

RepairCare

a publication for automotive repair technicians in the
Maryland Vehicle Emission Inspection Program

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As Requested.....

Results of the Certified Emissions Repair Facility (CERF) Program Survey

Thanks to all who participated in the CERF Program survey. The survey was conducted from January through March, 2015 by Eastern Research Group (ERG) on behalf of MDE, to evaluate Maryland repair facilities' experiences with the CERF Program. Key results of the CERF responses are presented below.

Please indicate your level of agreement with each of the following statements.

Overall Satisfaction	Agree	Neither Agree Nor Disagree	Disagree
Getting certification was worth the initial investment of time and resources.	83%	14%	2%
Being certified is worth the ongoing investment of time and resources.	80%	17%	2%
Being certified is essential to my business model.	55%	33%	12%
Being a CERF is a priority for this facility.	54%	36%	10%
Overall, we are highly satisfied with our decision to become certified.	77%	20%	2%
I would encourage other facilities to apply to become a CERF.	54%	41%	5%
The additional revenue I earn as a CERF makes being certified worthwhile.	40%	46%	13%



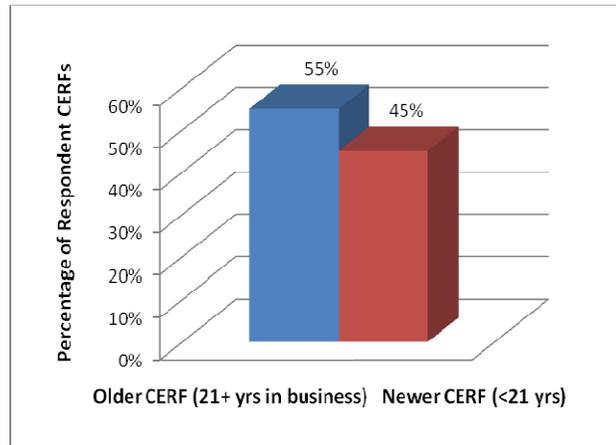
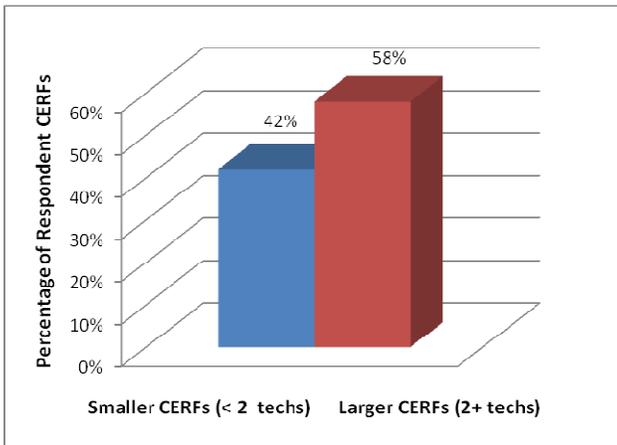
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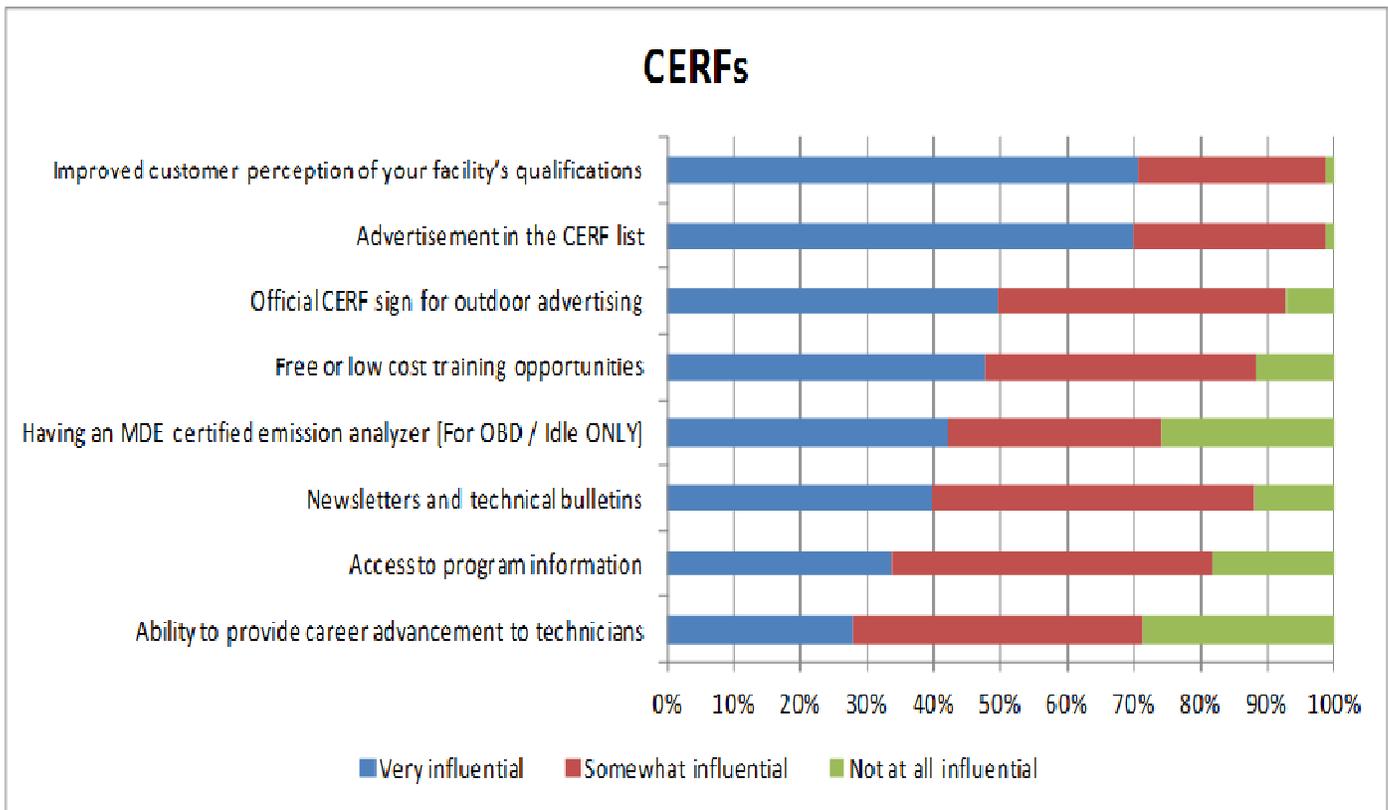
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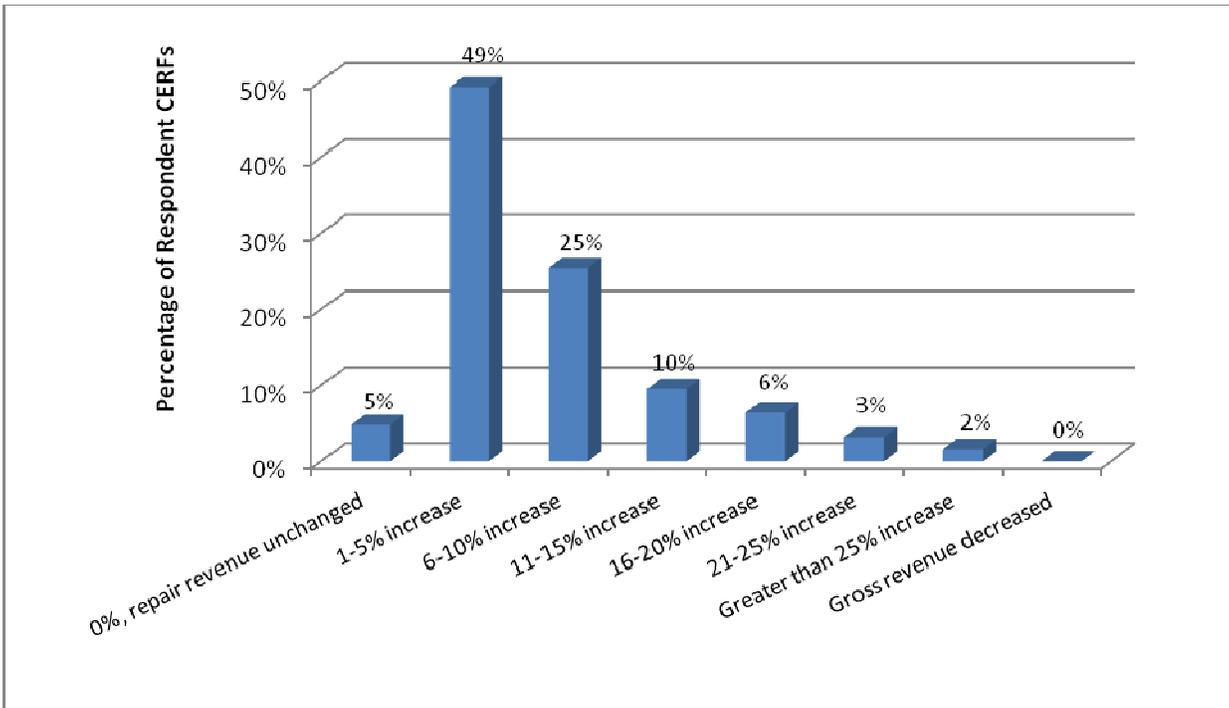
Respondent Demographics by Facility Type



