 0	0	
Customer service from warehouse employees	0.00% 0	0.00% 0	3.64% 4	4	
	Good	Excellent	Total	Weighted Average	
Accuracy of orders	36.36% 40	61.82% 68	110	4.6	
Timeliness of deliveries	38.18% 42	50.91% 56	110	4.36	
Customer service from drivers	40.91% 45	59.09% 65	110	4.59	
Customer service from warehouse employees	44.55% 49	51.82% 57	110	4.48	
			<b>Answered</b>	<b>110</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** 21

**Skipped** 89

Respondents	Responses
1	None
2	a time of when truck will be here at our location like Labatt does so we know when it will be here and can act accordingly
3	no
4	All is good.
5	N/A
6	N/A
7	None
8	n/a
9	Some of the drivers need additional training on how to bring the stuff out, ex. they mix up all the cases so we are having to separate it to count it out correctly.
10	We had one delivery this year that did not show and that was yesterday. We called and they will redeliver Friday, otherwise we have had great service from U.S. Foods.
11	Their billing is very confusing. The dollar amount on their invoices they email do not match the statements.
12	N/A
13	Do not stack pallets too high. Do not mix pallets with raw meat/poultry with fruit / vegetables
14	You are doing a wonderful job.
15	It would be helpful to know delivery times and for the time to fall within cafeteria normal business hours which are 5:30am - 2:00pm for us.
16	the school to accept them. If I miss the driver, my deliveries go back to the warehouse in Lubbock (180 miles away) and I have to arrange for another delivery. U.S. Foods has an automated phone system, so it is very hard to talk to a real person and check delivery times.
17	NA
18	Last year, I was able to get an order delivered once a week. This year it changed. I was only allowed to get a delivery once a month and I was not notified of that.
19	We are very happy with US Foods
20	everything is fine
21	Deliver trucks during the times your available in TX-UNPS

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

Answered 32  
Skipped 78

Respondents	Responses
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- 1 all is good
- 2  
The drivers are usually very nice and friendly and work very hard when here at school . When I do call the men in transportation they are very friendly and try to help look up when our driver will be here
- 3 Your Driver is an excellent person. Always well mannered and very helpful. He is AWESOME!!
- 4 Great communication!
- 5 Our delivery men are always very pleasant and helpful.
- 6 Our delivery driver Roger Lusk goes above and beyond to help accommodate us in any way possible. We are thankful to have such a great relationship with US Foods and their staff.
- 7 They get my orders on time, everytime I call thier on what I need fast
- 8 Our deliveries are usually small. But we have always received cases in excellent condition at the correct temp. I can honestly say we are satisfied with the goods and service received.
- 9 I HAVE NO ISSUES ON ANY OF THE OPERATIONS THAT NEED ATTENTION AS OF NOW, THEY ARE ALWAYS VERY COURTEOUS AND PUNCTUAL ON THEIR DELIVERIES.
- 10 They are doing excellent job.
- 11 N/A
- 12 US Foods always does an excellent job of delivering on time and the staff is very friendly and helpful when I've had to call them. Keep up the good work!!
- 13 Love that we let them know where to place our deliveries ,and they do it with no hesitation . Thank You for this !
- 14 Drivers, very respectful
- 15 no problems
- 16 I have not had any issues with the staff at US Foods. They are commendable.
- 17 Drivers are always nice and polite. Thank you
- 18 Our orders are always accurate and the delivery drivers are very courteous and allow time for staff to check in orders. Thank you so much!
- 19 Scheri Williams with US Foods is very nice and friendly.
- 20 N/A
- 21 US Food has a driver (Brad Grimes) he is the best driver we have had in last 5 years. He is knowledgeable about unloading. He quick and courteous.

- 22 You are doing a wonderful job.
- 23 We love our drivers. They are always on time, friendly and knowledgeable.
- 24 I have never been to the warehouse but the assistance I have received via phone has been very professional and helpful.
- 25 The driver was amazing... Very friendly and helpful...
- 26 All of US Foods delivery drivers are excellent! Friendly, speedy, just overall great customer service.
- 27 We always have the best drivers. They are always friendly.
- 28 NA
- 29 I wish all our Vendors were this great!!
- 30 everything is fine
- 31 Friendly Truck Drivers, Products arrive looking great
- 32 Delivery is always done in a timely manner