

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	
El Pasoans Fighting Hunger Food	100.00%	18
	Answered	18
	Skipped	0

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	77.78%	14
No, please explain:	22.22%	4
	Answered	18
	Skipped	0

Respondents	No, please explain:
	1 Cant remember
	2 We have not received a delivery for the 2018-2019 school year.
	3 Does not request a signature.
	4 We pick up from the 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	83.33%	15
No, please explain:	16.67%	3
	Answered	18
	Skipped	0

Respondents	No, please explain:
	1 n/a
	2 N/A
	3 N/A

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

Answer Choices	Responses	
Yes	72.22%	13
No, please explain:	27.78%	4
	Answered	18
	Skipped	0

Respondents	No, please explain:
	1 n/a
	2 N/A
	3 No advance notice of early or late deliveries.
	4 There is a lack of communication regarding the time frame for delivery.
	5 N/A

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

Answer Choices	Responses	
Yes	83.33%	15
No, please explain:	16.67%	3
	Answered	18
	Skipped	0

Respondents	No, please explain:
	1 n/a
	2 N/A

We had one of our deliveries made to a local community pantry location in which we never received the 3 order and are being charged for delivery charges.

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	11.11%	2
No	11.11%	2
I did not have any USDA Foods losses	77.78%	14

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

	Unacceptable		Poor		Fair	
Accuracy of orders	5.56%	1	5.56%	1	5.56%	1
Timeliness of deliveries	5.56%	1	11.11%	2	5.56%	1
Customer service from drivers	5.56%	1	0.00%	0	11.11%	2
Customer service from warehouse	5.56%	1	5.56%	1	16.67%	3

	Good		Excellent		Total	Weighted Average
Accuracy of orders	38.89%	7	44.44%	8	18	4.11
Timeliness of deliveries	27.78%	5	50.00%	9	18	4.06
Customer service from drivers	38.89%	7	44.44%	8	18	4.17
Customer service from warehouse	38.89%	7	33.33%	6	18	3.89
					Answered	18
					Skipped	0

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

Answered 10
Skipped 8

Respondents	Responses
1	N/A
2	n/a
3	We do not have our commodities delivered...we pick up but all answers remain the same for pick up service
4	Please note: No deliveries during 2018-2019 School Year
5	The delivery date chosen when order is placed, is never the true delivery date. Typically it has been one day early and we are not prepared.
6	We would appreciate more proactive communication on their part.
7	Better communication between warehouse and ISD.
8	N/A
9	Ensure that emails are responded to promptly. Inspect pallets of food for hidden damage. Clearly mark loading docks that are not operational
10	enjoyed working with el pasoans fighting hunger!

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

Answered 10
Skipped 8

Respondents	Responses
1	We are happy with our deliveries...
2	n/a
3	Awesome job and very friendly staff.
4	Please note: No deliveries during 2018-2019 School Year
5	Never had to talk to warehouse personnel. Our orders are always correct.
6	Execution of deliveries superbly smooth.
7	Great job done by all involved
8	N/A
9	Warehouse loaders are very helpful. delivery driver is always very courteous and highly efficient; office staff provides excellent customer service; would highly recommend el pasoans fighting hunger food bank in regards to commodity
10	storage/delivery.