

**ON THE ROAD LENDING (OTRL) PROGRAM EVALUATION**

**FINAL REPORT**

**CENTER FOR IMPACT FINANCE, CARSEY SCHOOL OF POLICY  
UNIVERSITY OF NEW HAMPSHIRE**

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## EXECUTIVE SUMMARY

On the Road Lending (OTRL) and its sister CDFI, On the Road Sustainability Funds (OTRSF), share a common mission to promote prosperity within America's working families through transportation and financial innovation. While OTRL and OTRDF measure and report on many environmental, social, and financial outcomes, the most important are economic mobility measures and improvements in quality of life, namely, greater agency, and control of options through more wealth and time (OTRL, 2021).

OTRL clients work with a coach who provides vehicle purchase assistance, financial education, and long-term financial coaching. When the coach believes the client is ready, they recommend them to OTRSF, which actually makes the loan. For ease of reading, this report will use "On the Road Lending" or "OTRL" to refer to both OTRL (the services entity) and OTRSF (the loaning entity).

The Carsey School Center for Impact Finance (CSCIF) at the University of New Hampshire was tasked by OTRL to conduct an evaluation of the efficacy of the vehicle loan program.

The evaluation formally started in January 2022. It initially involved reviewing and revising an evaluation plan prepared by OTRL and another academic institution. This was followed by a review, cleaning and merging of a number of internal OTRL datasets. The evaluation work also involved identifying data gaps and developing a survey plan to gather information on the OTRL clients' perception of their knowledge, behaviors and conditions related to vehicle ownership and its benefits. This work included meeting with OTRL staff to review and revise an existing survey questionnaire and agree on a survey plan (e.g., dissemination, administration, incentives, analysis). Last but not least, meetings were conducted with a consumer credit reporting agency to plan for the collection of information on financial behaviors and conditions related to vehicle ownership and overall economic wellbeing. Below is a summary of main results.

An analysis of internal OTRL datasets found out that, between 2014 and January 2022, OTRL received 7,752 applications. Of these applications, 842 were approved for a car loan, while the remaining 6,910 applications were either withdrawn, discontinued, put on hold, or declined. In the years where data is available (2019-2022), majority of applications (81.7%) that did not obtain a car loan were closed in good standing. For those with an approved OTRL loan, only about one in ten will either have their car repossessed or be on collection.

The analysis of internal OTRL datasets also reveals that the typical OTRL client is an African American female-identifying person aged around 40 years old who is a single parent with an average monthly income of a little more than thirty-one hundred dollars. These demographic characteristics are consistent with what OTRL professes to serve. There is no significant difference in demographic characteristics (i.e., race, gender, age, parental status, income) between those with an approved OTRL loan and those whose application was not approved.

Results of a survey of OTRL clients who applied for vehicle loans between 2018 and 2020 show that a vast majority of those with approved loans are either satisfied or very satisfied with their OTRL experience. Also, more clients with approved OTRL loans say that their economic, health and social wellbeing improved during their first 12 months of car ownership, compared to clients with non-OTRL approved car loans and those who were not able to obtain a car loan. Below are specific survey results.

- Respondents who got their car loan approved by OTRL think that they are, on average, knowledgeable about a number of financial topics (budgeting, credit scores, saving, job seeking).
- Applicants who had their OTRL car loans approved think that their economic, educational, health and social behaviors improved during the first 12 months immediately after obtaining a car. These behaviors include the following:
  - Economic and education-related: ability to earn income and save on a regular basis, maintaining an emergency fund of at least \$500, paying bills on a regular basis, using and staying within a budget, going to work on time, continuing or resuming schooling
  - Health: accessing healthy food and health care services, engaging in physical activity/exercise, managing stress
  - Social: spending time with family and friends, participating in social and religious activities
- The behavior-related ratings of the respondents with an approved OTRL loan are much higher than the comparison groups (i.e., those with an approved non-OTRL loan and those without an approved loan). The behavior-related ratings of the respondents with an approved OTRL loan are positively associated with their knowledge-related ratings.
- Applicants who had their OTRL car loans approved say that their economic, educational and health conditions improved during the first 12 months immediately after obtaining a car. These conditions include the following:
  - Economic and education-related: improved commute time, in general, having a more regular source of income, having more years of schooling, improved overall economic/financial wellbeing
  - Health: improved overall physical health condition (e.g., less number of sick days per month), improved overall mental health condition (e.g., less number of days a month feeling stressed or anxious)
  - Overall quality of life
- The condition-related ratings of the respondents with an approved OTRL loan are much higher than the comparison groups (i.e., those with an approved non-OTRL loan and those without an approved loan).
- These ratings are positively associated with their behavior-related ratings.

Finally, financial data from a consumer credit reporting agency show that, on average, OTRL clients with approved car loans performed better over time compared to clients without approved car loans when it comes to a number of changes in their financial and economic standing. These include changes in estimated income, credit scores, debt-to-income ratio, among others. Additionally, OTRL clients with approved car loans are catching up with, if not performed as well as, a randomly selected sample of the population when it comes to the financial indicators mentioned earlier. Below are more specific results.

- Overall, annual average credit scores of successful OTRL clients improved, albeit gradually, over time. In fact, there are a few instances when the scores initially decreased slightly, and the rebound the next year.
  - About a year before the approval of their loan applications, the annual average credit scores of successful OTRL clients tend to be lower than those of the two comparison groups. They then catch up (and in a number of instances) overtake the scores of the “Clients with no OTRL loan” comparison group.

- Percentage changes in the average credit scores of successful OTRL clients tend to be similar to, if not better than (i.e., higher increase), those of the “Clients with no OTRL loan” and “Non-clients” groups.
- The average income estimate for the successful OTRL clients tends to decrease at the end of the year when the loan was approved, and then increases the year after.
  - The successful OTRL clients’ income estimate starts lower than those of the “Clients with no OTRL loan” and “Non-clients” groups, and then catches up the year after.
  - The percentage change in income is less favorable for the successful OTRL clients at the end of the year when their car loan was approved. In the succeeding year, the percentage change in income estimate of the successful OTRL clients begins to surpass the “Clients with no OTRL loan” and “Non-clients” groups.
- On incurring NSF fees, the results are slightly mixed, i.e., for some successful OTRL clients, the average number of NSFs after the end of first year significantly went down and then continued to decline in the next two years.
  - Other successful OTRL clients experienced a more gradual decrease in incurring NSF fees.
  - The pattern is similar for the two comparison groups, although their end-of-year averages are slightly higher than those of the successful OTRL clients.
- The use of online lenders tends to be mixed among successful OTRL clients, i.e., some drastically decrease their use, followed by a slight decrease in the next year. On the other hand, there are other successful OTRL clients who significantly increased their use of online lenders, followed the next year by an equally significant decrease in use.
  - The two comparison groups have a more straightforward pattern of change in use of online lenders, i.e., gradual decrease over time.
  - Overall, the successful OTRL lenders’ use of online lenders have declined to a point where they are like that of the two comparison groups.
- Overall, there is a decline in the use of storefront lenders over time among successful OTRL clients, which minor differences in the rate of decline.

## INTRODUCTION

### Project Summary

According to the National Equity Atlas (2020), “Everyone needs reliable transportation, and in most American communities that means a car.” It also states that, “Nationwide, households headed by people of color are less likely than white households to have access to a vehicle. Black households are least likely to have access to a vehicle at 18 percent (2.62 million households). ... Female-headed households are less likely than male-headed households to have access to a vehicle for all racial and ethnic groups identified by the census (National Equity Atlas, 2020).”

On the Road Lending (OTRL) and its sister CDFI, On the Road Sustainability Funds (OTRSF), share a common mission to promote prosperity within America’s working families through transportation and financial innovation. While OTRL and OTRDF measure and report on many environmental, social, and financial outcomes, the most important are economic mobility measures and improvements in quality of life, namely, greater agency, and control of options through more wealth and time (OTRL, 2021).

All car loan clients start at OTRL. They work with a coach who provides vehicle purchase assistance, financial education, and long-term financial coaching. When the coach believes the client is ready, they recommend them for a loan to OTRSF. OTRSF has two funds and is the CDFI entity that is the lienholder on all the loans. For ease of reading, this report will use “On the Road Lending” or “OTRL” to refer to both OTRL (the services entity) and OTRSF (the loaning entity).

Clients are incentivized to complete the programmatic elements (financial coaching and education) because of their need/desire for a car that they can afford. In much the same way that a real estate broker helps someone make an informed home purchase decision, OTRL acts as both an advocate and an honest broker of information for the client in making an informed car purchase decision. An important reason for the program’s success is that borrowers are buying the right car for their needs, typically a late model car that is fuel-efficient, reliable, under warranty, and that holds its value (OTRL, 2021).

The OTRL initiative began in late 2012, with client interaction commencing in 2013 and the first loan made by its CDFI in January 2014.

As On the Road Lending has gained national prominence and expanded into multiple states, the organization has found that it needs to have an unbiased third-party analysis of its program’s effectiveness by a credible research institution. OTRL engaged Southern Methodist University’s Center on Research and Evaluation (CORE) in 2020 on a multiphase evaluation plan. The first phase, which is complete, sought to understand the feasibility and evaluability of On the Road Lending’s program. To accomplish this phase, CORE gathered and documented information about OTRL’s program, including whom it serves, how it works, and its plausible outcomes. This phase included creation of a data inventory, which was used to propose a best-fit evaluation of OTRL to be used in future phases to measure program outcomes and impact to program participants.

The second phase of evaluation that CORE began, but did not complete, is related to measuring OTRL’s desired outcomes. This included developing a series of client surveys based on the logic model. CORE and OTRL intended for these surveys to be used initially as a feasibility test for data collection, to ensure that the necessary data for evaluation would be available; assuming that the data can indeed be

collected from a representative sample of OTRL clients (and possibly comparison groups) the surveys could also be used for impact evaluation purposes. While the surveys were created, they were not sent, and this phase of the project has been halted.

The Carsey School Center for Impact Finance (CSCIF) at the University of New Hampshire was tasked by OTRL to conduct an evaluation of the efficacy of the vehicle loan program.

