

2008 Ohio E-Check Customer Satisfaction Survey



**Prepared by
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Executive Summary

The 2008 Ohio E-Check Customer Satisfaction Survey was mailed to 1,200 motorists evenly divided among those whose vehicles were tested in Zone 1 and Zone 4¹. A total of 505 completed surveys were returned for a 42 percent response rate (compared to 47 percent in 2007). This year, five new questions were added to the survey addressing emissions testing options. Even with these additions, the majority of the survey remains unchanged from prior years, allowing for comparison of past and current results.

Findings from the 2008 survey demonstrate the same high rates of motorist satisfaction as in the previous two surveys and, similar to last year, show evidence of a slight upward trend in many areas. There have been increases in awareness of the E-Check Web site and the relationship between vehicle emissions and the environment. In addition, motorists' experiences at the E-Check station were mostly very positive, and customer opinions show continued improvement compared to the previous surveys. One notable change is that for the first time in four years there was a decrease in understanding of the E-Check requirements.

In response to the new questions addressing motorist interest in alternative emissions testing systems, respondents expressed strong support for the current independent testing system as compared to a system that also allows for testing at authorized automotive repair stations. A majority indicated they would not feel confident of their test results if their vehicles were repaired at the same facility at which the test took place.

There was no significant variation in response to the survey by age, gender, race, educational level, or income and little variation by zone. Important findings are described below.

¹ 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 6.

Overall Satisfaction with the E-Check Experience

- From 2005 to 2008, satisfaction levels with E-Check increased significantly with over 94 percent of all respondents answering yes when asked, “Were you satisfied with your overall experience when you received your last E-Check test?” This is an 11 percentage point increase over the 2005 satisfaction rate of just under 83 percent. Similarly, when satisfaction was queried as a scaled question, 93 percent agreed or strongly agreed they were satisfied with their most recent test experience, a 12 percentage point increase over the 81 percent who agreed or strongly agreed with this statement in 2005.
- Compared to those who were dissatisfied with their E-Check experience, satisfied respondents were significantly more likely to understand why their vehicle needed to be tested, to feel the wait time at the station was of acceptable length, and that their test results were explained well. Satisfied respondents were also significantly more likely than dissatisfied respondents to believe that emissions testing can reduce air pollution, to believe that they are helping to reduce air pollution by having their car tested, and to approve of Ohio EPA’s management of E-Check.
- Those few respondents indicating dissatisfaction with their overall experience were also more likely to find it hard to understand the E-Check exemptions and extensions, and to be concerned that their vehicle might be damaged during testing.

Vehicle Maintenance and Repair

- Regarding the three questions on the benefits of regular vehicle maintenance, respondents were least familiar with the impact of regular maintenance on their vehicle’s gas mileage.
- In 2008, the average cost of repairs for respondents’ vehicles that failed the initial E-Check test was \$181 compared to \$244 in 2005. Median costs were \$72 and \$210, respectively.

Usage of E-Check Information Resources

- The survey appears to show a shift from telephone to internet as the primary means by which people obtain information about the E-Check program. More

respondents are aware of and use the E-Check Web site than the toll-free information number.

- The majority of respondents, at least 98 percent each year, have not contacted Ohio EPA for assistance with the program or to discuss their test experience.

Recalling the E-Check Experience

- There has been continued improvement in the already high approval ratings for most aspects of the E-Check experience. In 2008, at least 93 percent of respondents reported the stations easy to find, the waiting booths clean, the test results accurate, and the employees polite and helpful, compared to 89 percent in 2005. At least 80 percent of respondents in 2008 found the wait time at the E-Check station to be acceptable and were not concerned that their vehicle would be damaged during testing, compared to 69 percent in 2005.
- Satisfaction rates were not as high for a few aspects of the E-Check testing experience, but these continue to show improvement compared to 2005. About 70 percent of the 2008 respondents felt their test results were explained well and 39 percent would have liked a better explanation of what happened to their vehicle during testing.

Understanding E-Check Requirements

- After declining for three consecutive years, there was an increase in the percentages of respondents that found the E-Check requirements hard to understand.
- This year only 34 percent of respondents reported understanding why E-Check is not a statewide program, compared to 38.5 percent in 2005 and approximately 41 percent in 2006 and 2007.

Opinions Regarding Emissions Testing Options

- In response to the new questions regarding alternatives to the current testing system, respondents expressed the greatest level of support for the current testing system; less than 26 percent expressed interest in a system offering E-Check stations as well as testing at authorized repair stations.
- A minority of respondents, 20 percent, expressed interest in an emissions testing system that provides testing and automotive repair services at the same location,

and only 19 percent agreed they would be confident in test results if their vehicle was repaired at the same facility where it was tested.

Vehicle Emissions, the Environment, and Ohio EPA

- Significantly more respondents are aware of the relationship between vehicle emissions and the environment. In 2008, 76 percent agreed that vehicle emissions testing helps reduce air pollution, and 68 percent reported they are helping to reduce air pollution by having their car E-Checked, compared to 59 and 48 percent, respectively in 2005.
- More 2008 respondents (42 percent) agreed that motor vehicles create more ozone pollution than industry compared to 28 percent in 2005. However, one-third of all 2008 respondents did not answer this question, perhaps indicating a lack of knowledge.
- The approval rating for Ohio EPA's management of the E-Check program increased significantly from 54 percent in 2005 to 76 percent in 2008, a change of 22 percentage points.

Introduction

Starting in 2000, motorist satisfaction with the Ohio E-Check program has been evaluated annually by means of independently administered surveys. Until 2005, changes to the survey instrument and the E-Check population prohibited analysis of variations and trends from year to year. Since 2005, however, the survey has shared the same E-Check population and a majority of the questions, making it possible to compare results across time.

This report reviews the results of the current survey and compares results from the last four years when possible. Survey results are illustrated with graphs of the responses to the 2005, 2006, 2007, and 2008 surveys. Significance testing was conducted between the 2005 and 2008 studies, and these results are reported as well. Also noted in the report are any significant differences in the 2008 survey results due to E-Check zone, reported satisfaction with the E-Check program or demographic variations among respondents. The response rate to the 2008 survey was 42.1 percent, slightly lower than the 2007 response rate of 47.0 percent.

Counties Participating in E-Check Vehicle Emissions Testing as of January 2008



Legend

Zone (Number of Surveys Returned)

	Zone 1 (262)
	Zone 4 (241)

Sources: Ohio E-Check Program, Ohio Department of Natural Resources
Map Design: D. Simon
ILGARD - Ohio University
January, 2009



How the Survey Was Conducted

Survey Instrument

Several changes were made to this year's Ohio E-Check Customer Satisfaction Survey: (1) questions on the usage of E-Check information resources were revised; (2) five questions were added to gauge customers' opinions on potential changes to the emission testing program; (3) the question on receiving a wavier was removed; and (4) the question order and layout were adjusted to account for these changes. For the second year, the previously black-and-white form was printed in color to make it more attractive for recipients to complete and return. Minimal changes were made to the letters and postcards that are used in this survey, and the sample size of 600 households per zone is also duplicative of the previous studies. 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 April 1 and May 31, 2008. The Voinovich School was provided with a database of tested vehicles from each of the two zones. Project staff applied a random number generator to this database to ultimately select 600 vehicle owners from each zone to receive the survey. To provide adequate representation of customers who failed the emissions test, care was taken to ensure that 10 percent of the selected vehicles failed their initial emissions test. Also 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 participation of prospective respondents, took place on September 15, 2008. The survey instrument, cover letter, and a stamped, return-addressed envelope were mailed on September 19,

followed by a thank you/reminder postcard sent out on October 1. On October 9, the fourth and final mailing to non-respondents took place. This fourth mailing included a cover letter, the survey form, and a stamped, return-addressed envelope. The cover letter reiterated the importance of the project and again encouraged prospective respondents to please return their survey.

Survey Response

2008 Survey Response Rate

	All Zones		Zone 1		Zone 4	
	N	%	N	%	N	%
Number surveys returned ¹	505	42.1%	262	43.7%	241	40.2%
Number surveys mailed	1200		600		600	

¹ N for all zones does not equal total for Zone 1 and Zone 4 because two surveys were returned with missing identifiers.

The Voinovich School received 505 completed surveys by November 2008, for a response rate of 42 percent. This response rate is five percentage points lower than the 2007 survey. Two surveys were returned with their form number removed, making it impossible to identify the zone from which they originated. The response rate per zone for the 560 remaining surveys was 44 percent from Zone 1, and 40 percent from Zone 4. The response rates for the various E-Check surveys conducted since 2000 have ranged between 41 and 62 percent.²

Comparison of E-Check Survey Response Rates

Year Survey Conducted	Response	N	%
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%
2007	564	1,200	47.0%
2008	505	1,200	42.1%

² 2000 through 2004 response rates obtained from E-Check survey reports prepared by The Ohio State University Center for Survey Research.

Survey Results

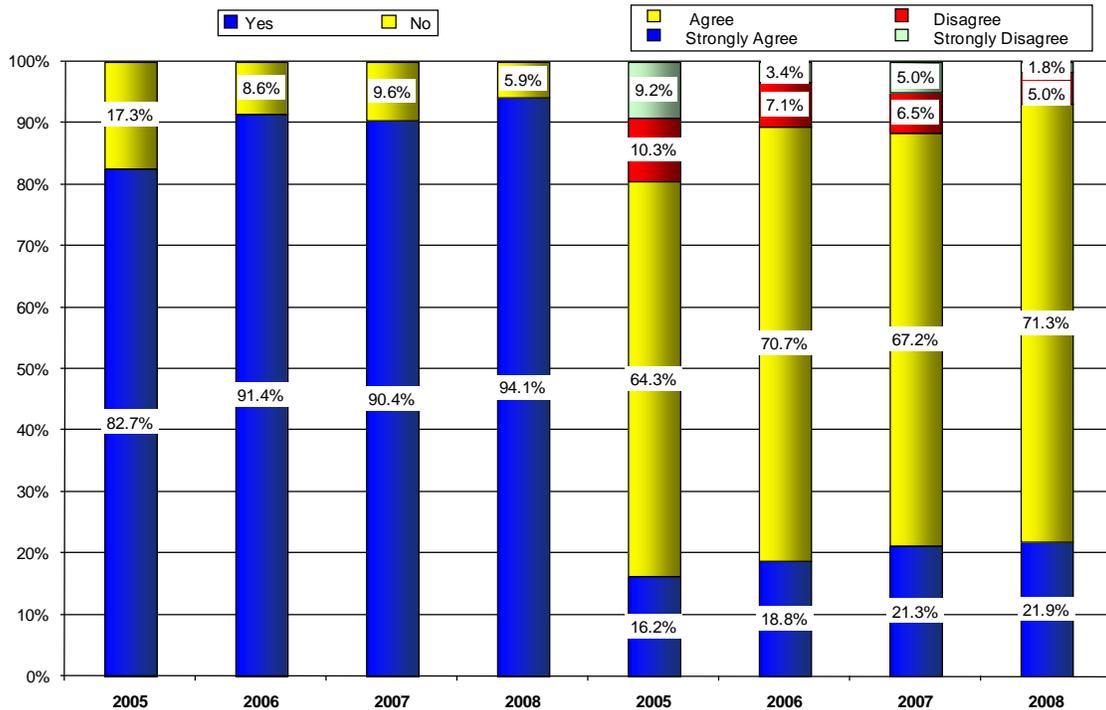
This section outlines the responses to the 2008 E-Check Customer Satisfaction Survey. When available the 2007, 2006, and 2005 survey results are graphically presented alongside this year's results for comparison. This section also includes the results of chi-square³ testing conducted on the disaggregated 2008 survey results, as well as between the 2005 and the 2008 results. Where appropriate, the 2008 results are also reported by:

- E-Check zone
- Reported satisfaction with the E-Check test experience (q1 and q23)
- Age, gender, race, household income, and educational level of the survey respondents

In addition, Appendix II contains frequency distributions for each item on the 2008 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.

³ A chi-square test is used to determine if two variables are significantly related. Significant cross-tabulations are indicated in the report by the notation ($p < .05$) where p = probability that a finding of interest was reached by chance.

Satisfaction with the E-Check Experience



Two questions on the survey address overall satisfaction with E-Check.

- The E-Check program continues to maintain a high level of overall satisfaction. In response to question 1, approximately 94 percent of 2008 respondents answered “yes,” they were satisfied with their most recent E-Check test compared to 90.4 percent in 2007.
- In response to question 23, the percentage of the sample that agreed or strongly agreed that they were satisfied with their test experience increased from 88.5 percent in 2007 to 93.2 percent in 2008.
- Satisfaction levels have increased significantly from 2005 to 2008 for both question 1 and question 23 ($p < .05$).