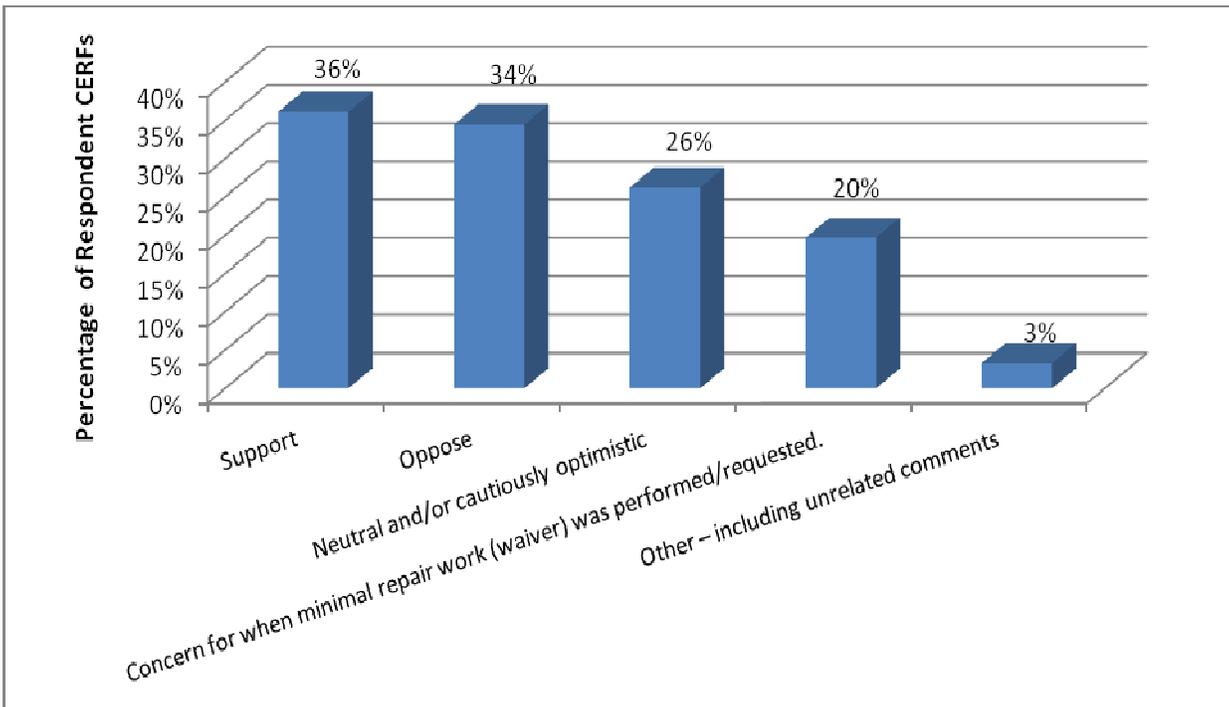
Please indicate the degree to which each of these items influences the decision to apply for or retain certification.



Do you think advertising in the CERF List has increased your business and, if so, how much?



What are your opinions on utilizing a shop ranking or grading system made available to the public?



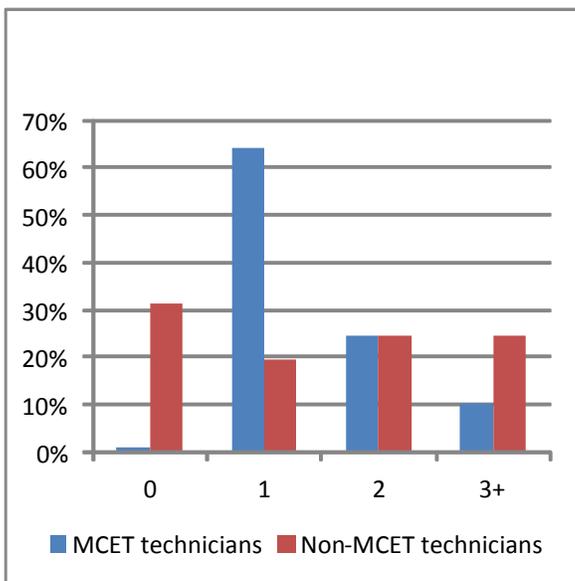
*Responses will not sum to 100 percent of comments as some responses contain more than one concept.

Please tell us about your MCET technicians.

Statement	Percent*
Prior to becoming a CERF, we employed at least one full-time ASE A6, A8, and L1 certified technician	88%
In order to become a CERF, we hired at least one full-time ASE A6, A8, and L1 certified technician(s).	4%
In order to become a CERF, we trained at least one technician to become an MCET technician.	14%
Since becoming a CERF, we have hired or trained additional MCET technicians.	17%

*Column will not sum to 100 percent of comments as some responses contain more than one concept.

How many technicians are employed at this facility?



What is the average hourly wage for technicians at this facility?