### **Purpose of the Evaluation**

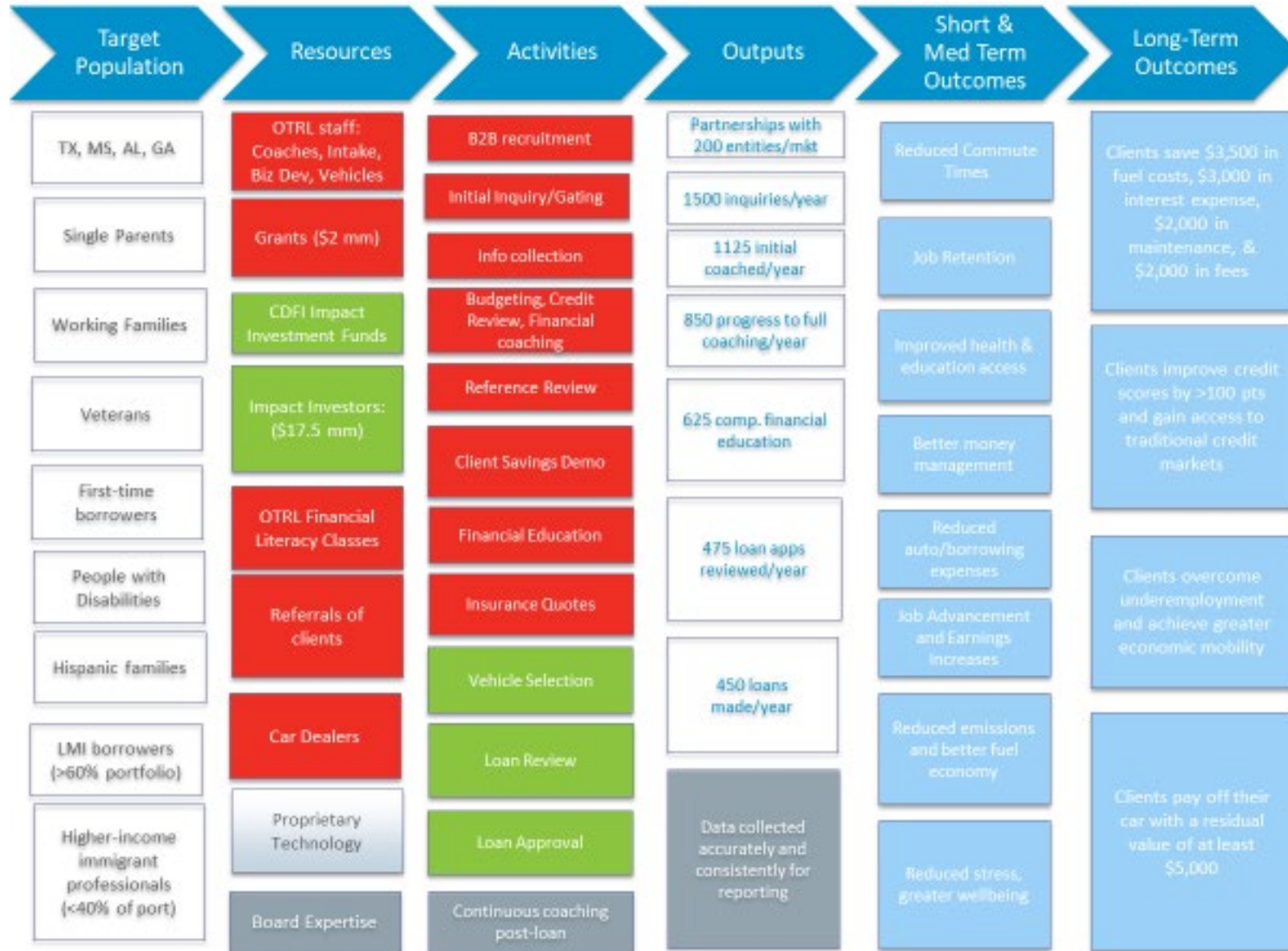
The purpose of the evaluation was to draw on the evaluation planning and data inventory work OTRL already started with CORE and complete our full impact evaluation. The evaluation was meant to show how well OTRL and its CDFI achieve its mission and document its impact on the beneficiaries it serves. This assessment needed to be compiled into a credible, digestible report that can be used by prospective funders and other interested parties in developing an understanding of the organization's effectiveness. The assessment will also be used to assist OTRL in maintaining and adjusting objectives and measurement strategies that are current and appropriate, and to perform program monitoring or development for future years.

### **Evaluation Framework**

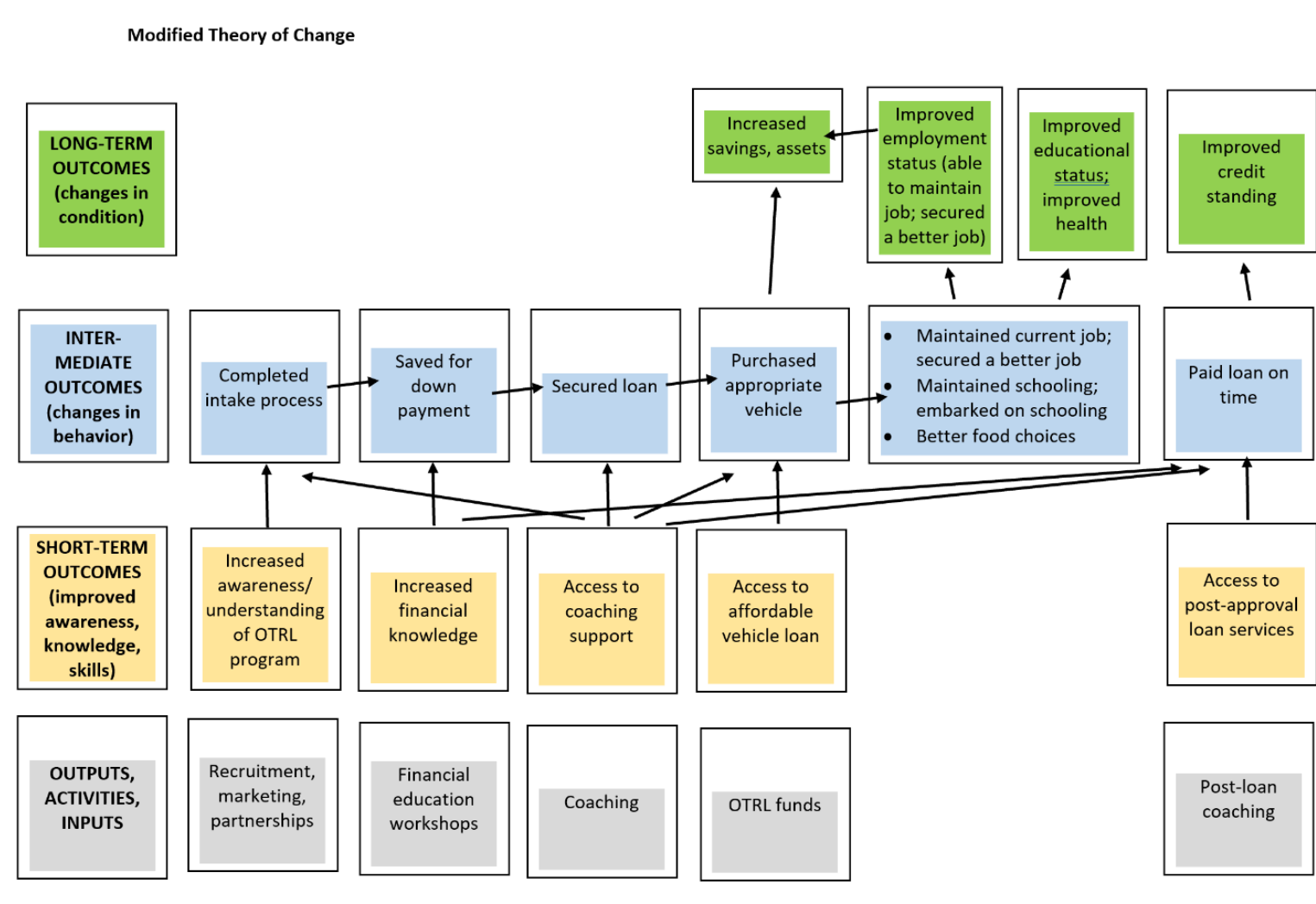
The overall objective of the evaluation was to draw on the evaluation planning and data inventory work OTRL already started with CORE and complete a full impact evaluation on how well OTRL and its CDFI achieve its mission and document its impact on the beneficiaries it serves.



In light of this overall objective, the evaluation plan was framed primarily by the OTRL Program’s Theory of Change below.



A modified version of the OTRL theory of change was developed for this evaluation In order to capture the relationships between and among the various elements of the theory of change.



The modified version shows:

- how program activities and outputs (in gray-colored boxes) are related to short-term outcomes (in yellow-colored boxes), i.e., improved knowledge, skill, awareness; improved access to/availability of resources
- how short-term outcomes (in yellow-colored boxes) are related to intermediate outcomes (in blue-colored boxes), i.e., improved participant “behavior” or their ability and willingness to undertake desirable actions
- how intermediate outcomes (in blue-colored boxes) are related to long-term outcomes (in green-colored boxes), i.e., improved participant conditions including economic mobility, better health and education outcomes

## Evaluation Questions

The modified theory of change informs the questions to be answered by the evaluation.

On long-term outcomes (i.e., improved participant conditions including economic mobility, better health and education outcomes):

- To what extent has OTRL improved the economic mobility, education and health outcomes of its participants (i.e., attainment of its long-term outcomes)?
- How does the improvement in the economic mobility, education and health outcomes of OTRL participants compare to comparable groups?

On intermediate outcomes (i.e., improved participant “behavior” or their ability and willingness to undertake desirable actions)

- To what extent has OTRL improved the capabilities of its participants to obtain a car (i.e., attained its intermediate outcomes)?
- How does the improvement in the in the capabilities of OTRL participants compare to comparable groups?

On short-term outcomes (i.e., improved knowledge, skill, awareness; improved access to/availability of resources)

- To what extent has OTRL improved the participants’ awareness, knowledge and skills, and access to resources (i.e., attained its short-term outcomes)?
- How does the improvement in the awareness, knowledge and skills, and access to resources of OTRL participants compare to comparable groups?

## Data Sources

Answers to the evaluation questions were generated from the results of a number of data gathering activities. The initial plan was to undertake the following data gathering methods.

