OMB Control No. 0503-0024: The public reporting burden for this information collection is estimated to be 10 minutes. This burden estimate includes time for reviewing instructions, researching existing data sources, gathering and maintaining the needed data, and completing and submitting the information. Send comments regarding the accuracy of this burden estimate and any suggestions for reducing the burden to: U.S. Office of Personnel Management, Federal Investigative Services, Attn: OMB Number (0503-0024), 1900 E Street NW, Washington, DC 20415-7900. You are not required to respond to this collection of information unless a valid OMB control number is displayed. Expiration Date: 04/30/2023



Farm Production And Conservation 2020 PRODUCER SATISFACTION SURVEY

SURVEY INSTRUCTIONS:

Please select the response that best describes your recent interactions with USDA's Farm Production and Conservation agencies, and your general views on doing business with the USDA.

| _ | | | | | | | | | | | |
|----|--------|--|--|--|--|--|--|--|--|--|--|
| ٦. | Hov | w many <u>years</u> have you been a farmer, rancher, and/or a forest manager? | | | | | | | | | |
| | | 0-2 3-5 6-10 11-15 16-20 21-30 More than 30 years | | | | | | | | | |
| | | | | | | | | | | | |
| 2. | Hov | w many <u>years</u> have you been doing business with USDA? | | | | | | | | | |
| | П | 0-2 3-5 6-10 11-15 16-20 21-30 More than 30 years | | | | | | | | | |
| | | | | | | | | | | | |
| 3. | Whi | ich USDA agancy(ics) do you work with an a regular basis (at least once a eveny 3 months)? | | | | | | | | | |
| J. | | nich USDA agency(ies) do you work with <u>on a regular basis</u> (at least once a every 3 months)? Passe mark all that apply. | | | | | | | | | |
| | П | Farm Service Agency (FSA) | | | | | | | | | |
| | \Box | Natural Resources Conservation Service (NRCS) | | | | | | | | | |
| | \Box | | | | | | | | | | |
| | 닏 | Risk Management Agency (RMA) including Approved Insurance Providers and Crop Insurance Agents | | | | | | | | | |
| | Ш | Farm Production and Conservation's new Business Center (FPAC BC) for FSA, NRCS, or RMA for | | | | | | | | | |
| | | Stakeholder Relations or Regulatory Programs | | | | | | | | | |
| | Ш | Food Safety and Inspection Service (FSIS) - Food recalls, Inspection and Regulatory Programs | | | | | | | | | |
| | | Agricultural Marketing Service (AMS) - Marketing, Regulatory, and Grading/Standards Programs | | | | | | | | | |
| | | Animal and Plant Health Inspection Service (APHIS) – Animal and Plant Health, Biotechnology | | | | | | | | | |
| | | Regulatory Services, Imports/Exports, Marketing and Regulatory Business Services Programs | | | | | | | | | |
| | | Forest Service (FS) - Natural Resources and Environment | | | | | | | | | |
| | | Agricultural Research Service (ARS) Scientists | | | | | | | | | |
| | | Foreign Ag Service (FAS) for Trade and Foreign Agricultural Affairs | | | | | | | | | |
| | | Food and Nutrition Service - Food, Nutrition and Consumer Services' | | | | | | | | | |
| | | Rural Development - Loans and Grants | | | | | | | | | |
| | | Your local Extension Service | | | | | | | | | |
| | | Sustainable Agriculture Research and Education (SARE) Program Grants | | | | | | | | | |
| | | Other, please specify: | | | | | | | | | |
| | \Box | I'm not sure/Ldon't know | | | | | | | | | |

