

| | | | | |
|---|------------|-----------------------------|-----------------------------|-------------------------------|
| Number of Questionnaires Mailed (09/01/16) | 389 | Previous Year 389 | Two years ago 457 | Three years ago 432 |
| Number of Questionnaires Tabulated | 105 | 101 | 139 | 133 |
| Agricultural Producer | 3 | 1 | 8 | 1 |
| Grain Dealer | 15 | 15 | 16 | 16 |
| Grain Warehouse | 5 | 5 | 7 | 8 |
| Agricultural Cooperative | 15 | 16 | 21 | 21 |
| Checked more than one | 67 | 64 | 87 | 87 |

| 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) | 46 | 43.8 |
| Grain Exam (102) | 31 | 29.5 |
| Amendment to Grain License (103) | 37 | 35.2 |
| Assistance with a Grain Report or Form (104) | 16 | 15.2 |
| Illinois Grain Insurance Fund Assessment (105) | 2 | 1.9 |
| Other Grain Concerns (106) | 6 | 5.7 |

| 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) | 5 | 4.8 |
| Ag Coop Certificate of Compliance (202) | 2 | 1.9 |
| Ag Coop Filing Fees (203) | 3 | 2.9 |
| Assistance with Ag Coop Report or Form (204) | 6 | 5.7 |
| Other Ag Coop Concern (205) | 1 | 1.0 |

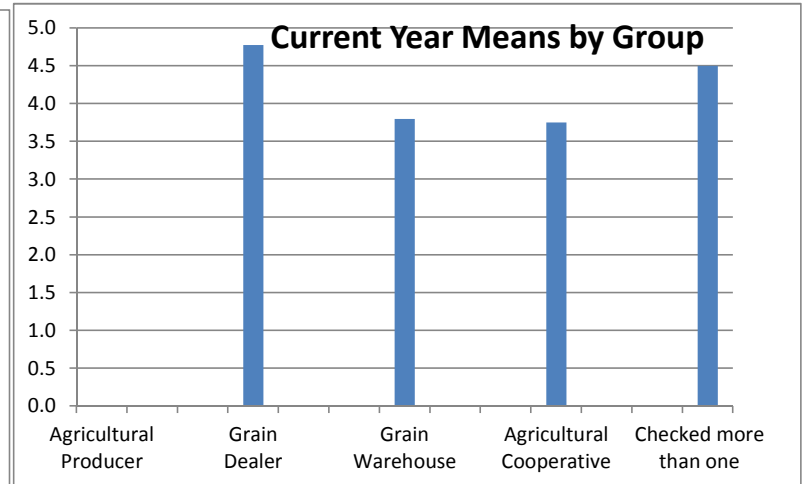
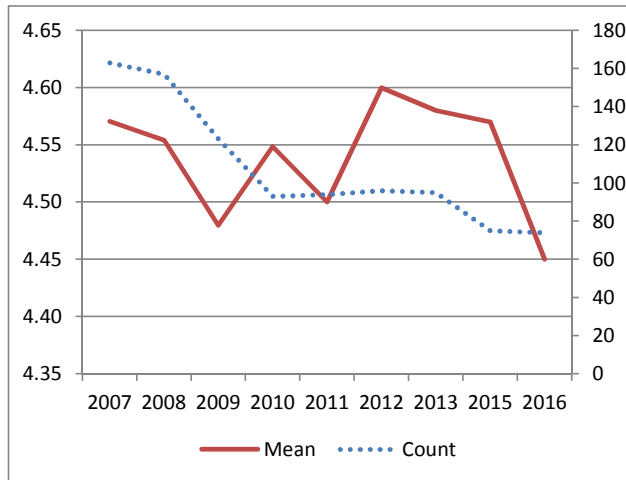
Satisfaction with the Courteous Staff (110)

| RATING SCALE | | | | |
|--------------|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |

| | 1 | 2 | 3 | 4 | 5 | Total | Mean | N/A |
|--------------------------|---------|---------|---------|---------|---------|-------|---------|-----|
| Number | 3 | 0 | 2 | 25 | 44 | 74 | 4.4 | 10 |
| Percent | 4.1 | 0.0 | 2.7 | 33.8 | 59.5 | | | |
| Agricultural Producer | 0 | 0 | 0 | 0 | 0 | 0 | #DIV/0! | 1 |
| Percent | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | | | |
| Grain Dealer | 0 | 0 | 0 | 2 | 7 | 9 | 4.8 | 2 |
| Percent | 0.0 | 0.0 | 0.0 | 22.2 | 77.8 | | | |
| Grain Warehouse | 1 | 0 | 0 | 2 | 2 | 5 | 3.8 | 0 |
| Percent | 20.0 | 0.0 | 0.0 | 40.0 | 40.0 | | | |
| Agricultural Cooperative | 0 | 0 | 1 | 3 | 0 | 4 | 3.8 | 2 |
| Percent | 0.0 | 0.0 | 25.0 | 75.0 | 0.0 | | | |
| Checked more than one | 2 | 0 | 1 | 18 | 35 | 56 | 4.5 | 5 |
| Percent | 3.6 | 0.0 | 1.8 | 32.1 | 62.5 | | | |

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 |
| 2016 | 74 | 4.45 |



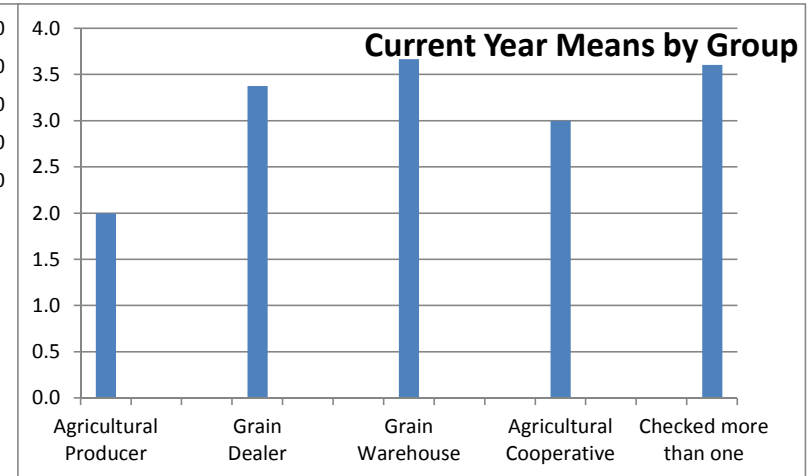
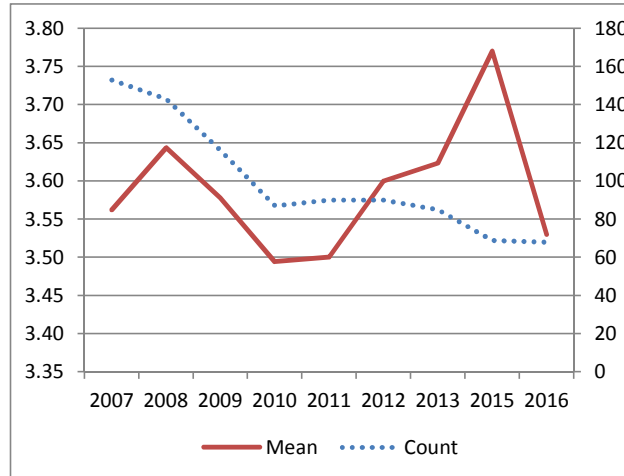
Importance of Courteous Staff (123)

| RATING SCALE | | | |
|--------------|---|---|---|
| 1 | 2 | 3 | 4 |

| | 1 | 2 | 3 | 4 | Total | Mean | N/A |
|--------------------------|-----|-------|------|------|-------|------|-----|
| Number | 0 | 4 | 24 | 40 | 68 | 3.5 | 8 |
| Percent | 0.0 | 5.9 | 35.3 | 58.8 | | | |
| Agricultural Producer | 0 | 1 | 0 | 0 | 1 | 2.0 | 0 |
| Percent | 0.0 | 100.0 | 0.0 | 0.0 | | | |
| Grain Dealer | 0 | 0 | 5 | 3 | 8 | 3.4 | 1 |
| Percent | 0.0 | 0.0 | 62.5 | 37.5 | | | |
| Grain Warehouse | 0 | 0 | 1 | 2 | 3 | 3.7 | 1 |
| Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Agricultural Cooperative | 0 | 1 | 1 | 1 | 3 | 3.0 | 2 |
| Percent | 0.0 | 33.3 | 33.3 | 33.3 | | | |
| Checked more than one | 0 | 2 | 17 | 34 | 53 | 3.6 | 4 |
| Percent | 0.0 | 3.8 | 32.1 | 64.2 | | | |

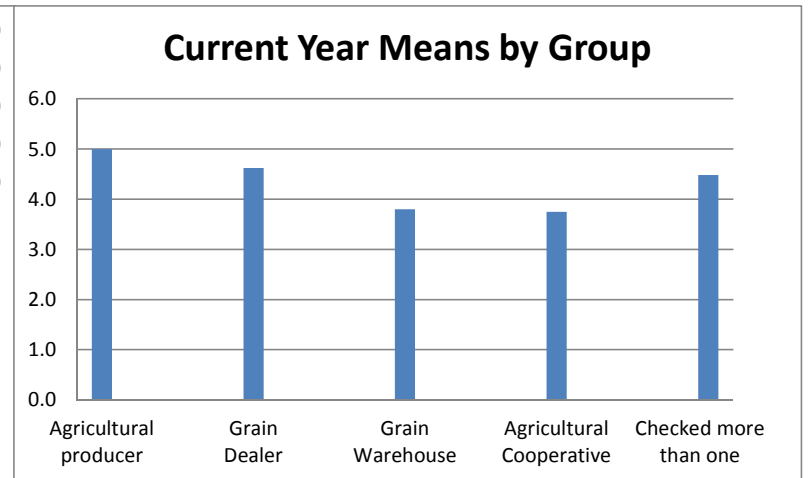
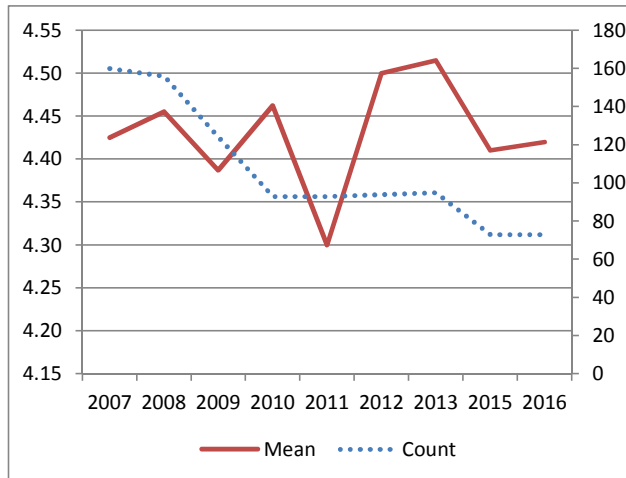
Historical Data

| | 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 |
| 2016 | 68 | 3.53 |



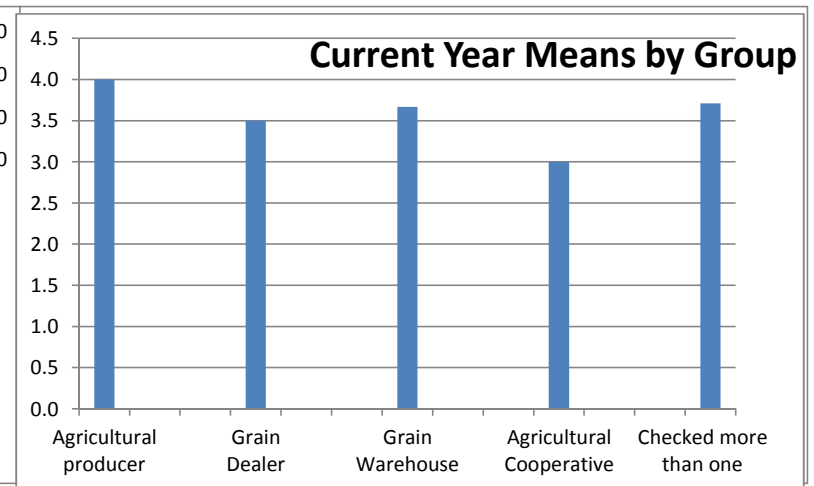
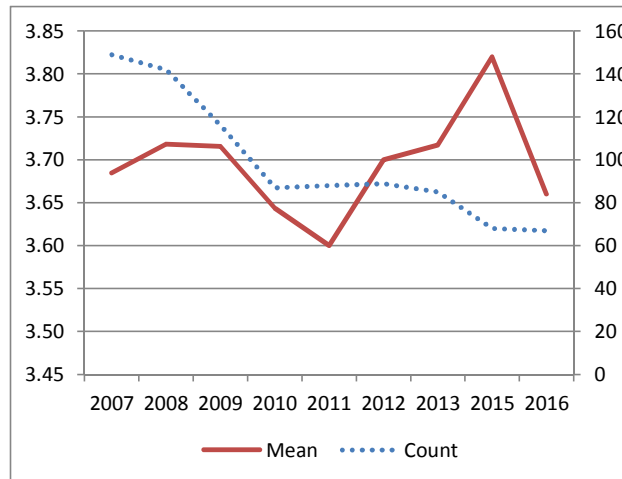
| | RATING SCALE | | | | | Total | Mean | N/A | |
|---|--------------|------|-----|------|------|-------|------|-----|----|
| | 1 | 2 | 3 | 4 | 5 | | | | |
| Satisfaction with the Accurate Information (111) | Number | 3 | 0 | 3 | 24 | 42 | 72 | 4.4 | 11 |
| | Percent | 4.2 | 0.0 | 4.2 | 33.3 | 58.3 | | | |
| 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 | 0 | 0 | 0 | 3 | 5 | 8 | 4.6 | 2 |
| | Percent | 0.0 | 0.0 | 0.0 | 37.5 | 62.5 | | | |
| Grain Warehouse | Number | 1 | 0 | 0 | 2 | 2 | 5 | 3.8 | 0 |
| | Percent | 20.0 | 0.0 | 0.0 | 40.0 | 40.0 | | | |
| Agricultural Cooperative | Number | 0 | 0 | 1 | 3 | 0 | 4 | 3.8 | 2 |
| | Percent | 0.0 | 0.0 | 25.0 | 75.0 | 0.0 | | | |
| Checked more than one | Number | 2 | 0 | 2 | 16 | 34 | 54 | 4.5 | 7 |
| | Percent | 3.7 | 0.0 | 3.7 | 29.6 | 63.0 | | | |

