

Bureau of Warehouses

2015 Customer Service Survey Results

Number of Questionnaires Mailed (09/01/15)	389	Previous Year 457	Two years ago 432	Three years ago 469
Number of Questionnaires Tabulated	101	139	133	103
Agricultural Producer	1	8	1	0
Grain Dealer	15	16	16	10
Grain Warehouse	5	7	8	13
Agricultural Cooperative	16	21	21	5
Checked more than one	64	87	87	75

Type of calls made to the IDOA: (Grain Type)

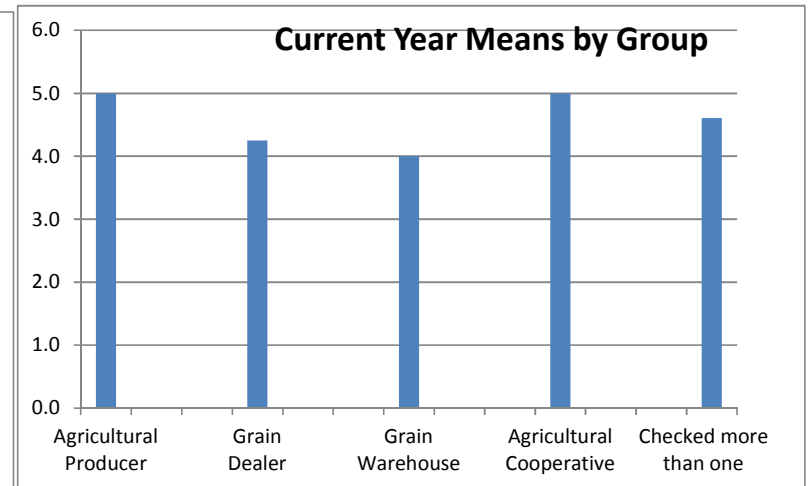
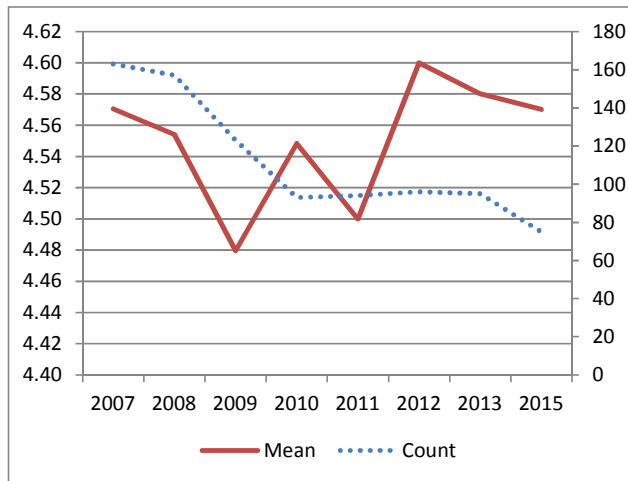
	<u>Number</u>	<u>Percent of Total Questionnaires Tabulated</u>
Grain Dealer/Grain Warehouse License (101)	45	44.6
Grain Exam (102)	28	27.7
Amendment to Grain License (103)	39	38.6
Assistance with a Grain Report or Form (104)	10	9.9
Illinois Grain Insurance Fund Assessment (105)	4	4.0
Other Grain Concerns (106)	8	7.9

Type of calls made to the IDOA: (Ag Coop type)

	<u>Number</u>	<u>Percent of Total Questionnaires Tabulated</u>
Ag Coop Registration Filing (201)	7	6.9
Ag Coop Certificate of Compliance (202)	2	2.0
Ag Coop Filing Fees (203)	3	3.0
Assistance with Ag Coop Report or Form (204)	3	3.0
Other Ag Coop Concern (205)	6	5.9

		RATING SCALE					Total	Mean	N/A
		1	2	3	4	5			
Satisfaction with the Courteous Staff (110)	Number	3	0	1	18	53	75	4.6	4
	Percent	4.0	0.0	1.3	24.0	70.7			
Agricultural Producer	Number	0	0	0	0	1	1	5.0	1
	Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer	Number	1	0	0	2	5	8	4.3	1
	Percent	12.5	0.0	0.0	25.0	62.5			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	0	0	0	6	6	5.0	0
	Percent	0.0	0.0	0.0	0.0	100.0			
Checked more than one	Number	1	0	1	16	38	56	4.6	2
	Percent	1.8	0.0	1.8	28.6	67.9			

Historical Data		
	Count	Mean
2007	163	4.57
2008	157	4.55
2009	123	4.48
2010	93	4.55
2011	94	4.50
2012	96	4.60
2013	95	4.58
2015	75	4.57



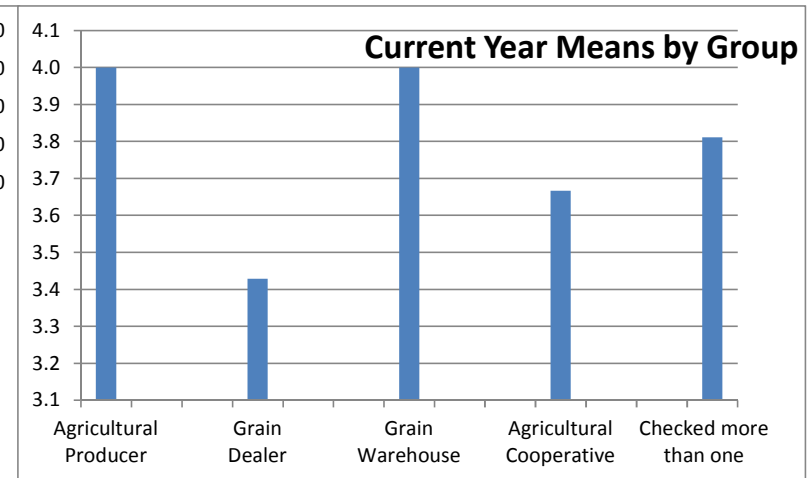
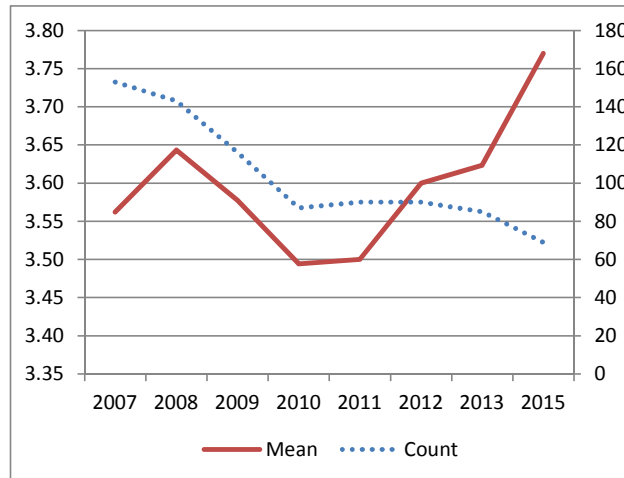
Importance of Courteous Staff (123)

RATING SCALE			
1	2	3	4

	1	2	3	4	Total	Mean	N/A
Number	0	0	16	53	69	3.8	3
Percent	0.0	0.0	23.2	76.8			
Agricultural Producer	0	0	0	1	1	4.0	0
Percent	0.0	0.0	0.0	100.0			
Grain Dealer	0	0	4	3	7	3.4	1
Percent	0.0	0.0	57.1	42.9			
Grain Warehouse	0	0	0	2	2	4.0	0
Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	0	0	2	4	6	3.7	0
Percent	0.0	0.0	33.3	66.7			
Checked more than one	0	0	10	43	53	3.8	2
Percent	0.0	0.0	18.9	81.1			

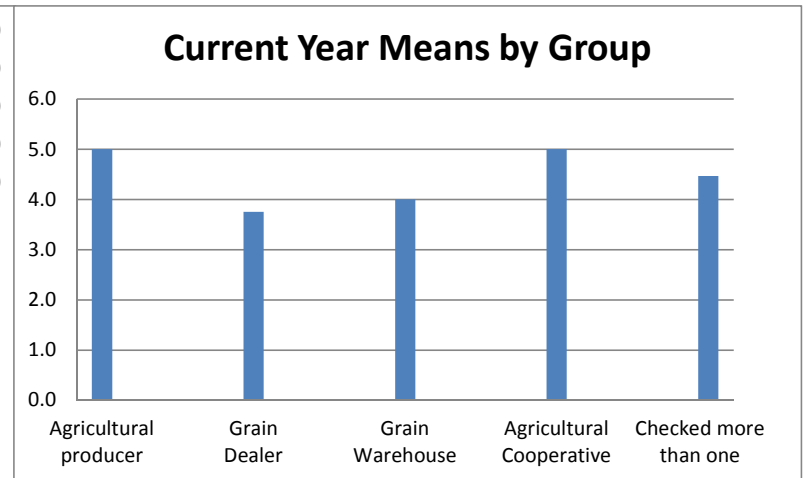
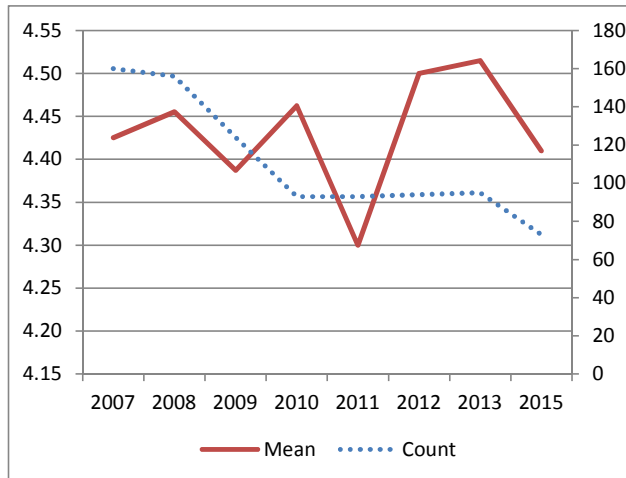
Historical Data

	Count	Mean
2007	153	3.56
2008	143	3.64
2009	116	3.58
2010	87	3.49
2011	90	3.50
2012	90	3.60
2013	85	3.62
2015	69	3.77



		RATING SCALE					Total	Mean	N/A	
		1	2	3	4	5				
Satisfaction with the Accurate Information (111)		Number	3	1	2	24	43	73	4.4	4
		Percent	4.1	1.4	2.7	32.9	58.9			
Agricultural producer		Number	0	0	0	0	1	1	5.0	0
		Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer		Number	1	1	0	3	3	8	3.8	1
		Percent	12.5	12.5	0.0	37.5	37.5			
Grain Warehouse		Number	1	0	0	0	3	4	4.0	0
		Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative		Number	0	0	0	0	6	6	5.0	0
		Percent	0.0	0.0	0.0	0.0	100.0			
Checked more than one		Number	1	0	2	21	30	54	4.5	3
		Percent	1.9	0.0	3.7	38.9	55.6			

Historical Data		
	Count	Mean
2007	160	4.43
2008	156	4.46
2009	124	4.39
2010	93	4.46
2011	93	4.30
2012	94	4.50
2013	95	4.52
2015	73	4.41



