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Ohio E-Check Customer Satisfaction Survey



Ohio E✓Check
Vehicle Emissions Testing Program

**Prepared by
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Executive Summary

The 2006 Ohio E-Check Customer Satisfaction Survey (2006 CSS) was mailed to 1,200 motorists, half of which had vehicles tested in Zone 1 and half tested in Zone 4. A total of 575 surveys were returned for a 48 percent response rate compared to 41 percent for the 2005 Ohio E-Check Customer Satisfaction Survey (2005 CSS). Findings from the 2006 survey demonstrate an upward trend in the already high rates of motorist satisfaction with the E-Check program, including greater understanding of E-Check requirements, its role in reducing air pollution and how the Ohio Environmental Protection Agency (EPA) manages the program. Motorists' experiences at the E-Check station were also mostly very positive with approval ratings similar to those in the 2005 CSS. Approximately one in five respondents did not answer questions addressing the relationship between motor vehicles, emissions testing and air pollution. There was little variation in response to the survey by zone, age, gender, race, educational level or income. Important findings include:

- Ninety-one percent of all respondents answered yes when asked “Were you satisfied with your overall experience when you received your last E-Check test?”, for a nine percentage point increase over the 2005 satisfaction rate of 83 percent. Similarly, when satisfaction was queried as a scaled question, 90 percent agreed or strongly agreed they were satisfied with their most recent test experience compared to 81 percent in 2005.
- Satisfied respondents were significantly more likely to understand why their vehicle needed to be tested than those who were dissatisfied with their E-Check experience. Satisfied respondents were also significantly more likely to believe that emissions testing helps to reduce pollution, to agree that motor vehicles create more ozone than industry, and to approve of the Ohio EPA's management of E-Check than those who were dissatisfied.
- Those few respondents indicating dissatisfaction with their overall E-Check experience were also more likely to not understand why E-Check testing is not conducted statewide.

- Somewhat more respondents were aware of the various resources available to them to obtain assistance or information about the E-Check program than in 2005; however, rates for using these resources remain low.
- In the 2006 CSS, the average cost of repairs for respondents' vehicles that failed their initial E-Check test was \$328 compared to \$244 in 2005. Median costs were \$150 and \$210, respectively.
- Significantly more 2006 respondents report understanding E-check vehicle testing standards (72 percent) and why their vehicle needs to be tested (67 percent) than in 2005, when these rates were 66 percent and 60 percent, respectively.
- This year, 42 percent of respondents understand why E-Check is not a statewide program compared to 39 percent in 2005.
- The vast majority of 2006 respondents were pleased with their most recent E-Check testing experience. Ninety percent or more thought the station was easy to find, the waiting booth was clean, the employees were polite, helpful and treated them (customers) well. Over three quarters of respondents both years found the wait time at the E-Check facility to be acceptable. These rates are similar to the 2005 results.
- Satisfaction rates were lower for just a few aspects of the E-Check testing experience. About two-thirds (62 percent) of respondents felt their test results were explained well, just under half (43 percent) would have liked a better explanation of what happened to their vehicle during testing and one quarter (27 percent) were concerned their vehicle would be damaged during the test. There was little change in these rates compared to the 2005 study.
- Though the accuracy of E-Check testing was overwhelmingly endorsed by 94 percent of respondents who answered this question, approximately one out of every five individuals in the sample did not mark a response or selected "don't know."
- Fewer respondents answered the queries about the relationship between motor vehicles, emissions testing and air pollution than any other questions on the survey. At least one of every five respondents left these questions blank or marked "don't know." About 67 percent of those who did provide a response

agreed that emissions testing helps reduce air pollution, while 39 percent agreed that motor vehicles create more ozone pollution than industry, and 61 percent believe they are helping reduce air pollution by having their vehicles undergo E-Check testing. Significantly more 2006 respondents endorse these statements than in 2005.

- Finally, the approval rating for how Ohio EPA manages the E-Check program increased significantly by 12 percentage points, from 54 percent in 2005 to 68 percent in 2006.

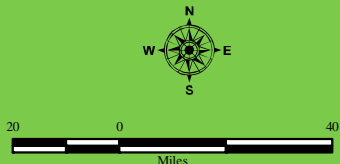
Introduction

Starting in 2001, motorist satisfaction with the Ohio E-Check program has been evaluated annually by means of independently administered surveys. In recent years changes to the survey instrument and the E-Check population have prohibited trend analysis of the various phases of this survey. However, the two most recent motorist satisfaction surveys can be compared because they shared the same survey instrument and E-Check population, and therefore the body of this report includes graphs illustrating the 2005 and 2006 survey response as well as results of significance testing between these two years.¹ Also noted in the report are any significant differences in the 2006 survey results by E-Check zone,² reported satisfaction with the E-Check program and the various demographic questions. The response rate to the 2006 survey was 47.9 percent, a 16 percent increase from the 2005 response rate of 41.2 percent.

¹ Significant cross-tabulations are indicated in the report by the notation ($p < .05$).



² Zone 1 consists of Geauga, Lake, Lorain, Medina, Portage and Summit counties while Cuyahoga County is the entirety of Zone 4. See map on page 5.

Counties Participating in E-Check Vehicle Emissions Testing in 2006




Legend

Zone (Number of Surveys Returned)

	Zone 1 (299)
	Zone 4 (276)

Sources: Ohio E-Check Program, 2000 U.S. Census
TIGER Files
Map Design: D. Simon
ILGARD - Ohio University
February, 2006



How the Survey Was Conducted

Survey Instrument

In order to allow for comparisons with the 2005 E-Check Customer Satisfaction Survey, the only modification made to the survey instrument was to reverse the order of questions 27 and 28. Minimal changes were made to the letters and postcards that are used in this survey. The sample size of 600 households per zone is also duplicative of the 2005 study. A copy of the survey instrument is provided as Appendix I.

Sample Selection

The sample was selected from among all vehicles tested for emissions between March 1 and May 31, 2006. George Voinovich Center (GVC) was provided with a database of 1,500 vehicles from each of the two zones. Project staff then applied a random number generator to this database to select the 600 vehicle owners from each zone to receive the survey. As part of this selection process, vehicles associated with potentially troublesome addresses were removed from the sample, including those that appeared to be fleet vehicles, those owned by businesses and those for which only a partial address was provided.

Survey Process

Four mailings were used to maximize response in correspondence with the methodology outlined by Dan Dillman in Mail and Internet Surveys, 2nd Edition. The first of these mailings, an advance postcard explaining the survey and requesting the prospective respondent to participate, took place on July 5. On July 10, the survey instrument, cover letter and stamped return address envelope were mailed. On July 17, the third mailing, a thank you/reminder postcard, was sent out, and on August 2, the fourth and final mailing to non-respondents took place. This fourth mailing included a cover letter, the survey form and a stamped, self-addressed envelope. The cover letter reiterated the importance of the project and again encouraged prospective respondents to please return their survey.

Survey Response

2006 Survey Response Rate

	All Zones		Zone 1		Zone 4	
	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
Number surveys returned	575	47.9%	299	49.8%	276	46.0%
Number surveys mailed	1200		600		600	

Five hundred and seventy five surveys were returned to the Voinovich Center by July 2006, for a response rate of 48 percent. This response rate is seven percentage points higher than the 2005 CSS response rate of 41 percent. Within Zone 1, 50 percent of surveys were returned, while 46 percent were returned from Zone 4. The response rates for the various E-Check surveys conducted since 2000 have ranged between 41 and 62 percent, with a downward trend in more recent years.³

Comparison of E-Check Survey Response Rates

Year Survey Conducted	Response	<i>N</i>	%
2000	744	1,200	62.0%
2001	659	1,200	54.9%
2003	604	983	61.4%
2004	547	1,200	45.6%
2005 (OBD-II survey)	626	1,200	52.2%
2005	494	1,200	41.2%
2006	575	1,200	47.9%

³ 2000 through 2004 response rates obtained from E-Check survey reports prepared by The Ohio State University Center for Survey Research.

Survey Results

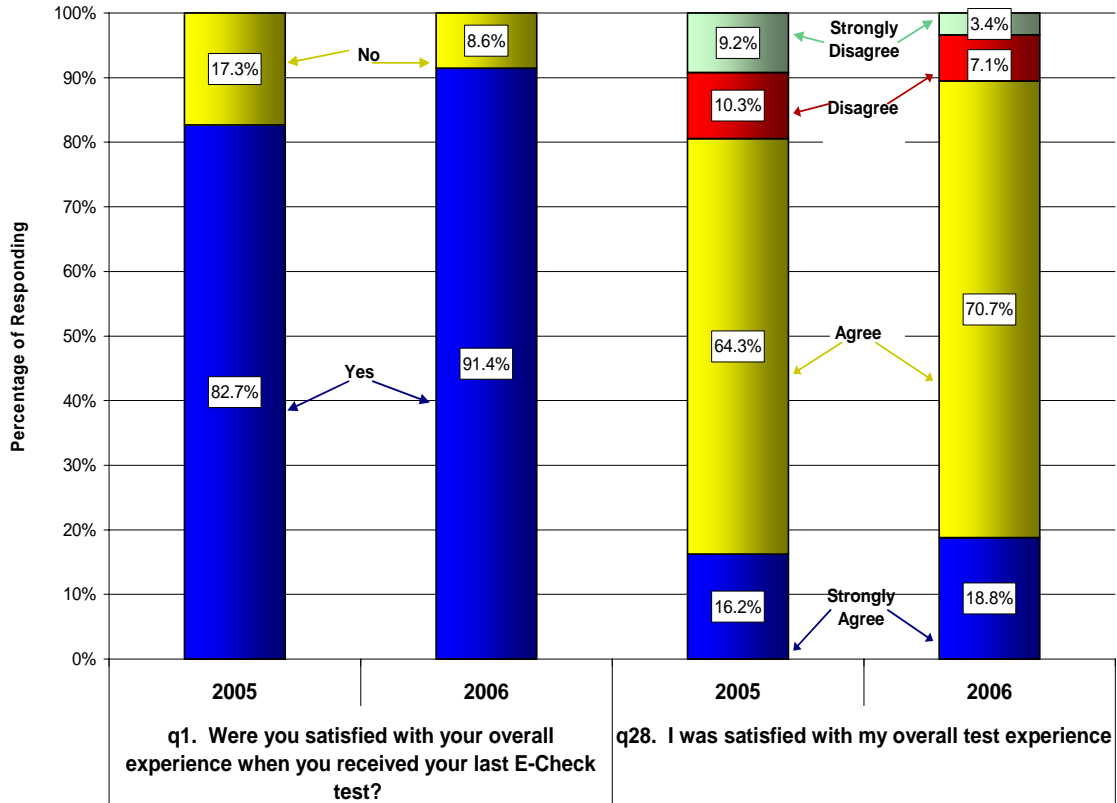
This section outlines the responses to the 2006 E-Check Customer Satisfaction Survey. Specifically, for each question on the survey, the 2006 results are graphically presented alongside those of the 2005 survey. In addition, where appropriate the 2006 results are reported by:

- E-Check zone
- Reported satisfaction with the E-Check program (q1 and q28)
- Age, gender, race, household income and educational level of the survey respondents

Also included are the results of Pearson chi-square testing conducted on the disaggregated 2006 results, as well as between the 2005 CSS and the 2006 CSS. In addition, Appendix II contains frequency distributions for each item on the 2006 survey for all respondents and by E-Check zone. Where appropriate, Appendix II also documents margin of error on the survey results, based on a 95 percent confidence interval.

