

Bureau of Agricultural Products Inspection

2016 Customer Service Survey Results

Number of Questionnaires Mailed (9/1/2016) 973

Number of Questionnaires Tabulated		Counts last year	Two years ago	Three years ago
	137	77	103	138
Feed Manufacturer or Dealer	32	17	39	32
Seed Producer or Distributor	26	4	13	16
Fertilizer Distributor	35	21	16	39
Other	16	15	14	10
Checked more than one	28	20	21	41

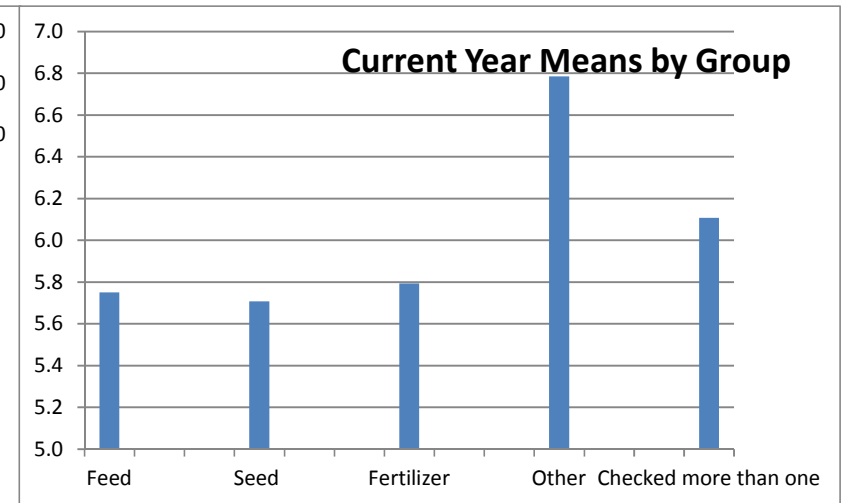
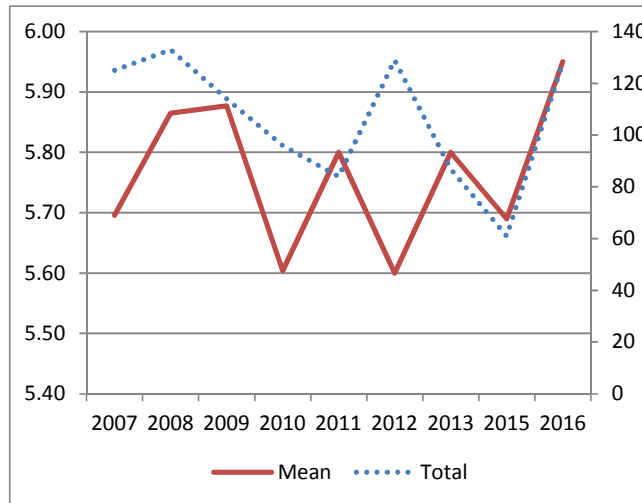
1. Why did you contact (or were contacted by) the IDOA?	<u>Number</u>	<u>Percent</u>
a. Seek information (101)	47	34.3
b. Obtain license/permit/registration (102)	98	71.5
c. Participate in Training (103)	8	5.8
d. Inspection (104)	53	38.7
e. Fill Out a Report (105)	38	27.7
f. Request Services (106)	5	3.6
g. Other (107)	3	2.2

11. How many years have you worked with staff from the IDOA (139):

	<u>Average number of years</u>
Feed Manufacturer or Dealer	10.2
Seed Producer or Distributor	22.0
Fertilizer Distributor	14.0
Other	19.0
Checked more than one	18.0
Overall	16.1

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2a. Usefulness of information and/or services (108)	Number	1	2	2	15	19	28	61	128	5.9	6
	Percent	0.8	1.6	1.6	11.7	14.8	21.9	47.7			
Feed	Number	0	0	1	6	3	7	11	28	5.8	2
	Percent	0.0	0.0	3.6	21.4	10.7	25.0	39.3			
Seed	Number	0	0	0	5	4	8	7	24	5.7	2
	Percent	0.0	0.0	0.0	20.8	16.7	33.3	29.2			
Fertilizer	Number	1	2	1	2	5	5	18	34	5.8	1
	Percent	2.9	5.9	2.9	5.9	14.7	14.7	52.9			
Other	Number	0	0	0	0	0	3	11	14	6.8	1
	Percent	0.0	0.0	0.0	0.0	0.0	21.4	78.6			
Checked more than one	Number	0	0	0	2	7	5	14	28	6.1	0
	Percent	0.0	0.0	0.0	7.1	25.0	17.9	50.0			

Historical Data		
	Total	Mean
2007	125	5.70
2008	133	5.86
2009	114	5.88
2010	96	5.60
2011	84	5.80
2012	129	5.60
2013	87	5.80
2015	61	5.69
2016	128	5.95

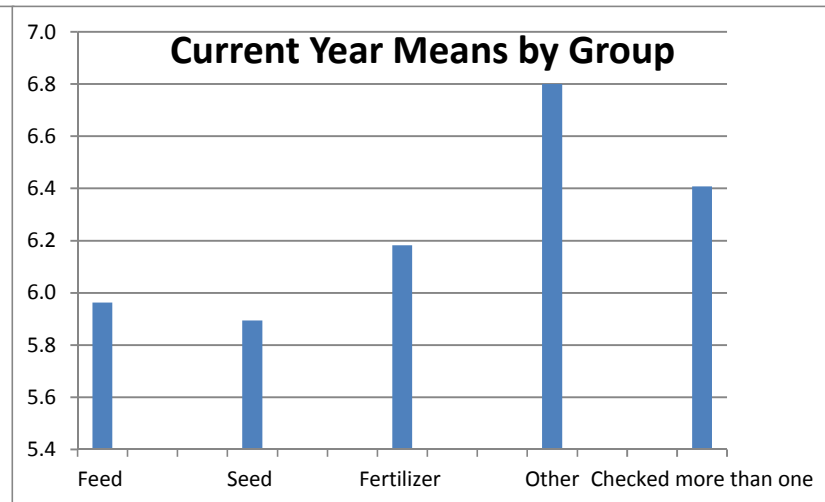
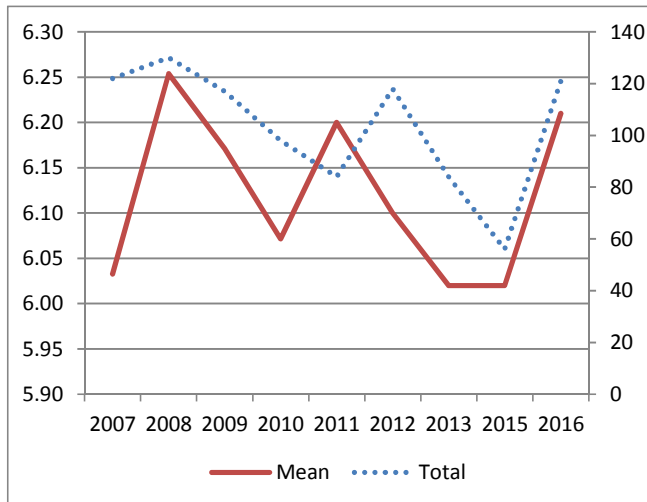


2b. Satisfaction of treatment by staff (109)

RATING SCALE							
1	2	3	4	5	6	7	

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	2	2	1	7	10	28	71	121	6.2	15
	Percent	1.7	1.7	0.8	5.8	8.3	23.1	58.7			
Feed	Number	0	1	1	2	2	9	12	27	6.0	4
	Percent	0.0	3.7	3.7	7.4	7.4	33.3	44.4			
Seed	Number	0	0	0	4	2	5	8	19	5.9	7
	Percent	0.0	0.0	0.0	21.1	10.5	26.3	42.1			
Fertilizer	Number	2	0	0	0	4	7	20	33	6.2	2
	Percent	6.1	0.0	0.0	0.0	12.1	21.2	60.6			
Other	Number	0	0	0	0	1	1	13	15	6.8	1
	Percent	0.0	0.0	0.0	0.0	6.7	6.7	86.7			
Checked more than one	Number	0	1	0	1	1	6	18	27	6.4	1
	Percent	0.0	3.7	0.0	3.7	3.7	22.2	66.7			

Historical Data		
	Total	Mean
2007	122	6.03
2008	130	6.25
2009	117	6.17
2010	98	6.07
2011	84	6.20
2012	118	6.10
2013	84	6.02
2015	56	6.02
2016	121	6.21



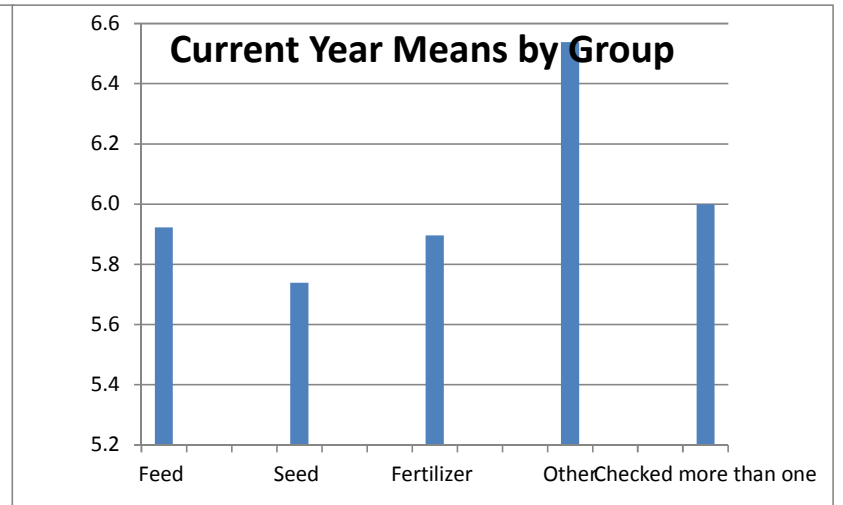
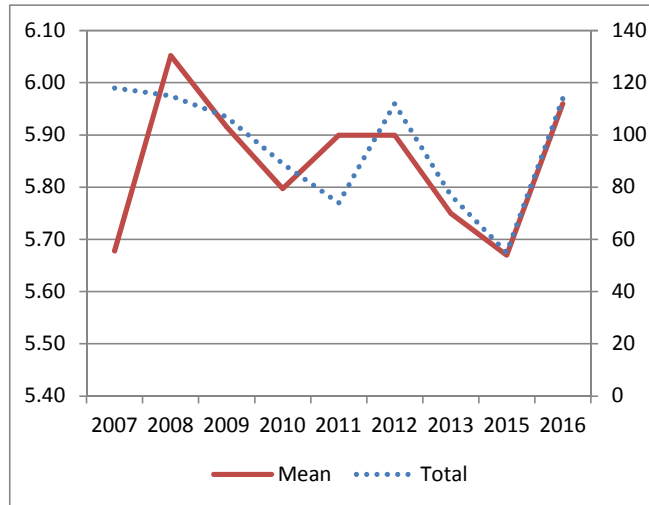
2c. Promptness of transaction or request (110)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	2	1	1	12	16	29	53	114	6.0	22
	Percent	1.8	0.9	0.9	10.5	14.0	25.4	46.5			
Feed	Number	0	0	0	5	2	9	10	26	5.9	5
	Percent	0.0	0.0	0.0	19.2	7.7	34.6	38.5			
Seed	Number	0	0	0	6	3	5	9	23	5.7	3
	Percent	0.0	0.0	0.0	26.1	13.0	21.7	39.1			
Fertilizer	Number	2	1	0	0	5	5	16	29	5.9	6
	Percent	6.9	3.4	0.0	0.0	17.2	17.2	55.2			
Other	Number	0	0	0	1	1	1	10	13	6.5	3
	Percent	0.0	0.0	0.0	7.7	7.7	7.7	76.9			
Checked more than one	Number	0	0	1	0	5	9	8	23	6.0	5
	Percent	0.0	0.0	4.3	0.0	21.7	39.1	34.8			

Historical Data

	Total	Mean
2007	118	5.68
2008	115	6.05
2009	107	5.92
2010	89	5.80
2011	74	5.90
2012	112	5.90
2013	77	5.75
2015	55	5.67
2016	114	5.96



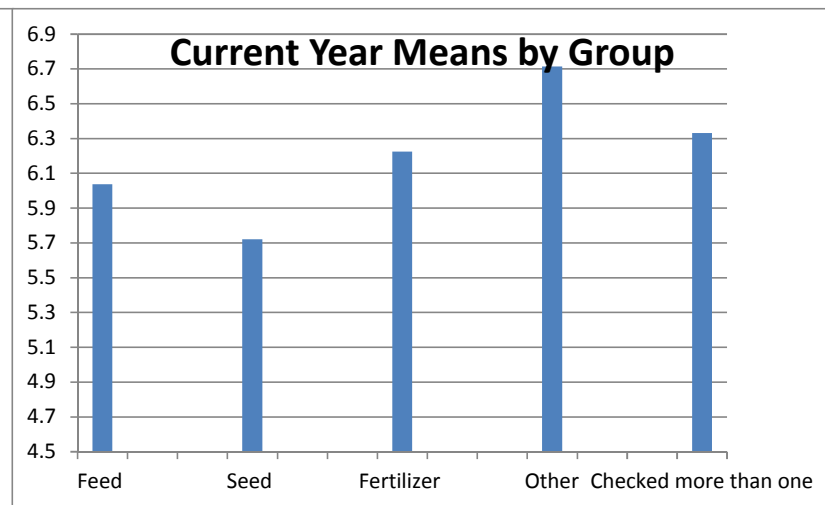
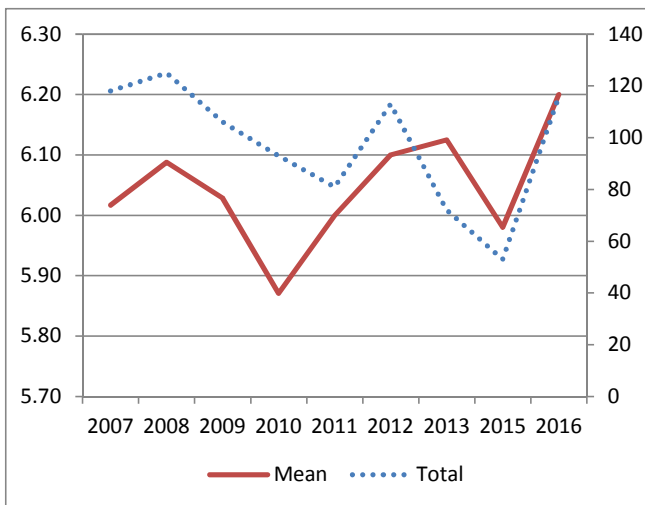
2d. Satisfaction with technical skills of staff (111)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	1	0	0	12	12	28	63	116	6.2	19
	Percent	0.9	0.0	0.0	10.3	10.3	24.1	54.3			
Feed	Number	0	0	0	4	3	7	12	26	6.0	5
	Percent	0.0	0.0	0.0	15.4	11.5	26.9	46.2			
Seed	Number	0	0	0	5	2	4	7	18	5.7	8
	Percent	0.0	0.0	0.0	27.8	11.1	22.2	38.9			
Fertilizer	Number	1	0	0	2	3	6	19	31	6.2	4
	Percent	3.2	0.0	0.0	6.5	9.7	19.4	61.3			
Other	Number	0	0	0	0	1	2	11	14	6.7	1
	Percent	0.0	0.0	0.0	0.0	7.1	14.3	78.6			
Checked more than one	Number	0	0	0	1	3	9	14	27	6.3	1
	Percent	0.0	0.0	0.0	3.7	11.1	33.3	51.9			

