

2007 Ohio E-Check Customer Satisfaction Survey



Prepared by
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November 2007

Acknowledgements

Many people contributed to the success of this survey, and we are grateful for their support and assistance. Project staff at Ohio University's Voinovich School of Leadership and Public Affairs included Sara Lichtin Boyd, Project Manager; Nicole Yandell, Research Associate; Trevor Glew and Lindsay Gibbs, Graduate Research Associates; and Hemali Bhakti, Undergraduate Research Associate. At the Ohio Environmental Protection Agency, we wish to thank Heidi Griesmer, Media Relations Manager; Dave Alspaugh, E-Check Section Supervisor; and Barbara Walker, Environmental Specialist. In addition, we are deeply grateful for the assistance provided by Tia Trivison, Public Relations Manager at Envirotech Systems Corporation.

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Executive Summary

The 2007 Ohio E-Check Customer Satisfaction Survey was mailed to 1,200 motorists evenly divided among vehicles tested in Zone 1 and Zone 4, respectively¹. A total of 564 completed surveys were returned for a 47 percent response rate (compared to 48 percent in 2006 and 41 percent in 2005). This year's questionnaire was printed in two colors, and three new questions were added regarding vehicle maintenance benefits. Otherwise, the survey is substantially the same as in prior years, allowing for easy comparison of past and current results.

Findings from the 2007 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, E-Check requirements, 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. In response to the new survey questions, the vast majority of respondents reported understanding the value of regular vehicle maintenance.

Approximately one in five respondents did not answer questions regarding the relationship between motor vehicles, emissions testing, and air pollution. There was no significant variation in response to the survey by age, gender, race, educational level, or income and very little variation by zone. Important findings include:

- From 2005 to 2007, satisfaction levels with E-Check increased significantly with over 90 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 eight percentage point increase over the 2005 satisfaction rate of just under 83 percent. Similarly, when satisfaction was queried as a scaled question, 89 percent

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 5.

agreed or strongly agreed they were satisfied with their most recent test experience, compared to 81 percent 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 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 why the program is not statewide; to find E-Check testing standards, exemptions, and extensions hard to understand; and to be concerned that their vehicle might be damaged during testing.
- Regarding the three new questions on the benefits of regular vehicle maintenance, respondents were least familiar with the value of regular maintenance on their vehicle's gas mileage.
- The survey appears to show a shift from telephone to internet in the manner in which people obtain information about the E-Check program. Significantly more 2007 than 2005 respondents reported knowing about the E-Check Web site (25 percent and 16 percent respectively). Meanwhile, use of the Car Test 800 line has decreased from 31 percent to 16 percent.
- The majority of respondents, at least 97 percent each year, have not contacted Ohio EPA regarding their test experience.
- In 2007, the average cost of repairs for respondents' vehicles that failed the initial E-Check test was \$282 compared to \$244 in 2005. Median costs were \$200 and \$210, respectively.
- Significantly more 2007 respondents (73 percent) report understanding why their vehicle needs to be tested than in 2005, when the reported rate of understanding was 60 percent.

- This year, 41 percent of respondents understand why E-Check is not a statewide program compared to 39 percent in 2005 and 42 percent in 2006.
- There has been continued improvement in the already high approval ratings for most aspects of the E-Check experience. In 2007, at least 91 percent reported the stations easy to find, the waiting booths clean, the test results accurate, and the employees polite, helpful, and knowledgeable about their jobs, compared to 89 percent in 2005. At least 78 percent of respondents in 2007 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 and 2006. About two thirds (63 percent) of the 2007 respondents felt their test results were explained well, and 40 percent would have liked a better explanation of what happened to their vehicle during testing.
- Significantly more respondents are aware of the relationship between vehicle emissions and the environment. In 2007, 73 percent agreed that vehicle emissions testing helps reduce air pollution, and 66 percent reported they are helping to reduce air pollution by having their car E-Checked compared to 59 and 48 percent, respectively. Proportionally, more Zone 4 than Zone 1 respondents agreed with these statements. Fewer respondents answered these queries, with about one of every five leaving them blank or marking “don’t know.”
- More 2007 respondents (38 percent) agreed that motor vehicles create more ozone pollution than industry compared to 28 percent in 2005. However, one third of all 2007 respondents did not answer this question, perhaps indicating a lack of knowledge.
- Finally, the approval rating for Ohio EPA’s management of the E-Check program increased significantly from 54 percent in 2005 to 73 percent in 2007, a change of 21 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 trend analysis of the various phases of this survey. Beginning in 2005, however, the survey has shared the same instrument and E-Check population, making it possible to compare results across time.

This report reviews the results of the current survey and compares results from the last three years. Survey results are illustrated with graphs of the responses to the 2005, 2006, and 2007 surveys. Significance testing was conducted between the 2005 and 2007 studies, and these results are reported as well.² Also noted in the report are any significant differences in the 2007 survey results due to E-Check zone, reported satisfaction with the E-Check program or demographic variations among respondents. The response rate to the 2007 survey was 47.0 percent, essentially the same as the 2006 response rate of 47.9%.

² Significant cross-tabulations are indicated in the report by the notation ($p < .05$).

Counties Participating in E-Check Vehicle Emissions Testing as of January 2007



Legend
Zone (Number of Surveys Returned)

-  Zone 1 (287)
-  Zone 4 (273)

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



How the Survey Was Conducted

Survey Instrument

The 2007 instrument is substantially the same as in 2005 and 2006, with the following exceptions. Previously black and white, the 2007 form was printed in color to make it more attractive for recipients to complete and return. Three questions were added to the first page of the survey addressing the potential benefits of regular vehicle maintenance to the vehicle and the environment. 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 February 1 and April 30, 2007. The Voinovich School was provided with a database of over 50,000 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 ensure that customers who failed the emissions test were included in the survey, 8 percent of the selected vehicles reportedly 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 June 18, 2007. The survey instrument, cover letter, and stamped, return-addressed envelope were mailed on June 21, followed by a thank you/reminder postcard sent out on June 29. On July 18, 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

2007 Survey Response Rate

| | All Zones | | Zone 1 | | Zone 4 | |
|--------------------------------------|-----------|-------|--------|-------|--------|-------|
| | N | % | N | % | N | % |
| Number surveys returned ¹ | 564 | 47.0% | 287 | 47.8% | 273 | 45.5% |
| Number surveys mailed | 1,200 | | 600 | | 600 | |

¹ N for all zones does not equal total for Zone1 and Zone 4 because four surveys were returned with missing identifiers.

The Voinovich School received 564 completed surveys by September, 2007, for a response rate of 47 percent. This response rate is essentially the same as in 2006, and six percentage points higher than the 2005 response rate of 41 percent. Four 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 48 percent from Zone 1, and 46 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% |

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

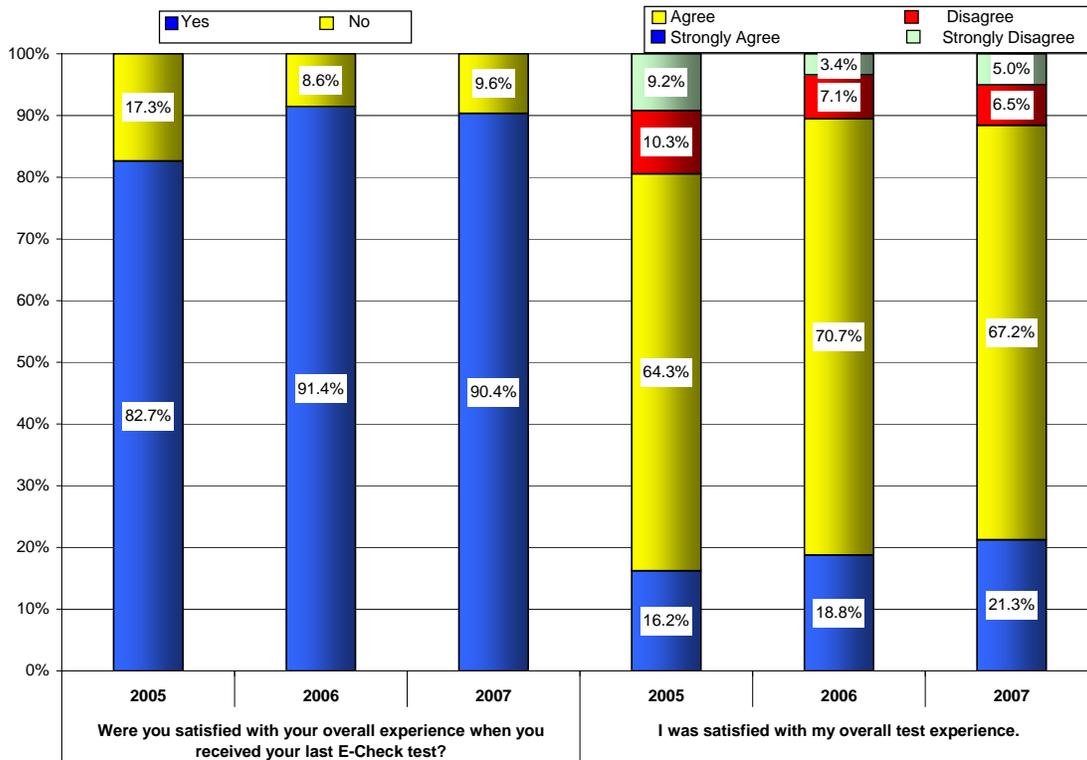
Survey Results

This section outlines the responses to the 2007 E-Check Customer Satisfaction Survey. Specifically, for each question on the survey, the 2007 results are graphically presented alongside those of the 2006 and 2005 survey. Where appropriate, the 2007 results are also reported by:

- E-Check zone
- Reported satisfaction with the E-Check program (q1 and q31)
- Age, gender, race, household income, and educational level of the survey respondents

This section also includes the results of Pearson chi-square testing conducted on the disaggregated 2007 survey results, as well as between the 2005 and the 2007 results. In addition, Appendix II contains frequency distributions for each item on the 2007 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.

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 90 percent of 2007 respondents answered “yes,” they were satisfied with their most recent E-Check test.
- In response to question 31, approximately 89 percent of the sample agreed or strongly agreed that they were satisfied with their test experience in 2007.
- Satisfaction levels have increased significantly from 2005 to 2007 for both question 1 and question 31 ($p < .05$).

Satisfaction with Overall Experience by County of Residence

| | Yes | No |
|----------|-------|-------|
| Cuyahoga | 93.1% | 6.9% |
| Geauga | 95.0% | 5.0% |
| Lake | 93.3% | 6.7% |
| Lorain | 90.2% | 9.8% |
| Medina | 88.4% | 11.6% |
| Portage | 84.8% | 15.2% |
| Summit | 87.8% | 12.2% |

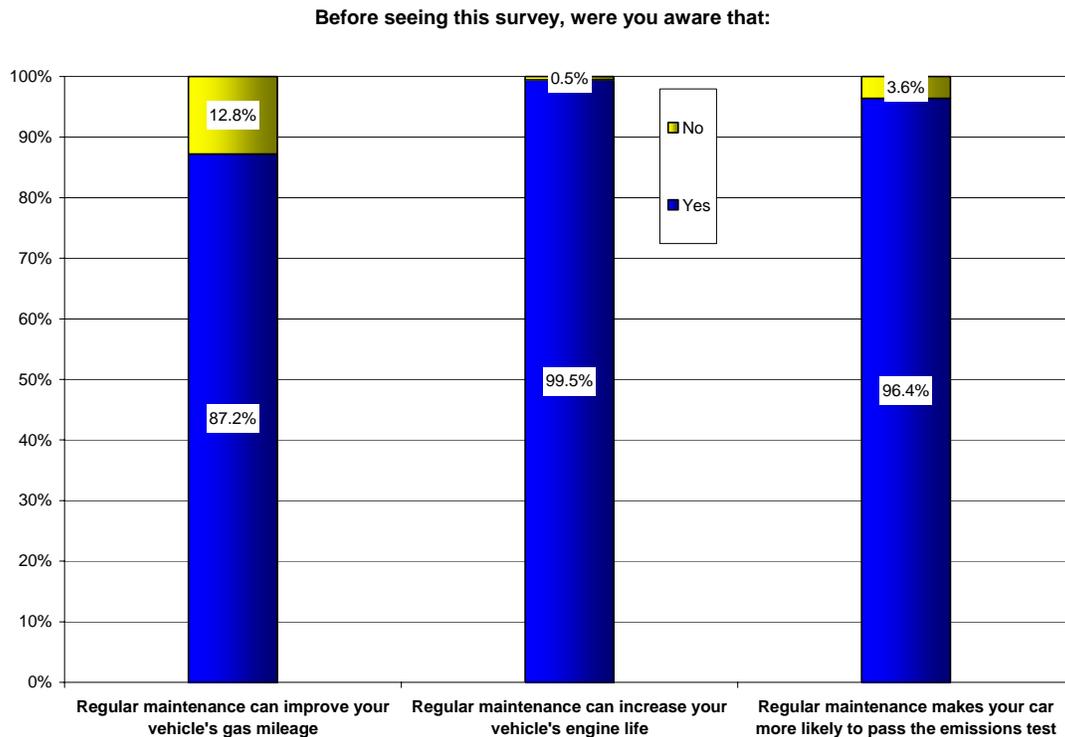
- Satisfaction varies across the counties participating in the E-Check program with higher levels of respondent satisfaction in Geauga County, Lake County, and Cuyahoga County and lower levels in Portage County and Summit County.

