

Bureau of Environmental Programs

2015 Customer Service Survey Results

Number of Questionnaires Mailed (8/1/15) 1,000

Number of Questionnaires Tabulated	129	Previous Year		Two years ago		3 Years Ago	
		172		212		122	
Agricultural Producer	54 42%	59	34%	94	44%	82	67%
Agribusiness Owner	16 12%	29	17%	13	6%	7	6%
Other	35 27%	43	25%	71	33%	11	9%
Checked more than one	24 19%	41	24%	34	16%	22	18%

1. Why did you contact (or were contacted by) the IDOA?

	<u>Number</u>	<u>Percent</u>
a. Seek Information (101)	23	17.8
b. Obtain license, permit, or registration (102)	108	83.7
c. Inspection (103)	33	25.6
d. Fill out a report (104)	4	3.1
e. Pay a fine (105)	0	0.0
f. Complete a survey (106)	39	30.2
g. Other (107)	1	0.8

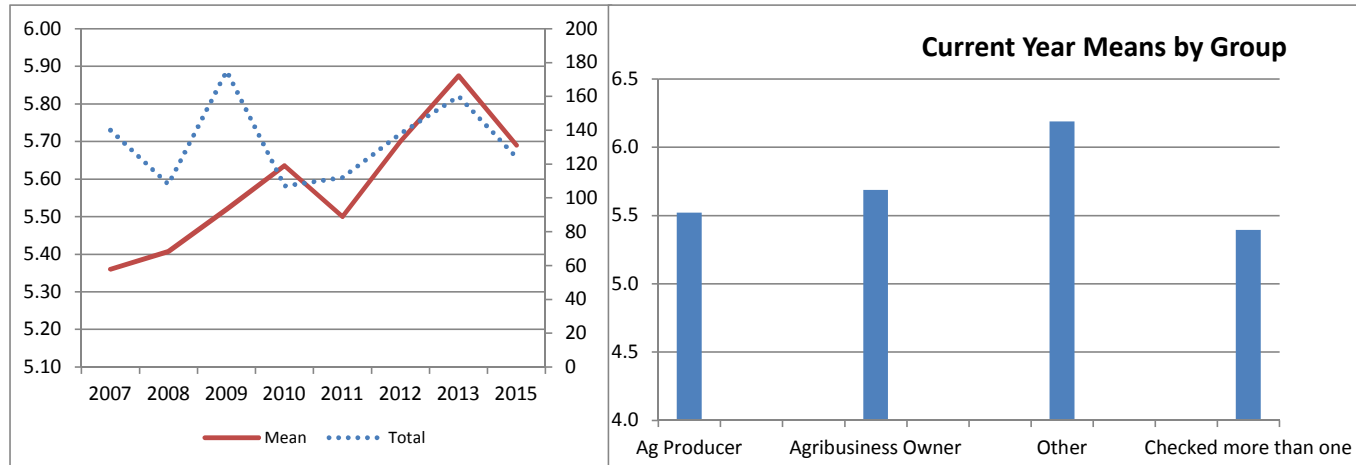
10. How many years have you worked with staff from the IDOA? (137):

	<u>Average number of years</u>
Agricultural Producer	31.5
Agribusiness Owner	22.5
Other	16.5
Checked more than one	14.5
Overall	15.7

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2a. Usefulness of information and or/services received (110)	Number	2	2	1	16	24	41	38	124	5.7	9
	Percent	1.6	1.6	0.8	12.9	19.4	33.1	30.6			
Ag Producer	Number	1	0	0	10	8	19	10	48	5.5	5
	Percent	2.1	0.0	0.0	20.8	16.7	39.6	20.8			
Agribusiness Owner	Number	0	1	0	2	2	6	5	16	5.7	0
	Percent	0.0	6.3	0.0	12.5	12.5	37.5	31.3			
Other	Number	0	0	0	1	6	11	14	32	6.2	3
	Percent	0.0	0.0	0.0	3.1	18.8	34.4	43.8			
Checked more than one	Number	1	1	1	3	8	5	9	28	5.4	1
	Percent	3.6	3.6	3.6	10.7	28.6	17.9	32.1			

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Historical Data		
	Total	Mean
2007	140	5.36
2008	108	5.41
2009	175	5.52
2010	107	5.64
2011	112	5.50
2012	138	5.70
2013	160	5.88
2015	124	5.69



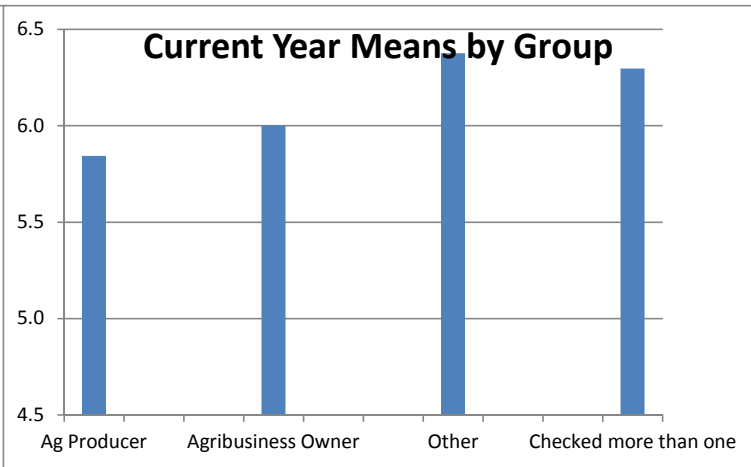
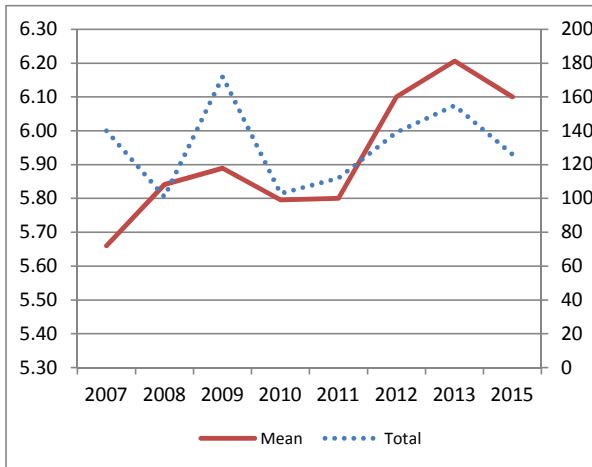
2b. Treatment by staff (111)

RATING SCALE						
1	2	3	4	5	6	7

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	3	2	0	8	13	36	64	126	6.1	8
Percent	2.4	1.6	0.0	6.3	10.3	28.6	50.8			
Ag Producer										
Number	0	2	0	5	9	16	19	51	5.8	3
Percent	0.0	3.9	0.0	9.8	17.6	31.4	37.3			
Agribusiness Owner										
Number	1	0	0	1	1	5	8	16	6.0	0
Percent	6.3	0.0	0.0	6.3	6.3	31.3	50.0			
Other										
Number	1	0	0	1	1	9	20	32	6.4	3
Percent	3.1	0.0	0.0	3.1	3.1	28.1	62.5			
Checked more than one										
Number	1	0	0	1	2	6	17	27	6.3	2
Percent	3.7	0.0	0.0	3.7	7.4	22.2	63.0			

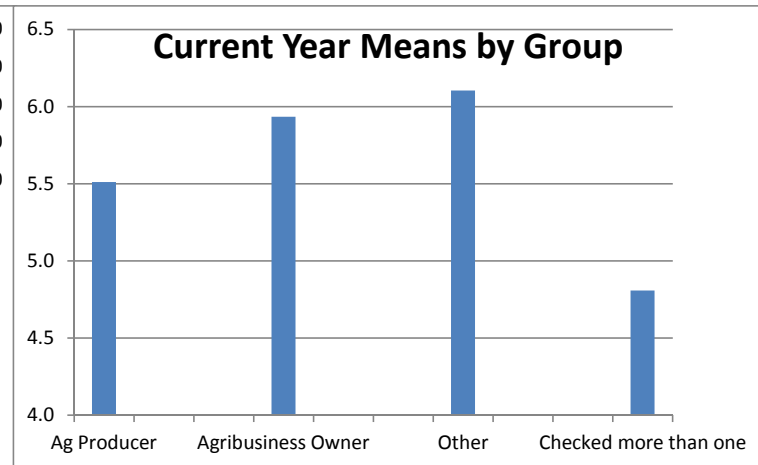
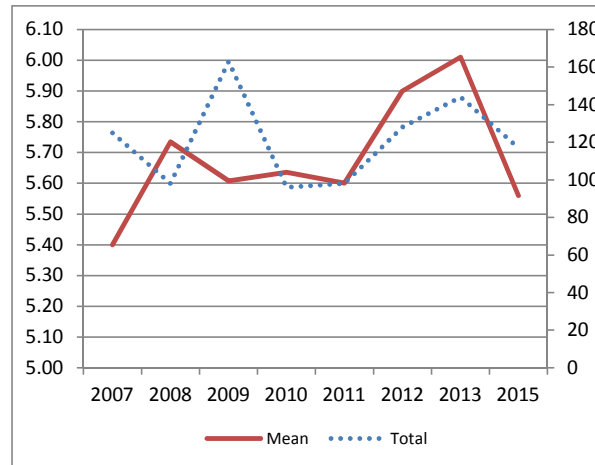
Historical Data

	Total	Mean
2007	140	5.66
2008	101	5.84
2009	172	5.89
2010	103	5.80
2011	112	5.80
2012	139	6.10
2013	155	6.21
2015	126	6.10