| 4. In your most recent transaction/interaction with USDA, which area or program did you have contact with? If more than one, choose only one program to rate for questions 4 through 12. | | | | | 10. Rank how you would prefer to do business with us in the future?(1 is most preferred; 4 least preferred) | | | | | | | |
|--|--|---|---|---------------------------------------|--|---|------------------------------------|---------------------|---------------|-------------|---------------|----------|
| Commodity Programs (FSA) | | | Technical Assistance (NR | Email | In-person | Online transac | ctions/web a | polications | Te | elephone | | |
| Conservation Programs (NRCS and FSA) | | FSA) | Other unlisted program (please specify) | | | percer. | | 7.1.07.10, 11 0.5 G | ppiioanorio | | лорионо | |
| Disaster Programs (FSA) | | . 5, , | | · · · · · · · · · · · · · · · · · · · | 11. Please explain | why you prefer | to do business as y | ou indicate | d in questi | on 10: (res | sponse is opt | ional) |
| | Farm Loan Programs (FSA) | | | | - | | | | - | | | |
| | Insurance Programs (RMA – includes | s Approved | I don't know/not sure | | | | | | | | | |
| | Insurance Providers and Crop Insura | | Tdoirt know/not suic | | | | | | | | | |
| 5. | For what type of agricultural operation interaction you selected in question 4? | - | _ | ransaction/ | | | ent with the following | | t: | | | |
| Grain/Row Crops/Forage Livestock/Animals | | | nimals | | This interaction <u>increased my confidence</u> in the USDA. | | | | | | | |
| | Forestry | Other, pleas | e specify: | Disagree | | Somewh | at agree | | | | | |
| | Tree Crops | | | Somewhat | ree nor disagree | Agree | | | | | | |
| | Fruits/Vegetables | Diversified (| Operation (select if more than o | one of the above) | ☐ Neither ag | ree nor disagree | | | | | | |
| 6. | How satisfied were you with the service | ce you received du | ring the transaction/interact | tion selected | The next set of | questions is | about your over | all relatio | nship wit | h the US | DA. | |
| | in question 4? | • | · · | | | | | | | Neither | | |
| | Dissatisfied | Somewhat s | satisfied (skip to question 8) | | | | se rate your level | D: | | - | Somewhat | A |
| | Somewhat dissatisfied | Satisfied (sk | tip to question 8) | 111 | | with the followi | | Disagree | Disagree — | disagree | agree | Agree |
| | Neither satisfied nor dissatisfied | | | | USDA employe | ees* I interacted | with were helpful . | | Ш | | | Ш |
| 7 | Please tell us more information as to w | why you were less | than satisfied with the service | Ces vou | USDA employe | ees* are knowled | Igeable in | | | | | П |
| • | received during the transaction/interaction | | | | answering my | questions. | | | | | | |
| | Choose an option below or choose "Othe | er" to tell us your o | wn reason: | | USDA process | es take a reason | able amount of | | | | | |
| I wasn't found eligible for the program/assistance I wanted | | | | | time to do wha | at I need to do. | | Ш | Ш | Ш | | |
| | It took more time than I expected to get my question answered | | | | | USDA processes are easy to get through | | | | | | |
| | It is going to take more time than I think is reasonable to get what I need | | | | | es are easy to ge | et through | | | | | |
| | The person I talked to didn't know the | The person I talked to didn't know the answer | | | | | | | | | | |
| | My issue wasn't resolved during this interaction although I had expected it would be | | | | • • | rly as a customer | | | | | | |
| | My needs cannot be addressed by the | he programs USDA | offers | | throughout the | process. | | | | | | |
| | Other (please explain) | | | | | o fulfill our count ranchers, and fo | ry's commitment prest managers. | | | | | |
| 8. | How did you interact with us during thi | is transaction/inte | eraction referenced in question | on 4? | *For the purpos | e of this survey, L | JSDA employees inclu | ude employe | es of the Fe | ederal crop | insurance pr | oviders. |
| | | | | 070 | 4.4.16 | 1.00 | | | | | | |
| _ | how we can improve your service: | | | | | | | us | | | | |
| 9. | How satisfied were you with your intera | | | 37 | | | | | | | | |
| | Dissatisfied | Somewhat s | satisfied | | | | | | | | | |
| | Somewhat dissatisfied | Satisfied | | | | | | | | | | |
| | Neither satisfied nor dissatisfied | | | | | | | | | | | |

| 15. | 15. Considering everything, how likely are you to recommend USDA service(s) and/or program(s) you use to others? | | | | | | | | | | (s) you | | |
|-----|--|---------------|----------------|--------------|-------------|--------------|---|--------------|--------------|-------------|------------|--|--|
| | | | ı □ 2 | Пз | П⊿ | □ 5 | П 6 | □ 7 | □ 8 | По | ☐ 10 | | |
| | ⊔ Not | at all likely | _ | | Ш т | Neutral | | . , | | Extreme | ely Likely | | |
| 16. | Hov | w familiar a | re you with t | he variety | of USDA | resources | (includino | g, but not | limited to | the list of | | | |
| | pro | grams in q | uestion 3) av | ailable to y | ou throu | gh your lo | cal office? | • | | | | | |
| | | Very familia | ar | | Slightly f | familiar | | | | _ \ | | | |
| | | Familiar | | | Not fami | iliar at all | | | | | | | |
| | | Moderately | y familiar | | | | | | | | | | |
| | | | | | | | • | | | | | | |
| | | _ | lemograph | - | | | | | stand you | ı, our au | dience, | | |
| to | to help us tailor our customer outreach strategies in the future. | | | | | | | | | | | | |
| 17. | Wha | at is your g | ender? | | | | | | | | | | |
| | | Female | Male | | | | | | > | | | | |
| | | | | | | | | | | | | | |
| 18. | Wh | at is your a | ge? | | | • | V | | | | | | |
| | | 18-25 years | s 🗌 26-4 | 40 years | <u> </u> | -55 years | ☐ 56- | 65 years | G 66- | + years | | | |
| | | | - | | > | | 7 | | | | | | |
| 19. | Are | you of His | panic, Latino | , or Spanis | sh origin? | | | | | | | | |
| | | No, not of | Hispanic, Lat | ino or Spar | nish origin | | Yes, Cuba | an | | | | | |
| | Yes, Mexican, Mexican American, Chicano | | | | | | Yes, another Hispanic, Latino or Spanish origin | | | | | | |
| | | Yes, Puerto | o Rican | | | | (please sp | pecify) | | | | | |
| | | | _ | | | | | | | | | | |
| 20. | Wha | at is your ra | ace? | | | | | | | | | | |
| | 닏 | White | | | • | | Vietname | | | | | | |
| | 닏 | | frican Americ | | | | Other Asia | an (please | specify) | | | | |
| | 님 | | Indian or Alas | ka Native | | | | | | | | | |
| | 닏 | Asian India | an | | X | | Native Ha | | | | | | |
| | 님 | Chinese | | | | | | or Guama | anian | | | | |
| | 믬 | Filipino | | | | 닏 | Samoan | | | | | | |
| | 닠 | Japanese | | | • | | Other Pac | cific Island | er (please s | specify) | | | |
| | Y | Korean | | | | | | | | | | | |
| | | | | | | | | | | | | | |