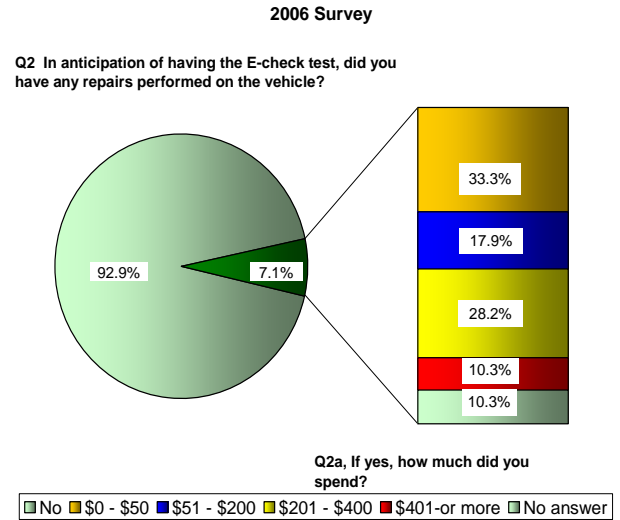
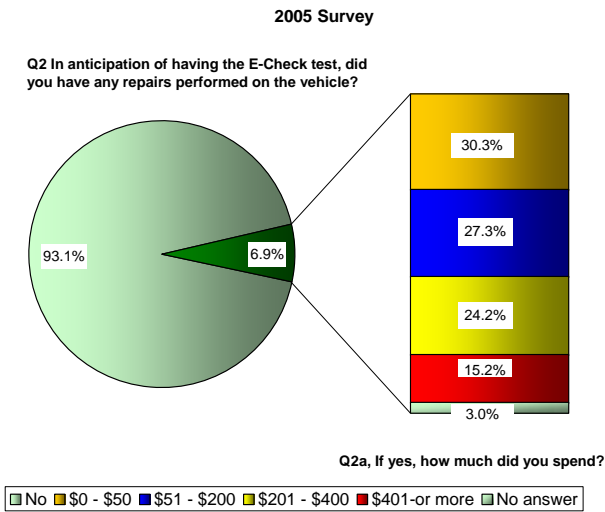
Q1 & Q28: Satisfaction with the E-Check Experience

Two questions on the survey address this issue, q1 and q28.



- In response to question 1, approximately 91 percent of 2006 respondents answered “yes,” they were satisfied with their most recent E-Check test, a nine percentage point increase from 2005.
- In response to q28, approximately 90 percent of the sample agreed or strongly agreed that they were satisfied with their test experience in 2006, also a nine percentage point increase from 2005.
- Satisfaction levels have increased significantly from 2005 to 2006 for both q1 and q28 ($p < .05$).

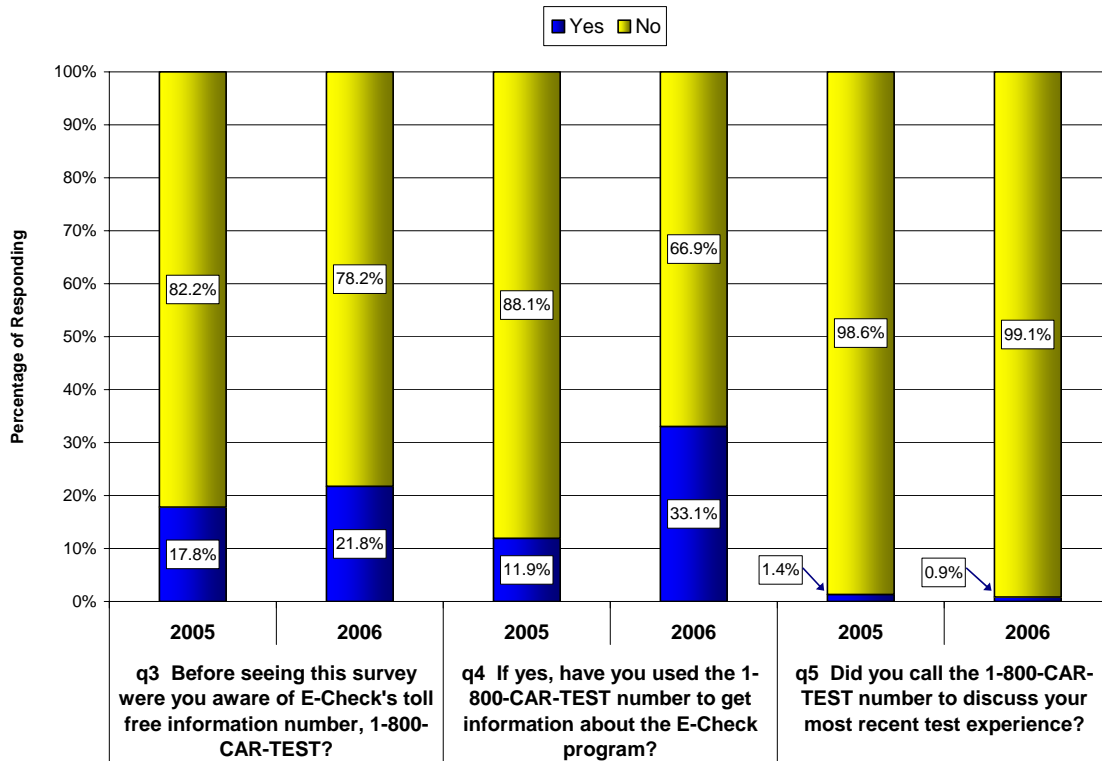
Q2: Preparing for E-Check



- In both 2006 and 2005, approximately 7 percent of respondents reported taking their car in for repairs prior to having their car tested.
- There has been little change in the amount spent for these pre-test repairs. In the current CSS, the average amount spent in anticipation of E-Check testing was \$298 and the median amount was \$180. In 2005, the average repair cost was \$263 and the median amount was \$175.
- Though most respondents did not take their car in for repairs in anticipation of E-Check, male respondents were more likely to do so than female respondents in 2006 ($p < .05$).

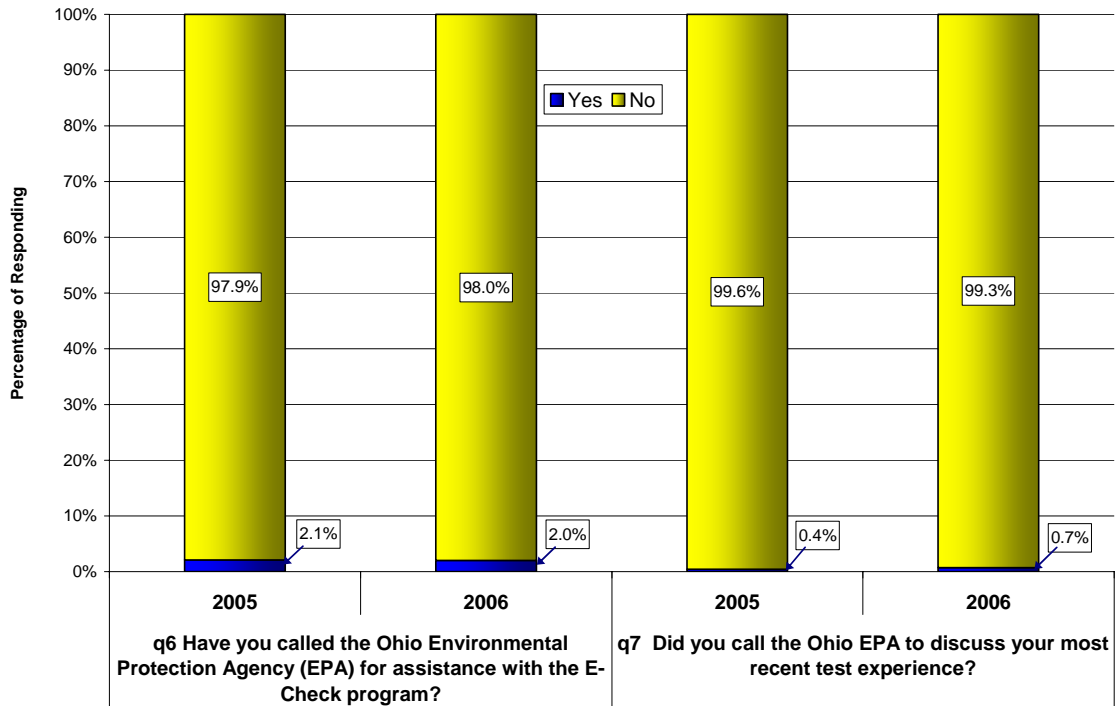
Q3 – Q10: E-Check Information Resources

The following questions relate to respondent awareness of the various sources of E-Check information.



