

2011 Agency Satisfaction Survey Results

- Identify the type of program(s) your agency operates as it relates to the North Texas Food Bank.

Answer Options	Response Percent	Response Count
Pantry	55.2%	132
Residential	7.9%	19
Soup Kitchen	0.8%	2
Homeless Shelter	2.5%	6
Senior Program	5.0%	12
Battered Women	4.6%	11
Kids Cafe	0.8%	2
Food 4 Kids	32.6%	78
CSFP	2.5%	6
After School	3.8%	9
Day Care	2.5%	6
Other (please specify)		11
<i>answered question</i>		239
<i>skipped question</i>		0

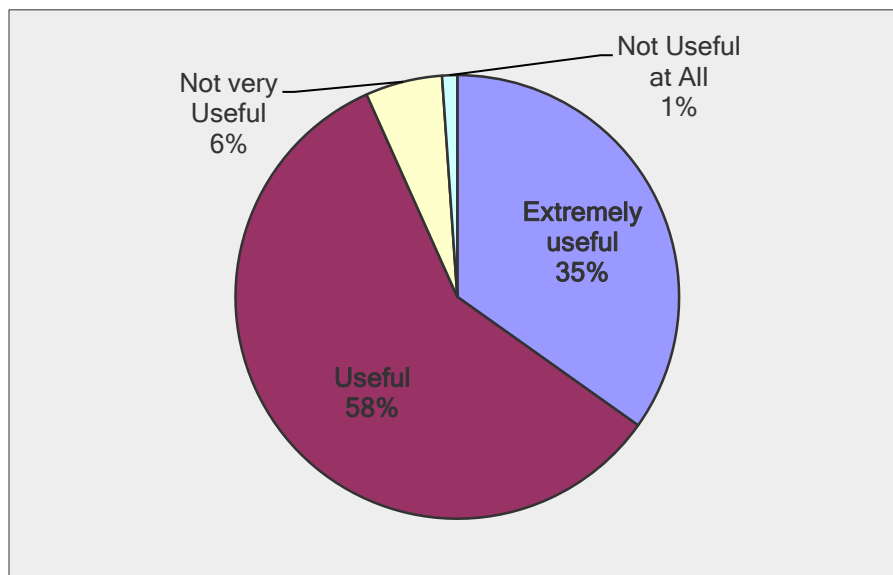
AGENCY UNIVERSITY:

- Did you take any AU courses that were offered in 2010?

Yes: 40% (n= 94)

No: 60% (n=138)

- Please rate the usefulness of the information you received in AU courses.



MEMBER AGENCY CONFERENCE (MAC) 2010:

1. Did you attend the MAC 2010?

Yes: 49.8% (n= 107)

No: 50.2% (n=108)

2. Please rate your experience at the MAC.

Answer Options	Response Percent	Response Count
Very Good	53.8%	56
Good	36.5%	38
Average	7.7%	8
Poor	1.9%	2

3. What month would you prefer to have this conference? (Top 3 responses)

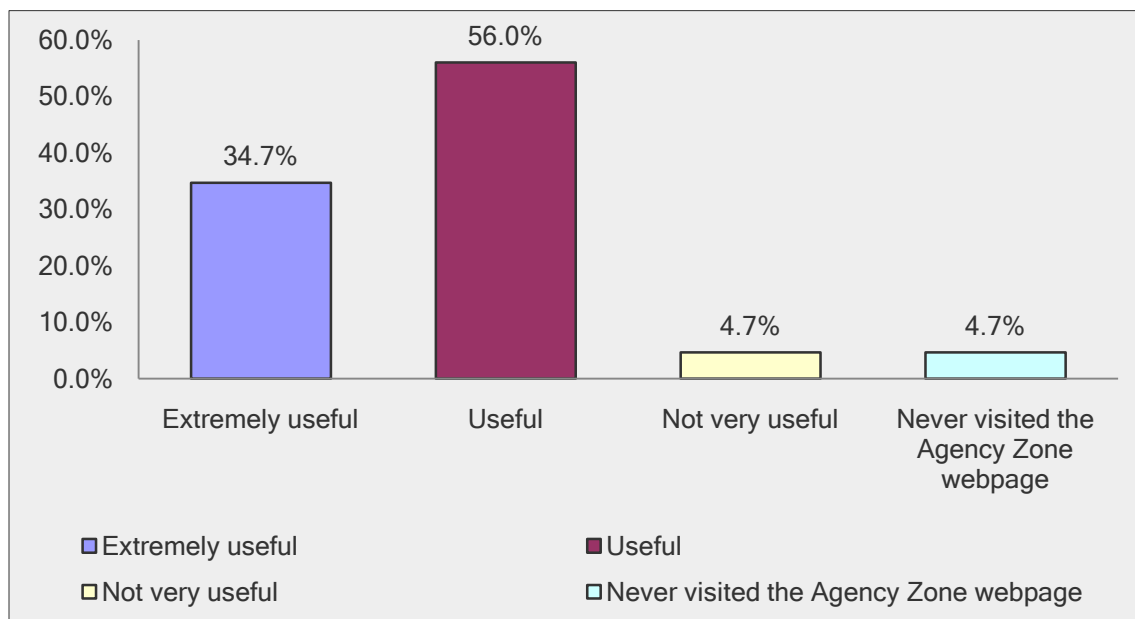
May 30% (n=44)