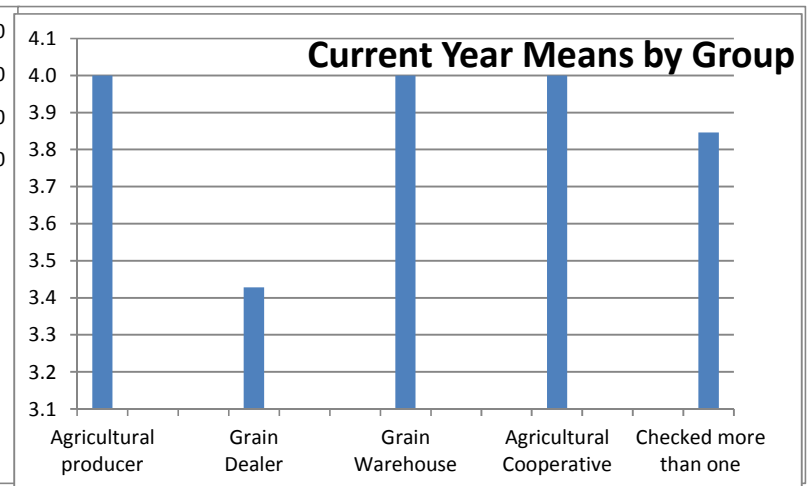
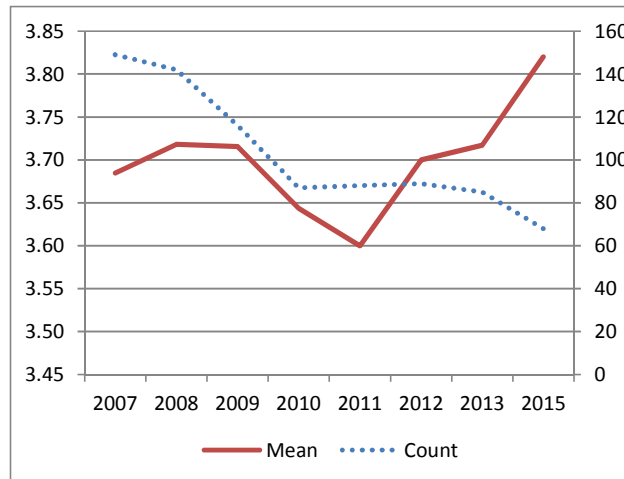
Importance of Accurate Information (124)

RATING SCALE			
1	2	3	4

		1	2	3	4	Total	Mean	N/A
Importance of Accurate Information (124)	Number	0	0	12	56	68	3.8	4
	Percent	0.0	0.0	17.6	82.4			
Agricultural producer	Number	0	0	0	1	1	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	4	3	7	3.4	1
	Percent	0.0	0.0	57.1	42.9			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	0	6	6	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Checked more than one	Number	0	0	8	44	52	3.8	3
	Percent	0.0	0.0	15.4	84.6			

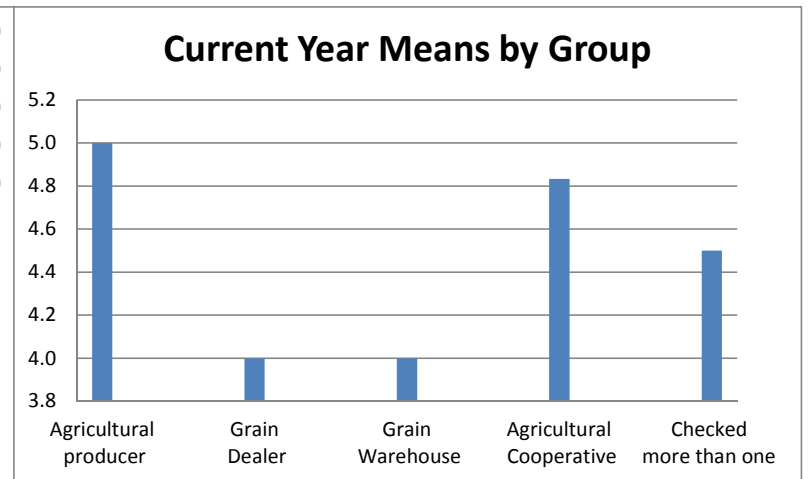
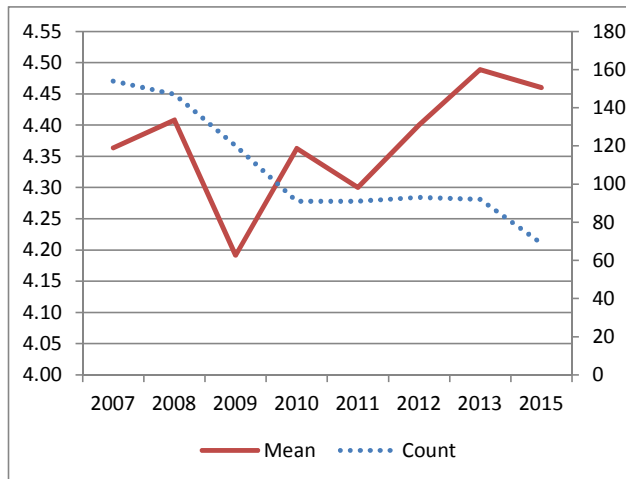
Historical Data

	Count	Mean
2007	149	3.68
2008	142	3.72
2009	116	3.72
2010	87	3.64
2011	88	3.60
2012	89	3.70
2013	85	3.72
2015	68	3.82



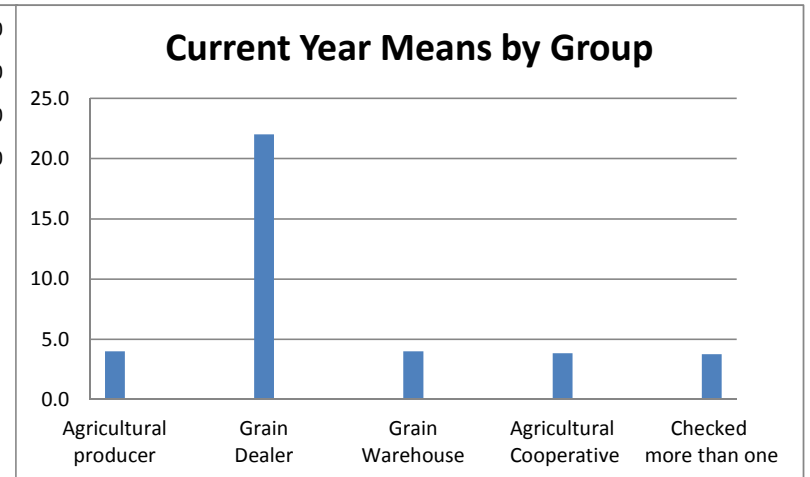
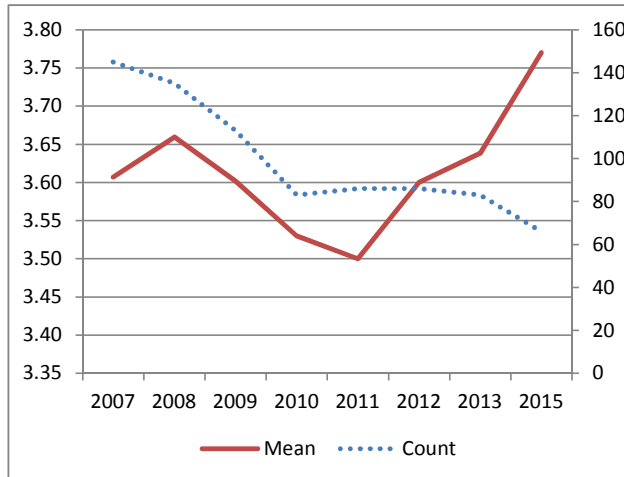
		RATING SCALE					Total	Mean	N/A	
		1	2	3	4	5				
Satisfaction with the Thorough Explanation (112)		Number	3	0	2	21	43	69	4.5	6
		Percent	4.3	0.0	2.9	30.4	62.3			
Agricultural producer		Number	0	0	0	0	1	1	5.0	0
		Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer		Number	1	0	0	2	3	6	4.0	1
		Percent	16.7	0.0	0.0	33.3	50.0			
Grain Warehouse		Number	1	0	0	0	3	4	4.0	0
		Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative		Number	0	0	0	1	5	6	4.8	0
		Percent	0.0	0.0	0.0	16.7	83.3			
Checked more than one		Number	1	0	2	18	31	52	4.5	5
		Percent	1.9	0.0	3.8	34.6	59.6			

Historical Data		
	Count	Mean
2007	154	4.36
2008	147	4.41
2009	120	4.19
2010	91	4.36
2011	91	4.30
2012	93	4.40
2013	92	4.49
2015	69	4.46



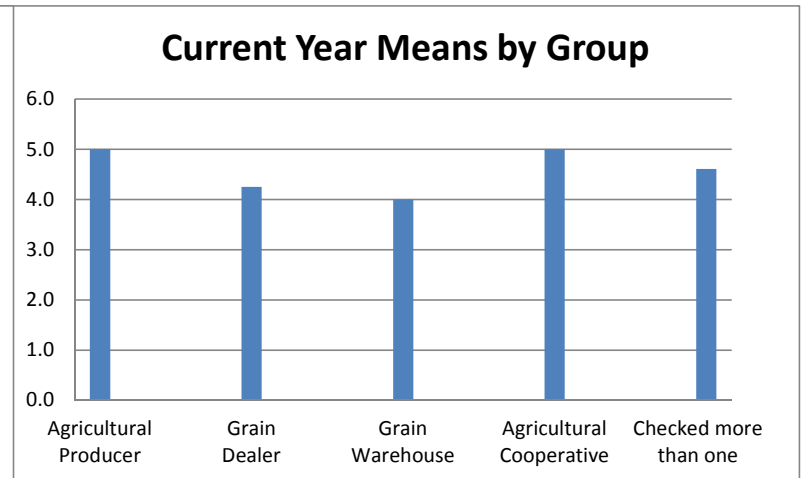
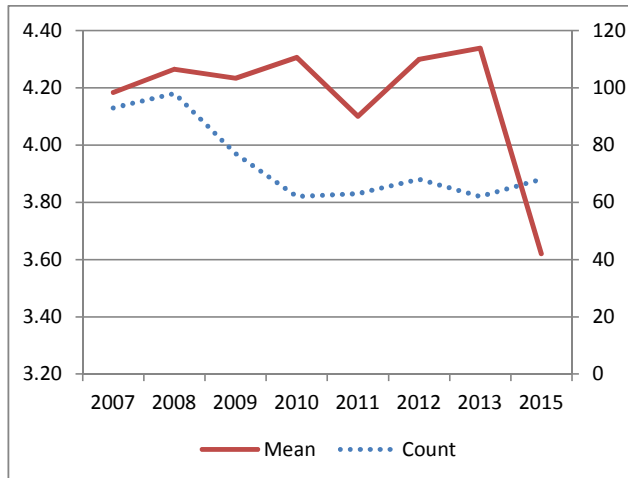
	RATING SCALE				Total	Mean	N/A	
	1	2	3	4				
Importance of Thorough Explanation (125)	Number	0	0	15	51	66	3.8	5
	Percent	0.0	0.0	22.7	77.3			
Agricultural producer	Number	0	0	0	1	1	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	2	4	1	22.0	0
	Percent	0.0	0.0	200.0	400.0			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	1	5	6	3.8	0
	Percent	0.0	0.0	16.7	83.3			
Checked more than one	Number	0	0	12	39	51	3.8	5
	Percent	0.0	0.0	23.5	76.5			

Historical Data		
	Count	Mean
2007	145	3.61
2008	135	3.66
2009	113	3.60
2010	83	3.53
2011	86	3.50
2012	86	3.60
2013	83	3.64
2015	66	3.77



