

2022 Ohio E-Check Customer Satisfaction Survey



**Prepared by:
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Acknowledgements

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Executive Summary

The 2022 Ohio E-Check Customer Satisfaction Survey was mailed to 1,800 motorists whose vehicles were tested as part of the E-Check emissions testing program administered by Ohio EPA. A total of 618 completed surveys were returned during the survey administration period.

Findings from the 2022 survey continue to demonstrate high rates of motorist satisfaction. Motorists' experiences with the E-Check testing were predominately very positive. In response to the questions addressing motorist preference for emissions testing options, respondents continued to express a strong preference for options that include the full-service E-Check stations. The lowest level of support is for the authorized automotive repair stations option with 12.4 percent of respondents expressing agreement with this option. In addition, 52.5 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 27.2 percent 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 remains 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, 92.2 percent of respondents agreed or strongly agreed they were satisfied with their most recent test experience.

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 \$433 and the median amount was \$358.
- The average cost of repairs for respondents' vehicles that failed the initial E-Check test was \$385, while the median cost was \$338.

Awareness and Usage of E-Check Information Resources

- Before receiving the notice to have their vehicle tested, 46.7 percent of respondents were aware of the self-service kiosk and authorized automotive repair station options for emissions testing.

- More respondents reported awareness of the E-Check website than the toll-free E-Check information number. Most respondents visiting the website reported the information was easy to find (88.6 percent) and helpful (92.0 percent).
- In 2022, a small percentage of respondents (3.4 percent or less) contacted Ohio EPA or one of the E-Check resources 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 agreed the individuals conducting the test treated them well and knew how to do their job, and that the test results were accurate. At least 94 percent of respondents reported that the individuals conducting the test were helpful, found the waiting room clean, and were satisfied with the E-Check COVID safety procedures at the E-Check facility. In addition, 93.4 percent of respondents reported the testing location was easy to find and 90.8 percent found the wait time at the facility acceptable.
- Satisfaction rates were not as high for a few aspects of the E-Check testing experience. Twenty-seven percent would have liked a better explanation of what happened to their vehicle during testing and 79.1 percent felt their test results were explained well.
- Among survey respondents using a self-service kiosk to test their own vehicle, 86.7 percent found the instructions easy to follow and 86.7 percent indicated the testing process was not difficult to complete. Nearly all self-service kiosk users (97.8 percent) reported they would use it again.

Preferences Regarding Emissions Testing Options

- Respondents expressed the greatest level of preference (78.1 percent) for the full-service E-Check station option that only provides testing services and where vehicles are tested on first-come, first-served basis. Seventy-four percent stated a preference to the current emissions testing system that offers testing at authorized automotive repair shops and full service E-Check stations. In comparison, 12.4 percent expressed a preference for testing exclusively at authorized automotive repair stations.
- Fifty-seven percent of respondents indicated they do not prefer an emissions testing system that provides testing and automotive repair services at the same location, while 24.8 percent expressed a preference for such a testing system. Over half of respondents (52.5 percent) reported they would not be confident in their test results if their vehicle was repaired at the same facility where it was tested, while 27.2 percent expressed confidence in results from this testing system option.

Vehicle Emissions and the Environment

- Sixty-three percent of respondents agreed that vehicle emissions testing helps reduce air pollution and 57.0 percent reported they are helping to reduce air pollution by having their vehicle tested as part of the E-Check program.
- Approximately one-third of respondents do not know if motor vehicles create more ozone pollution than industry.

Introduction

Starting in 2000, motorist satisfaction with the Ohio E-Check program has been evaluated 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 2013, the program once again underwent major changes that required modifications to the survey and prevented comparisons to prior years. The administration of the 2019 survey was interrupted by the COVID-19 public health emergency and the final mailing was delayed several months.

This report presents the findings from the 2022 survey and includes the results of 2013, 2014, 2015, 2017, 2019, and 2021 surveys. Any statistically significant differences in the survey results due to reported satisfaction with the E-Check testing experience or demographic characteristics of the respondent or respondent's household are noted.

How the Survey Was Conducted

Survey Instrument

The survey instrument focuses on motorists' satisfaction with their recent emissions test experience, knowledge of and preference for testing options, awareness and usage of E-Check information and assistance resources, and vehicle emissions and the environment. No changes were made to the 2022 instrument after several changes were made to the instrument in 2021 to shorten and update the instrument. A copy of the survey instrument is provided in Appendix I. Additionally, no changes were made to the cover letters or postcards in 2022.

Sample Selection

The sample was selected from all vehicles tested for emissions between April 15, 2022, and June 15, 2022. The Voinovich School was provided with a database of tested vehicles and randomly selected a sample of 1,800 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 emissions test. 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 and Survey Response

The E-Check survey process was designed to use four mailings 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 July 14, 2022. The survey instrument, cover letter, and a stamped, return-addressed envelope were mailed on July 19, followed by a thank you/reminder postcard sent out on July 25. The fourth and final mailing to non-respondents took place on August 16. 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 encouraged prospective respondents to return their survey.

Survey Response

The Voinovich School received 618 completed surveys through November 3, 2022, for a response rate of 34.3 percent. In response to the national trend in declining survey response rates and challenges of

conducting a survey during the ongoing COVID-19 pandemic, increases were made to the sample for the 2021. The sample was increased further for the 2022 survey. The response rates for the E-Check surveys included in this report ranged between 28 and 40 percent.

Comparison of E-Check Survey Response Rates¹

Year Survey Conducted	Response	N	Percent
2013	484	1,200	40.3%
2014	481	1,200	40.1%
2015	452	1,200	37.7%
2017	431	1,200	35.9%
2019*	365	1,200	30.4%
2021	426	1,500	28.4%
2022	618	1,800	34.3%

¹ The 2019 survey was in the field as the COVID-19 pandemic began and the final mailing was delayed six months due to pandemic-related disruptions. An asterisk has been added to the charts and tables to denote this irregularity.

Survey Results

This section outlines the responses to the 2022 Ohio E-Check Customer Opinion Survey. Also included are the results of chi-square² testing conducted on the disaggregated 2022 survey results, as well as between the 2013 and 2022 results. Where appropriate, the 2022 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

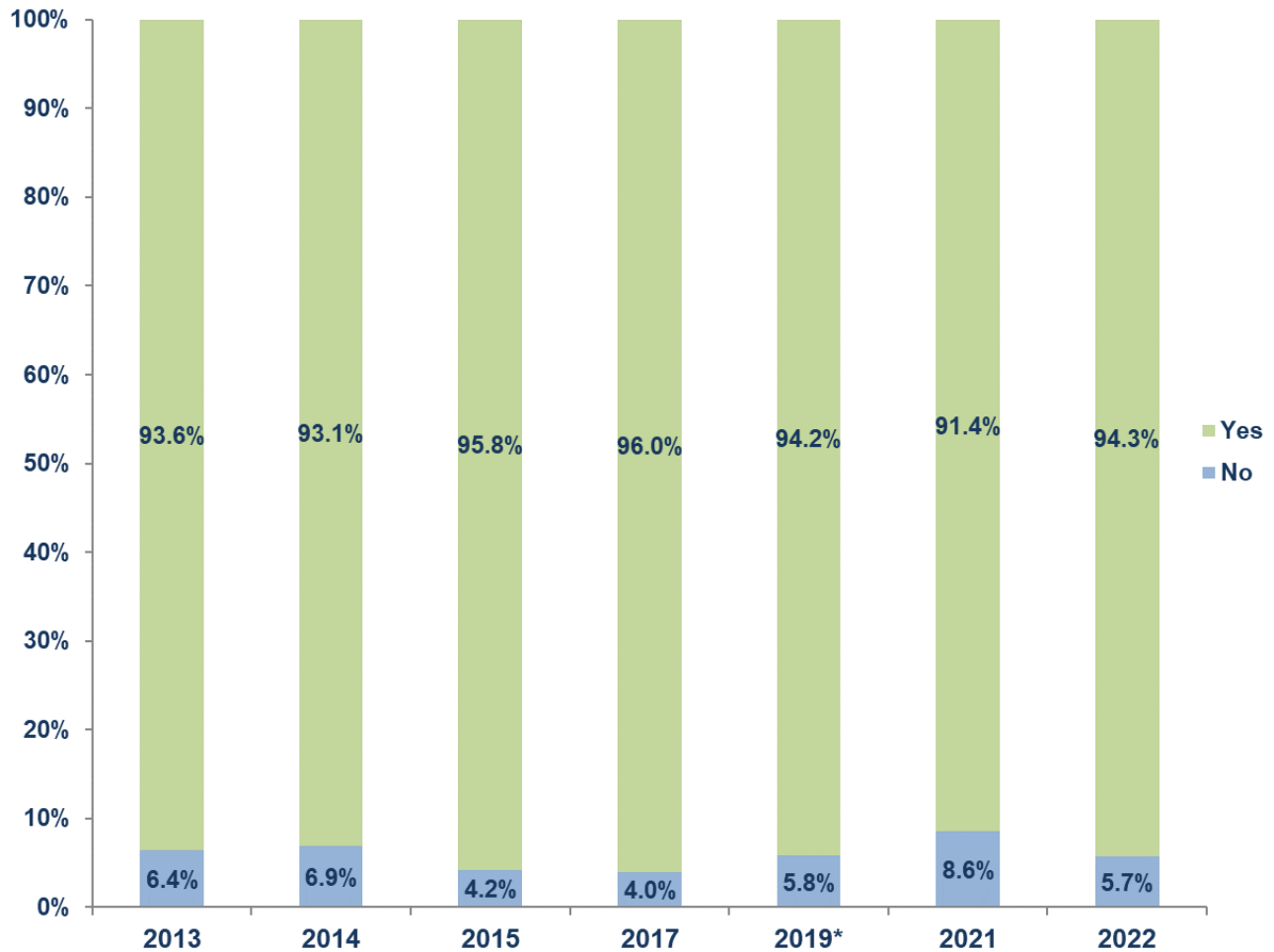
In addition, Appendix II contains frequency distributions for each item on the 2022 survey for all respondents and by testing options. Where appropriate, Appendix II also documents margin of error on the survey results, based on a 95 percent confidence interval.

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

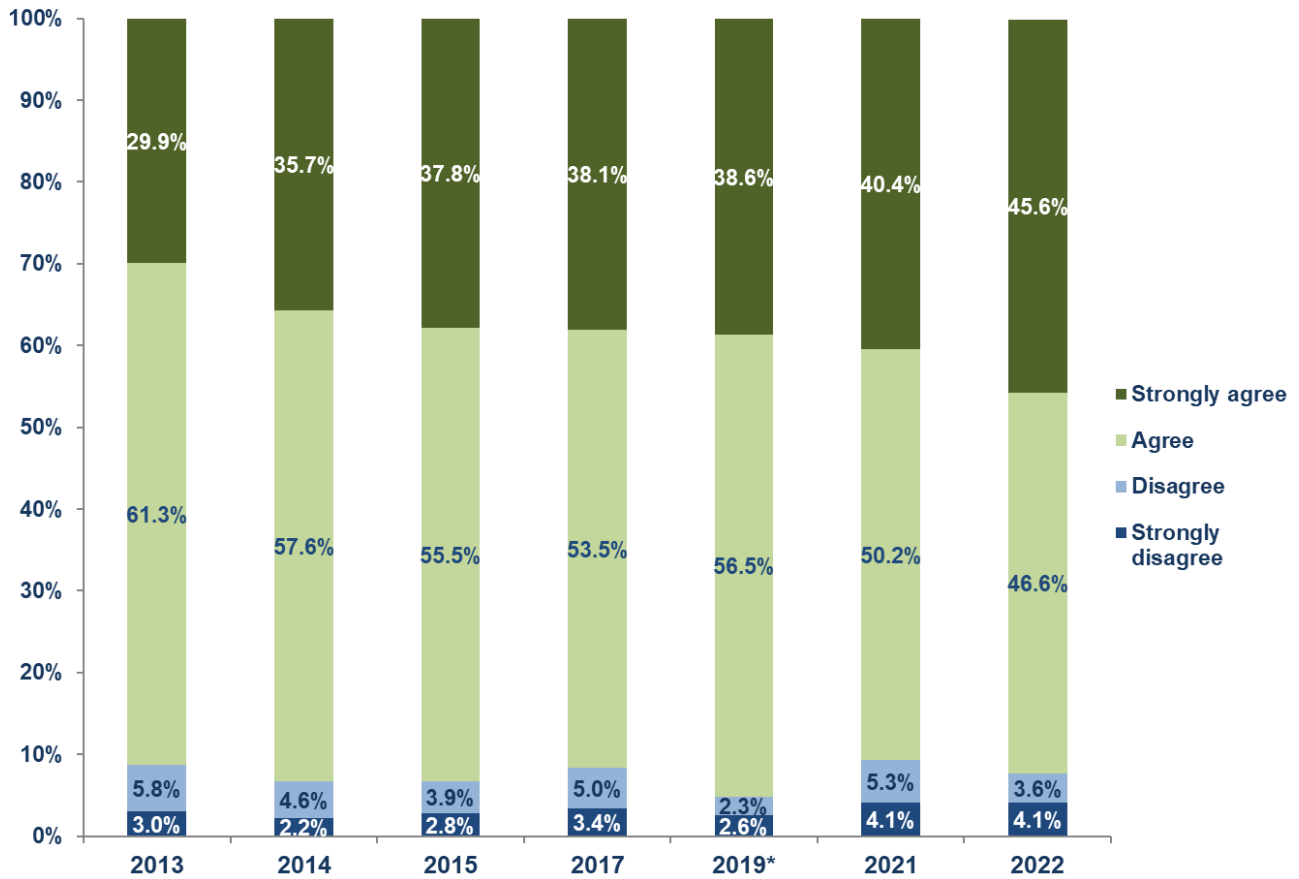
The survey includes two questions, Question 1 and Question 21, that address motorists' overall satisfaction with their most recent E-Check experience.

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



- In response to Question 1, 94.3 percent of respondents answered “yes,” they were satisfied with their most recent E-Check test experience.

Question 21: I was satisfied with my overall test experience.



- In response to Question 21, 92.2 percent of respondents agreed or strongly agreed that they were satisfied with their overall test experience.

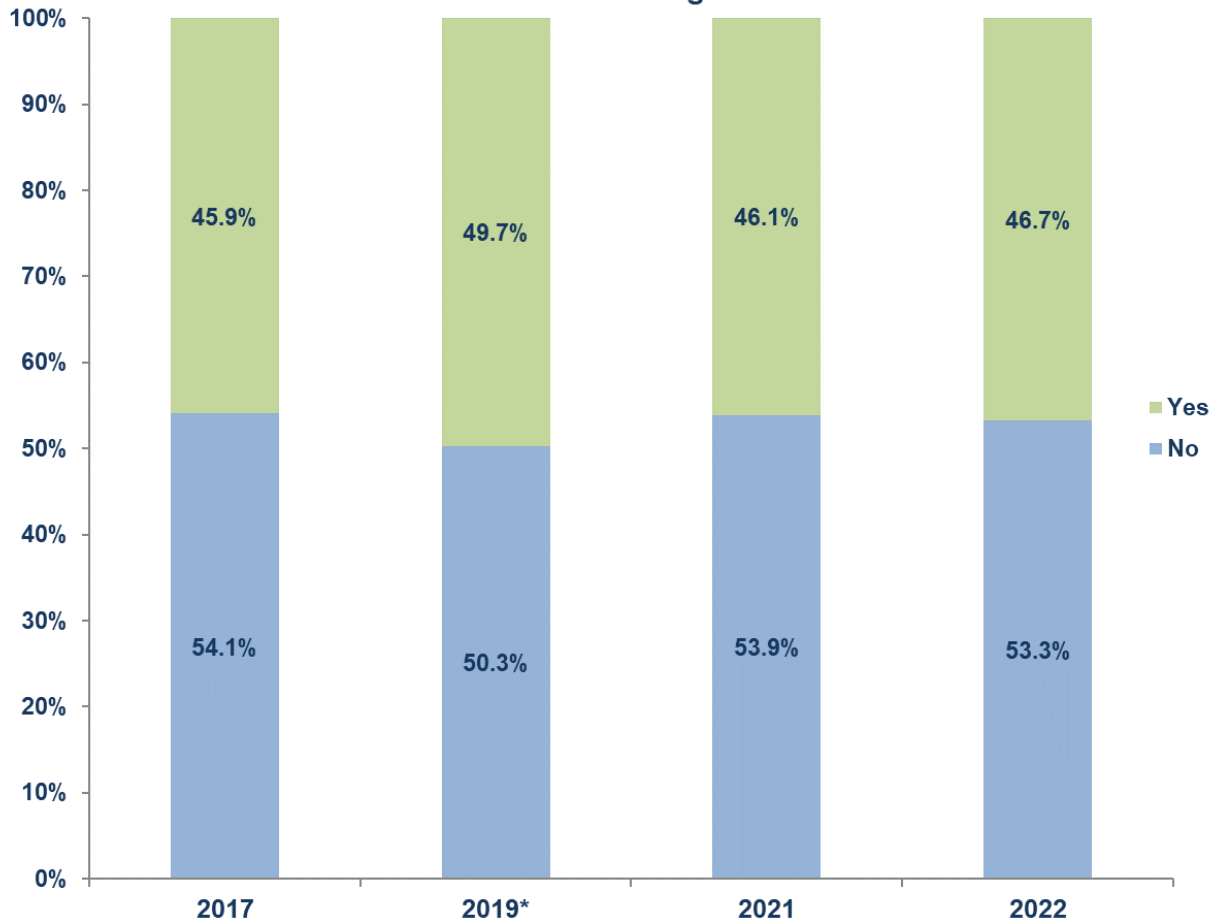
Satisfaction with Overall Experience by County of Residence

Were you satisfied with your overall experience when you received your last E-Check test?				
County	Yes		No	
	Number	Percent	Number	Percent
Cuyahoga	222	94.9%	12	5.1%
Geauga	22	88.0%	3	12.0%
Lake	60	93.8%	4	6.3%
Lorain	81	93.1%	6	6.9%
Medina	50	92.6%	4	7.4%
Portage	32	91.4%	3	8.6%
Summit	113	97.4%	3	2.6%

- The highest levels of satisfaction are from residents of Summit County and Cuyahoga County, and the lowest level is from Geauga County.

Prior Knowledge of Vehicle Testing Options

Before receiving the notice to have your vehicle tested, were you aware of the self service kiosk and authorized automotive repair station options for emissions testing?

