

Bureau of Weights & Measures

2016 Customer Service Survey Results

Number of Questionnaires Mailed (9/1/2016) 990

		Previous Year	Two Years ago	Three years ago
Number of Questionnaires Tabulated	103	84	90	120
Petroleum	21	21	20	23
Metrology Laboratory	0	0	0	0
Scales	42	25	41	44
Registered Service Person	2	11	3	3
Other	26	24	25	45
Checked more than one	12	3	1	5

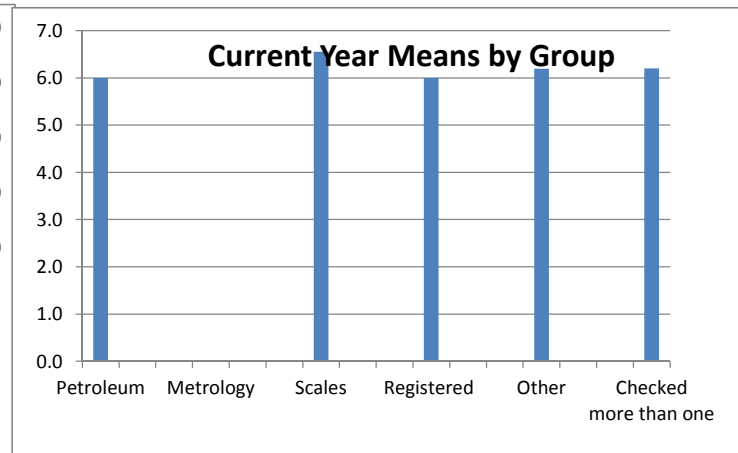
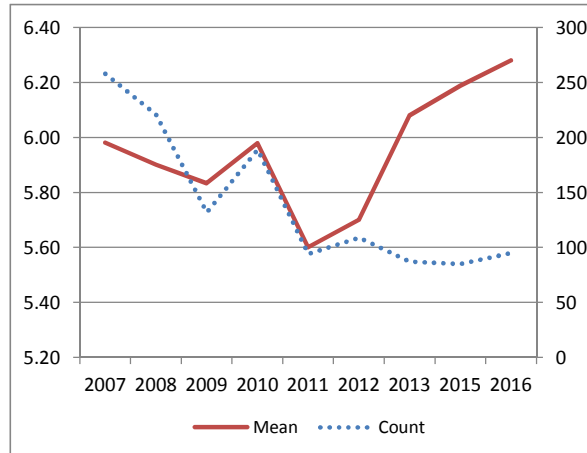
1. Why did you contact (or were contacted by) the IDOA?	<u>Number</u>	<u>Percent</u>
a. Seek information (101)	12	11.7
b. Obtain an inspection (102)	59	57.3
c. Arrange for testing (103)	31	30.1
d. Other (108)	17	16.5

11. How many years have you worked with staff from the IDOA (141):

	<u>Average number of years</u>
Petroleum	18.8
Metrology Laboratory	N / A
Scales	22.7
Registered Service Person	12.0
Other	19.2
Checked more than one	24.6
Overall	21.1

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2a. Satisfaction with the usefulness of information and/or services (110)	Number	0	0	2	4	12	24	53	95	6.3	7
	Percent	0.0	0.0	2.1	4.2	12.6	25.3	55.8			
Petroleum	Number	0	0	2	1	3	4	11	21	6.0	0
	Percent	0.0	0.0	9.5	4.8	14.3	19.0	52.4			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	0	0	0	5	6	25	36	6.6	6
	Percent	0.0	0.0	0.0	0.0	13.9	16.7	69.4			
Registered	Number	0	0	0	0	0	2	0	2	6.0	0
	Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other	Number	0	0	0	2	3	9	12	26	6.2	0
	Percent	0.0	0.0	0.0	7.7	11.5	34.6	46.2			
Checked more than one	Number	0	0	0	1	1	3	5	10	6.2	1
	Percent	0.0	0.0	0.0	10.0	10.0	30.0	50.0			

Historical Data		
	Count	Mean
2007	258	5.98
2008	221	5.90
2009	132	5.83
2010	189	5.98
2011	94	5.60
2012	109	5.70
2013	87	6.08
2015	85	6.19
2016	95	6.28



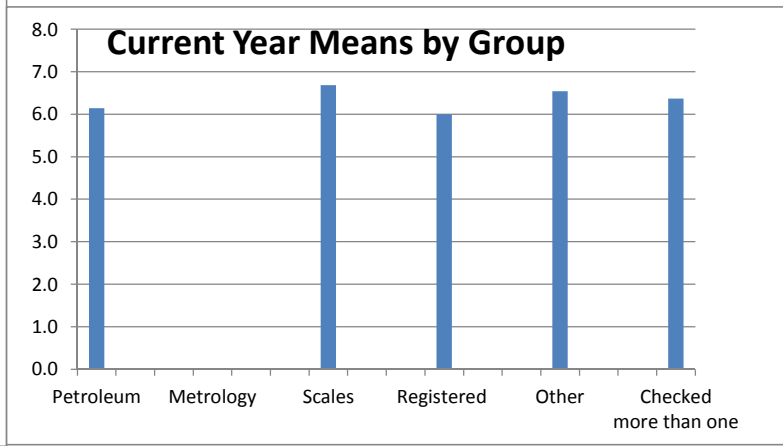
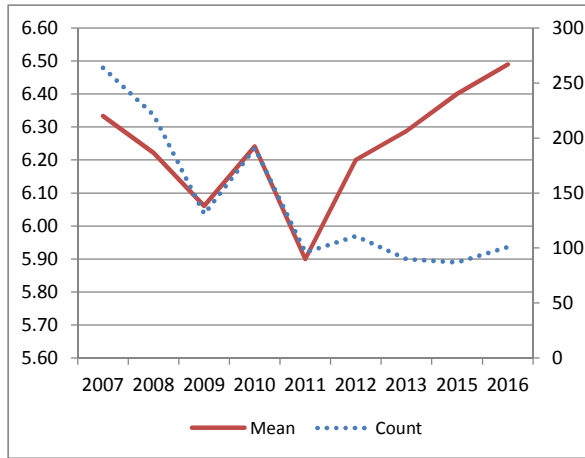
2b. Treatment by staff (111)

RATING SCALE						
1	2	3	4	5	6	7

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	1	0	1	1	7	25	66	101	6.5	1
Percent	1.0	0.0	1.0	1.0	6.9	24.8	65.3			
Petroleum										
Number	1	0	1	0	2	4	13	21	6.1	0
Percent	4.8	0.0	4.8	0.0	9.5	19.0	61.9			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	0	0	0	0	3	7	31	41	6.7	1
Percent	0.0	0.0	0.0	0.0	7.3	17.1	75.6			
Registered										
Number	0	0	0	0	0	2	0	2	6.0	0
Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other										
Number	0	0	0	0	2	8	16	26	6.5	0
Percent	0.0	0.0	0.0	0.0	7.7	30.8	61.5			
Checked more than one										
Number	0	0	0	1	0	4	6	11	6.4	0
Percent	0.0	0.0	0.0	9.1	0.0	36.4	54.5			

Historical Data

	Count	Mean
2007	264	6.33
2008	221	6.22
2009	131	6.06
2010	191	6.24
2011	96	5.90
2012	111	6.20
2013	90	6.29
2015	87	6.40
2016	101	6.49



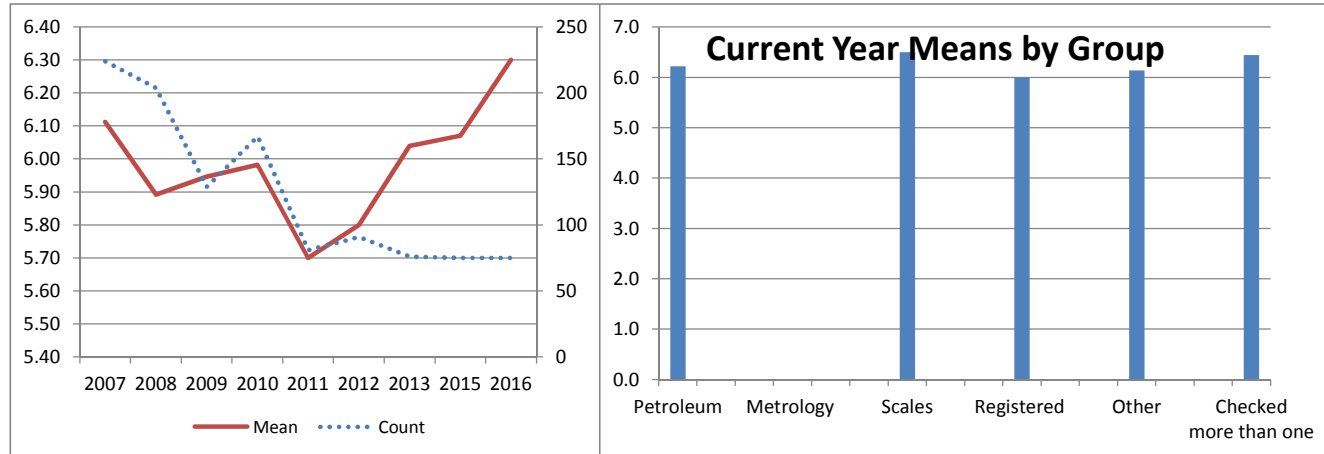
2c. Satisfaction promptness of transaction or response to request (112)

