

Bureau of Agricultural Products Inspection

2017 Customer Service Survey Results

Number of Questionnaires Mailed (9/8/2017) 911
 Number of Questionnaires Mailed (9/22/2017) 911

Number of Questionnaires Tabulated	Counts last year	Two years ago	Three years ago
Feed Manufacturer or Dealer	185	77	103
Seed Producer or Distributor	30	17	39
Fertilizer Distributor	21	4	13
Other	49	21	16
Checked more than one	22	15	14
	63	20	21

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

	Number	Percent
a. Seek information (101)	42	22.7
b. Obtain license/permit/registration (102)	111	60.0
c. Participate in Training (103)	22	11.9
d. Inspection (104)	85	45.9
e. Fill Out a Report (105)	43	23.2
f. Request Services (106)	3	1.6
g. Other (107)	6	3.2

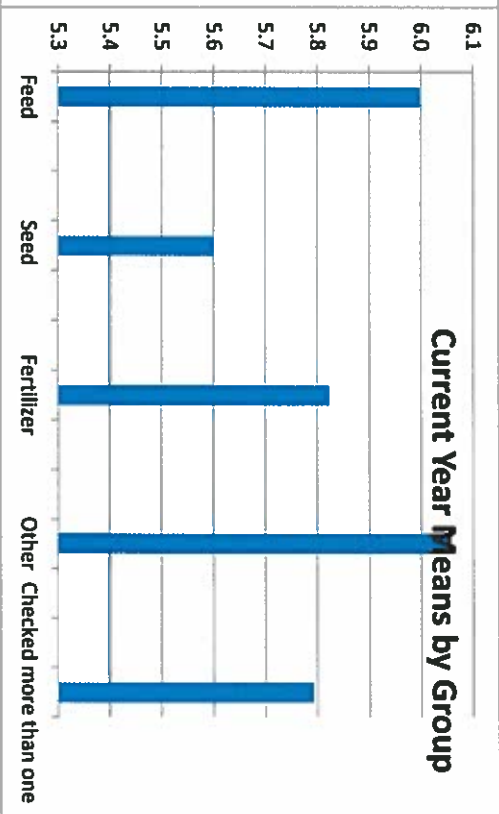
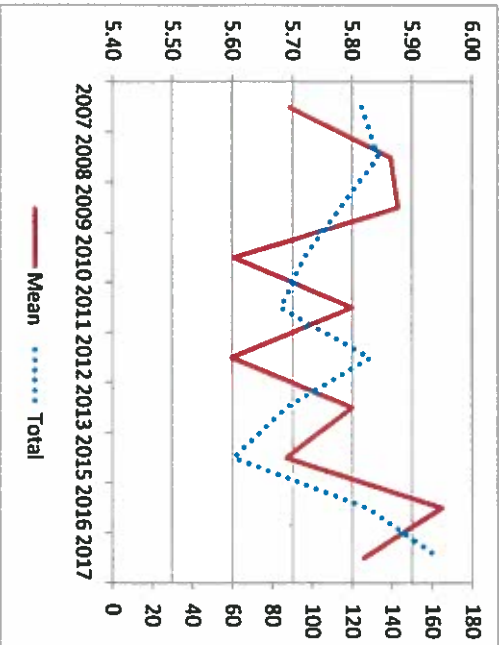
11. How many years have you worked with staff from the IDOA (139):

	Average number of years
Feed Manufacturer or Dealer	12.1
Seed Producer or Distributor	21.6
Fertilizer Distributor	14.3
Other	15.1
Checked more than one	18.8
Overall	16.2

2a. Usefulness of information and/or services (108)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Feed	Number 0	0	0	0	4	4	12	24	6.0	6
	Percent 0.0	0.0	0.0	0.0	16.7	16.7	50.0			
Seed	Number 0	0	0	3	7	5	5	20	5.6	1
	Percent 0.0	0.0	0.0	15.0	35.0	25.0	25.0			
Fertilizer	Number 1	0	0	6	6	17	15	45	5.8	4
	Percent 2.2	0.0	0.0	13.3	13.3	37.8	33.3			
Other	Number 0	0	0	2	2	6	7	17	6.1	5
	Percent 0.0	0.0	0.0	11.8	11.8	35.3	41.2			
Checked more than one	Number 0	1	0	10	7	21	19	58	5.8	3
	Percent 0.0	1.7	0.0	17.2	12.1	36.2	32.8			

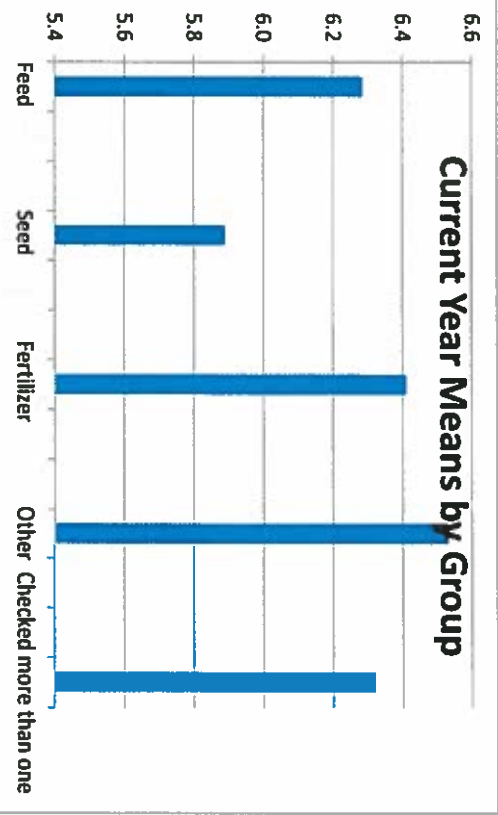
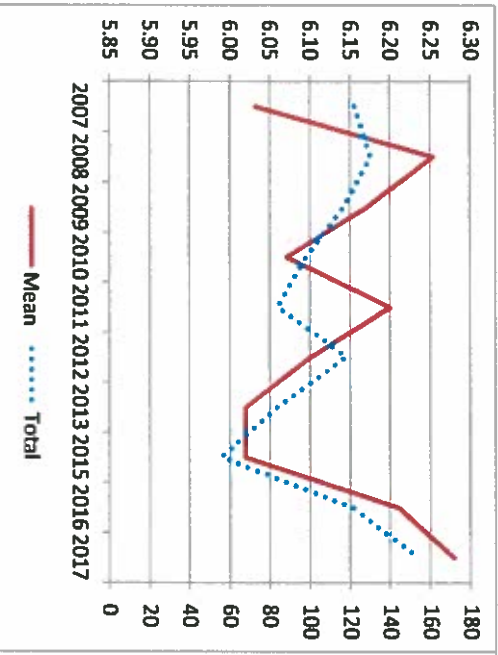
Year	Historical Data Total	Mean
2007	125	5.70
2008	133	5.86
2009	114	5.88
2010	96	5.60
2011	84	5.80
2012	129	5.60
2013	87	5.80
2015	61	5.69
2016	128	5.95
2017	164	5.82



2b. Satisfaction of treatment by staff (109)

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Feed	Number Percent	1 0.6	0 0.0	2 1.3	8 5.2	13 8.4	42 27.3	88 57.1	154	6.3	29
Seed	Number Percent	0 0.0	0 0.0	1 4.8	1 4.8	1 4.8	6 28.6	12 57.1	21	6.3	9
Fertilizer	Number Percent	0 0.0	0 0.0	0 0.0	2 11.1	4 22.2	6 33.3	6 33.3	18	5.9	3
Other	Number Percent	1 2.3	0 0.0	0 0.0	1 2.3	3 6.8	11 25.0	28 63.6	44	6.4	5
Checked more than one	Number Percent	0 0.0	0 0.0	0 0.0	1 6.7	0 0.0	4 26.7	10 66.7	15	6.5	7

Year	Number	Mean
2007	122	6.03
2008	130	6.25
2009	117	6.17
2010	98	6.07
2011	84	6.20
2012	84	6.10
2013	84	6.02
2015	56	6.02
2016	121	6.21
2017	154	6.28
Total		

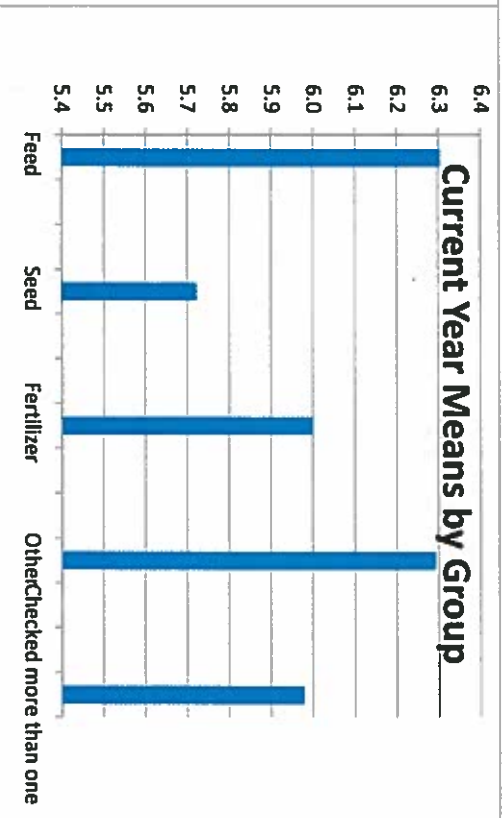
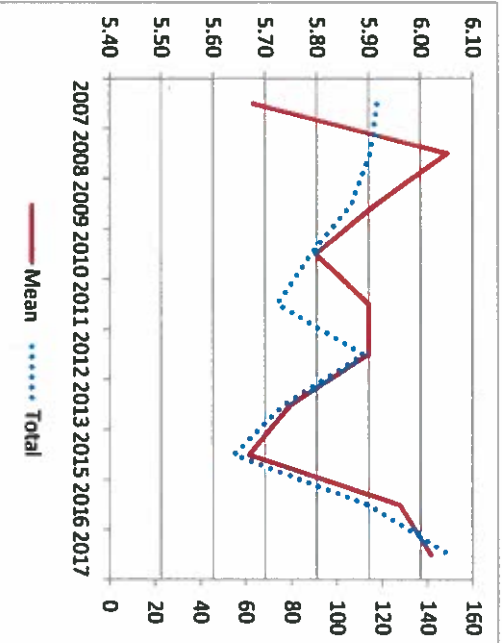


2c. Promptness of transaction or request (110)

RATING SCALE						
1	2	3	4	5	6	7

	1	2	3	4	5	6	7	Total	Mean	N/A	
Feed	Number	0	0	6.66	53.92	69.99	148.7	207.68	487	6.0	106
	Percent	0.0	0.0	1.4	11.1	14.4	30.5	42.6			
Seed	Number	0	0	0	2	3	4	14	23	6.3	7
	Percent	0.0	0.0	0.0	8.7	13.0	17.4	60.9			
Fertilizer	Number	0	0	0	3	5	4	6	18	5.7	3
	Percent	0.0	0.0	0.0	16.7	27.8	22.2	33.3			
Other	Number	0	0	1	5	4	16	17	43	6.0	6
	Percent	0.0	0.0	2.3	11.6	9.3	37.2	39.5			
Checked more than one	Number	0	0	0	1	1	7	8	17	6.3	5
	Percent	0.0	0.0	0.0	5.9	5.9	41.2	47.1			
Total	Number	0	0	1	5	7	17	19	49	6.0	12
	Percent	0.0	0.0	2.0	10.2	14.3	34.7	38.8			

Year	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
2017	150	6.02

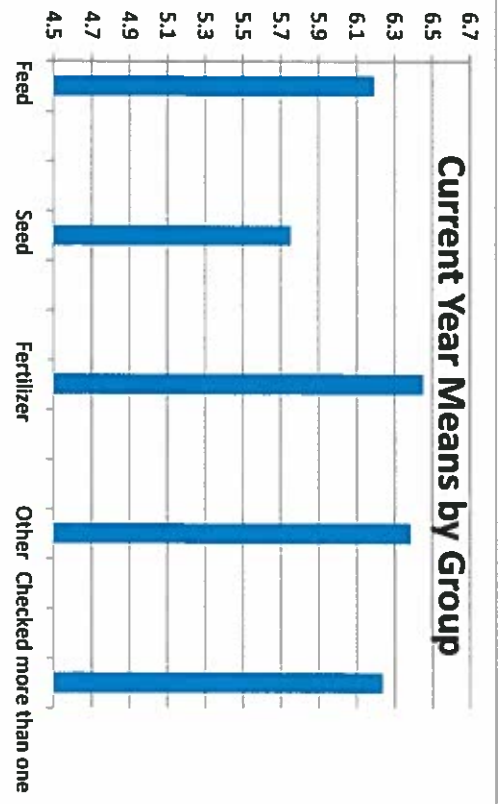
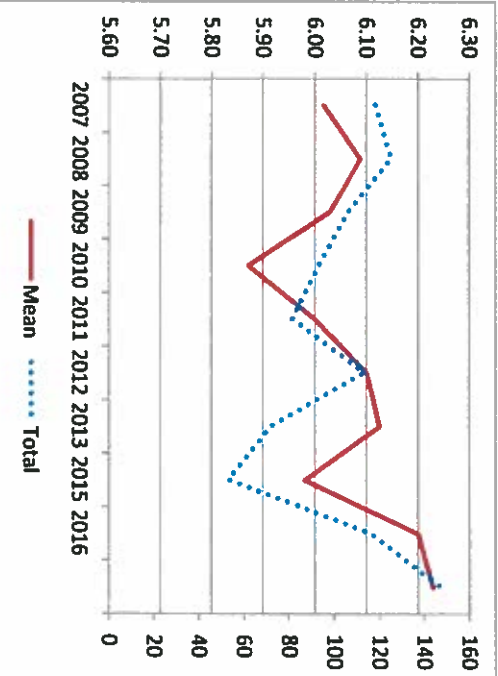


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2d. Satisfaction with technical skills of staff (111)

