

2013 Ohio E-Check Customer Satisfaction Survey



**Prepared by
Voinovich School of Leadership and Public Affairs – Ohio University**

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Executive Summary

The 2013 Ohio E-Check Customer Satisfaction Survey was mailed to 1,200 motorists whose vehicles were tested as part of the E-Check emissions testing program administered by Ohio EPA. A total of 484 completed surveys were returned for a 40.3 percent response rate. Since the last survey was conducted the E-Check program has undergone significant changes. A new decentralized vehicle emissions testing program, ChoicePlus, was established that provides emissions testing at full-service E-Check stations, self-service kiosks, and authorized automotive repair stations. This year, the survey instrument and sampling procedures were modified to address these changes to the E-Check program. With these substantial changes to the E-Check program and survey, it is no longer possible to provide a comparison of past and current survey results.

Findings from the 2013 survey demonstrate high rates of motorist satisfaction. Motorists' experiences at the E-Check station were predominately very positive. In response to the questions addressing motorist preference for emissions testing options, respondents express a strong preference for options that include the full-service E-Check stations. The lowest levels of support are for the option that features authorized automotive repair stations, 11.9 percent agreed with this option. In addition, nearly 60 percent of respondents indicated they would not feel confident in their test results if their vehicles were repaired at the same facility at which the test took place, while a quarter of respondents 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 is high. Ninety-four percent of all respondents answered yes when asked, "Were you satisfied with your overall experience when you received your last E-Check test?" Similarly, when satisfaction was queried as a scaled question, 91 percent of 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, why E-Check testing is not statewide, and feel their test results were explained well. Satisfied respondents were also significantly more likely than dissatisfied respondents to believe that vehicle emission testing can help reduce air pollution and that their participation in the E-Check program helps reduce air pollution.

Vehicle Maintenance and Repair

- Regarding the two questions on the benefits of regular vehicle maintenance, almost all respondents were familiar with the impact of regular maintenance on their vehicle's engine life and improved likelihood of passing the emission test.
- Among those having repairs performed on their vehicle before their initial E-Check test, the mean amount spent was \$386 and the median amount was \$300.
- The average cost of repairs for respondents' vehicles that failed the initial E-Check test was \$303 while the median cost was \$300.

Awareness and Usage of E-Check Information Resources

- Before receiving the notice to have their vehicle tested, less than one-third of respondents were aware of the new emissions testing options.
- More respondents reported awareness of the E-Check website than the toll-free E-Check information number. In addition, almost all respondents visiting the website reported it was easy to find the needed information on the website.
- A small percentage of respondents (3 percent) 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 are satisfied with the various aspects of their E-Check experience. At least 96 percent of respondents reported the waiting area was clean, the testing location was easy to find, the test results were accurate, and the individuals conducting the test knew how to do their job. At least 90 percent of respondents felt the individuals conducting the test were helpful and treated them well. Eighty-seven percent of respondents 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-two percent of the respondents felt their test results were explained well, and 29 percent would have liked a better explanation of what happened to their vehicle during testing.

Understanding E-Check Requirements

- Respondents express the greatest level of difficulty understanding why the E-Check program is not a statewide requirement. In 2013, 55 percent of respondents reported difficulty understanding this requirement.

- In addition, respondents reported it was hard to understand the requirements for E-Check exemptions and extensions (41 percent) and where to obtain these (40 percent).

Opinions Regarding Emissions Testing Options

- Respondents expressed the greatest level of preference (79 percent) for the full-service E-Check stations option where vehicles are tested on first-come, first-serve basis. The lowest level of agreement (12 percent) was for the authorized automotive repair station option that may require an appointment or dropping off the vehicle.
- Sixty percent of respondents expressed disagreement with an emissions testing system that provides testing and automotive repair services at the same location, while a minority of respondents (26 percent) expressed a preference for such a testing system. In addition, a similar percentage of respondents (26 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

- Nearly 70 percent agreed that vehicle emissions testing helps reduce air pollution, and 63 percent reported they are helping to reduce air pollution by having their vehicle tested as part of the E-Check program.
- There is a lack of knowledge related to air pollution contributions from industry and motor vehicles with a third of respondents unsure if motor vehicles create more ozone pollution than industry.
- A minority of respondents (17 percent) indicated Ohio EPA is not doing a good job running the E-Check program.

Introduction

Starting in 2000, motorist satisfaction with the Ohio E-Check program has been evaluated annually by means of independently administered surveys. During this time, the program has undergone periods of significant change. Until 2005, changes to the survey instrument and the E-Check population prohibited analysis of variations and trends from year to year. Between 2006 and 2012, the testing program, survey population and most survey items remained the same, making it possible to compare results across time. In the past year, the program has once again undergone major changes that required modifications to the survey and prevent comparisons of past and current results.

This report presents the findings from the 2013 Ohio E-Check Customer Satisfaction Survey. Also noted are any statistically significant differences in the survey results due to reported satisfaction with the E-Check testing experience or demographic characteristics of the respondent. The response rate to the 2013 survey is 40.3 percent.

How the Survey Was Conducted

Survey Instrument

This year the survey instrument was revised to reflect the new decentralized testing program, ChoicePlus. These changes built upon modifications made to the survey instrument before the previous administration in anticipation of changes to the vehicle emissions testing program. These changes focused on replacing language specific to the centralized vehicle emissions testing program (e.g., E-Check station) with language more appropriate for a decentralized system (e.g., testing location). In addition, this year questions were added to assess familiarity with the testing options, ease of using the self-service kiosk, and customer opinions of the available testing options. A question was added to gauge knowledge regarding how to obtain an E-Check exemption or extension. Finally, a few questions were removed or modified to reduce the length of the survey. Minor changes were made to the letters and postcards that are used in the deployment of the survey to reflect the new decentralized program. A copy of the survey instrument is provided in Appendix I.

Sample Selection

The new ChoicePlus program also required changes to be made to the sample selection criteria. In previous years, the sample selection was focused on zone, but beginning with this year, the selection was based on the new emissions testing options. The sample was selected from all vehicles tested for emissions between March 1, 2013 and April 30, 2013. The Voinovich School was provided with a database of tested vehicles and randomly selected a sample of 1,200 vehicles that was proportional to the usage of the testing options during this period. 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 Don A. Dillman in Mail and Internet Surveys: The Tailored Design Method, 2nd Edition. The first of these mailings, an advance postcard explaining the survey and requesting the participation of prospective respondents, took place on June 7, 2013. The survey instrument, cover letter, and a stamped, return-addressed envelope were mailed on June 11, followed by a thank you/reminder postcard sent out on June 19. On July 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

The Voinovich School received 484 completed surveys through August 2013, for a response rate of 40.3 percent. This response rate is three percentage points lower than the 2011 survey. The response rates for the various E-Check surveys conducted since 2000 have ranged between 40 and 62 percent.¹

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%
2011	523	1,200	43.6%
2013	484	1,200	40.3%

¹ 2000 through 2004 response rates obtained from E-Check survey reports prepared by The Ohio State University Center for Survey Research.

Survey Results

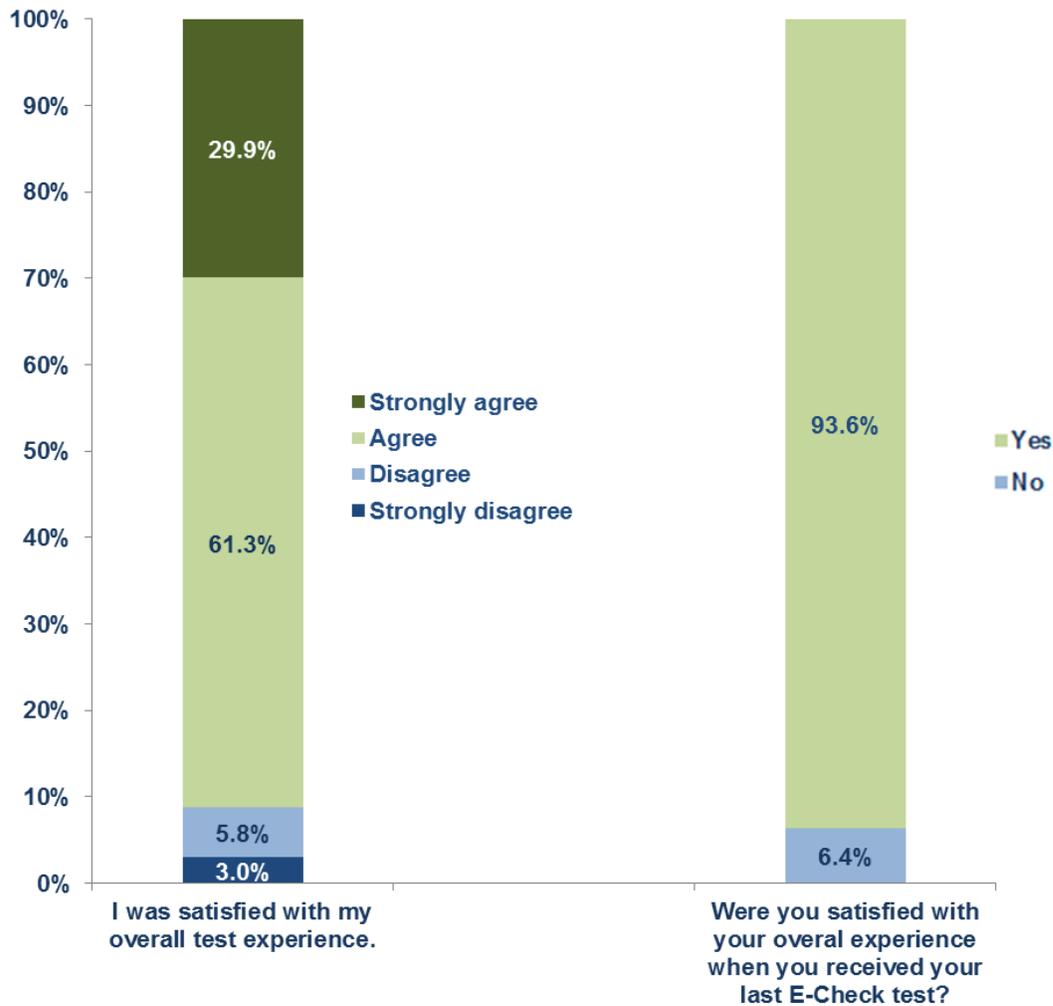
This section outlines the responses to the 2013 Ohio E-Check Customer Satisfaction Survey. This section also includes the results of chi-square² testing conducted on the disaggregated 2013 survey results. Where appropriate, the 2013 results are also reported by:

- Reported satisfaction with the E-Check test experience (Question 1 and Question 21)
- Age, gender, race, household income and household educational attainment of the survey respondents

In addition, Appendix II contains frequency distributions for each item on the 2013 survey for all respondents and by testing options. Where appropriate, Appendix II also documents margin of error on the survey results, based on a 95 percent confidence interval.

² 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



The survey includes two questions, Question 1 and Question 21, which address motorists' overall satisfaction with their most recent E-Check experience.

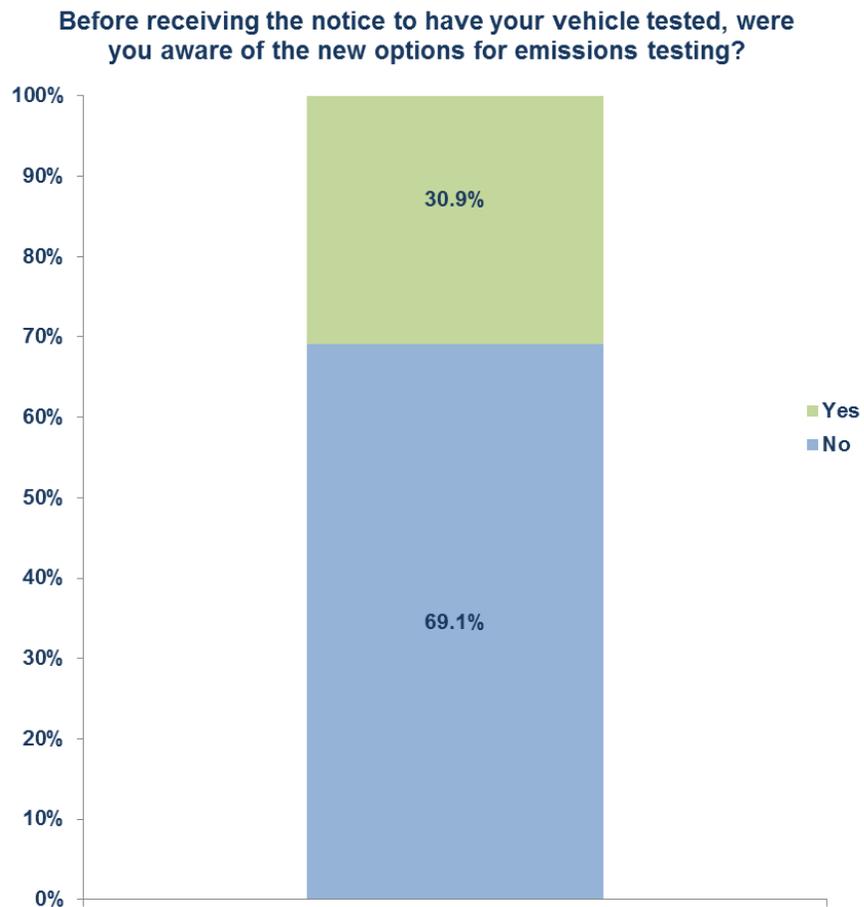
- In response to Question 1, 93.6 percent of respondents answered “yes,” they were satisfied with their most recent E-Check test.
- In response to Question 21, 91.2 percent of respondents agreed or strongly agreed that they were satisfied with their overall test experience.