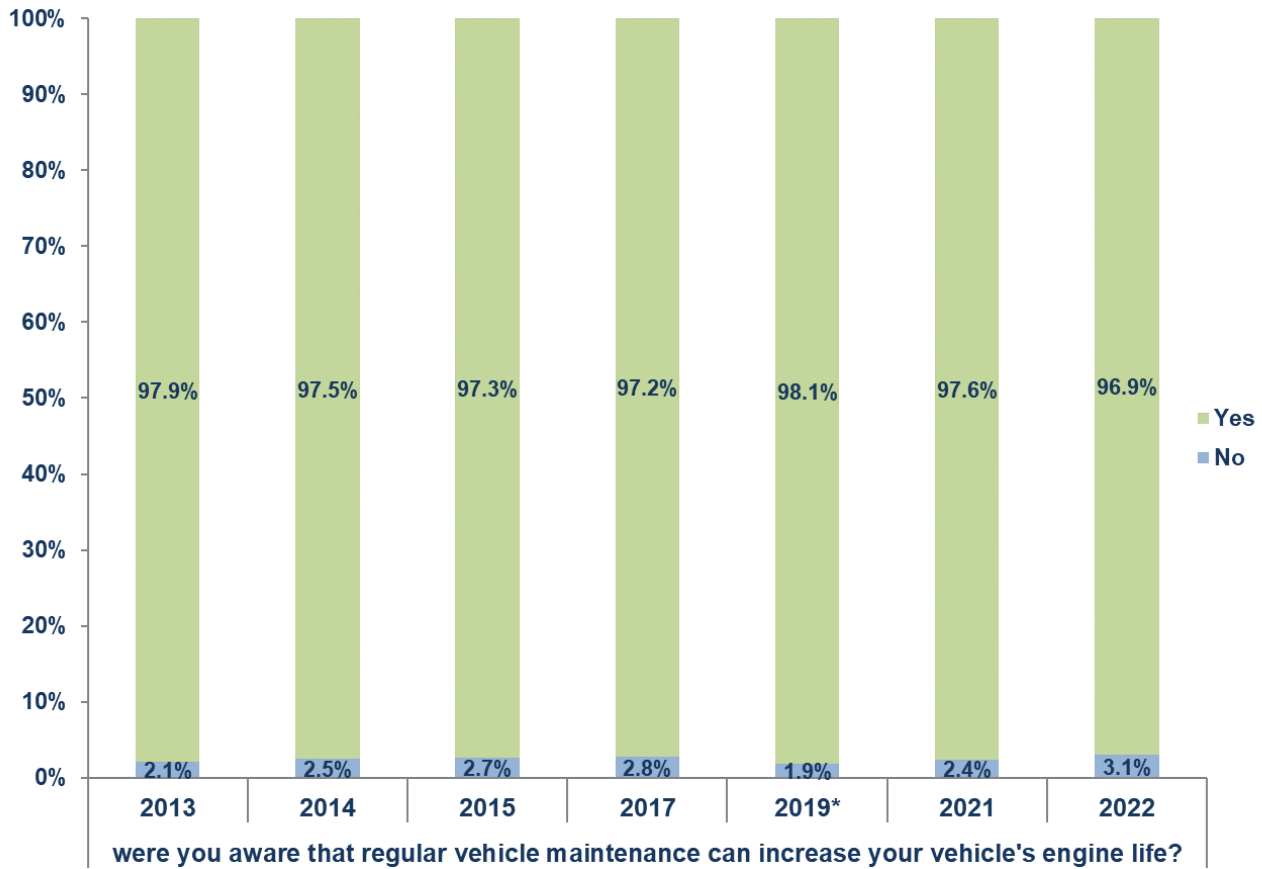


- Before receiving the notice to have their vehicle tested, 46.7 percent of 2022 respondents were aware of the self-service kiosk and authorized automotive repair station options for emissions testing.³
- Male respondents were more likely to report awareness of the self-service kiosk and authorized automotive repair station options than female respondents ($p < .05$).

³ Beginning with the 2017 survey, this item was revised to specify self-service kiosk and authorized automotive repair station options for emissions testing.

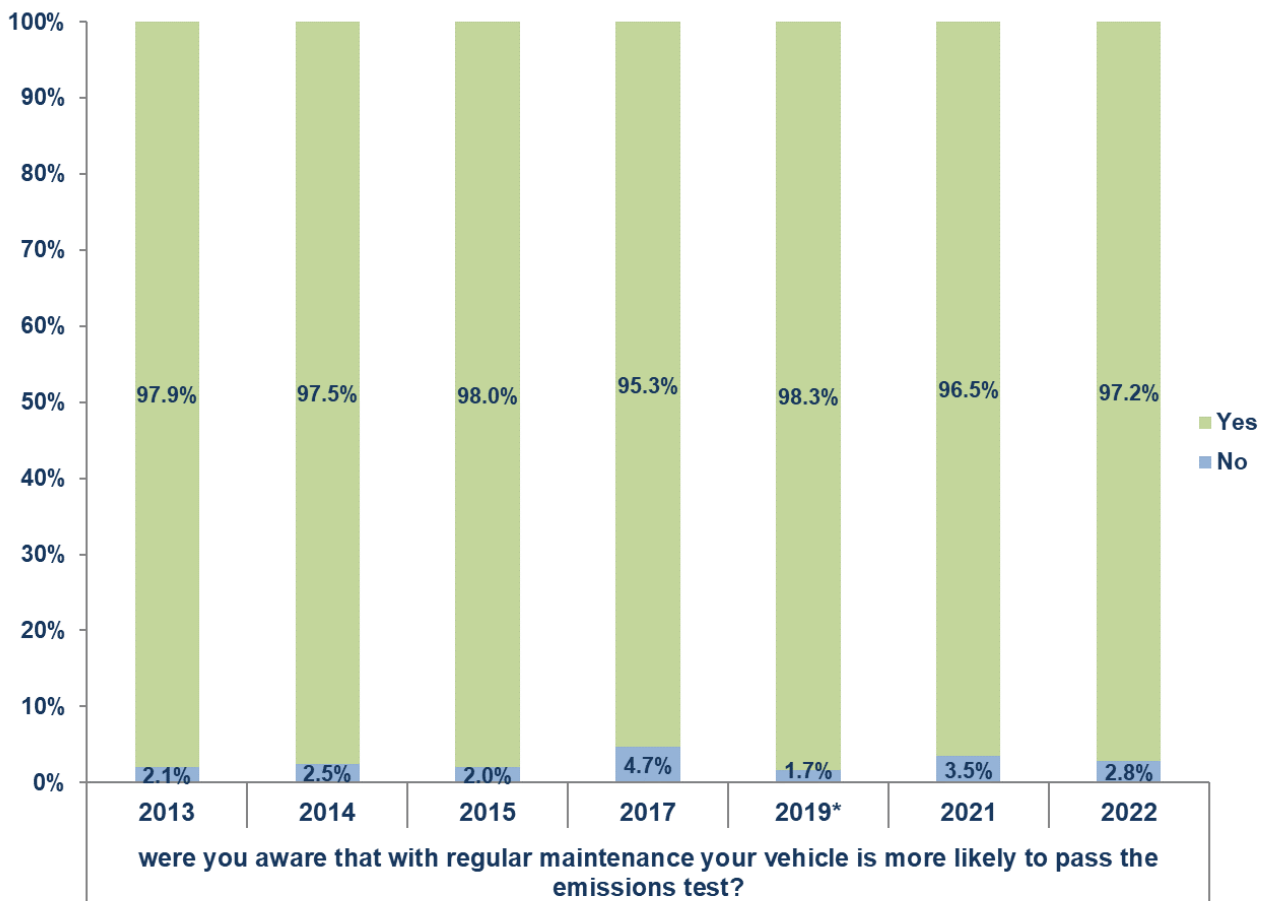
Prior Knowledge of Vehicle Maintenance Benefits

Before seeing this survey...



- In 2022, 3.1 percent of survey respondents were unaware that regular maintenance can increase their vehicle's engine life.
- Respondents aged 59 or less were more likely to report awareness that regular vehicle maintenance can increase a vehicle's engine life than those aged 60 and older ($p < .05$).

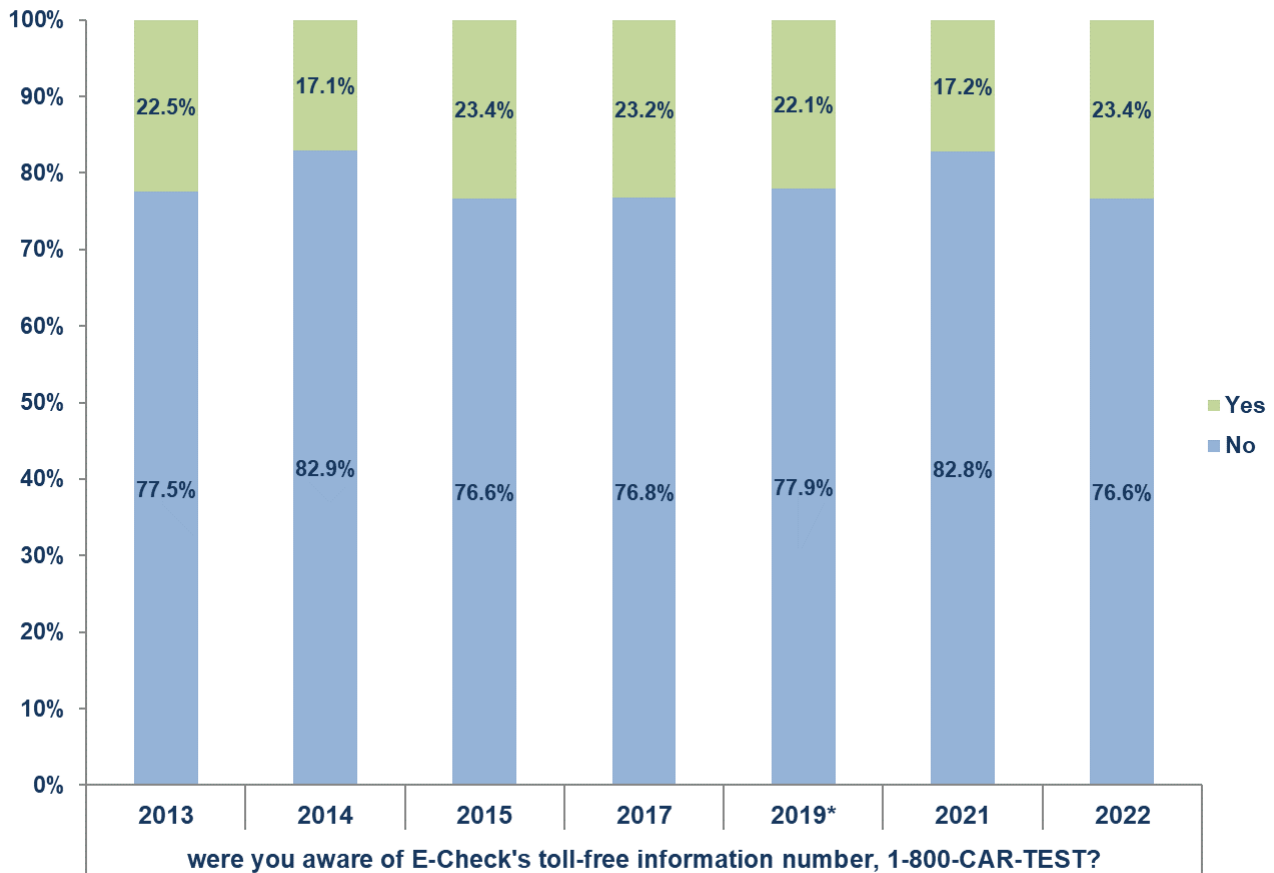
Before seeing this survey...



- Among 2022 respondents, 2.8 percent were unaware that with regular vehicle maintenance their vehicle is more likely to pass the emissions test.

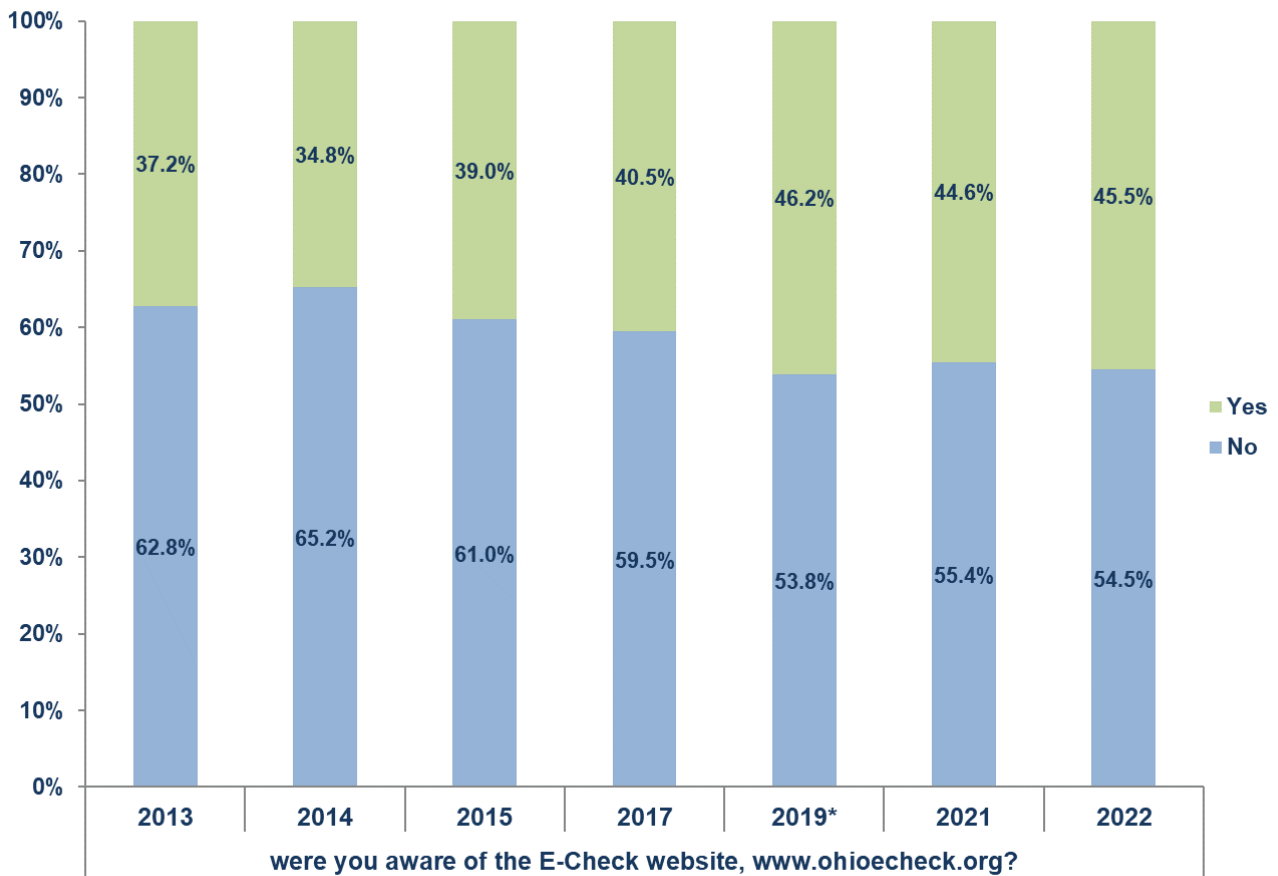
Awareness and Usage of E-Check Information Resources

Before seeing this survey...



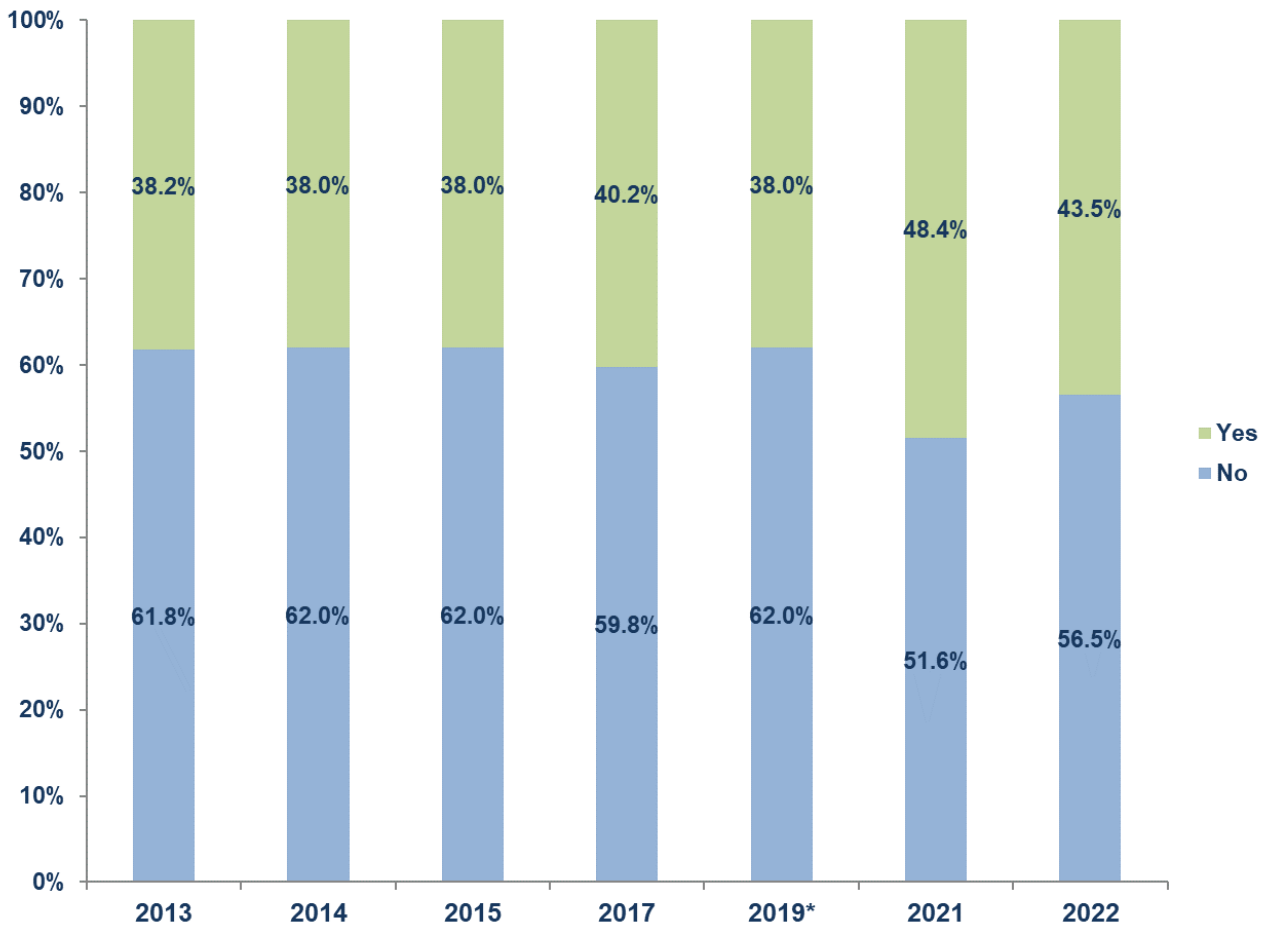
- In 2022, 23.4 percent of respondents reported awareness of the E-Check toll-free information number, 1-800-CAR-TEST.
- Non-white respondents and respondents indicating more than one race or ethnicity were more likely to report awareness of the E-Check toll-free information number than white respondents ($p < .05$).
- Respondents from households with an annual income of \$49,999 or less were more likely to report awareness of the 1-800-CAR-TEST information number than respondents from households with an annual income of \$50,000 or more ($p < .05$).

Before seeing this survey...



- The percentage of respondents reporting awareness of the E-Check website has increased from 37.2 percent in 2013 to 45.5 percent in 2022 ($p < .05$).
- Respondents aged 59 or less were more likely to report awareness of the E-Check website than those aged 60 and older ($p < .05$).

