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| **BUREAU OF WEIGHTS AND MEASURES**  **SURVEY 2018** | | | | | | | | |
|  | | | | | | | OMB No. 0535-0261  Approval Expires: 12/31/2020  Project Code: 408 QID:  SMetaKey: | |
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|  |  | |  | | | | **SURVEY_LOGO_1:USDA_logo_bw.gif** | **United States**  **Department of**  **Agriculture** |
|  |  | |  | | | | **http://nassnet/miso/PRIME_Center/Communication_Guidelines/Official_Logos/NASS%20Graphic/nass_logo_bw.gif** | **NATIONAL**  **AGRICULTURAL**  **STATISTICS**  **SERVICE**  **Illinois Department of Agriculture** |
|  |  |  | |  |  |  | **USDA/NASS - Illinois**  Heartland Region  PO Box 19281Springfield, IL 62794-9281  Phone: 1-217-524-9606  FAX: 1-855-270-2717  Email: NASSRFOHLR@nass.usda.gov | |
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| 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 Illinois Department of Agriculture (IDOA), Bureau of Weights and Measures is committed to delivering exceptional customer service to the people of Illinois. In an effort to improve our quality of service, please take a few minutes to share your experiences with the Agency and its services. Reflect on your experience with the Illinois Department of Agriculture within the past 12 months as you answer the following questions. Your opinion is important, we will benefit greatly from your participation in this survey. |

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| **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.** |

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| 1. Why were you in contact with the Illinois Department of Agriculture, **Bureau of Weights and Measures**   within the past 12 months? (Check all that apply.) | |
| a. Seek information | 101 |
| b. Obtain an inspection | 102 |
| c. Arrange for testing | 103 |
| d. Other *(specify: \_\_\_\_\_\_\_\_\_\_\_\_)* | 108 |

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| 2. Please read the following statements about your level of satisfaction with the information and/or services you received from the  **Illinois Department of Agriculture**, **Bureau of Weights and Measures** in the past 12 months. For each question, circle the response, using the scale from 1 through 7, that best reflects your opinion about the following. If the comment does not apply, circle the response under **NA**. | | | | | | | | | |
| a. How satisfied were you with the usefulness of the information and/or services you received? |  | Not at all  satisfied | |  | Neutral |  | Extremely  Satisfied | | NA |
| 110 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| b. How satisfied were you with the way you were  treated by staff? | 111 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| c. How satisfied were you with the promptness of your  transaction or response to your request? | 112 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| d. How satisfied were you with the technical skills  of the staff? | 114 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| e. How satisfied were you with the accuracy of  information you received? | 115 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| f. How satisfied were you with the ease of reaching  **s**taff to answer inquiries? | 116 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| g. How satisfied were you with their recommendations? |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 118 |
|  |  |  |  |  |  |  |  |  |  |
| h. If you had a disagreement with Bureau Staff,  how satisfied were you with the way the disagreement  was resolved? |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 121 |

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| 3. In your opinion, how restrictive are the policies of the  **Bureau of Weights and** **Measures**? |  | Extremely  restrictive | |  | Neutral |  | Not at all  restrictive | | NA |
| 122 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

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| 4. In your opinion, how efficient are the inspection procedures of the **Bureau of Weights and Measures**? |  | Not at all  efficient | |  | Neutral |  | Extremely  efficient | | NA |
| 119 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 5. Please read the following statements about the **Illinois Department of Agriculture (IDOA), Bureau of Weights and Measures**.  Circle the response under the heading ***Strongly disagree*** to ***Strongly agree*** that reflects your opinion for each of the statements.  If you have no opinion or don’t know about an item, circle the response under ***Don’t know***. | | | | | | | | | |
| a. The Bureau puts a high value on serving the people  of Illinois. |  | Strongly  disagree | | Neutral | | | Strongly agree | | Don’t  know |
| 123 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| b. The staff were courteous and professional. | 124 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| c. The staff adequately explained standards, regulations,  and/or test results. | 125 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| d. Bureau staff treated me fairly. | 126 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| e. The Bureau was responsive to my complaints. | 127 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| f. The staff responded to my needs in a timely manner. | 128 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| g. Bureau staff were consistent in following procedure. | 129 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| h. The staff are good partners and enhance my work. | 130 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| 1. Bureau staff were well prepared to address   my problems or concerns. | 132 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  |  |  |
| j. Forms required by the Bureau are easy to  understand and user friendly. | 133 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| k. Bureau regulations are documented in a clear and  consistent way. | 134 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|  |  |  |  |  |  |  |  | |  |
| l. The IDOA web site provides useful and timely  information.  <http://www.agr.state.il.us/weights-measures/>) | 136 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

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| 6. How confident are you about the accuracy of commercial  measurement in the State of Illinois? |  | Not at all  confident | | Neutral | | | Extremely  confident | | Don’t  know |
| 137 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

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| 7. Compared to one year ago, do you believe the quality of services and/or information provided by the **Bureau of Weights**  **and Measures** has: | | | | |
|  | 138 | Declined |  | 1 |
|  | | Stayed the same |  | 2 |
|  | | Improved |  | 3 |
|  | |  | |  |
|  | | Don’t know |  | 8 |

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| 8. Please describe the **one most important change** that would increase your satisfaction with the quality of services and information  provided by the **Bureau of Weights and Measures.** | |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

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| 9. What type of business do you represent? | | | | | | | | | |
|  | 139 | Petroleum |  | 1 | Scales | |  | | 4 |
|  |  | Metrology Laboratory |  | 3 | Registered Service Person | |  | | 5 |
|  |  |  |  |  | Other (Specify\_\_\_\_\_\_\_\_) | |  | | 6 |
| 10. How often do you have contact with staff from the **Bureau of Weights and Measures**? (check only one response) | | | | | | | | | |
|  | 140 | At least once a week |  | 1 | Two times a year |  | | 4 | |
|  |  | At least once a month |  | 2 | At least once per year |  | | 5 | |
|  |  | About 3 or 4 times a year |  | 3 | Less than once per year |  | | 6 | |

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| 11. How many years have you worked with staff from the **Bureau of Weights and**  **Measures** Number of years | 141 |

**For Metrology laboratory customers.**

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| 12a. Does the Report of Test that is issued for equipment calibrated by the Metrology laboratory contain all required technical/quality content necessary to meet your Quality Assurance Program and internal/external auditors’ requirements? 1 = Yes, 3 = No | 150 |

12b. What additional information is needed?

|  |  |
| --- | --- |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

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| 13a. Volume Customers only: Are the reporting values (cubic inches) on the Report of Test (As Found Data, As Left Data) issued for equipment calibrated by the Metrology Laboratory acceptable for your Quality Assurance Program, internal/external auditors and field application?  1 = Yes, 3 = No | 151 |

13b. If no, what unit of measure (e.g. gallons, liters, milliliters etc.) would be necessary to meet your technical/quality requirements?

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| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
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**THANK YOU FOR COMPLETING THIS SURVEY!!!**

Please share any additional thoughts in the space provided below.

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|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**Return your completed questionnaire in the return envelope.**

Illinois Department of Agriculture

Bureau of Weights and Measures

P.O. Box 19281

Springfield, IL 62794-9281