

Weights & Measures

2017 Customer Service Survey Results

	Number of Questionnaires Mailed (9/8/2017)	991		Number of Questionnaires Mailed (9/22/2017)	991		Number of Questionnaires Tabulated	149		Previous Year	Two Years ago	Three years ago
Petroleum										103	84	90
Metrology Laboratory										21	21	20
Scales										0	0	0
Registered Service Person										42	25	41
Other										2	11	3
Checked more than one										26	24	25
										12	3	1

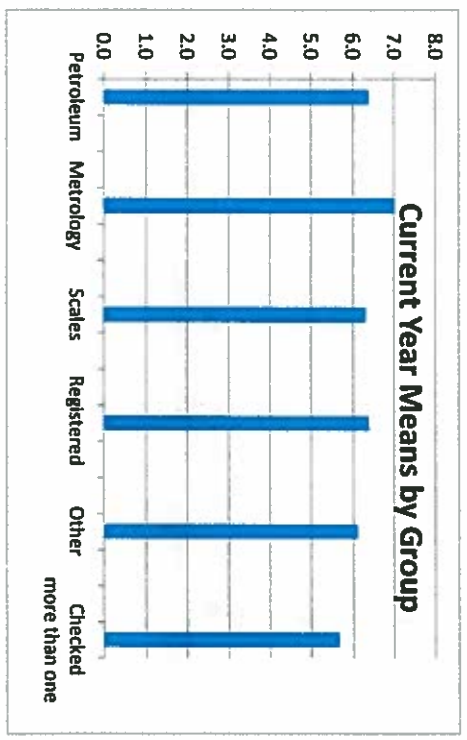
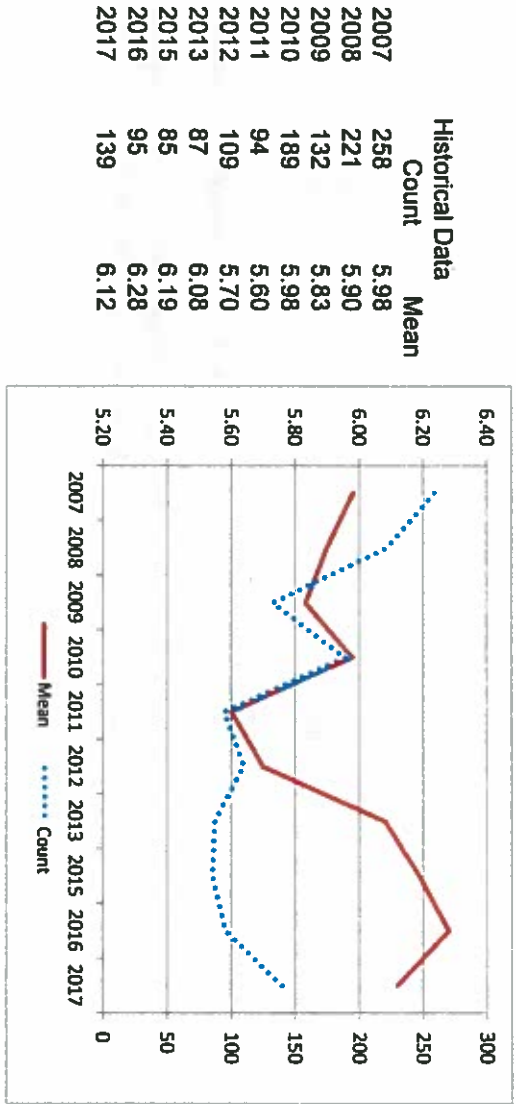
1. Why did you contact (or were contacted by) the IDOA?	Number	Percent
a. Seek information (101)	30	20.1
b. Obtain an inspection (102)	64	43.0
c. Arrange for testing (103)	48	32.2
d. Other (108)	25	16.8

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

	Average number of years
Petroleum	23.6
Metrology Laboratory	25.5
Scales	21.8
Registered Service Person	16.6
Other	21.8
Checked more than one	27.2
Overall	24.3

2a. Satisfaction with the usefulness of Information and/or services (1-10)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Petroleum	1	27	13	102	83	241	566	1034	6.1	60
	Number	0	0	0	2	5	13	21	6.4	1
	Percent	0.1	2.6	1.3	9.9	8.1	23.3	54.7		
Metrology	0	0	0	0	0	0	2	2	7.0	0
	Number	0	0	0	0	0	0	100.0		
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0		
Scales	0	0	0	3	5	14	25	47	6.3	3
	Number	0	0	0	6.4	10.6	29.8	53.2		
	Percent	0.0	0.0	0.0	12.5	12.5	35.3	75.0		
Registered	0	0	0	1	1	0	6	8	6.4	0
	Number	0	0	0	12.5	12.5	35.3	75.0		
	Percent	0.0	0.0	0.0	100.0	100.0	100.0	100.0		
Other	1	0	0	3	5	7	19	35	6.1	2
	Number	2.9	0.0	0.0	8.6	14.3	20.0	54.3		
	Percent	100.0	0.0	0.0	100.0	100.0	100.0	100.0		
Checked more than one	0	2	1	3	3	6	11	26	5.7	2
	Number	0	7.7	3.8	11.5	11.5	23.1	42.3		
	Percent	0.0	100.0	100.0	100.0	100.0	100.0	100.0		

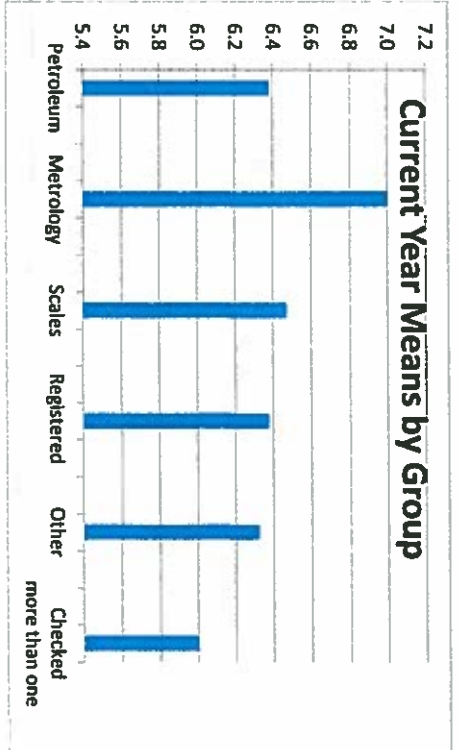
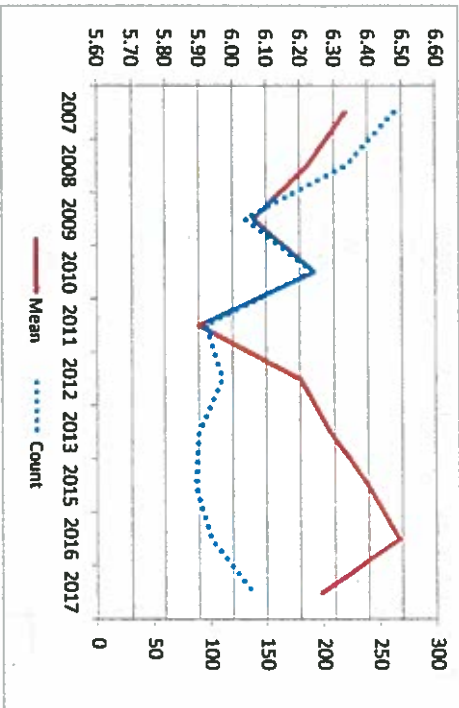


2b. Treatment by staff (111)

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Petroleum	Number	1	40	16	58	50	218	649	1033	6.3	60
	Percent	0.1	3.9	1.5	5.6	4.9	21.1	62.9			
Metrology	Number	0	1	0	1	0	5	14	21	6.4	1
	Percent	0.0	4.8	0.0	4.8	0.0	23.8	66.7			
Scales	Number	0	0	0	0	0	0	2	2	7.0	0
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Registered	Number	0	1	1	1	2	9	33	47	6.5	3
	Percent	0.0	2.1	2.1	2.1	4.3	19.1	70.2			
Other	Number	0	0	0	1	1	0	6	8	6.4	0
	Percent	0.0	0.0	0.0	12.5	12.5	0.0	75.0			
Checked more than one	Number	1	0	0	1	3	8	21	34	6.3	2
	Percent	2.9	0.0	0.0	2.9	8.8	23.5	61.8			
Checked more than one	Number	0	1	1	2	3	5	14	26	6.0	2
	Percent	0.0	3.8	3.8	7.7	11.5	19.2	53.8			

Historical Data

Year	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
2017	138	6.26



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

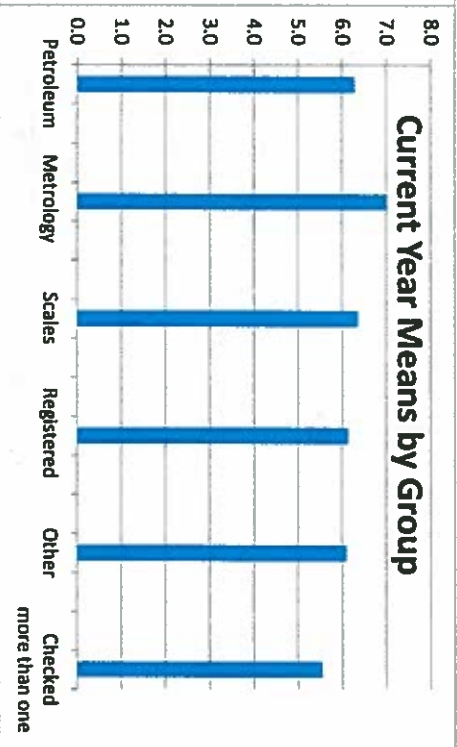
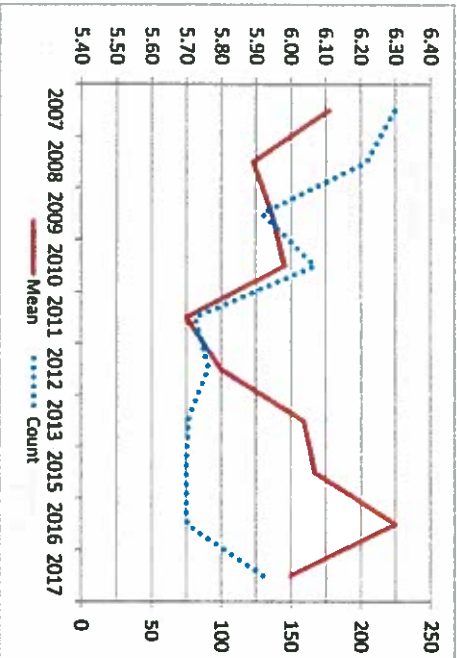
RATING SCALE						
1	2	3	4	5	6	7