	RATING SCALE					Total	Mean	N/A	
	1	2	3	4	5				
Satisfaction with the Good Referral (113)	Number	1	4	15	48	3	71	3.7	1
	Percent	1.4	5.6	21.1	67.6	4.2			
Agricultural producer	Number	0	0	0	1	0	1	4.0	0
	Percent	0.0	0.0	0.0	100.0	0.0			
Grain Dealer	Number	0	1	4	3	0	8	3.3	0
	Percent	0.0	12.5	50.0	37.5	0.0			
Grain Warehouse	Number	0	0	0	2	0	2	4.0	0
	Percent	0.0	0.0	0.0	100.0	0.0			
Agricultural Cooperative	Number	0	0	0	5	1	6	4.2	0
	Percent	0.0	0.0	0.0	83.3	16.7			
Checked more than one	Number	1	3	11	37	2	54	3.7	1
	Percent	1.9	5.6	20.4	68.5	3.7			

Historical Data		
	Count	Mean
2007	93	4.18
2008	98	4.27
2009	77	4.23
2010	62	4.31
2011	63	4.10
2012	68	4.30
2013	62	4.34
2015	68	3.62



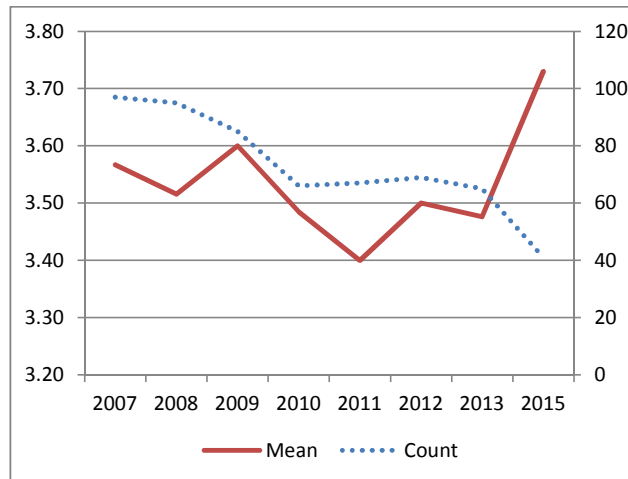
Importance of Good Referral (126)

RATING SCALE			
1	2	3	4

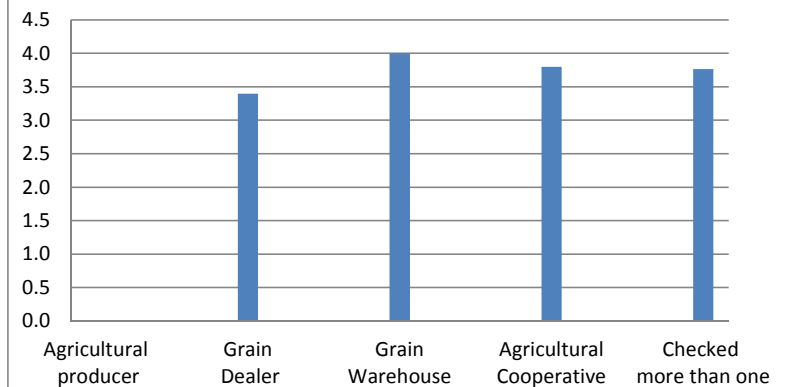
	1	2	3	4	Total	Mean	N/A
Number	0	0	11	30	41	3.7	29
Percent	0.0	0.0	26.8	73.2			
Agricultural producer	0	0	0	0	0	#DIV/0!	1
Percent	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Grain Dealer	0	0	3	2	5	3.4	3
Percent	0.0	0.0	60.0	40.0			
Grain Warehouse	0	0	0	1	1	4.0	1
Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	0	0	1	4	5	3.8	1
Percent	0.0	0.0	20.0	80.0			
Checked more than one	0	0	7	23	30	3.8	23
Percent	0.0	0.0	23.3	76.7			

Historical Data

	Count	Mean
2007	97	3.57
2008	95	3.52
2009	85	3.60
2010	66	3.48
2011	67	3.40
2012	69	3.50
2013	65	3.48
2015	41	3.73

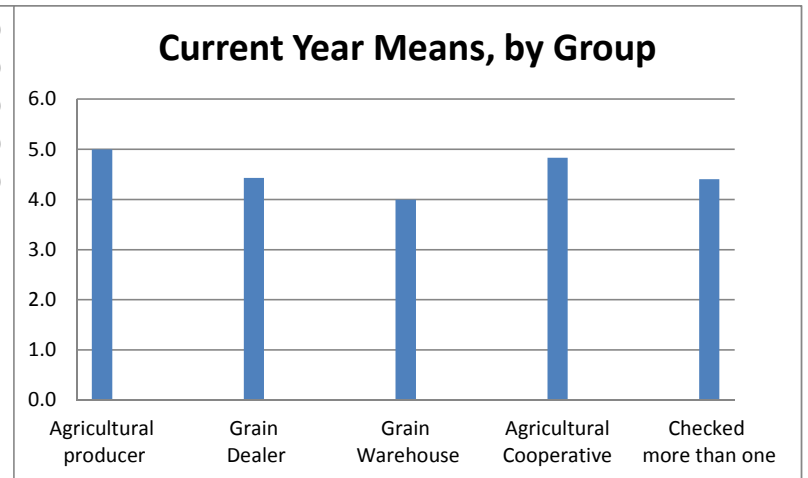
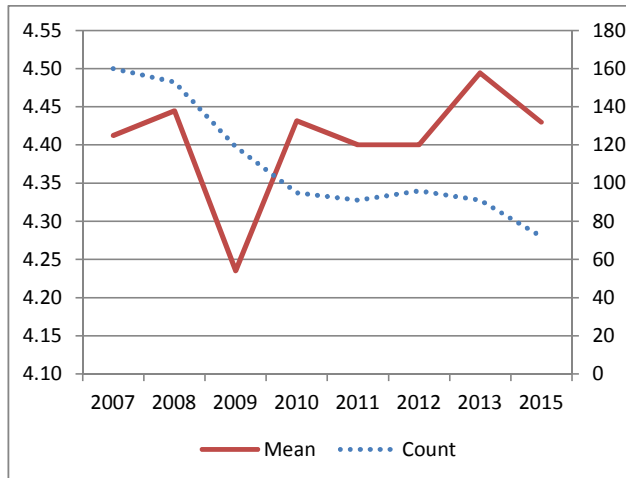


Current Year Means by Group



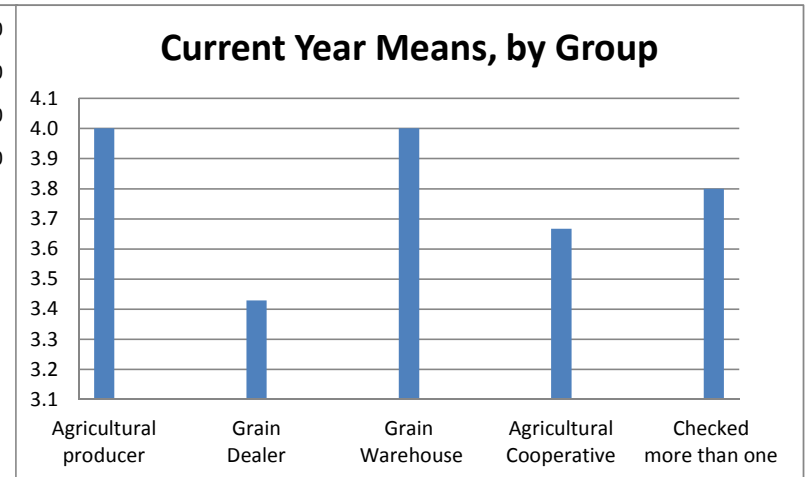
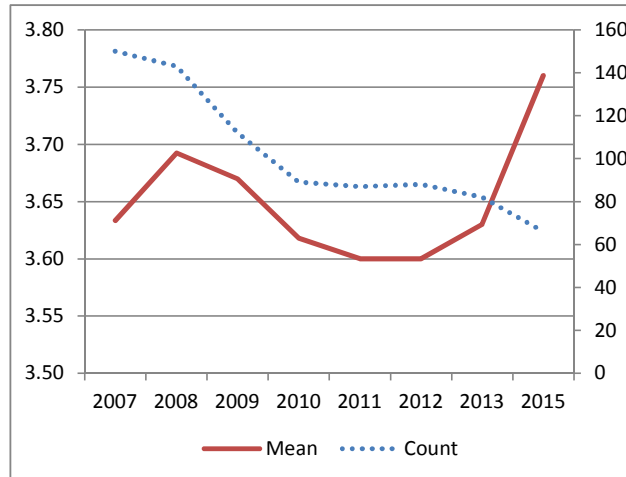
		RATING SCALE					Total	Mean	N/A
		1	2	3	4	5			
Satisfaction with the Knowledgeable Staff (114)	Number	1	0	4	29	38	72	4.4	4
	Percent	1.4	0.0	5.6	40.3	52.8			
Agricultural producer	Number	0	0	0	0	1	1	5.0	0
	Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	0	4	3	7	4.4	1
	Percent	0.0	0.0	0.0	57.1	42.9			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	0	0	1	5	6	4.8	0
	Percent	0.0	0.0	0.0	16.7	83.3			
Checked more than one	Number	0	0	4	24	26	54	4.4	3
	Percent	0.0	0.0	7.4	44.4	48.1			

Historical Data		
	Count	Mean
2007	160	4.41
2008	153	4.44
2009	119	4.24
2010	95	4.43
2011	91	4.40
2012	96	4.40
2013	91	4.49
2015	72	4.43



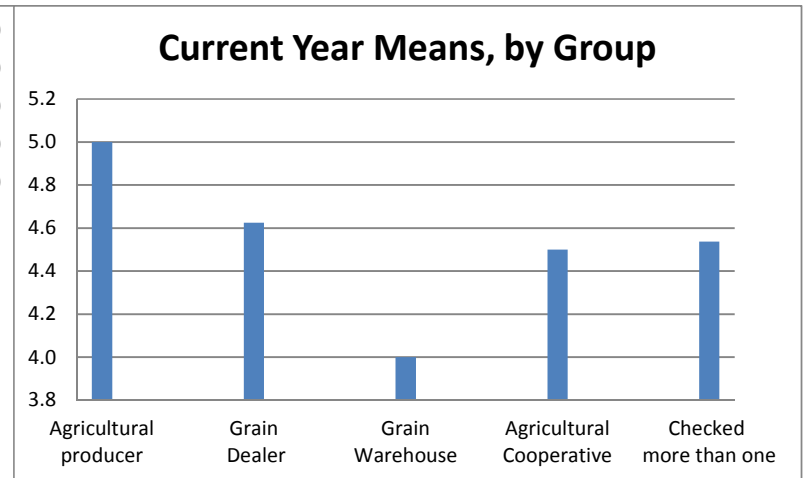
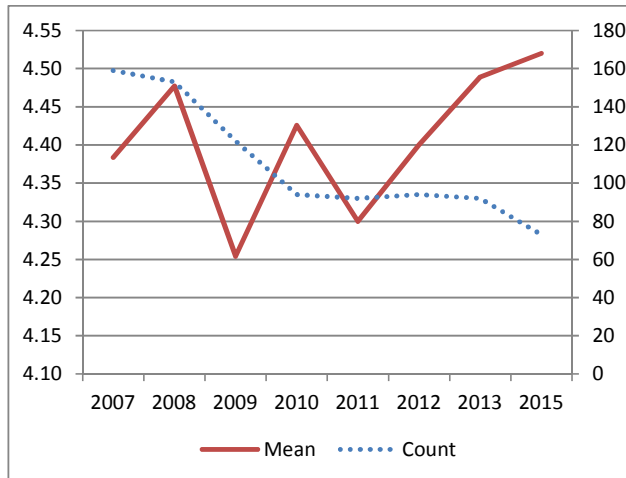
	RATING SCALE				Total	Mean	N/A	
	1	2	3	4				
Importance of Knowledgeable Staff (127)	Number	0	0	16	50	66	3.8	6
	Percent	0.0	0.0	24.2	75.8			
Agricultural producer	Number	0	0	0	1	1	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	4	3	7	3.4	1
	Percent	0.0	0.0	57.1	42.9			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	2	4	6	3.7	0
	Percent	0.0	0.0	33.3	66.7			
Checked more than one	Number	0	0	10	40	50	3.8	5
	Percent	0.0	0.0	20.0	80.0			

