2010 Ohio E-Check Customer Satisfaction Survey

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Table of Contents

Executive Summary 1
Overall Satisfaction with the E-Check Experience 1
Vehicle Maintenance and Repair 2
Usage of E-Check Information Resources 2
Recalling the E-Check Experience 3
Understanding E-Check Requirements 3
Opinions Regarding Emissions Testing Options 3
Vehicle Emissions, the Environment, and Ohio EPA 4
Introduction 5
How the Survey Was Conducted 7
Survey Instrument 7
Sample Selection 7
Survey Process 7
Survey Response 8
Survey Results 9
Satisfaction with the E-Check Experience 10
Prior Knowledge of Vehicle Maintenance Benefits 12
Awareness of E-Check Information Resources 14
Usage of E-Check Information Resources 15
Assistance from Ohio EPA 17
Preparing for the E-Check Test 18
Failing E-Check 19
Recalling the E-Check Experience 20
Understanding E-Check Requirements 24
Opinions Regarding Emissions Testing Options 27
Vehicle Emissions and the Environment 29
Demographic Questions 31
Appendix I: 2010 Ohio E-Check Customer Opinion Survey 34
Appendix II: 2010 E-Check Frequency Tables 39

Executive Summary

The 2010 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 4.[1] A total of 562 completed surveys were returned for a 46.8 percent response rate (compared to 52 percent in 2009 and 42 percent in 2008). For the last three years, the survey instrument has not been modified. In 2008, 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 2010 survey demonstrate the same high rates of motorist satisfaction as in the previous three surveys[2]. There have been increases in awareness of the E-Check website as well as the relationship between vehicle emissions and the environment. In addition, motorists' experiences at the E-Check station were once again predominately very positive. Customer approval of Ohio EPA's management of the E-Check program has also increased significantly over the past four years.

In response to the 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. Nearly half 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, while only 21 percent indicated they would be confident in their results under these circumstances.

Overall Satisfaction with the E-Check Experience

- Overall satisfaction with the E-Check experience remains high. Ninety-five percent of all respondents answered yes when asked, "Were you satisfied with your overall experience when you received your last E-Check test?" Similarly,

[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.
[2] Satisfaction ratings were similarly high in the 2006 survey.

when satisfaction was queried as a scaled question, 92 percent of 2010 respondents agreed or strongly agreed they were satisfied with their most recent test experience.

- 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 and feel 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 and to believe that they are helping to reduce air pollution by having their car tested.
- Although fewer than nine percent of 2010 respondents were dissatisfied with their overall test experience, proportionally more of those respondents indicating dissatisfaction with their overall experience would have liked a better explanation of what was happening to their vehicle during the testing than those who were satisfied.

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 2010, the average cost of repairs for respondents' vehicles that failed the initial E-Check test was $219 while the median cost was $300.

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 website than the toll-free information number. Despite this overall increase, website awareness and usage vary by respondent age and household income.
- The majority of respondents (at least 95 percent each year) have not contacted Ohio EPA for assistance with the program or to discuss their test experience.

Recalling the E-Check Experience

- Overall, the vast majority of motorists continue to be satisfied with the various aspects of their E-Check experience. In 2010, at least 95 percent of respondents reported the waiting booths were clean, the test results were accurate, and the employees were polite, knew how to do their job, and treated them well. At least 90 percent of respondents felt the employees were helpful and that the E-Check station was easy to find. Eighty-four percent of respondents in 2010 found the waiting time at the E-Check station to be acceptable and were not concerned that their vehicle would be damaged during testing.
- Satisfaction rates were not as high for a few aspects of the E-Check testing experience. Seventy-one percent of the 2010 respondents felt their test results were explained well, but 38 percent would have liked a better explanation of what happened to their vehicle during testing.

Understanding E-Check Requirements

- There was a small increase from 2009 to 2010 in the percentage of respondents that found the E-Check requirements hard to understand.
- Respondents continue to express the greatest level of difficulty understanding why the E-Check program is not a statewide requirement. In 2010, 63 percent of respondents reported difficulty understanding this compared to 61 percent in 2009 and 66 percent in 2008.

Opinions Regarding Emissions Testing Options

- For the third year in a row, respondents expressed the greatest level of support (73 percent) for the current testing system, while a minority of respondents (23 percent) expressed interest in a system providing testing locations at authorized repair stations as well as the current E-Check stations.
- Forty-seven percent of respondents expressed disagreement with an emissions testing system that provides testing and automotive repair services at the same location, while 23 percent of respondents expressed an interest in such a testing system. Additionally, 21 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

- The percentage of respondents aware of the relationship between vehicle emissions and the environment continues to increase. In 2010, 80 percent agreed that vehicle emissions testing helps reduce air pollution, and 76 percent reported they are helping to reduce air pollution by having their car E-Checked, compared to 73 and 66 percent, respectively, in 2007.
- Forty-seven percent of 2010 respondents indicated motor vehicles create more ozone pollution than industry. However, each year approximately one-third of all respondents have not answered this question, perhaps indicating a lack of knowledge.
- The approval rating for Ohio EPA's management of the E-Check program has increased significantly from 73 percent in 2007 to 81 percent in 2010, an increase of eight 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 population and most questions have remained the same, 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 2007, 2008, 2009, and 2010 surveys. Statistical testing was conducted between the 2007 and 2010 studies, and these results are reported as well. Also noted in the report are any statistically significant differences in the 2010 survey results due to E-Check zone, reported satisfaction with the E-Check program or demographic variations among respondents. The response rate to the 2010 survey was 46.8 percent, a six percentage point decrease from the 2009 response rate of 52.4 percent, but approximately five percentage points higher than the 2008 response rate of 42.1 percent.

Counties Participating in E-Check Vehicle Emissions Testing as of January 2010
Williams
Fulton
Lucas
Ottawa
Lake
Ashtabula
Cuyahoga
Geauga
Defiance
Henry
Wood
Sandusky
Erie
Lorain
Trumbull
Paulding
Putnam
Hancock
Seneca
Huron
Medina
Summit
Portage
Mahoning
Van Wert
Allen
Wyandot
Crawford
Richland
Ashland
Wayne
Stark
Columbiana
Mercer
Auglaize
Hardin
Marion
Morrow
Holmes
Carroll
Jefferson
Tuscarawas
Shelby
Logan
Union
Delaware
Knox
Coshocton
Harrison
Darke
Miami
Champaign
Licking
Guernsey
Belmont
Clark
Franklin
Muskingum
Preble
Montgomery
Madison
Fairfield
Perry
Noble
Monroe
Greene
Pickaway
Morgan
Fayette
Hocking
Washington
Butler
Warren
Clinton
Ross
Athens
Hamilton
Highland
Vinton
Clermont
Pike
Jackson
Meigs
Brown
Adams
Scioto
Gallia
Lawrence
Legend
Zone (Number of Surveys Returned)
Zone 1 (270)
Zone 4 (292)
Sources: Ohio E-Check Program, Ohio Department of Natural Resources
Map Design: D. Simon
Voinovich School of Leadership and Public Affairs
Ohio University
May, 2011
OHIO UNIVERSITY
a commitment to clean air
Ohio E✓Check
Vehicle Emissions Testing Program
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How the Survey Was Conducted

Survey Instrument

The 2010 survey was identical to the 2008 and 2009 Ohio E-Check Customer Satisfaction Surveys. The last changes to the survey instrument occurred in 2008. These changes included: (1) revisions to the questions on the usage of E-Check information resources; (2) the addition of five questions to gauge customers' opinions on potential changes to the emissions testing program; (3) the removal of a question on receiving a wavier; and (4) adjustments to the question order and layout to account for these changes. For the fourth year, the previously black-and-white form was printed in color to make it more attractive for recipients to complete and return. No 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 October 1 and November 30, 2010. 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 13 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 or out of state 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 February 11, 2011. The survey instrument, cover

letter, and a stamped, return-addressed envelope were mailed on February 17, followed by a thank you/reminder postcard sent out on February 25. On March 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 return their survey.

Survey Response

2010 Survey Response Rate

	All Zones		Zone 1		Zone 4	
	N	%	*N*	%	*N*	%
Number of surveys mailed	1200		600		600	
Number of surveys returned	562	46.8%	270	45.0%	292	48.7%

The Voinovich School received 562 completed surveys by May 2011, for a response rate of 46.8 percent. This response rate is six percentage points lower than the 2009 survey but similar to prior years. The response rate per zone was 45 percent from Zone 1, and 48.7 percent from Zone 4. The response rates for the various E-Check surveys conducted since 2000 have ranged between 41 and 62 percent.[3]

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%
2009	629	1,200	52.4%
2010	562	1,200	46.8%

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

Survey Results

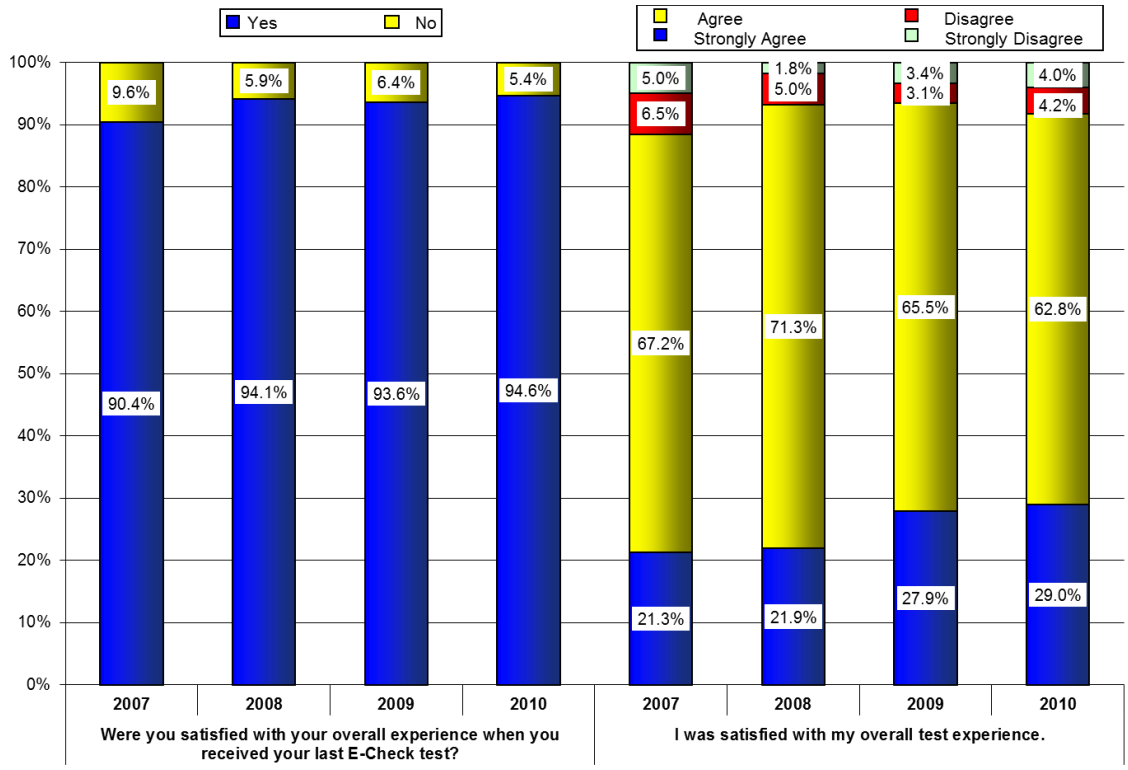
This section outlines the responses to the 2010 E-Check Customer Satisfaction Survey. When available, the 2009, 2008, and 2007 survey results are graphically presented alongside this year's results for comparison. This section also includes the results of chi-square[4] testing conducted on the disaggregated 2010 survey results, as well as between the 2007 and the 2010 results. Where appropriate, the 2010 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 2010 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.

[4] 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, over 94 percent of 2010, 2009 and 2008 respondents answered "yes," they were satisfied with their most recent E-Check test.
- In response to question 23, the percentage of the sample that agreed or strongly agreed that they were satisfied with their test experience was approximately 92 percent in 2010, similar to the 93 percent reported in 2009 and 2008.