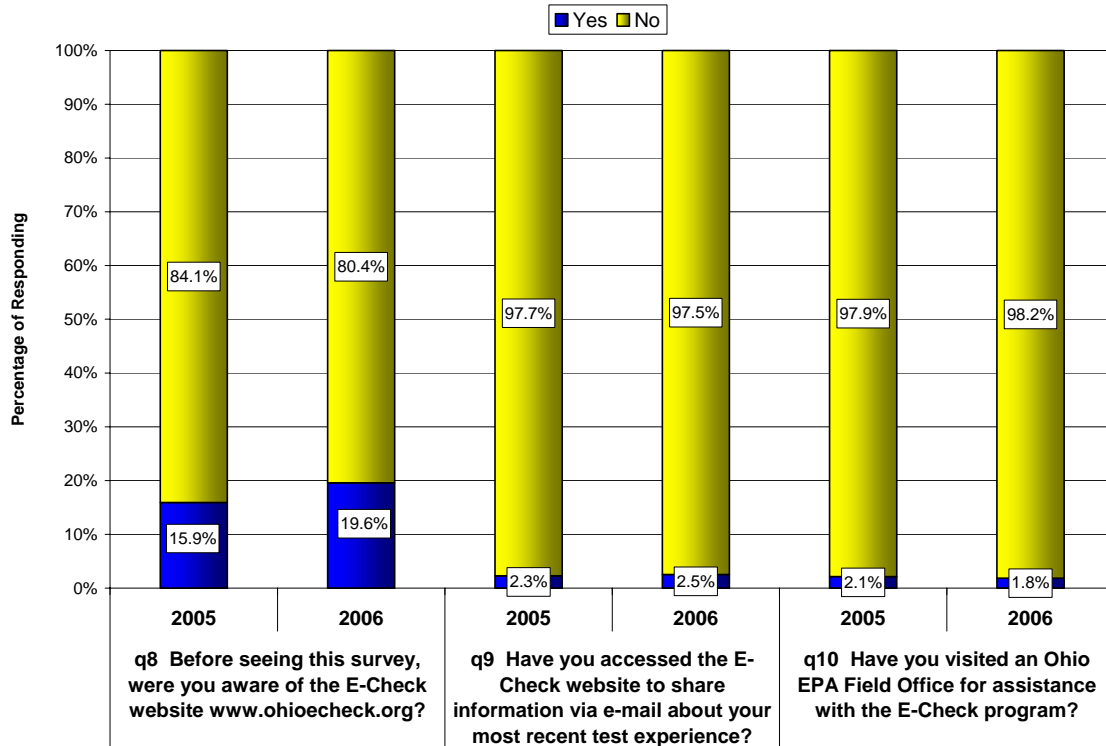
- Although most respondents in the current study were unaware of the E-Check toll-free number, this represents a four percentage point increase in the proportion that are aware compared to the 2005 study.
- Among the 118 respondents to the 2006 CSS who knew about 1-800 CAR TEST, 33 percent actually used this resource, compared to 12 percent in 2005.
- Among the 39 persons who called 1-800 CAR-TEST in 2006, 92 percent reported that the information provided was helpful (q4a). In the 2005 study, 27 respondents used this service, and 89 percent found it to be helpful.
- Each year, fewer than 2 percent of respondents who were aware of the E-Check toll-free number called it to discuss their most recent test experience.

Q6 & Q7



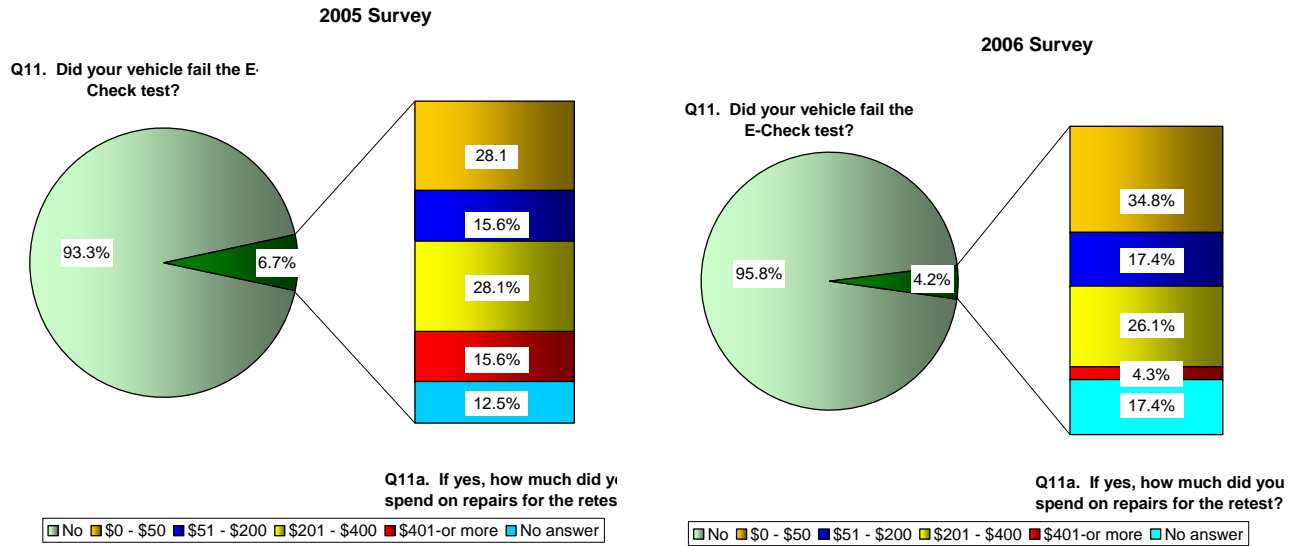
- Less than 3 percent of respondents to both CSS surveys have called Ohio EPA for assistance with the E-Check program.
- Seven of the 11 respondents who reported calling Ohio EPA for assistance (q6a) with the E-Check program identified that the call was helpful in 2006, compared to four out of ten in the 2005 study.
- Less than 1 percent of respondents each year have called Ohio EPA to discuss their most recent test experience.

Q8 – Q10



- In 2006, approximately 20 percent of respondents had prior knowledge of the Ohio E-Check Web site, a four percentage point increase from the 2005 rate.
- Proportionally, more younger than older respondents to the current survey were aware of this Web site ($p < .05$).
- Most respondents both years had not accessed Ohio E-Check Web site to share their most recent test experience.
- Most respondents have not visited the EPA Field Office for assistance with the E-Check program, and the same number of respondents (10) utilized this resource in 2006 as in 2005.
- The six people who responded in 2006 to q10a “Was your visit to an Ohio EPA office helpful?” all reported it as helpful.

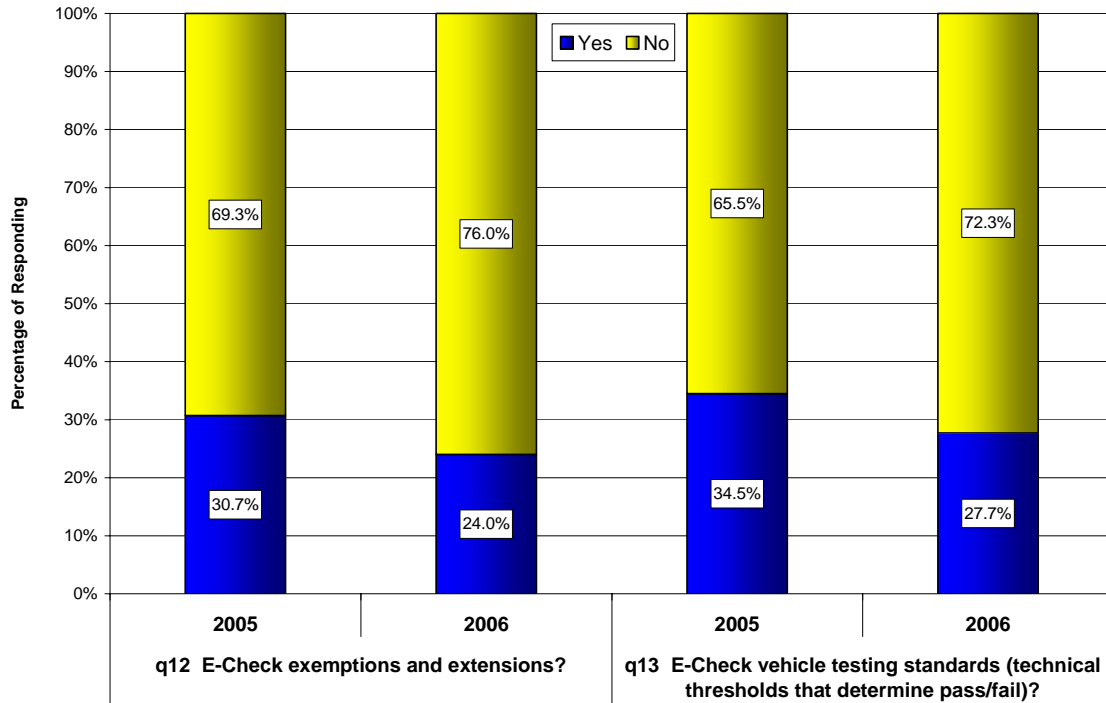
Q11: Failing E-Check



- Approximately 4 percent of respondents reported that their vehicle failed the E-Check test in 2006, compared to approximately 7 percent in the 2005 CSS.
- Among those whose vehicles did fail the test, the average amount spent on repairs (q11a) was \$328 and the median amount was \$150. This compares to an average of \$244 and a median of \$210 in the 2005 study.
- Additionally, of the 23 respondents who said that their vehicle failed the E-Check test in 2006, approximately 30 percent reported that they received a waiver. This is similar to the 2005 CSS where 36 percent of the 28 respondents who reported that their vehicle failed received a waiver (q11b).

Q12 – Q16: Understanding E-Check Requirements

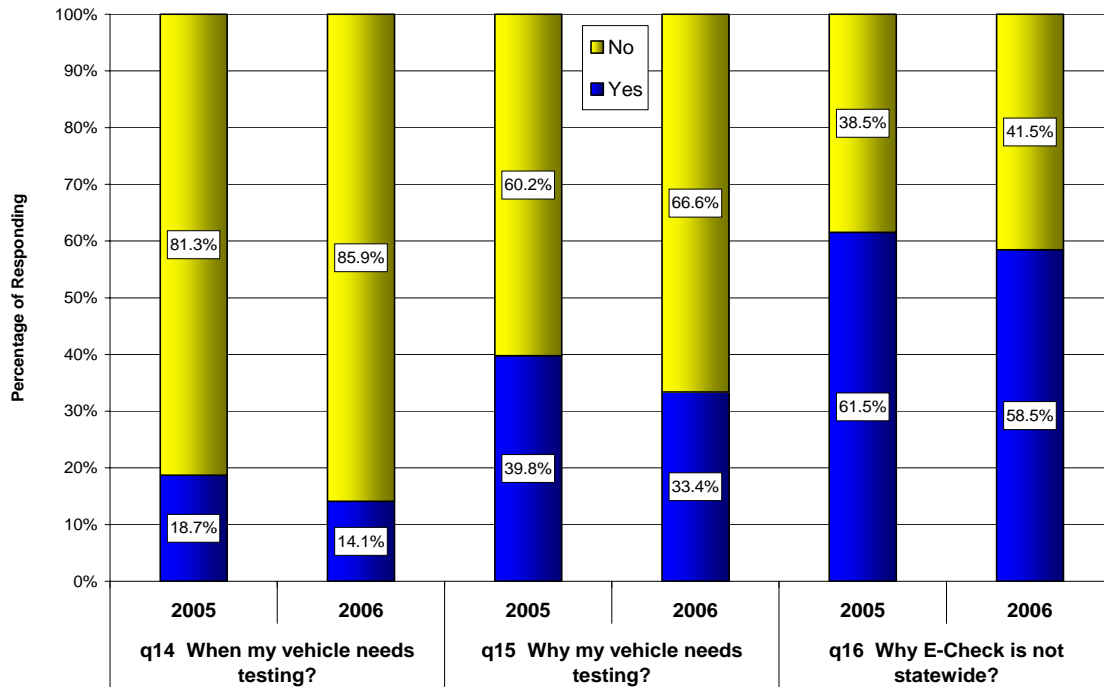
Do you find the following hard to understand?



