



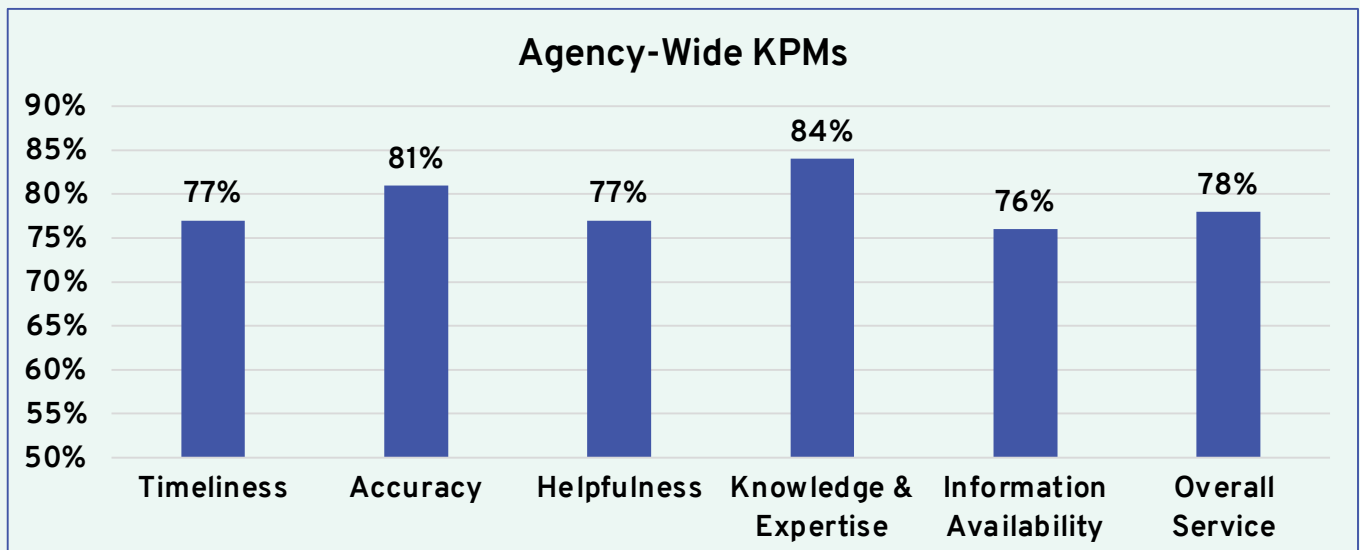
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2024 Customer Service Survey

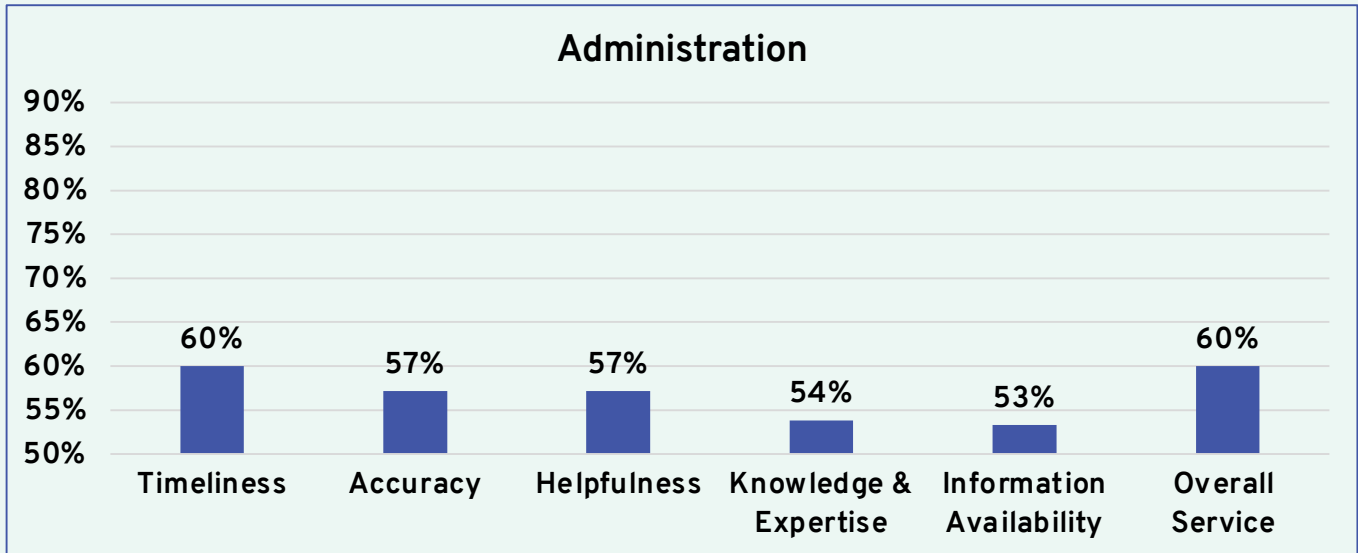
The Oregon Department of Agriculture (ODA) conducted an online customer service survey for the period of July-September 2024 to gather feedback on our services. We promoted the survey through email, verbal communication, and social media to ensure broad awareness and participation. The goal was to assess customer satisfaction, identify areas for improvement, and enhance the quality of service we provide.

