

BUREAU OF WAREHOUSES SURVEY 2024

OMB No. 0535-0261
Approval Expires: 4/30/2027
Project Code: 408 QID:
SMetaKey:



United States
Department of
Agriculture



NATIONAL
AGRICULTURAL
STATISTICS
SERVICE



Illinois Department of
Agriculture

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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.)*

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1 ☐ Agricultural Producer (a farmer)

3 ☐ Grain Warehouse

2 ☐ Grain Dealer

4 ☐ Agricultural Cooperative

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

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1 ☐ None during the past 12 months

4 ☐ Three or more times a year

2 ☐ Once a week

5 ☐ Twice a year

3 ☒ Once a month

6 ☐ Once a year

Please indicate all the types 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 an 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)

Because of the COVID pandemic, the Bureau of Warehouses made several changes to its procedures including reviewing portions of the examination information remotely. What is your opinion of those changes to procedures?

Please use the following coding system:

1 = the new process is better than the old process.
2 = the new process is about the same.
3 = the new process is worse than the old process.

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 send to:

Illinois Department of Agriculture
Bureau of Warehouses
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