- Document review
  - OTRL internal datasets
  - TransUnion dataset

- Client survey
- Key informant interviews (KIIs)
  - Participants
  - Staff
  - Other subject-matter experts
- Focus group discussions (FGDs)
  - Participants
  - Staff

The first two methods - document review and client survey – were undertaken for the evaluation. The KIIs and FGDs with participants and staff were meant to complement the survey in the event that response rate is low, and/or the survey findings are unclear or inconsistent. However, given the satisfactory survey response rate and consistent findings, these KIIs and FGDs were deemed to be not needed; thus, were not conducted. Instead, occasional meetings with program staff were conducted in instances where there is a need to clarify matters.

*OTRL internal datasets.* The evaluation reviewed, merged (when possible) and analyzed the following internal datasets:

- “OTRL Applications Loans Legacy All Time”
- “Auto Pal”
- “yzClient Survey Feedback-2021-04-06-15-45-36”

These datasets contain information on loan applications, loan approvals, responses to a previous client survey. These were used in generating a demographic profile of clients, as well as a source of contact information for the client survey and secondary data from a consumer credit reporting agency (TransUnion). Some of the information from the internal datasets were not used because there were instances of duplicate applications, trial/test applications, limited entries, error entries, and uncoded qualitative data.

*Client survey.* A 15-question client survey questionnaire was developed in coordination with OTRL staff and partly based on a questionnaire developed earlier but was not administered. The questionnaire was pre-tested with OTRL staff, finalized and converted into an electronic format. It was then sent to OTRL clients with email addresses in their application forms. The survey was electronically shared to close to 4,000 email addresses. The survey was promoted via OTRL’s internal newsletter for clients; a raffle of five gas cards served as incentives for respondents. The survey was open from July 21 to August 24, 2022, and a reminder was sent two weeks into the survey period.

The survey yielded a total of 270 responses. However, only the results of 194 responses will be reported here. A number of them had to be excluded from the dataset because of one or a combination of these reasons:

1. They responded to the survey more than once.
2. They claim to have gotten a loan from OTRL when, in fact, they did not.
3. For purposes of consistency, the survey results only refer to those who had their loans approved between 2018 and 2020 because this is the same period referred to in the results of the TransUnion data analysis that will be presented in a later section of this report.

Survey results were compared across three comparison groups, i.e., [1] OTRL clients with an approved car loan from OTRL, [2] OTRL clients with an approved non-OTRL car loan, and [3] OTRL clients with no approved car loan.

*Secondary data review of information from TransUnion.* The evaluation relied on information from a consumer credit reporting agency (TransUnion) to gauge changes in financial and economic outcomes that are relevant to the OTRL car loan initiative. Mailing addresses of 4,131 OTRL clients were shared with TransUnion (out of the 7,775 clients who submitted applications to OTRL); this was the maximum number that could be shared because the rest did not have a mailing address in their application forms. TransUnion then generated relevant financial and economic information for two groups:

- OTRL clients who have a credit history at the end of each of the years between 2017 and 2020
- a randomly selected sample of the population [1] from where the OTRL clients come (i.e., matching of zip codes) and [2] with similar estimated income (using TransUnion's income estimator)

Data was pulled at the end of each of the years between 2017 and 2020 for the following reasons:

- the data generation cost limited the evaluation to analyze the performance of three groups of clients
- those who applied for a loan in 2018, 2019 and 2020 were chosen because of these years had a high number of loan approvals
- those who applied for a loan between 2014 and 2015 were not considered because of the low number of loan approvals
- those who applied for a loan after 2021 were not included in order to avoid the full effects of the covid19 pandemic

## **Limitations**

A number of Internally generated information pieces that were gathered during the initial years of the program were no longer gathered in later years; this limits the ability to undertake comprehensive longitudinal analysis.

The lack of adequate baseline information on in important variables and indicators (e.g., pre-project knowledge of the importance of financial matters; health behaviors; economic conditions) limits the ability to accurately measure changes over time that does not rely solely on recall and self-reporting via post-project surveys.

The cost of accessing secondary data from private sources, e.g., consumer credit reporting agency limited the ability to undertake comparative analysis only to clients whose car loans were approved on three years of the program (2018 - 2020).

The absence of consent from clients to share their personal information (e.g., SSN) solely and exclusively for secondary data gathering limited the ability to access information on about 40% of all OTRL applicants.

The financial data from TransUnion comparison groups with large numbers. However, the presence of these comparison groups does not make the evaluation an experimental study because the comparison

groups were not randomly assigned, with one group of people getting the treatment and the other not. Those getting a loan were not randomly selected, i.e., chose to participate in the program – and choosing to participate may differentiate them from others in the general population.

Last but not least, it is important to note that the program's outcome indicators (e.g., changes in income, credit score, other financial and economic behaviors) can be affected by multiple factors (e.g., economic and social policies, natural disasters, multitude of individual circumstances like physical and mental health, and the like.) at various levels (personal, household, community, city, state, federal). Gathering information on these factors takes a lot of time, human and monetary resources. Given the type of data gathered for this evaluation and how it was gathered, the results represent assertions of observed associations, not causation.

## RESULTS

### Results Section 1: INTERNAL OTRL DATABASE ANALYSIS RESULTS

According to OTRL's internal dataset of loan applications between 2014 and January 2022, a total of 7,752 applications were received. A total of 842 applications were approved, while the remaining 6,910 applications were either withdrawn/discontinued, put on hold, or disapproved.

Majority of those who did not get an OTRL loan had their application closed in good standing. For instance, between 2019 and 2022 (i.e., a period when internal OTRL data is available), only 18.3% of these closed applications were declined. The rest had their application closed in good standing.

#### OTRL loan approvals

*Table 1: OTRL Loan Approval*

<b>OTRL Loan</b>	<b>Number (N)</b>	<b>Percent (%)</b>
OTRL loan approved	842	10.9
OTRL loan applications that were either withdrawn/discontinued, put on hold, or disapproved	6,910	89.1
<b>Total</b>	<b>7,752</b>	<b>100.0</b>

*Note: the dataset actually has a total of 7,775 entries; however, there are at least 23 multiple duplicate and "test" entries.*

The number of approved loans started small in 2014 and significantly increased in 2017, with 2018 and 2021 registering the highest numbers, as of January 2022.

*Table 2: Loan Years*

<b>Loan Years</b>	<b>N</b>	<b>%</b>
2014	14	1.7
2015	14	1.7
2016	31	3.7
2017	92	10.9
2018	200	23.8
2019	130	15.4
2020	165	19.6
2021	192	22.8
2022 (January)	4	.5
<b>Total</b>	<b>842</b>	<b>100.0</b>

As of January 2022, majority of the 842 approved loans have an active status, while 31.8% are paid off. The full distribution of approved loans by status as of January 2022 can be found in the table below.

*Table 3: Loan Status*

<b>Loan Status</b>	<b>N</b>	<b>%</b>
Active	480	57.0%
Paid Off	268	31.8%
Repossessed	71	8.4%
Collection Account	23	2.7%
<b>Total</b>	<b>842</b>	<b>100.0%</b>

### **Applicants' Gender**

A total of 3,993 loan applicants (51.5%) chose to identify their gender during the application process. Below is the distribution of the gender-identifying applicants.

*Table 4: Applicants' Identified Gender*

<b>Applicants' Identified Gender</b>	<b>N</b>	<b>%</b>
Female	2,943	73.7%
Male	1,041	26.1%
Other	9	0.2%
<b>Total</b>	<b>3,993</b>	<b>100.0%</b>

*Note: Given the extremely low percentage of applicants who do not identify as female or male, gender-related results for the remainder of this report will only include those who identify as female or male.*

There is no significant difference in loan approval rates between females and males, as shown in the table below.

*Table 5: OTRL Loan Approval by Gender*

<b>OTRL Loan Approval by Gender</b>	<b>Gender</b>		<b>Total</b>
	<b>Female</b>	<b>Male</b>	
OTRL loan approved	16.5%	17.1%	16.6%
OTRL loan not approved	83.5%	82.9%	83.4%
<b>Total (%)</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Total (N)</b>	<b>2,943</b>	<b>1,041</b>	<b>3,984</b>

Notes:

1. The data above only includes loan applicants who chose to identify their gender during the loan application process.
2. The loan approval rate for those who chose to identify their gender (16.6%) is higher than the entire population of OTRL loan applicants (10.9%).



The approval rates for loan applications between females and males have not significantly changed over time.

*Table 6: Gender by Year*

Gender by Year	Year				
	2017	2018	2019	2020	2021
Female	80.7%	70.4%	74.5%	74.4%	71.4%
Male	19.3%	29.6%	25.5%	25.6%	28.6%
<b>Total (%)</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Total (N)</b>	<b>57</b>	<b>159</b>	<b>106</b>	<b>160</b>	<b>175</b>

Notes:

1. The data above only includes loan applicants who chose to identify their gender during the loan application process.
2. The data above only includes loan applications between 2017 and 2021 because the other years have less than 10 applicants per year who had their loans approved and chose to identify their gender during the loan application process.

### Applicants' Race

During the application process, 3,870 of the applicants (49.9%) chose to identify their race. Of these applicants, majority identify as Black or African American (62.6%). The full distribution is shown in the table below.

*Table 7: Applicants' Race*

Applicants' Race	N	%
Black or African American	2,424	62.6
Caucasian	618	16.0
Hispanic or Latino	501	12.9
American Indian or Alaskan Native	24	0.6
Asian	23	0.6
Native Hawaiian or Other Pacific Islander	8	0.2
Two or more races	201	5.2
Other	71	1.8
<b>Total</b>	<b>3,870</b>	<b>100.0</b>

Applicants who identify as Black or African American have a loan approval rate of 18.0%, which is slightly higher than the overall approval rate of 16.2%. The breakdown in loan approval rate by race is shown in the table below.

*Table 8: OTRL Loan Approval by Race*

OTRL Loan Approval by Race	Race				Total
	Black or African American	Caucasian	Hispanic or Latino	Others	
OTRL loan approved	18.0%	15.9%	11.2%	11.0%	16.2%
OTRL loan not approved	82.0%	84.1%	88.8%	89.0%	83.8%
<b>Total (%)</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Total (N)</b>	<b>2,424</b>	<b>618</b>	<b>501</b>	<b>327</b>	<b>3,870</b>

*Notes: The data above only includes loan applicants who chose to identify their race during the loan application process.*

### Applicants' Age

The average age of OTRL loan applicants between 2014 and January 2022 is 40.24 years old.