- There was a seven percentage point increase in the number of respondents reporting it was easy to understand E-Check exemptions and extensions in 2006 compared to 2005.
- Approximately 72 percent of 2006 respondents reported that it was easy for them to understand E-Check testing standards compared to 66 percent in 2005.
- Proportionally, more younger respondents understand E-Check testing standards than older respondents ($p < .05$)
- Respondents to the 2006 CSS were more likely to understand E-Check testing standards than those surveyed in 2005 ($p < .05$).

Q14 – Q16

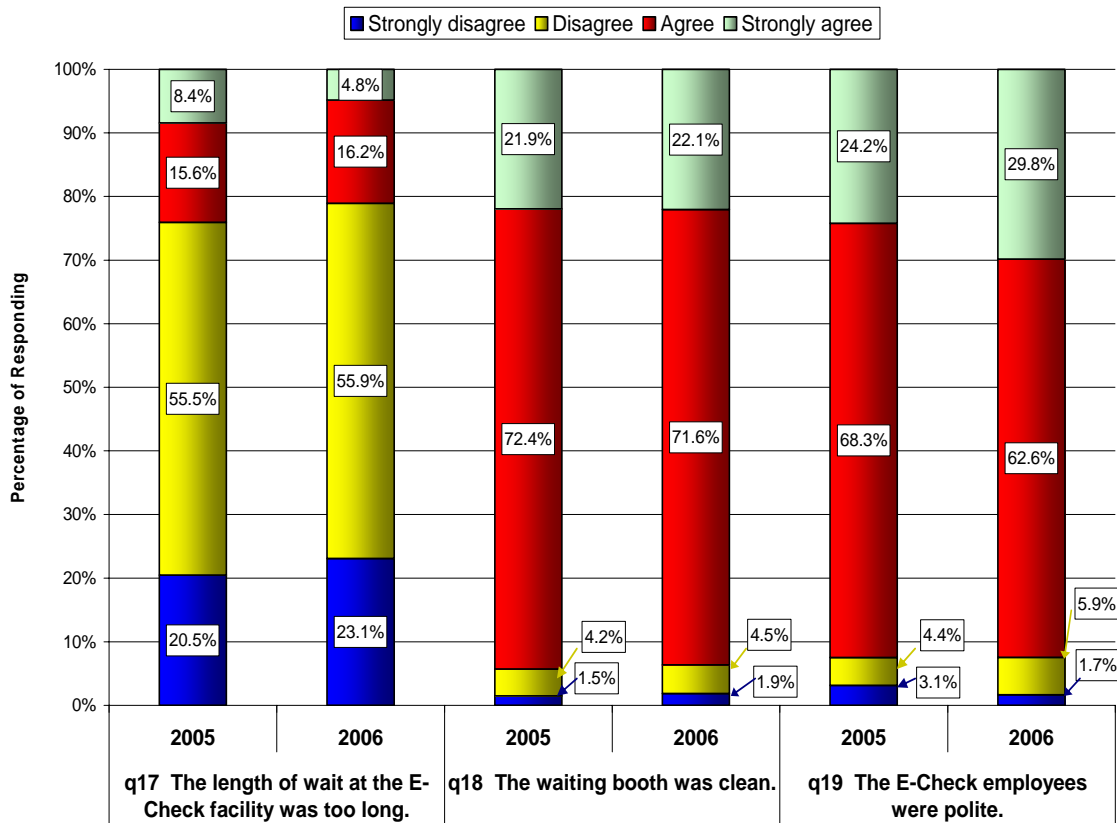
Do you find the following hard to understand?



- Approximately 86 percent of 2006 survey respondents reported they understand E-Check requirements regarding when their vehicle needs to be tested, a five percentage point increase from 2005.
- In 2006, 67 percent of respondents reported understanding why their vehicle needed testing compared to 60 percent in 2005 ($p < .05$).
- Younger respondents were more likely to understand the need for vehicle testing than older respondents ($p < .05$).
- Proportionally, more satisfied respondents (q1 and q28) also reported understanding the need to have their vehicle tested than unsatisfied respondents ($p < .05$).
- Approximately 59 percent of the 2006 respondents affirmed that it is hard to understand why E-Check testing is not a required statewide program, compared to 62 percent in 2005.
- Proportionally, more dissatisfied than satisfied respondents (q1) report having difficulty understanding why E-Check is not statewide ($p < .05$).

Q17 – Q27: Recalling the E-Check Experience

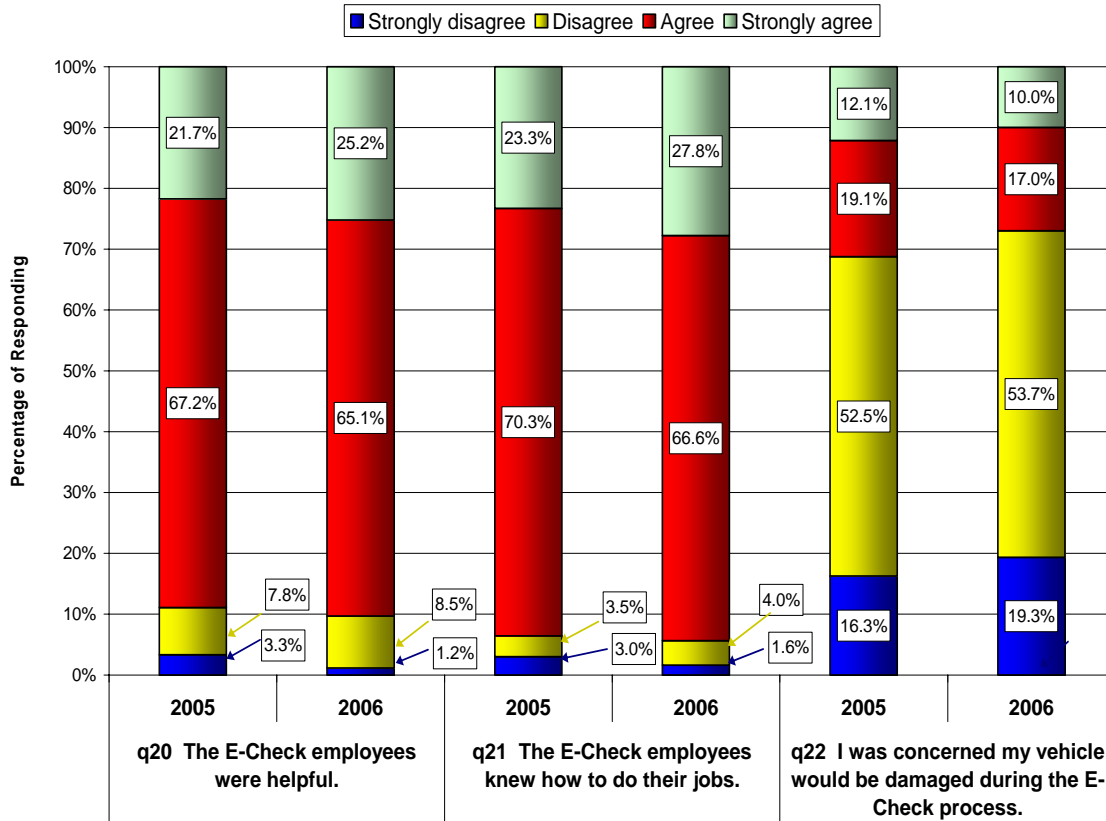
For the following questions please think about your most recent E-Check experience.



- In 2006, approximately four out of every five respondents (79 percent) did not feel their wait time at the E-Check facility was too long, a three percentage point improvement in this rate from 2005.
- Approximately 94 percent of respondents either agreed or strongly agreed that the waiting booth was clean. The percentage of respondents reporting that the waiting room was clean did not vary from 2005 to 2006.
- Approximately the same proportion of respondents each year, 92 percent, agreed or strongly agreed that E-Check employees were polite.

Q20 – Q22

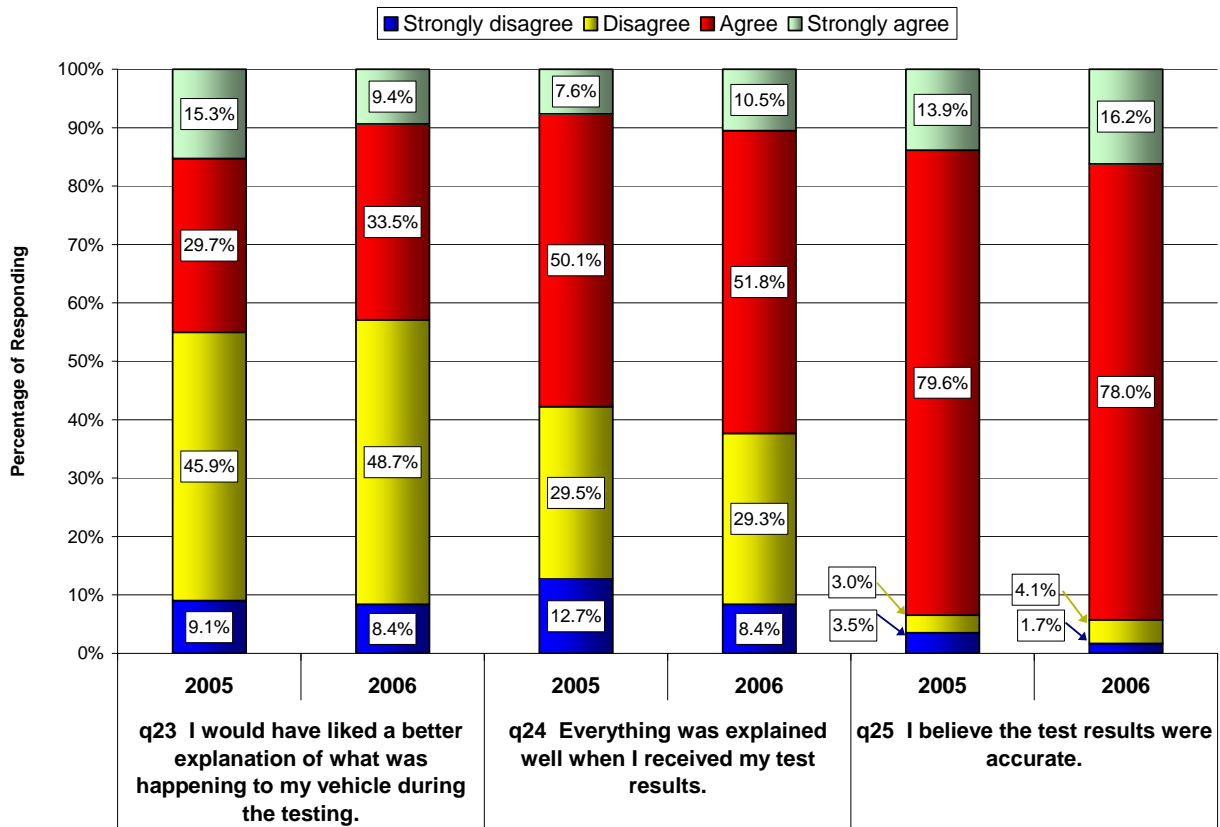
Please think about your most recent E-Check experience.