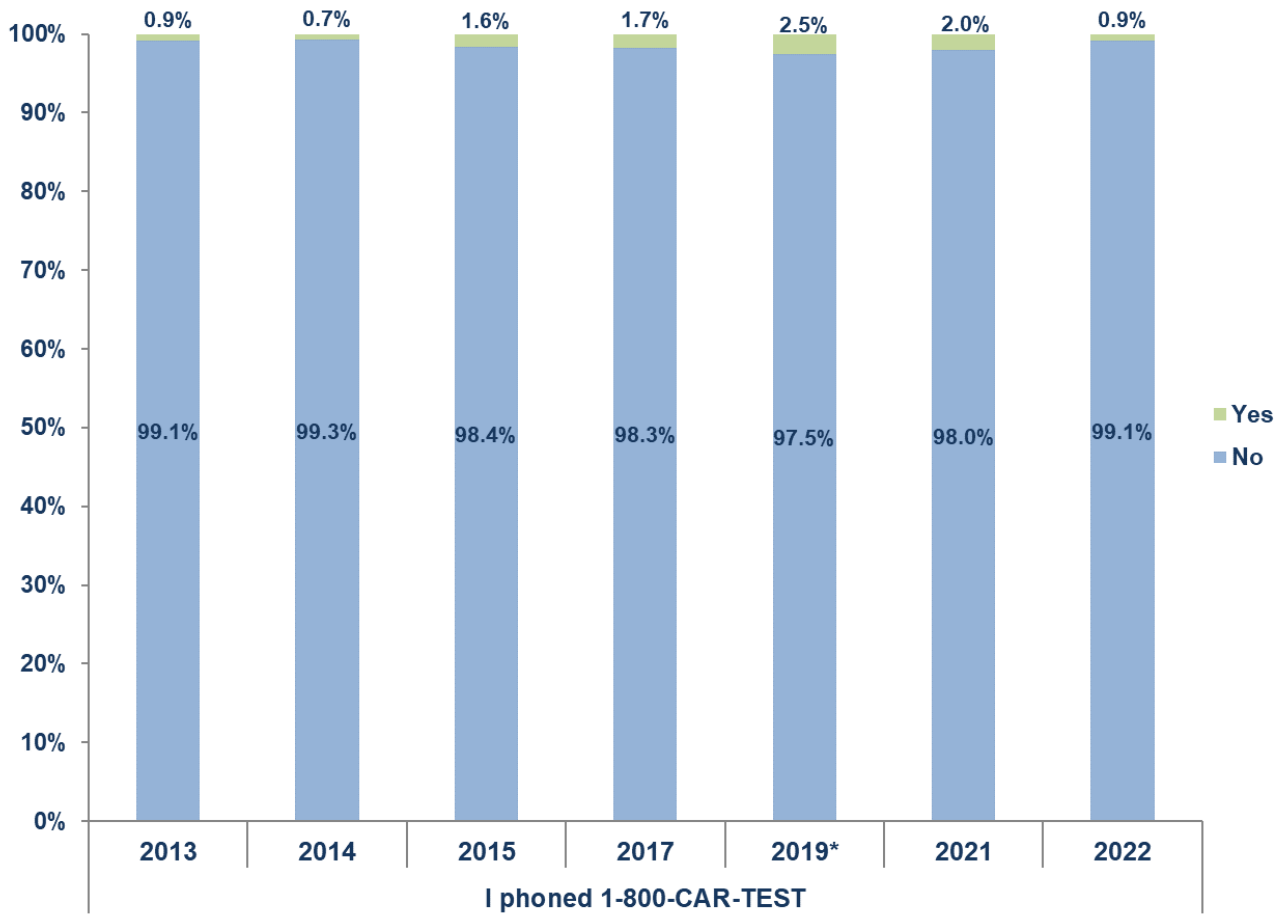
Have you visited the E-Check website to get information about the E-Check program?



- Among those aware of the E-Check website, www.ohiocheck.org, 43.5 percent of 2022 respondents indicated visiting the website to get information about the program.
- Among 2022 respondents visiting the E-Check website, the majority reported it was easy to find the needed information (88.6 percent) and that the information was helpful (92.0 percent).

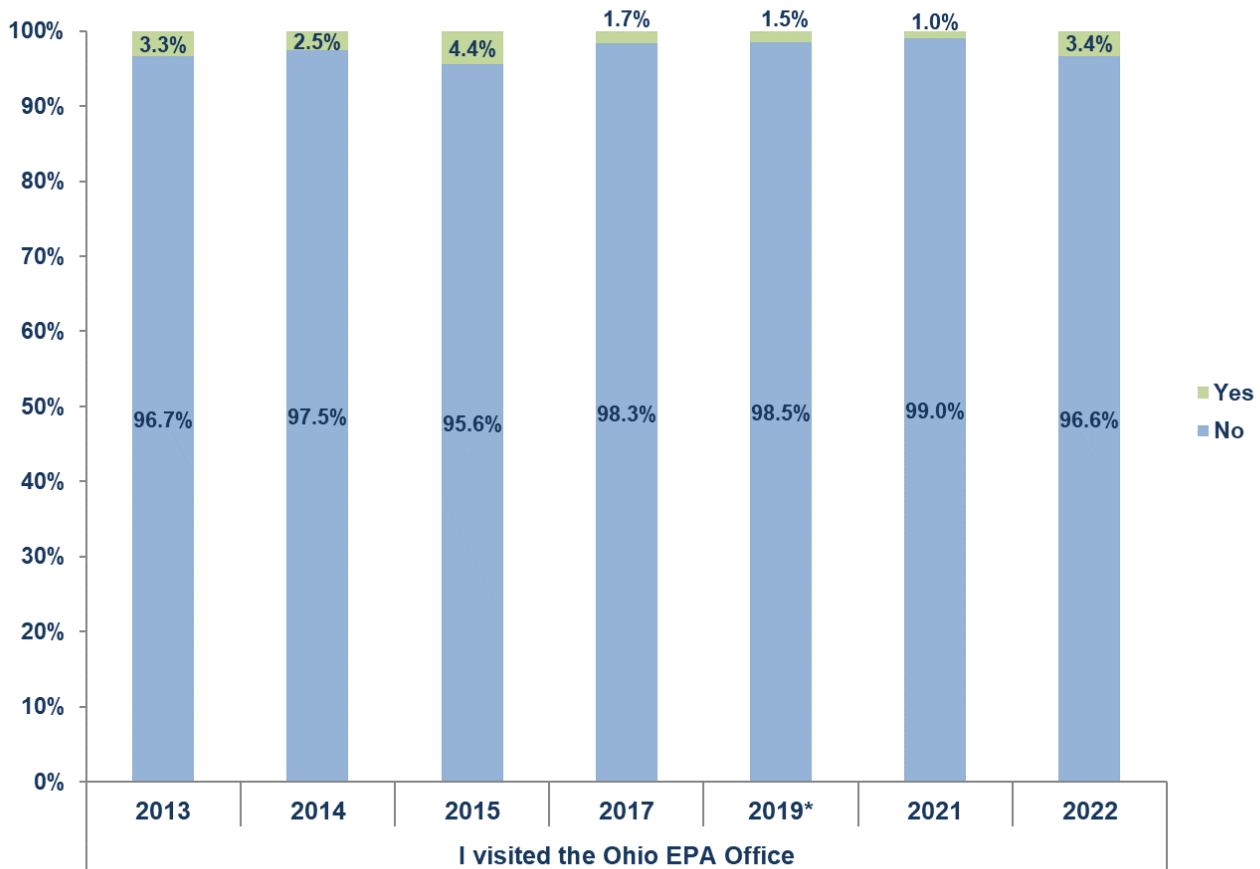
Assistance with E-Check Program

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



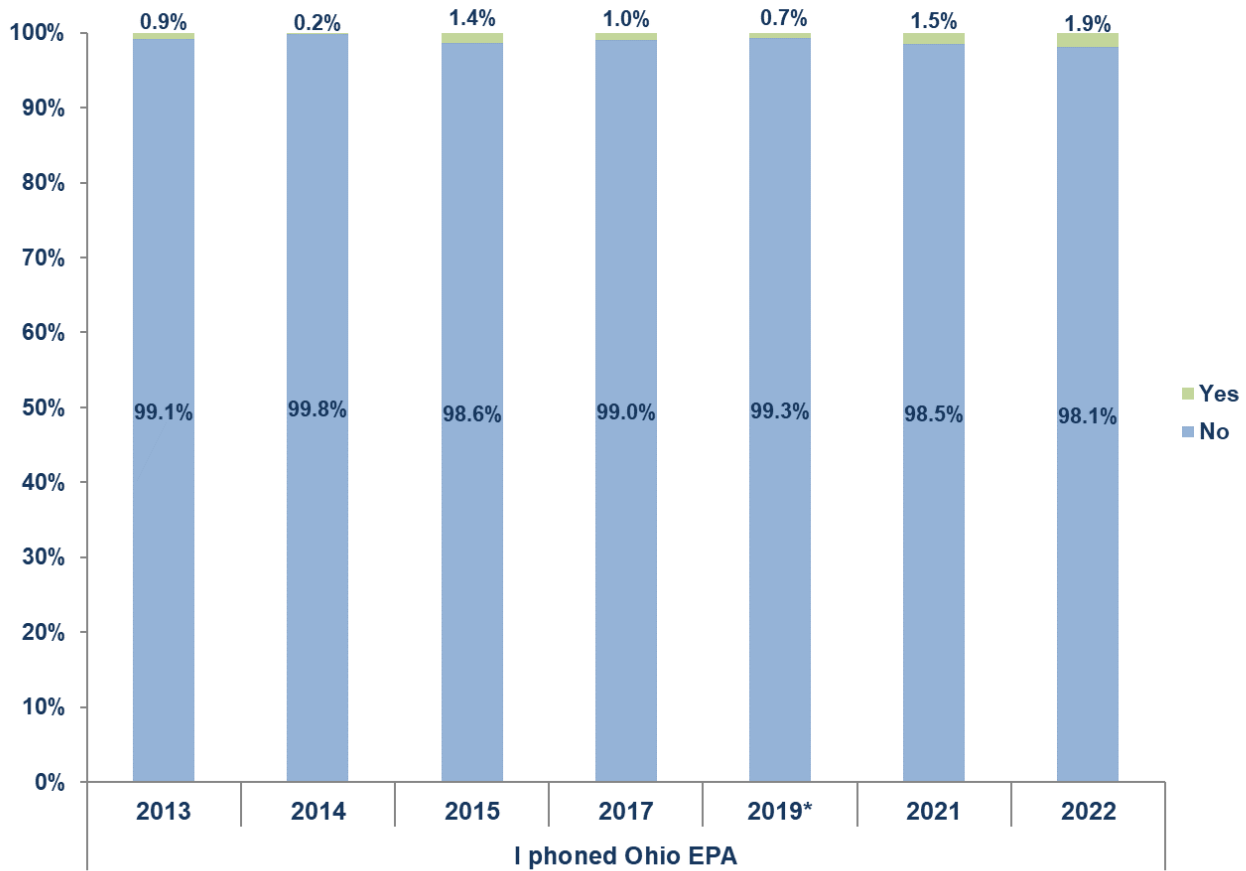
- Among 2022 respondents, 0.9 percent reported calling 1-800-CAR-TEST regarding their most recent test experience or for assistance with E-Check.
- Of the five respondents that reported calling 1-800-CAR-TEST, four indicated it was helpful and one indicated it was not helpful.

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



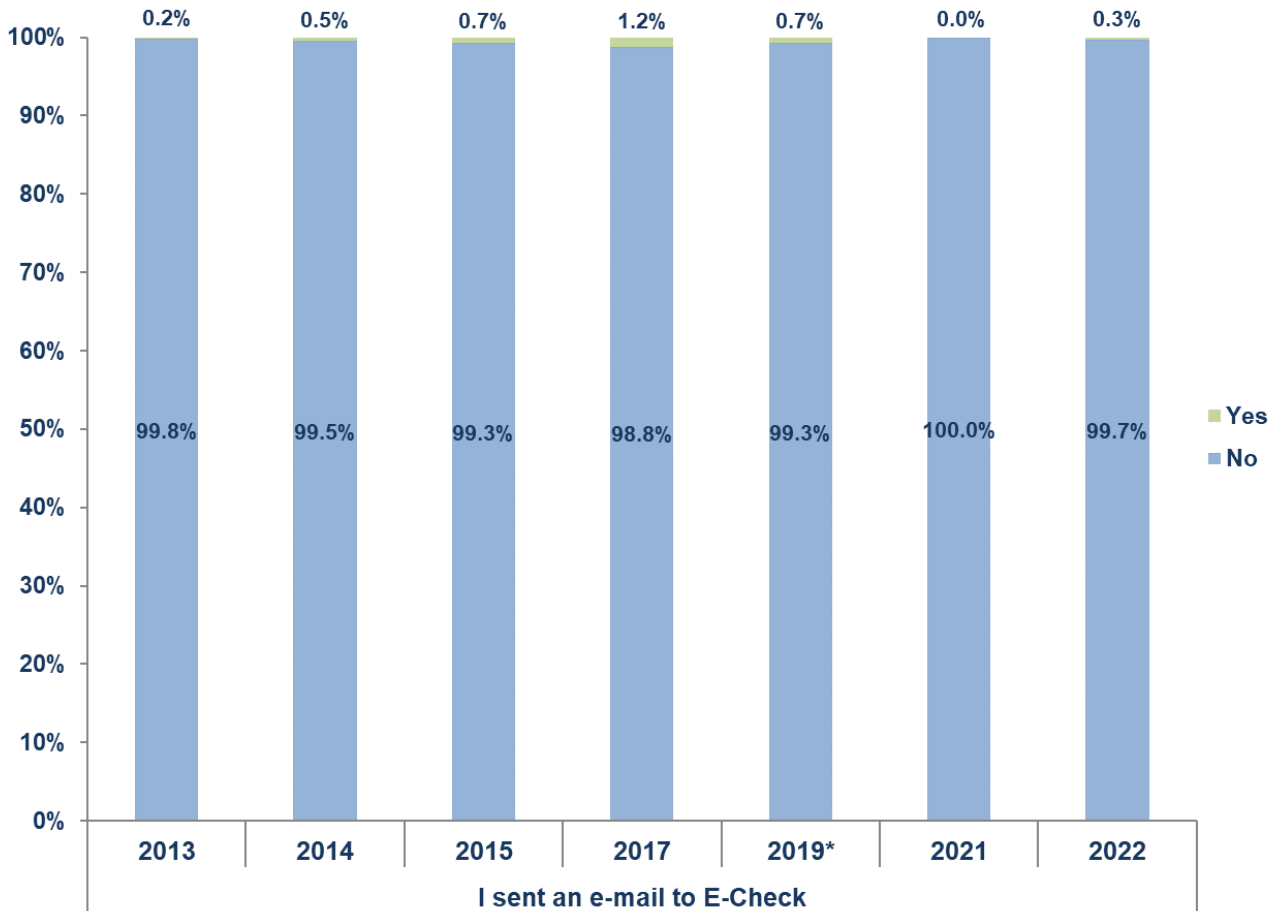
- In 2022, 3.4 percent of survey respondents reported visiting the Ohio EPA office regarding their most recent test experience or for assistance with E-Check.
- Of the 20 respondents that visited the Ohio EPA office for assistance, 16 reported that it was helpful and four did not respond to the follow-up question.

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



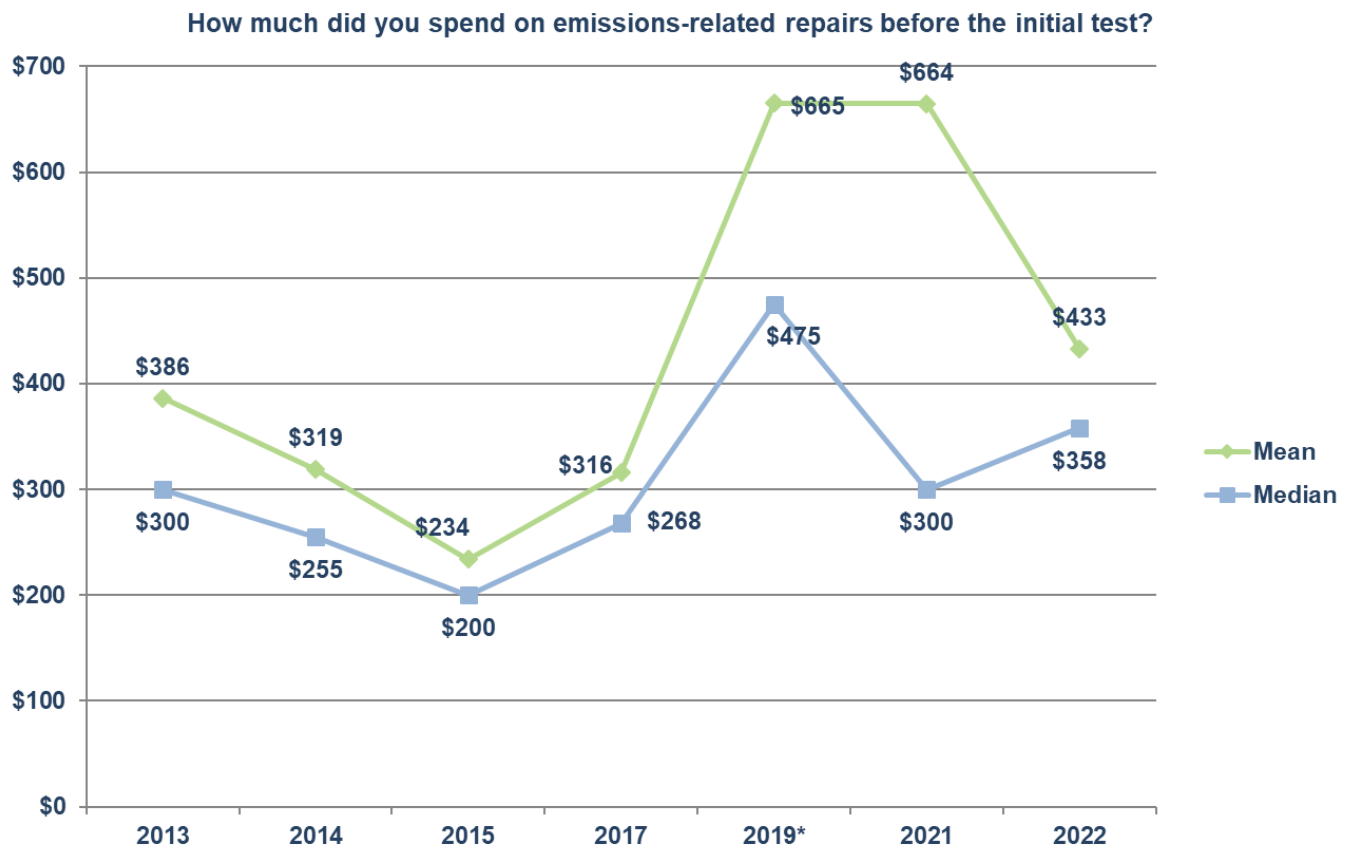
- Among 2022 respondents, 1.9 percent indicated phoning Ohio EPA regarding their most recent test experience or for assistance with E-Check.
- Of the eleven respondents that reported calling Ohio EPA, eight reported it was helpful, two reported it was not helpful, and one did not respond to the follow-up item.

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



- In 2022, 0.3 percent of respondents reported sending an email to E-Check regarding their most recent test experience or for assistance with E-Check.
- Both respondents that reported sending an email to E-Check indicated that it was helpful.