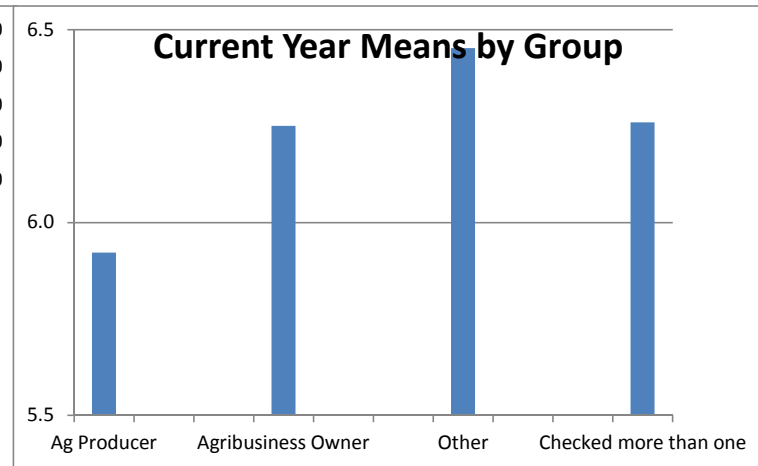
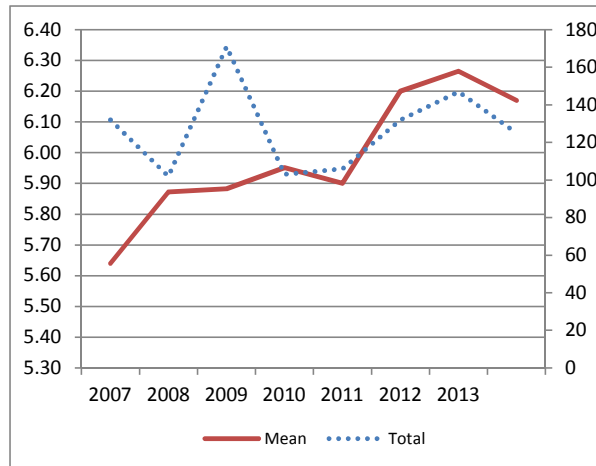
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2c. Satisfaction with promptness of transaction or response to request (112)	Number	8	3	2	13	15	29	47	117	5.6	17
	Percent	6.8	2.6	1.7	11.1	12.8	24.8	40.2			
Ag Producer	Number	2	1	1	8	6	13	16	47	5.5	7
	Percent	4.3	2.1	2.1	17.0	12.8	27.7	34.0			
Agribusiness Owner	Number	1	0	0	1	2	3	8	15	5.9	1
	Percent	6.7	0.0	0.0	6.7	13.3	20.0	53.3			
Other	Number	0	0	1	2	5	6	15	29	6.1	6
	Percent	0.0	0.0	3.4	6.9	17.2	20.7	51.7			
Checked more than one	Number	5	2	0	2	2	7	8	26	4.8	3
	Percent	19.2	7.7	0.0	7.7	7.7	26.9	30.8			

Historical Data		
	Total	Mean
2007	125	5.40
2008	98	5.73
2009	163	5.61
2010	96	5.64
2011	98	5.60
2012	128	5.90
2013	144	6.01
2015	117	5.56



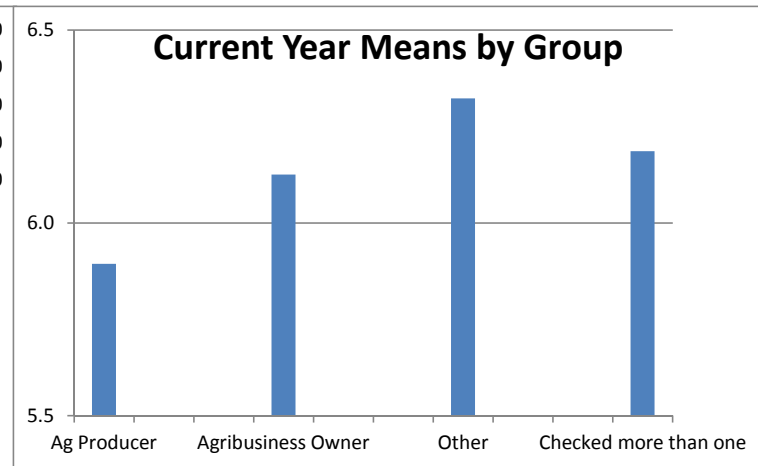
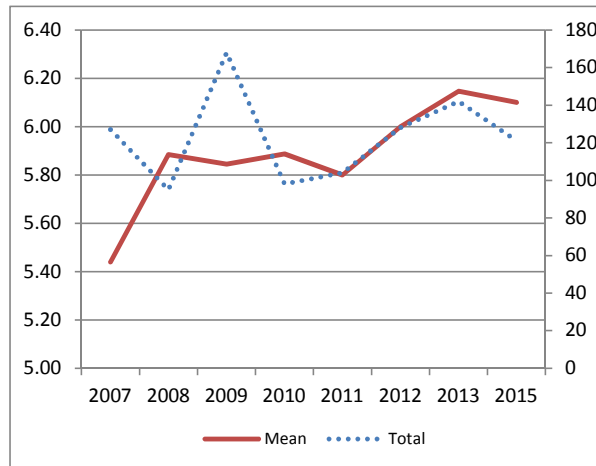
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2d. Satisfaction with staff member's knowledge of job (113)	Number	1	0	2	11	10	37	64	125	6.2	9
	Percent	0.8	0.0	1.6	8.8	8.0	29.6	51.2			
Ag Producer	Number	0	0	1	7	6	18	19	51	5.9	3
	Percent	0.0	0.0	2.0	13.7	11.8	35.3	37.3			
Agribusiness Owner	Number	0	0	1	1	1	3	10	16	6.3	0
	Percent	0.0	0.0	6.3	6.3	6.3	18.8	62.5			
Other	Number	0	0	0	2	1	9	19	31	6.5	4
	Percent	0.0	0.0	0.0	6.5	3.2	29.0	61.3			
Checked more than one	Number	1	0	0	1	2	7	16	27	6.3	2
	Percent	3.7	0.0	0.0	3.7	7.4	25.9	59.3			

Historical Data		
	Total	Mean
2007	132	5.64
2008	102	5.87
2009	171	5.88
2010	103	5.95
2011	106	5.90
2012	132	6.20
2013	147	6.27
2015	125	6.17



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2e. Satisfaction with technical skills of staff (114)	Number	1	0	1	15	11	32	61	121	6.1	13
	Percent	0.8	0.0	0.8	12.4	9.1	26.4	50.4			
Ag Producer	Number	0	0	1	6	7	16	17	47	5.9	7
	Percent	0.0	0.0	2.1	12.8	14.9	34.0	36.2			
Agribusiness Owner	Number	0	0	0	3	1	3	9	16	6.1	0
	Percent	0.0	0.0	0.0	18.8	6.3	18.8	56.3			
Other	Number	0	0	0	4	1	7	19	31	6.3	4
	Percent	0.0	0.0	0.0	12.9	3.2	22.6	61.3			
Checked more than one	Number	1	0	0	2	2	6	16	27	6.2	2
	Percent	3.7	0.0	0.0	7.4	7.4	22.2	59.3			

Historical Data		
	Total	Mean
2007	127	5.44
2008	95	5.88
2009	168	5.85
2010	98	5.89
2011	104	5.80
2012	128	6.00
2013	142	6.15
2015	121	6.10

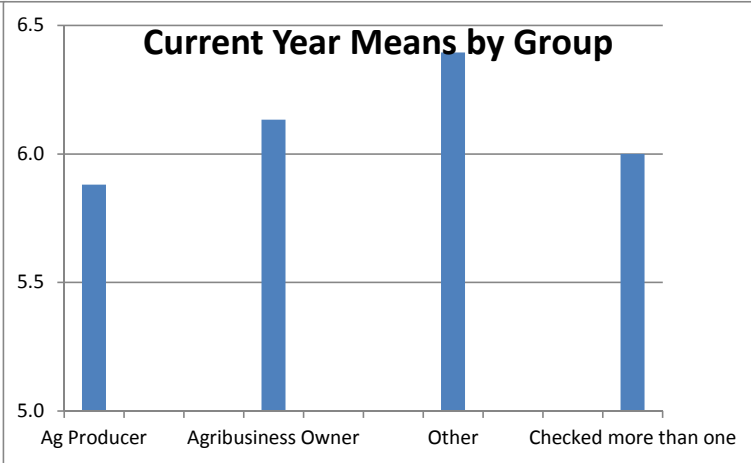
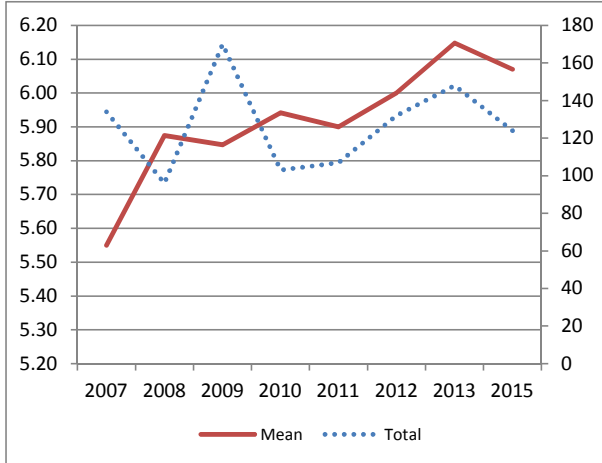


2f. Accuracy of information (115)