Satisfaction with Overall Experience by County of Residence

	Yes	No
Cuyahoga	95.8%	4.2%
Geauga	94.7%	5.3%
Lake	91.1%	8.9%
Lorain	94.1%	5.9%
Medina	97.2%	2.8%
Portage	97.0%	3.0%
Summit	91.8%	8.2%

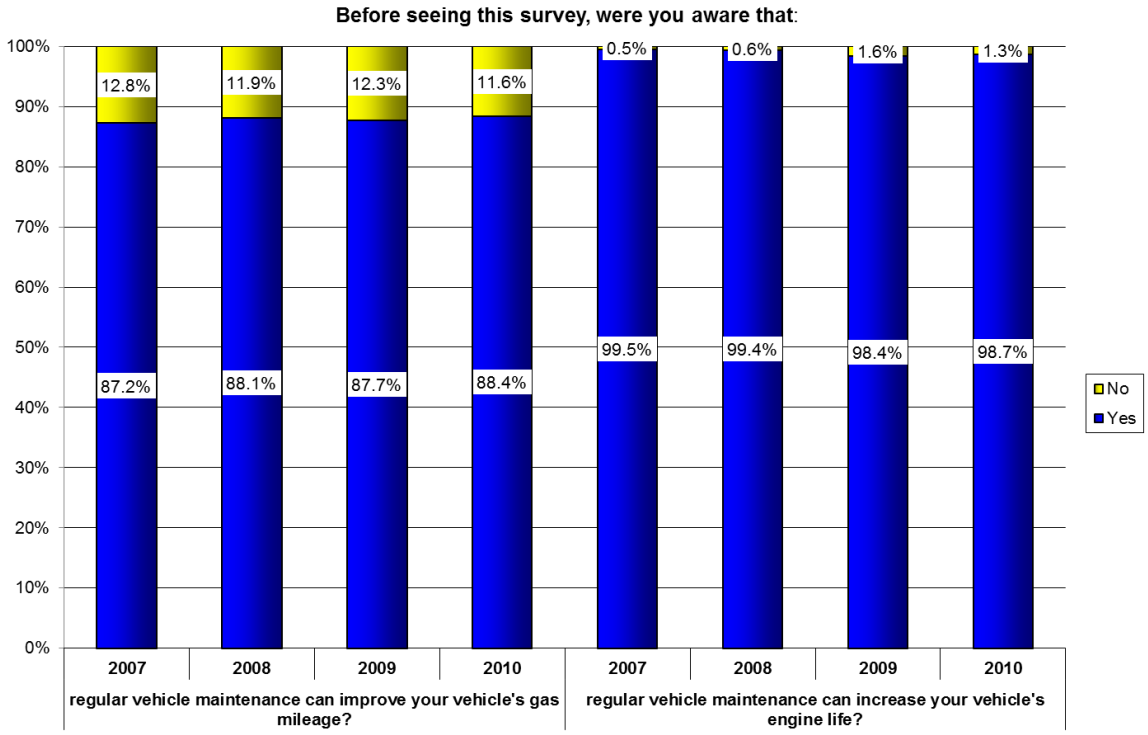
- Satisfaction varies from 91.1 percent to 97.2 percent across the counties participating in the E-Check program. The highest levels of respondent satisfaction are from Medina County, and the lowest levels are from Lake County.

Satisfaction with Overall Experience by E-Check Station

Station	Yes	No	Total
1	52	1	53
2	34	0	34
3	42	2	44
4	21	2	23
5	20	1	21
6	41	3	44
7	9	0	9
8	29	1	30
10	27	3	30
11	22	2	24
12	15	0	15
13	8	1	9
14	9	2	11
15	17	0	17
16	20	1	21
17	21	0	21
18	16	0	16
19	38	3	41
20	23	4	27
21	23	1	24
22	9	1	10
23	18	1	19
24	12	1	13

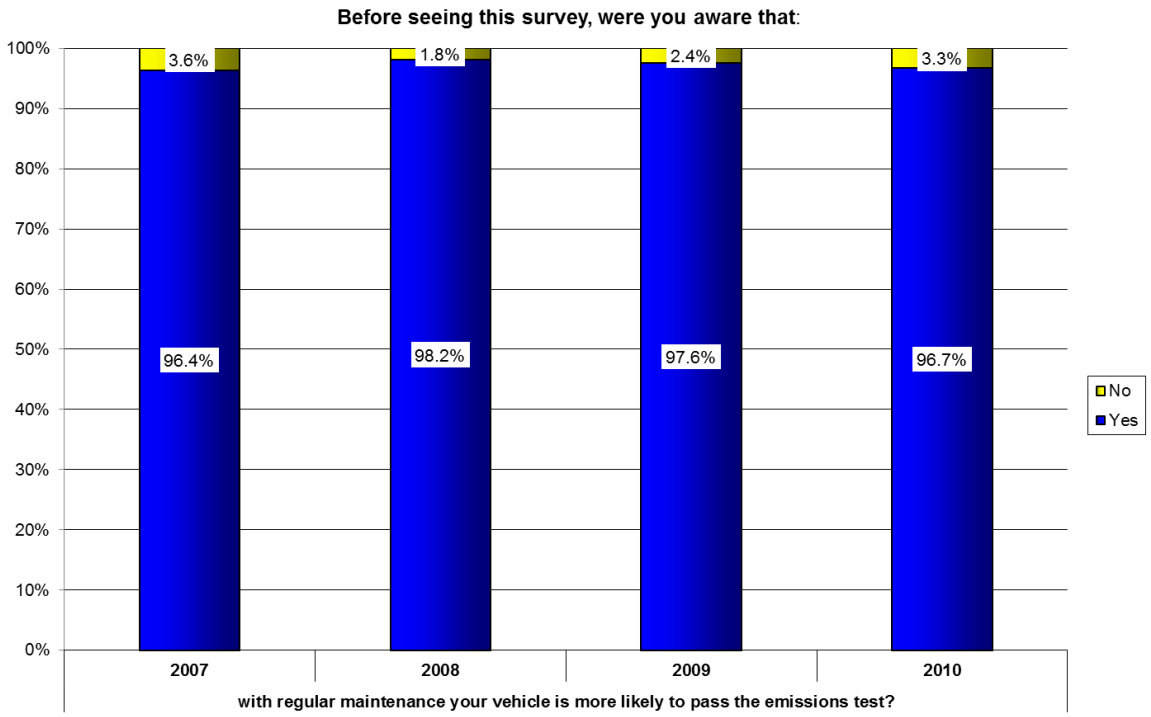
- Customers from each of the 23 E-Check stations participated in the survey.
- There is little variation in satisfaction level by the station where the respondent's vehicle was tested. None of the stations had more than four respondents reporting they were not satisfied with their most recent test experience.

Prior Knowledge of Vehicle Maintenance Benefits



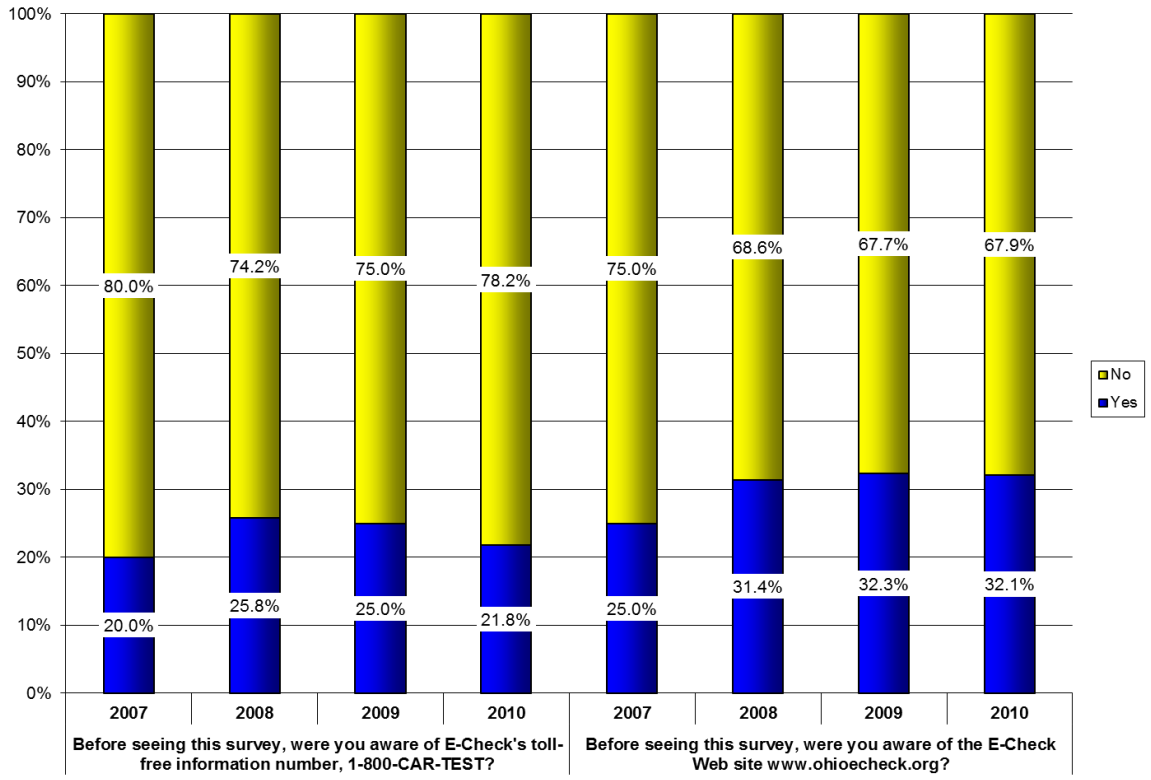
Starting in 2007, the E-Check Customer Opinion Survey examined respondents' understanding of the potential benefits of regular vehicle maintenance to the vehicle and the environment.

- When respondents were asked about the impact of regular vehicle maintenance on gas mileage, approximately 12 percent were unaware that regular maintenance could improve a vehicle's gas mileage by as much as 10 percent.
- Less than two percent of respondents were unaware that regular maintenance can increase their vehicle's engine life.



- In 2010, 96.7 percent of survey respondents knew that, with regular maintenance, their vehicle is more likely to pass the emissions test.

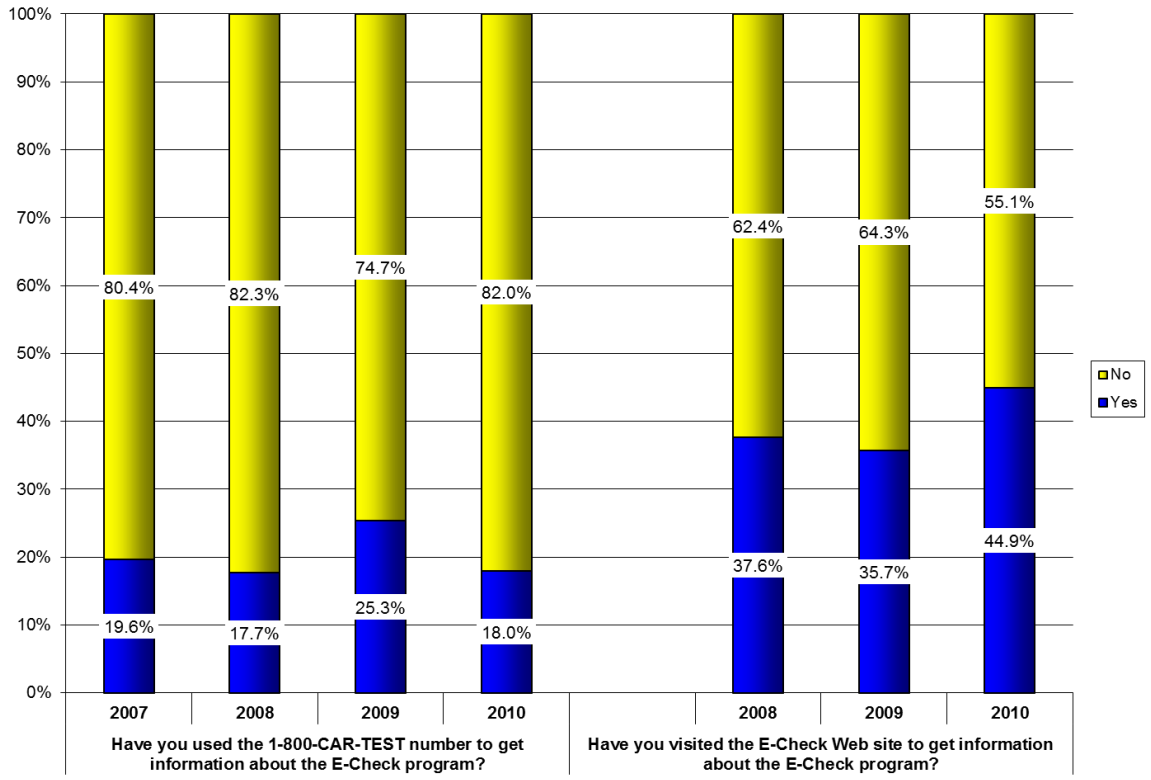
Awareness of E-Check Information Resources