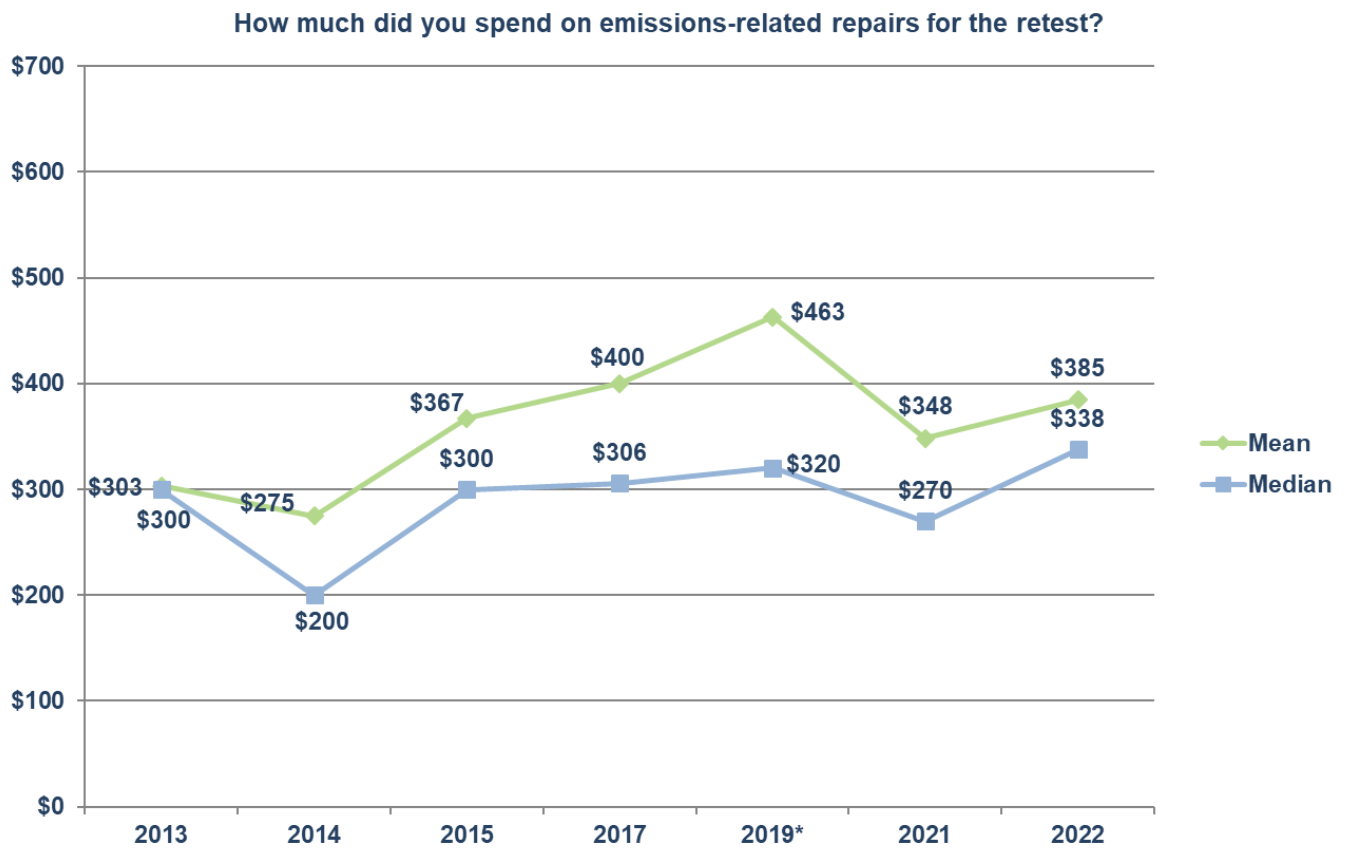
Preparing for the E-Check Test



- In 2022, 6.2 percent of survey respondents reported taking their vehicle in for repairs prior to their initial E-Check test.
- The mean (average) amount spent in anticipation of E-Check testing was \$433, and the median⁴ amount was \$358.
- Respondents from households with an annual income of \$49,999 or less were more likely to report taking their vehicle in for repairs prior to the initial E-Check test than respondents from households with an annual income of \$50,000 or more ($p < .05$).

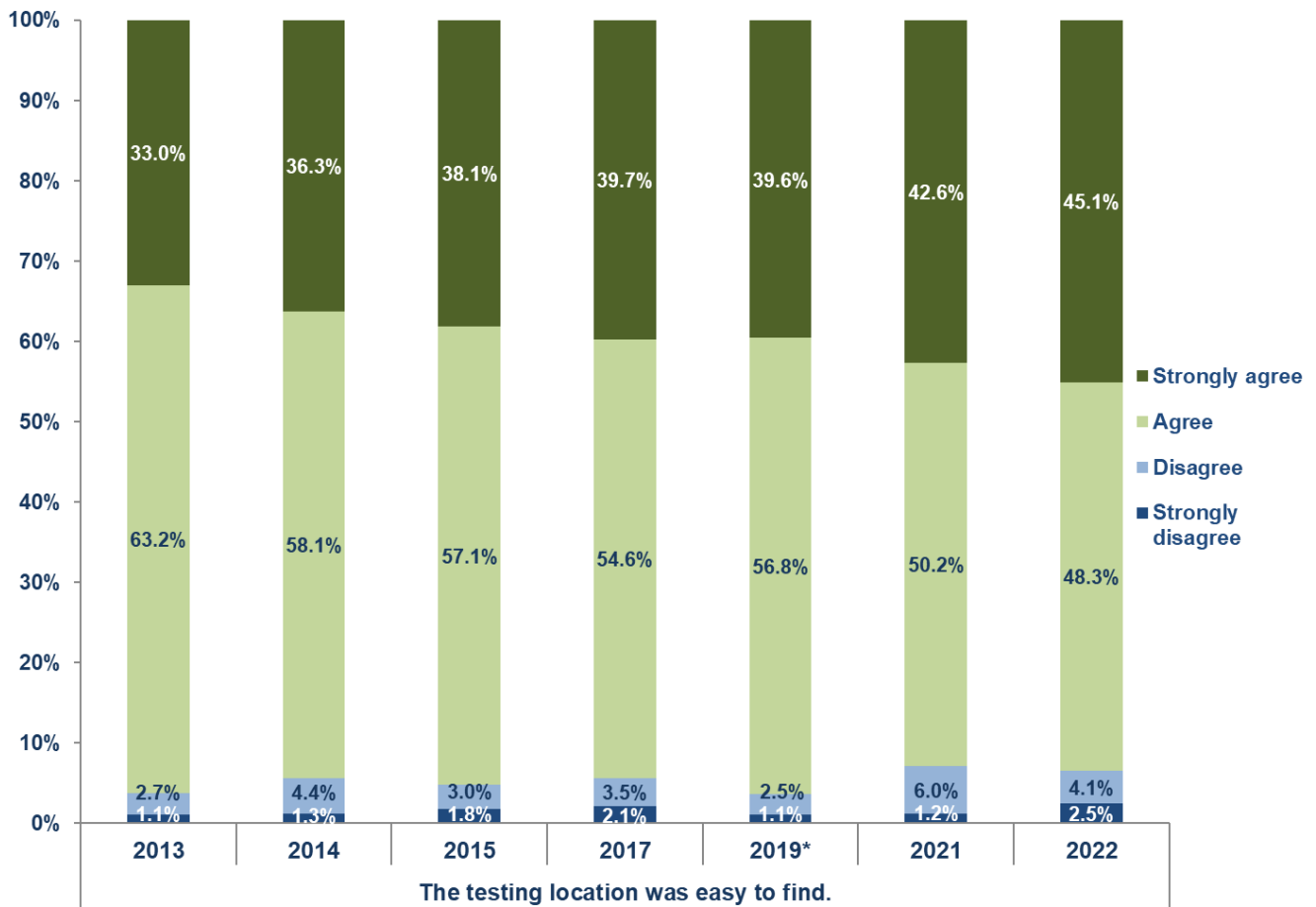
⁴ Median: Of all reported repair amounts, the middle one from the highest to the lowest values.

Failing Initial E-Check Test

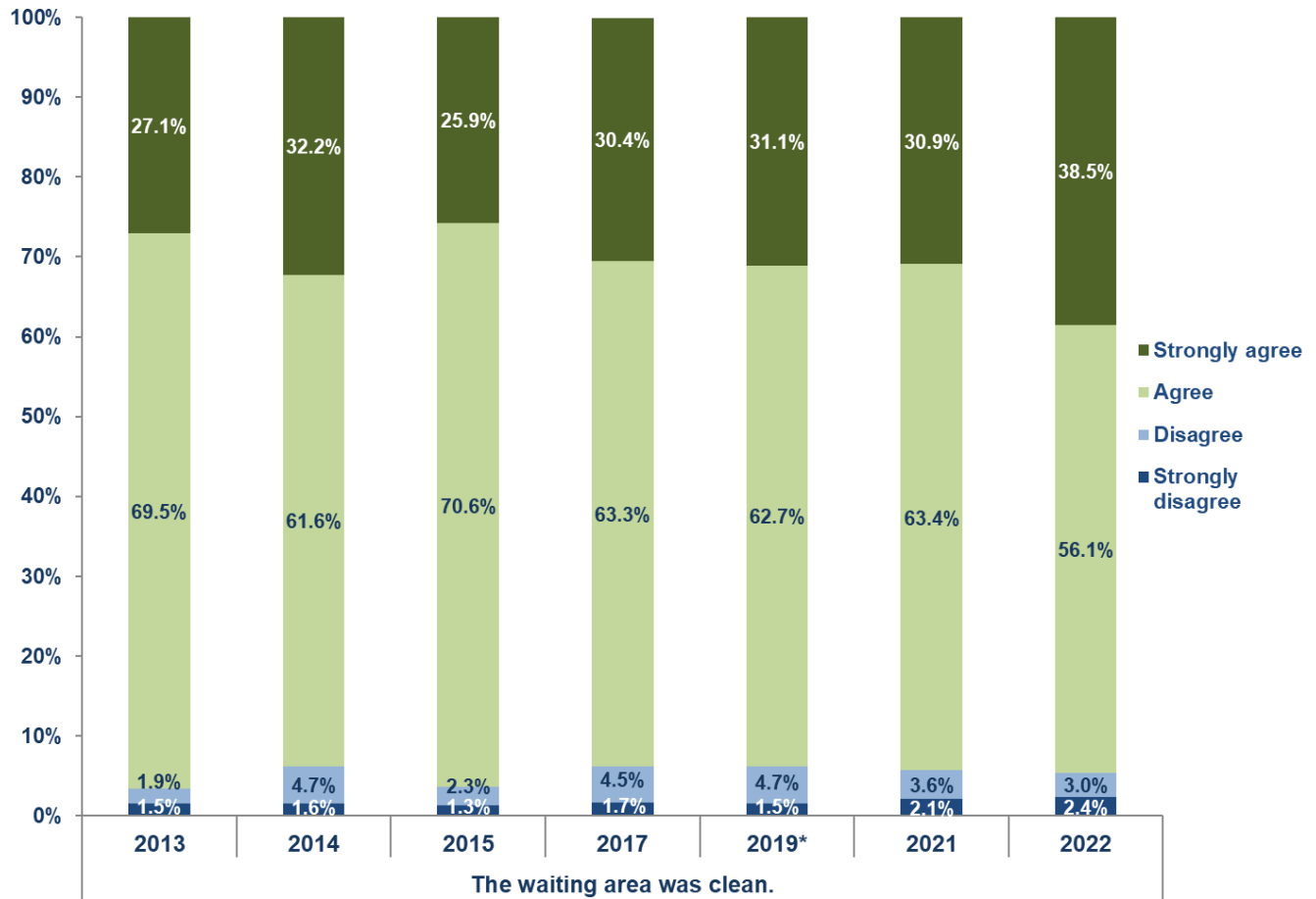


- In 2022, 7.1 percent of survey respondents reported that their vehicle failed the initial E-Check test.
- Among those whose vehicles failed the test, the mean (average) amount spent on repairs was \$385, and the median amount was \$338.
- Respondents from households with an annual income of \$49,999 or less were more likely to report failing the initial E-Check test than respondents from households with an annual income of \$50,000 or more ($p < .05$).

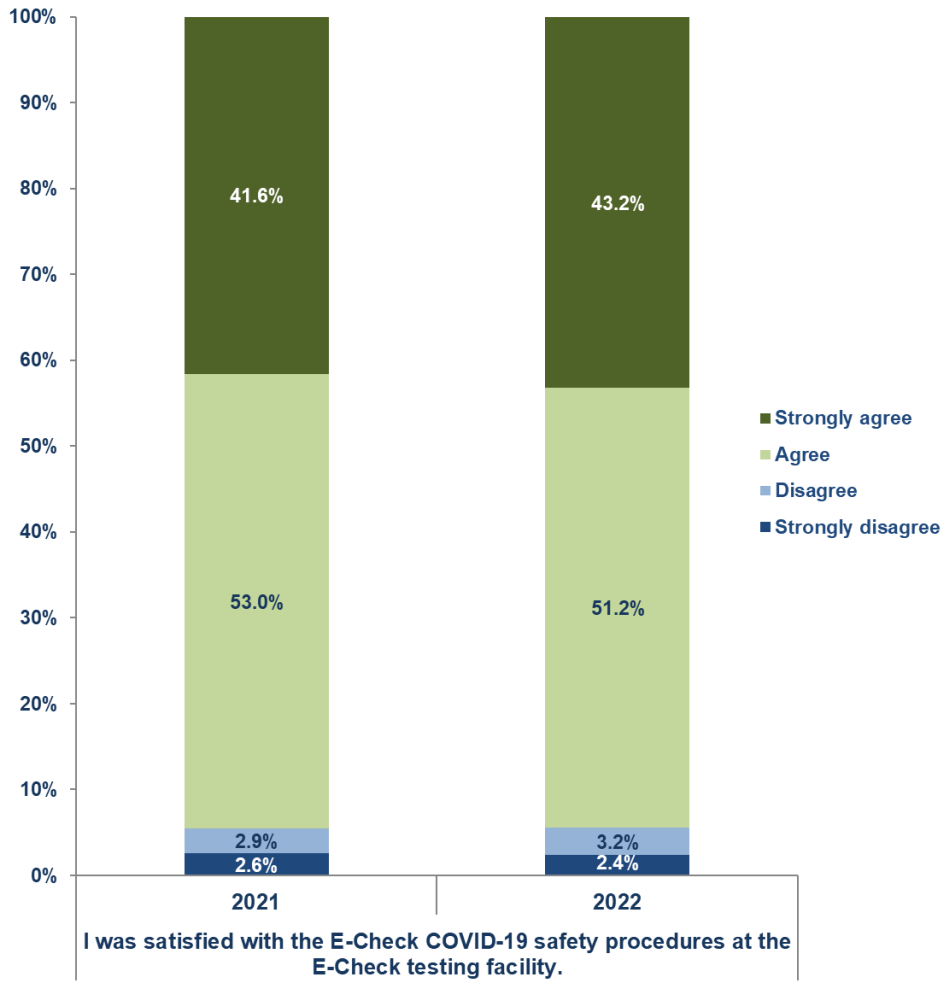
Recalling the E-Check Experience



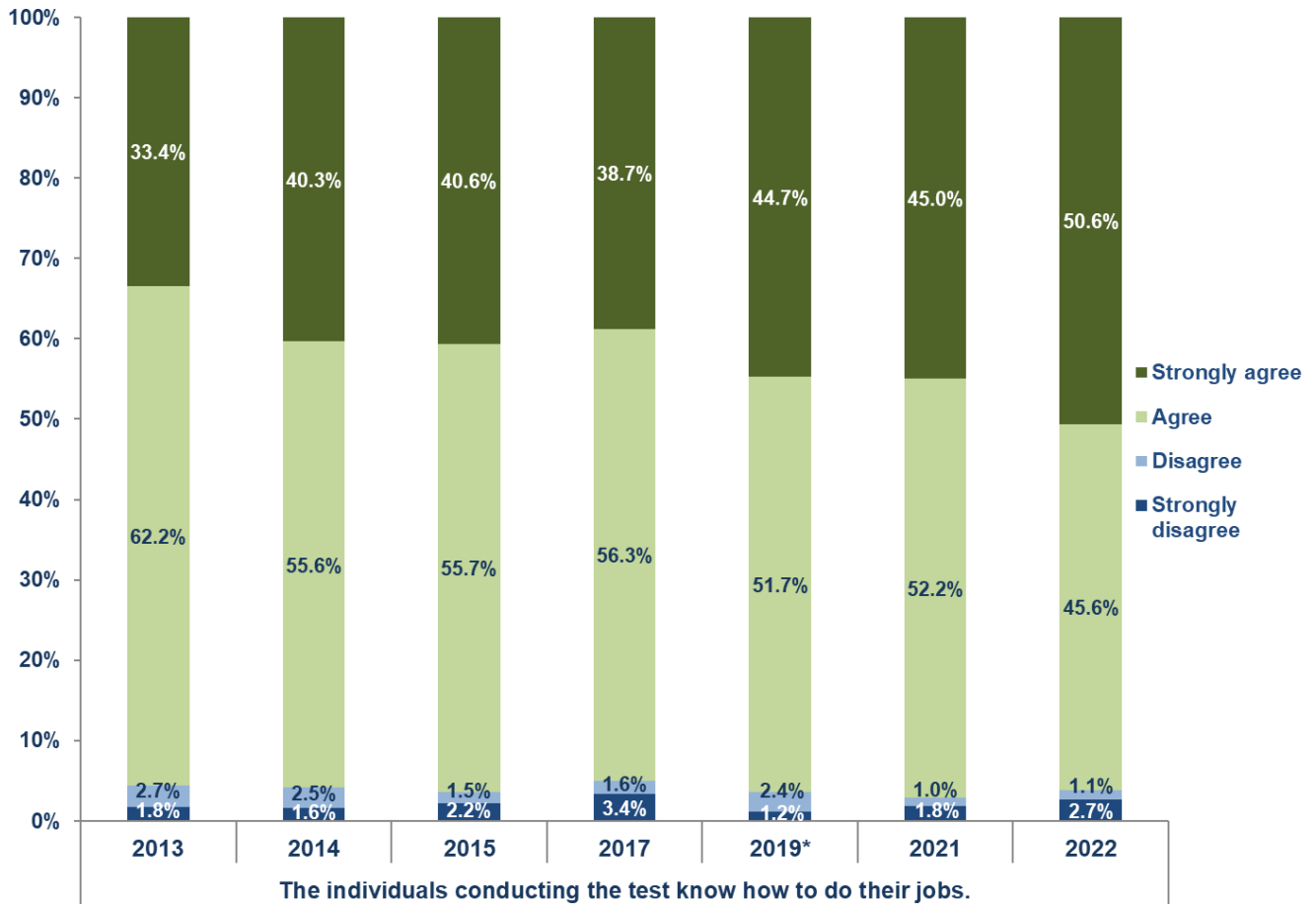
- The majority of 2022 respondents (93.4 percent) agreed or strongly agreed that the testing location was easy to find.
- The percentage of respondents reporting the testing location was easy to find decreased from 96.2 percent in 2013 to 93.4 percent in 2022 ($p < .05$).