- Approximately 90 percent of respondents either agreed or strongly agreed that the E-Check employees were helpful in both 2006 and 2005.
- The same proportion of respondents each year, 94 percent, either agreed or strongly agreed that the E-Check employees knew how to do their jobs.
- Proportionally, more Zone 1 respondents disagreed with q21 than Zone 4 respondents ($p < .05$).
- Less than a third of all respondents each year, 31 percent in 2005 and 27 percent in 2006, were concerned their vehicles would be damaged.

Q23 – Q25

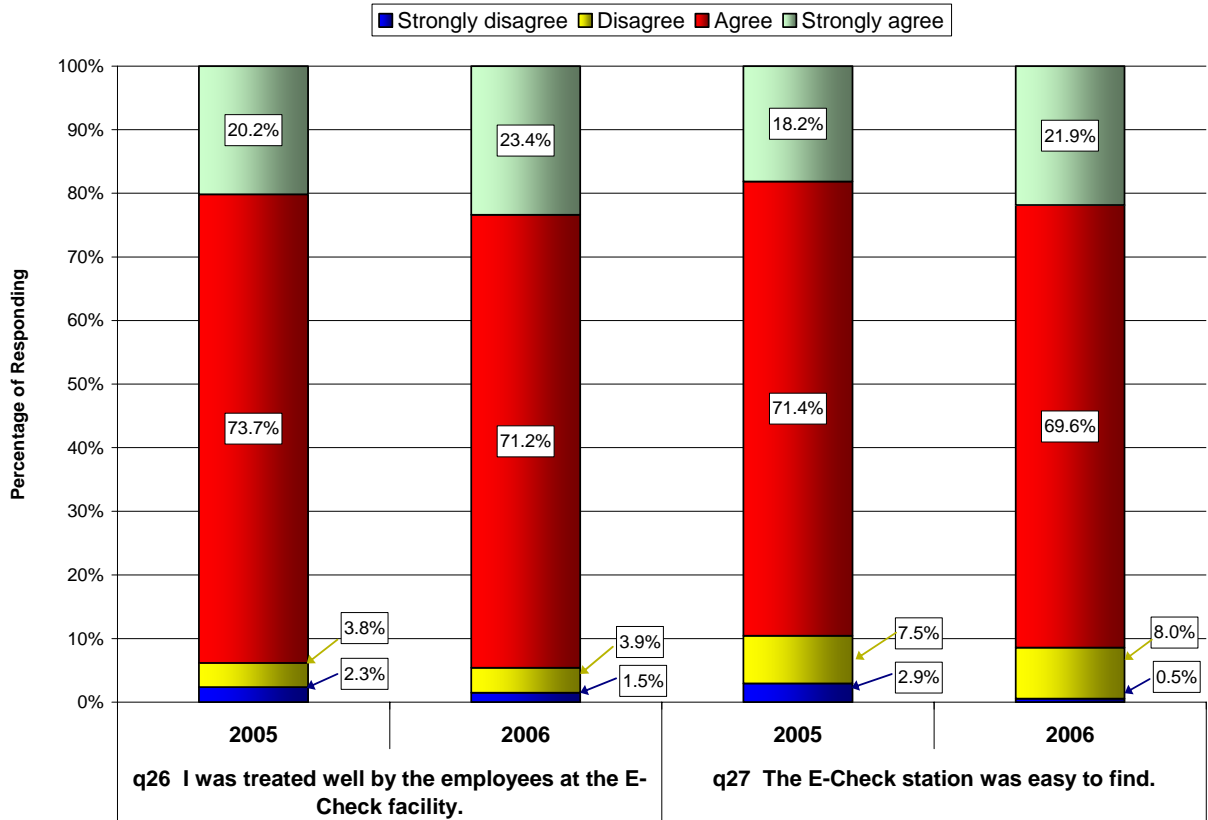
Please think about your most recent E-Check experience.



- Both years, just slightly less than half of respondents would have liked a better explanation of what was happening to their vehicle during testing.
- Approximately 62 percent of respondents either agreed or strongly agreed that everything was explained well when they received their test results, compared to 58 percent in 2005.
- Approximately 94 percent of respondents both years endorsed that their E-Check test results were accurate. However, one out of every five respondents left this question blank or marked “don’t know.”

Q26 & Q27

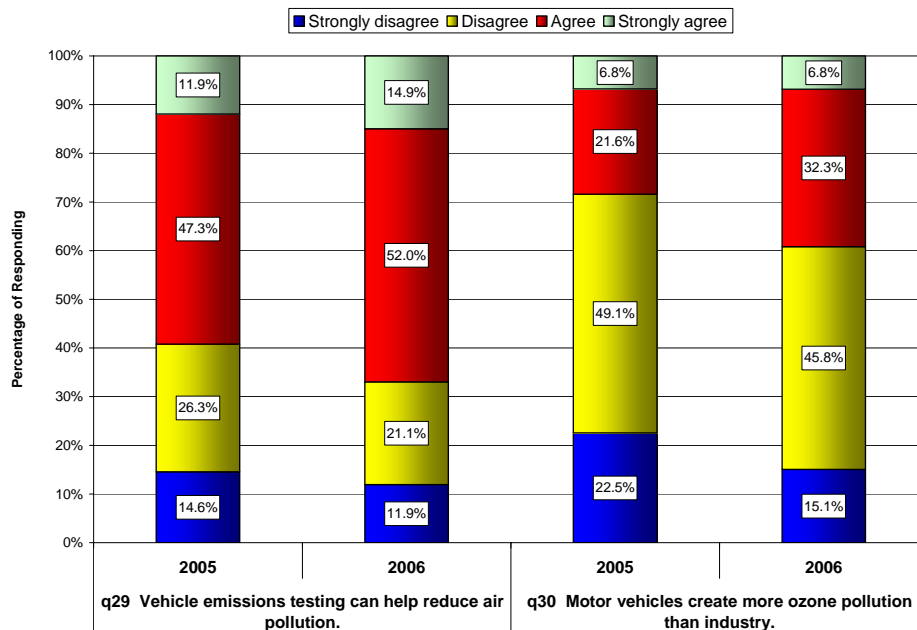
Please think about your most recent E-Check experience.



- Approximately 94 percent of respondents both years agreed or strongly agreed they were treated well by E-Check facility employees.
- In response to q27, approximately 92 percent of the survey sample agreed that the E-Check station was easy to find, compared to 89 percent in 2005.

Q29 – 32: Vehicle Emissions and the Environment

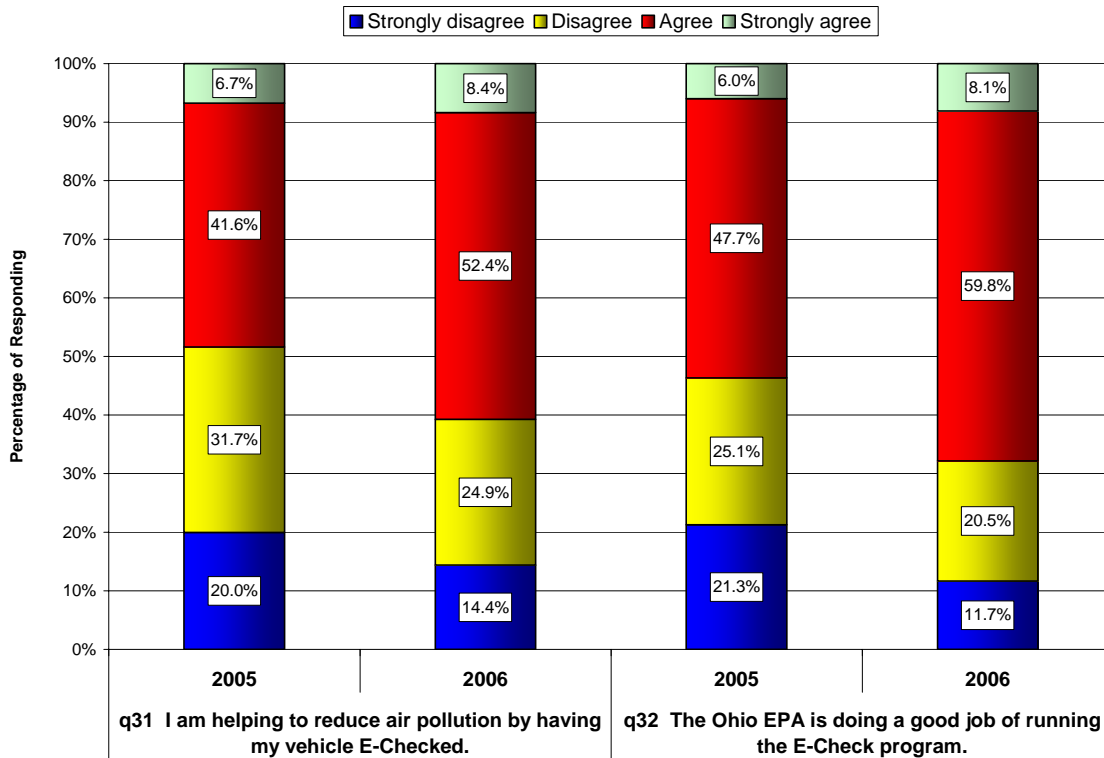
For the following statements, please fill the circle that best describes your opinion.



