

USDA FmHA Administrator Visits Chambersburg Farm

CHAMBERSBURG (Franklin Co.) — Michael Dunn, administrator for the USDA Farmers Home Administration visited the Todd Stroup family farm near Chambersburg last week as part of the "Customer Service Day." The visit was arranged by the FmHA Franklin County office as part of the national effort to improve relations of the federal agency with people who use the service.

Dunn said "Our agencies are committed to improving service to our customers and establishing a culture that supports continuous improvement."

"Since mid-June, FmHA and the Rural Development Administration have asked 10,000 customers that include farmers, about their service. Each customer was asked to rate agencies' performance from 1-5 (5 being the best) based on 25 questions divided into six broad categories—reliability, responsiveness, assurance, understanding, corrective actions, office environment and overall rating. More than 75 percent of those surveyed responded."

"Borrowers agreed that FmHA and RDA employees are generally helpful, treat borrowers with dignity and respect, are friendly,

polite and honest, and further, that they keep confidential financial information confidential. Borrowers were least satisfied in the areas over which local staffs have the least control.

"We're encouraged by what the survey says our customers think about our agencies," Dunn said. "Our customers say we have good people, which is the most important element in providing service."

FmHA is the federal government's largest direct lender, with a portfolio of loans exceeding \$46 billion. FmHA provides financial assistance to qualified farmers and rural homeowners who cannot obtain commercial credit at affordable terms.

RDA's mission is to help rural communities improve the quality of citizens' lives by financing community facilities and businesses, providing technical assistance and creating effective strategies for rural development. In addition, RDA provides cooperative services to promote the understanding and use of the cooperative form of business as an option for agricultural producers and other rural



Michael Dunn, administrator for FmHA visits with the Todd and Patty Stroup as part of the effort to improve relations of the federal agency with people who use the service.

Juniata Sets Conservation Field Day

THOMPSONTOWN (Juniata Co.) — Juniata County has set its conservation district field day at the Art Zug dairy farm here on Oct. 11 from 1 p.m.-4 p.m.

The field day will focus on advanced technology in liquid dairy and hog manure application.

Included will be discussions on nutrient management legislation,

manure injection equipment demonstrations by equipment dealers, information on compaction, and a demonstration on hard hose irrigation reel and manure irrigation pump equipment.

For more information on the field day, contact Ann Harshbarger, Juniata County district manager, at (717) 436-6919.

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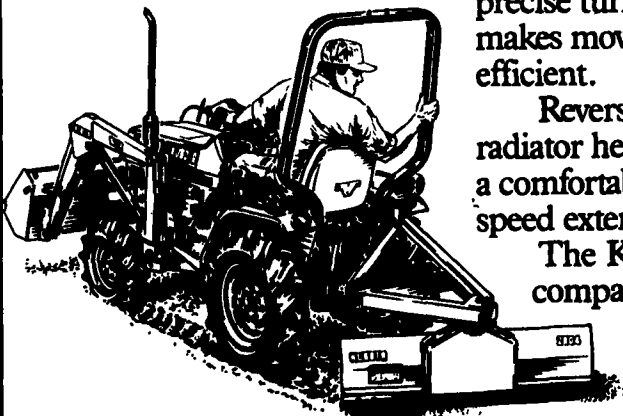
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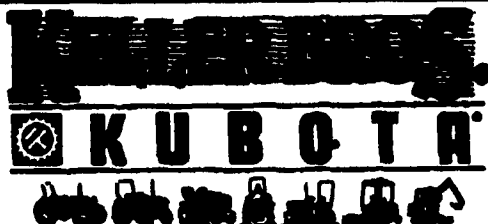
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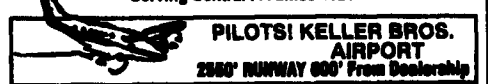
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