



**JB Pritzker, Governor**  
**Jerry Costello, Director**

**Office of the Director**

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Dear Friends:

The Illinois Department of Agriculture continually strives to improve our services to the people of our state. Your input in helping us achieve this goal is very important.

Enclosed is a customer service survey. Your response, which will remain anonymous, will be an important factor in supporting our efforts to review our operations and ensure our continued delivery of the exceptional services our constituents have come to expect from the Illinois Department of Agriculture.

**If you have already responded to this survey from the earlier mailing, the IDOA appreciates your assistance. Please do not respond again.**

**If you were unable to respond to the first mailing, please complete this questionnaire and return it in the postage-paid envelope. It is important for the IDOA to know and understand the needs of our customers so we can serve you as best as we can.**

Please take a few moments to complete the form and return it in the postage-paid envelope.

Thank you for your time and for your commitment to Illinois agriculture.

Sincerely,

A handwritten signature in black ink that reads "Jerry Costello II".

Jerry Costello  
Director, Illinois Department of Agriculture