- Significantly more 2006 respondents, 67 percent, agreed that vehicle emissions testing can help reduce air pollution compared to the 59 percent agreement rate in 2005 ($p < .05$).
- Respondents who agreed with q29 were also more likely to report being satisfied with E-Check (q28) than those who disagreed ($p < .05$).
- One of every five respondents to the 2006 CSS left q29 blank or selected “don’t know” as their response, perhaps due to a lack of knowledge regarding this issue.
- Significantly more 2006 respondents, 39 percent, agreed with q30 than in 2005 when 28 percent agreed that motor vehicles create more ozone pollution than industry ($p < .05$).
- Nonetheless, two of every five 2006 respondents marked q30 “don’t know” or left it blank, perhaps indicating a lack of knowledge regarding this statement. This question had the lowest response rate of any question on the survey.
- Most respondents disagreed with q30, but those who did agree were also more likely to report satisfaction with their E-Check experience (q28) than those who disagreed ($p < .05$).

Q31 & Q32

For the following statements, please fill the circle that best describes your opinion.



- Significantly more of the 2006 respondents, 61 percent, agreed that they are helping to reduce air pollution compared to 48 percent in the 2005 survey ($p < .05$).
- In 2006, one of every five survey respondents either did not answer or selected “don’t know” as their response to q31.
- Respondents who agreed with q31 were also more likely to report being satisfied with their E-Check experience (q1 and q28) than respondents who disagreed ($p < .05$).
- Also this year, approximately 68 percent of respondents agree that the Ohio EPA is doing a good job of running the E-Check program, a 14 percentage point increase from the 54 percent agreement rate in 2005 ($p < .05$).
- Proportionally, more respondents who agreed that Ohio EPA is doing a good job of running the E-Check program also reported satisfaction with their overall test experience (q28) than those who disagreed ($p < .05$).

Q33 – Q38: Demographic Questions

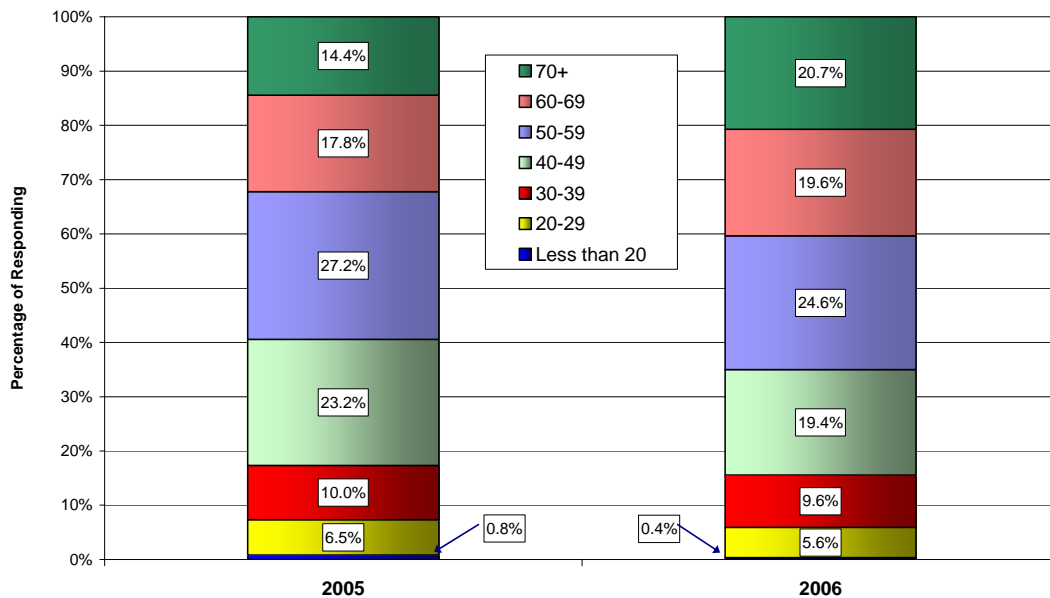
Please answer some questions so we can compare your answers to those of others.

Q33 Your gender

	Male	Female
2005	56.6%	43.4%
2006	51.5%	48.5%

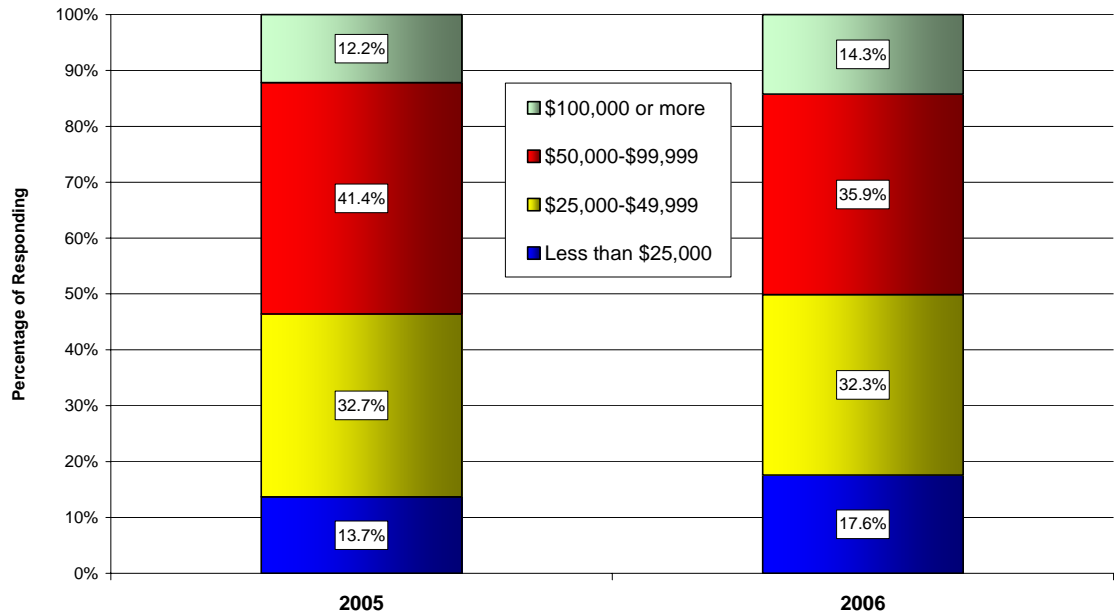
- Proportionally, more males reported taking their vehicles to be repaired in anticipation of E-Check testing (q2) than females ($p < .05$).

Q34 Your age



- Younger respondents were more likely to be aware of the E-Check Web site (q8), understand E-Check vehicle testing standards (q13) and understand why their vehicle needed testing (q15) than older respondents ($p < .05$).

Q35 Your total household income



- Both years, approximately half of respondents had incomes of \$50,000 or more.
- No significant differences were found in the proportions of the response categories to this question when cross-tabulated by other survey questions.

Q36 Your race

	White	African - American	Asian - American	American Indian	Latin American	Other
2005	88.4%	6.5%	0.9%	1.1%	1.1%	2.2%
2006	90.9%	5.7%	0.8%	0.4%	1.5%	0.8%

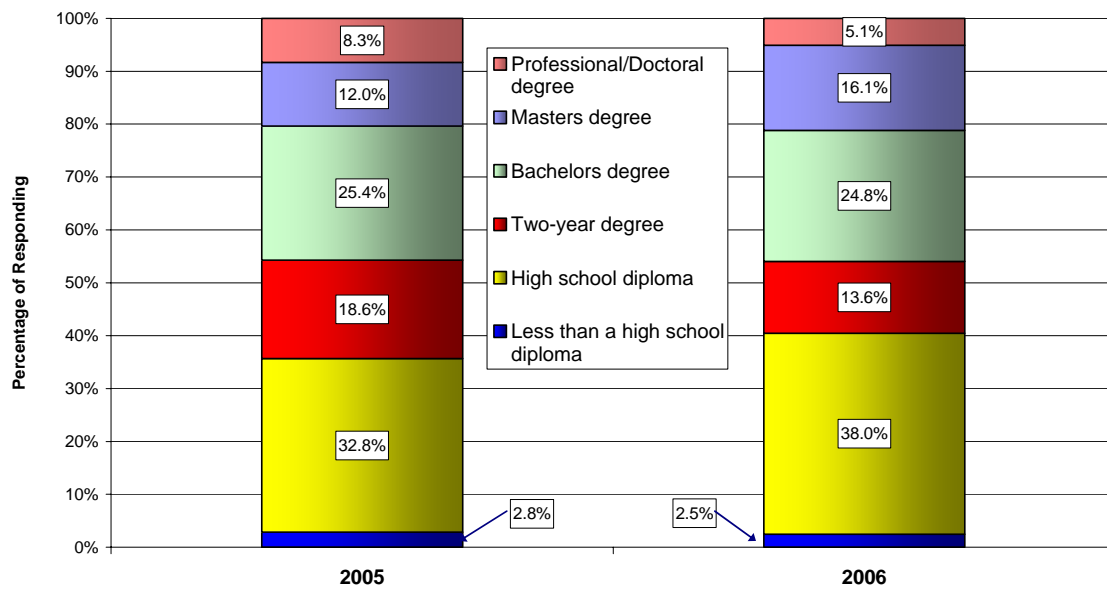
- In 2006, more non-White respondents had their vehicles tested in Zone 4 than in Zone 1 ($p < .05$).

• **Q37 Are you. . .**

	The vehicle owner	A relative of the vehicle owner	Other
2005	94.7%	5.0%	0.2%
2006	93.3%	5.2%	1.5%

- No significant differences were found in the proportions of the response categories to this question when cross-tabulated by other survey questions.
- The vast majority of respondents both years identified themselves as vehicle owners.

Q38 The adult in your home with the highest education has. . .



- All educational levels were represented in the 2005 and 2006 surveys.
- There were no significant trends in response to the various survey questions when cross-tabulated against the educational level of the survey respondents.

Appendix I : 2006 Ohio E-Check Customer Satisfaction Survey



Ohio E-Check

Vehicle Emissions Testing Program

2006 Customer Opinion Survey



- Correct Mark
- ⊘ Incorrect Mark

Please use Pencil or Black Pen.

Please answer each question by completely filling the box.