- Gender: females = 40.22; males = 40.28
- OTRL loan: OTRL loan approved = 42.27 years; OTRL loan not approved = 39.74 years

### Section 1 Summary

- *The typical OTRL client is an African American female-identifying person aged around 40 years old who is a single parent with an average monthly income of \$3,138.80.*
- *These demographic characteristics are consistent with what OTRL professes to serve.*
- *There is no significant difference in demographic characteristics (i.e., race, gender, age, parental status, income) between those with an approved OTRL loan and those whose application was not approved.*
- *In the years where data is available (2019-2022), majority of applications (81.7%) that did not obtain a car loan were closed in good standing.*
- *For those with an approved OTRL loan, only about one in ten will either have their car repossessed or be on collection.*

### Results Section 2: CLIENT SURVEY RESULTS

As described earlier, a survey of OTRL clients was conducted to gauge the extent to which having a car loan approved by OTRL makes a difference in a number of financial/economic, education-related, health and social behaviors and outcomes that are deemed desirable by OTRL.

The survey yielded a total of 270 responses; however, only the results of 194 responses will be reported here. A number of them had to be excluded from the dataset because of one or a combination of these reasons:

1. They responded to the survey more than once.
2. They claim to have gotten a loan from OTRL when, in fact, they did not.
3. For purposes of consistency, the survey results only refer to those who had their loans approved between 2018 and 2020 because this is the same period referred to in the results of the TransUnion data analysis that will be presented in a later section of this report.

### Applicants' car loan type

Of the 194 survey respondents included in this report, 115 of them had their car loan approved by OTRL, while the remaining 79 were not. Of the 79 whose OTRL car loans were not approved, 39 of them eventually got a car loan approved by a lender other than OTRL, while the remaining 40 never had a car loan approved. The table below provides details.

*Table 9: Survey Respondents' Car Loan Type*

Survey respondents' car loan type	N	%
With approved OTRL car loan	115	59.3%
With approved non-OTRL car loan	39	20.1%
Without approved car loan	40	20.6%
<b>Total</b>	<b>194</b>	<b>100.0%</b>

### Reasons for applying for an OTRL loan

The most common major or minor reason that survey respondents cited for applying for a loan is having a failing vehicle that is too expensive to repair (51.5%). This distantly followed by not having a vehicle because of an accident (35.0%), and not having a vehicle (26.8%). The full list of major, minor and non-reasons for applying for a loan at OTRL are shown in the table below.

*Table 10: Reasons for Applying for an OTRL Loan*

To what extent are the following the reasons why you applied to the OTRL vehicle loan program? (N = 194)	Major reason (%)	Minor reason (%)	Not a reason (%)
I had a vehicle but it was failing/too expensive to repair	40.7	10.8	48.5
I did not have a vehicle because of an accident	26.8	8.2	64.9
I did not have a vehicle because it was repossessed	19.6	7.2	73.2
I did not have a vehicle because of a failed relationship	16.5	8.2	75.3
I never owned a vehicle	9.3	5.2	85.6
I did not have a vehicle because I just got out of prison	6.7	1.0	92.3
I did not have a vehicle because I was coming out of a recovery program	4.6	2.6	92.8
Other reason	24.2	4.6	71.1

### Experience applying for a car loan before OTRL

The survey respondents were asked if they tried purchasing a vehicle somewhere else Prior to applying for a vehicle loan from OTRL. The table below shows the results.

*Table 11: Applying for a Car Loan Somewhere Else before OTRL Application*

Prior to applying for a vehicle loan from OTRL, did you try to purchase a vehicle somewhere else?	N	%
Yes	104	53.6
No	90	46.4
<b>Total</b>	<b>194</b>	<b>100.0</b>

The 104 survey respondents who tried purchasing a vehicle somewhere else prior to applying for a vehicle loan from OTRL were asked to describe their experience trying to purchase a vehicle somewhere other than OTRL. The most common response was that their application was turned down because they had bad or no credit history (39.2%). This is distantly followed by having their application turned down because of insufficient income (21.6%) and high debt-to-income ratio (19.1%). The table below provides a full summary of their responses.

*Table 12: Experience trying to purchase a vehicle Somewhere Else before OTRL Application*

Which of the following describes your experience trying to purchase a vehicle somewhere other than OTRL? Choose all that apply.	%
Application was turned down because of bad/no recent credit history	39.2
Application was turned down because of insufficient income	21.6
Application was turned down because of high debt-to-income ratio	19.1
I did not accept the loan offer because the down payment was too high	18.6
I did not accept the loan offer because the interest rate was too high	16.5
I did not accept the loan offer because I was only offered a high-mileage car	8.8
I did not accept the loan offer because the loan length was too long	6.2
Application was turned down because of no/lack of employment history	5.2
I was able to purchase a car but the car failed	3.1
Application was turned down because of recent bankruptcy	0.5
Other	5.2

### Experience with the OTRL program process

As mentioned earlier, 115 of the 194 survey respondents had their car loans approved by OTRL. On a scale of 1 to 5 (where 1 = very dissatisfied and 5 = very satisfied), they were asked to rate their level of satisfaction with various aspects of their experience applying for a loan from OTRL. The results indicate an overwhelming satisfaction with their experience. For instance, “quality of communication throughout the process” earned an average rating of 4.65. The table below provides the average ratings for various aspects of the applicants’ OTRL experience.

*Table 13: Level of Satisfaction with the OTRL Experience*

<b>Please rate your level of satisfaction with the following aspects of your OTRL experience. (N = 115)</b>	<b>Average rating</b>
Application process	4.59
Quality of communication throughout the process	4.65
Interactions with your coach	4.58
Length of time to get into a vehicle	4.58
Vehicle selection process	4.24
Loan closing process	4.56
Other aspects of your OTRL experience	4.59

*Rating scale: 1 = very dissatisfied; 2 = dissatisfied; 3 = neither satisfied nor dissatisfied; 4 = satisfied; 5 = very satisfied*

### Knowledge of financial matters

The survey participants were asked to rate their knowledge of various financial matters (budgeting, credit scores, saving, job seeking). The table below provides a comparative summary of ratings for the various financial and health matters.

*Table 14: Knowledge of Financial Matters*

<b>Please rate your level of knowledge on the following areas at the time you purchased your vehicle (for respondents with approved car loans) or failed to have your loan approved (for those without a car loan).</b>	<b>Average rating</b>		
	<b>With approved OTRL car loan</b>	<b>With approved non-OTRL car loan</b>	<b>Without approved car loan</b>
Importance of having a budget	3.39	3.28	3.58
How to prepare a budget	3.26	3.41	3.53
Importance of having a good credit score	3.51	3.38	3.87
How to improve my credit score	3.12	2.97	3.29
Importance of saving	3.39	3.28	3.50
How to save	3.20	3.31	3.18
Where to look for a job or other income earning opportunities	3.50	3.54	3.50

*Rating scale: 1 = know nothing; 2 = know little; 3 = know some; 4 = know a lot*

On average, the survey participants – regardless of whether they have approved car loans or not – claim to know some to a lot about various financial and health matters. On a range of 1 to 4 (where 1 = know nothing, and 4 = know a lot), practically all areas of knowledge garnered average ratings of 3 or higher from all three respondent types.

### **Improvements in economic and education-related behaviors**

The survey respondents were also asked to rate the extent to which they experienced improvement in various economic and education-related behaviors during the first 12 months immediately after obtaining a car (for those with an approved car loan) or after failing to get approval for those with a car loan. The table below provides a comparative summary of the respondents' ratings.

Table 15: Improvements in Economic and Education-related Behaviors

Think of the first 12 months immediately following the time you purchased your vehicle (or you failed to get a car loan). The following statements describe areas of improvement that could be experienced by you and/or your family members because of having a vehicle.	Average rating		
	With approved OTRL car loan	With approved non-OTRL car loan	Without approved car loan
Improved ability to earn income on a regular basis	4.25	4.06	3.04
Improved ability to save on a regular basis	3.61	3.31	2.68
Improved ability to maintain emergency fund of at least \$500	3.16	2.74	2.19
Improved ability to pay bills on a regular basis	3.86	3.63	2.85
Improved ability to use a budget	3.53	3.00	2.63
Improved ability to stay within budget	3.42	3.15	2.35
Improved ability to go to work on time	4.62	4.21	2.96
Improved ability to continue or resume schooling	3.94	3.56	2.87

Rating scale: 1 = did not improve; 2 = improved a little; 3 = somewhat improved; 4 = improved; 5 = improved a lot

Across the board, survey respondents with approved OTRL loans rated each economic and education-related behavior higher than those with a non-OTRL loan and without a loan. The average ratings for those with an approved OTRL loan are in the upper 3s. Two economic behaviors that rated the highest are “improved ability to go to work on time” at 4.62, and “improved ability to earn income on a regular basis” at 4.25. On the other hand, those who had an approved car loan but not from OTRL had most of its economic behavior-related ratings in the lower 3s. Those with no approved car loans gave ratings that are mostly in the mid- to upper 2s.

It is worth noting that most of those with approved OTRL loans who gave high ratings to economic and education-related behavioral indicators are also those that highly rated their knowledge of financial matters.

### Improvement in economic and education-related conditions

The survey respondents were also asked to rate improvements in their economic and education-related conditions during the first 12 months immediately after obtaining a car (for those with an approved car loan) or after failing to get approval for those without an approved car loan. The table below provides a comparative summary of the respondents’ ratings.

Table 16: Improvement in Economic and Education-related Conditions

Think of the first 12 months immediately following the time you purchased your vehicle (or you failed to get a car loan). The following statements describe areas of improvement that could be experienced by you and/or your family members because of having a vehicle.	Average rating		
	With approved OTRL car loan	With approved non-OTRL car loan	Without approved car loan
Improved commute time, in general	4.39	4.00	2.63
Having a more regular source of income	4.19	3.91	2.65
Having more years of schooling	3.66	3.26	2.64
Improved overall economic/financial wellbeing	3.88	3.58	2.52
Improved overall quality of life	4.16	3.67	2.69

Rating scale: 1 = did not improve; 2 = improved a little; 3 = somewhat improved; 4 = improved; 5 = improved a lot

Almost identical to the ratings given to behavior-related improvements, survey respondents with approved OTRL loans rated each economic and education-related condition higher than those with a non-OTRL loan and without an approved loan. The average ratings for those with an approved OTRL loan are in the upper 3s to lower 4s. The economic conditions that rated the highest are “improved commute time, in general” at 4.39, and “having a more regular source of income” at 4.19. Those who had an approved car loan but not from OTRL had most of its economic condition-related ratings in the 3s. Those with no approved car loans gave ratings that are mostly in the mid-2s.