Total Mean N/A

	1	2	3	4	5	6	7	Total	Mean	N/A	
Number	39	15	15	100	83	124	583	970	6.0	123	
Percent	4.1	1.6	1.6	10.3	8.6	12.8	61.1				
Petroleum	Number	1	0	0	1	2	1	14	19	6.3	3
	Percent	5.3	0.0	0.0	5.3	10.5	5.3	73.7			
Metrology	Number	0	0	0	0	0	0	2	2	7.0	0
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Scales	Number	0	1	1	1	4	7	27	41	6.3	9
	Percent	0.0	2.4	2.4	2.4	9.8	17.1	65.9			
Registered	Number	0	0	0	1	2	0	5	8	6.1	0
	Percent	0.0	0.0	0.0	12.5	25.0	0.0	62.5			
Other	Number	1	0	0	3	6	4	20	34	6.1	3
	Percent	2.9	0.0	0.0	8.8	17.6	11.8	58.8			
Checked more than one	Number	1	1	1	5	1	6	11	26	5.5	2
	Percent	3.8	3.8	3.8	19.2	3.8	23.1	42.3			

Historical Data

Year	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
2017	130	6.00

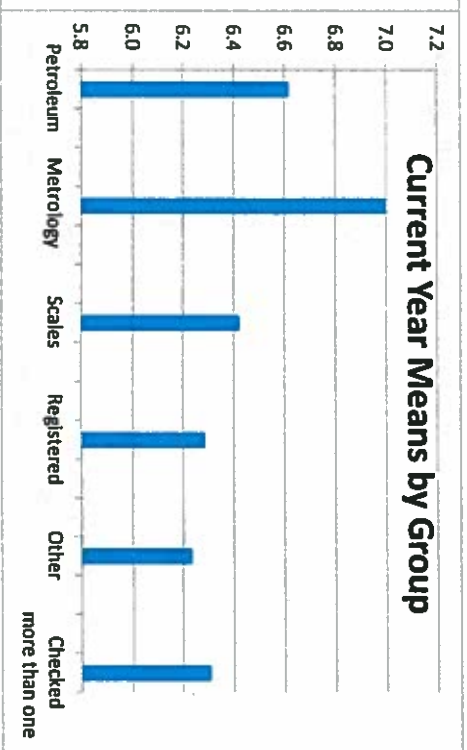
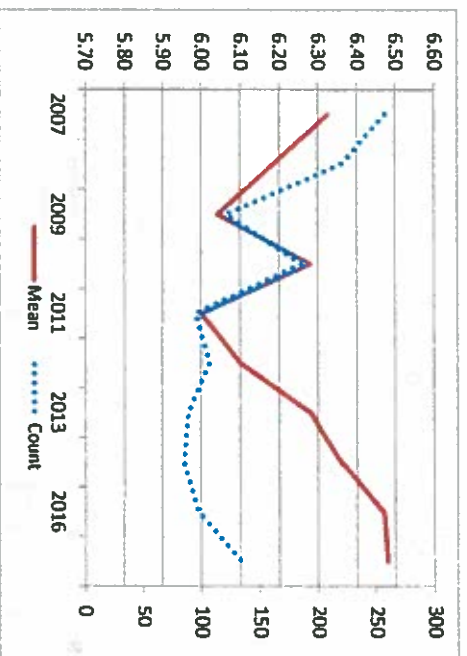


2d. Satisfaction with technical skills of staff (114)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Number	1	2	13	33	104	160	713	1026	6.5	68
Percent	0.1	0.2	1.3	3.2	10.1	15.6	69.5			
Petroleum	0	0	0	0	3	2	16	21	6.6	1
Percent	0.0	0.0	0.0	0.0	14.3	9.5	76.2			
Metrology	0	0	0	0	0	0	2	2	7.0	0
Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Scales	0	1	0	0	5	11	28	45	6.4	5
Percent	0.0	2.2	0.0	0.0	11.1	24.4	62.2			
Registered	0	0	0	1	1	0	5	7	6.3	1
Percent	0.0	0.0	0.0	14.3	14.3	0.0	71.4			
Other	1	0	0	3	2	7	21	34	6.2	3
Percent	2.9	0.0	0.0	8.8	5.9	20.6	61.8			
Checked more than one	0	0	1	2	1	6	16	26	6.3	2
Percent	0.0	0.0	3.8	7.7	3.8	23.1	61.5			

Historical Data

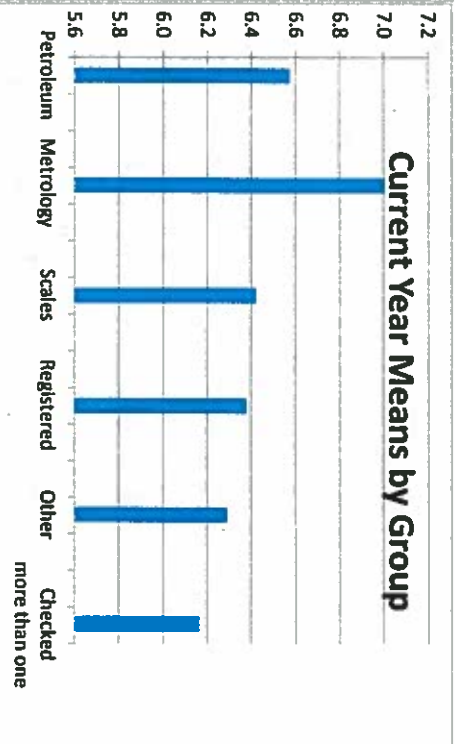
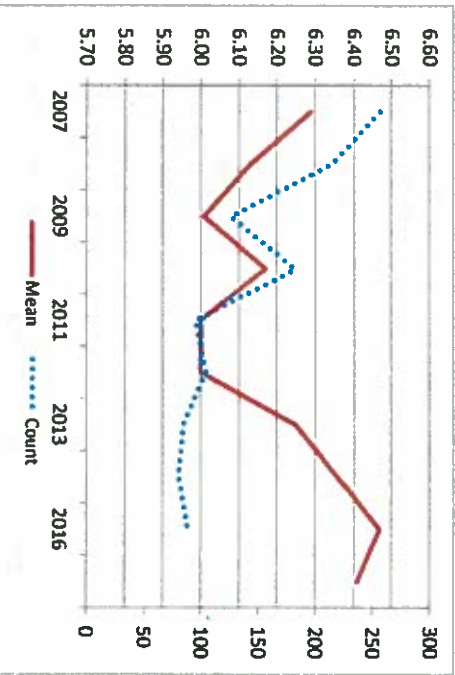
Year	Count	Mean
2007	258	6.33
2008	220	6.18
2009	121	6.04
2010	186	6.28
2011	95	6.00
2012	107	6.10
2013	89	6.28
2015	85	6.36
2016	98	6.47
2017	135	6.48



2e. Accuracy of Information received (115)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Number	1	0	13	37	103	220	637	1011	6.4	82
Percent	0.1	0.0	1.3	3.6	10.2	21.8	63.0			
Petroleum	0	0	0	0	2	5	14	21	6.6	1
Number	0.0	0.0	0.0	0.0	9.5	23.8	66.7			
Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Metrology	0	0	0	0	0	0	2	2	7.0	0
Number	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Scales	0	0	0	2	4	11	26	43	6.4	7
Number	0.0	0.0	0.0	4.7	9.3	25.6	60.5			
Percent	0.0	0.0	0.0	0.0	0.0	0.0	75.0			
Registered	0	0	0	1	1	0	6	8	6.4	0
Number	0.0	0.0	0.0	12.5	12.5	0.0	75.0			
Percent	0.0	0.0	0.0	0.0	0.0	0.0	75.0			
Other	1	0	0	3	2	6	23	35	6.3	2
Number	2.9	0.0	0.0	8.6	5.7	17.1	65.7			
Percent										
Checked more than one	0	0	1	2	3	5	14	25	6.2	3
Number	0.0	0.0	4.0	8.0	12.0	20.0	56.0			
Percent										

Year	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
2017	134	6.41

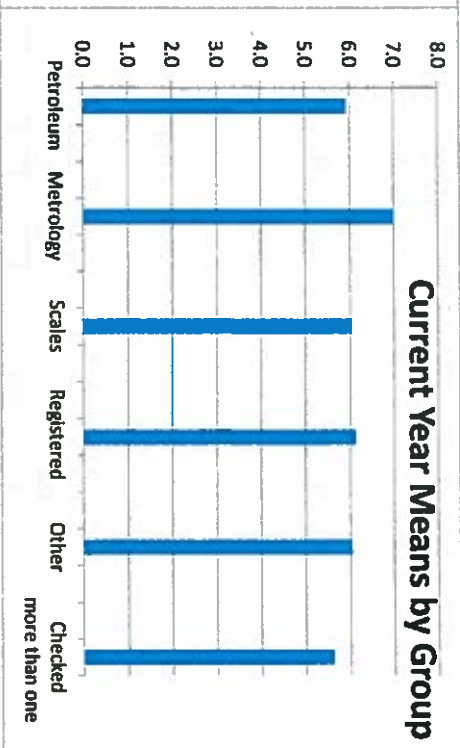
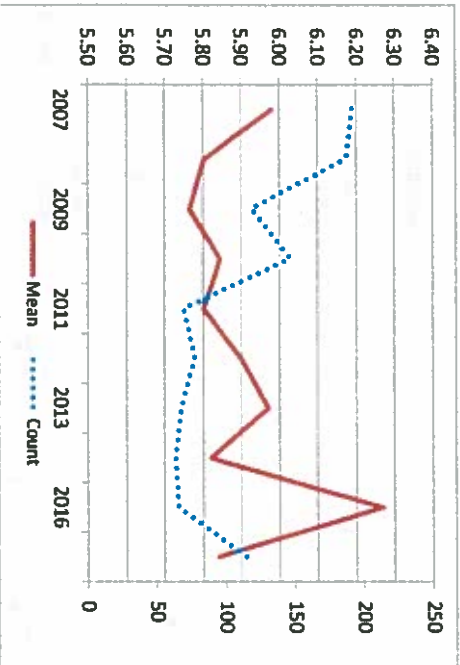