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

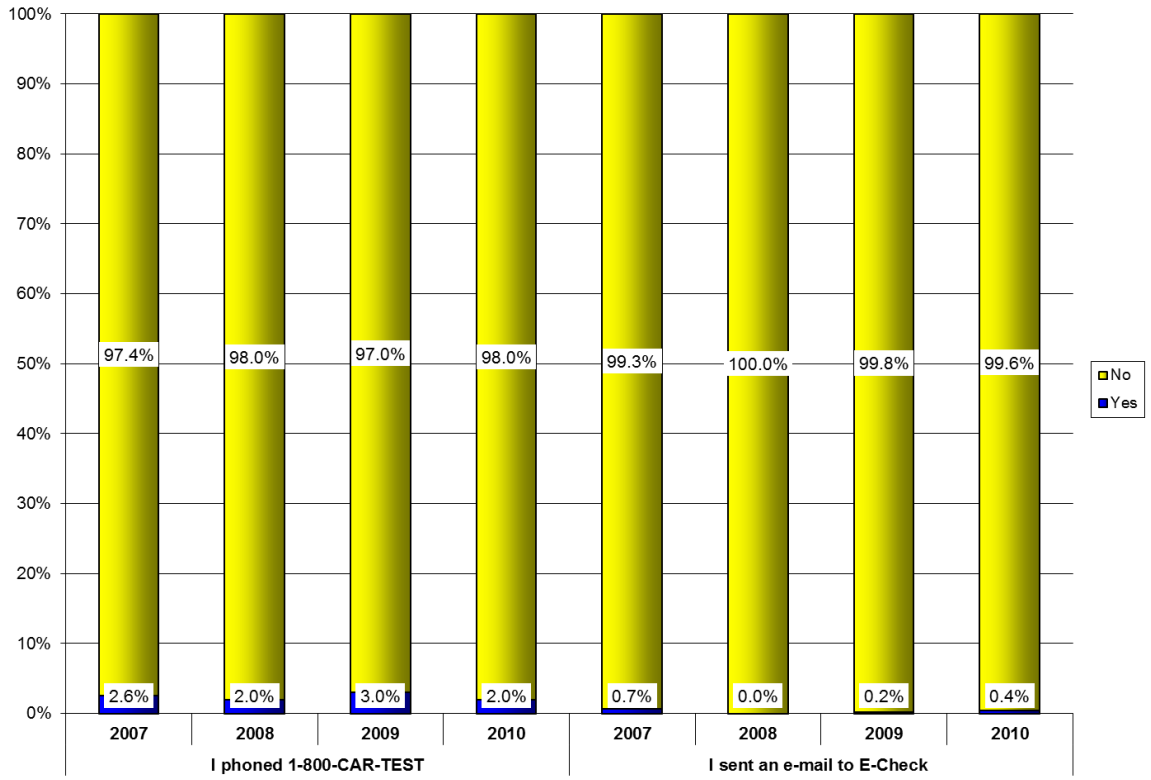
- In 2010, 21.8 percent of respondents reported they were aware of E-Check's toll-free information number.
- More respondents from Zone 4 reported awareness of the toll-free information number than respondents from Zone 1 ($p < .05$).
- Nearly one third of respondents reported they were aware of the E-Check website. This represents a seven percentage point increase from 2007 ($p < .05$).
- More respondents aged 59 or less were aware of E-Check's website than those aged 60 and older, while proportionally more of those aged 60 and older were aware of E-Check's toll-free number ($p < .05$).
- Proportionally, more respondents with an annual household income of $50,000 or more reported awareness of the website than those with a household income under $50,000 ($p < .05$).

Usage of E-Check Information Resources



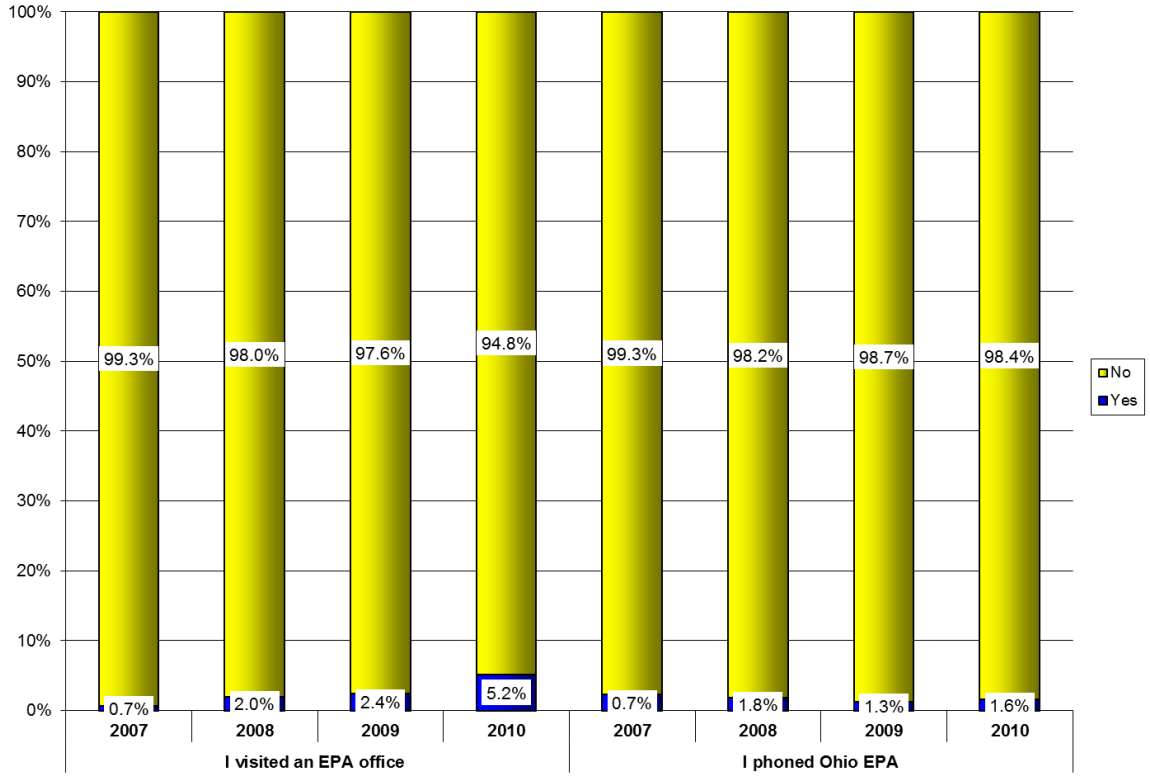
In 2008, a question was added to the survey to gauge respondents' usage of the E-Check website as an information resource.

- Among the respondents to the 2010 survey who knew about 1-800-CAR-TEST, 18 percent used this resource to get information about the E-Check program.
- Of the respondents who were aware of www.ohioecheck.org, 44.9 percent have visited the website to get information about the E-Check program. Almost all (98.7 percent) of the respondents who visited the E-Check website found the information helpful.
- Proportionally, more respondents aged 59 or less reported visiting the E-Check website to get information about the E-Check program than those aged 60 and older ($p < .05$).
- More of those with an annual household income of $50,000 or more reported visiting the website than respondents with a household income less than $50,000 ($p < .05$).



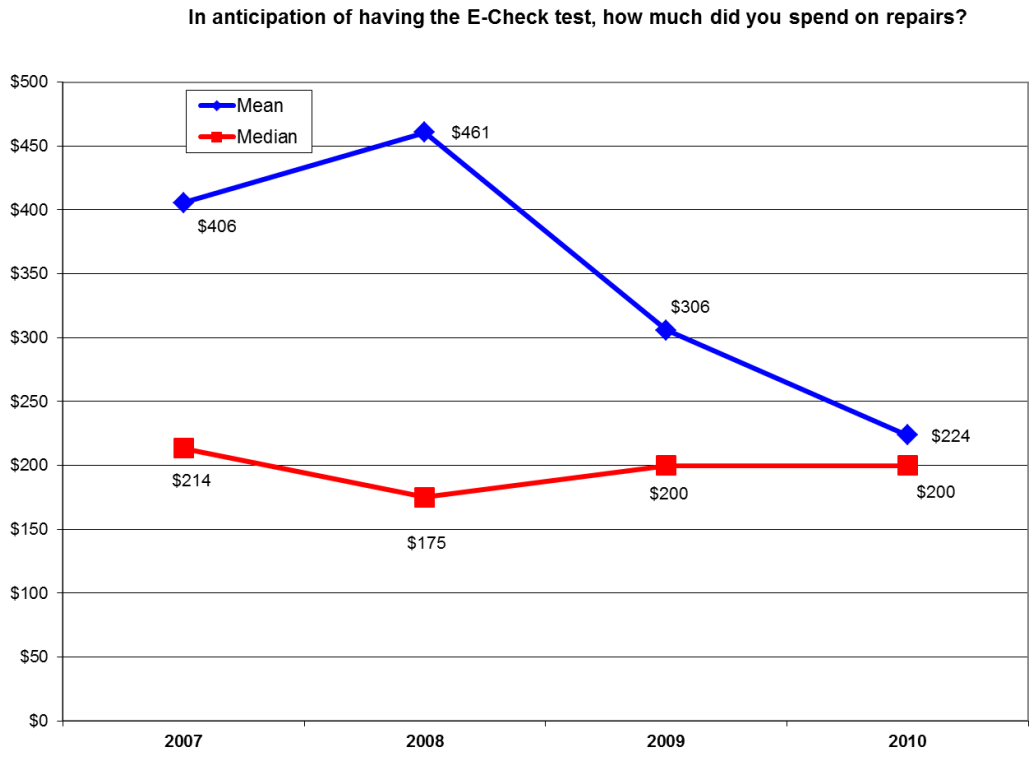
- Each year, three percent or fewer of the respondents who were aware of the E-Check toll-free number called it to discuss their most recent test experience.
- Of the 10 respondents who reported calling-1-800-CAR-TEST, nine found it helpful, and one did not find it helpful.
- Two 2010 respondents reported sending an e-mail to E-Check regarding their test experience or for assistance with the program. One individual indicated it was helpful while the other reported it was not helpful.

Assistance from Ohio EPA



- In 2010, 26 respondents reported visiting an Ohio EPA office. Of the respondents that visited an Ohio EPA office for assistance, 20 reported that it was helpful, two reported it was not helpful, and four did not answer this follow-up question.
- Each year, one to two percent of respondents report calling Ohio EPA regarding the E-Check program.
- Of the eight respondents who reported calling Ohio EPA regarding the E-Check program in 2010, all indicated that the call was helpful.

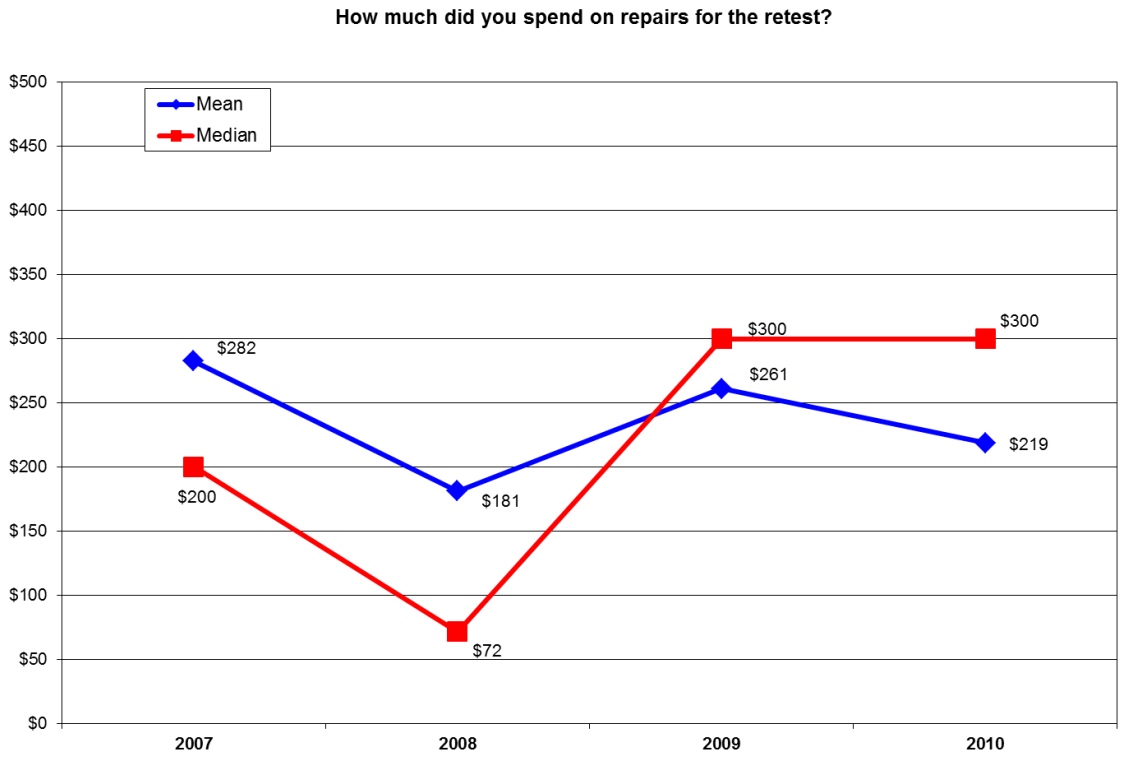
Preparing for the E-Check Test



- Approximately 10 percent of 2010 respondents reported taking their car in for repairs prior to having their E-Check test.
- In 2010, the mean (average) amount spent in anticipation of E-Check testing was $224, and the median[5] amount was $200.