| 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 |
| 2016 | 73 | 4.42 |



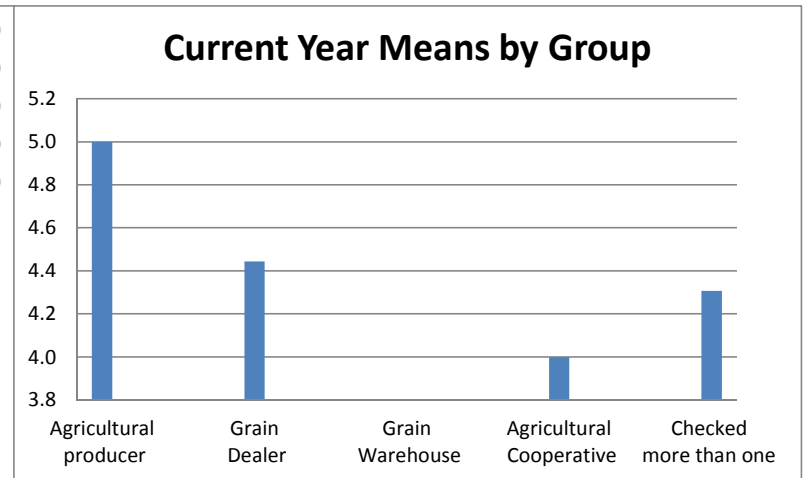
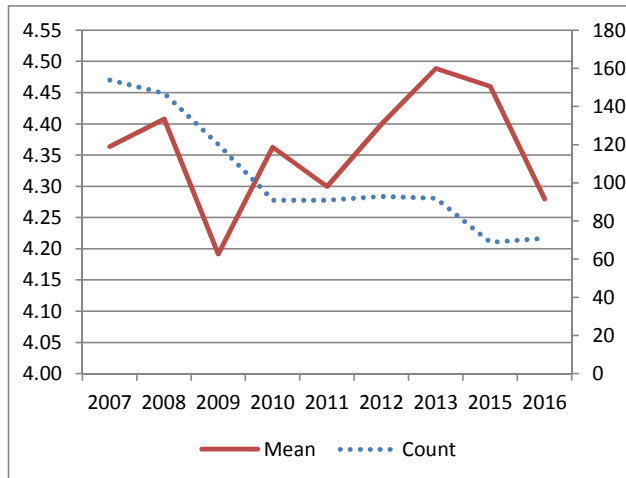
| | RATING SCALE | | | | Total | Mean | N/A | |
|---|--------------|-----|------|------|-------|------|-----|---|
| | 1 | 2 | 3 | 4 | | | | |
| Importance of Accurate Information (124) | Number | 0 | 2 | 19 | 46 | 67 | 3.7 | 9 |
| | Percent | 0.0 | 3.0 | 28.4 | 68.7 | | | |
| Agricultural producer | Number | 0 | 0 | 0 | 1 | 1 | 4.0 | 0 |
| | Percent | 0.0 | 0.0 | 0.0 | 100.0 | | | |
| Grain Dealer | Number | 0 | 0 | 4 | 4 | 8 | 3.5 | 1 |
| | Percent | 0.0 | 0.0 | 50.0 | 50.0 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 2 | 3 | 3.7 | 1 |
| | Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Agricultural Cooperative | Number | 0 | 1 | 1 | 1 | 3 | 3.0 | 2 |
| | Percent | 0.0 | 33.3 | 33.3 | 33.3 | | | |
| Checked more than one | Number | 0 | 1 | 13 | 38 | 52 | 3.7 | 5 |
| | Percent | 0.0 | 1.9 | 25.0 | 73.1 | | | |

| 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 |
| 2016 | 67 | 3.66 |



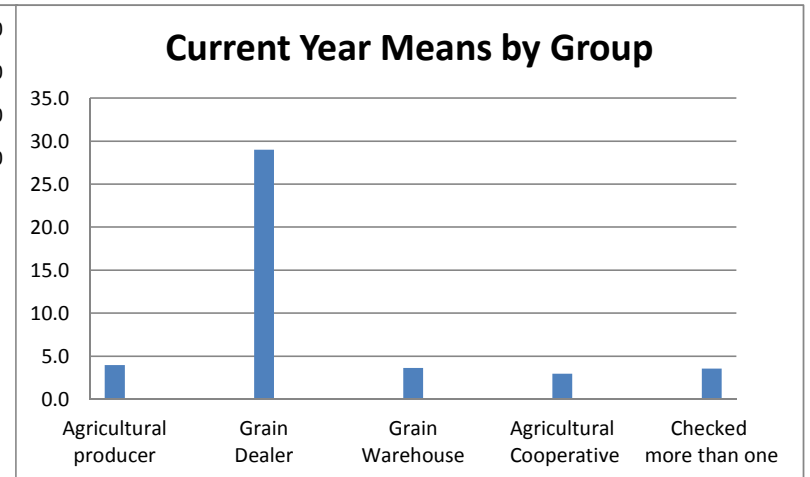
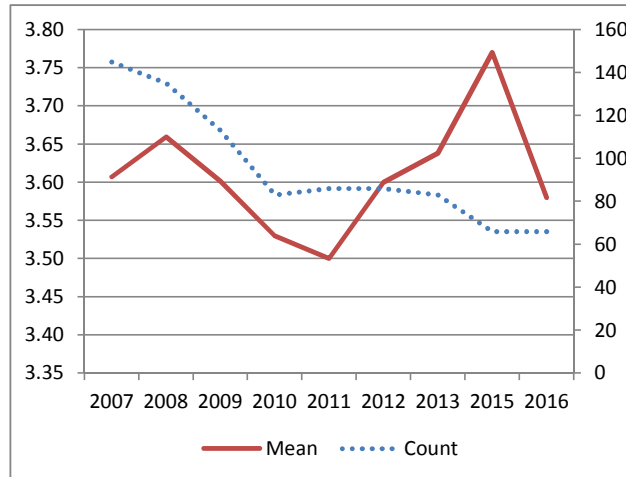
| | | RATING SCALE | | | | | Total | Mean | N/A | |
|---|--|--------------|------|-----|------|------|-------|------|-----|----|
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| Satisfaction with the Thorough Explanation (112) | | Number | 3 | 0 | 6 | 27 | 35 | 71 | 4.3 | 12 |
| | | Percent | 4.2 | 0.0 | 8.5 | 38.0 | 49.3 | | | |
| 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 | 0 | 0 | 1 | 3 | 5 | 9 | 4.4 | 2 |
| | | Percent | 0.0 | 0.0 | 11.1 | 33.3 | 55.6 | | | |
| Grain Warehouse | | Number | 1 | 0 | 0 | 2 | 2 | 5 | 3.8 | 0 |
| | | Percent | 20.0 | 0.0 | 0.0 | 40.0 | 40.0 | | | |
| Agricultural Cooperative | | Number | 0 | 0 | 1 | 2 | 1 | 4 | 4.0 | 2 |
| | | Percent | 0.0 | 0.0 | 25.0 | 50.0 | 25.0 | | | |
| Checked more than one | | Number | 2 | 0 | 4 | 20 | 26 | 52 | 4.3 | 8 |
| | | Percent | 3.8 | 0.0 | 7.7 | 38.5 | 50.0 | | | |

| 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 |
| 2016 | 71 | 4.28 |



| | RATING SCALE | | | | Total | Mean | N/A | |
|---|--------------|-----|------|-------|-------|------|------|----|
| | 1 | 2 | 3 | 4 | | | | |
| Importance of Thorough Explanation (125) | Number | 0 | 3 | 22 | 41 | 66 | 3.6 | 10 |
| | Percent | 0.0 | 4.5 | 33.3 | 62.1 | | | |
| 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 | 1 | 29.0 | 1 |
| | Percent | 0.0 | 0.0 | 300.0 | 500.0 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 2 | 3 | 3.7 | 1 |
| | Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Agricultural Cooperative | Number | 0 | 1 | 1 | 1 | 3 | 3.0 | 2 |
| | Percent | 0.0 | 33.3 | 33.3 | 33.3 | | | |
| Checked more than one | Number | 0 | 2 | 17 | 32 | 51 | 3.6 | 6 |
| | Percent | 0.0 | 3.9 | 33.3 | 62.7 | | | |

| 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 |
| 2016 | 66 | 3.58 |



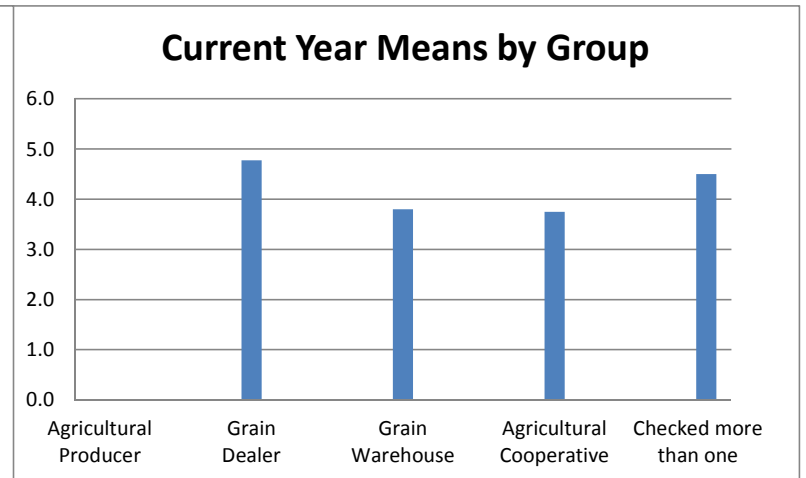
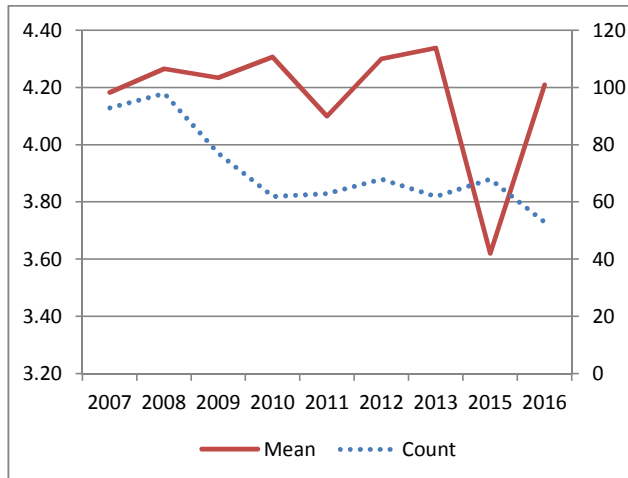
Satisfaction with the Good Referral (113)

| RATING SCALE | | | | |
|--------------|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |

| | 1 | 2 | 3 | 4 | 5 | Total | Mean | N/A |
|--------------------------|---------|---------|---------|---------|---------|-------|---------|-----|
| Number | 3 | 0 | 6 | 18 | 26 | 53 | 4.2 | 28 |
| Percent | 5.7 | 0.0 | 11.3 | 34.0 | 49.1 | | | |
| Agricultural producer | 0 | 0 | 0 | 0 | 0 | 0 | #DIV/0! | 1 |
| Percent | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | | | |
| Grain Dealer | 0 | 0 | 0 | 4 | 5 | 9 | 4.6 | 2 |
| Percent | 0.0 | 0.0 | 0.0 | 44.4 | 55.6 | | | |
| Grain Warehouse | 1 | 0 | 0 | 1 | 2 | 4 | 3.8 | 1 |
| Percent | 25.0 | 0.0 | 0.0 | 25.0 | 50.0 | | | |
| Agricultural Cooperative | 0 | 0 | 2 | 1 | 0 | 3 | 3.3 | 3 |
| Percent | 0.0 | 0.0 | 66.7 | 33.3 | 0.0 | | | |
| Checked more than one | 2 | 0 | 4 | 12 | 19 | 37 | 4.2 | 21 |
| Percent | 5.4 | 0.0 | 10.8 | 32.4 | 51.4 | | | |