Historical Data

	Total	Mean
2007	118	6.02
2008	125	6.09
2009	106	6.03
2010	93	5.87
2011	81	6.00
2012	113	6.10
2013	72	6.13
2015	53	5.98
2016	116	6.20



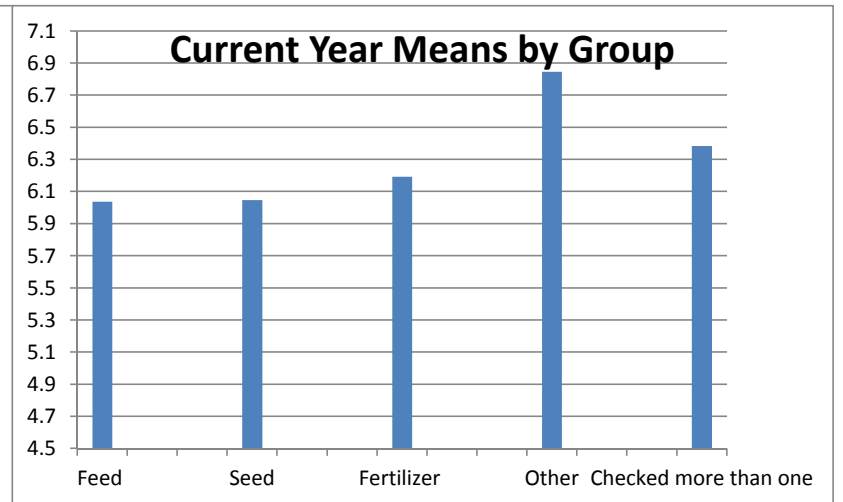
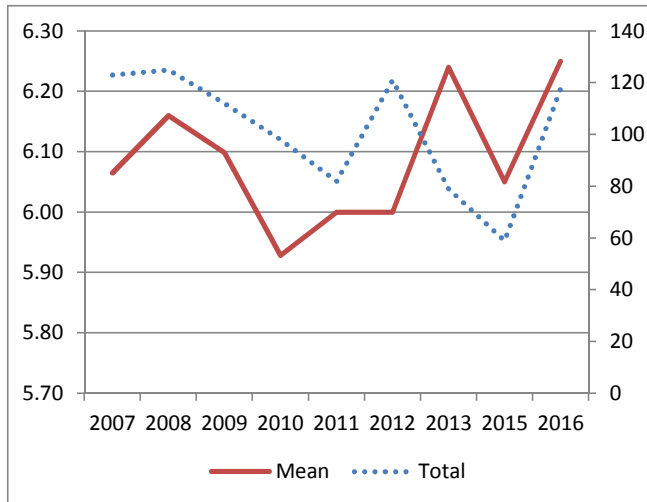
2e. Satisfaction with accuracy of information (112)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	1	0	2	10	10	25	70	118	6.2	17
	Percent	0.8	0.0	1.7	8.5	8.5	21.2	59.3			
Feed	Number	0	0	1	3	2	9	12	27	6.0	4
	Percent	0.0	0.0	3.7	11.1	7.4	33.3	44.4			
Seed	Number	0	0	0	5	1	3	12	21	6.0	5
	Percent	0.0	0.0	0.0	23.8	4.8	14.3	57.1			
Fertilizer	Number	1	0	1	0	4	7	18	31	6.2	4
	Percent	3.2	0.0	3.2	0.0	12.9	22.6	58.1			
Other	Number	0	0	0	0	1	0	12	13	6.8	2
	Percent	0.0	0.0	0.0	0.0	7.7	0.0	92.3			
Checked more than one	Number	0	0	0	2	2	6	16	26	6.4	2
	Percent	0.0	0.0	0.0	7.7	7.7	23.1	61.5			

Historical Data

	Total	Mean
2007	123	6.07
2008	125	6.16
2009	112	6.10
2010	98	5.93
2011	82	6.00
2012	121	6.00
2013	79	6.24
2015	59	6.05
2016	118	6.25



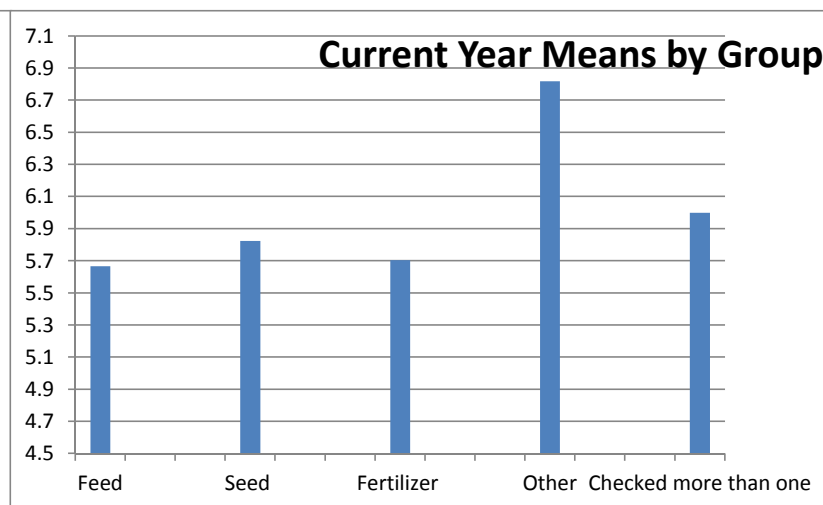
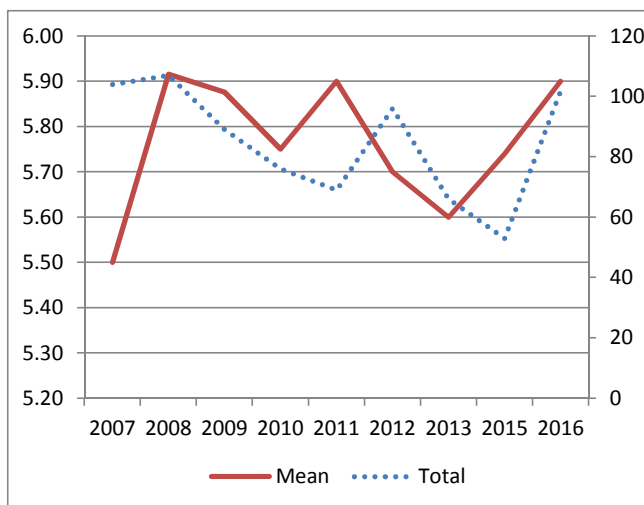
2f. Ease of reaching staff to answer inquiries (113)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	1	3	2	15	6	26	49	102	5.9	32
	Percent	1.0	2.9	2.0	14.7	5.9	25.5	48.0			
Feed	Number	0	1	1	4	3	5	10	24	5.7	7
	Percent	0.0	4.2	4.2	16.7	12.5	20.8	41.7			
Seed	Number	0	0	0	5	1	3	8	17	5.8	9
	Percent	0.0	0.0	0.0	29.4	5.9	17.6	47.1			
Fertilizer	Number	1	2	0	3	1	8	12	27	5.7	7
	Percent	3.7	7.4	0.0	11.1	3.7	29.6	44.4			
Other	Number	0	0	0	0	0	2	9	11	6.8	4
	Percent	0.0	0.0	0.0	0.0	0.0	18.2	81.8			
Checked more than one	Number	0	0	1	3	1	8	10	23	6.0	5
	Percent	0.0	0.0	4.3	13.0	4.3	34.8	43.5			

Historical Data

	Total	Mean
2007	104	5.50
2008	107	5.92
2009	89	5.88
2010	76	5.75
2011	69	5.90
2012	96	5.70
2013	66	5.60
2015	53	5.74
2016	102	5.90



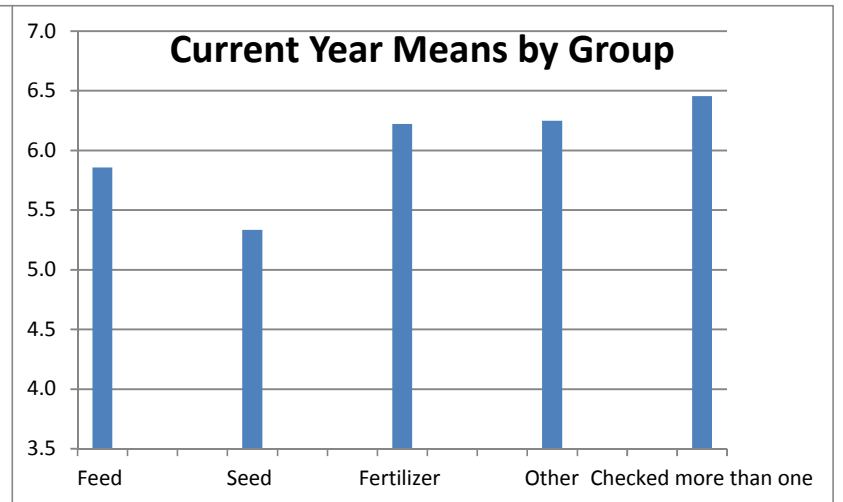
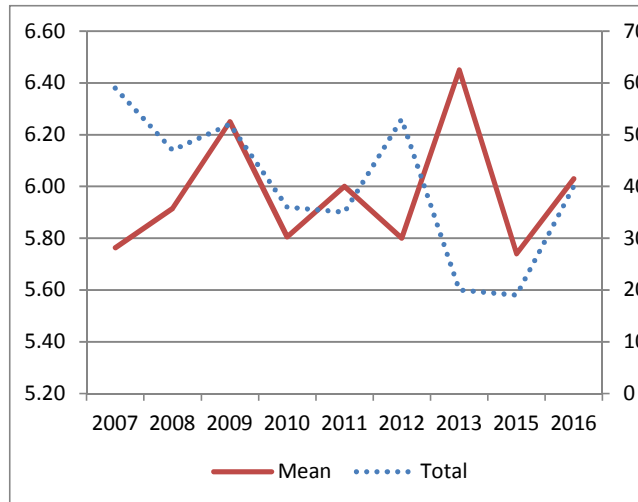
2g. Quality of Anhydrous Ammonia training (114)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	0	0	0	9	2	8	21	40	6.0	93
	Percent	0.0	0.0	0.0	22.5	5.0	20.0	52.5			
Feed	Number	0	0	0	2	0	2	3	7	5.9	23
	Percent	0.0	0.0	0.0	28.6	0.0	28.6	42.9			
Seed	Number	0	0	0	4	1	1	3	9	5.3	17
	Percent	0.0	0.0	0.0	44.4	11.1	11.1	33.3			
Fertilizer	Number	0	0	0	1	0	4	4	9	6.2	25
	Percent	0.0	0.0	0.0	11.1	0.0	44.4	44.4			
Other	Number	0	0	0	1	0	0	3	4	6.3	11
	Percent	0.0	0.0	0.0	25.0	0.0	0.0	75.0			
Checked more than one	Number	0	0	0	1	1	1	8	11	6.5	17
	Percent	0.0	0.0	0.0	9.1	9.1	9.1	72.7			

Historical Data

	Total	Mean
2007	59	5.76
2008	47	5.91
2009	52	6.25
2010	36	5.81
2011	35	6.00
2012	53	5.80
2013	20	6.45
2015	19	5.74
2016	40	6.03



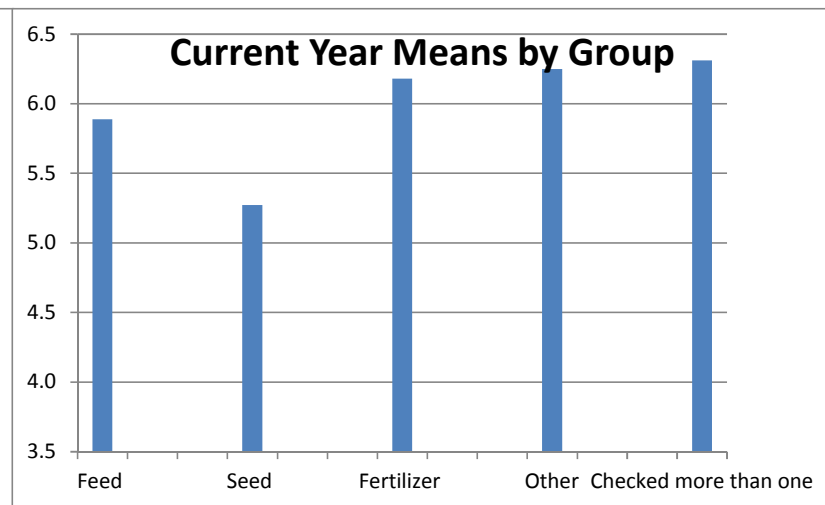
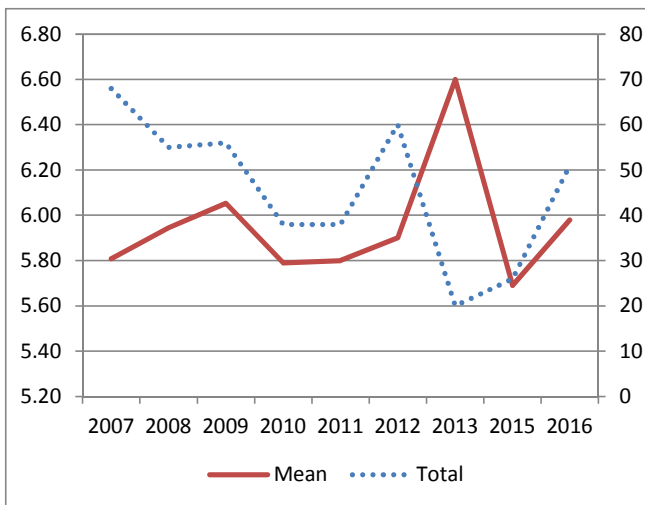
2h. Usefulness of training materials (115)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	0	0	0	9	4	17	21	51	6.0	82
	Percent	0.0	0.0	0.0	17.6	7.8	33.3	41.2			
Feed	Number	0	0	0	2	0	4	3	9	5.9	21
	Percent	0.0	0.0	0.0	22.2	0.0	44.4	33.3			
Seed	Number	0	0	0	4	1	5	1	11	5.3	15
	Percent	0.0	0.0	0.0	36.4	9.1	45.5	9.1			
Fertilizer	Number	0	0	0	2	0	3	6	11	6.2	23
	Percent	0.0	0.0	0.0	18.2	0.0	27.3	54.5			
Other	Number	0	0	0	1	0	0	3	4	6.3	11
	Percent	0.0	0.0	0.0	25.0	0.0	0.0	75.0			
Checked more than one	Number	0	0	0	0	3	5	8	16	6.3	12
	Percent	0.0	0.0	0.0	0.0	18.8	31.3	50.0			