It must be noted that most of those with approved OTRL loans who gave high ratings to improvements in economic and education-related conditions are also those that gave high ratings to indicators of improved economic and education-related indicators.

### Knowledge of health-related matters

The respondents were also asked to rate their knowledge of a number of health-related matters (healthy eating, exercise/physical activity). The table below shows that there is no significant difference in ratings given by respondents with approved OTRL and non-OTRL car loans; on the other hand, those without an approved car loan gave higher ratings on knowledge-related matters compared to those with an approved car loan.

Table 17: Knowledge of Health-related Matters

Please rate your level of knowledge on the following areas at the time you purchased your vehicle (for respondents with approved car loans) or failed to have your loan approved (for those without a car loan).	Average rating		
	With approved OTRL car loan	With approved non-OTRL car loan	Without approved car loan
Importance of eating healthy food	3.42	3.59	3.61
Where to access or buy healthy food	3.28	3.41	3.61
Importance of exercise/physical activity	3.58	3.56	3.74
Where to exercise/engage in physical activity	3.54	3.54	3.66

Rating scale: 1 = know nothing; 2 = know little; 3 = know some; 4 = know a lot



### Improvements in health-related behaviors

When it comes to improvements in their health-related behaviors (accessing healthy food and health care services, engaging in physical activity/exercise, managing stress), respondents with approved OTRL loan gave significantly higher ratings compared to those with approved non-OTRL loans and those without approved car loans.

Table 18: Improvements in health-related behaviors

Think of the first 12 months immediately following the time you purchased your vehicle (or you failed to get a car loan). The following statements describe areas of improvement that could be experienced by you and/or your family members because of having a vehicle.	Average rating		
	With approved OTRL car loan	With approved non-OTRL car loan	Without approved car loan
Improved ability to secure healthy food	3.88	3.66	2.67
Improved ability to engage in physical activity/exercise	3.79	3.22	2.44
Improved ability to manage stress or anxiety	3.92	3.50	2.48
Improved ability to avail of health care services	3.97	3.72	2.65

Rating scale: 1 = did not improve; 2 = improved a little; 3 = somewhat improved; 4 = improved; 5 = improved a lot

### Improvements in health-related conditions

The survey respondents were also asked to rate improvements in their health-related conditions during the first 12 months immediately after obtaining a car (for those with an approved car loan) or after failing to get approval for those without an approved car loan. The table below shows that respondents with an approved OTRL loan provided higher ratings compared to those with an approved non-OTRL loan and without an approved loan.

Table 19: Improvements in Health-related Conditions

Think of the first 12 months immediately following the time you purchased your vehicle (or you failed to get a car loan). The following statements describe areas of improvement that could be experienced by you and/or your family members because of having a vehicle.	Average rating		
	With approved OTRL car loan	With approved non-OTRL car loan	Without approved car loan
Improved overall physical health condition (e.g., less number of sick days per month)	3.86	2.92	2.52
Improved overall mental health condition (e.g., less number of days a month feeling stressed or anxious)	3.88	3.45	2.48
Improved overall quality of life	4.16	3.67	2.69

Rating scale: 1 = did not improve; 2 = improved a little; 3 = somewhat improved; 4 = improved; 5 = improved a lot

For respondents with an approved OTRL loan, their ratings for improved conditions are positively associated with behavior-related indicators, e.g., those who say that their health condition improved a lot are also those who say that their health behavior improved a lot. Equally important, improvements in health conditions are positively associated with improvement in their overall quality of life.

### Improvements in social behaviors

Last but not least, respondents were asked to rate improvements in a number of social behaviors (spending time with family and friends, participating in social and religious activities) during the first 12 months immediately after obtaining a car (for those with an approved car loan) or after failing to get approval for those without an approved car loan. The table below provides a summary of results.

*Table 20: Improvements in Social Behaviors*

Think of the first 12 months immediately following the time you purchased your vehicle (or you failed to get a car loan). The following statements describe areas of improvement that could be experienced by you and/or your family members because of having a vehicle.	Average rating		
	With approved OTRL car loan	With approved non-OTRL car loan	Without approved car loan
Improved ability to spend time with family and friends	4.22	3.65	2.69
Improved ability to participate in social activities	4.09	3.73	2.33
Improved ability to participate in religious activities	4.16	3.42	2.56
Improved overall quality of life	4.16	3.67	2.69

*Rating scale: 1 = did not improve; 2 = improved a little; 3 = somewhat improved; 4 = improved; 5 = improved a lot*

Once again, respondents with an approved OTRL loan gave ratings that are significantly higher than those with an approved non-OTRL loan and those without an approved loan. Also, improvements in social behaviors are positively associated with improvement in their overall quality of life.

### Section 2 Summary

- **Survey results indicate that respondents who got their car loan approved by OTRL think that they are, on average, knowledgeable of a number of financial topics (budgeting, credit scores, saving, job seeking).**
- **Applicants who had their OTRL car loans approved think that their economic, educational, health and social behaviors improved during the first 12 months immediately after obtaining a car. These behaviors include the following:**
  - **Economic and education-related: ability to earn income and save on a regular basis, maintaining an emergency fund of at least \$500, paying bills on a regular basis, using and staying within a budget, going to work on time, continuing or resuming schooling**
  - **Health: accessing healthy food and health care services, engaging in physical activity/exercise, managing stress**
  - **Social: spending time with family and friends, participating in social and religious activities**

- *The behavior-related ratings of the respondents with an approved OTRL loan are much higher than the comparison groups (i.e., those with an approved non-OTRL loan and those without an approved loan).*
- *The behavior-related ratings of the respondents with an approved OTRL loan are positively associated with their knowledge-related ratings. This is less clear for the comparison groups' ratings.*
- *Applicants who had their OTRL car loans approved say that their economic, educational and health conditions improved during the first 12 months immediately after obtaining a car. These conditions include the following:*
  - *Economic and education-related: improved commute time, in general, having a more regular source of income, having more years of schooling, improved overall economic/financial wellbeing*
  - *Health: improved overall physical health condition (e.g., less number of sick days per month), improved overall mental health condition (e.g., less number of days a month feeling stressed or anxious)*
  - *Overall quality of life*
- *The condition-related ratings of the respondents with an approved OTRL loan are much higher than the comparison groups (i.e., those with an approved non-OTRL loan and those without an approved loan).*
- *The condition-related ratings of the respondents with an approved OTRL loan are positively associated with their behavior-related ratings.*
- *Cross-tabulations of various behavior- and condition-related ratings by OTRL client type (with OTRL loan, with non-OTRL loan, no loan) can be found in Appendix 2.*

### **Results Section 3: SECONDARY DATA (TRANSUNION) ANALYSIS RESULTS**

While the client survey yielded information on the extent to which having a car loan approved by OTRL makes a difference in a number of relevant behaviors and conditions, the information gathered is based on the survey respondents' perception and recollection of their knowledge, behaviors and conditions over time. The information generated by the survey is necessary; however, it is not sufficient. The organization wanted to generate parallel information on financial and economic indicators based on documented data (as opposed to perception- and recall-based self-reporting via the client survey).

In light of the above, a review and analysis of secondary data generated by a consumer credit reporting agency (TransUnion) was undertaken.

#### **Changes in Credit Scores**

An indicator of a person's financial wellbeing is their credit score. For this indicator, the study reviewed the credit scores of OTRL clients with an approved car loan (to be referred to as "successful OTRL clients" for purposes of brevity) and two comparison groups, i.e., OTRL clients whose loan application was not approved (named as "Clients with no OTRL loan" in the ensuing tables), and a sample of the population where OTRL clients come from (named as "Non-client group" in ensuing tables).

The specific credit score used is called VantageScore 4.0. According to Business Insider (2022), “VantageScore is a credit scoring model that was designed by the three major credit reporting agencies: Equifax, TransUnion, and Experian. Like other credit scoring models, VantageScore is designed to measure the creditworthiness of a consumer. The higher your credit score is, the more likely you are to pay your outstanding debts. This means less risk for lenders, which leads them to lower your interest rates (Kim & Silbert, 2022).” Additionally, “VantageScore 4.0 is an empirically driven and statistically sound risk prediction model that enables lenders to rank consumers by their potential risk for default, 90 or more days past due (TransUnion BCS Line Work Order).”

The first table immediately below shows the average credit scores at four points in time, i.e., end of Dec. 2017, end of Dec. 2018, end of Dec. 2019, and end of Dec. 2020. These points in time are reflected in the columns of the table below as well as similar succeeding tables. A fifth point in time (end of Sep. 2022) is included to provide an approximation of the multi-year change in credit scores for the successful OTRL clients whose loans were approved in 2020 (data for end of Dec. 2021 is not available). The rows with numerical names represent the years when the OTRL loan was approved. Data for 2014 and 2015 are not provided because of the very low number of OTRL loan approval during said years.

The yellow-highlighted cells indicate the relevant “before-and-after” average credit scores of the successful OTRL clients. Blue-colored cells refer to end-of-year average credit scores of the first comparison group (i.e., OTRL clients whose car loans were not approved), while the green-colored cells represent end-of-year average credit scores of the second comparison group (i.e., population sample).

Table 21: VantageScore 4.0

Year Loan Was Approved	VantageScore 4.0				
	End of Dec. 2017	End of Dec. 2018	End of Dec. 2019	End of Dec. 2020	End of Sep. 2022
2016	529.30	533.38	507.84	550.06	
2017	547.17	553.93	564.29	581.05	
2018	530.41	521.79	533.10	556.22	
2019	553.05	544.00	558.61	581.72	
2020	530.84	534.68	544.19	567.33	565.12
2021	523.91	529.31	535.34	545.18	
2022	527.00	490.25	469.50	523.14	
Clients with no OTRL loan	541.85	533.90	533.49	552.69	555.90
Non-clients	567.53	566.08	567.94	581.62	592.40

Note: end-of-year credit scores of OTRL clients whose loans were approved before 2018 and after 2020 are still presented but not referred to in detail in this report because of the unavailability of either “before” or “after” average credit scores during the year the loan was approved.