Respondent Satisfaction with Overall Experience by E-Check Station

| Station | Yes | No | Total |
|---------|-----|----|-------|
| 1 | 50 | 3 | 53 |
| 2 | 22 | 1 | 23 |
| 3 | 37 | 4 | 41 |
| 4 | 26 | 4 | 30 |
| 5 | 9 | 1 | 10 |
| 6 | 40 | 2 | 42 |
| 7 | 13 | 0 | 13 |
| 8 | 25 | 4 | 29 |
| 10 | 29 | 0 | 29 |
| 11 | 16 | 3 | 19 |
| 12 | 19 | 0 | 19 |
| 13 | 17 | 1 | 18 |
| 14 | 12 | 1 | 13 |
| 15 | 11 | 2 | 13 |
| 16 | 11 | 1 | 12 |
| 17 | 16 | 1 | 17 |
| 18 | 16 | 1 | 17 |
| 19 | 27 | 8 | 35 |
| 20 | 32 | 4 | 36 |
| 21 | 25 | 2 | 27 |
| 22 | 6 | 1 | 7 |
| 23 | 19 | 2 | 21 |
| 24 | 19 | 3 | 22 |

- 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.
- Station 19 is the only station with more than four respondents reporting they were not satisfied with their recent test experience.

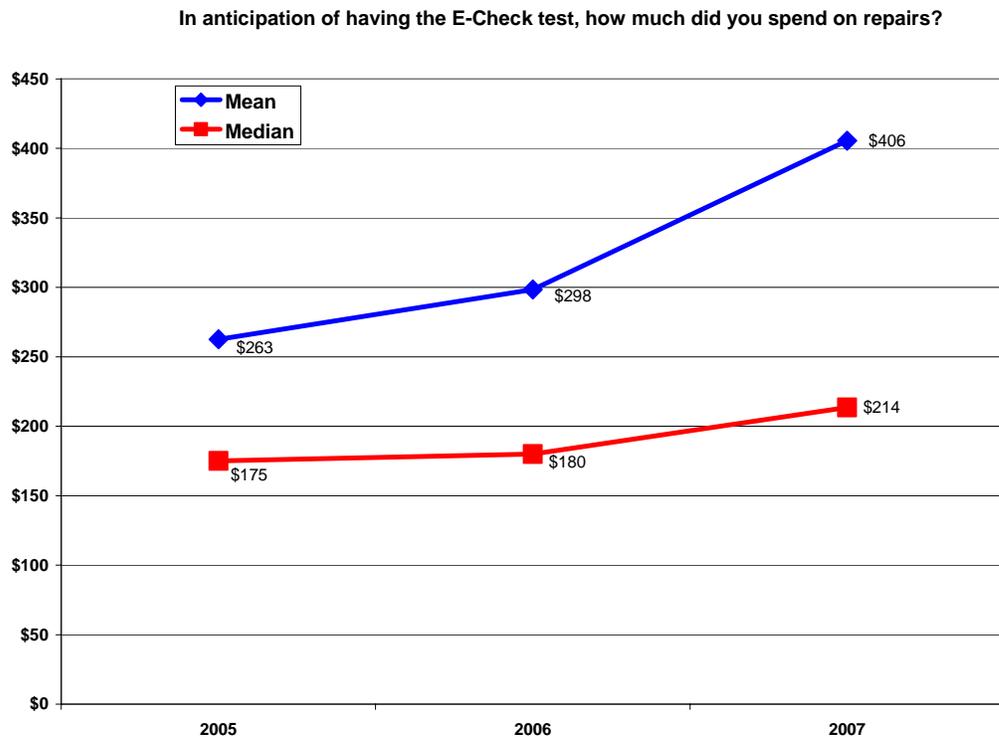
Prior Knowledge of Vehicle Maintenance Benefits



Three new questions were added to the 2007 E-Check Customer Opinion Survey to examine respondents' understanding of the potential benefits of regular vehicle maintenance to the vehicle and the environment.

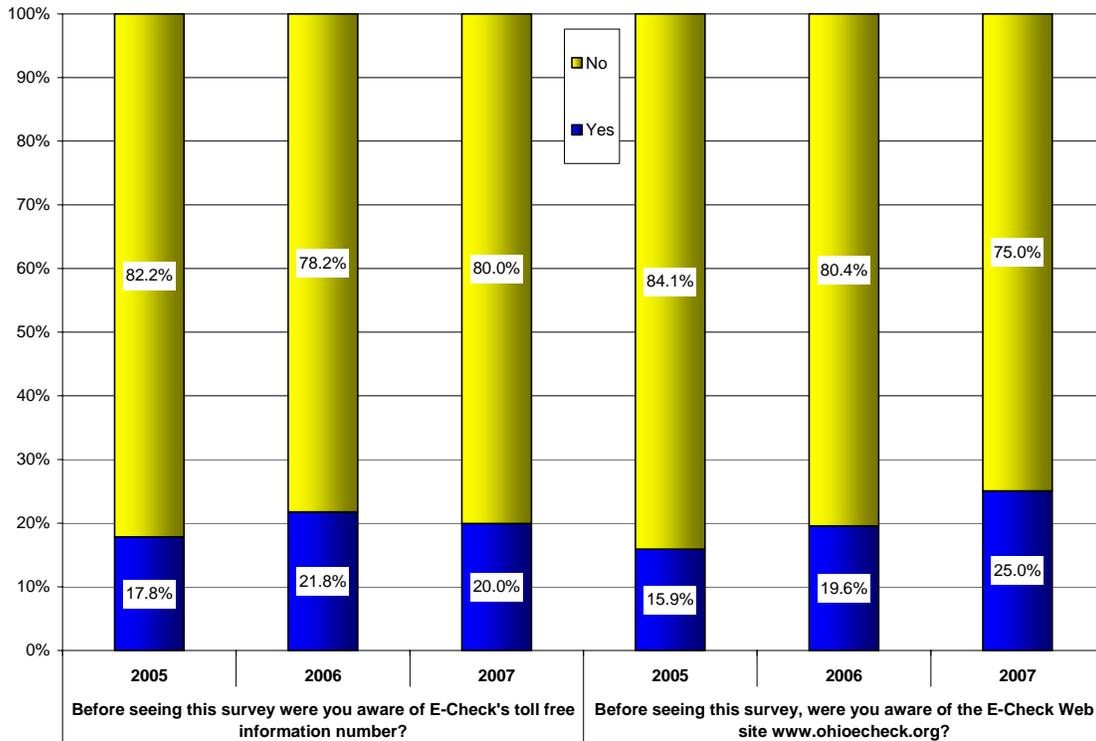
- When respondents were asked about the impact of regular vehicle maintenance on gas mileage, approximately 13 percent were unaware that regular vehicle maintenance could improve a vehicle's gas mileage by as much as 10 percent and save up to 15 cents a gallon.
- Less than one percent of respondents were unaware that regular vehicle maintenance can increase their vehicle's engine life.
- Less than 4 percent of respondents did not know that with regular vehicle maintenance their vehicle is more likely to pass the emissions test.

Preparing for E-Check Test



- In 2007, there was an increase in respondents taking their car in for repairs prior to having their car tested and in the amount spent for these pre-test repairs.
- Approximately 11 percent of respondents reported taking their car in for repairs prior to having their car tested, an increase from the approximately 7 percent of respondents in previous years.
- In 2007, the average amount spent in anticipation of E-Check testing was \$406 and the median amount was \$214.
- Though most respondents did not take their car in for repairs in anticipation of E-Check, respondents that did not have repairs performed on their vehicle before the E-Check test were more likely to report satisfaction with their test than those who had repairs before the test ($p < .05$).

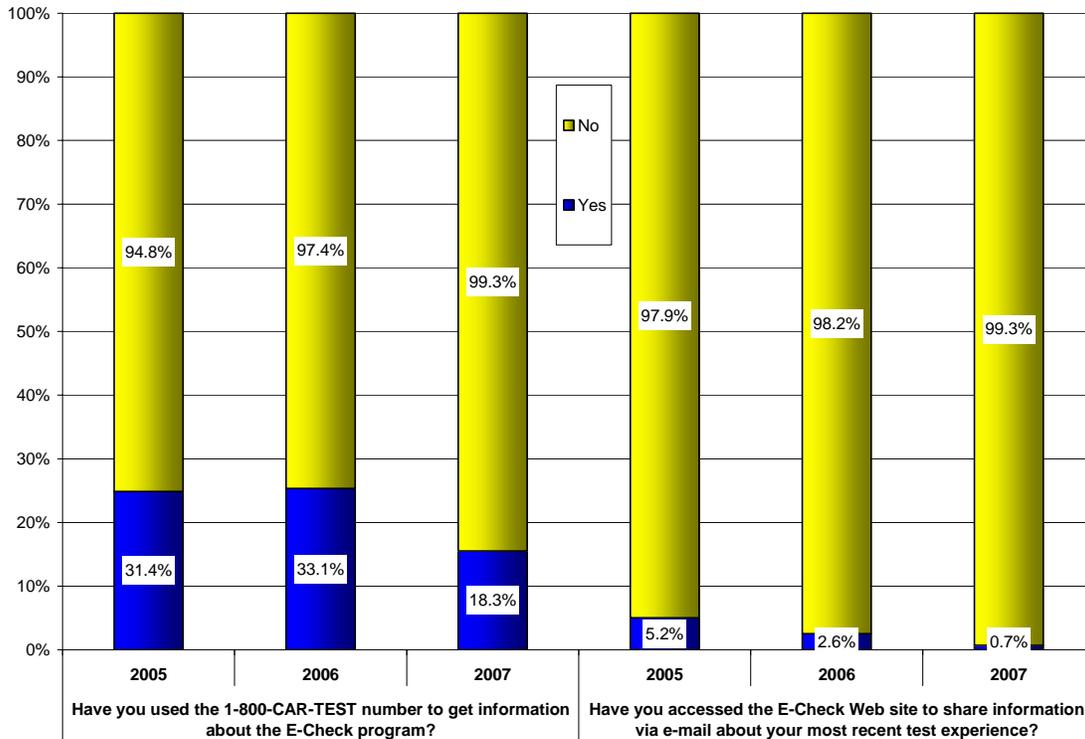
Awareness of E-Check Information Resources