Historical Data

	Total	Mean
2007	68	5.81
2008	55	5.95
2009	56	6.05
2010	38	5.79
2011	38	5.80
2012	60	5.90
2013	20	6.60
2015	26	5.69
2016	51	5.98



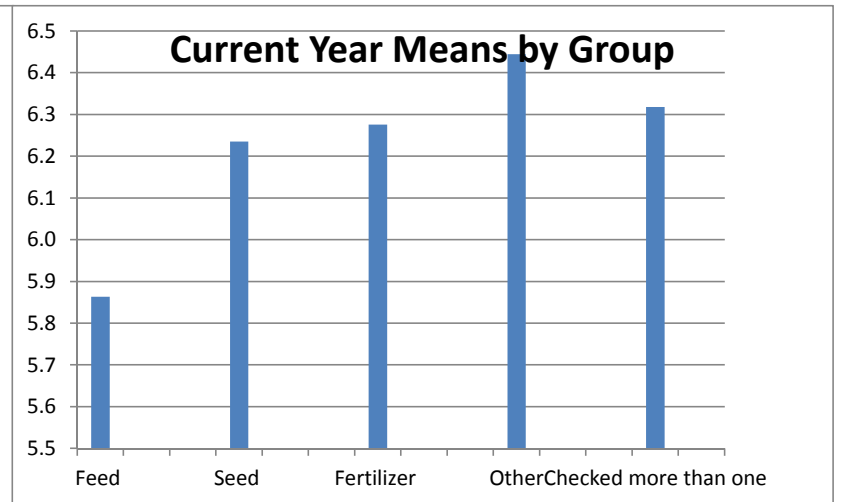
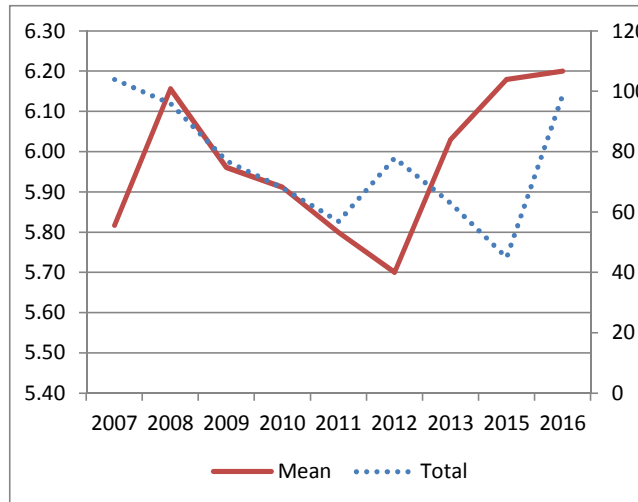
2i. Satisfaction of services by Office Personnel (140)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	0	0	3	7	5	36	48	99	6.2	34
	Percent	0.0	0.0	3.0	7.1	5.1	36.4	48.5			
Feed	Number	0	0	1	4	0	9	8	22	5.9	9
	Percent	0.0	0.0	4.5	18.2	0.0	40.9	36.4			
Seed	Number	0	0	0	1	2	6	8	17	6.2	9
	Percent	0.0	0.0	0.0	5.9	11.8	35.3	47.1			
Fertilizer	Number	0	0	2	0	3	7	17	29	6.3	5
	Percent	0.0	0.0	6.9	0.0	10.3	24.1	58.6			
Other	Number	0	0	0	1	0	2	6	9	6.4	6
	Percent	0.0	0.0	0.0	11.1	0.0	22.2	66.7			
Checked more than one	Number	0	0	0	1	0	12	9	22	6.3	5
	Percent	0.0	0.0	0.0	4.5	0.0	54.5	40.9			

Historical Data

	Total	Mean
2007	104	5.82
2008	96	6.16
2009	77	5.96
2010	68	5.91
2011	57	5.80
2012	78	5.70
2013	63	6.03
2015	45	6.18
2016	99	6.20



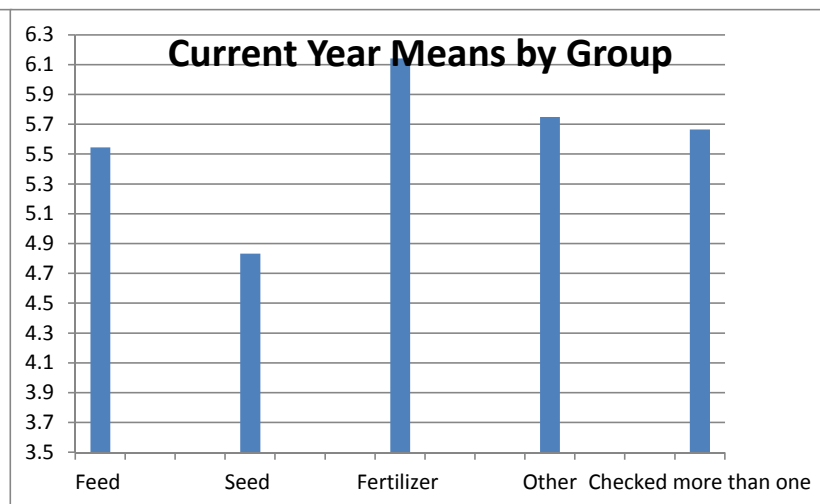
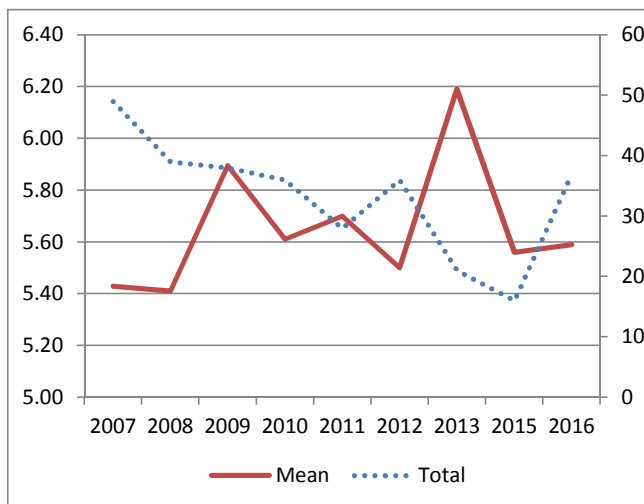
2j. Satisfaction of services by Chemistry Lab(141)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	0	0	0	9	6	13	9	37	5.6	96
	Percent	0.0	0.0	0.0	24.3	16.2	35.1	24.3			
Feed	Number	0	0	0	3	0	7	1	11	5.5	20
	Percent	0.0	0.0	0.0	27.3	0.0	63.6	9.1			
Seed	Number	0	0	0	3	1	2	0	6	4.8	19
	Percent	0.0	0.0	0.0	50.0	16.7	33.3	0.0			
Fertilizer	Number	0	0	0	1	1	1	4	7	6.1	27
	Percent	0.0	0.0	0.0	14.3	14.3	14.3	57.1			
Other	Number	0	0	0	1	1	0	2	4	5.8	12
	Percent	0.0	0.0	0.0	25.0	25.0	0.0	50.0			
Checked more than one	Number	0	0	0	1	3	3	2	9	5.7	18
	Percent	0.0	0.0	0.0	11.1	33.3	33.3	22.2			

Historical Data

	Total	Mean
2007	49	5.43
2008	39	5.41
2009	38	5.89
2010	36	5.61
2011	28	5.70
2012	36	5.50
2013	21	6.19
2015	16	5.56
2016	37	5.59



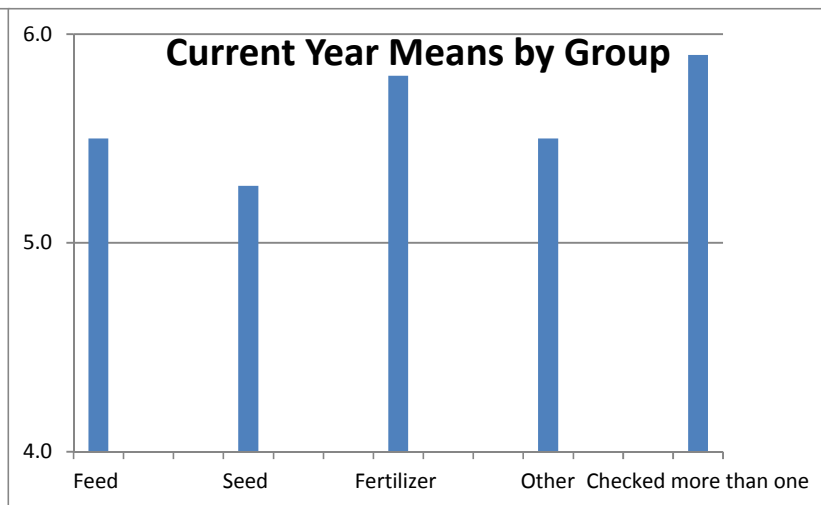
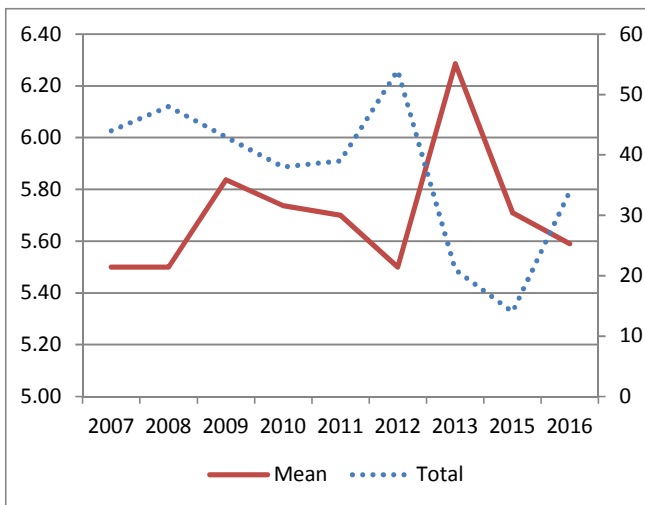
2k. Satisfaction of services by Seed Lab (142)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	0	0	0	9	5	11	9	34	5.6	97
	Percent	0.0	0.0	0.0	26.5	14.7	32.4	26.5			
Feed	Number	0	0	0	2	0	3	1	6	5.5	24
	Percent	0.0	0.0	0.0	33.3	0.0	50.0	16.7			
Seed	Number	0	0	0	4	2	3	2	11	5.3	14
	Percent	0.0	0.0	0.0	36.4	18.2	27.3	18.2			
Fertilizer	Number	0	0	0	1	1	1	2	5	5.8	29
	Percent	0.0	0.0	0.0	20.0	20.0	20.0	40.0			
Other	Number	0	0	0	1	0	0	1	2	5.5	13
	Percent	0.0	0.0	0.0	50.0	0.0	0.0	50.0			
Checked more than one	Number	0	0	0	1	2	4	3	10	5.9	17
	Percent	0.0	0.0	0.0	10.0	20.0	40.0	30.0			

Historical Data

	Total	Mean
2007	44	5.50
2008	48	5.50
2009	43	5.84
2010	38	5.74
2011	39	5.70
2012	54	5.50
2013	21	6.29
2015	14	5.71
2016	34	5.59



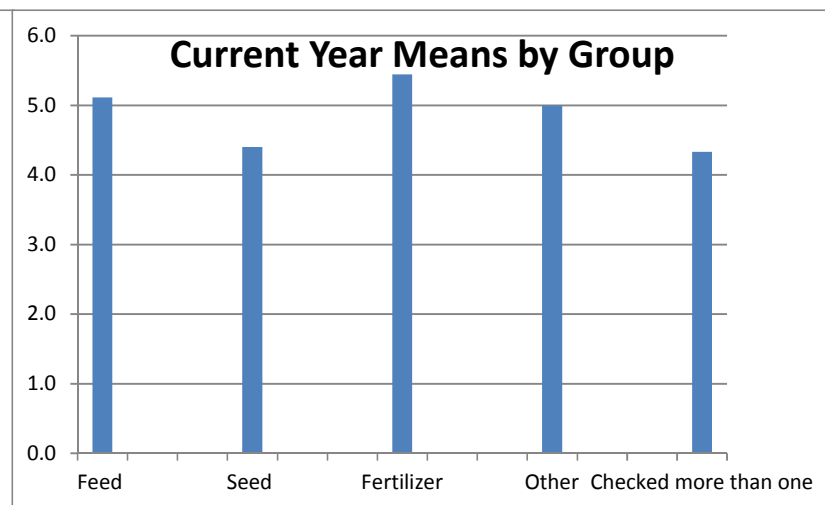
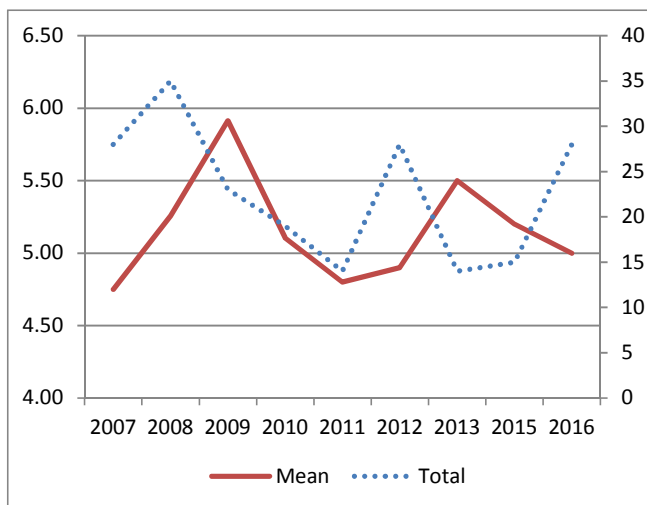
2I. Satisfaction with resolution of disagreement (116)