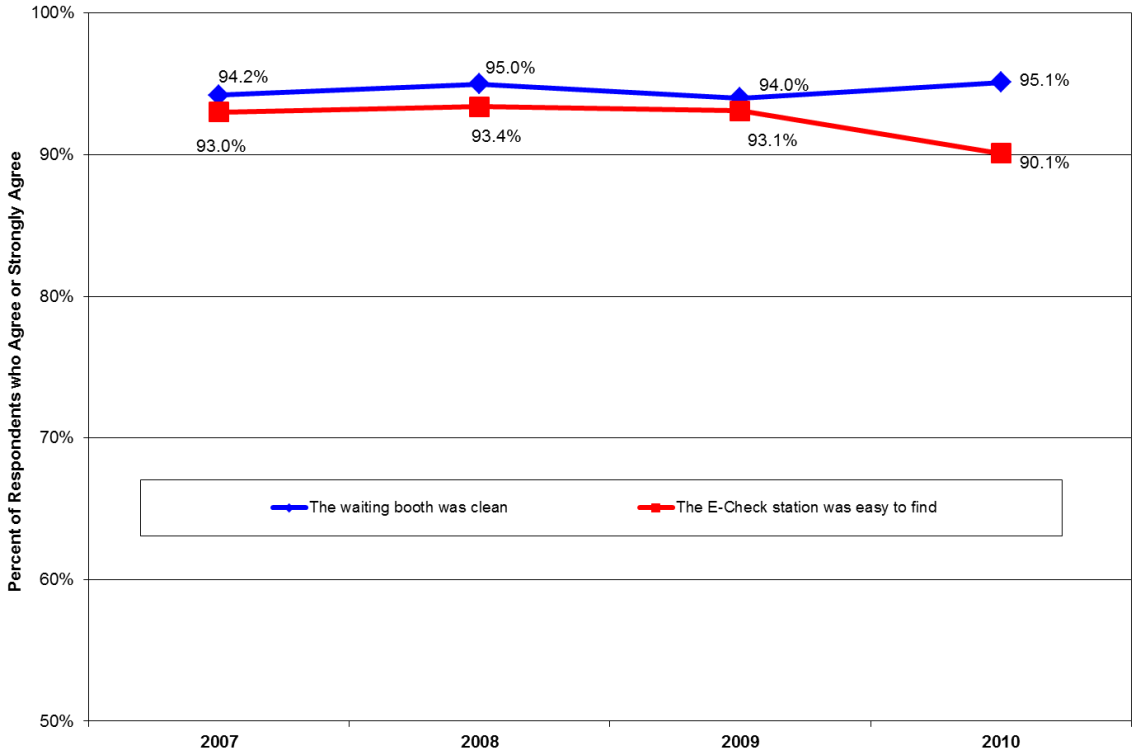
[5] Median: Of all reported repair amounts, the middle one from the highest to the lowest values.

Failing E-Check

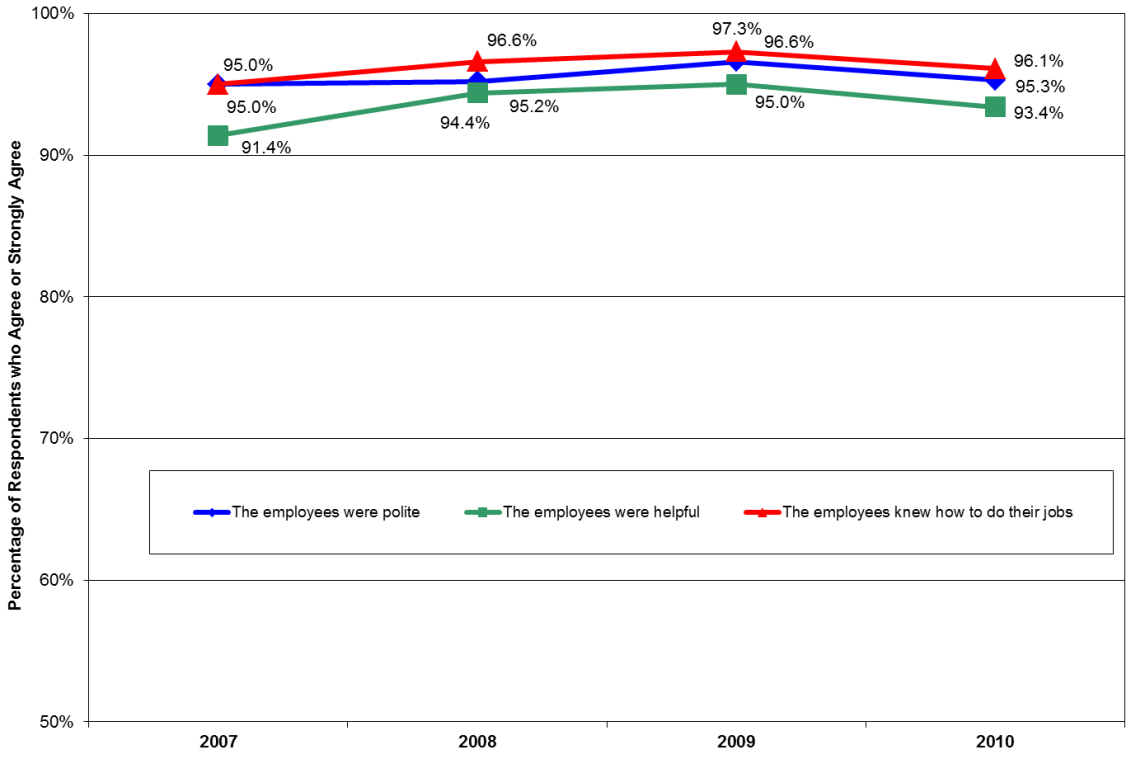


- In 2010, 7.3 percent of respondents reported that their vehicle failed the initial E-Check test.
- Among those whose vehicles failed the test, the mean (average) amount spent on repairs was $219, and the median amount was $300.

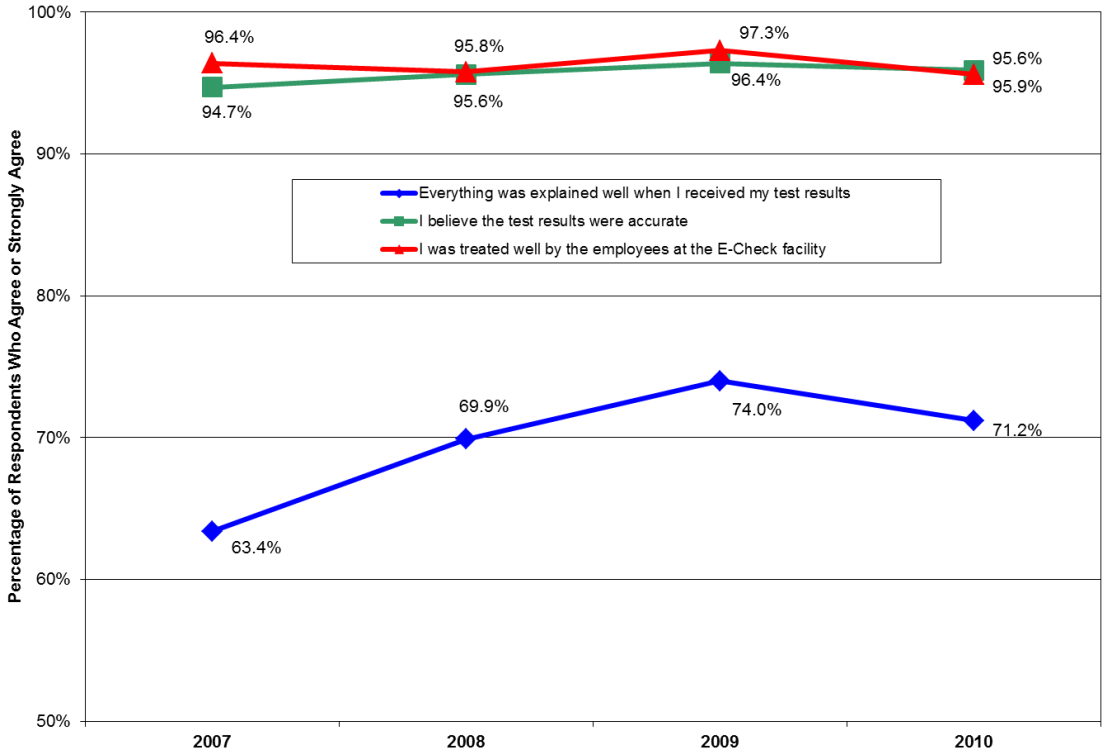
Recalling the E-Check Experience



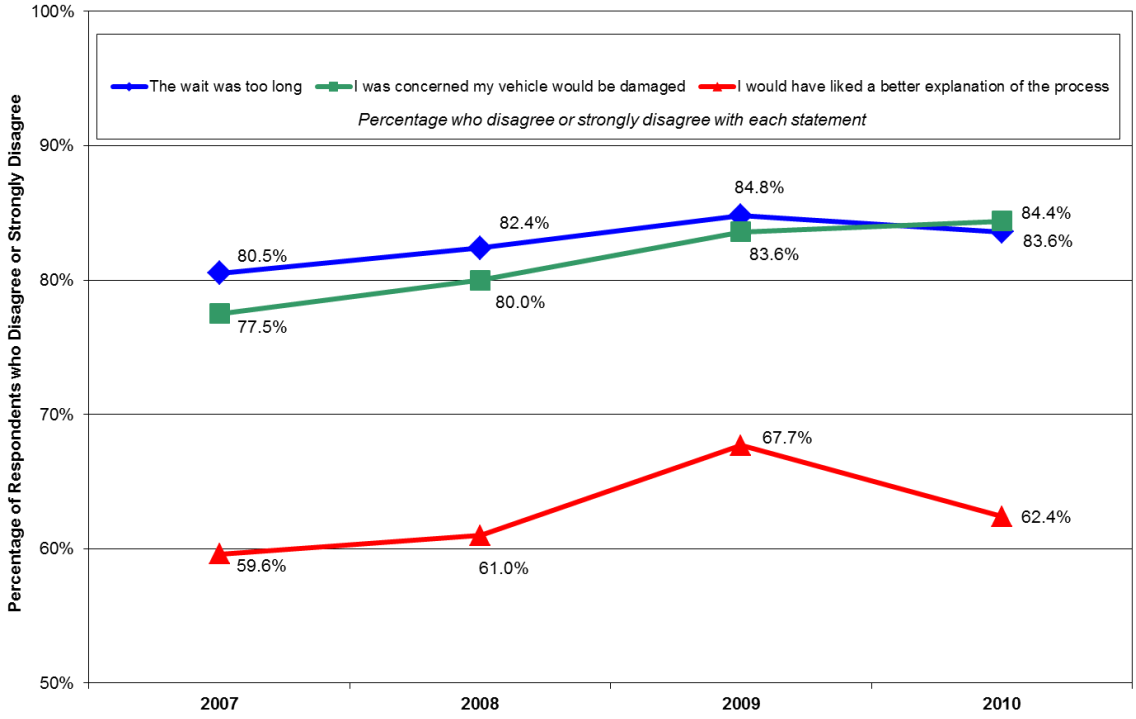
- In 2010, 95.1 percent of respondents either agreed or strongly agreed that the waiting booth was clean. The percentage of respondents reporting that the waiting room was clean has been consistently high across the four-year period.
- The percentage of respondents that agreed the E-Check station was easy to find was 90.1 in 2010.
- Proportionally, more Zone 1 respondents agreed the E-Check station was easy to find than those from Zone 4 ($p < .05$).



- The survey respondents continue to be satisfied with the E-Check employees.
- In 2010, 95.3 percent agreed or strongly agreed that E-Check employees were polite.
- Ninety-three percent of survey respondents agreed or strongly agreed that the E-Check employees were helpful.
- Most respondents (96.1 percent) expressed agreement when asked if employees knew how to do their job.



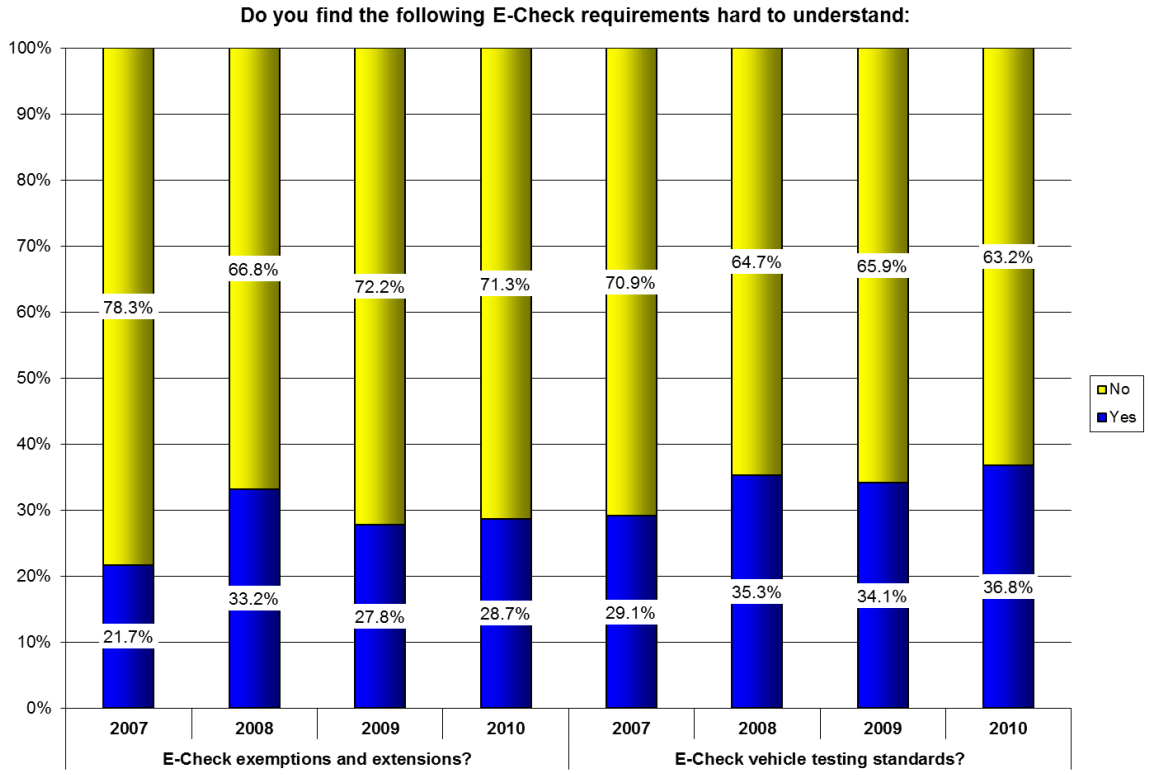
- The percentage of respondents that either agreed or strongly agreed that everything was explained well when they received their test results increased 8 percentage points from 63.4 percent in 2007 to 71.2 percent in 2010 ($p < .05$).
- Proportionally, more respondents who agreed everything was explained well when they received their results were satisfied with their E-Check experience than those who disagreed ($p < .05$).
- For the third consecutive year, 96 percent of respondents affirmed their belief that the E-Check test results were accurate.
- In 2010, 95.6 percent of respondents agreed or strongly agreed they were treated well by E-Check facility employees.