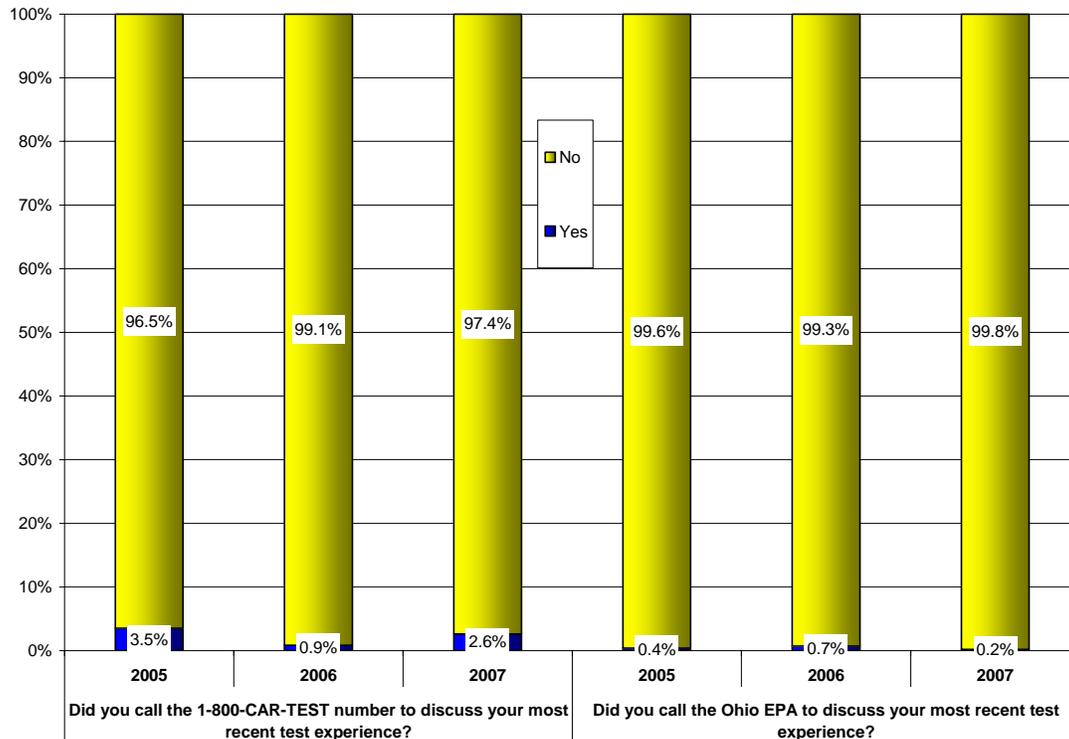
The following questions relate to the respondent's knowledge of the various sources of information for E-Check.

- The proportion of respondents aware of E-Check's toll-free information number remains around 20 percent for the second year in a row.
- Although awareness of the toll-free number remains the same, there was increased awareness of the E-Check Web site, www.ohiocheck.org.
- In 2007, 25 percent of respondents reported they were aware of the Web site. This represents a five percentage point increase from 2006 and a nine percentage point increase from 2005 in awareness of the E-Check Web site.
- Proportionally, more 2007 respondents than 2005 respondents were aware of the Web site ($p < .05$).

Usage of E-Check Information Resources

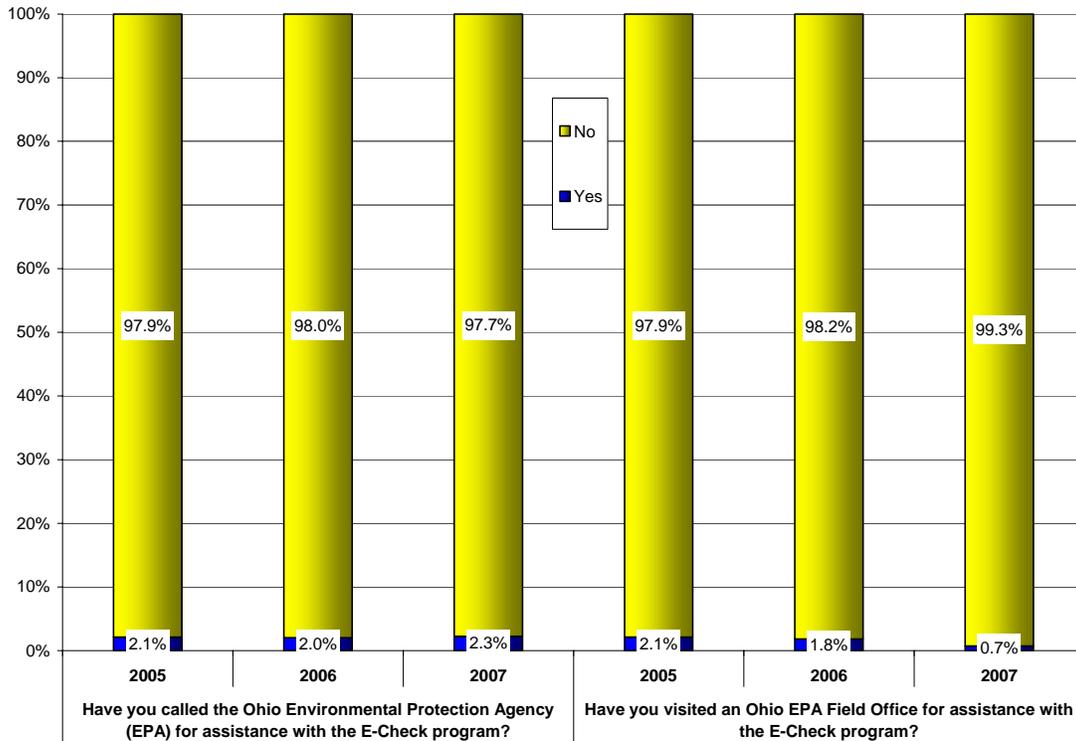


- Among the respondents to the 2007 survey who knew about 1-800-CAR-TEST, 18 percent used this resource to get information about the E-Check program, compared to approximately 33 percent in 2006.
- Among the 21 persons who called 1-800-CAR-TEST in 2007, 20 reported that the information provided was helpful.
- Although the percentage of respondents aware of the E-Check Web site has increased each year, the percentage of respondents accessing the Web site to share information on their most recent test experience has declined each survey year. In 2007, one respondent reported accessing the E-Check Web site to share information via e-mail about their most recent test experience.



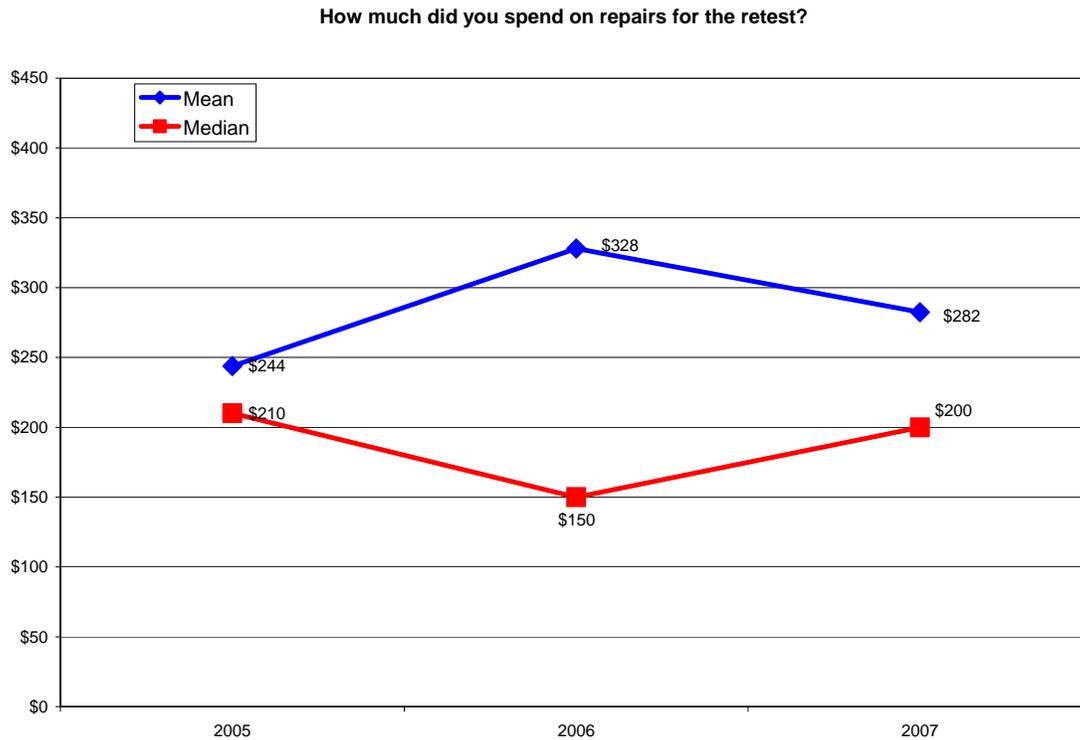
- Only a small percentage of respondents have called one of the E-Check resources to discuss their test results.
- Each year, fewer than 4 percent of respondents who were aware of the E-Check toll-free number called it to discuss their most recent test experience.
- Less than 1 percent of respondents each year have called Ohio EPA to discuss their most recent test experience.
- In 2007, all of the respondents that reported calling 1-800-CAR-TEST or Ohio EPA to discuss their most recent test experience said their issues were resolved.

Assistance from Ohio EPA



- Approximately 2 percent of respondents have called Ohio EPA for assistance with the E-Check program each year.
- In 2007, 11 of the 12 respondents who reported calling Ohio EPA for assistance with 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 2007, four respondents utilized this resource, compared to ten respondents in 2006 and in 2005.
- Of the four respondents in 2007 that visited an Ohio EPA Field Office for assistance, two reported that it was helpful, and two did not answer this follow-up question.

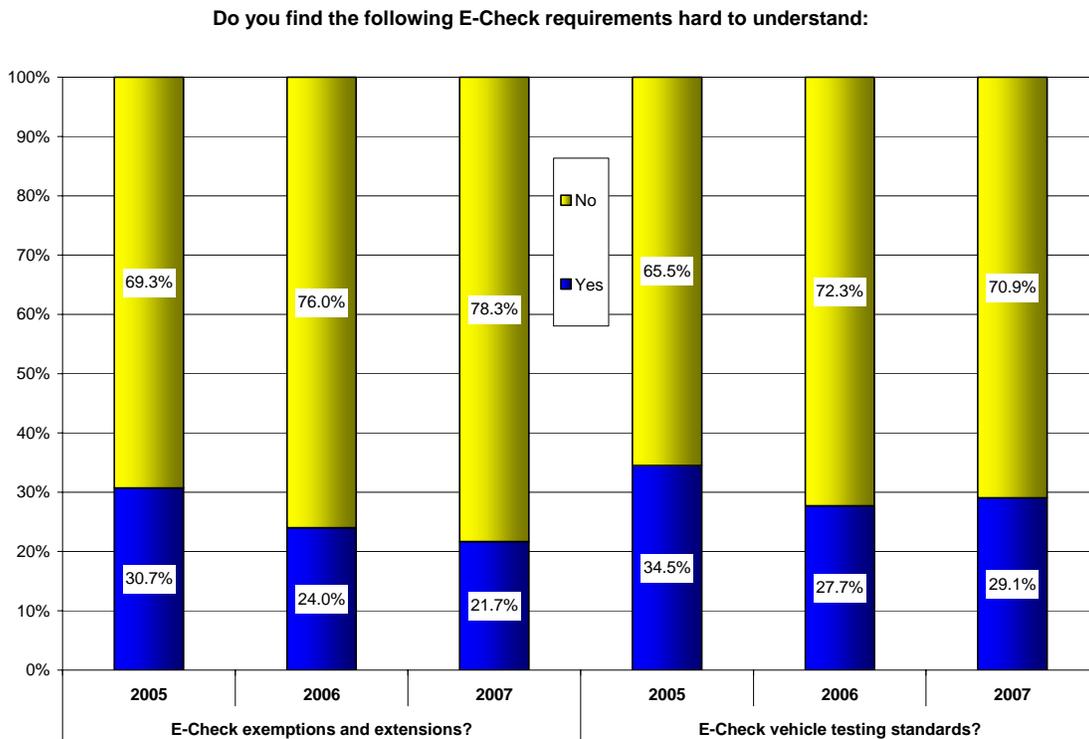
Failing E-Check



- In 2007, approximately 8 percent of respondents reported that their vehicle failed the E-check test, compared to approximately 4 percent of respondents in 2006.⁴
- Among those whose vehicles failed the test, the average amount spent on repairs was \$282, and the median amount was \$200.
- Additionally, of the 45 respondents who said their vehicle failed the E-Check test in 2007, approximately 20 percent reported that they received a waiver. This is lower than in 2006 when 30 percent of respondents reported that their vehicle failed received a waiver.

