

# Wisconsin Intoxicated Driver Program Noncompliance with Assessment Survey Results



Wisconsin  
Department of Health Services

Division of Care and Treatment Services

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## Introduction

The Wisconsin Department of Health Services (DHS), Intoxicated Driver Program Advisory (IDP) Committee, Prevention Workgroup, primarily focuses on educating drivers on the consequences of operating while intoxicated (OWI). Education for the public, especially young drivers, seems key to avoiding the first OWI.

In Wisconsin, every driver convicted of OWI is court-ordered to obtain an IDP assessment that is conducted by the county-designated IDP assessment agency. Each year, approximately 30 percent of drivers who are ordered to obtain an assessment fail to do so. In 2014, 11,364 drivers failed to comply with their court order for an intoxicated driver assessment. These drivers will have their driver licenses revoked until they comply with the assessment and driver safety plan.

In an effort to identify obstacles to compliance, in 2015, the IDP Advisory Committee, Prevention Workgroup, conducted an online survey to gather information from each county-designated assessment agency. The goal of this survey was to identify specific strategies that assessment agencies could consider implementing to increase compliance with assessment rates within their own programs. This report summarizes the results.

## Survey Response Rate

Surveys were sent to a total of 75 entities: 72 county and three tribal assessment agencies. North Central Health Care (Lincoln, Langlade, and Marathon counties) and the Human Service Center (Forest, Oneida, and Vilas counties) cover three counties each. Only one survey per agency was expected, so a total of 71 counties/regions were expected to complete a survey. Sixty-one counties or regions returned completed surveys. With 61 responses from 71 requests, the response rate for this survey was 86 percent.

## Results Summary

The following is an overview of the conclusions drawn from responses to key questions on the survey. See Appendix A for a list of all of the survey questions.

### **Question 4—Website Information**

Noncompliance rates were not significantly associated with agency's website information.

### **Question 5: Informational Handouts—IDP Description**

Noncompliance rates were not significantly associated with handouts with IDP description.

### **Question 6: Informational Handouts—Requirements**

Noncompliance rates were not significantly associated with handouts with requirements.

### **Question 7: Follow-Up within 72 hours of Court Order**

Noncompliance rates were *significantly lower* in counties that follow up with the driver.

### **Question 8: Warning Letter and Phone Call Follow-Ups**

Noncompliance rates were not significantly associated with warning letters being sent or phone calls being made.

**Question 9: Evening Appointments**

Noncompliance rates were not significantly associated with the availability of evening appointments.

**Question 10: In-Person Scheduling**

Noncompliance rates were not significantly associated with required in-person scheduling.

**Question 11: Wait Times**

Noncompliance rates were not significantly associated with wait times.

**Question 16: Reminder Calls**

Noncompliance rates were not significantly associated with making reminder calls.

**Question 18: Reminder Post Cards**

Noncompliance rates were not significantly associated with sending reminder post cards.

**Question 19: Specific Written Information and Who Provides Information**

Of all combinations, only those counties that provide hours of operation on their website have *marginally lower* noncompliance rates than counties that don't provide this information.

Noncompliance rates were not significantly associated with who provides the information.

**Question 20: Supervision Prior to Conviction**

Noncompliance rates were not significantly associated with supervision prior to conviction.

**Question 21: Post Conviction Treatment Court**

Noncompliance rates were not significantly associated with treatment court.

**Question 22: Allow Huber Privileges**

Noncompliance rates were not significantly associated with allowing Huber privileges.

**Question 23: Deny Huber Privileges**

Noncompliance rates were not significantly associated with denying Huber privileges.

**Question 24: Assessment Fees**

Noncompliance rates were not significantly associated with assessment fees.

**Question 25: Fees**

Noncompliance rates were not significantly associated with assessment fee policies.

**Question 26: Forfeit Amounts**

Noncompliance rates were not significantly associated with forfeit amounts.

Questions 27-30 were open-ended. For a summary of the comments submitted, see Appendix B.

## **Noncompliance, Poverty, and Population Rates, By County**

This analysis also explored two additional research questions.

- Do counties with higher poverty rates have higher or lower noncompliance rates than counties with lower poverty rates?
- Do counties with larger populations have higher or lower noncompliance rates than counties with smaller populations?