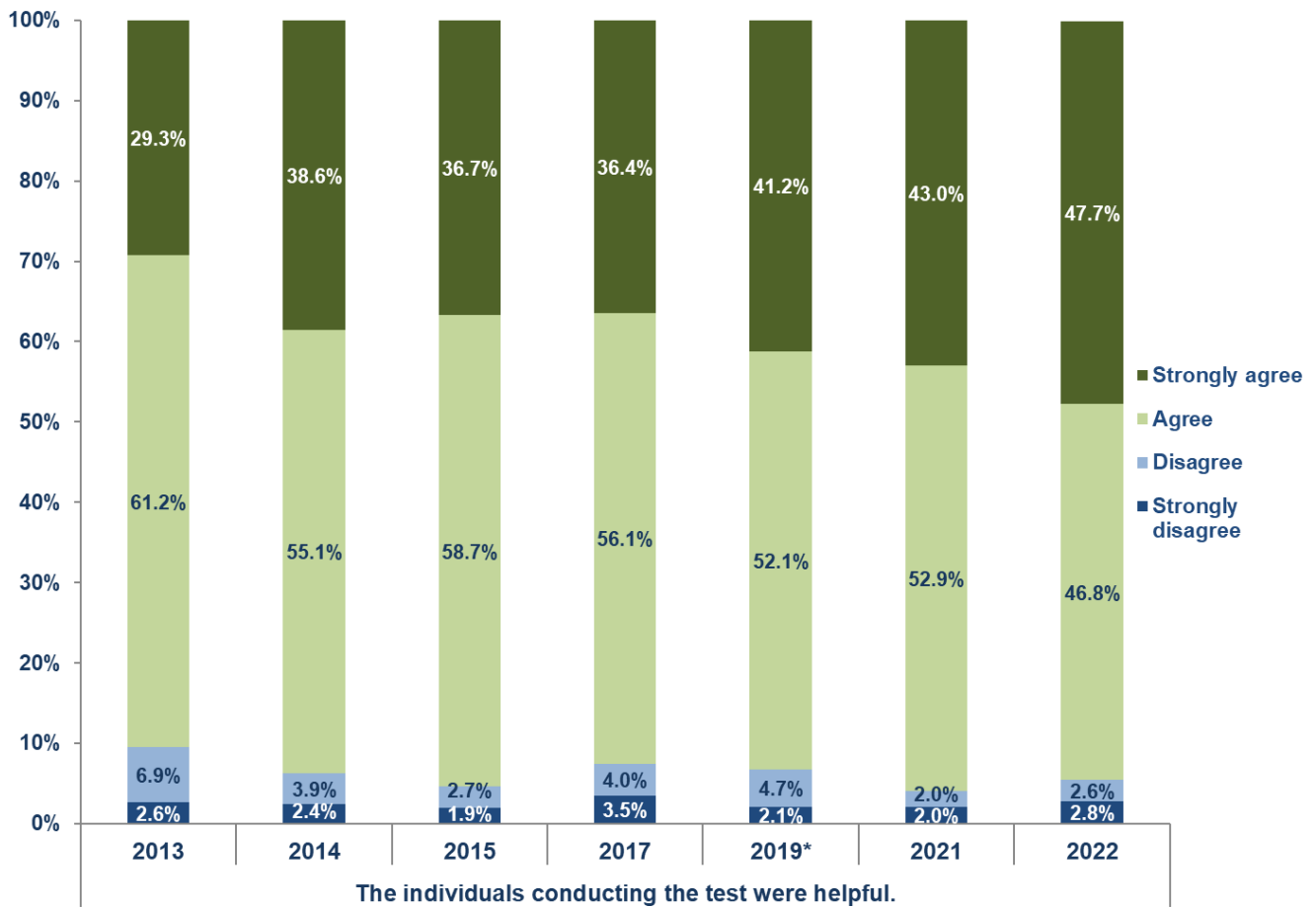
- This year, the percentage of respondents agreeing or strongly agreeing that the waiting area was clean was 94.6 percent.



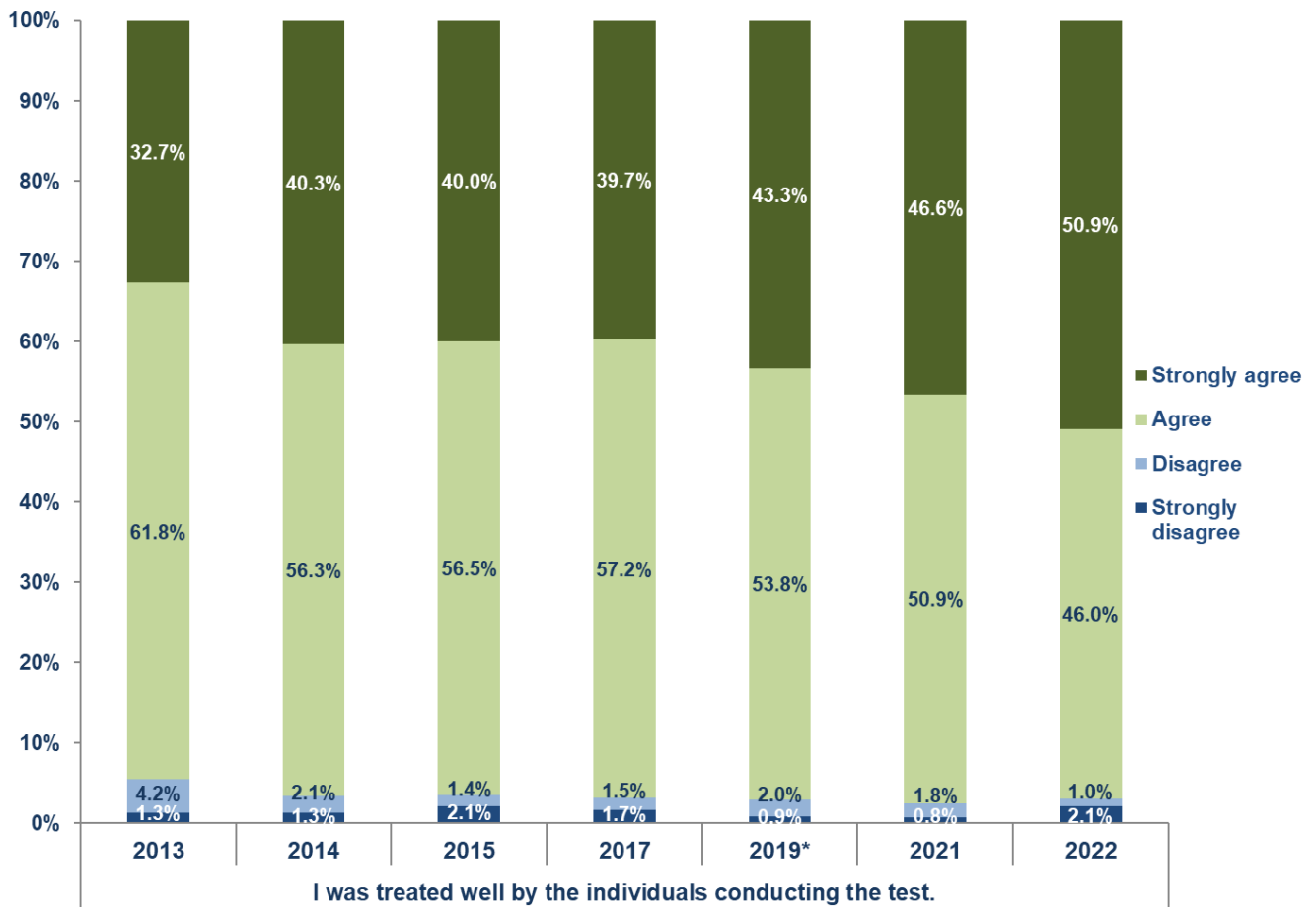
- In response to the COVID-19 pandemic, the E-Check program implemented COVID-19 safety procedures at E-Check testing facilities. An item inquiring about satisfaction with these procedures was added to the 2021 survey instrument. Approximately 94 percent of 2022 respondents strongly agreed or agreed they were satisfied with the E-Check COVID-19 safety procedures at the E-Check testing facility.



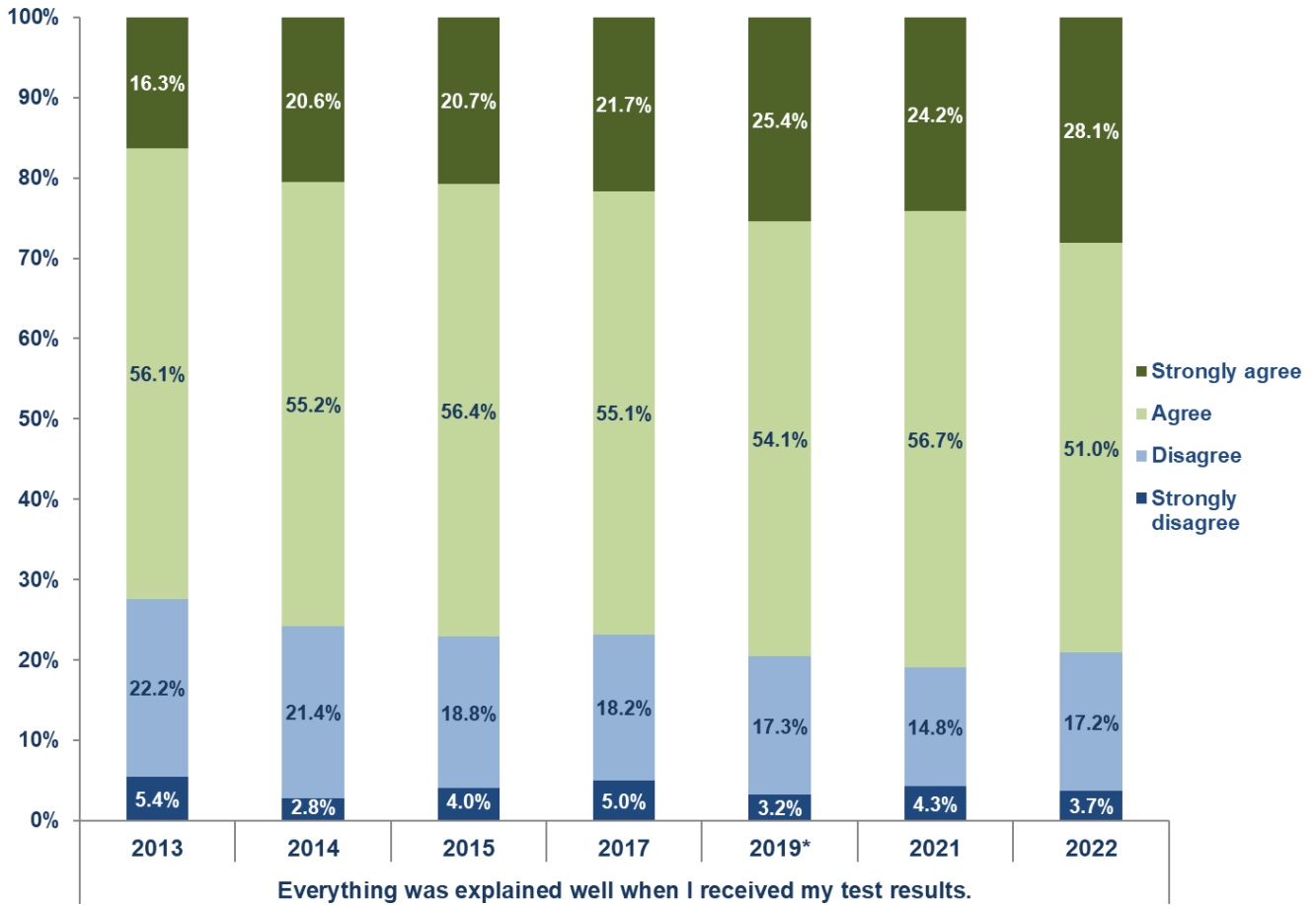
- The majority of 2022 respondents agreed or strongly agreed that the individuals conducting the test knew how to do their jobs (96.2 percent).



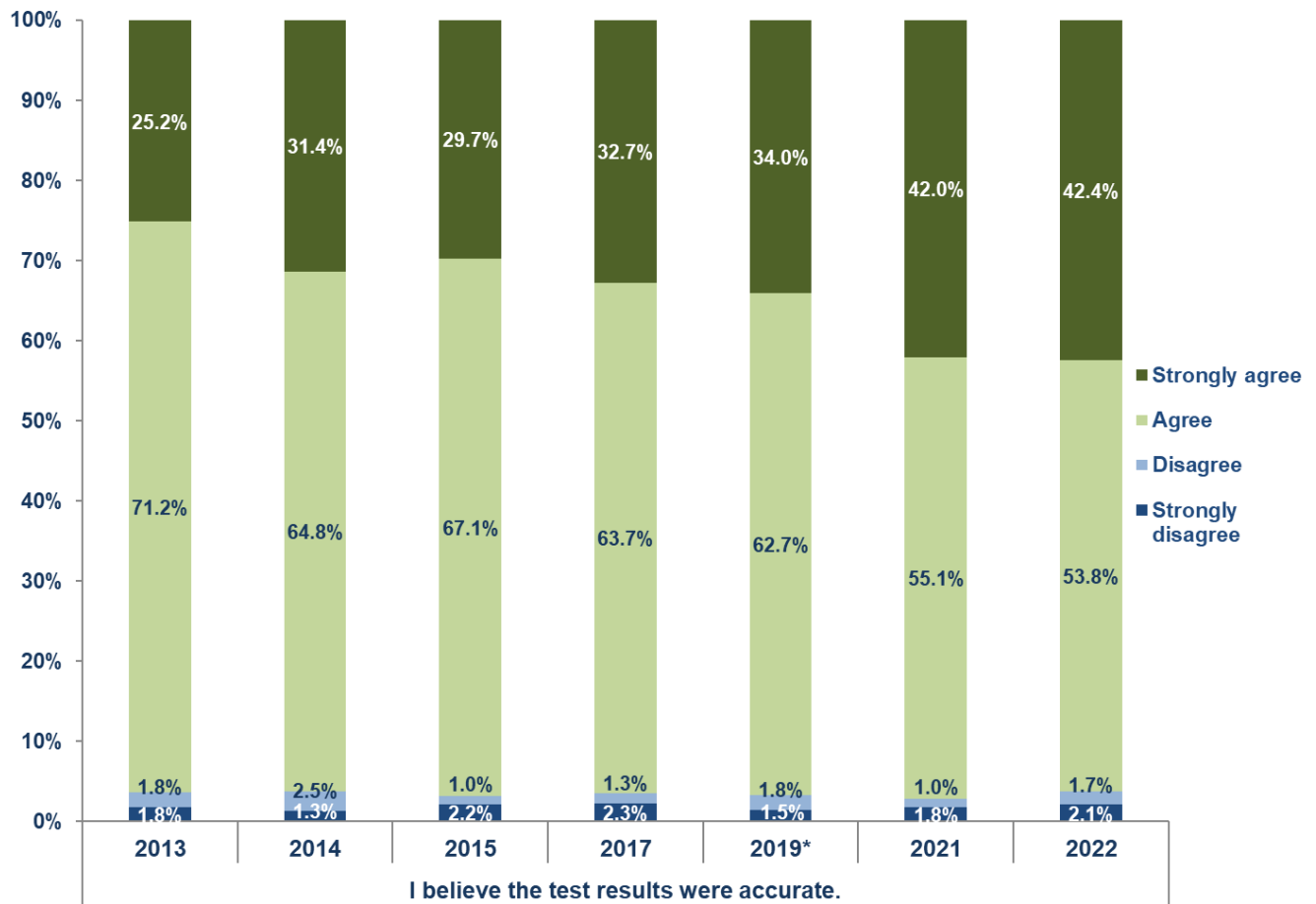
- Among 2022 respondents, 94.5 percent indicated the individuals conducting the test were helpful.
- 2022 survey respondents were more likely to agree or strongly agree that the individuals conducting the test were helpful than respondents to the 2013 survey ($p < .05$).



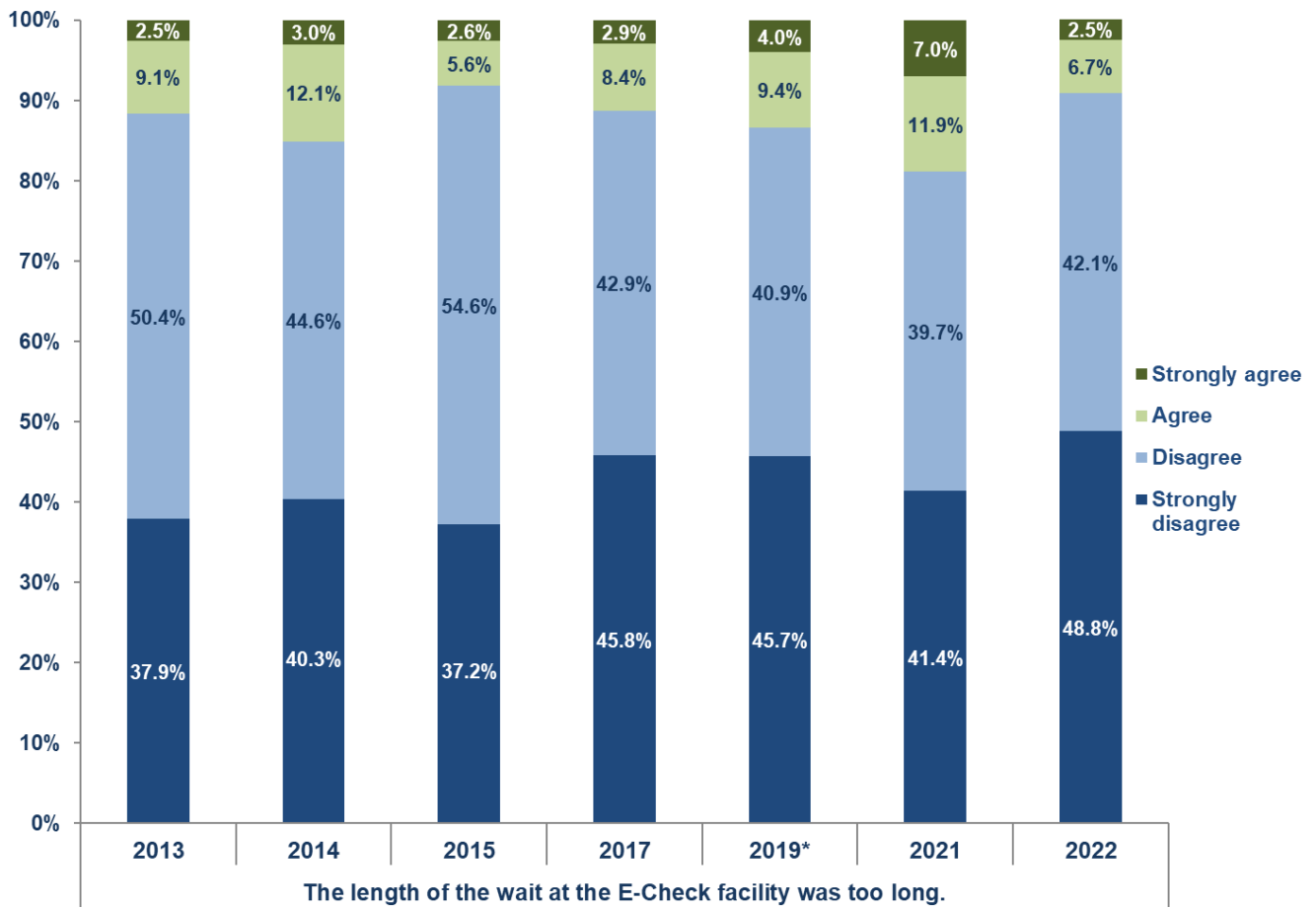
- The majority of 2022 respondents (96.9 percent) agreed or strongly agreed that they were treated well by the individuals conducting the test.