For successful OTRL clients whose car loans were approved in 2018, their average credit score at the end of 2017 is 517.87 (i.e., credit score before the loan), which decreased to 511.71 (i.e., credit score after the loan) at the end of 2018. Offhand, this might be seen as unfavorable; however, it is worth noting that:

1. The credit score bounced back up the year after, i.e., 520.05 at the end of Dec. 2019; also, a similar pattern can be observed for both the “Clients with no OTRL loan” group and the “Non-clients” group.

2. The credit score of the successful OTRL clients continued to increase at the end of Dec. 2020 and Sep. 2022; in fact, they began to catch up with, if not overtake, the scores of the “Clients with no OTRL loan” and “Non-clients” groups.

On the other hand, the successful OTRL clients whose loans were approved in 2019 and 2020 did not experience a dip in their “before and after” average credit scores at the end of the year when the loans were approved. The initial increase continued for a couple of years for the 2019 successful OTRL clients; however, the 2020 successful OTRL clients’ average credit score decreased after the second year.

Overall, the credit scores of successful OTRL clients were initially lower than the “Clients with no OTRL loan” group, but they began to outpace the comparison group at the end of the following year.

Another way of comparing changes in credit scores between and among the successful OTRL clients and the two comparison groups is by tracking year-by-year percentage changes in credit scores. These changes can be seen in the table below.

*Table 22: Difference in VantageScore Over Time*

Year Loan Was Approved	Difference in VantageScore Over Time			
	End of 2017 and end of 2018	End of 2018 and end of 2019	End of 2019 and end of 2020	End of 2020 and Sep. 2022
2018	-2%	3%	4%	
2019	1%	2%	4%	
2020	1%	1%	2%	0%
Clients with no OTRL loan	-1%	0%	4%	1%
Non-clients	0%	0%	2%	2%

The table above shows that the successful OTRL clients whose loans were approved in 2018 experienced a 2% decrease in the average credit score between 2017 and 2018. This is more than the changes experienced by the “Clients with no OTRL loan” group (-1%) and “Non-clients” group (0%) during the same period. At the end of the following year, the credit score of the successful OTRL clients began to increase at a rate that is higher than the two comparison groups.

For successful OTRL clients whose loans were approved in 2019, their average credit score between 2018 and 2019 increased by 2%, which is better than the experience of the first and second comparison groups, i.e., zero change in scores.

However, this is not true for the successful OTRL clients whose loans were approved in 2020, i.e., their 2% increase in average credit score increase between 2019 and 2020 is less than the 4% increase and absence of change in the average credit score during the same period for the first and second comparison groups, respectively.

Overall, the results are mixed, i.e., the successful OTRL clients who got their loans approved in 2018 and 2019 have average credit scores that are increasing at a rate that is the same as, if not slightly faster than, the two comparison groups.

Aside from VantageScore, the study also reviewed the patterns of “before and after” changes in credit scores based on two additional credit score models, namely (descriptions provided by TransUnion):

- CreditVision Link Score F B 2.0: “Risk score focused on new account performance (Bad = 90+ days past due in 12 months). Built from trended credit data and alternative data (but no alternative finance data). Can be used for pre-screen.”
- CreditVision Alternative Score F B 2.0: “Risk score focused on new account performance (Bad = 90+ days past due in 12 months). Built from alternative data only (no alternative finance data). Can be used for pre-screen.”

The four tables immediately below summarize the credit scores of the successful OTRL clients and the two comparison groups.

Table 23: CreditVision Link Score F B 2.0

Year Loan Was Approved	CreditVision Link Score F B 2.0				
	End of Dec. 2017	End of Dec. 2018	End of Dec. 2019	End of Dec. 2020	End of Sep. 2022
2016	562.44	544.34	534.74	555.58	
2017	560.00	553.84	567.25	571.00	
2018	546.06	540.01	543.80	555.51	
2019	569.12	568.79	564.07	578.99	
2020	556.52	553.33	551.85	561.95	566.88
2021	549.78	546.28	544.66	553.11	
2022	558.00	555.67	534.38	552.22	
Clients with no OTRL loan	557.94	550.88	549.19	556.54	560.58
Non-clients	577.85	577.13	578.54	583.77	589.51

Note: end-of-year credit scores of OTRL clients whose loans were approved before 2018 and after 2020 are still presented but not referred to in detail in this report because of the unavailability of either “before” or “after” average credit scores during the year the loan was approved.

Table 24: Difference in CreditVision Link Score Over Time

Year Loan Was Approved	Difference in CreditVision Link Score Over Time			
	End of 2017 and end of 2018	End of 2018 and end of 2019	End of 2019 and end of 2020	End of 2020 and Sep. 2022
2018	-1%	1%	2%	
2019	0%	-1%	3%	
2020	-1%	0%	2%	1%
Clients with no OTRL loan	-1%	0%	1%	1%
Non-clients	0%	0%	1%	1%

Table 25: CreditVision Alternative Score F B 2.0

Year Loan Was Approved	CreditVision Alternative Score F B 2.0				
	End of Dec. 2017	End of Dec. 2018	End of Dec. 2019	End of Dec. 2020	End of Sep. 2022
2016	586.84	575.21	577.48	579.48	
2017	577.81	578.05	581.35	583.33	
2018	571.12	568.77	571.22	576.12	
2019	594.51	590.01	583.98	588.73	
2020	577.63	581.82	577.92	574.86	578.17
2021	572.57	571.63	572.59	573.86	
2022	586.80	599.00	575.88	580.00	
Clients with no OTRL loan	576.54	572.14	569.77	571.69	576.96
Non-clients	591.40	591.55	591.64	592.78	595.95

Note: end-of-year credit scores of OTRL clients whose loans were approved before 2018 and after 2020 are still presented but not referred to in detail in this report because of the unavailability of either “before” or “after” average credit scores during the year the loan was approved.

Table 26: Difference in CreditVision Alternative Score Over Time

Year Loan Was Approved	Difference in CreditVision Alternative Score Over Time			
	End of 2017 and end of 2018	End of 2018 and end of 2019	End of 2019 and end of 2020	End of 2020 and Sep. 2022
2018	0%	0%	1%	
2019	-1%	-1%	1%	
2020	1%	-1%	-1%	1%
Clients with no OTRL loan	-1%	0%	0%	1%
Non-clients	0%	0%	0%	1%

These tables indicate that the patterns of credit score change observed for these two additional credit score models are similar to those observed for the VantageScore, to wit:

1. The average credit score of the successful OTRL clients slightly changes (decreases for 2018; increases for 2019 and 2020) at the end of the year when the loan was approved, and then the scores steadily increase in ensuing years.
2. The average credit score of the successful OTRL clients is close to that of the “Clients with no OTRL loan” group at the end of the year when the loan was approved, after which the average credit score of the successful OTRL clients overtakes the score of the “Clients with no OTRL loan” and “Non-clients” group in succeeding years.
3. The average credit score of the successful OTRL clients tends to be lower than that of the “Non-clients” group when the loan was approved, after which the average credit score of the successful OTRL clients catches up with the score of the “Non-clients” group.
4. The annual percentage changes in credit scores tend to be lower than or the same as that of the “Clients with no OTRL loan” group at the end of the year when the loan was approved. After a year, the annual percentage changes of the successful OTRL clients tend to be greater than those of the two comparison groups.

## Changes in Income

Aside from credit scores, the study also analyzed the “before and after” changes in income over time of the successful OTRL clients, as compared to the “Clients with no OTRL loan” group and “Non- clients” group. Specifically, the study looked at the CreditVision Income Estimator which, according to TransUnion, “estimates the adjusted gross income of a consumer as reported on a 1040 tax return.” The table below captures these income estimates in a manner that is similar to how credit scores were captured in previous tables.

Table 27: CreditVision Income Estimator

Year Loan Was Approved	CreditVision Income Estimator				
	End of Dec. 2017	End of Dec. 2018	End of Dec. 2019	End of Dec. 2020	End of Sep. 2022
2016	44.43	46.93	42.26	47.42	
2017	50.91	47.18	50.76	51.44	
2018	46.47	42.52	45.47	47.64	
2019	47.88	46.44	45.36	49.90	
2020	46.45	49.17	48.42	47.24	49.21
2021	48.52	52.95	50.94	47.71	
2022	49.75	49.00	43.67	50.00	
Clients with no OTRL loan	49.21	47.66	47.64	48.12	49.49
Non-clients	52.22	52.54	53.42	54.60	57.41

Note: end-of-year income estimates of OTRL clients whose loans were approved before 2018 and after 2020 are still presented but not referred to in detail in this report because of the unavailability of either “before” or “after” average income estimates during the year the loan was approved.

It is interesting to note that the patterns of year-by-year changes in income estimates are very similar to the patterns of changes for credit scores, namely:

1. On average, the income estimate for the successful OTRL clients tends to decrease at the end of the year when the loan was approved, and then increases the year after.
2. The successful OTRL clients’ income estimate starts lower than those of the “Clients with no OTRL loan” group and “Non-clients” group, and then the gap begins to narrow the year after.

The table below translates the data in the previous table into percentage changes in annual income estimates over time. It shows that the patterns of change are again similar to those of credit scores, i.e.:

1. The percentage change is less favorable for the successful OTRL clients at the end of the year when their car loan was approved, compared to the percentage changes experienced by the two comparison groups.
2. After the end of the first year, the percentage change in income estimate of the successful OTRL clients begins to surpass the comparison groups.



Table 28: Difference in CreditVision Income Estimator Over Time

Year Loan Was Approved	Difference in CreditVision Income Estimator Over Time			
	End of 2017 and end of 2018	End of 2018 and end of 2019	End of 2019 and end of 2020	End of 2020 and Sep. 2022
2018	-8%	7%	5%	
2019	-3%	-2%	10%	
2020	6%	-2%	-2%	4%
Clients with no OTRL loan	-3%	0%	1%	3%
Non-clients	1%	2%	2%	5%

### Changes in debt-to-income ratio

Another financial indicator that the study reviewed is the debt-to-income ratio. Specifically, it reviewed the CreditVision Debt to Income Estimator which, according to TransUnion, “estimates the debt-to-income ratio of a consumer as reported on a 1040 tax return.” Persons with higher debt-to-income ratios are generally considered by lenders as riskier borrowers. The table below provides a summary of the successful OTRL clients and the two comparison groups.