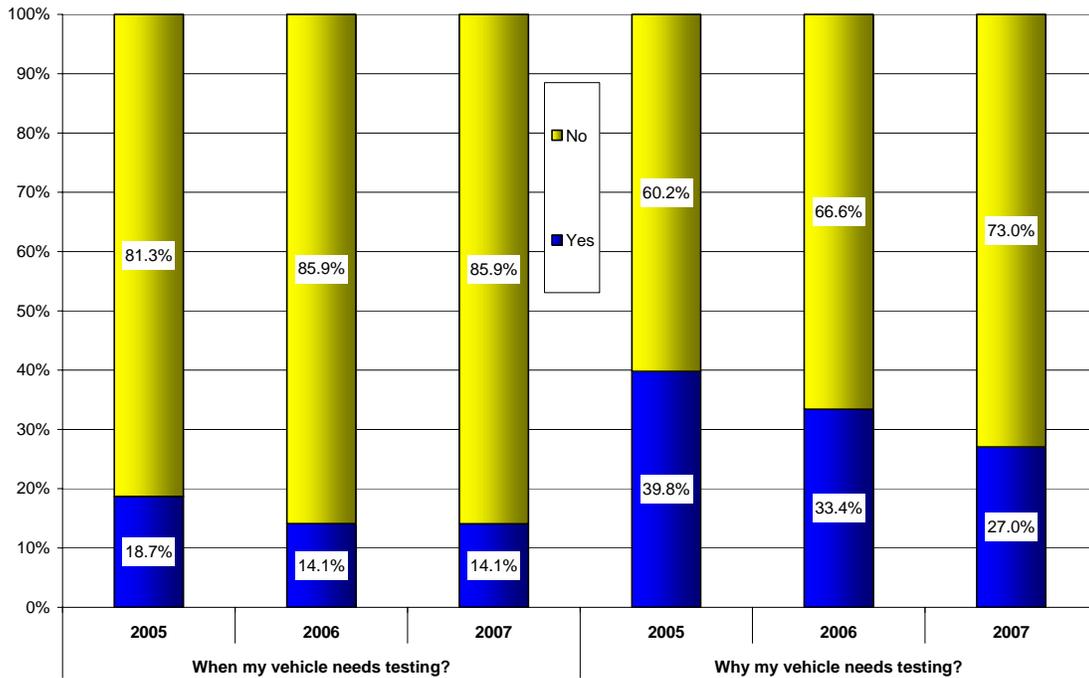
⁴ The increase in respondents reporting that their vehicle failed the E-Check test should not be interpreted as an increase in the number of vehicles failing the emissions test, but rather is related to a change in the sample selection for the 2007 survey. To ensure that customers who failed the emissions test were included in the 2007 survey, 8 percent of the vehicles selected to receive the survey reportedly failed their initial emissions test.

Understanding E-Check Requirements



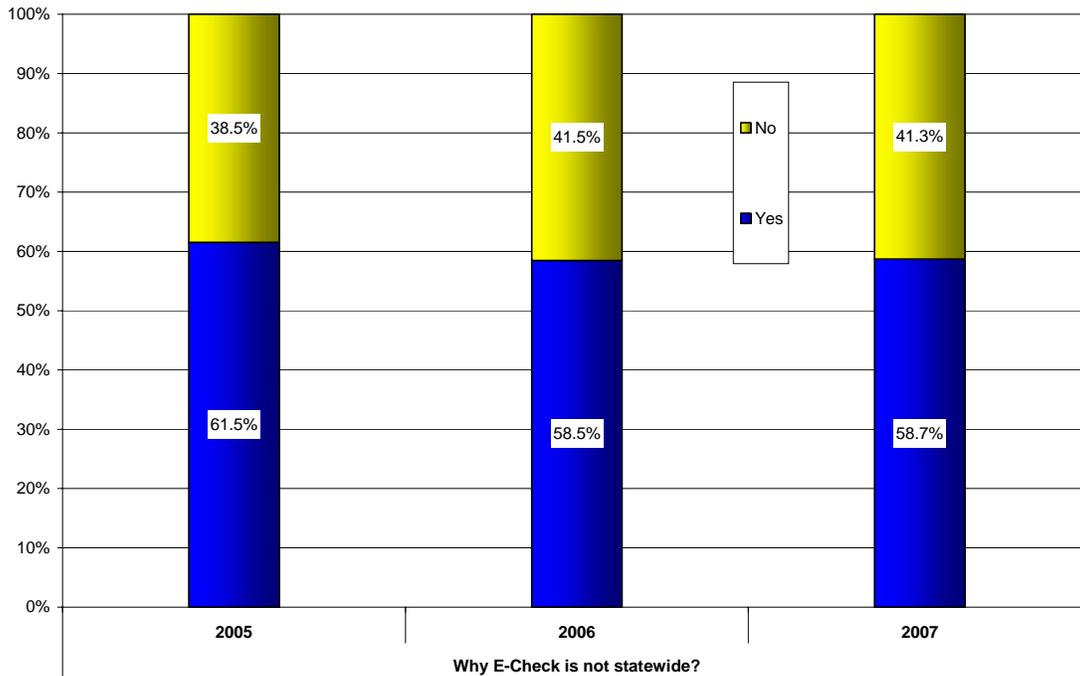
- The percentage of respondents reporting no difficulty in understanding E-Check exemptions and extensions continues to increase. There was a nine percentage point increase in the number of respondents categorizing E-Check exemptions and extensions as understandable in 2007 compared to 2005.
- Proportionally, more respondents who found E-Check exemptions and extensions hard to understand were dissatisfied than respondents who found them easy to understand ($p < .05$).
- Approximately 71 percent of 2007 respondents reported having no difficulty understanding E-Check testing standards compared to 66 percent in 2005.
- Proportionally, more respondents who found E-Check vehicle testing standards hard to understand were dissatisfied than respondents who found them easy to understand ($p < .05$).

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



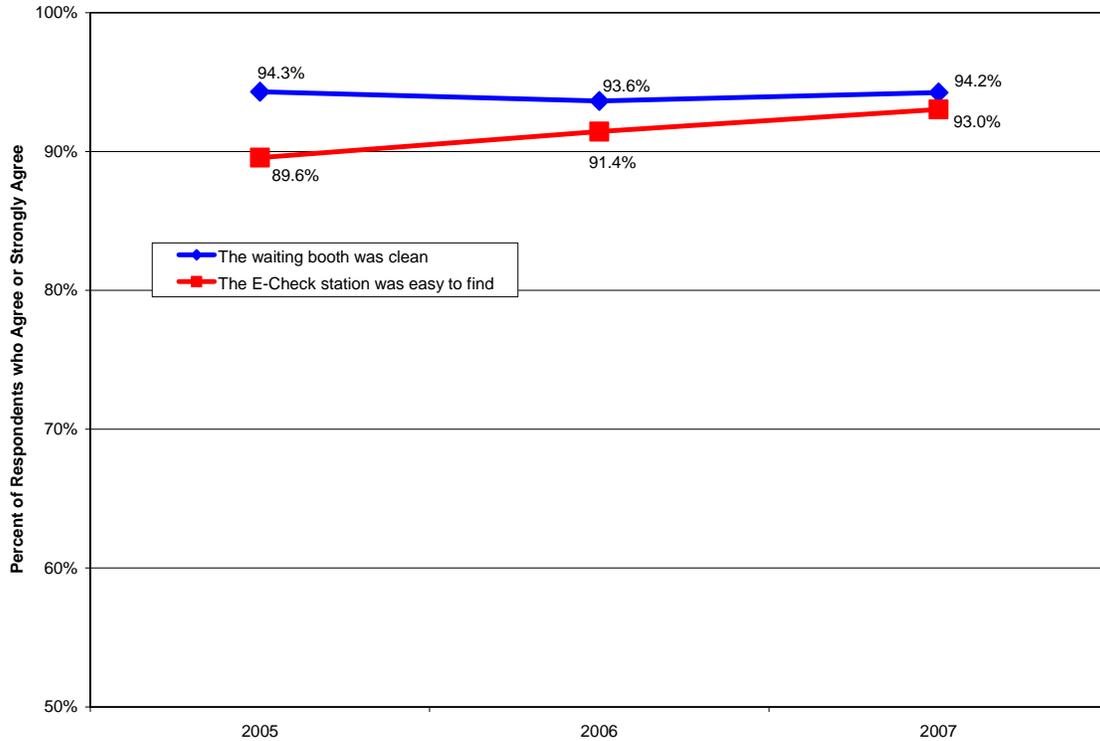
- From 2006 to 2007, there was no change in the percentage of survey respondents reporting it was difficult to understand E-Check requirements regarding when their vehicle needs to be tested.
- There has been an increase each year in the percentage of respondents reporting they understand why their vehicle needs to be tested. This percentage increased from 60 percent in 2005 to 73 percent in 2007 ($p < .05$).
- Proportionally, more satisfied respondents reported understanding the need to have their vehicle tested than unsatisfied respondents ($p < .05$).

Do you find the following E-Check requirement hard to understand:

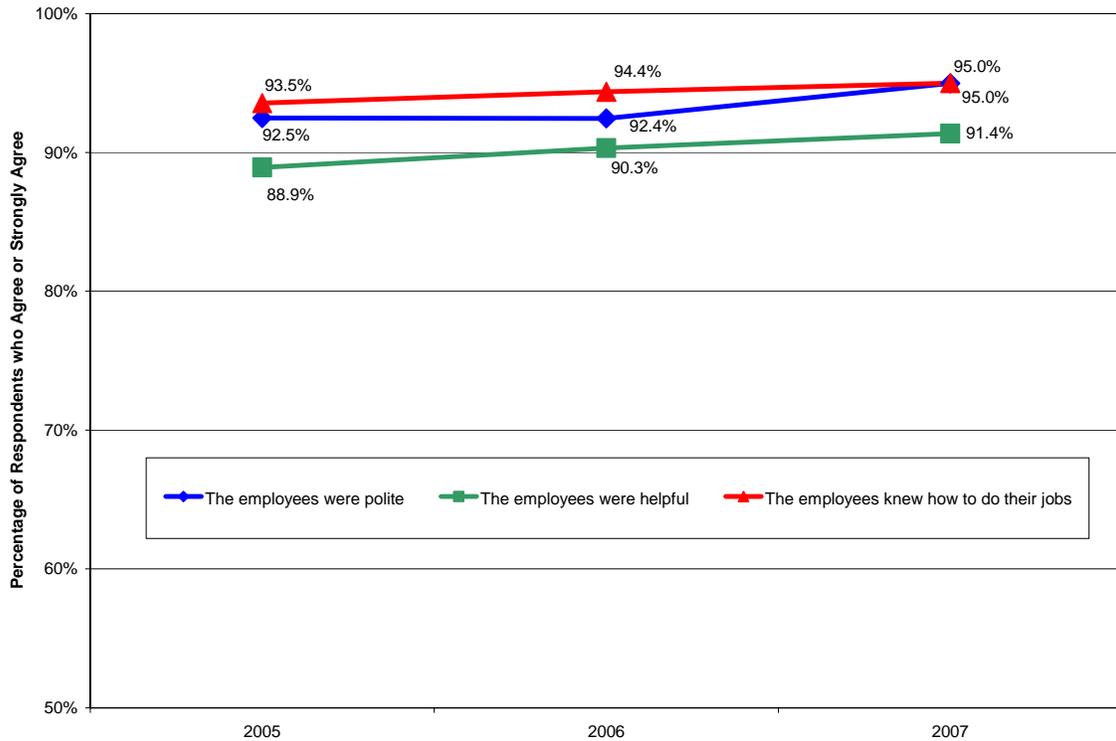


- Approximately 59 percent of the 2007 respondents affirmed that it is hard to understand why E-Check testing is not a required statewide program, compared to 62 percent in 2005.
- Proportionally, more dissatisfied than satisfied respondents report having difficulty understanding why E-Check is not implemented statewide ($p < .05$).

