

Bureau of Environmental Programs

2017 Customer Service Survey Results

Number of Questionnaires Mailed (9/8/2017) 1,001
Number of Questionnaires Mailed (9/22/2017) 1,001

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

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

	<u>Number</u>	<u>Percent</u>
a. Seek Information (101)	56	21.6
b. Obtain license, permit, or registration (102)	186	71.8
c. Inspection (103)	65	25.1
d. Fill out a report (104)	23	8.9
e. Pay a fine (105)	2	0.8
f. Complete a survey (106)	72	27.8
g. Other (107)	5	1.9

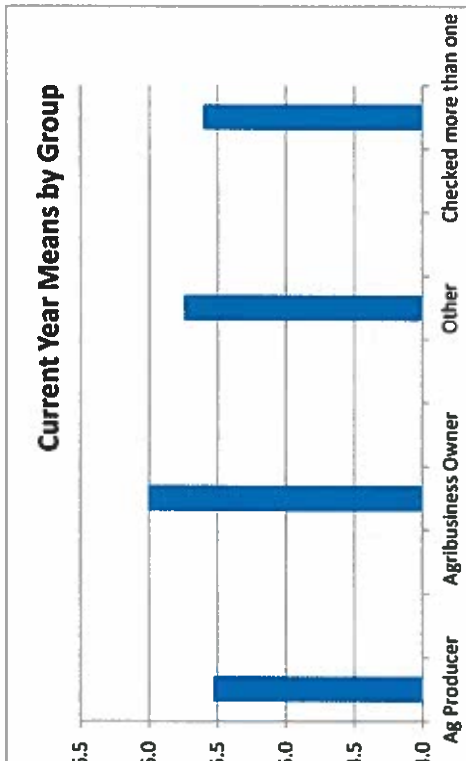
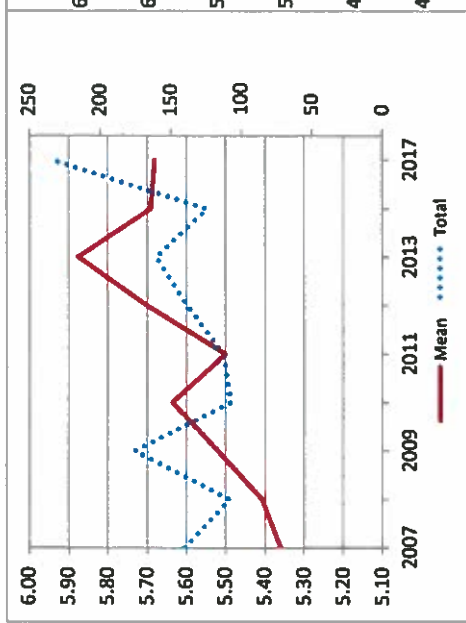
10. How many years have you worked with staff from the IDOA? (137):

	<u>Average number of years</u>
Agricultural Producer	19.6
Agribusiness Owner	20.0
Other	15.4
Checked more than one	18.8
Overall	17.7

2a. Usefulness of information and or/services received (110)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Number		97	23	38	901	991	1315	1848	5213	5.7	372
Percent		1.9	0.4	0.7	17.3	19.0	25.2	35.4			
Number	Ag Producer	2	0	1	12	19	19	21	74	5.5	6
Percent		2.7	0.0	1.4	16.2	25.7	25.7	28.4			
Number	Agribusiness Owner	0	0	0	1	9	8	11	29	6.0	2
Percent		0.0	0.0	0.0	3.4	31.0	27.6	37.9			
Number	Other	1	0	1	19	17	20	38	96	5.7	9
Percent		1.0	0.0	1.0	19.8	17.7	20.8	39.6			
Number	Checked more than one	1	1	1	5	5	9	13	35	5.6	0
Percent		2.9	2.9	2.9	14.3	14.3	25.7	37.1			

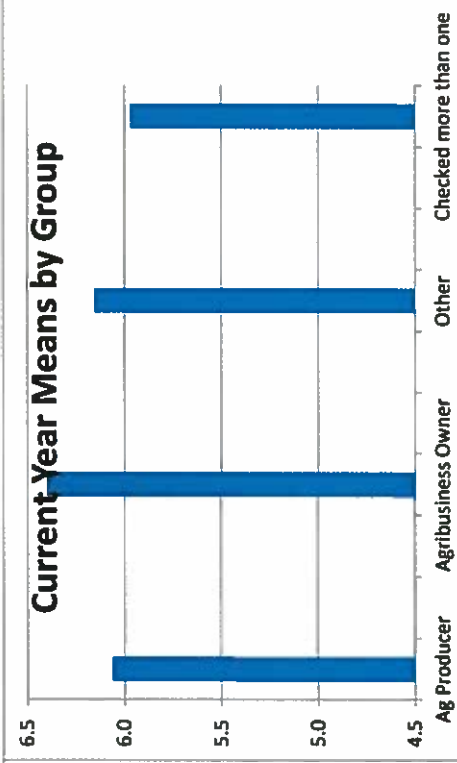
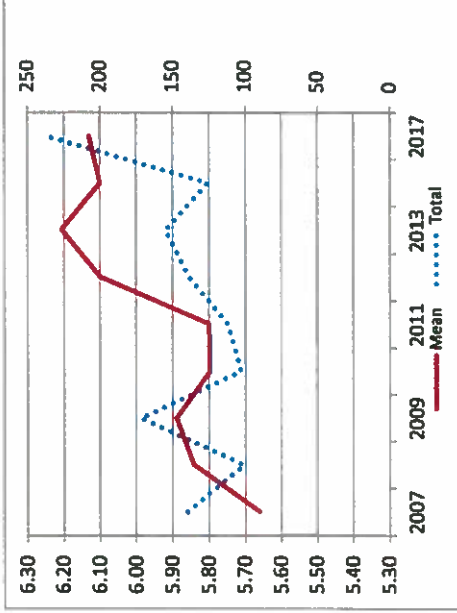
Year	Total	Mean
2007	140	5.36
2008	108	5.41
2009	175	5.52
2010	107	5.64
2011	112	5.50
2012	138	5.70
2013	160	5.88
2015	124	5.69
2017	234	5.68



2b. Treatment by staff (111)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Number		0	0	23	495	907	1369	2459	5253	6.1	385
Percent		0.0	0.0	0.4	9.4	17.3	26.1	46.8			
Number	Ag Producer	0	0	0	8	14	21	35	78	6.1	3
Percent		0.0	0.0	0.0	10.3	17.9	26.9	44.9			
Number	Agribusiness Owner	0	0	0	1	5	5	19	30	6.4	1
Percent		0.0	0.0	0.0	3.3	16.7	16.7	63.3			
Number	Other	0	0	0	7	16	27	45	95	6.2	11
Percent		0.0	0.0	0.0	7.4	16.8	28.4	47.4			
Number	Checked more than one	0	0	1	5	4	8	16	34	6.0	1
Percent		0.0	0.0	2.9	14.7	11.8	23.5	47.1			

Year	Total	Mean
2007	140	5.66
2008	101	5.84
2009	172	5.89
2010	103	5.80
2011	112	5.80
2012	139	6.10
2013	155	6.21
2015	126	6.10
2017	237	6.13



RATING SCALE						
1	2	3	4	5	6	7

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	122	88	171	577	628	1524	1806	4916	5.7	754
Percent	2.5	1.8	3.5	11.7	12.8	31.0	36.7			

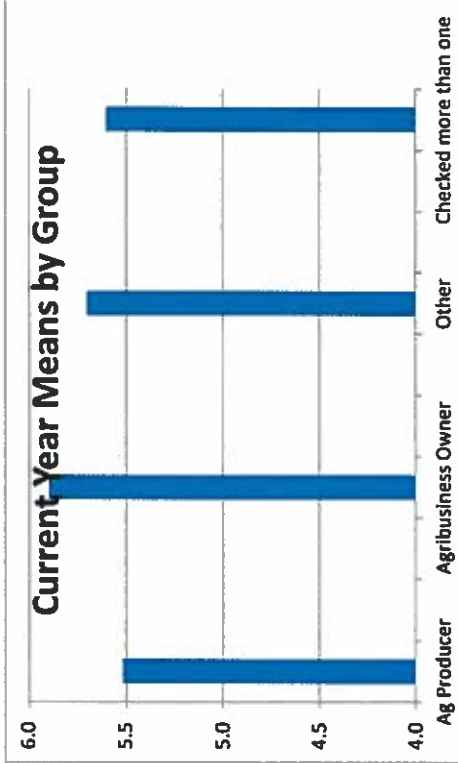
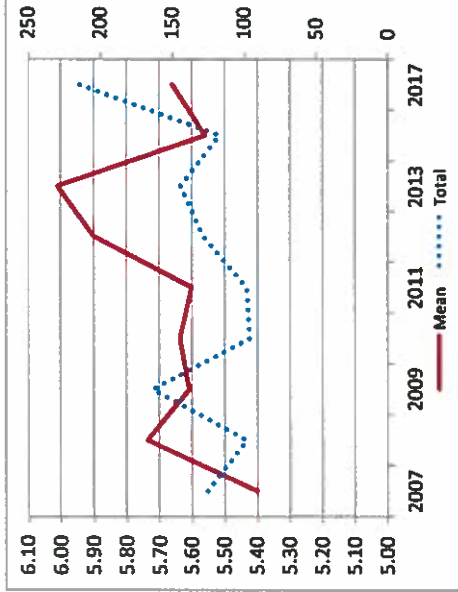
Ag Producer	Number	Percent	1	2	3	4	5	6	7	Total	Mean
	1	1.5	2	3.0	4.5	16.7	13.6	28.8	31.8	66	5.5
	3	11	9	19	21					15	

Agribusiness Owner	Number	Percent	1	2	3	4	5	6	7	Total	Mean
	0	0.0	1	3.4	6.9	3.4	13.8	27.6	44.8	29	5.9
	2	1	2	1	4	8	13	24	35	90	5.7

Other	Number	Percent	1	2	3	4	5	6	7	Total	Mean
	3	3.3	1	2.2	13.3	14.4	26.7	38.9		30	5.6
	2	0.0	2	2	2	12	10	10	10	5	

Checked more than one	Number	Percent	1	2	3	4	5	6	7	Total	Mean
	2	6.7	0.0	6.7	6.7	6.7	40.0	33.3		30	5.6
	2	0.0	2	2	2	2	12	10	10	5	