RATING SCALE						
1	2	3	4	5	6	7

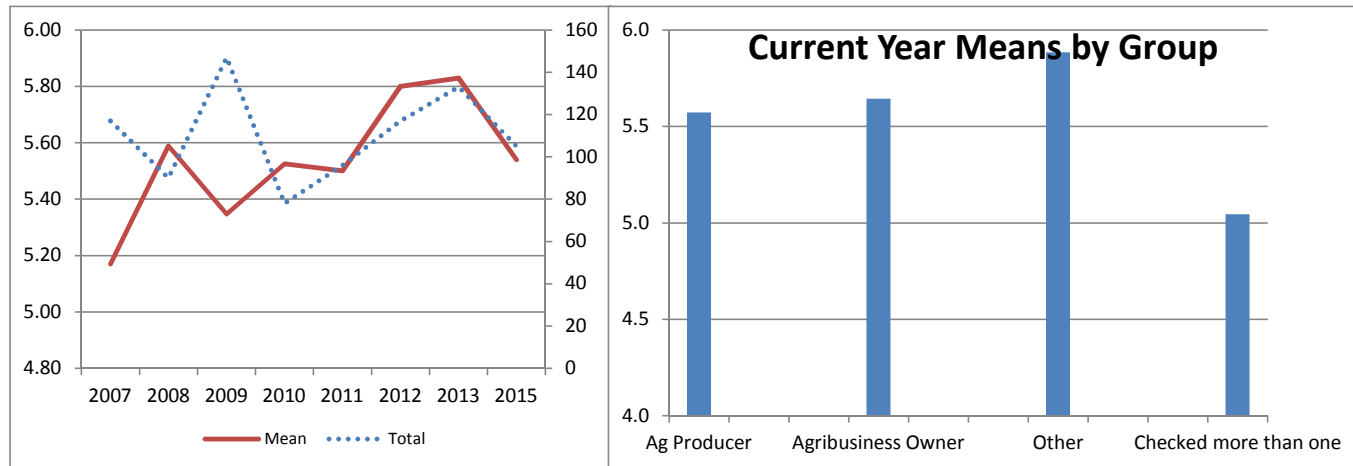
		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	1	0	4	10	13	37	59	124	6.1	10
	Percent	0.8	0.0	3.2	8.1	10.5	29.8	47.6			
Ag Producer	Number	0	0	2	6	5	20	17	50	5.9	4
	Percent	0.0	0.0	4.0	12.0	10.0	40.0	34.0			
Agribusiness Owner	Number	0	0	1	2	0	3	9	15	6.1	1
	Percent	0.0	0.0	6.7	13.3	0.0	20.0	60.0			
Other	Number	0	0	0	1	4	9	19	33	6.4	2
	Percent	0.0	0.0	0.0	3.0	12.1	27.3	57.6			
Checked more than one	Number	1	0	1	1	4	5	14	26	6.0	3
	Percent	3.8	0.0	3.8	3.8	15.4	19.2	53.8			

Historical Data		
	Total	Mean
2007	134	5.55
2008	96	5.88
2009	170	5.85
2010	103	5.94
2011	107	5.90
2012	132	6.00
2013	148	6.15
2015	124	6.07



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2g. Ease of reaching staff to answer inquiries (116)	Number	3	2	9	12	10	33	36	105	5.5	29
	Percent	2.9	1.9	8.6	11.4	9.5	31.4	34.3			
Ag Producer	Number	1	0	2	8	5	12	14	42	5.6	12
	Percent	2.4	0.0	4.8	19.0	11.9	28.6	33.3			
Agribusiness Owner	Number	1	0	0	3	0	4	6	14	5.6	2
	Percent	7.1	0.0	0.0	21.4	0.0	28.6	42.9			
Other	Number	0	1	2	0	3	10	10	26	5.9	9
	Percent	0.0	3.8	7.7	0.0	11.5	38.5	38.5			
Checked more than one	Number	1	1	5	1	2	7	6	23	5.0	6
	Percent	4.3	4.3	21.7	4.3	8.7	30.4	26.1			

Historical Data		
	Total	Mean
2007	117	5.17
2008	90	5.59
2009	147	5.35
2010	78	5.53
2011	96	5.50
2012	117	5.80
2013	133	5.83
2015	105	5.54



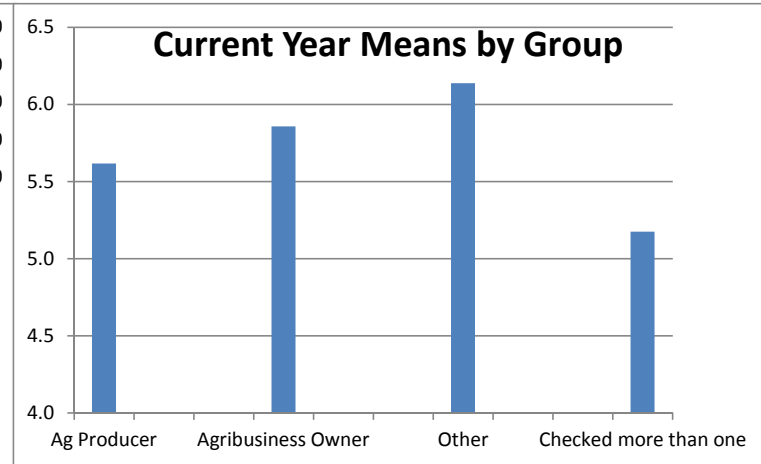
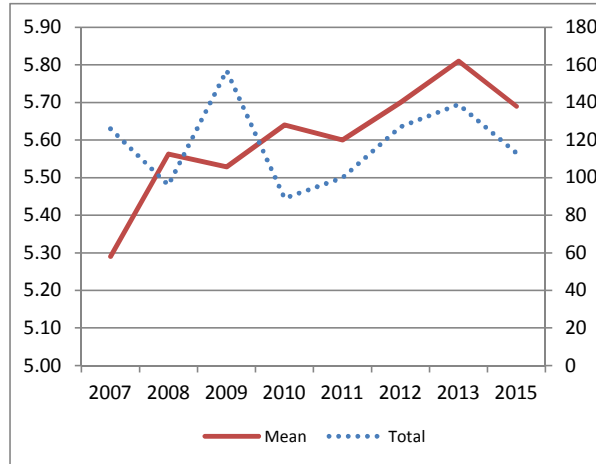
2h. Ease of obtaining information (117)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
2h. Ease of obtaining information (117)	Number	3	1	7	10	15	37	40	113	5.7	21
	Percent	2.7	0.9	6.2	8.8	13.3	32.7	35.4			
Ag Producer	Number	1	0	1	8	7	17	13	47	5.6	7
	Percent	2.1	0.0	2.1	17.0	14.9	36.2	27.7			
Agribusiness Owner	Number	1	0	0	1	2	3	7	14	5.9	2
	Percent	7.1	0.0	0.0	7.1	14.3	21.4	50.0			
Other	Number	0	0	2	1	1	12	13	29	6.1	6
	Percent	0.0	0.0	6.9	3.4	3.4	41.4	44.8			
Checked more than one	Number	1	1	4	0	5	5	7	23	5.2	6
	Percent	4.3	4.3	17.4	0.0	21.7	21.7	30.4			

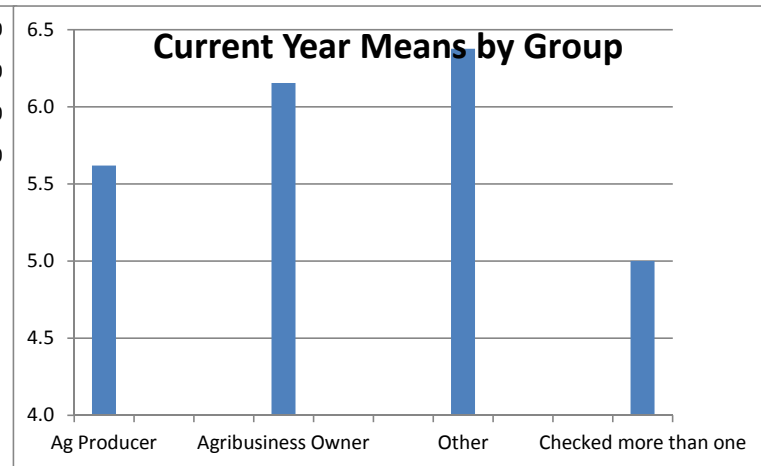
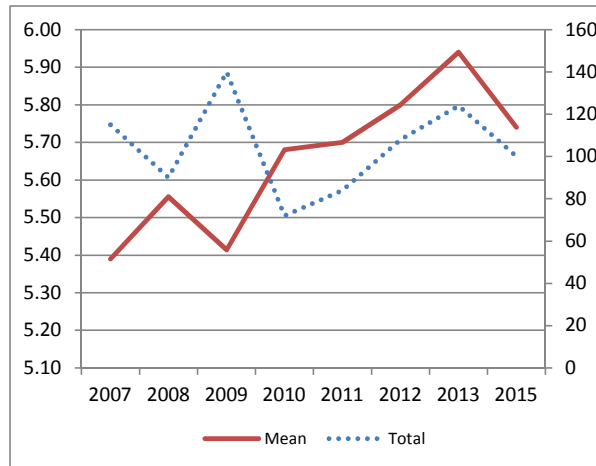
Historical Data

	Total	Mean
2007	126	5.29
2008	96	5.56
2009	157	5.53
2010	89	5.64
2011	100	5.60
2012	127	5.70
2013	139	5.81
2015	113	5.69



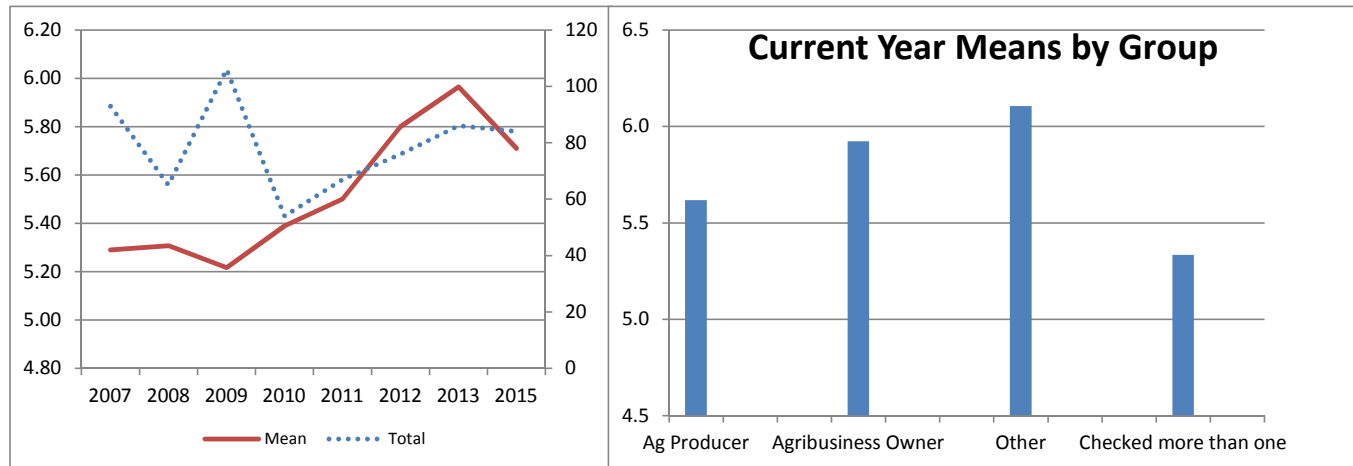
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2i. Satisfaction with recommendations (118)	Number	2	2	5	10	11	32	38	100	5.7	32
	Percent	2.0	2.0	5.0	10.0	11.0	32.0	38.0			
Ag Producer	Number	1	0	1	7	6	15	12	42	5.6	11
	Percent	2.4	0.0	2.4	16.7	14.3	35.7	28.6			
Agribusiness Owner	Number	0	1	0	1	0	3	8	13	6.2	3
	Percent	0.0	7.7	0.0	7.7	0.0	23.1	61.5			
Other	Number	0	0	0	2	1	7	14	24	6.4	10
	Percent	0.0	0.0	0.0	8.3	4.2	29.2	58.3			
Checked more than one	Number	1	1	4	0	4	7	4	21	5.0	8
	Percent	4.8	4.8	19.0	0.0	19.0	33.3	19.0			