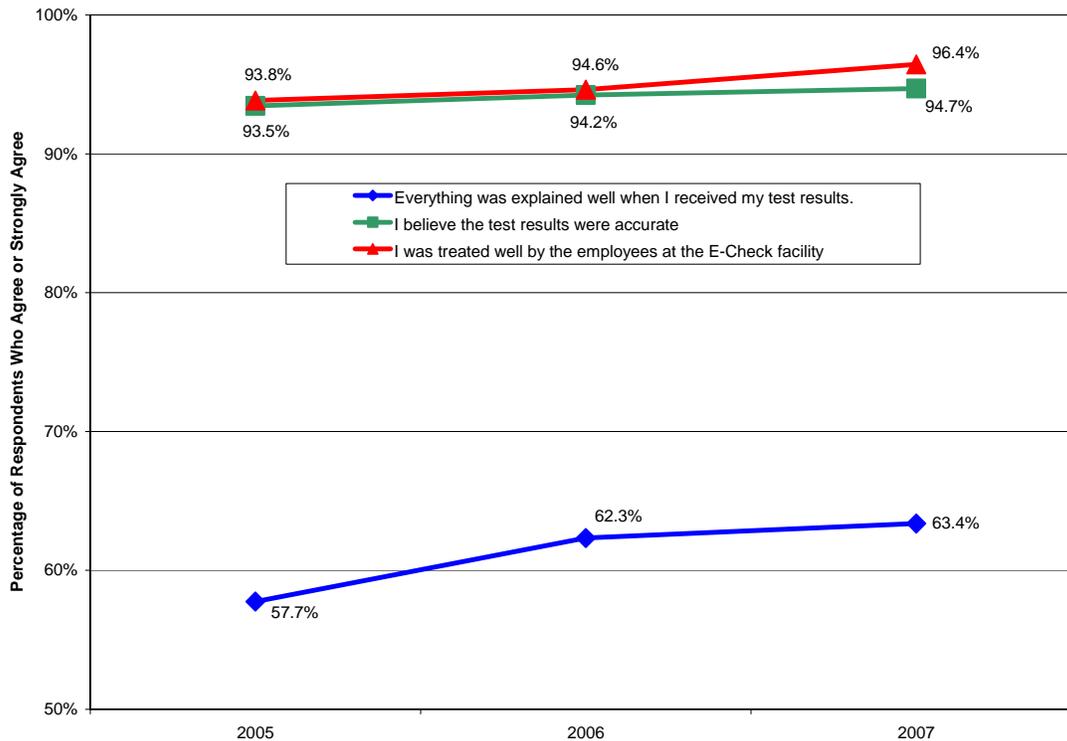
Recalling the E-Check Experience



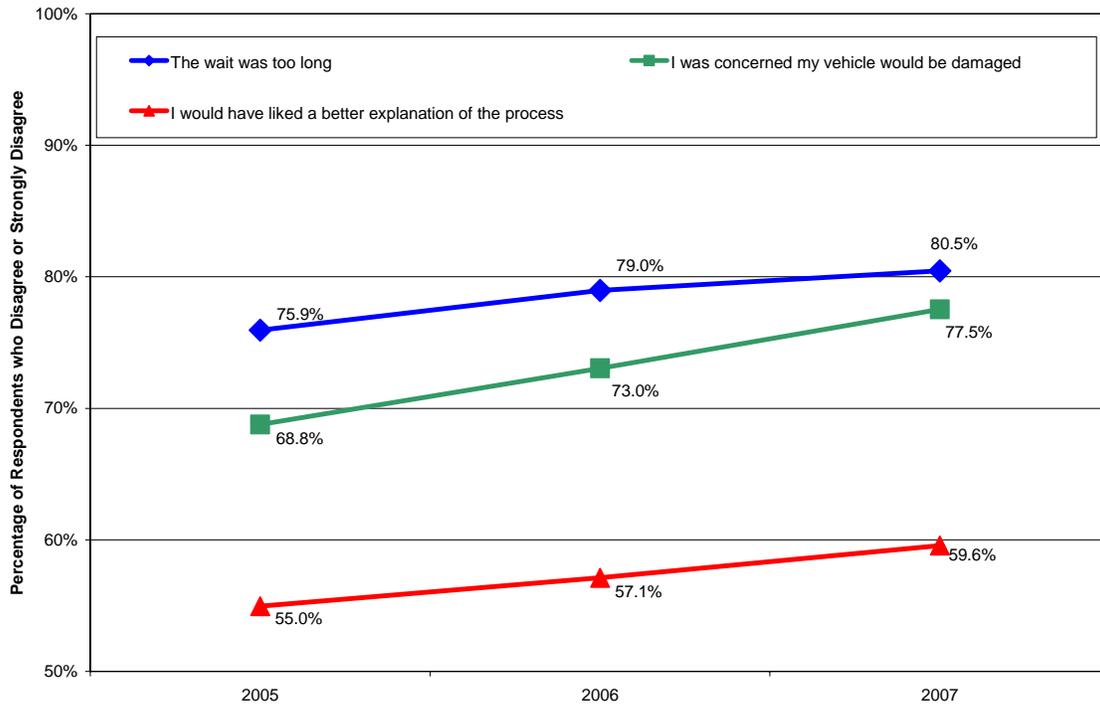
- Approximately 94 percent of respondents either agreed or strongly agreed that the waiting booth was clean. The percentage of respondents reporting that the waiting room was clean did not vary during the three-year period.
- The percentage of respondents that agreed the E-Check station was easy to find increased slightly each year from approximately 90 percent in 2005 to 93 percent in 2007.



- The survey respondents continue to be satisfied with the E-Check employees.
- Approximately 95 percent agreed or strongly agreed that E-Check employees were polite compared to 92 percent in 2005 and 2006.
- Approximately 91 percent of respondents either agreed or strongly agreed that the E-Check employees were helpful.
- In 2007, 95 percent either agreed or strongly agreed that the E-Check employees knew how to do their jobs.



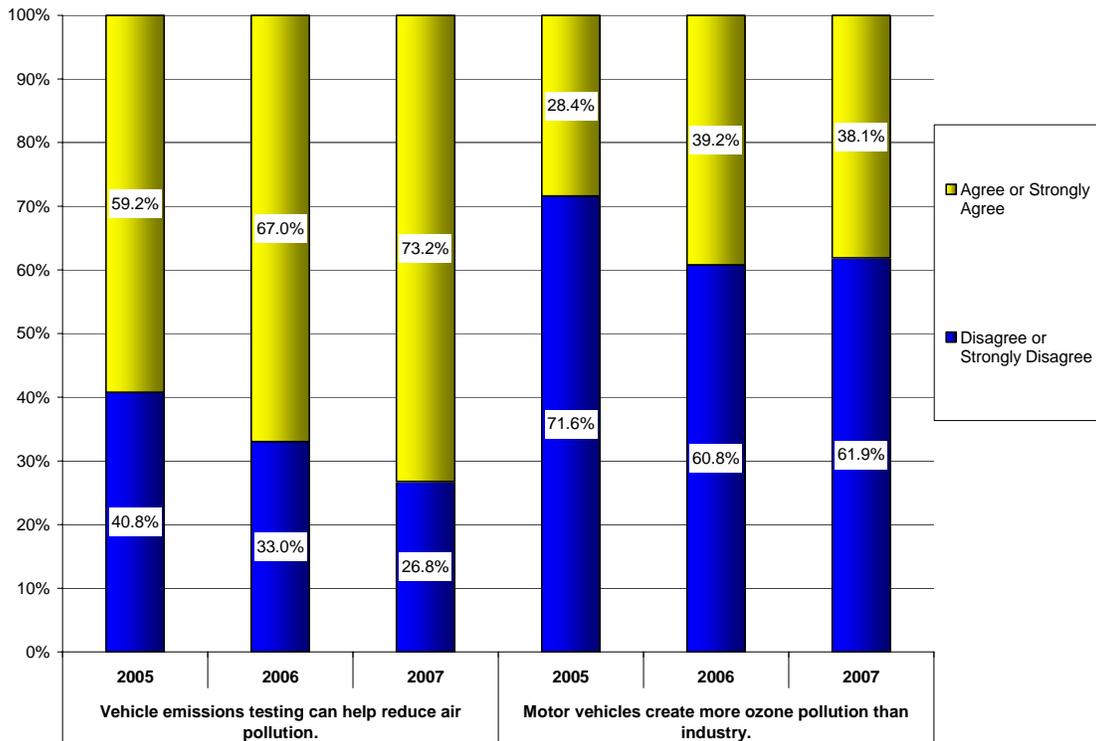
- Approximately 63 percent of respondents either agreed or strongly agreed that everything was explained well when they received their test results.
- Proportionally, more respondents who agreed everything was explained well when they received their results were satisfied than those who disagreed ($p < .05$).
- When asked about their belief in the accuracy of the E-Check test results, one out of every six respondents left this question blank or marked “don’t know.” However, approximately 95 percent of respondents answering this question affirmed their belief that the E-Check test results were accurate.
- Approximately 97 percent of respondents in 2007 agreed or strongly agreed they were treated well by E-Check facility employees.



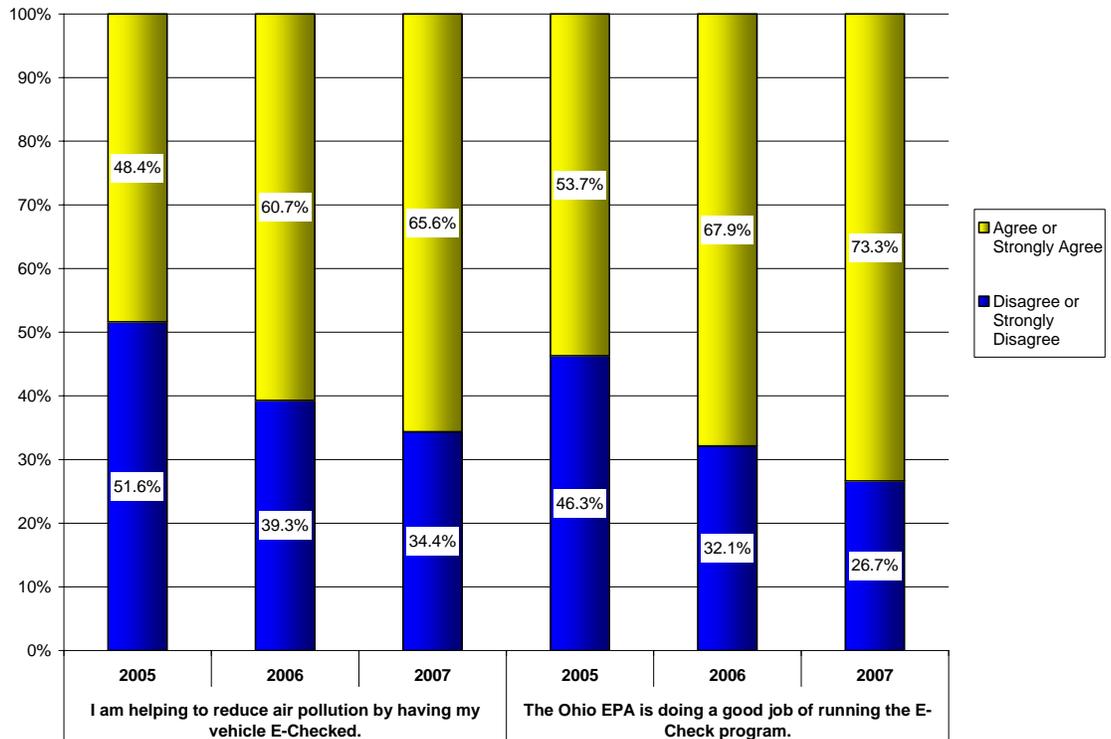
This chart shows the percentage of respondents who disagreed or strongly disagreed with the three survey items designed to capture customer criticism of the E-Check process.

- Over the three survey years, E-Check showed improvement in customer opinions regarding wait times, explanation of the testing process, and concern over vehicle damage.
- In 2007, approximately 81 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 ($p < .05$).
- Less than a quarter of all respondents in 2007 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 than those that were unconcerned ($p < .05$).
- Approximately 40 percent of 2007 respondents would have liked a better explanation of what was happening to their vehicle during testing.