Historical Data		
	Count	Mean
2007	150	3.63
2008	143	3.69
2009	112	3.67
2010	89	3.62
2011	87	3.60
2012	88	3.60
2013	82	3.63
2015	66	3.76



	RATING SCALE					Total	Mean	N/A	
	1	2	3	4	5				
Satisfaction with the Genuine Staff (115)	Number	1	0	4	23	45	73	4.5	4
	Percent	1.4	0.0	5.5	31.5	61.6			
Agricultural producer	Number	0	0	0	0	1	1	5.0	0
	Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	1	1	6	8	4.6	1
	Percent	0.0	0.0	12.5	12.5	75.0			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	0	1	1	4	6	4.5	0
	Percent	0.0	0.0	16.7	16.7	66.7			
Checked more than one	Number	0	0	2	21	31	54	4.5	3
	Percent	0.0	0.0	3.7	38.9	57.4			

Historical Data		
	Count	Mean
2007	159	4.38
2008	153	4.48
2009	122	4.25
2010	94	4.43
2011	92	4.30
2012	94	4.40
2013	92	4.49
2015	73	4.52

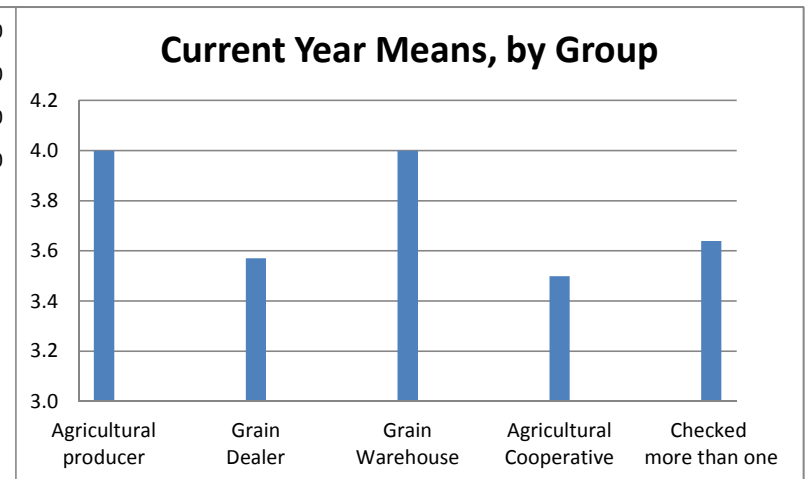
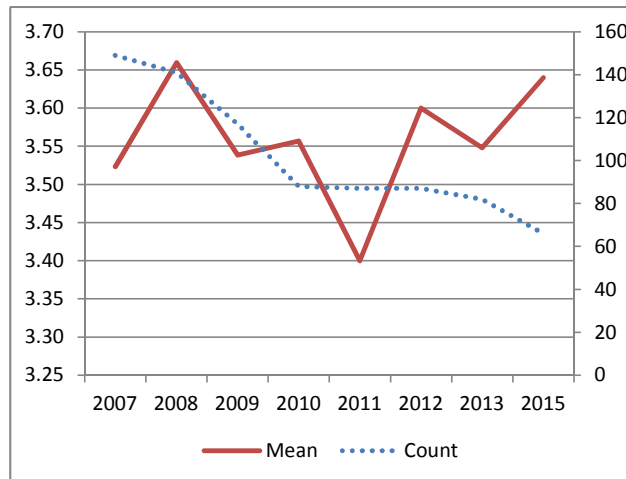


Importance of Genuine Staff (128)

RATING SCALE			
1	2	3	4

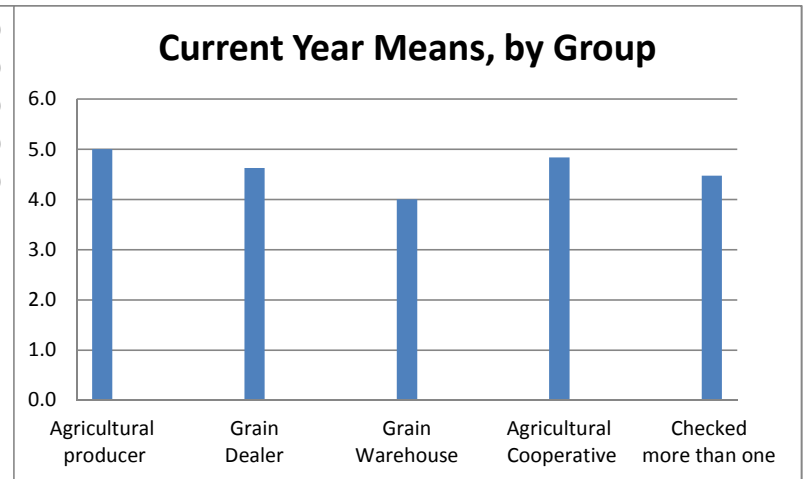
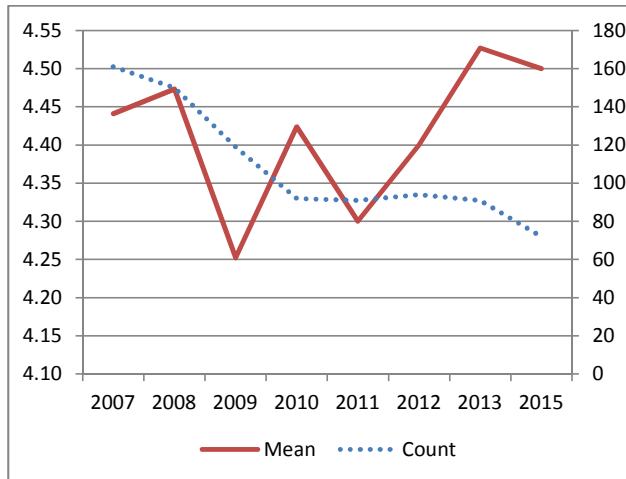
	1	2	3	4	Total	Mean	N/A
Number	0	3	18	45	66	3.6	6
Percent	0.0	4.5	27.3	68.2			
Agricultural producer	0	0	0	1	1	4.0	0
Percent	0.0	0.0	0.0	100.0			
Grain Dealer	0	0	3	4	7	3.6	1
Percent	0.0	0.0	42.9	57.1			
Grain Warehouse	0	0	0	2	2	4.0	0
Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	0	0	3	3	6	3.5	0
Percent	0.0	0.0	50.0	50.0			
Checked more than one	0	3	12	35	50	3.6	5
Percent	0.0	6.0	24.0	70.0			

Historical Data		
	Count	Mean
2007	149	3.52
2008	141	3.66
2009	117	3.54
2010	88	3.56
2011	87	3.40
2012	87	3.60
2013	82	3.55
2015	66	3.64



		RATING SCALE					Total	Mean	N/A
		1	2	3	4	5			
Satisfaction with the Timeliness of Response (116)	Number	1	1	4	21	45	72	4.5	5
	Percent	1.4	1.4	5.6	29.2	62.5			
Agricultural producer	Number	0	0	0	0	1	1	5.0	0
	Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	0	3	5	8	4.6	1
	Percent	0.0	0.0	0.0	37.5	62.5			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	0	0	1	5	6	4.8	0
	Percent	0.0	0.0	0.0	16.7	83.3			
Checked more than one	Number	0	1	4	17	31	53	4.5	4
	Percent	0.0	1.9	7.5	32.1	58.5			

Historical Data		
	Count	Mean
2007	161	4.44
2008	150	4.47
2009	119	4.25
2010	92	4.42
2011	91	4.30
2012	94	4.40
2013	91	4.53
2015	72	4.50



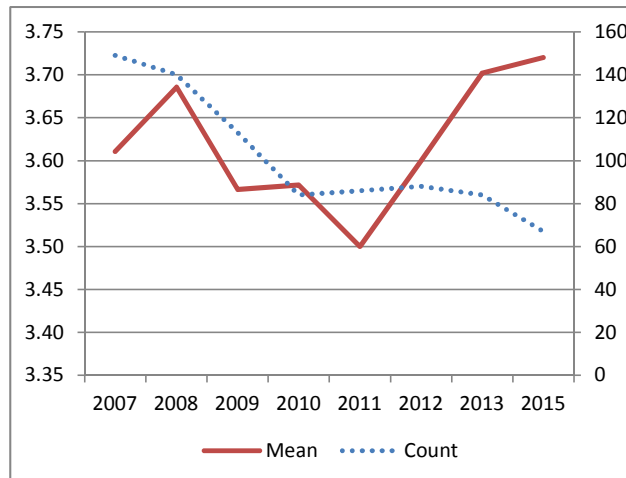
Importance of Timely Response (129)

RATING SCALE			
1	2	3	4

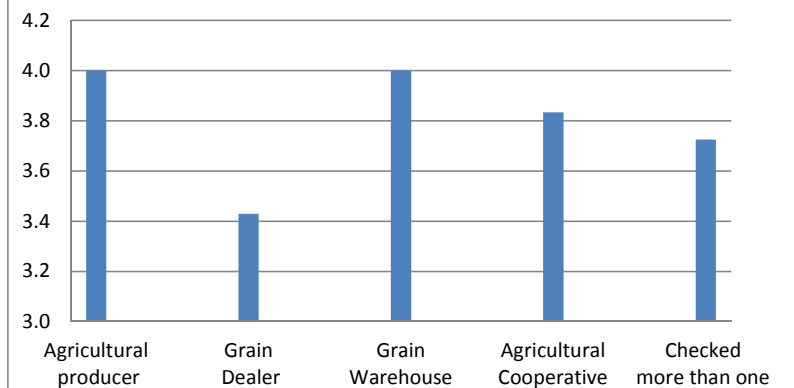
		1	2	3	4	Total	Mean	N/A
Number		0	2	15	50	67	3.7	5
Percent		0.0	3.0	22.4	74.6			
Agricultural producer	Number	0	0	0	1	1	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	4	3	7	3.4	1
	Percent	0.0	0.0	57.1	42.9			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	1	5	6	3.8	0
	Percent	0.0	0.0	16.7	83.3			
Checked more than one	Number	0	2	10	39	51	3.7	4
	Percent	0.0	3.9	19.6	76.5			

Historical Data

	Count	Mean
2007	149	3.61
2008	140	3.69
2009	113	3.57
2010	84	3.57
2011	86	3.50
2012	88	3.60
2013	84	3.70
2015	67	3.72

