

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	
San Antonio Food Bank	100.00%	80
	Answered	80
	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	96.25%	77
No, please explain:	3.75%	3
	Answered	80
	Skipped	0

Respondents	No, please explain:
	1 We pick up our orders.
	2 Unsure - because our vendors pick up the orders at the Food Bank.
	3 We pick up USDA foods from San Antonio Food Bank. Upon pick up, we do receive a BOL.

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	96.25%	77
No, please explain:	3.75%	3
	Answered	80
	Skipped	0

Respondents	No, please explain:
	1 We pick up orders
	2 Unsure - our vendors pick up the orders, but we've never had any complaints.
	3 Sometimes the way it stocked on the pallets it makes it very hard count what is on the pallet.

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

Answer Choices	Responses	
Yes	85.00%	68
No, please explain:	15.00%	12
	Answered	80
	Skipped	0

Respondents	No, please explain:
	1 Our November delivery was delivered early without notice and we were not prepared. December delivery was not delivered at all because we were closed for the winter break during the scheduled time but they could have delivered early so January was doubled and over \$2000 cases and we only have one warehouse person,
	2 Sometimes they do not deliver on the date requested.
	3 They have begun to do a better job with this.
	4 They didn't notify me once when they changed the date.
	5 I have had to call asking for estimated delivery time.
	6 No they do not verify a time of arrival
	7 So far deliveries have been constant.
	8 Never had late deliveries but will notify with any changes
	9 They do not notify if the truck is running late, but they do notify if there is a change
	10 Most of the time but they could be better. They do not notify me of outages before the truck arrives
	11 Sometimes they notify the campuses that they are going to be late. Most of the time they show up during meal periods or at the end of the day. More than one time, I have had to pay employees overtime to unload their truck. We have had to turn away a delivery this year due to the truck showing up after we had left for the day.
	12 We never know what time to expect the deliveries. Many times it shows up during meal service which is a problem. When we try to reach someone when the delivery is not there it is very difficult to reach someone via phone.

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

Answer Choices	Responses	
Yes	91.25%	73
No, please explain:	8.75%	6
	Answered	80
	Skipped	0

Respondents

No, please explain:

- 1 Our invoices do not specify what we are being billed for and this gets confusing. We need to know what is for delivery and what is for storage.
- 2 We got some that were inaccurate and handwritten total and wrong amount on invoice.
- 3 I have had to contact the warehouse on several occasions in regards to shortages on delivery to correct the invoice but either get no response, causing the invoices to not match the statements.
- 4 lo.k.2
- 5 Invoices are often not accurate. We are over charged on most of our invoices.
- 6 I just noticed an issue with the per case rate - the rep is looking into it - they are usually responsive to any question/concern.

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	15.00%	12
No	3.75%	3
I did not have any USDA Foods losses	81.25%	65
If yes, did your warehouse reconcile the loss with your approval?	0.00%	0
	Answered	80
	Skipped	0

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%	13
No, please explain:	0.00%	0
	Answered	13
	Skipped	67

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

Answer Choices	Responses	
Replacement-in-Kind	83.33%	10
Money/Credit	33.33%	4
	Answered	12
	Skipped	68

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 0.00%	0	0
Good	Excellent			
47.50%	38 52.50%	42	80	4.53
		Answered		80
		Skipped		0

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

	Unacceptable		Poor		Fair	
Accuracy of orders	1.25%	1	0.00%	0	3.75%	3
Timeliness of deliveries	0.00%	0	1.25%	1	7.50%	6
Customer service from drivers	0.00%	0	0.00%	0	3.75%	3
Customer service from warehouse employees	0.00%	0	1.25%	1	6.25%	5
	Good		Excellent		Total	Weighted Average
Accuracy of orders	33.75%	27	61.25%	49	80	4.54
Timeliness of deliveries	37.50%	30	53.75%	43	80	4.44
Customer service from drivers	37.50%	30	58.75%	47	80	4.55
Customer service from warehouse employees	37.50%	30	55.00%	44	80	4.46
				Answered		80
				Skipped		0

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

Answered 14
Skipped 66

Respondents	Responses
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1 N/A

2 More detailed invoices and better communication when changing or modifying delivery dates as well as flexibility on delivery dates

- 3 N/A
- 4 Correct invoices on a timely manner.
- 5 My only experience has been negative; not very helpful and definitely not going out of there way to assist in anyway. The warehouse worker only wanted to go home.
- 6
When holidays conflict with scheduled delivery date please coordinate another date during the month.
- 7 Correct inaccurate invoices in a timely manner. Many time it take months to correct a single invoice.
- 8 no
- 9 no
- 10 I have had a difficult time getting my farm to school items this year. We need to get a delivery more than once a month.
- 11 Better communication between the program coordinator and the transportation department. At one point this year, the truck did not show up and we were never notified as to what happened until the next day. Also, the drivers always complain to my staff that they want to drop all the items on pallets and leave with out pushing the product into or storerooms and freezers.
- 12 More frequent (semi-monthly) shipments would help as we have limited freezer space and it's hard for small district to take large delivery all at once. We have received some dented cans which can be an issue with school kitchen inspections.
- 13 We have received deliveries with the frozen raw meat on top of ready to eat foods. This is a food handling concern.
- 14 Keep up the good work :)

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

Answered 26
Skipped 54

Respondents	Responses
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- 1 SAN ANTONIO FOOD BANK HAS ALWAYS DONE A GREAT JOB
- 2 N/A
- 3 They are all very willing to help in all the above mentioned areas and I believe we all may need to just get a little more knowledgeable and experienced to meet our needs and gain more support and training from TDA/USDA
- 4 N/A
- 5 Thanks for all warehouse Staff for always having a smile and great customer service .
- 6 Hard workers easy to talk to.

- 7 customer service improvement over time.
- 8 All the staff is amazing and are always willing to help us. Big thanks !!! Great job!
- 9 Customer service is excellent. All questions and concerns are answer in a timely manner.
- 10 They have gotten better with kindness
- 11 I am glad that our delivery order is arriving mid morning and not at the time staff is ready to leave for the day.
- 12 Jennifer Brown has been an amazing contact for us this school year. She is on top of everything with phone calls and emails and is always very helpful when we run into any issues.
- 13 This warehouse is always on the ball!! Such wonderful people!
- 14 Everything ran very well with no issues.
- 15 Our contact is very professional and apologetic, however we still have invoices that need to be corrected at this time.
- 16 The San Antonio Food Bank is always very responsive to any concerns we may have, which is not very often.
- 17 no
- 18 no
- 19 Jennifer Brown has done an excellent job communicating with me since she took over the program.
- 20 The Delivery Staff is amazing, very professional and helpful.
- 21 Overall, we are very satisfied with the service received.
- 22 Great communication and services by their delivery drivers and office employees.
- 23 The delivery drivers are very friendly.
- 24 When we had to close unexpectedly on a delivery day due to electrical outage, they were very understanding and rescheduled our delivery day.
- 25 Jennifer Brown has provided excellent customer service.
- 26 Keep up the good work :)