Noncompliance rates were significantly higher in counties with higher poverty rates. However, noncompliance rates were not significantly associated with county population size.

The table on pages 5 and 6 shows noncompliance, poverty, and population rates for each of Wisconsin's 72 counties.

County Name	Noncompliance Rate 2014	Poverty Rate 2012	Population Rate 2014
Adams	40.52	14.9	20,215
Ashland	40.21	17.5	16,103
Barron	36.53	14.6	45,455
Bayfield	32.84	13.3	14,985
Brown	29.99	12.1	256,670
Buffalo	29.07	10.7	13,188
Burnett	37.23	16.7	15,328
Calumet	24.49	6.1	49,491
Chippewa	32.64	11.5	63,460
Clark	31.61	17.1	34,423
Columbia	32.06	9.3	56,615
Crawford	33.65	14.7	16,392
Dane	30.37	12.8	516,284
Dodge	24.23	9.7	88,574
Door	27.17	10.8	27,766
Douglas	27.13	15.7	43,698
Dunn	29.63	16.0	44,305
Eau Claire	29.24	15.2	101,564
Florence	27.50	13.1	4,481
Fond du Lac	33.48	9.4	101,759
Forest	*51.25	15.4	9,127
Grant	28.17	14.7	51,829
Green	26.34	9.0	37,063
Green Lake	35.09	10.6	18,836
Iowa	27.70	10.7	23,825
Iron	26.47	13.1	5,917
Jackson	31.35	15.1	20,652
Jefferson	32.80	10.2	84,395
Juneau	31.72	15.0	26,395
Kenosha	35.22	13.5	168,068
Kewaunee	31.68	9.0	20,444
La Crosse	34.24	14.0	118,011
Lafayette	37.38	13.6	16,853
Langlade	**37.50	16.5	19,410
Lincoln	**37.50	11.5	28,493
Manitowoc	31.90	10.1	80,160
Marathon	26.12	11.0	135,780
Marinette	36.14	13.3	41,298
Marquette	36.52	13.3	15,050
Menominee	45.83	30.1	4,522

<b>County Name</b>	<b>Noncompliance Rate 2014</b>	<b>Poverty Rate 2012</b>	<b>Population Rate 2014</b>
Milwaukee	35.31	22.5	956,406
Monroe	38.72	14.8	45,379
Oconto	26.52	9.1	37,417
Oneida	*51.25	11.5	35,563
Outagamie	31.18	9.0	182,006
Ozaukee	18.75	5.6	87,470
Pepin	19.35	12.2	7,335
Pierce	27.10	11.5	40,958
Polk	32.34	10.4	43,437
Portage	26.50	15.2	70,482
Price	28.99	13.9	13,675
Racine	30.54	13.4	195,163
Richland	33.62	14.8	17,662
Rock	32.94	14.9	161,188
Rusk	40.00	17.8	14,333
St. Croix	36.68	6.7	63,379
Sauk	28.84	10.0	16,437
Sawyer	40.09	15.5	41,579
Shawano	30.94	11.7	115,290
Sheboygan	29.56	10.8	86,759
Taylor	29.51	15.9	20,540
Trempealeau	31.07	10.9	29,509
Vernon	26.25	16.4	30,362
Vilas	*51.25	14.3	21,398
Walworth	30.91	13.5	103,527
Washburn	30.48	13.5	15,694
Washington	29.08	6.4	133,251
Waukesha	21.66	5.9	395,118
Waupaca	34.71	10.3	52,066
Waushara	36.31	13.2	24,178
Winnebago	30.59	11.2	169,511
Wood	28.37	10.3	73,608
Wisconsin Average	29.00	12.83	
*Forest, Oneida, Vilas		12.9	
**Langlade, Lincoln		13.6	

## Conclusion

Poverty rates contribute to low compliance with assessment rates. In addition, the 2010 statutory changes have increased the associated costs for OWI. Despite these challenges, there are strategies that counties can implement to improve their noncompliance with assessment rates.