RATING SCALE							
1	2	3	4	5	6	7	

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	1	0	3	8	3	8	5	28	5.0	104
	Percent	3.6	0.0	10.7	28.6	10.7	28.6	17.9			
Feed	Number	0	0	2	2	0	3	2	9	5.1	22
	Percent	0.0	0.0	22.2	22.2	0.0	33.3	22.2			
Seed	Number	0	0	0	3	2	0	0	5	4.4	20
	Percent	0.0	0.0	0.0	60.0	40.0	0.0	0.0			
Fertilizer	Number	1	0	0	1	1	3	3	9	5.4	25
	Percent	11.1	0.0	0.0	11.1	11.1	33.3	33.3			
Other	Number	0	0	0	1	0	1	0	2	5.0	13
	Percent	0.0	0.0	0.0	50.0	0.0	50.0	0.0			
Checked more than one	Number	0	0	1	1	0	1	0	3	4.3	24
	Percent	0.0	0.0	33.3	33.3	0.0	33.3	0.0			

Historical Data

	Total	Mean
2007	28	4.75
2008	35	5.26
2009	23	5.91
2010	19	5.11
2011	14	4.80
2012	28	4.90
2013	14	5.50
2015	15	5.20
2016	28	5.00



3a. Fairness of IDOA inspection procedures for Feed Inspection (117)

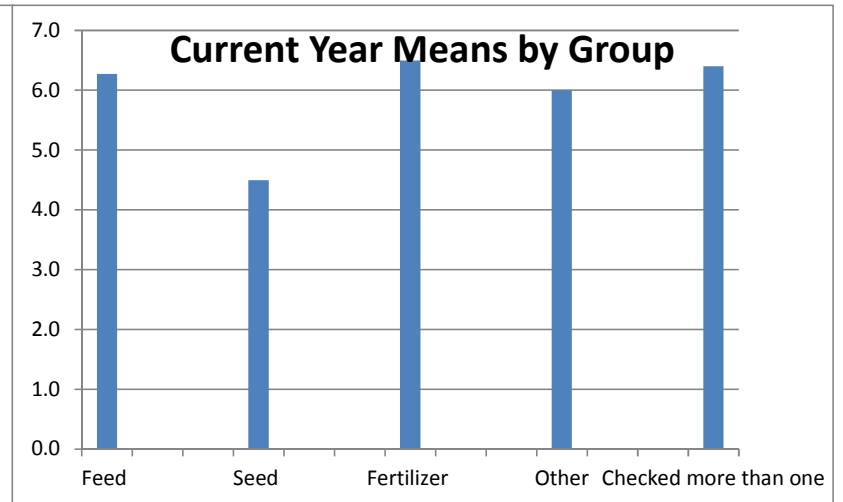
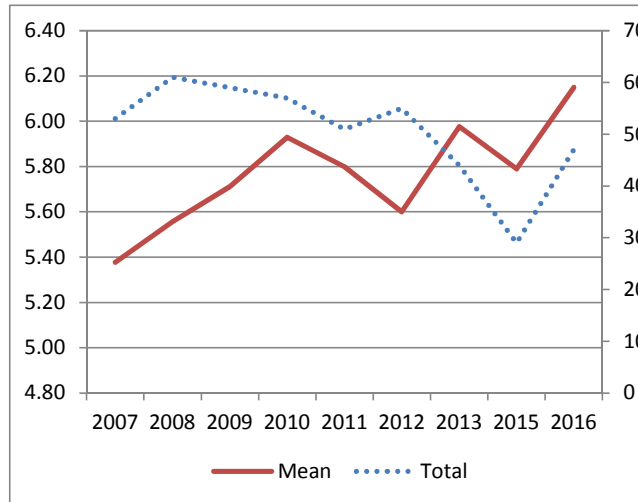
RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	0	0	1	5	3	15	23	47	6.1	77
	Percent	0.0	0.0	2.1	10.6	6.4	31.9	48.9			
Feed	Number	0	0	1	1	1	7	12	22	6.3	9
	Percent	0.0	0.0	4.5	4.5	4.5	31.8	54.5			
Seed	Number	0	0	0	3	0	1	0	4	4.5	18
	Percent	0.0	0.0	0.0	75.0	0.0	25.0	0.0			
Fertilizer	Number	0	0	0	0	0	1	1	2	6.5	31
	Percent	0.0	0.0	0.0	0.0	0.0	50.0	50.0			
Other	Number	0	0	0	1	0	1	2	4	6.0	9
	Percent	0.0	0.0	0.0	25.0	0.0	25.0	50.0			
Checked more than one	Number	0	0	0	0	2	5	8	15	6.4	10
	Percent	0.0	0.0	0.0	0.0	13.3	33.3	53.3			

Historical Data

	Total	Mean
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2007	53	5.38
2008	61	5.56
2009	59	5.71
2010	57	5.93
2011	51	5.80
2012	55	5.60
2013	44	5.98
2015	29	5.79
2016	47	6.15

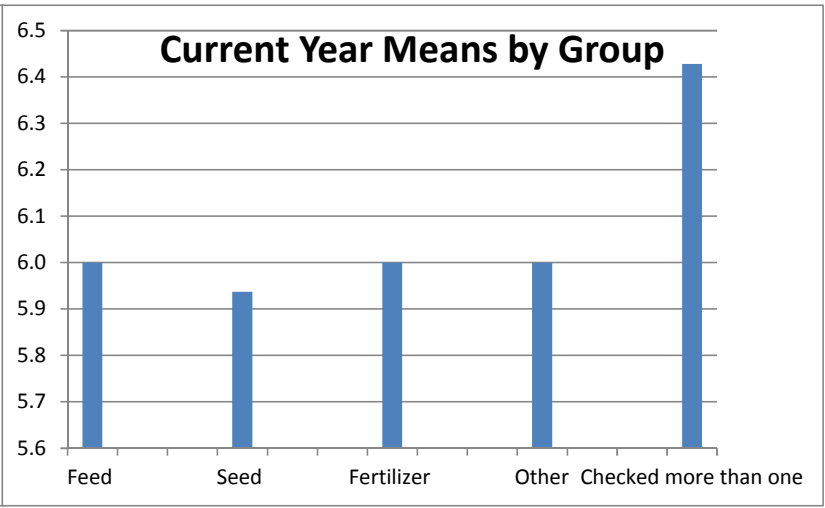
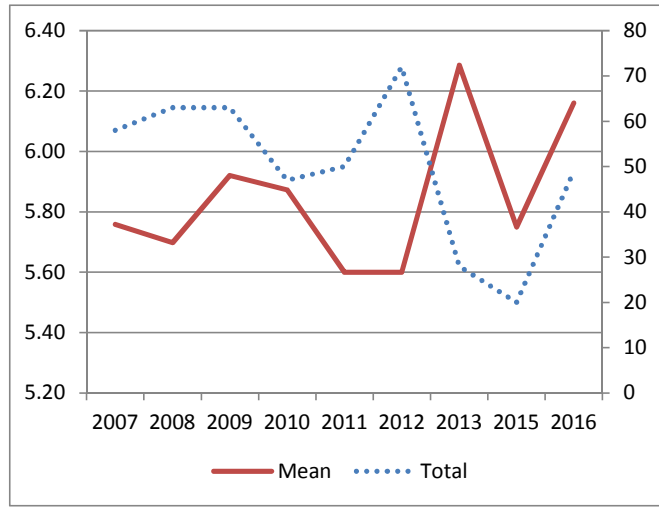


3b. Fairness of IDOA inspection procedures for Seed Inspection (118)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
Total	Number	0	0	0	5	6	14	24	49	6.2	77
	Percent	0.0	0.0	0.0	10.2	12.2	28.6	49.0			
Feed	Number	0	0	0	1	1	2	3	7	6.0	22
	Percent	0.0	0.0	0.0	14.3	14.3	28.6	42.9			
Seed	Number	0	0	0	3	1	6	6	16	5.9	9
	Percent	0.0	0.0	0.0	18.8	6.3	37.5	37.5			
Fertilizer	Number	0	0	0	0	1	0	1	2	6.0	32
	Percent	0.0	0.0	0.0	0.0	50.0	0.0	50.0			
Other	Number	0	0	0	1	0	0	2	3	6.0	10
	Percent	0.0	0.0	0.0	33.3	0.0	0.0	66.7			
Checked more than one	Number	0	0	0	0	3	6	12	21	6.4	4
	Percent	0.0	0.0	0.0	0.0	14.3	28.6	57.1			

	Historical Data	
	Total	Mean
2007	58	5.76
2008	63	5.70
2009	63	5.92
2010	47	5.87
2011	50	5.60
2012	72	5.60
2013	28	6.29
2015	20	5.75
2016	49	6.16



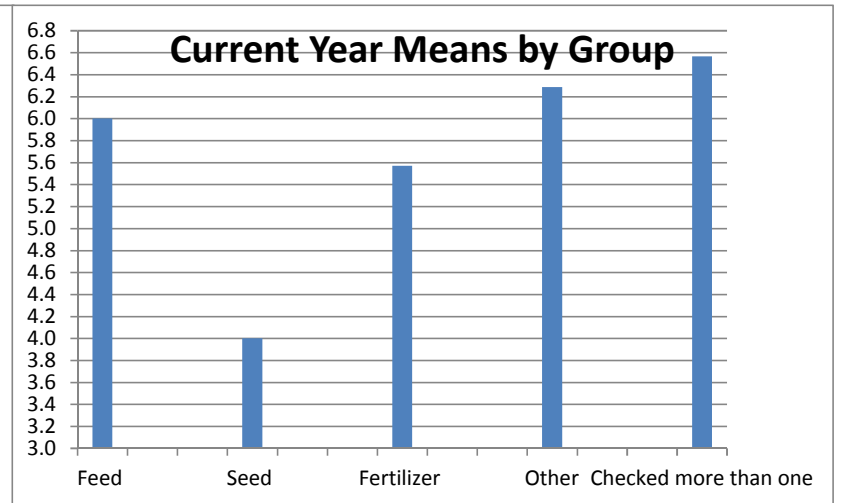
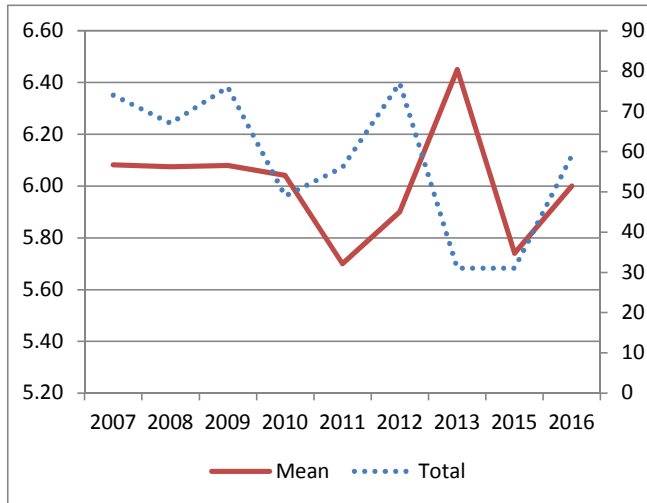
3c. Fairness of IDOA inspection procedures for Fertilizer Inspection (119)

RATING SCALE							
1	2	3	4	5	6	7	

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	2	0	0	8	5	13	31	59	6.0	66
	Percent	3.4	0.0	0.0	13.6	8.5	22.0	52.5			
Feed	Number	0	0	0	1	1	0	3	5	6.0	24
	Percent	0.0	0.0	0.0	20.0	20.0	0.0	60.0			
Seed	Number	0	0	0	3	0	0	0	3	4.0	19
	Percent	0.0	0.0	0.0	100.0	0.0	0.0	0.0			
Fertilizer	Number	2	0	0	3	2	5	9	21	5.6	13
	Percent	9.5	0.0	0.0	14.3	9.5	23.8	42.9			
Other	Number	0	0	0	1	0	2	4	7	6.3	7
	Percent	0.0	0.0	0.0	14.3	0.0	28.6	57.1			
Checked more than one	Number	0	0	0	0	2	6	15	23	6.6	3
	Percent	0.0	0.0	0.0	0.0	8.7	26.1	65.2			

Historical Data

	Total	Mean
2007	74	6.08
2008	67	6.07
2009	76	6.08
2010	49	6.04
2011	56	5.70
2012	77	5.90
2013	31	6.45
2015	31	5.74
2016	59	6.00

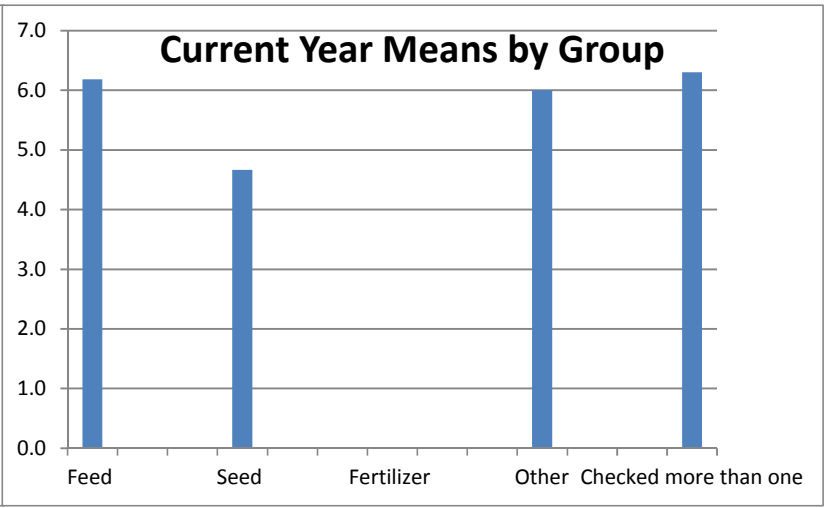
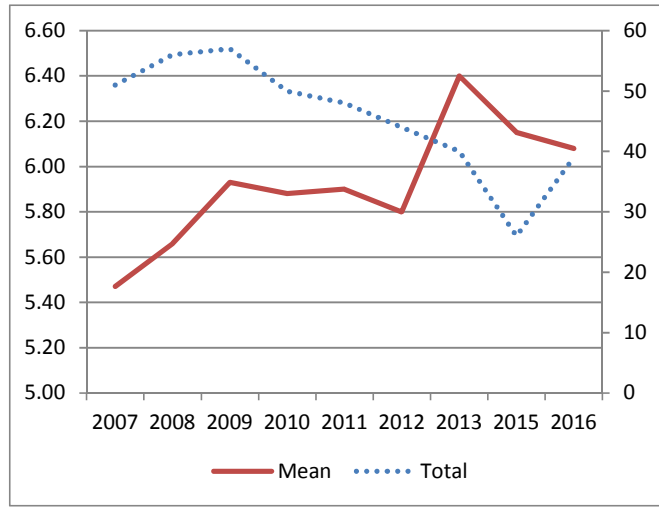