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Feed	Number	0	0	7.65	33.39	41.48	162.42	241.23	486.2	6.2	106
	Percent	0.0	0.0	1.6	6.9	8.5	33.4	49.6			
Seed	Number	0	0	1	1	2	6	11	21	6.2	9
	Percent	0.0	0.0	4.8	4.8	9.5	28.6	52.4			
Fertilizer	Number	0	0	0	2	4	6	4	16	5.8	5
	Percent	0.0	0.0	0.0	12.5	25.0	37.5	25.0			
Other	Number	0	0	0	1	1	3	8	13	6.4	8
	Percent	0.0	0.0	0.0	7.7	7.7	23.1	61.5			
Checked more than one	Number	0	0	1	4	3	20	27	55	6.2	6
	Percent	0.0	0.0	1.8	7.3	5.5	36.4	49.1			

Year	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
2017	147	6.23

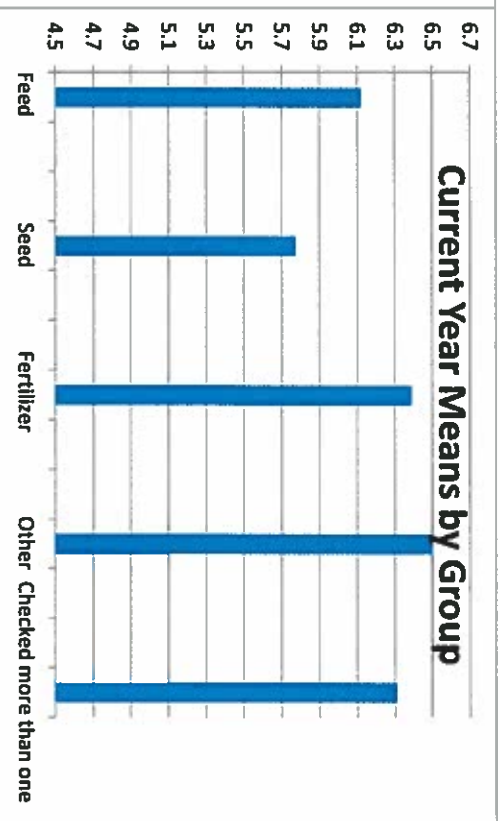
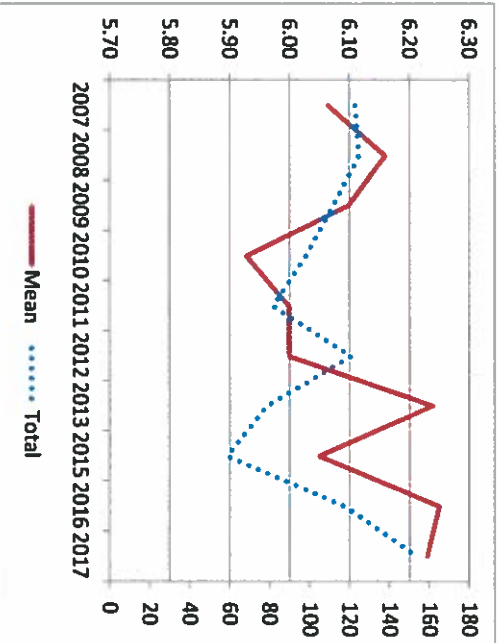


2e. Satisfaction with accuracy of information (112)

RATING SCALE						
1	2	3	4	5	6	7

	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Total	Mean	N/A
Feed	0	0.0	0	0.0	2	8.3	6	25.0	3	12.5	13	54.2	24	6.1	6		507.9	6.2	84.5
Seed	0	0.0	0	0.0	3	16.7	3	16.7	7	38.9	5	27.8	18	5.8	3				
Fertilizer	0	0.0	0	0.0	3	6.5	4	8.7	11	23.9	28	60.9	46	6.4	3				
Other	0	0.0	0	0.0	1	7.1	1	7.1	2	14.3	10	71.4	14	6.5	7				
Checked more than one	0	0.0	1	1.9	0	0.0	2	3.8	4	7.7	17	32.7	28	53.8	9				

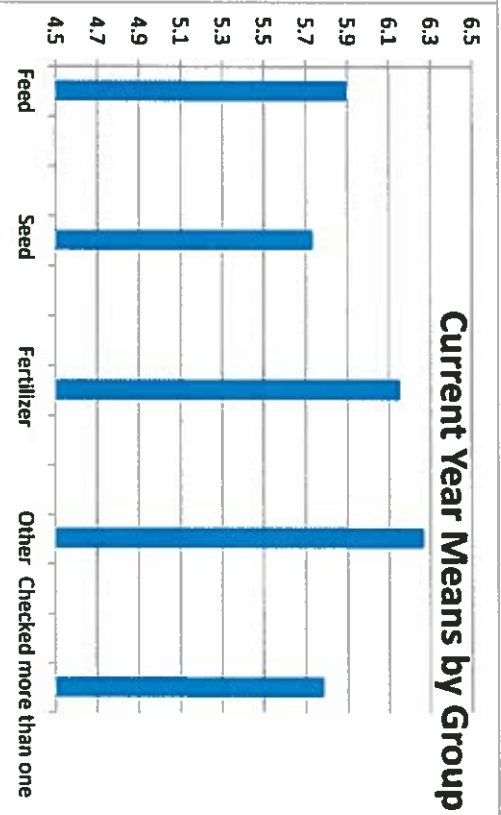
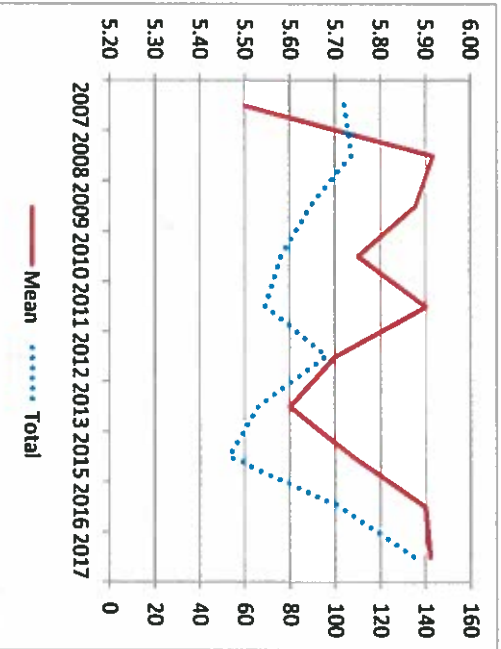
Year	Total	Mean
2007	123	6.07
2008	125	6.16
2009	112	6.10
2010	98	5.93
2011	82	6.00
2012	121	6.00
2013	79	6.24
2015	59	6.05
2016	118	6.25
2017	154	6.23



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

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Feed	Number	0	3.66	17.97	43.59	60.9	133.38	178.5	438	5.9	155
	Percent	0.0	0.8	4.1	10.0	13.9	30.5	40.8			
Seed	Number	0	0	1	3	2	4	9	19	5.9	11
	Percent	0.0	0.0	5.3	15.8	10.5	21.1	47.4			
Fertilizer	Number	0	0	0	3	3	4	5	15	5.7	6
	Percent	0.0	0.0	0.0	20.0	20.0	26.7	33.3			
Other	Number	0	0	1	3	3	14	18	39	6.2	10
	Percent	0.0	0.0	2.6	7.7	7.7	35.9	46.2			
Checked more than one	Number	0	0	0	0	3	5	7	15	6.3	7
	Percent	0.0	0.0	0.0	0.0	20.0	33.3	46.7			
Historical Data	Number	0	1	3	3	8	15	17	47	5.8	14
	Percent	0.0	2.1	6.4	6.4	17.0	31.9	36.2			

Year	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
2017	135	5.91

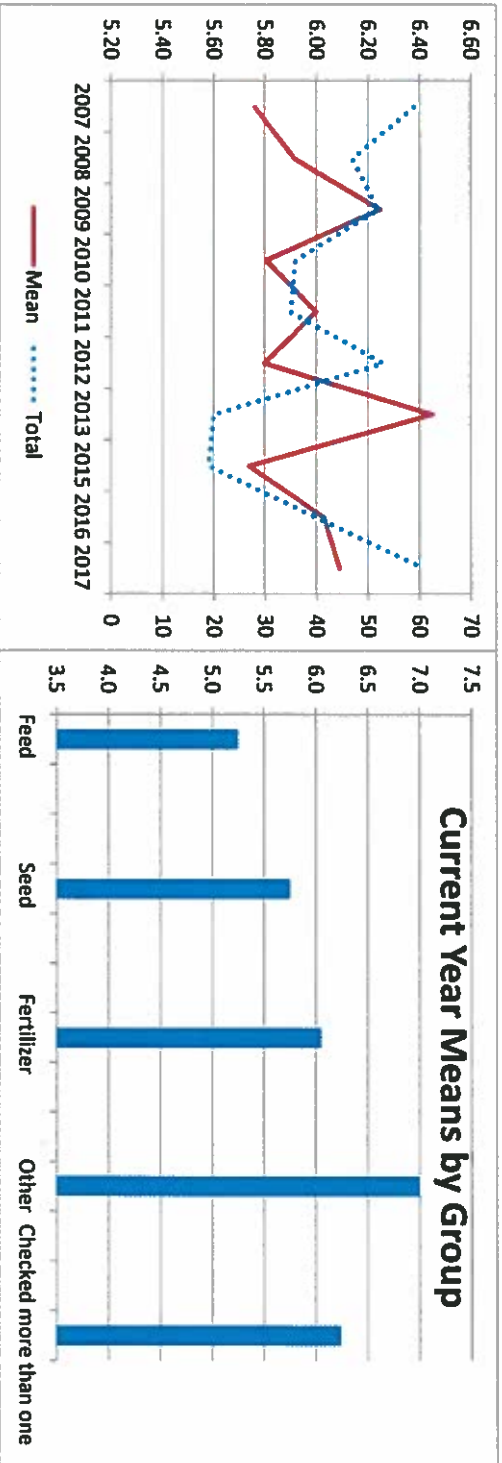


2g. Quality of Anhydrous Ammonia training (114)

RATING SCALE						
1	2	3	4	5	6	7

	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Total	Mean	N/A		
Feed	0	0.0	0	0.0	1	25.0	1	25.0	0	0.0	0	0.0	2	50.0	4	5.3	26
Seed	0	0.0	0	0.0	0	0.0	1	25.0	0	0.0	2	50.0	1	25.0	4	5.8	16
Fertilizer	0	0.0	0	0.0	0	0.0	4	22.2	0	0.0	5	27.8	9	50.0	18	6.1	30
Other	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0	2	7.0	20
Checked more than one	0	0.0	0	0.0	0	0.0	3	9.1	4	12.1	8	24.2	18	54.5	33	6.2	28

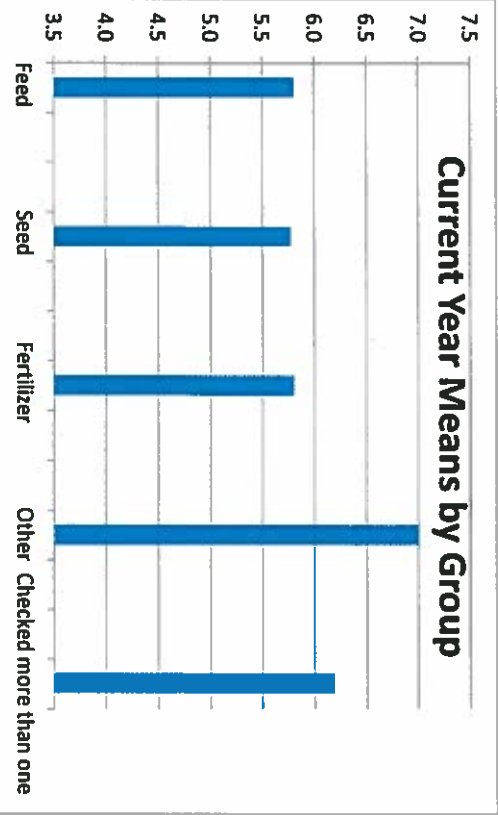
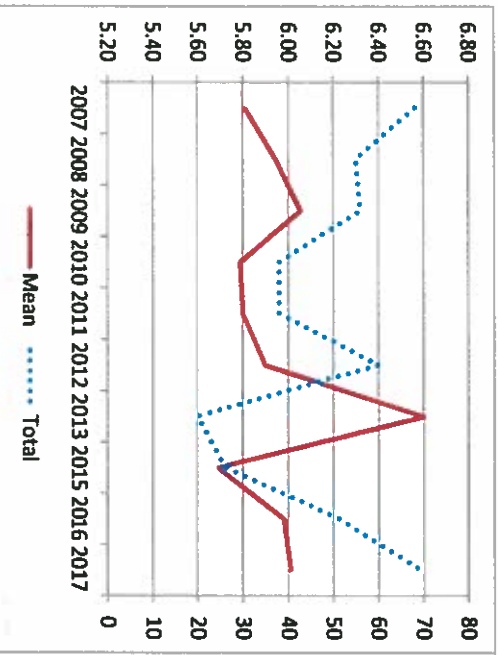
Year	Total	Mean
2007	59	5.76
2008	47	5.91
2009	52	6.25
2010	36	5.81
2011	35	6.00
2012	53	5.80
2013	20	6.45
2015	19	5.74
2016	40	6.03
2017	61	6.09



2h. Usefulness of training materials (115)

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Feed	Number	0	0	0	40.84	22.4	66.46	105.29	235	6.0	355
	Percent	0.0	0.0	0.0	17.4	9.5	28.3	44.8			
Seed	Number	0	0	0	2	0	0	3	5	5.8	25
	Percent	0.0	0.0	0.0	40.0	0.0	0.0	60.0			
Fertilizer	Number	0	0	0	1	2	4	2	9	5.8	12
	Percent	0.0	0.0	0.0	11.1	22.2	44.4	22.2			
Other	Number	0	0	0	0	0	0	3	3	7.0	19
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Checked more than one	Number	0	0	0	3	4	9	16	32	6.2	29
	Percent	0.0	0.0	0.0	9.4	12.5	28.1	50.0			