Analysis of the survey data suggests that the most effective strategy to increase compliance with assessment is for the assessment agency to have follow-up with drivers who fail to schedule their assessments. Although there was no statistical difference between a phone call and written follow-up, the written follow-up was slightly more effective. This data suggests that assessment agencies should work with their court system to ensure it receives court orders in a timely manner. Agencies should also consistently follow-up with drivers who do not schedule their assessments to encourage compliance.

Other research shows that Motivational Interviewing (MI) is effective for increasing client outcomes. In addition to following up with drivers, use of MI when talking with IDP clients may contribute to improvement in each county's noncompliance with assessment rate.

## Appendix A: Survey Questions

1. Please enter the name of the county for which you will be answering the survey questions.
2. Enter your name.
3. Enter your email address (Workgroup members may contact you for clarification). You will receive a copy of your survey responses.
4. Does your agency website have detailed information about your IDP (such as, how to schedule an appointment and the cost of the assessment)?
5. Does your agency or your court system give Operating While Intoxicated (OWI) offenders an informational handout that includes the following information?
6. Please upload a copy of your handout (optional). Browse to find your file then click 'upload' to upload your file.
7. If a driver does not contact your agency within 72 hours of the court order, does your agency follow up with the driver?
8. If yes, how is the follow-up made (check all that apply)?
  - a. Five-day warning letter is sent
  - b. Phone call is made to the driver to educate and encourage compliance
  - c. Other, please specify
9. In 2014, how many appointments for IDP assessments were generally available on each day between the designated hours?
10. Are clients required to appear in person to schedule an appointment for their IDP assessment?
11. Thinking back to calendar year 2014, please estimate how many calendar days, on average, there were between when a driver scheduled an appointment for an assessment and the day of the actual assessment? Please make your best guess. Provide a single number, not a range.
12. Please describe any circumstances that may have affected the average wait times for appointments offered to clients in 2014 (such as a staff vacancy).
13. Today, if a client calls for an appointment for an IDP assessment, how many calendar days would it be until your first available appointment, without considering the possibility that a cancellation would make an appointment available sooner?
14. Please describe any circumstances that affect wait times for appointments offered to clients today (such as a staff vacancy).
15. In 2014, how many IDP assessments did your agency conduct?
16. In 2014, did you make reminder calls to clients prior to the day of their appointments?
17. If you made reminder calls prior to the assessment, how many days before the appointment did you make the reminder call?
18. In 2014, did you send reminder post cards to clients prior to their appointments?
19. If your agency provides written information for clients, please check all that apply. The rows ask about specific written information available to OWI offenders. The columns refer to who provides that information to drivers.
20. Does your county have a specialized program that provides supervision and monitoring of OWI offenders prior to conviction?

21. Does your county have a treatment court for high-risk, multiple OWI offenders?
22. Does your jail allow Huber privileges for OWI offenders to attend their IDP assessment?
23. Does your jail deny OWI offenders Huber privileges if the driver has not completed their IDP assessment?
24. In 2014, how much did you charge for an IDP assessment?
25. When does your agency require assessment fees to be paid? Pick the one most applicable to your agency policy.
  - a. Fees must be paid in full when scheduling the assessment
  - b. Fees must be paid in full on the day of the assessment
  - c. Partial fees must be paid at scheduling with the remainder paid on the day of the assessment
  - d. Fees may be paid in up to 4 installments but must be paid in full prior to the day of the assessment
  - e. Fees may be paid in up to 4 installments and may be paid after the date of the assessment
  - f. Other, please specify
26. In 2014, how much did drivers forfeit if they failed to appear for an assessment appointment?
27. Specifically, what strategies has your agency implemented to increase compliance with assessment rates and were they effective? Enter N/A if not applicable.
28. Please list in rank order each strategy listed in question 27 with 5 being the most effective strategy and 1 being the least effective strategy.
29. Specifically, what do you believe contributes to the noncompliance with assessment rates?
30. Do you have any additional suggestions for efforts that may be effective to reduce noncompliance with assessment rates?
31. Additional comments

## Appendix B: Summary of Comments

The following is a summary of the responses to the open-ended questions asked in the survey.

**Question 27:** What strategies has your agency implemented to increase compliance with assessment rates and were they effective?

See the answers to question 27.