RATING SCALE							
1	2	3	4	5	6	7	

		1	2	3	4	5	6	7	Total	Mean	N/A
	Number	0	1	1	3	6	22	42	75	6.3	27
	Percent	0.0	1.3	1.3	4.0	8.0	29.3	56.0			
Petroleum	Number	0	1	0	1	1	4	11	18	6.2	3
	Percent	0.0	5.6	0.0	5.6	5.6	22.2	61.1			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	0	0	1	1	7	15	24	6.5	18
	Percent	0.0	0.0	0.0	4.2	4.2	29.2	62.5			
Registered	Number	0	0	0	0	0	2	0	2	6.0	0
	Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other	Number	0	0	1	0	4	7	10	22	6.1	4
	Percent	0.0	0.0	4.5	0.0	18.2	31.8	45.5			
Checked more than one	Number	0	0	0	1	0	2	6	9	6.4	2
	Percent	0.0	0.0	0.0	11.1	0.0	22.2	66.7			

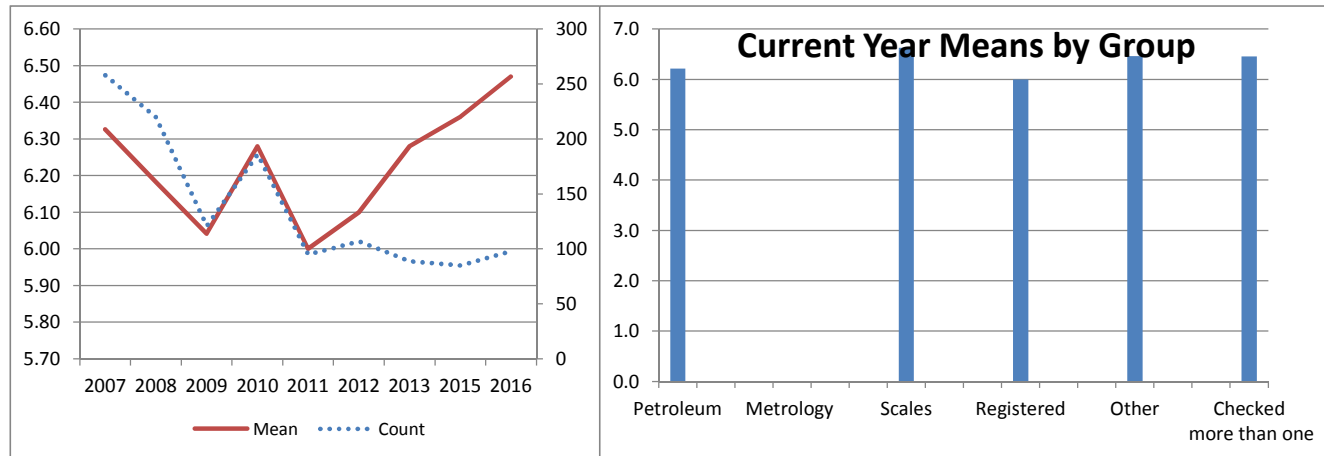
Historical Data

	Count	Mean
2007	224	6.11
2008	204	5.89
2009	129	5.95
2010	167	5.98
2011	81	5.70
2012	91	5.80
2013	76	6.04
2015	75	6.07
2016	75	6.30



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2d. Satisfaction with technical skills of staff (114)	Number	0	0	1	3	8	23	63	98	6.5	4
	Percent	0.0	0.0	1.0	3.1	8.2	23.5	64.3			
Petroleum	Number	0	0	1	2	1	3	12	19	6.2	2
	Percent	0.0	0.0	5.3	10.5	5.3	15.8	63.2			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	0	0	0	4	7	29	40	6.6	2
	Percent	0.0	0.0	0.0	0.0	10.0	17.5	72.5			
Registered	Number	0	0	0	0	0	2	0	2	6.0	0
	Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other	Number	0	0	0	0	3	8	15	26	6.5	0
	Percent	0.0	0.0	0.0	0.0	11.5	30.8	57.7			
Checked more than one	Number	0	0	0	1	0	3	7	11	6.5	0
	Percent	0.0	0.0	0.0	9.1	0.0	27.3	63.6			

Historical Data		
	Count	Mean
2007	258	6.33
2008	220	6.18
2009	121	6.04
2010	186	6.28
2011	95	6.00
2012	107	6.10
2013	89	6.28
2015	85	6.36
2016	98	6.47



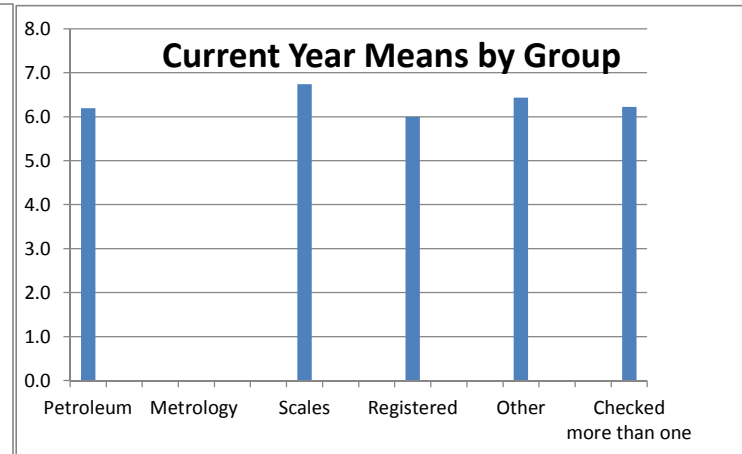
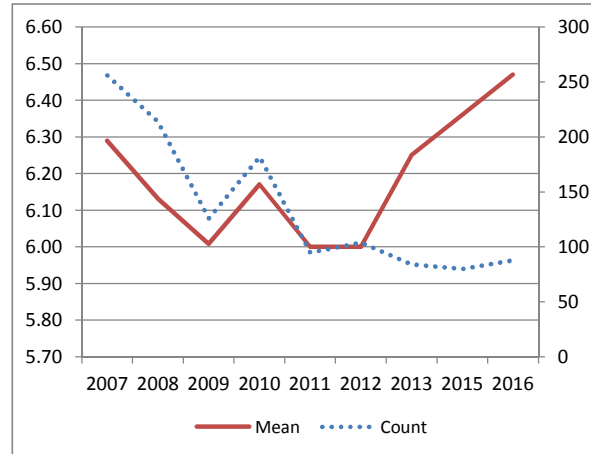
2e. Accuracy of information received (115)

RATING SCALE							
1	2	3	4	5	6	7	

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	0	0	1	3	8	18	58	88	6.5	14
Percent	0.0	0.0	1.1	3.4	9.1	20.5	65.9			
Petroleum										
Number	0	0	1	1	4	2	13	21	6.2	0
Percent	0.0	0.0	4.8	4.8	19.0	9.5	61.9			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	0	0	0	0	2	5	27	34	6.7	8
Percent	0.0	0.0	0.0	0.0	5.9	14.7	79.4			
Registered										
Number	0	0	0	0	0	1	0	1	6.0	1
Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other										
Number	0	0	0	1	1	8	13	23	6.4	3
Percent	0.0	0.0	0.0	4.3	4.3	34.8	56.5			
Checked more than one										
Number	0	0	0	1	1	2	5	9	6.2	2
Percent	0.0	0.0	0.0	11.1	11.1	22.2	55.6			

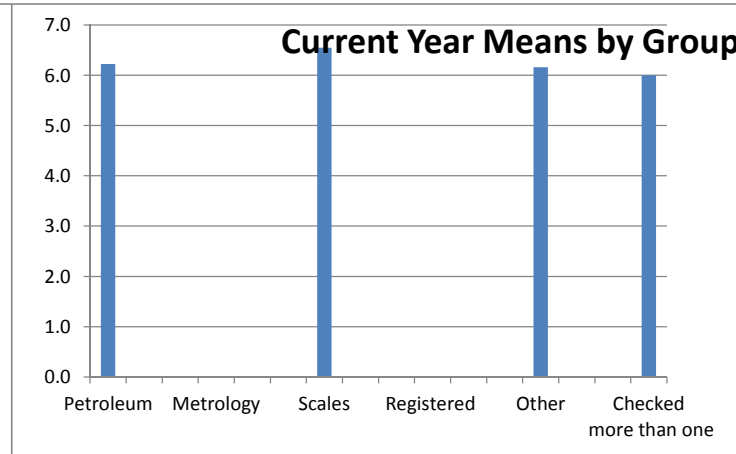
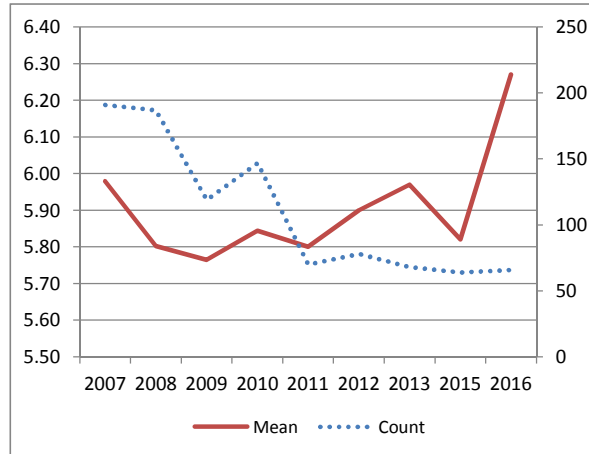
Historical Data

	Count	Mean
2007	256	6.29
2008	214	6.13
2009	126	6.01
2010	182	6.17
2011	95	6.00
2012	104	6.00
2013	84	6.25
2015	80	6.36
2016	88	6.47