2f. Ease of reaching staff to answer inquiries (116)

RATING SCALE							Total	Mean	N/A
1	2	3	4	5	6	7			
26	27	16	95	66	214	409	853	5.8	228
3.0	3.2	1.9	11.1	7.7	25.1	48.0			

Category	Number	Percent	1	2	3	4	5	6	7	Total	Mean	N/A
Petroleum	1	6.3	1	6.3	0.0	0.0	6.3	25.0	56.3	16	5.9	6
Metrology	0	0.0	0	0.0	0.0	0.0	0.0	0.0	100.0	2	7.0	0
Scales	0	0.0	1	2.9	2.9	11.4	11.4	14.3	57.1	35	6.0	15
Registered	0	0.0	0	0.0	0.0	12.5	12.5	25.0	50.0	8	6.1	0
Other	1	3.3	0	0.0	3.3	10.0	10.0	13.3	60.0	30	6.0	7
Checked more than one	0	0.0	0	0.0	4.2	25.0	8.3	29.2	33.3	24	5.6	3

Year	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
2017	115	5.84



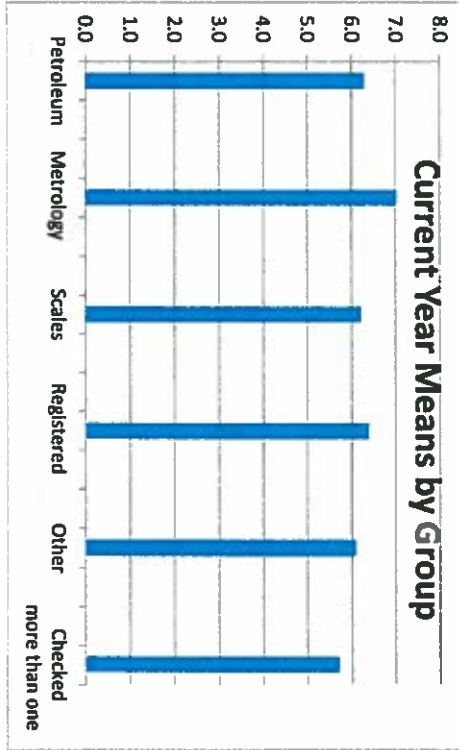
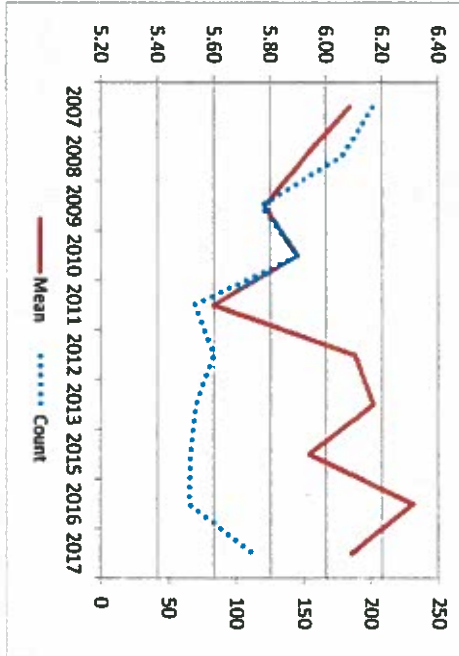
2g. Satisfaction with IDOA recommendations (118)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Number	14	0	0	131	52	186	460	845	6.1	236
Percent	1.7	0.0	0.0	15.5	6.2	22.1	54.5			

Group	Number	Percent	1	2	3	4	5	6	7	Total	Mean	N/A
Petroleum	0	0.0	0	0	0	3	0	4	11	18	6.3	4
Metrology	0	0.0	0	0	0	0	0	0	0	2	7.0	0
Scales	0	0.0	0	0	0	4	3	8	17	32	6.2	18
Registered	0	0.0	0	0	0	1	1	0	6	8	6.4	0
Other	1	3.1	0	0	0	5	3	3	20	32	6.1	5
Checked more than one	1	5.0	0	0	0	3	3	5	8	20	5.7	7

Historical Data

Year	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
2017	112	6.09



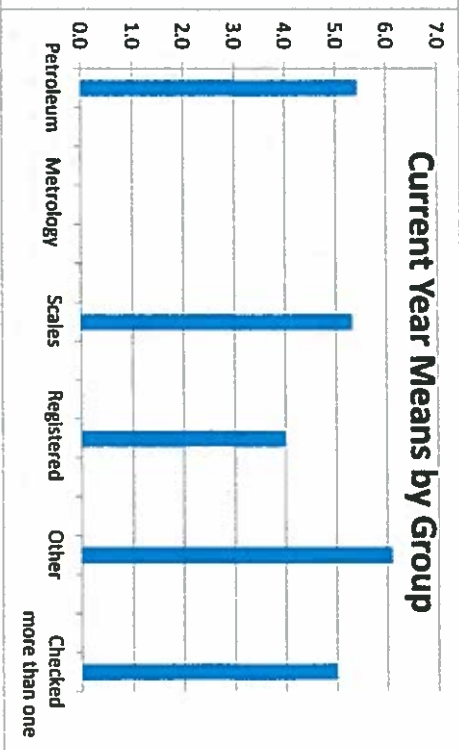
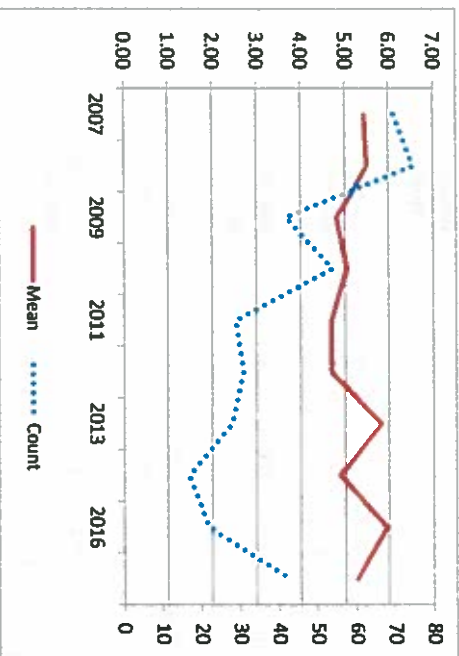
2h. Satisfaction with the resolution of disagreement
(121)

RATING SCALE						
1	2	3	4	5	6	7

Group	Number	Percent	1	2	3	4	5	6	7	Total	Mean	N/A
Petroleum	14.3	12.1	0	4	0	75	13	67	140	341	5.3	710
Metrology	0	1.2	0	0	0	22.1	3.9	19.8	40.9			
Scales	0	0.0	0	0	0	0	0	0	0	0	0	0
Registered	6.3	5.4	0	2	0	18.8	0.0	12.5	50.0	16	5.3	33
Other	10.0	8.3	0	0	0	10.0	0.0	0.0	80.0	10	6.1	25
Checked more than one	11.1	9.2	1	0	0	33.3	11.1	11.1	33.3	9	5.0	18

Historical Data

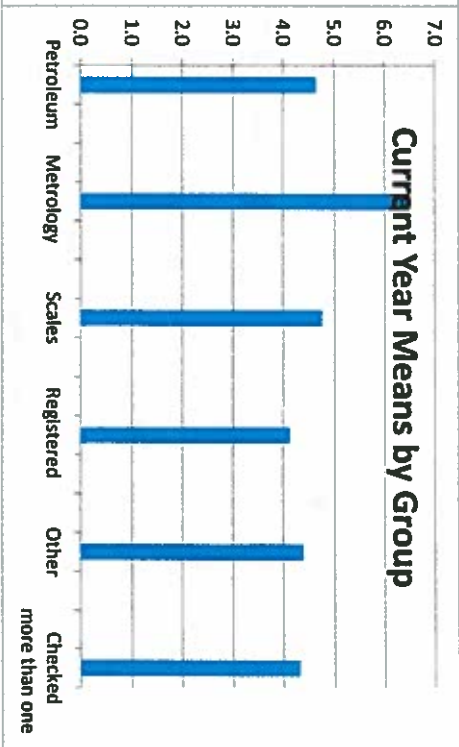
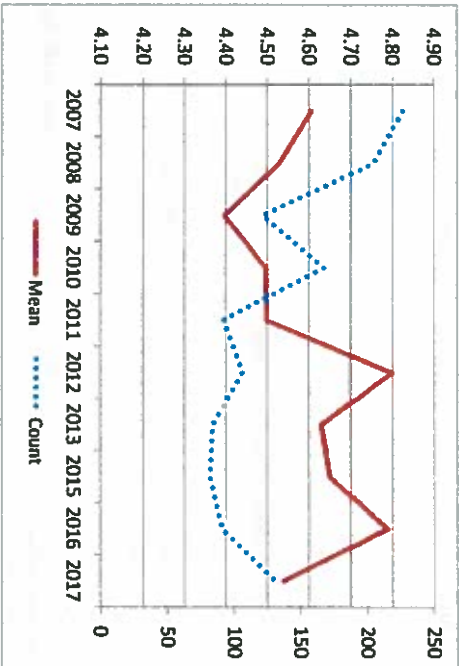
Year	Count	Mean
2007	70	5.44
2008	75	5.51
2009	42	4.81
2010	54	5.04
2011	29	4.70
2012	31	4.70
2013	28	5.82
2015	17	4.88
2016	22	5.95
2017	43	5.27