Year	Total	Mean
2007	125	5.40
2008	98	5.73
2009	163	5.61
2010	96	5.64
2011	98	5.60
2012	128	5.90
2013	144	6.01
2015	117	5.56
2017	215	5.66



RATING SCALE						
1	2	3	4	5	6	7

Total Mean N/A
5139 6.1 499

2d. Satisfaction with staff member's knowledge of job (113)

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	6	0	38	494	622	1495	2484	5139	6.1	499
Percent	0.1	0.0	0.7	9.6	12.1	29.1	48.3			
Number	0	0	0	9	9	22	36	76	6.1	5
Percent	0.0	0.0	0.0	11.8	11.8	28.9	47.4			
Number	0	0	0	0	4	8	17	29	6.4	2
Percent	0.0	0.0	0.0	0.0	13.8	27.6	58.6			
Number	0	0	1	8	13	25	47	94	6.2	12
Percent	0.0	0.0	1.1	8.5	13.8	26.6	50.0			
Number	1	0	2	3	2	10	16	34	5.9	1
Percent	2.9	0.0	5.9	8.8	5.9	29.4	47.1			

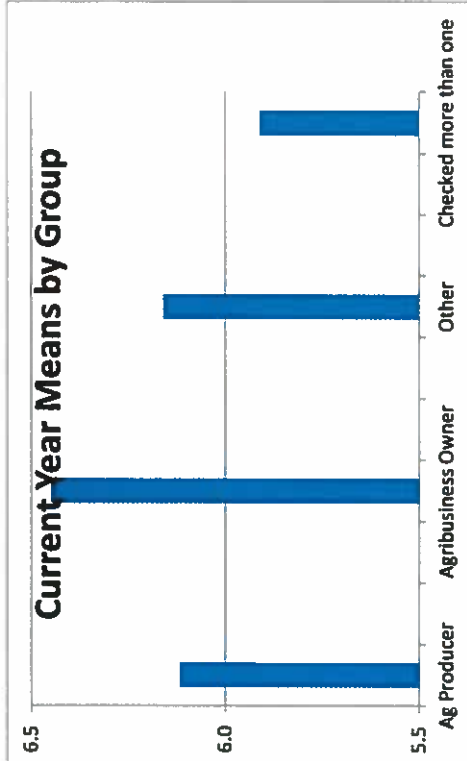
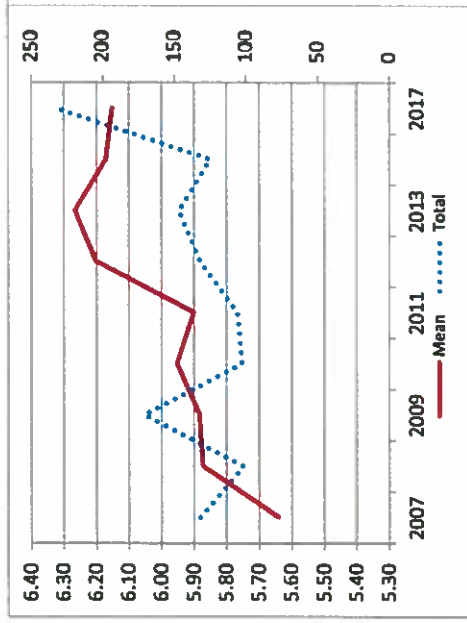
Ag Producer

Agribusiness Owner

Other

Checked more than one

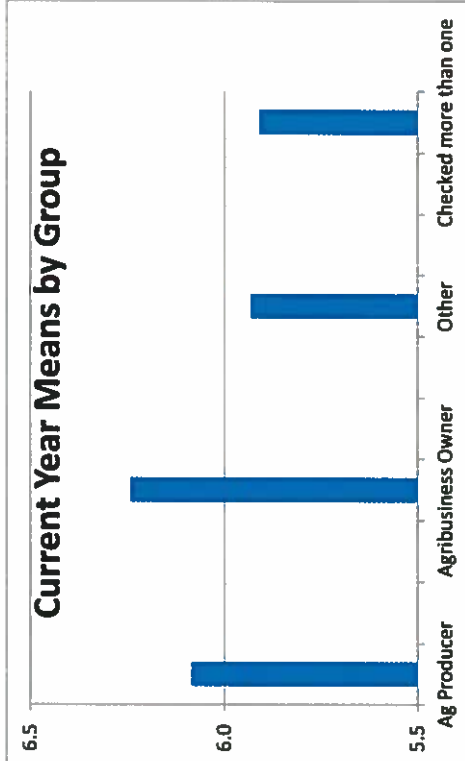
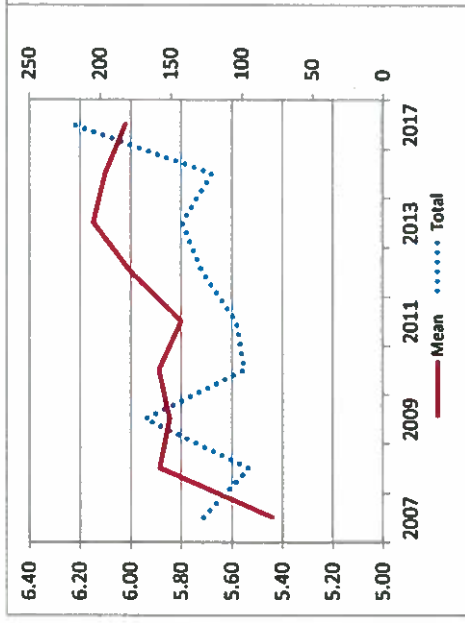
Historical Data	Total	Mean
2007	132	5.64
2008	102	5.87
2009	171	5.88
2010	103	5.95
2011	106	5.90
2012	132	6.20
2013	147	6.27
2015	125	6.17
2017	233	6.15



2e. Satisfaction with technical skills of staff (114)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Ag Producer	Number	6	0	8	559	899	1285	2093	4850	6.0	818
	Percent	0.1	0.0	0.2	11.5	18.5	26.5	43.2			
Agribusiness Owner	Number	0	0	0	8	10	21	32	71	6.1	10
	Percent	0.0	0.0	0.0	11.3	14.1	29.6	45.1			
Other	Number	0	0	0	0	8	6	15	29	6.2	2
	Percent	0.0	0.0	0.0	0.0	27.6	20.7	51.7			
Checked more than one	Number	0	0	0	12	17	23	35	87	5.9	20
	Percent	0.0	0.0	0.0	13.8	19.5	26.4	40.2			
Checked more than one	Number	1	0	2	3	2	9	16	33	5.9	2
	Percent	3.0	0.0	6.1	9.1	6.1	27.3	48.5			

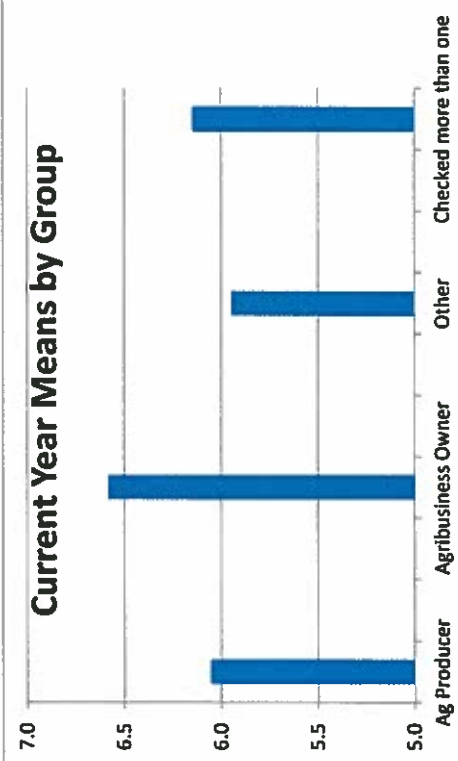
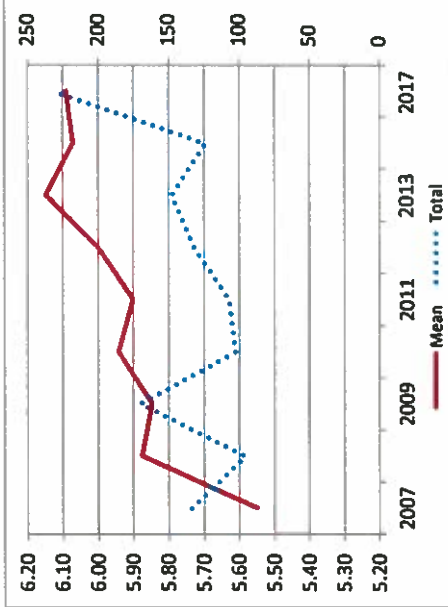
Year	Total	Mean
2007	127	5.44
2008	95	5.88
2009	168	5.85
2010	98	5.89
2011	104	5.80
2012	128	6.00
2013	142	6.15
2015	121	6.10
2017	220	6.02



2f. Accuracy of information (115)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Number		30	0	57	572	620	1550	2415	5244	6.1	422
Percent		0.6	0.0	1.1	10.9	11.8	29.6	46.1			
Number	Ag Producer	0	0	1	7	11	20	32	71	6.1	9
Percent		0.0	0.0	1.4	9.9	15.5	28.2	45.1			
Number	Agribusiness Owner	0	0	0	0	2	8	19	29	6.6	2
Percent		0.0	0.0	0.0	0.0	6.9	27.6	65.5			
Number	Other	1	0	0	14	13	29	41	98	5.9	9
Percent		1.0	0.0	0.0	14.3	13.3	29.6	41.8			
Number	Checked more than one	0	0	2	2	2	11	17	34	6.1	1
Percent		0.0	0.0	5.9	5.9	5.9	32.4	50.0			

Historical Data	Total	Mean
2007	134	5.55
2008	96	5.88
2009	170	5.85
2010	103	5.94
2011	107	5.90
2012	132	6.00
2013	148	6.15
2015	124	6.07
2017	232	6.09



RATING SCALE						
1	2	3	4	5	6	7

Total Mean N/A

2g. Ease of reaching staff to answer inquiries (116) Number 27 4 34 650 688 1267 2010 4680 6.0 987