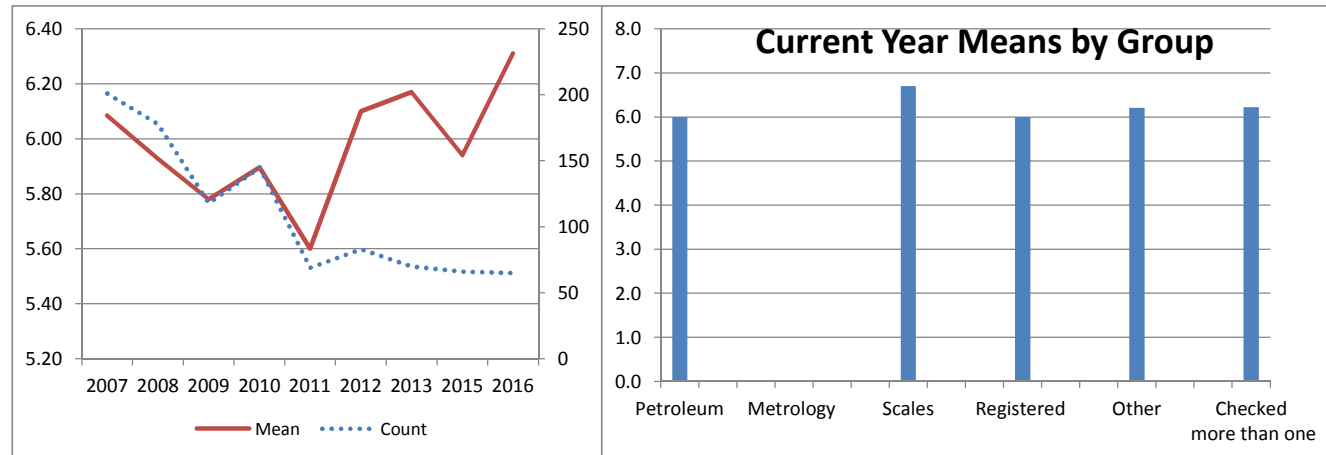
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2f. Ease of reaching staff to answer inquiries (116)	Number	1	0	0	5	5	17	38	66	6.3	36
	Percent	1.5	0.0	0.0	7.6	7.6	25.8	57.6			
Petroleum	Number	1	0	0	1	0	5	11	18	6.2	3
	Percent	5.6	0.0	0.0	5.6	0.0	27.8	61.1			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	0	0	1	1	4	14	20	6.6	22
	Percent	0.0	0.0	0.0	5.0	5.0	20.0	70.0			
Registered	Number	0	0	0	0	0	0	0	0	#DIV/0!	2
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Other	Number	0	0	0	2	2	6	9	19	6.2	7
	Percent	0.0	0.0	0.0	10.5	10.5	31.6	47.4			
Checked more than one	Number	0	0	0	1	2	2	4	9	6.0	2
	Percent	0.0	0.0	0.0	11.1	22.2	22.2	44.4			

Historical Data		
	Count	Mean
2007	191	5.98
2008	187	5.80
2009	119	5.76
2010	147	5.84
2011	70	5.80
2012	78	5.90
2013	68	5.97
2015	64	5.82
2016	66	6.27



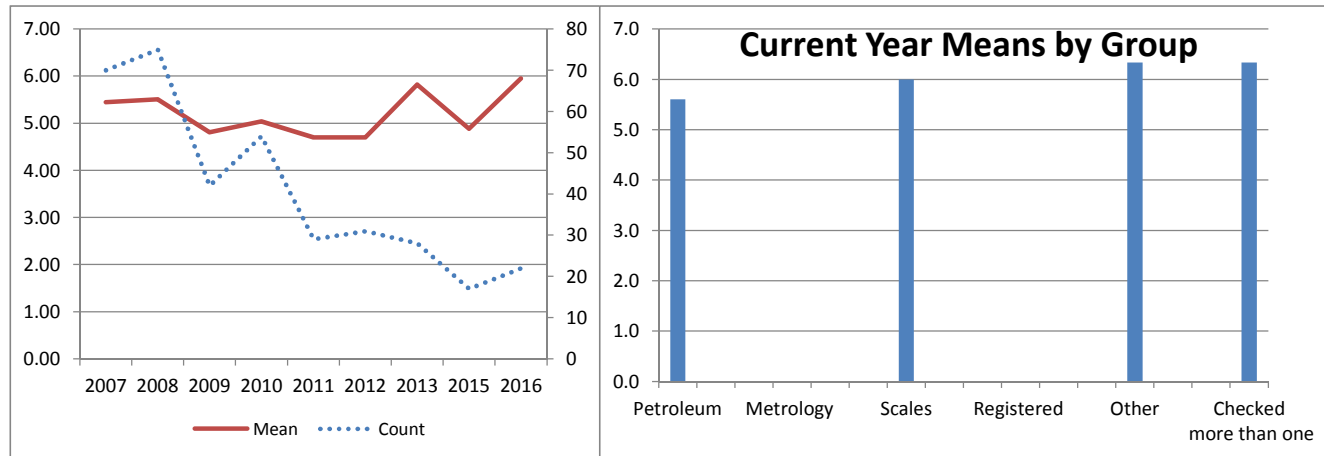
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2g. Satisfaction with IDOA recommendations (118)	Number	1	0	2	3	2	18	39	65	6.3	35
	Percent	1.5	0.0	3.1	4.6	3.1	27.7	60.0			
Petroleum	Number	1	0	1	1	0	3	10	16	6.0	4
	Percent	6.3	0.0	6.3	6.3	0.0	18.8	62.5			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	0	0	0	1	4	15	20	6.7	22
	Percent	0.0	0.0	0.0	0.0	5.0	20.0	75.0			
Registered	Number	0	0	0	0	0	1	0	1	6.0	1
	Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other	Number	0	0	1	1	1	6	10	19	6.2	6
	Percent	0.0	0.0	5.3	5.3	5.3	31.6	52.6			
Checked more than one	Number	0	0	0	1	0	4	4	9	6.2	2
	Percent	0.0	0.0	0.0	11.1	0.0	44.4	44.4			

Historical Data		
	Count	Mean
2007	201	6.08
2008	178	5.93
2009	118	5.78
2010	145	5.90
2011	69	5.60
2012	83	6.10
2013	70	6.17
2015	66	5.94
2016	65	6.31



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
2h. Satisfaction with the resolution of disagreement (121)	Number	0	2	0	2	1	5	12	22	6.0	75
	Percent	0.0	9.1	0.0	9.1	4.5	22.7	54.5			
Petroleum	Number	0	2	0	0	1	2	5	10	5.6	9
	Percent	0.0	20.0	0.0	0.0	10.0	20.0	50.0			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	0	0	1	0	0	2	3	6.0	37
	Percent	0.0	0.0	0.0	33.3	0.0	0.0	66.7			
Registered	Number	0	0	0	0	0	0	0	0	#DIV/0!	2
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Other	Number	0	0	0	1	0	1	4	6	6.3	19
	Percent	0.0	0.0	0.0	16.7	0.0	16.7	66.7			
Checked more than one	Number	0	0	0	0	0	2	1	3	6.3	8
	Percent	0.0	0.0	0.0	0.0	0.0	66.7	33.3			

Historical Data		
	Count	Mean
2007	70	5.44
2008	75	5.51
2009	42	4.81
2010	54	5.04
2011	29	4.70
2012	31	4.70
2013	28	5.82
2015	17	4.88
2016	22	5.95



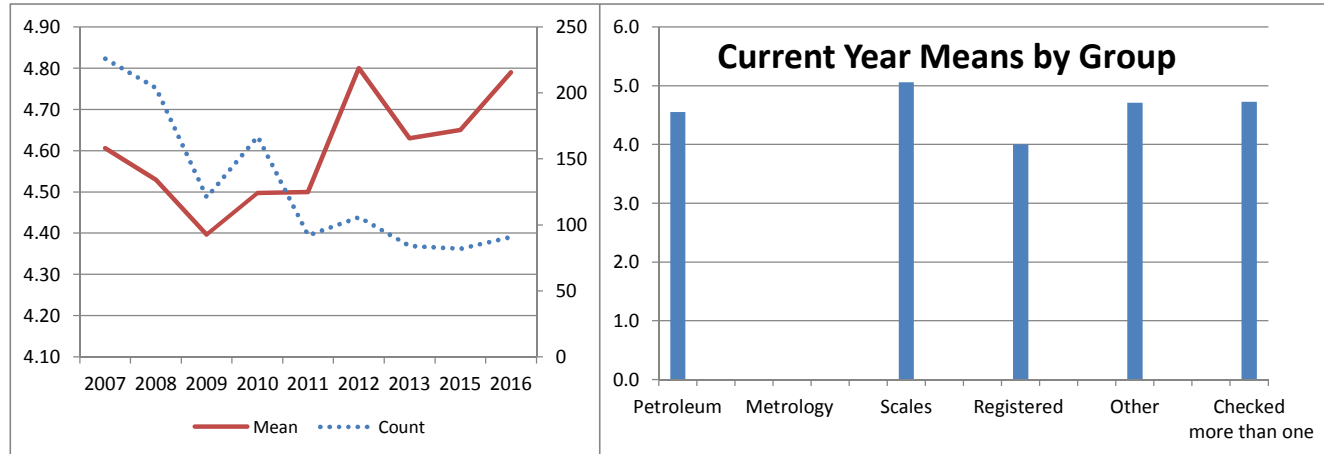
3. Restrictiveness of policies (122)

RATING SCALE							
1	2	3	4	5	6	7	

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	4	2	5	40	9	9	22	91	4.8	10
Percent	4.4	2.2	5.5	44.0	9.9	9.9	24.2			
Petroleum										
Number	3	0	2	7	1	0	7	20	4.6	0
Percent	15.0	0.0	10.0	35.0	5.0	0.0	35.0			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	1	1	0	14	3	7	8	34	5.1	8
Percent	2.9	2.9	0.0	41.2	8.8	20.6	23.5			
Registered										
Number	0	0	0	2	0	0	0	2	4.0	0
Percent	0.0	0.0	0.0	100.0	0.0	0.0	0.0			
Other										
Number	0	1	1	12	4	2	4	24	4.7	2
Percent	0.0	4.2	4.2	50.0	16.7	8.3	16.7			
Checked more than one										
Number	0	0	2	5	1	0	3	11	4.7	0
Percent	0.0	0.0	18.2	45.5	9.1	0.0	27.3			