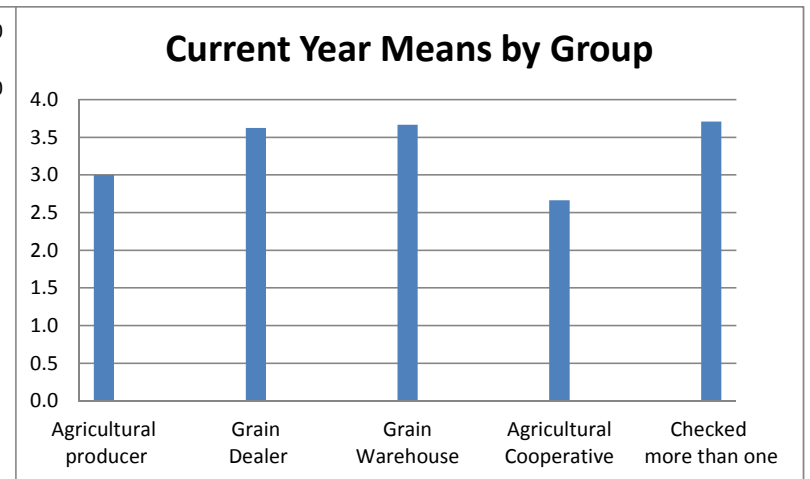
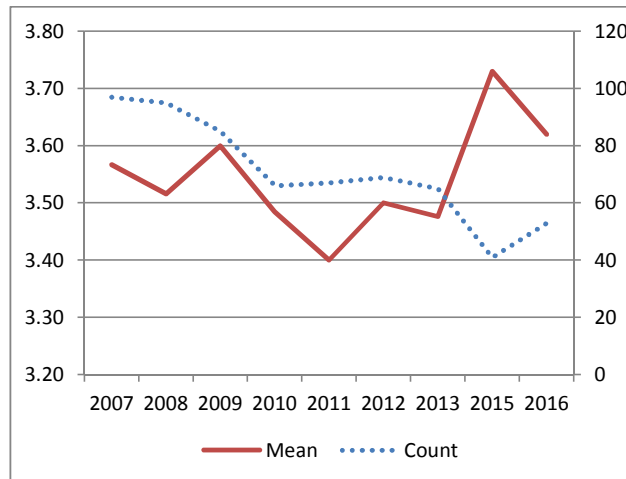
Historical Data

| | 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 |
| 2016 | 53 | 4.21 |



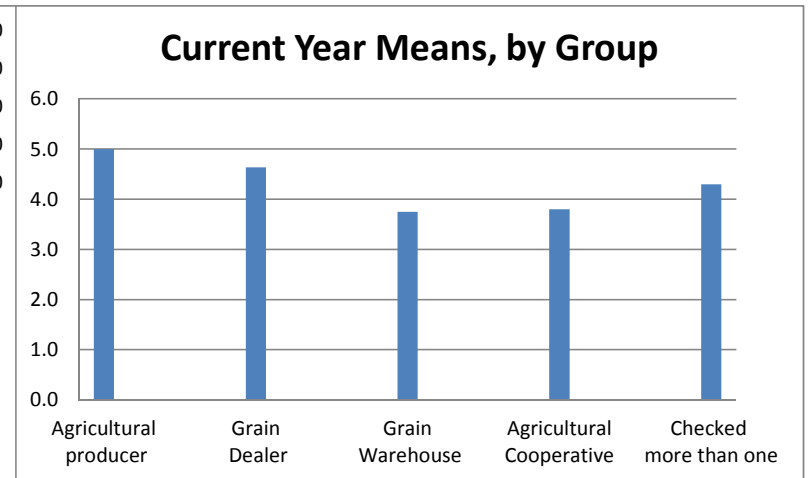
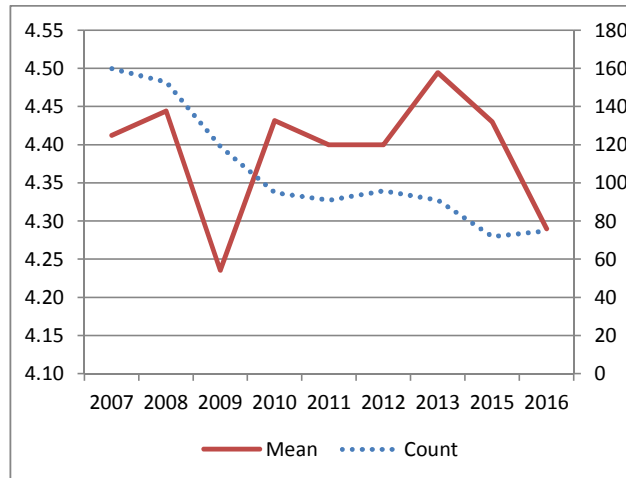
| | RATING SCALE | | | | Total | Mean | N/A | |
|--|--------------|-----|------|-------|-------|------|-----|----|
| | 1 | 2 | 3 | 4 | | | | |
| Importance of Good Referral (126) | Number | 0 | 3 | 14 | 36 | 53 | 3.6 | 20 |
| | Percent | 0.0 | 5.7 | 26.4 | 67.9 | | | |
| Agricultural producer | Number | 0 | 0 | 1 | 0 | 1 | 3.0 | 0 |
| | Percent | 0.0 | 0.0 | 100.0 | 0.0 | | | |
| Grain Dealer | Number | 0 | 0 | 3 | 5 | 8 | 3.6 | 1 |
| | Percent | 0.0 | 0.0 | 37.5 | 62.5 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 2 | 3 | 3.7 | 1 |
| | Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Agricultural Cooperative | Number | 0 | 2 | 0 | 1 | 3 | 2.7 | 2 |
| | Percent | 0.0 | 66.7 | 0.0 | 33.3 | | | |
| Checked more than one | Number | 0 | 1 | 9 | 28 | 38 | 3.7 | 16 |
| | Percent | 0.0 | 2.6 | 23.7 | 73.7 | | | |

| 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 |
| 2016 | 53 | 3.62 |



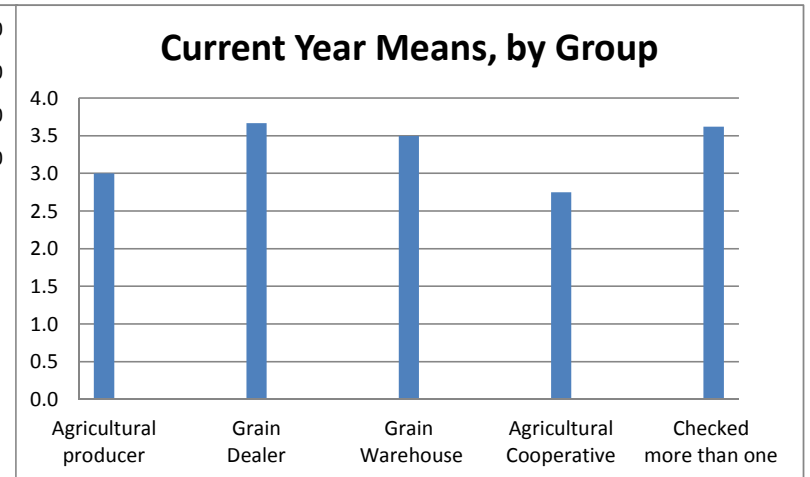
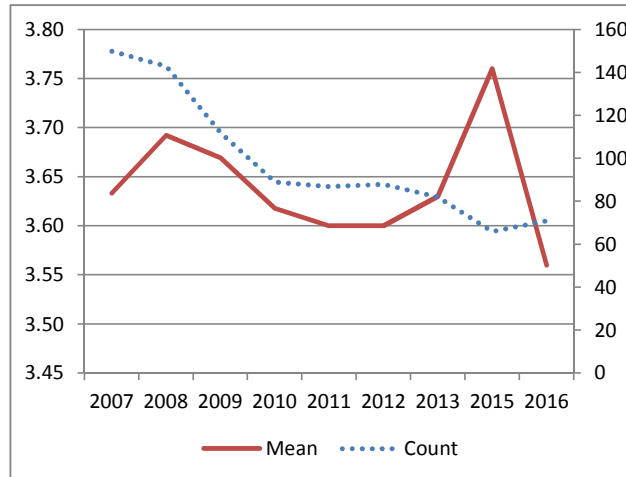
| | | RATING SCALE | | | | | Total | Mean | N/A | |
|--|--|--------------|------|-----|------|------|-------|------|-----|---|
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| Satisfaction with the Knowledgeable Staff (114) | | Number | 3 | 0 | 9 | 23 | 40 | 75 | 4.3 | 8 |
| | | Percent | 4.0 | 0.0 | 12.0 | 30.7 | 53.3 | | | |
| 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 | 0 | 0 | 1 | 2 | 8 | 11 | 4.6 | 0 |
| | | Percent | 0.0 | 0.0 | 9.1 | 18.2 | 72.7 | | | |
| Grain Warehouse | | Number | 1 | 0 | 0 | 1 | 2 | 4 | 3.8 | 1 |
| | | Percent | 25.0 | 0.0 | 0.0 | 25.0 | 50.0 | | | |
| Agricultural Cooperative | | Number | 0 | 0 | 2 | 2 | 1 | 5 | 3.8 | 1 |
| | | Percent | 0.0 | 0.0 | 40.0 | 40.0 | 20.0 | | | |
| Checked more than one | | Number | 2 | 0 | 6 | 18 | 28 | 54 | 4.3 | 6 |
| | | Percent | 3.7 | 0.0 | 11.1 | 33.3 | 51.9 | | | |

| 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 |
| 2016 | 75 | 4.29 |



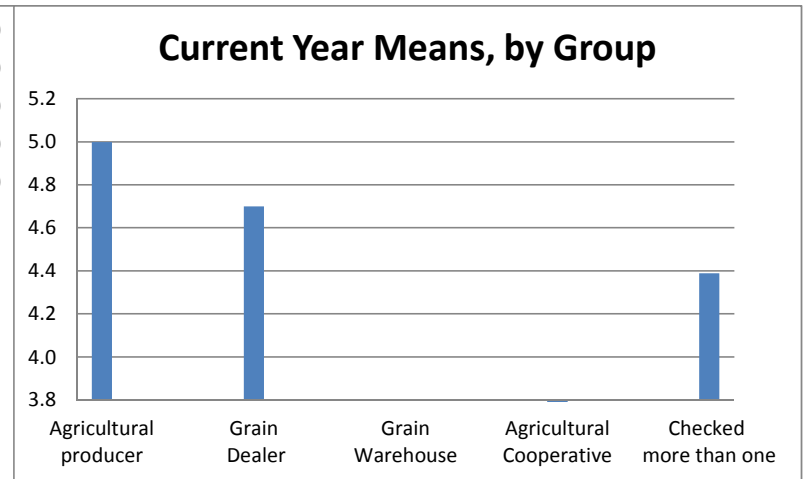
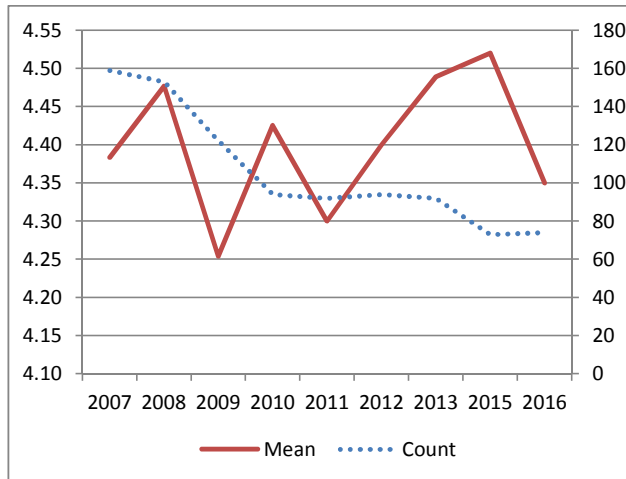
| | RATING SCALE | | | | Total | Mean | N/A | |
|--|--------------|-----|------|-------|-------|------|-----|---|
| | 1 | 2 | 3 | 4 | | | | |
| Importance of Knowledgeable Staff (127) | Number | 0 | 4 | 23 | 44 | 71 | 3.6 | 5 |
| | Percent | 0.0 | 5.6 | 32.4 | 62.0 | | | |
| Agricultural producer | Number | 0 | 0 | 1 | 0 | 1 | 3.0 | 0 |
| | Percent | 0.0 | 0.0 | 100.0 | 0.0 | | | |
| Grain Dealer | Number | 0 | 0 | 3 | 6 | 9 | 3.7 | 0 |
| | Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Grain Warehouse | Number | 0 | 0 | 2 | 2 | 4 | 3.5 | 0 |
| | Percent | 0.0 | 0.0 | 50.0 | 50.0 | | | |
| Agricultural Cooperative | Number | 0 | 2 | 1 | 1 | 4 | 2.8 | 1 |
| | Percent | 0.0 | 50.0 | 25.0 | 25.0 | | | |
| Checked more than one | Number | 0 | 2 | 16 | 35 | 53 | 3.6 | 4 |
| | Percent | 0.0 | 3.8 | 30.2 | 66.0 | | | |