Historical Data		
	Total	Mean
2007	115	5.39
2008	90	5.56
2009	140	5.41
2010	72	5.68
2011	84	5.70
2012	108	5.80
2013	124	5.94
2015	100	5.74



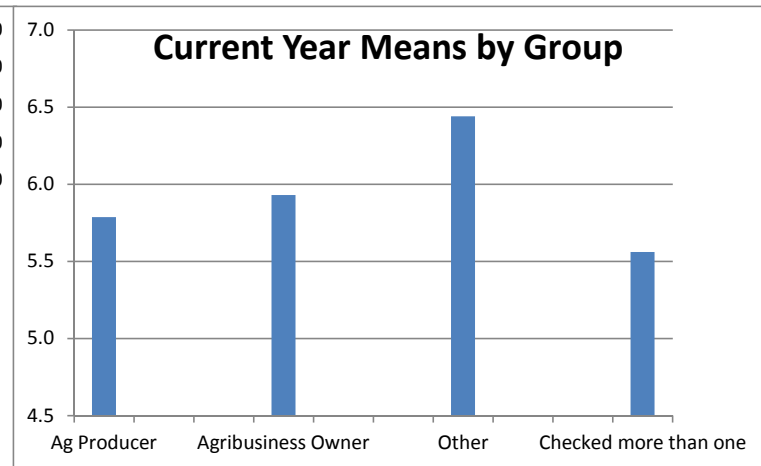
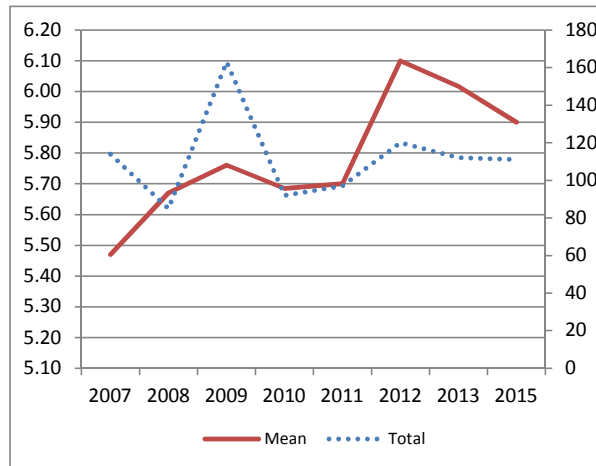
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2j. Satisfaction with resolution of concern (119)	Number	3	0	3	11	5	35	27	84	5.7	43
	Percent	3.6	0.0	3.6	13.1	6.0	41.7	32.1			
Ag Producer	Number	1	0	1	7	2	12	11	34	5.6	16
	Percent	2.9	0.0	2.9	20.6	5.9	35.3	32.4			
Agribusiness Owner	Number	1	0	0	1	0	5	6	13	5.9	3
	Percent	7.7	0.0	0.0	7.7	0.0	38.5	46.2			
Other	Number	0	0	1	1	1	8	8	19	6.1	16
	Percent	0.0	0.0	5.3	5.3	5.3	42.1	42.1			
Checked more than one	Number	1	0	1	2	2	10	2	18	5.3	8
	Percent	5.6	0.0	5.6	11.1	11.1	55.6	11.1			

Historical Data		
	Total	Mean
2007	93	5.29
2008	65	5.31
2009	106	5.22
2010	54	5.39
2011	67	5.50
2012	76	5.80
2013	86	5.97
2015	84	5.71



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2k. Satisfaction with quality of training (120)	Number	2	1	2	15	11	30	50	111	5.9	23
	Percent	1.8	0.9	1.8	13.5	9.9	27.0	45.0			
Ag Producer	Number	0	1	0	7	8	15	16	47	5.8	7
	Percent	0.0	2.1	0.0	14.9	17.0	31.9	34.0			
Agribusiness Owner	Number	0	0	1	2	1	3	7	14	5.9	2
	Percent	0.0	0.0	7.1	14.3	7.1	21.4	50.0			
Other	Number	0	0	1	1	0	7	16	25	6.4	10
	Percent	0.0	0.0	4.0	4.0	0.0	28.0	64.0			
Checked more than one	Number	2	0	0	5	2	5	11	25	5.6	4
	Percent	8.0	0.0	0.0	20.0	8.0	20.0	44.0			

Historical Data		
	Total	Mean
2007	114	5.47
2008	85	5.67
2009	163	5.76
2010	92	5.68
2011	97	5.70
2012	120	6.10
2013	112	6.02
2015	111	5.90



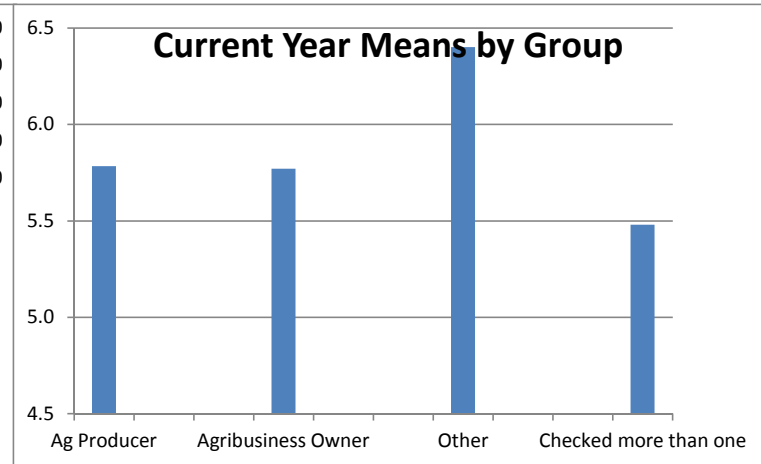
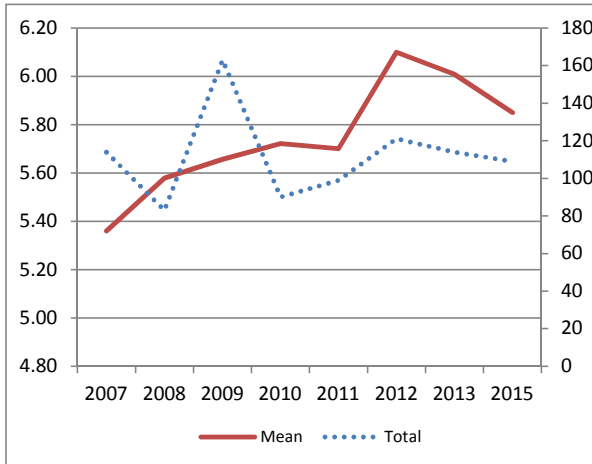
2I. Usefulness of training materials (121)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
2I. Usefulness of training materials (121)	Number	1	3	2	16	9	30	48	109	5.9	25
	Percent	0.9	2.8	1.8	14.7	8.3	27.5	44.0			
Ag Producer	Number	0	1	1	6	7	15	16	46	5.8	8
	Percent	0.0	2.2	2.2	13.0	15.2	32.6	34.8			
Agribusiness Owner	Number	0	0	1	3	0	3	6	13	5.8	3
	Percent	0.0	0.0	7.7	23.1	0.0	23.1	46.2			
Other	Number	0	0	0	3	0	6	16	25	6.4	10
	Percent	0.0	0.0	0.0	12.0	0.0	24.0	64.0			
Checked more than one	Number	1	2	0	4	2	6	10	25	5.5	4
	Percent	4.0	8.0	0.0	16.0	8.0	24.0	40.0			

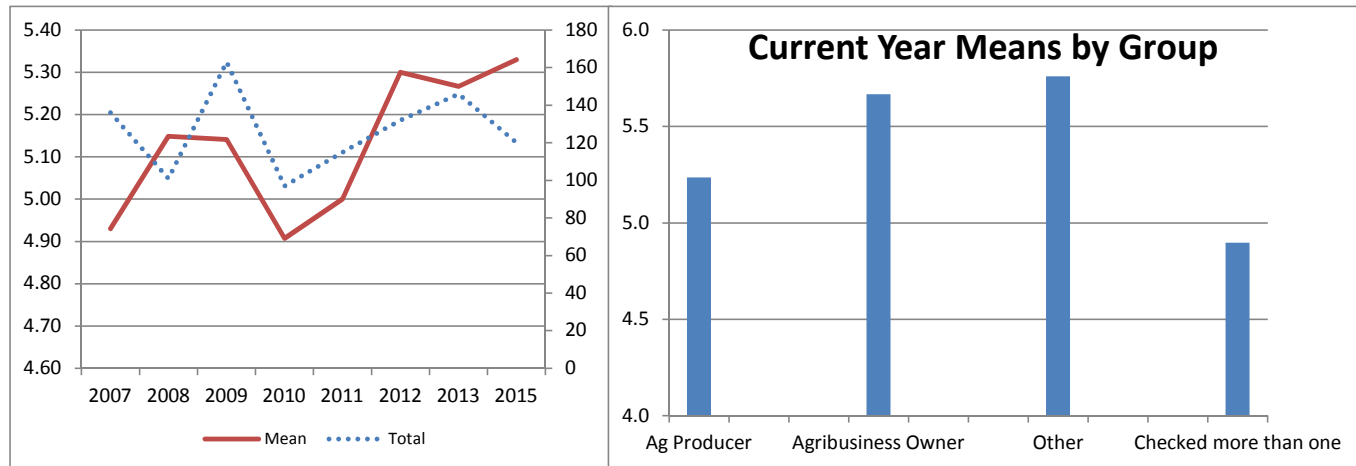
Historical Data

	Total	Mean
2007	114	5.36
2008	83	5.58
2009	163	5.66
2010	90	5.72
2011	99	5.70
2012	121	6.10
2013	114	6.01
2015	109	5.85