Satisfaction with Overall Experience by County of Residence

Were you satisfied with your overall experience when you received your last E-Check test?				
County	Yes		No	
	Frequency	Percent	Frequency	Percent
Cuyahoga	189	93.1%	14	6.9%
Geauga	17	85.0%	3	15.0%
Lake	42	91.3%	4	8.7%
Lorain	58	98.3%	1	1.7%
Medina	33	97.1%	1	2.9%
Portage	25	92.6%	2	7.4%
Summit	86	93.5%	6	6.5%

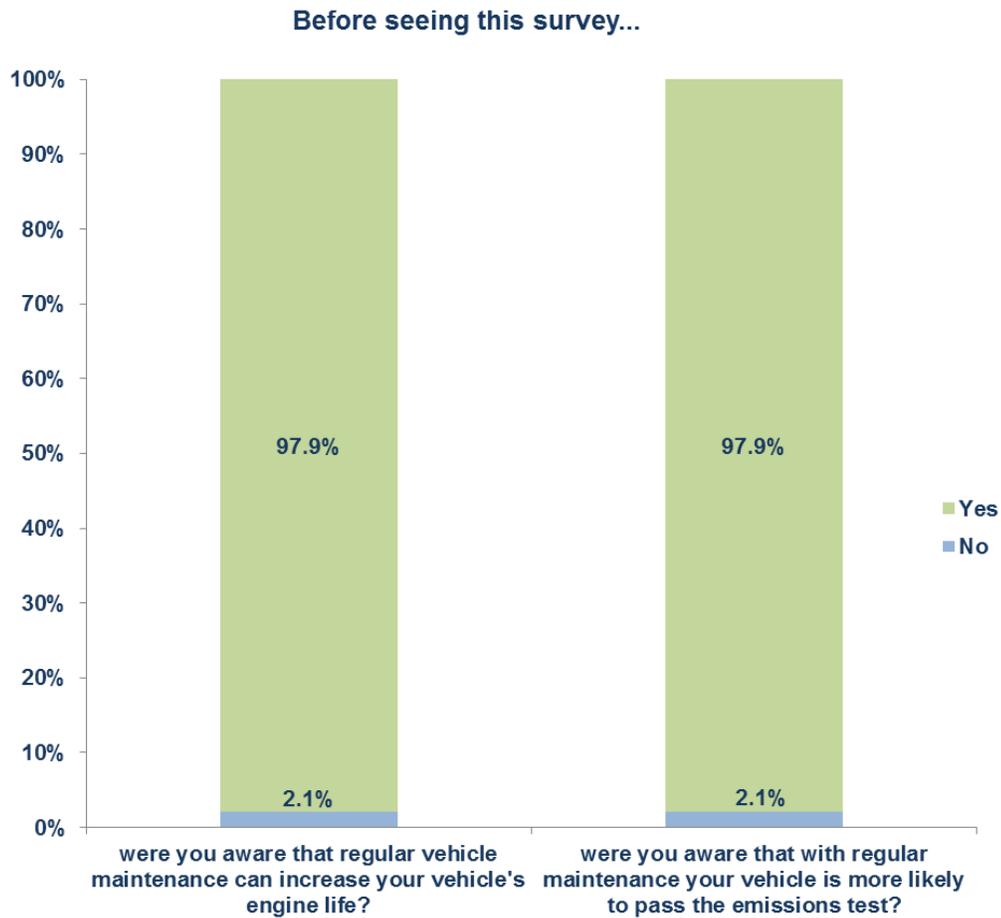
- The highest levels of satisfaction are from residents of Lorain and Medina Counties, and the lowest levels are from Geauga County.

Prior Knowledge of Vehicle Testing Options



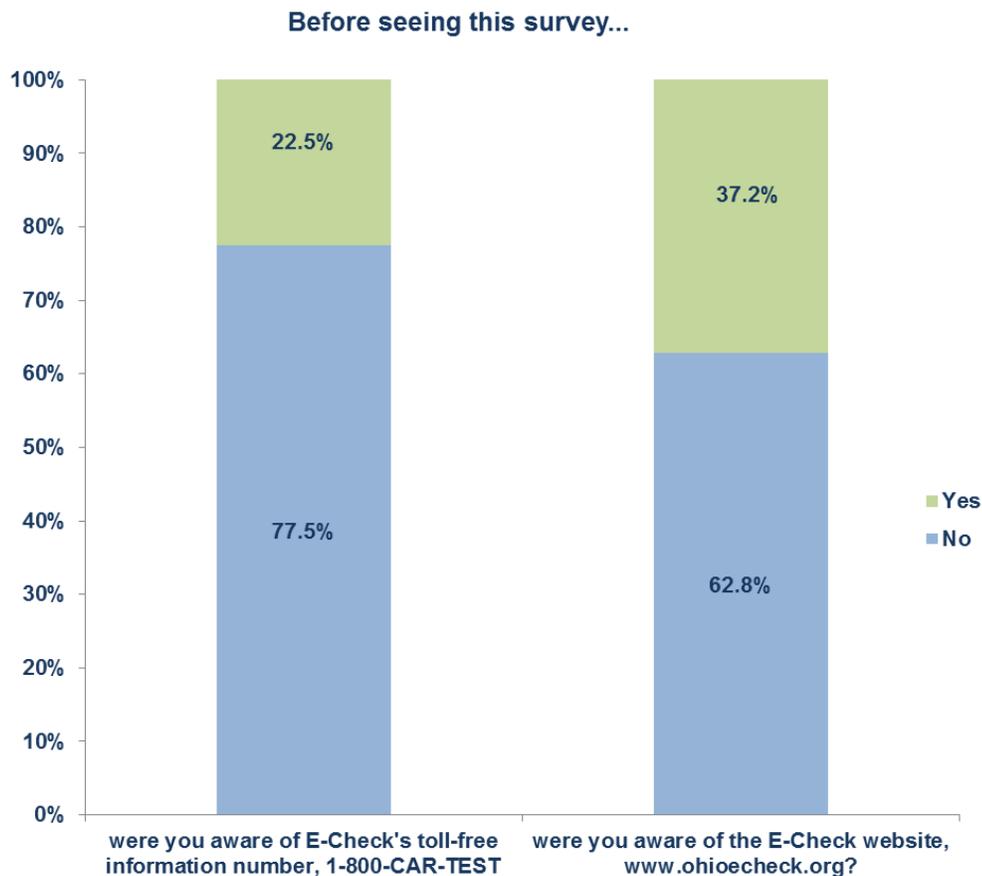
- Before receiving the notice to have their vehicle tested, 30.9 percent of respondents were aware of the new options for emissions testing.
- Proportionally, more respondents aged 60 and older were aware of the new options for emission testing than those aged 59 or less ($p < .05$).
- Proportionally, more male respondents were aware of the new options for emission testing than female respondents ($p < .05$).

Prior Knowledge of Vehicle Maintenance Benefits



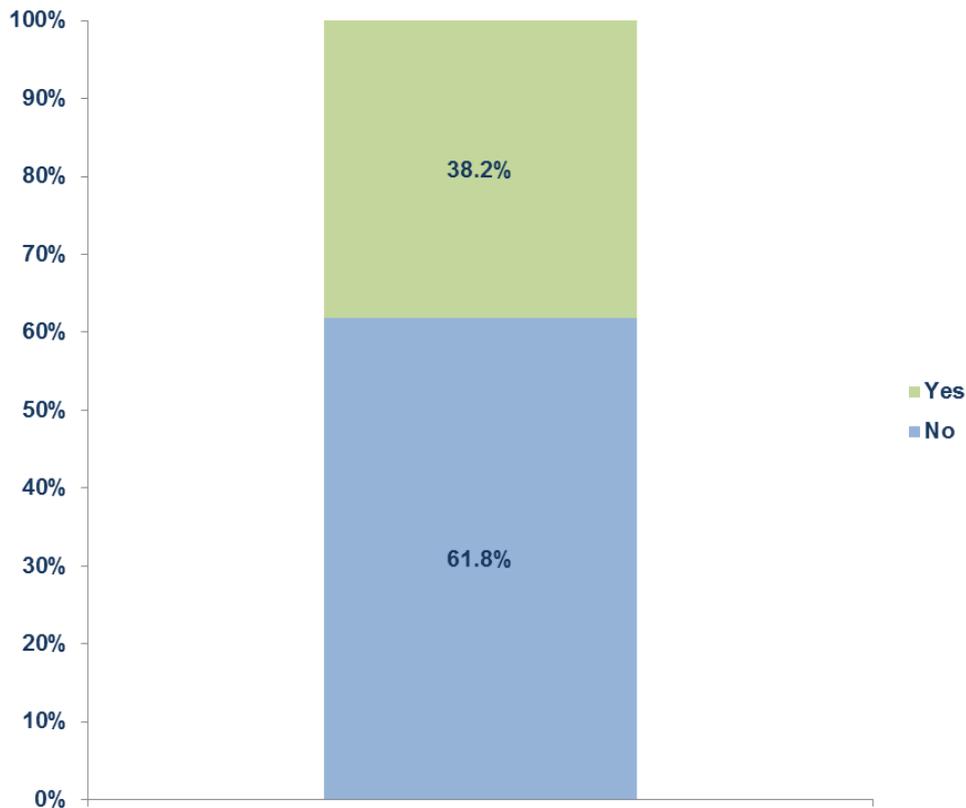
- When respondents were asked about the impact of regular vehicle maintenance, 2.1 percent of respondents were unaware that regular maintenance can increase their vehicle's engine life.
- The same percentage (2.1 percent) was unaware that with regular vehicle maintenance their vehicle is more likely to pass the emissions test.