Vehicle Emissions and the Environment



- Significantly more 2007 respondents (73 percent) agreed that vehicle emissions testing can help reduce air pollution compared to the 59 percent agreement rate received in 2005 ($p < .05$).
- Respondents who agreed vehicle emissions testing can help reduce air pollution were also more likely to report being satisfied with E-Check than those who disagreed ($p < .05$).
- Proportionally more Zone 4 respondents agree that vehicle emissions testing can help reduce air pollution than respondents from Zone 1 ($p < .05$).
- Each year, one of every six respondents left blank or selected “don’t know” as their response to the question regarding vehicle emissions testing and air pollution, perhaps due to a lack of knowledge regarding this issue.
- More 2007 respondents (38 percent) agreed that motor vehicles create more ozone pollution than industry than in 2005 when 28 percent agreed with this statement.
- 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 rate of any question on the survey.



- Significantly more 2007 respondents (approximately 66 percent) agreed they are helping to reduce air pollution by participating in the E-Check program compared to 48 percent in the 2005 survey ($p < .05$).
- Each year, approximately one of every five survey respondents either did not answer or selected “don’t know” as their response to this question.
- 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 believe 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 73 percent of respondents agreed that Ohio EPA is doing a good job of running the E-Check program, a 19 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 ($p < .05$).

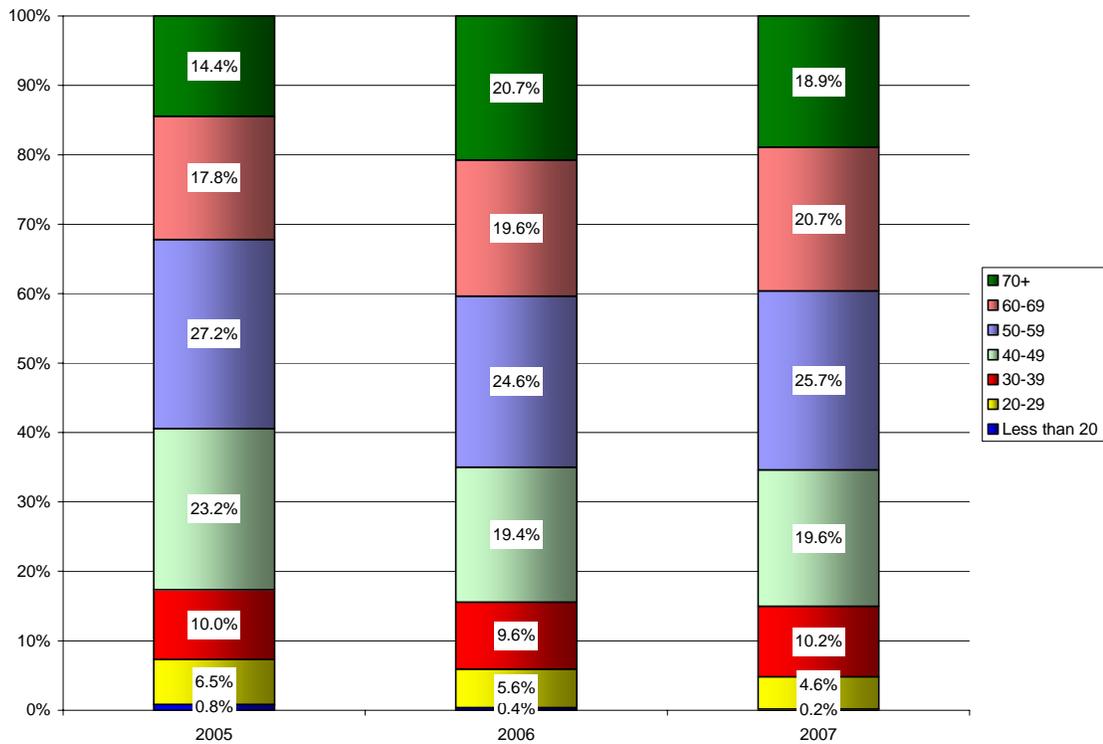
Demographic Questions

Respondent's Gender

| | Male | Female |
|------|-------|--------|
| 2005 | 56.6% | 43.4% |
| 2006 | 51.5% | 48.5% |
| 2007 | 58.1% | 41.9% |

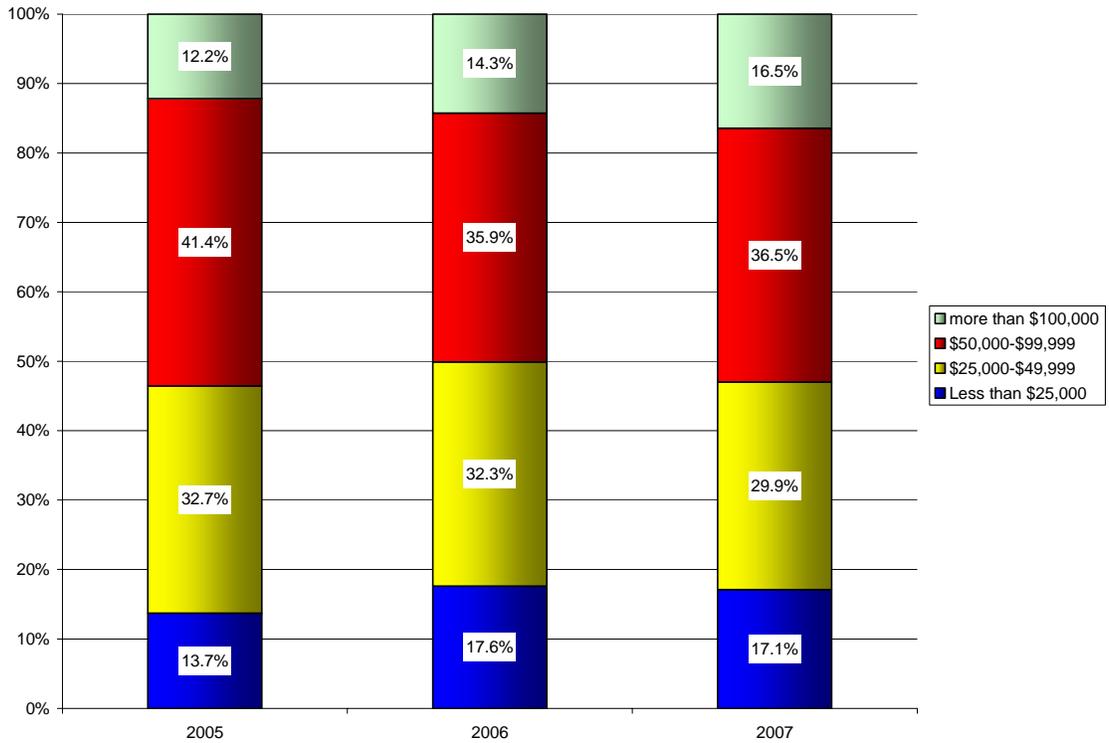
- Each year, more males than females participate in the E-Check Customer Satisfaction Survey.

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 had 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 | 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% |

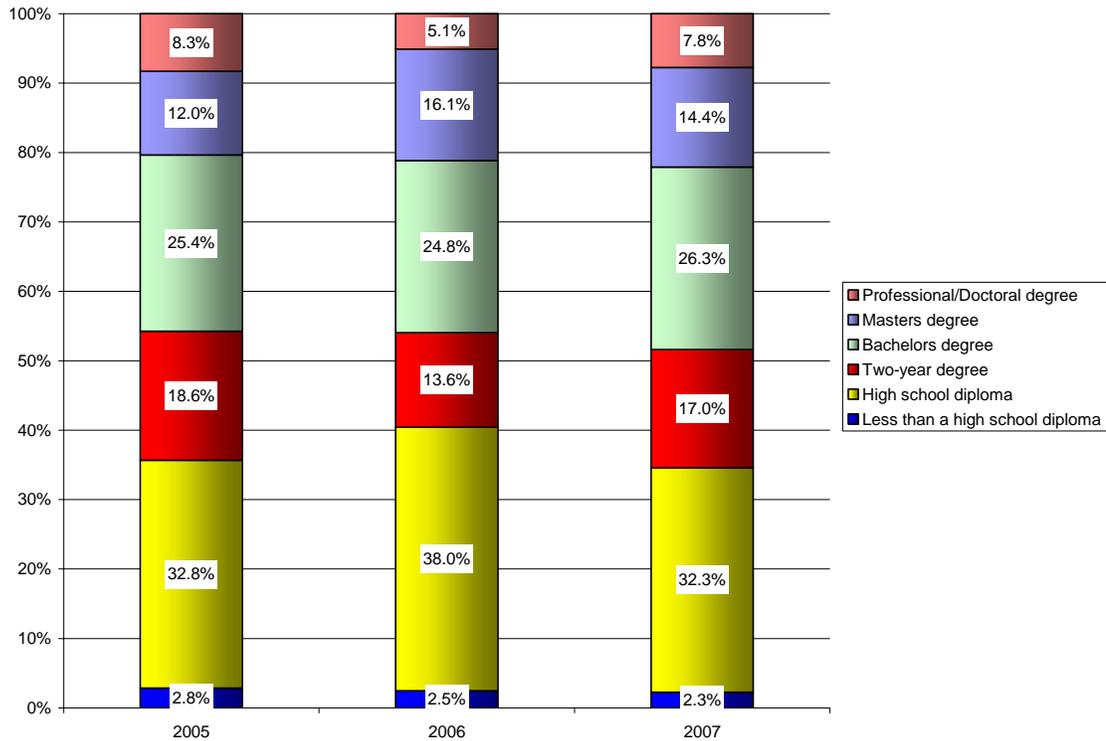
- There were no significant trends in response to the various survey questions when cross-tabulated with the survey respondents' race or ethnicity.

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% |

- The vast majority of respondents take their own car to the E-Check station.
- No significant differences were found in response to the various survey questions based on the individual who took the vehicle to be tested.

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: 2007 Ohio E-Check Customer Opinion Survey

Ohio E Check 2007 Customer Opinion Survey



Instructions for completing survey:

Use pencil or pen

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, were you aware that...

2. 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 15 cents per gallon? Yes No

3. Regular vehicle maintenance can increase your vehicle's engine life? Yes No

4. With regular maintenance your vehicle is more likely to pass the emissions test? Yes No

Please turn over for more questions



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

6. Before seeing this survey were you aware of E-Check's toll free information number, 1-800-CAR-TEST? Yes No
(if no, go to #9)

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

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

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

Comments about questions 1-9. Please tell us which questions you are referring to.

Question # _____ : _____

Question # _____ : _____

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

11. Before seeing this survey, were you aware of the E-Check Web site www.ohiocheck.org? Yes No
(if no, go to #13)

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

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

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

Please continue on next page

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

15. E-Check exemptions and extensions? Yes No
16. E-Check vehicle testing standards (technical thresholds that determine pass/fail)? Yes No
17. When my vehicle needs testing? Yes No
18. Why my vehicle needs testing? Yes No
19. Why E-Check testing is not statewide? Yes No

Comments about questions 10-19. Please tell us which questions you are referring to.

Question # _____:

Question # _____:

For statements 20-31, please think about your most recent E-Check experience:

| | Strongly Disagree | Disagree | Agree | Strongly Agree | Don't Know |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 20. The length of wait at the E-Check facility was too long. | <input type="radio"/> |
| 21. The waiting booth was clean. | <input type="radio"/> |
| 22. The E-Check employees were polite. | <input type="radio"/> |
| 23. The E-Check employees were helpful. | <input type="radio"/> |
| 24. The E-Check employees knew how to do their jobs. | <input type="radio"/> |
| 25. I was concerned my vehicle would be damaged during the E-Check process. | <input type="radio"/> |
| 26. I would have liked a better explanation of what was happening to my vehicle during the testing. | <input type="radio"/> |
| 27. Everything was explained well when I received my test results. | <input type="radio"/> |
| 28. I believe the test results were accurate. | <input type="radio"/> |
| 29. I was treated well by the employees at the E-Check facility. | <input type="radio"/> |
| 30. The E-Check station was easy to find. | <input type="radio"/> |
| 31. I was satisfied with my overall test experience. | <input type="radio"/> |

Please continue on next page



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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 |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 32. Vehicle emissions testing can help reduce air pollution. | <input type="radio"/> |
| 33. Motor vehicles create more ozone pollution than industry. | <input type="radio"/> |
| 34. I am helping to reduce air pollution by having my vehicle E-Checked. | <input type="radio"/> |
| 35. The Ohio EPA is doing a good job of running the E-Check program. | <input type="radio"/> |

Comments about questions 20-35. Please tell us which questions you are referring to.