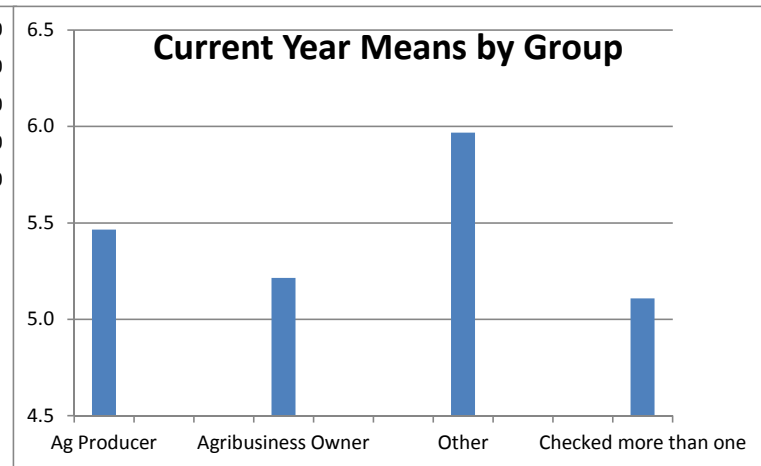
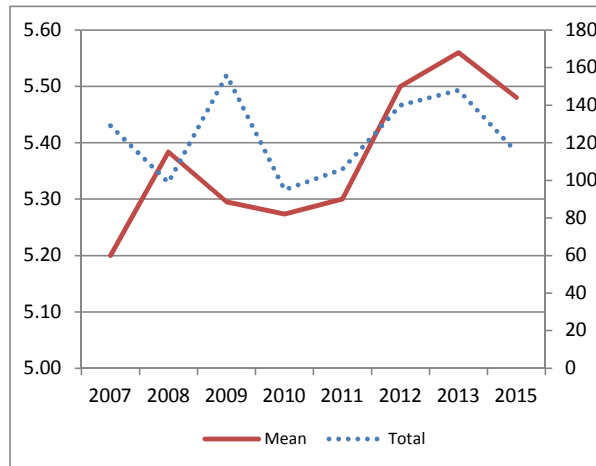
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
3. Fairness of requirements related to Environment Programs (122)	Number	3	1	5	26	23	33	29	120	5.3	12
	Percent	2.5	0.8	4.2	21.7	19.2	27.5	24.2			
Ag Producer	Number	0	1	4	9	11	13	9	47	5.2	6
	Percent	0.0	2.1	8.5	19.1	23.4	27.7	19.1			
Agribusiness Owner	Number	0	0	0	3	3	5	4	15	5.7	1
	Percent	0.0	0.0	0.0	20.0	20.0	33.3	26.7			
Other	Number	0	0	1	6	3	8	11	29	5.8	5
	Percent	0.0	0.0	3.4	20.7	10.3	27.6	37.9			
Checked more than one	Number	3	0	0	8	6	7	5	29	4.9	0
	Percent	10.3	0.0	0.0	27.6	20.7	24.1	17.2			

Historical Data		
	Total	Mean
2007	136	4.93
2008	101	5.15
2009	163	5.14
2010	97	4.91
2011	115	5.00
2012	132	5.30
2013	146	5.27
2015	120	5.33



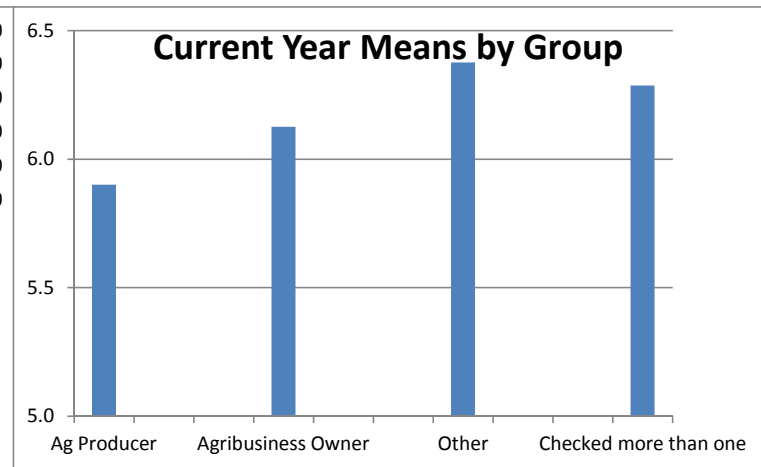
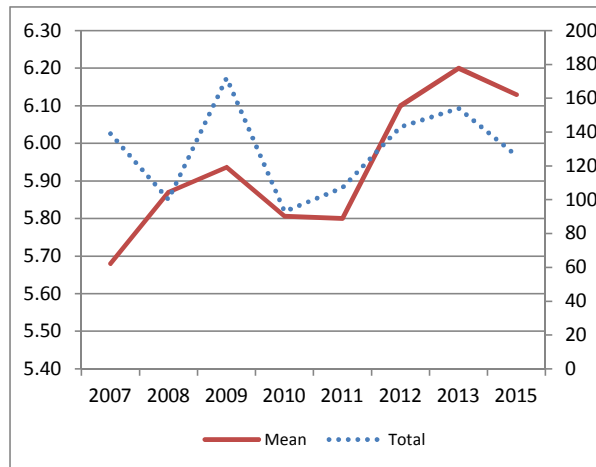
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
4a. IDOA puts high value on serving the people of Illinois (123)	Number	3	2	4	17	22	36	31	115	5.5	16
	Percent	2.6	1.7	3.5	14.8	19.1	31.3	27.0			
Ag Producer	Number	1	0	2	7	10	11	12	43	5.5	10
	Percent	2.3	0.0	4.7	16.3	23.3	25.6	27.9			
Agribusiness Owner	Number	1	0	0	3	3	4	3	14	5.2	2
	Percent	7.1	0.0	0.0	21.4	21.4	28.6	21.4			
Other	Number	0	1	0	2	4	12	11	30	6.0	3
	Percent	0.0	3.3	0.0	6.7	13.3	40.0	36.7			
Checked more than one	Number	1	1	2	5	5	9	5	28	5.1	1
	Percent	3.6	3.6	7.1	17.9	17.9	32.1	17.9			

Historical Data		
	Total	Mean
2007	129	5.20
2008	99	5.38
2009	156	5.29
2010	95	5.27
2011	106	5.30
2012	140	5.50
2013	148	5.56
2015	115	5.48



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
4b. Staff was courteous and professional (124)	Number	2	2	0	10	9	39	64	126	6.1	7
	Percent	1.6	1.6	0.0	7.9	7.1	31.0	50.8			
Ag Producer	Number	0	1	0	6	7	18	18	50	5.9	3
	Percent	0.0	2.0	0.0	12.0	14.0	36.0	36.0			
Agribusiness Owner	Number	1	0	0	1	0	5	9	16	6.1	0
	Percent	6.3	0.0	0.0	6.3	0.0	31.3	56.3			
Other	Number	0	1	0	2	0	9	20	32	6.4	3
	Percent	0.0	3.1	0.0	6.3	0.0	28.1	62.5			
Checked more than one	Number	1	0	0	1	2	7	17	28	6.3	1
	Percent	3.6	0.0	0.0	3.6	7.1	25.0	60.7			

Historical Data		
	Total	Mean
2007	139	5.68
2008	100	5.87
2009	172	5.94
2010	93	5.81
2011	107	5.80
2012	143	6.10
2013	154	6.20
2015	126	6.13



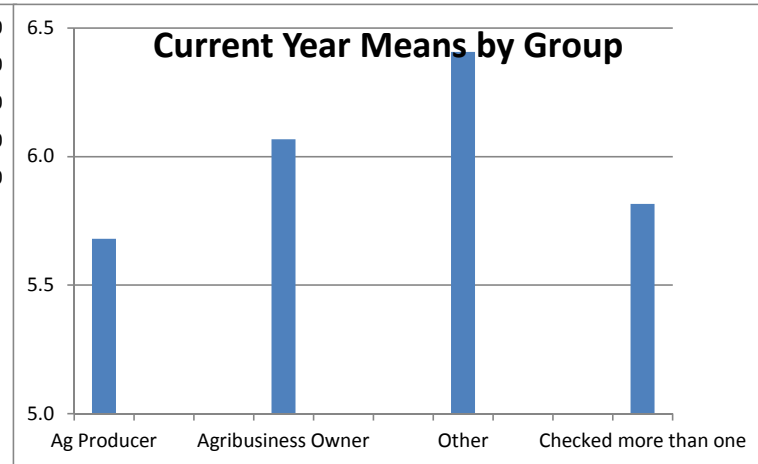
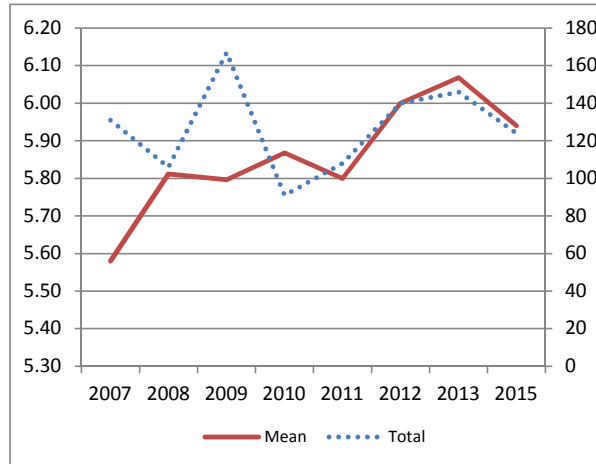
4c. Staff adequately explained standards and regulations (125)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
4c. Staff adequately explained standards and regulations (125)	Number	3	2	1	8	18	39	53	124	5.9	9
	Percent	2.4	1.6	0.8	6.5	14.5	31.5	42.7			
Ag Producer	Number	1	1	0	6	10	17	15	50	5.7	4
	Percent	2.0	2.0	0.0	12.0	20.0	34.0	30.0			
Agribusiness Owner	Number	0	1	0	2	0	3	9	15	6.1	0
	Percent	0.0	6.7	0.0	13.3	0.0	20.0	60.0			
Other	Number	0	0	1	0	2	11	18	32	6.4	3
	Percent	0.0	0.0	3.1	0.0	6.3	34.4	56.3			
Checked more than one	Number	2	0	0	0	6	8	11	27	5.8	2
	Percent	7.4	0.0	0.0	0.0	22.2	29.6	40.7			