4a. Consistence of IDOA inspection procedures for Feed Inspection (120)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	0	0	1	4	2	16	16	39	6.1	85
	Percent	0.0	0.0	2.6	10.3	5.1	41.0	41.0			
Feed	Number	0	0	1	0	2	10	9	22	6.2	9
	Percent	0.0	0.0	4.5	0.0	9.1	45.5	40.9			
Seed	Number	0	0	0	2	0	1	0	3	4.7	19
	Percent	0.0	0.0	0.0	66.7	0.0	33.3	0.0			
Fertilizer	Number	0	0	0	0	0	0	0	0	#####	33
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Other	Number	0	0	0	1	0	1	2	4	6.0	9
	Percent	0.0	0.0	0.0	25.0	0.0	25.0	50.0			
Checked more than one	Number	0	0	0	1	0	4	5	10	6.3	15
	Percent	0.0	0.0	0.0	10.0	0.0	40.0	50.0			

	Historical Data	
	Total	Mean
2007	51	5.47
2008	56	5.66
2009	57	5.93
2010	50	5.88
2011	48	5.90
2012	44	5.80
2013	40	6.40
2015	26	6.15
2016	39	6.08

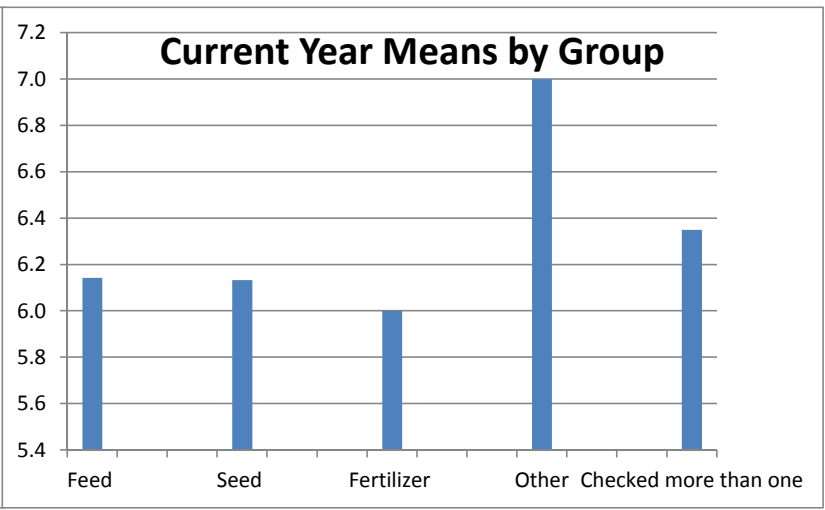
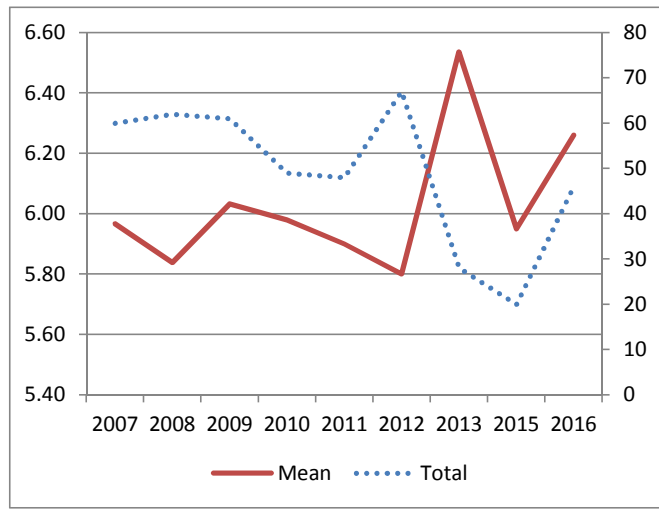


4b. Consistency of IDOA inspection procedures for Seed Inspection (121)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	0	0	0	3	4	17	22	46	6.3	80
	Percent	0.0	0.0	0.0	6.5	8.7	37.0	47.8			
Feed	Number	0	0	0	0	1	4	2	7	6.1	22
	Percent	0.0	0.0	0.0	0.0	14.3	57.1	28.6			
Seed	Number	0	0	0	2	1	5	7	15	6.1	10
	Percent	0.0	0.0	0.0	13.3	6.7	33.3	46.7			
Fertilizer	Number	0	0	0	0	1	0	1	2	6.0	32
	Percent	0.0	0.0	0.0	0.0	50.0	0.0	50.0			
Other	Number	0	0	0	0	0	0	2	2	7.0	11
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Checked more than one	Number	0	0	0	1	1	8	10	20	6.4	5
	Percent	0.0	0.0	0.0	5.0	5.0	40.0	50.0			

	Historical Data	
	Total	Mean
2007	60	5.97
2008	62	5.84
2009	61	6.03
2010	49	5.98
2011	48	5.90
2012	67	5.80
2013	28	6.54
2015	20	5.95
2016	46	6.26



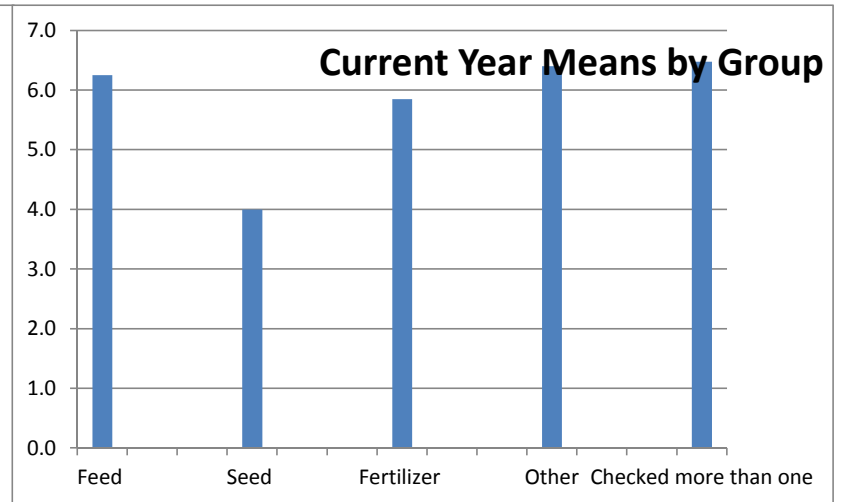
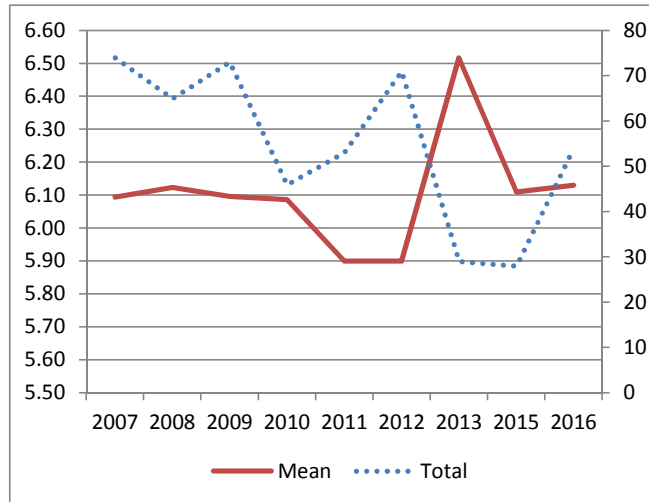
4c. Consistency of IDOA inspection procedures for Fertilizer Inspection (122)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	0	1	0	3	9	15	26	54	6.1	72
	Percent	0.0	1.9	0.0	5.6	16.7	27.8	48.1			
Feed	Number	0	0	0	0	1	1	2	4	6.3	25
	Percent	0.0	0.0	0.0	0.0	25.0	25.0	50.0			
Seed	Number	0	0	0	2	0	0	0	2	4.0	20
	Percent	0.0	0.0	0.0	100.0	0.0	0.0	0.0			
Fertilizer	Number	0	1	0	0	6	6	7	20	5.9	14
	Percent	0.0	5.0	0.0	0.0	30.0	30.0	35.0			
Other	Number	0	0	0	0	1	1	3	5	6.4	9
	Percent	0.0	0.0	0.0	0.0	20.0	20.0	60.0			
Checked more than one	Number	0	0	0	1	1	7	14	23	6.5	4
	Percent	0.0	0.0	0.0	4.3	4.3	30.4	60.9			

Historical Data

	Total	Mean
2007	74	6.09
2008	65	6.12
2009	73	6.10
2010	46	6.09
2011	53	5.90
2012	71	5.90
2013	29	6.52
2015	28	6.11
2016	54	6.13



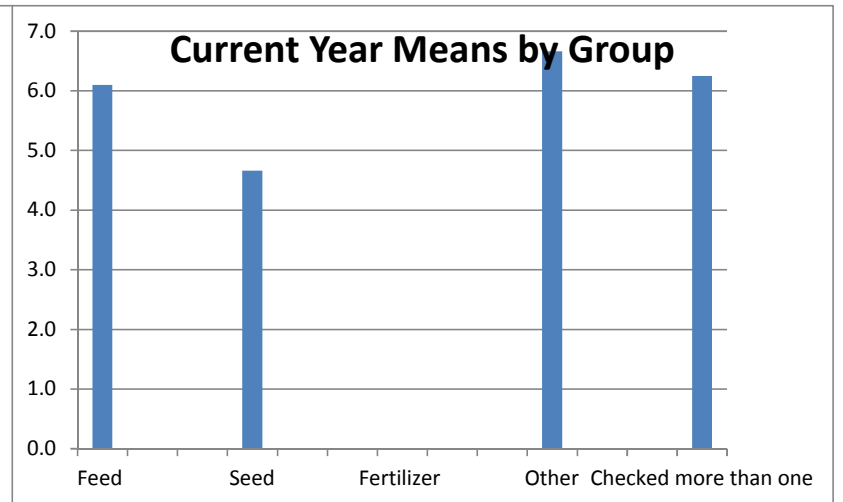
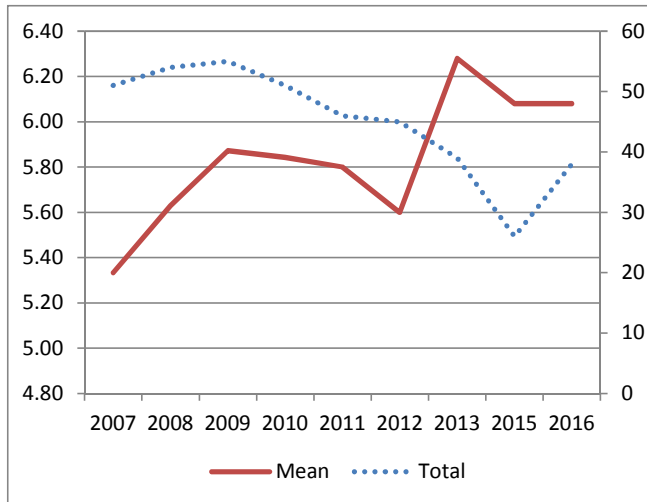
5a. Efficiency of IDOA inspection procedures for Feed Inspection (123)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
Total	Number	0	1	0	2	3	18	14	38	6.1	85
	Percent	0.0	2.6	0.0	5.3	7.9	47.4	36.8			
Feed	Number	0	1	0	0	2	9	8	20	6.1	10
	Percent	0.0	5.0	0.0	0.0	10.0	45.0	40.0			
Seed	Number	0	0	0	2	0	1	0	3	4.7	19
	Percent	0.0	0.0	0.0	66.7	0.0	33.3	0.0			
Fertilizer	Number	0	0	0	0	0	0	0	0	#####	33
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Other	Number	0	0	0	0	0	1	2	3	6.7	10
	Percent	0.0	0.0	0.0	0.0	0.0	33.3	66.7			
Checked more than one	Number	0	0	0	0	1	7	4	12	6.3	13
	Percent	0.0	0.0	0.0	0.0	8.3	58.3	33.3			

Historical Data

	Total	Mean
2007	51	5.33
2008	54	5.63
2009	55	5.87
2010	51	5.84
2011	46	5.80
2012	45	5.60
2013	39	6.28
2015	26	6.08
2016	38	6.08

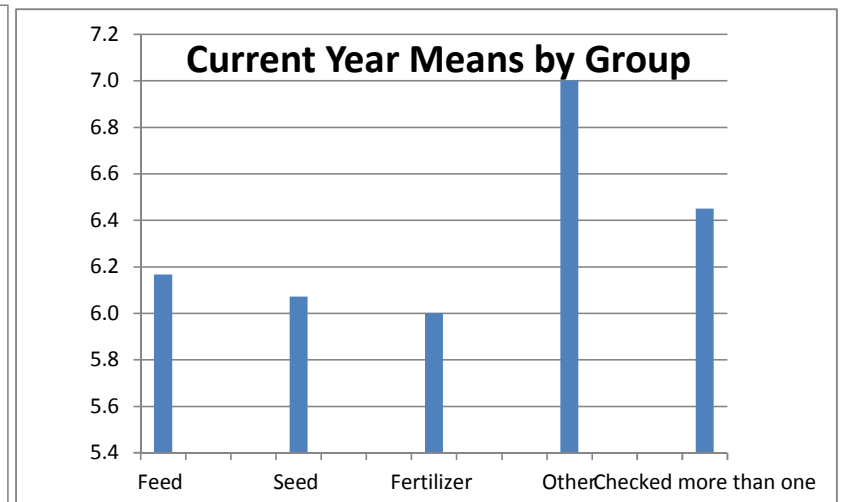
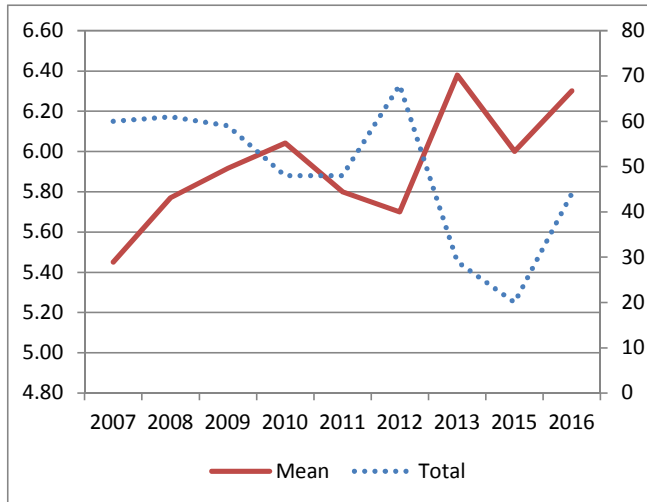