3. Reactiveness of policies (122)

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Petroleum	Number	30	11	73	449	209	138	77	987	4.5	92
	Percent	3.0	1.1	7.4	45.5	21.1	14.0	7.8			
Metrology	Number	0	0	2	8	6	3	1	20	4.7	2
	Percent	0.0	0.0	10.0	40.0	30.0	15.0	5.0			
Scales	Number	0	0	0	0	0	1	1	2	6.5	0
	Percent	0.0	0.0	0.0	0.0	0.0	50.0	50.0			
Registered	Number	1	3	3	15	9	5	9	45	4.8	5
	Percent	2.2	6.7	6.7	33.3	20.0	11.1	20.0			
Other	Number	0	0	1	6	0	1	0	8	4.1	0
	Percent	0.0	0.0	12.5	75.0	0.0	12.5	0.0			
Checked more than one	Number	1	5	1	13	0	7	4	31	4.4	5
	Percent	3.2	16.1	3.2	41.9	0.0	22.6	12.9			
Checked more than one	Number	2	0	1	14	3	3	2	25	4.3	2
	Percent	8.0	0.0	4.0	56.0	12.0	12.0	8.0			

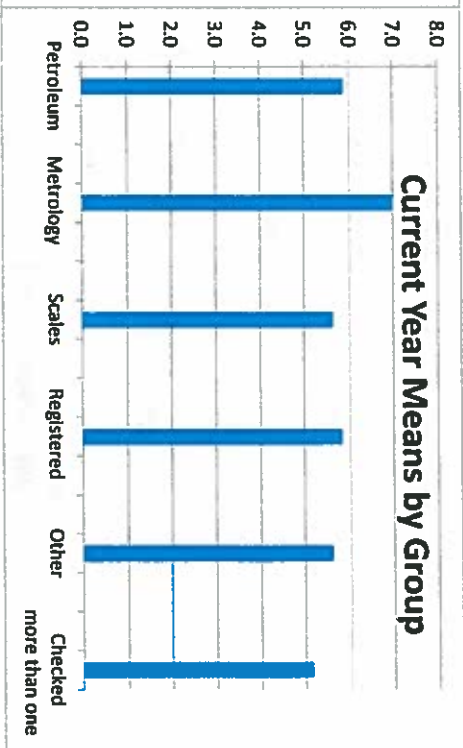
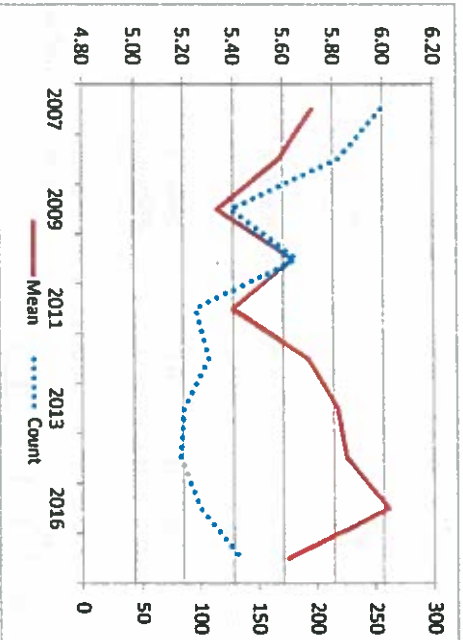
Year	Count	Mean
2007	226	4.61
2008	204	4.53
2009	121	4.40
2010	167	4.50
2011	92	4.50
2012	106	4.80
2013	84	4.63
2015	82	4.65
2016	91	4.79
2017	131	4.54



4. Efficiency of Inspection procedures (119)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Number	3	41	4	194	147	250	351	991	5.6	90
Percent	0.3	4.2	0.4	19.6	14.8	25.2	35.5			
Petroleum	0	1	0	2	3	5	9	20	5.9	2
Number	0.0	5.0	0.0	10.0	15.0	25.0	45.0			
Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Metrology	0	0	0	0	0	0	2	2	7.0	0
Number	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Scales	1	1	1	7	8	13	17	48	5.6	2
Number	2.1	2.1	2.1	14.6	16.7	27.1	35.4			
Percent	2.1	2.1	2.1	14.6	16.7	27.1	35.4			
Registered	0	0	0	1	0	4	1	6	5.8	2
Number	0.0	0.0	0.0	16.7	0.0	66.7	16.7			
Percent	0.0	0.0	0.0	16.7	0.0	66.7	16.7			
Other	1	1	2	6	2	6	16	34	5.6	3
Number	2.9	2.9	5.9	17.6	5.9	17.6	47.1			
Percent	2.9	2.9	5.9	17.6	5.9	17.6	47.1			
Checked more than one	0	1	0	9	4	6	5	25	5.2	2
Number	0.0	4.0	0.0	36.0	16.0	24.0	20.0			
Percent	0.0	4.0	0.0	36.0	16.0	24.0	20.0			

Year	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
2017	135	5.62

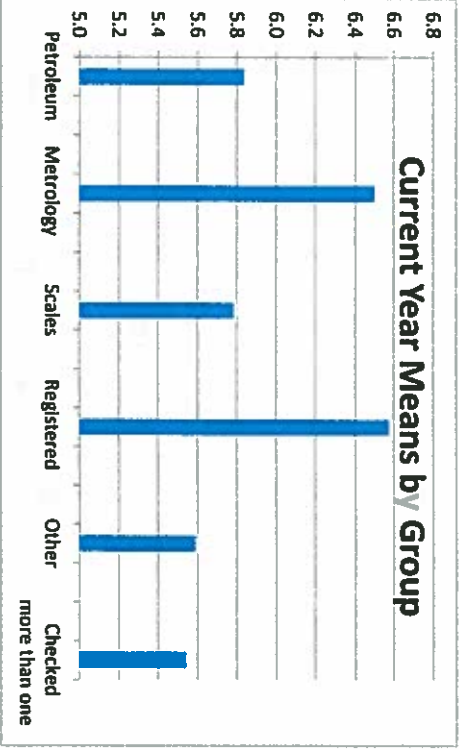
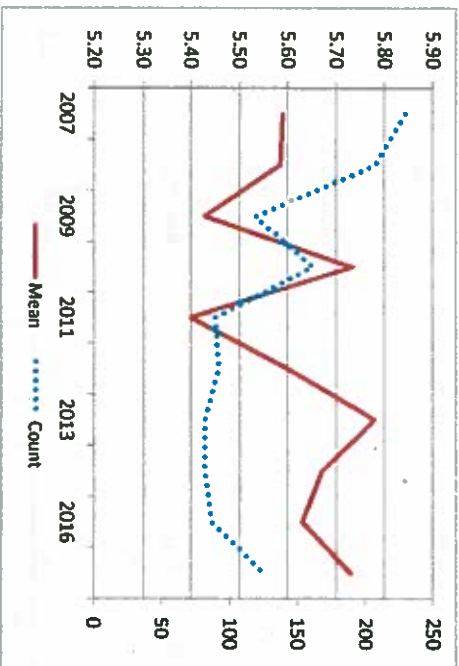


5a. IDOA puts a high value on serving people of Illinois (123)

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Petroleum	Number	1	18	18	143	119	400	267	965	5.7	104
	Percent	0.1	1.8	1.8	14.8	12.3	41.5	27.7			
Metrology	Number	0	0	0	2	3	9	4	18	5.8	3
	Percent	0.0	0.0	0.0	11.1	16.7	50.0	22.2			
Scales	Number	0	2	2	3	7	9	18	41	5.8	9
	Percent	0.0	4.9	4.9	7.3	17.1	22.0	43.9			
Registered	Number	0	0	0	0	0	3	4	7	6.6	1
	Percent	0.0	0.0	0.0	0.0	0.0	42.9	57.1			
Other	Number	1	0	0	6	3	11	8	29	5.6	8
	Percent	3.4	0.0	0.0	20.7	10.3	37.9	27.6			
Checked more than one	Number	0	1	1	6	2	10	8	28	5.5	0
	Percent	0.0	3.6	3.6	21.4	7.1	35.7	28.6			

Historical Data

Year	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
2017	125	5.73



5b. Employees are courteous and professional (12a) Number

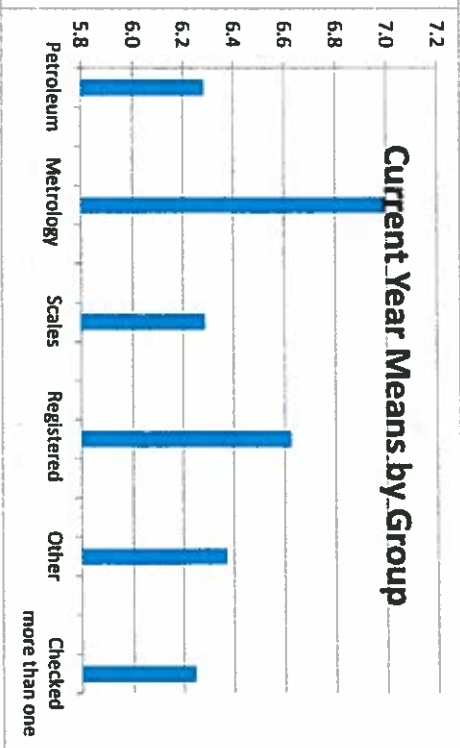
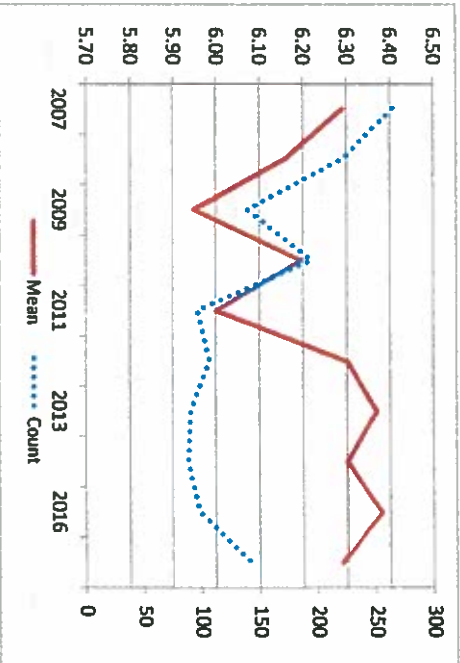
RATING SCALE						
1	2	3	4	5	6	7
25	0	3	48	90	272	627
2.3	0.0	0.3	4.5	8.4	25.5	58.9