| 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 |
| 2016 | 71 | 3.56 |



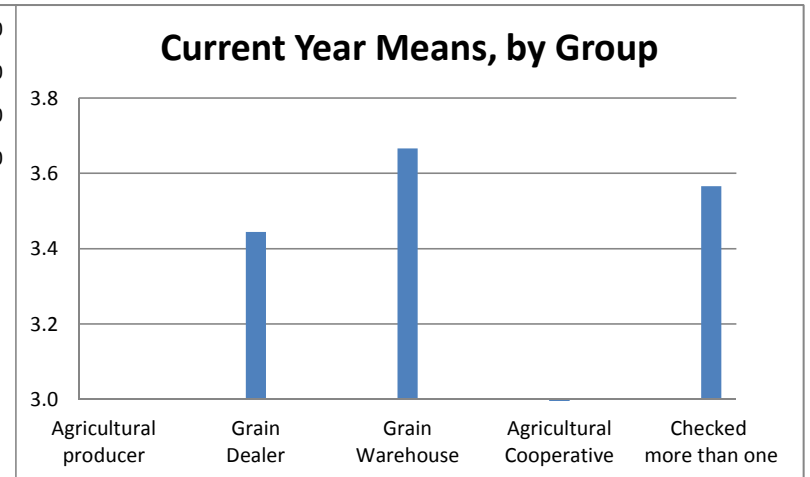
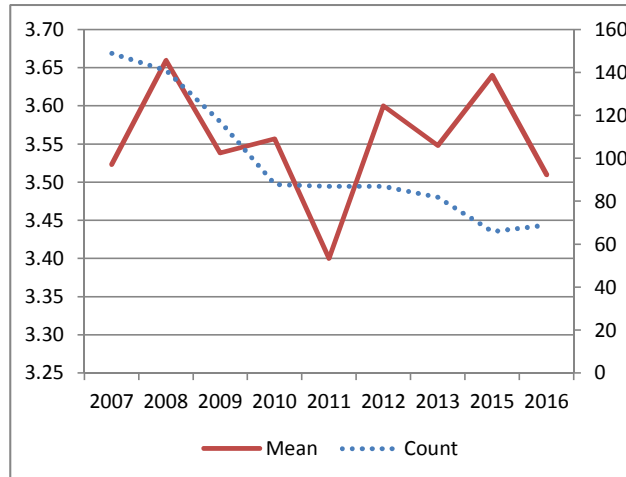
| | RATING SCALE | | | | | Total | Mean | N/A | |
|--|--------------|------|-----|------|------|-------|------|-----|---|
| | 1 | 2 | 3 | 4 | 5 | | | | |
| Satisfaction with the Genuine Staff (115) | Number | 3 | 0 | 6 | 24 | 41 | 74 | 4.4 | 9 |
| | Percent | 4.1 | 0.0 | 8.1 | 32.4 | 55.4 | | | |
| Agricultural 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 | 7 | 10 | 4.7 | 1 |
| | Percent | 0.0 | 0.0 | 0.0 | 30.0 | 70.0 | | | |
| Grain Warehouse | Number | 1 | 0 | 0 | 2 | 2 | 5 | 3.8 | 0 |
| | Percent | 20.0 | 0.0 | 0.0 | 40.0 | 40.0 | | | |
| Agricultural Cooperative | Number | 0 | 0 | 2 | 2 | 0 | 4 | 3.5 | 2 |
| | Percent | 0.0 | 0.0 | 50.0 | 50.0 | 0.0 | | | |
| Checked more than one | Number | 2 | 0 | 4 | 17 | 31 | 54 | 4.4 | 6 |
| | Percent | 3.7 | 0.0 | 7.4 | 31.5 | 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 |
| 2016 | 74 | 4.35 |



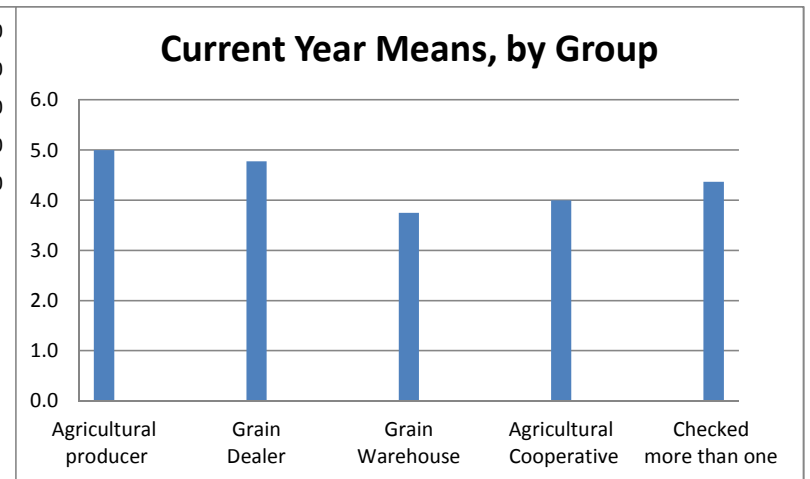
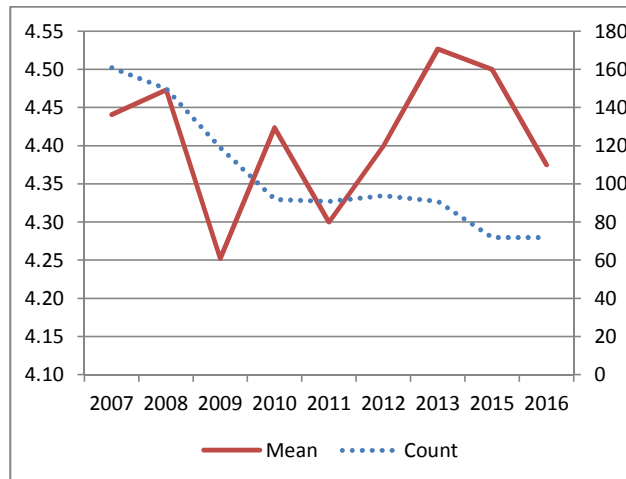
| | RATING SCALE | | | | Total | Mean | N/A | |
|--|--------------|-----|------|-------|-------|------|-----|---|
| | 1 | 2 | 3 | 4 | | | | |
| Importance of Genuine Staff (128) | Number | 0 | 3 | 28 | 38 | 69 | 3.5 | 7 |
| | Percent | 0.0 | 4.3 | 40.6 | 55.1 | | | |
| Agricultural producer | Number | 0 | 0 | 1 | 0 | 1 | 3.0 | 0 |
| | Percent | 0.0 | 0.0 | 100.0 | 0.0 | | | |
| Grain Dealer | Number | 0 | 0 | 5 | 4 | 9 | 3.4 | 0 |
| | Percent | 0.0 | 0.0 | 55.6 | 44.4 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 2 | 3 | 3.7 | 1 |
| | Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Agricultural Cooperative | Number | 0 | 2 | 0 | 1 | 3 | 2.7 | 2 |
| | Percent | 0.0 | 66.7 | 0.0 | 33.3 | | | |
| Checked more than one | Number | 0 | 1 | 21 | 31 | 53 | 3.6 | 4 |
| | Percent | 0.0 | 1.9 | 39.6 | 58.5 | | | |

| 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 |
| 2016 | 69 | 3.51 |



| | | RATING SCALE | | | | | Total | Mean | N/A |
|---|---------|--------------|-----|------|------|-------|-------|------|-----|
| | | 1 | 2 | 3 | 4 | 5 | | | |
| Satisfaction with the Timeliness of Response (116) | Number | 3 | 0 | 4 | 25 | 40 | 72 | 4.4 | 11 |
| | Percent | 4.2 | 0.0 | 5.6 | 34.7 | 55.6 | | | |
| 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 | 0 | 2 | 7 | 9 | 4.8 | 2 |
| | Percent | 0.0 | 0.0 | 0.0 | 22.2 | 77.8 | | | |
| Grain Warehouse | Number | 1 | 0 | 0 | 1 | 2 | 4 | 3.8 | 1 |
| | Percent | 25.0 | 0.0 | 0.0 | 25.0 | 50.0 | | | |
| Agricultural Cooperative | Number | 0 | 0 | 1 | 2 | 1 | 4 | 4.0 | 2 |
| | Percent | 0.0 | 0.0 | 25.0 | 50.0 | 25.0 | | | |
| Checked more than one | Number | 2 | 0 | 3 | 20 | 29 | 54 | 4.4 | 6 |
| | Percent | 3.7 | 0.0 | 5.6 | 37.0 | 53.7 | | | |

| 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 |
| 2016 | 72 | 4.38 |



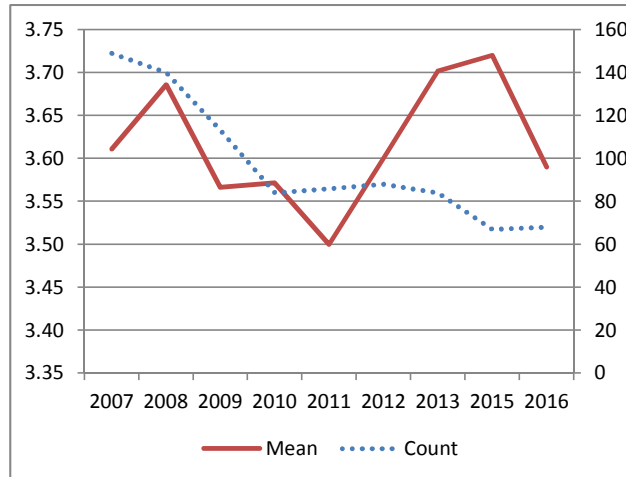
Importance of Timely Response (129)

| RATING SCALE | | | |
|--------------|---|---|---|
| 1 | 2 | 3 | 4 |

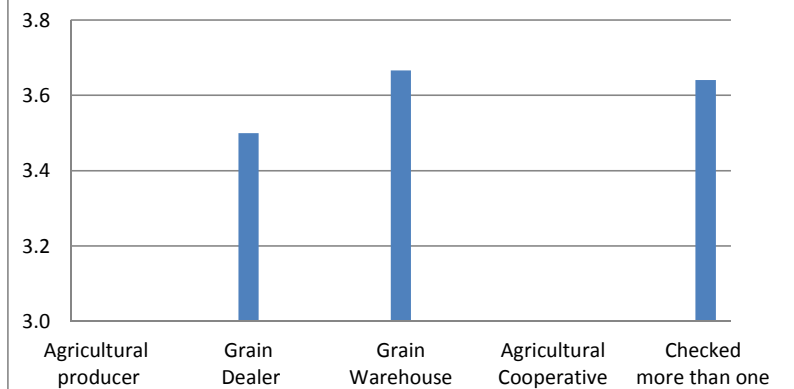
| | 1 | 2 | 3 | 4 | Total | Mean | N/A |
|--------------------------|-----|------|-------|------|-------|------|-----|
| Number | 0 | 3 | 22 | 43 | 68 | 3.6 | 8 |
| Percent | 0.0 | 4.4 | 32.4 | 63.2 | | | |
| Agricultural producer | 0 | 0 | 1 | 0 | 1 | 3.0 | 0 |
| Percent | 0.0 | 0.0 | 100.0 | 0.0 | | | |
| Grain Dealer | 0 | 0 | 4 | 4 | 8 | 3.5 | 1 |
| Percent | 0.0 | 0.0 | 50.0 | 50.0 | | | |
| Grain Warehouse | 0 | 0 | 1 | 2 | 3 | 3.7 | 1 |
| Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Agricultural Cooperative | 0 | 1 | 1 | 1 | 3 | 3.0 | 2 |
| Percent | 0.0 | 33.3 | 33.3 | 33.3 | | | |
| Checked more than one | 0 | 2 | 15 | 36 | 53 | 3.6 | 4 |
| Percent | 0.0 | 3.8 | 28.3 | 67.9 | | | |