Historical Data

	Count	Mean
2007	226	4.61
2008	204	4.53
2009	121	4.40
2010	167	4.50
2011	92	4.50
2012	106	4.80
2013	84	4.63
2015	82	4.65
2016	91	4.79



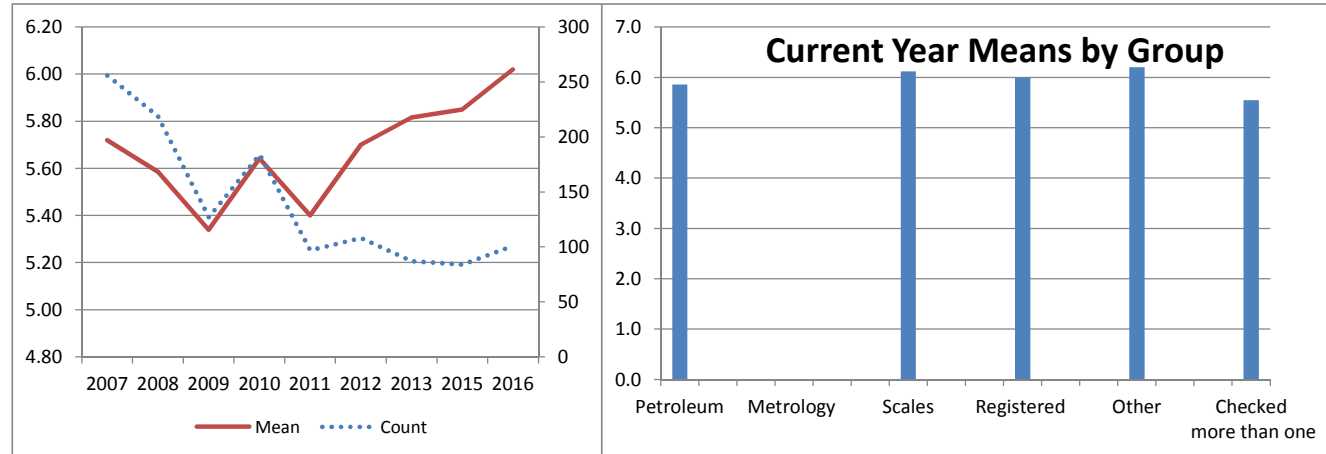
4. Efficiency of inspection procedures (119)

RATING SCALE							
1	2	3	4	5	6	7	

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	1	2	3	7	15	20	53	101	6.0	1
Percent	1.0	2.0	3.0	6.9	14.9	19.8	52.5			
Petroleum										
Number	0	1	1	2	3	3	11	21	5.9	0
Percent	0.0	4.8	4.8	9.5	14.3	14.3	52.4			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	0	1	0	3	8	7	23	42	6.1	0
Percent	0.0	2.4	0.0	7.1	19.0	16.7	54.8			
Registered										
Number	0	0	0	0	0	2	0	2	6.0	0
Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other										
Number	1	0	0	1	2	7	14	25	6.2	1
Percent	4.0	0.0	0.0	4.0	8.0	28.0	56.0			
Checked more than one										
Number	0	0	2	1	2	1	5	11	5.5	0
Percent	0.0	0.0	18.2	9.1	18.2	9.1	45.5			

Historical Data

	Count	Mean
2007	256	5.72
2008	219	5.58
2009	127	5.34
2010	184	5.64
2011	97	5.40
2012	108	5.70
2013	87	5.82
2015	84	5.85
2016	101	6.02



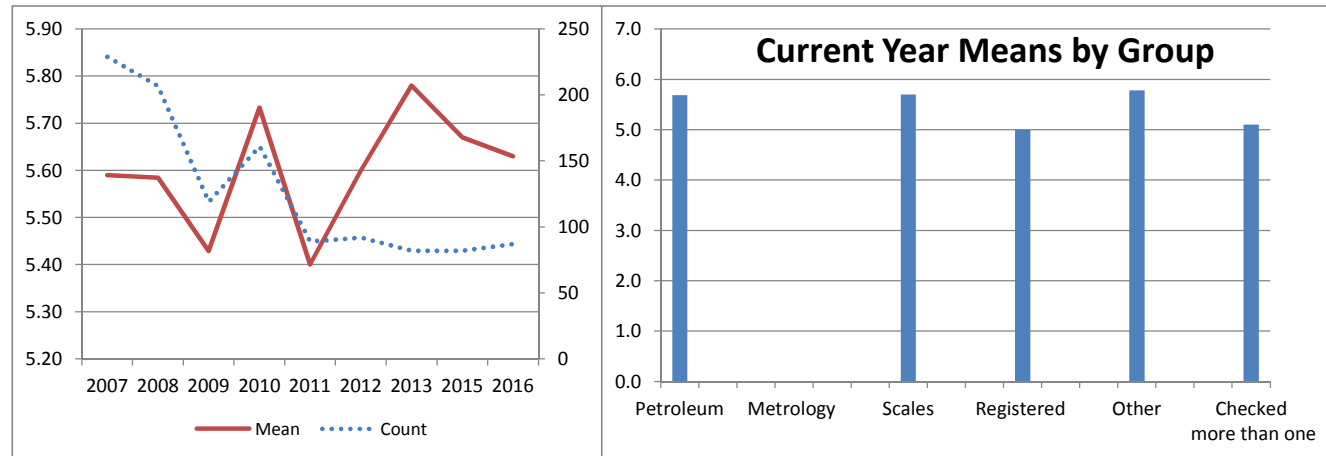
5a. IDOA puts a high value on serving people of Illinois (123)

RATING SCALE						
1	2	3	4	5	6	7

		1	2	3	4	5	6	7	Total	Mean	N/A
5a. IDOA puts a high value on serving people of Illinois (123)	Number	1	2	3	15	12	22	32	87	5.6	14
	Percent	1.1	2.3	3.4	17.2	13.8	25.3	36.8			
Petroleum	Number	0	1	1	2	2	6	7	19	5.7	2
	Percent	0.0	5.3	5.3	10.5	10.5	31.6	36.8			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	1	0	7	6	5	14	33	5.7	8
	Percent	0.0	3.0	0.0	21.2	18.2	15.2	42.4			
Registered	Number	0	0	0	1	0	1	0	2	5.0	0
	Percent	0.0	0.0	0.0	50.0	0.0	50.0	0.0			
Other	Number	1	0	1	1	3	9	8	23	5.8	3
	Percent	4.3	0.0	4.3	4.3	13.0	39.1	34.8			
Checked more than one	Number	0	0	1	4	1	1	3	10	5.1	1
	Percent	0.0	0.0	10.0	40.0	10.0	10.0	30.0			

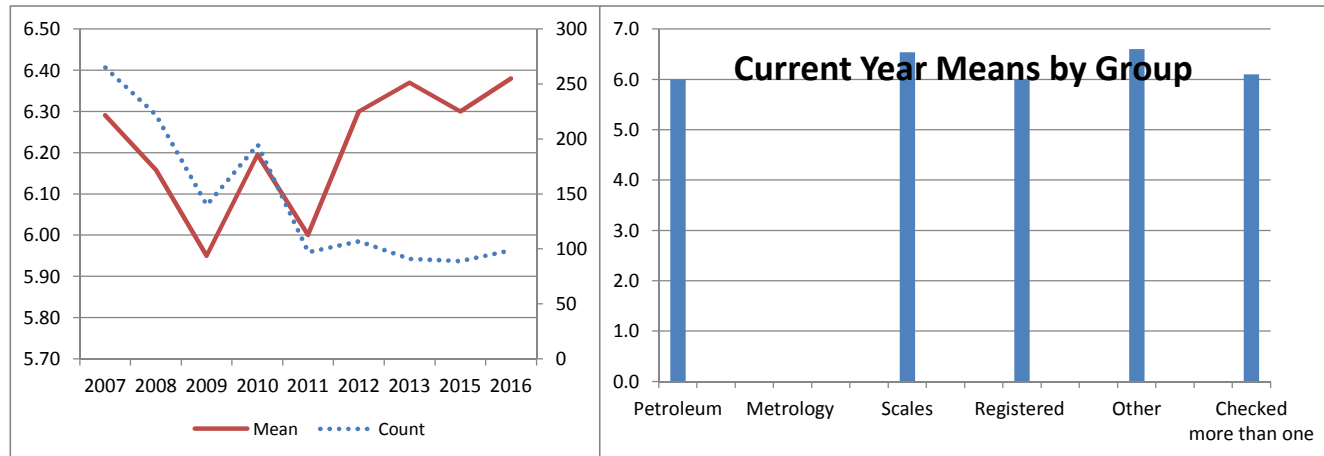
Historical Data

	Count	Mean
2007	229	5.59
2008	207	5.58
2009	119	5.43
2010	161	5.73
2011	89	5.40
2012	92	5.60
2013	82	5.78
2015	82	5.67
2016	87	5.63



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
5b. Employees are courteous and professional (124	Number	2	0	2	2	4	27	62	99	6.4	3
	Percent	2.0	0.0	2.0	2.0	4.0	27.3	62.6			
Petroleum	Number	1	0	2	0	1	5	12	21	6.0	0
	Percent	4.8	0.0	9.5	0.0	4.8	23.8	57.1			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	1	0	0	1	0	10	29	41	6.5	1
	Percent	2.4	0.0	0.0	2.4	0.0	24.4	70.7			
Registered	Number	0	0	0	0	0	2	0	2	6.0	0
	Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other	Number	0	0	0	0	2	6	17	25	6.6	1
	Percent	0.0	0.0	0.0	0.0	8.0	24.0	68.0			
Checked more than one	Number	0	0	0	1	1	4	4	10	6.1	1
	Percent	0.0	0.0	0.0	10.0	10.0	40.0	40.0			