September 21% (n=31)

June 16% (n=24)

COMMUNICATION:

1. How useful is the Agency Zone webpage?



2. Are you able to find the information you need on the Agency Zone webpage?

Yes: 75% (n=145)

No: 0.5%

Sometimes: 19%

3. Please rate your experience with our responsiveness to your emails.

Answer Options	Response Percent	Response Count
Usually responds within 2 hours	14.8%	26
Usually responds within the same day	54.0%	95
Usually responds the next day	22.7%	40
Usually does not respond to the first e-mail	8.5%	15

4. Please rate your experience with our responsiveness to your phone calls.

Answer Options	Response Percent	Response Count
Usually responds within 2 hours	21.3%	36
Usually responds within the same day	40.8%	69
Usually responds the next day	22.5%	38
Usually does not respond to the first call	15.4%	26

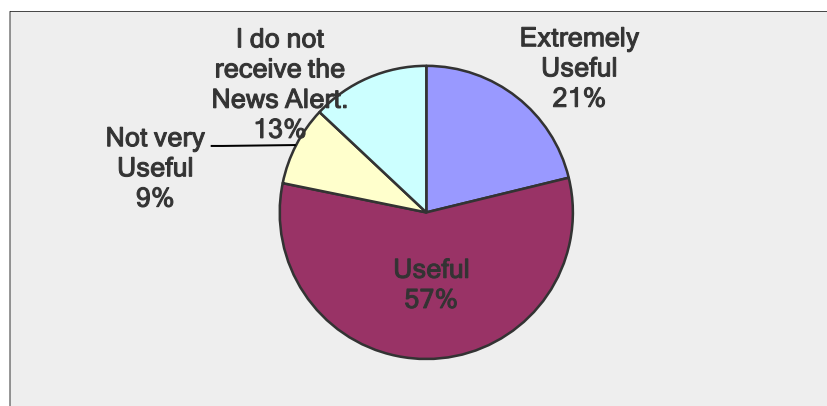
5. Please choose the answer(s) that best describes your experience with our phone system.

Answer Options	Response Percent	Response Count
Unable to get a live person	37.0%	61
Unable to leave a voicemail	1.2%	2
Unable to locate the staff member's extension to leave a voicemail	10.3%	17
My call is dropped and I have to call back	6.1%	10
Staff voicemail is outdated	4.2%	7
I have no problem with the phone system	55.8%	92
Other (please specify)		25

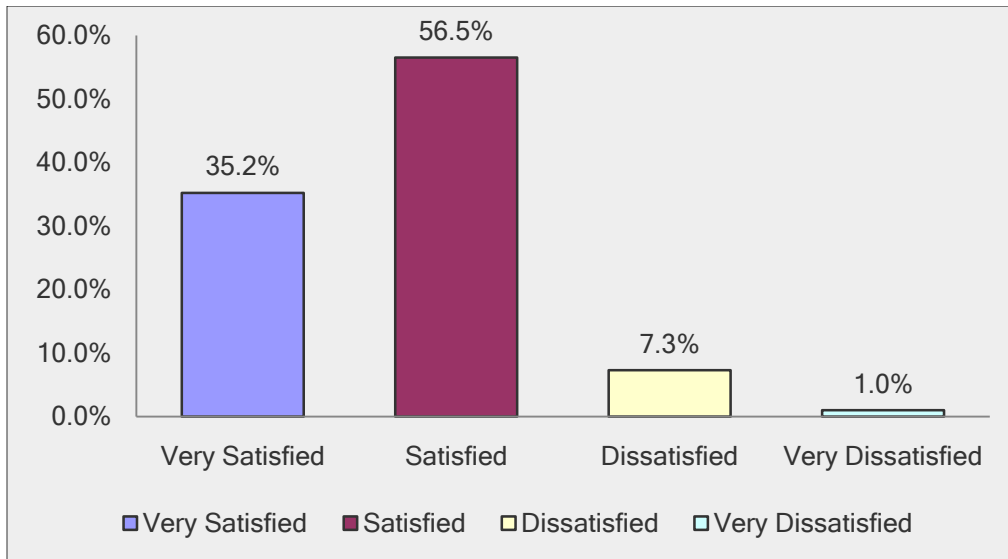
6. Do you read the monthly News Alert?