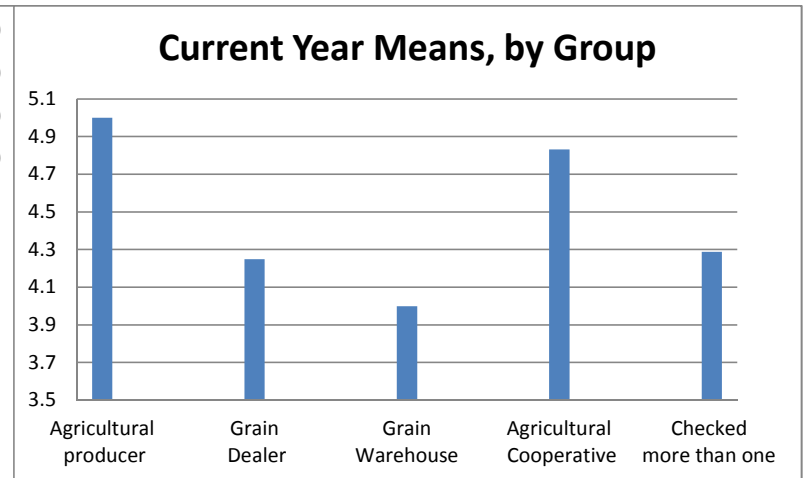
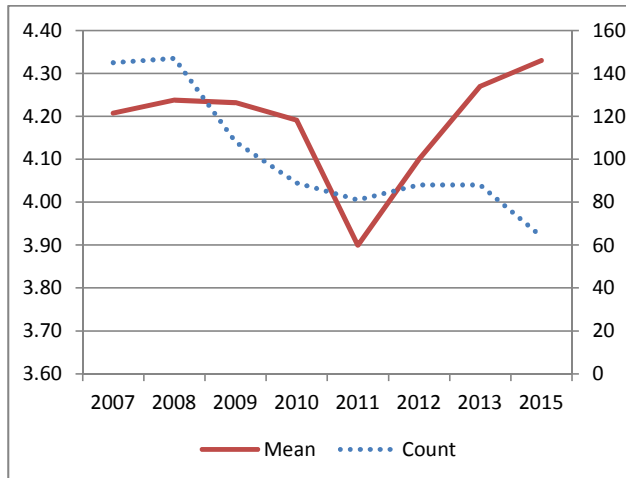


Current Year Means, by Group



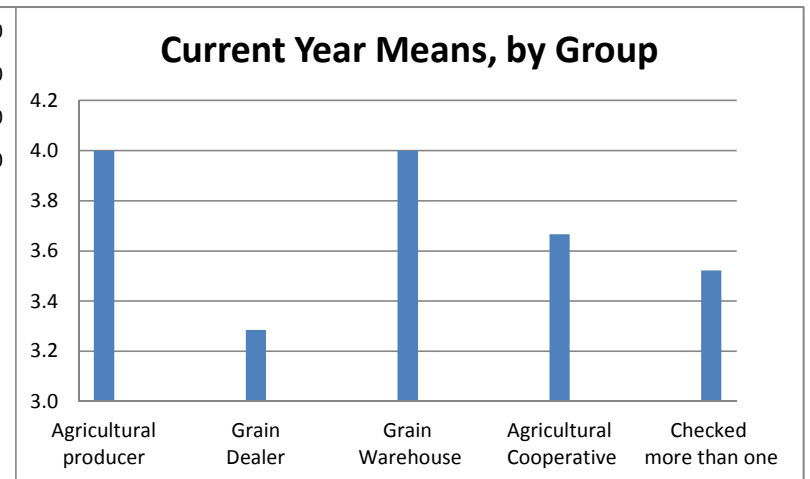
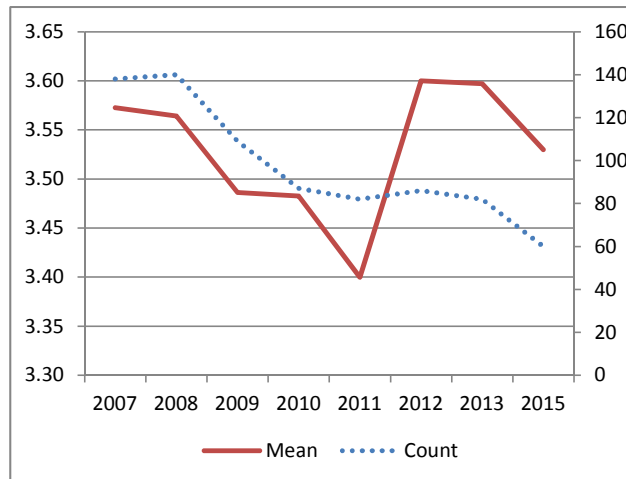
	RATING SCALE					Total	Mean	N/A	
	1	2	3	4	5				
Satisfaction with the Fair/Equal Treatment (117)	Number	1	0	9	21	33	64	4.3	13
	Percent	1.6	0.0	14.1	32.8	51.6			
Agricultural producer	Number	0	0	0	0	1	1	5.0	0
	Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	1	4	3	8	4.3	1
	Percent	0.0	0.0	12.5	50.0	37.5			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	0	0	1	5	6	4.8	0
	Percent	0.0	0.0	0.0	16.7	83.3			
Checked more than one	Number	0	0	8	16	21	45	4.3	12
	Percent	0.0	0.0	17.8	35.6	46.7			

Historical Data		
	Count	Mean
2007	145	4.21
2008	147	4.24
2009	108	4.23
2010	89	4.19
2011	81	3.90
2012	88	4.10
2013	88	4.27
2015	64	4.33



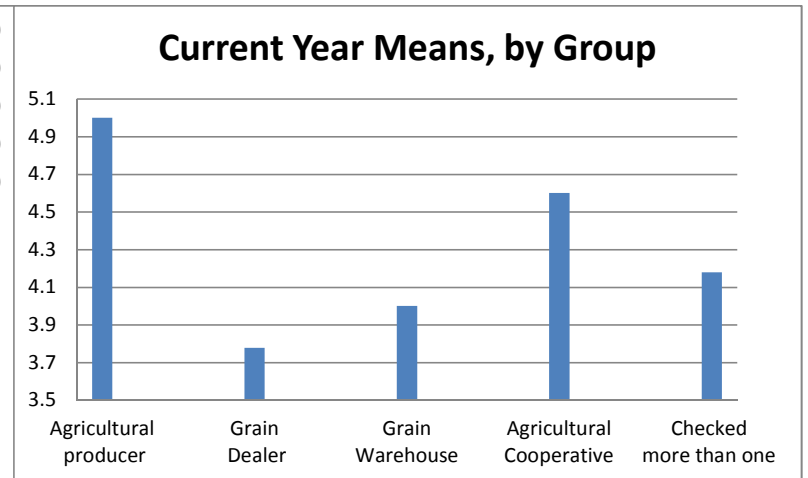
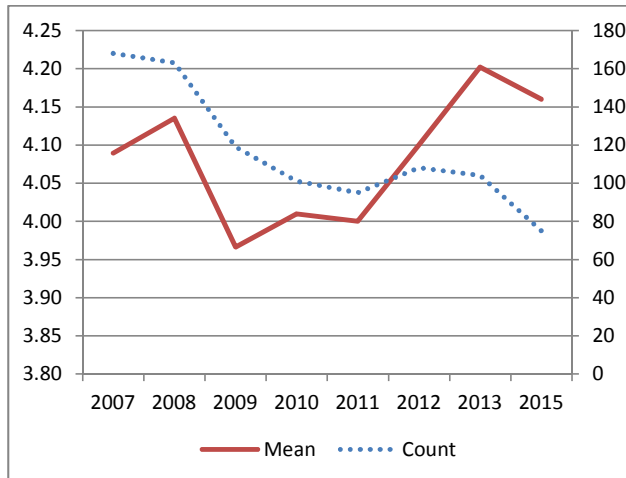
	RATING SCALE				Total	Mean	N/A	
	1	2	3	4				
Importance of Fair/Equal Treatment (130)	Number	1	6	13	40	60	3.5	11
	Percent	1.7	10.0	21.7	66.7			
Agricultural producer	Number	0	0	0	1	1	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	1	3	3	7	3.3	1
	Percent	0.0	14.3	42.9	42.9			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	2	4	6	3.7	0
	Percent	0.0	0.0	33.3	66.7			
Checked more than one	Number	1	5	8	30	44	3.5	10
	Percent	2.3	11.4	18.2	68.2			

Historical Data		
	Count	Mean
2007	138	3.57
2008	140	3.56
2009	109	3.49
2010	87	3.48
2011	82	3.40
2012	86	3.60
2013	82	3.60
2015	60	3.53



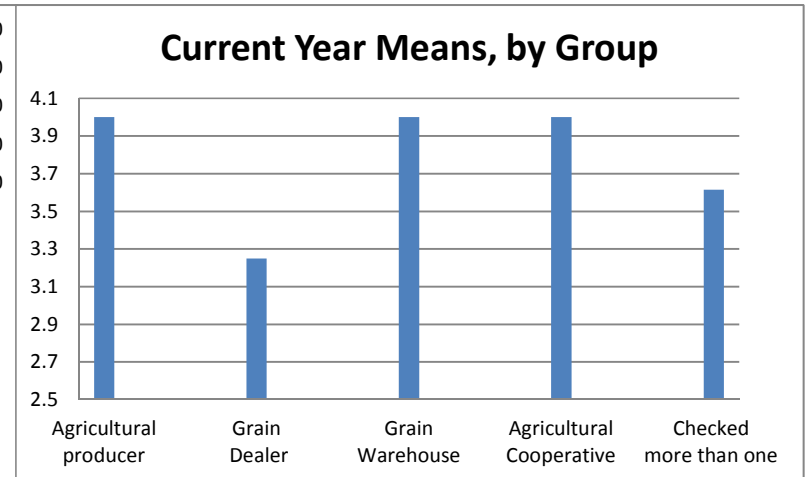
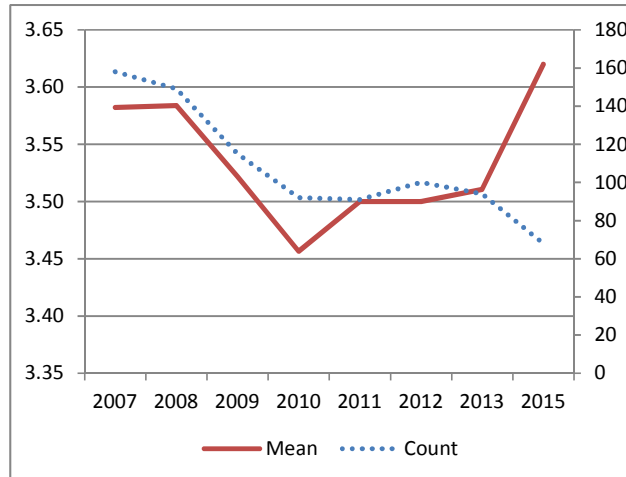
		RATING SCALE					Total	Mean	N/A
		1	2	3	4	5			
Satisfaction with the Examiners Timeliness (118) and Efficiency.	Number	3	4	7	25	36	75	4.2	3
	Percent	4.0	5.3	9.3	33.3	48.0			
Agricultural producer	Number	0	0	0	0	1	1	5.0	0
	Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	2	0	5	2	9	3.8	0
	Percent	0.0	22.2	0.0	55.6	22.2			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	0	1	0	4	5	4.6	1
	Percent	0.0	0.0	20.0	0.0	80.0			
Checked more than one	Number	2	2	6	20	26	56	4.2	2
	Percent	3.6	3.6	10.7	35.7	46.4			

