

# **Bureau of Warehouses**

**2017 Customer Service Survey Results**



	Previous Year	Two years ago	Three years ago
<b>Number of Questionnaires Mailed (9/8/2017)</b>	<b>389</b>		
<b>Number of Questionnaires Mailed (9/22/2017)</b>	<b>389</b>	<b>389</b>	<b>457</b>
<b>Number of Questionnaires Tabulated</b>	<b>138</b>	<b>101</b>	<b>139</b>
Agricultural Producer	2	1	8
Grain Dealer	15	15	16
Grain Warehouse	10	5	7
Agricultural Cooperative	29	16	21
Checked more than one	82	64	87

Type of calls made to the IDOA: (Grain Type)	Number	Percent of Total Questionnaires Tabulated
Grain Dealer/Grain Warehouse License (101)	63	45.7
Grain Exam (102)	37	26.8
Amendment to Grain License (103)	58	42.0
Assistance with a Grain Report or Form (104)	18	13.0
Illinois Grain Insurance Fund Assessment (105)	3	2.2
Other Grain Concerns (106)	7	5.1

Type of calls made to the IDOA: (Ag Coop type)	Number	Percent of Total Questionnaires Tabulated
Ag Coop Registration Filing (201)	10	7.2
Ag Coop Certificate of Compliance (202)	2	1.4
Ag Coop Filing Fees (203)	5	3.6
Assistance with Ag Coop Report or Form (204)	4	2.9
Other Ag Coop Concern (205)	3	2.2

Satisfaction with the Courteous Staff (110)

RATING SCALE					Total	Mean	N/A	
1	2	3	4	5				
Number	1	0	3	33	63	100	4.6	8
Percent	1.0	0.0	3.0	33.0	63.0			

Agricultural Producer

Number	0	0	0	0	1	1	5.0
Percent	0.0	0.0	0.0	0.0	100.0		

Grain Dealer

Number	0	0	0	3	9	12	4.8	0
Percent	0.0	0.0	0.0	25.0	75.0			

Grain Warehouse

Number	0	0	0	2	5	7	4.7	1
Percent	0.0	0.0	0.0	28.6	71.4			

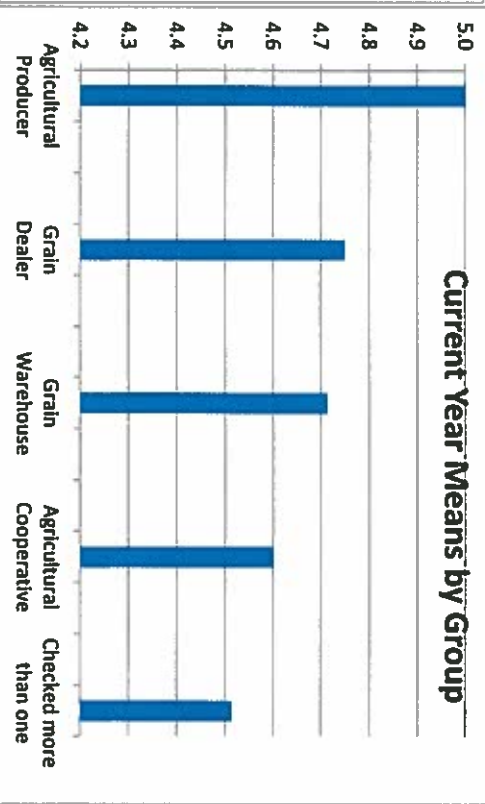
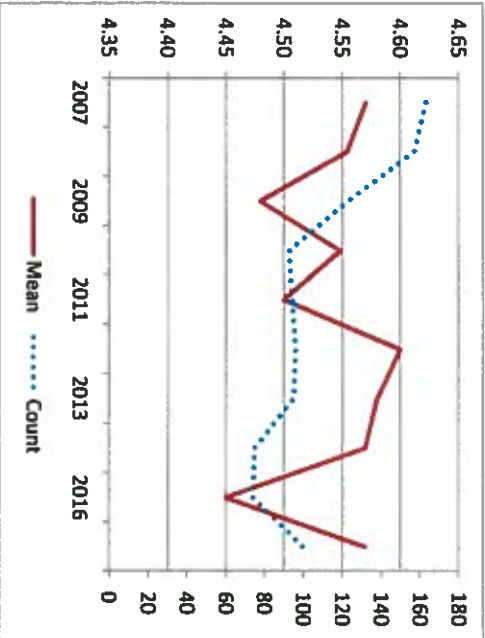
Agricultural Cooperative

Number	0	0	0	4	6	10	4.6	4
Percent	0.0	0.0	0.0	40.0	60.0			

Checked more than one

Number	1	0	3	24	42	70	4.5	3
Percent	1.4	0.0	4.3	34.3	60.0			

	Historical Data Count	Mean
2007	163	4.57
2008	157	4.55
2009	123	4.48
2010	93	4.55
2011	94	4.50
2012	96	4.60
2013	95	4.58
2015	75	4.57
2016	74	4.45
2017	100	4.57



**Importance of Courteous Staff (123)**

RATING SCALE				
1	2	3	4	
0	1	31	61	
0.0	1.1	33.3	65.6	

Number 0 1 31 61  
Percent 0.0 1.1 33.3 65.6

Total 93 Mean 3.6 N/A 6

**Agricultural Producer**

Number 0 0 1 1 0  
Percent 0.0 0.0 100.0 0.0

1 3.0 0

**Grain Dealer**

Number 0 0 1 1 8  
Percent 0.0 0.0 11.1 88.9

9 3.9 0

**Grain Warehouse**

Number 0 0 1 1 4  
Percent 0.0 0.0 20.0 80.0

5 3.8 2

**Agricultural Cooperative**

Number 0 0 5 8  
Percent 0.0 0.0 38.5 61.5

13 3.6 1

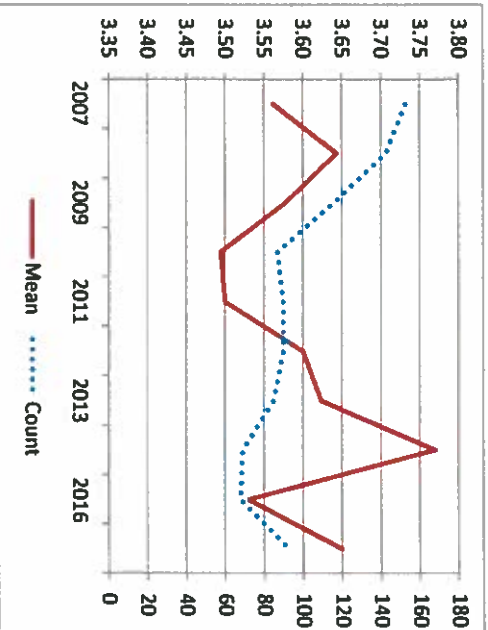
**Checked more than one**

Number 0 1 23 41  
Percent 0.0 1.5 35.4 63.1

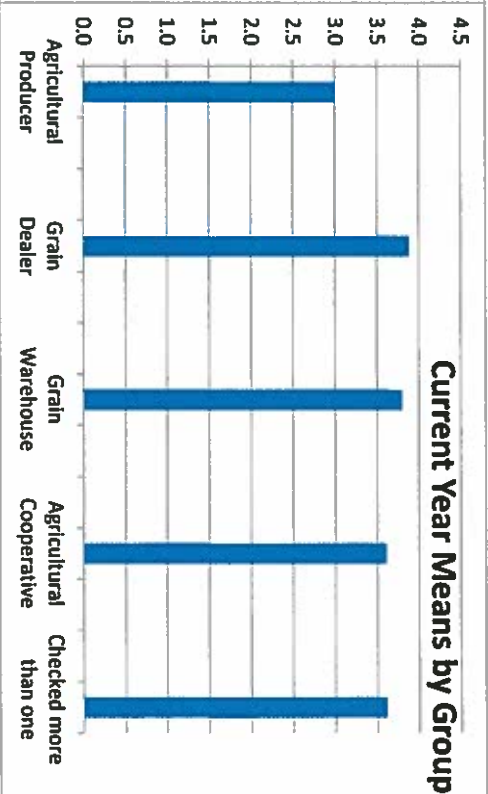
65 3.6 3

**Historical Data**

Year	Count	Mean
2007	153	3.56
2008	143	3.64
2009	116	3.58
2010	87	3.49
2011	90	3.50
2012	90	3.60
2013	85	3.62
2015	69	3.77
2016	68	3.53
2017	93	3.65



**Current Year Means by Group**



Satisfaction with the Accurate Information (111)

	RATING SCALE					Total	Mean	N/A
	1	2	3	4	5			
Number	1	0	4	35	55	95	4.5	11
Percent	1.1	0.0	4.2	36.8	57.9			

Agricultural producer

Number	0	0	0	0	1	1	5.0	0
Percent	0.0	0.0	0.0	0.0	100.0			

Grain Dealer

Number	0	0	0	3	6	9	4.7	1
Percent	0.0	0.0	0.0	33.3	66.7			

Grain Warehouse

Number	0	0	0	1	5	6	4.8	2
Percent	0.0	0.0	0.0	16.7	83.3			

Agricultural Cooperative

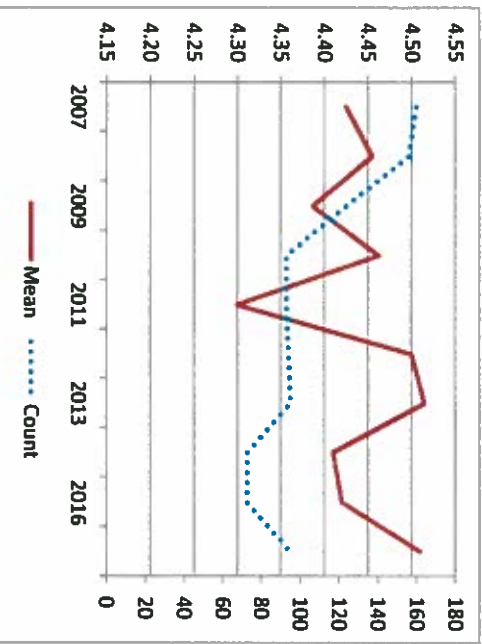
Number	0	0	0	5	5	10	4.5	4
Percent	0.0	0.0	0.0	50.0	50.0			

Checked more than one

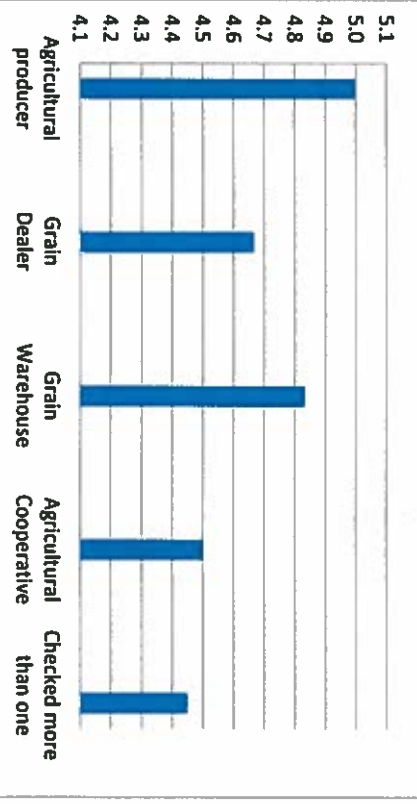
Number	1	0	4	26	38	69	4.4	4
Percent	1.4	0.0	5.8	37.7	55.1			

Historical Data  
Count Mean

2007	160	4.43
2008	156	4.46
2009	124	4.39
2010	93	4.46
2011	93	4.30
2012	94	4.50
2013	95	4.52
2015	73	4.41
2016	73	4.42
2017	95	4.51



