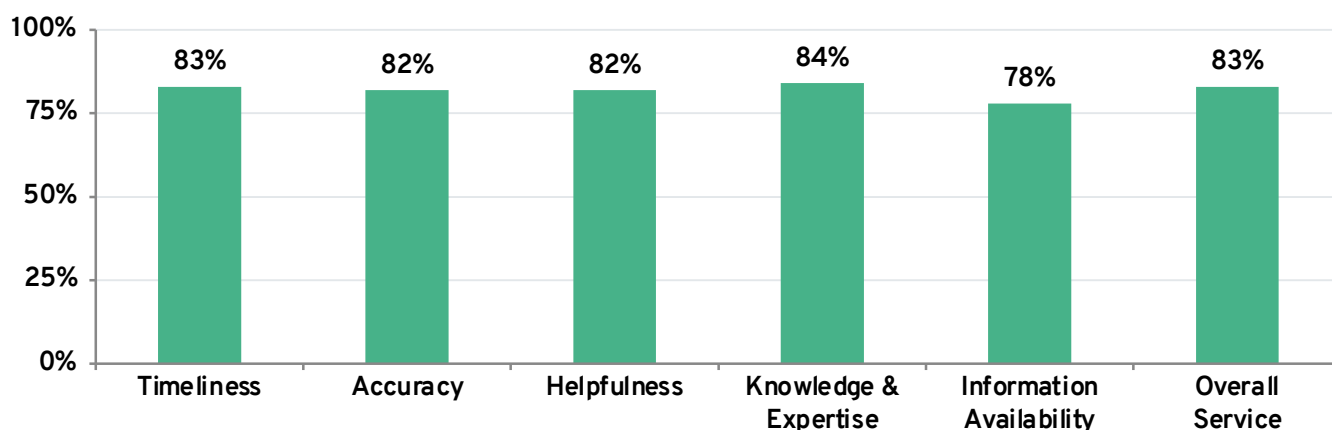


2026 Customer Service Survey



In July 2026, ODA surveyed customers online, sharing by email, in person, and on social media. The goal was to assess customer satisfaction, identify areas for improvement, and enhance the quality of service we provide. Results are reported for six statewide performance measures, agency-wide and by program area.

Agency-Wide Results



Results by Program Area

Program Area	Time-liness	Accu-racy	Help-fulness	Knowl. & Expertise	Info. Avail.	Overall Service
Administration	62%	65%	52%	55%	48%	52%
Ag Services	67%	74%	70%	75%	65%	67%
Food Safety & Animal Health	80%	80%	77%	80%	69%	74%
Natural Resource	61%	68%	62%	68%	60%	64%
Plant Protection & Conservation	65%	68%	60%	72%	61%	63%

■ Below 55% ■ 55-69% ■ 70% and above