Awareness and Usage of E-Check Information Resources



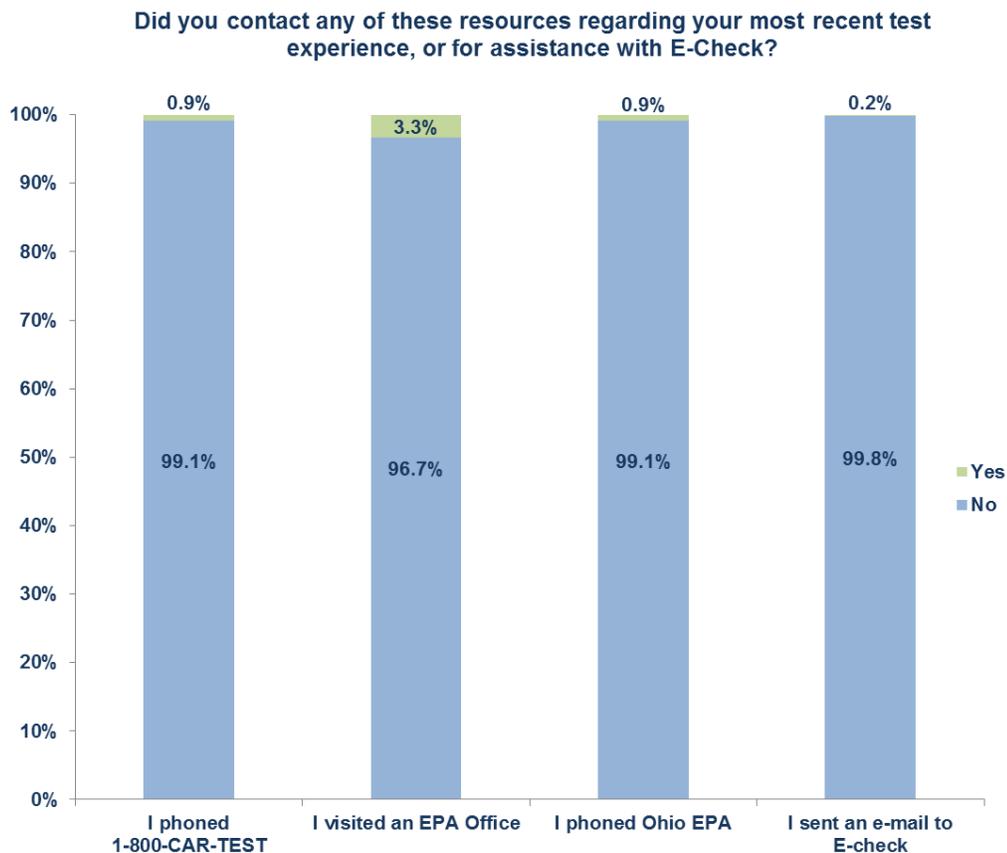
- More respondents reported awareness of the E-Check website (37.2 percent) than the E-Check toll-free information number (22.5 percent).
- Proportionally, more respondents aged 60 and older were aware of E-Check's toll-free information number than those aged 59 or less ($p < .05$).
- Proportionally, more respondents from households with an annual income of less than \$50,000 reported awareness of the 1-800-CAR-TEST number than respondents with a household income of \$50,000 or more ($p < .05$).
- Proportionally, more non-white respondents and respondents indicating more than one race or ethnicity were aware of E-Check's toll-free information number than white respondents ($p < .05$).
- More of the respondents from households with a two-year degree or less reported awareness of the toll-free information number than respondents from households with at least a bachelor's degree ($p < .05$).

Have you visited the E-Check website to get information about the E-Check program?



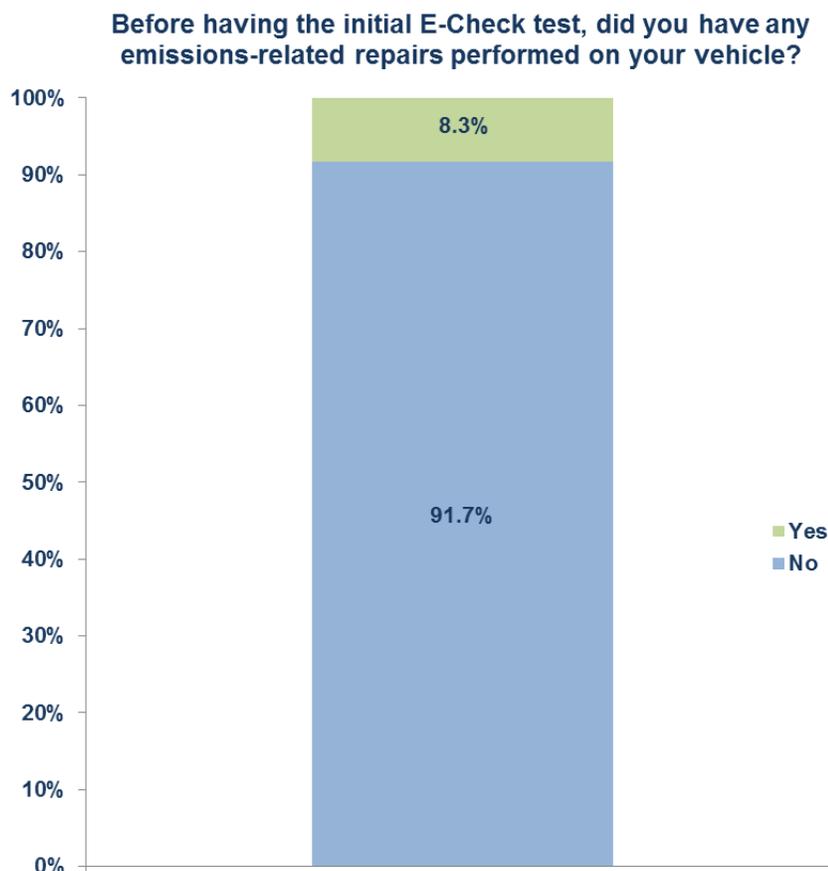
- Among those aware of the E-Check website, www.ohiocheck.org, 38.2 percent of respondents indicated visiting the website to get information about the program.
- Proportionally, more respondents aged 59 or less reported visiting the E-Check website to get information about the E-Check program than those 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 ($p < .05$).
- More of the respondents from households with at least a bachelor's degree reported visiting the E-Check website than respondents from households where the highest level of education is a two-year degree ($p < .05$).
- Almost all of the respondents visiting the E-Check website reported it was easy to find the needed information (96.9 percent) and that the information was helpful (98.5 percent).

Assistance with E-Check Program



- One percent or less of the respondents reported calling 1-800-CAR-TEST (0.9 percent) or sending an e-mail to E-Check (0.2 percent) regarding their most recent test experience or for assistance with E-Check.
- Of the four respondents that reported calling 1-800-CAR-TEST, three found it helpful and one did not respond to the question.
- The one respondent sending an e-mail to E-Check indicated it was helpful.
- A small percentage of respondents indicated contacting Ohio EPA regarding their most recent test experience or for assistance with E-Check by visiting an EPA Office (3.3 percent) or calling Ohio EPA (0.9 percent).
- Of the fifteen respondents that visited an Ohio EPA office for assistance, 10 reported that it was helpful, three reported it was not helpful and two did not answer this follow-up question.
- Of the four respondents who reported calling Ohio EPA, three indicated that the call was helpful and one did not respond to this question.

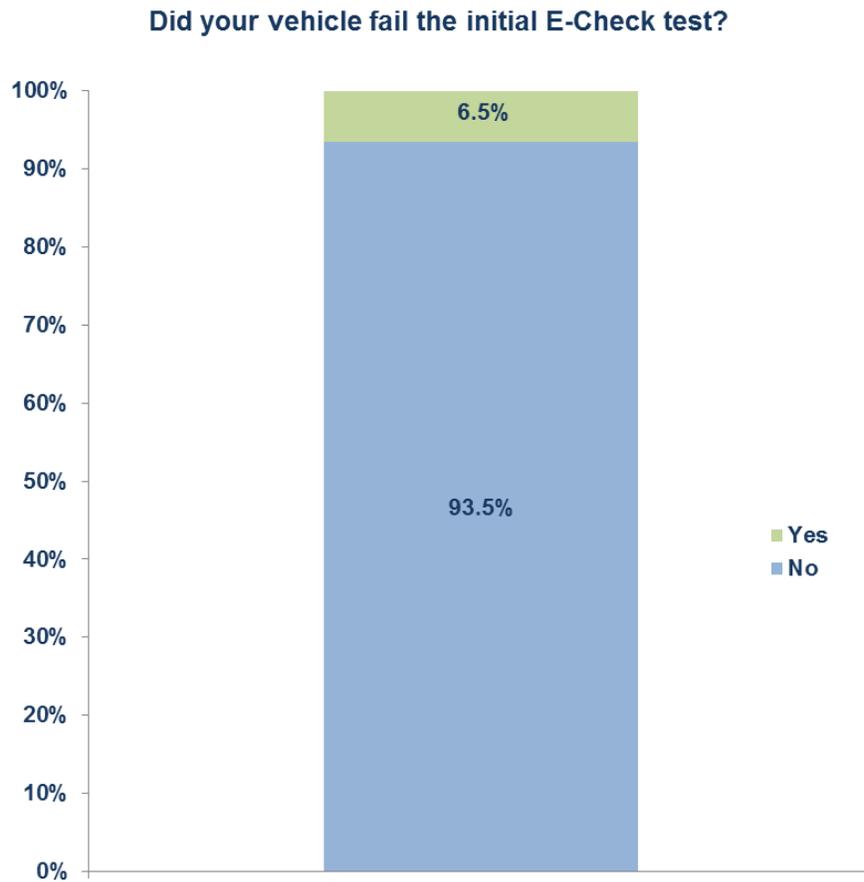
Preparing for the E-Check Test



- Approximately eight percent of respondents reported taking their vehicle in for repairs prior to having their E-Check test.
- The mean (average) amount spent in anticipation of E-Check testing was \$386, and the median³ amount was \$300.
- Proportionally, more respondents from households with an annual income of less than \$50,000 reported taking their vehicle in for repairs prior to having their E-Check test than respondents with a household income of \$50,000 or more ($p < .05$).

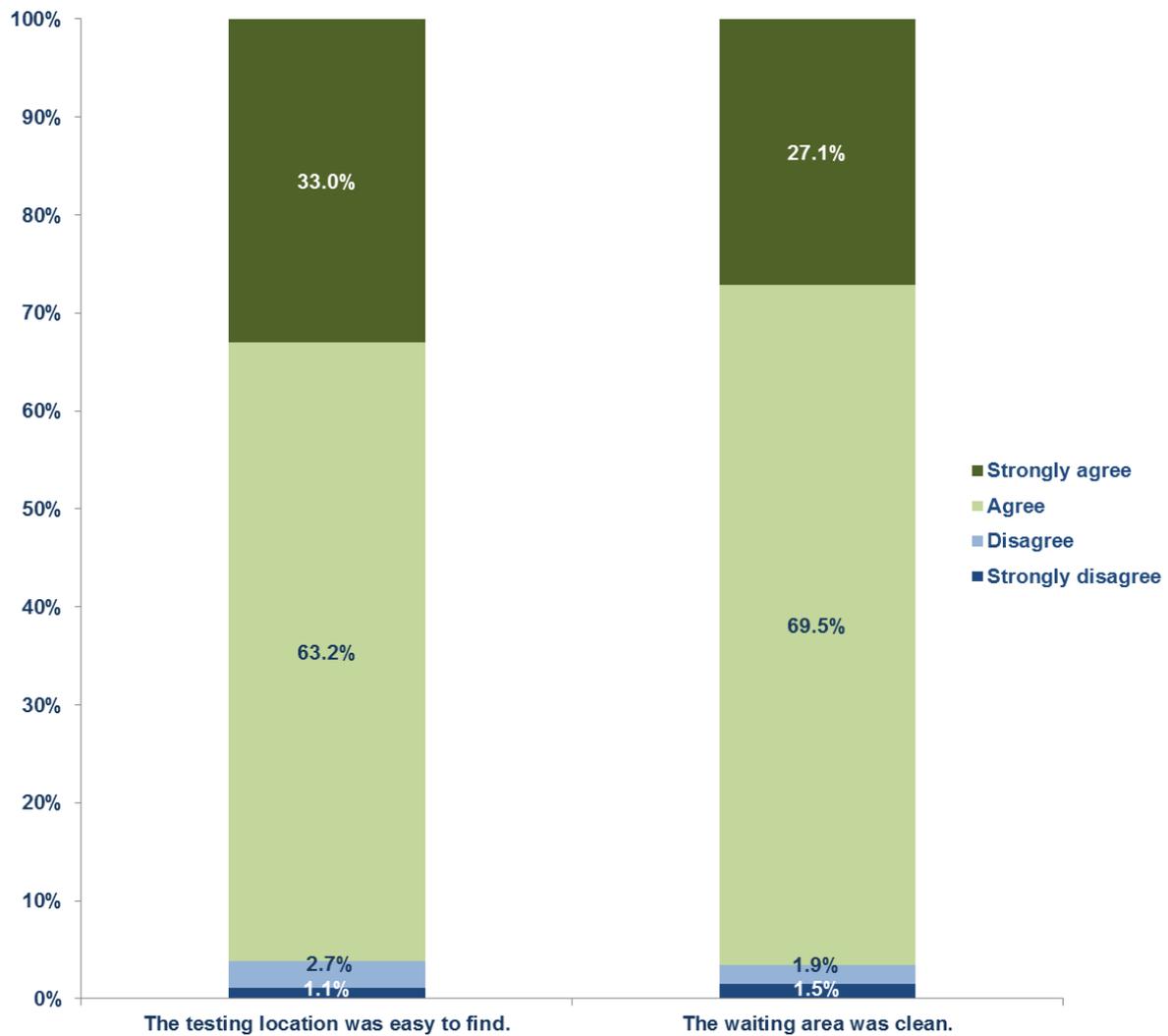
³ Median: Of all reported repair amounts, the middle one from the highest to the lowest values.