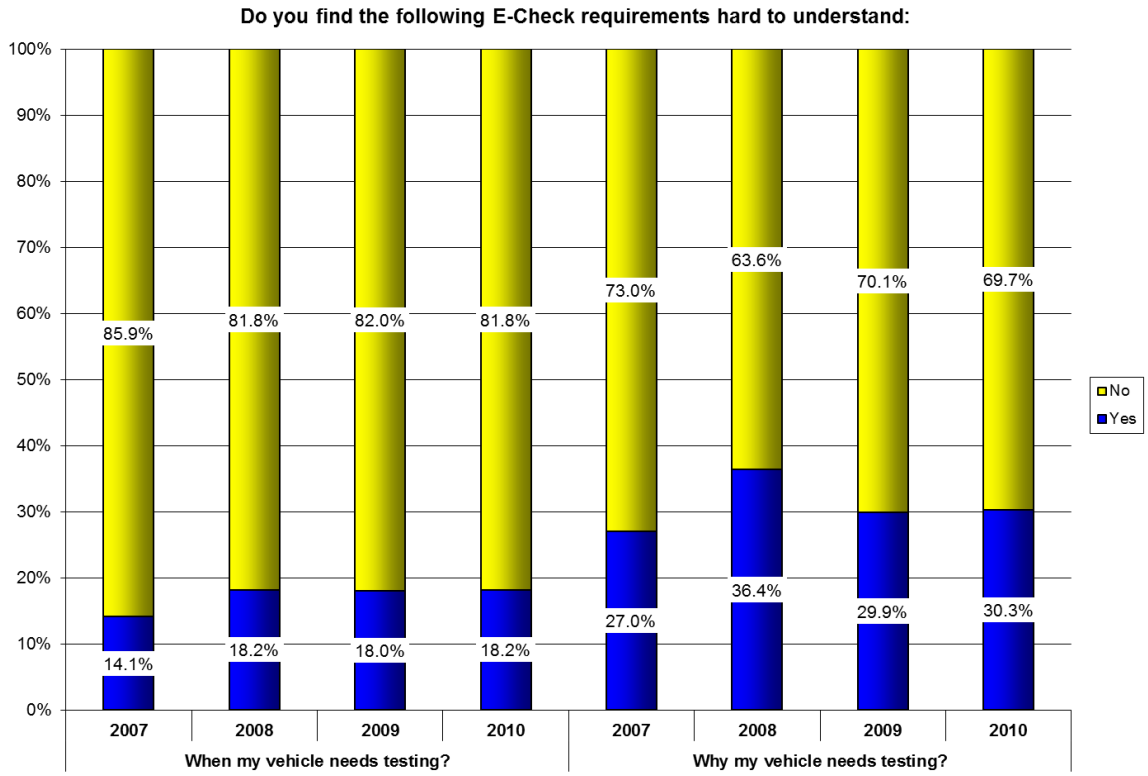
This chart shows the percentage of respondents who disagreed or strongly disagreed with the three survey items designed to capture customer criticism of the E-Check process.

- In 2010, 83.6 percent of respondents did not feel their wait time at the E-Check facility was too long.
- Over 84 percent of all respondents in 2010 were not concerned their vehicles would be damaged during the E-Check process compared to 77.5 percent in 2007 ($p < .05$).
- Approximately 38 percent of 2010 respondents would have liked a better explanation of what was happening to their vehicle during testing.
- Proportionally, more respondents that would have liked a better explanation of the process were dissatisfied with their E-Check experience than those that did not feel they needed a better explanation of the process ($p < .05$).

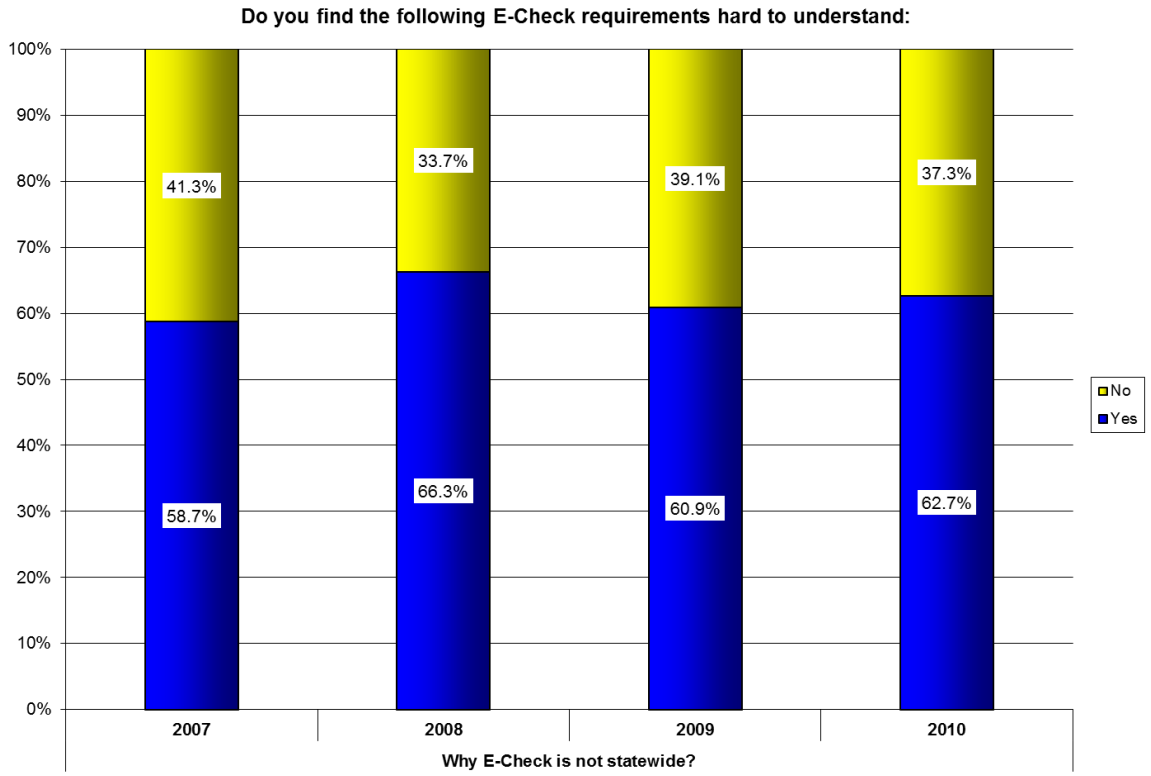
Understanding E-Check Requirements



- In 2010, 28.7 percent of respondents categorized E-Check exemptions and extensions as hard to understand compared to 21.7 percent in 2007 ($p < .05$).
- The percentage of respondents reporting difficulty understanding E-Check vehicle testing standards (technical thresholds that determine pass or fail) increased from 29.1 percent in 2007 to 36.8 percent in 2010 ($p < .05$).

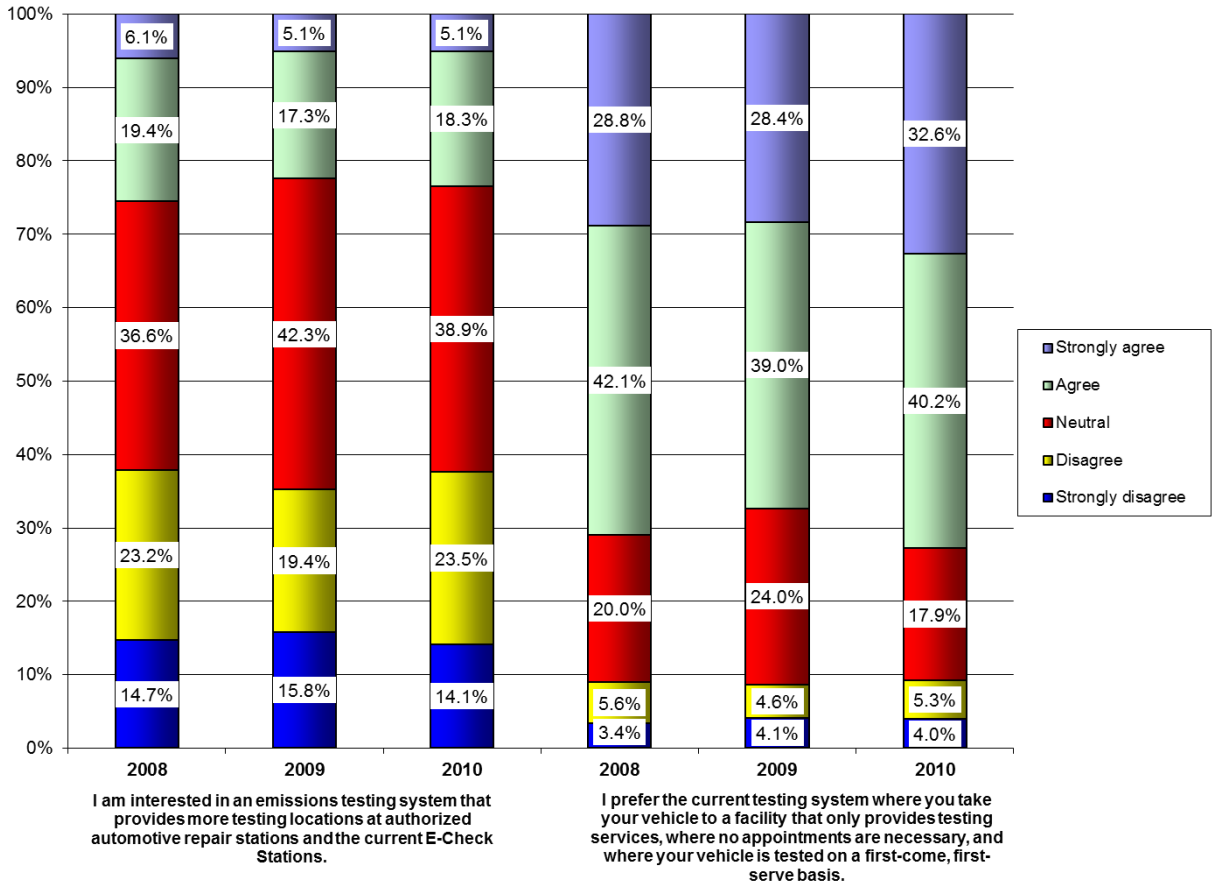


- For the third year, 18 percent of survey respondents reported it was difficult to understand E-Check requirements regarding when their vehicle needs to be tested.
- Almost 30 percent of respondents reported they find it hard to understand why their vehicle needs to be tested.
- Proportionally, more satisfied respondents reported understanding why their vehicle needs testing than dissatisfied respondents ($p < .05$).