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 |
| 2016 | 68 | 3.59 |

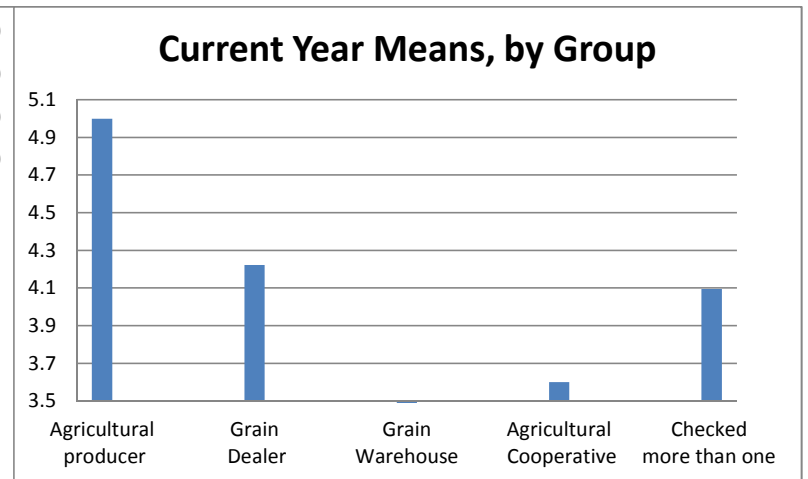
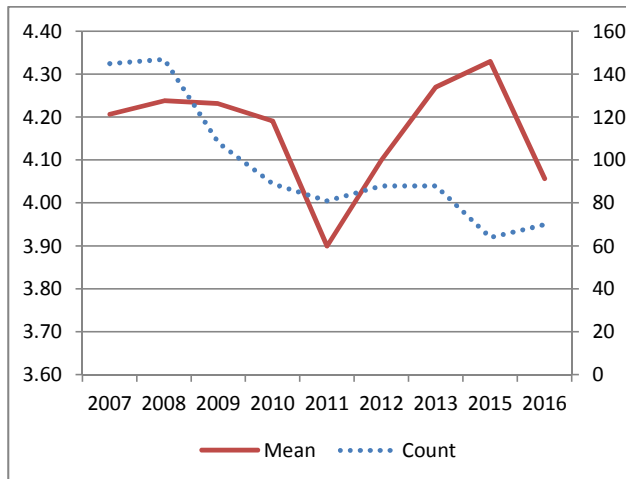


Current Year Means, by Group



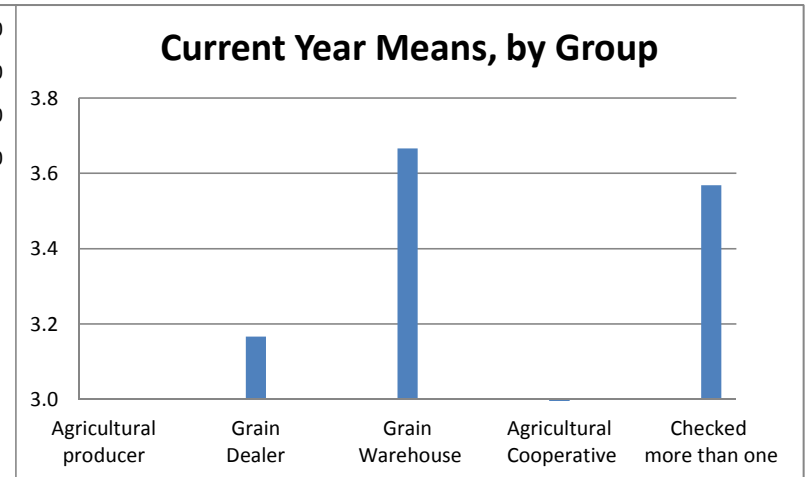
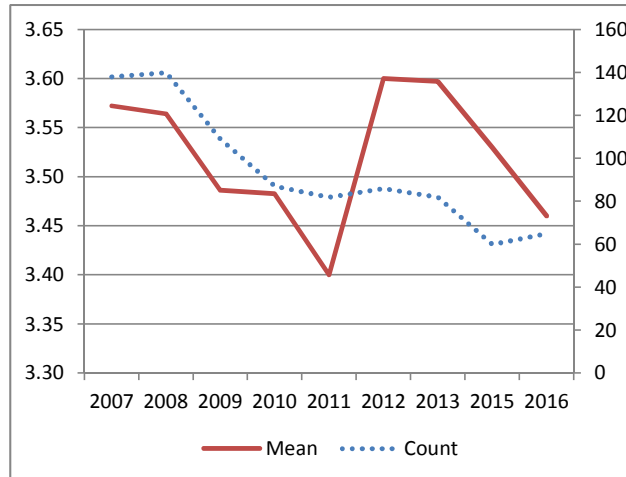
| | RATING SCALE | | | | | Total | Mean | N/A | |
|---|--------------|------|-----|------|------|-------|------|-----|----|
| | 1 | 2 | 3 | 4 | 5 | | | | |
| Satisfaction with the Fair/Equal Treatment (117) | Number | 3 | 1 | 15 | 21 | 30 | 70 | 4.1 | 12 |
| | Percent | 4.3 | 1.4 | 21.4 | 30.0 | 42.9 | | | |
| 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 | 0 | 0 | 2 | 3 | 4 | 9 | 4.2 | 2 |
| | Percent | 0.0 | 0.0 | 22.2 | 33.3 | 44.4 | | | |
| Grain Warehouse | Number | 1 | 0 | 0 | 1 | 1 | 3 | 3.3 | 2 |
| | Percent | 33.3 | 0.0 | 0.0 | 33.3 | 33.3 | | | |
| Agricultural Cooperative | Number | 0 | 0 | 3 | 1 | 1 | 5 | 3.6 | 1 |
| | Percent | 0.0 | 0.0 | 60.0 | 20.0 | 20.0 | | | |
| Checked more than one | Number | 2 | 1 | 10 | 16 | 23 | 52 | 4.1 | 7 |
| | Percent | 3.8 | 1.9 | 19.2 | 30.8 | 44.2 | | | |

| 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 |
| 2016 | 70 | 4.06 |



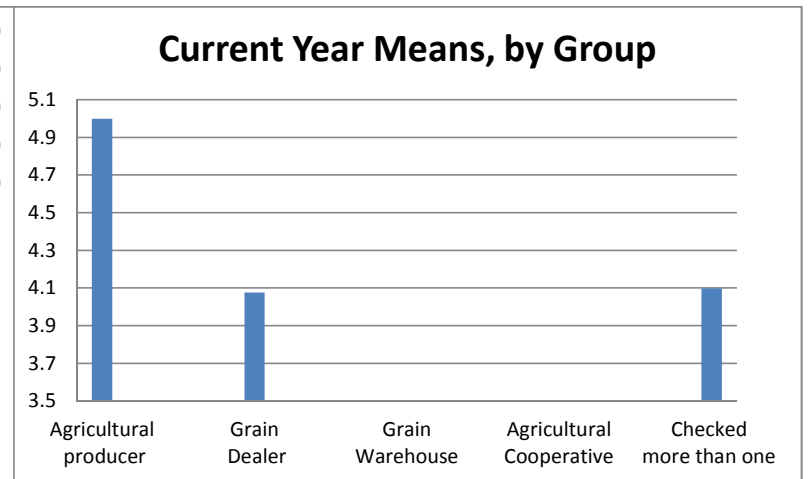
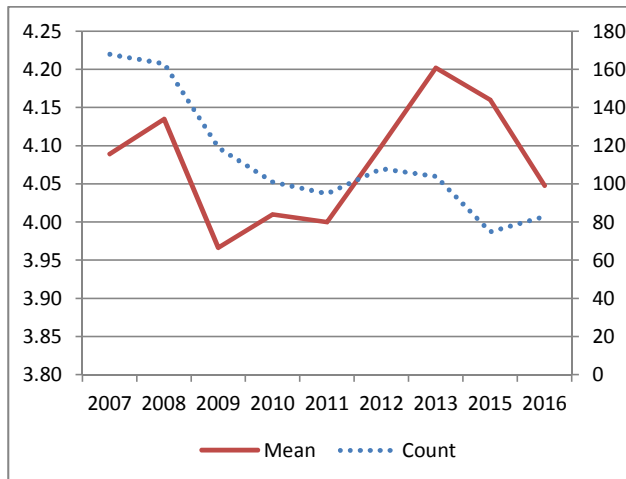
| | RATING SCALE | | | | Total | Mean | N/A | |
|---|--------------|-----|------|-------|-------|------|-----|---|
| | 1 | 2 | 3 | 4 | | | | |
| Importance of Fair/Equal Treatment (130) | Number | 0 | 7 | 21 | 37 | 65 | 3.5 | 9 |
| | Percent | 0.0 | 10.8 | 32.3 | 56.9 | | | |
| Agricultural producer | Number | 0 | 0 | 1 | 0 | 1 | 3.0 | 0 |
| | Percent | 0.0 | 0.0 | 100.0 | 0.0 | | | |
| Grain Dealer | Number | 0 | 1 | 3 | 2 | 6 | 3.2 | 2 |
| | Percent | 0.0 | 16.7 | 50.0 | 33.3 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 2 | 3 | 3.7 | 1 |
| | Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Agricultural Cooperative | Number | 0 | 3 | 0 | 1 | 4 | 2.5 | 1 |
| | Percent | 0.0 | 75.0 | 0.0 | 25.0 | | | |
| Checked more than one | Number | 0 | 3 | 16 | 32 | 51 | 3.6 | 5 |
| | Percent | 0.0 | 5.9 | 31.4 | 62.7 | | | |

| 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 |
| 2016 | 65 | 3.46 |



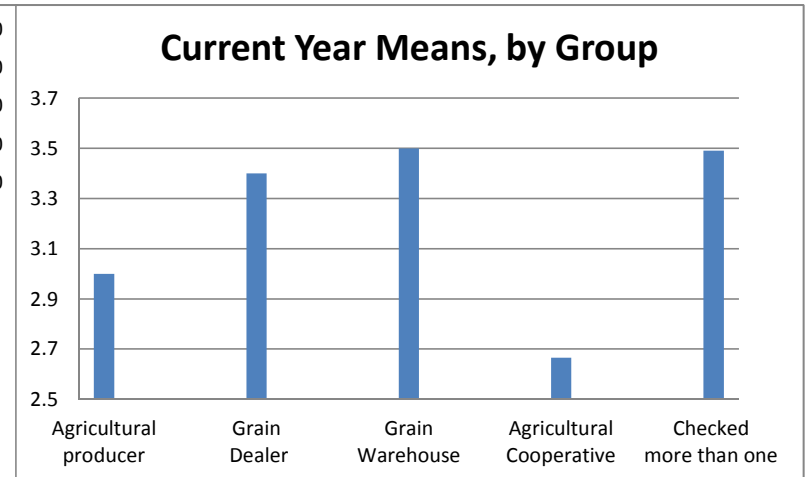
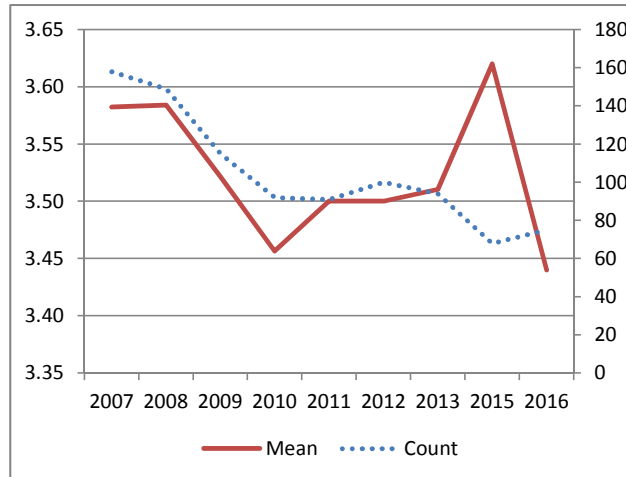
| | | RATING SCALE | | | | | Total | Mean | N/A |
|---|---------|--------------|-----|------|------|-------|-------|------|-----|
| | | 1 | 2 | 3 | 4 | 5 | | | |
| Satisfaction with the Examiners Timeliness (118) and Efficiency. | Number | 4 | 3 | 12 | 30 | 34 | 83 | 4.0 | 4 |
| | Percent | 4.8 | 3.6 | 14.5 | 36.1 | 41.0 | | | |
| 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 | 1 | 0 | 2 | 4 | 6 | 13 | 4.1 | 0 |
| | Percent | 7.7 | 0.0 | 15.4 | 30.8 | 46.2 | | | |
| Grain Warehouse | Number | 1 | 0 | 0 | 2 | 1 | 4 | 3.5 | 1 |
| | Percent | 25.0 | 0.0 | 0.0 | 50.0 | 25.0 | | | |
| Agricultural Cooperative | Number | 0 | 0 | 2 | 2 | 0 | 4 | 3.5 | 2 |
| | Percent | 0.0 | 0.0 | 50.0 | 50.0 | 0.0 | | | |
| Checked more than one | Number | 2 | 3 | 8 | 22 | 26 | 61 | 4.1 | 1 |
| | Percent | 3.3 | 4.9 | 13.1 | 36.1 | 42.6 | | | |

