

BUREAU OF WAREHOUSES SURVEY 2018

OMB No. 0535-0261
Approval Expires: 12/31/2020
Project Code: 408 QID:
SMetaKey:



United States
Department of
Agriculture



NATIONAL
AGRICULTURAL
STATISTICS
SERVICE



Illinois Department of
Agriculture

USDA/NASS - Illinois

Heartland Region

PO Box 19281

Springfield, IL 62794-9281

Phone: 1-217-524-9606

FAX: 1-855-270-2717

Email: NASSRFOHLR@nass.usda.gov

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB number is 0503-0261. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Response to this survey is **voluntary**.

The purpose of this survey is to identify any areas in which the Illinois Department of Agriculture, Bureau of Warehouses can improve the quality of service they provide to you, our customer. The Bureau is committed to delivering exceptional customer service to the people of the State of Illinois. Your opinion is important and we will benefit greatly from your participation in this survey.

If you have dealt with more than one Bureau of the Department of Agriculture, you may receive more than one questionnaire. Please respond to each of the surveys.

What type of business are you in? *(Please check all that apply.)*

137

1 Agricultural Producer (a farmer)

3 Grain Warehouse

2 Grain Dealer

4 Agricultural Cooperative

How often do you call the Illinois Department of Agriculture's Bureau of Warehouses? *(Please check only one)*

138

1 None during the past 12 months

4 Three or more times a year

2 Once a week

5 Twice a year

3 3 Once a month

6 Once a year

Please indicate all the type of calls you have made to the Bureau: *(Please check all that apply)*

101 Grain Dealer/Grain Warehouse License
(New or Renewal)

201 Agricultural Cooperative Registration Filings
(New or Renewal)

102 Grain Exam

202 Agricultural Cooperative Certificate
of Compliance

103 Amendment to Grain License
(Add new location or increase capacity)

203 Agricultural Cooperative Filing Fees

104 Assistance with a Grain Report or Form

204 Assistance with a Agricultural Cooperative Report
or Form

105 Illinois Grain Insurance Fund Assessment

205 Other Agricultural Cooperative Concerns

106 Other Grain Concerns

(Please write in concern)

(Please write in concern)

(Please write in concern)

(Please write in concern)

Please describe the aspect of the Bureau that you are most pleased with:

Please describe the aspect of the Bureau that you would most like to see changed and how you would have it change:

Please use the following scales for rating the services you have received during the past 12 months.

Satisfaction Rating

- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neutral
- 4 - Agree
- 5 - Strongly Agree
- 6 - Not Applicable

Importance Rating

- 1 - Not Important
- 2 - Neutral
- 3 - Important
- 4 - Very Important
- 5 - Not Applicable

| | Satisfaction Rating | Importance Rating |
|---|---------------------|-------------------|
| The staff responded to your request in a courteous manner..... | 110 | 123 |
| You found the answer to your question to be accurate and helpful..... | 111 | 124 |
| In response to your request the staff member thoroughly explained the action to be taken, in a manner that was easily understood..... | 112 | 125 |
| If a staff member was unable to help you, that person made every effort to put you in touch with someone who could..... | 113 | 126 |
| The Bureau provides staff that is knowledgeable about the information or service you requested..... | 114 | 127 |
| The staff was genuinely interested in helping you with your request..... | 115 | 128 |
| A response to your request was given in a timely manner..... | 116 | 129 |
| The Bureau treats all customers in a fair and equal manner..... | 117 | 130 |
| Examiners are efficient and complete the exam in a timely manner..... | 118 | 131 |
| Generally all the examiners are well trained and knowledgeable about The processes to be completed during an exam..... | 119 | 132 |
| Examiners make every effort to be thorough, while disrupting business as little as possible..... | 120 | 133 |
| The Bureau uniformly requires compliance with the Grain Code and/or the Agricultural Cooperative Act..... | 121 | 134 |
| The Bureau provides up-to-date forms and information on the Department Of Agriculture web site (http://www.agr.state.il.us/grain-warehouses/)..... | 122 | 135 |
| Does the Grain Inventory Accountability Report (self inventory) provide adequate assurance that your physical inventory is reflective of total grain stocks?..... | 136 | 139 |

If you are very dissatisfied with one of the above statements and you feel that it has a high level of importance, we invite you to comment on it:

Thank you in advance for taking the time to complete this survey. Please return it in the envelope enclosed or to:

Illinois Department of Agriculture
Bureau of Warehouses
P.O. Box 19281
Springfield, IL 62794-9281