ODA reports key performance measures (KPMs) to the Oregon Legislature in six (6) specific areas, focusing particularly on the results that are categorized as excellent or good responses. The results for ODA as an agency as well as each Program Area are summarized below.



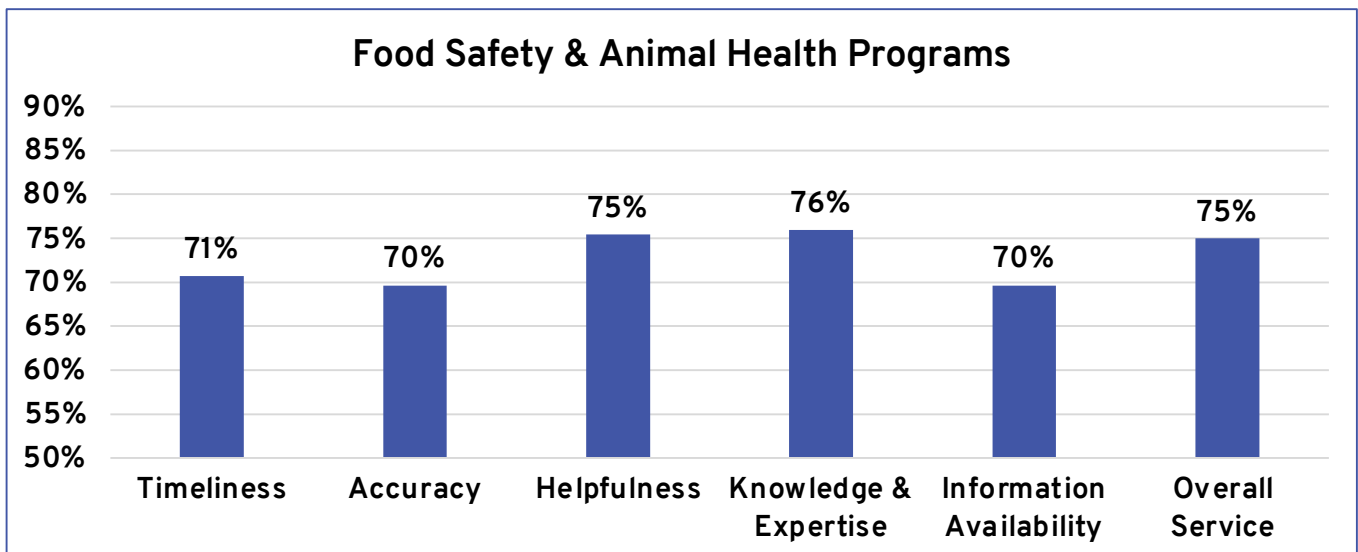
Administration

Includes Admin. Services, Directors, and Communication Office



Food Safety & Animal Health Programs

Includes Animal Health, Brands, Commercial Animal Feeds, Food Safety, and Laboratory Services