**Question 28:** Please list in rank order each strategy listed in question 27.

1. Make reminder calls several days prior to an appointment
2. Send informational letters regarding the OWI process from the clerk of courts
3. Send appointment reminder letters from the assessment agency
4. Implement a “no-show” penalty
5. Require payment of the full fee up-front prior to the assessment curtailed the rates of client no-shows

**Question 29:** Specifically, what do you believe contributes to the non-compliance with assessment rates?

- Poverty, lack of financial resources
- High cost of requirements: assessment, education/treatment, fines and surcharges, ignition interlock device (IID), license reinstatement, SR-22, etc.
- Lack of transportation
- Lack of responsibility and follow-through
- Drivers know they can continue to drive with few or no consequences

**Question 30:** Do you have any additional suggestions for efforts that may be effective to reduce non-compliance with assessment rates?

- Offer driver incentives for having an assessment after the arrest and prior to conviction;
- Incentive from courts for timely assessment after conviction;
- No occupational license issuance until after the assessment is performed;
- An assessment agency pre-assessment payment plan;
- Pre-conviction program and jail requiring assessments for Huber eligibility;
- Mandatory court appearance for first time offenders—some offenders seem unaware of the assessment requirement until after the non-compliance interview revocation.

**Question 31:** Additional comments

- Our county is currently exploring ways to reduce the IDP assessors normal work load to address the wait time.
- Our agency has hired more counseling/assessing staff. We are able to now provide evening hours to accommodate schedules.
- We have worked with the Dept. of Corrections (probation) to assist people to pay for assessments that struggle with financial issues.
- Our clients pay \$350 for a missed appointment unless they can provide a credible reason for missing.
- WASP system has been great!
- Work demands and workloads have increased with adding (program), crisis, etc. There are only so many hours in a day one has to work with.

## Appendix C: Measures

### Continuous Measures

Measure	N	Minimum	Maximum	Mean	Std. Deviation
Noncompliance Rate (All Counties)	61	18.75%	51.25%	31.66%	5.72%
County Population (2014)	61	4,481	956,406	89,804	144,068
County Pct Poverty (2012)	61	5.6%	30.1%	12.6%	3.9%
Q15_Number of IDP Assessments	61	20	4,000	417	635
Q24_Charge Assessment	61	\$160	\$350	\$252	\$38.671
Q26_Forfeit Amount	61	\$0	\$350	\$123	\$98

### Categorical Measures: Survey Measures

Results for the questions as asked on the survey.

Measure	No		Yes		Total	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Q4_AgencyWebsiteInfo	34	55.7%	27	44.3%	61	100.0%
Q5_Handout_Description	12	19.7%	49	80.3%	61	100.0%
Q5_Handout_Requiremts	10	16.4%	51	83.6%	61	100.0%
Q7_72hoursFollowup	19	31.1%	42	68.9%	61	100.0%
Q8_IfyesHow_WarningLetter	11	26.2%	31	73.8%	42	100.0%
Q8_IfyesHow_PhoneCall	39	92.9%	3	7.1%	42	100.0%
Q10_Required_InPersonSched	38	62.3%	23	37.7%	61	100.0%
Q16_ReminderCalls	31	50.8%	30	49.2%	61	100.0%
Q18_ReminderPostCards	54	88.5%	7	11.5%	61	100.0%
Q20_PreConvictionSupervision	44	72.1%	17	27.9%	61	100.0%
Q21_PostConvictionTxCourt	34	55.7%	27	44.3%	61	100.0%
Q22_AllowHuberPrivileges	11	18.0%	50	82.0%	61	100.0%
Q23_DenyHuberPrivileges	42	68.9%	19	31.1%	61	100.0%

## Categorical Measures: Recoded Measures

Results from recoded questions asked on the survey.