Satisfaction with Overall Experience by County of Residence

	Yes	No
Cuyahoga	96.0%	4.0%
Geauga	95.5%	4.5%
Lake	90.0%	10.0%
Lorain	92.5%	7.5%
Medina	92.1%	7.9%
Portage	93.8%	6.3%
Summit	93.3%	6.7%

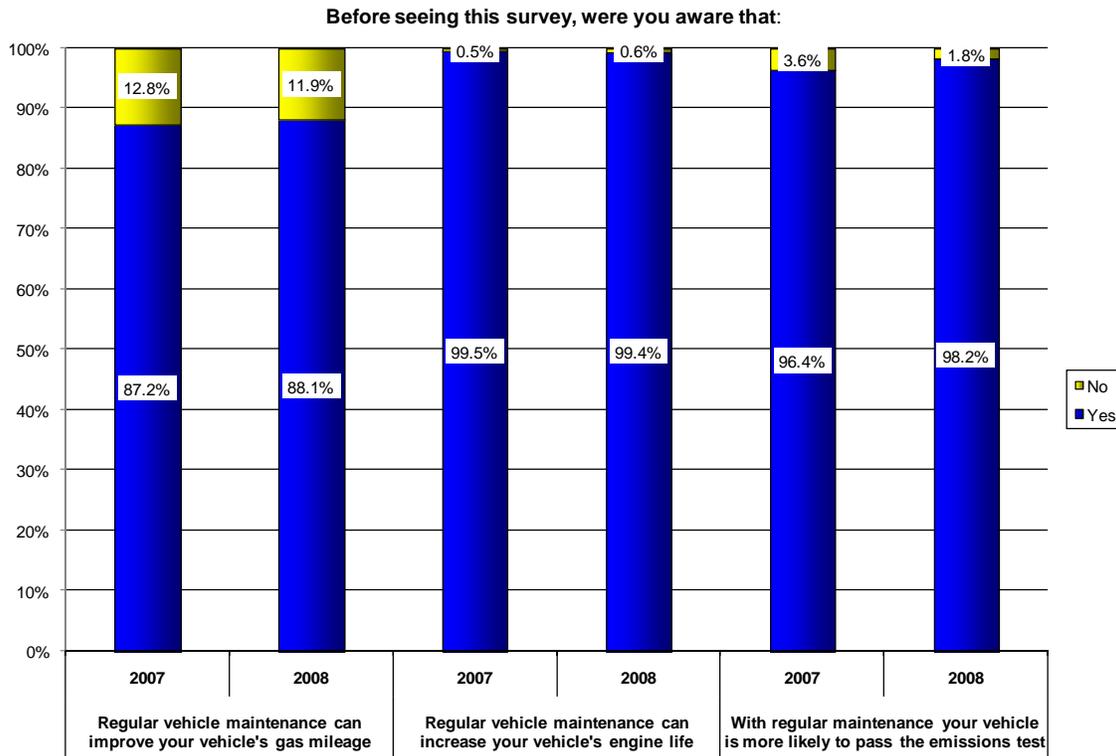
- Satisfaction varies across the counties participating in the E-Check program with the highest levels of respondent satisfaction in Cuyahoga County and Geauga County and the lowest levels in Lake County.

Satisfaction with Overall Experience by E-Check Station

Station	Yes	No	Total
1	29	3	32
2	23	0	23
3	26	1	27
4	23	2	25
5	17	0	17
6	33	2	35
7	9	1	10
8	33	1	34
10	27	2	29
11	15	2	17
12	7	1	8
13	14	1	15
14	14	0	14
15	13	2	15
16	17	0	17
17	18	1	19
18	18	1	19
19	30	3	33
20	19	1	20
21	24	2	26
22	3	0	3
23	24	1	25
24	24	2	26

- Customers from each of the 23 E-Check stations participated in the survey.
- There is little variation in satisfaction level by the station where the respondent's vehicle was tested.
- All of the stations have three or fewer respondents reporting they were not satisfied with their most recent test experience.

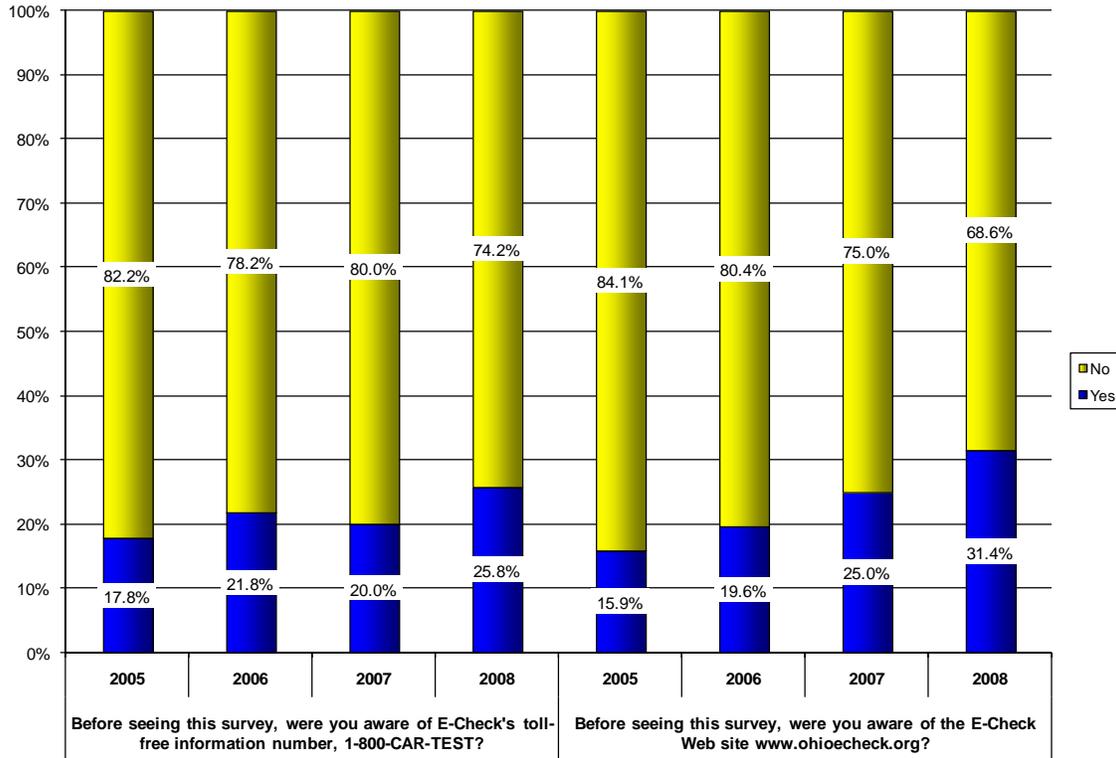
Prior Knowledge of Vehicle Maintenance Benefits



Starting in 2007, the E-Check Customer Opinion Survey examined respondents' understanding of the potential benefits of regular vehicle maintenance to the vehicle and the environment.

- When respondents were asked about the impact of regular vehicle maintenance on gas mileage, approximately 12 percent were unaware that regular vehicle maintenance could improve a vehicle's gas mileage by as much as 10 percent.
- Less than one percent of respondents were unaware that regular vehicle maintenance can increase their vehicle's engine life.
- Over 98 percent of respondents knew that, with regular vehicle maintenance, their vehicle is more likely to pass the emissions test.

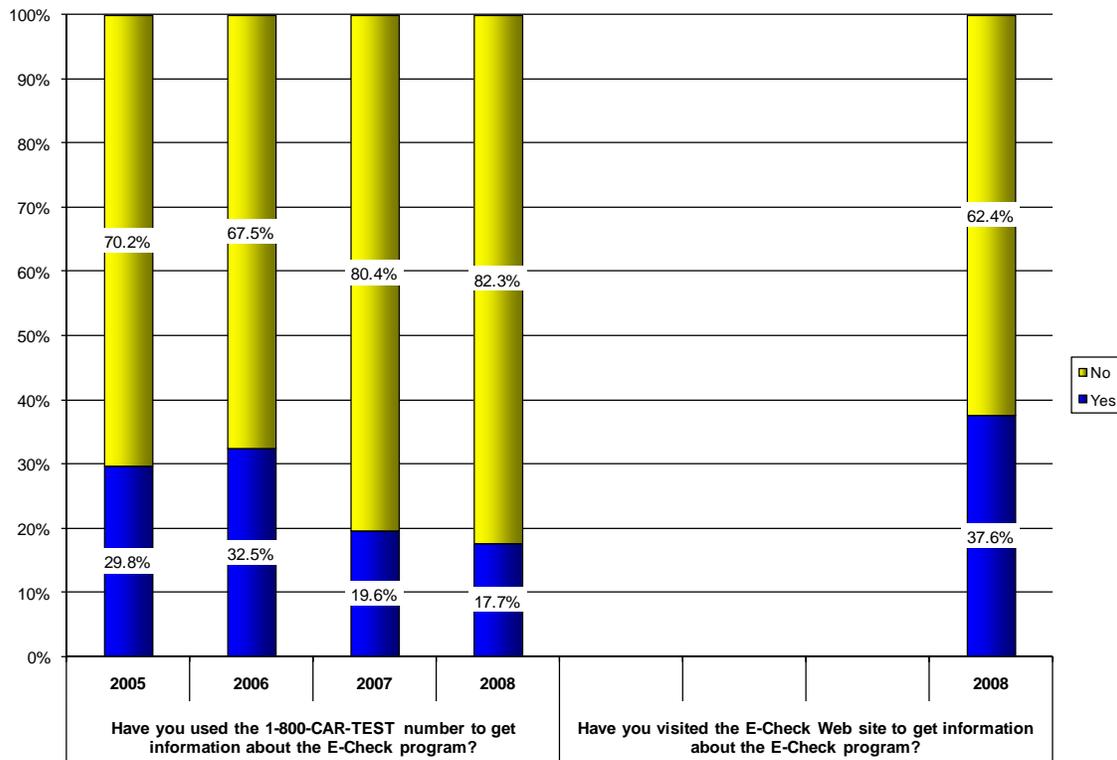
Awareness of E-Check Information Resources



The following survey findings relate to respondents' knowledge of the various sources of information on E-Check.

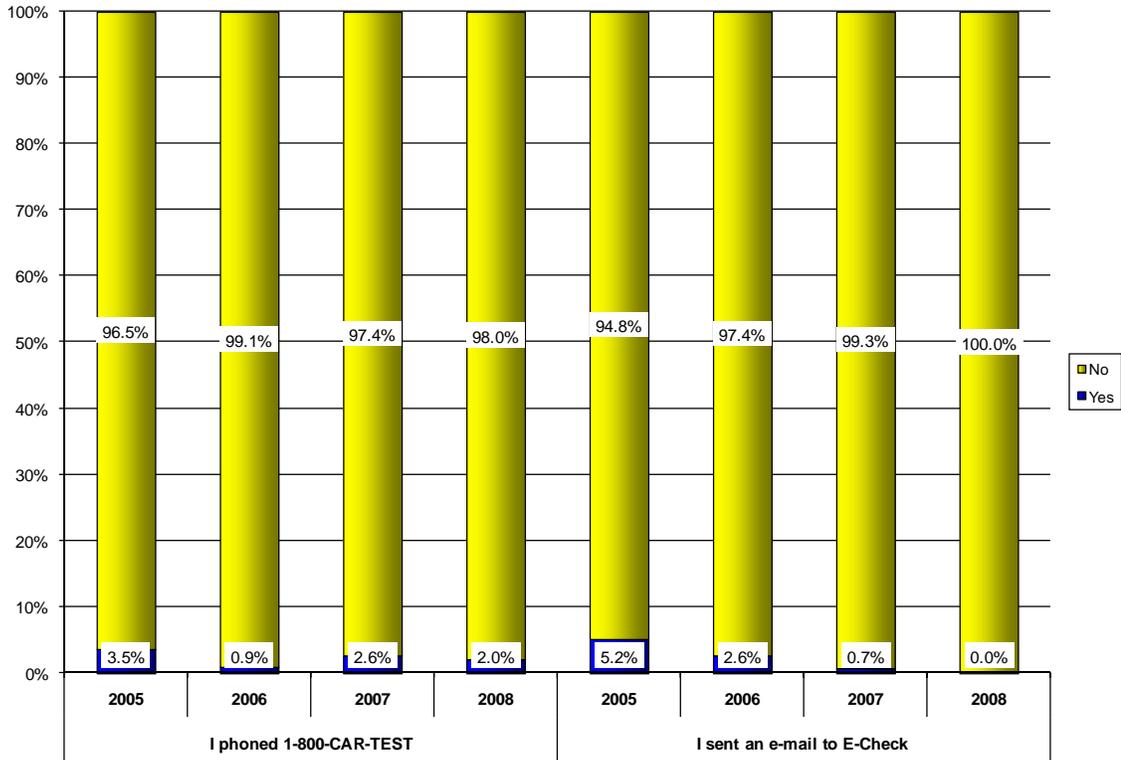
- Awareness of the toll-free number and the E-Check Web site increased this year.
- The proportion of respondents aware of E-Check's toll-free information number increased almost six percentage points from last year to 25.8 percent.
- Respondents' awareness of the E-Check Web site has increased each year. In 2008, 31.4 percent of respondents reported they were aware of the Web site. This represents a 6 percentage point increase from 2007.
- Proportionally, more 2008 respondents than 2005 respondents were aware of E-Check's toll-free information number and Web site ($p < .05$).