Historical Data

	Total	Mean
2007	131	5.58
2008	106	5.81
2009	167	5.80
2010	91	5.87
2011	108	5.80
2012	140	6.00
2013	146	6.07
2015	124	5.94



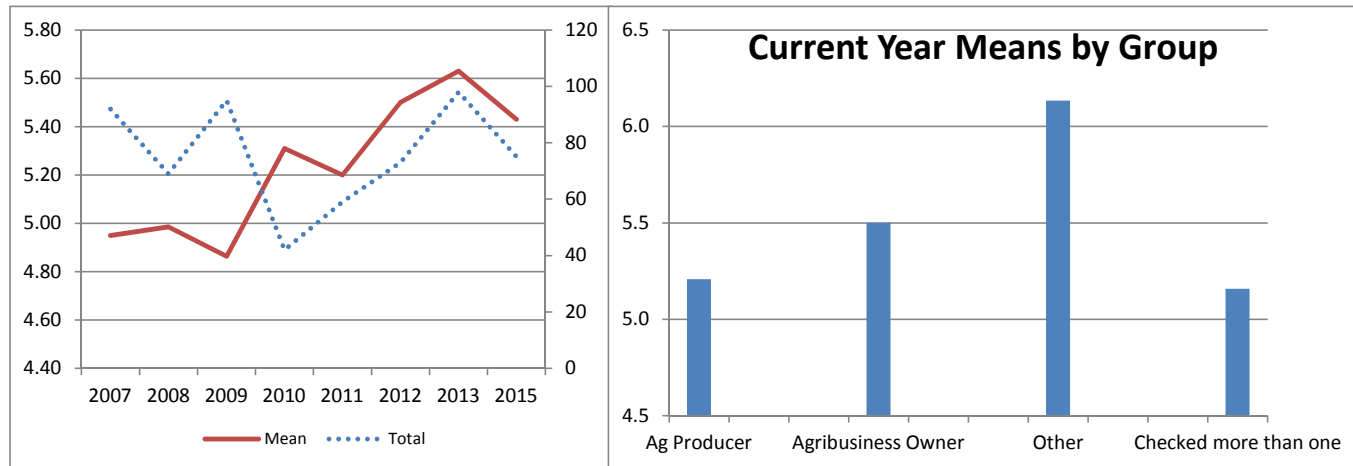
4d. IDOA is responsive to complaints (126)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	2	2	2	12	16	20	21	75	5.4	56
	Percent	2.7	2.7	2.7	16.0	21.3	26.7	28.0			
Ag Producer	Number	1	1	1	6	6	7	7	29	5.2	23
	Percent	3.4	3.4	3.4	20.7	20.7	24.1	24.1			
Agribusiness Owner	Number	0	1	0	3	0	4	4	12	5.5	4
	Percent	0.0	8.3	0.0	25.0	0.0	33.3	33.3			
Other	Number	0	0	0	2	1	5	7	15	6.1	19
	Percent	0.0	0.0	0.0	13.3	6.7	33.3	46.7			
Checked more than one	Number	1	0	1	1	9	4	3	19	5.2	10
	Percent	5.3	0.0	5.3	5.3	47.4	21.1	15.8			

Historical Data

	Total	Mean
2007	92	4.95
2008	69	4.99
2009	95	4.86
2010	42	5.31
2011	59	5.20
2012	73	5.50
2013	98	5.63
2015	75	5.43



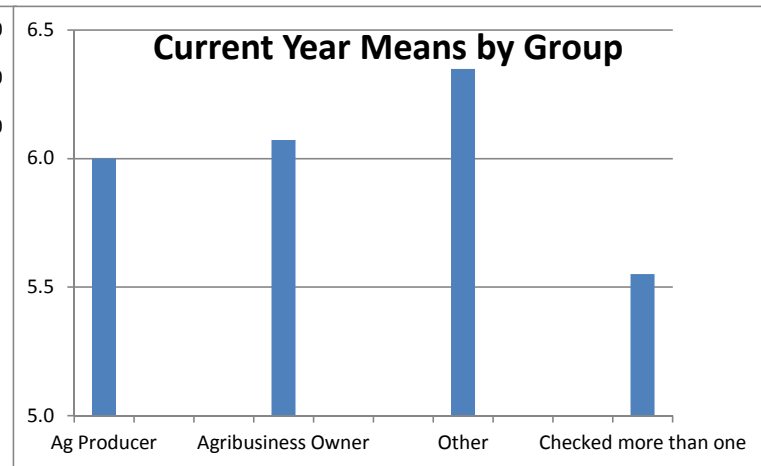
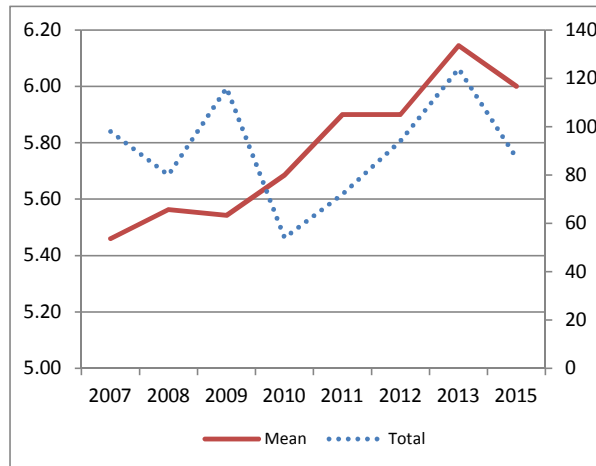
4e. IDOA inspector was consistent in following procedure (127)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
Number	Number	2	0	0	12	6	27	40	87	6.0	43
	Percent	2.3	0.0	0.0	13.8	6.9	31.0	46.0			
Ag Producer	Number	0	0	0	4	5	8	13	30	6.0	22
	Percent	0.0	0.0	0.0	13.3	16.7	26.7	43.3			
Agribusiness Owner	Number	1	0	0	1	0	4	8	14	6.1	2
	Percent	7.1	0.0	0.0	7.1	0.0	28.6	57.1			
Other	Number	0	0	0	2	0	9	12	23	6.3	10
	Percent	0.0	0.0	0.0	8.7	0.0	39.1	52.2			
Checked more than one	Number	1	0	0	5	1	6	7	20	5.6	9
	Percent	5.0	0.0	0.0	25.0	5.0	30.0	35.0			

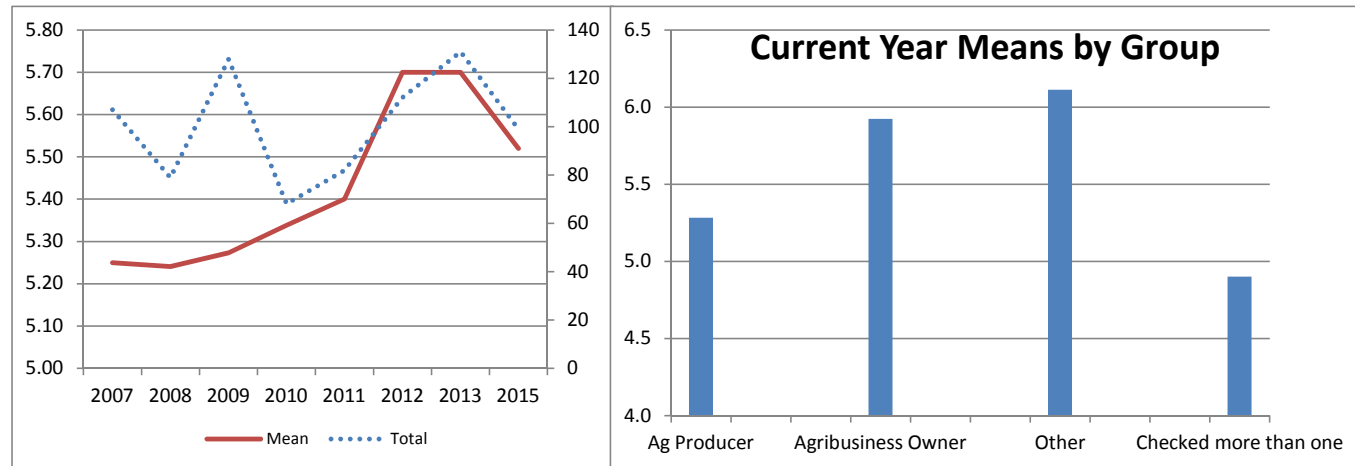
Historical Data

	Total	Mean
2007	98	5.46
2008	80	5.56
2009	116	5.54
2010	54	5.69
2011	72	5.90
2012	94	5.90
2013	124	6.15
2015	87	6.00