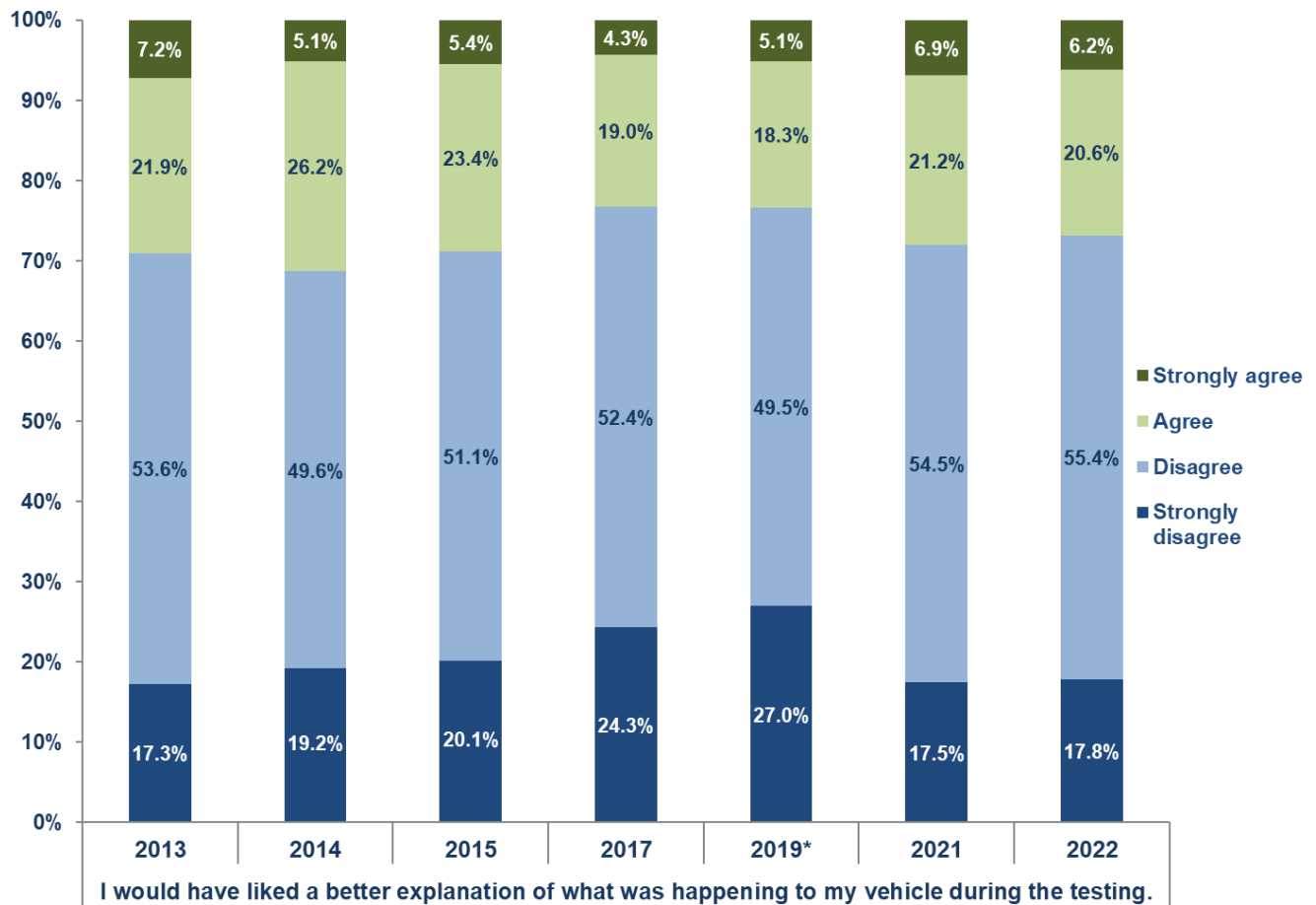
- The percentage of respondents agreeing that everything was explained well when they received their test results increased from 72.4 percent in 2013 to 79.1 percent in 2022 ($p < .05$).
- Respondents that reported satisfaction with their test experience were more likely to agree that everything was explained well when receiving test results than respondents who were dissatisfied with their test experience ($p < .05$).



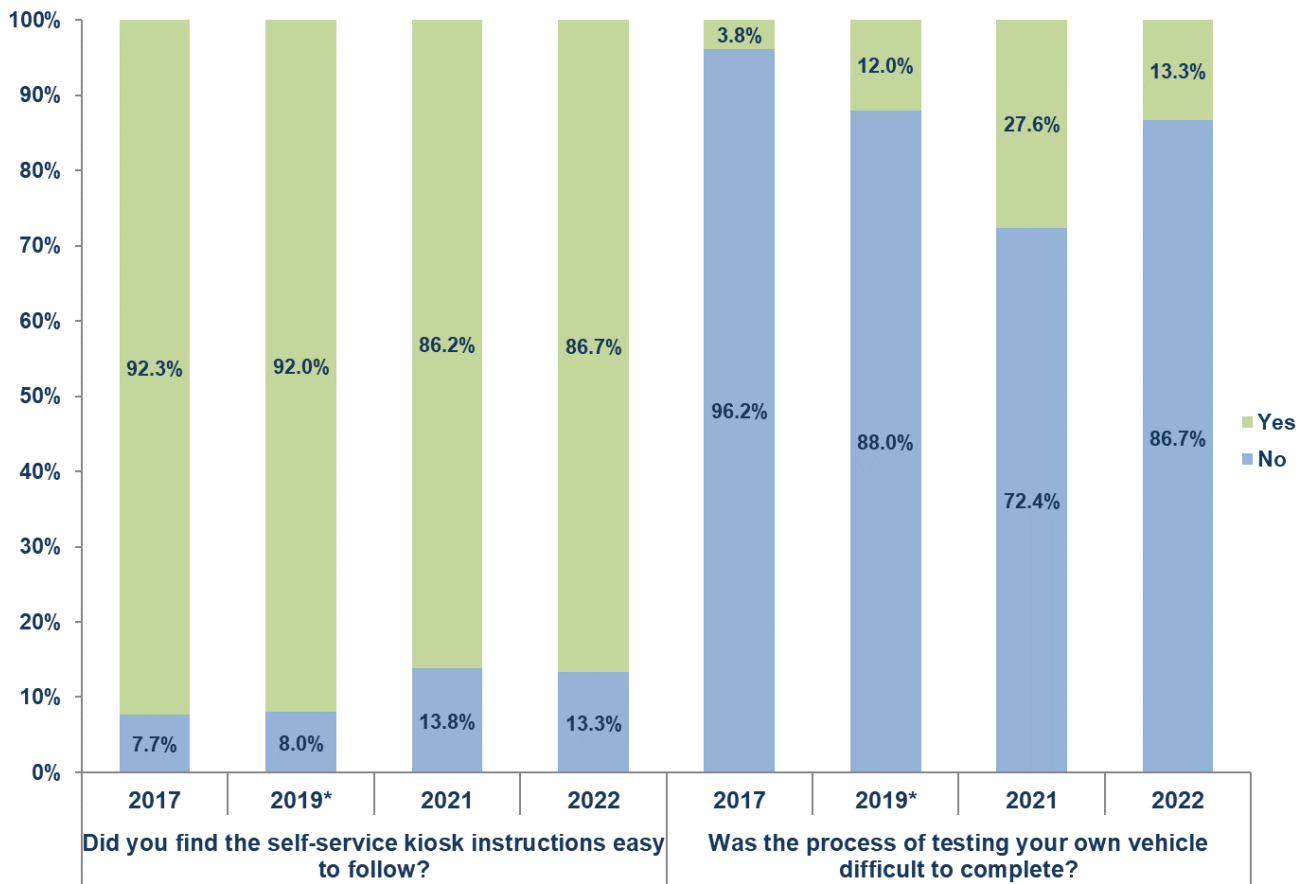
- Approximately 96 percent of 2022 respondents indicated agreement when asked if they believe their test results were accurate.



- Approximately 9 percent of 2022 survey respondents agreed or strongly agreed that the length of the wait at the E-Check facility was too long.



- Among 2022 respondents, 26.8 percent would have liked a better explanation of what was happening to their vehicle during the testing.
- Non-white respondents and respondents indicating more than one race or ethnicity were more likely to report they would have liked a better explanation of what was happening to their vehicle during the testing than white respondents ($p < .05$).



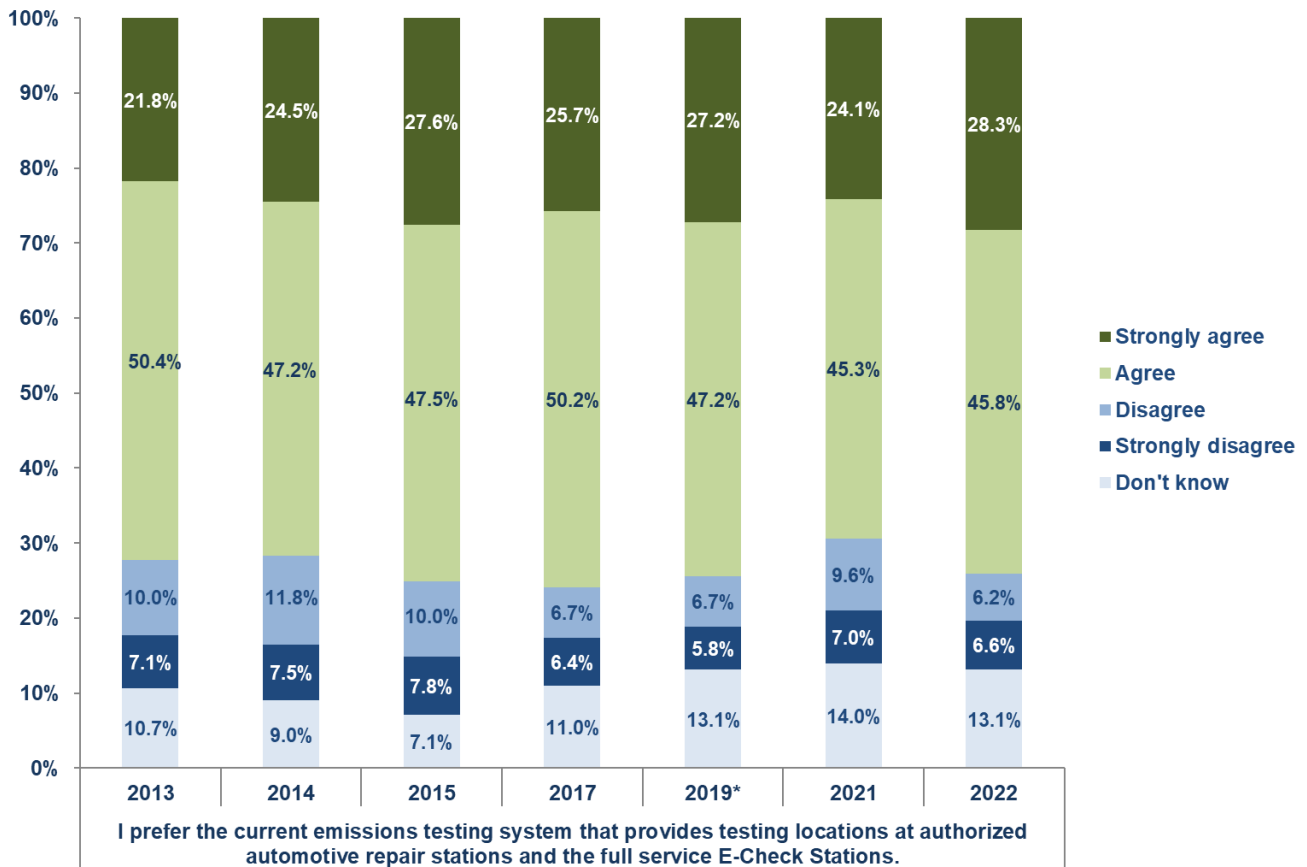
- In 2022, 8.1 percent of survey respondents reported using the self-service kiosk for their most recent E-Check test.
- Among those using the self-service kiosk, 86.7 percent reported the self-service kiosk instructions easy to follow⁵ and that it was not difficult to complete the testing process

⁵ The word “instructions” was added to this item in 2021.



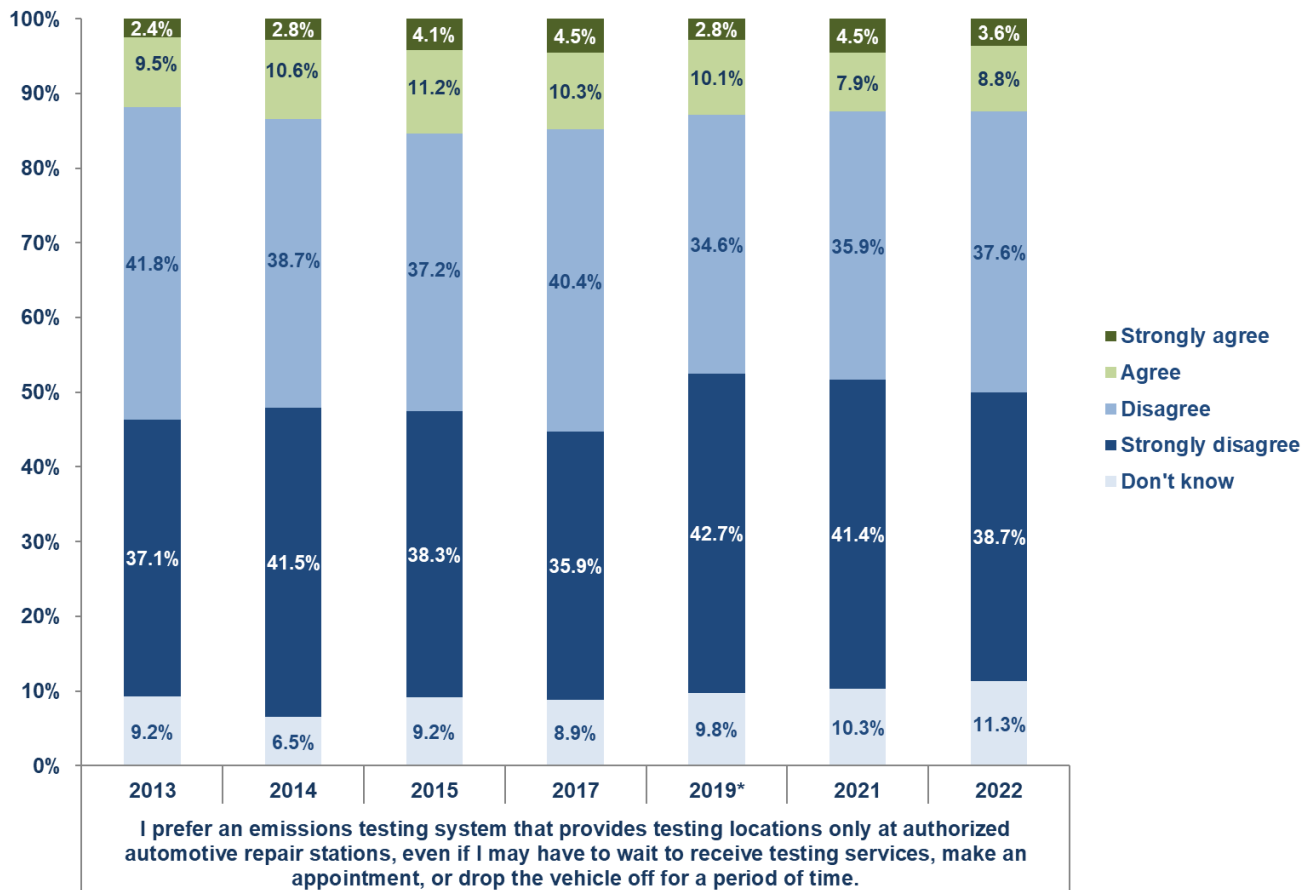
- Among the 2022 respondents that reported using the self-service kiosk, 97.8 percent indicated they would use the self-service kiosk again.

Preferences Regarding Emissions Testing Options

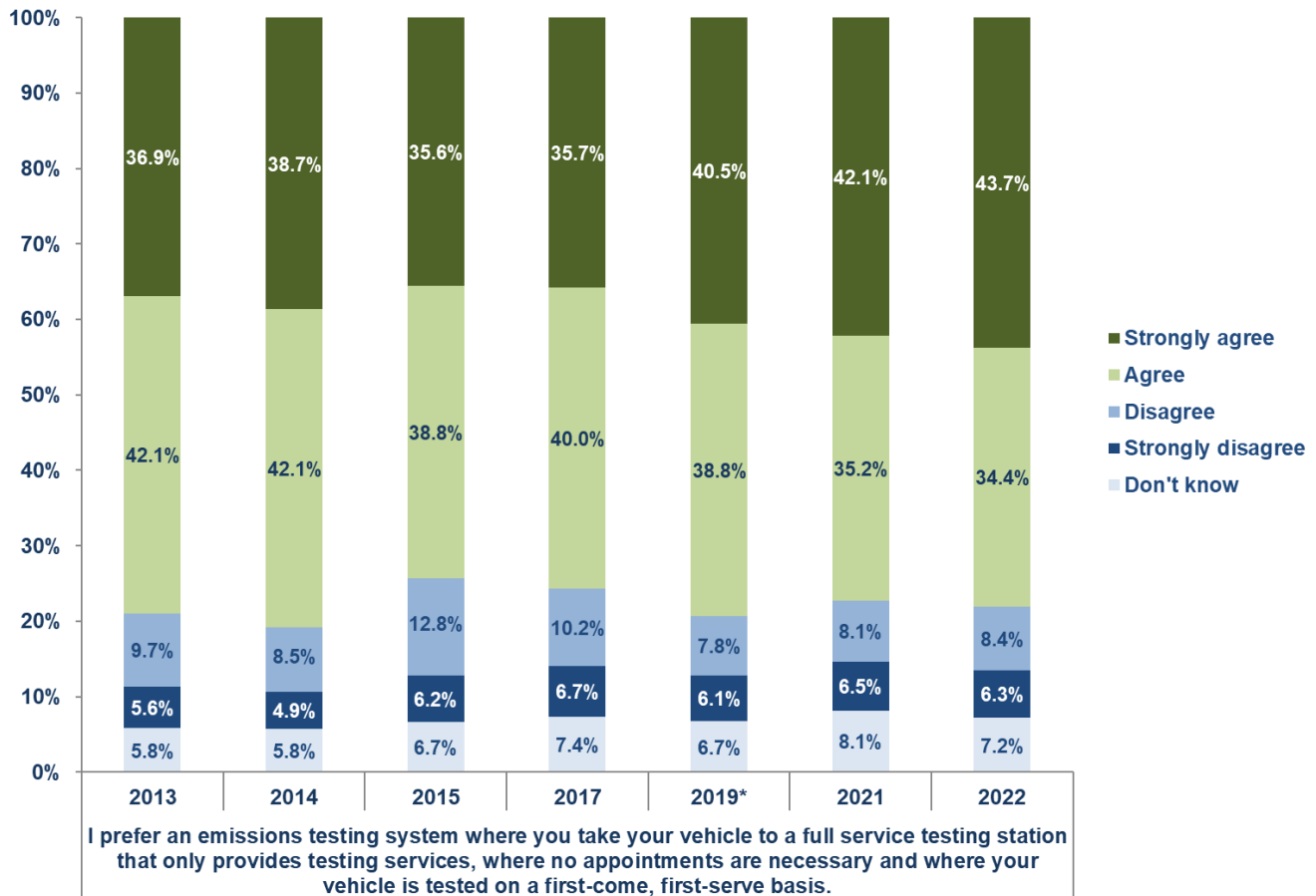


- The majority of 2022 respondents (74.1 percent) prefer the current emission testing system that provides testing at authorized automotive repair stations and full-service E-Check stations, while 12.8 percent disagreed or strongly disagreed with this option and 13.1 percent did not know.⁶