Usage of E-Check Information Resources



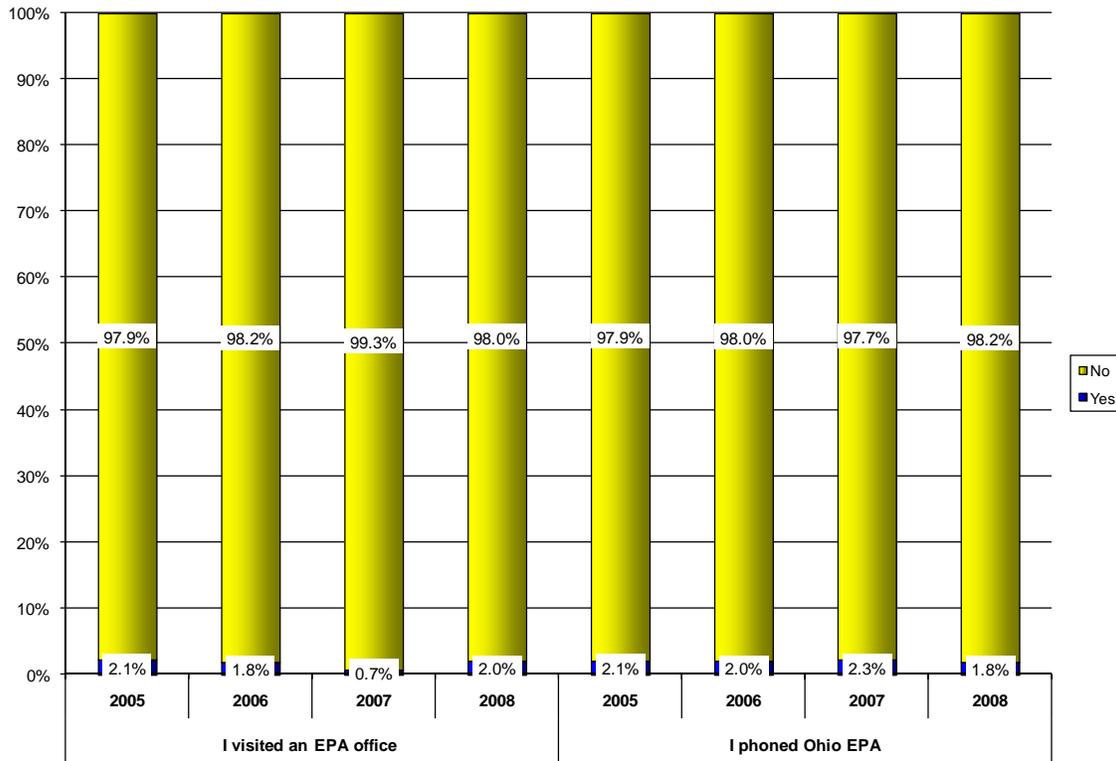
A question was added to the 2008 E-Check Customer Opinion Survey to gauge respondents' usage of the E-Check Web site as an information resource.

- Among the respondents to the 2008 survey who knew about 1-800-CAR-TEST, 17.7 percent used this resource to get information about the E-Check program.
- Fewer 2008 respondents have used the toll-free number to get information compared to 2005 respondents ($p < .05$).
- Of the respondents who were aware of www.ohiocheck.org, almost 38 percent have visited the Web site to get information about the E-Check program.
- Approximately 95 percent of respondents who visited the E-Check Web site found the information helpful.



- Each year, fewer than four percent of respondents who were aware of the E-Check toll-free number called it to discuss their most recent test experience.
- Six of the nine 2008 respondents who reported calling 1-800-CAR-TEST found it helpful.
- In 2008, none of the respondents reported sending an e-mail to E-Check regarding their test experience or for assistance with the program.

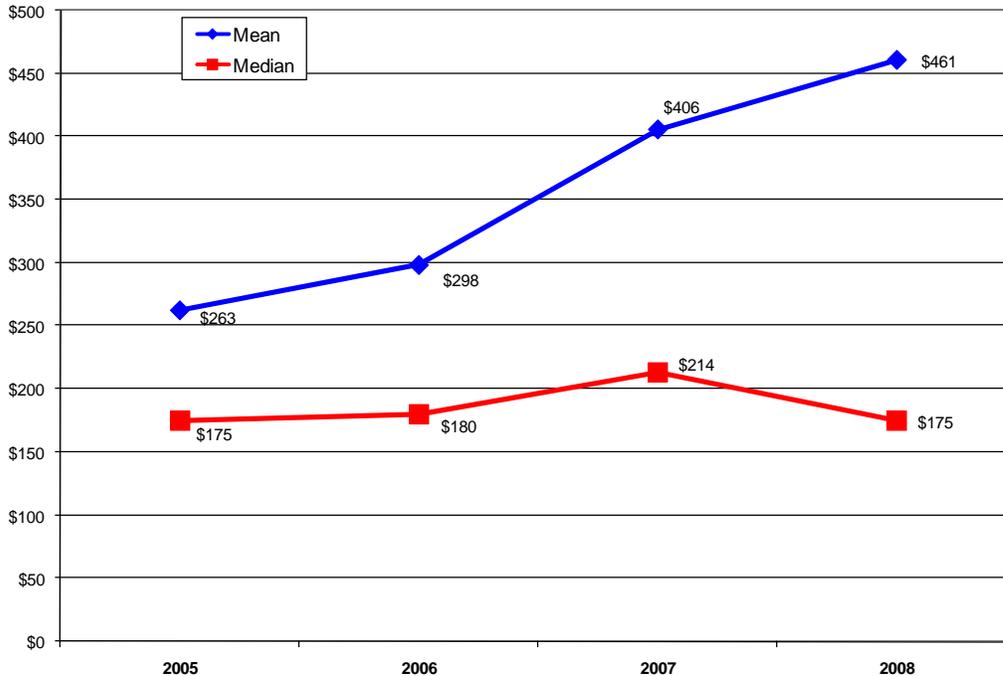
Assistance from Ohio EPA



- Each year, approximately two percent of respondents report visiting an EPA office or calling Ohio EPA for assistance with the E-Check program or to discuss their test experience.
- In 2008, five of the eight respondents who reported calling Ohio EPA regarding the E-Check program indicated that the call was helpful.
- Most respondents have not visited an Ohio EPA Field Office for assistance with the E-Check program. In 2008, nine respondents utilized this resource.
- Of the nine respondents in 2008 that visited an Ohio EPA Field Office for assistance, five reported that it was helpful, one reported it was not helpful, and three did not answer this follow-up question.

Preparing for the E-Check Test

In anticipation of having the E-Check test, how much did you spend on repairs?

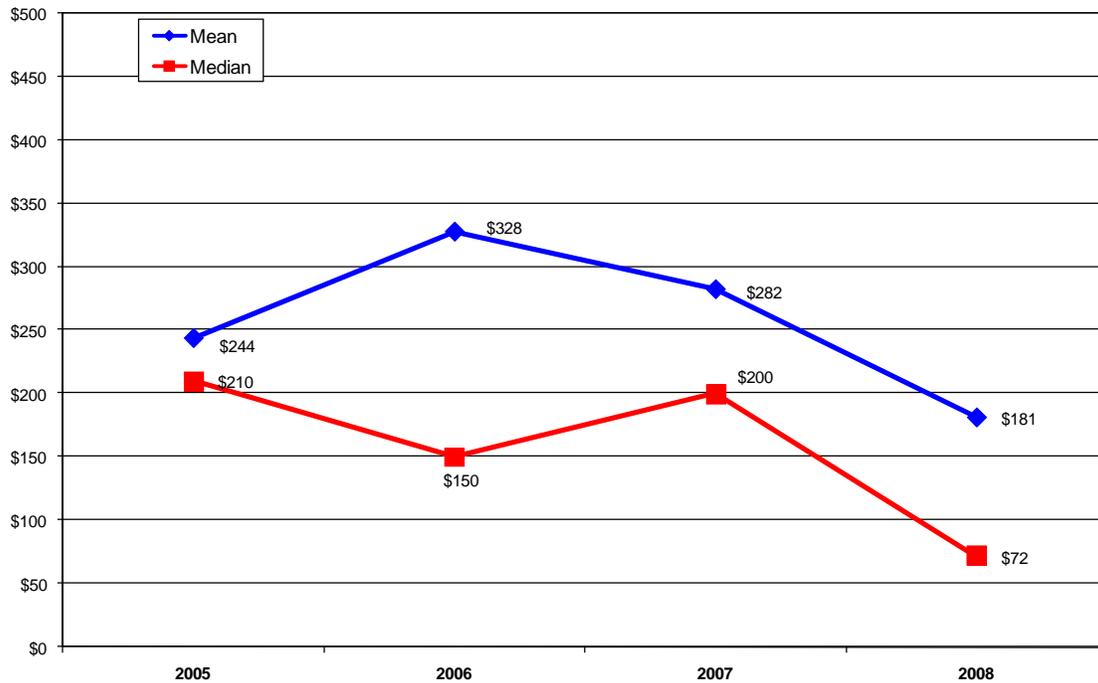


- Approximately 10 percent of 2008 respondents reported taking their car in for repairs prior to having their car tested, an increase from the approximately seven percent of respondents in 2005.
- In 2008, the mean (average) amount spent in anticipation of E-Check testing was \$461, and the median⁴ amount was \$175.

⁴ Median: Of all reported repair amounts, the middle one from the highest and the lowest values.

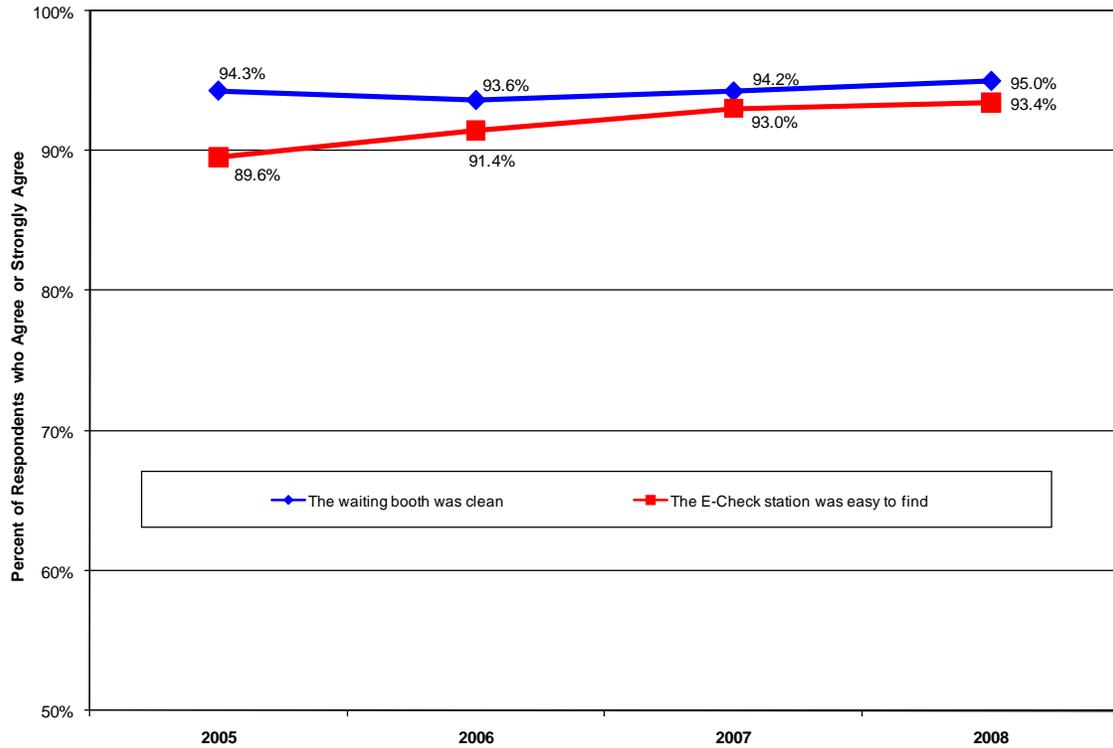
Failing E-Check

How much did you spend on repairs for the retest?