Percent 0.6 0.1 0.7 13.9 14.7 27.1 42.9

Ag Producer Number 0 0 0 11 7 21 25 64 5.9 17

Percent 0.0 0.0 0.0 17.2 10.9 32.8 39.1

Agribusiness Owner Number 0 1 0 2 7 3 16 29 6.0 2

Percent 0.0 3.4 0.0 6.9 24.1 10.3 55.2

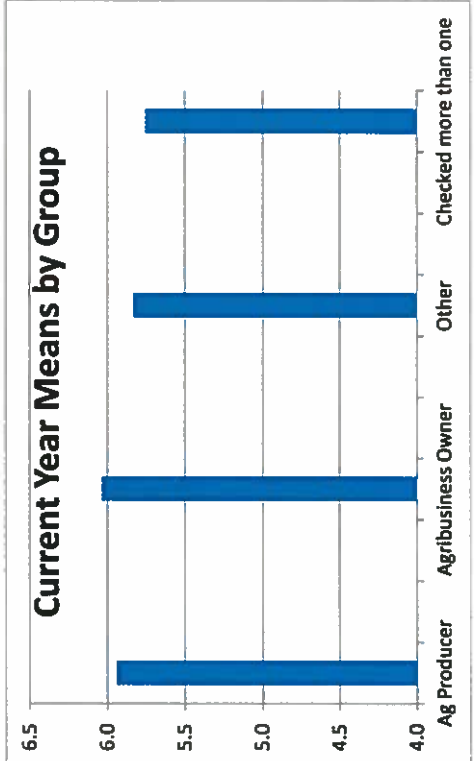
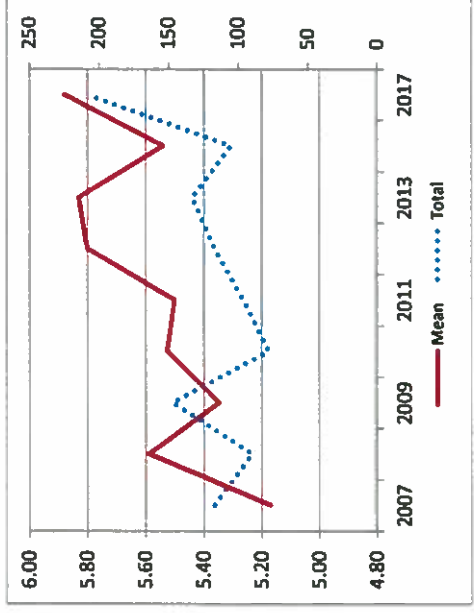
Other Number 0 0 1 16 13 19 34 83 5.8 24

Percent 0.0 0.0 1.2 19.3 15.7 22.9 41.0

Checked more than one Number 2 0 1 3 3 9 14 32 5.8 3

Percent 6.3 0.0 3.1 9.4 9.4 28.1 43.8

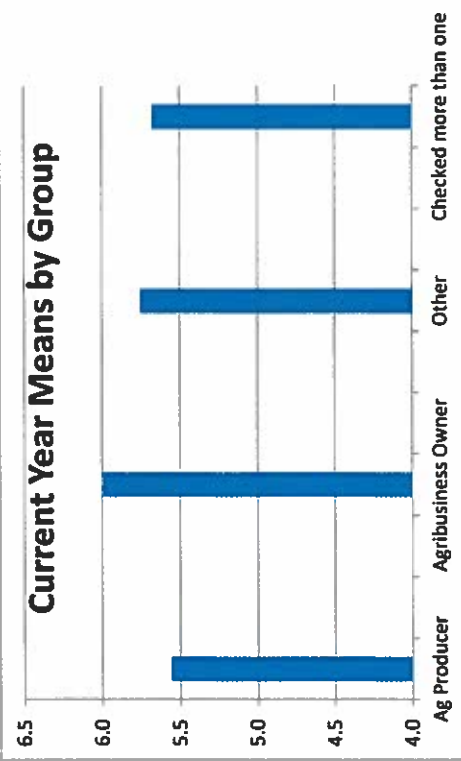
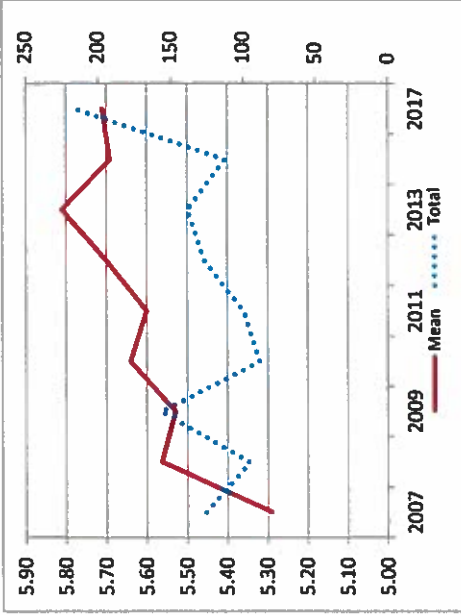
Historical Data	Total	Mean
2007	117	5.17
2008	90	5.59
2009	147	5.35
2010	78	5.53
2011	96	5.50
2012	117	5.80
2013	133	5.83
2015	105	5.54
2017	208	5.88



2h. Ease of obtaining information (117)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Ag Producer	Number	30	49	90	770	1019	1161	1798	4917	5.7	751
	Percent	0.6	1.0	1.8	15.7	20.7	23.6	36.6			
Agribusiness Owner	Number	0	1	1	15	13	18	20	68	5.6	13
	Percent	0.0	1.5	1.5	22.1	19.1	26.5	29.4			
Other	Number	0	0	0	2	8	5	12	27	6.0	4
	Percent	0.0	0.0	0.0	7.4	29.6	18.5	44.4			
Checked more than one	Number	1	0	3	14	16	20	36	90	5.8	17
	Percent	1.1	0.0	3.3	15.6	17.8	22.2	40.0			
Ag Producer	Number	0	2	1	4	3	9	12	31	5.7	4
	Percent	0.0	6.5	3.2	12.9	9.7	29.0	38.7			

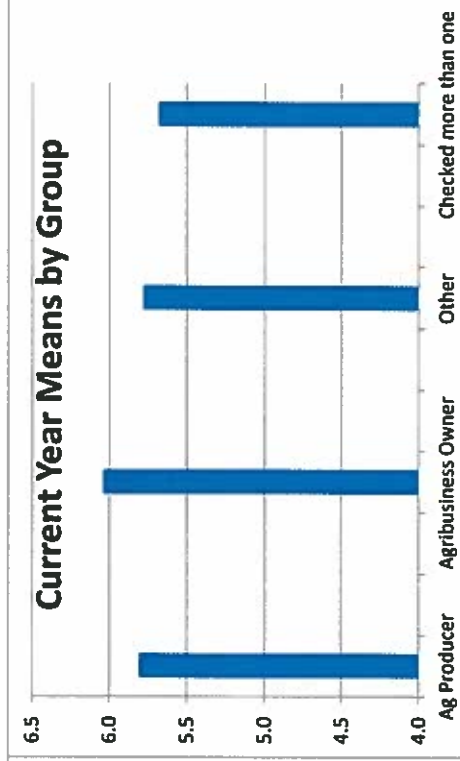
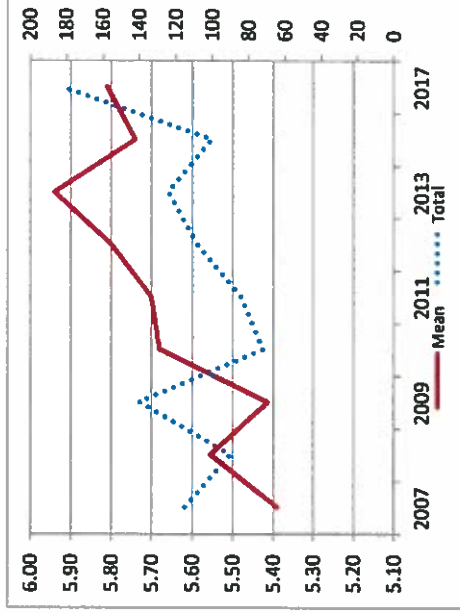
Year	Total	Mean
2007	126	5.29
2008	96	5.56
2009	157	5.53
2010	89	5.64
2011	100	5.60
2012	127	5.70
2013	139	5.81
2015	113	5.69
2017	216	5.71



21. Satisfaction with recommendations (118)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Number		34	0	23	769	617	1022	1551	4016	5.8	1653
Percent		0.8	0.0	0.6	19.1	15.4	25.4	38.6			
Number	Ag Producer	0	0	0	13	6	16	21	56	5.8	28
Percent		0.0	0.0	0.0	23.2	10.7	28.6	37.5			
Number	Agribusiness Owner	0	0	0	2	8	4	13	27	6.0	4
Percent		0.0	0.0	0.0	7.4	29.6	14.8	48.1			
Number	Other	1	0	0	13	13	17	28	72	5.8	35
Percent		1.4	0.0	0.0	18.1	18.1	23.6	38.9			
Number	Checked more than one	1	0	1	4	3	9	10	28	5.7	7
Percent		3.6	0.0	3.6	14.3	10.7	32.1	35.7			

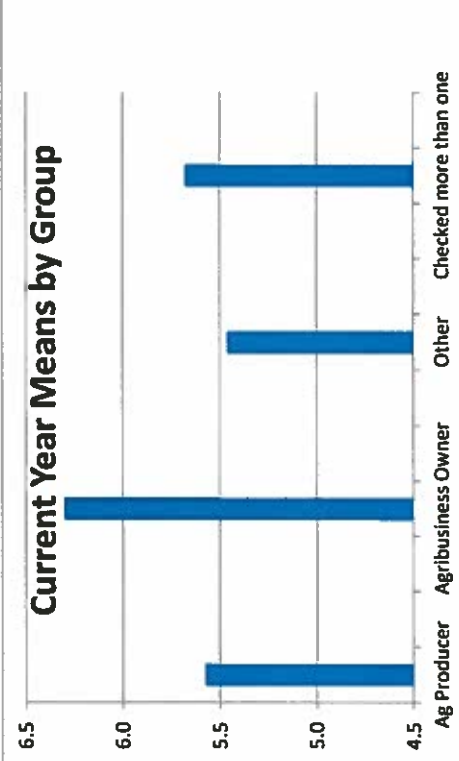
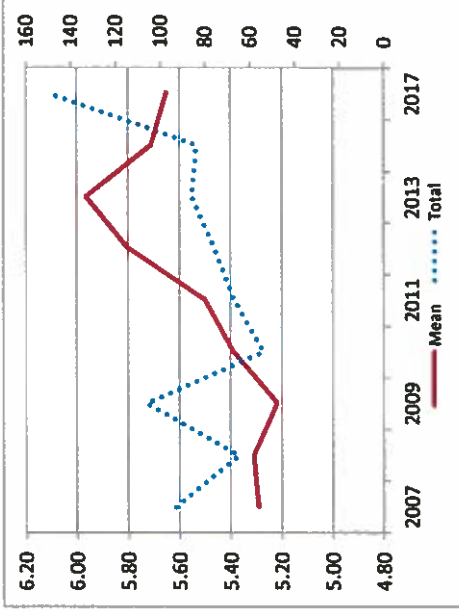
Year	Total	Mean
2007	115	5.39
2008	90	5.56
2009	140	5.41
2010	72	5.68
2011	84	5.70
2012	108	5.80
2013	124	5.94
2015	100	5.74
2017	183	5.81