Historical Data		
	Count	Mean
2007	265	6.29
2008	222	6.16
2009	140	5.95
2010	195	6.19
2011	97	6.00
2012	107	6.30
2013	91	6.37
2015	89	6.30
2016	99	6.38



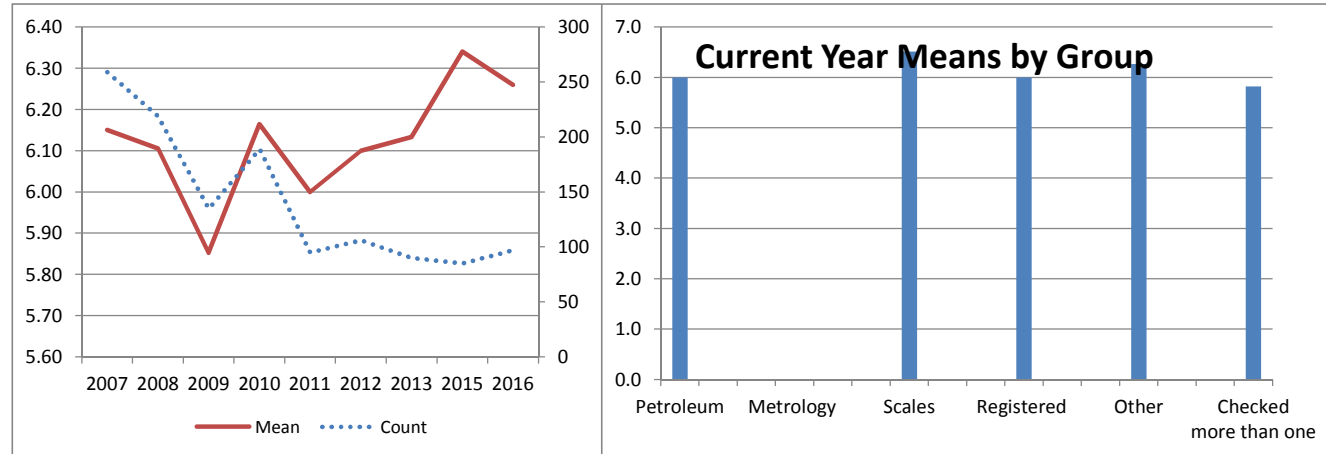
5c. Staff adequately explained standards, test results and/or regulations (125)

RATING SCALE							
1	2	3	4	5	6	7	

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	1	2	1	7	5	21	60	97	6.3	5
Percent	1.0	2.1	1.0	7.2	5.2	21.6	61.9			
Petroleum										
Number	1	0	1	3	0	1	14	20	6.0	1
Percent	5.0	0.0	5.0	15.0	0.0	5.0	70.0			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	0	1	0	1	1	10	28	41	6.5	1
Percent	0.0	2.4	0.0	2.4	2.4	24.4	68.3			
Registered										
Number	0	0	0	0	0	2	0	2	6.0	0
Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other										
Number	0	0	0	2	2	7	12	23	6.3	3
Percent	0.0	0.0	0.0	8.7	8.7	30.4	52.2			
Checked more than one										
Number	0	1	0	1	2	1	6	11	5.8	0
Percent	0.0	9.1	0.0	9.1	18.2	9.1	54.5			

Historical Data

	Count	Mean
2007	259	6.15
2008	219	6.11
2009	135	5.85
2010	189	6.16
2011	95	6.00
2012	106	6.10
2013	90	6.13
2015	85	6.34
2016	97	6.26



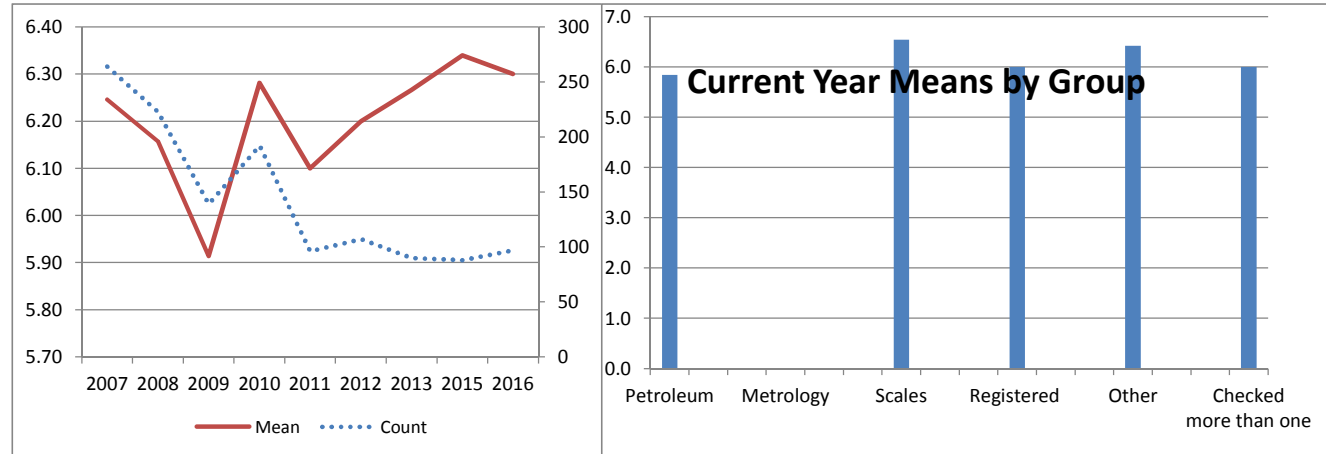
5d. Treated fairly by employee (126)

RATING SCALE							
	1	2	3	4	5	6	7

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	1	2	2	4	4	24	60	97	6.3	5
Percent	1.0	2.1	2.1	4.1	4.1	24.7	61.9			
Petroleum										
Number	0	1	2	2	0	3	11	19	5.8	2
Percent	0.0	5.3	10.5	10.5	0.0	15.8	57.9			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	1	0	0	1	0	9	28	39	6.5	3
Percent	2.6	0.0	0.0	2.6	0.0	23.1	71.8			
Registered										
Number	0	0	0	0	0	2	0	2	6.0	0
Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other										
Number	0	1	0	0	1	8	16	26	6.4	0
Percent	0.0	3.8	0.0	0.0	3.8	30.8	61.5			
Checked more than one										
Number	0	0	0	1	3	2	5	11	6.0	0
Percent	0.0	0.0	0.0	9.1	27.3	18.2	45.5			

Historical Data
Count Mean

2007	264	6.25
2008	223	6.16
2009	139	5.91
2010	192	6.28
2011	96	6.10
2012	107	6.20
2013	90	6.27
2015	88	6.34
2016	97	6.30



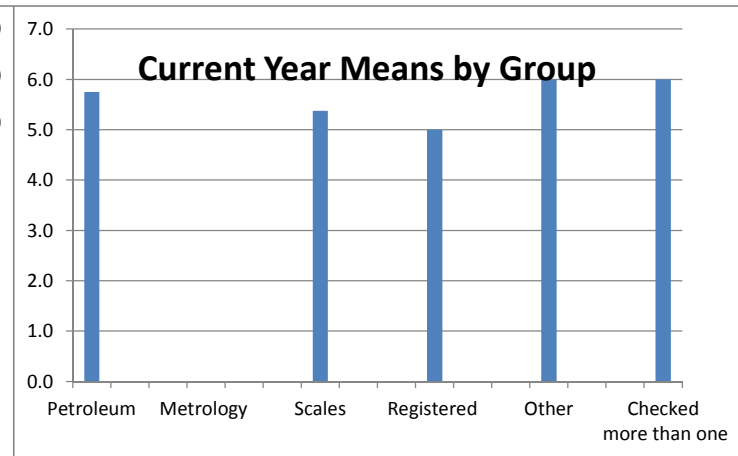
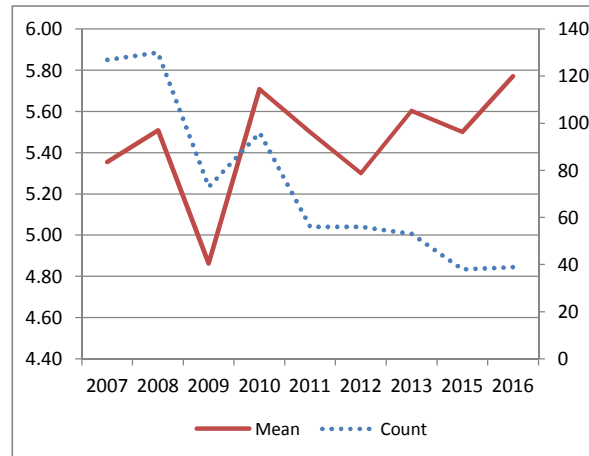
5e. IDOA is responsive to complaints (127)

RATING SCALE							
1	2	3	4	5	6	7	

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	0	1	0	9	3	10	16	39	5.8	61
Percent	0.0	2.6	0.0	23.1	7.7	25.6	41.0			
Petroleum										
Number	0	1	0	2	0	4	5	12	5.8	9
Percent	0.0	8.3	0.0	16.7	0.0	33.3	41.7			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	0	0	0	4	0	1	3	8	5.4	32
Percent	0.0	0.0	0.0	50.0	0.0	12.5	37.5			
Registered										
Number	0	0	0	0	1	0	0	1	5.0	1
Percent	0.0	0.0	0.0	0.0	100.0	0.0	0.0			
Other										
Number	0	0	0	2	1	3	5	11	6.0	15
Percent	0.0	0.0	0.0	18.2	9.1	27.3	45.5			
Checked more than one										
Number	0	0	0	1	1	2	3	7	6.0	4
Percent	0.0	0.0	0.0	14.3	14.3	28.6	42.9			