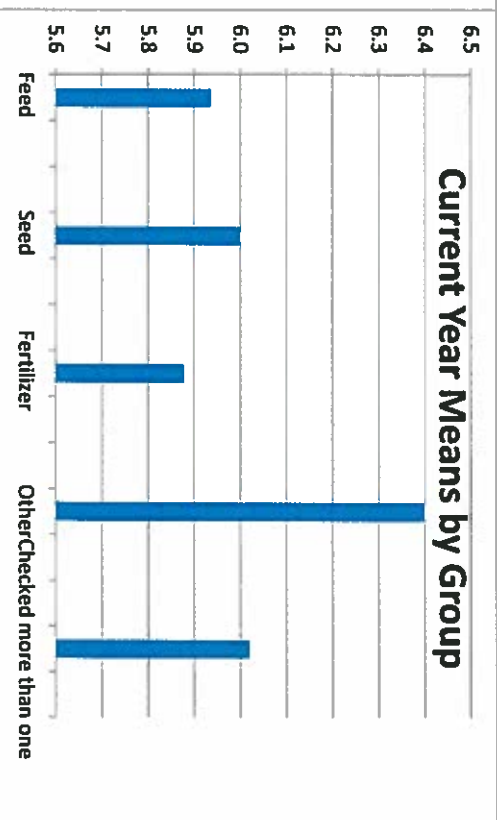
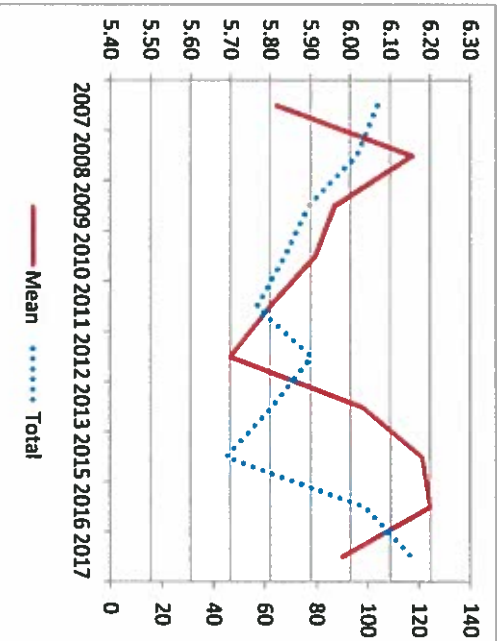
Year	Number	Mean
2007	68	5.81
2008	55	5.95
2009	56	6.05
2010	38	5.79
2011	38	5.80
2012	60	5.90
2013	20	6.60
2015	26	5.69
2016	51	5.98
2017	69	6.01
Total		



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

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Feed	Number	3	3.66	0	46.81	49.38	120.38	164.31	387.5	6.0	197
	Percent	0.8	0.9	0.0	12.1	12.7	31.1	42.4			
Seed	Number	0	0	0	0	18.8	12.5	25.0	43.8		
	Percent	0.0	0.0	0.0	0.0	18.8	12.5	25.0	43.8		
Fertilizer	Number	0	0	0	0	1	2	4	4	11	8
	Percent	0.0	0.0	0.0	0.0	9.1	18.2	36.4	36.4		
Other	Number	1	0	0	0	3	6	10	13	33	16
	Percent	3.0	0.0	0.0	0.0	9.1	18.2	30.3	39.4		
Checked more than one	Number	0	0	0	0	0	1	4	5	10	11
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	10.0	40.0	50.0	
Historical Data	Number	0	1	0	0	6	4	15	21	47	14
	Percent	0.0	2.1	0.0	0.0	12.8	8.5	31.9	44.7		

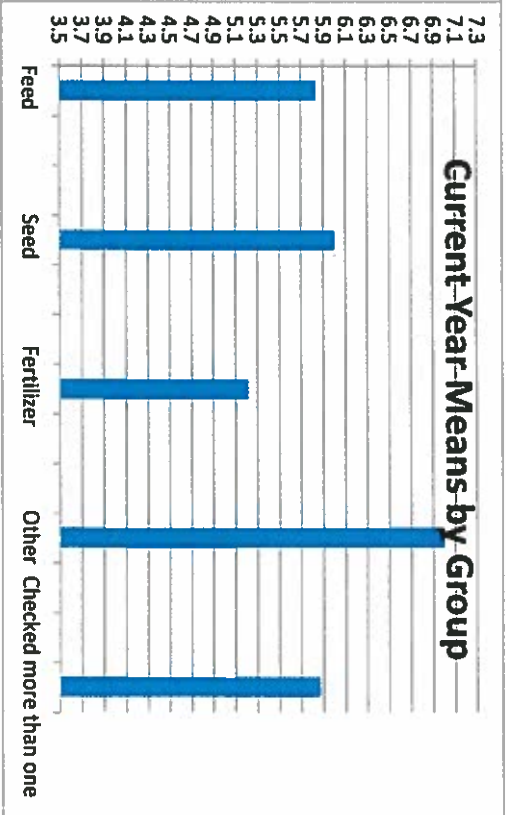
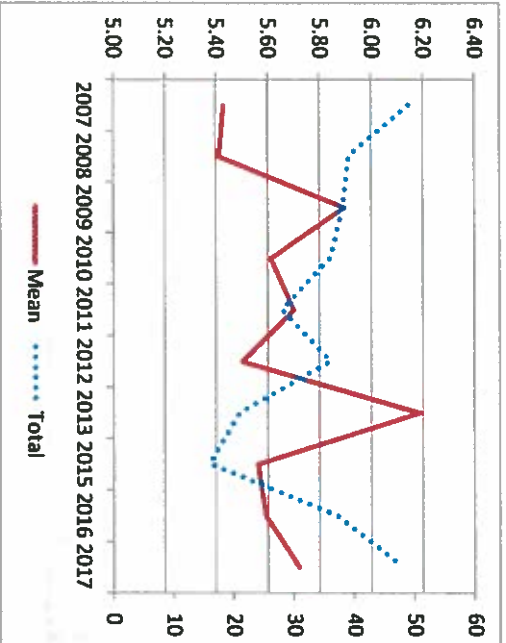
Year	Total	Mean
2007	104	5.82
2008	96	6.16
2009	77	5.96
2010	68	5.91
2011	57	5.80
2012	78	5.70
2013	63	6.03
2015	45	6.18
2016	99	6.20
2017	117	5.98



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

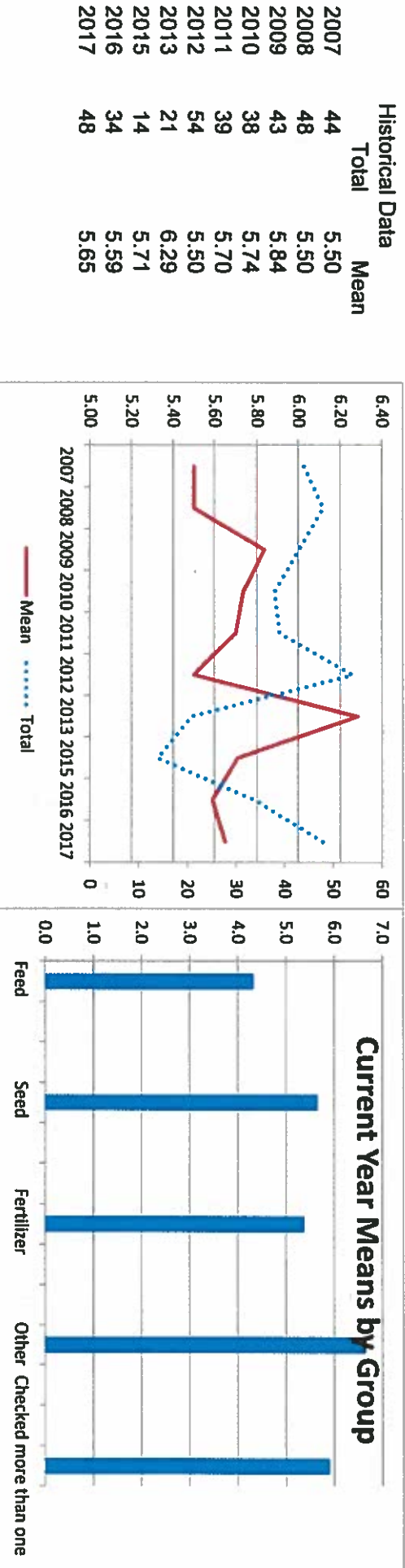
	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Feed	Number	0	0	0	40.51	23.97	40.48	59.02	164	5.7	420
	Percent	0.0	0.0	0.0	24.7	14.6	24.7	36.0			
Seed	Number	0	0	0	1	1	2	2	6	5.8	24
	Percent	0.0	0.0	0.0	16.7	16.7	33.3	33.3			
Fertilizer	Number	0	0	0	1	0	1	2	4	6.0	16
	Percent	0.0	0.0	0.0	25.0	0.0	25.0	50.0			
Other	Number	0	0	0	6	3	1	4	14	5.2	33
	Percent	0.0	0.0	0.0	42.9	21.4	7.1	28.6			
Checked more than one	Number	0	0	0	0	0	0	2	2	7.0	20
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Historical Data Total	Number	0	0	0	4	3	7	8	22	5.9	39
	Percent	0.0	0.0	0.0	18.2	13.6	31.8	36.4			

Year	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
2017	48	5.72



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

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Feed	Number	0	0	0	44.5	21.85	41.26	53.82	161.4	5.6	419
	Percent	0.0	0.0	0.0	27.6	13.5	25.6	33.3			
Seed	Number	0	0	0	2	1	0	0	3	4.3	26
	Percent	0.0	0.0	0.0	66.7	33.3	0.0	0.0			
Fertilizer	Number	0	0	0	1	1	3	1	6	5.7	15
	Percent	0.0	0.0	0.0	16.7	16.7	50.0	16.7			
Other	Number	0	0	0	6	1	1	5	13	5.4	33
	Percent	0.0	0.0	0.0	46.2	7.7	7.7	38.5			
Checked more than one	Number	0	0	0	0	0	1	2	3	6.7	19
	Percent	0.0	0.0	0.0	0.0	0.0	33.3	66.7			
Historical Data	Number	0	0	0	4	3	7	9	23	5.9	38
	Percent	0.0	0.0	0.0	17.4	13.0	30.4	39.1			

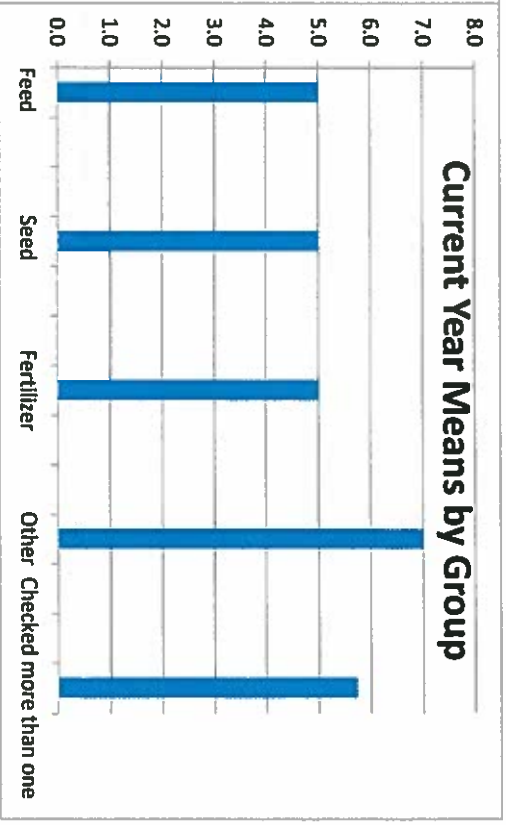
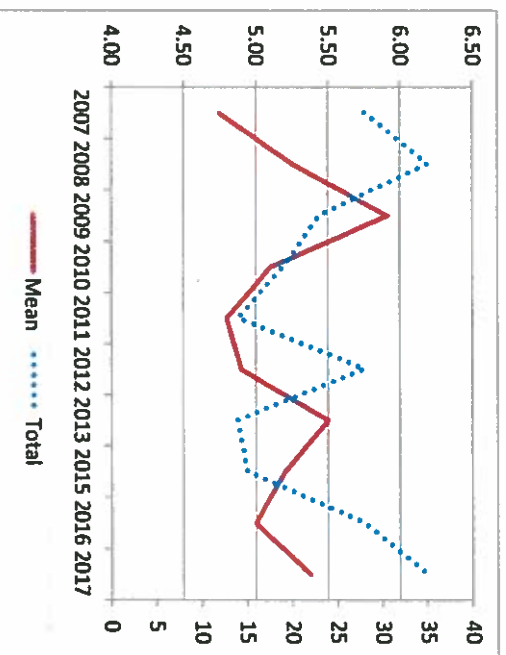


21. Satisfaction with resolution of disagreement
(116)

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Feed	Number	3	0	0	44.5	7.65	22.18	39.29	116.6	5.4	460
	Percent	2.6	0.0	0.0	38.2	6.6	19.0	33.7			
Seed	Number	0	0	0	2	1	0	1	4	5.0	26
	Percent	0.0	0.0	0.0	50.0	25.0	0.0	25.0			
Fertilizer	Number	0	0	0	1	0	1	0	2	5.0	18
	Percent	0.0	0.0	0.0	50.0	0.0	50.0	0.0			
Other	Number	1	0	0	6	0	0	5	12	5.0	35
	Percent	8.3	0.0	0.0	50.0	0.0	0.0	41.7			
Checked more than one	Number	0	0	0	0	0	0	2	2	7.0	20
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Total	Number	0	0	0	4	1	5	5	15	5.7	44
	Percent	0.0	0.0	0.0	26.7	6.7	33.3	33.3			