Historical Data		
	Count	Mean
2007	168	4.09
2008	163	4.13
2009	119	3.97
2010	101	4.01
2011	95	4.00
2012	108	4.10
2013	104	4.20
2015	75	4.16



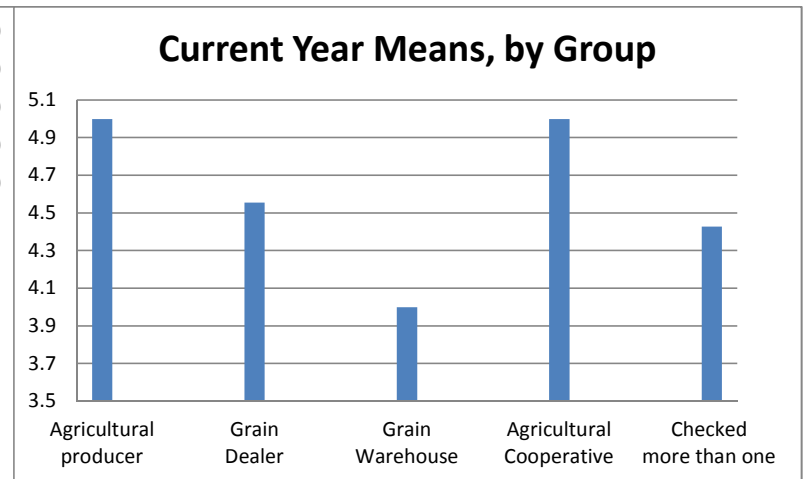
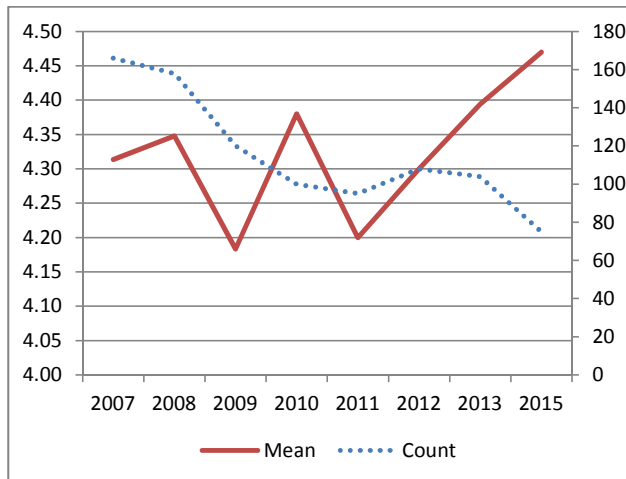
	RATING SCALE				Total	Mean	N/A	
	1	2	3	4				
Importance of Examiners Timeliness (131) and Efficiency.	Number	1	4	15	48	68	3.6	4
	Percent	1.5	5.9	22.1	70.6			
Agricultural producer	Number	0	0	0	1	1	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	1	4	3	8	3.3	0
	Percent	0.0	12.5	50.0	37.5			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	0	5	5	4.0	1
	Percent	0.0	0.0	0.0	100.0			
Checked more than one	Number	1	3	11	37	52	3.6	3
	Percent	1.9	5.8	21.2	71.2			

Historical Data		
	Count	Mean
2007	158	3.58
2008	149	3.58
2009	115	3.52
2010	92	3.46
2011	91	3.50
2012	100	3.50
2013	94	3.51
2015	68	3.62



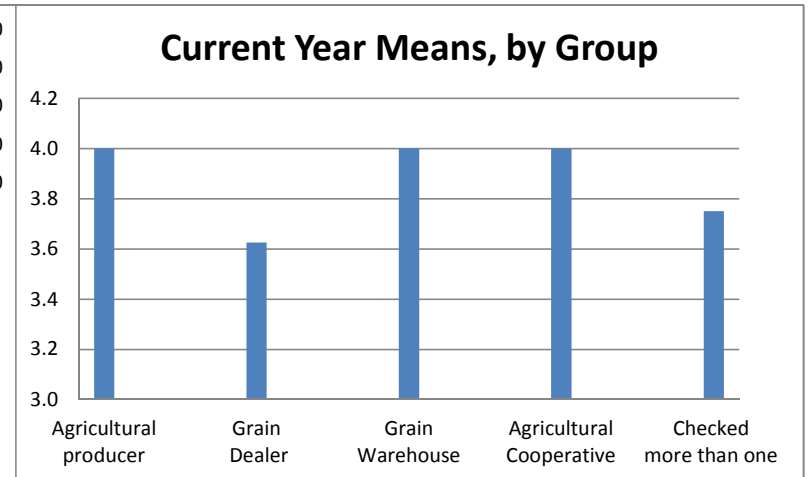
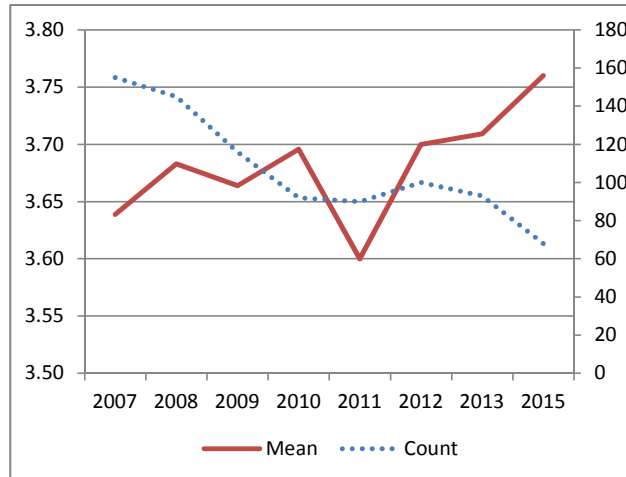
		RATING SCALE					Total	Mean	N/A
		1	2	3	4	5			
Satisfaction with the Examiners Well Trained (119) and Knowledgeable.	Number	1	1	4	25	44	75	4.5	3
	Percent	1.3	1.3	5.3	33.3	58.7			
Agricultural producer	Number	0	0	0	0	1	1	5.0	0
	Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	0	4	5	9	4.6	0
	Percent	0.0	0.0	0.0	44.4	55.6			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	0	0	0	5	5	5.0	1
	Percent	0.0	0.0	0.0	0.0	100.0			
Checked more than one	Number	0	1	4	21	30	56	4.4	2
	Percent	0.0	1.8	7.1	37.5	53.6			

Historical Data		
	Count	Mean
2007	166	4.31
2008	158	4.35
2009	120	4.18
2010	100	4.38
2011	95	4.20
2012	108	4.30
2013	104	4.39
2015	75	4.47



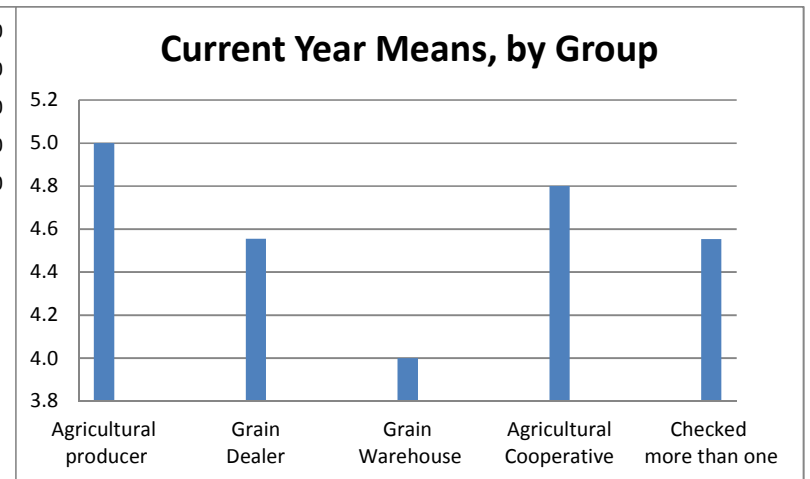
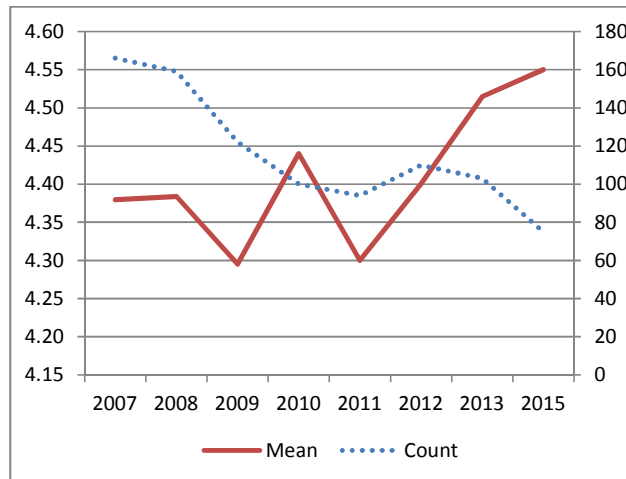
	RATING SCALE				Total	Mean	N/A	
	1	2	3	4				
Importance Examiners Well Trained (132) and Knowledgeable.	Number	0	1	14	53	68	3.8	4
	Percent	0.0	1.5	20.6	77.9			
Agricultural producer	Number	0	0	0	1	1	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	3	5	8	3.6	0
	Percent	0.0	0.0	37.5	62.5			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	0	5	5	4.0	1
	Percent	0.0	0.0	0.0	100.0			
Checked more than one	Number	0	1	11	40	52	3.8	3
	Percent	0.0	1.9	21.2	76.9			

Historical Data		
	Count	Mean
2007	155	3.64
2008	145	3.68
2009	116	3.66
2010	92	3.70
2011	90	3.60
2012	100	3.70
2013	93	3.71
2015	68	3.76



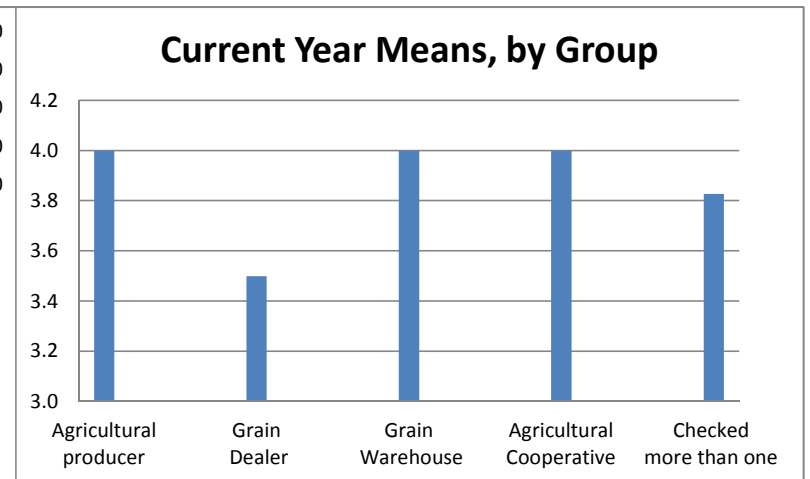
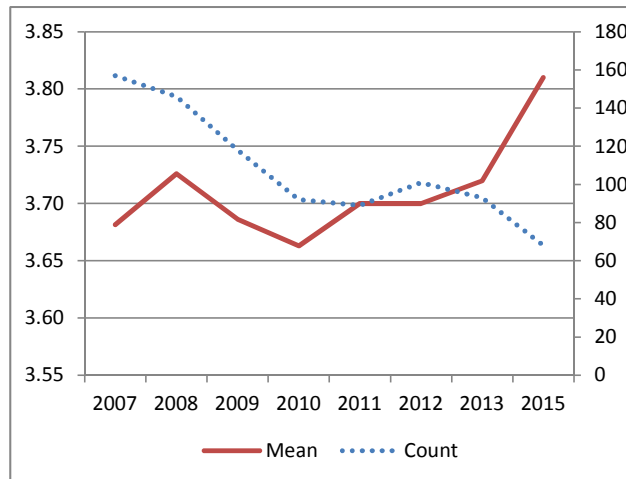
		RATING SCALE					Total	Mean	N/A
		1	2	3	4	5			
Satisfaction with the Examiners Thoroughness (120)	Number	1	0	3	24	47	75	4.5	3
	Percent	1.3	0.0	4.0	32.0	62.7			
Agricultural producer	Number	0	0	0	0	1	1	5.0	0
	Percent	0.0	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	0	4	5	9	4.6	0
	Percent	0.0	0.0	0.0	44.4	55.6			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	0	0	1	4	5	4.8	1
	Percent	0.0	0.0	0.0	20.0	80.0			
Checked more than one	Number	0	0	3	19	34	56	4.6	2
	Percent	0.0	0.0	5.4	33.9	60.7			