Historical Data

	Count	Mean
2007	127	5.35
2008	130	5.51
2009	73	4.86
2010	96	5.71
2011	56	5.50
2012	56	5.30
2013	53	5.60
2015	38	5.50
2016	39	5.77

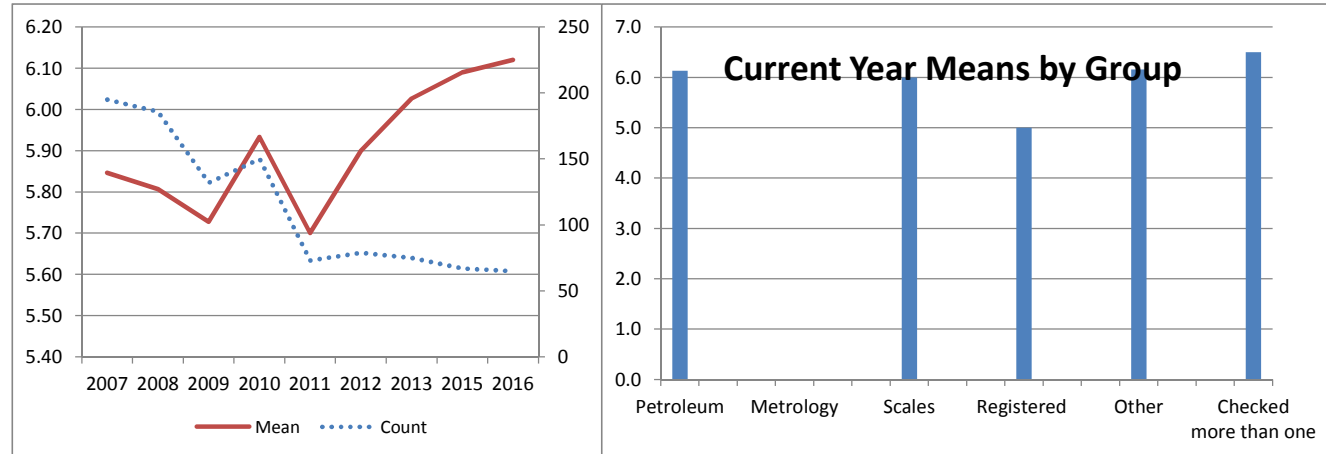


5f. IDOA staff responded to needs in a timely manner (128)

		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
	Number	1	1	0	7	4	17	35	65	6.1	37
	Percent	1.5	1.5	0.0	10.8	6.2	26.2	53.8			
Petroleum	Number	0	0	0	3	1	2	9	15	6.1	6
	Percent	0.0	0.0	0.0	20.0	6.7	13.3	60.0			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	1	0	4	0	5	12	22	6.0	20
	Percent	0.0	4.5	0.0	18.2	0.0	22.7	54.5			
Registered	Number	0	0	0	0	1	0	0	1	5.0	1
	Percent	0.0	0.0	0.0	0.0	100.0	0.0	0.0			
Other	Number	1	0	0	0	1	8	9	19	6.2	7
	Percent	5.3	0.0	0.0	0.0	5.3	42.1	47.4			
Checked more than one	Number	0	0	0	0	1	2	5	8	6.5	3
	Percent	0.0	0.0	0.0	0.0	12.5	25.0	62.5			

Historical Data

	Count	Mean
2007	195	5.85
2008	186	5.81
2009	132	5.73
2010	150	5.93
2011	73	5.70
2012	79	5.90
2013	75	6.03
2015	67	6.09
2016	65	6.12



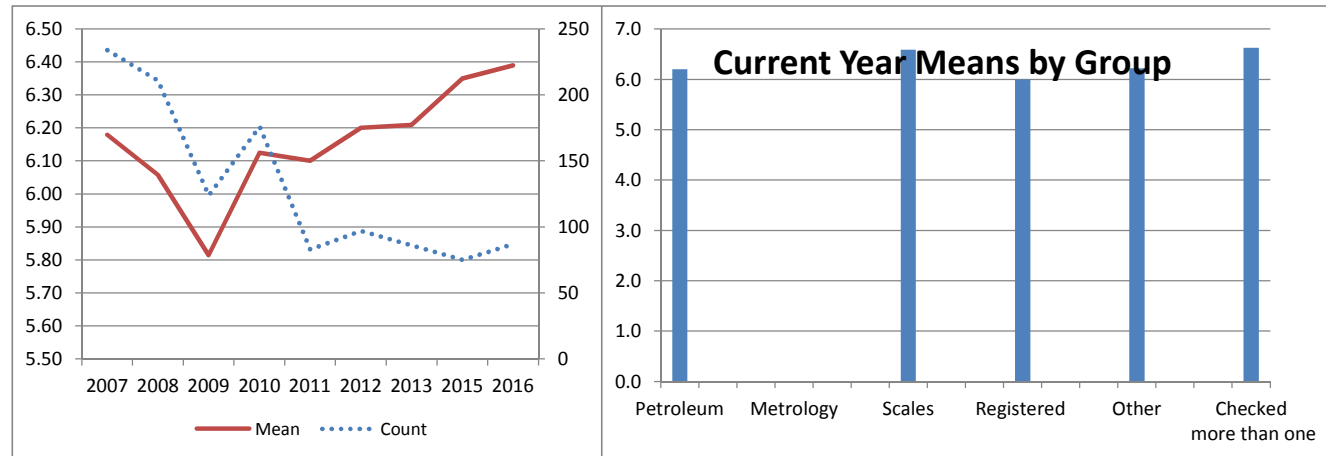
5g. IDOA employees are consistent in following procedure (129)

RATING SCALE							
1	2	3	4	5	6	7	

	Number	0	1	2	4	3	22	55	Total	Mean	N/A
	Percent	0.0	1.1	2.3	4.6	3.4	25.3	63.2			
Petroleum	Number	0	0	1	1	2	5	11	20	6.2	1
	Percent	0.0	0.0	5.0	5.0	10.0	25.0	55.0			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	1	0	1	0	6	26	34	6.6	8
	Percent	0.0	2.9	0.0	2.9	0.0	17.6	76.5			
Registered	Number	0	0	0	0	0	2	0	2	6.0	0
	Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other	Number	0	0	1	2	1	6	13	23	6.2	3
	Percent	0.0	0.0	4.3	8.7	4.3	26.1	56.5			
Checked more than one	Number	0	0	0	0	0	3	5	8	6.6	3
	Percent	0.0	0.0	0.0	0.0	0.0	37.5	62.5			

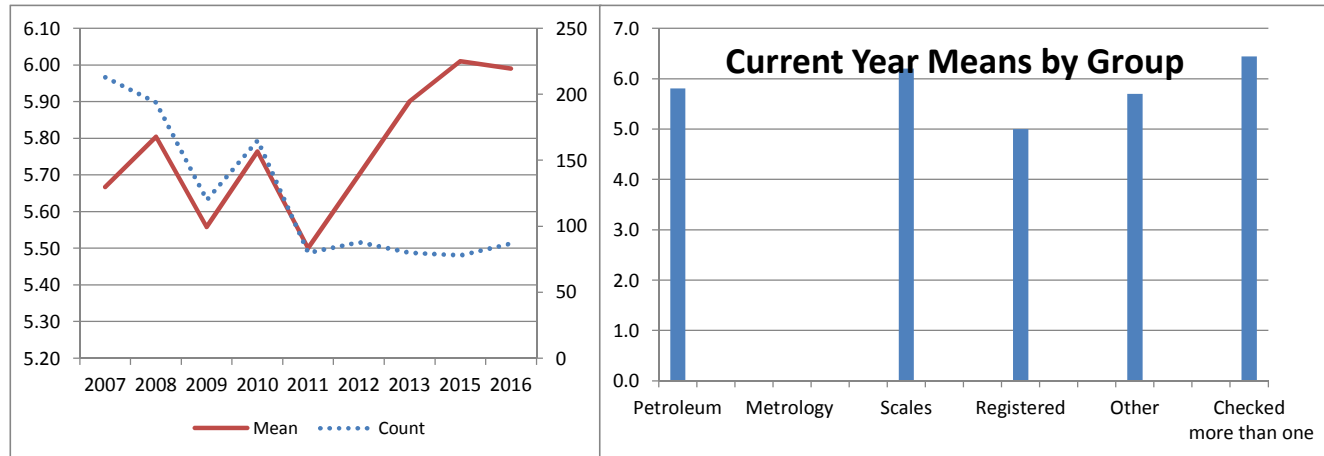
Historical Data

	Count	Mean
2007	234	6.18
2008	211	6.06
2009	124	5.81
2010	176	6.13
2011	83	6.10
2012	97	6.20
2013	86	6.21
2015	75	6.35
2016	87	6.39