Yes: 78% (n= 151)
 No: 13% (n= 26)
 I do not receive it: 8% (n=16)

7. Please rate your satisfaction with the News Alert.

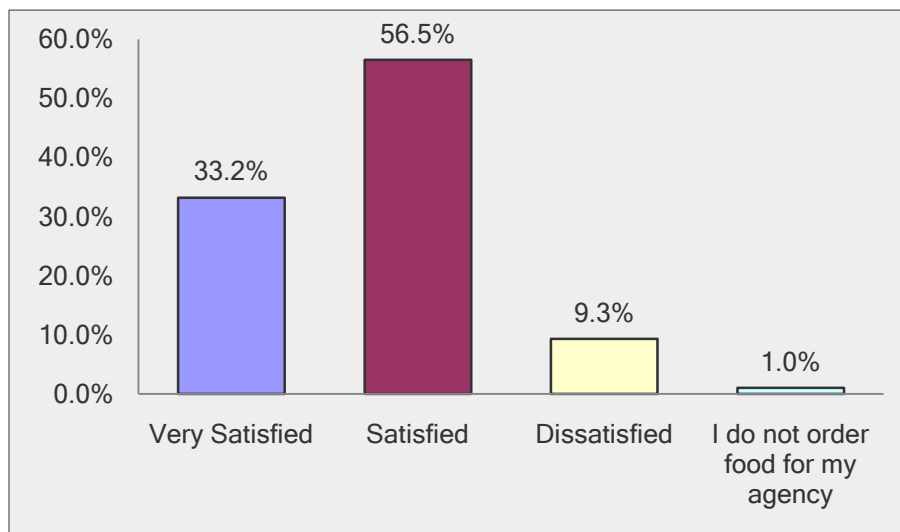


8. Please rate your overall customer service satisfaction level.



FOOD PROCUREMENT

1. Please rate your satisfaction with the products currently offered.



2. Please rank the products from the Most Desired (1) to the Least Desired (5).

- (1) Most Desired: Protein
- (2) Dairy
- (3) Canned Veggies
- (4) Grain
- (5) Least Desired: Produce/Juice

3. For **GRAIN**: Please rank the products from the Most Desired (1) to the Least Desired (4).

- (1) Most Desired: Spaghetti
- (2) Rice
- (3) Corn Cereal

(4) Least Desired: Rice Cereal

4. For **PROTEIN**: Please rank the products from the Most Desired (1) to the Least Desired (5).

- (1) Most Desired: Peanut Butter
- (2) Tuna
- (3) Beef Stew
- (4) Pork Patty Bulk
- (5) Least Desired: Canned Pork

5. For **DAIRY**: Please rank the products from the Most Desired (1) to the Least Desired (4).

- (1) Most Desired: Eggs
- (2) Shelf Stable Milk
- (3) Fresh Milk
- (4) Least Desired: Dry Milk

6. For **CANNED VEGETABLES**: Please rank the products from the Most Desired (1) to the Least Desired (11).

- (1) Most Desired: Kernel Corn
- (2) Green Beans
- (3) Spaghetti Sauce
- (4) Diced Tomatoes
- (5) Sweet Peas
- (6) Vegetable Mix
- (7) Black Eyed Peas
- (8) Canned Sliced Potatoes
- (9) Great Northern Beans
- (10) Canned Cut Yams
- (11) Least Desired: Canned Asparagus