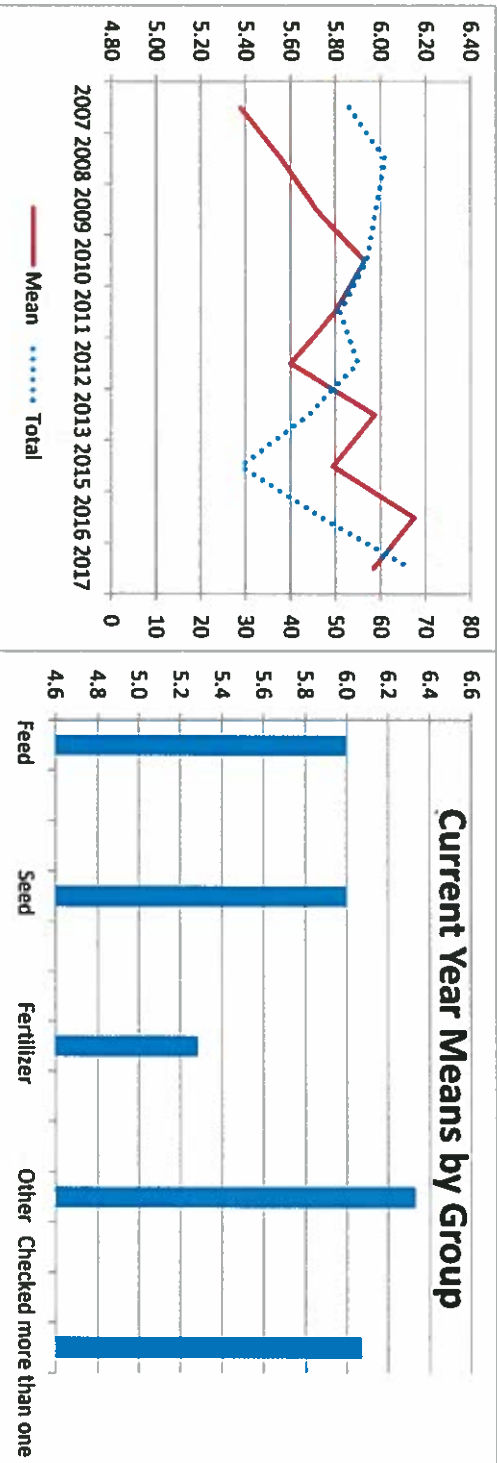
Historical Data

Year	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
2017	35	5.38



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

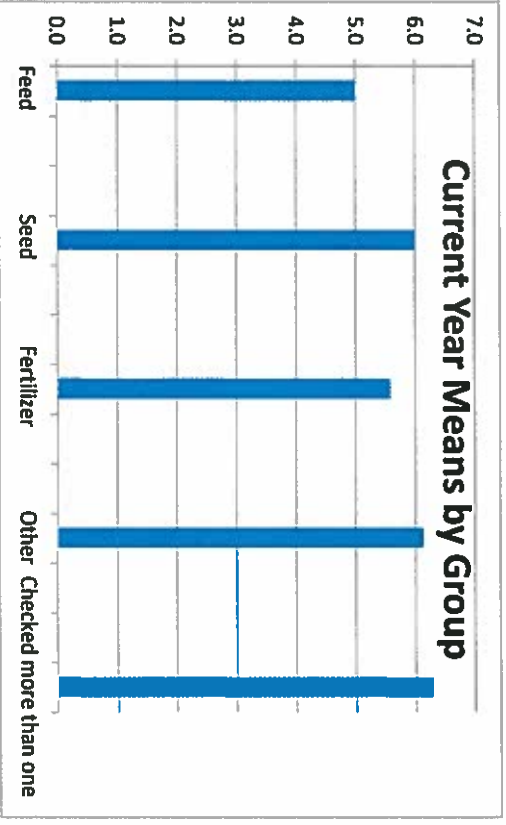
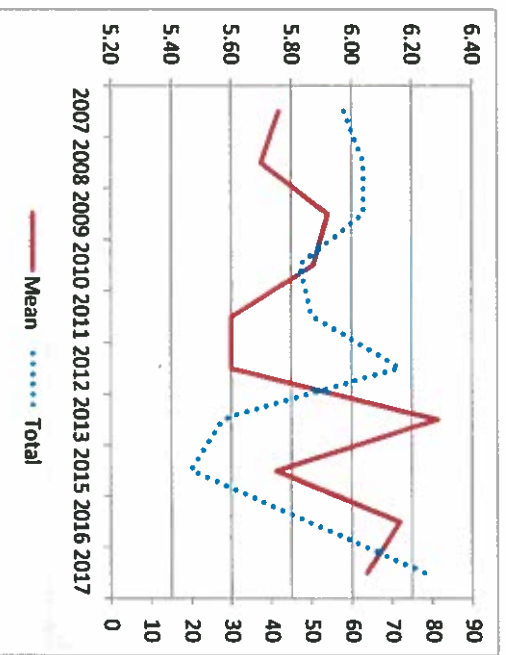
	RATING SCALE							Total	Mean	Don't know		
	1	2	3	4	5	6	7					
Feed	Number	3.66	0	3.99	31.18	23.61	69.758	109.56	241.8	6.0	320	
	Percent	1.5	0.0	1.7	12.9	9.8	28.9	45.3				
Seed	Number	0	0	1	2	5	5	12	25	6.0	5	
	Percent	0.0	0.0	4.0	8.0	20.0	20.0	48.0				
Fertilizer	Number	0	0	0	1	0	1	2	4	6.0	16	
	Percent	0.0	0.0	0.0	25.0	0.0	25.0	50.0				
Other	Number	0	0	0	0	0	0	0	2	3	7	
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	0.0	42.9	33.3	17	
Checked more than one	Number	0	0	0	0	0	2	1	3	6.3	17	
	Percent	0.0	0.0	0.0	0.0	0.0	66.7	33.3				
Historical Data	Number	1	0	0	0	2	1	12	12	28	6.1	30
	Percent	3.6	0.0	0.0	0.0	7.1	3.6	42.9	42.9			



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

	RATING SCALE							Total	Mean	Don't know
	1	2	3	4	5	6	7			
Feed	0	0	0	2	1	0	1	4	5.0	24
Seed	0	0	0	0	25.0	0.0	25.0			
Fertilizer	0	0	0	1	2	5	4	12	6.0	9
Other	0	0	0	8.3	16.7	41.7	33.3			
Checked more than one	0	0	0	4	1	3	4	12	5.6	33
	0.0	0.0	0.0	33.3	8.3	25.0	33.3			
	0	0	0	1	1	2	4	8	6.1	13
	0.0	0.0	0.0	12.5	12.5	25.0	50.0			
	0	0	0	3	3	15	21	42	6.3	17
	0.0	0.0	0.0	7.1	7.1	35.7	50.0			

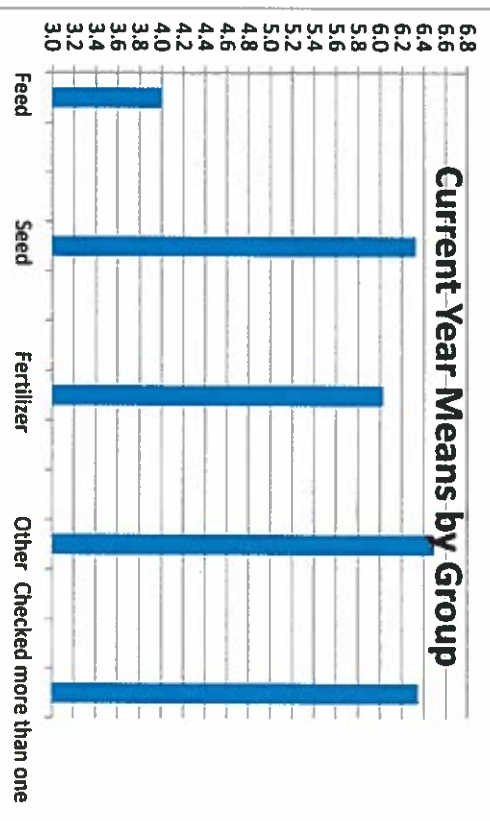
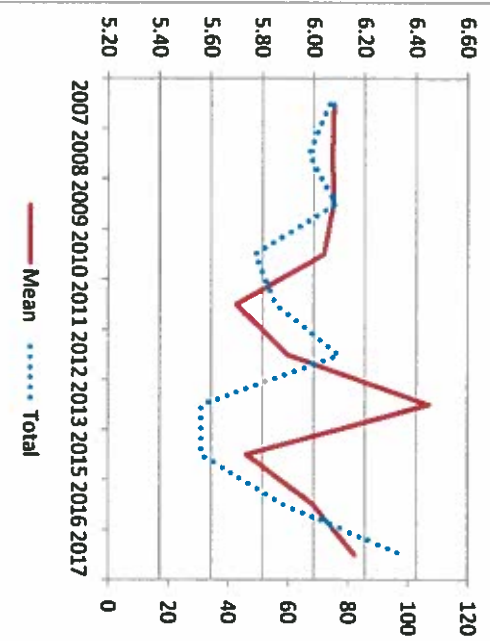
Year	Total	Mean
2007	58	5.76
2008	63	5.70
2009	63	5.92
2010	47	5.87
2011	50	5.60
2012	72	5.60
2013	28	6.29
2015	20	5.75
2016	49	6.16
2017	78	6.05



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

RATING SCALE						
1	2	3	4	5	6	7

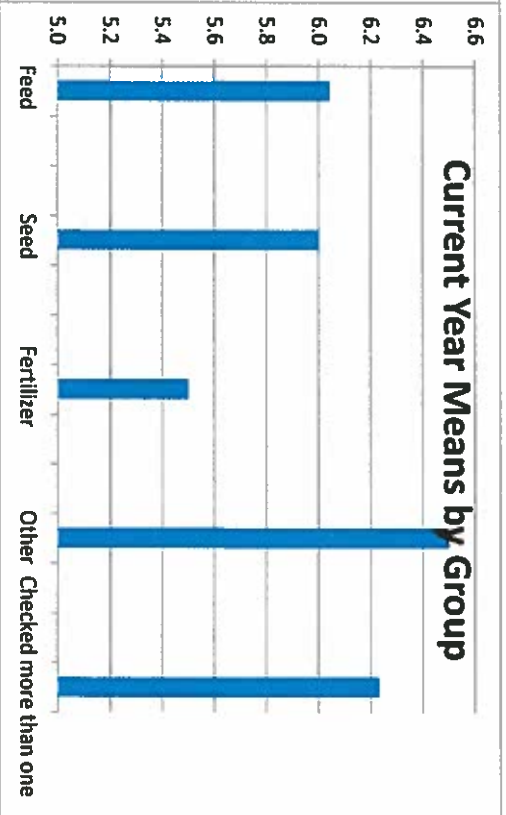
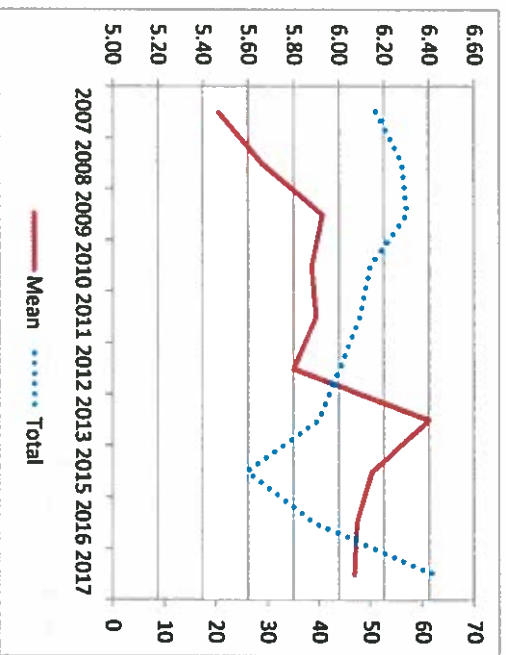
	1	2	3	4	5	6	7	Total	Mean	Know	
Feed	Number	3	3.66	0	34.51	20.64	96.78	170.34	328.9	6.2	248
	Percent	0.9	1.1	0.0	10.5	6.3	29.4	51.8			
Seed	Number	0	0	0	3	0	0	0	3	4.0	25
	Percent	0.0	0.0	0.0	100.0	0.0	0.0	0.0			
Fertilizer	Number	0	0	0	1	0	1	4	6	6.3	14
	Percent	0.0	0.0	0.0	16.7	0.0	16.7	66.7			
Other	Number	1	0	0	5	2	12	18	38	6.0	10
	Percent	2.6	0.0	0.0	13.2	5.3	31.6	47.4			
Checked more than one	Number	0	0	0	0	0	2	2	4	6.5	16
	Percent	0.0	0.0	0.0	0.0	0.0	50.0	50.0			
Historical Data	Number	0	1	0	1	4	15	27	48	6.4	13
	Percent	0.0	2.1	0.0	2.1	8.3	31.3	56.3			



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

	RATING SCALE							Total	Mean	Don't know	
	1	2	3	4	5	6	7				
Feed	Number	3.66	3.99	0	20.53	22.62	60.88	112.89	224.6	6.1	331
	Percent	1.6	1.8	0.0	9.1	10.1	27.1	50.3			
Seed	Number	0	1	0	1	4	6	11	23	6.0	7
	Percent	0.0	4.3	0.0	4.3	17.4	26.1	47.8			
Fertilizer	Number	0	0	0	1	0	0	2	3	6.0	17
	Percent	0.0	0.0	0.0	33.3	0.0	0.0	66.7			
Other	Number	0	0	0	0	0	1	1	2	6.5	18
	Percent	0.0	0.0	0.0	0.0	0.0	50.0	50.0			
Checked more than one	Number	1	0	0	1	1	9	14	26	6.2	32
	Percent	3.8	0.0	0.0	3.8	3.8	34.6	53.8			