Failing E-Check

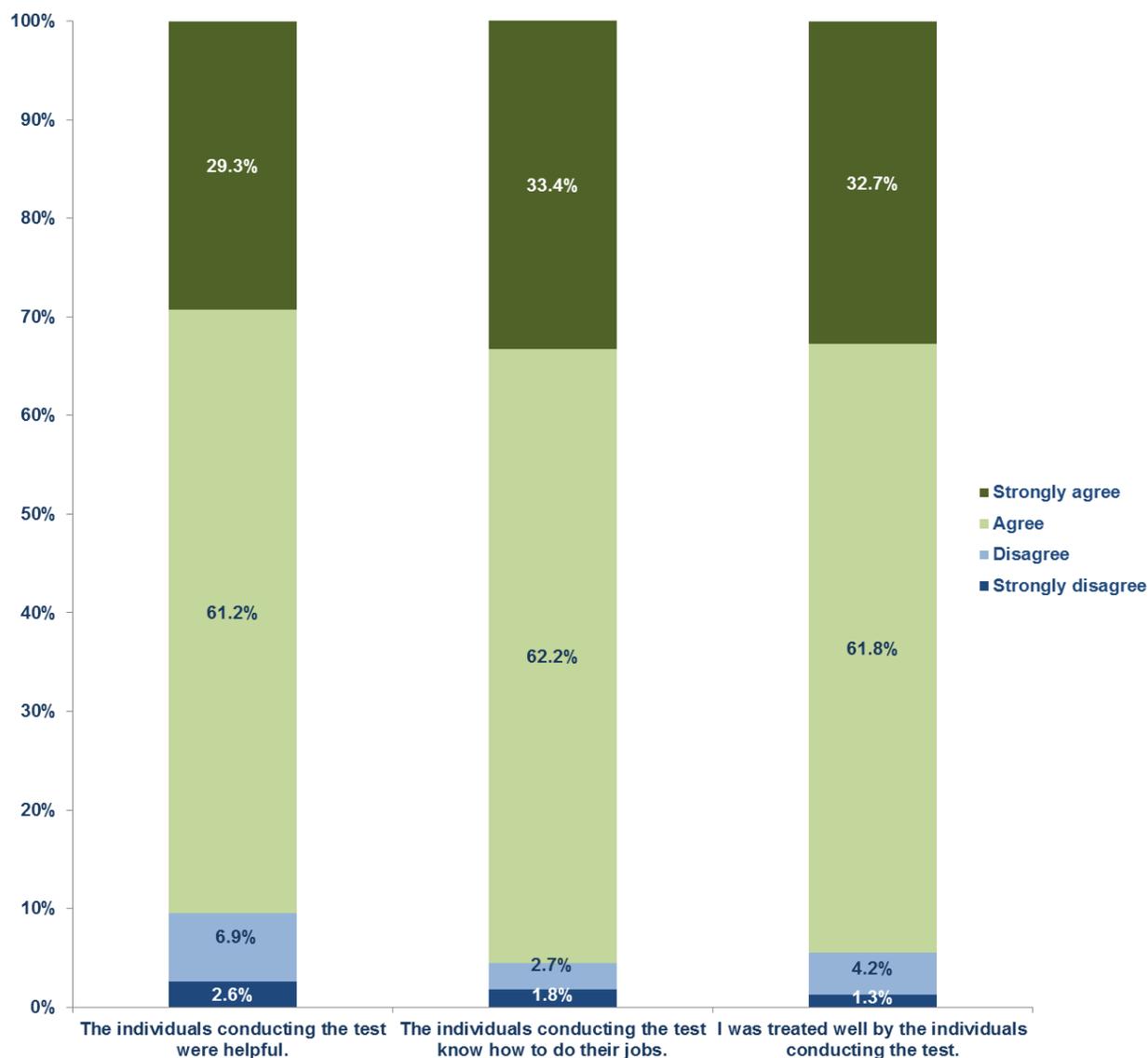


- Among respondents 6.5 percent reported that their vehicle failed the initial E-Check test.
- Among those whose vehicles failed the test, the mean (average) amount spent on repairs was \$303, and the median amount was \$300.

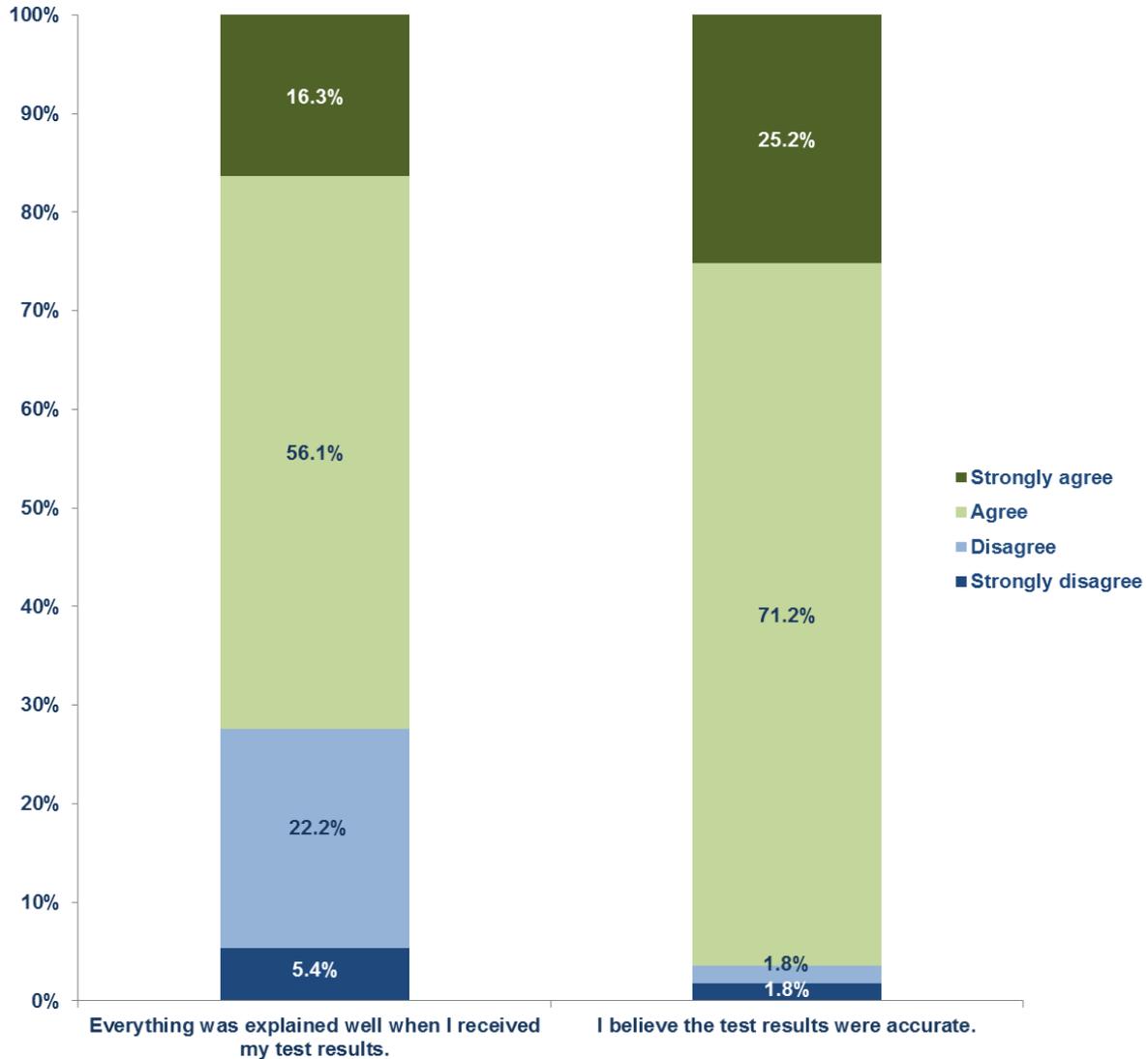
Recalling the E-Check Experience



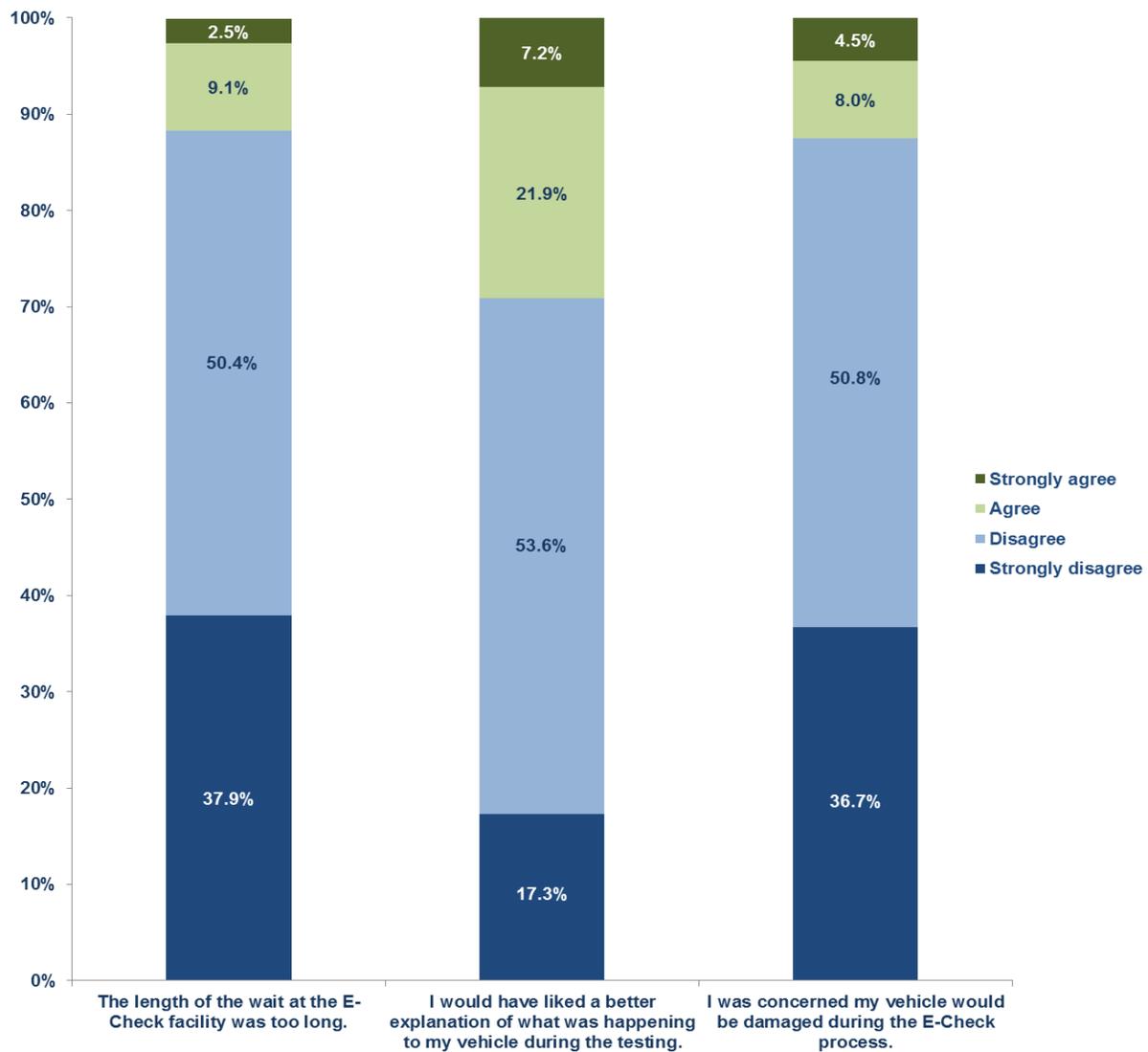
- The majority of respondents agreed or strongly agreed that the testing location was easy to find was 96.2.
- The percentage of respondents agreeing or strongly agreeing that the waiting area was clean was 96.6 percent.



- The majority of respondents agreed or strongly agreed that the individuals conducting the test were helpful (90.5 percent), knew how to do their jobs (95.6 percent) and treated the respondent well (94.5 percent).