| 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 |
| 2016 | 83 | 4.05 |



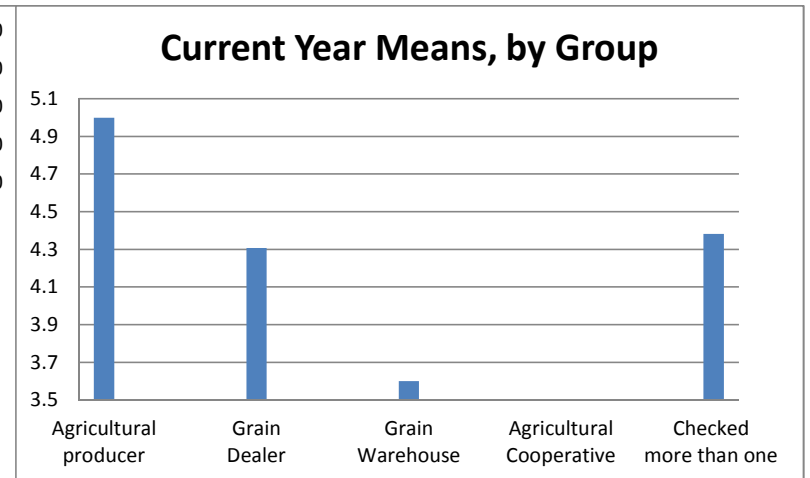
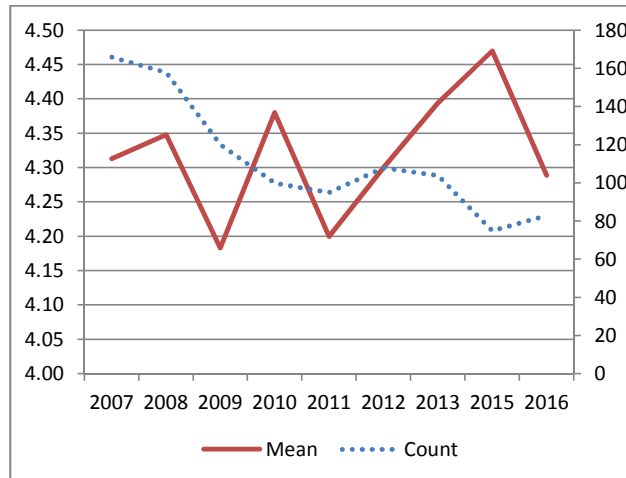
| | RATING SCALE | | | | Total | Mean | N/A | |
|---|--------------|-----|------|-------|-------|------|-----|---|
| | 1 | 2 | 3 | 4 | | | | |
| Importance of Examiners Timeliness (131) and Efficiency. | Number | 0 | 8 | 26 | 41 | 75 | 3.4 | 4 |
| | Percent | 0.0 | 10.7 | 34.7 | 54.7 | | | |
| Agricultural producer | Number | 0 | 0 | 1 | 0 | 1 | 3.0 | 0 |
| | Percent | 0.0 | 0.0 | 100.0 | 0.0 | | | |
| Grain Dealer | Number | 0 | 1 | 4 | 5 | 10 | 3.4 | 0 |
| | Percent | 0.0 | 10.0 | 40.0 | 50.0 | | | |
| Grain Warehouse | Number | 0 | 0 | 2 | 2 | 4 | 3.5 | 0 |
| | Percent | 0.0 | 0.0 | 50.0 | 50.0 | | | |
| Agricultural Cooperative | Number | 0 | 2 | 0 | 1 | 3 | 2.7 | 2 |
| | Percent | 0.0 | 66.7 | 0.0 | 33.3 | | | |
| Checked more than one | Number | 0 | 5 | 19 | 33 | 57 | 3.5 | 2 |
| | Percent | 0.0 | 8.8 | 33.3 | 57.9 | | | |

| 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 |
| 2016 | 75 | 3.44 |



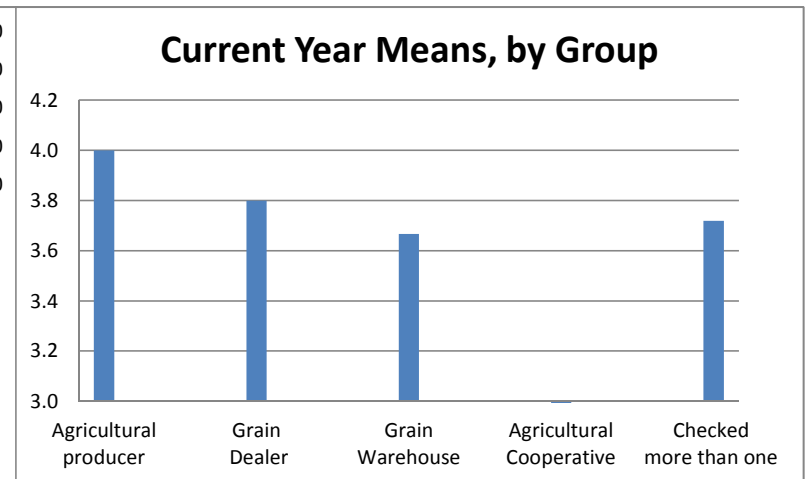
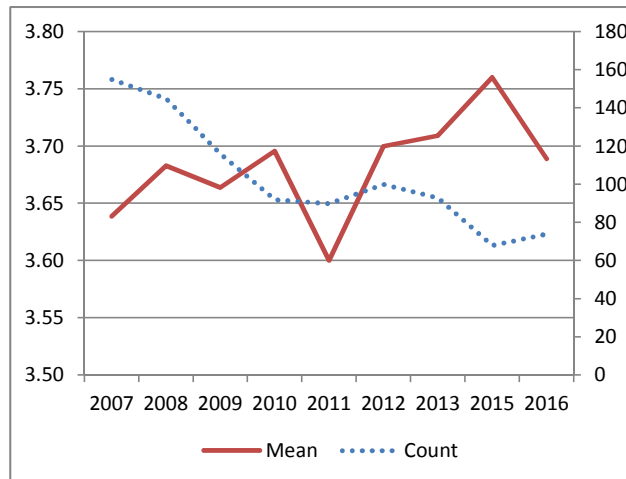
| | | RATING SCALE | | | | | Total | Mean | N/A | |
|--|--|--------------|------|-----|------|------|-------|------|-----|---|
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| Satisfaction with the Examiners Well Trained (119) and Knowledgeable. | | Number | 4 | 0 | 9 | 25 | 45 | 83 | 4.3 | 3 |
| | | Percent | 4.8 | 0.0 | 10.8 | 30.1 | 54.2 | | | |
| 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 | 1 | 3 | 8 | 13 | 4.3 | 0 |
| | | Percent | 7.7 | 0.0 | 7.7 | 23.1 | 61.5 | | | |
| Grain Warehouse | | Number | 1 | 0 | 0 | 3 | 1 | 5 | 3.6 | 0 |
| | | Percent | 20.0 | 0.0 | 0.0 | 60.0 | 20.0 | | | |
| Agricultural Cooperative | | Number | 0 | 0 | 3 | 0 | 1 | 4 | 3.5 | 2 |
| | | Percent | 0.0 | 0.0 | 75.0 | 0.0 | 25.0 | | | |
| Checked more than one | | Number | 2 | 0 | 5 | 19 | 34 | 60 | 4.4 | 1 |
| | | Percent | 3.3 | 0.0 | 8.3 | 31.7 | 56.7 | | | |

| 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 |
| 2016 | 83 | 4.29 |



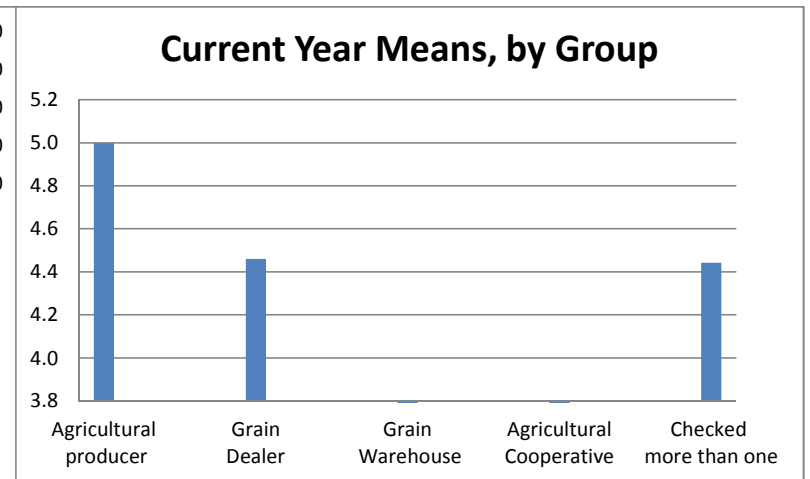
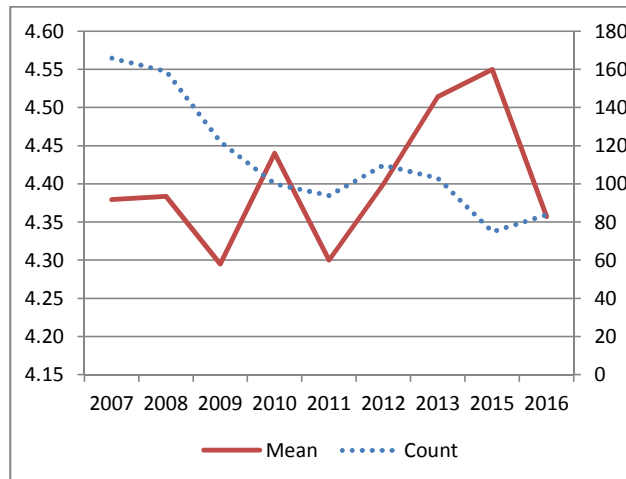
| | RATING SCALE | | | | Total | Mean | N/A | |
|---|--------------|-----|------|------|-------|------|-----|---|
| | 1 | 2 | 3 | 4 | | | | |
| Importance Examiners Well Trained (132) and Knowledgeable. | Number | 0 | 3 | 17 | 54 | 74 | 3.7 | 5 |
| | Percent | 0.0 | 4.1 | 23.0 | 73.0 | | | |
| Agricultural 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 | 8 | 10 | 3.8 | 0 |
| | Percent | 0.0 | 0.0 | 20.0 | 80.0 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 2 | 3 | 3.7 | 1 |
| | Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Agricultural Cooperative | Number | 0 | 2 | 0 | 1 | 3 | 2.7 | 2 |
| | Percent | 0.0 | 66.7 | 0.0 | 33.3 | | | |
| Checked more than one | Number | 0 | 1 | 14 | 42 | 57 | 3.7 | 2 |
| | Percent | 0.0 | 1.8 | 24.6 | 73.7 | | | |

| 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 |
| 2016 | 74 | 3.69 |



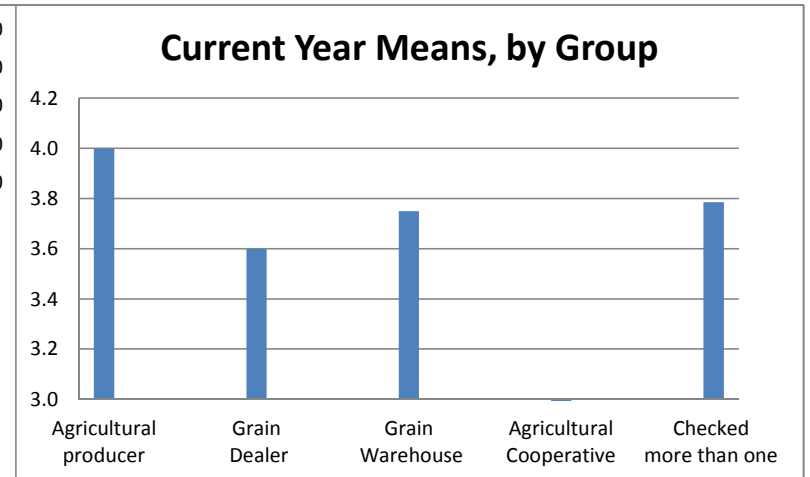
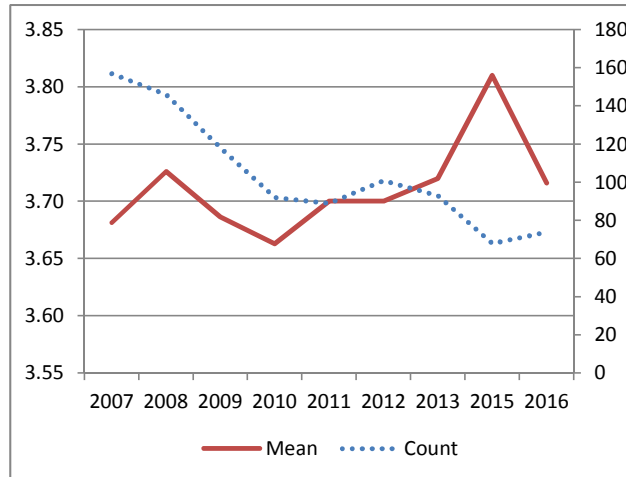
| | | RATING SCALE | | | | | Total | Mean | N/A |
|---|---------|--------------|-----|------|------|-------|-------|------|-----|
| | | 1 | 2 | 3 | 4 | 5 | | | |
| Satisfaction with the Examiners Thoroughness (120) | Number | 4 | 0 | 5 | 28 | 47 | 84 | 4.4 | 3 |
| | Percent | 4.8 | 0.0 | 6.0 | 33.3 | 56.0 | | | |
| 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 | 1 | 0 | 0 | 3 | 9 | 13 | 4.5 | 0 |
| | Percent | 7.7 | 0.0 | 0.0 | 23.1 | 69.2 | | | |
| Grain Warehouse | Number | 1 | 0 | 0 | 3 | 1 | 5 | 3.6 | 0 |
| | Percent | 20.0 | 0.0 | 0.0 | 60.0 | 20.0 | | | |
| Agricultural Cooperative | Number | 0 | 0 | 2 | 2 | 0 | 4 | 3.5 | 2 |
| | Percent | 0.0 | 0.0 | 50.0 | 50.0 | 0.0 | | | |
| Checked more than one | Number | 2 | 0 | 3 | 20 | 36 | 61 | 4.4 | 1 |
| | Percent | 3.3 | 0.0 | 4.9 | 32.8 | 59.0 | | | |