Current Year Means by Group



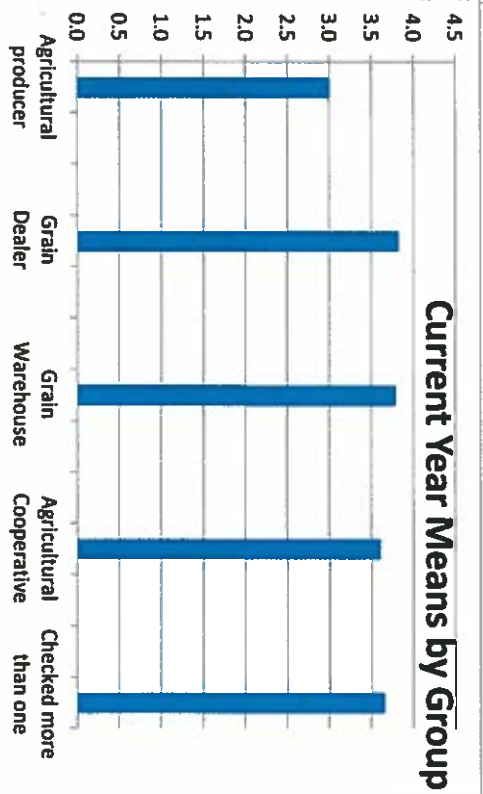
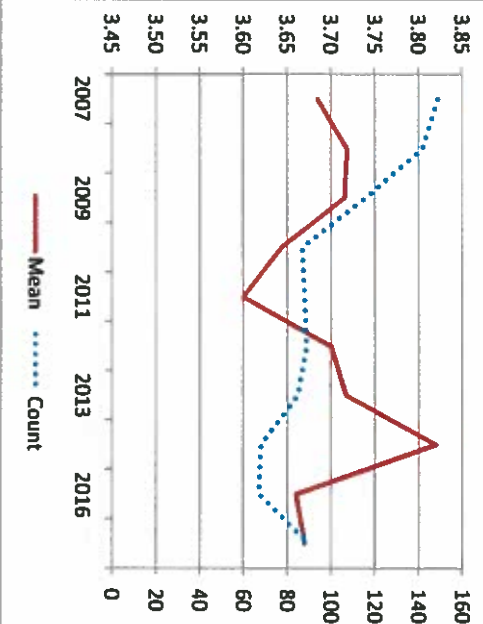
Importance of Accurate Information (124)

RATING SCALE				
1	2	3	4	

	1	2	3	4	Total	Mean	N/A
Agricultural producer	0	0	30	60	90	3.7	8
Grain Dealer	0	0	33.3	66.7			
Grain Warehouse	0	0	100.0	0.0			
Agricultural Cooperative	0	0	16.7	83.3			
Checked more than one	0	0	22	43	65	3.7	3

Historical Data

Year	Count	Mean
2007	149	3.68
2008	142	3.72
2009	116	3.72
2010	87	3.64
2011	88	3.60
2012	89	3.70
2013	85	3.72
2015	68	3.82
2016	67	3.66
2017	90	3.67

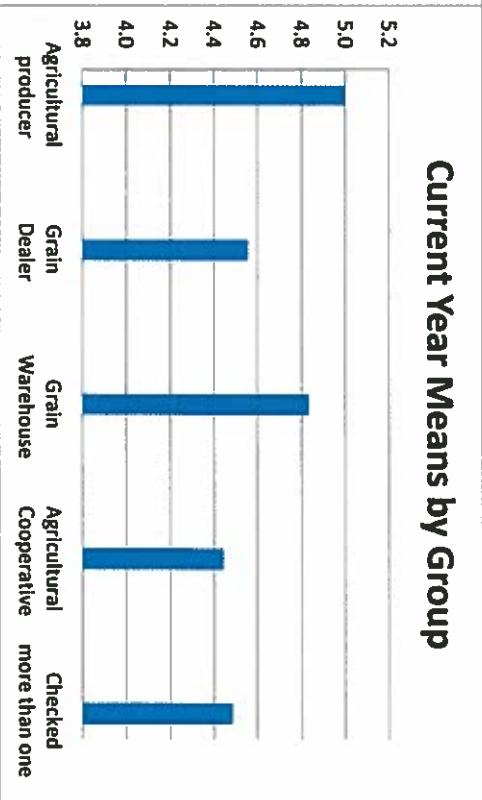
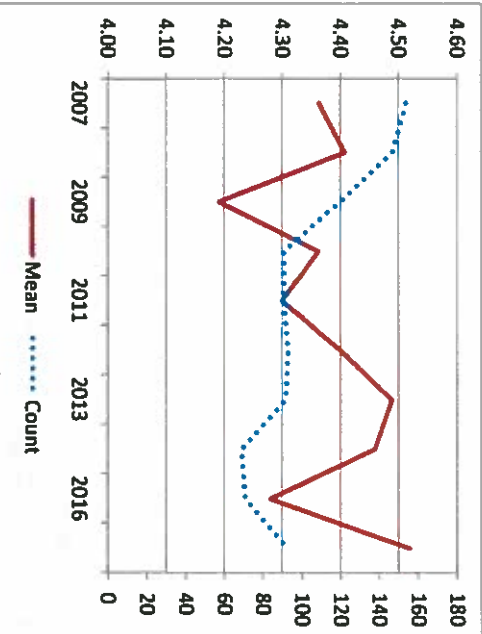


Satisfaction with the Thorough Explanation (112)

	RATING SCALE					Total	Mean	N/A	
	1	2	3	4	5				
Agricultural producer	Number Percent	1 1.1	0 0.0	3 3.2	35 37.6	54 58.1	93	4.5	12
Grain Dealer	Number Percent	0 0.0	0 0.0	0 0.0	0 0.0	1 100.0	1	5.0	0
Grain Warehouse	Number Percent	0 0.0	0 0.0	0 0.0	4 44.4	5 55.6	9	4.6	1
Agricultural Cooperative	Number Percent	0 0.0	0 0.0	0 0.0	1 16.7	5 83.3	6	4.8	2
Checked more than one	Number Percent	1 1.5	0 0.0	3 4.4	25 36.8	39 57.4	68	4.5	5

Historical Data

Year	Count	Mean
2007	154	4.36
2008	147	4.41
2009	120	4.19
2010	91	4.36
2011	91	4.30
2012	93	4.40
2013	92	4.49
2015	69	4.46
2016	71	4.28
2017	93	4.52





Importance of Thorough Explanation (125)

RATING SCALE				
1	2	3	4	
0	1	32	54	
0.0	1.1	36.8	62.1	

Total Mean N/A 9

Agricultural producer

Number	0	0	1	0	1	3.0	0
Percent	0.0	0.0	100.0	0.0			

Grain Dealer

Number	0	0	1	5	6	3.8	2
Percent	0.0	0.0	16.7	83.3			

Grain Warehouse

Number	0	0	1	4	5	3.8	2
Percent	0.0	0.0	20.0	80.0			

Agricultural Cooperative

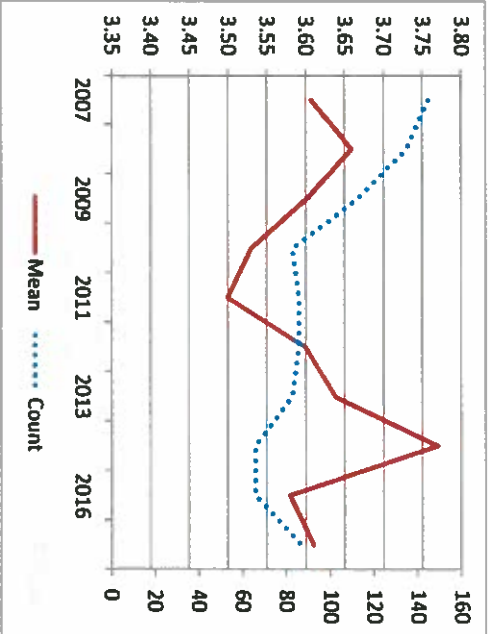
Number	0	0	6	6	12	3.5	1
Percent	0.0	0.0	50.0	50.0			

Checked more than one

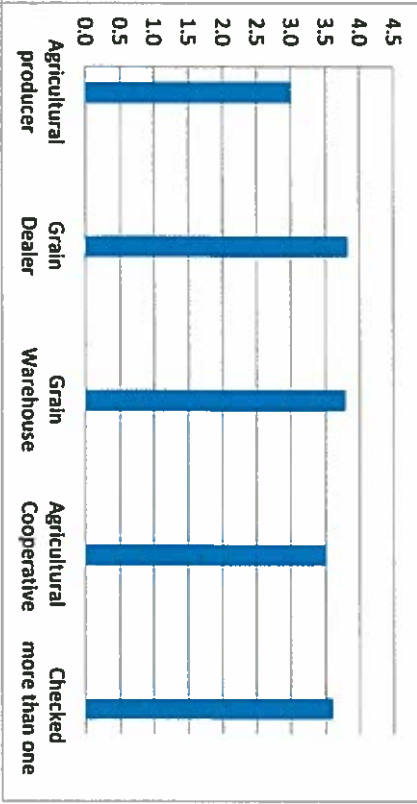
Number	0	1	23	39	63	3.6	4
Percent	0.0	1.6	36.5	61.9			

Historical Data

Year	Count	Mean
2007	145	3.61
2008	135	3.66
2009	113	3.60
2010	83	3.53
2011	86	3.50
2012	86	3.60
2013	83	3.64
2015	66	3.77
2016	66	3.58
2017	87	3.61



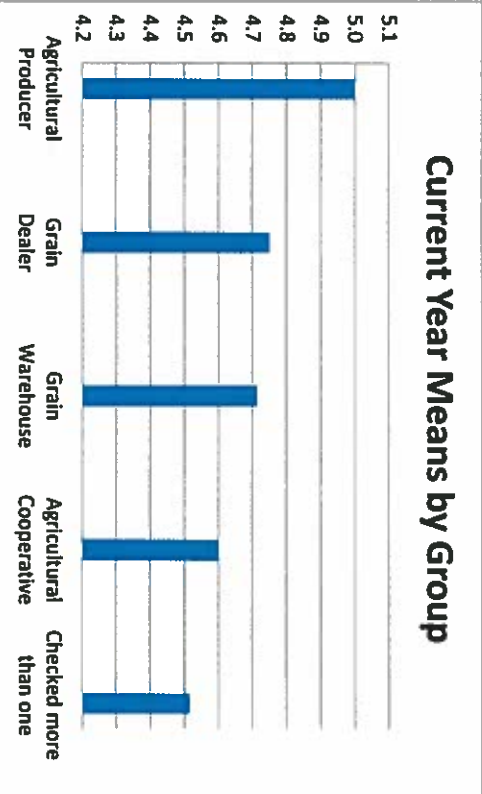
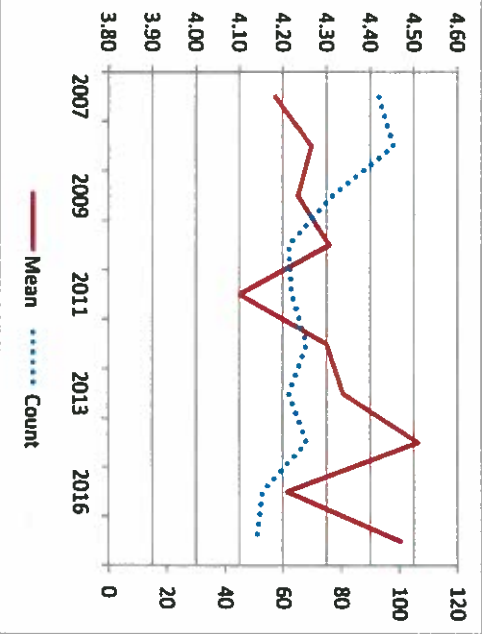
Current Year Means by Group



Satisfaction with the Good Referral (113)

	RATING SCALE					Total	Mean	N/A		
	1	2	3	4	5					
Agricultural producer	Number 2.0	0	0.0	2	3.9	19	29	51	4.5	49
Grain Dealer	Number 0.0	0	0.0	0	0.0	0	100.0	1	5.0	0
Grain Warehouse	Number 0.0	0	0.0	0	0.0	2	50.0	2	4.5	4
Agricultural Cooperative	Number 0.0	0	0.0	0	0.0	1	33.3	2	4.7	4
Checked more than one	Number 2.8	1	0	0	0.0	5.6	36.1	20	4.4	35