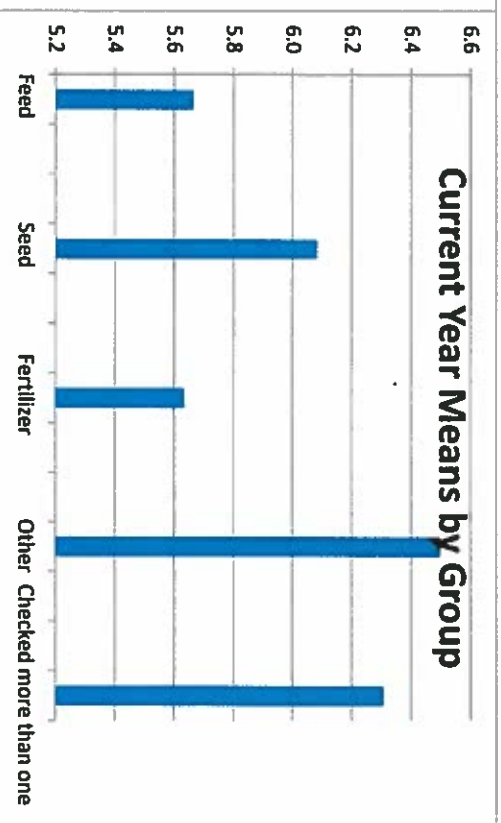
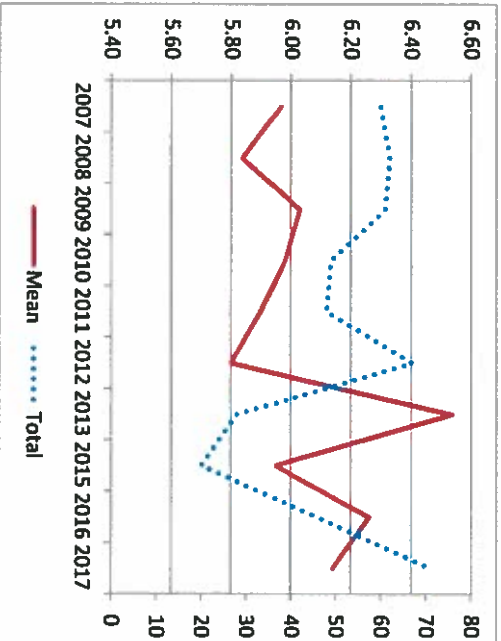
Year	Total	Mean
2007	51	5.47
2008	56	5.66
2009	57	5.93
2010	50	5.88
2011	48	5.90
2012	44	5.80
2013	40	6.40
2015	26	6.15
2016	39	6.08
2017	62	6.07



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

	RATING SCALE							Total	Mean	Don't know	
	1	2	3	4	5	6	7				
Feed	Number	0	0	0	20.42	32.83	78.54	108.48	240.3	6.1	318
	Percent	0.0	0.0	0.0	8.5	13.7	32.7	45.1			
Seed	Number	0	0	0	0	1	2	0	3	5.7	24
	Percent	0.0	0.0	0.0	0.0	33.3	66.7	0.0			
Fertilizer	Number	0	0	0	2	1	3	6	12	6.1	9
	Percent	0.0	0.0	0.0	16.7	8.3	25.0	50.0			
Other	Number	0	0	0	3	1	4	3	11	5.6	33
	Percent	0.0	0.0	0.0	27.3	9.1	36.4	27.3			
Checked more than one	Number	0	0	0	0	0	3	3	6	6.5	15
	Percent	0.0	0.0	0.0	0.0	0.0	50.0	50.0			
Historical Data	Number	0	0	0	1	6	12	20	39	6.3	20
	Percent	0.0	0.0	0.0	2.6	15.4	30.8	51.3			

Year	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
2017	71	6.14

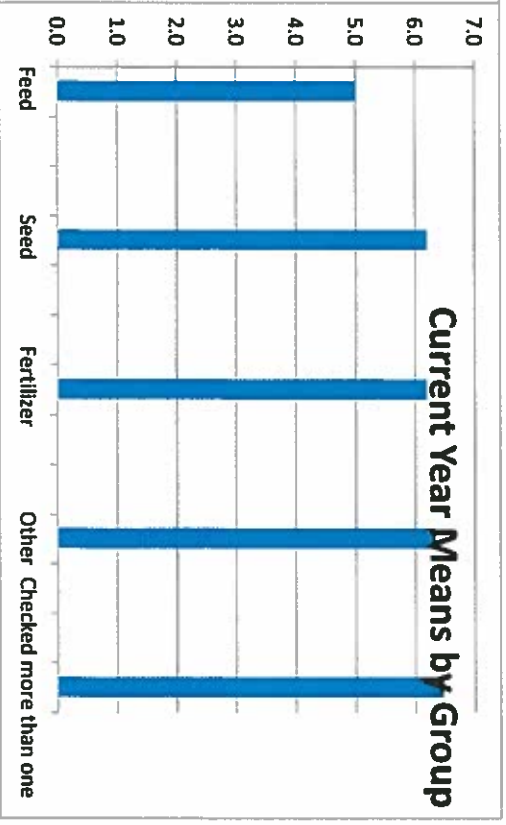
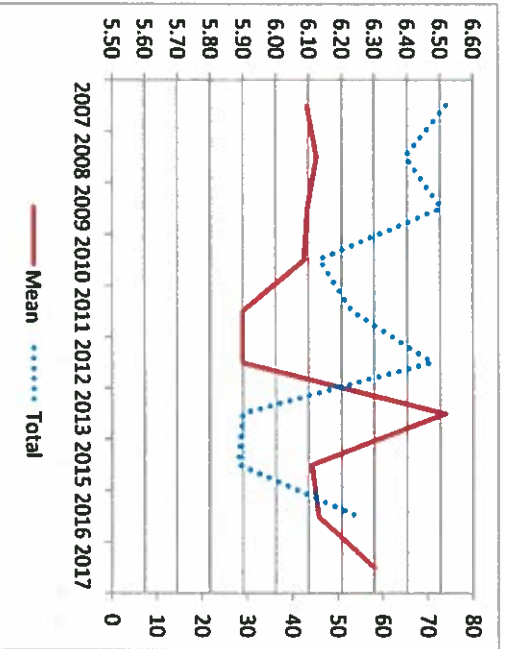


4c. Consistency of IDOA inspection procedures for Fertilizer Inspection (122)

	RATING SCALE							Total	Mean	Don't know	
	1	2	3	4	5	6	7				
Feed	Number	3	0	0	20.53	27.63	88.11	178.12	317.4	6.3	258
	Percent	0.9	0.0	0.0	6.5	8.7	27.8	56.1			
Seed	Number	0	0	0	1	1	1	0	3	5.0	24
	Percent	0.0	0.0	0.0	33.3	33.3	33.3	0.0			
Fertilizer	Number	0	0	0	1	0	1	3	5	6.2	15
	Percent	0.0	0.0	0.0	20.0	0.0	20.0	60.0			
Other	Number	1	0	0	3	3	9	21	37	6.2	12
	Percent	2.7	0.0	0.0	8.1	8.1	24.3	56.8			
Checked more than one	Number	0	0	0	0	0	2	1	3	6.3	17
	Percent	0.0	0.0	0.0	0.0	0.0	66.7	33.3			
Total	Number	0	0	0	1	4	14	28	47	6.5	14
	Percent	0.0	0.0	0.0	2.1	8.5	29.8	59.6			

Historical Data

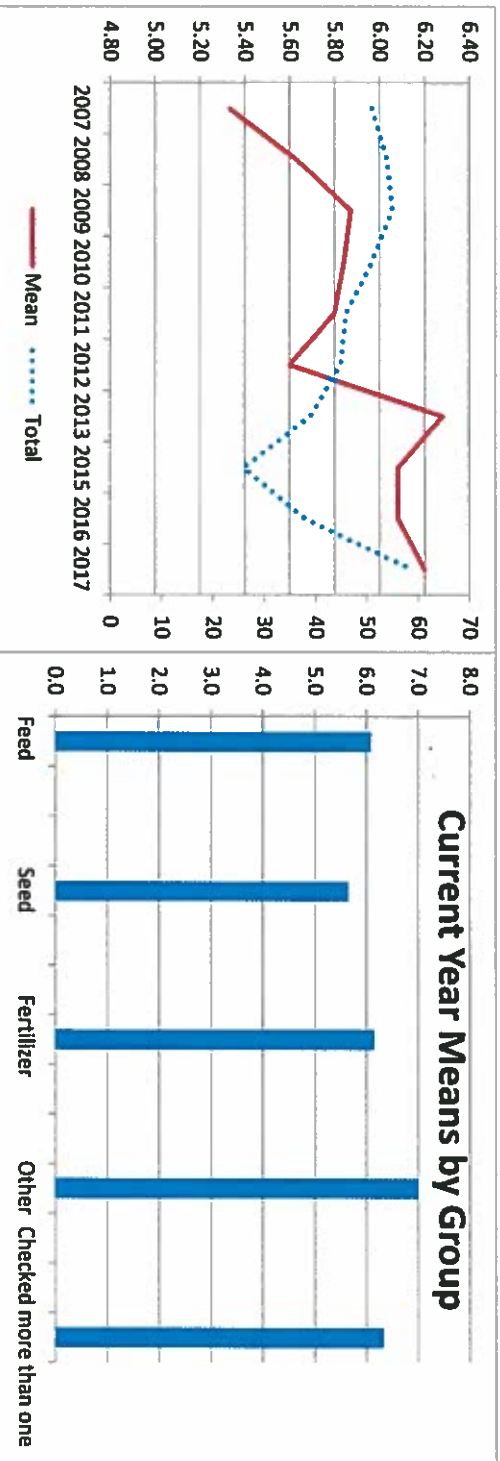
Year	Total	Mean
2007	74	6.09
2008	65	6.12
2009	73	6.10
2010	46	6.09
2011	53	5.90
2012	71	5.90
2013	29	6.52
2015	28	6.11
2016	54	6.13
2017	95	6.30



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

	RATING SCALE							Total	Mean	Don't know	
	1	2	3	4	5	6	7				
Feed	Number	3.66	0	7.98	10.54	7.98	70.75	113.34	214.3	6.2	334
	Percent	1.7	0.0	3.7	4.9	3.7	33.0	52.9			
Seed	Number	0	0	2	0	2	7	10	21	6.1	9
	Percent	0.0	0.0	9.5	0.0	9.5	33.3	47.6			
Fertilizer	Number	0	0	0	1	0	1	1	3	5.7	17
	Percent	0.0	0.0	0.0	33.3	0.0	33.3	33.3			
Other	Number	0	0	0	0	0	2	3	6	6.2	36
	Percent	0.0	0.0	0.0	0.0	0.0	33.3	50.0			
Checked more than one	Number	0	0	0	0	0	0	2	2	7.0	18
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Total	Number	1	0	0	1	0	9	16	27	6.3	29
	Percent	3.7	0.0	0.0	3.7	0.0	33.3	59.3			

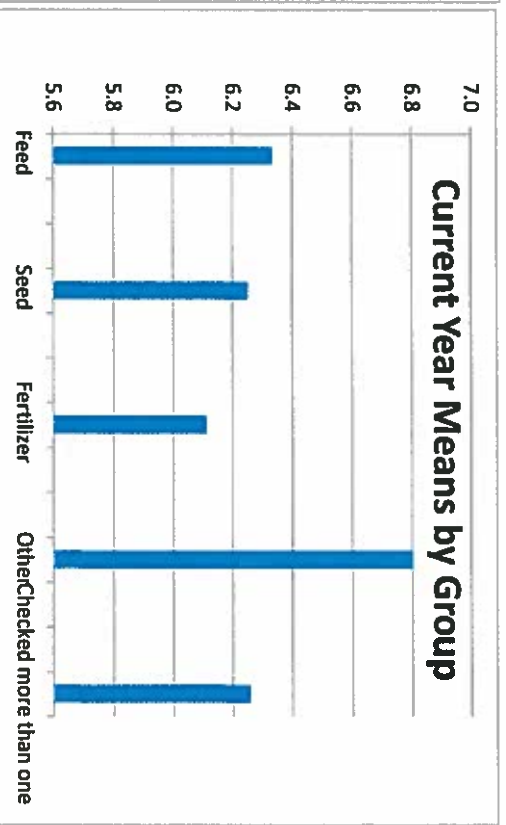
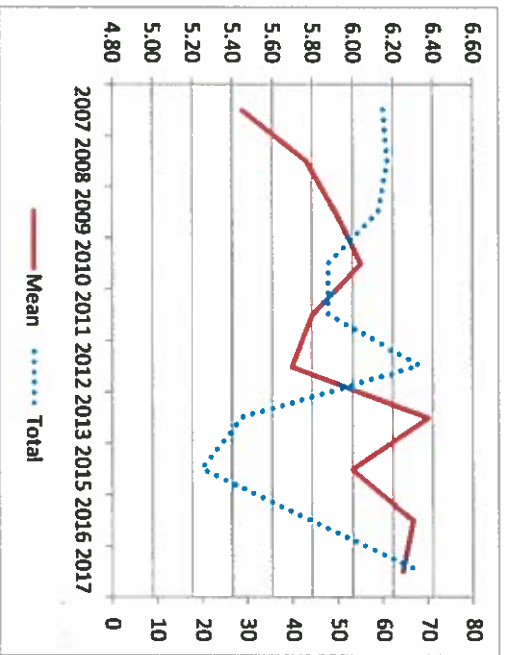
Year	Total	Mean
2007	51	5.33
2008	54	5.63
2009	55	5.87
2010	51	5.84
2011	46	5.80
2012	45	5.60
2013	39	6.28
2015	26	6.08
2016	38	6.08
2017	59	6.20



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

	RATING SCALE							Total	Mean	Don't know
	1	2	3	4	5	6	7			
Feed	0	0	0	0	0	2	1	3	6.3	24
Seed	0	0	0	0	0	66.7	33.3			
Fertilizer	0	0	0	1	0	6	5	12	6.3	9
Other	0	0	0	0	0	50.0	41.7			
Checked more than one	0	0	0	11.1	0.0	55.6	33.3			
	Number	0	0	0	1	0	5	9	6.1	35
	Percent	0.0	0.0	0.0	11.1	0.0	55.6	33.3		
	Number	0	0	0	0	1	4	5	6.8	16
	Percent	0.0	0.0	0.0	0.0	20.0	80.0			
	Number	0	0	0	2	5	13	19	6.3	19
	Percent	0.0	0.0	0.0	5.1	12.8	33.3	48.7		