2j. Satisfaction with resolution of concern (119)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Ag Producer	Number	30	87	0	829	359	911	1078	3294	5.6	2308
	Percent	0.9	2.6	0.0	25.2	10.9	27.7	32.7			
Agribusiness Owner	Number	0	0	0	10	8	8	12	38	5.6	41
	Percent	0.0	0.0	0.0	26.3	21.1	21.1	31.6			
Other	Number	0	0	0	2	2	6	13	23	6.3	8
	Percent	0.0	0.0	0.0	8.7	8.7	26.1	56.5			
Checked more than one	Number	1	2	0	18	8	17	21	67	5.5	39
	Percent	1.5	3.0	0.0	26.9	11.9	25.4	31.3			
Checked more than one	Number	0	2	0	4	0	7	9	22	5.7	13
	Percent	0.0	9.1	0.0	18.2	0.0	31.8	40.9			

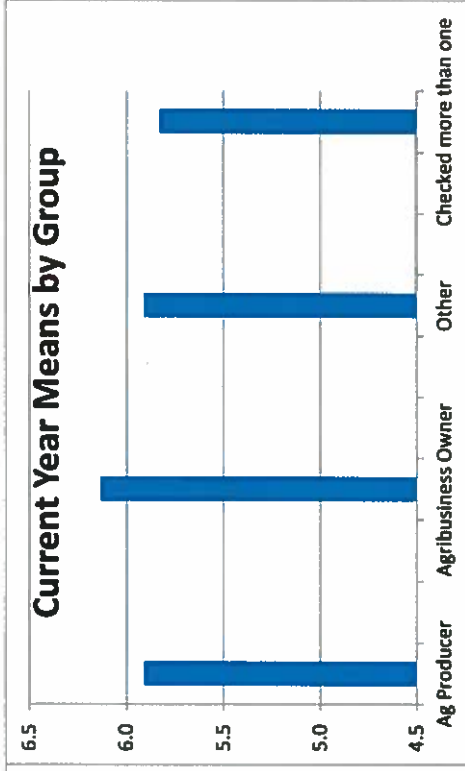
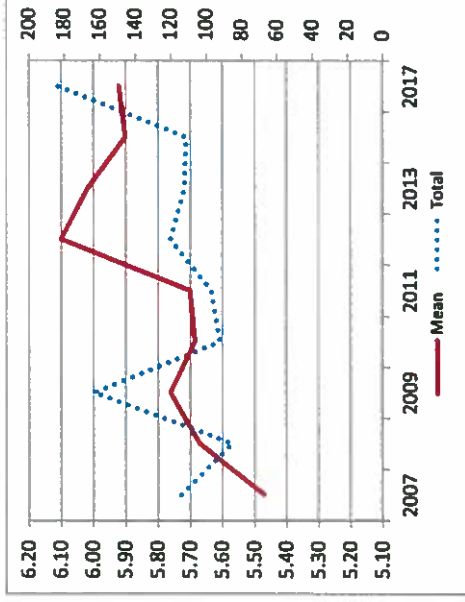
Year	Total	Mean
2007	93	5.29
2008	65	5.31
2009	106	5.22
2010	54	5.39
2011	67	5.50
2012	76	5.80
2013	86	5.97
2015	84	5.71
2017	150	5.65



2k. Satisfaction with quality of training (120)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Number		4	4	0	679	634	1248	1819	4388	6.0	1274
Percent		0.1	0.1	0.0	15.5	14.4	28.4	41.5			
Number	Ag Producer	0	0	0	10	7	15	22	54	5.9	27
Percent		0.0	0.0	0.0	18.5	13.0	27.8	40.7			
Number	Agribusiness Owner	0	0	0	2	4	6	11	23	6.1	7
Percent		0.0	0.0	0.0	8.7	17.4	26.1	47.8			
Number	Other	0	0	0	13	12	22	31	78	5.9	29
Percent		0.0	0.0	0.0	16.7	15.4	28.2	39.7			
Number	Checked more than one	1	1	0	3	3	8	13	29	5.8	6
Percent		3.4	3.4	0.0	10.3	10.3	27.6	44.8			

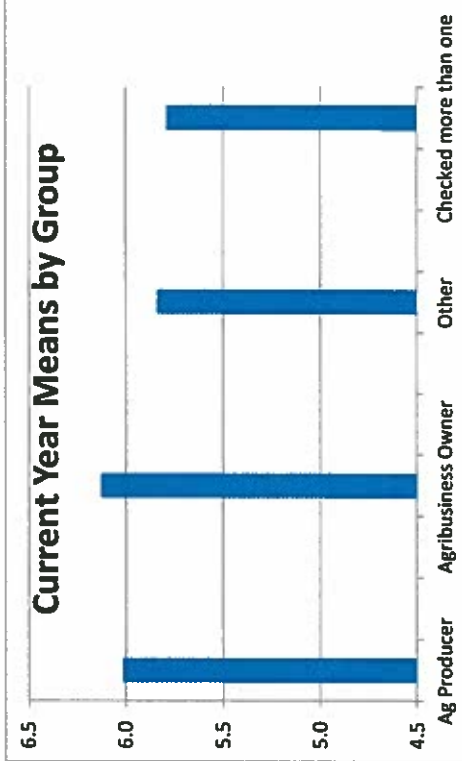
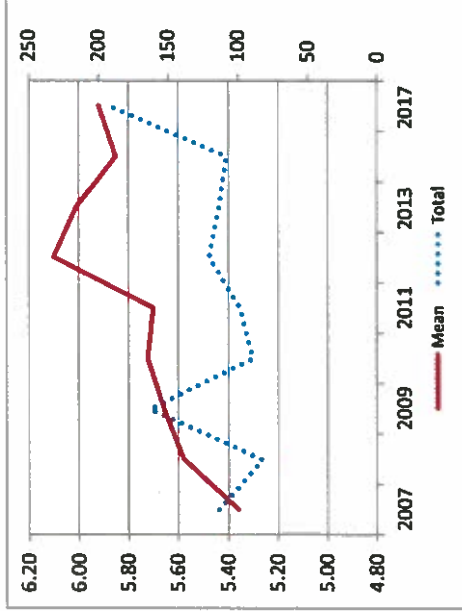
Year	Total	Mean
2007	114	5.47
2008	85	5.67
2009	163	5.76
2010	92	5.68
2011	97	5.70
2012	120	6.10
2013	112	6.02
2015	111	5.90
2017	184	5.92



2I. Usefulness of training materials (121)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Number		4	34	30	484	912	1297	1929	4690	6.0	947
Percent		0.1	0.7	0.6	10.3	19.4	27.7	41.1			
Number	Ag Producer	0	0	1	5	10	18	24	58	6.0	23
Percent		0.0	0.0	1.7	8.6	17.2	31.0	41.4			
Number	Agribusiness Owner	0	0	0	1	5	7	10	23	6.1	8
Percent		0.0	0.0	0.0	4.3	21.7	30.4	43.5			
Number	Other	0	1	0	13	15	21	32	82	5.8	24
Percent		0.0	1.2	0.0	15.9	18.3	25.6	39.0			
Number	Checked more than one	1	1	0	2	6	6	13	29	5.8	6
Percent		3.4	3.4	0.0	6.9	20.7	20.7	44.8			

Year	Total	Mean
2007	114	5.36
2008	83	5.58
2009	163	5.66
2010	90	5.72
2011	99	5.70
2012	121	6.10
2013	114	6.01
2015	109	5.85
2017	192	5.92

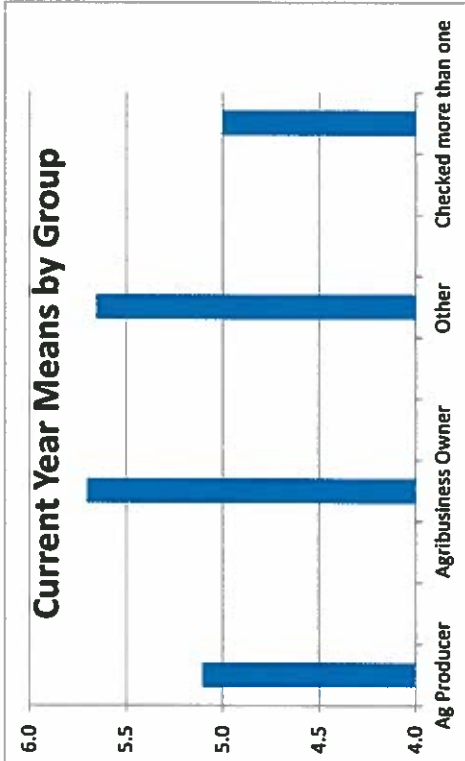
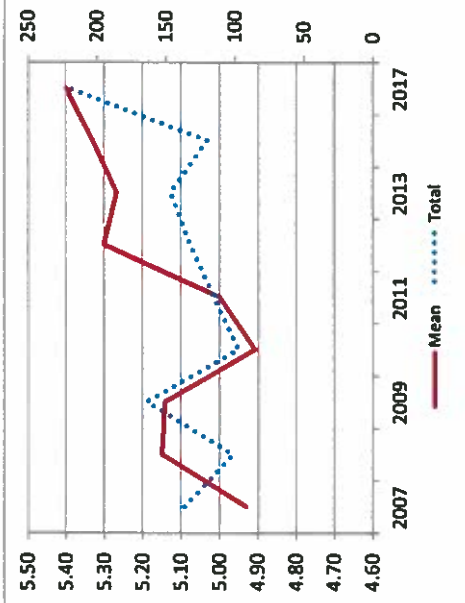