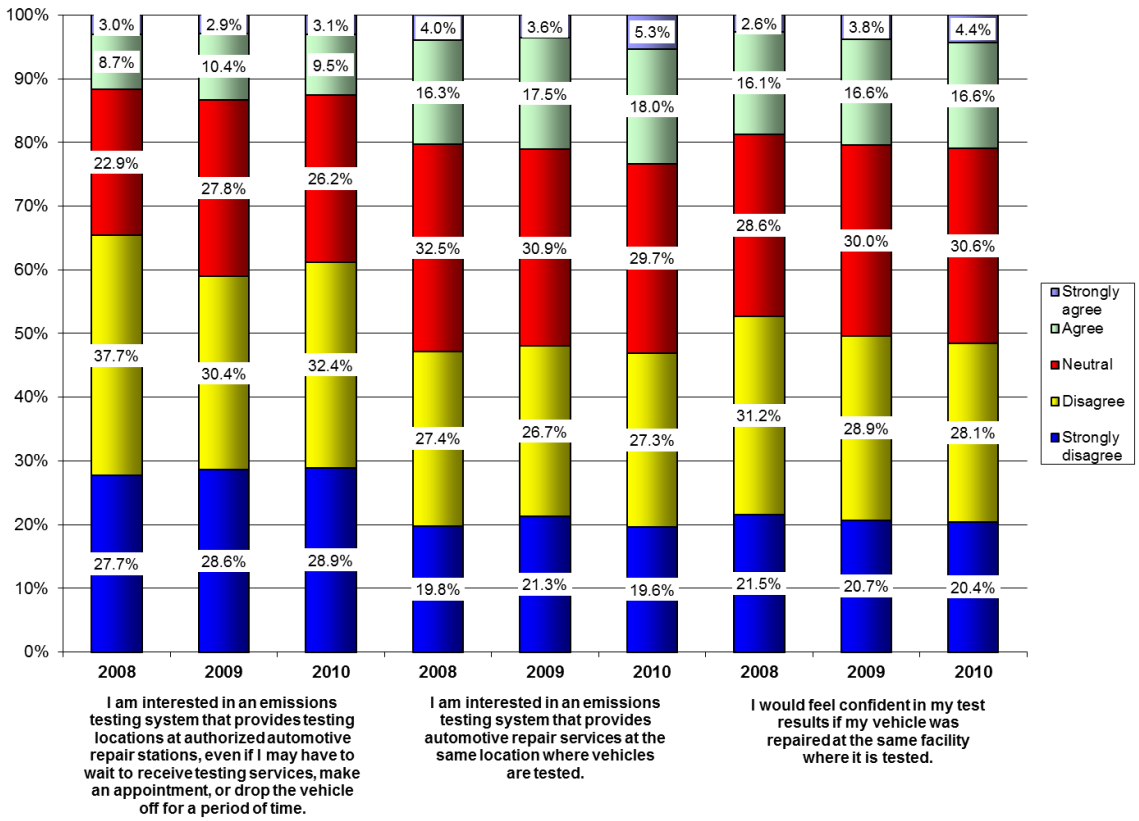
- Approximately 63 percent of the 2010 respondents affirmed that it is hard to understand why E-Check testing is not a required statewide program, compared to almost 59 percent in 2007.

Opinions Regarding Emissions Testing Options



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

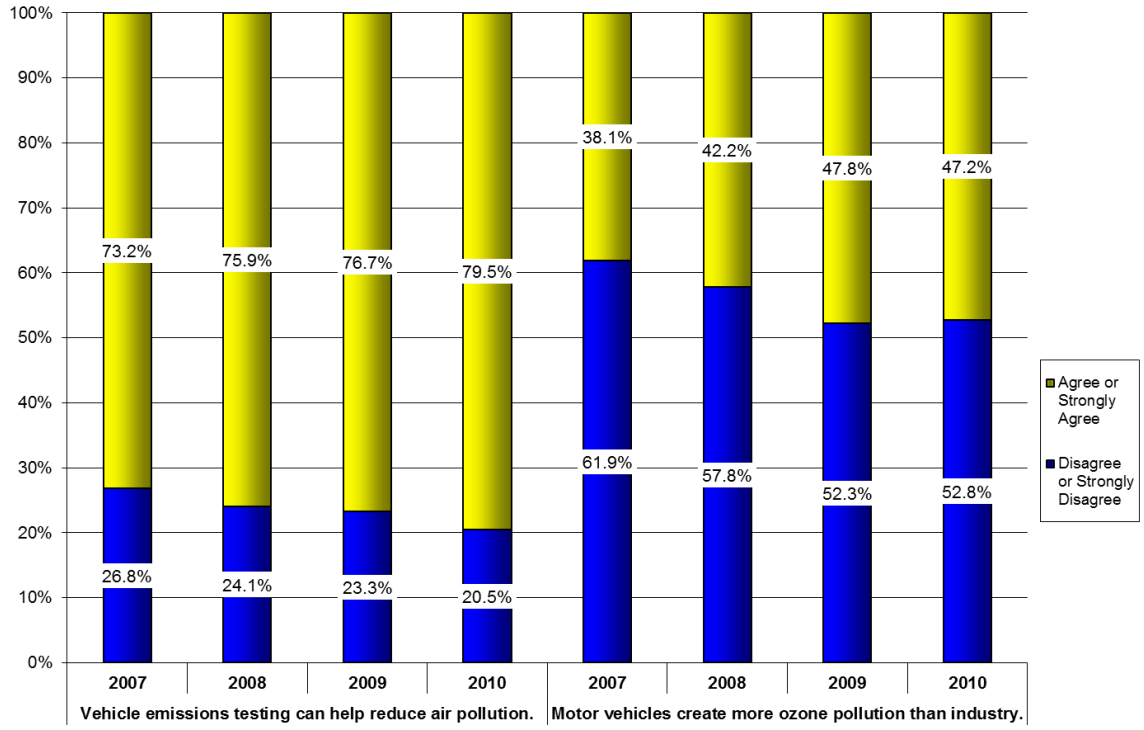
- When asked if they were interested in an emissions testing system that provides more testing locations at authorized automotive repair stations and the current E-Check Stations, approximately 37.6 percent disagreed or strongly disagreed, another 38.9 percent had no opinion, and 23.4 percent agreed or strongly agreed with this option.
- When asked about their opinion of the current testing system, 72.8 percent of 2010 respondents expressed support for the current testing system while 9.3 percent disagreed or strongly disagreed, and 17.9 percent had no opinion.



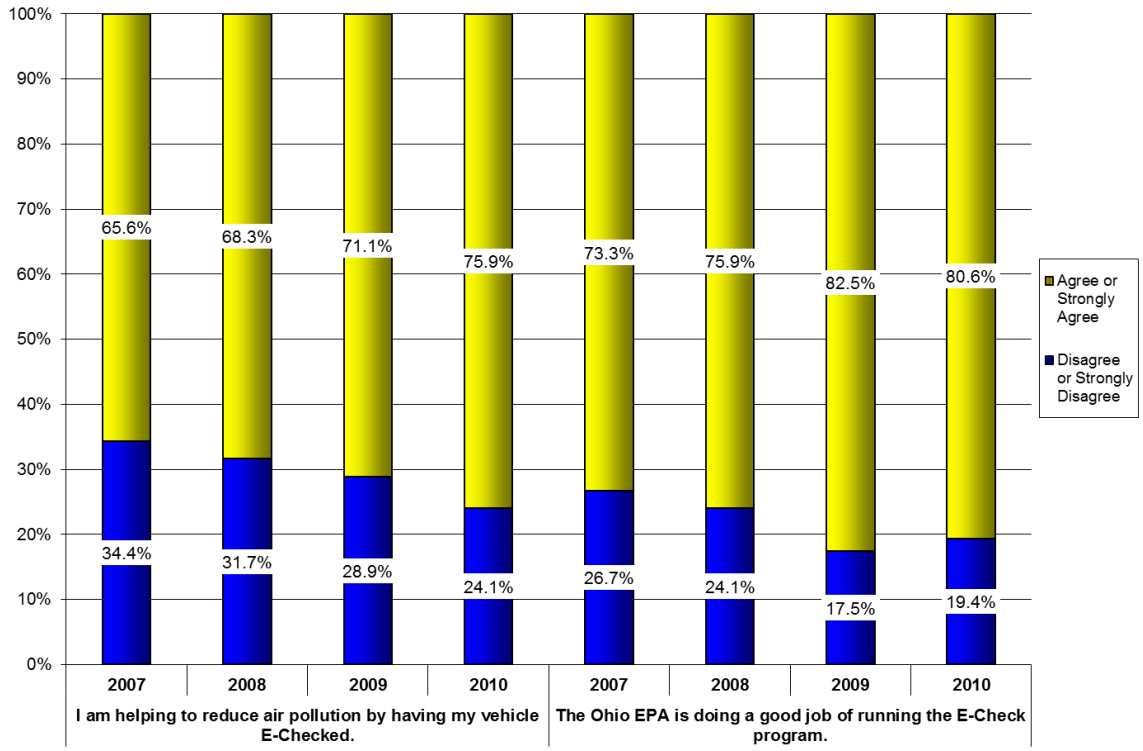
Respondents were also asked about various features of emissions testing at authorized automotive repair stations.

- Each year, 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 61 percent of 2010 respondents disagreed or strongly disagreed with this option while 12.6 percent expressed agreement.
- In 2010, 46.9 percent of respondents indicated they would not be interested in an emissions testing system that provides automotive repair services at the same location where vehicles are tested, while 23.3 percent expressed an interest in such a testing system.
- For the third straight year, approximately half 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, around 20 percent agreed or strongly agreed they would be confident in their test results under these circumstances.

Vehicle Emissions and the Environment



- Proportionally, more 2010 respondents (79.5 percent) agreed that vehicle emissions testing can help reduce air pollution, an increase of six percentage points from the 73.2 percent agreement rate in 2007 ($p < .05$).
- Respondents who agreed vehicle emissions testing can help reduce air pollution were more likely to report being satisfied with their E-Check experience than those who disagreed ($p < .05$).
- More 2010 respondents (47.2 percent) agreed that motor vehicles create more ozone pollution than industry compared to 38.1 percent of respondents in 2007 ($p < .05$).
- 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 2010 respondents (75.9 percent) agreed they are helping to reduce air pollution by participating in the E-Check program compared to 66 percent in the 2007 survey ($p < .05$).
- More respondents who agreed they are helping to reduce air pollution by having their vehicle E-Checked were satisfied with their E-Check experience than respondents who disagreed ($p < .05$).
- Also this year, 80.6 percent of respondents agreed that Ohio EPA is doing a good job of running the E-Check program, a seven percentage point increase from the 73.3 percent agreement rate in 2007 ($p < .05$).