Year	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
2017	68	6.25

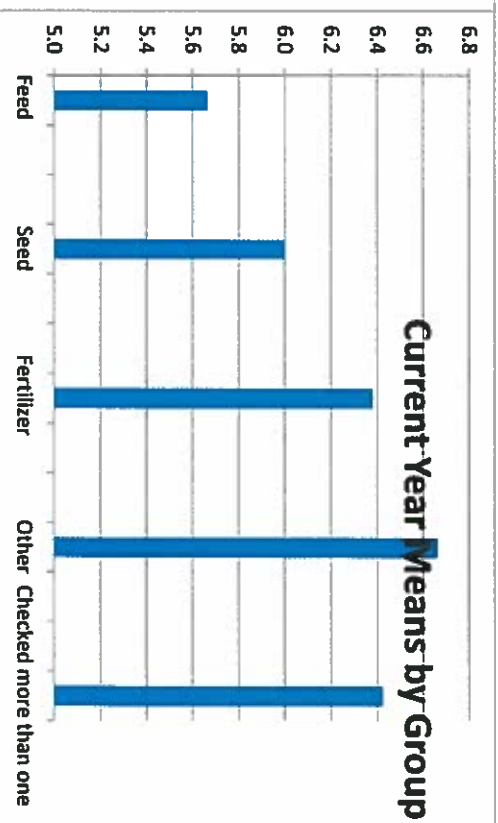
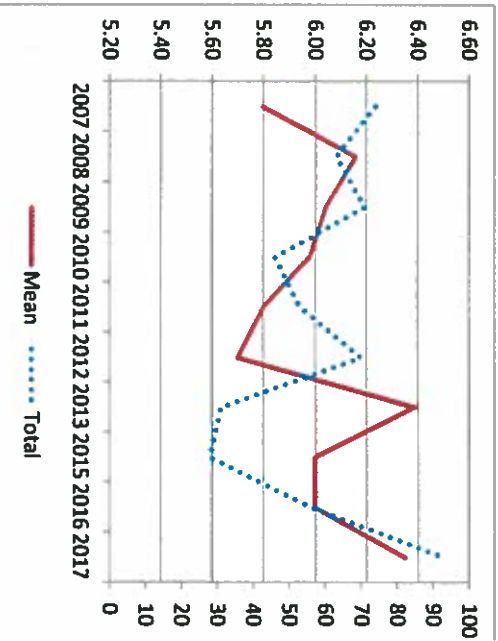


5c. Efficiency of IDOA inspection procedures
for Fertilizer Inspection (125)

	RATING SCALE							Total	Mean	Don't know
	1	2	3	4	5	6	7			
Feed	Number 0	0	3.66	20.53	10.98	103.87	173.23	312.3	6.4	260
Seed	Number 0	0	1.2	6.6	3.5	33.3	55.5			
Fertilizer	Number 0	0	0	0	0	1	1	3	5.7	24
Other	Number 0	0	0	0	0	0	0	0	0	0
Checked more than one	Number 0	0	0	0	0	1	2	3	6.7	17
	Percent 0.0	0.0	1.2	6.6	3.5	33.3	55.5			
	Number 0	0	0	1	0	3	2	6	6.0	14
	Percent 0.0	0.0	0.0	16.7	0.0	50.0	33.3			
	Number 0	0	0	0	0	12	19	34	6.4	15
	Percent 0.0	0.0	0.0	8.8	0.0	35.3	55.9			
	Number 0	0	0	0	0	1	2	3	6.7	17
	Percent 0.0	0.0	0.0	0.0	0.0	33.3	66.7			
	Number 0	0	1	1	3	14	28	47	6.4	13
	Percent 0.0	0.0	2.1	2.1	6.4	29.8	59.6			

Historical Data

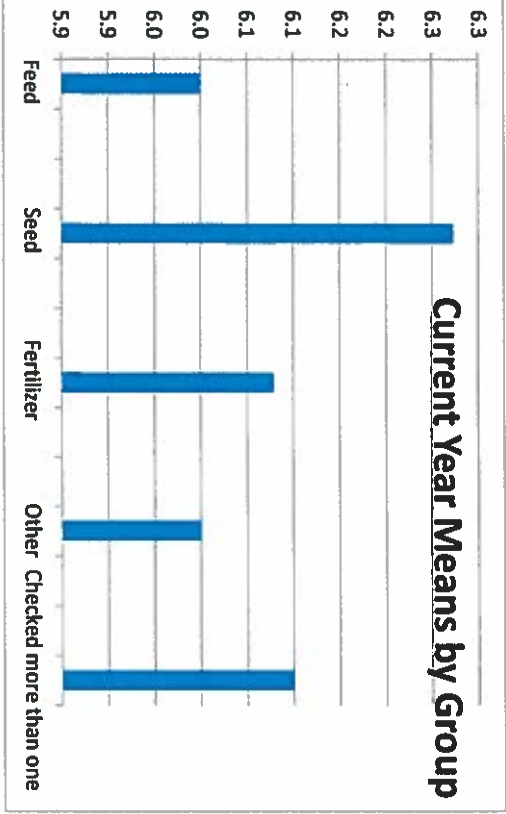
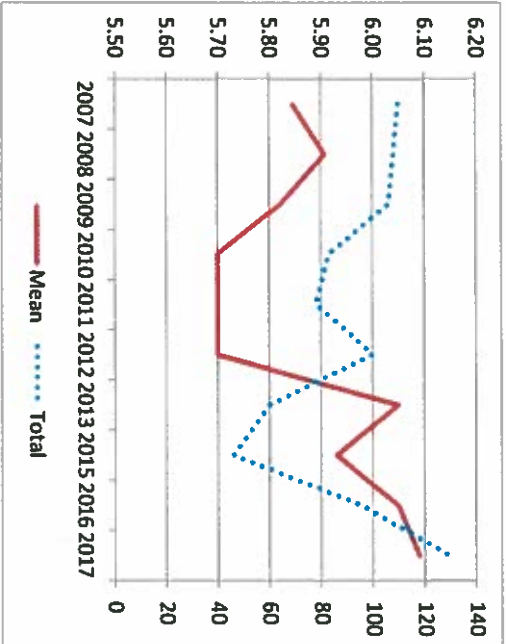
Year	Total	Mean
2007	74	5.80
2008	63	6.16
2009	71	6.04
2010	46	5.98
2011	53	5.80
2012	70	5.70
2013	31	6.39
2015	28	6.00
2016	56	6.00
2017	93	6.35



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

	RATING SCALE							Total	Mean	Know
	1	2	3	4	5	6	7			
Feed	0	3	0	31.5	71.45	129.17	185.39	420.5	6.1	169
Seed	0	0.7	0.0	7.5	17.0	30.7	44.1			
Fertilizer	0	0	0	0.0	11.8	17.6	29.4	41.2		
Other	0	0	0	0.0	9.1	9.1	27.3	54.5		
Checked more than one	0	0	0	0.0	15.4	7.7	38.5	38.5		
	Number	0	1	0	1	6	15	15	38	6.1
	Percent	0.0	2.6	0.0	2.6	15.8	39.5	39.5		
	Number	0	0	0	2	1	5	5	13	6.0
	Percent	0.0	0.0	0.0	15.4	7.7	38.5	38.5		
	Number	0	0	0	4	10	13	23	50	6.1
	Percent	0.0	0.0	0.0	8.0	20.0	26.0	46.0		

Year	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
2017	129	6.09

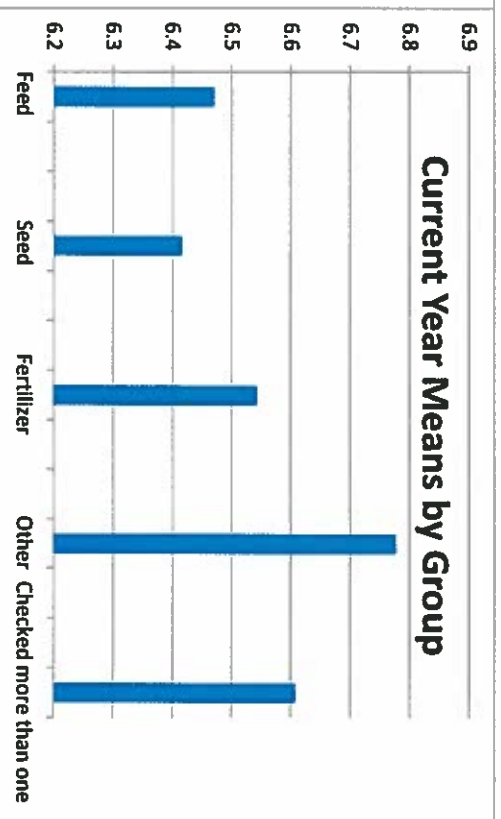
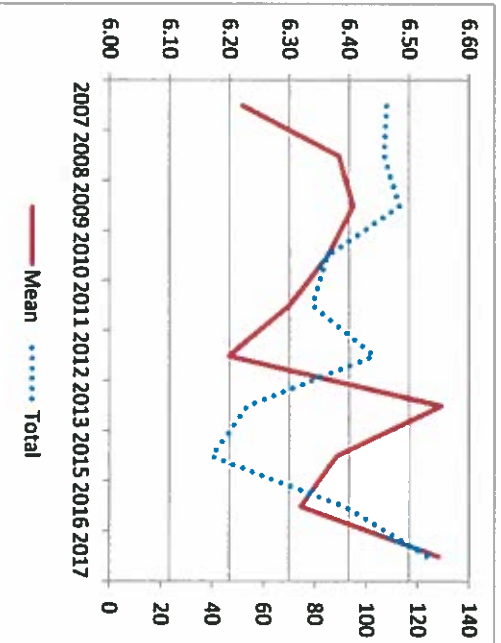


6b. Inspector was courteous and professional (127)

	RATING SCALE							Total	Mean	Know	Don't
	1	2	3	4	5	6	7				
Number	0	3	6.66	11.53	3.66	102.72	287.48	415.1	6.6	177	
Percent	0.0	0.7	1.6	2.8	0.9	24.7	69.3				
Feed	Number	0	0	0	1	0	6	10	17	6.5	13
	Percent	0.0	0.0	0.0	5.9	0.0	35.3	58.8			
Seed	Number	0	0	0	1	0	4	7	12	6.4	9
	Percent	0.0	0.0	0.0	8.3	0.0	33.3	58.3			
Fertilizer	Number	0	1	1	0	0	7	26	35	6.5	14
	Percent	0.0	2.9	2.9	0.0	0.0	20.0	74.3			
Other	Number	0	0	0	0	0	2	7	9	6.8	12
	Percent	0.0	0.0	0.0	0.0	0.0	22.2	77.8			
Checked more than one	Number	0	0	1	1	1	11	37	51	6.6	10
	Percent	0.0	0.0	2.0	2.0	2.0	21.6	72.5			

Historical Data

Year	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
2017	124	6.55

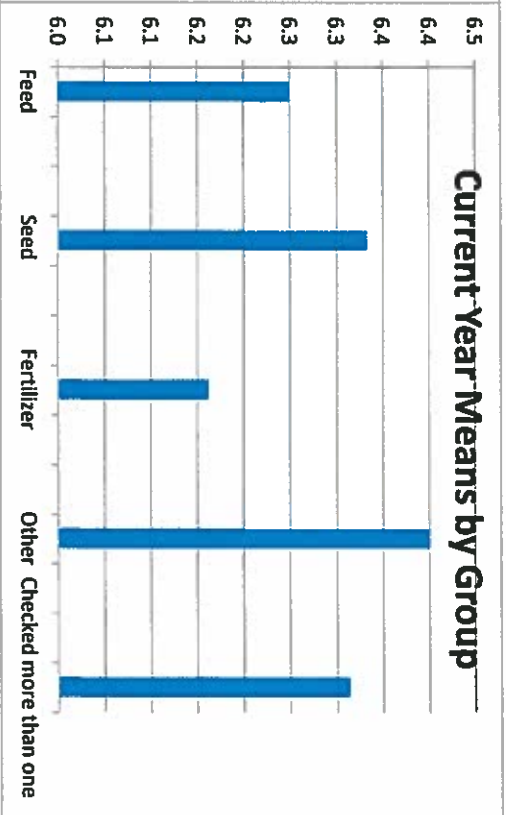
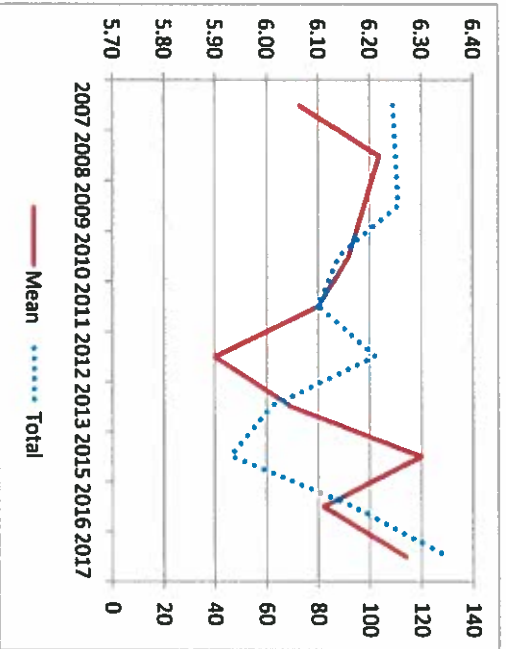


6c. Staff adequately explained standards, test results and/or regulations (128)