1. Were you satisfied with your overall experience when you received your last E-Check test?

Yes No

Please turn over for more questions

2. In anticipation of having the E-Check test, did you have any repairs performed on your vehicle? Yes No
 If yes, how much did you spend on the repairs? \$.00

3. Before seeing this survey were you aware of E-Check's toll free information number, 1-800-CAR-TEST? Yes No
 (if no, go to #6)

4. Have you used the 1-800-CAR-TEST number to get information about the E-Check program? Yes No
 If yes, was the information helpful? Yes No

5. Did you call the 1-800-CAR-TEST number to discuss your most recent test experience? Yes No
 If yes, were your issues resolved? Yes No

6. Have you called the Ohio Environmental Protection Agency (EPA) for assistance with the E-Check program? Yes No
 If yes, was this helpful? Yes No

Comments about questions 1-6. Please tell us which questions you are referring to.

Question # ____ : _____

Question # ____ : _____

7. Did you call the Ohio EPA to discuss your most recent test experience? Yes No
 If yes, were your issues resolved? Yes No

8. Before seeing this survey, were you aware of the E-Check Web site www.ohiocheck.org? Yes No
 (if no, go to #10)

9. Have you accessed the E-Check Web site to share information via e-mail about your most recent test experience? Yes No
 If yes, were your issues resolved? Yes No

10. Have you visited an Ohio EPA Field Office for assistance with the E-Check program? Yes No
 If yes, was it helpful? Yes No

11. Did your vehicle fail the E-Check test? Yes No
 If yes, how much did you spend on the repairs for the retest? \$.00
 Did you receive a waiver? Yes No

Please continue on next page



Do you find the following E-Check requirements hard to understand...

12. E-Check exemptions and extensions? Yes No

13. E-Check vehicle testing standards (technical thresholds that determine pass/fail)? Yes No

14. When my vehicle needs testing? Yes No

15. Why my vehicle needs testing? Yes No

16. Why E-Check testing is not statewide? Yes No

Comments about questions 7-16. Please tell us which questions you are referring to.

Question # ____: _____

Question # ____: _____

For statements 17-28, please think about your most recent E-Check experience:

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
17. The length of wait at the E-Check facility was too long.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. The waiting booth was clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. The E-Check employees were polite.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. The E-Check employees were helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. The E-Check employees knew how to do their jobs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I was concerned my vehicle would be damaged during the E-Check process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I would have liked a better explanation of what was happening to my vehicle during the testing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Everything was explained well when I received my test results.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I believe the test results were accurate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I was treated well by the employees at the E-Check facility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. The E-Check station was easy to find.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. I was satisfied with my overall test experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please continue on next page

For each of the following statements, please fill the circle that best describes your opinion:

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
29. Vehicle emissions testing can help reduce air pollution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Motor vehicles create more ozone pollution than industry.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. I am helping to reduce air pollution by having my vehicle E-Checked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The Ohio EPA is doing a good job of running the E-Check program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about questions 17-32. Please tell us which questions you are referring to.

Question # ____: _____

Question # ____: _____

Please answer some questions so we can compare your answers to those of others.

33. Your gender:	<input type="radio"/> Male	<input type="radio"/> Female			
34. Your age:	<input type="radio"/> Less than 20	<input type="radio"/> 20-29	<input type="radio"/> 30-39	<input type="radio"/> 40-49	<input type="radio"/> 50-59
			<input type="radio"/> 60-69	<input type="radio"/> 70+	
35. Your total annual household income:	<input type="radio"/> Less than \$25,000	<input type="radio"/> \$25,000-\$49,999	<input type="radio"/> \$50,000-\$99,999	<input type="radio"/> more than \$100,000	
36. Your race:	<input type="radio"/> White	<input type="radio"/> African - American	<input type="radio"/> Asian - American	<input type="radio"/> American Indian	<input type="radio"/> Latin American (Hispanic)
			<input type="radio"/> Other	_____	
37. Are you...	<input type="radio"/> The vehicle owner	<input type="radio"/> A friend of the vehicle owner	<input type="radio"/> A relative of the vehicle owner	<input type="radio"/> Other _____	
38. The adult in your home with the highest education has:	<input type="radio"/> Less than a high school diploma	<input type="radio"/> High school diploma	<input type="radio"/> Two-year degree	<input type="radio"/> Bachelors degree	<input type="radio"/> Masters degree
				<input type="radio"/> Professional/Doctorate degree	

Thank you for participating in the E-Check Customer Opinion Survey!

**Please return your completed survey within two weeks in the stamped addressed envelope to:
ILGARD-Ohio University, Building 22-The Ridges, Athens, Ohio 45701, or fax to 740-593-4398.**



Appendix II: 2006 E-Check Frequency Tables

2006 E-Check Survey Frequency Tables

Survey Response Rate

	All Zones		Zone 1		Zone 4	
	N	%	N	%	N	%
Number surveys returned	575	47.9%	299	49.8%	276	46.0%
Number surveys mailed	1,200		600		600	

1. Were you satisfied with the overall experience when you received your last E-Check Test?

	All Zones			Zone 1		Zone 4	
	N	%	ME*	N	%	N	%
Yes	438	91.4%	2.5%	227	89.7%	211	93.4%
No	41	8.6%	2.5%	26	10.3%	15	6.6%
Total	479	100.0%		253	100.0%	226	100.0%

2. In anticipation of having the E-Check test, did you have any repairs performed on the vehicle?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	39	7.1%	2.1%	19	6.6%	20	7.5%
No	512	92.9%	2.1%	267	93.4%	245	92.5%
Total	551	100.0%		286	100.0%	265	100.0%

2a. If yes, how much did you spend?

	All Zones			Zone 1		Zone 4	
	N	%		N	%	N	%
Maximum	\$3,200			\$3,200		\$1,000	
Minimum	\$0			\$13		\$0	
Mean (average)	\$298			\$386		\$195	
Median	\$180			\$200		\$50	

3. Before seeing this survey, were you aware of the E-Check's toll-free number, 1-800-CAR-TEST?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	118	21.8%	3.5%	55	19.4%	63	24.3%
No	424	78.2%	3.5%	228	80.6%	196	75.7%
Total	542	100.0%		283	100.0%	259	100.0%

4. Have you used the 1-800-CAR-TEST number to get information about the E-Check program?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	39	33.1%	8.5%	19	35.2%	20	31.3%
No	79	66.9%	8.5%	35	64.8%	44	68.8%
Total	118	100.0%		54	100.0%	64	100.0%

4a. If yes, was the information helpful?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	36	92.3%	8.4%	17	89.5%	19	95.0%
No	3	7.7%	8.4%	2	10.5%	1	5.0%
Total	39	100.0%		19	100.0%	20	100.0%

5. Did you call the 1-800-CAR-TEST number to discuss your most recent test experience?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	1	0.9%	1.7%	0	0.0%	1	1.6%
No	115	99.1%	1.7%	55	100.0%	60	98.4%
Total	116	100.0%		55	100.0%	61	100.0%

5a. If yes, were your issues resolved?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	0	0.0%	0.0%	0	0.0%	0	0.0%
No	1	100.0%	0.0%	0	0.0%	1	100.0%
Total	1	100.0%		0	0.0%	1	100.0%

6. Have you called the Ohio Environmental Protection Agency (EPA) for assistance with the E-Check program?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	11	2.0%	1.2%	6	2.1%	5	1.9%
No	535	98.0%	1.2%	277	97.9%	258	98.1%
Total	546	100.0%		283	100.0%	263	100.0%

6a. If yes, was it helpful?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	7	70.0%	28.4%	4	80.0%	3	60.0%
No	3	30.0%	28.4%	1	20.0%	2	40.0%
Total	10	100.0%		5	100.0%	5	100.0%

7. Did you call the Ohio EPA to discuss your most recent test experience?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	4	0.7%	0.7%	2	0.7%	2	0.8%
No	548	99.3%	0.7%	284	99.3%	264	99.2%
Total	552	100.0%		286	100.0%	266	100.0%

7a. If yes, were your issues resolved?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	1	33.3%	53.3%	1	50.0%	0	0.0%
No	2	66.7%	53.3%	1	50.0%	1	100.0%
Total	3	100.0%		2	100.0%	1	100.0%

8. Before seeing this survey, were you aware of the E-Check website www.ohiocheck.org?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	105	19.6%	3.4%	48	17.1%	57	22.4%
No	431	80.4%	3.4%	233	82.9%	198	77.6%
Total	536	100.0%		281	100.0%	255	100.0%

9. Have you accessed the E-Check website to share information via e-mail about your most recent test experience?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	3	2.5%	2.8%	0	0.0%	3	4.6%
No	116	97.5%	2.8%	54	100.0%	62	95.4%
Total	119	100.0%		54	100.0%	65	100.0%

9a. If yes, were your issues resolved?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	0	0.0%	0.0%	0	0.0%	0	0.0%
No	1	100.0%	0.0%	0	0.0%	1	100.0%
Total	1	100.0%		0	0.0%	1	100.0%

10. Have you visited an Ohio EPA Field Office for assistance with the E-Check program?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	10	1.8%	1.1%	4	1.4%	6	2.3%
No	533	98.2%	1.1%	281	98.6%	252	97.7%
Total	543	100.0%		285	100.0%	258	100.0%

10a. If yes, was it helpful?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	6	100.0%	0.0%	3	100.0%	3	100.0%
No	0	0.0%	0.0%	0	0.0%	0	0.0%
Total	6	100.0%		3	100.0%	3	100.0%

11. Did your vehicle fail the E-Check test?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	23	4.2%	1.7%	14	4.9%	9	3.4%
No	528	95.8%	1.7%	270	95.1%	258	96.6%
Total	551	100.0%		284	100.0%	267	100.0%

11a. If yes, how much did you spend on the repairs for the retest?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Maximum	\$3,200			\$3,200		\$400	
Minimum	\$5			\$8		\$5	
Mean (average)	\$328			\$442		\$132	
Median	\$150			\$200		\$50	

11b. Did you receive a waiver?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	7	30.4%	18.8%	4	26.7%	3	37.5%
No	16	69.6%	18.8%	11	73.3%	5	62.5%
Total	23	100.0%		15	100.0%	8	100.0%

Do you find the following E-Check requirements hard to understand. . .