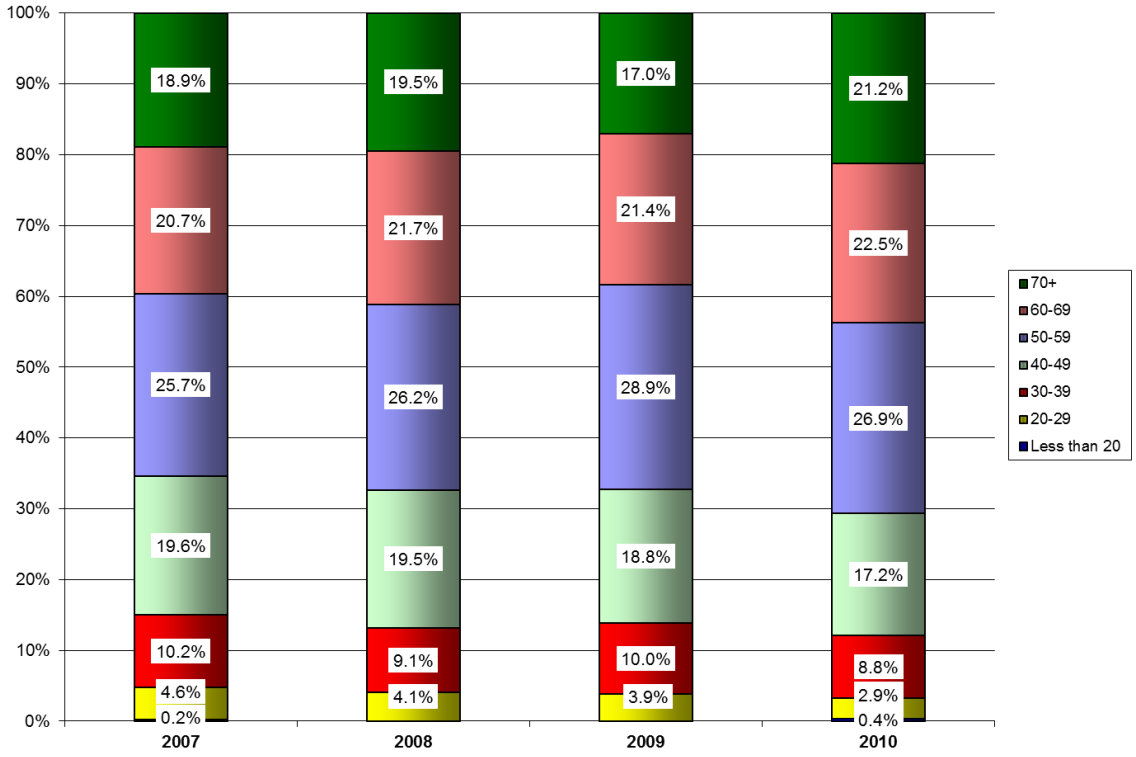
Demographic Questions

Respondent's Gender

	Male	Female
2007	58.1%	41.9%
2008	58.0%	42.0%
2009	59.5%	40.5%
2010	59.6%	40.4%

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

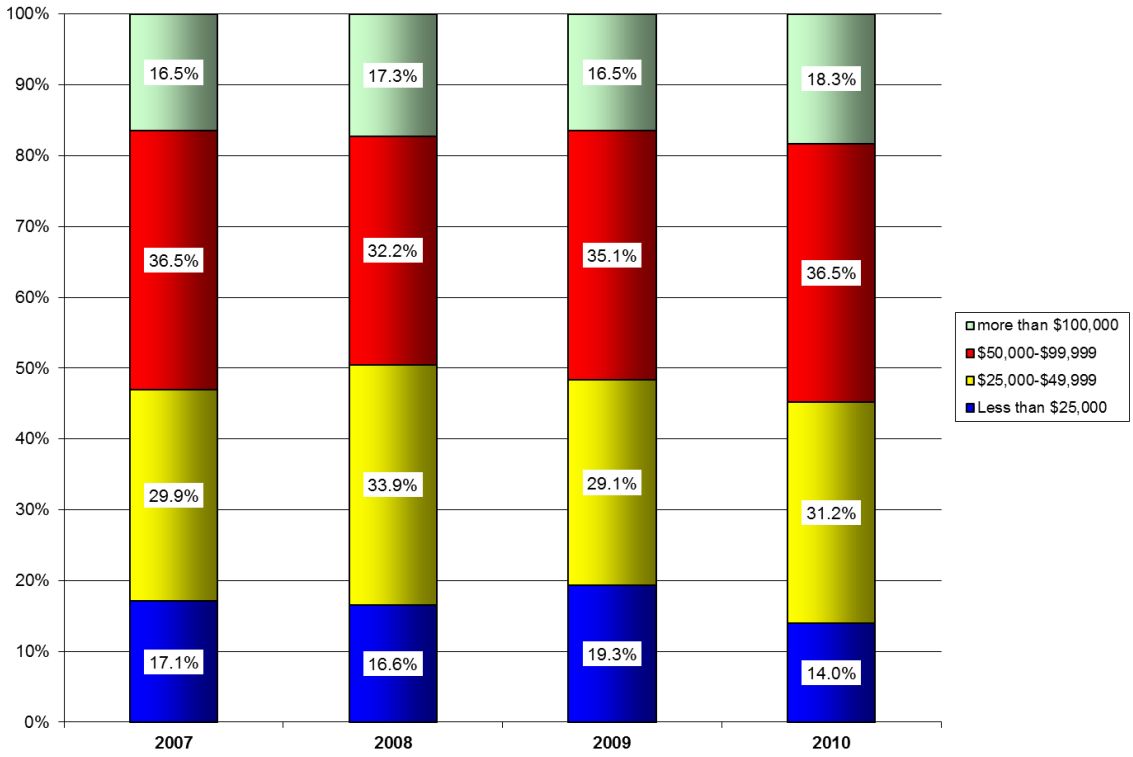
Respondent's Age[6]



- Each year, approximately half of the respondents reported their age as between 50 and 69 years old.

[6] None of the 2008 or 2009 survey participants indicated they were less than 20 years old.

Respondent's Total Annual Household Income



- Each year, approximately half of respondents have an annual household income of $50,000 or more.

Respondent's Race or Ethnicity

	White	African - American	Asian - American	American Indian	Latin American (Hispanic)	Other
2007	88.10%	7.20%	1.30%	0.20%	1.30%	1.90%
2008	87.80%	9.10%	1.10%	0.80%	1.70%	0.60%
2009	84.70%	10.30%	2.20%	0.70%	1.90%	1.00%
2010	88.80%	8.00%	3.00%	1.00%	1.30%	1.00%

For 2008, 2009 and 2010, sum does not equal 100 percent because respondents were allowed to select all that apply.

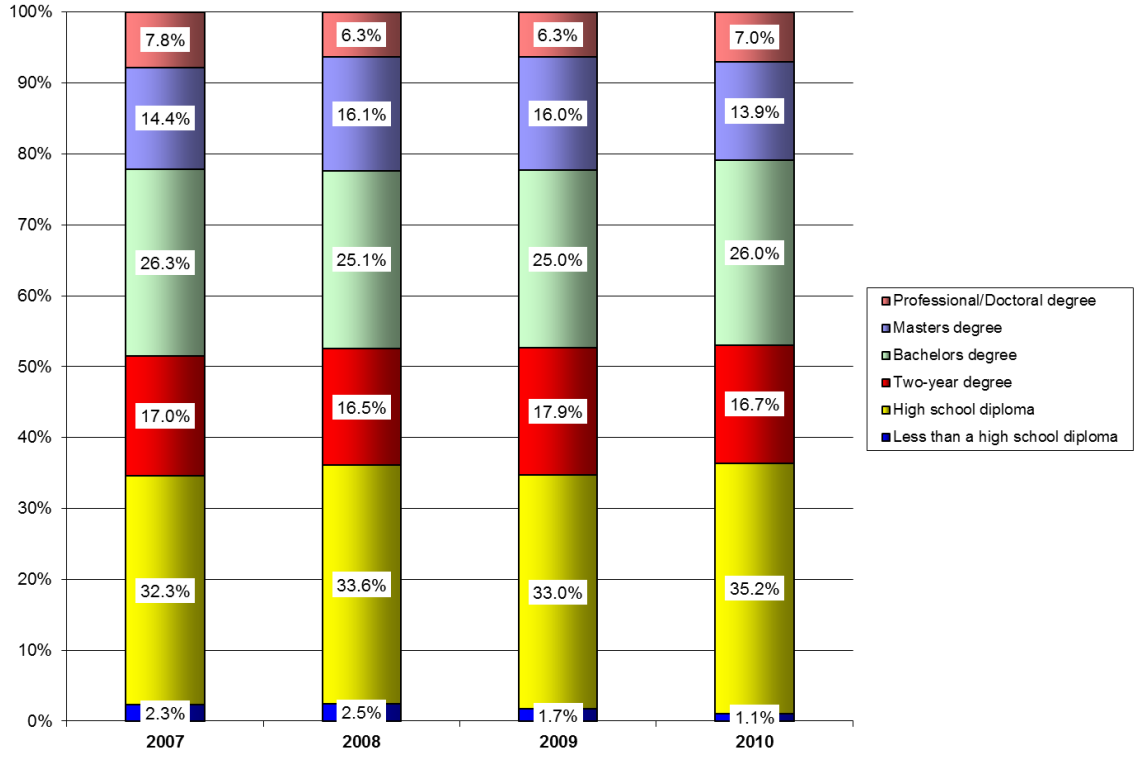
- Each year, the majority of respondents indicate their race or ethnicity as white.

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
2007	94.4%	5.1%	0.2%	0.4%
2008	94.5%	5.3%	0.2%	0.0%
2009	95.2%	4.4%	0.3%	0.0%
2010	95.8%	4.1%	0.0%	0.2%

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

Household's Highest Level of Education



- Each year, all educational levels were represented in the survey, and almost half of the responding households have at least a bachelor's degree.

Appendix I: 2010 Ohio E-Check Customer Opinion Survey

Ohio E-Check
2010 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?	O Yes	O 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 28 cents per gallon?	O Yes	O No
3. Were you aware that regular vehicle maintenance can increase your vehicle's engine life?	O Yes	O No
4. Were you aware that with regular maintenance your vehicle is more likely to pass the emissions test?	O Yes	O No
5. Were you aware of E-Check's toll-free information number, 1-800-CAR-TEST?	O Yes	O No
6. Have you used the 1-800-CAR-TEST number to get information about the E-Check program?	O Yes	O No
7. Were you aware of the E-Check Web site, www.ohioecheck.org?	O Yes	O 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 emissions-related 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 emissions-related 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.	○	○	○	○	○
13. The waiting booth was clean.	○	○	○	○	○
14. The E-Check employees were polite.	○	○	○	○	○
15. The E-Check employees were helpful.	○	○	○	○	○
16. The E-Check employees knew how to do their jobs.	○	○	○	○	○
17. I was concerned my vehicle would be damaged during the E-Check process.	○	○	○	○	○
18. I would have liked a better explanation of what was happening to my vehicle during the testing.	○	○	○	○	○
19. Everything was explained well when I received my test results.	○	○	○	○	○
20. I believe the test results were accurate.	○	○	○	○	○
21. I was treated well by the employees at the E-Check facility.	○	○	○	○	○
22. The E-Check station was easy to find.	○	○	○	○	○
23. I was satisfied with my overall test experience.	○	○	○	○	○

Please continue on next page

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

24. E-Check exemptions and extensions?	O Yes	O No
25. E-Check vehicle testing standards (technical thresholds that determine pass/fail)?	O Yes	O No
26. When my vehicle needs testing?	O Yes	O No
27. Why my vehicle needs testing?	O Yes	O No
28. Why E-Check testing is not statewide?	O Yes	O 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.	O	O	O	O	O
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.	O	O	O	O	O
31. I am interested in an emissions testing system that provides automotive repair services at the same location where vehicles are tested.	O	O	O	O	O
32. I would feel confident in my test results if my vehicle was repaired at the same facility where it is tested.	O	O	O	O	O
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.	O	O	O	O	O

Please turn over for more questions

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For each of the following statements, please fill in 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.	O	O	O	O	O
35. Motor vehicles create more ozone pollution than industry.	O	O	O	O	O
36. I am helping to reduce air pollution by having my vehicle E-Checked.	O	O	O	O	O
37. The Ohio EPA is doing a good job of running the E-Check program.	O	O	O	O	O

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

38. Your gender: O Male O Female

39. Your age: O Less than 20 O 20-29 O 30-39 O 40-49 O 50-59 O 60-69 O 70+

40. Your total annual household income: O Less than $25,000 O $25,000-$49,999 O $50,000-$99,999 O more than $100,000

41. Your race (mark all that apply): O White O African - American O Asian - American O American Indian O Latin American (Hispanic) O Other _____

42. Are you... O The vehicle owner O A friend of the vehicle owner O A relative of the vehicle owner O Other _____

43. The adult in your home with the highest education has: O Less than a high school diploma O High school diploma O Two-year degree O Bachelors degree O Masters degree O 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: 2010 E-Check Frequency Tables

2010 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	
	N	%	ME*	*N*	%	*N*	%
Yes	526	94.6%	1.9%	251	93.7%	275	95.5%
No	30	5.4%	1.9%	17	6.3%	13	4.5%
Total	556	100.0%		268	100.0%	288	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 28 cents per gallon?

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	495	88.4%	2.6%	235	87.4%	260	89.3%
No	65	11.6%	2.6%	34	12.6%	31	10.7%
Total	560	100.0%		269	100.0%	291	100.0%

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	550	98.7%	0.9%	263	98.1%	287	99.3%
No	7	1.3%	0.9%	5	1.9%	2	0.7%
Total	557	100.0%		268	100.0%	289	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	
	N	%	ME	*N*	%	*N*	%
Yes	527	96.7%	1.5%	249	96.1%	278	97.2%
No	18	3.3%	1.5%	10	3.9%	8	2.8%
Total	545	100.0%		259	100.0%	286	98.3%

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	122	21.8%	3.4%	48	17.8%	74	25.5%
No	437	78.2%	3.4%	221	82.2%	216	74.5%
Total	559	100.0%		269	100.0%	290	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	
	N	%	ME	*N*	%	*N*	%
Yes	22	18.0%	6.8%	6	12.5%	16	21.6%
No	100	82.0%	6.8%	42	87.5%	58	78.4%
Total	122	100.0%		48	100.0%	74	100.0%

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	180	32.1%	3.9%	77	28.6%	103	35.4%
No	380	67.9%	3.9%	192	71.4%	188	64.6%
Total	560	100.0%		269	100.0%	291	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	80	44.9%	7.3%	32	41.6%	48	47.5%
No	98	55.1%	7.3%	45	58.4%	53	52.5%
Total	178	100.0%		77	100.0%	101	100.0%

If yes, was the information helpful?

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	75	98.7%	2.6%	30	100.0%	45	97.8%
No	1	1.3%	2.6%	0	0.0%	1	2.2%
Total	76	100.0%		30	100.0%	46	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	10	2.0%	1.3%	2	0.8%	8	3.2%
No	479	98.0%	1.3%	235	99.2%	244	96.8%
Total	489	100.0%		237	100.0%	252	100.0%

If yes, was it helpful?

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	9	90.0%	18.6%	2	100.0%	7	87.5%
No	1	10.0%	18.6%	0	0.0%	1	12.5%
Total	10	100.0%		2	100.0%	8	100.0%

I visited an EPA office

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	26	5.2%	2.0%	13	5.4%	13	5.1%
No	471	94.8%	2.0%	229	94.6%	242	94.9%
Total	497	100.0%		242	100.0%	255	100.0%

If yes, was it helpful?

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	20	90.9%	12.0%	9	90.0%	11	91.7%
No	2	9.1%	12.0%	1	10.0%	1	8.3%
Total	22	100.0%		10	100.0%	12	100.0%

I phoned Ohio EPA

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	8	1.6%	1.1%	4	1.7%	4	1.6%
No	483	98.4%	1.1%	234	98.3%	249	98.4%
Total	491	100.0%		238	100.0%	253	100.0%

If yes, was it helpful?

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	8	100.0%	0.0%	4	100.0%	4	100.0%
No	0	0.0%	0.0%	0	0.0%	0	0.0%
Total	8	100.0%		4	100.0%	4	100.0%

I sent an e-mail to E-Check

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	2	0.4%	0.6%	0	0.0%	2	0.8%
No	483	99.6%	0.6%	234	100.0%	249	99.2%
Total	485	100.0%		234	100.0%	251	100.0%

If yes, was it helpful?