Historical Data	Count	Mean
2007	93	4.18
2008	98	4.27
2009	77	4.23
2010	62	4.31
2011	63	4.10
2012	68	4.30
2013	62	4.34
2015	68	4.51
2016	53	4.21
2017	51	4.47



**Importance of Good Referral (126)**

RATING SCALE				
1	2	3	4	
0	0	28	37	
0.0	0.0	43.1	56.9	

Number 0 0 28 37  
Percent 0.0 0.0 43.1 56.9

Total Mean N/A

Agricultural producer

Number 0 0 1 0  
Percent 0.0 0.0 100.0 0.0

1 3.0 0

Grain Dealer

Number 0 0 1 4  
Percent 0.0 0.0 20.0 80.0

5 3.8 3

Grain Warehouse

Number 0 0 0 2  
Percent 0.0 0.0 0.0 100.0

2 4.0 3

Agricultural Cooperative

Number 0 0 6 4  
Percent 0.0 0.0 60.0 40.0

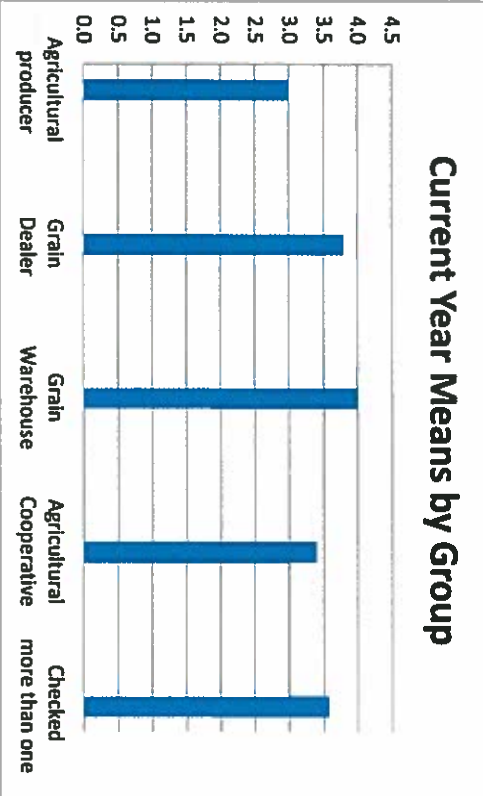
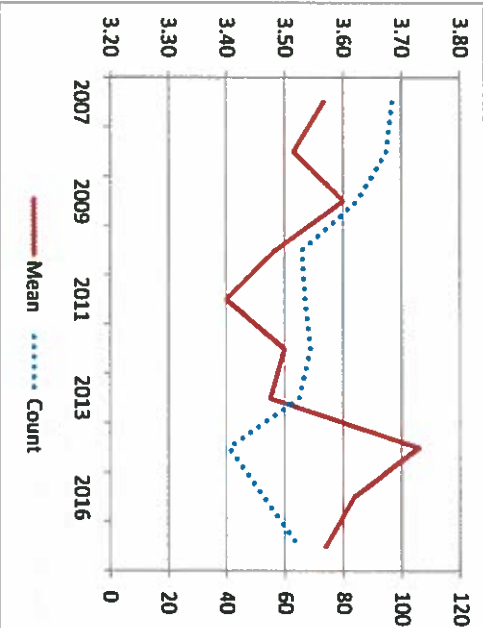
10 3.4 3

Checked more than one

Number 0 0 20 27  
Percent 0.0 0.0 42.6 57.4

47 3.6 18

Historical Data	Count	Mean
2007	97	3.57
2008	95	3.52
2009	85	3.60
2010	66	3.48
2011	67	3.40
2012	69	3.50
2013	65	3.48
2015	41	3.73
2016	53	3.62
2017	65	3.57

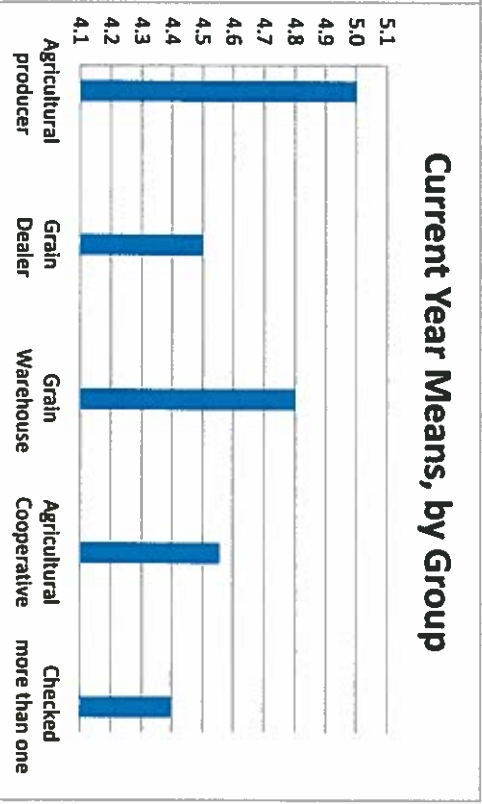
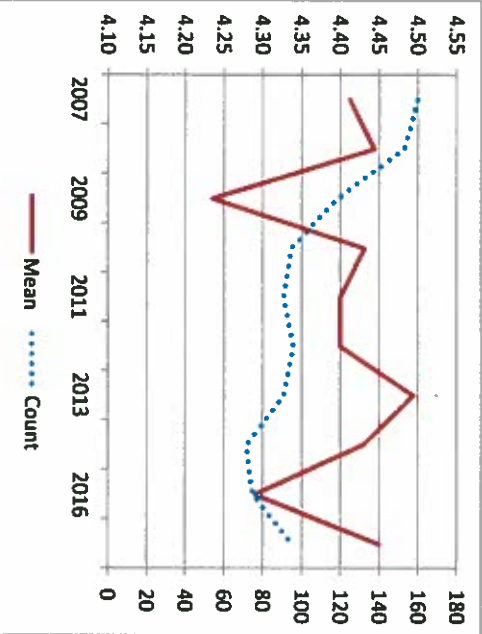


Satisfaction with the Knowledgeable Staff (114)

	RATING SCALE					Total	Mean	N/A
	1	2	3	4	5			
Agricultural producer	Number 1	0	5	38	51	95	4.5	10
	Percent 1.1	0.0	5.3	40.0	53.7			
Grain Dealer	Number 0	0	0	0	1	1	5.0	0
	Percent 0.0	0.0	0.0	0.0	100.0			
Grain Warehouse	Number 0	0	1	3	6	10	4.5	1
	Percent 0.0	0.0	10.0	30.0	60.0			
Grain Warehouse	Number 0	0	0	1	4	5	4.8	2
	Percent 0.0	0.0	0.0	20.0	80.0			
Agricultural Cooperative	Number 0	0	0	4	5	9	4.6	4
	Percent 0.0	0.0	0.0	44.4	55.6			
Checked more than one	Number 1	0	4	30	35	70	4.4	3
	Percent 1.4	0.0	5.7	42.9	50.0			

Historical Data

Year	Count	Mean
2007	160	4.41
2008	153	4.44
2009	119	4.24
2010	95	4.43
2011	91	4.40
2012	96	4.40
2013	91	4.49
2015	72	4.43
2016	75	4.29
2017	95	4.45



**Importance of Knowledgeable Staff (127)**

RATING SCALE				
1	2	3	4	
0	1	29	59	
0.0	1.1	32.6	66.3	

Total Mean N/A

Number	Percent	1	2	3	4
0	0.0	1	29	59	66.3

Agricultural producer

Number	Percent	1	2	3	4
0	0.0	0	100.0	0	0.0

Grain Dealer

Number	Percent	1	2	3	4
0	0.0	1	0	7	87.5

Grain Warehouse

Number	Percent	1	2	3	4
0	0.0	0	25.0	75.0	0.0

Agricultural Cooperative

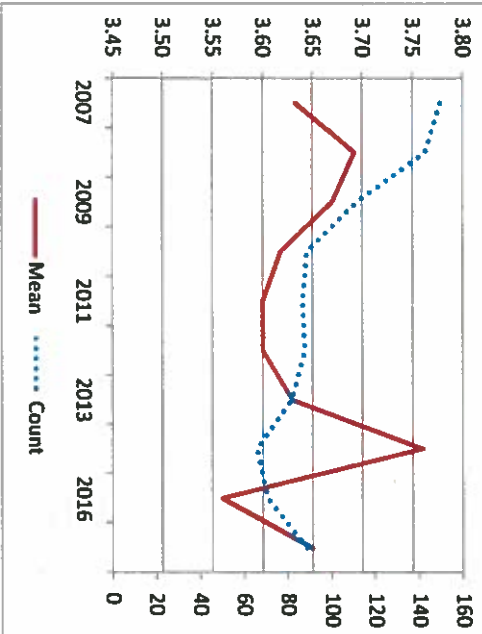
Number	Percent	1	2	3	4
0	0.0	0	41.7	58.3	0.0

Checked more than one

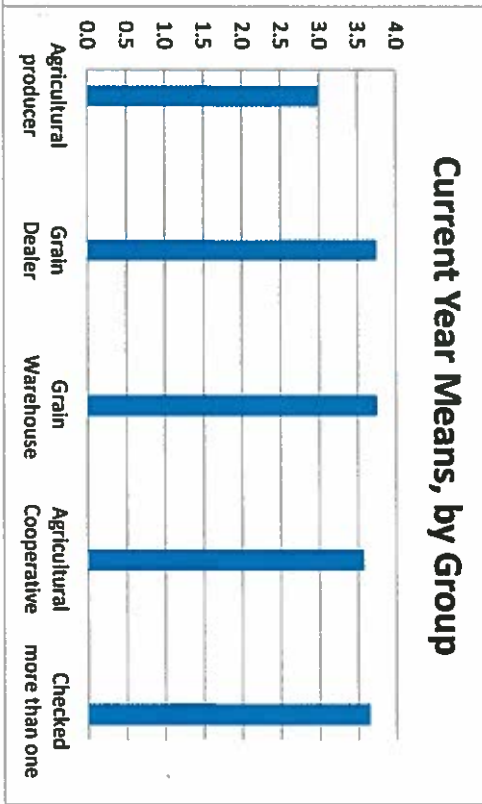
Number	Percent	1	2	3	4
0	0.0	0	34.4	65.6	0.0

**Historical Data**

Year	Count	Mean
2007	150	3.63
2008	143	3.69
2009	112	3.67
2010	89	3.62
2011	87	3.60
2012	88	3.60
2013	82	3.63
2015	66	3.76
2016	71	3.56
2017	89	3.65



**Current Year Means, by Group**

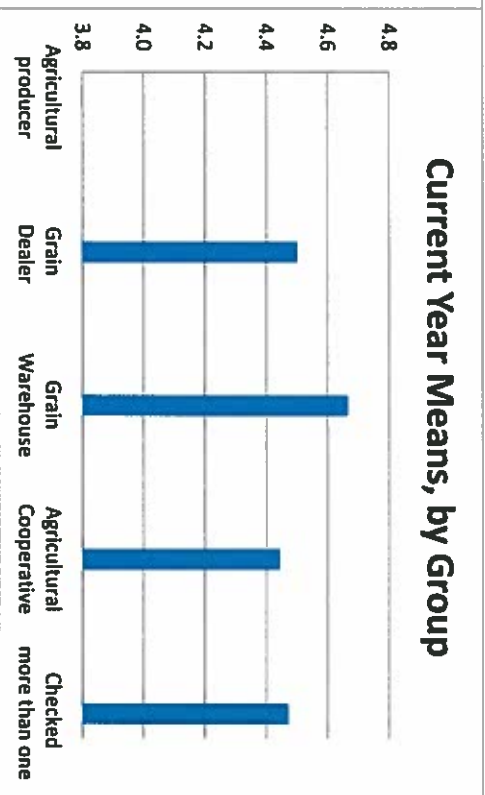
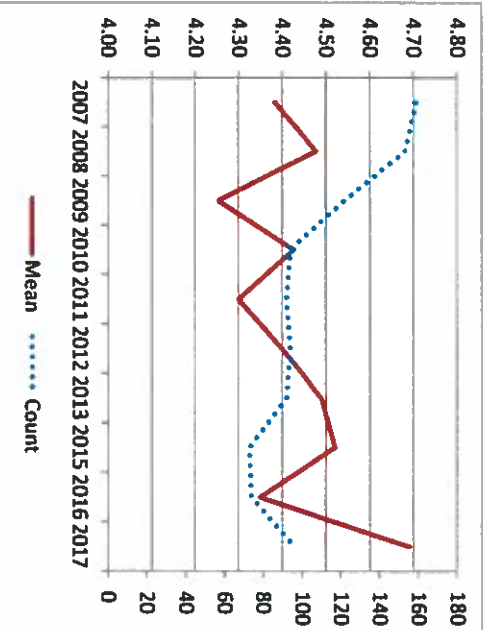