| 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 |
| 2016 | 84 | 4.36 |



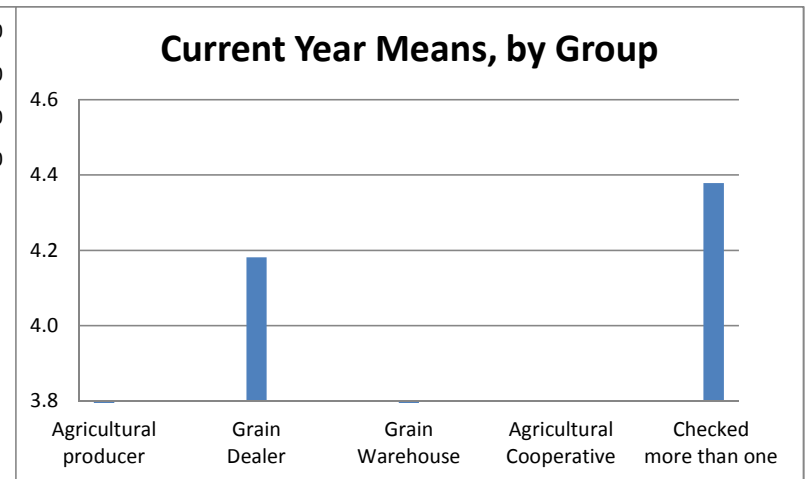
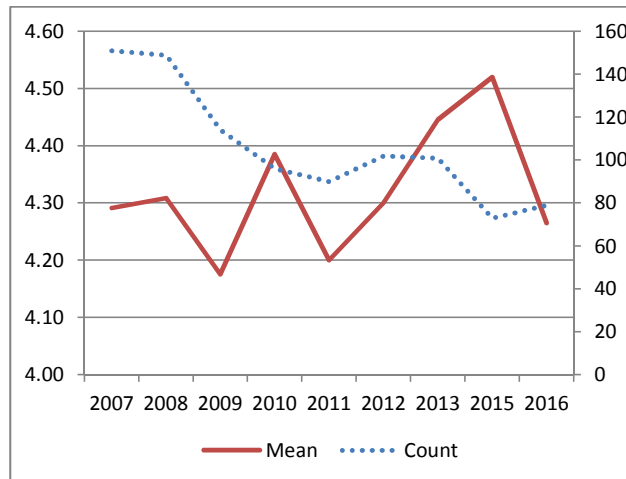
| | RATING SCALE | | | | Total | Mean | N/A | |
|---|--------------|-----|------|------|-------|------|-----|---|
| | 1 | 2 | 3 | 4 | | | | |
| Importance of Examiners Thoroughness (133) | Number | 0 | 4 | 13 | 57 | 74 | 3.7 | 4 |
| | Percent | 0.0 | 5.4 | 17.6 | 77.0 | | | |
| Agricultural producer | Number | 0 | 0 | 0 | 1 | 1 | 4.0 | 0 |
| | Percent | 0.0 | 0.0 | 0.0 | 100.0 | | | |
| Grain Dealer | Number | 0 | 0 | 4 | 6 | 10 | 3.6 | 0 |
| | Percent | 0.0 | 0.0 | 40.0 | 60.0 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 3 | 4 | 3.8 | 0 |
| | Percent | 0.0 | 0.0 | 25.0 | 75.0 | | | |
| Agricultural Cooperative | Number | 0 | 2 | 0 | 1 | 3 | 2.7 | 2 |
| | Percent | 0.0 | 66.7 | 0.0 | 33.3 | | | |
| Checked more than one | Number | 0 | 2 | 8 | 46 | 56 | 3.8 | 2 |
| | Percent | 0.0 | 3.6 | 14.3 | 82.1 | | | |

| 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 |
| 2016 | 74 | 3.72 |



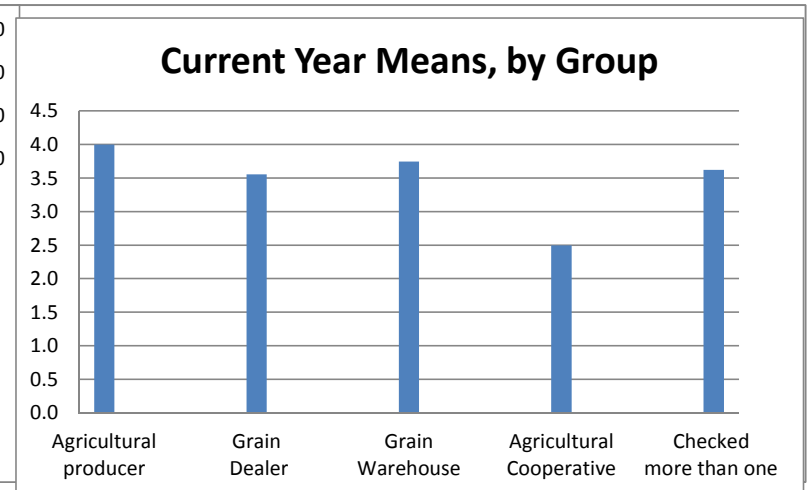
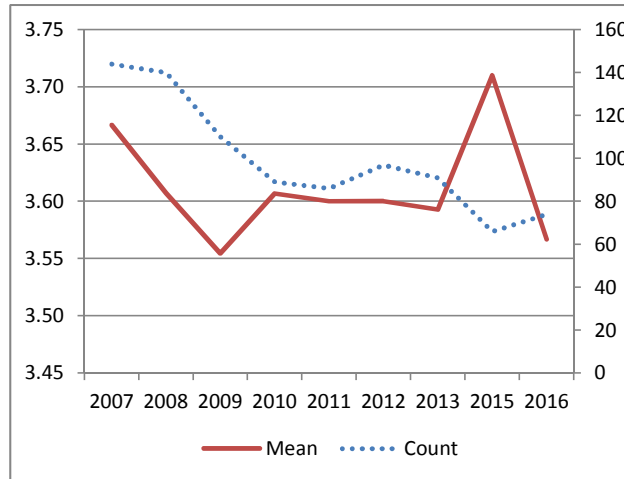
| | | RATING SCALE | | | | | Total | Mean | N/A | |
|--|--|--------------|---------|---------|---------|---------|---------|------|---------|---|
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| Satisfaction of IDOA's Uniform Compliance with the Grain Code/Personal Prop Storage Act (121) | | Number | 4 | 0 | 9 | 24 | 42 | 79 | 4.3 | 3 |
| | | Percent | 5.1 | 0.0 | 11.4 | 30.4 | 53.2 | | | |
| 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 | 1 | 3 | 6 | 11 | 4.2 | 1 |
| | | Percent | 9.1 | 0.0 | 9.1 | 27.3 | 54.5 | | | |
| Grain Warehouse | | Number | 1 | 0 | 0 | 3 | 1 | 5 | 3.6 | 0 |
| | | Percent | 20.0 | 0.0 | 0.0 | 60.0 | 20.0 | | | |
| Agricultural Cooperative | | Number | 0 | 0 | 2 | 2 | 1 | 5 | 3.8 | 1 |
| | | Percent | 0.0 | 0.0 | 40.0 | 40.0 | 20.0 | | | |
| Checked more than one | | Number | 2 | 0 | 6 | 16 | 34 | 58 | 4.4 | 0 |
| | | Percent | 3.4 | 0.0 | 10.3 | 27.6 | 58.6 | | | |

| 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 |
| 2016 | 79 | 4.27 |



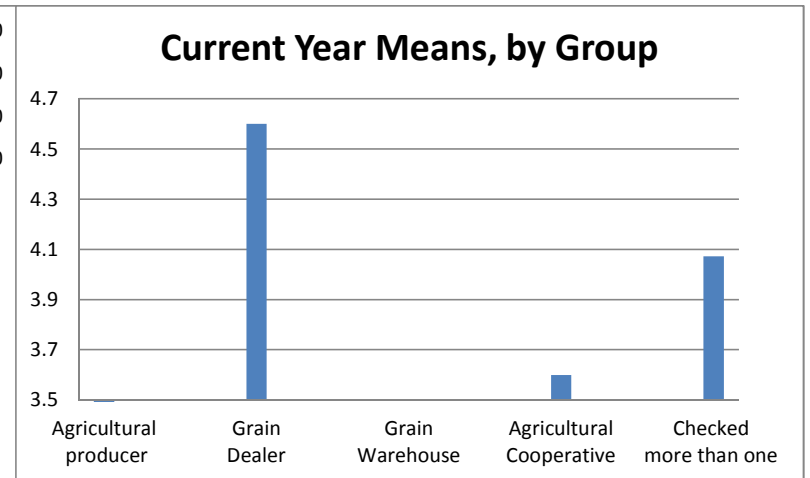
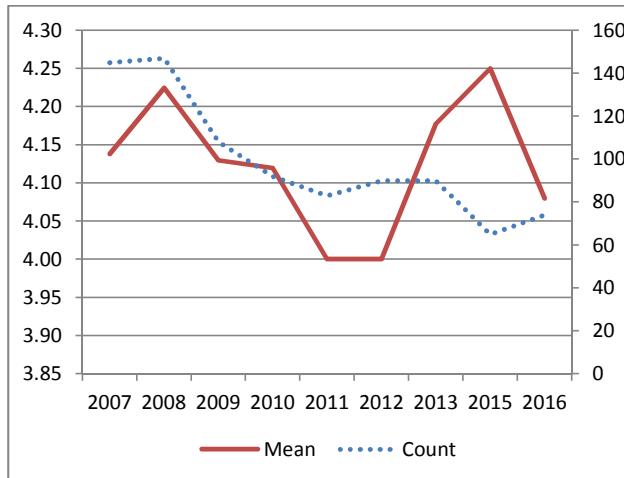
| | | RATING SCALE | | | | Total | Mean | N/A |
|--|---------|--------------|------|------|-------|-------|------|-----|
| | | 1 | 2 | 3 | 4 | | | |
| Importance of IDOA's Uniform Compliance with the Grain Code/Personal Prop Storage Act (134) | Number | 0 | 5 | 22 | 47 | 74 | 3.6 | 4 |
| | Percent | 0.0 | 6.8 | 29.7 | 63.5 | | | |
| 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 | 5 | 9 | 3.6 | 1 |
| | Percent | 0.0 | 0.0 | 44.4 | 55.6 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 3 | 4 | 3.8 | 0 |
| | Percent | 0.0 | 0.0 | 25.0 | 75.0 | | | |
| Agricultural Cooperative | Number | 0 | 3 | 0 | 1 | 4 | 2.5 | 1 |
| | Percent | 0.0 | 75.0 | 0.0 | 25.0 | | | |
| Checked more than one | Number | 0 | 2 | 17 | 37 | 56 | 3.6 | 2 |
| | Percent | 0.0 | 3.6 | 30.4 | 66.1 | | | |