	RATING SCALE							Total	Mean	Don't know	
	1	2	3	4	5	6	7				
Number	0	6	11.31	19.19	30.52	124.14	242.86	434	6.3	158	
Percent	0.0	1.4	2.6	4.4	7.0	28.6	56.0				
Feed	Number	0	0	1	1	0	8	10	20	6.3	10
	Percent	0.0	0.0	5.0	5.0	0.0	40.0	50.0			
Seed	Number	0	0	0	1	1	3	7	12	6.3	9
	Percent	0.0	0.0	0.0	8.3	8.3	25.0	58.3			
Fertilizer	Number	0	2	0	1	4	10	20	37	6.2	12
	Percent	0.0	5.4	0.0	2.7	10.8	27.0	54.1			
Other	Number	0	0	0	1	0	3	6	10	6.4	11
	Percent	0.0	0.0	0.0	10.0	0.0	30.0	60.0			
Checked more than one	Number	0	0	2	2	4	13	30	51	6.3	10
	Percent	0.0	0.0	3.9	3.9	7.8	25.5	58.8			

Historical Data

Year	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
2017	130	6.27



6d. Treated fairly by Inspector (129)

RATING SCALE						
1	2	3	4	5	6	7
3	3	0	16.52	7.54	109.71	260.75
0.7	0.7	0.0	4.1	1.9	27.4	65.1

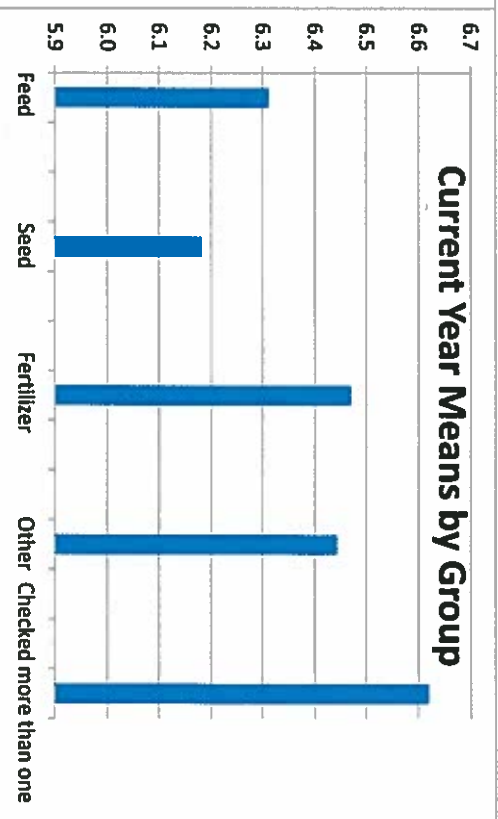
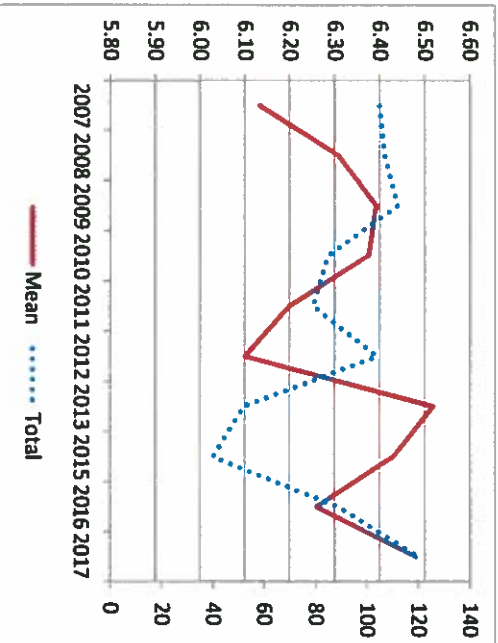
Don't

Total Mean know
400.5 6.5 185

Category	Number	Percent	1	2	3	4	5	6	7	Total	Mean	know
Feed	0	0.0	0	0	0	2	0	5	9	16	6.3	14
Seed	0	0.0	0	0	0	1	1	4	5	11	6.2	10
Fertilizer	1	2.9	1	1	0	0	0	7	25	34	6.5	15
Other	0	0.0	0	0	0	0	0	2	6	9	6.4	12
Checked more than one	0	0.0	0	0	0	1	1	14	34	50	6.6	9

Historical Data

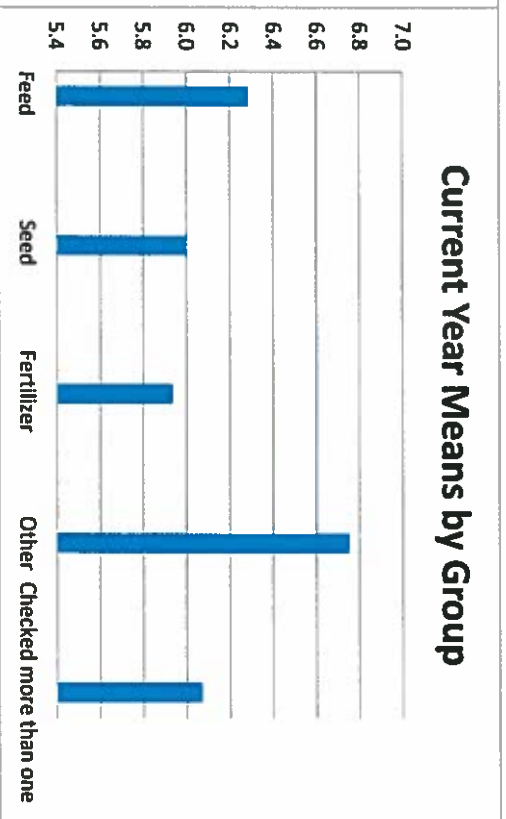
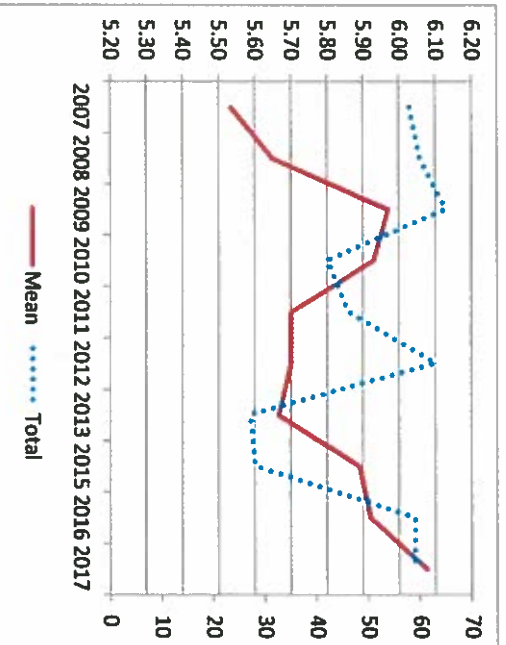
Year	Total	Mean
2007	105	6.13
2008	107	6.31
2009	112	6.39
2010	85	6.38
2011	79	6.20
2012	104	6.10
2013	52	6.52
2015	40	6.43
2016	89	6.26
2017	120	6.48



6e. IDOA is responsive to complaints (130)

	RATING SCALE							Total	Mean know	Don't know	
	1	2	3	4	5	6	7				
Feed	Number	3	0	0	21.85	17.64	64.24	91.64	198.4	6.1	364
	Percent	1.5	0.0	0.0	11.0	8.9	32.4	46.2			
Seed	Number	0	0	0	1	0	2	4	7	6.3	23
	Percent	0.0	0.0	0.0	14.3	0.0	28.6	57.1			
Fertilizer	Number	0	0	0	1	0	0	2	3	6.0	16
	Percent	0.0	0.0	0.0	33.3	0.0	0.0	66.7			
Other	Number	1	0	0	1	1	5	7	15	5.9	31
	Percent	6.7	0.0	0.0	6.7	6.7	33.3	46.7			
Checked more than one	Number	0	0	0	0	0	1	3	4	6.8	15
	Percent	0.0	0.0	0.0	0.0	0.0	25.0	75.0			
Total	Number	0	0	0	3	4	11	12	30	6.1	28
	Percent	0.0	0.0	0.0	10.0	13.3	36.7	40.0			

Year	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
2017	59	6.08



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

RATING SCALE						
1	2	3	4	5	6	7
3	0	3	30.16	34.72	100.97	179.87
0.9	0.0	0.9	8.6	9.9	28.7	51.1

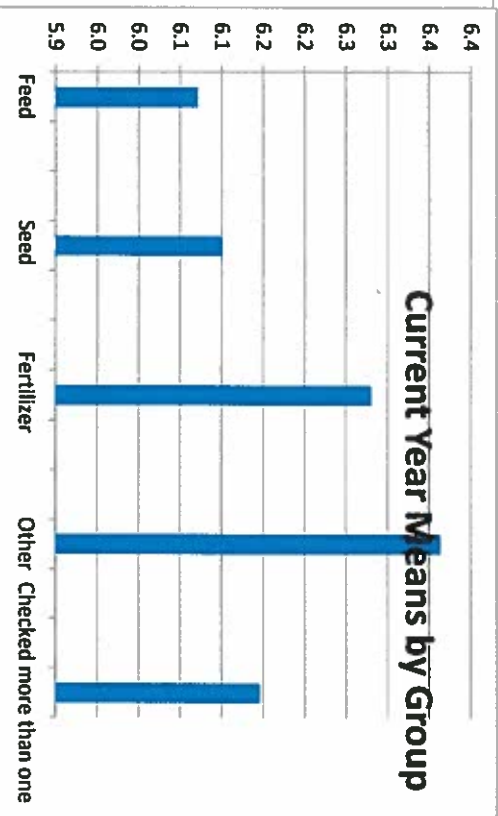
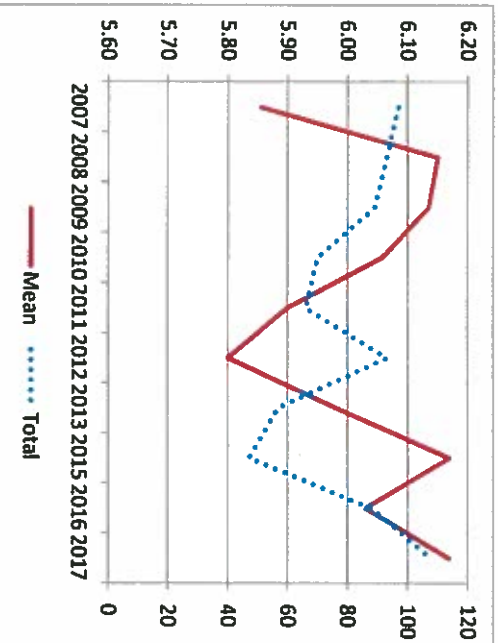
Don't

Total Mean know
351.7 6.2 214

	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Feed	0	0.0	0	0.0	2	14.3	2	14.3	3	21.4	7	50.0	14	6.1	15
Seed	0	0.0	0	0.0	1	10.0	2	20.0	2	20.0	5	50.0	10	6.1	10
Fertilizer	1	3.1	0	0.0	1	0.0	2	6.3	9	28.1	19	59.4	32	6.3	16
Other	0	0.0	0	0.0	0	0.0	2	18.2	3	27.3	6	54.5	11	6.4	9
Checked more than one	0	0.0	0	0.0	5	12.2	3	7.3	14	34.1	19	46.3	41	6.1	16

Historical Data

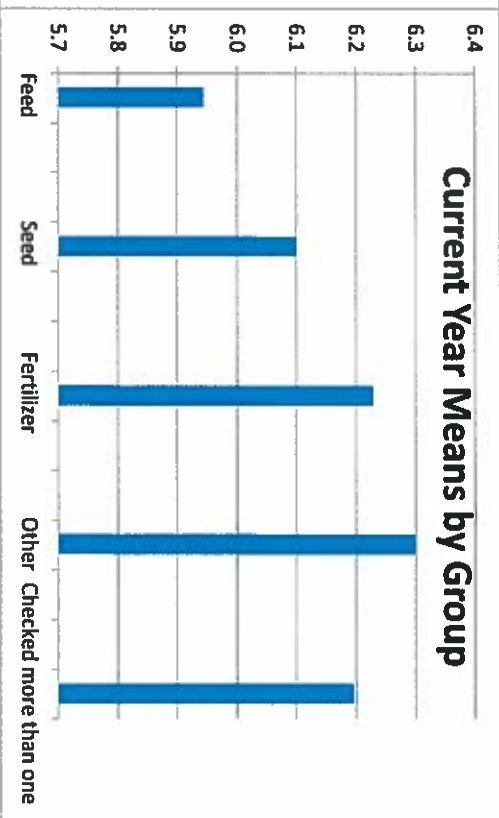
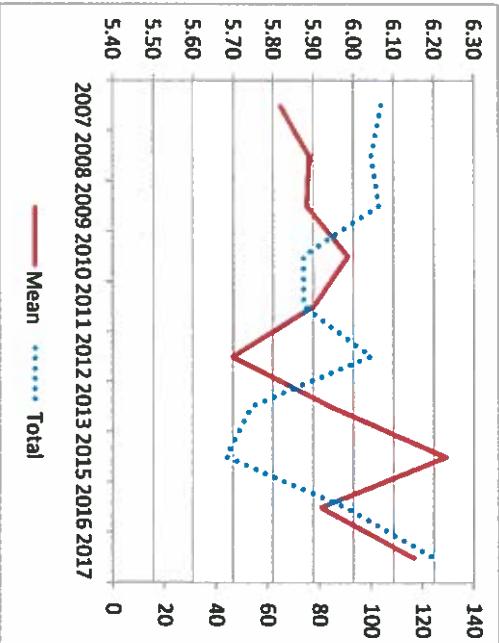
Year	Total	Mean
2007	97	5.86
2008	93	6.15
2009	89	6.13
2010	70	6.06
2011	66	5.90
2012	93	5.80
2013	57	5.98
2015	47	6.17
2016	88	6.03
2017	108	6.17



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

	RATING SCALE							Total	Mean	Don't know	
	1	2	3	4	5	6	7				
Feed	Number	0	1	0	2	1	6	8	18	5.9	12
	Percent	0.0	5.6	0.0	11.1	5.6	33.3	44.4			
Seed	Number	0	0	0	1	2	2	5	10	6.1	11
	Percent	0.0	0.0	0.0	10.0	20.0	20.0	50.0			
Fertilizer	Number	1	1	0	0	3	10	20	35	6.2	13
	Percent	2.9	2.9	0.0	0.0	8.6	28.6	57.1			
Other	Number	0	0	0	0	1	5	4	10	6.3	10
	Percent	0.0	0.0	0.0	0.0	10.0	50.0	40.0			
Checked more than one	Number	0	0	0	5	4	18	24	51	6.2	8
	Percent	0.0	0.0	0.0	9.8	7.8	35.3	47.1			