5b. Efficiency of IDOA inspection procedures for Seed Inspection (124)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	0	0	0	2	5	15	22	44	6.3	81
	Percent	0.0	0.0	0.0	4.5	11.4	34.1	50.0			
Feed	Number	0	0	0	0	1	3	2	6	6.2	23
	Percent	0.0	0.0	0.0	0.0	16.7	50.0	33.3			
Seed	Number	0	0	0	2	2	3	7	14	6.1	10
	Percent	0.0	0.0	0.0	14.3	14.3	21.4	50.0			
Fertilizer	Number	0	0	0	0	1	0	1	2	6.0	32
	Percent	0.0	0.0	0.0	0.0	50.0	0.0	50.0			
Other	Number	0	0	0	0	0	0	2	2	7.0	11
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Checked more than one	Number	0	0	0	0	1	9	10	20	6.5	5
	Percent	0.0	0.0	0.0	0.0	5.0	45.0	50.0			

	Historical Data	
	Total	Mean
2007	60	5.45
2008	61	5.77
2009	59	5.92
2010	48	6.04
2011	48	5.80
2012	68	5.70
2013	29	6.38
2015	20	6.00
2016	44	6.30

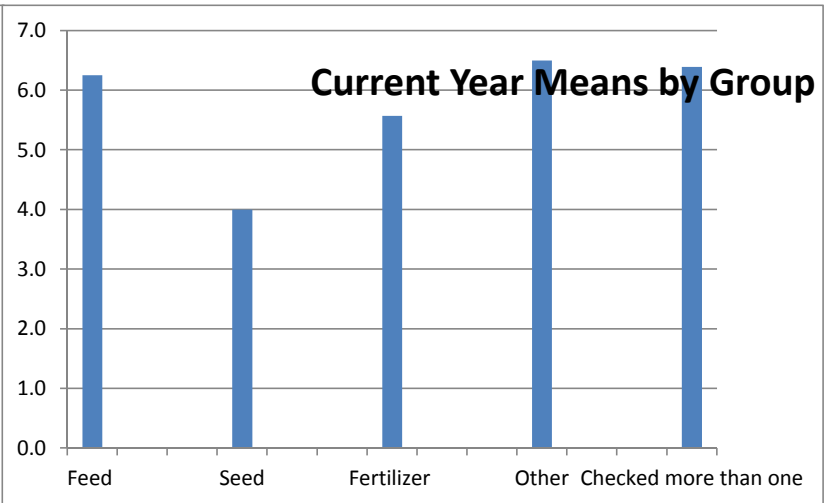
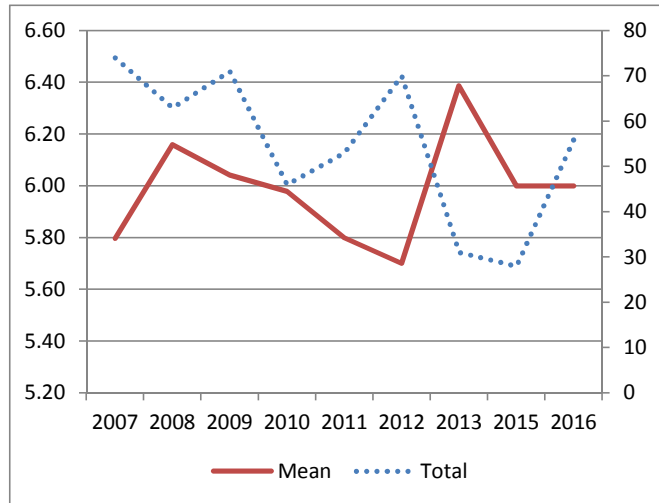


5c. Efficiency of IDOA inspection procedures for Fertilizer Inspection (125)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	1	2	2	3	3	17	28	56	6.0	70
	Percent	1.8	3.6	3.6	5.4	5.4	30.4	50.0			
Feed	Number	0	0	0	0	1	1	2	4	6.3	25
	Percent	0.0	0.0	0.0	0.0	25.0	25.0	50.0			
Seed	Number	0	0	0	2	0	0	0	2	4.0	20
	Percent	0.0	0.0	0.0	100.0	0.0	0.0	0.0			
Fertilizer	Number	1	1	2	1	2	4	10	21	5.6	13
	Percent	4.8	4.8	9.5	4.8	9.5	19.0	47.6			
Other	Number	0	0	0	0	0	3	3	6	6.5	8
	Percent	0.0	0.0	0.0	0.0	0.0	50.0	50.0			
Checked more than one	Number	0	1	0	0	0	9	13	23	6.4	4
	Percent	0.0	4.3	0.0	0.0	0.0	39.1	56.5			

	Historical Data	
	Total	Mean
2007	74	5.80
2008	63	6.16
2009	71	6.04
2010	46	5.98
2011	53	5.80
2012	70	5.70
2013	31	6.39
2015	28	6.00
2016	56	6.00



6a. Places a high value on serving people of IL (126)

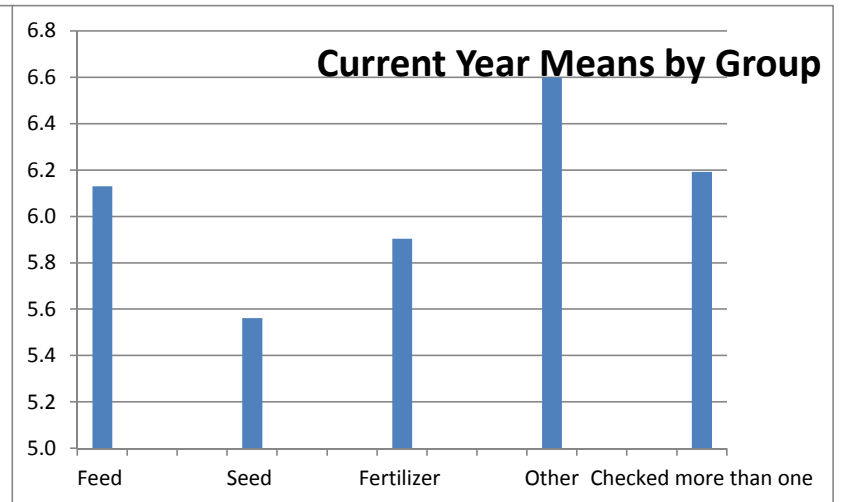
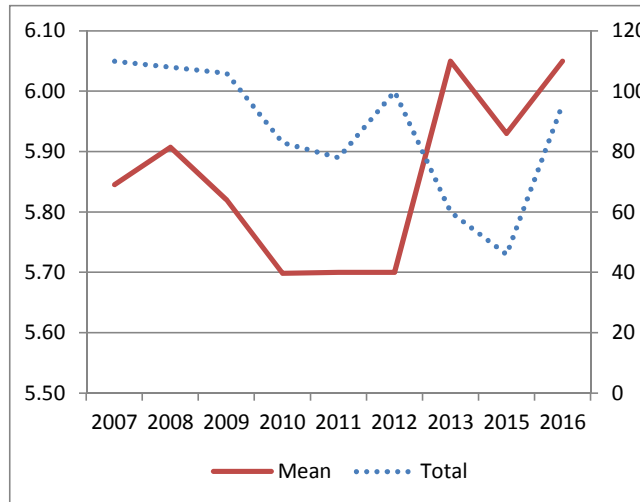
RATING SCALE						
1	2	3	4	5	6	7

Total Mean Don't know

	Number	0	3	1	7	10	31	44	96	6.1	34
	Percent	0.0	3.1	1.0	7.3	10.4	32.3	45.8			
Feed	Number	0	0	0	2	3	8	10	23	6.1	8
	Percent	0.0	0.0	0.0	8.7	13.0	34.8	43.5			
Seed	Number	0	1	0	3	2	5	5	16	5.6	9
	Percent	0.0	6.3	0.0	18.8	12.5	31.3	31.3			
Fertilizer	Number	0	2	0	1	2	6	10	21	5.9	13
	Percent	0.0	9.5	0.0	4.8	9.5	28.6	47.6			
Other	Number	0	0	0	0	0	4	6	10	6.6	3
	Percent	0.0	0.0	0.0	0.0	0.0	40.0	60.0			
Checked more than one	Number	0	0	1	1	3	8	13	26	6.2	1
	Percent	0.0	0.0	3.8	3.8	11.5	30.8	50.0			

Historical Data

	Total	Mean
2007	110	5.85
2008	108	5.91
2009	106	5.82
2010	83	5.70
2011	78	5.70
2012	100	5.70
2013	60	6.05
2015	46	5.93
2016	96	6.05



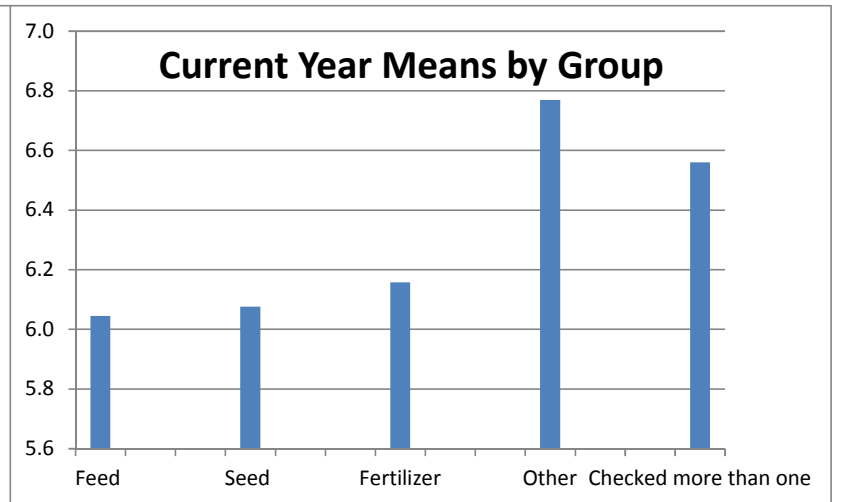
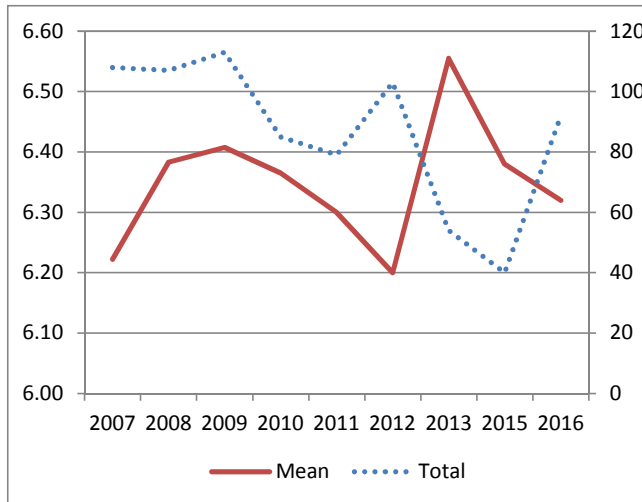
6b. Inspector was courteous and professional (127)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	1	1	1	2	10	22	55	92	6.3	40
	Percent	1.1	1.1	1.1	2.2	10.9	23.9	59.8			
Feed	Number	0	1	1	1	2	5	12	22	6.0	9
	Percent	0.0	4.5	4.5	4.5	9.1	22.7	54.5			
Seed	Number	0	0	0	1	2	5	5	13	6.1	13
	Percent	0.0	0.0	0.0	7.7	15.4	38.5	38.5			
Fertilizer	Number	1	0	0	0	3	4	11	19	6.2	15
	Percent	5.3	0.0	0.0	0.0	15.8	21.1	57.9			
Other	Number	0	0	0	0	0	3	10	13	6.8	1
	Percent	0.0	0.0	0.0	0.0	0.0	23.1	76.9			
Checked more than one	Number	0	0	0	0	3	5	17	25	6.6	2
	Percent	0.0	0.0	0.0	0.0	12.0	20.0	68.0			

Historical Data

	Total	Mean
2007	108	6.22
2008	107	6.38
2009	113	6.41
2010	85	6.36
2011	79	6.30
2012	103	6.20
2013	54	6.56
2015	40	6.38
2016	92	6.32

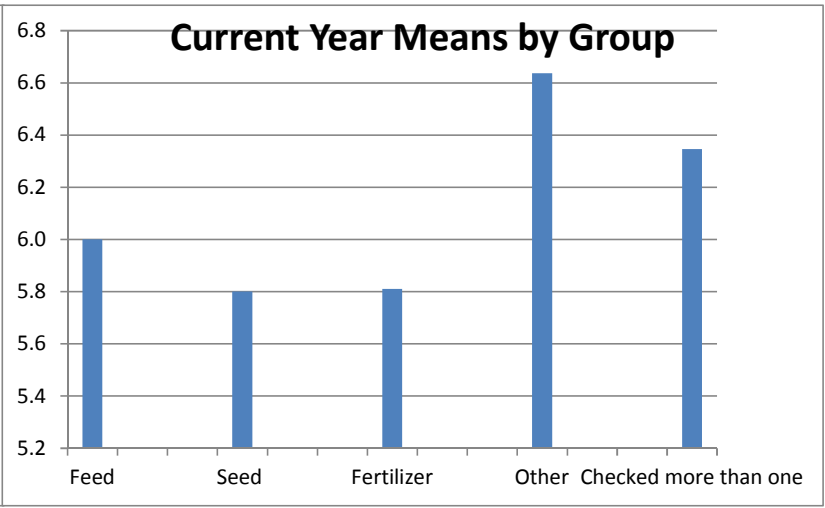
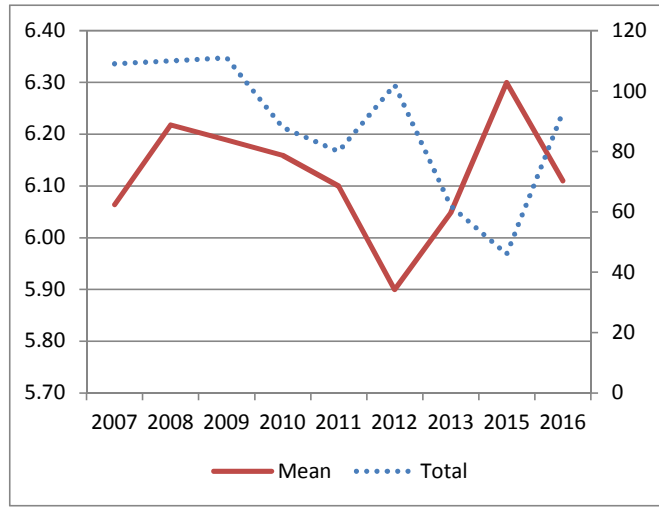


6c. Staff adequately explained standards, test results and/or regulations (128)