**Satisfaction with the Genuine Staff (115)**

	RATING SCALE					Total	Mean	N/A	
	1	2	3	4	5				
<b>Agricultural producer</b>	Number Percent	1 1.0	0 0.0	5 5.2	37 38.5	53 55.2	96	4.5	10
<b>Grain Dealer</b>	Number Percent	0 0.0	0 0.0	1 100.0	0 0.0	0 0.0	1	3.0	0
<b>Grain Warehouse</b>	Number Percent	0 0.0	0 0.0	1 10.0	3 30.0	6 60.0	10	4.5	1
<b>Agricultural Cooperative</b>	Number Percent	0 0.0	0 0.0	0 0.0	2 33.3	4 66.7	6	4.7	2
<b>Checked more than one</b>	Number Percent	1 1.4	0 0.0	3 4.3	27 38.6	39 55.7	70	4.5	3

**Historical Data**

Year	Count	Mean
2007	159	4.38
2008	153	4.48
2009	122	4.25
2010	94	4.43
2011	92	4.30
2012	94	4.40
2013	92	4.49
2015	73	4.52
2016	74	4.35
2017	96	4.69



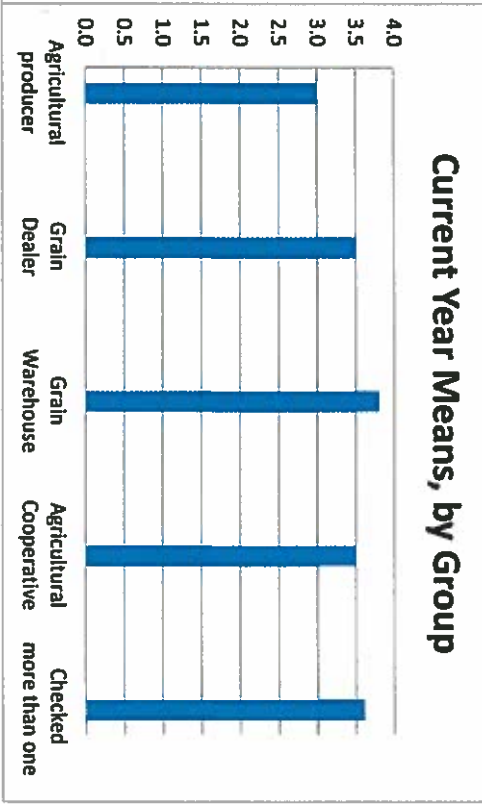
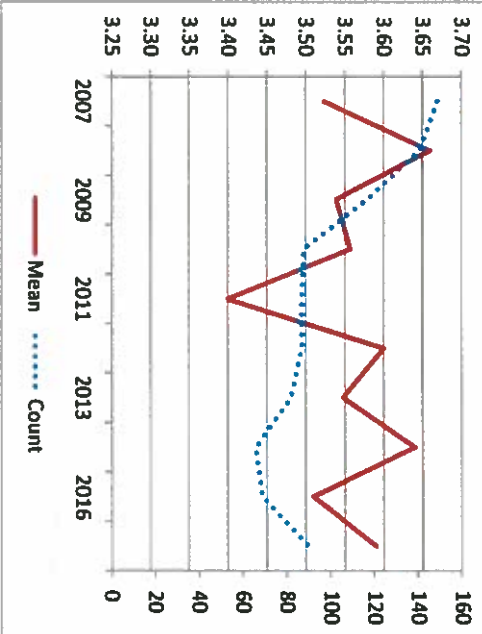
RATING SCALE			
1	2	3	4

**Importance of Genuine Staff (128)**

	Number	Percent	1	2	3	4	Total	Mean	N/A
Agricultural producer	0	0.0	1	35	54	60.0	90	3.6	6
Grain Dealer	0	0.0	0	100.0	0.0	0.0	1	3.0	0
Grain Warehouse	0	0.0	1	2	5	62.5	8	3.5	1
Agricultural Cooperative	0	0.0	0	0	6	50.0	12	3.5	1
Checked more than one	0	0.0	0	25	39	60.9	64	3.6	2

**Historical Data**

Year	Count	Mean
2007	149	3.52
2008	141	3.66
2009	117	3.54
2010	88	3.56
2011	87	3.40
2012	87	3.60
2013	82	3.55
2015	66	3.64
2016	69	3.51
2017	90	3.59

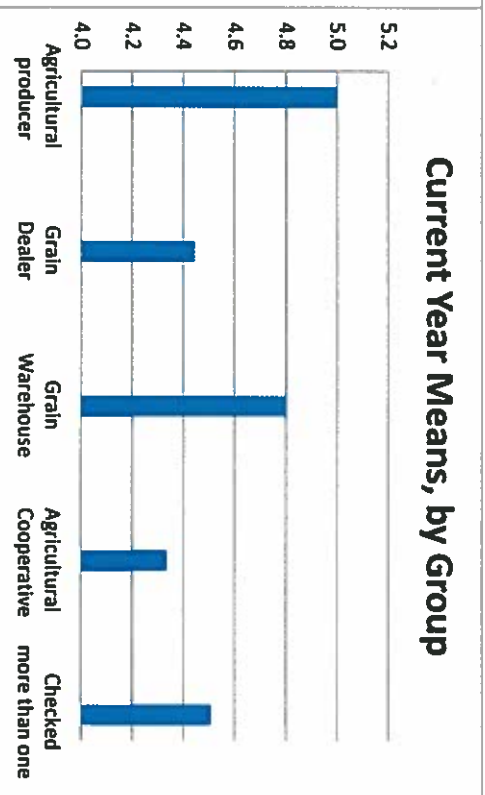
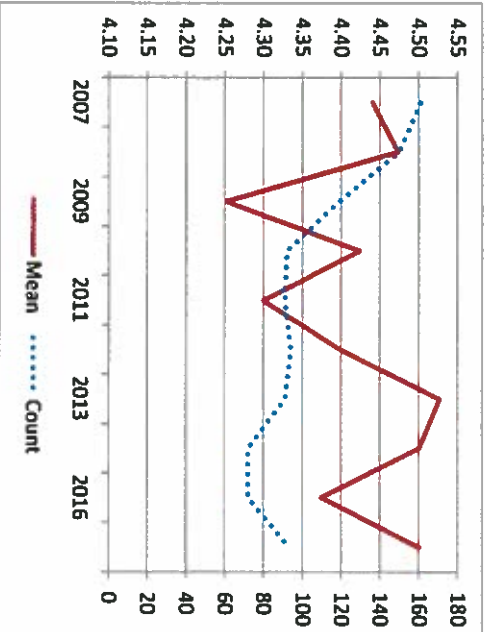


RATING SCALE				
1	2	3	4	5

Satisfaction with the Timeliness of Response (116)

	Number	Percent	1	2	3	4	5	Total	Mean	N/A
Agricultural producer	1	1.1	0	0	3	36	53	93	4.5	11
Grain Dealer	0	0.0	0	0	0	0	1	1	5.0	0
Grain Warehouse	0	0.0	0	0	0	55.6	44.4	9	4.4	1
Agricultural Cooperative	0	0.0	0	0	1	4	4	9	4.3	4
Checked more than one	1	1.4	0	0	2	26	40	69	4.5	4
						37.7	58.0			

Historical Data	Count	Mean
2007	161	4.44
2008	150	4.47
2009	119	4.25
2010	92	4.42
2011	91	4.30
2012	94	4.40
2013	91	4.53
2015	72	4.50
2016	72	4.38
2017	93	4.50





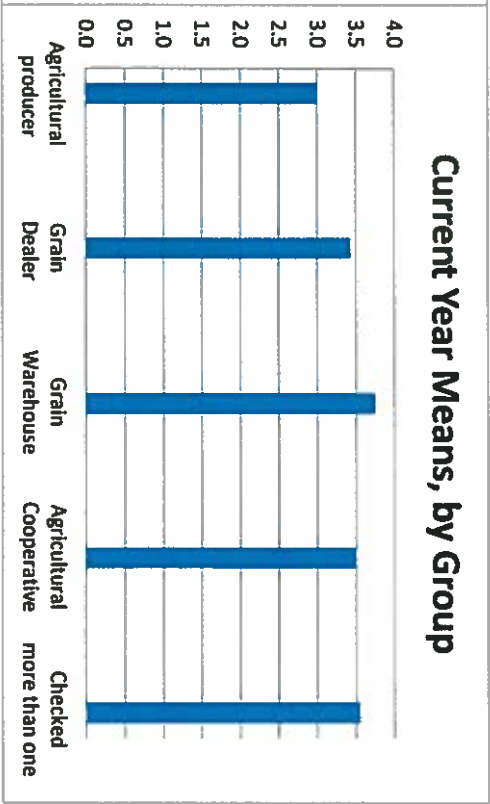
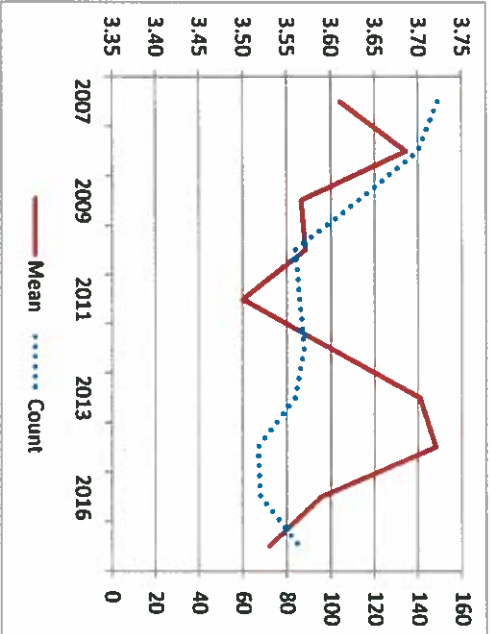
**Importance of Timely Response (129)**

RATING SCALE				
1	2	3	4	
0	1	38	47	
0.0	1.2	44.2	54.7	

	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Total	Mean	N/A
Agricultural producer	0	0.0	0	0.0	1	100.0	0	0.0	1	3.0	0
Grain Dealer	0	0.0	0	0.0	4	57.1	3	42.9	7	3.4	1
Grain Warehouse	0	0.0	0	0.0	1	25.0	3	75.0	4	3.8	2
Agricultural Cooperative	0	0.0	0	0.0	6	50.0	6	50.0	12	3.5	1
Checked more than one	0	0.0	1	1.6	26	41.9	35	56.5	62	3.5	4

**Historical Data**

Year	Count	Mean
2007	149	3.61
2008	140	3.69
2009	113	3.57
2010	84	3.57
2011	86	3.50
2012	88	3.60
2013	84	3.70
2015	67	3.72
2016	68	3.59
2017	86	3.53