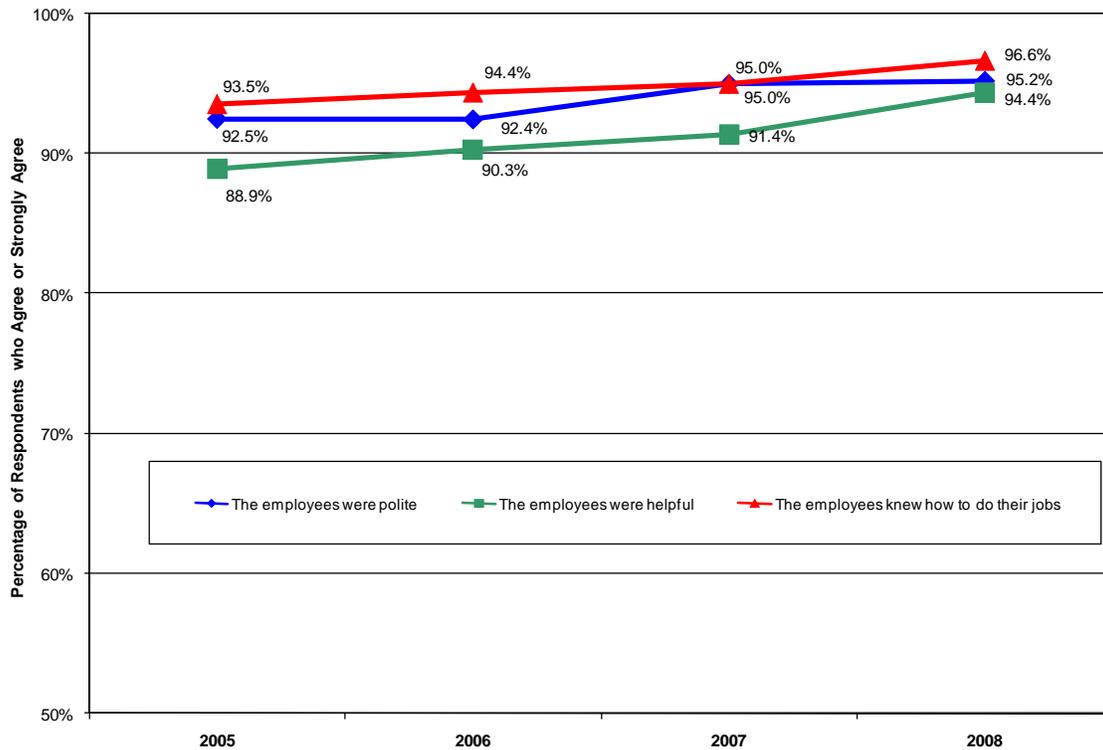


- In 2008, approximately six percent of respondents reported that their vehicle failed the E-Check test.
- Among those whose vehicles failed the test, the mean (average) amount spent on repairs declined this year. The mean was \$181, and the median amount was \$72.

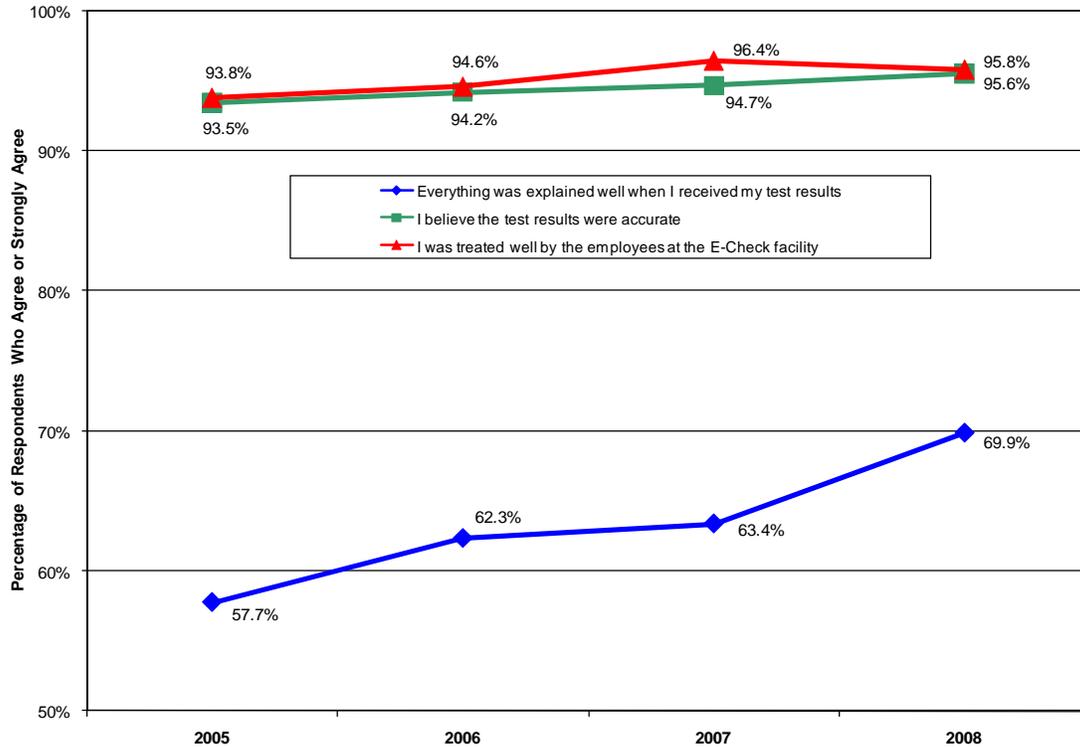
Recalling the E-Check Experience



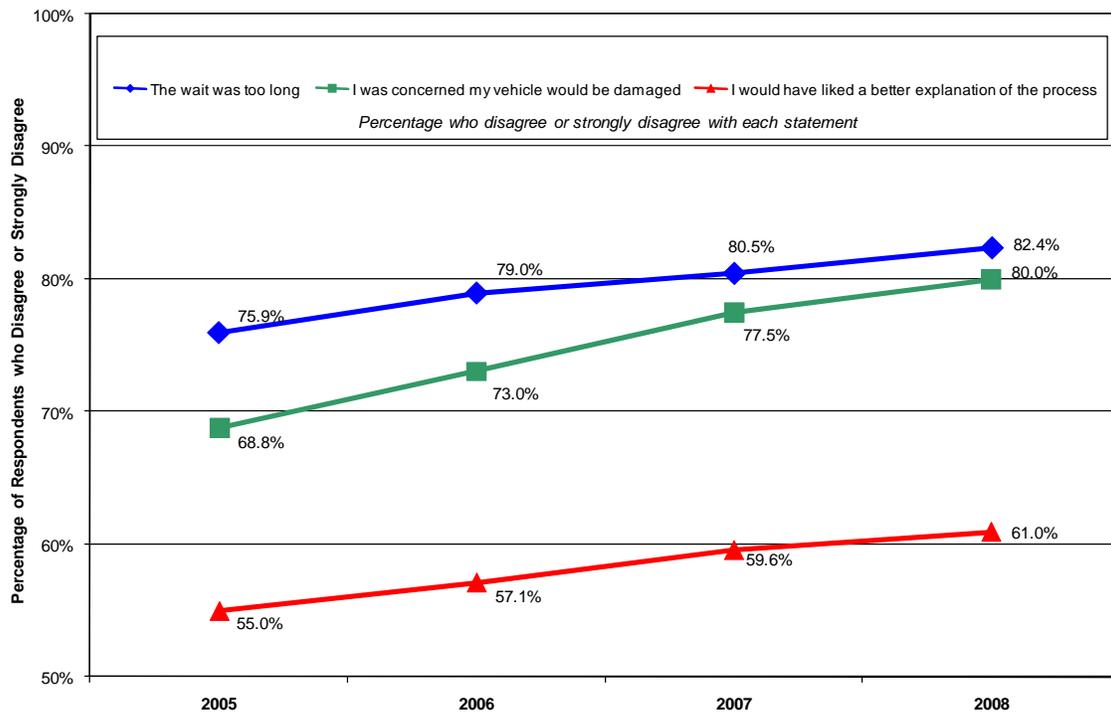
- Approximately 95 percent of respondents either agreed or strongly agreed that the waiting booth was clean. The percentage of respondents reporting that the waiting room was clean has been consistently high across the four-year period.
- The percentage of respondents that agreed the E-Check station was easy to find increased from approximately 90 percent in 2005 to 93 percent in 2008.



- The survey respondents continue to be satisfied with the E-Check employees.
- In 2008, approximately 95 percent agreed or strongly agreed that E-Check employees were polite compared to 92 percent in 2005 and 2006.
- The percentage of respondents that strongly agreed or agreed that the E-Check employees were helpful increased from 89 percent in 2005 to 94 percent in 2008 ($p < .05$).
- In 2008, 97 percent either agreed or strongly agreed that E-Check employees knew how to do their jobs.
- Proportionally, more 2008 respondents than 2005 respondents believe E-Check employees knew how to do their jobs ($p < .05$).



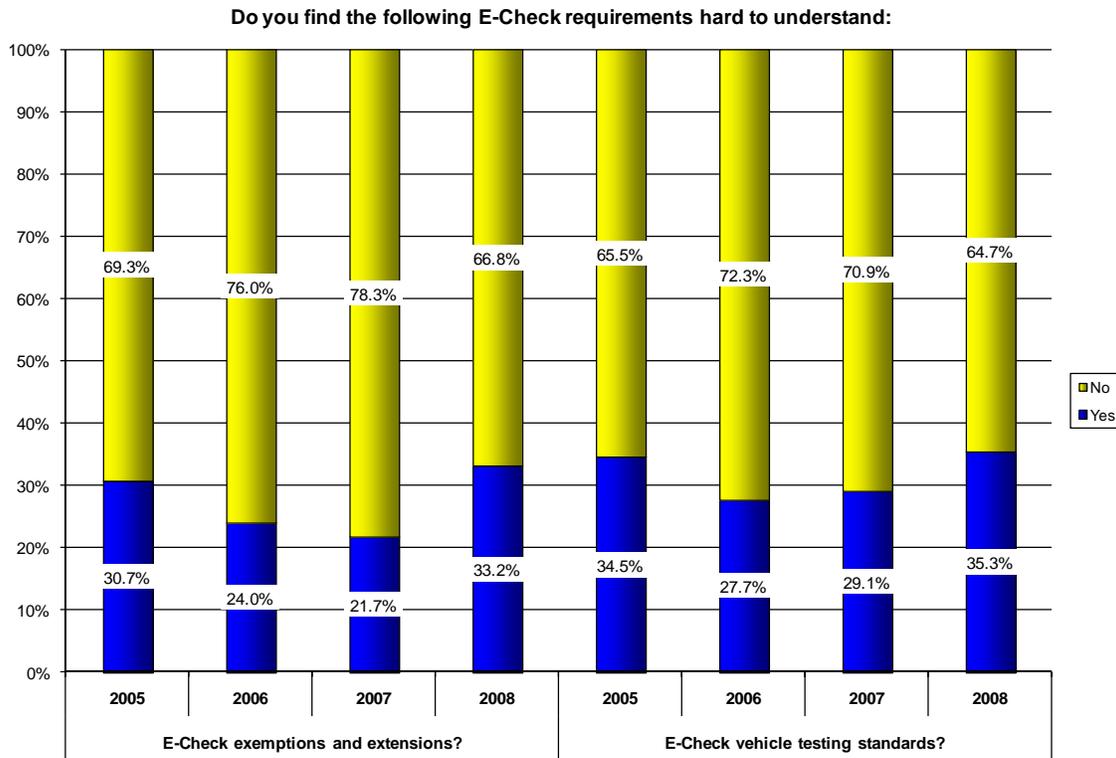
- The percentage of respondents that either agreed or strongly agreed that everything was explained well when they received their test results increased 12 percentage points from 58 percent in 2005 to 70 percent in 2008 ($p < .05$).
- Proportionally, more respondents who agreed everything was explained well when they received their results were satisfied with their E-Check experience than those who disagreed ($p < .05$).
- Approximately 96 percent of 2008 respondents affirmed their belief that the E-Check test results were accurate and that they treated well by E-Check facility employees.



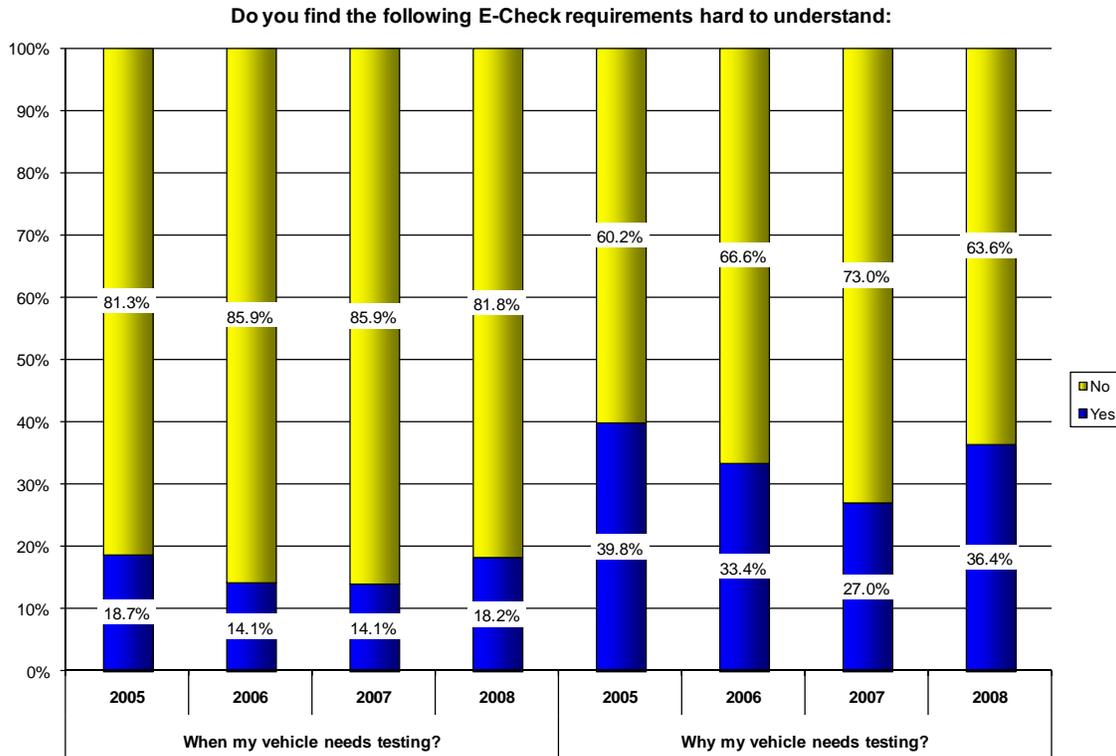
This chart shows the percentage of respondents who disagreed or strongly disagreed with the three survey items designed to capture customer criticism of the E-Check process.