RATING SCALE							
1	2	3	4	5	6	7	
0	136	212	1184	769	1413	1191	Total
0.0	2.8	4.3	24.1	15.7	28.8	24.3	Mean
0	1	4	23	12	13	14	
0.0	1.5	6.0	34.3	17.9	19.4	20.9	
0	1	1	5	3	9	11	
0.0	3.3	3.3	16.7	10.0	30.0	36.7	
0	2	2	16	12	34	26	
0.0	2.2	2.2	17.4	13.0	37.0	28.3	
0	3	1	9	4	8	6	
0.0	9.7	3.2	29.0	12.9	25.8	19.4	

3. Fairness of requirements related to Environment: Number Programs (122)

Category	Number	Percent	Mean	Total	Mean	N/A
Ag Producer	67	5.1	10	4905	5.4	612
Agribusiness Owner	30	5.7	1			
Other	92	5.7	14			
Checked more than one	31	5.0	4			

Year	Total	Mean
2007	136	4.93
2008	101	5.15
2009	163	5.14
2010	97	4.91
2011	115	5.00
2012	132	5.30
2013	146	5.27
2015	120	5.33
2017	220	5.40



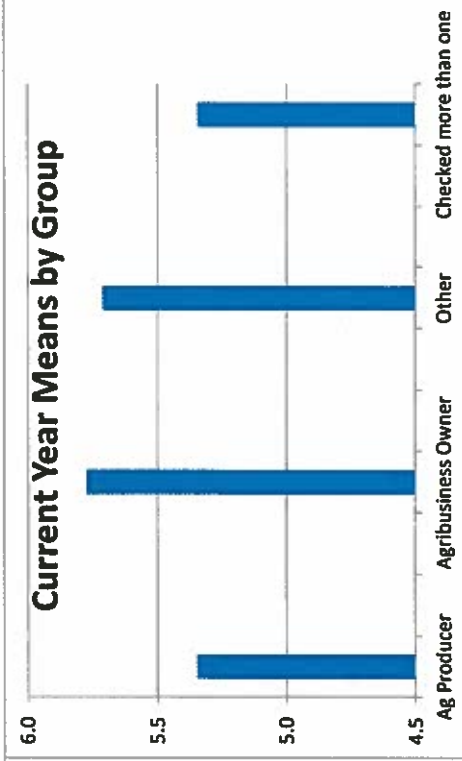
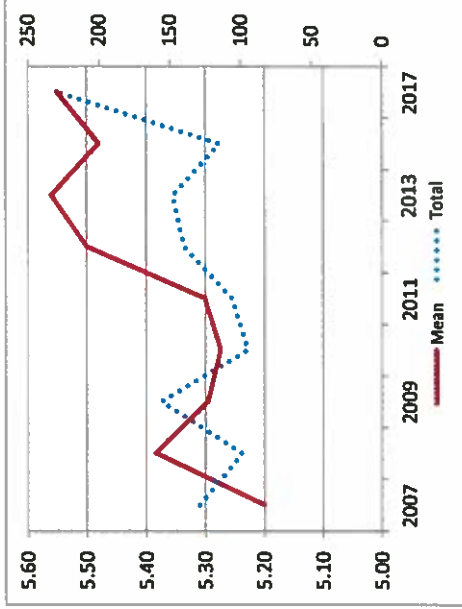
4a. IDOA puts high value on serving the people of Illinois (123)

RATING SCALE						
1	2	3	4	5	6	7

Total	Mean	N/A
5121	5.5	526

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	0	95	135	851	1461	1170	1409	5121	5.5	526
Percent	0.0	1.9	2.6	16.6	28.5	22.8	27.5			
Number	0	2	1	14	23	17	15	72	5.3	9
Percent	0.0	2.8	1.4	19.4	31.9	23.6	20.8			
Number	0	1	1	2	8	7	12	31	5.8	0
Percent	0.0	3.2	3.2	6.5	25.8	22.6	38.7			
Number	0	0	2	16	21	23	32	94	5.7	12
Percent	0.0	0.0	2.1	17.0	22.3	24.5	34.0			
Number	0	1	3	5	8	5	10	32	5.3	3
Percent	0.0	3.1	9.4	15.6	25.0	15.6	31.3			

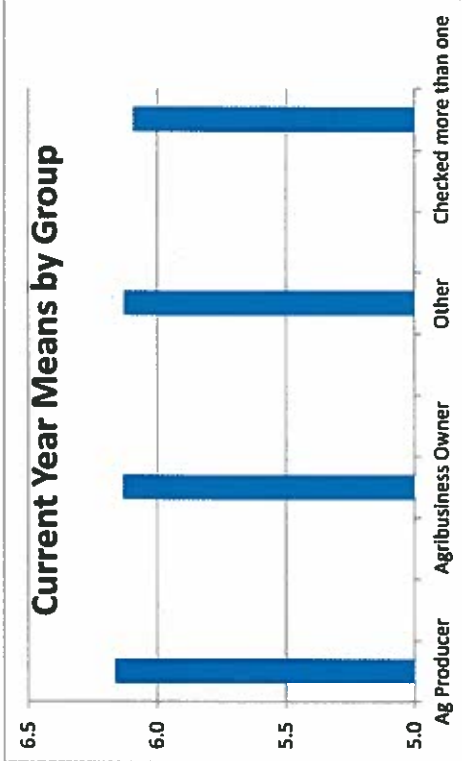
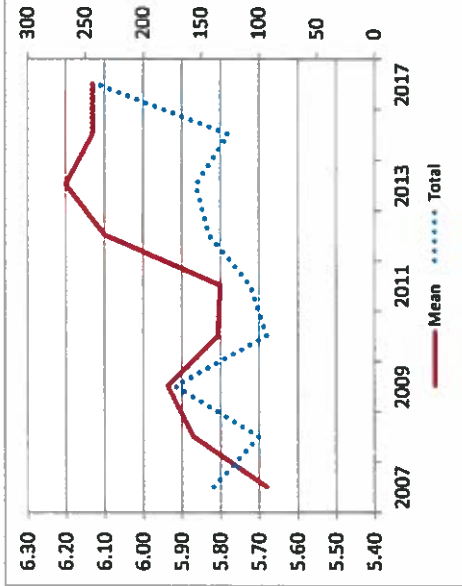
Year	Total	Mean
2007	129	5.20
2008	99	5.38
2009	156	5.29
2010	95	5.27
2011	106	5.30
2012	140	5.50
2013	148	5.56
2015	115	5.48
2017	229	5.55



4b. Staff was courteous and professional (124)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Ag Producer	Number	30	0	23	497	691	1795	2311	5347	6.1	320
	Percent	0.6	0.0	0.4	9.3	12.9	33.6	43.2			
Agribusiness Owner	Number	0	0	0	5	11	25	33	74	6.2	7
	Percent	0.0	0.0	0.0	6.8	14.9	33.8	44.6			
Other	Number	1	0	0	3	2	8	17	31	6.1	0
	Percent	3.2	0.0	0.0	9.7	6.5	25.8	54.8			
Checked more than one	Number	0	0	1	8	14	34	46	103	6.1	4
	Percent	0.0	0.0	1.0	7.8	13.6	33.0	44.7			
Total	Number	0	0	0	4	5	8	16	33	6.1	2
	Percent	0.0	0.0	0.0	12.1	15.2	24.2	48.5			

Year	Total	Mean
2007	139	5.68
2008	100	5.87
2009	172	5.94
2010	93	5.81
2011	107	5.80
2012	143	6.10
2013	154	6.20
2015	126	6.13
2017	241	6.13



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

RATING SCALE						
1	2	3	4	5	6	7

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	30	6	124	411	673	1839	2178	5261	6.0	404
Percent	0.6	0.1	2.4	7.8	12.8	35.0	41.4			

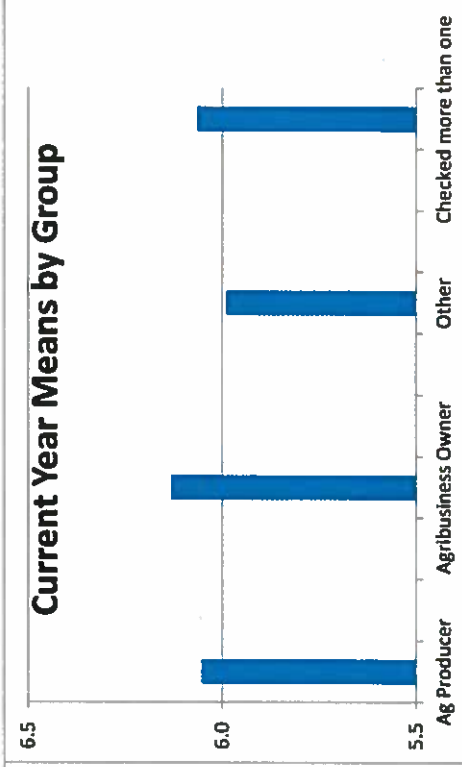
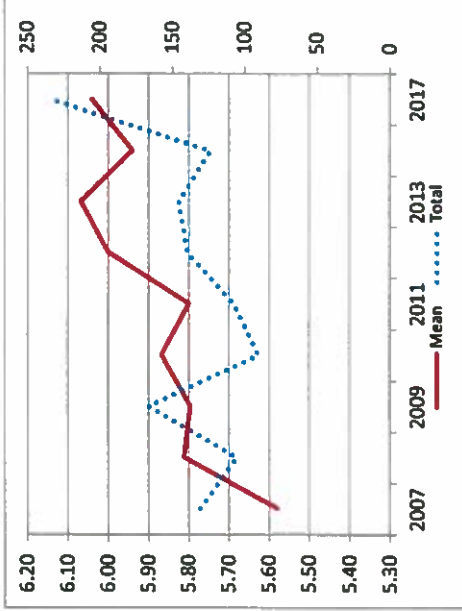
Ag Producer	Number	Percent	1	2	3	4	5	6	7	Total	Mean
	0	0.0	0	2	3	14	24	30	73	73	6.1
			0.0	0.0	2.7	4.1	19.2	32.9	41.1		8

