

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	
Central Texas Food Bank	100.00%	49
	<b>Answered</b>	<b>49</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	95.92%	47
No, please explain:	4.08%	2
	<b>Answered</b>	<b>49</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 We pick up at warehouse.
	2 We do not receive deliveries at our facility

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	95.92%	47
No, please explain:	4.08%	2
	<b>Answered</b>	<b>49</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 No driver
	2 We do not receive deliveries at our facility

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

Answer Choices	Responses	
Yes	93.88%	46
No, please explain:	6.12%	3
	<b>Answered</b>	<b>49</b>
	<b>Skipped</b>	<b>0</b>

Respondents	No, please explain:
	1 No deliveries
	2 Never told ETA
	They work with us on deliveries that would occur during school breaks and make sure we still get our
	3 product that month.

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

Answer Choices	Responses	
Yes	100.00%	49
No, please explain:	0.00%	0
	<b>Answered</b>	<b>49</b>
	<b>Skipped</b>	<b>0</b>

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	22.45%	11
No	0.00%	0
I did not have any USDA Foods losses	77.55%	38
If yes, did your warehouse reconcile the loss with your approval?		0
	<b>Answered</b>	<b>49</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	90.91%	10
No, please explain:	9.09%	1
	<b>Answered</b>	<b>11</b>
	<b>Skipped</b>	<b>38</b>

Respondents	No, please explain:
	1 N/A

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

Answer Choices	Responses	
Replacement-in-Kind	40.00%	4
Money/Credit	60.00%	6
	<b>Answered</b>	<b>10</b>
	<b>Skipped</b>	<b>39</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 2.04%	49	4.63
32.65%	16 65.31%	32		
			<b>Answered</b>	<b>49</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 0.00%	0 4.08%	2
Timeliness of deliveries	0.00%	0 0.00%	0 2.04%	1
Customer service from drivers	0.00%	0 0.00%	0 2.04%	1
Customer service from warehouse employees	0.00%	0 0.00%	0 0.00%	0

	Good		Excellent		Total	Weighted Average
Accuracy of orders	30.61%	15	65.31%	32	49	4.61
Timeliness of deliveries	40.82%	20	57.14%	28	49	4.55
Customer service from drivers	20.41%	10	77.55%	38	49	4.76
Customer service from warehouse employees	26.53%	13	73.47%	36	49	4.73
					<b>Answered</b>	<b>49</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** 5  
**Skipped** 44

Respondents	Responses
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- 1 no
- 2 none
- 3 We really enjoy working with the team at this warehouse. They are supportive and they keep us in the loop.
- 4 N/A
- 5 None

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

**Answered** 21  
**Skipped** 28

Respondents	Responses
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- 1 very easy to deal with.
- 2 Great communication from contracted warehouse staff, drivers are timely and courteous.
- 3 Sierra has been very helpful and answers all of my questions in a timely manner.
- 4  
Salenia Sanchez is an absolute joy to work with and keeps me updated on the products that we have in the warehouse.
- 5 overall...very professional and responsive...we are happy with their services

- 6 I am very thankful that we have the Central Texas Food Bank for our commodities. I have been going there for many years even before they did commodity deliveries. Excellent staff!
- 7 Sierra Sanchez does a great job keeping the communication lines open. I appreciate her attentiveness and flexibility (for example, when off-day deliveries are sometimes necessary).
- 8 Roland was extremely friendly and provided excellent service the last delivery ~ thank you Maria Manzo
- 9 Sierra Sanchez is very friendly and very helpful. The driver that delivers is very friendly as well.
- 10 Our drivers are the BEST. Their customer service Rocks.
- 11 I am very pleased with Central Texas Food Bank everyone I have dealt with have been wonderful. Their drivers are very helpful.
- 12 Mark is always very courteous and helpful when delivering. He makes sure to organize the pallets exactly how we want them in our warehouse. Our Commodity Specialist, Sierra Sanchez, is very polite and diligent. She makes sure that we receive our allocations as soon as possible, especially the fresh fruit items. I hope that we always work with the CTFB because they are the best at ensuring we get taken care of.
- 13 We really love working with Sierra, she's amazing and always accommodates schedule changes on our end. She's very communicative and we appreciate that!
- 14 Our driver is always courteous & polite when delivering our items.
- 15 They are doing an awesome job! Thanks to them, we feed our students. Working together we get things done!
- 16 I would like to give a huge shout out to our delivery driver. I have never met a driver that is so good at what he does. Thank you from all of our staff!!!!
- 17 Everyone I've worked with at the Central Texas Food Bank has been nothing short of exceptional.
- 18  
I like that they rearrange the delivery day if we have FTS fresh produce in the warehouse. They try to get it to us ASAP.
- 19 Communication is great.
- 20 They send us reminders that a delivery date is coming up in case we neglected to put in our order. At times they have even informed us that additional items have been allocated, and asked if we wished to include those as well.
- 21 Central Food Bank is awesome. Sierra Sanchez and previous coordinators are fantastic and very flexible. We work with them and they work with us.