- Over the four survey years, E-Check showed steady improvement in customer opinions regarding wait times ($p < .05$), explanation of the testing process, and concern over vehicle damage ($p < .05$).
- In 2008, approximately 82 percent of respondents did not feel their wait time at the E-Check facility was too long.
- Proportionally, more respondents who reported the wait time at the E-Check facility was reasonable were satisfied than those who reported the wait time was too long ($p < .05$).
- Twenty percent of all respondents in 2008 were concerned their vehicles would be damaged during the E-Check process.
- Although most respondents were not concerned that their vehicle would be damaged, respondents that were concerned were more likely to be dissatisfied with their E-Check experience than those that were unconcerned ($p < .05$).
- Approximately 39 percent of 2008 respondents would have liked a better explanation of what was happening to their vehicle during testing.

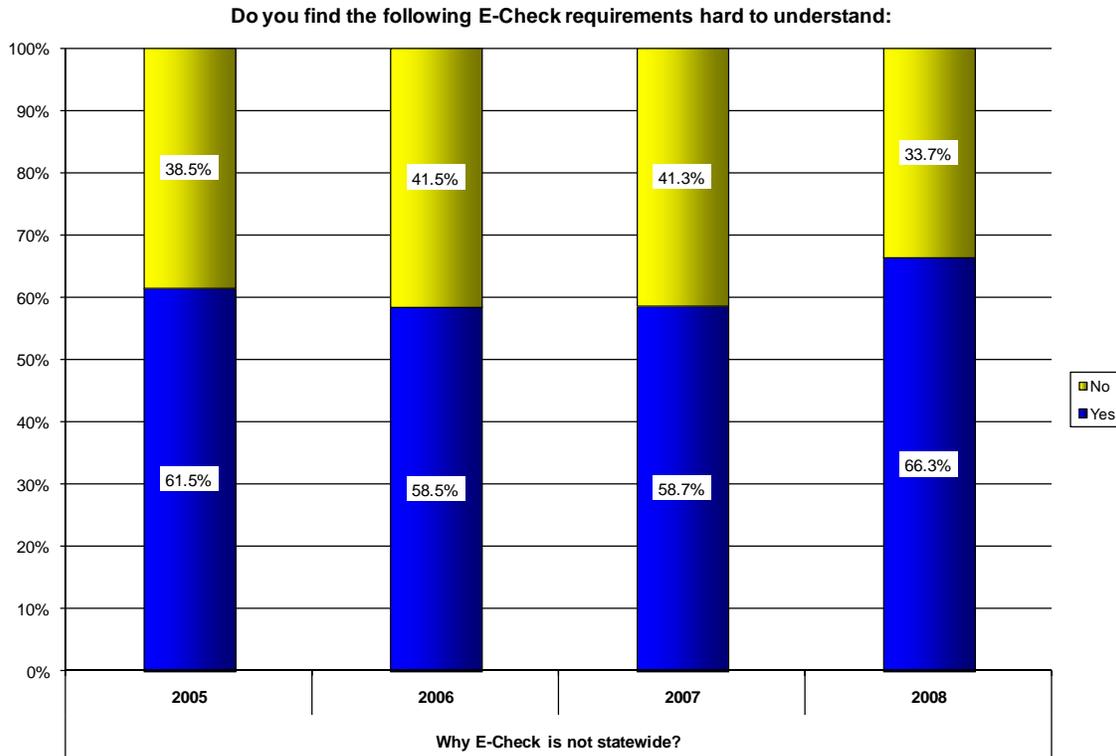
Understanding E-Check Requirements



- After decreasing for three consecutive years, the percentage of respondents reporting difficulty understanding E-Check requirements increased this year.
- In 2008, there was an 11.5 percentage point increase in the number of respondents categorizing E-Check exemptions and extensions as hard to understand compared to 2007.
- Proportionally, more respondents who found E-Check exemptions and extensions hard to understand were dissatisfied than respondents who found them easy to understand ($p < .05$).
- The percentage of respondents reporting difficulty understanding E-Check testing standards increased from 29.1 percent in 2007 to 35.3 percent in 2008.

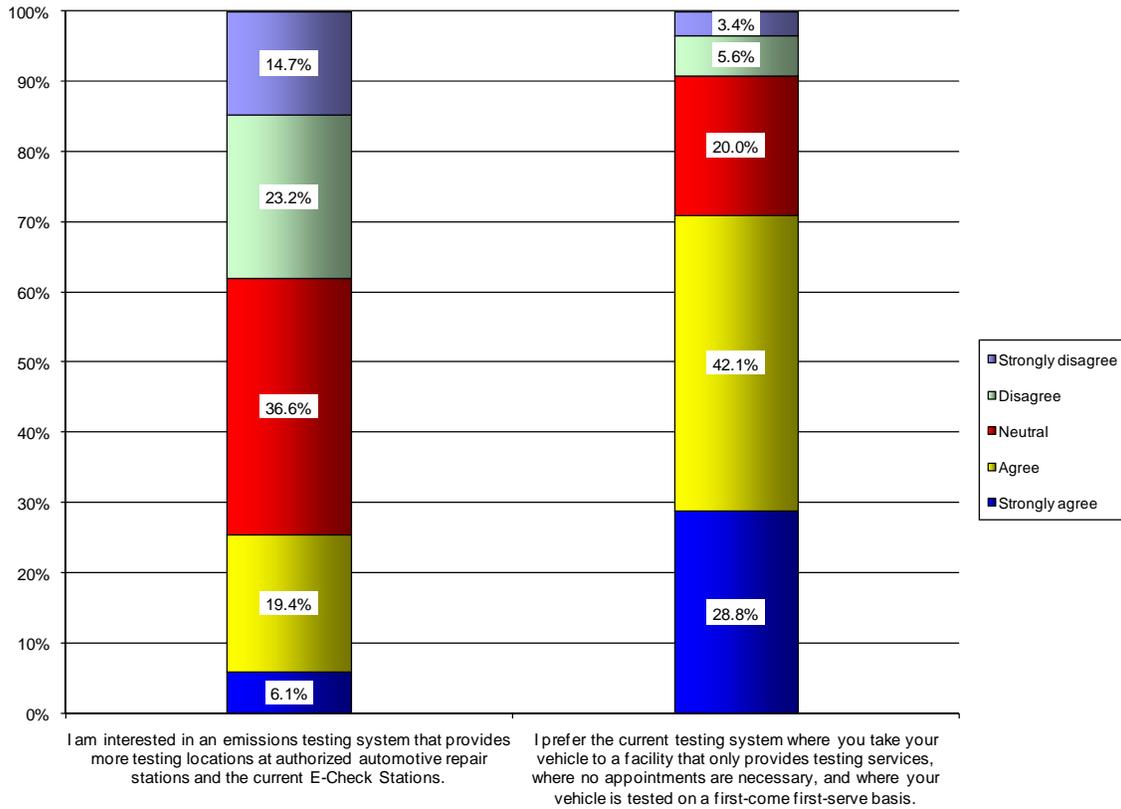


- From 2007 to 2008, there was a small increase in the percentage of survey respondents reporting it was difficult to understand E-Check requirements regarding when their vehicle needs to be tested.
- After declining for three straight years, there was an increase in the percentage of respondents reporting they find it hard to understand why their vehicle needs to be tested. This percentage increased from 27 percent in 2007 to 36.4 percent in 2008.
- Proportionally, more satisfied respondents reported understanding the need to have their vehicle tested than unsatisfied respondents ($p < .05$).
- Respondents from Zone 1 were more likely to find it hard to understand why their vehicle needs testing than those from Zone 4 ($p < .05$).



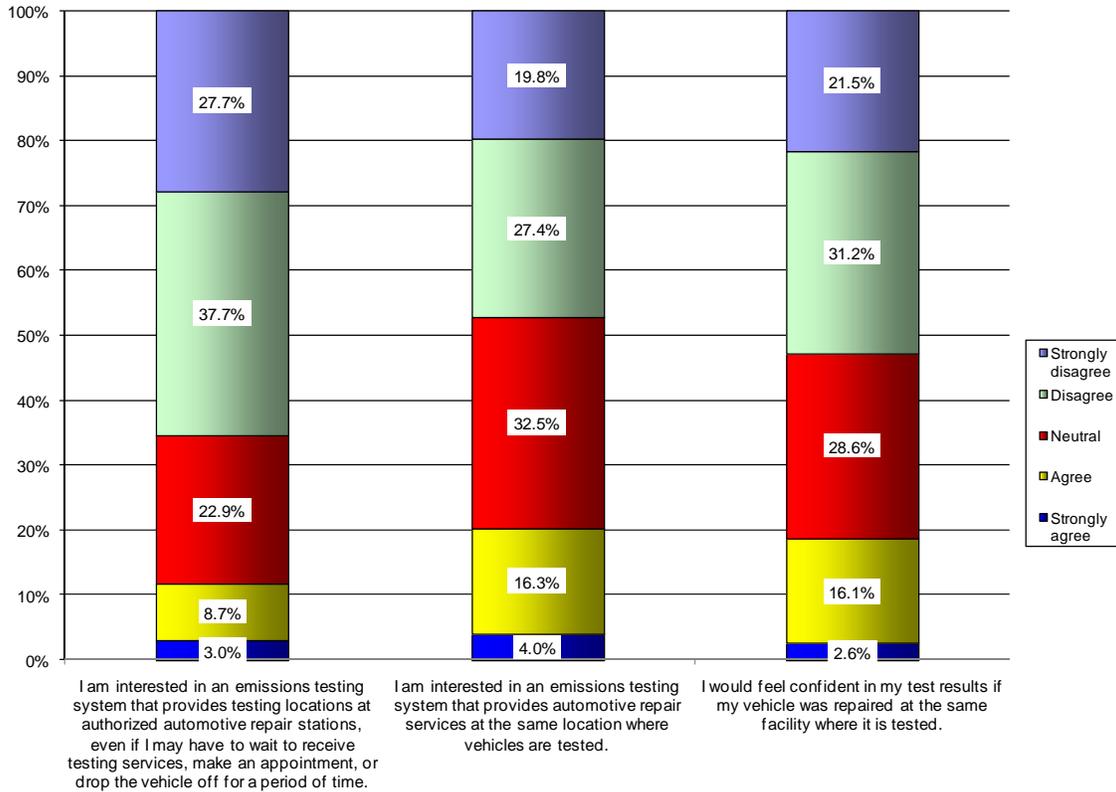
- Approximately 66 percent of the 2008 respondents affirmed that it is hard to understand why E-Check testing is not a required statewide program, compared to 59 percent in 2007.
- Proportionally, more Zone 1 respondents find it hard to understand why E-Check testing is not statewide than those from Zone 4 ($p < .05$).

Opinions Regarding Emissions Testing Options



New questions were added to the 2008 E-Check Customer Opinion Survey to examine respondents' preferences for potential changes to the emissions testing program.