Question # _____: _____

Question # _____: _____

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

| | | | | | | | |
|--|---|---|---|---|---|--|---------------------------|
| 36. Your gender: | <input type="radio"/> Male | <input type="radio"/> Female | | | | | |
| 37. Your age: | <input type="radio"/> Less than 20 | <input type="radio"/> 20-29 | <input type="radio"/> 30-39 | <input type="radio"/> 40-49 | <input type="radio"/> 50-59 | <input type="radio"/> 60-69 | <input type="radio"/> 70+ |
| 38. Your total annual household income: | <input type="radio"/> Less than \$25,000 | <input type="radio"/> \$25,000-\$49,999 | <input type="radio"/> \$50,000-\$99,999 | <input type="radio"/> more than \$100,000 | | | |
| 39. Your race: | <input type="radio"/> White | <input type="radio"/> African - American | <input type="radio"/> Asian - American | <input type="radio"/> American Indian | <input type="radio"/> Latin American (Hispanic) | <input type="radio"/> Other | _____ |
| 40. Are you... | <input type="radio"/> The vehicle owner | <input type="radio"/> A friend of the vehicle owner | <input type="radio"/> A relative of the vehicle owner | <input type="radio"/> Other | _____ | | |
| 41. The adult in your home with the highest education has: | <input type="radio"/> Less than a high school diploma | <input type="radio"/> High school diploma | <input type="radio"/> Two-year degree | <input type="radio"/> Bachelors degree | <input type="radio"/> Masters degree | <input type="radio"/> Professional/Doctoral degree | |

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

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

Appendix II: 2007 E-Check Frequency Tables

2007 E-Check Survey Frequency Tables

Survey Response Rate

| | All Zones | | Zone 1 | | Zone 4 | |
|--------------------------------------|-----------|-------|--------|-------|--------|-------|
| | N | % | N | % | N | % |
| Number surveys returned ¹ | 564 | 47.0% | 287 | 47.8% | 273 | 45.5% |
| Number surveys mailed | 1,200 | | 600 | | 600 | |

¹ N for all zones does not equal total for Zone1 and Zone 4 because four surveys were returned with missing identifiers.

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME* | N | % | N | % |
| Yes | 497 | 90.4% | 2.5% | 246 | 89.1% | 251 | 93.0% |
| No | 53 | 9.6% | 2.5% | 30 | 10.9% | 19 | 7.0% |
| Total | 550 | 100.0% | | 276 | 100.0% | 270 | 100.0% |

Before seeing this survey, were you aware that:

2. 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 15 cents per gallon?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME* | N | % | N | % |
| Yes | 485 | 87.2% | 2.8% | 252 | 88.7% | 230 | 85.8% |
| No | 71 | 12.8% | 2.8% | 32 | 11.3% | 38 | 14.2% |
| Total | 556 | 100.0% | | 284 | 100.0% | 268 | 100.0% |

3. Regular vehicle maintenance can increase your vehicle's engine life?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME* | N | % | N | % |
| Yes | 554 | 99.5% | 0.6% | 284 | 100.0% | 267 | 99.3% |
| No | 3 | 0.5% | 0.6% | 0 | 0.0% | 2 | 0.7% |
| Total | 557 | 100.0% | | 284 | 100.0% | 269 | 100.0% |

4. 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 | 537 | 96.4% | 1.5% | 277 | 97.5% | 258 | 96.3% |
| No | 20 | 3.6% | 1.5% | 8 | 2.8% | 10 | 3.7% |
| Total | 557 | 100.0% | | 285 | 100.0% | 268 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME* | N | % | N | % |
| Yes | 62 | 11.3% | 2.6% | 23 | 8.3% | 38 | 14.2% |
| No | 486 | 88.7% | 2.6% | 255 | 91.7% | 229 | 85.8% |
| Total | 548 | 100.0% | | 278 | 100.0% | 267 | 100.0% |

*ME=margin of error

5a. If yes, how much did you spend?

| | All Zones | | | Zone 1 | | Zone 4 | |
|----------------|-----------|---|--|----------|---|----------|---|
| | <i>N</i> | % | | <i>N</i> | % | <i>N</i> | % |
| Maximum | \$2,500 | | | \$2,500 | | \$2,000 | |
| Minimum | \$10 | | | \$40 | | \$10 | |
| Mean (average) | \$406 | | | \$389 | | \$424 | |
| Median | \$214 | | | \$265 | | \$200 | |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|----------|--------|----------|--------|
| | <i>N</i> | % | ME | <i>N</i> | % | <i>N</i> | % |
| Yes | 108 | 20.0% | 3.4% | 47 | 17.2% | 60 | 22.6% |
| No | 433 | 80.0% | 3.4% | 226 | 82.8% | 205 | 77.4% |
| Total | 541 | 100.0% | | 273 | 100.0% | 265 | 100.0% |

7. 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 | 21 | 18.3% | 7.1% | 10 | 18.9% | 10 | 16.7% |
| No | 94 | 81.7% | 7.1% | 43 | 81.1% | 50 | 83.3% |
| Total | 115 | 100.0% | | 53 | 100.0% | 60 | 100.0% |

7a. If yes, was the information helpful?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|----------|--------|----------|--------|
| | <i>N</i> | % | ME | <i>N</i> | % | <i>N</i> | % |
| Yes | 20 | 95.2% | 9.1% | 10 | 100.0% | 9 | 90.0% |
| No | 1 | 4.8% | 9.1% | 0 | 0.0% | 1 | 10.0% |
| Total | 21 | 100.0% | | 10 | 100.0% | 10 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|----------|--------|----------|--------|
| | <i>N</i> | % | ME | <i>N</i> | % | <i>N</i> | % |
| Yes | 3 | 2.6% | 2.9% | 2 | 3.9% | 1 | 1.6% |
| No | 111 | 97.4% | 2.9% | 49 | 96.1% | 60 | 98.4% |
| Total | 114 | 100.0% | | 51 | 100.0% | 61 | 100.0% |

8a. If yes, were your issues resolved?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|----------|--------|----------|--------|
| | <i>N</i> | % | ME | <i>N</i> | % | <i>N</i> | % |
| Yes | 3 | 100.0% | 0.0% | 2 | 100.0% | 1 | 100.0% |
| No | 0 | 0.0% | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Total | 3 | 100.0% | | 2 | 100.0% | 1 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|----------|--------|----------|--------|
| | <i>N</i> | % | ME | <i>N</i> | % | <i>N</i> | % |
| Yes | 12 | 2.3% | 1.3% | 6 | 2.2% | 6 | 2.3% |
| No | 520 | 97.7% | 1.3% | 265 | 97.8% | 251 | 97.7% |
| Total | 532 | 100.0% | | 271 | 100.0% | 257 | 100.0% |

9a. If yes, was it helpful?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|-------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 11 | 91.7% | 15.6% | 6 | 100.0% | 5 | 83.3% |
| No | 1 | 8.3% | 15.6% | 0 | 0.0% | 1 | 16.7% |
| Total | 12 | 100.0% | | 6 | 100.0% | 6 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 1 | 0.2% | 0.4% | 0 | 0.0% | 1 | 0.4% |
| No | 546 | 99.8% | 0.4% | 276 | 100.0% | 266 | 99.6% |
| Total | 547 | 100.0% | | 276 | 100.0% | 267 | 100.0% |

10a. If yes, were your issues resolved?

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

11. Before seeing this survey, were you aware of the E-Check Web site www.ohiocheck.org?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 136 | 25.0% | 3.6% | 74 | 26.8% | 60 | 22.8% |
| No | 407 | 75.0% | 3.6% | 202 | 73.2% | 203 | 77.2% |
| Total | 543 | 100.0% | | 276 | 100.0% | 263 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 1 | 0.7% | 1.3% | 0 | 0.0% | 1 | 1.6% |
| No | 144 | 99.3% | 1.3% | 79 | 100.0% | 63 | 98.4% |
| Total | 145 | 100.0% | | 79 | 100.0% | 64 | 100.0% |

12a. If yes, were your issues resolved?

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

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 4 | 0.7% | 0.7% | 2 | 0.7% | 2 | 0.8% |
| No | 541 | 99.3% | 0.7% | 278 | 99.3% | 259 | 99.2% |
| Total | 545 | 100.0% | | 280 | 100.0% | 261 | 100.0% |

13a. If yes, was it helpful?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 2 | 100.0% | 0.0% | 1 | 100.0% | 1 | 100.0% |
| No | 0 | 0.0% | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Total | 2 | 100.0% | | 1 | 100.0% | 1 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 45 | 8.2% | 2.3% | 20 | 7.1% | 25 | 9.4% |
| No | 506 | 91.8% | 2.3% | 261 | 92.9% | 242 | 90.6% |
| Total | 551 | 100.0% | | 281 | 100.0% | 267 | 100.0% |

14a. If yes, how much did you spend on the repairs for the retest?

| | All Zones | | | Zone 1 | | Zone 4 | |
|----------------|-----------|---|----|---------|---|---------|---|
| | N | % | ME | N | % | N | % |
| Maximum | \$2,500 | | | \$1,480 | | \$2,500 | |
| Minimum | \$0 | | | \$0 | | \$7 | |
| Mean (average) | \$282 | | | \$264 | | \$298 | |
| Median | \$200 | | | \$200 | | \$130 | |

14b. Did you receive a waiver?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|-------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 9 | 22.5% | 12.9% | 3 | 16.7% | 6 | 27.3% |
| No | 31 | 77.5% | 12.9% | 15 | 83.3% | 16 | 72.7% |
| Total | 40 | 100.0% | | 18 | 100.0% | 22 | 100.0% |

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

15. E-Check exemptions and extensions?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 115 | 21.7% | 3.5% | 56 | 20.8% | 58 | 22.5% |
| No | 416 | 78.3% | 3.5% | 213 | 79.2% | 200 | 77.5% |
| Total | 531 | 100.0% | | 269 | 100.0% | 258 | 100.0% |

16. E-Check vehicle testing standards?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 152 | 29.1% | 3.9% | 64 | 24.0% | 88 | 34.8% |
| No | 371 | 70.9% | 3.9% | 203 | 76.0% | 165 | 65.2% |
| Total | 523 | 100.0% | | 267 | 100.0% | 253 | 100.0% |

17. When my vehicle needs testing?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 73 | 14.1% | 3.0% | 38 | 14.3% | 35 | 14.0% |
| No | 446 | 85.9% | 3.0% | 227 | 85.7% | 215 | 86.0% |
| Total | 519 | 100.0% | | 265 | 100.0% | 250 | 100.0% |

18. Why my vehicle needs testing?

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 140 | 27.0% | 3.8% | 71 | 27.2% | 66 | 26.1% |
| No | 378 | 73.0% | 3.8% | 190 | 72.8% | 187 | 73.9% |
| Total | 518 | 100.0% | | 261 | 100.0% | 253 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Yes | 300 | 58.7% | 4.3% | 162 | 61.6% | 136 | 55.7% |
| No | 211 | 41.3% | 4.3% | 101 | 38.4% | 108 | 44.3% |
| Total | 511 | 100.0% | | 263 | 100.0% | 244 | 100.0% |

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

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 32 | 6.0% | 2.0% | 18 | 6.6% | 12 | 4.7% |
| Agree | 72 | 13.5% | 2.8% | 38 | 13.9% | 34 | 13.3% |
| Disagree | 303 | 57.0% | 4.2% | 156 | 57.1% | 146 | 57.0% |
| Strongly disagree | 125 | 23.5% | 3.5% | 61 | 22.3% | 64 | 25.0% |
| Total | 532 | 100.0% | | 273 | 100.0% | 256 | 100.0% |