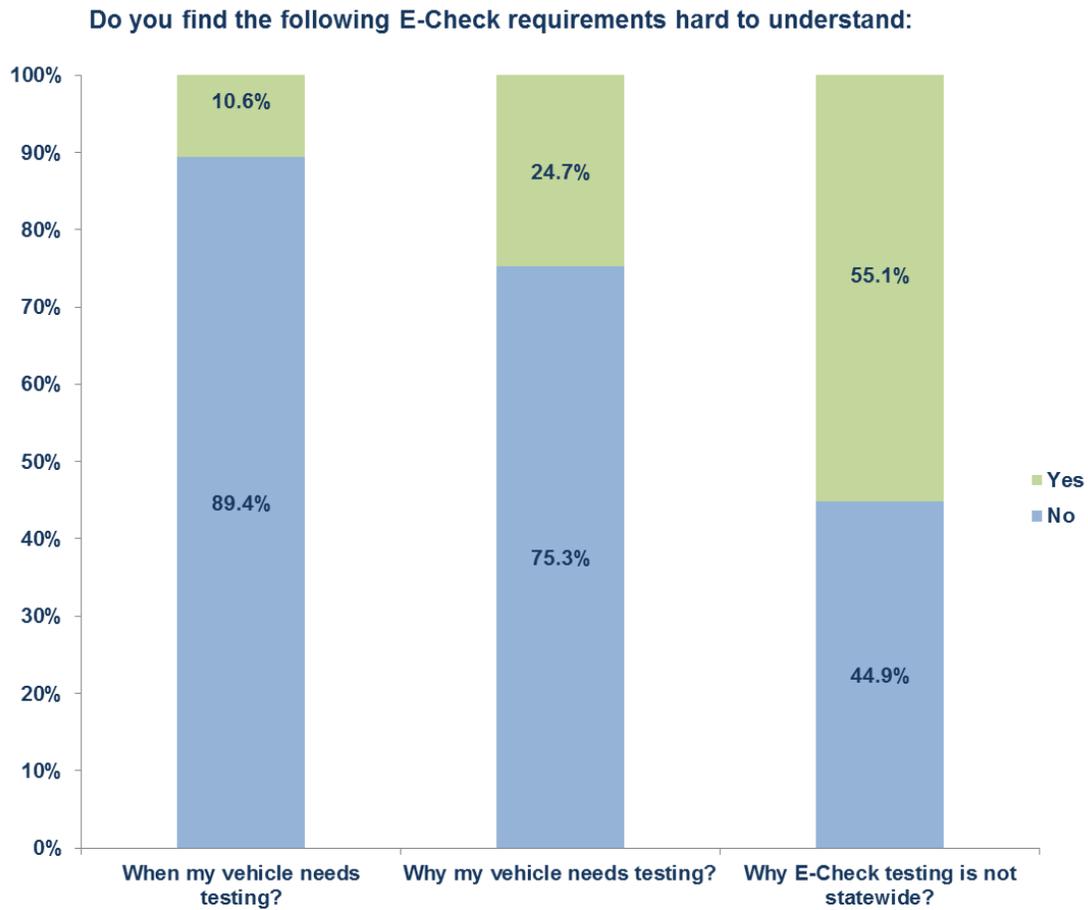


- Approximately 72 percent of respondents agreed or strongly agreed that everything was explained well when they received their test results.
- Proportionally, more respondents who agreed everything was explained well when they received their results were satisfied with their E-Check experience than those who disagreed with this statement ($p < .05$).
- Over 96 percent of respondents indicated agreement when asked if they believe their test results were accurate.



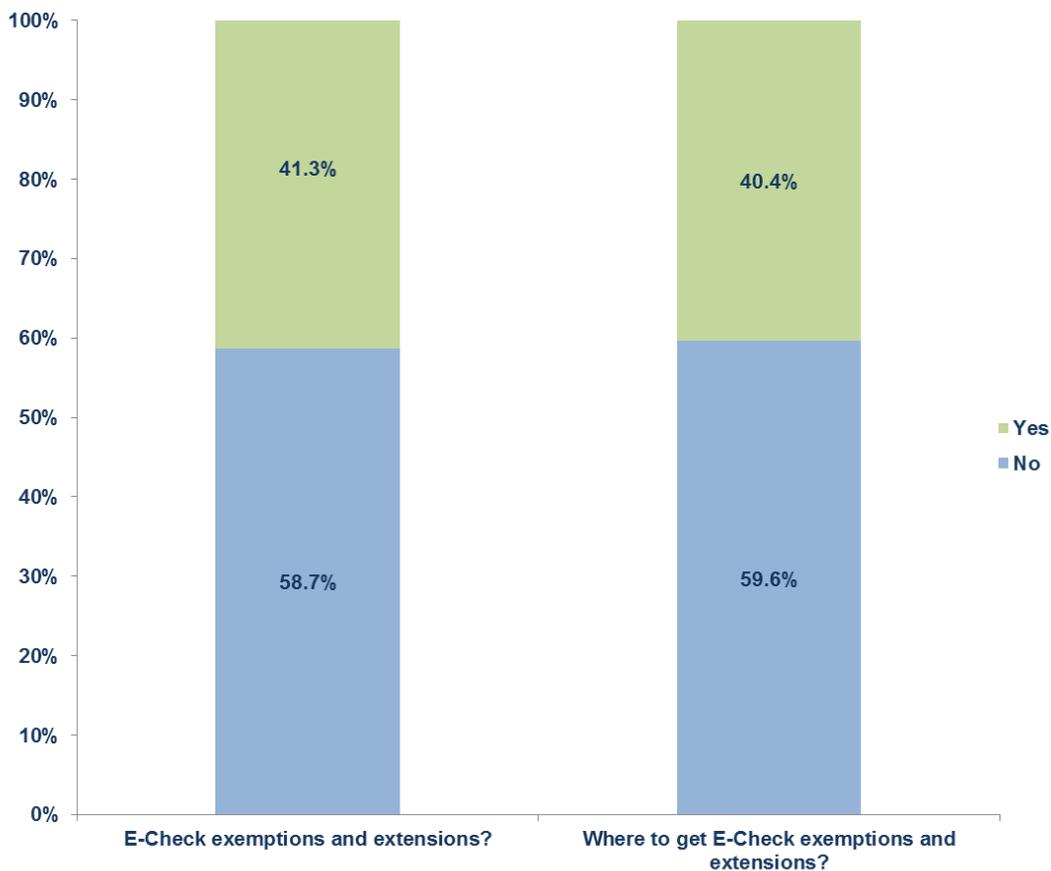
- Approximately 88 percent of respondents did not feel their wait time at the E-Check facility was too long.
- Less than one-third (29.1 percent) of respondents would have liked a better explanation of what was happening to their vehicle during the testing.
- Proportionally, more dissatisfied respondents would have liked a better explanation of what was happening to their vehicle during the test than those who were satisfied with their testing experience ($p < .05$).
- The percentage of respondents indicating they were concerned their vehicle would be damaged during the E-Check process was 12.5 percent.

Understanding E-Check Requirements



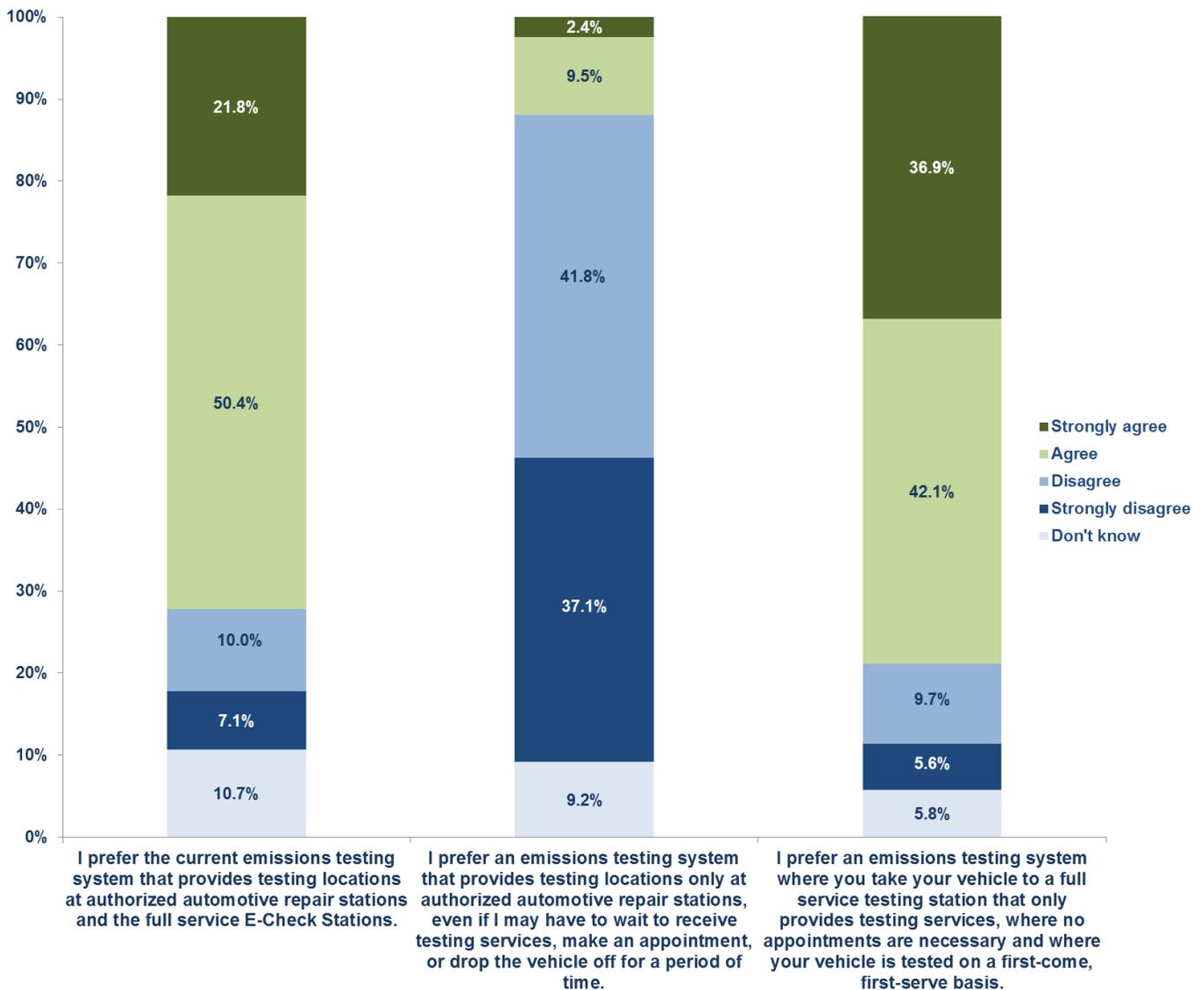
- Approximately 11 percent of respondents reported it was difficult to understand E-Check requirements regarding when their vehicle needs to be tested.
- A quarter of respondents (24.7 percent) find it difficult to understand why their vehicle needs testing.
- Proportionally, more dissatisfied respondents reported it was hard to understand why their vehicle needs testing than respondents who were satisfied with their test experience ($p < .05$).
- Over half of the respondents (55.1 percent) affirmed that it is hard to understand why E-Check testing is not a required statewide program.
- Proportionally, more respondents dissatisfied with their test experience reported it was hard to understand why E-Check testing is not a statewide program than satisfied respondents ($p < .05$).

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



- Over 40 percent of respondents (41.3 percent) categorized E-Check exemptions and extensions as hard to understand.
- A similar percentage (40.4 percent) reported it was difficult to understand the E-Check requirements regarding where to get exemptions and extensions for the program.