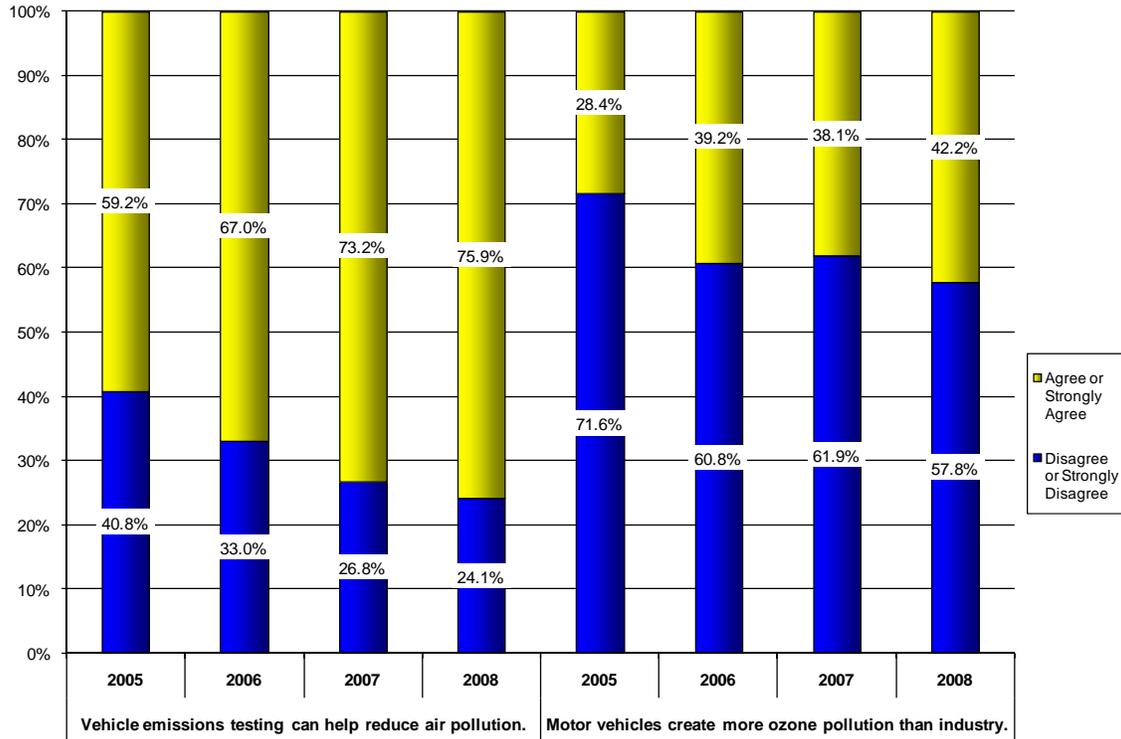
- When asked if they were interested in an emissions testing system that provides more testing locations at authorized automotive repair stations and the current E-Check Stations, approximately 38 percent disagreed or strongly disagreed, another 37 percent had no opinion and only 25.5 percent agreed or strongly agreed with this option.
- Approximately 71 percent expressed support for the current testing system while less than 10 percent disagreed or strongly disagreed.



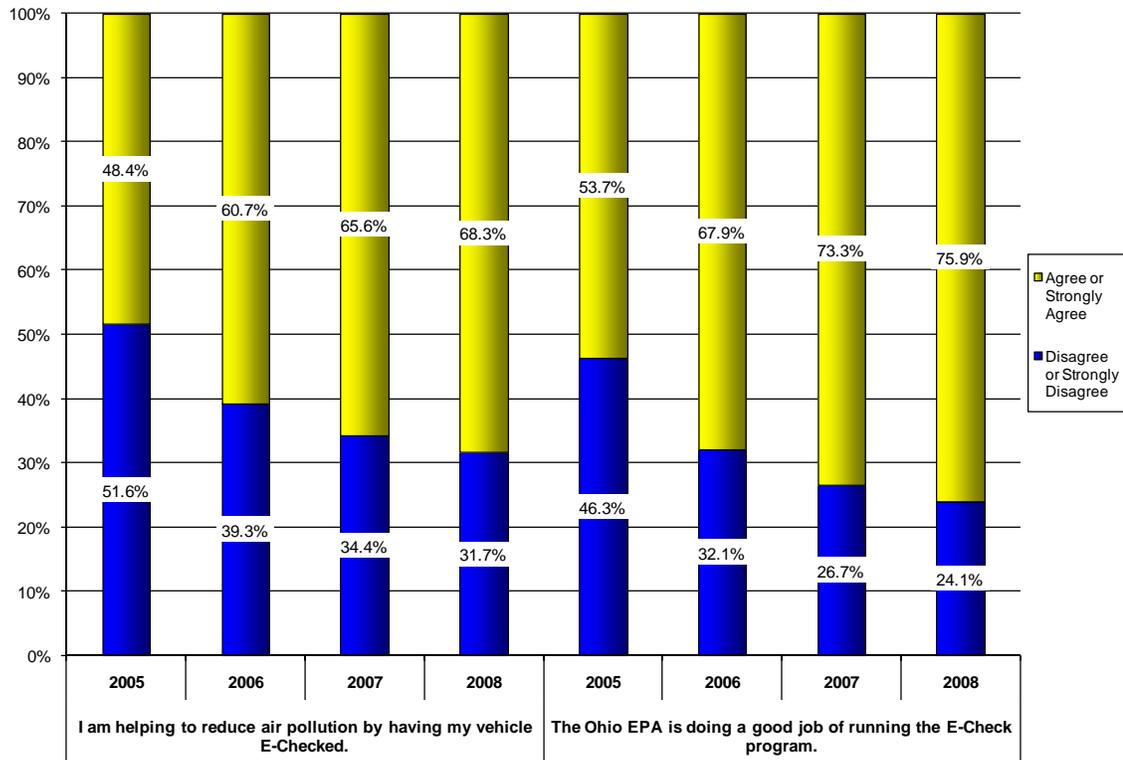
Respondents were also asked about various features of emissions testing at authorized automotive repair stations.

- Respondents expressed the greatest level of disagreement with testing at authorized automotive repair stations that would require waiting to receive testing, making an appointment, or dropping off their vehicle for a period of time. Approximately 65 percent of respondents disagreed or strongly disagreed with this option.
- While 20.3 percent of respondents agreed or strongly agreed that they would be interested in an emissions testing system that provides automotive repair services at the same location where vehicles are tested, 47 percent expressed disagreement.
- A majority of respondents disagreed or strongly disagreed that they would be confident in their test results if their vehicle was repaired at the same facility where it was tested. Only 18.7 percent agreed or strongly agreed they would be confident in their test results under these circumstances.

Vehicle Emissions and the Environment



- Significantly more 2008 respondents (76 percent) agreed that vehicle emissions testing can help reduce air pollution compared to the 59 percent agreement rate received in 2005 ($p < .05$).
- More 2008 respondents (42 percent) agreed that motor vehicles create more ozone pollution than industry than in 2005 when 28 percent agreed with this statement ($p < .05$).
- Respondents who agreed vehicle emissions testing can help reduce air pollution and those that agreed motor vehicles create more ozone pollution than industry were more likely to report being satisfied with E-Check than those who disagreed ($p < .05$).
- Each year, approximately a third of respondents marked “don’t know” or left blank the question regarding motor vehicles and industry pollution, perhaps indicating a lack of knowledge. This question had the lowest response of any question on the survey.



- Significantly more 2008 respondents (approximately 68 percent) agreed they are helping to reduce air pollution by participating in the E-Check program compared to 48 percent in the 2005 survey ($p < .05$).
- Proportionally more Zone 4 respondents agreed they are helping to reduce air pollution by having their vehicle tested than those from Zone 1 ($p < .05$).
- Respondents who agree they are helping to reduce air pollution by having their vehicle E-Checked were also more likely to report being satisfied with their E-Check experience than respondents who disagreed ($p < .05$).
- Also this year, approximately 76 percent of respondents agreed that Ohio EPA is doing a good job of running the E-Check program, a 22 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 than those who disagreed ($p < .05$).
- Proportionally more Zone 4 respondents agreed that Ohio EPA is doing a good job of running the E-Check program than those from Zone 1 ($p < .05$).

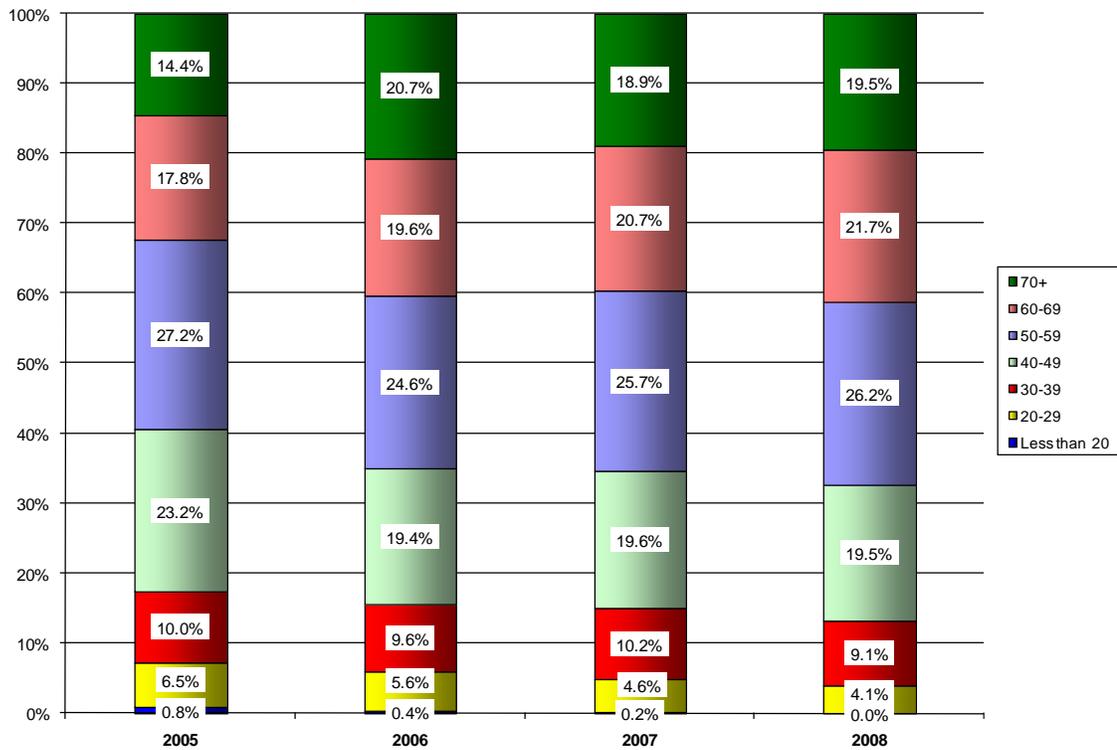
Demographic Questions

Respondent's Gender

	Male	Female
2005	56.6%	43.4%
2006	51.5%	48.5%
2007	58.1%	41.9%
2008	58.0%	42.0%

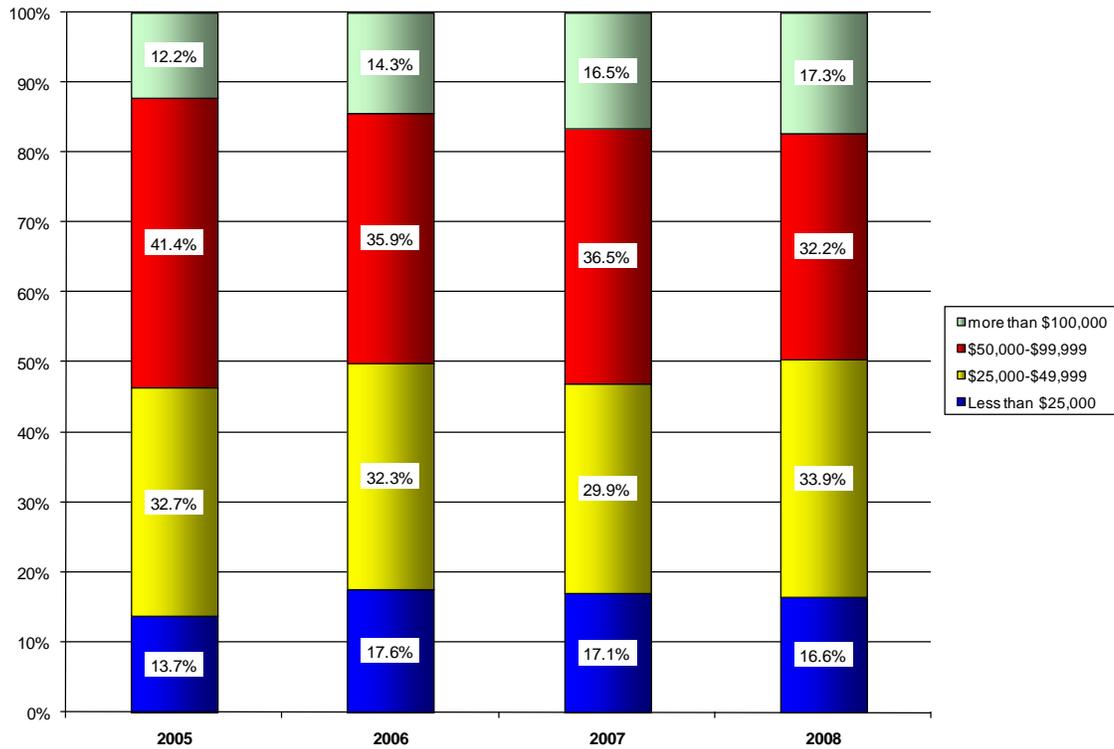
- Each year, more males than females participate in the E-Check Customer Satisfaction Survey.

Respondent's Age



- No significant differences were found among the responses provided by specific age groups when cross-tabulated with other survey questions.