| 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 |
| 2016 | 74 | 3.57 |



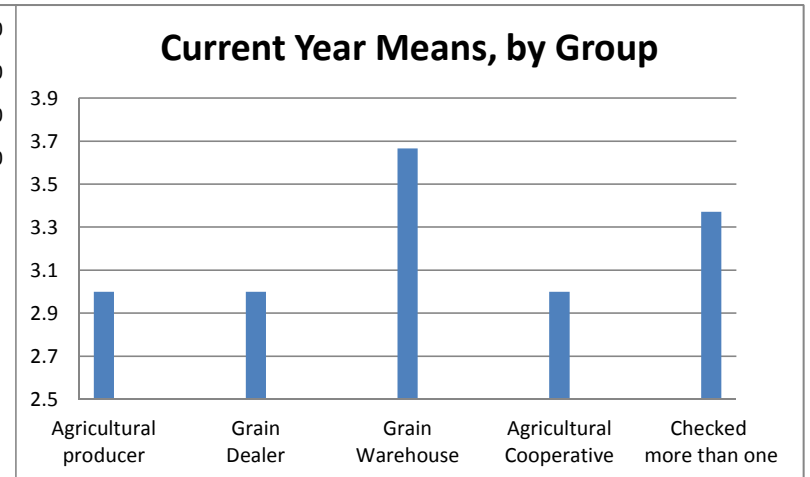
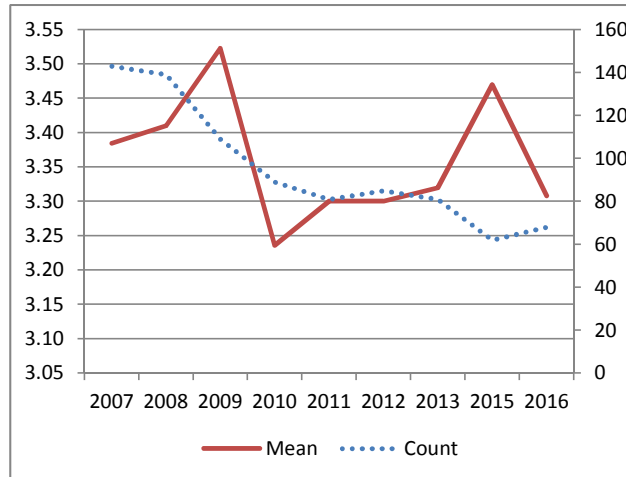
| | RATING SCALE | | | | | Total | Mean | N/A | |
|---|--------------|---------|---------|---------|---------|---------|------|---------|---|
| | 1 | 2 | 3 | 4 | 5 | | | | |
| Satisfaction with Up-to-Date Forms on www. (122) | Number | 2 | 0 | 13 | 34 | 25 | 74 | 4.1 | 9 |
| | Percent | 2.7 | 0.0 | 17.6 | 45.9 | 33.8 | | | |
| 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 | 0 | 0 | 0 | 4 | 6 | 10 | 4.6 | 1 |
| | Percent | 0.0 | 0.0 | 0.0 | 40.0 | 60.0 | | | |
| Grain Warehouse | Number | 1 | 0 | 0 | 2 | 1 | 4 | 3.5 | 1 |
| | Percent | 25.0 | 0.0 | 0.0 | 50.0 | 25.0 | | | |
| Agricultural Cooperative | Number | 0 | 0 | 2 | 3 | 0 | 5 | 3.6 | 1 |
| | Percent | 0.0 | 0.0 | 40.0 | 60.0 | 0.0 | | | |
| Checked more than one | Number | 1 | 0 | 11 | 25 | 18 | 55 | 4.1 | 5 |
| | Percent | 1.8 | 0.0 | 20.0 | 45.5 | 32.7 | | | |

| 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 |
| 2016 | 74 | 4.08 |



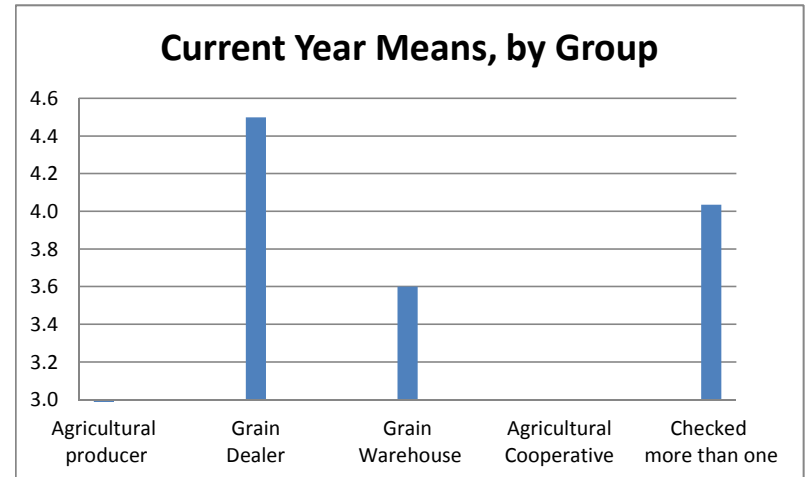
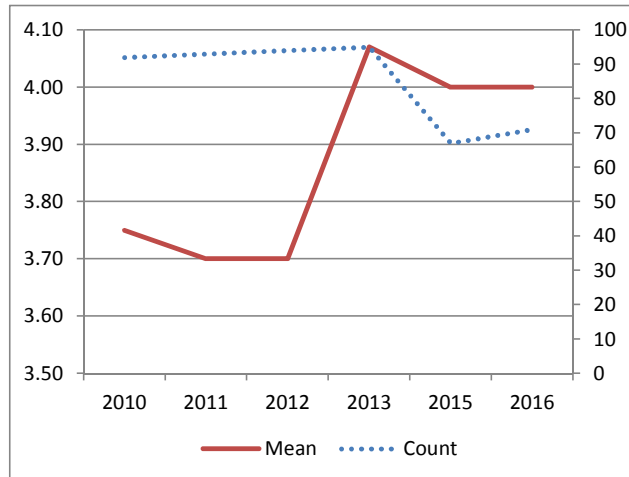
| | RATING SCALE | | | | Total | Mean | N/A | |
|---|--------------|-----|------|-------|-------|------|-----|---|
| | 1 | 2 | 3 | 4 | | | | |
| Importance of Up-to-Date forms on www. (135) | Number | 0 | 9 | 29 | 30 | 68 | 3.3 | 7 |
| | Percent | 0.0 | 13.2 | 42.6 | 44.1 | | | |
| Agricultural producer | Number | 0 | 0 | 1 | 0 | 1 | 3.0 | 0 |
| | Percent | 0.0 | 0.0 | 100.0 | 0.0 | | | |
| Grain Dealer | Number | 0 | 1 | 7 | 1 | 9 | 3.0 | 1 |
| | Percent | 0.0 | 11.1 | 77.8 | 11.1 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 2 | 3 | 3.7 | 1 |
| | Percent | 0.0 | 0.0 | 33.3 | 66.7 | | | |
| Agricultural Cooperative | Number | 0 | 2 | 0 | 2 | 4 | 3.0 | 1 |
| | Percent | 0.0 | 50.0 | 0.0 | 50.0 | | | |
| Checked more than one | Number | 0 | 6 | 20 | 25 | 51 | 3.4 | 4 |
| | Percent | 0.0 | 11.8 | 39.2 | 49.0 | | | |

| 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 |
| 2016 | 68 | 3.31 |



| | RATING SCALE | | | | | Total | Mean | N/A | |
|---|--------------|---------|---------|---------|---------|---------|------|---------|----|
| | 1 | 2 | 3 | 4 | 5 | | | | |
| Satisfaction with Grain Inv Acct Report. (136) | Number | 4 | 1 | 12 | 28 | 26 | 71 | 4.0 | 11 |
| | Percent | 5.6 | 1.4 | 16.9 | 39.4 | 36.6 | | | |
| 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 | 0 | 0 | 1 | 1 | 4 | 6 | 4.5 | 4 |
| | Percent | 0.0 | 0.0 | 16.7 | 16.7 | 66.7 | | | |
| Grain Warehouse | Number | 1 | 0 | 0 | 3 | 1 | 5 | 3.6 | 0 |
| | Percent | 20.0 | 0.0 | 0.0 | 60.0 | 20.0 | | | |
| Agricultural Cooperative | Number | 0 | 0 | 3 | 0 | 0 | 3 | 3.0 | 3 |
| | Percent | 0.0 | 0.0 | 100.0 | 0.0 | 0.0 | | | |
| Checked more than one | Number | 3 | 1 | 8 | 24 | 21 | 57 | 4.0 | 3 |
| | Percent | 5.3 | 1.8 | 14.0 | 42.1 | 36.8 | | | |

| 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 |
| 2016 | 71 | 4.00 |



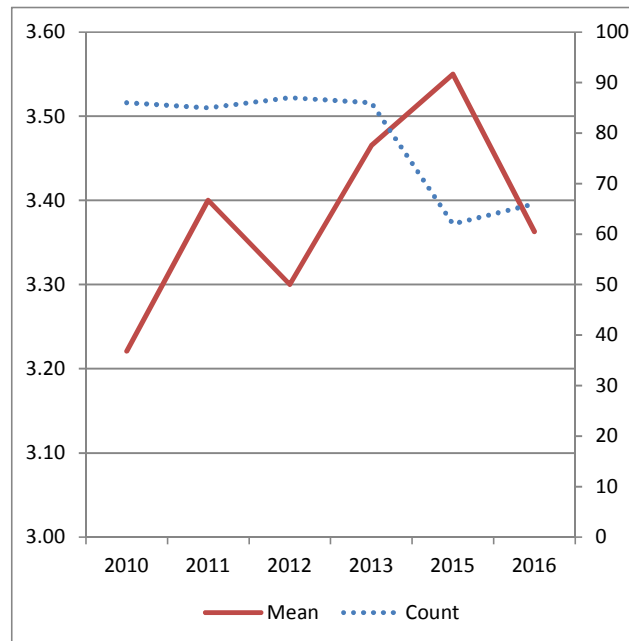
Importance of Grain Acct Report. (139)

| RATING SCALE | | | |
|--------------|---|---|---|
| 1 | 2 | 3 | 4 |

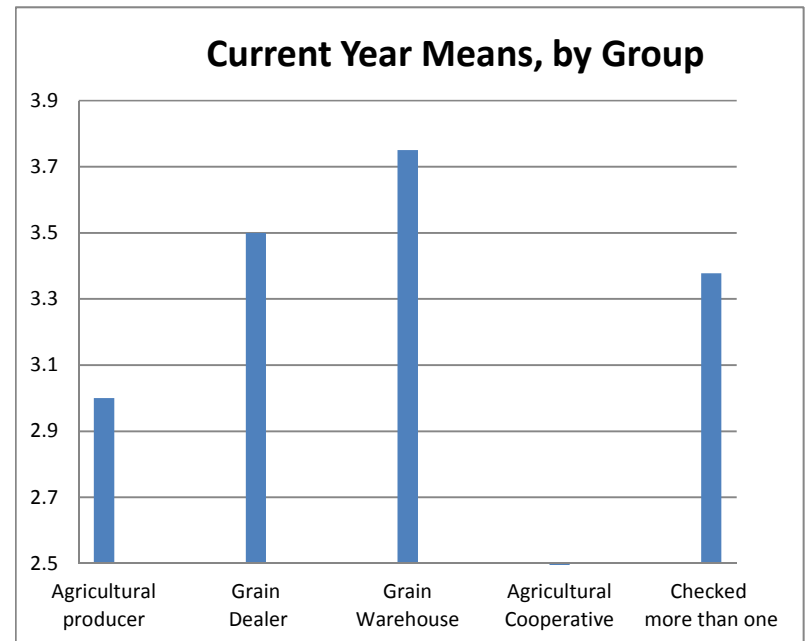
| | | 1 | 2 | 3 | 4 | Total | Mean | N/A |
|--------------------------|---------|-----|-------|-------|------|-------|------|-----|
| Number | | 0 | 11 | 20 | 35 | 66 | 3.4 | 9 |
| Percent | | 0.0 | 16.7 | 30.3 | 53.0 | | | |
| Agricultural producer | Number | 0 | 0 | 1 | 0 | 1 | 3.0 | 0 |
| | Percent | 0.0 | 0.0 | 100.0 | 0.0 | | | |
| Grain Dealer | Number | 0 | 0 | 3 | 3 | 6 | 3.5 | 3 |
| | Percent | 0.0 | 0.0 | 50.0 | 50.0 | | | |
| Grain Warehouse | Number | 0 | 0 | 1 | 3 | 4 | 3.8 | 0 |
| | Percent | 0.0 | 0.0 | 25.0 | 75.0 | | | |
| Agricultural Cooperative | Number | 0 | 2 | 0 | 0 | 2 | 2.0 | 3 |
| | Percent | 0.0 | 100.0 | 0.0 | 0.0 | | | |
| Checked more than one | Number | 0 | 9 | 15 | 29 | 53 | 3.4 | 3 |
| | Percent | 0.0 | 17.0 | 28.3 | 54.7 | | | |

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 |
| 2016 | 66 | 3.36 |



Current Year Means, by Group



| | | Never | About once per week | About once per month | 3 or more times a year | About twice per year | About once per year | Total |
|---|---------|-------|------------------------|-------------------------|------------------------------|-------------------------|------------------------|-------|
| How often do you call the IDOA's Bureau of Warehouses? (138) | Number | 31 | 0 | 2 | 17 | 35 | 19 | 104 |
| | Percent | 29.8 | 0.0 | 1.9 | 16.3 | 33.7 | 18.3 | |
| Agricultural Producer | Number | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| | Percent | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | |
| Grain Buyer | Number | 5 | 0 | 0 | 4 | 2 | 4 | 15 |
| | Percent | 33.3 | 0.0 | 0.0 | 26.7 | 13.3 | 26.7 | |
| Warehouse Operator | Number | 1 | 0 | 0 | 1 | 1 | 1 | 4 |
| | Percent | 25.0 | 0.0 | 0.0 | 25.0 | 25.0 | 25.0 | |
| Agricultural Cooperative | Number | 12 | 0 | 0 | 1 | 1 | 1 | 15 |
| | Percent | 80.0 | 0.0 | 0.0 | 6.7 | 6.7 | 6.7 | |
| Checked more than one or left blank | Number | 10 | 0 | 2 | 11 | 31 | 13 | 67 |
| | Percent | 14.9 | 0.0 | 3.0 | 16.4 | 46.3 | 19.4 | |