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	1	0.0%	0.0%	0	0.0%	1	0.0%
No	1	0.0%	0.0%	0	0.0%	1	0.0%
Total	2	0.0%		0	0.0%	2	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	
	N	%	ME	*N*	%	*N*	%
Yes	58	10.4%	2.5%	29	10.8%	29	10.1%
No	498	89.6%	2.5%	240	89.2%	258	89.9%
Total	556	100.0%		269	100.0%	287	100.0%

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

	All Zones			Zone 1	Zone 4
	N			*N*	*N*
Maximum	$600			$538	$600
Minimum	$21			$21	$25
Mean (average)	$224			$206	$240
Median	$200			$200	$200

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	40	7.3%	2.2%	19	7.2%	21	7.4%
No	508	92.7%	2.2%	246	92.8%	262	92.6%
Total	548	100.0%		265	100.0%	283	100.0%

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

	All Zones			Zone 1	Zone 4
	N			*N*	*N*
Maximum	$500			$400	$500
Minimum	$0			$0	$0
Mean (average)	$219			$216	$222
Median	$300			$300	$225

For statements 12-23, please think about your most recent E-Check experience:

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	23	4.2%	1.7%	9	3.4%	14	5.0%
Agree	66	12.2%	2.7%	29	11.1%	37	13.2%
Disagree	289	53.3%	4.2%	146	55.7%	143	51.1%
Strongly disagree	164	30.3%	3.8%	78	29.8%	86	30.7%
Total	542	100.0%		262	100.0%	280	100.0%

13. The waiting booth was clean.

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	158	28.8%	3.7%	76	28.7%	82	29.0%
Agree	363	66.2%	3.7%	180	67.9%	183	64.7%
Disagree	19	3.5%	1.5%	6	2.3%	13	4.6%
Strongly disagree	8	1.5%	1.0%	3	1.1%	5	1.8%
Total	548	100.0%		265	100.0%	283	100.0%

14. The E-Check employees were polite.

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	202	36.9%	4.0%	92	34.5%	110	39.1%
Agree	320	58.4%	4.0%	162	60.7%	158	56.2%
Disagree	14	2.6%	1.3%	6	2.2%	8	2.8%
Strongly disagree	12	2.2%	1.2%	7	2.6%	5	1.8%
Total	548	100.0%		267	100.0%	281	100.0%

15. The E-Check employees were helpful.

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	168	32.4%	3.8%	79	32.0%	89	32.8%
Agree	316	61.0%	4.1%	153	61.9%	163	60.1%
Disagree	24	4.6%	1.7%	10	4.0%	14	5.2%
Strongly disagree	10	1.9%	1.1%	5	2.0%	5	1.8%
Total	518	100.0%		247	100.0%	271	100.0%

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	183	35.7%	3.9%	85	33.7%	98	37.5%
Agree	310	60.4%	4.1%	158	62.7%	152	58.2%
Disagree	13	2.5%	1.3%	5	2.0%	8	3.1%
Strongly disagree	7	1.4%	0.9%	4	1.6%	3	1.1%
Total	513	100.0%		252	100.0%	261	100.0%

17. 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	22	4.1%	1.6%	10	3.8%	12	4.3%
Agree	62	11.5%	2.6%	34	13.0%	28	10.1%
Disagree	294	54.5%	4.1%	137	52.3%	157	56.7%
Strongly disagree	161	29.9%	3.8%	81	30.9%	80	28.9%
Total	539	100.0%		262	100.0%	277	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	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	37	7.0%	2.1%	16	6.3%	21	7.7%
Agree	162	30.6%	3.8%	82	32.0%	80	29.3%
Disagree	254	48.0%	4.1%	119	46.5%	135	49.5%
Strongly disagree	76	14.4%	2.9%	39	15.2%	37	13.6%
Total	529	100.0%		256	100.0%	273	100.0%

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	101	18.7%	3.2%	43	16.3%	58	20.9%
Agree	284	52.5%	4.1%	149	56.7%	135	48.6%
Disagree	126	23.3%	3.5%	56	21.3%	70	25.2%
Strongly disagree	30	5.5%	1.9%	15	5.7%	15	5.4%
Total	541	100.0%		263	100.0%	278	100.0%

20. I believe the test results were accurate.

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	129	25.4%	3.5%	57	23.2%	72	27.5%
Agree	358	70.5%	4.0%	181	73.6%	177	67.6%
Disagree	13	2.6%	1.3%	3	1.2%	10	3.8%
Strongly disagree	8	1.6%	1.0%	5	2.0%	3	1.1%
Total	508	100.0%		246	100.0%	262	100.0%

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	164	29.8%	3.8%	75	28.1%	89	31.4%
Agree	362	65.8%	4.0%	183	68.5%	179	63.3%
Disagree	14	2.5%	1.3%	6	2.2%	8	2.8%
Strongly disagree	10	1.8%	1.1%	3	1.1%	7	2.5%
Total	550	100.0%		267	100.0%	283	100.0%

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	165	29.8%	3.8%	78	29.1%	87	30.4%
Agree	334	60.3%	4.1%	177	66.0%	157	54.9%
Disagree	42	7.6%	2.2%	8	3.0%	34	11.9%
Strongly disagree	13	2.3%	1.3%	5	1.9%	8	2.8%
Total	554	100.0%		268	100.0%	286	100.0%

23. I was satisfied with my overall test experience.

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	159	29.0%	3.8%	71	26.7%	88	31.1%
Agree	345	62.8%	4.1%	170	63.9%	175	61.8%
Disagree	23	4.2%	2.2%	13	4.9%	10	3.5%
Strongly disagree	22	4.0%	1.3%	12	4.5%	10	3.5%
Total	549	100.0%		266	100.0%	283	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	
	N	%	ME	*N*	%	*N*	%
Yes	155	28.7%	3.8%	72	27.8%	83	29.5%
No	385	71.3%	3.8%	187	72.2%	198	70.5%
Total	540	100.0%		259	100.0%	281	100.0%

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	200	36.8%	4.0%	87	33.7%	113	39.6%
No	343	63.2%	4.0%	171	66.3%	172	60.4%
Total	543	100.0%		258	100.0%	285	100.0%

26. When my vehicle needs testing?

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	99	18.2%	3.2%	51	19.7%	48	16.8%
No	445	81.8%	3.2%	208	80.3%	237	83.2%
Total	544	100.0%		259	100.0%	285	100.0%

27. Why my vehicle needs testing?

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	166	30.3%	3.8%	83	31.8%	83	28.9%
No	382	69.7%	3.8%	178	68.2%	204	71.1%
Total	548	100.0%		261	100.0%	287	100.0%

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

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Yes	341	62.7%	4.1%	168	64.6%	173	60.9%
No	203	37.3%	4.1%	92	35.4%	111	39.1%
Total	544	100.0%		260	100.0%	284	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	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	28	5.1%	1.8%	9	3.4%	19	6.7%
Agree	100	18.3%	3.2%	48	18.4%	52	18.3%
Neutral	212	38.9%	4.1%	100	38.3%	112	39.4%
Disagree	128	23.5%	3.5%	65	24.9%	63	22.2%
Strongly disagree	77	14.1%	2.9%	39	14.9%	38	13.4%
Total	545	100.0%		261	100.0%	284	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	17	3.1%	1.4%	5	1.9%	12	4.2%
Agree	52	9.5%	2.4%	21	8.0%	31	10.8%
Neutral	144	26.2%	3.7%	73	27.8%	71	24.7%
Disagree	178	32.4%	3.9%	93	35.4%	85	29.6%
Strongly disagree	159	28.9%	3.8%	71	27.0%	88	30.7%
Total	550	100.0%		263	100.0%	287	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	29	5.3%	1.9%	10	3.8%	19	6.7%
Agree	98	18.0%	3.2%	38	14.5%	60	21.2%
Neutral	162	29.7%	3.8%	84	32.1%	78	27.6%
Disagree	149	27.3%	3.7%	75	28.6%	74	26.1%
Strongly disagree	107	19.6%	3.3%	55	21.0%	52	18.4%
Total	545	100.0%		262	100.0%	283	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	24	4.4%	1.7%	11	4.2%	13	4.5%
Agree	91	16.6%	3.1%	34	12.9%	57	19.9%
Neutral	168	30.6%	3.8%	85	32.3%	83	29.0%
Disagree	154	28.1%	3.4%	74	28.1%	80	28.0%
Strongly disagree	112	20.4%	3.4%	59	22.4%	53	18.5%
Total	549	100.0%		263	100.0%	286	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	180	32.6%	3.9%	83	31.3%	97	33.8%
Agree	222	40.2%	4.1%	111	41.9%	111	38.7%
Neutral	99	17.9%	3.2%	50	18.9%	49	17.1%
Disagree	29	5.3%	1.9%	9	3.4%	20	7.0%
Strongly disagree	22	4.0%	1.6%	12	4.5%	10	3.5%
Total	552	100.0%		265	100.0%	287	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	129	26.2%	3.5%	58	24.8%	71	27.4%
Agree	263	53.3%	4.1%	120	51.3%	143	55.2%
Disagree	59	12.0%	2.6%	35	15.0%	24	9.3%
Strongly disagree	42	8.5%	2.2%	21	9.0%	21	8.1%
Total	493	100.0%		234	100.0%	259	100.0%

35. Motor vehicles create more ozone pollution than industry.

	All Zones			Zone 1		Zone 4	
	N	%	ME	*N*	%	*N*	%
Strongly Agree	40	11.1%	2.1%	20	11.6%	20	10.7%
Agree	130	36.1%	3.5%	56	32.4%	74	39.6%
Disagree	134	37.2%	3.6%	71	41.0%	63	33.7%
Strongly disagree	56	15.6%	2.5%	26	15.0%	30	16.0%
Total	360	100.0%		173	100.0%	187	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	87	18.2%	3.1%	41	17.7%	46	18.6%
Agree	276	57.7%	4.2%	127	55.0%	149	60.3%
Disagree	70	14.6%	2.8%	40	17.3%	30	12.1%
Strongly disagree	45	9.4%	2.3%	23	10.0%	22	8.9%
Total	478	100.0%		231	100.0%	247	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	70	14.9%	2.8%	33	14.3%	37	15.4%
Agree	309	65.7%	4.1%	149	64.8%	160	66.7%
Disagree	57	12.1%	2.5%	26	11.3%	31	12.9%
Strongly disagree	34	7.2%	2.0%	22	9.6%	12	5.0%
Total	470	100.0%		230	100.0%	240	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	319	59.6%		153	59.8%	166	59.5%
Female	216	40.4%		103	40.2%	113	40.5%
Total	535	100.0%		256	100.0%	279	100.0%

39. Your age:

	All Zones		Zone 1		Zone 4	
	N	%	*N*	%	*N*	%
Less than 20	2	0.4%	1	0.4%	1	0.3%
20-29	16	2.9%	5	1.9%	11	3.8%
30-39	48	8.8%	22	8.5%	26	9.1%
40-49	94	17.2%	46	17.7%	48	16.8%
50-59	147	26.9%	72	27.7%	75	26.2%
60-69	123	22.5%	54	20.8%	69	24.1%
70 or older	116	21.2%	60	23.1%	56	19.6%
Total	546	100.0%	260	100.0%	286	100.0%

40. Your total annual household income:

	All Zones		Zone 1		Zone 4	
	N	%	*N*	%	*N*	%
Less than $25,000	64	14.0%	33	15.1%	31	13.0%
$25,000-$49,999	143	31.2%	68	31.1%	75	31.4%
$50,000-$99,999	167	36.5%	81	37.0%	86	36.0%
More than $100,000	84	18.3%	37	16.9%	47	19.7%
Total	458	100.0%	219	100.0%	239	100.0%

41. Your race:

	All Zones		Zone 1		Zone 4	
	N	%	*N*	%	*N*	%
White	467	88.8%	228	91.6%	239	86.3%
African-American	42	8.0%	11	4.4%	31	11.2%
Asian-American	16	3.0%	8	3.2%	8	2.9%
American Indian	5	1.0%	0	0.0%	5	1.8%
Latin American	7	1.3%	2	0.8%	5	1.8%
Other	5	1.0%	1	0.4%	4	1.4%

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

42. Are you. . .

	All Zones		Zone 1		Zone 4	
	N	%	*N*	%	*N*	%
The vehicle owner	520	95.8%	248	95.8%	272	95.8%
Relative of vehicle owner	22	4.1%	10	3.9%	12	4.2%
Friend of vehicle owner	0	0.0%	0	0.0%	0	0.0%
Other	1	0.2%	1	0.4%	0	0.0%
Total	543	100.0%	259	100.0%	284	100.0%

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

	All Zones		Zone 1		Zone 4	
	N	%	*N*	%	*N*	%
Less than a high school diploma	6	1.1%	1	0.4%	5	1.8%
High school diploma	185	35.2%	97	38.3%	88	32.2%
Two-year degree	88	16.7%	49	19.4%	39	14.3%
Bachelors degree	137	26.0%	56	22.1%	81	29.7%
Masters degree	73	13.9%	32	12.6%	41	15.0%
Professional/doctoral degree	37	7.0%	18	7.1%	19	7.0%
Total	526	100.0%	253	100.0%	273	100.0%

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