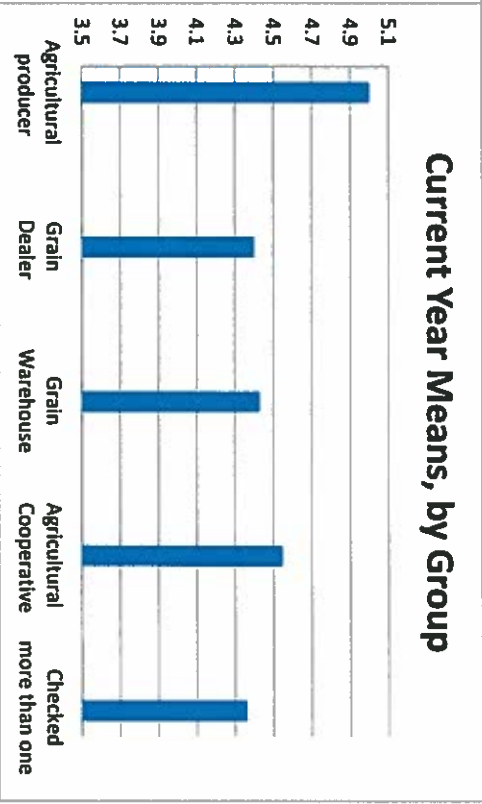
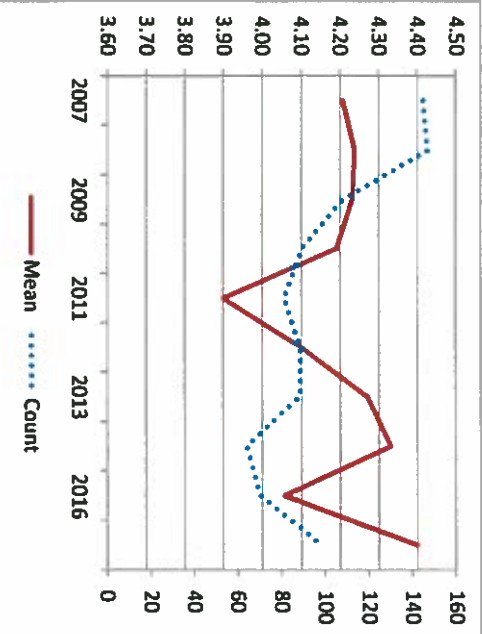


Satisfaction with the Fair/Equal Treatment (117)

RATING SCALE				
1	2	3	4	5

	1	2	3	4	5	Total	Mean	N/A
Agricultural producer	1.0	0.0	6.1	43.9	49.0	98	4.4	6
Grain Dealer	0	0	0	0	1	1	5.0	0
Grain Warehouse	0	0	0	0	1	1	4.4	1
Agricultural Cooperative	0	0	0	0	4	4	4.4	0
Checked more than one	1	0	6	28	34	69	4.4	3

Year	Count	Mean
2007	145	4.21
2008	147	4.24
2009	108	4.23
2010	89	4.19
2011	81	3.90
2012	88	4.10
2013	88	4.27
2015	64	4.33
2016	70	4.06
2017	98	4.40



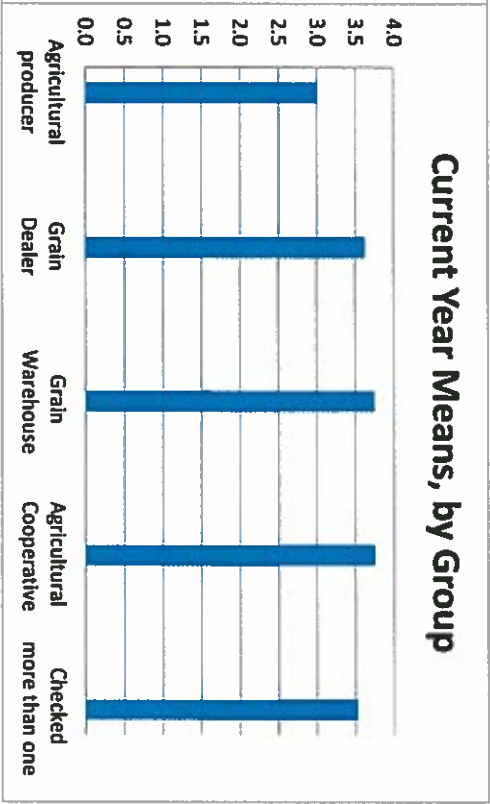
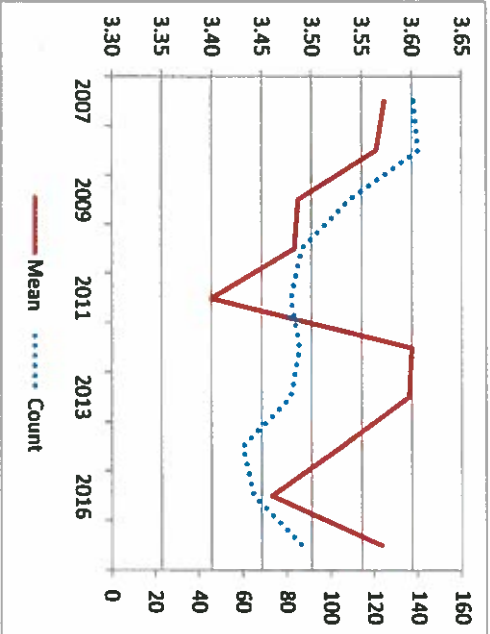
Importance of Fair/Equal Treatment (130)

RATING SCALE				
1	2	3	4	
0	3	31	53	
0.0	3.4	35.6	60.9	

	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Total	Mean	N/A
Agricultural producer	0	0.0	0	0.0	1	100.0	0	0.0	1	3.0	0
Grain Dealer	0	0.0	0	0.0	3	37.5	5	62.5	8	3.6	1
Grain Warehouse	0	0.0	0	0.0	1	25.0	3	75.0	4	3.8	1
Agricultural Cooperative	0	0.0	0	0.0	3	25.0	9	75.0	12	3.8	1
Checked more than one	0	0.0	3	4.8	23	37.1	36	58.1	62	3.5	4

Historical Data

Year	Count	Mean
2007	138	3.57
2008	140	3.56
2009	109	3.49
2010	87	3.48
2011	82	3.40
2012	86	3.60
2013	82	3.60
2015	60	3.53
2016	65	3.46
2017	87	3.57



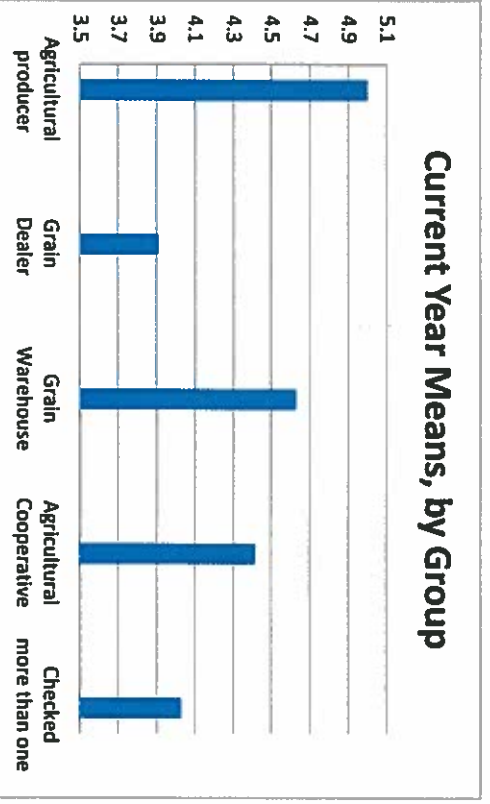
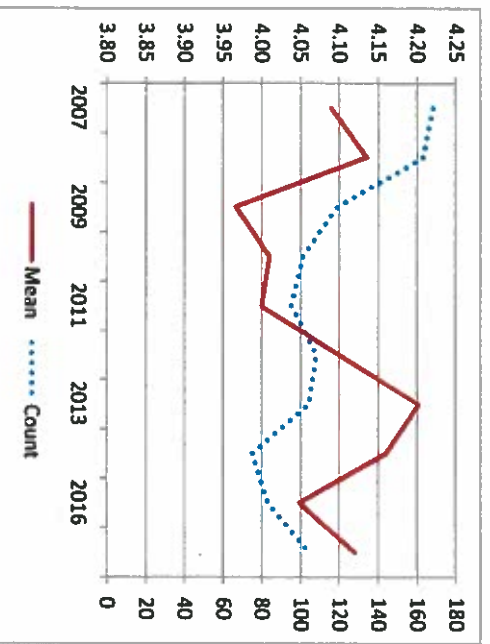
Satisfaction with the Examiners Timeliness (118) and Efficiency.

RATING SCALE				
1	2	3	4	5

	1	2	3	4	5	Total	Mean	N/A
Agricultural producer	3	7	11	37	46	104	4.1	3
Grain Dealer	2.9	6.7	10.6	35.6	44.2			
Grain Warehouse	0	0	0	0	1	1	5.0	0
Grain Dealer	0	0	0	0	0	0		
Grain Dealer	1	1	0	5	4	11	3.9	0
Grain Warehouse	9.1	9.1	0.0	45.5	36.4			
Grain Warehouse	0	0	0	3	5	8	4.6	0
Grain Warehouse	0.0	0.0	0.0	37.5	62.5			
Agricultural Cooperative	0	0	0	7	5	12	4.4	2
Agricultural Cooperative	0.0	0.0	0.0	58.3	41.7			
Checked more than one	2	6	11	22	31	72	4.0	1
Checked more than one	2.8	8.3	15.3	30.6	43.1			

Historical Data

Year	Count	Mean
2007	168	4.09
2008	163	4.13
2009	119	3.97
2010	101	4.01
2011	95	4.00
2012	108	4.10
2013	104	4.20
2015	75	4.16
2016	83	4.05
2017	104	4.12



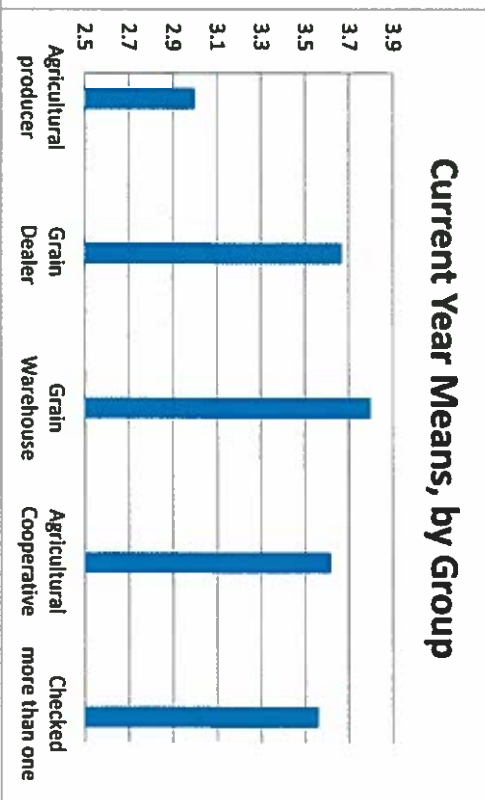
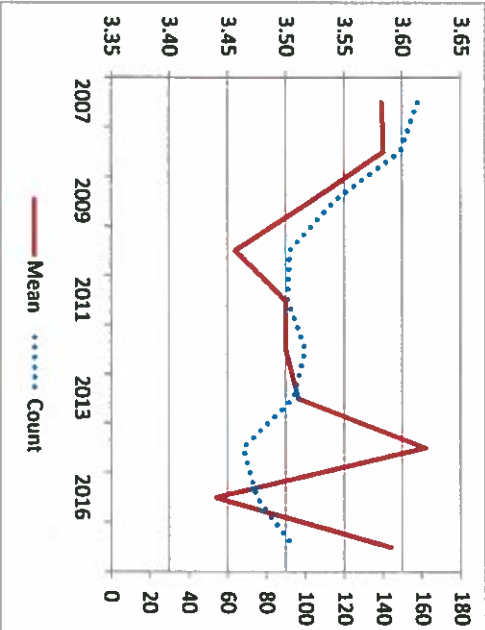
**Importance of Examiners Timeliness (131) and Efficiency.**

RATING SCALE				
1	2	3	4	

	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Total	Mean	N/A
Agricultural producer	1	1.1	3	3.2	30	31.9	60	63.8	94	3.6	3
Grain Dealer	0	0.0	0	0.0	1	100.0	0	0.0	1	3.0	0
Grain Warehouse	0	0.0	0	0.0	3	33.3	6	66.7	9	3.7	0
Agricultural Cooperative	0	0.0	0	0.0	1	20.0	4	80.0	5	3.8	1
Checked more than one	0	0.0	0	0.0	5	38.5	8	61.5	13	3.6	1
	1	1.5	3	4.5	20	30.3	42	63.6	66	3.6	1

**Historical Data**

Year	Count	Mean
2007	158	3.58
2008	149	3.58
2009	115	3.52
2010	92	3.46
2011	91	3.50
2012	100	3.50
2013	94	3.51
2015	68	3.62
2016	75	3.44
2017	94	3.59



Satisfaction with the Examiners Well Trained (119) and Knowledgeable.