Total Mean N/A 27

Group	Number	Percent	1	2	3	4	5	6	7	Total	Mean	N/A
Petroleum	25	2.3	0	0	3	48	90	272	627	1065	6.3	27
Metrology	1	4.8	0	0	0	0	2	5	13	21	6.3	1
Scales	0	0.0	0	0	0	0	0	0	2	2	7.0	0
Registered	0	0.0	0	0	1	3	4	14	27	49	6.3	0
Other	0	0.0	0	0	0	0	1	1	6	8	6.6	0
Checked more than one	0	0.0	0	0	1	2	2	8	22	35	6.4	2

Historical Data

Year	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
2017	143	6.29



6c. Staff adequately explained standards, test results and/or regulations (125)

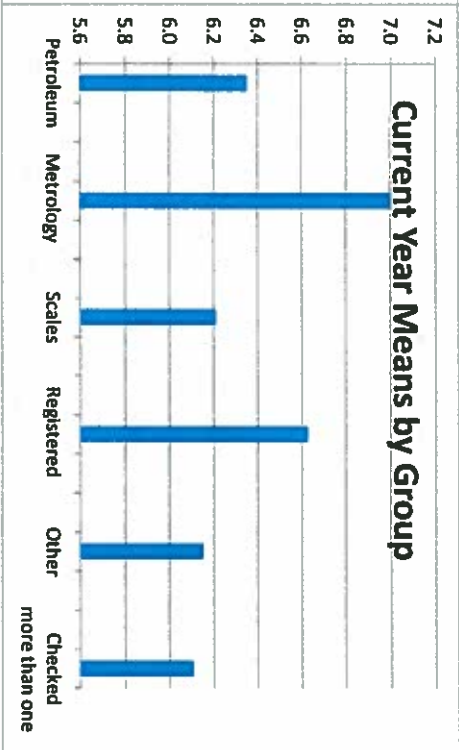
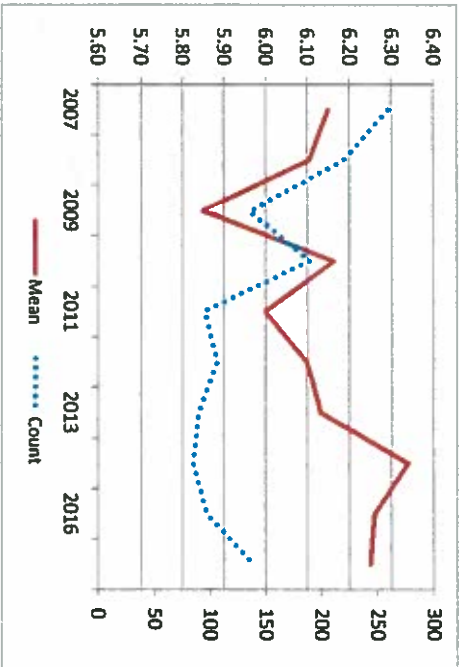
RATING SCALE						
1	2	3	4	5	6	7
1	27	27	53	58	250	620
0.1	2.6	2.6	5.2	5.6	24.1	59.8

Total Mean N/A
58

Category	Number	Percent	1	2	3	4	5	6	7	Total	Mean
Petroleum	0	0.0	1	1	1	0	0	4	14	20	6.4
Metrology	0	0.0	0	0	0	0	0	0	2	2	7.0
Scales	0	0.0	0	0	1	5	1	17	24	48	6.2
Registered	0	0.0	0	0	0	12.5	0.0	0	7	8	6.6
Other	1	3.0	2	0	0	0	2	8	20	33	6.2
Checked more than one	0	0.0	0	0	0	3	4	8	13	28	6.1

Historical Data

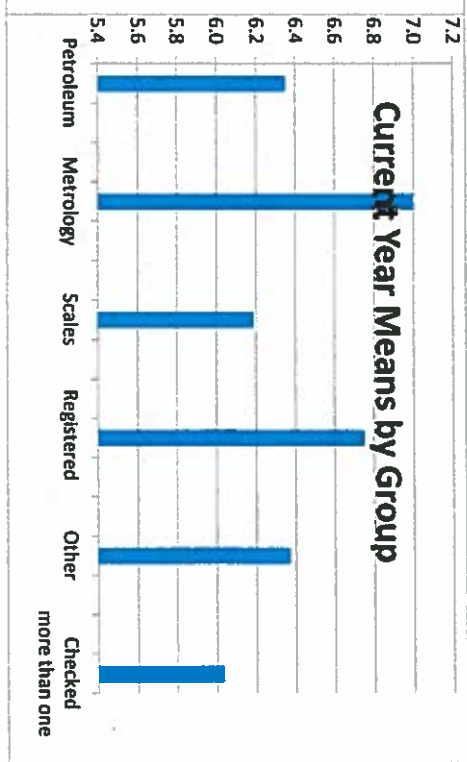
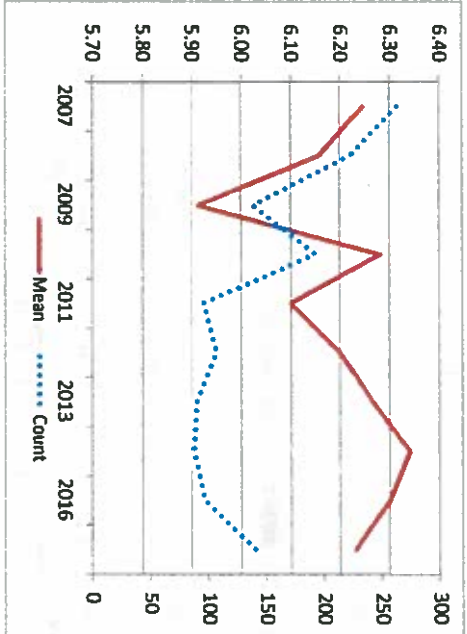
Year	Count	Mean
2007	259	6.15
2008	219	6.11
2009	135	5.85
2010	189	6.16
2011	95	6.00
2012	106	6.10
2013	90	6.13
2015	85	6.34
2016	97	6.26
2017	139	6.25



5d. Treated fairly by employee (126)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Number	13	29	1	76	44	247	627	1038	6.2	56
Percent	1.3	2.8	0.1	7.4	4.3	23.8	60.4			
Petroleum	0	1	0	1	1	3	14	20	6.4	2
Number	0.0	5.0	0.0	5.0	5.0	15.0	70.0			
Percent	0.0	5.0	0.0	5.0	5.0	15.0	70.0			
Metrology	0	0	0	0	0	0	2	2	7.0	0
Number	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Scales	0	2	0	4	1	15	26	48	6.2	2
Number	0.0	4.2	0.0	8.3	2.1	31.3	54.2			
Percent	0.0	4.2	0.0	8.3	2.1	31.3	54.2			
Registered	0	0	0	0	1	0	7	8	6.8	0
Number	0.0	0.0	0.0	0.0	12.5	0.0	87.5			
Percent	0.0	0.0	0.0	0.0	12.5	0.0	87.5			
Other	0	0	1	3	1	7	23	35	6.4	2
Number	0.0	0.0	2.9	8.6	2.9	20.0	65.7			
Percent	0.0	0.0	2.9	8.6	2.9	20.0	65.7			
Checked more than one	1	0	0	3	1	10	13	28	6.0	0
Number	3.6	0.0	0.0	10.7	3.6	35.7	46.4			
Percent	3.6	0.0	0.0	10.7	3.6	35.7	46.4			

Year	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
2017	141	6.23



5a. IDOA is responsive to complaints (127)

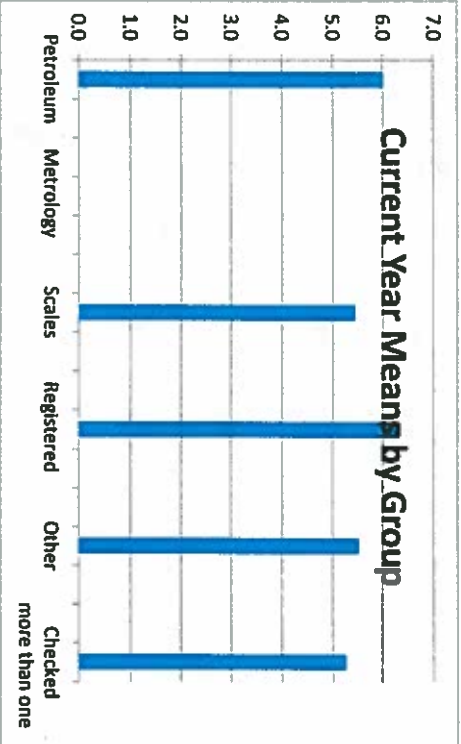
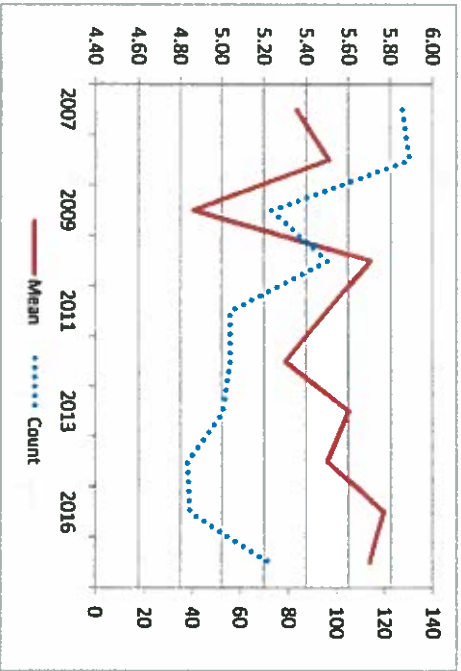
RATING SCALE						
1	2	3	4	5	6	7
1	18	3	146	82	77	276
0.2	2.9	0.5	24.2	13.6	12.7	45.9