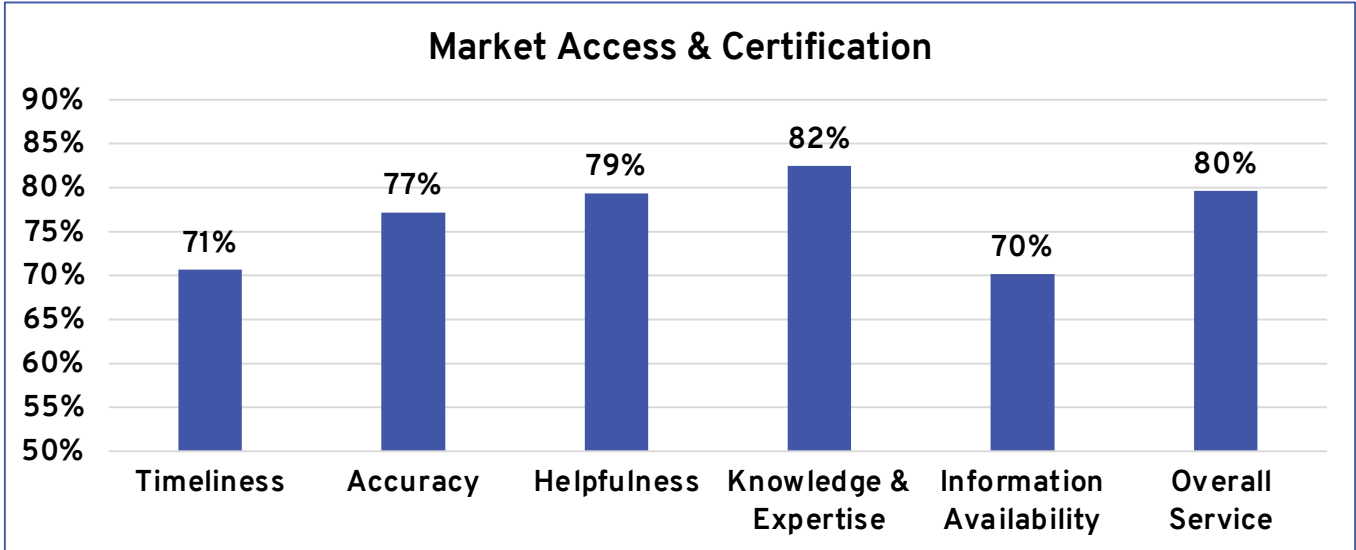


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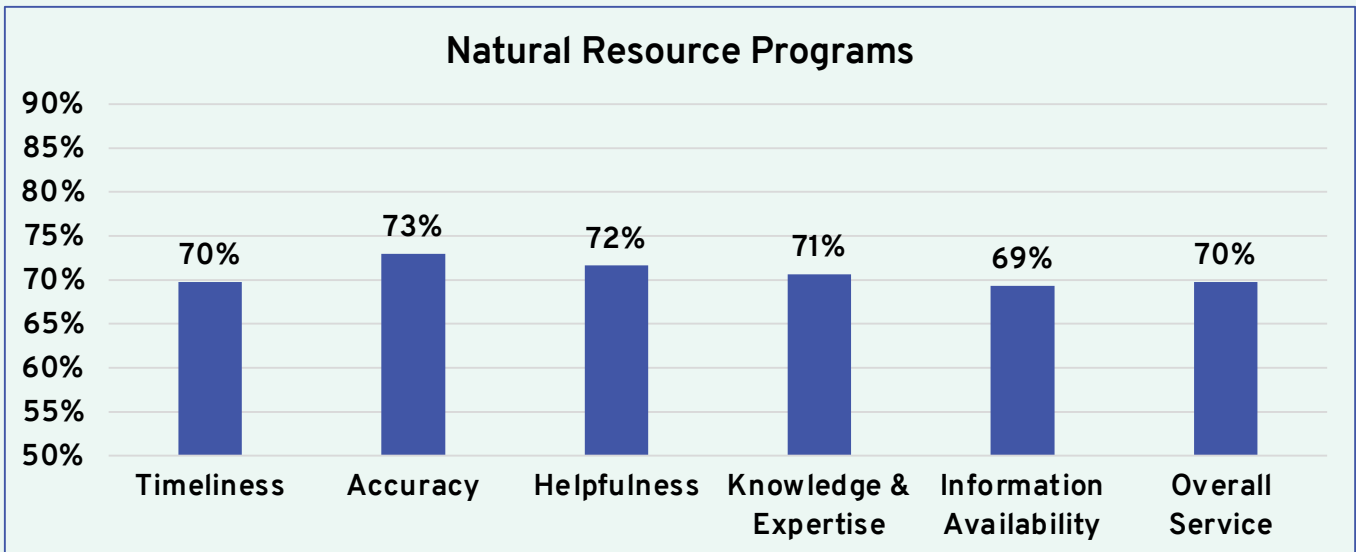
Market Access & Certification

Includes Certification Services, Ag Development and Marketing, Metrology, Motor Fuel Quality, Produce Safety (FSMA), Seed Testing and Inspection, Shipping Point Inspection, Smoke Management, Plant Health, and Weights & Measures