7. For **PRODUCE/JUICE**: Please rank the products from the Most Desired (1) to the Least Desired (9).

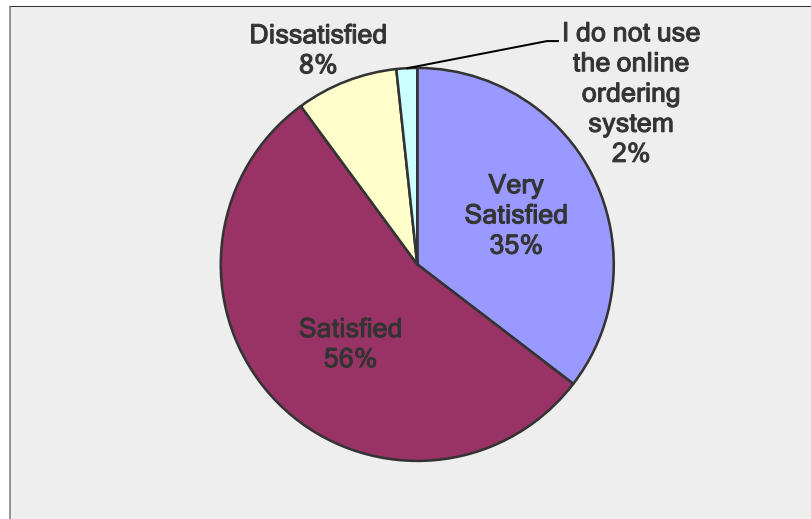
- (1) Most Desired: Apples
- (2) Canned Fruit Cocktail
- (3) Oranges
- (4) Apple Juice
- (5) Bananas
- (6) Canned Pears
- (7) Canned Mandarin Oranges
- (8) Grape Juice
- (9) Least Desired: Plums

8. For **MISCELLANEOUS**: Please rank the products from the Most Desired (1) to the Least Desired (4).

- (1) Most Desired: Vegetable Oil
- (2) Flour
- (3) Tomato Soup Package
- (4) Least Desired: Mushroom Soup Package

ONLINE ORDERING

1. Please rate your satisfaction with the online ordering system.



2. Do you feel the ordering system has improved since October 2009?

Yes:	73%	(n=126)
No:	8%	(n=13)
Unsure:	20%	(n=34)

ORDER PICKUPS AT THE NTFB

1. Do you pick up your order at the NTFB?

Yes:	55%	(n=97)
No:	45%	(n=81)

2. What is your average wait time?

- < 30 minutes (n=14)
- 30 -45 minutes (n=20)
- 1 hour (n=20)
- 2 hours (n=14)
- 3+ hours (n=5)

3. Are you receiving your invoice when you pick up your order?

Yes:	63%	(n=60)
No:	5%	(n=5)
Sometimes:	32%	(n=31)

4. Do you feel there should be restrictions on the amount of items an agency can get through pick-and-weigh?

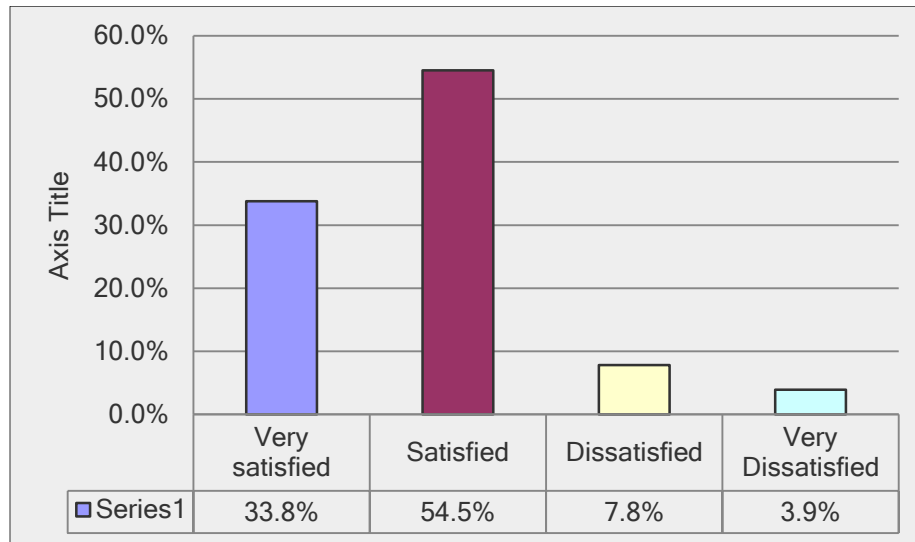
Yes:	47%	(n=45)
No:	53%	(n=51)

DELIVERIES

1. Do you receive your order on a delivery route?

Yes: 44% (n=78)
 No: 56% (n=99)

2. Please rate your satisfaction with the delivery system.



3. Is the delivery site convenient and organized?

Yes: 90%
 No: 10%

4. Are orders received in a timely manner off of the delivery truck?

Yes: 84%
 No: 16%

ACCOUNTING

1. Do you receive your monthly billing statements by the 15th of each month?

Yes: 50% (n=87)
 No: 12% (n=21)
 I don't know: 38% (n=65)

2. Credit limits were activated in January 2011. Are you aware that you will not be able to place an order if you are over your credit limit?

Yes: 84% (n=145)
 No: 16% (n=28)

3. If you have had billing problems, did we address them to your satisfaction?

Yes: 42% (n=73)
 No: 8% (n=13)
 I have not had any billing problems: 50% (n=87)