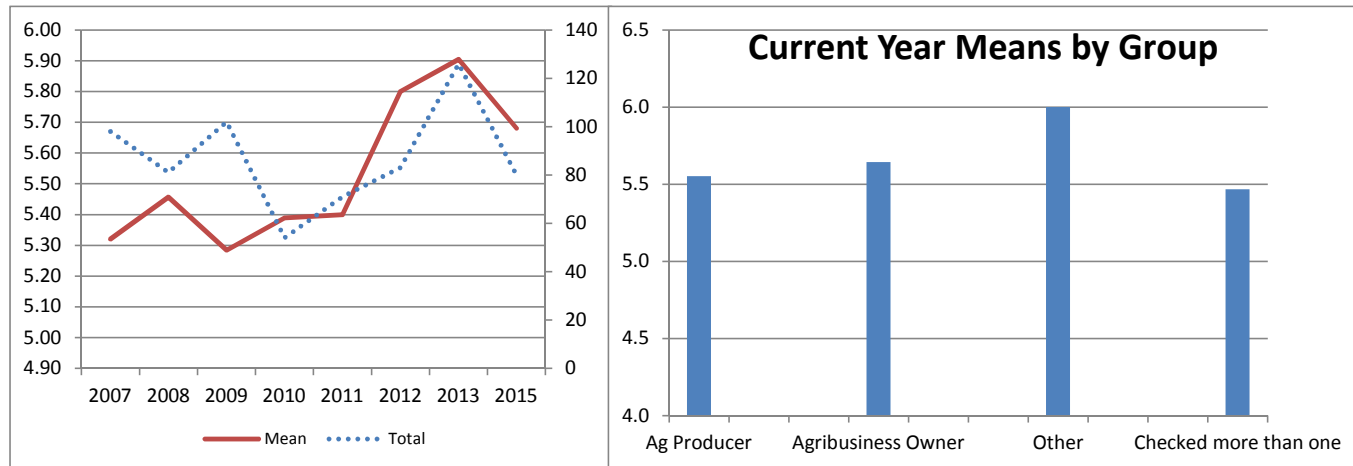
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
4f. Staff are good partners and enhance work (128)	Number	3	2	5	13	13	34	29	99	5.5	33
	Percent	3.0	2.0	5.1	13.1	13.1	34.3	29.3			
Ag Producer	Number	1	1	3	6	8	10	10	39	5.3	14
	Percent	2.6	2.6	7.7	15.4	20.5	25.6	25.6			
Agribusiness Owner	Number	0	0	1	1	0	7	4	13	5.9	3
	Percent	0.0	0.0	7.7	7.7	0.0	53.8	30.8			
Other	Number	0	1	0	2	1	11	12	27	6.1	7
	Percent	0.0	3.7	0.0	7.4	3.7	40.7	44.4			
Checked more than one	Number	2	0	1	4	4	6	3	20	4.9	9
	Percent	10.0	0.0	5.0	20.0	20.0	30.0	15.0			

Historical Data		
	Total	Mean
2007	107	5.25
2008	79	5.24
2009	128	5.27
2010	68	5.34
2011	82	5.40
2012	112	5.70
2013	131	5.70
2015	99	5.52



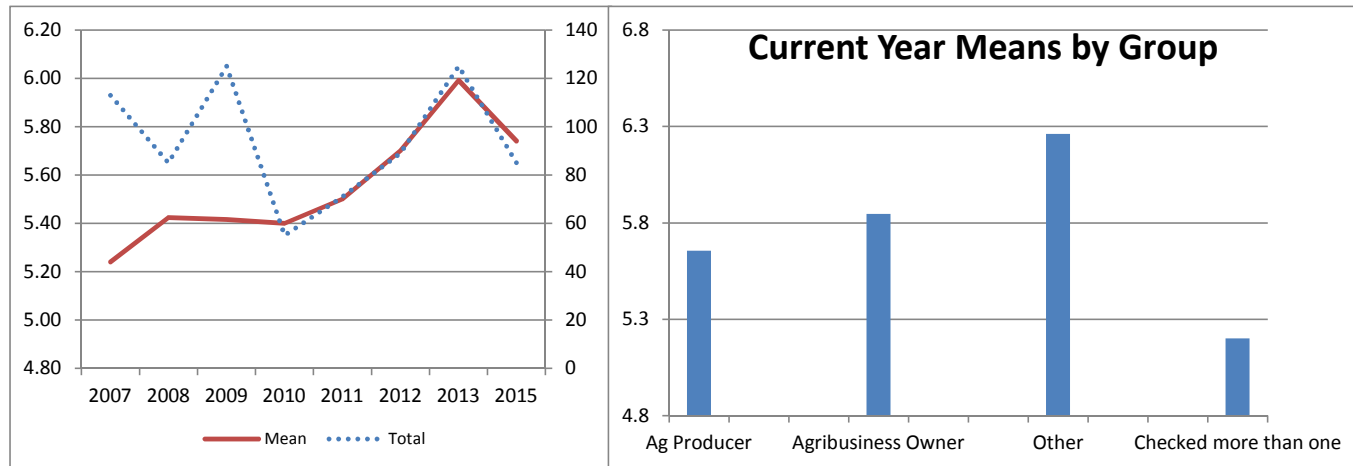
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
4g. Bureau is efficient in administering inspection procedures (129)	Number	3	1	3	8	10	27	28	80	5.7	50
	Percent	3.8	1.3	3.8	10.0	12.5	33.8	35.0			
Ag Producer	Number	1	0	1	5	5	7	10	29	5.6	23
	Percent	3.4	0.0	3.4	17.2	17.2	24.1	34.5			
Agribusiness Owner	Number	1	0	0	2	1	5	5	14	5.6	2
	Percent	7.1	0.0	0.0	14.3	7.1	35.7	35.7			
Other	Number	0	1	1	1	0	10	9	22	6.0	11
	Percent	0.0	4.5	4.5	4.5	0.0	45.5	40.9			
Checked more than one	Number	1	0	1	0	4	5	4	15	5.5	14
	Percent	6.7	0.0	6.7	0.0	26.7	33.3	26.7			

Historical Data		
	Total	Mean
2007	98	5.32
2008	81	5.46
2009	102	5.28
2010	54	5.39
2011	71	5.40
2012	83	5.80
2013	126	5.90
2015	80	5.68



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
4h. Staff are prepared to address problems or concerns (130)	Number	1	1	2	12	11	30	28	85	5.7	45
	Percent	1.2	1.2	2.4	14.1	12.9	35.3	32.9			
Ag Producer	Number	0	1	0	4	5	12	7	29	5.7	22
	Percent	0.0	3.4	0.0	13.8	17.2	41.4	24.1			
Agribusiness Owner	Number	0	0	1	1	1	6	4	13	5.8	3
	Percent	0.0	0.0	7.7	7.7	7.7	46.2	30.8			
Other	Number	0	0	1	2	0	7	13	23	6.3	11
	Percent	0.0	0.0	4.3	8.7	0.0	30.4	56.5			
Checked more than one	Number	1	0	0	5	5	5	4	20	5.2	9
	Percent	5.0	0.0	0.0	25.0	25.0	25.0	20.0			

Historical Data		
	Total	Mean
2007	113	5.24
2008	85	5.42
2009	125	5.42
2010	55	5.40
2011	71	5.50
2012	89	5.70
2013	125	5.99
2015	85	5.74



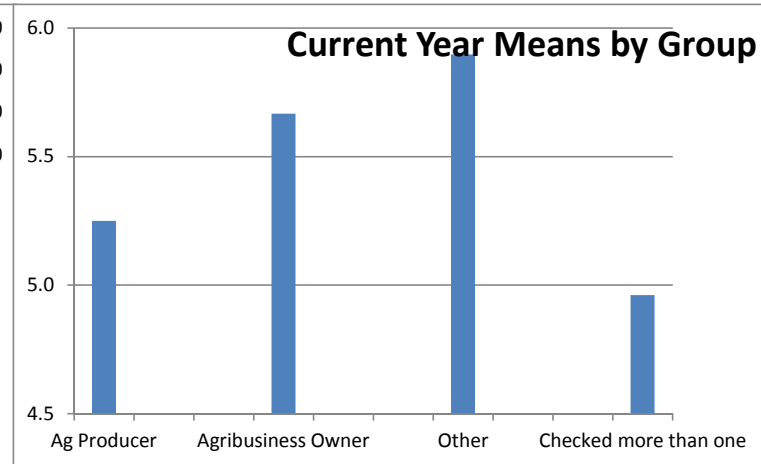
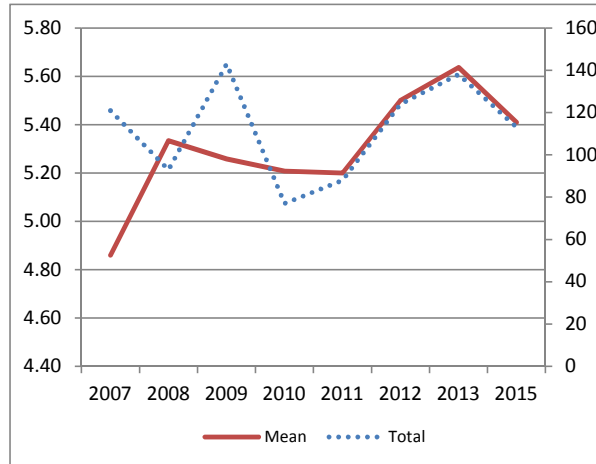
4i. Regulations are documented in a clear and consistent way (131)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
4i. Regulations are documented in a clear and consistent way (131)	Number	2	7	4	16	19	31	34	113	5.4	19
	Percent	1.8	6.2	3.5	14.2	16.8	27.4	30.1			
Ag Producer	Number	0	2	1	10	12	9	10	44	5.3	9
	Percent	0.0	4.5	2.3	22.7	27.3	20.5	22.7			
Agribusiness Owner	Number	0	0	1	2	2	6	4	15	5.7	1
	Percent	0.0	0.0	6.7	13.3	13.3	40.0	26.7			
Other	Number	0	0	2	2	3	12	10	29	5.9	5
	Percent	0.0	0.0	6.9	6.9	10.3	41.4	34.5			
Checked more than one	Number	2	5	0	2	2	4	10	25	5.0	4
	Percent	8.0	20.0	0.0	8.0	8.0	16.0	40.0			

