

TD is a True Service Partner for Fort Worth Community Food Bank



TD volunteers regularly with the Community Food Bank.

Background

The Fort Worth Community Food Bank has served its neighbors for 40 years by providing boxes of high-quality food and other staples to those in need six days a week, no questions asked. Unlike many food banks that offer only shelf stable foods like canned soup, they provide fresh and frozen meats, dairy and produce.

“We believe if you’re going to make a box of food for someone, we make it the way we’d want to receive it,” says Rudy Taylor, who with his wife, Regena, runs the facility with the support of donors and a TDIndustries mechanical services team. “And I want to have dairy products, I want to have meat, I want to have vegetables, and I want to have fruit.”

That presents the unique service challenge of maintaining large commercial freezers and coolers, among other operational priorities for TDIndustries.

Challenges and Opportunities

The Challenge

The food bank, with 39,585 square feet of office and warehouse space, 6,000 square feet of freezer space and 6,000 square feet of cooler space, depends on its equipment to reliably and safely serve the community. The facility receives and distributes more than 1 million pounds of food every year, relying on its large freezers and coolers to keep donated food fresh and ready for distribution.

If the equipment breaks down or becomes faulty, the food bank’s charitable mission of serving the hungry is compromised. For many years, the food bank operated with no backup systems, says Larry Zollinger, TDIndustries Service Technical Account Manager in Fort Worth.

“If their refrigeration and freezer are not working, they can’t keep food,” Zollinger said. “They have to actually ship it away quickly, which is very costly for them. So, whenever they have an issue, our TD team responds as fast as we can.”

The TDIndustries Difference

- » 600+ families per day served
- » 6,000 sf. of freezer space
- » 6,000 sf. of cooler space
- » 1 million+ lbs. of food donated per year



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Opportunities

“We break it; they fix it,” Taylor says. “They’re the only ones we trust to take care of our equipment. If it’s broken, we know we can pick up the phone 24/7 and TD will be there to take care of it the right way, the first time.”

The organization serves 600-plus families each day, and more than 4,000 families during the holidays. The organization relies on volunteers to sort and inspect food, pack boxes and serve clients. A group of TD Partners from the Fort Worth office volunteers quarterly to give back and support the food bank.

The food bank was relying on donations and struggling to keep its equipment maintained when it first employed TD in 2015. Taylor reached out to TDIndustries’ CEO Harold MacDowell for a solution.

“We were dead broke, and we didn’t have money to fix our freezers,” Taylor said. “And I asked him, ‘Can you fix it, and when we get some money, we’ll pay you back?’ and so he said ‘Yes. They’ll be there today.’ I’ll never forget that.”

Fort Worth Community Food Bank now has a two-year service agreement with TD to keep all of its equipment in optimal working order.



TD maintains the food bank’s 6,000 sf walk-in freezer.

Solutions

Since 2015, TD has replaced HVAC systems for the office, installed air curtains to keep bugs out of the warehouse and performed multiple electrical and plumbing jobs throughout the facility.

More recently, TD replaced the equipment for the walk-in freezer and coolers and installed redundant systems so the food bank is no longer at risk for food spoilage or thawing due to equipment failure. The equipment updates also required an electrical system overhaul that TD handled.

“We have the expertise and the knowledge to run this bigger equipment that a smaller, less expensive company would not,” Zollinger says. “I refer to it as industrial refrigeration. These are really big condensing units and freezers. It takes a different caliber of technician to go out and service that.”

Results

“We trust you guys, we believe in you,” Taylor says. “You’re honest. I don’t care who you are, the equipment is going to break down. It’s nice to know that you can pick up the phone and get somebody over here that knows what they’re doing.”

Taylor notes that he especially appreciates the team’s advice. Zollinger or one of the experienced technicians provide information and guidance so Taylor can make the best decisions for his organization.

“You guys are reliable and honest,” Taylor says. “And now you also volunteer here with us, which is also a great thing because we are always short on people. We have total trust in you. The relationship is important to us.”