Measure	No		Yes		Total	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Q9_EveningAppts	37	60.7%	24	39.3%	61	100.0%
Q11_Wait_LE7days	41	67.2%	20	32.8%	61	100.0%
Q11_Wait_LE10days	31	50.8%	30	49.2%	61	100.0%
Q11_Wait_LE14days	17	27.9%	44	72.1%	61	100.0%
q19_NoInfo_Court	49	81.7	11	18.3	60	100.0%
q19_NoInfo_Agency	55	91.7	5	8.3	60	100.0%
q19_NoInfo_Website	44	73.3	16	26.7	60	100.0%
q19_Prog_Court	22	36.7	38	63.3	60	100.0%
q19_Prog_Agency	8	13.3	52	86.7	60	100.0%
q19_Prog_Website	32	53.3	28	46.7	60	100.0%
q19_AgencyLoc_Court	15	25.0	45	75.0	60	100.0%
q19_AgencyLoc_Agency	12	20.0	48	80.0	60	100.0%
q19_AgencyLoc_Website	24	40.0	36	60.0	60	100.0%
q19_AgencyMap_Court	52	86.7	8	13.3	60	100.0%
q19_AgencyMap_Agency	44	73.3	16	26.7	60	100.0%
q19_AgencyMap_Website	43	71.7	17	28.3	60	100.0%
q19_Hours_Court	38	63.3	22	36.7	60	100.0%
q19_Hours_Agency	16	26.7	44	73.3	60	100.0%
q19_Hours_Website	25	41.7	35	58.3	60	100.0%
q19_Cost_Court	28	46.7	32	53.3	60	100.0%
q19_Cost_Agency	5	8.3	55	91.7	60	100.0%
q19_Cost_Website	43	71.7	17	28.3	60	100.0%
q19_Payment_Court	38	63.3	22	36.7	60	100.0%
q19_Payment_Agency	9	15.0	51	85.0	60	100.0%
q19_Payment_Website	47	78.3	13	21.7	60	100.0%
q19_Conseq_Court	27	45.0	33	55.0	60	100.0%
q19_Conseq_Agency	10	16.7	50	83.3	60	100.0%
q19_Conseq_Website	53	88.3	7	11.7	60	100.0%
Q19_Info_Prog	4	6.7	56	93.3	60	100.0%
Q19_Info_Location	3	5.0	57	95.0	60	100.0%
Q19_Info_Map	34	56.7	26	43.3	60	100.0%
Q19_Info_Hours	7	11.7	53	88.3	60	100.0%
Q19_Info_Cost	3	5.0	57	95.0	60	100.0%
Q19_Info_Payment	9	15.0	51	85.0	60	100.0%
Q19_Info_Conseq	7	11.7	53	88.3	60	100.0%
Q19_Whom_Court	11	18.3	49	81.7	60	100.0%
Q19_Whom_Agency	5	8.3	55	91.7	60	100.0%
Q19_Whom_Website	17	28.3	43	71.7	60	100.0%

Measure	No		Yes		Total	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Q25_Fees1v234	36	60.0%	24	40.0%	60	100.0%
Q25_Fees2v134	41	68.3%	19	31.7%	60	100.0%
Q25_Fees3v124	52	86.7%	8	13.3%	60	100.0%
Q25_Fees4v123	51	85.0%	9	15.0%	60	100.0%
Q25_Fees12v34	17	28.3%	43	71.7%	60	100.0%
Q25_Fees1v24	28	53.8%	24	46.2%	52	100.0%

## Bivariate Statistics

### Association between Noncompliance Rates and Continuous Measures

This section uses Pearson Correlations and Regression to test whether noncompliance rates are significantly different among counties with higher or lower values on various continuous measures.

Correlations							
		NonCompRate	Pop2014	PctPoverty2012	Q15_NumIDPassessments	Q24_ChargeAssessment	Q26_ForfeitAmt
NonCompRate	Pearson Correlation	1	-.056	.499**	-.065	.037	.080
	Sig. (2-tailed)		.670	.000	.620	.777	.540
	N	61	61	61	61	61	61
Pop2014	Pearson Correlation	-.056	1	.104	.991**	.116	-.085
	Sig. (2-tailed)	.670		.425	.000	.375	.517
	N	61	61	61	61	61	61
PctPoverty2012	Pearson Correlation	.499**	.104	1	.099	-.013	-.022
	Sig. (2-tailed)	.000	.425		.446	.918	.863
	N	61	61	61	61	61	61
Q15_NumIDPassessments	Pearson Correlation	-.065	.991**	.099	1	.124	-.112
	Sig. (2-tailed)	.620	.000	.446		.340	.389
	N	61	61	61	61	61	61
Q24_ChargeAssessment	Pearson Correlation	.037	.116	-.013	.124	1	.214
	Sig. (2-tailed)	.777	.375	.918	.340		.097
	N	61	61	61	61	61	61
Q26_ForfeitAmt	Pearson Correlation	.080	-.085	-.022	-.112	.214	1
	Sig. (2-tailed)	.540	.517	.863	.389	.097	
	N	61	61	61	61	61	61