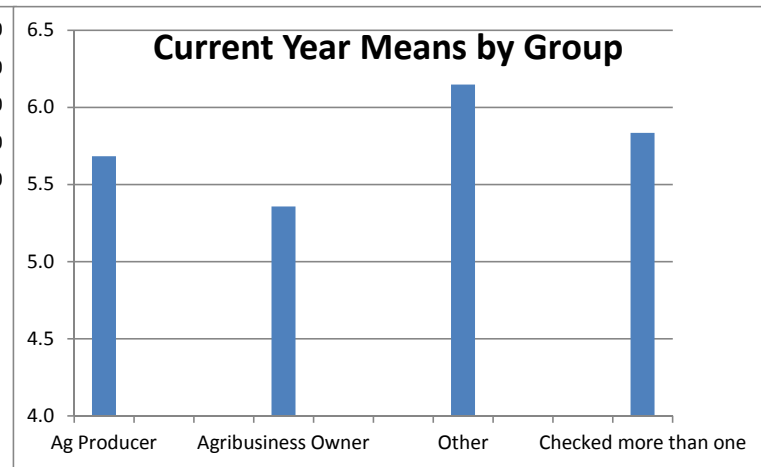
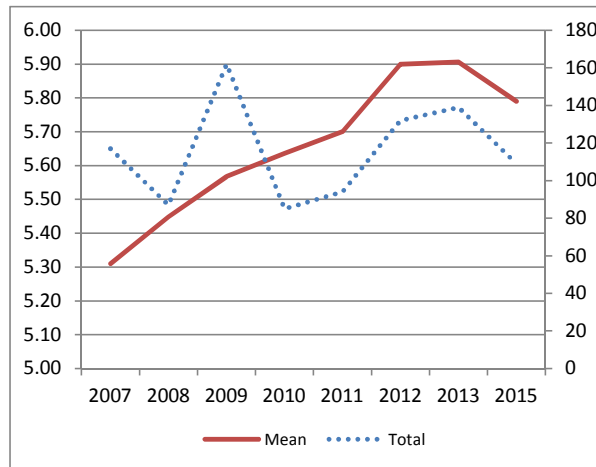
Historical Data

	Total	Mean
2007	121	4.86
2008	93	5.33
2009	143	5.26
2010	77	5.21
2011	88	5.20
2012	124	5.50
2013	138	5.64
2015	113	5.41



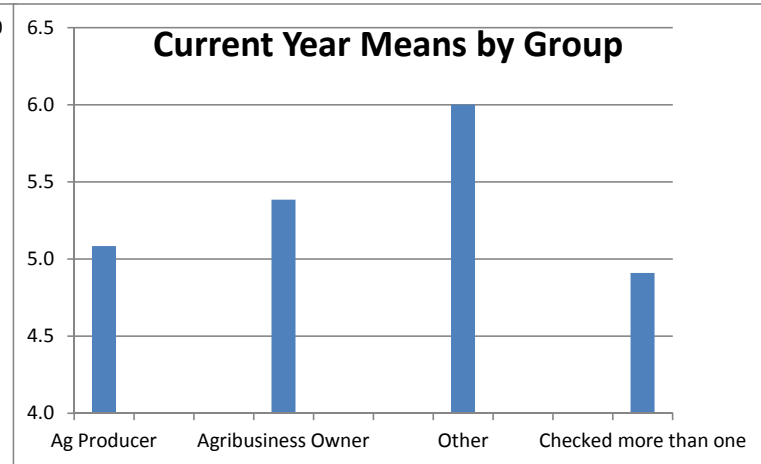
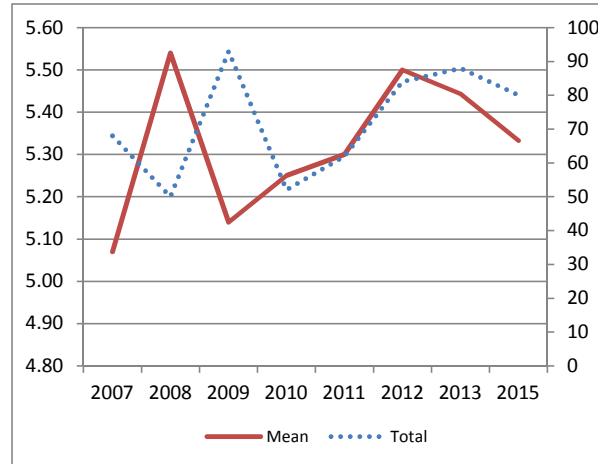
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
4j. Bureau provides important training to people in my field (133)	Number	2	2	4	13	10	35	43	109	5.8	24
	Percent	1.8	1.8	3.7	11.9	9.2	32.1	39.4			
Ag Producer	Number	0	0	2	8	7	12	15	44	5.7	9
	Percent	0.0	0.0	4.5	18.2	15.9	27.3	34.1			
Agribusiness Owner	Number	0	1	1	3	0	5	4	14	5.4	2
	Percent	0.0	7.1	7.1	21.4	0.0	35.7	28.6			
Other	Number	0	0	1	1	3	10	12	27	6.1	8
	Percent	0.0	0.0	3.7	3.7	11.1	37.0	44.4			
Checked more than one	Number	2	1	0	1	0	8	12	24	5.8	5
	Percent	8.3	4.2	0.0	4.2	0.0	33.3	50.0			

Historical Data		
	Total	Mean
2007	117	5.31
2008	87	5.45
2009	162	5.57
2010	85	5.64
2011	94	5.70
2012	132	5.90
2013	139	5.91
2015	109	5.79



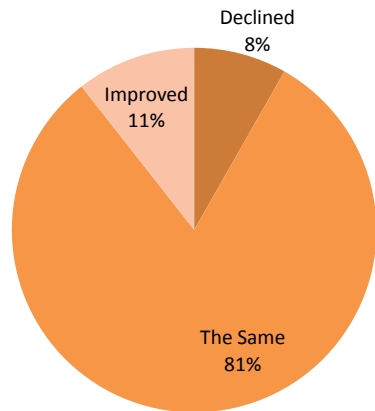
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
4k. Web site provides useful and timely information (134)	Number	1	6	3	15	8	25	22	80	5.3	51
	Percent	1.3	7.5	3.8	18.8	10.0	31.3	27.5			
Ag Producer	Number	0	0	2	7	6	5	4	24	5.1	27
	Percent	0.0	0.0	8.3	29.2	25.0	20.8	16.7			
Agribusiness Owner	Number	0	0	1	4	1	3	4	13	5.4	3
	Percent	0.0	0.0	7.7	30.8	7.7	23.1	30.8			
Other	Number	0	1	0	1	0	13	6	21	6.0	14
	Percent	0.0	4.8	0.0	4.8	0.0	61.9	28.6			
Checked more than one	Number	1	5	0	3	1	4	8	22	4.9	7
	Percent	4.5	22.7	0.0	13.6	4.5	18.2	36.4			

Historical Data		
	Total	Mean
2007	68	5.07
2008	50	5.54
2009	93	5.14
2010	52	5.25
2011	62	5.30
2012	84	5.50
2013	88	5.44
2015	80	5.33



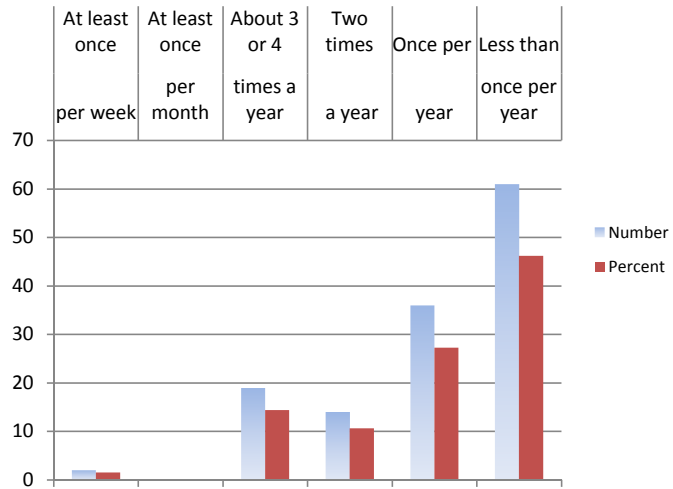
5. Compared to a year ago, the quality of services from the IDOA has (138):	Response				Total	n't Know
	Decline	Stayed The Same	improve			
Number	7	69	9	85	48	
Percent	8.2	81.2	10.6			

Agricultural Producer	Number	3	20	4	27	26
	Percent	11.1	74.1	14.8		
Agribusiness Owner	Number	1	11	1	13	3
	Percent	7.7	84.6	7.7		
Other	Number	2	21	3	26	9
	Percent	7.7	80.8	11.5		
Checked more than one	Number	1	17	1	19	10
	Percent	5.3	89.5	5.3		



9. How often do you have contact with the IDOA? (136)		At least once per week	At least once per month	At least once out of 3 months a year	Two times a year	Once per year	Less than once per year	Total
	Number	2	0	19	14	36	61	132
	Percent	1.5	0.0	14.4	10.6	27.3	46.2	
Agricultural Producer	Number	1	0	5	1	11	34	52
	Percent	1.9	0.0	9.6	1.9	21.2	65.4	
Agribusiness Owner	Number	0	0	4	8	3	1	16
	Percent	0.0	0.0	25.0	50.0	18.8	6.3	
Other	Number	1	0	4	4	14	12	35

	Percent	2.9	0.0	11.4	11.4	40.0	34.3	
Checked more than one	Number	0	0	6	1	8	14	29
	Percent	0.0	0.0	20.7	3.4	27.6	48.3	



8. Contact with staff from which program? (139)		Livestock	Chem Fertilizer	Animal	Pesticide	Pesticide	Nursery	Phytosanitary	Other	Total
		Waste	Containment	Management	Licensing	Registration	Inspection	Certificate		
	Number	36	16	10	83	1	7	1	6	160
	Percent	22.5	10.0	6.3	51.9	0.6	4.4	0.6	3.8	
Agricultural Producer	Number	26	0	0	31	0	2	0	1	60
Agricultural Producer	Percent	43.3	0.0	0.0	51.7	0.0	3.3	0.0	1.7	
Agribusiness Owner	Number	0	11	2	9	0	1	0	1	24
Agribusiness Owner	Percent	0.0	45.8	8.3	37.5	0.0	4.2	0.0	4.2	
Other	Number	0	4	8	24	0	3	1	4	44
Other	Percent	0.0	9.1	18.2	54.5	0.0	6.8	2.3	9.1	
Checked more than one	Number	10	1	0	19	1	1	0	0	32
Checked more than one	Percent	31.3	3.1	0.0	59.4	3.1	3.1	0.0	0.0	