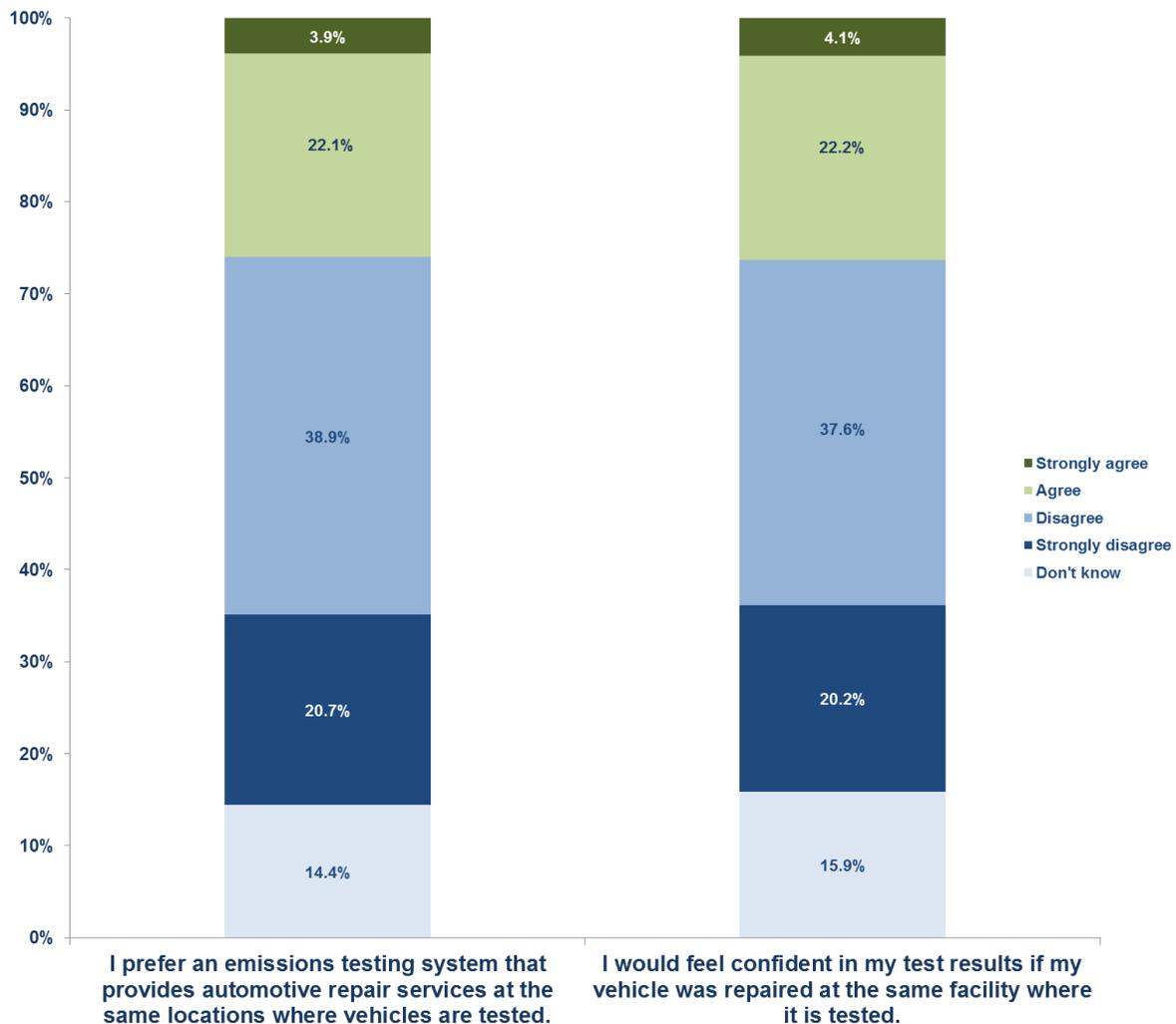
Preferences Regarding Emissions Testing Options



In 2013, questions were added to the E-Check Customer Opinion Survey to examine respondents' preferences for the various features of the new decentralized vehicle emissions testing program, ChoicePlus. The ChoicePlus program includes emissions testing at authorized automotive repair stations, self-service kiosks, and full-service E-Check stations.

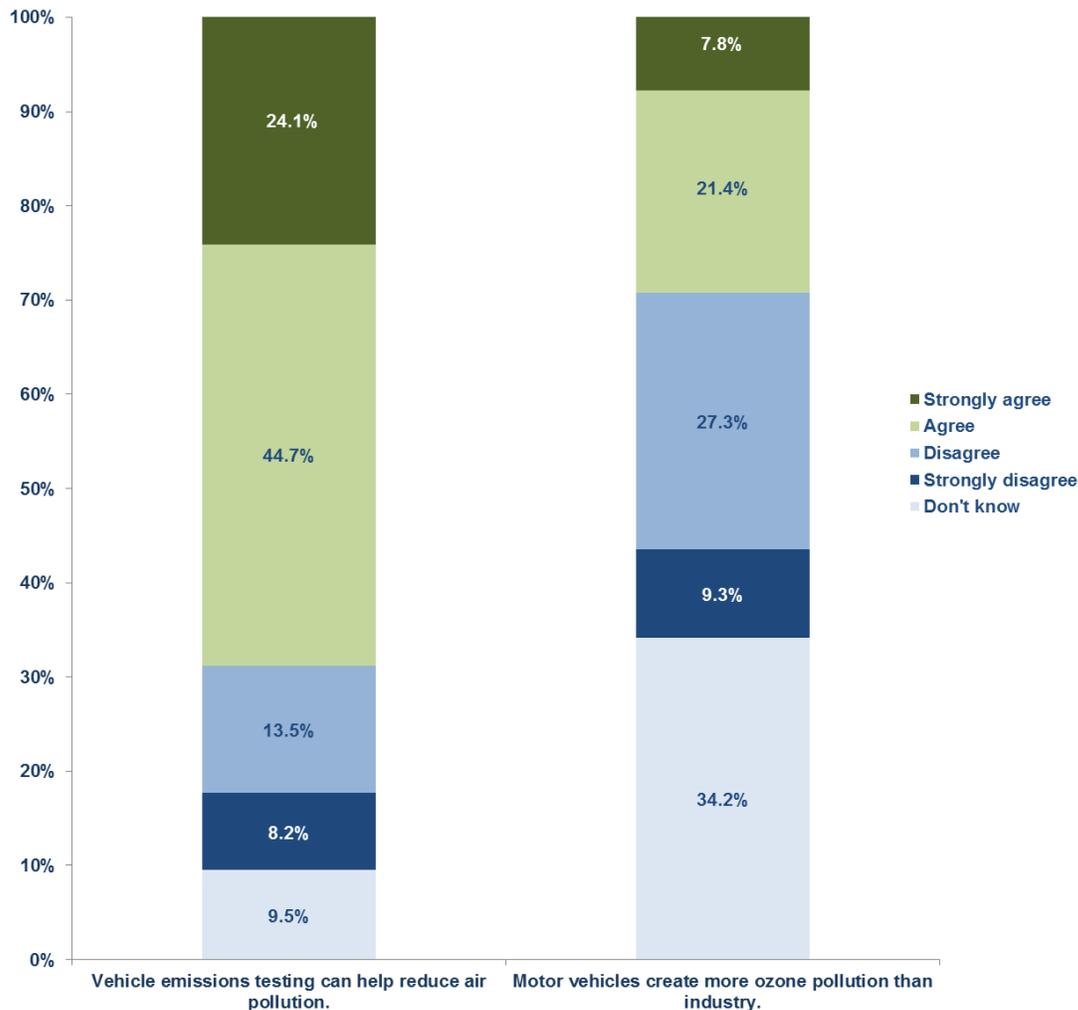
- The majority of respondents (72.2 percent) prefer the current emission testing system that provides testing at authorized automotive repair stations and full-service E-Check stations while 17.1 percent disagreed or strongly disagreed with this option.

- The majority of respondents expressed disagreement with the option offering testing at authorized automotive repair stations that might require waiting to receive testing, making an appointment, or dropping off their vehicle for a period of time. Approximately 79 percent of respondents disagreed or strongly disagreed with this option while 11.9 percent expressed agreement.
- Approximately 15 percent of respondents expressed disagreement with the full-service E-Check station option offering testing on a first-come, first-serve basis while 79.0 percent expressed a preference for this option.

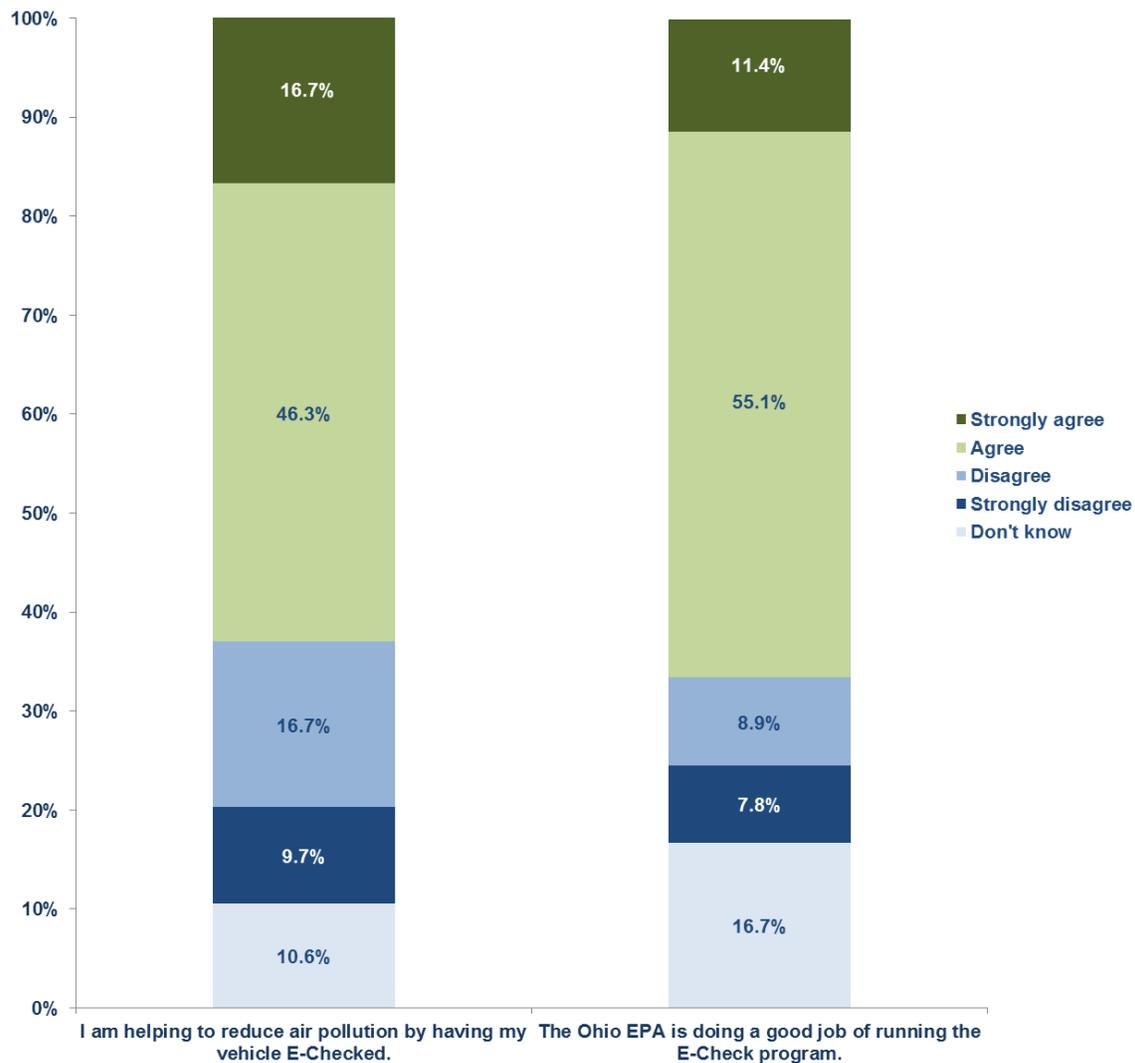


- Approximately 60 percent of respondents indicated they did not prefer an emissions testing system that provides automotive repair services at the same location where vehicles are tested, while 26.0 percent expressed agreement for this testing system option.
- A similar percentage (57.8 percent) disagreed 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, while 26.3 percent agreed or strongly agreed they would be confident in their test results under these circumstances.

Vehicle Emissions and the Environment



- Over two-thirds of respondents (68.8 percent) agreed that vehicle emissions testing can help reduce air pollution.
- Proportionally, more respondents satisfied with their testing experience agreed that vehicle emissions can help reduce air pollution than dissatisfied respondents ($p < .05$).
- More of the respondents from households with at least a bachelor's degree agreed that vehicle emissions testing can help reduce air pollution than respondents from households where the highest level of education is a two-year degree or less ($p < .05$).
- Approximately a third of respondents (34.2 percent) marked "don't know" to the question regarding motor vehicles creating more pollution than industry, indicating a lack of knowledge in this area.