RATING SCALE				
1	2	3	4	5
1	1	1	8	39
1.0	1.0	7.8	37.9	52.4

Total Mean N/A 4

Number	Percent
1	1.0
1	1.0
8	7.8
39	37.9
54	52.4

Agricultural producer

Number	Percent
0	0.0
0	0.0
0	0.0
0	0.0
0	0.0
1	100.0

1 5.0 0

Grain Dealer

Number	Percent
0	0.0
0	0.0
0	0.0
5	45.5
6	54.5

11 4.5 0

Grain Warehouse

Number	Percent
0	0.0
0	0.0
0	0.0
2	25.0
6	75.0

8 4.8 0

Agricultural Cooperative

Number	Percent
0	0.0
0	0.0
0	0.0
7	58.3
5	41.7

12 4.4 2

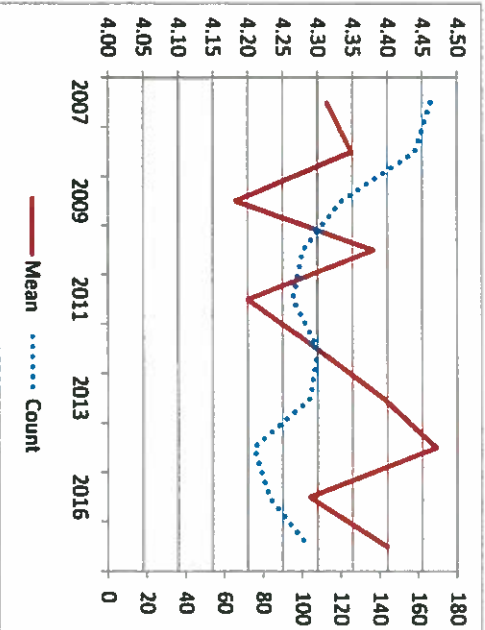
Checked more than one

Number	Percent
1	1.4
1	1.4
8	11.3
25	35.2
36	50.7

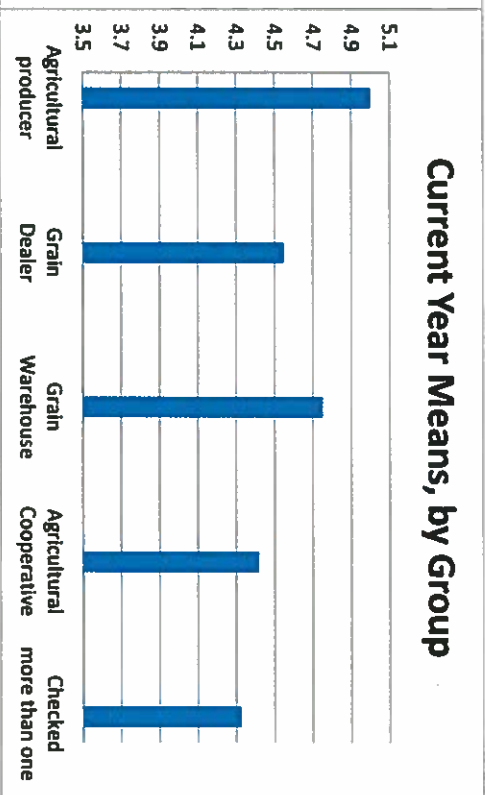
71 4.3 2

Historical Data

Year	Count	Mean
2007	166	4.31
2008	158	4.35
2009	120	4.18
2010	100	4.38
2011	95	4.20
2012	108	4.30
2013	104	4.39
2015	75	4.47
2016	83	4.29
2017	103	4.40



Current Year Means, by Group



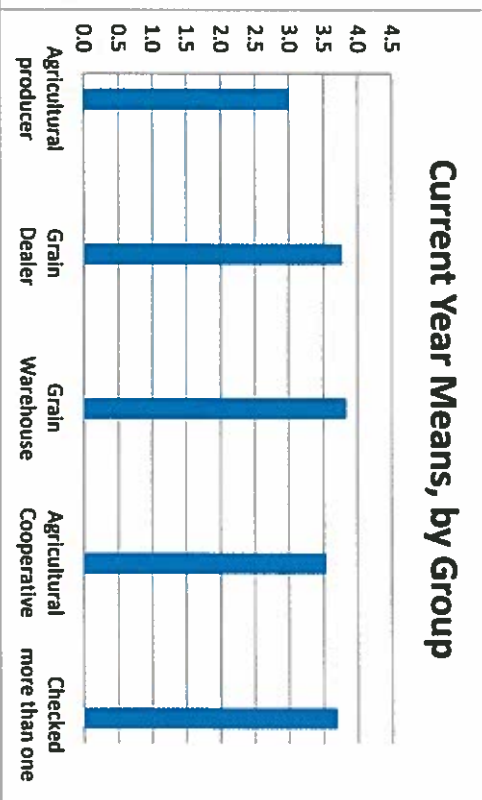
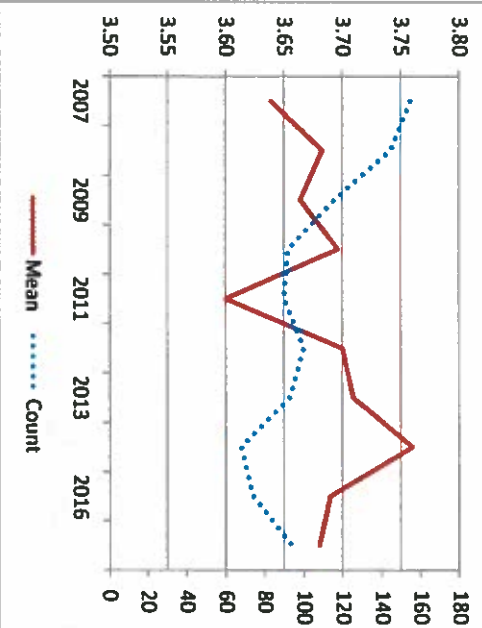
**Importance Examiners Well Trained (132)  
and Knowledgeable.**

RATING SCALE				
1	2	3	4	
0	2	26	66	
0.0	2.1	27.7	70.2	

	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Total	Mean	N/A
Agricultural producer	0	0.0	0	0.0	1	100.0	0	0.0	1	3.0	0
Grain Dealer	0	0.0	0	0.0	2	22.2	7	77.8	9	3.8	0
Grain Warehouse	0	0.0	0	0.0	1	16.7	5	83.3	6	3.8	1
Agricultural Cooperative	0	0.0	0	0.0	6	46.2	7	53.8	13	3.5	1
Checked more than one	0	0.0	2	3.1	16	24.6	47	72.3	65	3.7	2

**Historical Data**

Year	Count	Mean
2007	155	3.64
2008	145	3.68
2009	116	3.66
2010	92	3.70
2011	90	3.60
2012	100	3.70
2013	93	3.71
2015	68	3.76
2016	74	3.69
2017	94	3.68



Satisfaction with the Examiners Thoroughness (120)

RATING SCALE				
1	2	3	4	5
1	1	1	5	37
1.0	1.0	1.0	4.8	35.6
				57.7

Total Mean N/A  
104 4.5 3

Number Percent

Agricultural producer  
Number Percent

Grain Dealer  
Number Percent

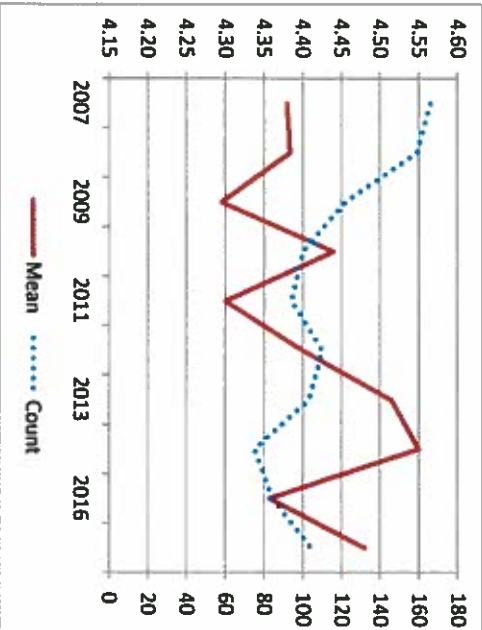
Grain Warehouse  
Number Percent

Agricultural Cooperative  
Number Percent

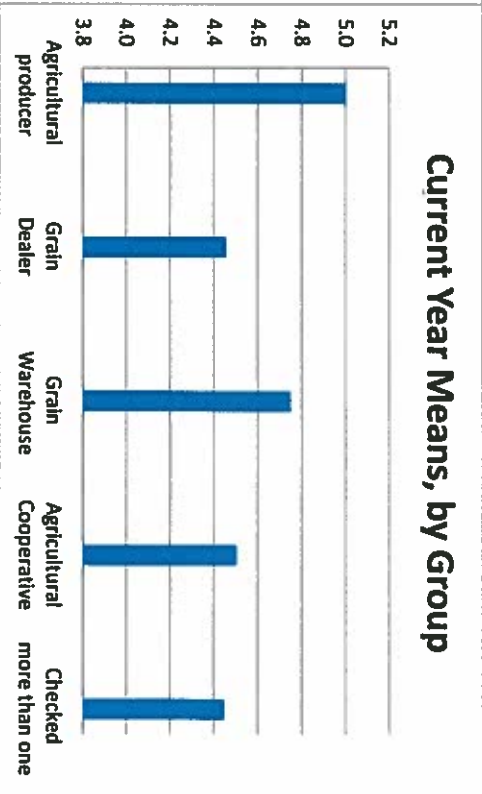
Checked more than one  
Number Percent

Historical Data

Year	Count	Mean
2007	166	4.38
2008	159	4.38
2009	122	4.30
2010	100	4.44
2011	94	4.30
2012	110	4.40
2013	103	4.51
2015	75	4.55
2016	84	4.36
2017	104	4.48



Current Year Means, by Group





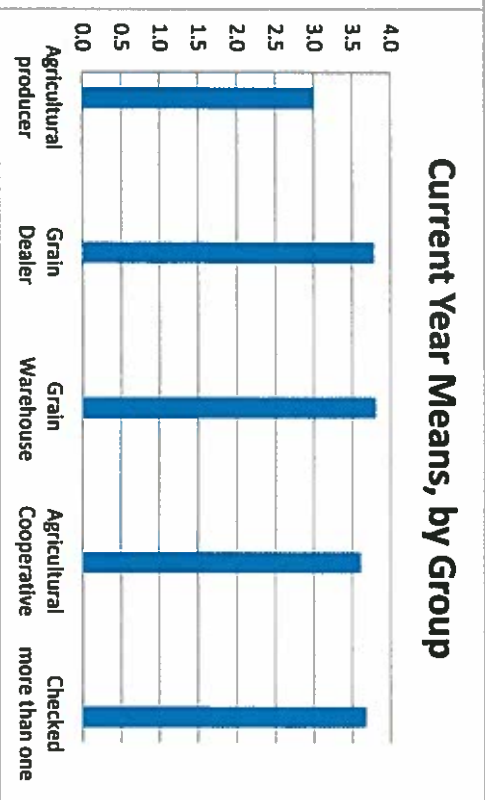
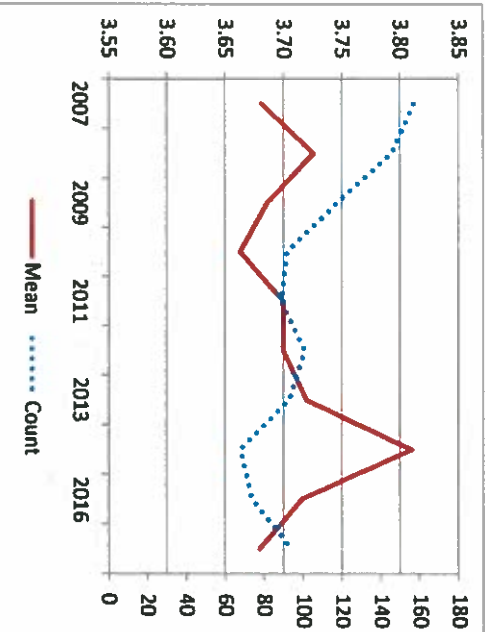
**Importance of Examiners Thoroughness (133)**