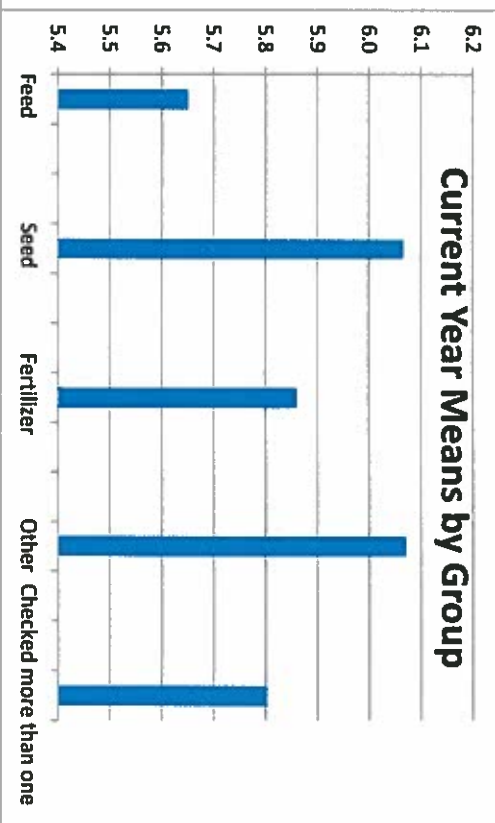
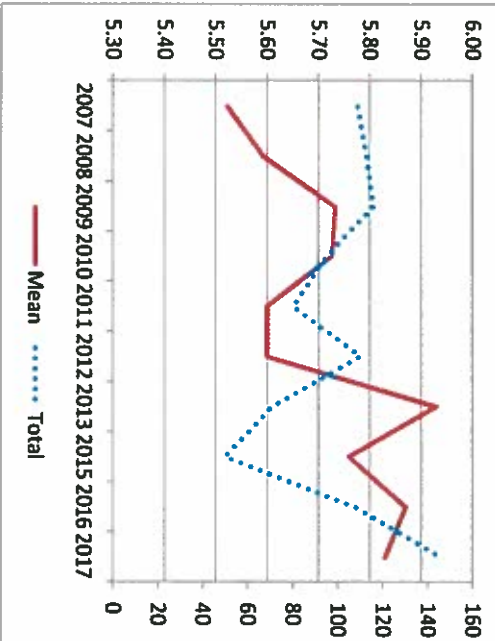
Year	Total	Mean
2007	104	5.82
2008	100	5.89
2009	103	5.88
2010	74	5.99
2011	74	5.90
2012	100	5.70
2013	54	5.94
2015	44	6.23
2016	90	5.92
2017	124	6.15



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

	RATING SCALE							Total	Mean	Don't know	
	1	2	3	4	5	6	7				
Feed	0	9.99	22.95	40.5	81.11	135.8	189.28	479.6	5.8	100	
Seed	0	2.1	4.8	8.4	16.9	28.3	39.5				
Fertilizer	0	1	3	2	1	6	10	23	5.7	7	
Other	0	4.3	13.0	8.7	4.3	26.1	43.5				
Checked more than one	0	0	0	0	1	4	3	7	15	6.1	6
	0	0	0	0	6.7	26.7	20.0	46.7			
	0	2	0	4	8	11	18	43	5.9	5	
	0	4.7	0.0	9.3	18.6	25.6	41.9				
	0	0	0	2	1	5	6	14	6.1	5	
	0	0.0	0.0	14.3	7.1	35.7	42.9				
	0	0	0	3	4	10	17	17	51	5.8	8
	0.0	0.0	5.9	7.8	19.6	33.3	33.3				

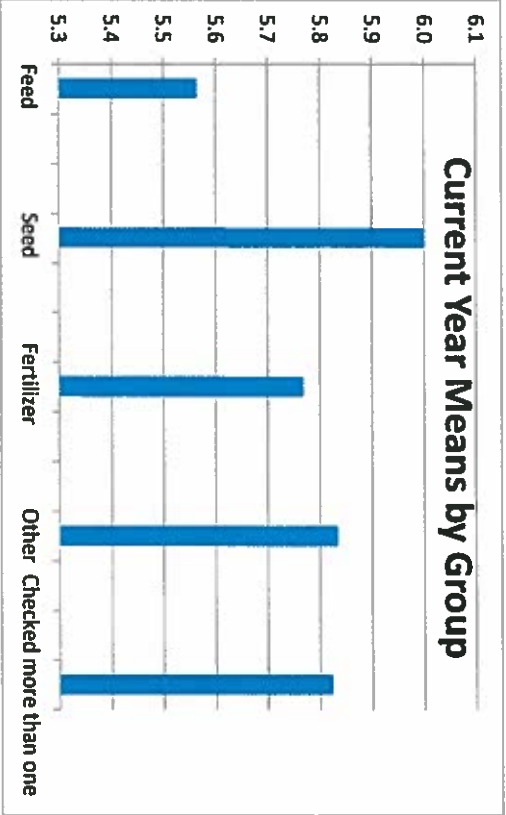
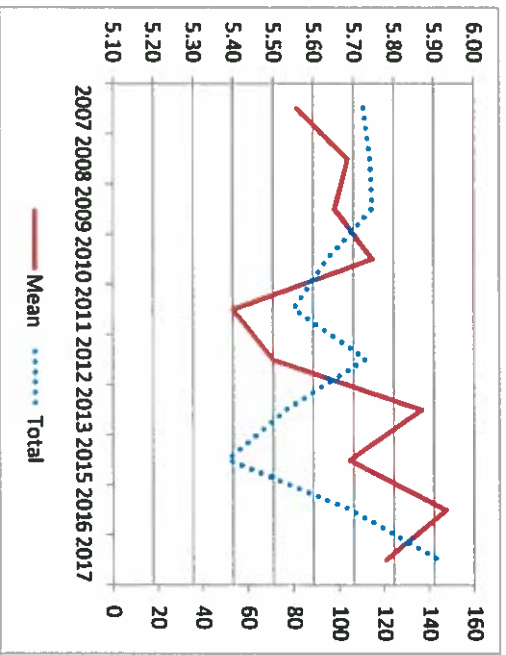
Year	Total	Mean
2007	109	5.52
2008	113	5.59
2009	116	5.73
2010	95	5.73
2011	80	5.60
2012	110	5.60
2013	71	5.93
2015	50	5.76
2016	108	5.87
2017	146	5.83



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

	RATING SCALE							Total	Mean	Don't know
	1	2	3	4	5	6	7			
Feed	Number 9.99	0	21.96	49.37	71.55	143.48	181.28	477.6	5.8	103
Seed	Number 0	0	0	0	0	0	0	0	0	0
Fertilizer	Number 2	0	1	4	5	15	16	43	5.8	5
Other	Number 0	0	0	3	0	5	4	12	5.8	8
Checked more than one	Number 0	0	3	4	9	18	17	51	5.8	8
	Percent	0.0	4.6	10.3	15.0	30.0	38.0			
	Percent	0.0	0.0	8.7	13.0	13.0	17.4	43.5		
	Percent	0.0	0.0	0.0	13.3	20.0	20.0	46.7		
	Percent	0.0	0.0	2.3	9.3	11.6	34.9	37.2		
	Percent	0.0	0.0	0.0	25.0	0.0	41.7	33.3		
	Percent	0.0	0.0	5.9	7.8	17.6	35.3	33.3		

Year	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
2017	144	5.78



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

RATING SCALE						
1	2	3	4	5	6	7

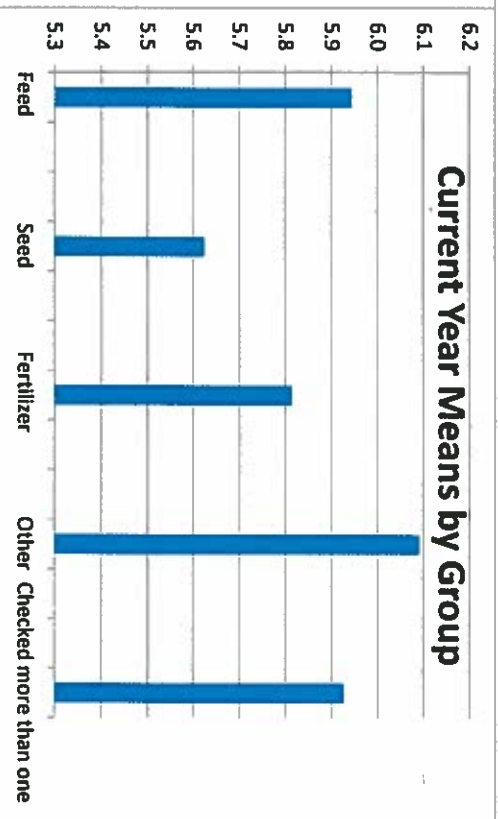
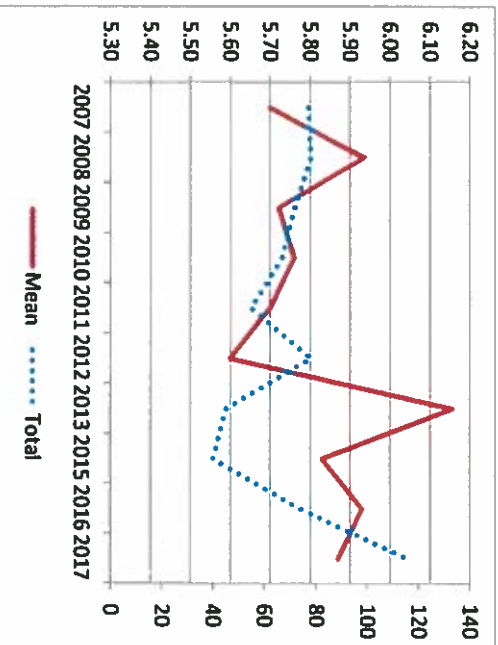
Don't

	1	2	3	4	5	6	7	Total	Mean	know
Number	3	6.66	3	48.47	53.92	107.98	154.89	377.9	5.9	202
Percent	0.8	1.8	0.8	12.8	14.3	28.6	41.0			
Number	0	0	0	5	0	4	9	18	5.9	12
Percent	0.0	0.0	0.0	27.8	0.0	22.2	50.0			
Number	0	0	0	1	3	2	2	8	5.6	13
Percent	0.0	0.0	0.0	12.5	37.5	25.0	25.0			
Number	1	1	1	3	4	13	15	38	5.8	10
Percent	2.6	2.6	2.6	7.9	10.5	34.2	39.5			
Number	0	0	0	1	1	5	4	11	6.1	8
Percent	0.0	0.0	0.0	9.1	9.1	45.5	36.4			
Number	0	1	0	4	8	11	17	41	5.9	18
Percent	0.0	2.4	0.0	9.8	19.5	26.8	41.5			

Checked more than one

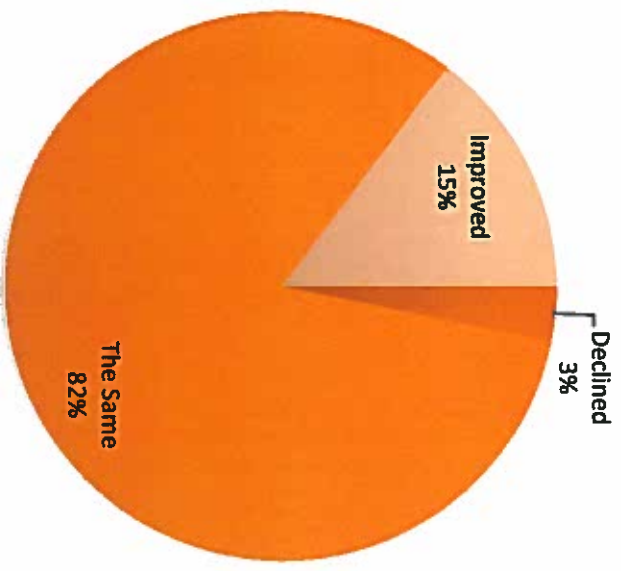
Historical Data

Year	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
2017	116	5.87



7. Compared to a year ago, the quality of services from the IDOA has (136):

	Declined	Stayed The Same	Improved	Total	Don't know
	Number 14.64	371.89	66.69	453.22	129.24
	Percent 3.2	82.1	14.7		
Feed Manufacturer or Dealer	Number 2	15	1	18	12
	Percent 11.1	83.3	5.6		
Seed Producer or Distributor	Number 0	14	2	16	5
	Percent 0.0	87.5	12.5		
Fertilizer Distributor	Number 1	32	6	39	10
	Percent 2.6	82.1	15.4		
Other	Number 0	8	4	12	10
	Percent 0.0	66.7	33.3		
Checked more than one	Number 1	42	9	52	6
	Percent 1.9	80.8	17.3		



10. How often do you have contact with the IDOA? (138)

	Number	Percent	3	0.5	15.66	2.7	160.98	27.7	99.86	17.2	193.38	33.3	108.58	18.7	Total
															581.46

Feed Manufacturer or Dealer

Number	Percent	0	0.0	0	0.0	6	20.0	4	13.3	10	33.3	10	33.3

Seed Producer or Distributor

Number	Percent	0	0.0	0	0.0	1	4.8	3	14.3	9	42.9	8	38.1

Fertilizer Distributor

Number	Percent	1	10.0	4	8.2	12	24.5	10	20.4	17	34.7	5	10.2

Other

Number	Percent	0	0.0	0	0.0	2	9.5	2	9.5	9	42.9	8	38.1

Checked more than one

Number	Percent	0	0.0	1	1.7	26	44.8	11	19.0	16	27.6	4	6.9