- Sixty-three percent of respondents agreed they are helping to reduce air pollution by participating in the E-Check program.
- More respondents indicating satisfaction with their test experience agreed they are helping to reduce air pollution by having their vehicle E-Checked than those dissatisfied with their test experience ($p < .05$).
- Proportionally, more respondents aged 60 and older agreed they are helping to reduce air pollution by participating in the E-Check program than those aged 59 or less ($p < .05$).
- Two-thirds of respondents agreed that Ohio EPA is doing a good job of running the E-Check program.

- Proportionally, more satisfied respondents agreed that Ohio EPA is doing a good job of running the E-Check program than those dissatisfied with their test experience ($p < .05$).
- Proportionally, more respondents aged 60 and older agreed that Ohio EPA is going a good job of running the E-Check program than those aged 59 or less ($p < .05$).
- Proportionally, more of those with an annual household income of less than \$50,000 agreed that Ohio EPA is going a good job of running the E-Check program than respondents with a household income of \$50,000 or more ($p < .05$).

Demographic Questions

Your gender:		
	Frequency	Percent
Male	273	59.1%
Female	189	40.9%

- More males than females participated in the E-Check Customer Satisfaction Survey.

Your age:		
	Frequency	Percent
Less than 20	1	0.2%
20-29	15	3.2%
30-39	37	7.9%
40-49	62	13.2%
50-59	126	26.8%
60-69	133	28.2%
70+	97	20.6%

- Over half of the respondents reported their age as between 50 and 69 years old.

Your annual household income:		
	Frequency	Percent
Less than \$25,000	67	16.5%
\$25,000-\$49,999	103	25.3%
\$50,000-\$99,999	152	37.3%
More than \$100,000	85	20.9%

- Over half of the respondents reported an annual household income of \$50,000 or more.

Your race: (Mark all that apply.)		
	Frequency	Percent
White	399	88.1%
African American	29	6.4%
Asian American	10	2.2%
American Indian	3	0.7%
Latin American or Hispanic	8	1.8%
Other	10	2.2%

Note: Total does not equal 100 percent because respondents could select all that apply.

- The majority of respondents indicated their race or ethnicity as white.

Are you:		
	Frequency	Percent
The vehicle owner	441	92.6%
A relative of the vehicle owner	30	6.3%
A friend of the vehicle owner	2	0.4%
Other	3	0.6%

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

The adult in your home with the highest education has:		
	Frequency	Percent
Less than a high school diploma	9	2.0%
High school diploma	129	28.7%
Two-year degree	60	13.3%
Bachelor's degree	131	29.1%
Master's degree	83	18.4%
Professional/Doctoral degree	38	8.4%

- Over half of the responding households have an adult member who has attained at least a bachelor's degree.

Appendix I: 2013 Ohio E-Check Customer Opinion Survey



Ohio E-Check Customer Opinion Survey

Instructions for completing survey:

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

1. Were you satisfied with your overall experience when you received your last E-Check test? Yes No
2. Before receiving the notice to have your vehicle tested, were you aware of the new options for emissions testing? Yes No

Before seeing this survey...

3. Were you aware that regular vehicle maintenance can increase your vehicle's engine life? Yes No
4. Were you aware that with regular maintenance your vehicle is more likely to pass the emissions test? Yes No
5. Were you aware of E-Check's toll-free information number, 1-800-CAR-TEST? Yes No
6. Were you aware of the E-Check website, www.ohiocheck.org? Yes No
(If no, skip to #8.)
7. Have you visited the E-Check website to get information about the E-Check program? Yes No
(If no, skip to #8.)
 - 7a. Was it easy to find the information you needed on the website? Yes No
 - 7b. Was the information helpful? Yes No

Please continue on the next page.



Before seeing this survey...

8. 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	<input type="radio"/> Yes <input type="radio"/> No		
	If yes, was it helpful?	<input type="radio"/> Yes <input type="radio"/> No	
I visited an EPA Office	<input type="radio"/> Yes <input type="radio"/> No		
	If yes, was it helpful?	<input type="radio"/> Yes <input type="radio"/> No	
I phoned Ohio EPA	<input type="radio"/> Yes <input type="radio"/> No		
	If yes, was it helpful?	<input type="radio"/> Yes <input type="radio"/> No	
I sent an e-mail to E-Check	<input type="radio"/> Yes <input type="radio"/> No		
	If yes, was it helpful?	<input type="radio"/> Yes <input type="radio"/> No	

E-Check Test Preparation and Results

9. Before having the initial E-Check test, did you have any emissions-related repairs performed on your vehicle? Yes No

If so, how much did you spend on emissions-related repairs before the initial test? \$.00

10. Did your vehicle fail the initial E-Check test? Yes No

If so, 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/NA
11. The length of the wait at the E-Check facility was too long.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The waiting area was clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The individuals conducting the test were helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The individuals conducting the test know how to do their jobs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I was concerned my vehicle would be damaged during the E-Check process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I would have liked a better explanation of what was happening to my vehicle during the testing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Everything was explained well when I received my test results.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I believe the test results were accurate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I was treated well by the individuals conducting the test.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. The testing location was easy to find.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I was satisfied with my overall test experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. If you used a self-service kiosk, did you find the kiosk directions easy to follow?				<input type="radio"/> Yes <input type="radio"/> No	

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

- 23. When my vehicle needs testing? Yes No
- 24. Why my vehicle needs testing? Yes No
- 25. Why E-Check testing is not statewide? Yes No
- 26. E-Check exemptions and extensions? Yes No
- 27. Where to get E-Check exemptions and extensions? Yes No

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

Question # _____

Question # _____

In Ohio, motorists can now choose to have their emissions testing take place at facilities that exclusively conduct emissions testing, or at authorized automotive repair stations.

Please give us your opinions regarding these testing options.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
28. I prefer the current emissions testing system that provides testing locations at authorized automotive repair stations and the full service E-Check Stations.	<input type="radio"/>				
29. I prefer an emissions testing system that provides testing locations only at authorized automotive repair stations, even if I may have to wait to receive testing services, make an appointment, or drop the vehicle off for a period of time.	<input type="radio"/>				
30. I prefer an emissions testing system that provides automotive repair services at the same locations where vehicles are tested.	<input type="radio"/>				
31. I would feel confident in my test results if my vehicle was repaired at the same facility where it is tested.	<input type="radio"/>				
32. I prefer an emissions testing system where you take your vehicle to a full service testing station that only provides testing services, where no appointments are necessary and where your vehicle is tested on a first-come, first-serve basis.	<input type="radio"/>				

Please continue on the back.



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

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

37. Your gender: Male Female
38. Your age: Less than 20 20-29 30-39 40-49 50-59 60-69 70+
39. Your annual household income:
 Less than \$25,000 \$25,000-\$49,999 \$50,000-\$99,999 More than \$100,000
40. Your race: (Mark all that apply.)
 White African American Asian American American Indian
 Latin American or Hispanic Other _____
41. Are you:
 The vehicle owner A relative of the vehicle owner
 A friend of the vehicle owner Other _____
42. The adult in your home with the highest education has:
 Less than a high school diploma
 High school diploma
 Two-year degree
 Bachelor's degree
 Master's degree
 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

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Appendix II: 2013 E-Check Frequency Tables

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME*	N	%	N	%
Yes	450	93.6%	2.2%	391	93.3%	59	95.2%
No	31	6.4%	2.2%	28	6.7%	3	4.8%
Total	481	100.0%		419	100.0%	62	100.0%

2. Before receiving the notice to have your vehicle tested, were you aware of the new options for emissions testing?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	146	30.9%	4.2%	122	29.5%	24	40.0%
No	327	69.1%	4.2%	291	70.5%	36	60.0%
Total	473	100.0%		413	100.0%	60	100.0%

Before seeing this survey...

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	472	97.9%	1.3%	411	99.5%	61	101.7%
No	10	2.1%	1.3%	9	2.2%	1	1.7%
Total	482	100.0%		420	101.7%	62	103.3%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	471	97.9%	1.3%	410	97.9%	61	98.4%
No	10	2.1%	1.3%	9	2.1%	1	1.6%
Total	481	100.0%		419	100.0%	62	100.0%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	108	22.5%	3.7%	95	22.7%	13	21.0%
No	372	77.5%	3.7%	323	77.3%	49	79.0%
Total	480	100.0%		418	100.0%	62	100.0%

*ME=margin of error

6. Were you aware of the E-Check website, www.ohiocheck.org?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	177	37.2%	4.3%	153	36.9%	24	39.3%
No	299	62.8%	4.3%	262	63.1%	37	60.7%
Total	476	100.0%		415	100.0%	61	100.0%

7. Have you visited the E-Check website to get information about the E-Check program?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	65	37.6%	7.2%	51	34.2%	14	9.4%
No	108	62.4%	7.2%	98	65.8%	10	6.7%
Total	173	100.0%		149	100.0%	24	16.1%

7a. Was it easy to find the information you needed on the website?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	63	96.9%	4.2%	49	96.1%	14	100.0%
No	2	3.1%	4.2%	2	3.9%	0	0.0%
Total	65	100.0%		51	100.0%	14	100.0%

7b. Was the information helpful?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	64	98.5%	3.0%	50	98.0%	14	100.0%
No	1	1.5%	3.0%	1	2.0%	0	0.0%
Total	65	100.0%		51	100.0%	14	100.0%

8. 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 Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	4	0.9%	0.8%	2	0.5%	2	3.4%
No	458	99.1%	0.8%	401	99.5%	57	96.6%
Total	462	100.0%		403	100.0%	59	100.0%

If yes, was it helpful? (1-800-CAR TEST)

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	3	100.0%	0.0%	1	100.0%	2	100.0%
No	0	0.0%	0.0%	0	0.0%	0	0.0%
Total	3	100.0%		1	100.0%	2	100.0%

I visited an EPA Office

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	15	3.3%	1.6%	15	3.8%	0	0.0%
No	440	96.7%	1.6%	383	96.2%	57	100.0%
Total	455	100.0%		398	100.0%	57	100.0%

If yes, was it helpful? (EPA Office)

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	10	76.9%	22.9%	10	76.9%	0	0.0%
No	3	23.1%	22.9%	3	23.1%	0	0.0%
Total	13	100.0%		13	100.0%	0	0.0%

I phoned Ohio EPA

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	4	0.9%	0.9%	1	0.3%	3	5.2%
No	449	99.1%	0.9%	394	99.7%	55	94.8%
Total	453	100.0%		395	100.0%	58	100.0%

If yes, was it helpful? (Call to Ohio EPA)

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	3	100.0%	0.0%	1	100.0%	2	100.0%
No	0	0.0%	0.0%	0	0.0%	0	0.0%
Total	3	100.0%		1	100.0%	2	100.0%

I sent an email to E-Check

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	1	0.2%	0.4%	0	0.0%	1	1.8%
No	449	99.8%	0.4%	394	100.0%	55	98.2%
Total	450	100.0%		394	100.0%	56	100.0%

If yes, was it helpful? (Email to E-Check)

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	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%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	40	8.3%	2.5%	33	7.9%	7	11.3%
No	442	91.7%	2.5%	387	92.1%	55	88.7%
Total	482	100.0%		420	100.0%	62	100.0%

9a. If so, how much did you spend on emissions-related repairs before the initial test?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N			N		N	
Maximum	\$1,100			\$1,100		\$700	
Minimum	\$4			\$4		\$50	
Mean (average)	\$386			\$391		\$365	
Median	\$300			\$300		\$350	

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	31	6.5%	2.2%	25	6.0%	6	9.8%
No	449	93.5%	2.2%	394	94.0%	55	90.2%
Total	480	100.0%		419	100.0%	61	100.0%

10a. If so, how much did you spend on emissions-related repairs for the retest?