RATING SCALE			
1	2	3	4

	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Total	Mean	N/A
Agricultural producer	0	0.0	2	27.7	26	70.2	66	70.2	94	3.7	3
Grain Dealer	0	0.0	0	0.0	1	0.0	0	0.0	1	3.0	0
Grain Warehouse	0	0.0	0	0.0	2	77.8	7	77.8	9	3.8	0
Grain Warehouse	0	0.0	0	0.0	1	20.0	4	80.0	5	3.8	1
Agricultural Cooperative	0	0.0	0	0.0	5	38.5	8	61.5	13	3.6	1
Checked more than one	0	0.0	2	25.8	17	71.2	47	71.2	66	3.7	1

**Historical Data**

Year	Count	Mean
2007	157	3.68
2008	146	3.73
2009	118	3.69
2010	92	3.66
2011	89	3.70
2012	101	3.70
2013	93	3.72
2015	68	3.81
2016	74	3.72
2017	94	3.68

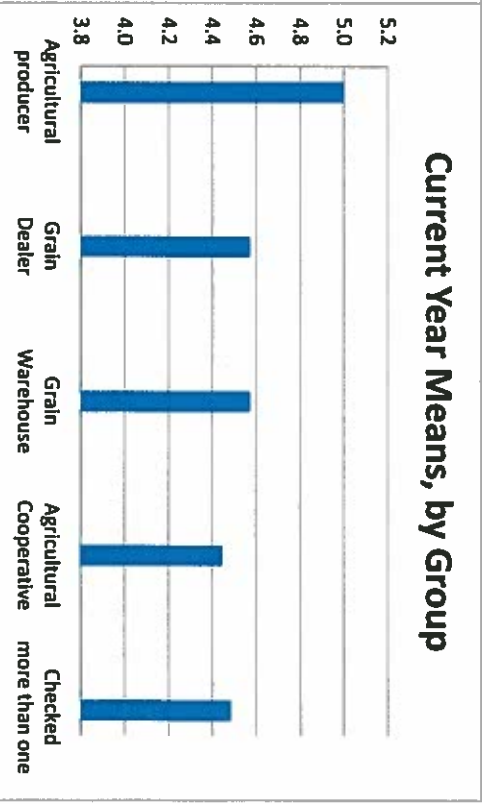
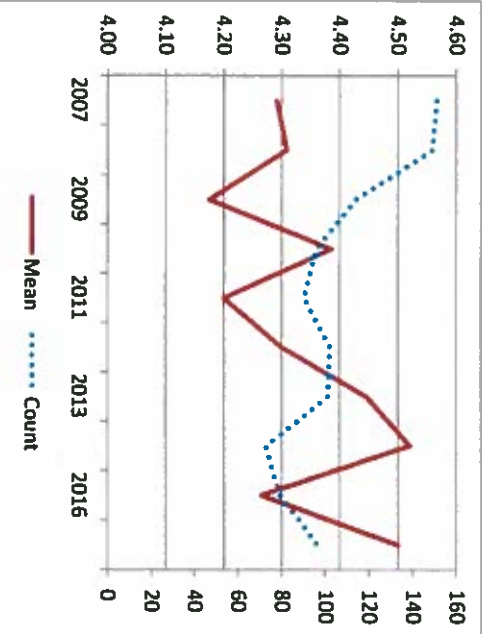


**Satisfaction of IDOA's Uniform Compliance with the Grain Code/Personal Prop Storage Act (121)**

	RATING SCALE					Total	Mean	N/A
	1	2	3	4	5			
Agricultural producer	Number	1	1	4	33	57	96	4.5
	Percent	1.0	1.0	4.2	34.4	59.4		
Grain Dealer	Number	0	0	0	0	1	1	5.0
	Percent	0.0	0.0	0.0	0.0	100.0		
Grain Warehouse	Number	0	0	0	3	4	7	4.6
	Percent	0.0	0.0	0.0	42.9	57.1		
Agricultural Cooperative	Number	0	0	1	3	5	9	4.4
	Percent	0.0	0.0	11.1	33.3	55.6		
Checked more than one	Number	1	1	3	24	43	72	4.5
	Percent	1.4	1.4	4.2	33.3	59.7		

**Historical Data**

Year	Count	Mean
2007	151	4.29
2008	149	4.31
2009	114	4.18
2010	96	4.39
2011	90	4.20
2012	102	4.30
2013	101	4.45
2015	73	4.52
2016	79	4.27
2017	96	4.50



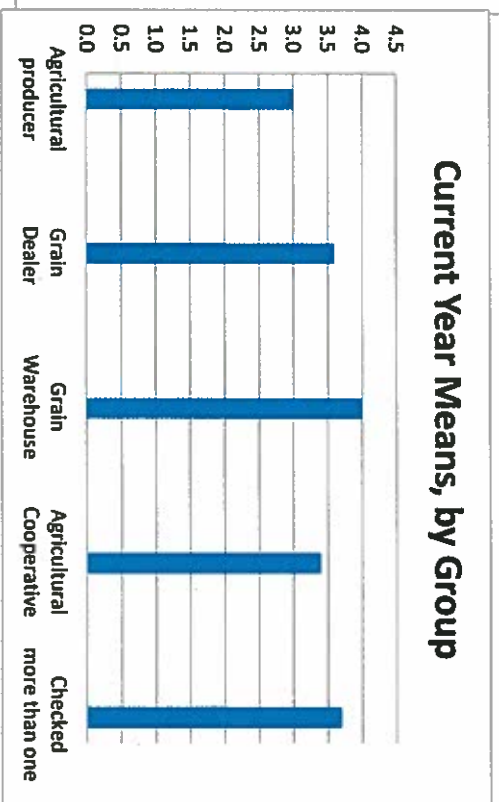
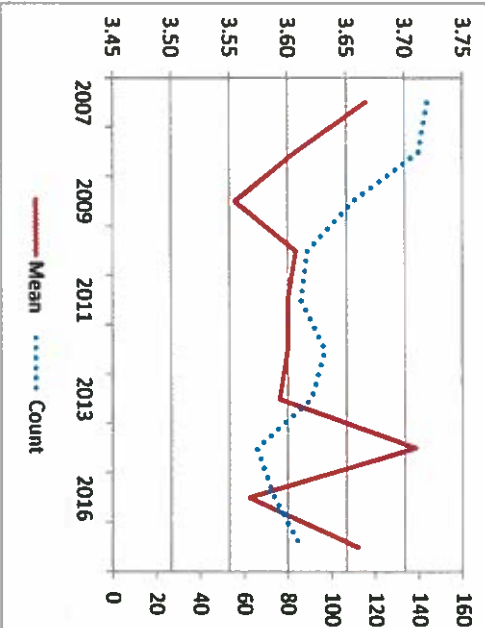
RATING SCALE			
1	2	3	4

Importance of IDOA's Uniform Compliance with the Grain Code/Personal Prop Storage Act (134)

	Number	Percent	1	2	3	4	Total	Mean	N/A
Agricultural producer	0	0.0	1	27	58	14	86	3.7	9
Grain Dealer	0	0.0	0	100.0	0.0	0	1	3.0	0
Grain Warehouse	0	0.0	0	40.0	60.0	3	5	3.6	2
Agricultural Cooperative	0	0.0	0	0	6	4	10	3.4	4
Checked more than one	0	0.0	1	18	47	66	66	3.7	1

Historical Data

Year	Count	Mean
2007	144	3.67
2008	140	3.61
2009	110	3.55
2010	89	3.61
2011	86	3.60
2012	97	3.60
2013	91	3.59
2015	66	3.71
2016	74	3.57
2017	86	3.66



Satisfaction with Up-to-Date Forms on www. (122)

RATING SCALE				
1	2	3	4	5

	1	2	3	4	5	Total	Mean	N/A
Number	2	1	10	40	40	93	4.2	10
Percent	2.2	1.1	10.8	43.0	43.0			

Agricultural producer

Number	0	0	0	0	1	1	5.0	0
Percent	0.0	0.0	0.0	0.0	100.0			

Grain Dealer

Number	0	1	3	2	3	9	3.8	0
Percent	0.0	11.1	33.3	22.2	33.3			

Grain Warehouse

Number	0	0	0	1	3	4	4.8	2
Percent	0.0	0.0	0.0	25.0	75.0			

Agricultural Cooperative

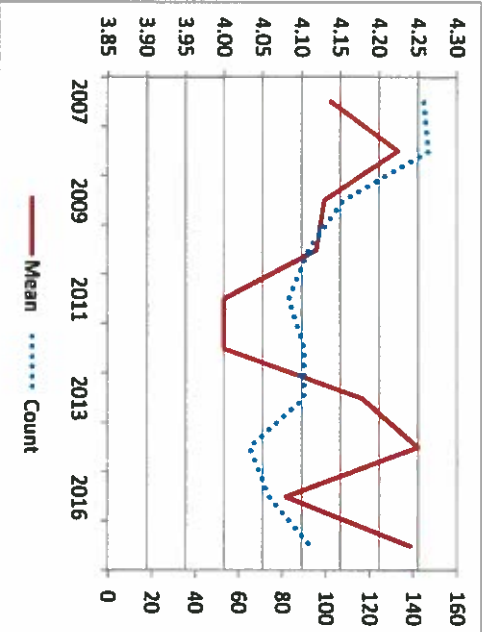
Number	1	0	2	2	3	8	3.8	6
Percent	12.5	0.0	25.0	25.0	37.5			

Checked more than one

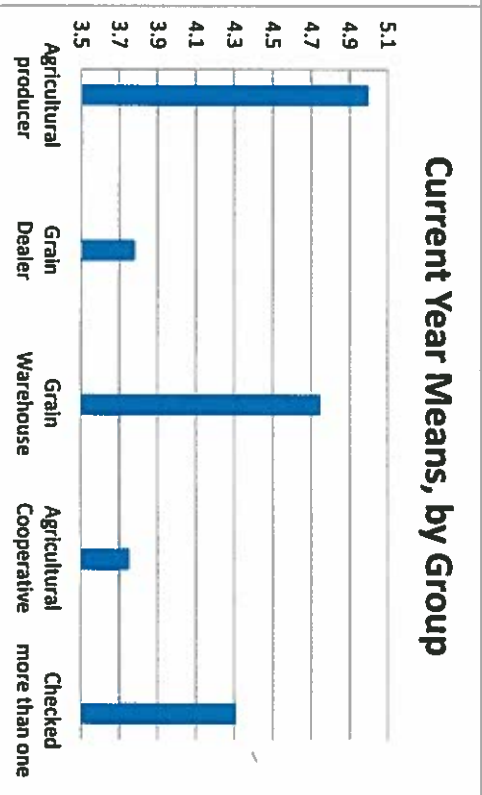
Number	1	0	5	35	30	71	4.3	2
Percent	1.4	0.0	7.0	49.3	42.3			

Historical Data

Year	Count	Mean
2007	145	4.14
2008	147	4.22
2009	108	4.13
2010	92	4.12
2011	83	4.00
2012	90	4.00
2013	90	4.18
2015	65	4.25
2016	74	4.08
2017	93	4.24