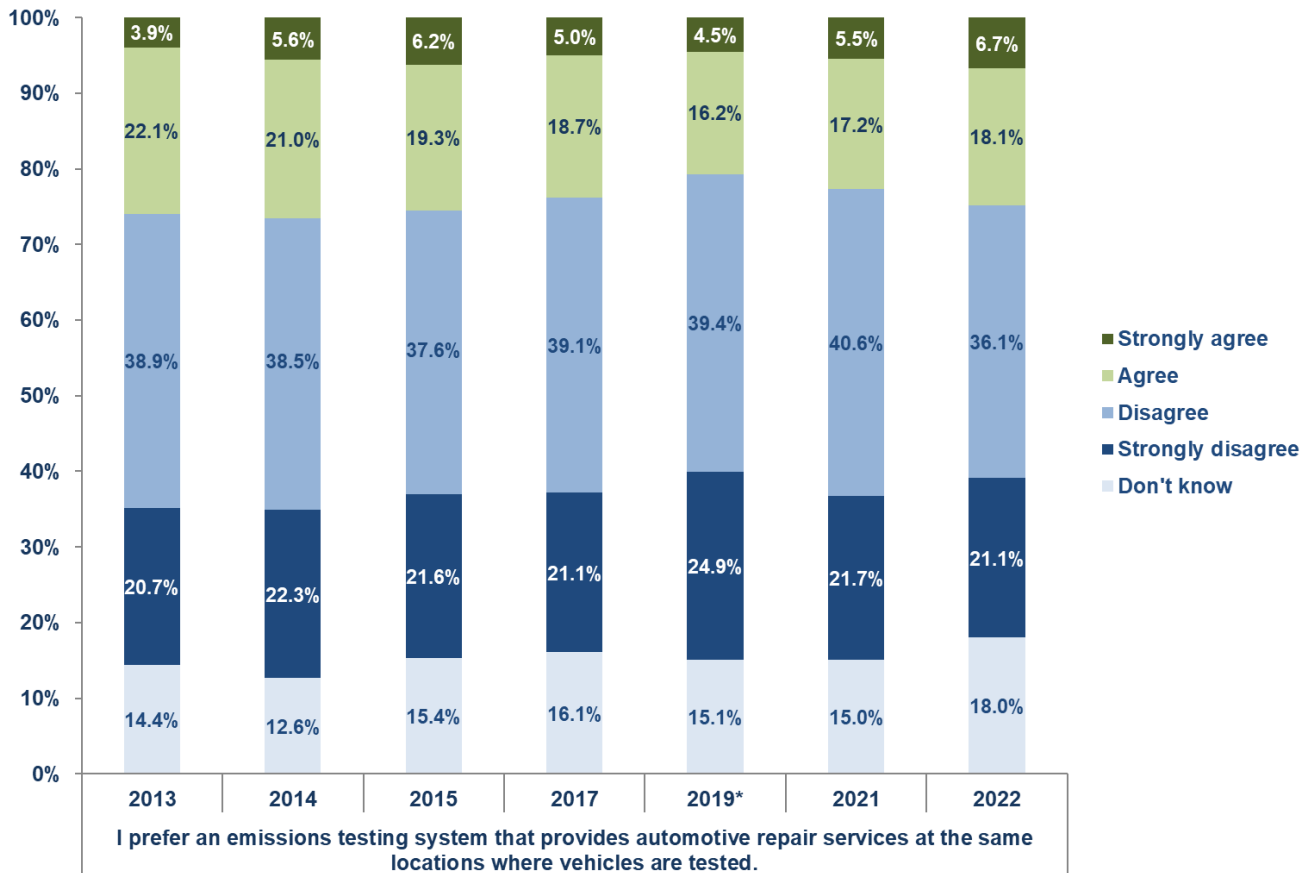
⁶ In 2013, questions were added to the E-Check Customer Opinion Survey to examine respondents' preferences for the various features of the new decentralized vehicle emissions testing program, ChoicePlus. The ChoicePlus program includes emissions testing at authorized automotive repair stations, self-service kiosks, and full-service E-Check stations.



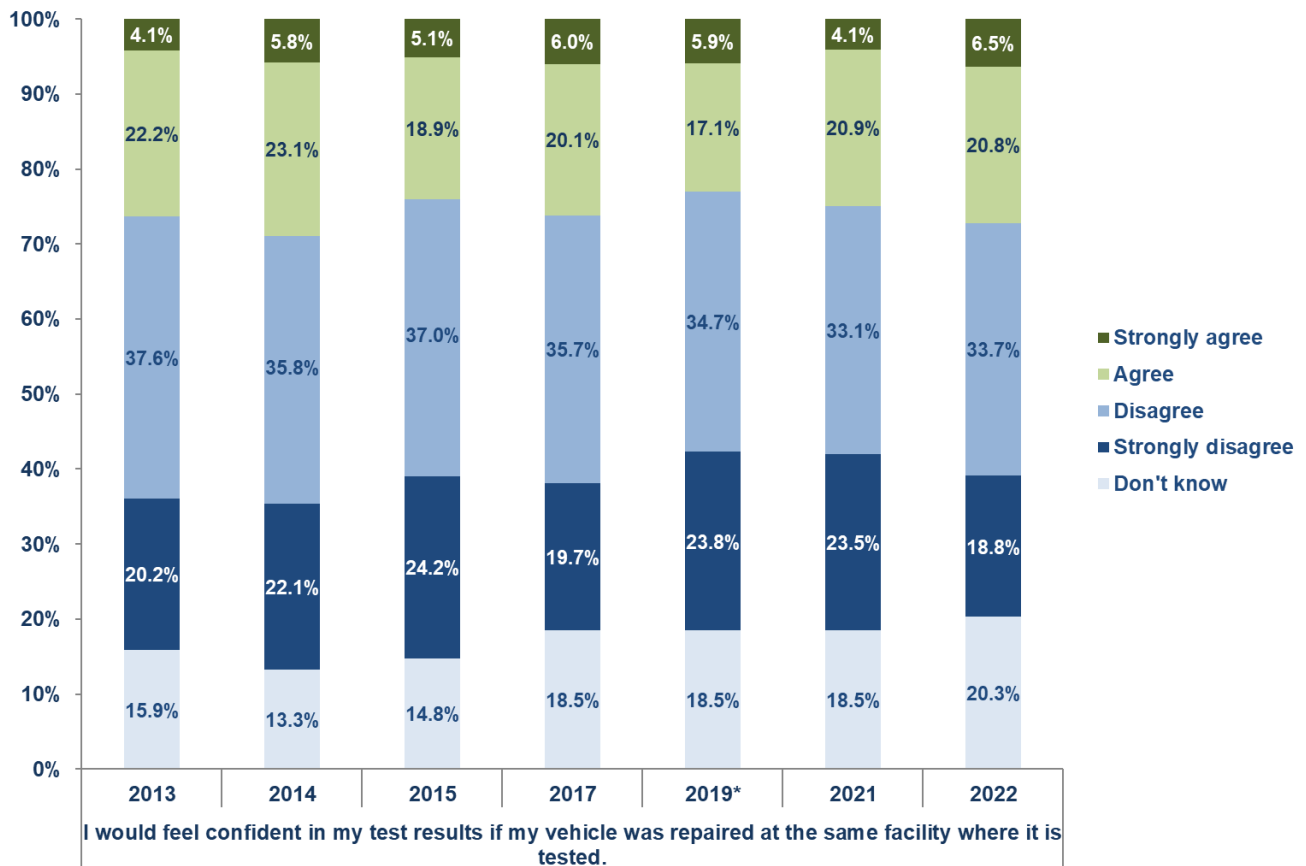
- The majority of 2022 respondents expressed disagreement with the option offering testing at authorized automotive repair stations that might require waiting to receive testing, making an appointment, or dropping off their vehicle for a period of time. In 2022, 76.3 percent of respondents disagreed or strongly disagreed with this option, while 12.4 percent expressed agreement and 11.3 percent did not know.
- Respondents from households with an annual income of \$50,000 or more were more likely to disagree or strongly disagree with the authorized automotive repair stations option than respondents from households with an annual income of \$49,999 or less ($p < .05$).
- White respondents were more likely to express disagreement with the authorized automotive repair stations option than non-white respondents and respondents selecting more than one race or ethnicity ($p < .05$).



- The majority of 2022 respondents expressed agreement with the option offering testing at a full-service testing station. Approximately 78.1 percent of respondents expressed agreement with the full-service E-Check station option offering testing on a first-come, first-served basis, while 14.7 percent disagreed or strongly disagreed with this option.
- Respondents that reported satisfaction with their test experience were more likely to express agreement with the option offering testing at a full-service testing station than respondents who were dissatisfied with their test experience ($p < .05$).

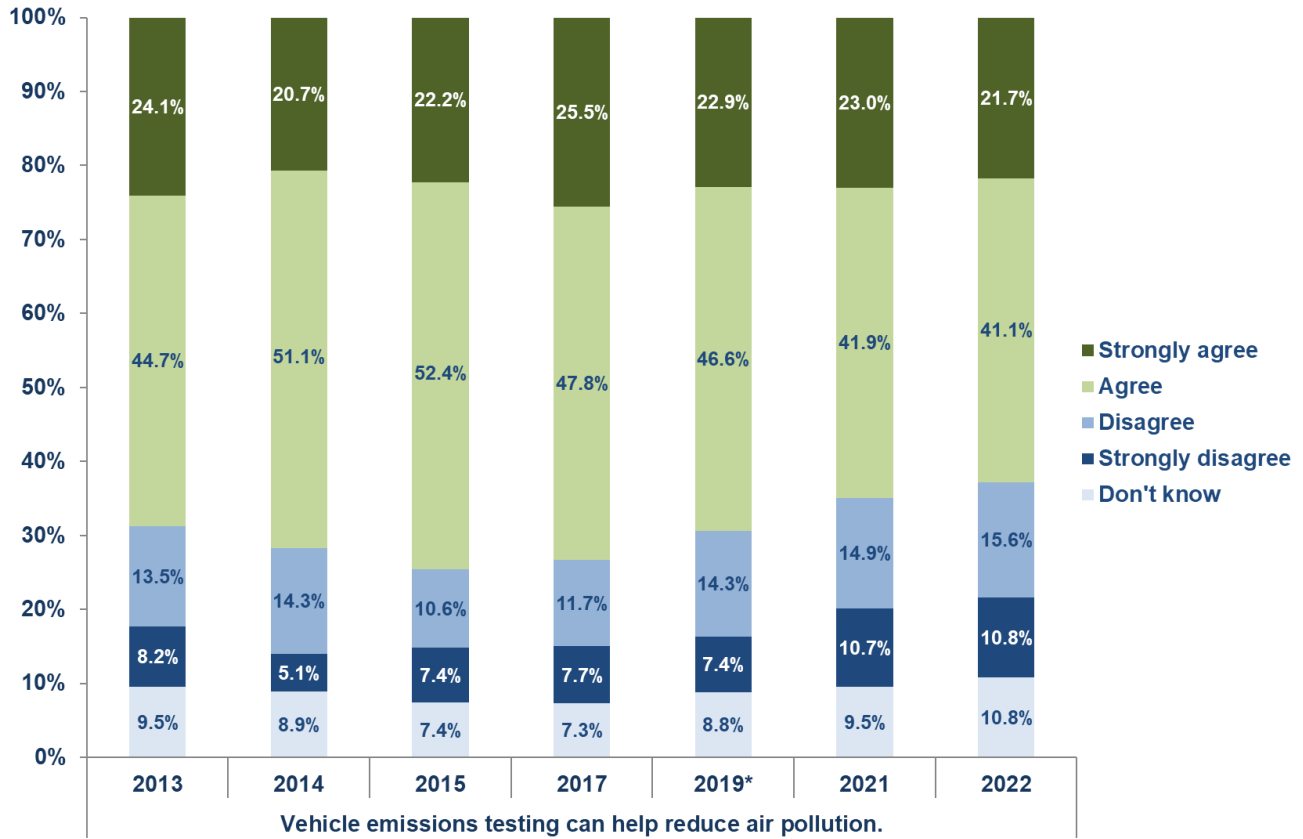


- Approximately 57.2 percent of 2022 respondents indicated they did not prefer an emissions testing system that provides automotive repair services at the same location where vehicles are tested, while 24.8 percent expressed agreement for this testing system option and 18.0 percent did not know.
- Respondents aged 60 or older were more likely to express disagreement with an emissions testing system option that provides automotive repair services at the same location where vehicles are tested than respondents aged 59 or less ($p < .05$).
- White respondents were more likely to express disagreement with an emissions testing system option that provides automotive repair services at the same location where vehicles are tested than non-white respondents and respondents indicating more than one race or ethnicity ($p < .05$).

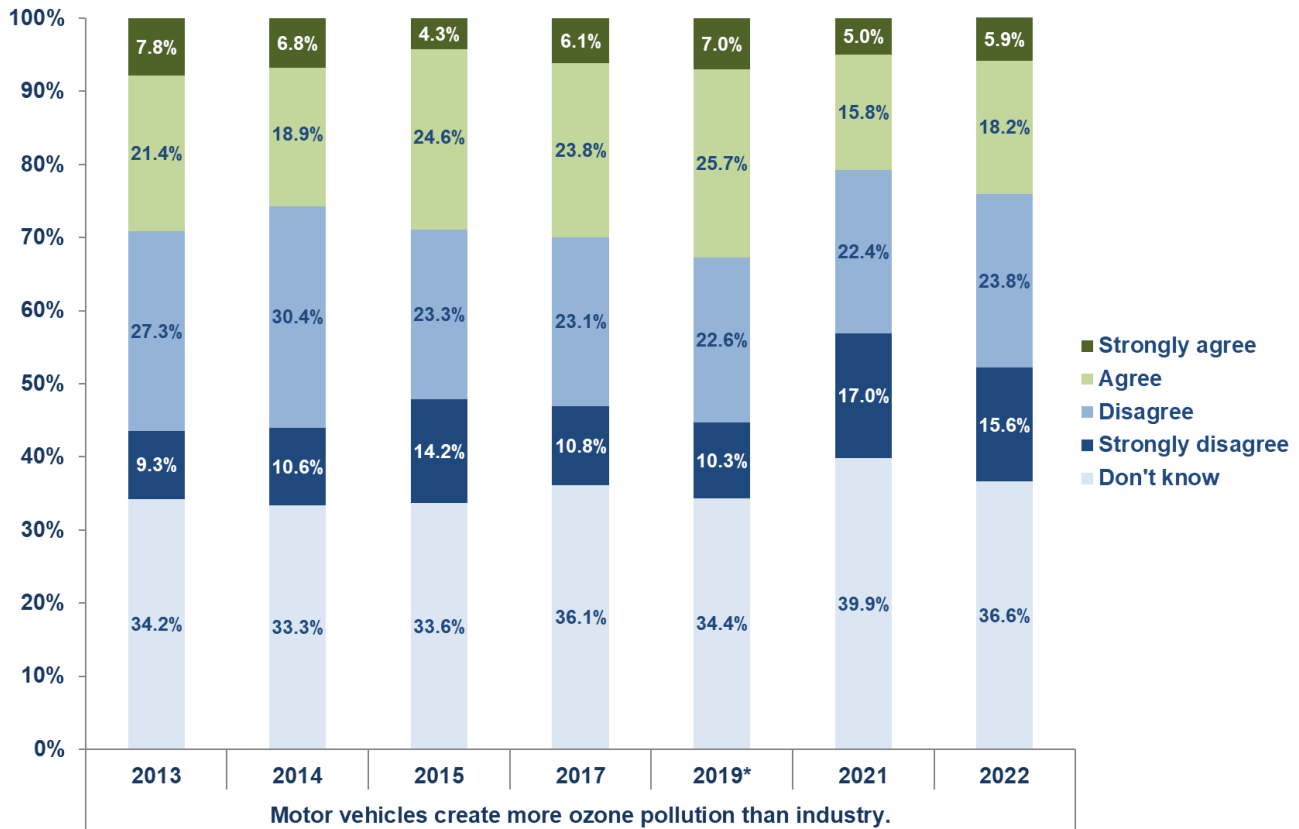


- Among 2022 respondents, 52.5 percent disagreed or strongly disagreed that they would be confident in their test results if their vehicle was repaired at the same facility where it was tested, while 27.3 percent agreed or strongly agreed they would be confident in their test results under these circumstances and 20.3 percent did not know.
- Respondents aged 60 or older were more likely to disagree or strongly disagree that they would feel confident in their test results if their vehicle was repaired at the same facility where it was tested than respondents aged 59 or less ($p < .05$).
- White respondents were more likely to disagree or strongly disagree that they would feel confident in their test results if their vehicle was repaired at the same facility where it was tested than non-white respondents and respondents indicating more than one race or ethnicity ($p < .05$).

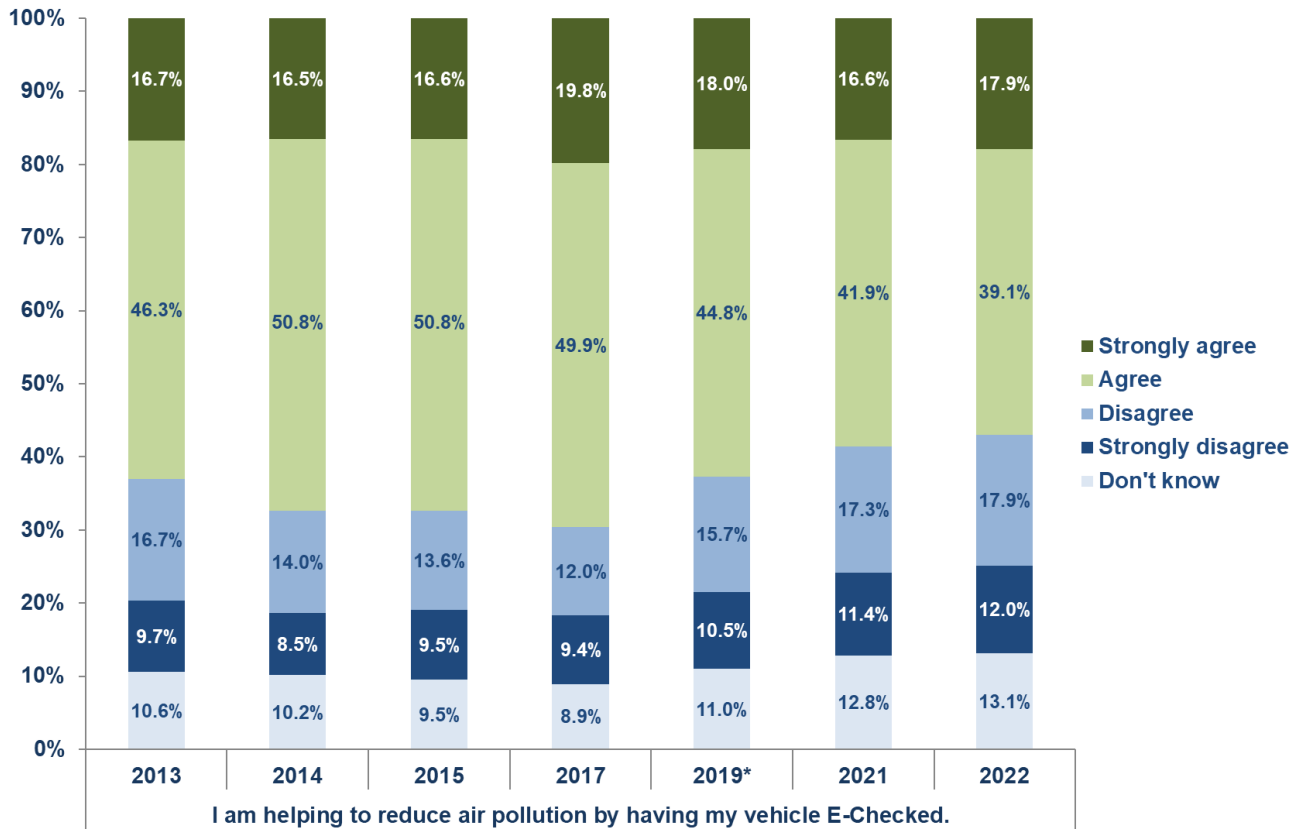
Vehicle Emissions and the Environment



- The percentage of respondents agreeing or strongly agreeing that vehicle emission can help reduce air pollution decreased from 68.8 percent in 2013 to 62.8 percent in 2022 ($p < .05$).
- Respondents that reported satisfaction with their test experience were more likely to express agreement that vehicle emission testing can help reduce air pollution than respondents who were dissatisfied with their test experience ($p < .05$).
- Respondents from households with at least a bachelor’s degree were more likely to report agreement that vehicle emissions testing can help reduce air pollution than respondents from households with a two-year degree or less level of education ($p < .05$).