Table 29: CreditVision Debt-to-Income Ratio

Year Loan Was Approved	CreditVision Debt-to-Income Ratio				
	End of Dec. 2017	End of Dec. 2018	End of Dec. 2019	End of Dec. 2020	End of Sep. 2022
2016	44.43	46.93	42.26	47.42	
2017	50.91	47.18	50.76	51.44	
2018	17.04	19.14	17.07	14.07	
2019	18.83	22.86	25.45	16.96	
2020	31.86	28.47	28.57	10.00	31.07
2021	48.52	52.95	50.94	47.71	
2022	49.75	49.00	43.67	50.00	
Clients with no OTRL loan	36.28	35.23	33.52	28.47	41.57
Non-clients	31.02	31.07	30.50	25.97	40.29

Note: end-of-year income estimates of OTRL clients whose loans were approved before 2018 and after 2020 are still presented but not referred to in detail in this report because of the unavailability of either “before” or “after” average income estimates during the year the loan was approved.

The debt-to-income ratios of the successful OTRL clients for those with loans approved in 2018 and 2019 follow a similar pattern, i.e., an initial increase in the ratio is followed by a decrease. On the other hand, successful OTRL clients whose loans were approved in 2020 had a decrease in debt-to-income ratio, followed by an increase a couple of years after. Compared to the two comparison groups, the relevant debt-to-income ratios of the successful OTRL clients are lower, especially compared to the “Clients with no OTRL loan” group.

## Changes in the number of NSF (no sufficient funds) fees

A financial behavior that affects one's credit score is the presence of NSF (no sufficient funds) fees. A desirable pattern is for the number of NSFs to decrease over time. The table below shows the number of NSFs within the last 12 months over time.

Table 30: Number of NSF (no sufficient funds) Fees Within Last 12 Months

Year Loan Was Approved	Number of NSF (no sufficient funds) fees within last 12 months				
	End of Dec. 2017	End of Dec. 2018	End of Dec. 2019	End of Dec. 2020	End of Sep. 2022
2018	0.39 (31 of 79)	0.06 (6 of 101)	0.03	0.00	
2019	0.00	0.06 (2 of 36)	0.04 (2 of 55)	0.06	
2020	0.00	0.00	0.19 (10 of 53)	0.01 (1 of 81)	0.01
Clients with no OTRL loan	0.25 (192 of 753)	0.17 (192 of 1,141)	0.08 (119 of 1,508)	0.07 (121 of 1,711)	0.04
Non-clients	0.13 (320 of 2,482)	0.09 (243 of 2,787)	0.08 (232 of 3,085)	0.08 (249 of 3,163)	0.02

For successful OTRL clients whose loans were approved in 2018, the average number of NSFs within the last 12 months went down from 0.39 (i.e., total of 31 NSFs incurred by 79 clients) by the end of 2017 to 0.06 (total of 6 NSFs incurred by 101 clients) by the end of 2018. The number continues to decline in the next two years. A similar but less drastic pattern can be observed for the number of NSFs incurred in the last 12 months by successful OTRL clients who got their loans approved in 2019 and 2020.

The pattern is similar for the two comparison groups, although their end-of-year averages are slightly higher than those of the successful OTRL clients.

## Changes in the use of online lenders

Online lending is an alternative to the more traditional brick-and-mortar banks. Compared to traditional banks, online lenders have a faster application process and easier approval process, they tend to have higher interest rates and are less regulated. The table below summarizes changes in the use of online lenders over time.

Table 31: Number of Trades opened Within Last 12 Months – Online Lender

Year Loan Was Approved	Number of trades opened within last 12 months – Online Lender				
	End of Dec. 2017	End of Dec. 2018	End of Dec. 2019	End of Dec. 2020	End of Sep. 2022
2018	0.38 (30 of 79)	0.24 (24 of 101)	0.26	0.00	
2019	0.21	0.11 (4 of 36)	0.51 (28 of 55)	0.22	
2020	0.00	0.11	0.23 (12 of 53)	0.02 (2 of 81)	0.12
Clients with no OTRL loan	0.23 (174 of 753)	0.24 (277 of 1,141)	0.17 (263 of 1,508)	0.10 (168 of 1,711)	0.07
Non-clients	0.23 (561 of 2,482)	0.18 (513 of 2,787)	0.15 (452 of 3,085)	0.09 (288 of 3,163)	0.07

The table above show a mixed pattern of use of online lenders by the successful OTRL clients. For instance, clients who had their loan approved in 2018 had a significant decrease in the average number of trades opened from 0.38 (total of 30 trades made by 79 clients) at the end of 2018 to 0.24 (total of 24 trades by 101 clients) at the end of 2018. The number slightly increased a year after, and then drops to zero after another year.

On the other hand, clients who had their loan approved in 2019 had a significant increase in the average number of trades opened from 0.38 (total of 4 trades made by 36 clients) at the end of 2018 to 0.51 (total of 28 trades by 55 clients) at the end of 2019. The number decreased a lot a year after, and then drops significantly again after about two years.

The pattern for clients who had their loan approved in 2020 is similar to that of those whose loans were approved in 2018, i.e., a significant decrease in the average number of trades opened from 0.23 (total of 12 trades made by 53 clients) at the end of 2018 to 0.02 (total of 2 trades by 81 clients) at the end of 2020.

The two comparison groups have a more straightforward pattern of change in use of online lenders, i.e., gradual decrease over time.

Overall, the successful OTRL lenders' use of online lenders have declined to a point where they are like that of the two comparison groups.

### Changes in the use of storefront lenders

Another alternative source of loans are storefront lenders; details of their use are provided in the table below.

Table 32: Number of Trades Opened Within Last 12 Months Storefront Lender

Year Loan Was Approved	Number of trades opened within last 12 months STOREFRONT LENDER				
	End of Dec. 2017	End of Dec. 2018	End of Dec. 2019	End of Dec. 2020	End of Sep. 2022
2018	0.19 (15 of 79)	0.10 (10 of 101)	0.08	0.05	
2019	0.17	0.03 (1 of 36)	0.00 (0 of 55)	0.06	
2020	0.00	0.00	0.09 (5 of 53)	0.00 (0 of 81)	0.05
Clients with no OTRL loan	0.08 (61 of 753)	0.08 (92 of 1,141)	0.14 (217 of 1,508)	0.07 (123 of 1,711)	0.04
Non-clients	0.11 (278 of 2,482)	0.12 (324 of 2,787)	0.11 (344 of 3,085)	0.07 (229 of 3,163)	0.05

The table above shows a pattern that is similar to the use of online lenders, i.e., there is a decline in the use of storefront lenders over time. That said, there are a number of differences when comparing the successful OTRL clients to the two comparison groups.

1. For successful OTRL clients whose loans were approved in 2018, they start with a much higher usage of storefront lenders (0.19, or a total of 15 trades by 17 clients), compared to the "Clients with no OTRL loan" and "Non-clients" groups (i.e., 0.08 and 0.11, respectively). The difference, though, begins to disappear in ensuing years.

2. For successful OTRL clients whose loans were approved in 2019 and 2020, they start with a lower rate of usage of storefront lenders compared to the “Clients with no OTRL loan” and “Non-clients” groups, and, for the most part, continue to do so in succeeding years.

### Section 3 Summary

- **On credit scores:**
  - *Overall, annual average credit scores of successful OTRL clients improved, albeit gradually, over time. In fact, there are a few instances when the scores initially decreased slightly, and the rebound the next year.*
  - *About a year before the approval of their loan applications, the annual average credit scores of successful OTRL clients tend to be lower than those of the two comparison groups. They then catch up (and in a number of instances) overtake the scores of the “Clients with no OTRL loan” comparison group.*
  - *Percentage changes in the average credit scores of successful OTRL clients tend to be similar to, if not better than (i.e., higher increase), those of the “Clients with no OTRL loan” and “Non-clients” groups.*
- **On income estimates:**
  - *The average income estimate for the successful OTRL clients tends to decrease at the end of the year when the loan was approved, and then increases the year after.*
  - *The successful OTRL clients’ income estimate starts lower than those of the “Clients with no OTRL loan” and “Non-clients” groups, and then catches up the year after.*
  - *The percentage change in income is less favorable for the successful OTRL clients at the end of the year when their car loan was approved. In the succeeding year, the percentage change in income estimate of the successful OTRL clients begins to surpass the “Clients with no OTRL loan” and “Non-clients” groups.*
- **On incurring NSF fees:**
  - *The results are slightly mixed, i.e., for some successful OTRL clients, the average number of NSFs after the end of first year significantly went down and then continued to decline in the next two years. Other successful OTRL clients experienced a more gradual decrease in incurring NSF fees.*
  - *The pattern is similar for the two comparison groups, although their end-of-year averages are slightly higher than those of the successful OTRL clients.*
- **On the use of online lenders**
  - *The use of online lenders tends to be mixed among successful OTRL clients, i.e., some drastically decrease their use, followed by a slight decrease in the next year. On the other hand, there are other successful OTRL clients who significantly increased their use of online lenders, followed the next year by an equally significant decrease in use.*
  - *The two comparison groups have a more straightforward pattern of change in use of online lenders, i.e., gradual decrease over time.*
  - *Overall, the successful OTRL lenders’ use of online lenders have declined to a point where they are like that of the two comparison groups.*
- **On the use of storefront lenders**
  - *Overall, there is a decline in the use of storefront lenders over time among successful OTRL clients, which minor differences in the rate of decline.*

## CONCLUSIONS AND RECOMMENDATIONS

**Conclusion 1:** Overall, OTRL's car loan program is a success.

- Clients served by the program are the ones that OTRL seeks to serve per their vision statement.
- Clients who were able to avail of the OTRL car loan are knowledgeable of matters that directly relate to car ownership and overall wellbeing.
- Clients who were able to avail of the OTRL car loan claim to have improved economic, financial, education-related, health and social behaviors that contribute to car ownership and overall wellbeing.
- Clients who were able to avail of the OTRL car loan outperform those who got a car loan somewhere else or did not get a car loan when it comes to improving their economic, financial, education-related, health and social behaviors that overall wellbeing.
- Clients who were able to avail of the OTRL car loan claim to have improved their economic and health conditions, and their overall wellbeing.
- Clients who were able to avail of the OTRL car loan rate themselves higher when it comes to improvements in their economic and health conditions, and overall wellbeing, compared to those who got a car loan somewhere else or did not get a car loan.