Current Year Means, by Group



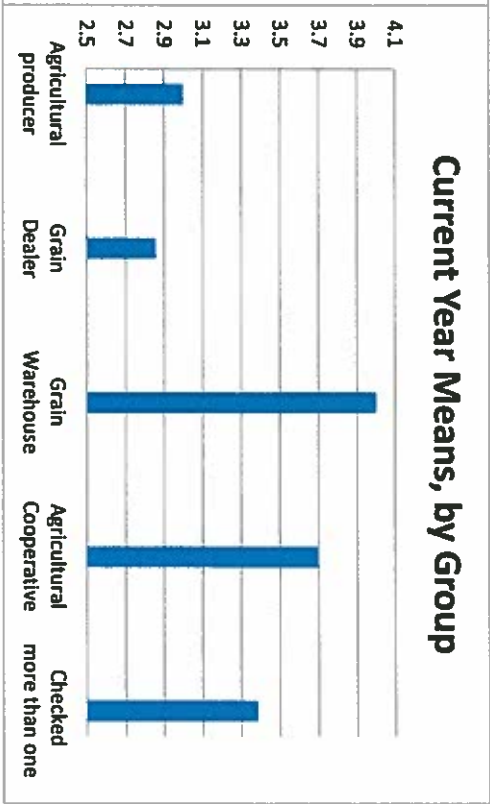
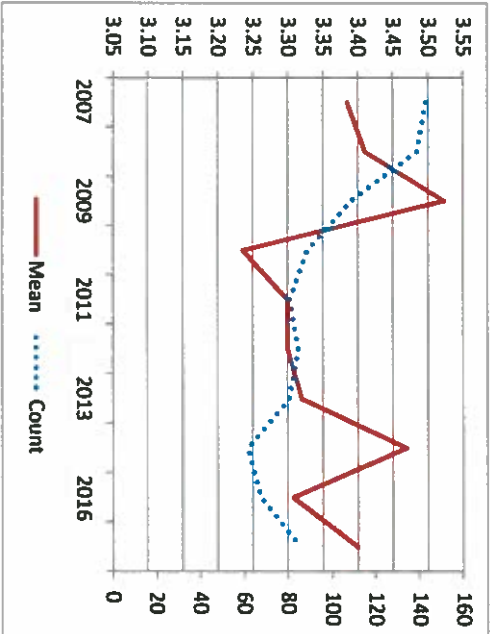
Importance of Up-to-Date forms on www. (135)

RATING SCALE				
1	2	3	4	

	1	2	3	4	Total	Mean	N/A	
Agricultural producer	Number	0	7	38	41	86	3.4	8
	Percent	0.0	8.1	44.2	47.7			
Grain Dealer	Number	0	0	1	0	1	3.0	0
	Percent	0.0	0.0	100.0	0.0			
Grain Warehouse	Number	0	3	2	2	7	2.9	0
	Percent	0.0	42.9	28.6	28.6			
Agricultural Cooperative	Number	0	0	0	3	3	4.0	2
	Percent	0.0	0.0	0.0	100.0			
Checked more than one	Number	0	0	3	7	10	3.7	4
	Percent	0.0	0.0	30.0	70.0			
Total	Number	0	4	32	29	65	3.4	2
	Percent	0.0	6.2	49.2	44.6			

Historical Data

Year	Count	Mean
2007	143	3.38
2008	139	3.41
2009	109	3.52
2010	89	3.24
2011	81	3.30
2012	85	3.30
2013	81	3.32
2015	62	3.47
2016	68	3.31
2017	86	3.40

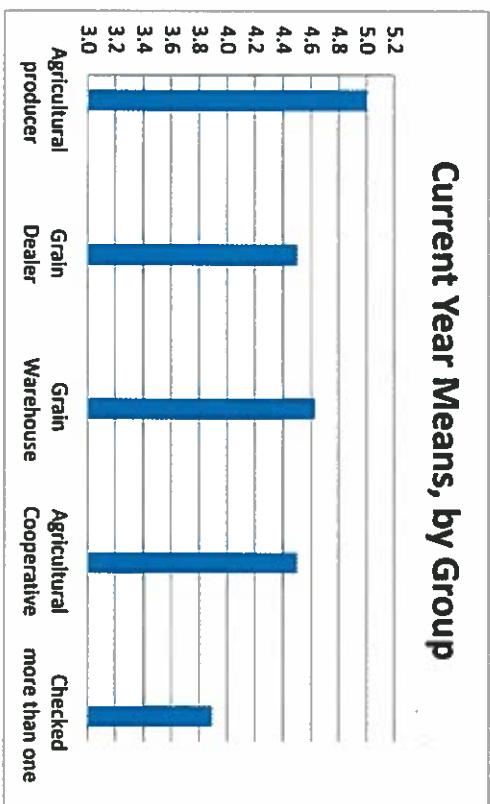
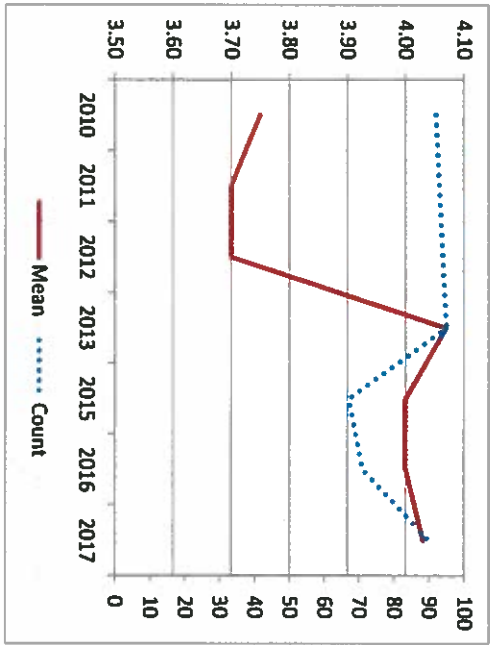


Satisfaction with Grain Inv Acct Report (136)

	RATING SCALE					Total	Mean	N/A
	1	2	3	4	5			
Number	6	5	7	34	38	90	4.0	11
Percent	6.7	5.6	7.8	37.8	42.2			

Group	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Agricultural producer	0	0.0	0	0.0	0	0.0	1	100.0	1	5.0
Grain Dealer	0	0.0	0	0.0	3	50.0	3	50.0	6	4.5
Grain Warehouse	0	0.0	0	0.0	3	37.5	5	62.5	8	4.6
Agricultural Cooperative	0	0.0	0	0.0	2	50.0	2	50.0	4	4.5
Checked more than one	6	8.5	5	7.0	7	9.9	26	36.6	27	38.0

Year	Count	Mean
2007	na	na
2008	na	na
2009	na	na
2010	92	3.75
2011	93	3.70
2012	94	3.70
2013	95	4.07
2015	67	4.00
2016	71	4.00
2017	90	4.03



Importance of Grain Acct Report. (139)

RATING SCALE			
1	2	3	4
1	4	29	47
1.2	4.9	35.8	58.0

Total Mean N/A

Number 1 4 29 47  
Percent 1.2 4.9 35.8 58.0

Agricultural producer

Number 0 0 1 0  
Percent 0.0 0.0 100.0 0.0

Grain Dealer

Number 0 1 1 2  
Percent 0.0 25.0 25.0 50.0

Grain Warehouse

Number 0 0 2 3  
Percent 0.0 0.0 40.0 60.0

Agricultural Cooperative

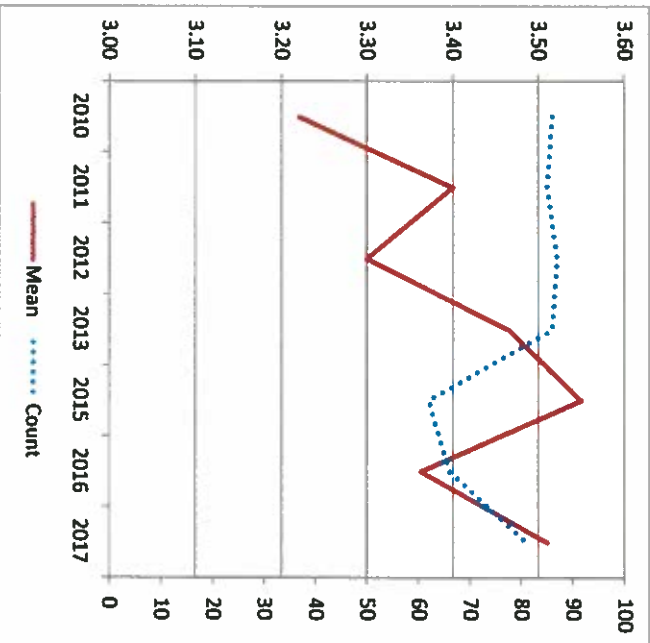
Number 0 0 1 4  
Percent 0.0 0.0 20.0 80.0

Checked more than one

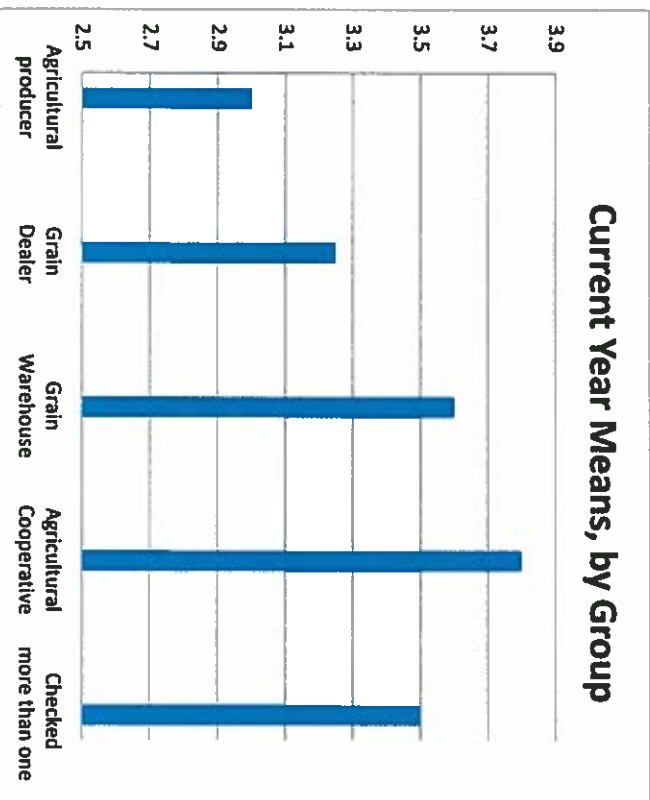
Number 1 3 24 38  
Percent 1.5 4.5 36.4 57.6

Historical Data

Year	Count	Mean
2007	na	na
2008	na	na
2009	na	na
2010	86	3.22
2011	85	3.40
2012	87	3.30
2013	86	3.47
2015	62	3.55
2016	66	3.36
2017	81	3.51



Current Year Means, by Group



**How often do you call the IDOA's Bureau of Warehouses? (138)**

	Never	About once per week	About once per month	3 or more times a year	About twice per year	About once per year	Total
<b>Agricultural Producer</b>	Number 50 Percent 36.5	Number 0 Percent 0.0	Number 1 Percent 0.7	Number 19 Percent 13.9	Number 47 Percent 34.3	Number 20 Percent 14.6	137
<b>Grain Buyer</b>	Number 2 Percent 100.0	Number 0 Percent 0.0	Number 0 Percent 0.0	Number 0 Percent 0.0	Number 0 Percent 0.0	Number 0 Percent 0.0	2
<b>Warehouse Operator</b>	Number 6 Percent 40.0	Number 0 Percent 0.0	Number 0 Percent 0.0	Number 3 Percent 20.0	Number 1 Percent 6.7	Number 5 Percent 33.3	15
<b>Agricultural Cooperative</b>	Number 5 Percent 50.0	Number 0 Percent 0.0	Number 0 Percent 0.0	Number 1 Percent 10.0	Number 3 Percent 30.0	Number 1 Percent 10.0	10
<b>Checked more than one or left blank</b>	Number 21 Percent 72.4	Number 0 Percent 0.0	Number 1 Percent 3.4	Number 3 Percent 10.3	Number 3 Percent 10.3	Number 1 Percent 3.4	29
<b>Checked more than one or left blank</b>	Number 16 Percent 19.8	Number 0 Percent 0.0	Number 0 Percent 0.0	Number 12 Percent 14.8	Number 40 Percent 49.4	Number 13 Percent 16.0	81