Respondent's Total Annual Household Income



- Each year, approximately half of respondents have incomes of \$50,000 or more.
- No significant differences were found among the responses provided by specific income categories when cross-tabulated with other survey questions.

Respondent's Race or Ethnicity

	White	African - American	Asian - American	American Indian	Latin American (Hispanic)	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%
2007	88.1%	7.2%	1.3%	0.2%	1.3%	1.9%
2008*	87.8%	9.1%	1.1%	0.8%	1.7%	0.6%

* For 2008, sum does not equal 100 percent because respondents were allowed to select all that apply.

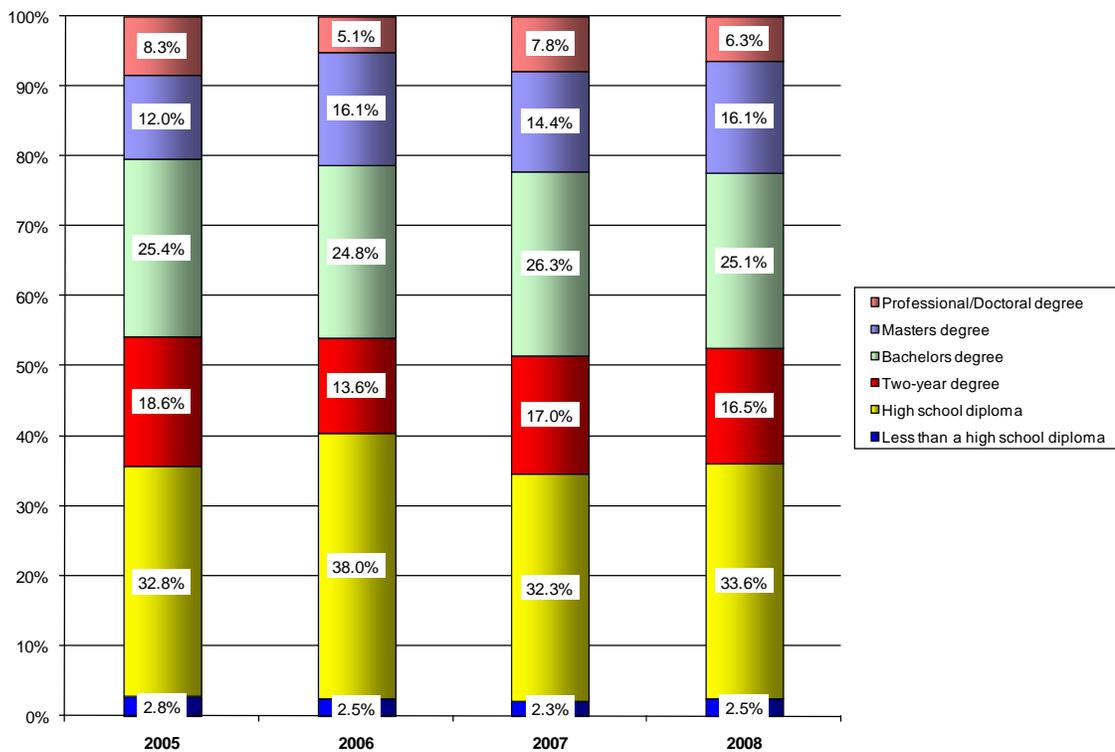
- There were no significant trends in response to the various survey questions when cross-tabulated with the survey respondents' race or ethnicity.

Individual that took the vehicle to the E-Check station

	The vehicle owner	A relative of the vehicle owner	A friend of the vehicle owner	Other
2005	94.7%	5.0%	0.0%	0.2%
2006	93.3%	5.2%	0.0%	1.5%
2007	94.4%	5.1%	0.2%	0.4%
2008	94.5%	5.3%	0.2%	0.0%

- The vast majority of respondents take their own car to the E-Check station.

Household's Highest Level of Education



- All educational levels were represented in the survey each year.
- 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: 2008 Ohio E-Check Customer Opinion Survey

Ohio E-Check 2008 Customer Opinion Survey



Instructions for completing survey:

Mark answers like this: ● Not like this: ~~○~~ ✓

1. Were you satisfied with your overall experience when you received your last E-Check test? Yes No

Before seeing this survey...

2. Were you aware that regular vehicle maintenance such as replacing air filters can improve your vehicle's gas mileage by as much as 10 percent and can save up to 40 cents per gallon? Yes No

3. Were you aware that regular vehicle maintenance can increase your vehicle's engine life? Yes No

4. Were you aware that with regular maintenance your vehicle is more likely to pass the emissions test? Yes No

5. Were you aware of E-Check's toll-free information number, 1-800-CAR-TEST? Yes No

6. Have you used the 1-800-CAR-TEST number to get information about the E-Check program? Yes No

7. Were you aware of the E-Check Web site, www.ohiocheck.org? Yes No

 Please turn over for more questions

Before seeing this survey...

8. Have you visited the E-Check Web site to get information about the E-Check program? Yes No
 If yes, was the information helpful? Yes No

9. Did you contact any of these resources regarding your most recent test experience, or for assistance with E-Check?

I phoned 1-800-CAR-TEST Yes No If yes, was it helpful? Yes No
 I visited an EPA Office Yes No If yes, was it helpful? Yes No
 I phoned Ohio EPA Yes No If yes, was it helpful? Yes No
 I sent an e-mail to E-Check Yes No If yes, was it helpful? Yes No

E-Check test preparation and results

10. Before having the initial E-Check test, did you have any repairs performed on your vehicle? Yes No
 If yes, how much did you spend on repairs before the initial test? \$.00

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

For each of the following statements please think about your most recent E-Check experience:

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

Please continue on next page

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

24. E-Check exemptions and extensions?	<input type="radio"/> Yes <input type="radio"/> No
25. E-Check vehicle testing standards (technical thresholds that determine pass/fail)?	<input type="radio"/> Yes <input type="radio"/> No
26. When my vehicle needs testing?	<input type="radio"/> Yes <input type="radio"/> No
27. Why my vehicle needs testing?	<input type="radio"/> Yes <input type="radio"/> No
28. Why E-Check testing is not statewide?	<input type="radio"/> Yes <input type="radio"/> No

Comment Section: Please tell us which questions previous you are referring to:

Question # _____

Question # _____

In some states, motorists can choose to have their emissions testing take place at facilities such as E-Check that exclusively conduct emissions testing, or at authorized automotive repair stations. Please give us your opinions regarding these testing options.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
29. I am interested in an emissions testing system that provides more testing locations at authorized automotive repair stations and the current E-Check Stations.	<input type="radio"/>				
30. I am interested in an emissions testing system that provides testing locations at authorized automotive repair stations, even if I may have to wait to receive testing services, make an appointment, or drop the vehicle off for a period of time.	<input type="radio"/>				
31. I am interested in an emissions testing system that provides automotive repair services at the same location where vehicles are tested.	<input type="radio"/>				
32. I would feel confident in my test results if my vehicle was repaired at the same facility where it is tested.	<input type="radio"/>				
33. I prefer the current testing system where you take your vehicle to a facility that only provides testing services, where no appointments are necessary, and where your vehicle is tested on a first-come, first-serve basis.	<input type="radio"/>				

Please turn over for more questions

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

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

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

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

Comment Section: Please tell us which questions you are referring to:

Question # _____

Question # _____

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:
Ohio University-Voinovich School, Building 22-The Ridges, Athens, Ohio 45701**

Appendix II: 2008 E-Check Frequency Tables

2008 E-Check Survey Frequency Tables

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME*	<i>N</i>	%	<i>N</i>	%
Yes	462	94.1%	2.1%	240	93.4%	220	94.8%
No	29	5.9%	2.1%	17	6.6%	12	5.2%
Total	491	100.0%		257	100.0%	232	100.0%

Before seeing this survey . . .

2. Were you aware that regular vehicle maintenance such as replacing air filters can improve your vehicle's gas mileage by as much as 10 percent and can save up to 40 cents per gallon?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	444	88.1%	2.8%	230	88.1%	212	88.0%
No	60	11.9%	2.8%	31	11.9%	29	12.0%
Total	504	100.0%		261	100.0%	241	100.0%

3. Were you aware that regular vehicle maintenance can increase your vehicle's engine life?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	501	99.4%	0.7%	260	99.6%	239	99.2%
No	3	0.6%	0.7%	1	0.4%	2	0.8%
Total	504	100.0%		261	100.0%	241	100.0%

4. Were you aware that with regular vehicle maintenance your vehicle is more likely to pass the emissions test?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	495	98.2%	1.2%	258	98.9%	235	97.5%
No	9	1.8%	1.2%	3	1.1%	6	2.5%
Total	504	100.0%		261	100.0%	241	100.0%

5. Were you aware of E-Check's toll-free information number, 1-800-CAR-TEST?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	130	25.8%	3.8%	62	23.8%	68	28.2%
No	374	74.2%	3.8%	199	76.2%	173	71.8%
Total	504	100.0%		261	100.0%	241	100.0%

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	23	4.6%	1.8%	14	5.4%	9	3.8%
No	480	95.4%	1.8%	247	94.6%	231	96.3%
Total	503	100.0%		261	100.0%	240	100.0%

7. Were you aware of the E-Check Web site www.ohiocheck.org?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	158	31.4%	4.0%	84	32.1%	73	30.5%
No	345	68.6%	4.0%	178	67.9%	166	69.5%
Total	503	100.0%		262	100.0%	239	100.0%

*ME=margin of error

8. Have you visited the E-Check Web site to get information about the E-Check program?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	59	37.6%	2.9%	31	36.9%	27	37.5%
No	98	62.4%	2.9%	53	63.1%	45	62.5%
Total	157	100.0%		84	100.0%	72	100.0%

If yes, was the information helpful?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	55	94.8%	9.4%	27	90.0%	27	100.0%
No	3	5.2%	9.4%	3	10.0%	0	0.0%
Total	58	100.0%		30	100.0%	27	100.0%

9. Did you contact any of these resources regarding your most recent test experience, or for assistance with E-Check?

I phoned 1-800-CAR-TEST

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	9	2.0%	1.3%	5	2.1%	4	1.9%
No	444	98.0%	1.3%	236	97.9%	206	98.1%
Total	453	100.0%		241	100.0%	210	100.0%

If yes, was it helpful?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	6	66.7%	30.8%	4	80.0%	2	50.0%
No	3	33.3%	30.8%	1	20.0%	2	50.0%
Total	9	100.0%		5	100.0%	4	100.0%

I visited an EPA office

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	9	2.0%	1.3%	3	1.3%	6	2.9%
No	438	98.0%	1.3%	236	98.7%	200	97.1%
Total	447	100.0%		239	100.0%	206	100.0%

If yes, was it helpful?

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	5	83.3%	29.8%	0	0.0%	5	100.0%
No	1	16.7%	29.8%	1	100.0%	0	0.0%
Total	6	100.0%		1	100.0%	5	100.0%

I phoned Ohio EPA

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Yes	8	1.8%	1.2%	5	2.1%	3	1.4%
No	440	98.2%	1.2%	234	97.9%	204	98.6%
Total	448	100.0%		239	100.0%	207	100.0%

If yes, was it helpful?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	5	71.4%	33.5%	3	75.0%	2	66.7%
No	2	28.6%	33.5%	1	25.0%	1	33.3%
Total	7	100.0%		4	100.0%	3	100.0%

I sent an e-mail to E-Check

	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	446	100.0%	0.0%	237	100.0%	207	100.0%
Total	446	100.0%		237	100.0%	207	100.0%

If yes, was it helpful?

	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	0	0.0%	0.0%	0	0.0%	0	0.0%
Total	0	0.0%		0	0.0%	0	0.0%

10. Before having the initial E-Check test, did you have any repairs performed on your vehicle?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	50	10.1%	2.7%	27	10.5%	23	9.8%
No	443	89.9%	2.7%	229	89.5%	212	90.2%
Total	493	100.0%		256	100.0%	235	100.0%

10a. If yes, how much did you spend on the repairs before the initial test?