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Correlation analysis shows counties with higher poverty rates in 2012 (latest year available) were more likely to have higher noncompliance rates (Pearson correlation = 0.499\*\*, p-value < .001).

Regression analysis also shows poverty rates in 2012 were significantly associated with noncompliance rates in 2014.

### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	.225	.022		10.343	.000	.181	.268
	PctPoverty2012	.007	.002	.499	4.427	.000	.004	.011

a. Dependent Variable: NonCompRate

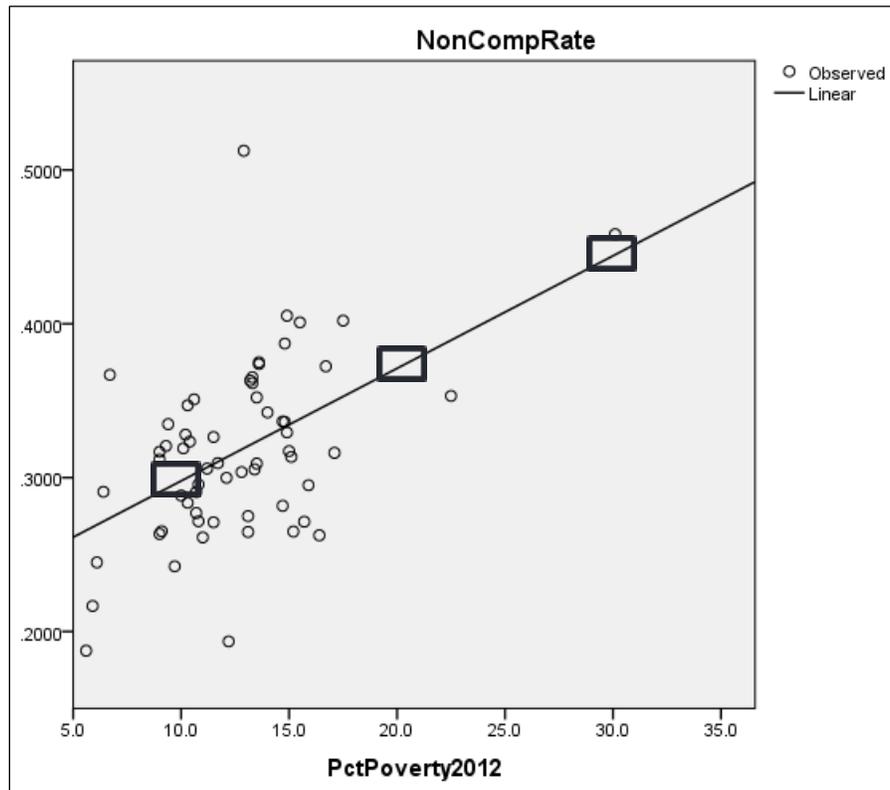
The regression model (from results in the table above) estimates:

$$\text{NonCompRate} = 0.225 + 0.007(\text{PctPoverty2012})$$

meaning for every 1% increase in poverty in 2012, the county noncompliance rate in 2014 is estimated to increase by 0.7%.

The scatter plot (below) provides a visualization of the significant association between poverty rates in 2012 and noncompliance rates in 2014, using 10%, 20% and 30% poverty rates as examples, highlighted by the three boxes:

- If a county has a 2012 poverty rate = 10%, the estimated NCR2014 =  $0.225 + 0.007(10) = 0.225 + 0.07 = 0.295 = \mathbf{29.5\%}$   
(One can see on the plot below that when PctPoverty2012 = 10%, the linear estimation for NCR is just below 30%.)
- If a county has a 2012 poverty rate = 20%, the estimated NCR2014 =  $0.225 + 0.007(20) = 0.225 + 0.14 = 0.365 = \mathbf{36.5\%}$   
(One can see on the plot below that when PctPoverty2012 = 20%, the linear estimation for NCR is between 30-40%.)
- If a county has a 2012 poverty rate = 30%, the estimated NCR2014 =  $0.225 + 0.007(30) = 0.225 + 0.21 = 0.435 = \mathbf{43.5\%}$   
(One can see on the plot below that when PctPoverty2012 = 30%, the linear estimation for NCR is between 40-50%.)