Agribusiness Owner	Number	Percent	1	2	3	4	5	6	7	Total	Mean
	1	3.3	0	0	1	3	11	14	30	30	6.1
			0.0	0.0	3.3	10.0	36.7	46.7			1

Other	Number	Percent	1	2	3	4	5	6	7	Total	Mean
	0	0.0	1	3	10	10	34	42	100	100	6.0
			1.0	3.0	10.0	10.0	34.0	42.0			7

Checked more than one	Number	Percent	1	2	3	4	5	6	7	Total	Mean
	0	0.0	0	1	3	10	14	31	3	31	6.1
			0.0	3.2	9.7	32.3	45.2				3

Historical Data	Total	Mean
2007	131	5.58
2008	106	5.81
2009	167	5.80
2010	91	5.87
2011	108	5.80
2012	140	6.00
2013	146	6.07
2015	124	5.94
2017	234	6.04



4d. IDOA is responsive to complaints (126)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Number	0	61	102	786	448	665	666	2728	5.3	2877
Percent	0.0	2.2	3.7	28.8	16.4	24.4	24.4			
Number	0	0	2	12	6	12	8	40	5.3	40
Percent	0.0	0.0	5.0	30.0	15.0	30.0	20.0			
Number	0	0	0	1	4	6	7	18	6.1	13
Percent	0.0	0.0	0.0	5.6	22.2	33.3	38.9			
Number	0	1	2	18	6	9	10	46	5.1	60
Percent	0.0	2.2	4.3	39.1	13.0	19.6	21.7			
Number	0	3	1	2	2	3	9	20	5.4	14
Percent	0.0	15.0	5.0	10.0	10.0	15.0	45.0			

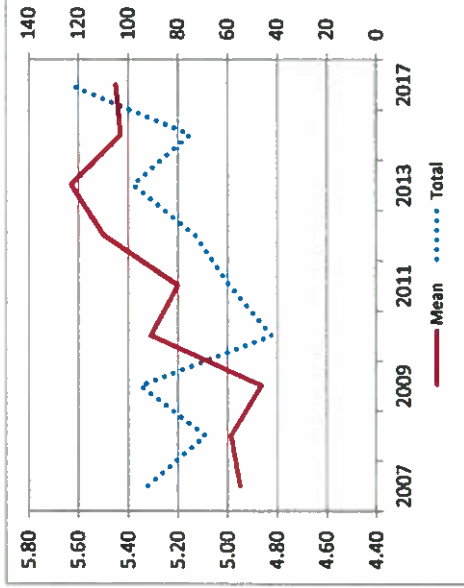
Ag Producer

Agribusiness Owner

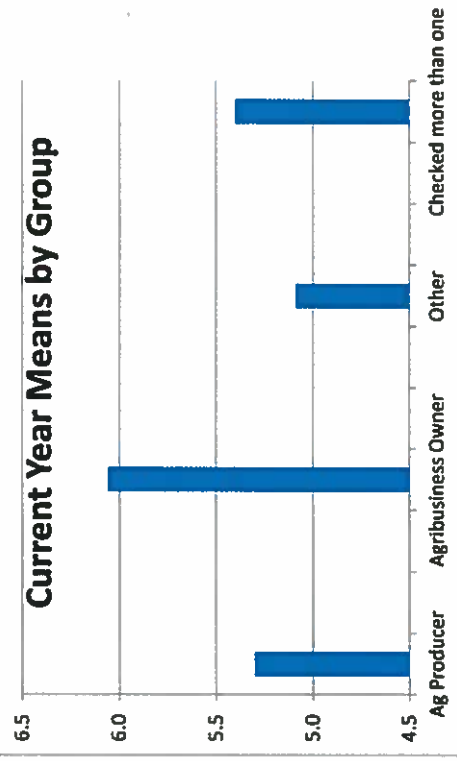
Other

Checked more than one

Year	Total	Mean
2007	92	4.95
2008	69	4.99
2009	95	4.86
2010	42	5.31
2011	59	5.20
2012	73	5.50
2013	98	5.63
2015	75	5.43
2017	124	5.45



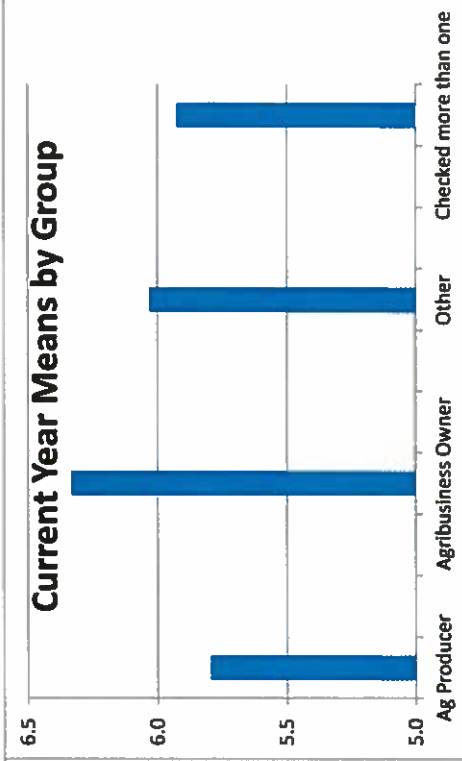
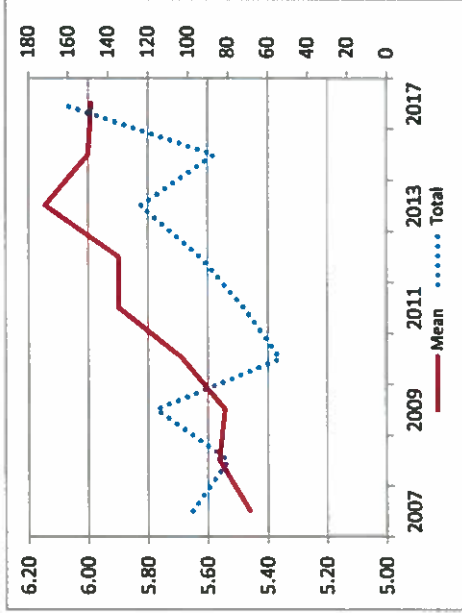
Current Year Means by Group



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

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Number		30	0	4	590	416	838	1432	3310	5.9	2294
Percent		0.9	0.0	0.1	17.8	12.6	25.3	43.3			
Number	Ag Producer	0	0	0	9	11	10	19	49	5.8	31
Percent		0.0	0.0	0.0	18.4	22.4	20.4	38.8			
Number	Agribusiness Owner	1	0	0	1	1	7	17	27	6.3	4
Percent		3.7	0.0	0.0	3.7	3.7	25.9	63.0			
Number	Other	0	0	0	9	7	18	27	61	6.0	45
Percent		0.0	0.0	0.0	14.8	11.5	29.5	44.3			
Number	Checked more than one	0	0	1	6	0	7	13	27	5.9	7
Percent		0.0	0.0	3.7	22.2	0.0	25.9	48.1			

Historical Data	Total	Mean
2007	98	5.46
2008	80	5.56
2009	116	5.54
2010	54	5.69
2011	72	5.90
2012	94	5.90
2013	124	6.15
2015	87	6.00
2017	164	5.99

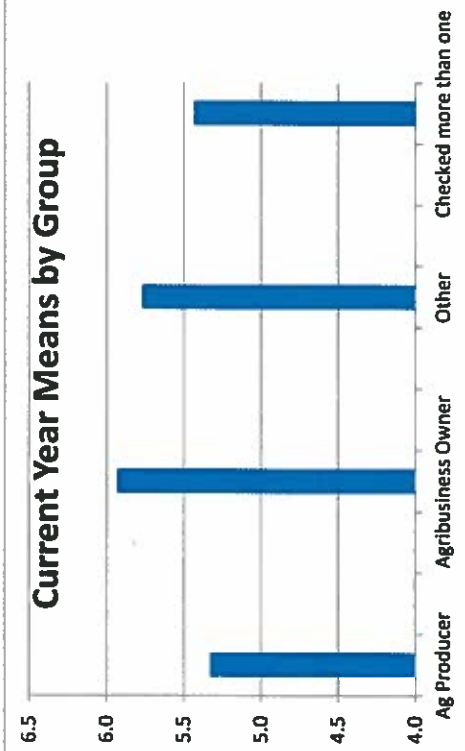
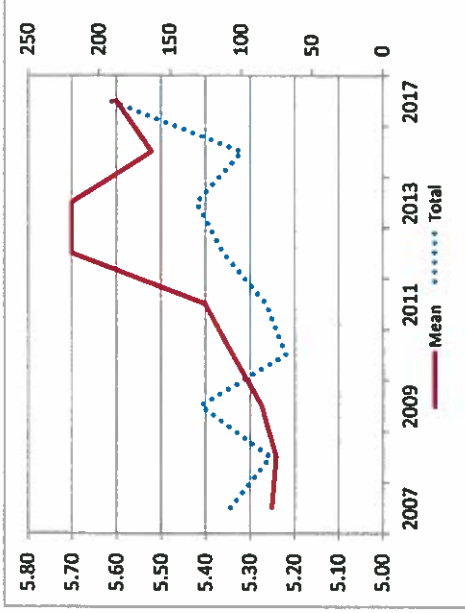


RATING SCALE						
1	2	3	4	5	6	7

4f. Staff are good partners and enhance work (128) Number
Percent

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	34	30	128	916	733	954	1367	4162	5.6	1400
Percent	0.8	0.7	3.1	22.0	17.6	22.9	32.8			
Number	0	1	4	16	10	13	17	61	5.3	19
Percent	0.0	1.6	6.6	26.2	16.4	21.3	27.9			
Number	1	0	0	2	5	8	12	28	5.9	3
Percent	3.6	0.0	0.0	7.1	17.9	28.6	42.9			
Number	0	0	2	11	16	17	27	73	5.8	30
Percent	0.0	0.0	2.7	15.1	21.9	23.3	37.0			
Number	1	0	1	9	3	4	12	30	5.4	4
Percent	3.3	0.0	3.3	30.0	10.0	13.3	40.0			

Year	Total	Mean
2007	107	5.25
2008	79	5.24
2009	128	5.27
2010	68	5.34
2011	82	5.40
2012	112	5.70
2013	131	5.70
2015	99	5.52
2017	192	5.60