12. E-Check exemptions and extensions?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	129	24.0%	3.6%	71	25.4%	58	22.5%
No	408	76.0%	3.6%	208	74.6%	200	77.5%
Total	537	100.0%		279	100.0%	258	100.0%

13. E-Check vehicle testing standards?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	145	27.7%	3.8%	77	28.0%	68	27.4%
No	378	72.3%	3.8%	198	72.0%	180	72.6%
Total	523	100.0%		275	100.0%	248	100.0%

14. When my vehicle needs testing?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	73	14.1%	3.0%	42	15.3%	31	12.8%
No	444	85.9%	3.0%	232	84.7%	212	87.2%
Total	517	100.0%		274	100.0%	243	100.0%

15. Why my vehicle needs testing?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	173	33.4%	4.1%	101	36.7%	72	29.6%
No	345	66.6%	4.1%	174	63.3%	171	70.4%
Total	518	100.0%		275	100.0%	243	100.0%

16. Why E-Check testing is not done statewide?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	304	58.5%	4.2%	170	61.8%	134	54.7%
No	216	41.5%	4.2%	105	38.2%	111	45.3%
Total	520	100.0%		275	100.0%	245	100.0%

For statements 17-28, please think about your most recent E-Check experience:

17. The length of wait at the E-Check facility was too long.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	26	4.8%	1.8%	14	5.0%	12	4.7%
Agree	87	16.2%	3.0%	46	16.5%	41	15.9%
Disagree	300	55.9%	4.2%	154	55.2%	146	56.6%
Strongly disagree	124	23.1%	3.5%	65	23.3%	59	22.9%
Total	537	100.0%		279	100.0%	258	100.0%

18. The waiting booth was clean.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	118	22.1%	3.4%	60	21.8%	58	22.3%
Agree	383	71.6%	3.4%	197	71.6%	186	71.5%
Disagree	24	4.5%	1.7%	11	4.0%	13	5.0%
Strongly disagree	10	1.9%	1.1%	7	2.5%	3	1.2%
Total	535	100.0%		275	100.0%	260	100.0%

19. The E-Check employees were polite.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	162	29.8%	3.8%	80	28.2%	82	31.7%
Agree	340	62.6%	3.8%	179	63.0%	161	62.2%
Disagree	32	5.9%	2.0%	19	6.7%	13	5.0%
Strongly disagree	9	1.7%	1.1%	6	2.1%	3	1.2%
Total	543	100.0%		284	100.0%	259	100.0%

20. The E-Check employees were helpful.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	130	25.2%	3.6%	64	24.3%	66	26.1%
Agree	336	65.1%	4.1%	168	63.9%	168	66.4%
Disagree	44	8.5%	2.3%	26	9.9%	18	7.1%
Strongly disagree	6	1.2%	0.9%	5	1.9%	1	0.4%
Total	516	100.0%		263	100.0%	253	100.0%

21. The E-Check employees knew how to do their job.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	138	27.8%	3.7%	62	24.2%	76	31.5%
Agree	331	66.6%	4.1%	172	67.2%	159	66.0%
Disagree	20	4.0%	1.6%	16	6.3%	4	1.7%
Strongly disagree	8	1.6%	1.0%	6	2.3%	2	0.8%
Total	497	100.0%		256	100.0%	241	100.0%

22. I was concerned my vehicle would be damaged during the E-Check process.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	51	10.0%	2.5%	31	11.7%	20	8.1%
Agree	87	17.0%	3.1%	51	19.2%	36	14.6%
Disagree	275	53.7%	4.2%	138	52.1%	137	55.5%
Strongly disagree	99	19.3%	3.3%	45	17.0%	54	21.9%
Total	512	100.0%		265	100.0%	247	100.0%

23. I would have liked a better explanation of what was happening to my vehicle during the testing.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	48	9.4%	2.4%	30	11.1%	18	7.4%
Agree	172	33.5%	3.9%	97	35.9%	75	30.9%
Disagree	250	48.7%	4.2%	124	45.9%	126	51.9%
Strongly disagree	43	8.4%	2.3%	19	7.0%	24	9.9%
Total	513	100.0%		270	100.0%	243	100.0%

24. Everything was explained well when I received my test results.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	55	10.5%	2.5%	22	8.1%	33	13.1%
Agree	271	51.8%	4.2%	135	49.6%	136	54.2%
Disagree	153	29.3%	3.8%	91	33.5%	62	24.7%
Strongly disagree	44	8.4%	2.3%	24	8.8%	20	8.0%
Total	523	100.0%		272	100.0%	251	100.0%

25. I believe the results were accurate.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	76	16.2%	2.9%	28	11.7%	48	21.0%
Agree	365	78.0%	3.9%	197	82.4%	168	73.4%
Disagree	19	4.1%	1.5%	10	4.2%	9	3.9%
Strongly disagree	8	1.7%	1.0%	4	1.7%	4	1.7%
Total	468	100.0%		239	100.0%	229	100.0%

26. I was treated well by the employees at the E-Check facility.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	126	23.4%	3.5%	52	18.5%	74	28.7%
Agree	384	71.2%	3.8%	209	74.4%	175	67.8%
Disagree	21	3.9%	1.6%	13	4.6%	8	3.1%
Strongly disagree	8	1.5%	1.0%	7	2.5%	1	0.4%
Total	539	100.0%		281	100.0%	258	100.0%

27. The E-Check station was easy to find.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	120	21.9%	3.4%	58	20.3%	62	23.6%
Agree	382	69.6%	3.8%	206	72.0%	176	66.9%
Disagree	44	8.0%	2.3%	20	7.0%	24	9.1%
Strongly disagree	3	0.5%	0.6%	2	0.7%	1	0.4%
Total	549	100.0%		286	100.0%	263	100.0%

28. I was satisfied with my overall test experience.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	100	18.8%	3.4%	40	14.5%	60	23.3%
Agree	376	70.7%	3.8%	201	73.1%	175	68.1%
Disagree	38	7.1%	2.3%	24	8.7%	14	5.4%
Strongly disagree	18	3.4%	0.6%	10	3.6%	8	3.1%
Total	532	100.0%		275	100.0%	257	100.0%

For each of the following statements, please fill the circle that best describes your opinion:

29. Vehicle emissions testing can help reduce the air pollution.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	70	14.9%	2.8%	30	12.2%	40	17.9%
Agree	244	52.0%	4.2%	117	47.8%	127	56.7%
Disagree	99	21.1%	3.2%	67	27.3%	32	14.3%
Strongly disagree	56	11.9%	2.5%	31	12.7%	25	11.2%
Total	469	100.0%		245	100.0%	224	100.0%

30. Motor vehicles create more ozone pollution than industry.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	25	6.8%	1.8%	2	1.0%	23	14.1%
Agree	118	32.3%	3.4%	68	33.7%	50	30.7%
Disagree	167	45.8%	3.9%	95	47.0%	72	44.2%
Strongly disagree	55	15.1%	2.5%	37	18.3%	18	11.0%
Total	365	100.0%		202	100.0%	163	100.0%

31. I am helping to reduce air pollution by having my vehicle E-Checked.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	39	8.4%	2.1%	9	3.7%	30	13.3%
Agree	244	52.4%	4.2%	121	50.2%	123	54.7%
Disagree	116	24.9%	3.4%	67	27.8%	49	21.8%
Strongly disagree	67	14.4%	2.7%	44	18.3%	23	10.2%
Total	466	100.0%		241	100.0%	225	100.0%

32. The Ohio EPA is doing a good job of running the E-Check program.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly agree	34	8.1%	2.1%	11	5.1%	23	11.3%
Agree	251	59.8%	4.2%	130	59.9%	121	59.6%
Disagree	86	20.5%	3.1%	46	21.2%	40	19.7%
Strongly disagree	49	11.7%	2.4%	30	13.8%	19	9.4%
Total	420	100.0%		217	100.0%	203	100.0%

Please answer some questions so we can compare your answers to those of others.

33. Your gender:

	All Zones			Zone 1		Zone 4	
	N	%		N	%	N	%
Male	282	51.5%		157	54.7%	125	47.9%
Female	266	48.5%		130	45.3%	136	52.1%
Total	548	100.0%		287	100.0%	261	100.0%

34. Your age:

	All Zones			Zone 1		Zone 4	
	N	%		N	%	N	%
Less than 20	2	0.4%		1	0.4%	1	0.4%
20-29	30	5.6%		15	5.3%	15	5.8%
30-39	52	9.6%		29	10.3%	23	8.9%
40-49	105	19.4%		55	19.6%	50	19.3%
50-59	133	24.6%		69	24.6%	64	24.7%
60-69	106	19.6%		62	22.1%	44	17.0%
70 or older	112	20.7%		50	17.8%	62	23.9%
Total	540	100.0%		281	100.0%	259	100.0%

35. Your total annual household income:

	All Zones			Zone 1		Zone 4	
	N	%		N	%	N	%
Less than \$25,000	79	17.6%		39	16.6%	40	18.7%
\$25,000-\$49,999	145	32.3%		82	34.9%	63	29.4%
\$50,000-\$99,999	161	35.9%		80	34.0%	81	37.9%
More than \$100,000	64	14.3%		34	14.5%	30	14.0%
Total	449	100.0%		235	100.0%	214	100.0%

36. Your race:

	All Zones			Zone 1		Zone 4	
	N	%		N	%	N	%
White	478	90.9%		257	94.8%	221	86.7%
African-American	30	5.7%		5	1.8%	25	9.8%
Asian-American	4	0.8%		3	1.1%	1	0.4%
American Indian	2	0.4%		2	0.7%	0	0.0%
Latin American	8	1.5%		3	1.1%	5	2.0%
Other	4	0.8%		1	0.4%	3	1.2%
Total	526	100.0%		271	100.0%	255	100.0%

37. Are you. . .

	All Zones		Zone 1		Zone 4	
	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
The vehicle owner	504	93.3%	261	93.2%	243	93.5%
Relative of vehicle owner	28	5.2%	13	4.6%	15	5.8%
Friend of vehicle owner	0	0.0%	0	0.0%	0	0.0%
Other	8	1.5%	6	2.1%	2	0.8%
Total	540	100.0%	280	100.0%	260	100.0%

38. The adult in your home with the highest education has:

	All Zones		Zone 1		Zone 4	
	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
Less than a high school diploma	13	2.5%	6	2.2%	7	2.7%
High school diploma	201	38.0%	103	37.6%	98	38.4%
Two-year degree	72	13.6%	50	18.2%	22	8.6%
Bachelors degree	131	24.8%	71	25.9%	60	23.5%
Masters degree	85	16.1%	34	12.4%	51	20.0%
Professional/doctoral degree	27	5.1%	10	3.6%	17	6.7%
Total	529	100.0%	274	100.0%	255	100.0%



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