	All Zones			Zone 1		Zone 4	
	<i>N</i>			<i>N</i>		<i>N</i>	
Maximum	\$4,400			\$4,400		\$2,000	
Minimum	\$4			\$30		\$4	
Mean (average)	\$461			\$565		\$324	
Median	\$175			\$290		\$150	

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	29	5.9%	2.1%	13	5.1%	16	6.8%
No	463	94.1%	2.1%	242	94.9%	219	93.2%
Total	492	100.0%		255	100.0%	235	100.0%

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>			<i>N</i>		<i>N</i>	
Maximum	\$900			\$900		\$450	
Minimum	\$5			\$5		\$7	
Mean (average)	\$181			\$157		\$199	
Median	\$72			\$20		\$125	

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	21	4.3%	1.8%	9	3.5%	12	5.2%
Agree	66	13.4%	3.0%	35	13.5%	31	13.3%
Disagree	272	55.1%	4.4%	145	56.0%	125	53.6%
Strongly disagree	135	27.3%	3.9%	70	27.0%	65	27.9%
Total	494	100.0%		259	100.0%	233	100.0%

13. The waiting booth was clean.

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	124	24.9%	3.8%	69	26.4%	55	23.4%
Agree	349	70.1%	3.8%	183	70.1%	164	69.8%
Disagree	20	4.0%	1.7%	8	3.1%	12	5.1%
Strongly disagree	5	1.0%	0.9%	1	0.4%	4	1.7%
Total	498	100.0%		261	100.0%	235	100.0%

14. The E-Check employees were polite.

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	163	32.6%	4.1%	79	30.5%	84	35.1%
Agree	313	62.6%	4.1%	170	65.6%	141	59.0%
Disagree	18	3.6%	1.6%	9	3.5%	9	3.8%
Strongly disagree	6	1.2%	1.0%	1	0.4%	5	2.1%
Total	500	100.0%		259	100.0%	239	100.0%

15. The E-Check employees were helpful.

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	141	29.5%	3.9%	65	26.5%	76	32.9%
Agree	310	64.9%	4.2%	168	68.6%	140	60.6%
Disagree	20	4.2%	1.7%	10	4.1%	10	4.3%
Strongly disagree	7	1.5%	1.0%	2	0.8%	5	2.2%
Total	478	100.0%		245	100.0%	231	100.0%

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	149	31.4%	4.0%	75	30.4%	74	32.7%
Agree	309	65.2%	4.2%	163	66.0%	145	64.2%
Disagree	12	2.5%	1.3%	8	3.2%	4	1.8%
Strongly disagree	4	0.8%	0.8%	1	0.4%	3	1.3%
Total	474	100.0%		247	100.0%	226	100.0%

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	37	7.6%	2.3%	18	7.2%	19	8.2%
Agree	60	12.4%	2.8%	31	12.4%	29	12.5%
Disagree	274	56.5%	4.3%	144	57.4%	128	55.2%
Strongly disagree	114	23.5%	3.7%	58	23.1%	56	24.1%
Total	485	100.0%		251	100.0%	232	100.0%

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	41	8.6%	2.4%	22	8.8%	19	8.3%
Agree	146	30.5%	4.0%	72	28.8%	74	32.5%
Disagree	234	48.9%	4.4%	129	51.6%	104	45.6%
Strongly disagree	58	12.1%	2.8%	27	10.8%	31	13.6%
Total	479	100.0%		250	100.0%	228	100.0%

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	63	12.9%	2.9%	22	8.8%	41	17.4%
Agree	278	57.0%	4.3%	150	59.8%	126	53.6%
Disagree	117	24.0%	3.7%	63	25.1%	54	23.0%
Strongly disagree	30	6.1%	2.1%	16	6.4%	14	6.0%
Total	488	100.0%		251	100.0%	235	100.0%

20. I believe the test results were accurate.

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	95	21.0%	3.4%	43	18.8%	52	23.5%
Agree	337	74.6%	4.1%	174	76.0%	161	72.9%
Disagree	13	2.9%	1.4%	9	3.9%	4	1.8%
Strongly disagree	7	1.5%	1.0%	3	1.3%	4	1.8%
Total	452	100.0%		229	100.0%	221	100.0%

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	145	28.8%	3.9%	65	24.9%	80	33.3%
Agree	337	67.0%	4.1%	189	72.4%	146	60.8%
Disagree	17	3.4%	1.6%	6	2.3%	11	4.6%
Strongly disagree	4	0.8%	0.8%	1	0.4%	3	1.3%
Total	503	100.0%		261	100.0%	240	100.0%

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	127	25.2%	3.8%	64	24.4%	63	26.4%
Agree	343	68.2%	4.1%	187	71.4%	154	64.4%
Disagree	25	5.0%	1.9%	10	3.8%	15	6.3%
Strongly disagree	8	1.6%	1.1%	1	0.4%	7	2.9%
Total	503	100.0%		262	100.0%	239	100.0%

23. I was satisfied with my overall test experience.

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	109	21.9%	3.8%	48	18.6%	61	25.6%
Agree	355	71.3%	4.1%	191	74.0%	162	68.1%
Disagree	25	5.0%	1.9%	14	5.4%	11	4.6%
Strongly disagree	9	1.8%	1.1%	5	1.9%	4	1.7%
Total	498	100.0%		258	100.0%	238	100.0%

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

24. E-Check exemptions and extensions?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	160	33.2%	4.2%	88	35.1%	72	31.4%
No	322	66.8%	4.2%	163	64.9%	157	68.6%
Total	482	100.0%		251	100.0%	229	100.0%

25. E-Check vehicle testing standards (technical thresholds that determine pass/fail)?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	171	35.3%	4.3%	97	38.6%	74	32.0%
No	313	64.7%	4.3%	154	61.4%	157	68.0%
Total	484	100.0%		251	100.0%	231	100.0%

26. When my vehicle needs testing?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	88	18.2%	3.4%	43	16.9%	45	19.7%
No	396	81.8%	3.4%	211	83.1%	183	80.3%
Total	484	100.0%		254	100.0%	228	100.0%

27. Why my vehicle needs testing?

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	177	36.4%	4.3%	106	41.7%	71	30.9%
No	309	63.6%	4.3%	148	58.3%	159	69.1%
Total	486	100.0%		254	100.0%	230	100.0%

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

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Yes	323	66.3%	4.2%	180	70.9%	142	61.5%
No	164	33.7%	4.2%	74	29.1%	89	38.5%
Total	487	100.0%		254	100.0%	231	100.0%

In some states, motorists can choose to have their emissions testing take place at facilities such as E-Check that exclusively conduct emissions testing, or at authorized automotive repair stations. Please give us your opinion regarding these testing options.

29. I am interested in an emissions testing system that provides more testing locations at authorized automotive repair stations and the current E-Check Stations.

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly Agree	30	6.1%	2.1%	10	3.9%	20	8.4%
Agree	96	19.4%	3.5%	44	17.2%	52	21.9%
Neutral	181	36.6%	4.2%	94	36.7%	87	36.7%
Disagree	115	23.2%	3.7%	57	22.3%	57	24.1%
Strongly disagree	73	14.7%	3.1%	51	19.9%	21	8.9%
Total	495	100.0%		256	100.0%	237	100.0%

30. I am interested in an emissions testing system that provides testing locations at authorized automotive repair stations, even if I may have to wait to receive testing services, make an appointment, or drop the vehicle off for a period of time.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly Agree	15	3.0%	1.5%	6	2.3%	9	3.8%
Agree	43	8.7%	2.5%	19	7.4%	24	10.2%
Neutral	113	22.9%	3.7%	56	21.9%	57	24.2%
Disagree	186	37.7%	4.3%	91	35.5%	94	39.8%
Strongly disagree	137	27.7%	3.9%	84	32.8%	52	22.0%
Total	494	100.0%		256	100.0%	236	100.0%

31. I am interested in an emissions testing system that provides automotive repair services at the same location where vehicles are tested.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly Agree	20	4.0%	1.7%	7	2.7%	13	5.5%
Agree	81	16.3%	3.2%	39	15.2%	42	17.7%
Neutral	161	32.5%	4.1%	77	30.0%	84	35.4%
Disagree	136	27.4%	3.9%	72	28.0%	63	26.6%
Strongly disagree	98	19.8%	3.5%	62	24.1%	35	14.8%
Total	496	100.0%		257	100.0%	237	100.0%

32. I would feel confident in my test results if my vehicle was repaired at the same facility where it is tested.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly Agree	13	2.6%	1.4%	5	2.0%	8	3.3%
Agree	80	16.1%	3.2%	42	16.4%	38	15.9%
Neutral	142	28.6%	4.0%	66	25.8%	76	31.8%
Disagree	155	31.2%	3.6%	78	30.5%	77	32.2%
Strongly disagree	107	21.5%	3.6%	65	25.4%	40	16.7%
Total	497	100.0%		256	100.0%	239	100.0%

33. I prefer the current testing system where you take your vehicle to a facility that only provides testing services, where no appointments are necessary, and where your vehicle is tested on a first-come first-serve basis.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly Agree	143	28.8%	4.0%	67	26.1%	75	31.6%
Agree	209	42.1%	4.3%	119	46.3%	89	37.6%
Neutral	99	20.0%	3.5%	52	20.2%	47	19.8%
Disagree	28	5.6%	2.0%	11	4.3%	17	7.2%
Strongly disagree	17	3.4%	1.6%	8	3.1%	9	3.8%
Total	496	100.0%		257	100.0%	237	100.0%

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

34. Vehicle emissions testing can help reduce air pollution.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly Agree	81	17.9%	3.2%	34	14.5%	46	21.3%
Agree	262	58.0%	4.4%	135	57.7%	127	58.8%
Disagree	66	14.6%	3.0%	42	17.9%	23	10.6%
Strongly disagree	43	9.5%	2.5%	23	9.8%	20	9.3%
Total	452	100.0%		234	100.0%	216	100.0%

35. Motor vehicles create more ozone pollution than industry.

	All Zones			Zone 1		Zone 4	
	N	%	ME	N	%	N	%
Strongly Agree	34	9.6%	2.2%	13	6.9%	21	12.8%
Agree	115	32.6%	3.7%	58	30.7%	57	34.8%
Disagree	139	39.4%	3.9%	85	45.0%	54	32.9%
Strongly disagree	65	18.4%	3.0%	33	17.5%	32	19.5%
Total	353	100.0%		189	100.0%	164	100.0%

36. 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	61	13.7%	2.9%	26	11.4%	35	16.3%
Agree	243	54.6%	4.4%	120	52.4%	123	57.2%
Disagree	87	19.6%	3.3%	55	24.0%	31	14.4%
Strongly disagree	54	12.1%	2.7%	28	12.2%	26	12.1%
Total	445	100.0%		229	100.0%	215	100.0%

37. 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	38	9.5%	2.4%	19	9.4%	19	9.7%
Agree	265	66.4%	4.4%	123	60.9%	141	71.9%
Disagree	65	16.3%	3.0%	41	20.3%	24	12.2%
Strongly disagree	31	7.8%	2.1%	19	9.4%	12	6.1%
Total	399	100.0%		202	100.0%	196	100.0%

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

38. Your gender:

	All Zones			Zone 1		Zone 4	
	N	%		N	%	N	%
Male	287	58.0%		149	58.4%	137	57.3%
Female	208	42.0%		106	41.6%	102	42.7%
Total	495	100.0%		255	100.0%	239	100.0%

39. Your age:

	All Zones			Zone 1		Zone 4	
	N	%		N	%	N	%
Less than 20	0	0.0%		0	0.0%	0	0.0%
20-29	20	4.1%		13	5.1%	7	3.0%
30-39	45	9.1%		30	11.7%	15	6.4%
40-49	96	19.5%		55	21.4%	41	17.4%
50-59	129	26.2%		68	26.5%	61	26.0%
60-69	107	21.7%		52	20.2%	54	23.0%
70 or older	96	19.5%		39	15.2%	57	24.3%
Total	493	100.0%		257	100.0%	235	100.0%

40. Your total annual household income:

	All Zones			Zone 1		Zone 4	
	N	%		N	%	N	%
Less than \$25,000	70	16.6%		28	12.8%	42	20.7%
\$25,000-\$49,999	143	33.9%		67	30.7%	76	37.4%
\$50,000-\$99,999	136	32.2%		83	38.1%	52	25.6%
More than \$100,000	73	17.3%		40	18.3%	33	16.3%
Total	422	100.0%		218	100.0%	203	100.0%

41. Your race:

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%		<i>N</i>	%	<i>N</i>	%
White	417	87.8%		234	94.4%	182	80.5%
African-American	43	9.1%		7	2.8%	36	15.9%
Asian-American	5	1.1%		4	1.6%	1	0.4%
American Indian	4	0.8%		3	1.2%	1	0.4%
Latin American	8	1.7%		3	1.2%	5	2.2%
Other	3	0.6%		0	0.0%	3	1.3%

Total does not equal 100 percent because respondents were allowed to select all that apply.

42. Are you. . .

	All Zones			Zone 1		Zone 4	
	<i>N</i>	%		<i>N</i>	%	<i>N</i>	%
The vehicle owner	463	94.5%		241	95.6%	221	93.2%
Relative of vehicle owner	26	5.3%		11	4.4%	15	6.3%
Friend of vehicle owner	1	0.2%		0	0.0%	1	0.4%
Other	0	0.0%		0	0.0%	0	0.0%
Total	490	100.0%		252	100.0%	237	100.0%

43. 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	12	2.5%		3	1.2%	9	3.9%
High school diploma	161	33.6%		84	33.9%	76	33.0%
Two-year degree	79	16.5%		36	14.5%	43	18.7%
Bachelors degree	120	25.1%		71	28.6%	49	21.3%
Masters degree	77	16.1%		42	16.9%	35	15.2%
Professional/doctoral degree	30	6.3%		12	4.8%	18	7.8%
Total	479	100.0%		248	100.0%	230	100.0%



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