- Approximately 24 percent of 2022 respondents agreed or strongly agreed that motor vehicles create more ozone pollution than industry, while 39.4 disagreed or strongly disagreed with this statement. Since 2013, the percentage of respondents selected “don’t know” to the question regarding motor vehicles creating more pollution than industry has ranged between 33 and 40 percent.



- Among 2022 respondents, 57.0 percent agreed or strongly agreed they are helping to reduce air pollution by participating in the E-Check program.
- Respondents that reported satisfaction with their test experience were more likely to agree they are helping reduce air pollution by having their vehicle E-Checked than respondents who were dissatisfied with their test experience ($p < .05$).
- Respondents aged 60 or older were more likely to express agreement with the statement “I am helping to reduce air pollution by having my vehicle E-Checked” than respondents aged 59 or younger ($p < .05$).
- Non-white respondents and respondents indicating more than one race or ethnicity were more likely to agree that they are helping to reduce air pollution by testing their vehicle than white respondents ($p < .05$).

Demographic Questions

A “I prefer not to answer” response option was added to each demographic question beginning with the 2021 survey.

Your gender:	
Male	50.4%
Female	44.2%
I prefer not to answer.	5.4%

- Among 2022 respondents, 50.4 percent selected male.

Your age:	
Less than 20	0.3%
20-29	1.5%
30-39	5.1%
40-49	9.2%
50-59	20.7%
60-69	28.1%
70+	27.8%
I prefer not to answer.	7.4%

- In 2022, nearly half of the respondents reported their age as between 50 and 69 years old.

Your annual household income:	
Less than \$25,000	5.5%
\$25,000-\$49,999	13.3%
\$50,000-\$99,999	22.1%
More than \$100,000	20.6%
I prefer not to answer.	38.6%

- In 2022, 42.7 percent of survey respondents reported an annual household income over \$50,000 and over one-third preferred not to respond to this item.

Are you: (Mark all that apply.)	
White	73.8%
Black or African American	6.8%
Asian American	1.3%
American Indian	0.0%
Hispanic or Latino	1.0%
Other	0.5%
I prefer not to answer.	16.7%

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

- Among 2022 respondents, 73.8 percent indicated their race or ethnicity as white.

The adult in your home with the highest education has:

Less than a high school diploma	0.8%
High school diploma	19.4%
Two-year degree	11.8%
Bachelor's degree	27.3%
Master's degree	18.9%
Professional/Doctoral degree	8.6%
I prefer not to answer.	13.2%

- In 2022, over half of the responding households have an adult member who has attained at least a bachelor's degree.

Appendix I: 2022 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 self-service kiosk and authorized automotive repair station 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 Yes No If yes, was it helpful? Yes No

I visited the Ohio EPA Office Yes No If yes, was it helpful? Yes No

I phoned Ohio EPA Yes No If yes, was it helpful? Yes No

I sent an e-mail to E-Check Yes No If yes, was it helpful? Yes No

E-Check Test Preparation and Results

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 satisfied with the E-Check COVID-19 safety procedures at the E-Check testing facility.	<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"/>

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

- 22. Did you use a self-service kiosk for your most recent E-check test? Yes No (If no, skip to #26)
- 23. Did you find the self-service kiosk instructions easy to follow? Yes No
- 24. Was the process of testing your own vehicle difficult to complete? Yes No
- 25. Would you use the self-service kiosk again? Yes No

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
26. 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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. 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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. I prefer an emissions testing system that provides automotive repair services at the same locations where vehicles are tested.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. I would feel confident in my test results if my vehicle was repaired at the same facility where it is tested.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. 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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
31. Vehicle emissions testing can help reduce air pollution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Motor vehicles create more ozone pollution than industry.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. I am helping to reduce air pollution by having my vehicle E-Checked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please continue on the back.



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

34. Your gender: Male Female I prefer not to answer.

35. Your age: Less than 20 20-29 30-39 40-49 50-59 60-69 70+ I prefer not to answer.

36. Your annual household income:

Less than \$25,000 \$25,000-\$49,999 \$50,000-\$99,999 More than \$100,000 I prefer not to answer.

37. Are you: (Mark all that apply.)

White Black or African American Asian American American Indian I prefer not to answer.
 Hispanic or Latino Other _____

38. 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
- I prefer not to answer.

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 19 - The Ridges, Athens, Ohio 45701



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Appendix II: 2022 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	581	94.3%	1.8%	548	94.0%	32	100.0%
No	35	5.7%	1.8%	35	6.0%	0	0.0%
Total	616	100.0%		583	100.0%	32	100.0%

2. Before receiving the notice to have your vehicle tested, were you aware of the self-service kiosk and authorized automotive repair station options for emissions testing?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	287	46.7%	3.9%	272	46.8%	15	46.9%
No	327	53.3%	3.9%	309	53.2%	17	53.1%
Total	614	100.0%		581	100.0%	32	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	598	96.9%	1.4%	566	96.9%	31	96.9%
No	19	3.1%	1.4%	18	3.1%	1	3.1%
Total	617	100.0%		584	100.0%	32	100.0%

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	600	97.2%	1.3%	568	97.3%	31	96.9%
No	17	2.8%	1.3%	16	2.7%	1	3.1%
Total	617	100.0%		584	100.0%	32	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	144	23.4%	3.3%	133	22.9%	10	31.3%
No	471	76.6%	3.3%	449	77.1%	22	68.8%
Total	615	100.0%		582	100.0%	32	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	276	45.5%	4.0%	257	44.9%	18	56.3%
No	330	54.5%	4.0%	316	55.1%	14	43.8%
Total	606	100.0%		573	100.0%	32	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	118	43.5%	5.9%	111	44.0%	6	33.3%
No	153	56.5%	5.9%	141	56.0%	12	66.7%
Total	271	100.0%		252	100.0%	18	100.0%

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	101	88.6%	5.8%	94	87.9%	6	100.0%
No	13	11.4%	5.8%	13	12.1%	0	0.0%
Total	114	100.0%		107	100.0%	6	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	104	92.0%	5.0%	97	91.5%	6	100.0%
No	9	8.0%	5.0%	9	8.5%	0	0.0%
Total	113	100.0%		106	100.0%	6	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	5	0.9%	0.7%	4	0.7%	0	0.0%
No	580	99.1%	0.7%	548	99.3%	32	100.0%
Total	585	100.0%		552	100.0%	32	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	4	80.0%	35.1%	3	75.0%	0	0.0%
No	1	20.0%	35.1%	1	25.0%	0	0.0%
Total	5	100.0%		4	100.0%	0	0.0%

I visited the Ohio EPA Office

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	20	3.4%	1.5%	19	3.4%	0	0.0%
No	571	96.6%	1.5%	539	96.6%	32	100.0%
Total	591	100.0%		558	100.0%	32	100.0%

If yes, was it helpful? (Ohio EPA Office)

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	16	100.0%	0.0%	15	100.0%	0	0.0%
No	0	0.0%	0.0%	0	0.0%	0	0.0%
Total	16	100.0%		15	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	11	1.9%	1.1%	10	1.8%	0	0.0%
No	571	98.1%	1.1%	539	98.2%	32	100.0%
Total	582	100.0%		549	100.0%	32	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	8	80.0%	24.8%	7	77.8%	0	0.0%
No	2	20.0%	24.8%	2	22.2%	0	0.0%
Total	10	100.0%		9	100.0%	0	0.0%

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	2	0.3%	0.5%	2	0.4%	0	0.0%
No	583	99.7%	0.5%	550	99.6%	32	100.0%
Total	585	100.0%		552	100.0%	32	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	2	100.0%	0.0%	2	100.0%	0	0.0%
No	0	0.0%	0.0%	0	0.0%	0	0.0%
Total	2	100.0%		2	100.0%	0	0.0%

*ME=margin of error

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?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	38	6.2%	1.9%	36	6.2%	1	3.1%
No	574	93.8%	1.9%	543	93.8%	31	96.9%
Total	612	100.0%		579	100.0%	32	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	\$1,900			\$1,900		\$250	
Minimum	\$60			\$60		\$250	
Mean (average)	\$433			\$439		N/A	
Median	\$358			\$379		N/A	

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	43	7.1%	2.0%	41	7.1%	1	3.1%
No	565	92.9%	2.0%	534	92.9%	31	96.9%
Total	608	100.0%		575	100.0%	32	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	
	N			N		N	
Maximum	\$1,100			\$1,100		\$100	
Minimum	\$0			\$0		\$100	
Mean (average)	\$385			\$393		N/A	
Median	\$338			\$350		N/A	

For statements 11-21, 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	
	N	%	ME	N	%	N	%
Strongly disagree	293	48.8%	4.0%	275	48.3%	18	58.1%
Disagree	253	42.1%	3.9%	243	42.7%	9	29.0%
Agree	40	6.7%	2.0%	38	6.7%	2	6.5%
Strongly agree	15	2.5%	1.2%	13	2.3%	2	6.5%
Total	601	100.0%		569	100.0%	31	100.0%

12. The waiting area was clean.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	11	2.4%	1.1%	11	2.5%	0	0.0%
Disagree	14	3.0%	1.2%	13	3.0%	1	3.2%
Agree	261	56.1%	3.9%	250	57.7%	10	32.3%
Strongly agree	179	38.5%	3.6%	159	36.7%	20	64.5%
Total	465	100.0%		433	100.0%	31	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	
	N	%	ME	N	%	N	%
Strongly disagree	16	2.8%	1.3%	16	3.0%	0	0.0%
Disagree	15	2.6%	1.2%	15	2.8%	0	0.0%
Agree	266	46.8%	3.9%	256	47.7%	9	30.0%
Strongly agree	271	47.7%	4.0%	250	46.6%	21	70.0%
Total	568	100.0%		537	100.0%	30	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	15	2.7%	1.2%	15	2.9%	0	0.0%
Disagree	6	1.1%	0.8%	6	1.1%	0	0.0%
Agree	252	45.6%	3.9%	244	46.4%	7	26.9%
Strongly agree	280	50.6%	3.9%	261	49.6%	19	73.1%
Total	553	100.0%		526	100.0%	26	100.0%

15. I was satisfied with the E-Check COVID-19 safety procedures at the E-Check testing facility.

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Strongly disagree	13	2.4%	1.1%	13	2.5%	0	0.0%
Disagree	17	3.2%	1.3%	17	3.3%	0	0.0%
Agree	276	51.2%	3.9%	266	52.2%	9	32.1%
Strongly agree	233	43.2%	3.8%	214	42.0%	19	67.9%
Total	539	100.0%		510	100.0%	28	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	95	17.8%	2.9%	85	16.9%	10	33.3%
Disagree	296	55.4%	4.0%	279	55.5%	16	53.3%
Agree	110	20.6%	3.0%	108	21.5%	2	6.7%
Strongly agree	33	6.2%	1.8%	31	6.2%	2	6.7%
Total	534	100.0%		503	100.0%	30	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	21	3.7%	1.4%	20	3.7%	1	3.3%
Disagree	97	17.2%	2.9%	89	16.7%	8	26.7%
Agree	288	51.0%	4.0%	277	51.9%	10	33.3%
Strongly agree	159	28.1%	3.5%	148	27.7%	11	36.7%
Total	565	100.0%		534	100.0%	30	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	12	2.1%	1.1%	12	2.2%	0	0.0%
Disagree	10	1.7%	1.0%	9	1.7%	1	3.3%
Agree	308	53.8%	3.9%	296	54.6%	11	36.7%
Strongly agree	243	42.4%	3.9%	225	41.5%	18	60.0%
Total	573	100.0%		542	100.0%	30	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	12	2.1%	1.1%	12	2.2%	0	0.0%
Disagree	6	1.0%	0.8%	5	0.9%	1	3.1%
Agree	265	46.0%	3.9%	255	47.0%	9	28.1%
Strongly agree	293	50.9%	3.9%	271	49.9%	22	68.8%
Total	576	100.0%		543	100.0%	32	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	15	2.5%	1.2%	15	2.6%	0	0.0%
Disagree	25	4.1%	1.6%	25	4.4%	0	0.0%
Agree	293	48.3%	3.9%	281	49.0%	11	34.4%
Strongly agree	274	45.1%	3.9%	253	44.1%	21	65.6%
Total	607	100.0%		574	100.0%	32	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	25	4.1%	1.6%	25	4.4%	0	0.0%
Disagree	22	3.6%	1.5%	21	3.7%	1	3.1%
Agree	282	46.6%	3.9%	272	47.6%	9	28.1%
Strongly agree	276	45.6%	3.9%	254	44.4%	22	68.8%
Total	605	100.0%		572	100.0%	32	100.0%

22. Did you use a self-service kiosk for your most recent E-Check test?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	46	8.1%	2.2%	N/A		N/A	
No	524	91.9%	2.2%	N/A		N/A	
Total	570	100.0%					

23. Did you find the self-service kiosk instructions easy to follow?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	39	86.7%	9.9%	N/A		N/A	
No	6	13.3%	9.9%	N/A		N/A	
Total	45	100.0%					

24. Was the process of testing your own vehicle difficult to complete?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	6	13.3%	9.9%	N/A		N/A	
No	39	86.7%	9.9%	N/A		N/A	
Total	45	100.0%					

25. Would you use the self-service kiosk again?

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%	ME	N	%	N	%
Yes	45	97.8%	4.2%	N/A		N/A	
No	1	2.2%	4.2%	N/A		N/A	
Total	46	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.

26. 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	39	6.6%	2.0%	37	6.6%	2	6.5%
Disagree	37	6.2%	1.9%	37	6.6%	0	0.0%
Agree	272	45.8%	4.0%	260	46.3%	11	35.5%
Strongly agree	168	28.3%	3.6%	154	27.4%	14	45.2%
Don't know	78	13.1%	2.7%	74	13.2%	4	12.9%
Total	594	100.0%		562	100.0%	31	100.0%

27. 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	234	38.7%	3.9%	226	39.5%	8	25.8%
Disagree	227	37.6%	3.9%	216	37.8%	10	32.3%
Agree	53	8.8%	2.3%	49	8.6%	4	12.9%
Strongly agree	22	3.6%	1.5%	19	3.3%	3	9.7%
Don't know	68	11.3%	2.5%	62	10.8%	6	19.4%
Total	604	100.0%		572	100.0%	31	100.0%

28. 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	127	21.1%	3.3%	125	21.9%	2	6.9%
Disagree	217	36.1%	3.8%	208	36.4%	8	27.6%
Agree	109	18.1%	3.1%	103	18.0%	6	20.7%
Strongly agree	40	6.7%	2.0%	34	6.0%	6	20.7%
Don't know	108	18.0%	3.1%	101	17.7%	7	24.1%
Total	601	100.0%		571	100.0%	29	100.0%

29. 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	113	18.8%	3.1%	109	19.1%	3	9.7%
Disagree	203	33.7%	3.8%	197	34.6%	6	19.4%
Agree	125	20.8%	3.2%	119	20.9%	6	19.4%
Strongly agree	39	6.5%	2.0%	34	6.0%	5	16.1%
Don't know	122	20.3%	3.2%	111	19.5%	11	35.5%
Total	602	100.0%		570	100.0%	31	100.0%

30. 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	38	6.3%	1.9%	35	6.1%	2	6.5%
Disagree	51	8.4%	2.2%	46	8.0%	5	16.1%
Agree	209	34.4%	3.8%	199	34.6%	10	32.3%
Strongly agree	265	43.7%	3.9%	256	44.5%	9	29.0%
Don't know	44	7.2%	2.1%	39	6.8%	5	16.1%
Total	607	100.0%		575	100.0%	31	100.0%

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

31. 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	66	10.8%	2.5%	63	10.9%	3	9.4%
Disagree	95	15.6%	2.9%	90	15.6%	5	15.6%
Agree	250	41.1%	3.9%	235	40.8%	14	43.8%
Strongly agree	132	21.7%	3.3%	127	22.0%	5	15.6%
Don't know	66	10.8%	2.5%	61	10.6%	5	15.6%
Total	609	100.0%		576	100.0%	32	100.0%

32. 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	95	15.6%	2.9%	89	15.4%	6	18.8%
Disagree	145	23.8%	3.4%	138	23.9%	7	21.9%
Agree	111	18.2%	3.1%	107	18.5%	3	9.4%
Strongly agree	36	5.9%	1.9%	34	5.9%	2	6.3%
Don't know	223	36.6%	3.8%	209	36.2%	14	43.8%
Total	610	100.0%		577	100.0%	32	100.0%

33. 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	73	12.0%	2.6%	68	11.8%	5	15.6%
Disagree	109	17.9%	3.0%	102	17.7%	7	21.9%
Agree	238	39.1%	3.9%	227	39.4%	10	31.3%
Strongly agree	109	17.9%	3.0%	105	18.2%	4	12.5%
Don't know	80	13.1%	2.7%	74	12.8%	6	18.8%
Total	609	100.0%		576	100.0%	32	100.0%

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

34. Your gender:

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%		N	%	N	%
Male	301	50.4%		286	50.4%	15	51.7%
Female	264	44.2%		253	44.6%	11	37.9%
I prefer not to answer.	32	5.4%		28	4.9%	3	10.3%
Total	597	100.0%		567	100.0%	29	100.0%

35. Your age:

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%		N	%	N	%
Less than 20	2	0.3%		1	0.2%	1	3.2%
20-29	9	1.5%		9	1.6%	0	0.0%
30-39	31	5.1%		29	5.0%	2	6.5%
40-49	56	9.2%		53	9.2%	3	9.7%
50-59	126	20.7%		121	20.9%	5	16.1%
60-69	171	28.1%		163	28.2%	8	25.8%
70 or older	169	27.8%		161	27.9%	8	25.8%
I prefer not to answer.	45	7.4%		41	7.1%	4	12.9%
Total	609	100.0%		578	100.0%	31	100.0%

36. 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	33	5.5%		31	5.4%	2	6.5%
\$25,000-\$49,999	80	13.3%		79	13.8%	1	3.2%
\$50,000-\$99,999	133	22.1%		126	22.1%	7	22.6%
More than \$100,000	124	20.6%		117	20.5%	7	22.6%
I prefer not to answer.	233	38.6%		218	38.2%	14	45.2%
Total	603	100.0%		571	100.0%	31	100.0%

37. Are you: (Mark all that apply.)

	All Testing Locations			Full-Service E-Check Stations and Self-Service		Authorized Automotive Repair Stations	
	N	%		N	%	N	%
White	445	73.8%		420	73.4%	25	80.6%
Black or African American	41	6.8%		41	7.2%	0	0.0%
Asian American	8	1.3%		7	1.2%	1	3.2%
American Indian	0	0.0%		0	0.0%	0	0.0%
Hispanic or Latino	6	1.0%		6	1.0%	0	0.0%
Other	3	0.5%		3	0.5%	0	0.0%
I prefer not to answer.	101	16.7%		96	16.8%	5	16.1%

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

38. 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	5	0.8%		5	0.9%	0	0.0%
High school diploma	118	19.4%		114	19.8%	4	12.9%
Two-year degree	72	11.8%		70	12.2%	2	6.5%
Bachelor's degree	166	27.3%		156	27.1%	10	32.3%
Master's degree	115	18.9%		104	18.1%	11	35.5%
Professional/doctoral degree	52	8.6%		51	8.9%	1	3.2%
I prefer not to answer.	80	13.2%		76	13.2%	3	9.7%
Total	608	100.0%		576	100.0%	31	100.0%

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