RATING SCALE							Total	Mean	N/A
1	2	3	4	5	6	7			
71	53	30	608	668	634	1146	3210	5.6	2395
2.2	1.7	0.9	18.9	20.8	19.8	35.7			

4g. Bureau is efficient in administering inspection procedures (129)

Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0	0.0	2	1.7	1	0.9	11	8.6	7	5.5	18	14.0
2	1.6	4.2	3.3	2.1	1.6	22.9	17.7	14.6	11.3	9	7.0
1	0.8	0.0	0.0	0.0	0.0	3.8	3.0	15.4	11.9	26	20.1
3.8	3.0	0.0	0.0	0.0	0.0	14.8	11.5	21.3	16.4	61	47.3
1	0.8	0.0	0.0	0.0	0.0	9	7.0	13	10.1	24	18.6
1.6	1.2	0.0	0.0	0.0	0.0	14.8	11.5	21.3	16.4	39.3	30.4
2	1.6	0.0	0.0	0.0	0.0	4	3.1	5	3.9	10	7.8
8.0	6.2	0.0	0.0	0.0	0.0	16.0	12.5	20.0	15.4	40.0	31.2

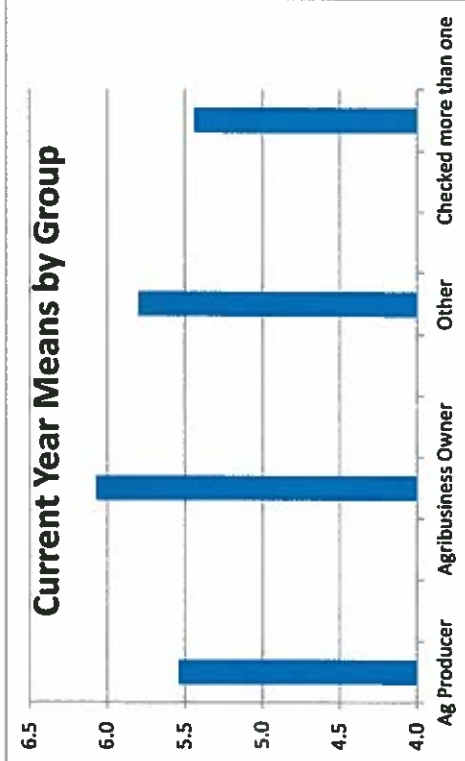
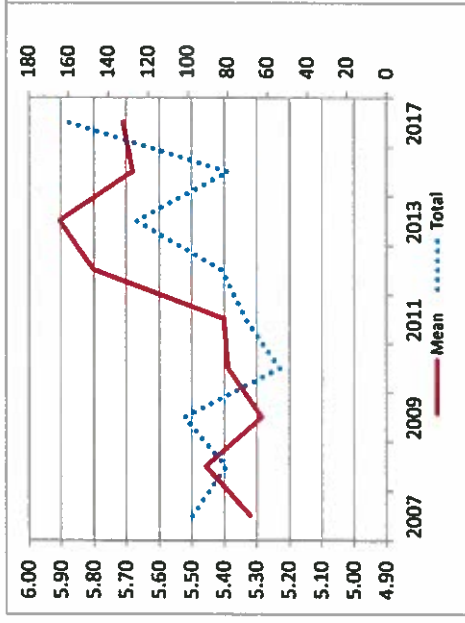
Ag Producer

Agribusiness Owner

Other

Checked more than one

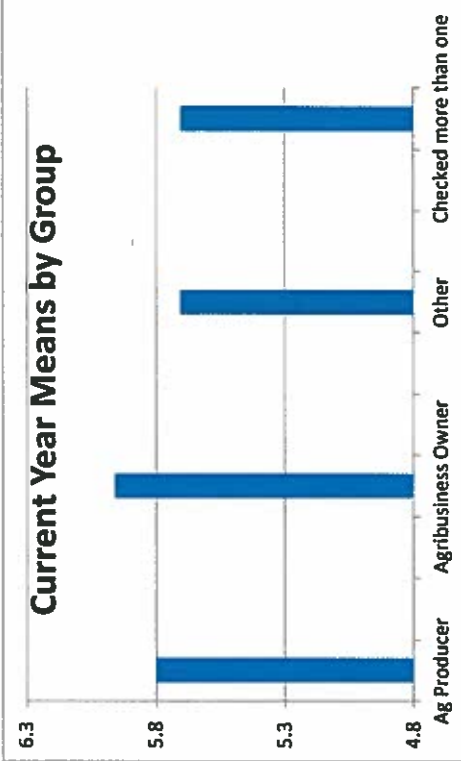
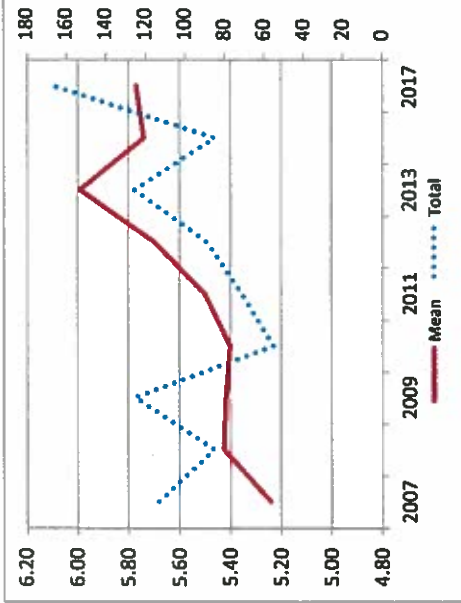
Year	Total	Mean
2007	98	5.32
2008	81	5.46
2009	102	5.28
2010	54	5.39
2011	71	5.40
2012	83	5.80
2013	126	5.90
2015	80	5.68
2017	160	5.71



4h. Staff are prepared to address problems or concerns (130)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Ag Producer	Number	30	34	49	648	511	1057	1203	3532	5.7	2074
	Percent	0.8	1.0	1.4	18.3	14.5	29.9	34.1			
Agribusiness Owner	Number	0	0	0	8	8	13	15	44	5.8	36
	Percent	0.0	0.0	0.0	18.2	18.2	29.5	34.1			
Other	Number	1	0	0	1	4	9	10	25	6.0	6
	Percent	4.0	0.0	0.0	4.0	16.0	36.0	40.0			
Checked more than one	Number	0	1	2	13	10	20	25	71	5.7	35
	Percent	0.0	1.4	2.8	18.3	14.1	28.2	35.2			
Checked more than one	Number	0	1	1	6	1	6	12	27	5.7	8
	Percent	0.0	3.7	3.7	22.2	3.7	22.2	44.4			

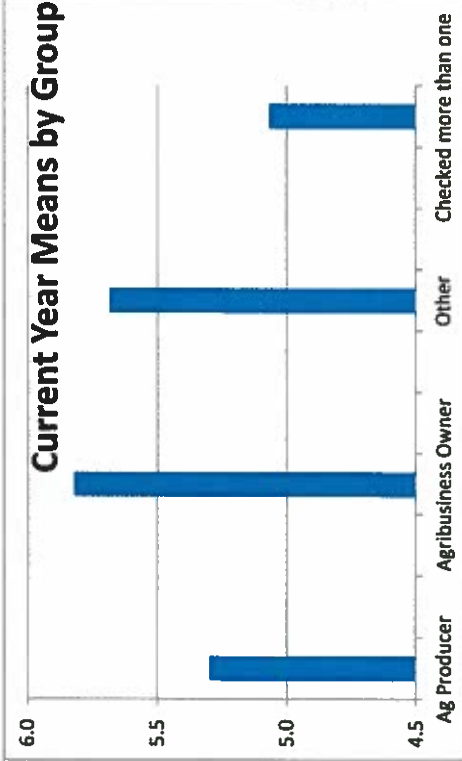
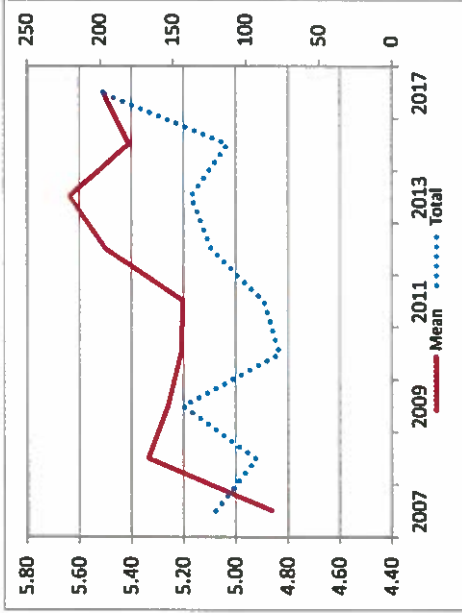
Year	Total	Mean
2007	113	5.24
2008	85	5.42
2009	125	5.42
2010	55	5.40
2011	71	5.50
2012	89	5.70
2013	125	5.99
2015	85	5.74
2017	167	5.77



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

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
Number		4	49	229	824	716	1319	1216	4357	5.5	1251
Percent		0.1	1.1	5.3	18.9	16.4	30.3	27.9			
Number	Ag Producer	0	2	5	10	12	13	15	57	5.3	23
Percent		0.0	3.5	8.8	17.5	21.1	22.8	26.3			
Number	Agribusiness Owner	0	0	0	2	9	9	8	28	5.8	3
Percent		0.0	0.0	0.0	7.1	32.1	32.1	28.6			
Number	Other	0	0	3	18	10	27	28	86	5.7	20
Percent		0.0	0.0	3.5	20.9	11.6	31.4	32.6			
Number	Checked more than one	1	1	3	6	3	9	6	29	5.1	6
Percent		3.4	3.4	10.3	20.7	10.3	31.0	20.7			

Year	Total	Mean
2007	121	4.86
2008	93	5.33
2009	143	5.26
2010	77	5.21
2011	88	5.20
2012	124	5.50
2013	138	5.64
2015	113	5.41
2017	200	5.51