21. The waiting booth was clean.

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 121 | 22.4% | 3.5% | 64 | 23.0% | 57 | 22.0% |
| Agree | 387 | 71.8% | 3.5% | 199 | 71.6% | 187 | 72.2% |
| Disagree | 20 | 3.7% | 1.6% | 11 | 4.0% | 9 | 3.5% |
| Strongly disagree | 11 | 2.0% | 1.2% | 4 | 1.4% | 6 | 2.3% |
| Total | 539 | 100.0% | | 278 | 100.0% | 259 | 100.0% |

22. The E-Check employees were polite.

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 173 | 32.2% | 3.9% | 80 | 29.2% | 92 | 35.1% |
| Agree | 338 | 62.8% | 3.9% | 182 | 66.4% | 156 | 59.5% |
| Disagree | 17 | 3.2% | 1.5% | 9 | 3.3% | 8 | 3.1% |
| Strongly disagree | 10 | 1.9% | 1.1% | 3 | 1.1% | 6 | 2.3% |
| Total | 538 | 100.0% | | 274 | 100.0% | 262 | 100.0% |

23. The E-Check employees were helpful.

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 137 | 26.9% | 3.6% | 64 | 24.7% | 73 | 29.3% |
| Agree | 328 | 64.4% | 4.1% | 173 | 66.8% | 155 | 62.2% |
| Disagree | 31 | 6.1% | 1.9% | 17 | 6.6% | 14 | 5.6% |
| Strongly disagree | 13 | 2.6% | 1.3% | 5 | 1.9% | 7 | 2.8% |
| Total | 509 | 100.0% | | 259 | 100.0% | 249 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 151 | 30.3% | 3.8% | 69 | 27.3% | 82 | 33.7% |
| Agree | 323 | 64.7% | 4.1% | 175 | 69.2% | 147 | 60.5% |
| Disagree | 17 | 3.4% | 1.5% | 7 | 2.8% | 9 | 3.7% |
| Strongly disagree | 8 | 1.6% | 1.0% | 2 | 0.8% | 5 | 2.1% |
| Total | 499 | 100.0% | | 253 | 100.0% | 243 | 100.0% |

25. 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 | 47 | 9.1% | 2.4% | 28 | 10.6% | 17 | 6.9% |
| Agree | 69 | 13.4% | 2.8% | 33 | 12.5% | 35 | 14.2% |
| Disagree | 296 | 57.4% | 4.2% | 155 | 58.5% | 141 | 57.1% |
| Strongly disagree | 104 | 20.2% | 3.3% | 49 | 18.5% | 54 | 21.9% |
| Total | 516 | 100.0% | | 265 | 100.0% | 247 | 100.0% |

26. 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 | 46 | 8.9% | 2.3% | 22 | 8.4% | 23 | 9.1% |
| Agree | 163 | 31.5% | 3.9% | 80 | 30.5% | 83 | 32.8% |
| Disagree | 254 | 49.1% | 4.2% | 134 | 51.1% | 119 | 47.0% |
| Strongly disagree | 54 | 10.4% | 2.5% | 26 | 9.9% | 28 | 11.1% |
| Total | 517 | 100.0% | | 262 | 100.0% | 253 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 56 | 10.6% | 2.5% | 25 | 9.3% | 31 | 12.1% |
| Agree | 278 | 52.8% | 4.2% | 141 | 52.6% | 137 | 53.5% |
| Disagree | 150 | 28.5% | 3.7% | 78 | 29.1% | 71 | 27.7% |
| Strongly disagree | 43 | 8.2% | 2.2% | 24 | 9.0% | 17 | 6.6% |
| Total | 527 | 100.0% | | 268 | 100.0% | 256 | 100.0% |

28. I believe the results were accurate.

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 86 | 18.2% | 3.0% | 44 | 18.3% | 42 | 18.2% |
| Agree | 361 | 76.5% | 4.0% | 180 | 75.0% | 181 | 78.4% |
| Disagree | 13 | 2.8% | 1.3% | 7 | 2.9% | 6 | 2.6% |
| Strongly disagree | 12 | 2.5% | 1.2% | 9 | 3.8% | 2 | 0.9% |
| Total | 472 | 100.0% | | 240 | 100.0% | 231 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 140 | 26.2% | 3.7% | 69 | 25.1% | 71 | 27.6% |
| Agree | 376 | 70.3% | 3.9% | 198 | 72.0% | 176 | 68.5% |
| Disagree | 13 | 2.4% | 1.3% | 6 | 2.2% | 7 | 2.7% |
| Strongly disagree | 6 | 1.1% | 0.9% | 2 | 0.7% | 3 | 1.2% |
| Total | 535 | 100.0% | | 275 | 100.0% | 257 | 100.0% |

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

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 122 | 22.4% | 3.5% | 57 | 20.7% | 65 | 24.5% |
| Agree | 385 | 70.6% | 3.8% | 201 | 72.8% | 182 | 68.7% |
| Disagree | 34 | 6.2% | 2.0% | 16 | 5.8% | 17 | 6.4% |
| Strongly disagree | 4 | 0.7% | 0.7% | 2 | 0.7% | 1 | 0.4% |
| Total | 545 | 100.0% | | 276 | 100.0% | 265 | 100.0% |

31. I was satisfied with my overall test experience.

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 114 | 21.3% | 3.5% | 50 | 18.5% | 64 | 24.5% |
| Agree | 360 | 67.2% | 3.8% | 185 | 68.3% | 175 | 67.0% |
| Disagree | 35 | 6.5% | 2.0% | 22 | 8.1% | 12 | 4.6% |
| Strongly disagree | 27 | 5.0% | 0.7% | 14 | 5.2% | 10 | 3.8% |
| Total | 536 | 100.0% | | 271 | 100.0% | 261 | 100.0% |

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

32. Vehicle emissions testing can help reduce air pollution.

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 92 | 19.2% | 3.1% | 38 | 15.6% | 54 | 23.4% |
| Agree | 258 | 54.0% | 4.2% | 119 | 49.0% | 138 | 59.7% |
| Disagree | 78 | 16.3% | 2.9% | 57 | 23.5% | 21 | 9.1% |
| Strongly disagree | 50 | 10.5% | 2.4% | 29 | 11.9% | 18 | 7.8% |
| Total | 478 | 100.0% | | 243 | 100.0% | 231 | 100.0% |

33. Motor vehicles create more ozone pollution than industry.

| | All Zones | | | Zone 1 | | Zone 4 | |
|-------------------|-----------|--------|------|--------|--------|--------|--------|
| | N | % | ME | N | % | N | % |
| Strongly Agree | 21 | 5.8% | 1.6% | 6 | 3.3% | 15 | 8.6% |
| Agree | 117 | 32.3% | 3.4% | 60 | 32.8% | 57 | 32.6% |
| Disagree | 145 | 40.1% | 3.7% | 77 | 42.1% | 67 | 38.3% |
| Strongly disagree | 79 | 21.8% | 2.9% | 40 | 21.9% | 36 | 20.6% |
| Total | 362 | 100.0% | | 183 | 100.0% | 175 | 100.0% |

34. 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 | 51 | 11.2% | 2.4% | 19 | 8.6% | 32 | 14.0% |
| Agree | 247 | 54.4% | 4.2% | 110 | 49.5% | 137 | 60.1% |
| Disagree | 90 | 19.8% | 3.1% | 55 | 24.8% | 34 | 14.9% |
| Strongly disagree | 66 | 14.5% | 2.7% | 38 | 17.1% | 25 | 11.0% |
| Total | 454 | 100.0% | | 222 | 100.0% | 228 | 100.0% |

35. 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 | 46 | 10.8% | 2.3% | 17 | 8.2% | 29 | 13.7% |
| Agree | 265 | 62.5% | 4.2% | 125 | 60.1% | 140 | 66.0% |
| Disagree | 54 | 12.7% | 2.5% | 36 | 17.3% | 18 | 8.5% |
| Strongly disagree | 59 | 13.9% | 2.6% | 30 | 14.4% | 25 | 11.8% |
| Total | 424 | 100.0% | | 208 | 100.0% | 212 | 100.0% |

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

36. Your gender:

| | All Zones | | | Zone 1 | | Zone 4 | |
|--------|-----------|--------|--|--------|--------|--------|--------|
| | N | % | | N | % | N | % |
| Male | 320 | 58.1% | | 160 | 56.7% | 159 | 59.6% |
| Female | 231 | 41.9% | | 122 | 43.3% | 108 | 40.4% |
| Total | 551 | 100.0% | | 282 | 100.0% | 267 | 100.0% |

37. Your age:

| | All Zones | | Zone 1 | | Zone 4 | |
|--------------|------------|---------------|------------|---------------|------------|---------------|
| | N | % | N | % | N | % |
| Less than 20 | 1 | 0.2% | 0 | 0.0% | 1 | 0.4% |
| 20-29 | 25 | 4.6% | 15 | 5.5% | 10 | 3.8% |
| 30-39 | 55 | 10.2% | 26 | 9.5% | 29 | 11.0% |
| 40-49 | 106 | 19.6% | 55 | 20.0% | 51 | 19.4% |
| 50-59 | 139 | 25.7% | 78 | 28.4% | 60 | 22.8% |
| 60-69 | 112 | 20.7% | 54 | 19.6% | 57 | 21.7% |
| 70 or older | 102 | 18.9% | 47 | 17.1% | 55 | 20.9% |
| Total | 540 | 100.0% | 275 | 100.0% | 263 | 100.0% |

38. Your total annual household income:

| | All Zones | | Zone 1 | | Zone 4 | |
|---------------------|------------|---------------|------------|---------------|------------|---------------|
| | N | % | N | % | N | % |
| Less than \$25,000 | 80 | 17.1% | 38 | 15.8% | 41 | 18.2% |
| \$25,000-\$49,999 | 140 | 29.9% | 72 | 29.9% | 68 | 30.2% |
| \$50,000-\$99,999 | 171 | 36.5% | 88 | 36.5% | 82 | 36.4% |
| More than \$100,000 | 77 | 16.5% | 43 | 17.8% | 34 | 15.1% |
| Total | 468 | 100.0% | 241 | 100.0% | 225 | 100.0% |

39. Your race:

| | All Zones | | Zone 1 | | Zone 4 | |
|------------------|------------|---------------|------------|---------------|------------|---------------|
| | N | % | N | % | N | % |
| White | 467 | 88.1% | 258 | 94.5% | 207 | 81.2% |
| African-American | 38 | 7.2% | 7 | 2.6% | 31 | 12.2% |
| Asian-American | 7 | 1.3% | 3 | 1.1% | 4 | 1.6% |
| American Indian | 1 | 0.2% | 1 | 0.4% | 0 | 0.0% |
| Latin American | 7 | 1.3% | 3 | 1.1% | 4 | 1.6% |
| Other | 10 | 1.9% | 1 | 0.4% | 9 | 3.5% |
| Total | 530 | 100.0% | 273 | 100.0% | 255 | 100.0% |

40. Are you . . .

| | All Zones | | Zone 1 | | Zone 4 | |
|---------------------------|------------|---------------|------------|---------------|------------|---------------|
| | N | % | N | % | N | % |
| The vehicle owner | 519 | 94.4% | 268 | 95.7% | 250 | 93.3% |
| Relative of vehicle owner | 28 | 5.1% | 11 | 3.9% | 16 | 6.0% |
| Friend of vehicle owner | 1 | 0.2% | 0 | 0.0% | 1 | 0.4% |
| Other | 2 | 0.4% | 1 | 0.4% | 1 | 0.4% |
| Total | 550 | 100.0% | 280 | 100.0% | 268 | 100.0% |

41. 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 | 12 | 2.3% | 7 | 2.6% | 5 | 1.9% |
| High school diploma | 171 | 32.3% | 91 | 34.0% | 79 | 30.5% |
| Two-year degree | 90 | 17.0% | 48 | 17.9% | 42 | 16.2% |
| Bachelors degree | 139 | 26.3% | 68 | 25.4% | 70 | 27.0% |
| Masters degree | 76 | 14.4% | 37 | 13.8% | 39 | 15.1% |
| Professional/doctoral degree | 41 | 7.8% | 17 | 6.3% | 24 | 9.3% |
| Total | 529 | 100.0% | 268 | 100.0% | 259 | 100.0% |



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