	All Testing Locations		Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	<i>N</i>		<i>N</i>		<i>N</i>	
Maximum	\$675		\$675		\$600	
Minimum	\$0		\$0		\$200	
Mean (average)	\$303		\$285		\$380	
Median	\$300		\$300		\$400	

For statements 11-22, please think about your most recent E-Check experience:

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly disagree	179	37.9%	4.3%	146	35.5%	33	54.1%
Disagree	238	50.4%	4.5%	215	52.3%	23	37.7%
Agree	43	9.1%	2.6%	40	9.7%	3	4.9%
Strongly agree	12	2.5%	1.4%	10	2.4%	2	3.3%
Total	472	100.0%		411	100.0%	61	100.0%

12. The waiting area was clean.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly disagree	7	1.5%	1.1%	5	1.2%	2	3.8%
Disagree	9	1.9%	1.2%	9	2.2%	0	0.0%
Agree	321	69.5%	4.2%	287	70.0%	34	65.4%
Strongly agree	125	27.1%	4.0%	109	26.6%	16	30.8%
Total	462	100.0%		410	100.0%	52	100.0%

13. The individuals conducting the test were helpful.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	<i>N</i>	%	ME	<i>N</i>	%	<i>N</i>	%
Strongly disagree	12	2.6%	1.4%	8	2.0%	4	7.0%
Disagree	32	6.9%	2.3%	30	7.4%	2	3.5%
Agree	282	61.2%	4.4%	253	62.6%	29	50.9%
Strongly agree	135	29.3%	4.1%	113	28.0%	22	38.6%
Total	461	100.0%		404	100.0%	57	100.0%

14. The individuals conducting the test know how to do their jobs.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	8	1.8%	1.2%	6	1.5%	2	3.7%
Disagree	12	2.7%	1.4%	11	2.8%	1	1.9%
Agree	281	62.2%	4.4%	256	64.3%	25	46.3%
Strongly agree	151	33.4%	4.2%	125	31.4%	26	48.1%
Total	452	100.0%		398	100.0%	54	100.0%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	170	36.7%	4.3%	136	33.7%	34	57.6%
Disagree	235	50.8%	4.5%	213	52.7%	22	37.3%
Agree	37	8.0%	2.4%	36	8.9%	1	1.7%
Strongly agree	21	4.5%	1.8%	19	4.7%	2	3.4%
Total	463	100.0%		404	100.0%	59	100.0%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	79	17.3%	3.3%	65	16.4%	14	23.3%
Disagree	245	53.6%	4.5%	214	53.9%	31	51.7%
Agree	100	21.9%	3.7%	89	22.4%	11	18.3%
Strongly agree	33	7.2%	2.3%	29	7.3%	4	6.7%
Total	457	100.0%		397	100.0%	60	100.0%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	25	5.4%	2.0%	22	5.5%	3	5.3%
Disagree	102	22.2%	3.7%	91	22.6%	11	19.3%
Agree	258	56.1%	4.5%	226	56.1%	32	56.1%
Strongly agree	75	16.3%	3.3%	64	15.9%	11	19.3%
Total	460	100.0%		403	100.0%	57	100.0%

18. I believe the test results were accurate.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	8	1.8%	1.2%	6	1.5%	2	3.5%
Disagree	8	1.8%	1.2%	7	1.8%	1	1.8%
Agree	317	71.2%	4.2%	283	72.9%	34	59.6%
Strongly agree	112	25.2%	3.8%	92	23.7%	20	35.1%
Total	445	100.0%		388	100.0%	57	100.0%

19. I was treated well by the individuals conducting the test.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	6	1.3%	1.0%	4	1.0%	2	3.3%
Disagree	20	4.2%	1.8%	19	4.6%	1	1.6%
Agree	291	61.8%	4.4%	258	62.9%	33	54.1%
Strongly agree	154	32.7%	4.2%	129	31.5%	25	41.0%
Total	471	100.0%		410	100.0%	61	100.0%

20. The testing location was easy to find.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	5	1.1%	0.9%	4	1.0%	1	1.6%
Disagree	13	2.7%	1.4%	12	2.9%	1	1.6%
Agree	299	63.2%	4.3%	270	65.5%	29	47.5%
Strongly agree	156	33.0%	4.2%	126	30.6%	30	49.2%
Total	473	100.0%		412	100.0%	61	100.0%

21. I was satisfied with my overall test experience.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	14	3.0%	1.5%	10	2.5%	4	6.6%
Disagree	27	5.8%	2.1%	25	6.1%	2	3.3%
Agree	287	61.3%	4.4%	257	63.1%	30	49.2%
Strongly agree	140	29.9%	4.1%	115	28.3%	25	41.0%
Total	468	100.0%		407	100.0%	61	100.0%

22. If you used a self-service kiosk, did you find the kiosk directions easy to follow?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	5	83.3%	29.8%	5	83.3%		
No	1	16.7%	29.8%	1	16.7%		
Total	6	100.0%		6	100.0%		

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

23. When my vehicle needs testing?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	50	10.6%	2.8%	45	10.9%	5	8.8%
No	420	89.4%	2.8%	368	89.1%	52	91.2%
Total	470	100.0%		413	100.0%	57	100.0%

24. Why my vehicle needs testing?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	115	24.7%	3.9%	103	25.2%	12	21.1%
No	350	75.3%	3.9%	305	74.8%	45	78.9%
Total	465	100.0%		408	100.0%	57	100.0%

25. Why E-Check testing is not statewide?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	254	55.1%	4.5%	225	55.6%	29	51.8%
No	207	44.9%	4.5%	180	44.4%	27	48.2%
Total	461	100.0%		405	100.0%	56	100.0%

26. E-Check exemptions and extensions?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	185	41.3%	4.6%	165	41.8%	20	37.7%
No	263	58.7%	4.6%	230	58.2%	33	62.3%
Total	448	100.0%		395	100.0%	53	100.0%

27. Where to get E-Check exemptions and extensions?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	180	40.4%	4.5%	162	41.1%	18	34.6%
No	266	59.6%	4.5%	232	58.9%	34	65.4%
Total	446	100.0%		394	100.0%	52	100.0%

In Ohio, motorists can now choose to have their emissions testing take place at facilities that exclusively conduct emissions testing, or at authorized automotive repair stations. Please give us your opinions regarding these testing options.

28. I prefer the current emissions testing system that provides testing locations at authorized automotive repair stations and the full service E-Check Stations.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	33	7.1%	2.3%	27	6.6%	6	10.0%
Disagree	47	10.0%	2.7%	42	10.3%	5	8.3%
Agree	236	50.4%	4.5%	213	52.2%	23	38.3%
Strongly agree	102	21.8%	3.7%	80	19.6%	22	36.7%
Don't know	50	10.7%	2.8%	46	11.3%	4	6.7%
Total	468	100.0%		408	100.0%	60	100.0%

29. I prefer an emissions testing system that provides testing locations only 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 Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	169	37.1%	4.4%	146	36.6%	23	41.1%
Disagree	190	41.8%	4.5%	166	41.6%	24	42.9%
Agree	43	9.5%	2.7%	38	9.5%	5	8.9%
Strongly agree	11	2.4%	1.4%	9	2.3%	2	3.6%
Don't know	42	9.2%	2.7%	40	10.0%	2	3.6%
Total	455	100.0%		399	100.0%	56	100.0%

30. I prefer an emissions testing system that provides automotive repair services at the same locations where vehicles are tested.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	95	20.7%	3.7%	83	20.6%	12	21.4%
Disagree	178	38.9%	4.5%	165	41.0%	13	23.2%
Agree	101	22.1%	3.8%	80	19.9%	21	37.5%
Strongly agree	18	3.9%	1.8%	15	3.7%	3	5.4%
Don't know	66	14.4%	3.2%	59	14.7%	7	12.5%
Total	458	100.0%		402	100.0%	56	100.0%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	93	20.2%	3.7%	79	19.6%	14	24.6%
Disagree	173	37.6%	4.4%	162	40.2%	11	19.3%
Agree	102	22.2%	3.8%	82	20.3%	20	35.1%
Strongly agree	19	4.1%	1.8%	18	4.5%	1	1.8%
Don't know	73	15.9%	3.3%	62	15.4%	11	19.3%
Total	460	100.0%		403	100.0%	57	100.0%

32. I prefer an emissions testing system where you take your vehicle to a full service testing station that only provides testing services, where no appointments are necessary and where your vehicle is tested on a first-come, first-serve basis.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	26	5.6%	2.1%	19	4.7%	7	11.9%
Disagree	45	9.7%	2.7%	32	7.9%	13	22.0%
Agree	196	42.1%	4.5%	176	43.2%	20	33.9%
Strongly agree	172	36.9%	4.4%	155	38.1%	17	28.8%
Don't know	27	5.8%	2.1%	25	6.1%	2	3.4%
Total	466	100.0%		407	100.0%	59	100.0%

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

33. Vehicle emissions testing can help reduce air pollution.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	39	8.2%	2.5%	34	8.3%	5	8.1%
Disagree	64	13.5%	3.1%	55	13.3%	9	14.5%
Agree	212	44.7%	4.5%	186	45.1%	26	41.9%
Strongly agree	114	24.1%	3.8%	97	23.5%	17	27.4%
Don't know	45	9.5%	2.6%	40	9.7%	5	8.1%
Total	474	100.0%		412	100.0%	62	100.0%

34. Motor vehicles create more ozone pollution than industry.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	44	9.3%	2.6%	39	9.5%	5	8.1%
Disagree	129	27.3%	4.0%	118	28.7%	11	17.7%
Agree	101	21.4%	3.7%	85	20.7%	16	25.8%
Strongly agree	37	7.8%	2.4%	31	7.5%	6	9.7%
Don't know	162	34.2%	4.3%	138	33.6%	24	38.7%
Total	473	100.0%		411	100.0%	62	100.0%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	46	9.7%	2.7%	40	9.7%	6	9.7%
Disagree	79	16.7%	3.4%	70	17.0%	9	14.5%
Agree	219	46.3%	4.5%	190	46.2%	29	46.8%
Strongly agree	79	16.7%	3.4%	67	16.3%	12	19.4%
Don't know	50	10.6%	2.8%	44	10.7%	6	9.7%
Total	473	100.0%		411	100.0%	62	100.0%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	37	7.8%	2.4%	32	7.8%	5	8.1%
Disagree	42	8.9%	2.6%	38	9.3%	4	6.5%
Agree	260	55.1%	4.5%	227	55.4%	33	53.2%
Strongly agree	54	11.4%	2.9%	44	10.7%	10	16.1%
Don't know	79	16.7%	3.4%	69	16.8%	10	16.1%
Total	472	100.0%		410	100.0%	62	100.0%

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

37. Your gender:

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%		N	%	N	%
Male	273	59.1%		240	59.6%	33	55.9%
Female	189	40.9%		163	40.4%	26	44.1%
Total	462	100.0%		403	100.0%	59	100.0%

38. Your age:

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%		N	%	N	%
Less than 20	1	0.2%		1	0.2%	0	0.0%
20-29	15	3.2%		12	2.9%	3	5.0%
30-39	37	7.9%		31	7.5%	6	10.0%
40-49	62	13.2%		59	14.4%	3	5.0%
50-59	126	26.8%		109	26.5%	17	28.3%
60-69	133	28.2%		116	28.2%	17	28.3%
70 or older	97	20.6%		83	20.2%	14	23.3%
Total	471	100.0%		411	100.0%	60	100.0%

39. Your annual household income:

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%		N	%	N	%
Less than \$25,000	67	16.5%		61	17.2%	6	11.3%
\$25,000-\$49,999	103	25.3%		92	26.0%	11	20.8%
\$50,000-\$99,999	152	37.3%		132	37.3%	20	37.7%
More than \$100,000	85	20.9%		69	19.5%	16	30.2%
Total	407	100.0%		354	100.0%	53	100.0%

40. Your race: (Mark all that apply.)

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%		N	%	N	%
White	399	88.1%		346	87.4%	53	93.0%
African American	29	6.4%		28	7.1%	1	1.8%
Asian American	10	2.2%		8	2.0%	2	3.5%
American Indian	3	0.7%		2	0.5%	1	1.8%
Latin American or Hispanic	8	1.8%		7	1.8%	1	1.8%
Other	10	2.2%		9	2.3%	1	1.8%

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

41. Are you:

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%		N	%	N	%
The vehicle owner	441	92.6%		385	92.8%	56	91.8%
Relative of vehicle owner	30	6.3%		26	6.3%	4	6.6%
Friend of vehicle owner	2	0.4%		1	0.2%	1	1.6%
Other	3	0.6%		3	0.7%	0	0.0%
Total	476	100.0%		415	100.0%	61	100.0%

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

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%		N	%	N	%
Less than a high school diploma	9	2.0%		8	2.0%	1	1.8%
High school diploma	129	28.7%		116	29.4%	13	23.2%
Two-year degree	60	13.3%		55	14.0%	5	8.9%
Bachelor's degree	131	29.1%		111	28.2%	20	35.7%
Master's degree	83	18.4%		73	18.5%	10	17.9%
Professional/doctoral degree	38	8.4%		31	7.9%	7	12.5%
Total	450	100.0%		394	100.0%	56	100.0%



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