RATING SCALE							
1	2	3	4	5	6	7	

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	1	2	2	4	9	29	46	93	6.1	38
	Percent	1.1	2.2	2.2	4.3	9.7	31.2	49.5			
Feed	Number	0	1	1	1	3	7	12	25	6.0	6
	Percent	0.0	4.0	4.0	4.0	12.0	28.0	48.0			
Seed	Number	0	0	0	2	1	4	3	10	5.8	15
	Percent	0.0	0.0	0.0	20.0	10.0	40.0	30.0			
Fertilizer	Number	1	0	1	1	3	6	9	21	5.8	13
	Percent	4.8	0.0	4.8	4.8	14.3	28.6	42.9			
Other	Number	0	0	0	0	0	4	7	11	6.6	3
	Percent	0.0	0.0	0.0	0.0	0.0	36.4	63.6			
Checked more than one	Number	0	1	0	0	2	8	15	26	6.3	1
	Percent	0.0	3.8	0.0	0.0	7.7	30.8	57.7			

	Historical Data	
	Total	Mean
2007	109	6.06
2008	110	6.22
2009	111	6.19
2010	88	6.16
2011	80	6.10
2012	102	5.90
2013	62	6.05
2015	46	6.30
2016	93	6.11



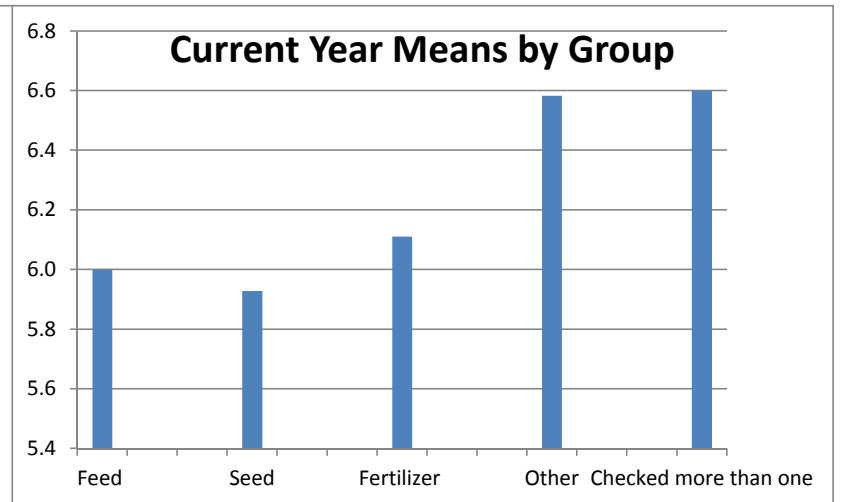
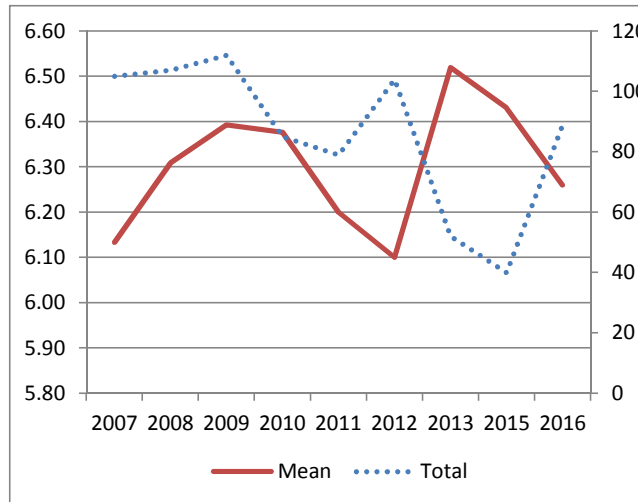
6d. Treated fairly by inspector (129)

RATING SCALE							
1	2	3	4	5	6	7	

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	1	1	1	5	5	26	50	89	6.3	42
	Percent	1.1	1.1	1.1	5.6	5.6	29.2	56.2			
Feed	Number	0	1	0	2	1	7	9	20	6.0	11
	Percent	0.0	5.0	0.0	10.0	5.0	35.0	45.0			
Seed	Number	0	0	0	3	1	4	6	14	5.9	11
	Percent	0.0	0.0	0.0	21.4	7.1	28.6	42.9			
Fertilizer	Number	1	0	0	0	3	4	10	18	6.1	16
	Percent	5.6	0.0	0.0	0.0	16.7	22.2	55.6			
Other	Number	0	0	0	0	0	5	7	12	6.6	2
	Percent	0.0	0.0	0.0	0.0	0.0	41.7	58.3			
Checked more than one	Number	0	0	1	0	0	6	18	25	6.6	2
	Percent	0.0	0.0	4.0	0.0	0.0	24.0	72.0			

Historical Data

	Total	Mean
2007	105	6.13
2008	107	6.31
2009	112	6.39
2010	85	6.38
2011	79	6.20
2012	104	6.10
2013	52	6.52
2015	40	6.43
2016	89	6.26

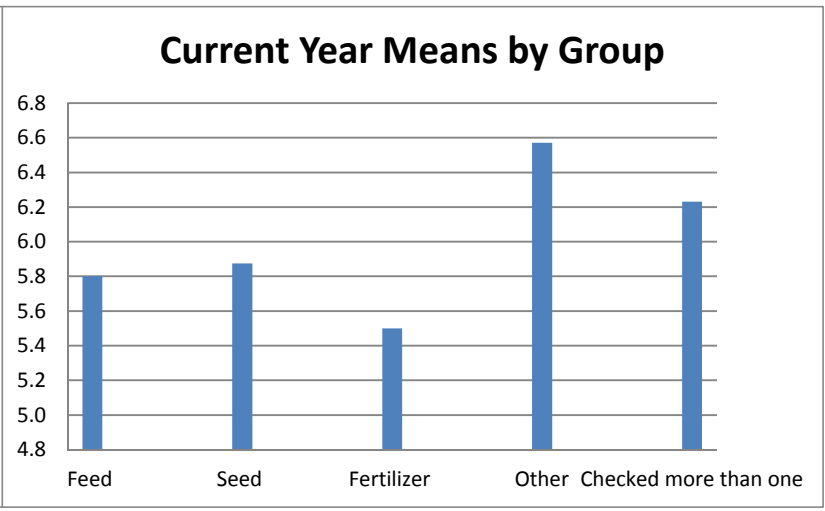
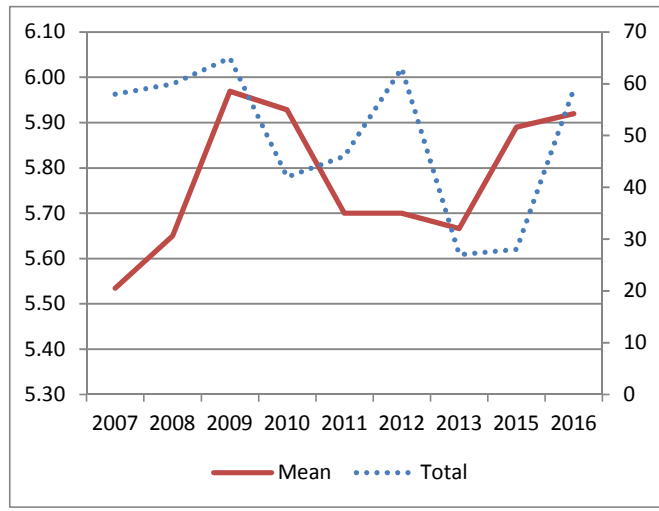


6e. IDOA is responsive to complaints (130)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	2	1	0	7	4	18	27	59	5.9	69
	Percent	3.4	1.7	0.0	11.9	6.8	30.5	45.8			
Feed	Number	0	1	0	3	0	4	7	15	5.8	15
	Percent	0.0	6.7	0.0	20.0	0.0	26.7	46.7			
Seed	Number	0	0	0	2	0	3	3	8	5.9	17
	Percent	0.0	0.0	0.0	25.0	0.0	37.5	37.5			
Fertilizer	Number	2	0	0	2	2	2	8	16	5.5	18
	Percent	12.5	0.0	0.0	12.5	12.5	12.5	50.0			
Other	Number	0	0	0	0	0	3	4	7	6.6	5
	Percent	0.0	0.0	0.0	0.0	0.0	42.9	57.1			
Checked more than one	Number	0	0	0	0	2	6	5	13	6.2	14
	Percent	0.0	0.0	0.0	0.0	15.4	46.2	38.5			

	Historical Data	
	Total	Mean
2007	58	5.53
2008	60	5.65
2009	65	5.97
2010	42	5.93
2011	46	5.70
2012	63	5.70
2013	27	5.67
2015	28	5.89
2016	59	5.92



6f. Responded to needs in a timely manner (131)

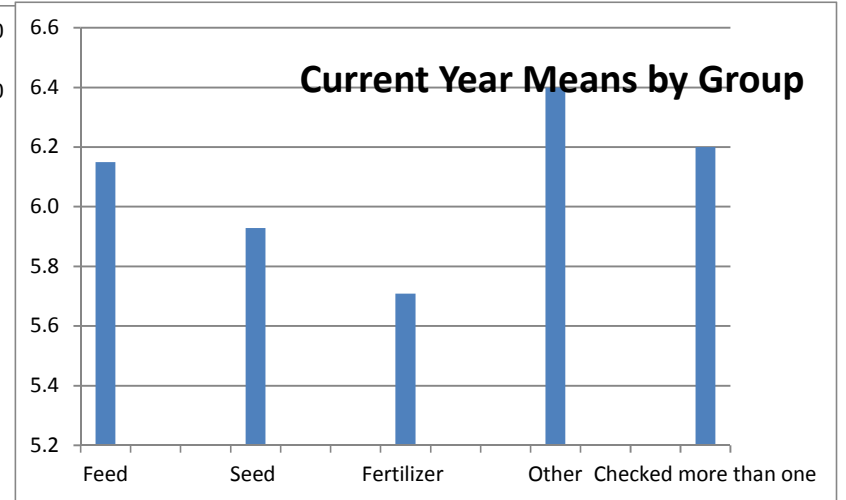
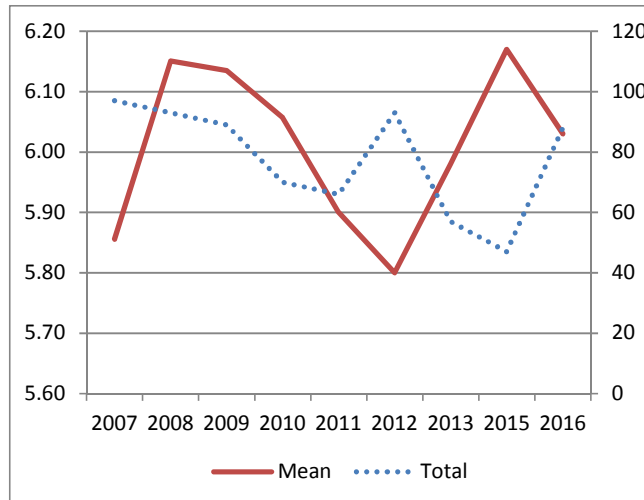
RATING SCALE						
1	2	3	4	5	6	7

Total Mean know Don't

	Number	2	1	2	7	8	23	45	88	6.0	42
	Percent	2.3	1.1	2.3	8.0	9.1	26.1	51.1			
Feed	Number	0	0	0	4	0	5	11	20	6.2	11
	Percent	0.0	0.0	0.0	20.0	0.0	25.0	55.0			
Seed	Number	0	0	0	3	2	2	7	14	5.9	11
	Percent	0.0	0.0	0.0	21.4	14.3	14.3	50.0			
Fertilizer	Number	2	1	0	0	5	4	12	24	5.7	10
	Percent	8.3	4.2	0.0	0.0	20.8	16.7	50.0			
Other	Number	0	0	1	0	0	2	7	10	6.4	3
	Percent	0.0	0.0	10.0	0.0	0.0	20.0	70.0			
Checked more than one	Number	0	0	1	0	1	10	8	20	6.2	7
	Percent	0.0	0.0	5.0	0.0	5.0	50.0	40.0			

Historical Data

	Total	Mean
2007	97	5.86
2008	93	6.15
2009	89	6.13
2010	70	6.06
2011	66	5.90
2012	93	5.80
2013	57	5.98
2015	47	6.17
2016	88	6.03

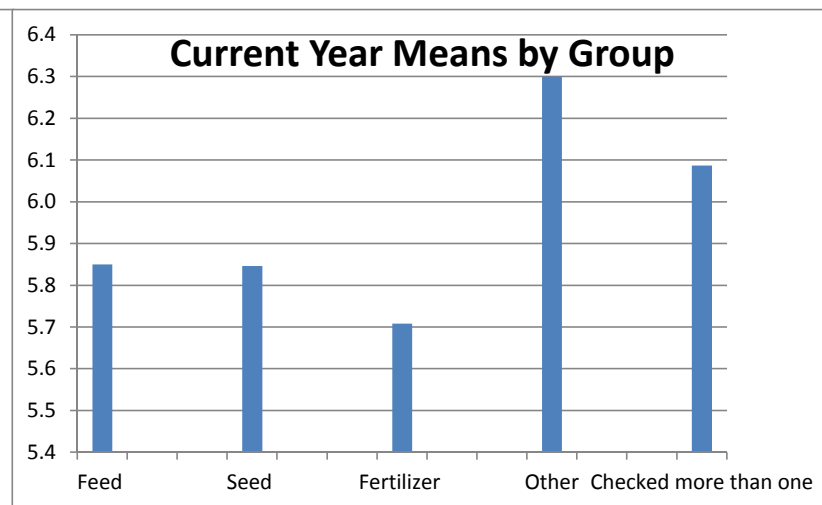
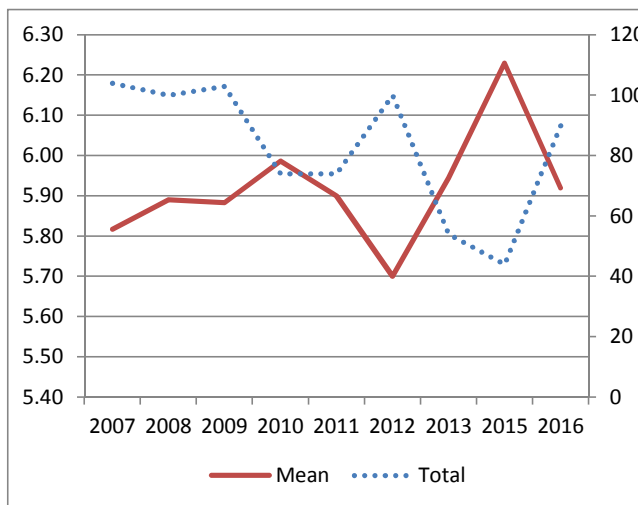