Historical Data		
	Count	Mean
2007	166	4.38
2008	159	4.38
2009	122	4.30
2010	100	4.44
2011	94	4.30
2012	110	4.40
2013	103	4.51
2015	75	4.55



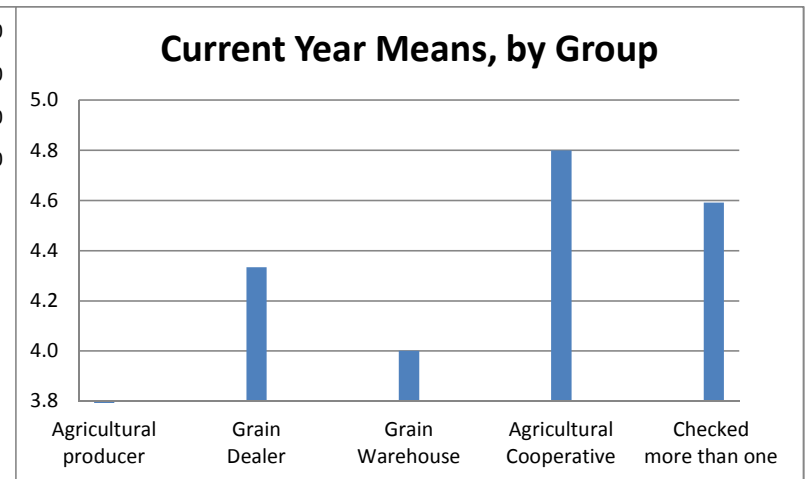
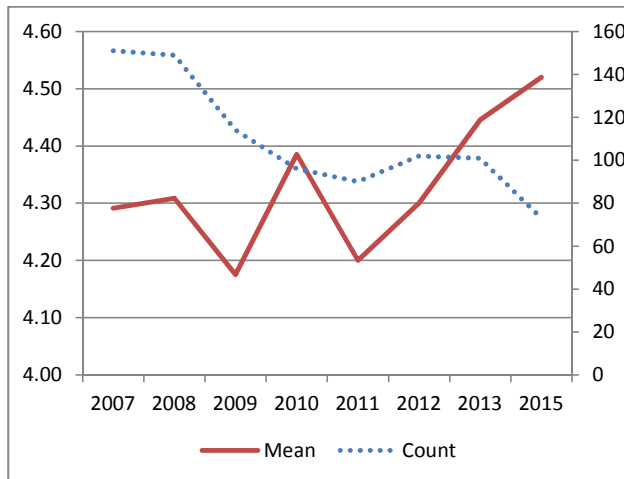
	RATING SCALE				Total	Mean	N/A	
	1	2	3	4				
Importance of Examiners Thoroughness (133)	Number	0	0	13	55	68	3.8	4
	Percent	0.0	0.0	19.1	80.9			
Agricultural producer	Number	0	0	0	1	1	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	0	4	4	8	3.5	0
	Percent	0.0	0.0	50.0	50.0			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	0	5	5	4.0	1
	Percent	0.0	0.0	0.0	100.0			
Checked more than one	Number	0	0	9	43	52	3.8	3
	Percent	0.0	0.0	17.3	82.7			

Historical Data		
	Count	Mean
2007	157	3.68
2008	146	3.73
2009	118	3.69
2010	92	3.66
2011	89	3.70
2012	101	3.70
2013	93	3.72
2015	68	3.81



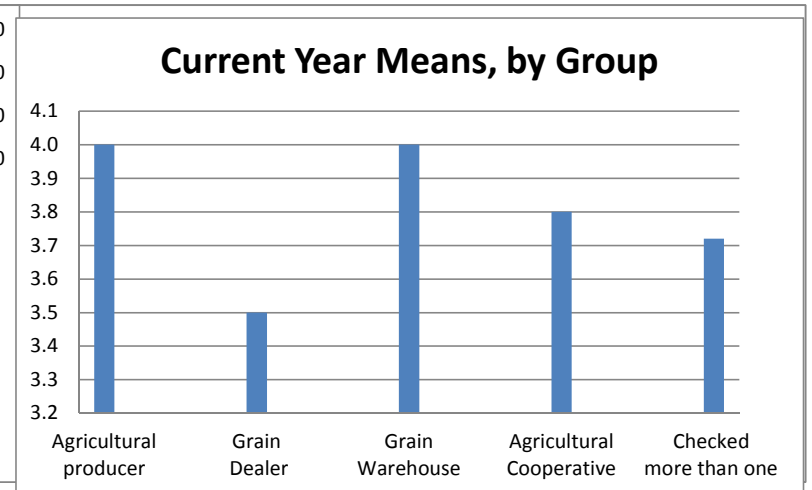
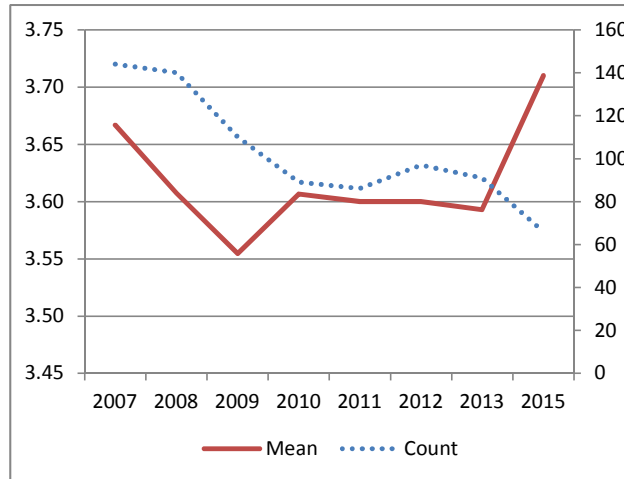
		RATING SCALE					Total	Mean	N/A	
		1	2	3	4	5				
Satisfaction of IDOA's Uniform Compliance with the Grain Code/Personal Prop Storage Act (121)		Number	1	0	6	19	47	73	4.5	5
		Percent	1.4	0.0	8.2	26.0	64.4			
Agricultural producer		Number	0	0	1	0	0	1	3.0	0
		Percent	0.0	0.0	100.0	0.0	0.0			
Grain Dealer		Number	0	0	2	2	5	9	4.3	0
		Percent	0.0	0.0	22.2	22.2	55.6			
Grain Warehouse		Number	1	0	0	0	3	4	4.0	0
		Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative		Number	0	0	0	1	4	5	4.8	1
		Percent	0.0	0.0	0.0	20.0	80.0			
Checked more than one		Number	0	0	3	16	35	54	4.6	4
		Percent	0.0	0.0	5.6	29.6	64.8			

Historical Data		
	Count	Mean
2007	151	4.29
2008	149	4.31
2009	114	4.18
2010	96	4.39
2011	90	4.20
2012	102	4.30
2013	101	4.45
2015	73	4.52



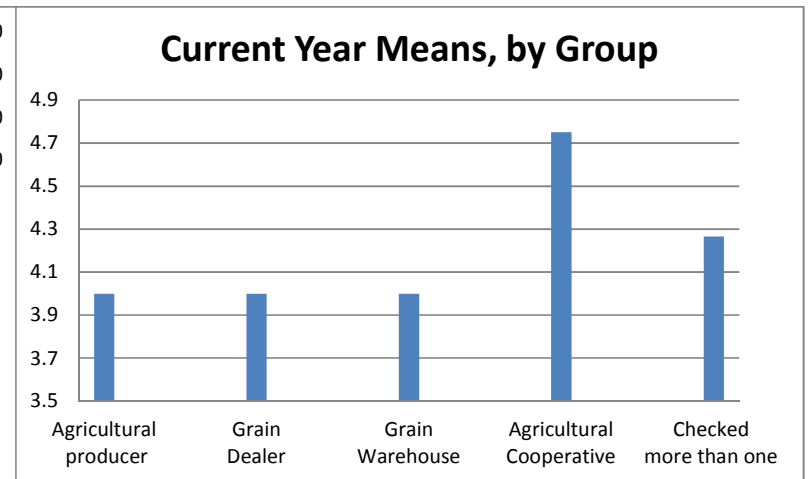
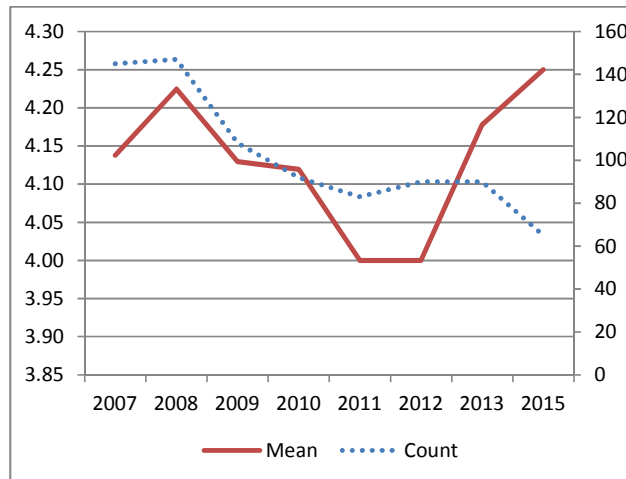
		RATING SCALE				Total	Mean	N/A
		1	2	3	4			
Importance of IDOA's Uniform Compliance with the Grain Code/Personal Prop Storage Act (134)	Number	0	4	11	51	66	3.7	6
	Percent	0.0	6.1	16.7	77.3			
Agricultural producer	Number	0	0	0	1	1	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Grain Dealer	Number	0	1	2	5	8	3.5	0
	Percent	0.0	12.5	25.0	62.5			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	1	4	5	3.8	1
	Percent	0.0	0.0	20.0	80.0			
Checked more than one	Number	0	3	8	39	50	3.7	5
	Percent	0.0	6.0	16.0	78.0			

Historical Data		
	Count	Mean
2007	144	3.67
2008	140	3.61
2009	110	3.55
2010	89	3.61
2011	86	3.60
2012	97	3.60
2013	91	3.59
2015	66	3.71



