

TEFAP ASSESSMENT SURVEY OF STATE AGENCY SERVICES

The Commodity Distribution Reform Act of 1987 requires the Food Distribution Division to assess the adequacy of its service to recipient agencies. By completing this survey, you will assist our office in this assessment. Please return the survey by February 6, 2009.

INSTRUCTIONS: Please check one for each question.

COMMUNICATION AND ADMINISTRATION

A. When contacting the Food Distribution Administrative Office or warehouse, either in writing or by telephone, either to request information or register complaints, the response is:

AC. Courteous:

1. 19 always
2. _____ most of the time
3. _____ seldom
4. _____ never

AI. Informative:

1. 18 always
2. 1 most of the time
3. _____ seldom
4. _____ never

AH. Helps resolve problems:

1. 16 always
2. 2 most of the time
3. _____ seldom
4. _____ never

DISTRIBUTION AND DELIVERY

B. Commodities received (dry, cool/frozen) are delivered at the proper temperatures:

1. 19 always
2. _____ seldom
3. _____ never

C. In shipments received:

CS Do shortages occur?

1. 3 always
2. 7 seldom
3. 9 never

CO Is there overage(s)?

1. 1 always
2. 5 seldom
3. 12 never

CD Is there damage(s)?

1. 0 always
2. 13 seldom
3. 5 never

D. Drivers are courteous and helpful:

1. 18 always
2. 1 most of the time
3. _____ seldom
4. _____ never

E. If a delivery cannot be made on time, does the warehouse notify you in advance?

1. 15 always
2. 1 most of the time
3. _____ seldom
4. _____ never

F. If you have other concerns or recommendations in regard to the delivery of the USDA donated foods, please list:

INTRODUCTION

G. When contacting your Field Representative either in person or by phone, the response is:

GP. Prompt:

1. 18 excellent
2. 1 good
3. _____ satisfactory
4. _____ poor

GC. Courteous:

1. 18 excellent
2. 1 good
3. _____ satisfactory
4. _____ poor

GP. Professional:

1. 19 excellent
2. _____ good
3. _____ satisfactory
4. _____ poor

GH. Helpful:

1. 19 excellent
2. _____ good
3. _____ satisfactory
4. _____ poor

GI. Informative:

1. 18 excellent
2. 1 good
3. _____ satisfactory
4. _____ poor

H. Do Field Representatives notify you of appointment changes?

- 1. 18 Yes
- 2. No

I. Do Field Representatives provide the necessary workshops on commodities?

- 1. 15 Yes
- 2. 1 No

J. Do you have any problems contacting your Field Representative?

- 1. 1 Yes
- 2. 16 No

K. Are you satisfied with Food Distribution's services? Rate our level of service to you:

- 1. 18 excellent
- 2. 1 good
- 3. satisfactory
- 4. poor

L. Comments:

M. Does the TEFAP Program in North Carolina meet the need of its recipients?

- 1. 17 Yes
- 2. 1 No

If answer is no, please list some possible solutions to improve this program:

N. Is there a need for NCDA staff to conduct a regional workshop on issues concerning the program?

- 1. 4 Yes
- 2. 14 No

Please return this completed form to:

Food Distribution Division
 N.C. Department of Agriculture & Consumer Services
 P. O. Box 659
 Butner, NC 27509-0659

Results of the Assessment Survey of the Food Distribution Division will be made available to interested parties upon written request.