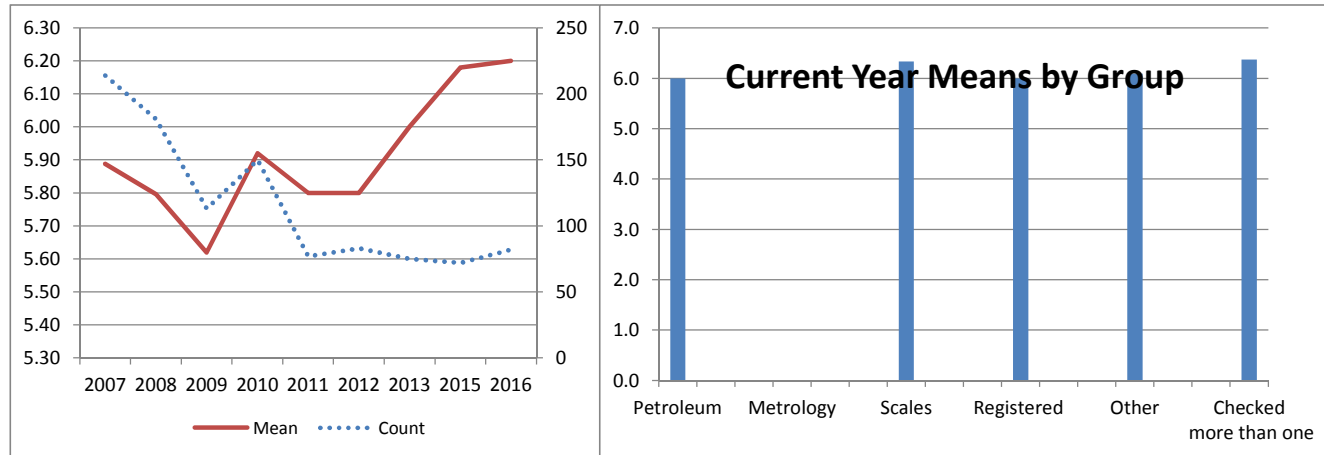
		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
5h. Staff are good partners and enhance work (130)	Number	2	3	0	11	5	18	48	87	6.0	15
	Percent	2.3	3.4	0.0	12.6	5.7	20.7	55.2			
Petroleum	Number	1	1	0	3	1	3	12	21	5.8	0
	Percent	4.8	4.8	0.0	14.3	4.8	14.3	57.1			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	1	0	2	4	9	19	35	6.2	7
	Percent	0.0	2.9	0.0	5.7	11.4	25.7	54.3			
Registered	Number	0	0	0	1	0	1	0	2	5.0	0
	Percent	0.0	0.0	0.0	50.0	0.0	50.0	0.0			
Other	Number	1	1	0	4	0	3	11	20	5.7	6
	Percent	5.0	5.0	0.0	20.0	0.0	15.0	55.0			
Checked more than one	Number	0	0	0	1	0	2	6	9	6.4	2
	Percent	0.0	0.0	0.0	11.1	0.0	22.2	66.7			

Historical Data		
	Count	Mean
2007	213	5.67
2008	194	5.80
2009	120	5.56
2010	165	5.76
2011	80	5.50
2012	88	5.70
2013	80	5.90
2015	78	6.01
2016	87	5.99



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
5i. Staff are well prepared to answer problems or concerns (132)	Number	0	3	0	6	6	21	46	82	6.2	20
	Percent	0.0	3.7	0.0	7.3	7.3	25.6	56.1			
Petroleum	Number	0	1	0	2	1	4	9	17	6.0	4
	Percent	0.0	5.9	0.0	11.8	5.9	23.5	52.9			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	1	0	2	2	7	21	33	6.3	9
	Percent	0.0	3.0	0.0	6.1	6.1	21.2	63.6			
Registered	Number	0	0	0	0	0	2	0	2	6.0	0
	Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other	Number	0	1	0	2	1	7	11	22	6.1	4
	Percent	0.0	4.5	0.0	9.1	4.5	31.8	50.0			
Checked more than one	Number	0	0	0	0	2	1	5	8	6.4	3
	Percent	0.0	0.0	0.0	0.0	25.0	12.5	62.5			

Historical Data		
	Count	Mean
2007	214	5.89
2008	181	5.80
2009	113	5.62
2010	150	5.92
2011	77	5.80
2012	83	5.80
2013	75	6.00
2015	72	6.18
2016	82	6.20



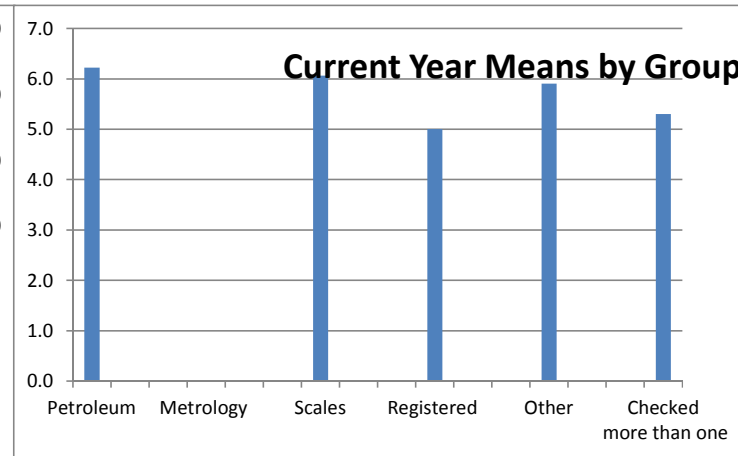
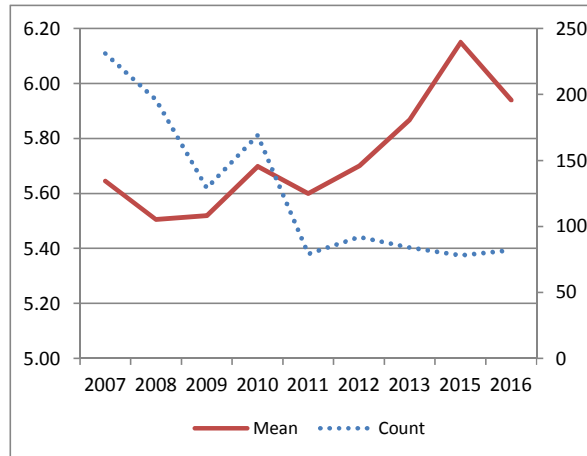
5j. Required forms are easy to understand and user friendly (133)

RATING SCALE							
1	2	3	4	5	6	7	

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	0	0	3	13	8	20	38	82	5.9	19
Percent	0.0	0.0	3.7	15.9	9.8	24.4	46.3			
Petroleum										
Number	0	0	0	2	2	4	10	18	6.2	3
Percent	0.0	0.0	0.0	11.1	11.1	22.2	55.6			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	0	0	1	4	2	10	15	32	6.1	10
Percent	0.0	0.0	3.1	12.5	6.3	31.3	46.9			
Registered										
Number	0	0	0	0	2	0	0	2	5.0	0
Percent	0.0	0.0	0.0	0.0	100.0	0.0	0.0			
Other										
Number	0	0	0	4	2	6	8	20	5.9	5
Percent	0.0	0.0	0.0	20.0	10.0	30.0	40.0			
Checked more than one										
Number	0	0	2	3	0	0	5	10	5.3	1
Percent	0.0	0.0	20.0	30.0	0.0	0.0	50.0			

Historical Data

	Count	Mean
2007	231	5.65
2008	196	5.51
2009	129	5.52
2010	169	5.70
2011	79	5.60
2012	92	5.70
2013	84	5.87
2015	78	6.15
2016	82	5.94



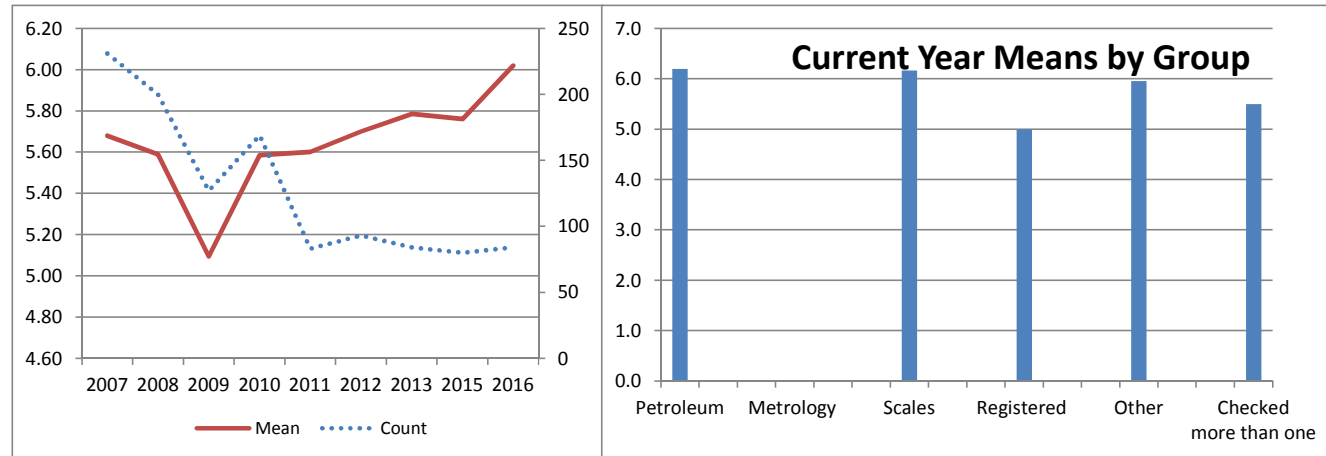
5k. Regulations are documented in a clear and consistent way (134)

RATING SCALE							
1	2	3	4	5	6	7	

	1	2	3	4	5	6	7	Total	Mean	N/A
Number	1	0	2	11	8	19	43	84	6.0	17
Percent	1.2	0.0	2.4	13.1	9.5	22.6	51.2			
Petroleum										
Number	0	0	0	2	2	6	10	20	6.2	1
Percent	0.0	0.0	0.0	10.0	10.0	30.0	50.0			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	1	0	0	3	2	6	18	30	6.2	12
Percent	3.3	0.0	0.0	10.0	6.7	20.0	60.0			
Registered										
Number	0	0	0	0	1	0	0	1	5.0	1
Percent	0.0	0.0	0.0	0.0	100.0	0.0	0.0			
Other										
Number	0	0	1	4	1	6	11	23	6.0	2
Percent	0.0	0.0	4.3	17.4	4.3	26.1	47.8			
Checked more than one										
Number	0	0	1	2	2	1	4	10	5.5	1
Percent	0.0	0.0	10.0	20.0	20.0	10.0	40.0			