### Association between Noncompliance Rates and Categorical Measures (Survey Questions)

This section uses Independent Samples t-tests to assess whether noncompliance rates were significantly different between counties that report “Yes” or “No” on various categorical measures. Questions as they were asked on the survey.

Measure	Noncompliance Rates						
	No		Yes		Tests for Equality		
	Mean	StdDev	Mean	StdDev	Variances (F statistic)	Means (t-statistic)	Significance (2-tailed)
Q4_AgencyWebsiteInfo	0.319	0.053	0.313	0.063	0.087	0.386	0.701
Q5_Handout_Description	0.304	0.058	0.320	0.057	0.202	-0.829	0.411
Q5_Handout_Requiremnts	0.292	0.048	0.321	0.058	0.419	-1.528	0.132
Q7_72hoursFollowup	0.342	0.070	0.305	0.047	3.777 †	2.390	0.020 *
Q8_IfyesHow_WarningLetter	0.326	0.064	0.307	0.049	1.945	1.295	0.200
Q8_IfyesHow_PhoneCall	0.317	0.058	0.312	0.045	0.145	0.150	0.881
Q10_Required_InPersonSched	0.313	0.063	0.322	0.046	2.682	-0.581	0.563
Q16_ReminderCalls	0.306	0.043	0.327	0.068	6.076 *	-1.403	0.167
Q18_ReminderPostCards	0.319	0.049	0.297	0.105	2.890 †	0.565	0.591
Q20_PreConvictionSupervision	0.321	0.059	0.304	0.053	0.091	1.041	0.302
Q21_PostConvictionTxCourt	0.311	0.054	0.324	0.062	0.403	-0.877	0.384
Q22_AllowHuberPrivileges	0.319	0.059	0.316	0.057	0.103	0.131	0.896
Q23_DenyHuberPrivileges	0.316	0.063	0.317	0.045	0.928	-0.034	0.973

† p<0.1, \* p<0.05, \*\* p<0.01, \*\*\* p<0.001

Note: For Means and Standard Deviations, 0.xyz = xy.z%

- T-tests show the mean noncompliance rates (NCR) among counties that **do** follow up with drivers (30.5%) is significantly lower than the mean noncompliance rates among counties that **don't** follow up with drivers (34.2%).
- The decline in NCR among counties that contacted drivers was *not significantly different by type of contact* (between drivers who received warning letters or phone calls).
- The difference in NCR among drivers who received a warning letter (32.6% - 30.7% = 1.9% decline) was somewhat greater than the difference among drivers who received a phone call (31.7% - 31.2% = 0.5% decline). That is, while there was no statistical difference in NCR by type of contact, there is some evidence that letters may have a somewhat greater impact on NCR than phone calls.

### Association between Noncompliance Rates and Categorical Measures (Recoded Questions)

This section uses Independent Samples t-tests to assess whether noncompliance rates were significantly different between counties that report “Yes” or “No” on various categorical measures based on (but recoded from) questions asked on the survey.