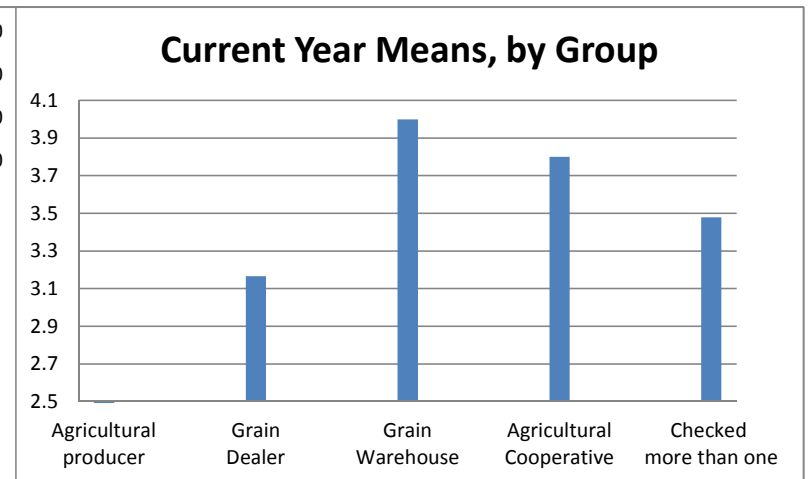
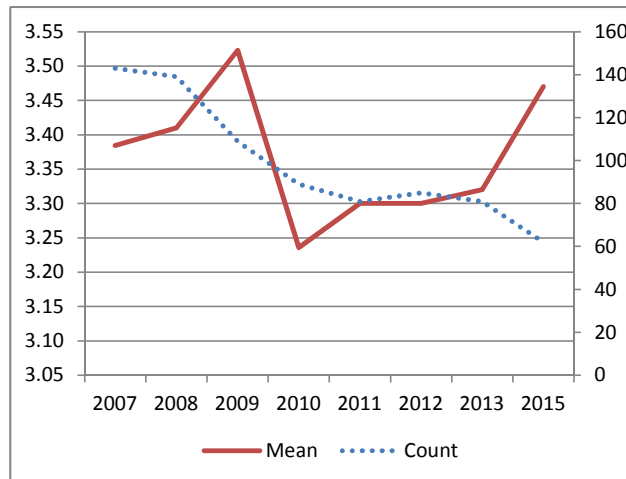
	RATING SCALE					Total	Mean	N/A	
	1	2	3	4	5				
Satisfaction with Up-to-Date Forms on www. (122)	Number	1	0	11	23	30	65	4.2	11
	Percent	1.5	0.0	16.9	35.4	46.2			
Agricultural producer	Number	0	0	0	1	0	1	4.0	0
	Percent	0.0	0.0	0.0	100.0	0.0			
Grain Dealer	Number	0	0	2	3	2	7	4.0	0
	Percent	0.0	0.0	28.6	42.9	28.6			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	0	0	1	3	4	4.8	2
	Percent	0.0	0.0	0.0	25.0	75.0			
Checked more than one	Number	0	0	9	18	22	49	4.3	9
	Percent	0.0	0.0	18.4	36.7	44.9			

Historical Data		
	Count	Mean
2007	145	4.14
2008	147	4.22
2009	108	4.13
2010	92	4.12
2011	83	4.00
2012	90	4.00
2013	90	4.18
2015	65	4.25



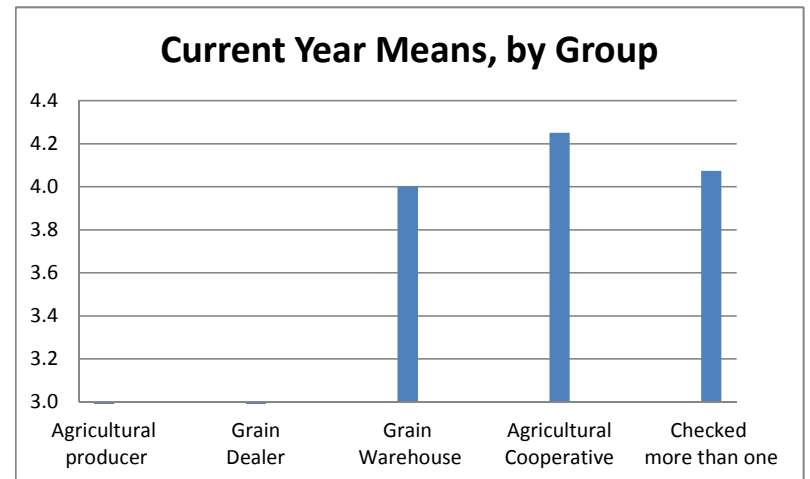
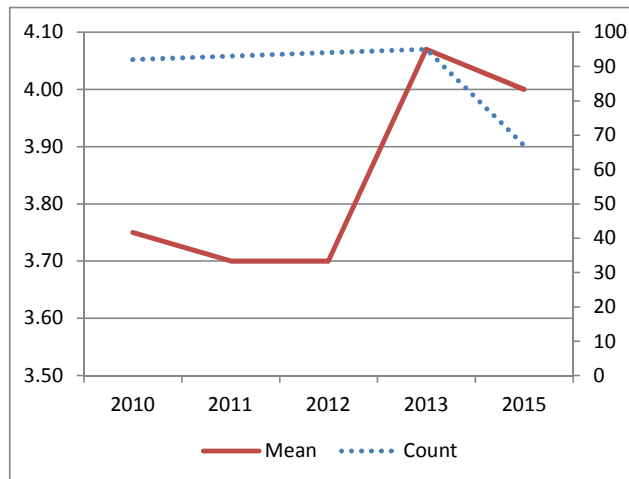
		RATING SCALE				Total	Mean	N/A
		1	2	3	4			
Importance of Up-to-Date forms on www. (135)	Number	0	9	15	38	62	3.5	8
	Percent	0.0	14.5	24.2	61.3			
Agricultural producer	Number	0	1	0	0	1	2.0	0
	Percent	0.0	100.0	0.0	0.0			
Grain Dealer	Number	0	0	5	1	6	3.2	0
	Percent	0.0	0.0	83.3	16.7			
Grain Warehouse	Number	0	0	0	2	2	4.0	0
	Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	Number	0	0	1	4	5	3.8	1
	Percent	0.0	0.0	20.0	80.0			
Checked more than one	Number	0	8	9	31	48	3.5	7
	Percent	0.0	16.7	18.8	64.6			

Historical Data		
	Count	Mean
2007	143	3.38
2008	139	3.41
2009	109	3.52
2010	89	3.24
2011	81	3.30
2012	85	3.30
2013	81	3.32
2015	62	3.47



	RATING SCALE					Total	Mean	N/A	
	1	2	3	4	5				
Satisfaction with Grain Inv Acct Report. (136)	Number	3	3	11	24	26	67	4.0	7
	Percent	4.5	4.5	16.4	35.8	38.8			
Agricultural producer	Number	0	0	0	0	0	0	#DIV/0!	1
	Percent	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Grain Dealer	Number	1	0	2	1	0	4	2.8	1
	Percent	25.0	0.0	50.0	25.0	0.0			
Grain Warehouse	Number	1	0	0	0	3	4	4.0	0
	Percent	25.0	0.0	0.0	0.0	75.0			
Agricultural Cooperative	Number	0	1	0	0	3	4	4.3	2
	Percent	0.0	25.0	0.0	0.0	75.0			
Checked more than one	Number	1	2	9	23	20	55	4.1	3
	Percent	1.8	3.6	16.4	41.8	36.4			

Historical Data		
	Count	Mean
2007	na	na
2008	na	na
2009	na	na
2010	92	3.75
2011	93	3.70
2012	94	3.70
2013	95	4.07
2015	67	4.00



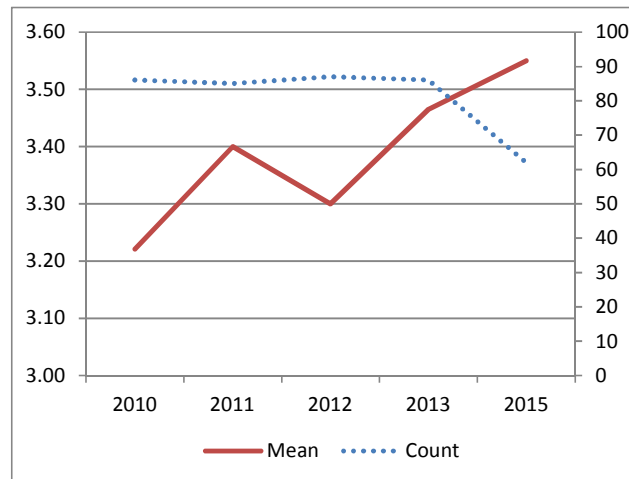
Importance of Grain Acct Report. (139)

RATING SCALE			
1	2	3	4

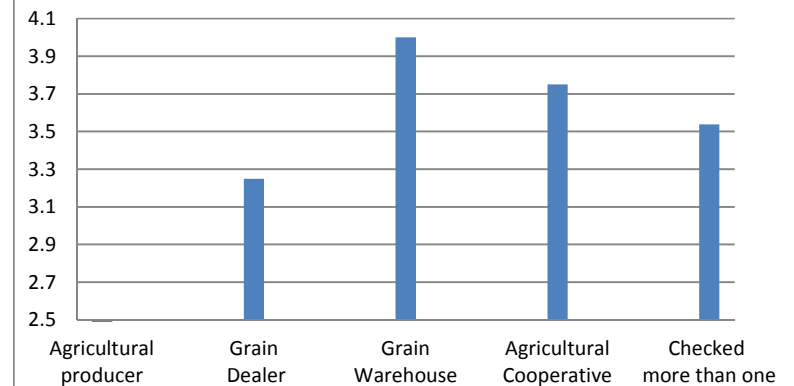
	1	2	3	4	Total	Mean	N/A
Number	0	8	12	42	62	3.5	7
Percent	0.0	12.9	19.4	67.7			
Agricultural producer	0	0	0	0	0	#DIV/0!	1
Percent	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Grain Dealer	0	1	1	2	4	3.3	1
Percent	0.0	25.0	25.0	50.0			
Grain Warehouse	0	0	0	2	2	4.0	0
Percent	0.0	0.0	0.0	100.0			
Agricultural Cooperative	0	0	1	3	4	3.8	2
Percent	0.0	0.0	25.0	75.0			
Checked more than one	0	7	10	35	52	3.5	3
Percent	0.0	13.5	19.2	67.3			

Historical Data

	Count	Mean
2007	na	na
2008	na	na
2009	na	na
2010	86	3.22
2011	85	3.40
2012	87	3.30
2013	86	3.47
2015	62	3.55



Current Year Means, by Group



How often do you call the IDOA's

	Never	about once per week	about once or more per month	about twice a year	about once per year	Total
Number	31	0	1	19	27	100

Bureau of Warehouses? (138)		Percent	31.0	0.0	1.0	19.0	27.0	22.0	
Agricultural Producer	Number	1	0	0	0	0	0	0	1
	Percent	100.0	0.0	0.0	0.0	0.0	0.0	0.0	
Grain Buyer	Number	9	0	1	0	2	3		15
	Percent	60.0	0.0	6.7	0.0	13.3	20.0		
Warehouse Operator	Number	0	0	0	1	2	2		5
	Percent	0.0	0.0	0.0	20.0	40.0	40.0		
Agricultural Cooperative	Number	11	0	0	2	1	2		16
	Percent	68.8	0.0	0.0	12.5	6.3	12.5		
Checked more than one or left blank	Number	10	0	0	16	22	15		63
	Percent	15.9	0.0	0.0	25.4	34.9	23.8		