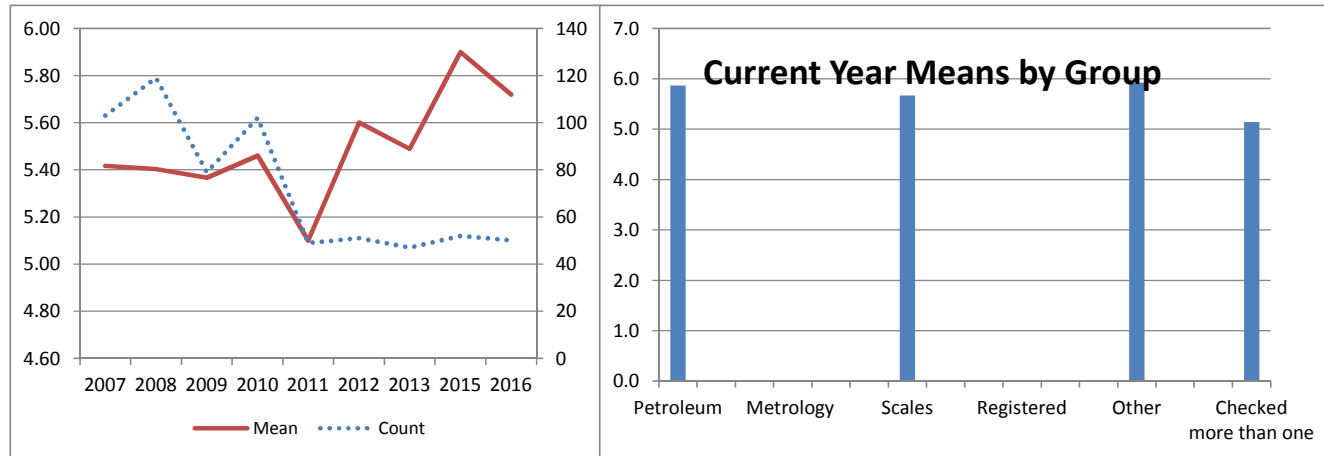
Historical Data

	Count	Mean
2007	231	5.68
2008	200	5.59
2009	127	5.09
2010	169	5.59
2011	83	5.60
2012	93	5.70
2013	84	5.79
2015	80	5.76
2016	84	6.02



		RATING SCALE							Total	Mean	N/A
		1	2	3	4	5	6	7			
5I. Web site provides useful and timely information (136)	Number	0	2	1	7	10	9	21	50	5.7	51
	Percent	0.0	4.0	2.0	14.0	20.0	18.0	42.0			
Petroleum	Number	0	1	0	1	3	3	7	15	5.9	6
	Percent	0.0	6.7	0.0	6.7	20.0	20.0	46.7			
Metrology	Number	0	0	0	0	0	0	0	0	#DIV/0!	0
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales	Number	0	0	1	3	2	3	6	15	5.7	27
	Percent	0.0	0.0	6.7	20.0	13.3	20.0	40.0			
Registered	Number	0	0	0	0	0	0	0	0	#DIV/0!	2
	Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Other	Number	0	1	0	0	3	3	6	13	5.9	12
	Percent	0.0	7.7	0.0	0.0	23.1	23.1	46.2			
Checked more than one	Number	0	0	0	3	2	0	2	7	5.1	4
	Percent	0.0	0.0	0.0	42.9	28.6	0.0	28.6			

Historical Data		
	Count	Mean
2007	103	5.42
2008	119	5.40
2009	79	5.37
2010	102	5.46
2011	49	5.10
2012	51	5.60
2013	47	5.49
2015	52	5.90
2016	50	5.72



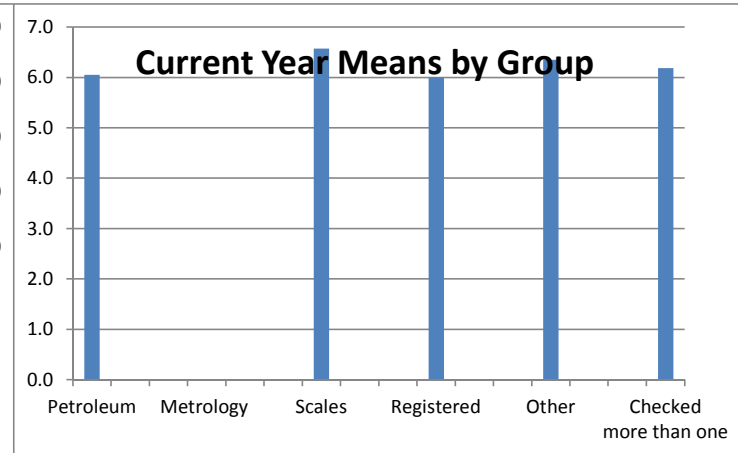
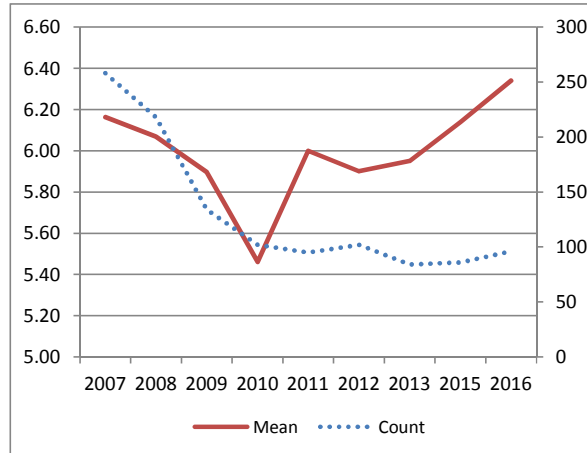
6. Confidence in the accuracy of commercial measurement in Illinois (137)

RATING SCALE							
1	2	3	4	5	6	7	

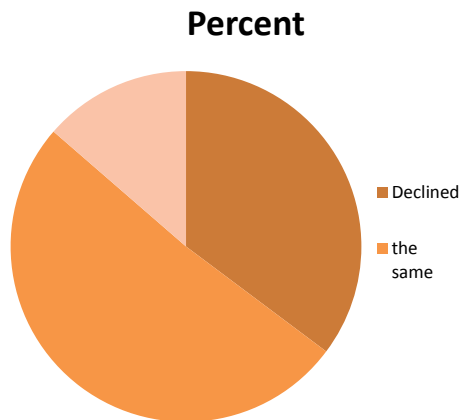
	1	2	3	4	5	6	7	Total	Mean	N/A
Number	0	1	0	5	6	31	53	96	6.3	6
Percent	0.0	1.0	0.0	5.2	6.3	32.3	55.2			
Petroleum										
Number	0	1	0	1	3	5	10	20	6.1	1
Percent	0.0	5.0	0.0	5.0	15.0	25.0	50.0			
Metrology										
Number	0	0	0	0	0	0	0	0	#DIV/0!	0
Percent	#####	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Scales										
Number	0	0	0	0	1	14	22	37	6.6	5
Percent	0.0	0.0	0.0	0.0	2.7	37.8	59.5			
Registered										
Number	0	0	0	0	0	2	0	2	6.0	0
Percent	0.0	0.0	0.0	0.0	0.0	100.0	0.0			
Other										
Number	0	0	0	2	2	7	15	26	6.3	0
Percent	0.0	0.0	0.0	7.7	7.7	26.9	57.7			
Checked more than one										
Number	0	0	0	2	0	3	6	11	6.2	0
Percent	0.0	0.0	0.0	18.2	0.0	27.3	54.5			

Historical Data

	Count	Mean
2007	258	6.16
2008	218	6.07
2009	134	5.90
2010	102	5.46
2011	95	6.00
2012	102	5.90
2013	84	5.95
2015	86	6.14
2016	96	6.34



		Declined	the same	Improved	Total	Don't know
7. Compared to a year ago, the quality of services from the IDOA has (138):	Number	31	47	12	90	13
	Percent	34.4	52.2	13.3		
Petroleum	Number	2	14	4	20	3
	Percent	10.0	70.0	20.0		
Metrology Laboratory	Number	0	0	0	0	0
	Percent	#DIV/0!	#DIV/0!	#DIV/0!		
Scales	Number	28	6	1	35	7
	Percent	80.0	17.1	2.9		
Registered Service Person	Number	0	1	1	2	0
	Percent	0.0	50.0	50.0		
Other	Number	1	19	4	24	2
	Percent	4.2	79.2	16.7		
Checked more than one	Number	0	7	2	9	1
	Percent	0.0	77.8	22.2		



At least on | least or | out 3 or | two time | Once per | less than

10. How often do you have contact with the IDOA? (140)		per week	per month	times a year	a year	year	ce per ye	Total
		Number	Percent	Number	Percent	Number	Percent	Number
	Number	1	6	5	19	52	6	89
	Percent	1.1	6.7	5.6	21.3	58.4	6.7	
Petroleum	Number	0	3	0	2	16	0	21
Petroleum	Percent	0.0	14.3	0.0	9.5	76.2	0.0	
Metrology Laboratory	Number	0	0	0	0	0	0	0
Metrology Laboratory	Percent	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Scales	Number	0	0	0	7	16	2	25
Scales	Percent	0.0	0.0	0.0	28.0	64.0	8.0	
Registered Service Person	Number	0	2	2	5	2	0	11
Registered Service Person	Percent	0.0	18.2	18.2	45.5	18.2	0.0	
Other	Number	0	0	2	3	15	3	23
Other	Percent	0.0	0.0	8.7	13.0	65.2	13.0	
Checked more than one	Number	1	1	1	2	3	1	9
Checked more than one	Percent					33.3	11.1	