Measure	Noncompliance Rates						
	No		Yes		Tests for Equality		
	Mean	StdDev	Mean	StdDev	Variations (F statistic)	Means (t-statistic)	Significance (2-tailed)
Q9_EveningAppts	0.323	0.064	0.307	0.044	2.909 †	1.128	0.264
Q11_Wait_LE7days	0.322	0.059	0.306	0.053	0.040	0.978	0.332
Q11_Wait_LE10days	0.323	0.049	0.310	0.065	0.902	0.923	0.360
Q11_Wait_LE14days	0.327	0.045	0.313	0.061	0.361	0.909	0.367
q19_NoInfo_Court	0.322	0.057	0.293	0.056	0.002	1.539	0.129
q19_NoInfo_Agency	0.320	0.059	0.281	0.024	2.097	1.434	0.157
q19_NoInfo_Website	0.314	0.061	0.324	0.047	0.678	-0.590	0.558
q19_Prog_Court	0.309	0.056	0.321	0.059	0.120	-0.782	0.437
q19_Prog_Agency	0.295	0.033	0.320	0.060	1.425	-1.133	0.262
q19_Prog_Website	0.320	0.049	0.313	0.067	0.864	0.420	0.676
q19_AgencyLoc_Court	0.303	0.054	0.321	0.059	0.001	-1.051	0.297
q19_AgencyLoc_Agency	0.303	0.044	0.320	0.061	0.651	-0.907	0.368
q19_AgencyLoc_Website	0.321	0.051	0.314	0.062	0.416	0.483	0.631
q19_AgencyMap_Court	0.314	0.058	0.333	0.058	0.027	-0.853	0.397
q19_AgencyMap_Agency	0.314	0.048	0.323	0.080	1.462	-0.502	0.618
q19_AgencyMap_Website	0.319	0.055	0.310	0.065	0.007	0.580	0.564
q19_Hours_Court	0.318	0.061	0.315	0.052	2.239	0.202	0.840
q19_Hours_Agency	0.307	0.054	0.320	0.059	0.073	-0.779	0.439
q19_Hours_Website	0.333	0.045	0.305	0.063	0.394	1.867	0.067 †
q19_Cost_Court	0.306	0.054	0.326	0.060	0.029	-1.352	0.182
q19_Cost_Agency	0.281	0.024	0.320	0.059	2.097	-1.434	0.157
q19_Cost_Website	0.317	0.053	0.317	0.070	0.436	-0.004	0.996
q19_Payment_Court	0.314	0.059	0.321	0.057	0.010	-0.447	0.656
q19_Payment_Agency	0.308	0.080	0.318	0.054	0.281	-0.469	0.640
q19_Payment_Website	0.323	0.057	0.295	0.057	0.048	1.570	0.122
q19_Conseq_Court	0.327	0.062	0.308	0.054	0.473	1.233	0.222
q19_Conseq_Agency	0.305	0.082	0.319	0.052	1.560	-0.721	0.474
q19_Conseq_Website	0.315	0.057	0.327	0.063	0.004	-0.518	0.606
Q19_Info_Prog	0.282	0.026	0.319	0.059	1.687	-1.257	0.214
Q19_Info_Location	0.284	0.031	0.318	0.058	0.846	-1.005	0.319
Q19_Info_Map	0.318	0.052	0.314	0.065	0.008	0.273	0.786
Q19_Info_Hours	0.321	0.049	0.316	0.059	0.032	0.229	0.820
Q19_Info_Cost	0.284	0.031	0.318	0.058	0.846	-1.005	0.319
Q19_Info_Payment	0.308	0.080	0.318	0.054	0.281	-0.469	0.640

Q19_Info_Conseq	0.320	0.094	0.316	0.052	3.418 †	0.094	0.928
Q19_Whom_Court	0.293	0.056	0.322	0.057	0.002	-1.539	0.129
Q19_Whom_Agency	0.281	0.024	0.320	0.059	2.097	-1.434	0.157
Q19_Whom_Website	0.327	0.047	0.312	0.061	0.490	0.870	0.388
Q25_Fees1v234	31.6%	0.064	31.5%	0.046	1.276	0.088	0.930
Q25_Fees2v134	31.8%	0.052	31.0%	0.068	1.691	0.467	0.642
Q25_Fees3v124	31.6%	0.059	31.2%	0.044	0.297	0.165	0.870
Q25_Fees4v123	31.3%	0.054	33.1%	0.074	0.219	-0.891	0.377
Q25_Fees12v34	32.2%	0.061	31.3%	0.056	0.040	0.579	0.565
Q25_Fees1v24	31.7%	0.070	31.5%	0.046	1.895	0.143	0.887

† p<0.1, \* p<0.05, \*\* p<0.01, \*\*\* p<0.001

Note: For Means and Standard Deviations, 0.xyz = xy.z%