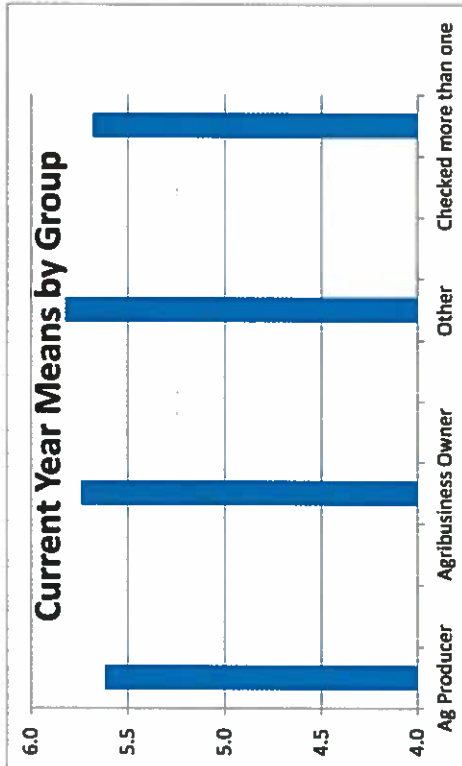
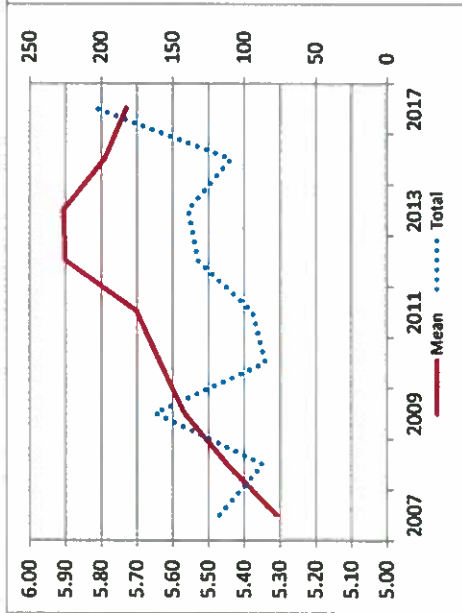


4j. Bureau provides important training to people in my field (133)

RATING SCALE						
1	2	3	4	5	6	7

	Number	Percent	1	2	3	4	5	6	7	Total	Mean	N/A
Ag Producer	Number		40	91	56	754	728	1323	1850	4842	5.8	826
	Percent		0.8	1.9	1.2	15.6	15.0	27.3	38.2			
Agribusiness Owner	Number		0	1	2	13	10	18	21	65	5.6	16
	Percent		0.0	1.5	3.1	20.0	15.4	27.7	32.3			
Other	Number		0	2	0	1	5	11	8	27	5.7	4
	Percent		0.0	7.4	0.0	3.7	18.5	40.7	29.6			
Checked more than one	Number		2	0	2	13	11	18	38	84	5.8	23
	Percent		2.4	0.0	2.4	15.5	13.1	21.4	45.2			
Checked more than one	Number		1	0	1	4	4	7	11	28	5.7	7
	Percent		3.6	0.0	3.6	14.3	14.3	25.0	39.3			

Year	Total	Mean
2007	117	5.31
2008	87	5.45
2009	162	5.57
2010	85	5.64
2011	94	5.70
2012	132	5.90
2013	139	5.91
2015	109	5.79
2017	204	5.73

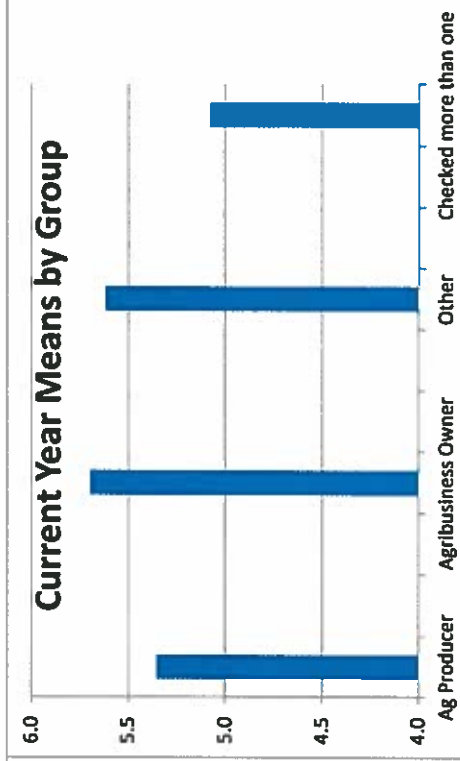
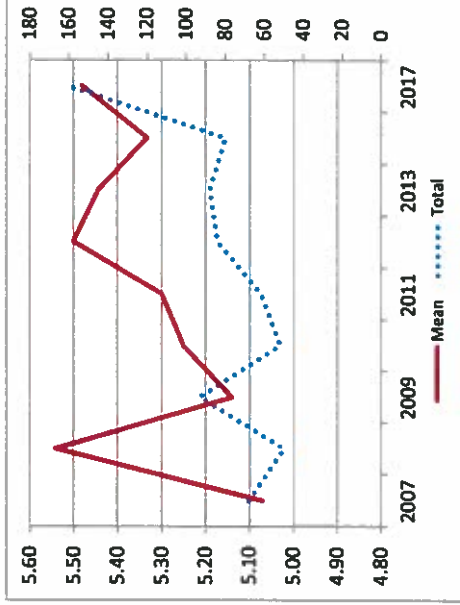


RATING SCALE							Total	Mean	N/A
1	2	3	4	5	6	7			
27	53	32	788	709	1120	993	3732	5.5	1878
0.7	1.4	0.9	21.4	19.0	30.0	26.6			

4k. Web site provides useful and timely information Number
(134) Percent

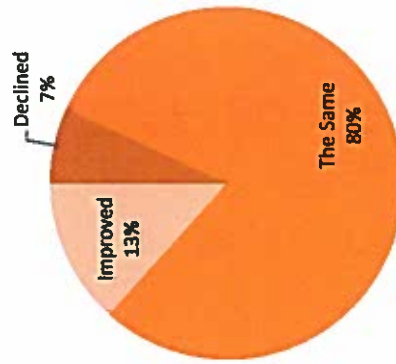
Category	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent				
Ag Producer	0	0.0	1	2.4	9	21.4	10	23.8	13	31.0	8	42	5.4	39
Agribusiness Owner	0	0.0	0	0.0	2	8.7	6	26.1	12	52.2	3	23	5.7	8
Other	0	0.0	1	1.4	17	23.9	10	14.1	18	25.4	24	71	5.6	34
Checked more than one	2	8.0	0	0.0	5	20.0	3	12.0	7	28.0	6	25	5.1	9

Year	Total	Mean
2007	68	5.07
2008	50	5.54
2009	93	5.14
2010	52	5.25
2011	62	5.30
2012	84	5.50
2013	88	5.44
2015	80	5.33
2017	161	5.48



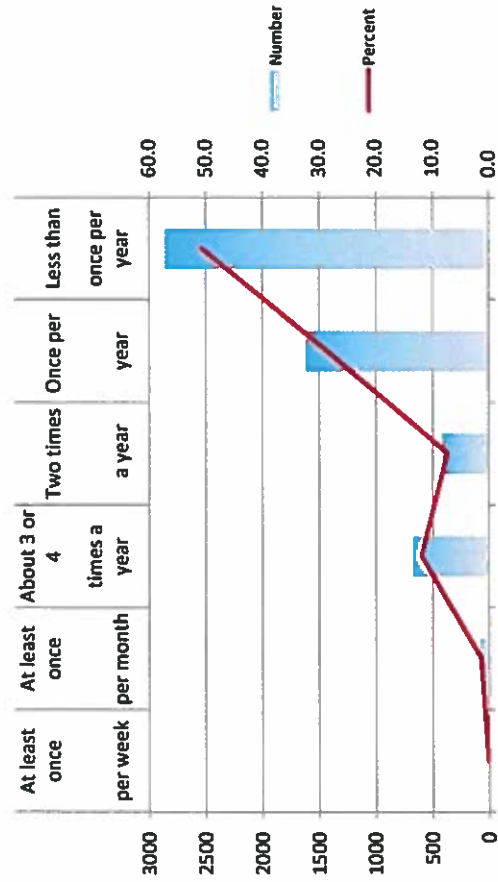
	Decline	Stayed The Same	Improved	Don't Know
Number	12	137	23	81
Percent	7.0	79.7	13.4	
Agricultural Producer				
Number	1	40	2	38
Percent	2.3	93.0	4.7	
Agribusiness Owner				
Number	4	21	5	1
Percent	13.3	70.0	16.7	
Other				
Number	3	64	9	31
Percent	3.9	84.2	11.8	
Checked more than one				
Number	4	12	7	11
Percent	17.4	52.2	30.4	

5. Compared to a year ago, the quality of services from the IDOA has (138):



9. How often do you have contact with the IDOA? (136)

	At least once per week	At least once about 3 or 4 times a month	Two times a year	Once per year	Less than once per year	Total
Number	4	76	671	410	1616	2856
Percent	0.1	1.3	11.9	7.3	28.7	50.7
Agricultural Producer	0	1	3	2	20	81
Percent	0.0	1.2	3.7	2.5	24.7	67.9
Agribusiness Owner	0	3	13	6	3	31
Percent	0.0	9.7	41.9	19.4	9.7	9.7
Other	0	0	17	9	41	106
Percent	0.0	0.0	16.0	8.5	38.7	36.8
Checked more than one	1	1	2	4	12	34
Percent	2.9	2.9	5.9	11.8	35.3	41.2



8. Contact with staff from which program? (139)

	Livestock Waste	Ag Chem Containment	Fac Lawncare	Pesticide Registration	Pesticide Registration	Nursery Inspection	Phytosanitary Certificate	Other	Total
Number	23	23	16	170	9	26	2	16	285
Percent	8.1	8.1	5.6	59.6	3.2	9.1	0.7	5.6	
Agricultural Producer									
Number	12	3	1	59	2	8	0	3	88
Percent	13.6	3.4	1.1	67.0	2.3	9.1	0.0	3.4	
Agribusiness Owner									
Number	2	9	4	14	1	2	0	0	32
Percent	6.3	28.1	12.5	43.8	3.1	6.3	0.0	0.0	
Other									
Number	1	7	8	80	4	8	0	10	118
Percent	0.8	5.9	6.8	67.8	3.4	6.8	0.0	8.5	
Checked more than one									
Number	8	4	3	17	2	8	2	3	47
Percent	17.0	8.5	6.4	36.2	4.3	17.0	4.3	6.4	