Total Mean N/A

602 5.7 440

Category	Number	Percent	1	2	3	4	5	6	7	Total	Mean
Petroleum	0	0.0	0	0	0	3	1	2	7	13	6.0
Metrology	0	0.0	0	0	0	23.1	7.7	15.4	53.8	0	7
Scales	0	0.0	0	2	1	7	0	4	11	25	5.4
Registered	0	0.0	0	0	0	0	0	0	2	3	6.3
Other	1	6.3	0	0	1	3	18.8	0.0	31.3	37.5	5.5
Checked more than one	0	0.0	1	0	0	4	4	1	5	15	5.3
	0	0.0	6.7	0.0	26.7	26.7	6.7	33.3		13	

Year	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
2017	72	5.70



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

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Number Percent	39 4.4	13 1.5	19 2.0	112 12.4	104 11.5	150 16.6	467 51.7	904	5.8	164
Petroleum	1	0	0	3	1	3	9	17	5.8	4
Number Percent	5.9	0.0	0.0	17.6	5.9	17.6	52.9			
Metrology	0	0	0	0	0	0	2	2	7.0	0
Number Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Scales	0	0	2	4	3	7	21	37	6.1	13
Number Percent	0.0	0.0	5.4	10.8	8.1	18.9	56.8			
Registered	0	0	0	0	2	0	6	8	6.5	0
Number Percent	0.0	0.0	0.0	0.0	25.0	0.0	75.0			
Other	1	0	1	2	0	7	15	26	6.1	11
Number Percent	3.8	0.0	3.8	7.7	0.0	26.9	57.7			
Checked more than one	1	1	1	2	5	4	12	26	5.7	2
Number Percent	3.8	3.8	3.8	7.7	19.2	15.4	46.2			

Historical Data

Year	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
2017	116	5.82

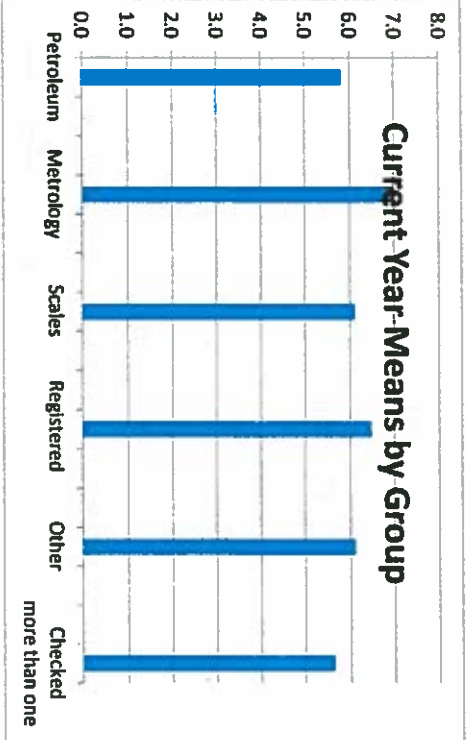
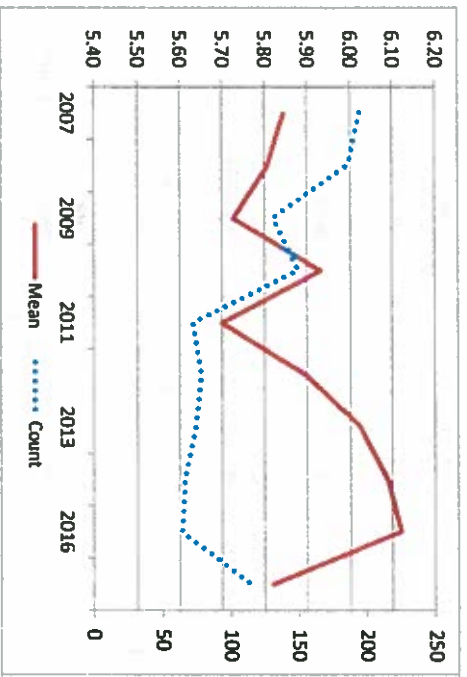
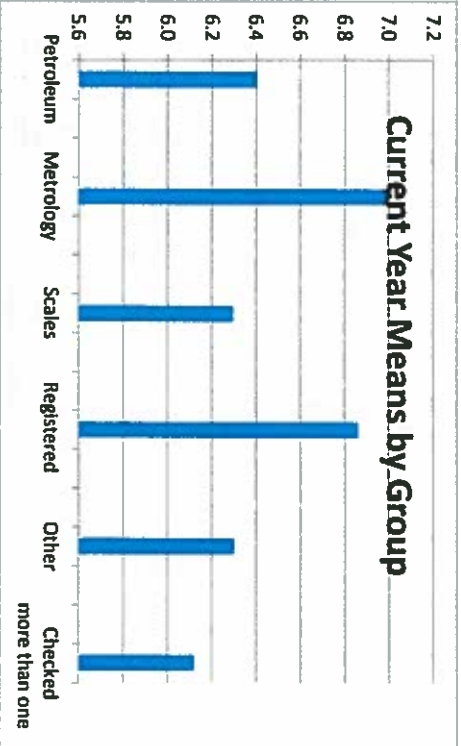
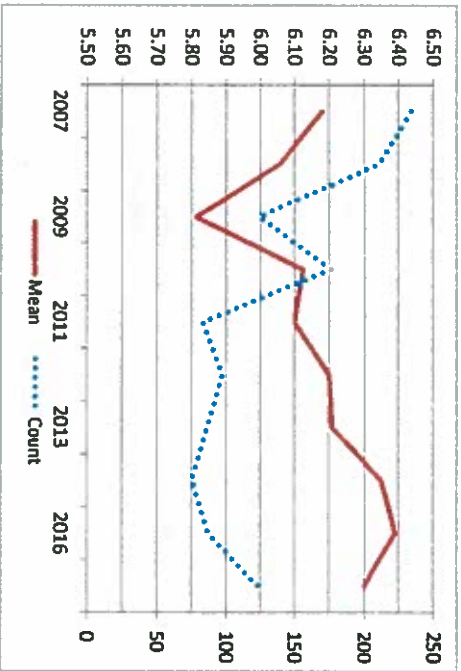


Fig. IDOA employees are consistent in following procedure (129)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Petroleum	0	40	0	77	56	143	669	986	6.3	108
	Number									
	Percent	0.0	4.1	0.0	7.9	5.7	14.5	67.8		
Metrology	0	1	0	1	1	2	15	20	6.4	2
	Number									
	Percent	0.0	5.0	0.0	5.0	5.0	10.0	75.0		
Scales	0	0	0	0	0	0	2	2	7.0	0
	Number									
	Percent	0.0	0.0	0.0	0.0	0.0	100.0			
Registered	0	1	0	4	2	8	26	41	6.3	9
	Number									
	Percent	0.0	2.4	0.0	9.8	4.9	19.5	63.4		
Other	0	0	0	0	0	1	6	7	6.9	1
	Number									
	Percent	0.0	0.0	0.0	0.0	14.3	85.7			
Checked more than one	0	0	0	4	0	7	16	27	6.3	10
	Number									
	Percent	0.0	0.0	0.0	14.8	0.0	25.9	59.3		
Checked more than one	0	1	0	3	2	5	15	26	6.1	2
	Number									
	Percent	0.0	3.8	0.0	11.5	7.7	19.2	57.7		

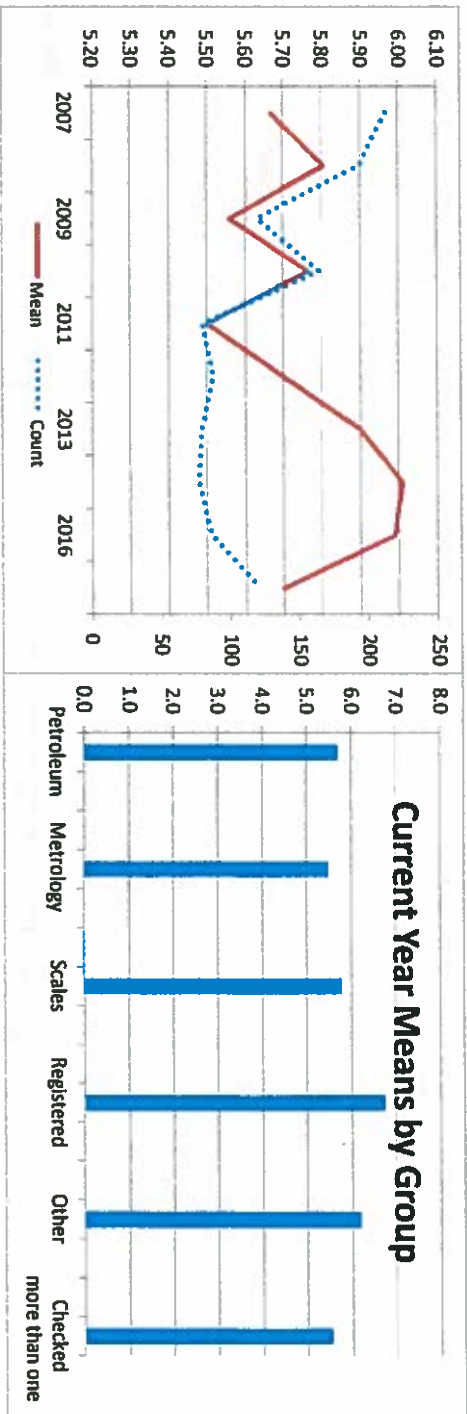
Year	Count	Mean
2007	234	6.18
2008	211	6.06
2009	124	5.81
2010	176	6.13
2011	83	6.10
2012	97	6.20
2013	86	6.21
2015	75	6.35
2016	87	6.39
2017	123	6.30



5h. Staff are good partners and enhance work (130)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Petroleum	53	18	4	135	87	112	445	854	5.7	7
	6.2	2.0	0.5	15.8	10.1	13.2	52.2			
Metrology	2	0	0	7.1	7.1	7.1	64.3	14	5.7	7
	14.3	0.0	0.0	7.1	7.1	7.1	64.3			
Scales	0	0	0	50.0	0	0	50.0	2	5.5	0
	0.0	0.0	0.0	50.0	0.0	0.0	50.0			
Registered	1	2	2	5	2	7	22	41	5.8	9
	2.4	4.9	4.9	12.2	4.9	17.1	53.7			
Other	0	0	0	0	1	0	7	8	6.8	0
	0.0	0.0	0.0	0.0	12.5	0.0	87.5			
Checked more than one	1	0	0	3	1	6	18	29	6.2	8
	3.4	0.0	0.0	10.3	3.4	20.7	62.1			
Number	0	1	0	7	4	5	10	27	5.6	0
Percent	0.0	3.7	0.0	25.9	14.8	18.5	37.0			