6g. Staff are good partners and enhance work (132)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	1	3	1	12	4	28	41	90	5.9	40
	Percent	1.1	3.3	1.1	13.3	4.4	31.1	45.6			
Feed	Number	0	2	1	1	0	6	10	20	5.9	11
	Percent	0.0	10.0	5.0	5.0	0.0	30.0	50.0			
Seed	Number	0	0	0	3	1	4	5	13	5.8	12
	Percent	0.0	0.0	0.0	23.1	7.7	30.8	38.5			
Fertilizer	Number	1	0	0	5	2	6	10	24	5.7	10
	Percent	4.2	0.0	0.0	20.8	8.3	25.0	41.7			
Other	Number	0	0	0	1	0	4	5	10	6.3	3
	Percent	0.0	0.0	0.0	10.0	0.0	40.0	50.0			
Checked more than one	Number	0	1	0	2	1	8	11	23	6.1	4
	Percent	0.0	4.3	0.0	8.7	4.3	34.8	47.8			

	Historical Data	
	Total	Mean
2007	104	5.82
2008	100	5.89
2009	103	5.88
2010	74	5.99
2011	74	5.90
2012	100	5.70
2013	54	5.94
2015	44	6.23
2016	90	5.92



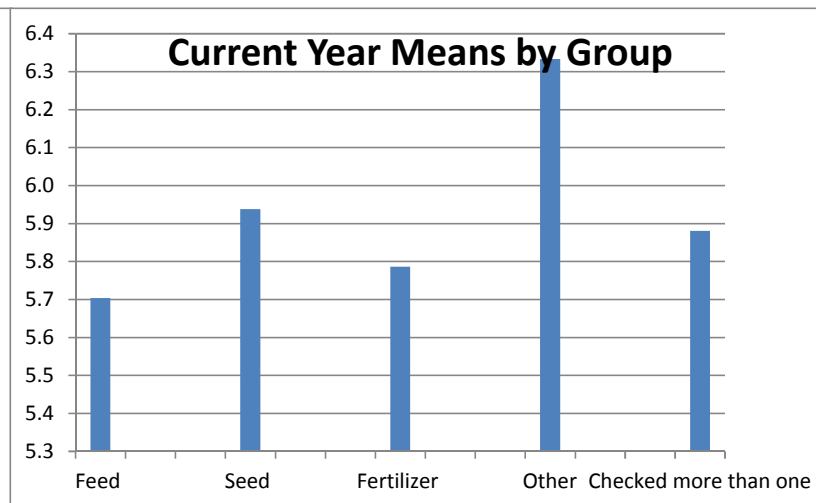
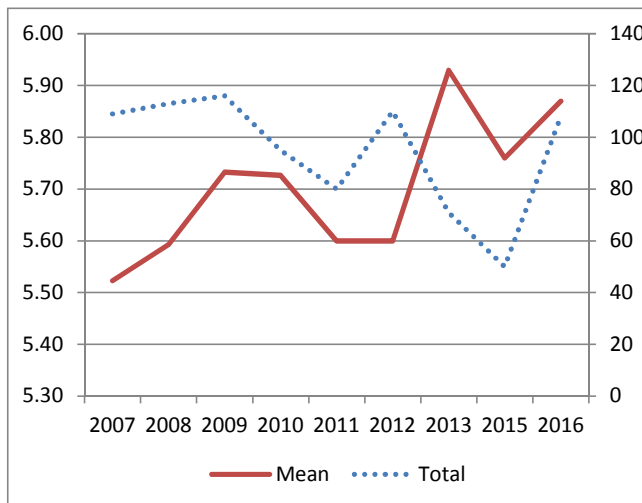
6h. Forms are easy to understand and user friendly (133)

RATING SCALE						
1	2	3	4	5	6	7

	1	2	3	4	5	6	7	Total	Mean	Don't know
Number	2	1	2	12	16	29	46	108	5.9	22
Percent	1.9	0.9	1.9	11.1	14.8	26.9	42.6			
Feed										
Number	1	1	2	2	1	8	12	27	5.7	4
Percent	3.7	3.7	7.4	7.4	3.7	29.6	44.4			
Seed										
Number	0	0	0	2	3	5	6	16	5.9	9
Percent	0.0	0.0	0.0	12.5	18.8	31.3	37.5			
Fertilizer										
Number	1	0	0	3	6	7	11	28	5.8	6
Percent	3.6	0.0	0.0	10.7	21.4	25.0	39.3			
Other										
Number	0	0	0	1	1	3	7	12	6.3	1
Percent	0.0	0.0	0.0	8.3	8.3	25.0	58.3			
Checked more than one										
Number	0	0	0	4	5	6	10	25	5.9	2
Percent	0.0	0.0	0.0	16.0	20.0	24.0	40.0			

Historical Data

	Total	Mean
2007	109	5.52
2008	113	5.59
2009	116	5.73
2010	95	5.73
2011	80	5.60
2012	110	5.60
2013	71	5.93
2015	50	5.76
2016	108	5.87



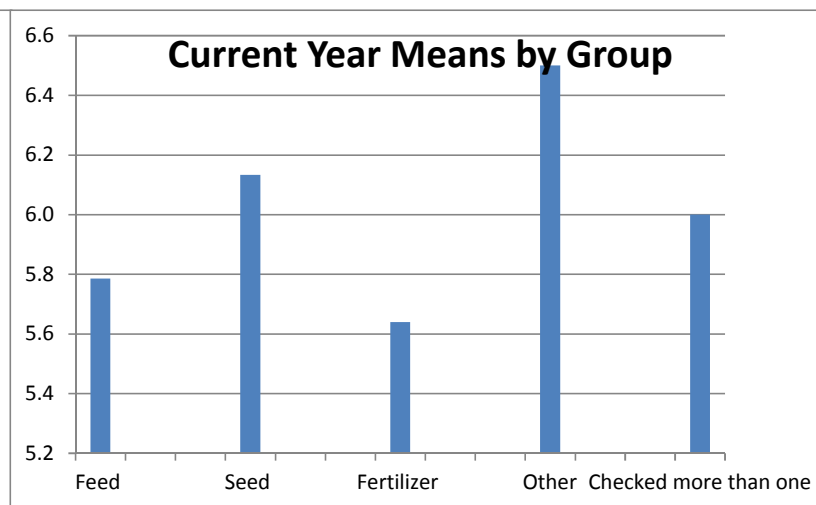
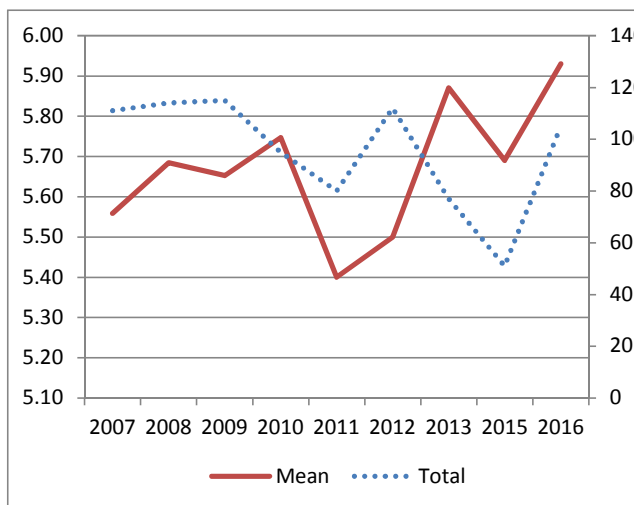
6i. Regulations are documented clearly and consistently (134)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	2	2	2	8	15	28	48	105	5.9	25
	Percent	1.9	1.9	1.9	7.6	14.3	26.7	45.7			
Feed	Number	1	1	1	2	3	7	13	28	5.8	3
	Percent	3.6	3.6	3.6	7.1	10.7	25.0	46.4			
Seed	Number	0	0	0	2	1	5	7	15	6.1	10
	Percent	0.0	0.0	0.0	13.3	6.7	33.3	46.7			
Fertilizer	Number	1	1	1	1	5	6	10	25	5.6	9
	Percent	4.0	4.0	4.0	4.0	20.0	24.0	40.0			
Other	Number	0	0	0	0	2	2	8	12	6.5	1
	Percent	0.0	0.0	0.0	0.0	16.7	16.7	66.7			
Checked more than one	Number	0	0	0	3	4	8	10	25	6.0	2
	Percent	0.0	0.0	0.0	12.0	16.0	32.0	40.0			

Historical Data

	Total	Mean
2007	111	5.56
2008	114	5.68
2009	115	5.65
2010	95	5.75
2011	80	5.40
2012	112	5.50
2013	77	5.87
2015	51	5.69
2016	105	5.93



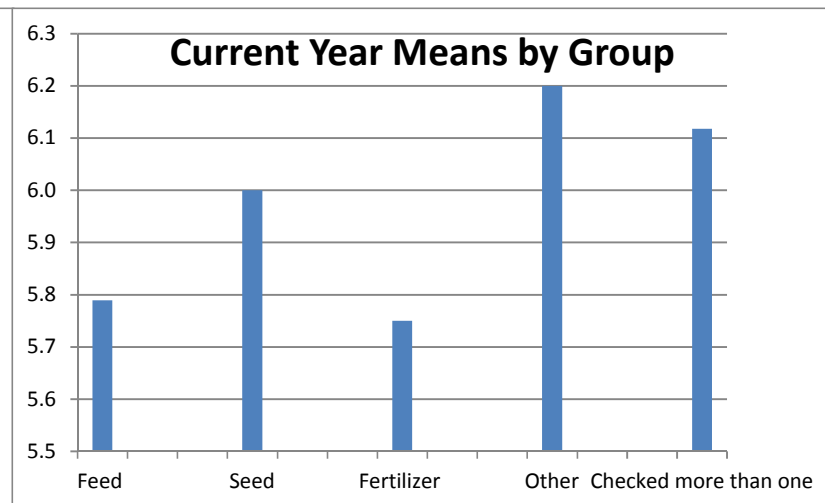
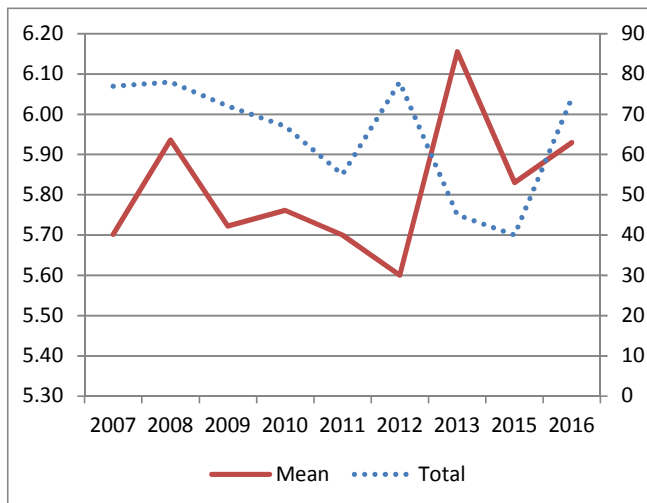
6j. Web site provides useful and timely information (135)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	Don't know
	Number	0	1	4	6	13	14	36	74	5.9	56
	Percent	0.0	1.4	5.4	8.1	17.6	18.9	48.6			
Feed	Number	0	1	0	2	4	4	8	19	5.8	11
	Percent	0.0	5.3	0.0	10.5	21.1	21.1	42.1			
Seed	Number	0	0	0	2	0	2	4	8	6.0	17
	Percent	0.0	0.0	0.0	25.0	0.0	25.0	50.0			
Fertilizer	Number	0	0	3	1	3	4	9	20	5.8	14
	Percent	0.0	0.0	15.0	5.0	15.0	20.0	45.0			
Other	Number	0	0	1	0	1	2	6	10	6.2	4
	Percent	0.0	0.0	10.0	0.0	10.0	20.0	60.0			
Checked more than one	Number	0	0	0	1	5	2	9	17	6.1	10
	Percent	0.0	0.0	0.0	5.9	29.4	11.8	52.9			

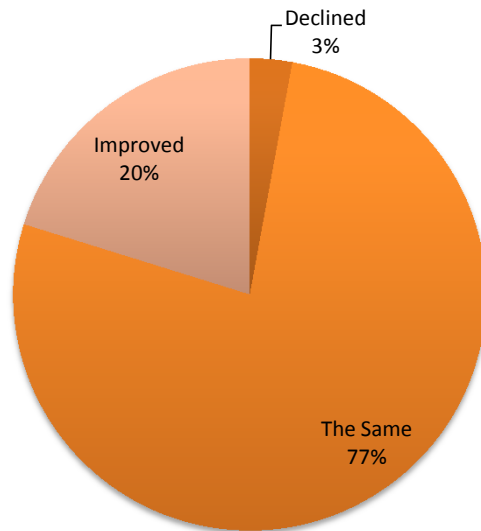
Historical Data

	Total	Mean
2007	77	5.70
2008	78	5.94
2009	72	5.72
2010	67	5.76
2011	55	5.70
2012	78	5.60
2013	45	6.16
2015	40	5.83
2016	74	5.93



Declined	Stayed the Same	Improved	Total	Don't know
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7. Compared to a year ago, the quality of services from the IDOA has (136):		Number	3	80	21	104	29
		Percent	2.9	76.9	20.2		
Feed Manufacturer or Dealer	Number	1	19	3	23	8	
	Percent	4.3	82.6	13.0			
Seed Producer or Distributor	Number	1	14	5	20	6	
	Percent	5.0	70.0	25.0			
Fertilizer Distributor	Number	1	18	3	22	12	
	Percent	4.5	81.8	13.6			
Other	Number	0	9	5	14	1	
	Percent	0.0	64.3	35.7			
Checked more than one	Number	0	20	5	25	2	
	Percent	0.0	80.0	20.0			



At least once per week	At least once per month	Out 3 or more times a year	Two times a year	Once per year	Less than once per year	Total
3	80	21	104	29		

10. How often do you have contact with the IDOA? (138)									66
		Number	0	3	16	11	17	19	
	Percent	0.0	4.5	24.2	16.7	25.8	28.8		
Feed Manufacturer or Dealer	Number	0	1	5	1	2	8	17	
	Percent	0.0	5.9	29.4	5.9	11.8	47.1		
Seed Producer or Distributor	Number	0	0	2	1	1	0	4	
	Percent	0.0	0.0	50.0	25.0	25.0	0.0		
Fertilizer Distributor	Number	0	1	6	4	6	4	21	
	Percent	0.0	4.8	28.6	19.0	28.6	19.0		
Other	Number	0	0	0	3	5	6	14	
	Percent	0.0	0.0	0.0	21.4	35.7	42.9		
Checked more than one	Number	0	1	3	2	3	1	10	
	Percent	0.0	10.0	30.0	20.0	30.0	10.0		