Natural Resource Programs

Includes Agricultural Water Quality, Confined Animal Feeding Operation (CAFO), Fertilizer, Land Use, Pesticide Analytical & Response Center (PARC), Pesticides, and Soil and Water Conservation Districts

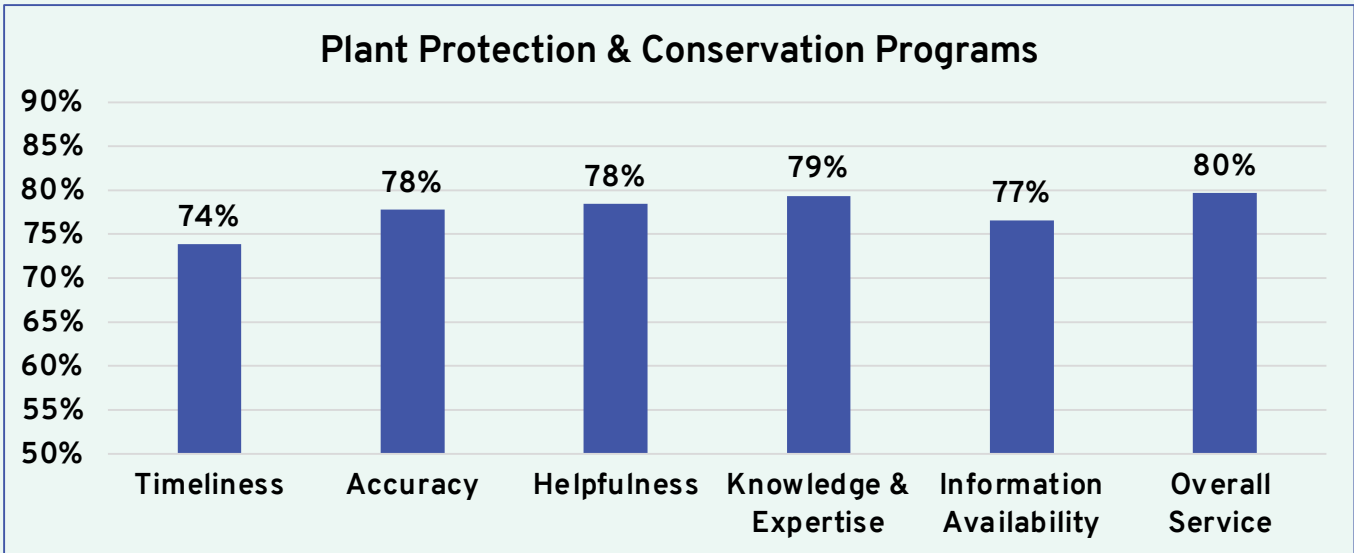


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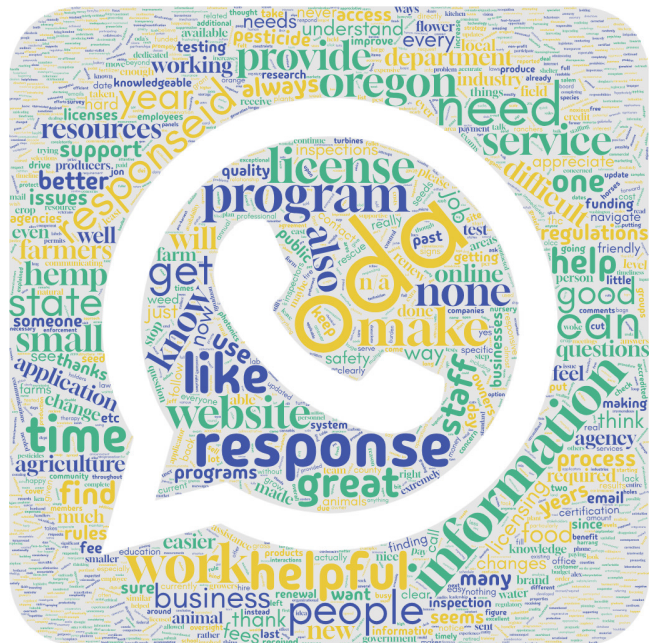
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Plant Protection & Conservation Programs

Includes Hemp, Insect Pest Prevention & Management (IPPM), Invasive Noxious Weed Control, Native Plant Conservation, and Nursery & Christmas Tree



Satisfaction with Agency or Program-Related Information Provided by ODA	
Quality of Information	★★★★☆
Accessibility	★★★★☆
Helpfulness	★★★★☆



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