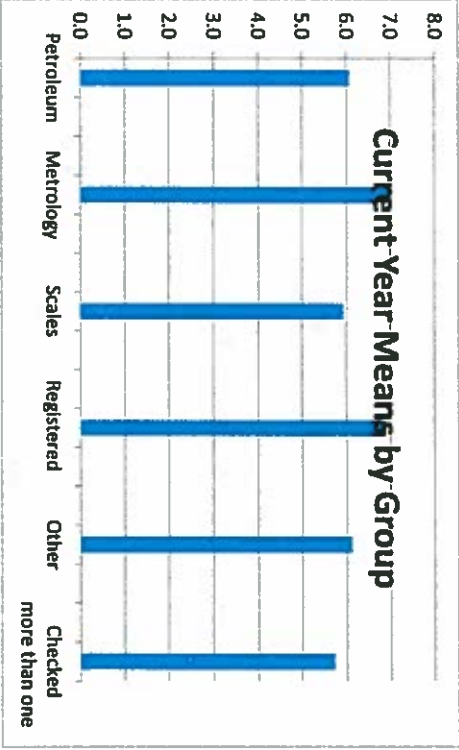
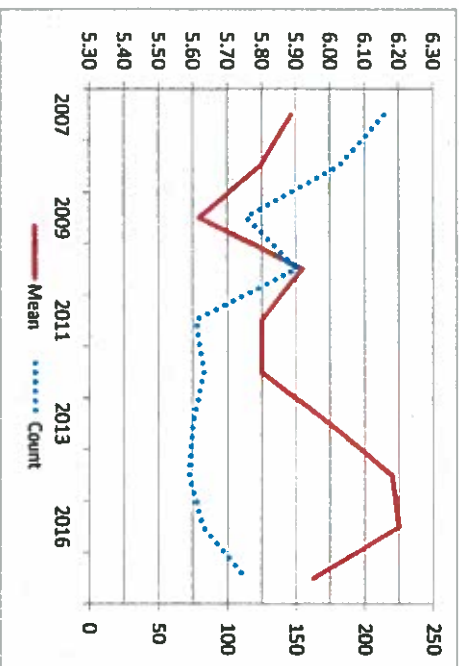
Year	Count	Mean
2007	213	5.67
2008	194	5.80
2009	120	5.56
2010	165	5.76
2011	80	5.50
2012	88	5.70
2013	80	5.90
2015	78	6.01
2016	87	5.99
2017	121	5.70



5i. Staff are well prepared to answer problems or concerns (132)

	RATING SCALE							Total	Mean	N/A	
	1	2	3	4	5	6	7				
Petroleum	Number	1	40	15	128	64	175	485	909	5.9	160
	Percent	0.1	4.4	1.7	14.1	7.0	19.2	53.4			
Metrology	Number	0	1	0	3	0	3	11	18	6.1	3
	Percent	0.0	5.6	0.0	16.7	0.0	16.7	61.1			
Scales	Number	0	0	0	0	0	0	1	1	7.0	1
	Percent	0.0	0.0	0.0	0.0	0.0	0.0	100.0			
Registered	Number	0	1	1	5	5	4	19	35	5.9	15
	Percent	0.0	2.9	2.9	14.3	14.3	11.4	54.3			
Other	Number	0	0	0	0	0	1	7	8	6.9	0
	Percent	0.0	0.0	0.0	0.0	0.0	12.5	87.5			
Checked more than one	Number	1	0	0	3	0	8	14	26	6.1	11
	Percent	3.8	0.0	0.0	11.5	0.0	30.8	53.8			
Checked more than one	Number	0	1	1	3	4	6	10	25	5.7	3
	Percent	0.0	4.0	4.0	12.0	16.0	24.0	40.0			

Year	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
2017	113	5.95

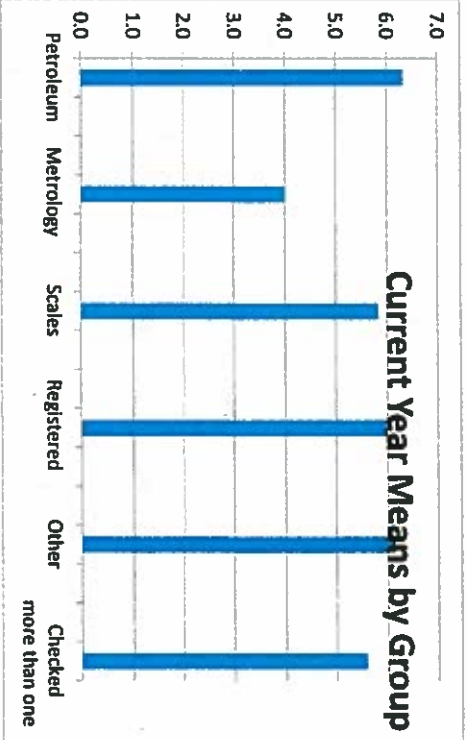
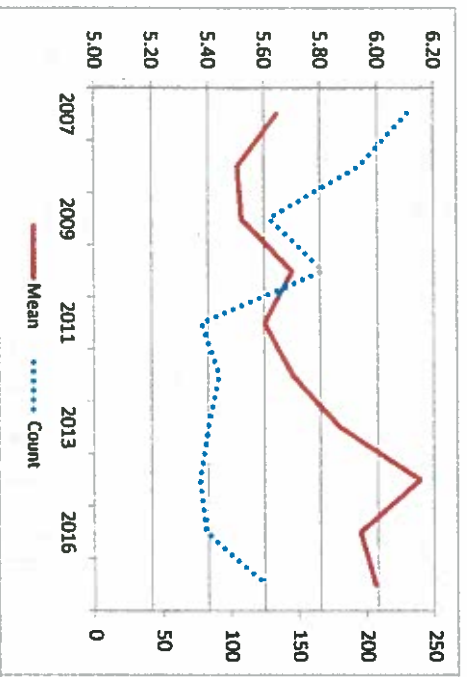


5j. Required forms are easy to understand and user friendly (133)

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Petroleum	0	13	56	119	51	186	506	932	6.0	148
	0.0	1.4	6.0	12.8	5.5	20.0	54.3			
Metrology	0	0	1	2	0	2	13	18	6.3	4
	0.0	0.0	5.6	11.1	0.0	11.1	72.2			
Scales	0	0	0	2	0	0	0	2	4.0	0
	0.0	0.0	0.0	100.0	0.0	0.0	0.0			
Registered	0	0	2	8	3	13	18	44	5.8	6
	0.0	0.0	4.5	18.2	6.8	29.5	40.9			
Other	0	0	0	4	2	10	15	31	6.2	6
	0.0	0.0	0.0	12.9	6.5	32.3	48.4			
Checked more than one	0	1	2	3	3	7	9	25	5.6	2
	0.0	4.0	8.0	12.0	12.0	28.0	36.0			

Historical Data

Year	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
2017	127	5.99



6k. Regulations are documented in a clear and consistent way (134)

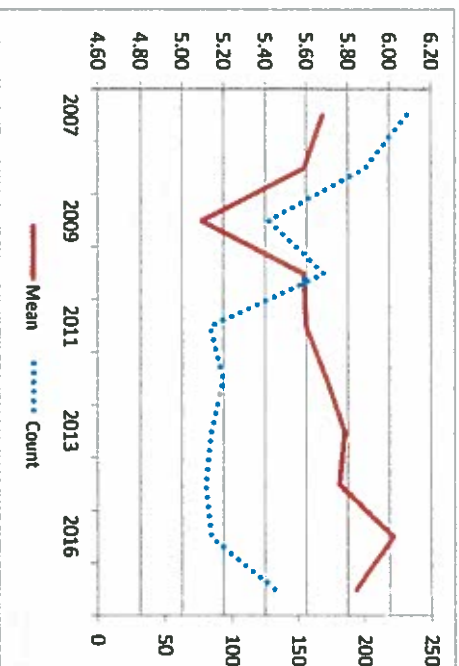
RATING SCALE						
1	2	3	4	5	6	7

Total Mean N/A

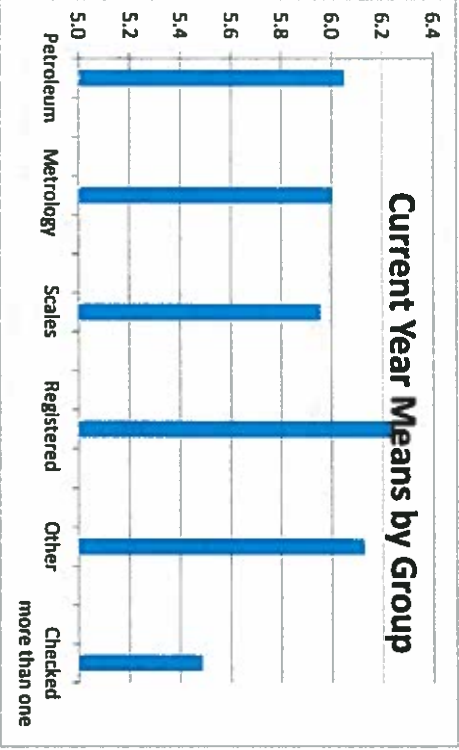
Category	1	2	3	4	5	6	7	Total	Mean	N/A
Registered	0	13	15	164	170	207	441	1011	5.8	67
Registered	0.0	1.3	1.5	16.2	16.8	20.5	43.6			
Petroleum	0	0	0	3	3	4	10	20	6.1	2
Petroleum	0.0	0.0	0.0	15.0	15.0	20.0	50.0			
Metrology	0	0	0	0	1	0	1	2	6.0	0
Metrology	0.0	0.0	0.0	0.0	50.0	0.0	50.0			
Scales	0	0	1	7	5	10	20	43	6.0	6
Scales	0.0	0.0	2.3	16.3	11.6	23.3	46.5			
Other	0	0	0	1	0	3	4	8	6.3	0
Other	0.0	0.0	0.0	12.5	0.0	37.5	50.0			
Checked more than one	0	0	0	5	1	11	15	32	6.1	5
Checked more than one	0.0	0.0	0.0	15.6	3.1	34.4	46.9			
Number	0	1	1	5	6	5	9	27	5.5	0
Percent	0.0	3.7	3.7	18.5	22.2	18.5	33.3			

Historical Data

Year	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
2017	132	5.84



Current Year Means by Group



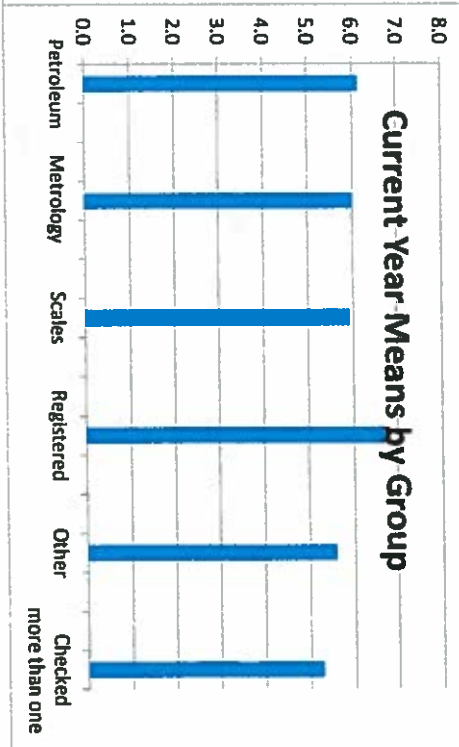
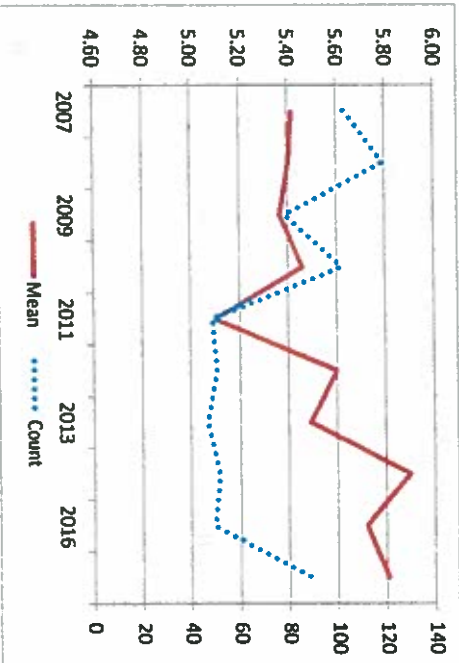
51. Web site provides useful and timely information (136)

RATING SCALE						
1	2	3	4	5	6	7
0	0	27	135	109	122	325
0.0	0.0	3.7	18.9	15.2	16.9	45.3

Total Mean N/A

Category	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Petroleum	0	0.0	0	0.0	2	14.3	2	14.3	2	14.3	8	57.1	14	6.1	8	57.1	0	0.0
Metrology	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0	1	0.0	1	6.0	1	0.0	0	0.0
Scales	0	0.0	0	0.0	6	21.4	1	3.6	10	35.7	11	39.3	28	5.9	22	72.7	0	0.0
Registered	0	0.0	0	0.0	0	0.0	0	0.0	1	16.7	5	83.3	6	6.8	1	16.7	0	0.0
Other	0	0.0	0	0.0	6	28.6	3	14.3	5	23.8	7	33.3	21	5.6	14	66.7	0	0.0
Checked more than one	0	0.0	0	0.0	5	25.0	4	20.0	3	15.0	6	30.0	20	5.3	5	25.0	0	0.0

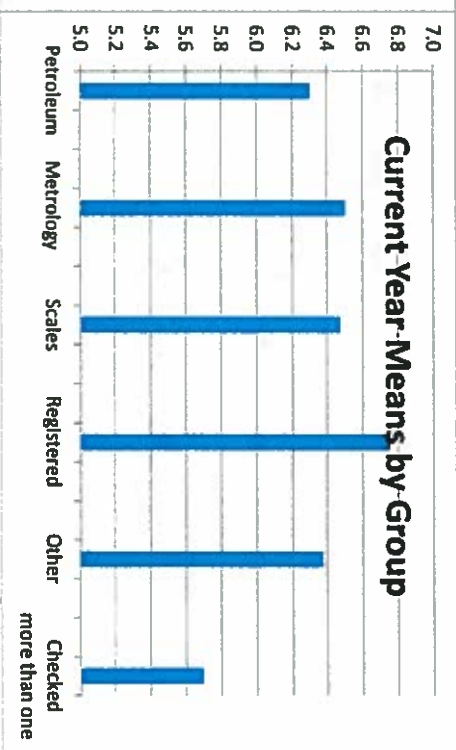
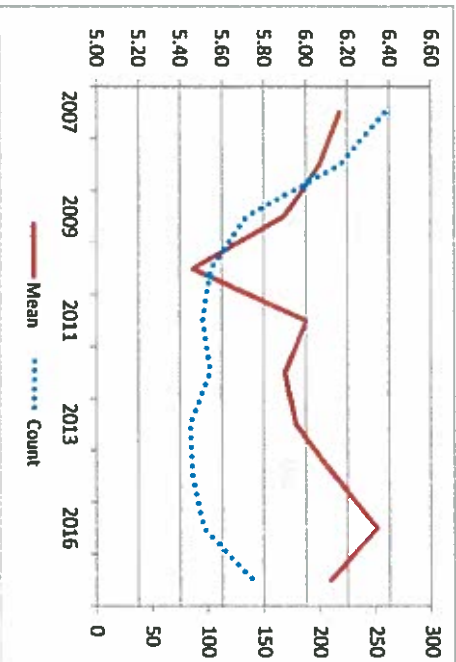
Year	Count	Mean
2007	103	5.42
2008	119	5.40
2009	79	5.37
2010	102	5.46
2011	49	5.10
2012	51	5.60
2013	47	5.49
2015	52	5.90
2016	50	5.72
2017	90	5.81



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

	RATING SCALE							Total	Mean	N/A
	1	2	3	4	5	6	7			
Number	0	27	0	60	141	294	491	1013	6.1	54
Percent	0.0	2.6	0.0	5.9	13.9	29.1	48.5			
Petroleum	0	0	0	0	4	6	10	20	6.3	2
Number	0.0	0.0	0.0	0.0	20.0	30.0	50.0			
Percent										
Metrology	0	0	0	0	0	1	1	2	6.5	0
Number	0.0	0.0	0.0	0.0	0.0	50.0	50.0			
Percent										
Scales	0	0	0	2	5	10	32	49	6.5	1
Number	0.0	0.0	0.0	4.1	10.2	20.4	65.3			
Percent										
Registered	0	0	0	0	0	2	6	8	6.8	0
Number	0.0	0.0	0.0	0.0	0.0	25.0	75.0			
Percent										
Other	0	0	0	2	4	8	21	35	6.4	2
Number	0.0	0.0	0.0	5.7	11.4	22.9	60.0			
Percent										
Checked more than one	0	2	0	4	2	8	10	26	5.7	0
Number	0.0	7.7	0.0	15.4	7.7	30.8	38.5			
Percent										

Year	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
2017	140	6.12

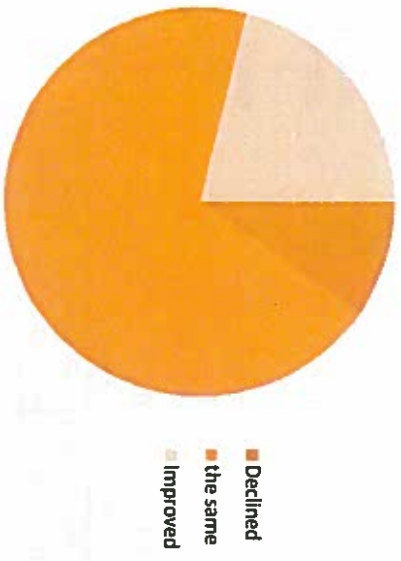


Stayed

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

	Declined	Stayed the same	Improved	Total	Don't know
	Number 84.64	607.08	185.1	876.82	135.3
	Percent 9.7	69.2	21.1		
Petroleum	Number 1	13	4	18	3
	Percent 5.6	72.2	22.2		
Metrology Laboratory	Number 0	1	0	1	1
	Percent 0.0	100.0	0.0		
Scales	Number 1	40	5	46	3
	Percent 2.2	87.0	10.9		
Registered Service Person	Number 1	4	2	7	1
	Percent 14.3	57.1	28.6		
Other	Number 1	25	2	28	8
	Percent 3.6	89.3	7.1		
Checked more than one	Number 4	12	5	21	3
	Percent 19.0	57.1	23.8		

Percent



- Declined
- the same
- Improved

10. How often do you have contact with the IDOA? (140)

	At least once per week	At least once per month	About 3 or 4 times a year	Two times a year	Once per year	Less than once per year	Total
Petroleum	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent
	16.46 1.5	55.9 5.0	124.62 11.3	68 6.1	674.04 60.9	168.12 15.2	1107.14
	0 0.0	1 4.5	1 4.5	1 4.5	16 72.7	3 13.6	22
Metrology Laboratory	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent
	0 0.0	0 0.0	0 0.0	0 0.0	2 100.0	0 0.0	2
Scales	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent
	1 2.0	2 4.0	6 12.0	6 12.0	30 60.0	5 10.0	50
Registered Service Person	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent
	0 0.0	0 0.0	2 25.0	1 12.5	3 37.5	2 25.0	8
Other	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent
	1 2.7	0 0.0	1 2.7	1 2.7	24 64.9	10 27.0	37
Checked more than one	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent	Number Percent
	1 3.4	2 6.9	6 20.7	2 6.9	13 44.8	5 17.2	29