**Recommendation 1:** expand areas of coverage and program types

**Conclusion 2:** it takes time to improve economic conditions and behaviors.

- Some conditions and behaviors (change in income and credit score, debt-to-income ratio, incurring of NSF fees, use online lenders and storefront lenders) could get worse within the first 12 months from the time the loan is approved.
- For the most part, this initial decline is offset by an increase in ensuing years.
- At the start, incomes and credit scores could be lower and debt-to-income ratios could be higher for successful OTRL clients compared to the two comparison groups.
- After a year or two, incomes, credit scores and debt-to-income ratios start to be at par with the comparison groups.

**Recommendation 1A:** Evaluation of program effects should not be limited to immediate post-program measurements; rather, repeated measures over time would reveal a more accurate picture of change.

**Recommendation 2B:** Post-program coaching/follow-ups, especially within the first 12 months of loan release could be helpful in supporting clients who could be experiencing an initial decrease in income and/or credit score after loan approval.

**Conclusion 3:** Substantive (quality) and substantial (robust) data are important to effectively measure program success.

- Multiple data comprehensive success indicators and variables
- appropriate and complementary measures
- consistent and timely data gathering

**Recommendation 3A:** Improve OTRL data management. e.g., standardize outcome variables and indicators, adopt a variety of data gathering methods, adopt a standard data storage system, undertake periodic analysis.

**Recommendation 3B:** Institute a comprehensive baseline data gathering process (including incorporating data standard and comprehensive gathering during application and approval) to avoid recall-based, post-test only, evaluations.

**Recommendation 3C:** As part of the application process, consider asking consent from clients to share their personal information but only for evaluation purposes; this way, it is easier to gather relevant secondary data from external sources.

## REFERENCES

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## APPENDICES

1. Client survey questionnaire
2. Cross-tabulations of various behavior- and condition-related ratings by OTRL client type (with OTRL loan, with non-OTRL loan, no loan)

## **APPENDIX 1: Client survey questionnaire**

### **OTRL Evaluation Questionnaire**

#### **PURPOSE**

To gather primary data from all OTRL clients (from inception to end of 2021) in order to evaluate the effectiveness of the OTRL vehicle loan program in generating positive non-financial outcomes as laid out in the program's theory of change. Financial outcomes will be examined by analyzing financial data from TransUnion.

#### **PRE-SURVEY MOGLI MESSAGE**

On the Road Lending is partnering with the University of New Hampshire to gather data from clients. These survey results will help us evaluate the effectiveness of our program, secure funding, and ultimately get more people on the road to success! You may receive an email named, OTRL Evaluation Survey; please check your inbox and junk mail. The survey should take less than 10 minutes to complete. Your responses will be kept confidential. Everyone who completes the survey will be entered into five drawings for \$100 gas cards!

On the Road Lending is partnering with the University of New Hampshire to gather data from clients. These survey results will help us evaluate the effectiveness of our program, secure funding, and ultimately get more people on the road to success! You may receive an email from the University of New Hampshire. The survey should take less than 10 minutes to complete. Your responses will be kept anonymous and confidential. Everyone who completes the survey will be entered into five drawings for \$100 gas cards!

Dear \_\_\_\_\_. Greetings from On The Road Lending (OTRL)! In the next ## week(s), we will email you a survey on your thoughts and feelings on car ownership. The email subject is: "\_\_\_\_\_". Please look out for this in your email inbox (also check your spam folder). Please complete it because your responses will help us be more effective in serving our clients. It should take you less than \_\_ minutes to complete the survey. You will be included in a raffle draw for ## (number of) gas cards (each amounting to \$####) if you complete the survey on time. Please let us know if you have any questions. Thank you so much!

**Subject of email: OTRL Evaluation Survey**

#### **COVER LETTER**

Greetings from On The Road Lending (OTRL)!

You are receiving this survey because OTRL is interested in your thoughts and feelings on car ownership. Please completely answer the questionnaire because this will help us be more effective in serving our clients.



It should take you less than 10 minutes to complete the survey. Your individual responses will be kept confidential, and they will not affect your relationship with OTRL.

You will be included in a raffle draw for a gas card if you complete the survey on time. The raffle winners will receive a gas card valued at \$100 each. Please let us know if you have any questions.

Thank you so much!

## QUESTIONNAIRE

### General notes:

- Respondents come from three groups, namely: [1] clients who were able to secure a vehicle loan from OTRL, [2] clients who were able to secure a vehicle from non-OTRL sources, and [3] clients who were not able to secure a car loan. They will be identified based on their responses to a number of questions.
- While there are a total of 15 questions, no one will answer all of the questions; rather:
  - Group 1 will answer Questions 1 to 7, and 15 = 8 questions
  - Group 2 will answer Questions 1, 2, 4, 8-11, and 15 = 8 questions
  - Group 3 will answer Questions, 1, 2, 4, 12-14, and 15 = 7 questions
- All questions are informed by OTRL program’s theory of change, e.g.:
  - Some questions attempt to capture long-term outcomes (i.e., changes in condition), although those that are economic or financial in nature will be captured via analysis of the TransUnion data
  - Some questions seek to capture intermediate outcomes, i.e., changes in behavior; again, some economic or financial behaviors will be measured via analysis of the TransUnion data
  - Some questions aim to capture short-term outcomes, i.e., improved knowledge

Q1: To what extent are the following the reasons why you applied to the On The Road Lending (OTRL) vehicle loan program?

Reasons why you apply to the OTRL vehicle loan program	Not a reason	Minor reason	Major reason
I did not have a vehicle because of an accident			
I did not have a vehicle because it was repossessed			
I did not have a vehicle because I just got out of prison			
I did not have a vehicle because I was coming out of a recovery program			
I did not have a vehicle because of a failed relationship			
I had a vehicle but it was failing/too expensive to repair			

I never owned a vehicle			
Other reason; please specify: _____			

Q2: Prior to applying for a vehicle loan from OTRL, did you try to purchase a vehicle somewhere else?

- Yes: answer Q3
- No: skip Q3, go to Q4

Q3: Which of the following describes your experience trying to purchase a vehicle somewhere other than OTRL? Choose all that apply.

- Application was turned down because of insufficient income
- Application was turned down because of no/lack of employment history
- Application was turned down because of bad/no recent credit history
- Application was turned down because of high debt-to-income ratio
- Application was turned down because of recent bankruptcy
- I did not accept the loan offer because the down payment was too high
- I did not accept the loan offer because I was only offered a high-mileage car
- I did not accept the loan offer because the interest rate was too high
- I did not accept the loan offer because the loan length was too long
- I was able to purchase a car but the car failed
- Other, please specify: \_\_\_\_\_

Q4: Was your OTRL loan application approved?

- Yes: answer Q5 to Q7
- No: skip Q5 to Q7; go to Q8

Q5: Please rate your level of satisfaction with the following aspects of your OTRL experience.

Aspects of your On the Road Lending experience	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Application process					
Quality of communication throughout the process					
Interactions with your coach					
Length of time to get into a vehicle					
Vehicle selection process					
Loan closing process					
Other aspects of your On the Road Lending experience; please specify					

_____					
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Q6: Please rate your level of knowledge on the following areas at the time you purchased your vehicle through OTRL.

Areas of knowledge	Know nothing	Know little	Know some	Know a lot
Importance of having a budget				
How to prepare a budget				
Importance of having a good credit score				
How to improve my credit score				
Importance of saving				
How to save				
Importance of eating healthy food				
Where to access or buy healthy food				
Importance of exercise/physical activity				
Where to exercise/engage in physical activity				
Where to look for a job or other income earning opportunities				
Other areas of knowledge; please specify: _____				

Q7: Think of the first 12 months immediately following the time you obtained your vehicle. The following statements describe areas of improvement that could be experienced by you and/or your family members because of having a vehicle financed through OTRL. Please rate the extent to you experienced improvement in these areas.

Extent to which having a vehicle financed through OTRL led to ...	Did not improve	Improved a little	Somewhat improved	Improved	Improved a lot	Not applicable
Improved ability to earn income on a regular basis						
Improved ability to save on a regular basis						
Improved ability to maintain an emergency fund of at least \$500						
Improved ability to pay bills on a regular basis						
Improved ability to use a budget						
Improved ability to stay						

within budget						
Improved ability to go to work on time						
Improved ability to continue or resume schooling						
Improved ability to spend time with family and friends						
Improved ability to participate in social activities						
Improved ability to participate in religious activities						
Improved ability to secure healthy food						
Improved ability to engage in physical activity/exercise						
Improved ability to manage stress or anxiety						
Improved ability to avail of health care services						
Improved commute time, in general						
Having a more regular source of income						
Having more years of schooling						
Improved overall physical health condition (e.g., less number of sick days per month)						
Improved overall mental health condition (e.g., less number of days a month feeling stressed or anxious)						
Improved overall economic/financial wellbeing						
Improved overall quality of life						
Other improvements; please specify						

**For those who successfully secured a vehicle loan from OTRL, go to Q15.**

Q8: Were you able to obtain a vehicle without assistance from OTRL?

- Yes: answer Q9 to Q11
- No: skip Q9 to Q11; go to Q12

Q9: How did you obtain a vehicle without assistance from OTRL? Choose one answer only.

- Paid cash
- Gifted
- Financed by a bank or credit union
- Financed by a dealership
- Financed by a predatory lender
- Financed through other sources
- Others: please specify \_\_\_\_\_

Q10: Please rate your level of knowledge on the following areas at the time you purchased your vehicle.

Areas of knowledge	Know nothing	Know little	Know some	Know a lot
Importance of having a budget				
How to prepare a budget				
Importance of having a good credit score				
How to improve my credit score				
Importance of saving				
How to save				
Importance of eating healthy food				
Where to access or buy healthy food				
Importance of exercise/physical activity				
Where to exercise/engage in physical activity				
Where to look for a job or other income earning opportunities				
Other areas of knowledge; please specify: _____				

Q11: Think of the first 12 months immediately following the time you obtained your vehicle. The following statements describe areas of improvement that could be experienced by you and/or your family members because of having a vehicle. Please rate the extent to you experienced improvement in these areas.

<b>Extent to which having a vehicle led to ...</b>	<b>Did not improve</b>	<b>Improved a little</b>	<b>Somewhat improved</b>	<b>Improved</b>	<b>Improved a lot</b>	<b>Not applicable</b>
Improved ability to earn income on a regular basis						
Improved ability to save on a regular basis						
Improved ability to maintain an emergency fund of at least \$500						
Improved ability to pay bills on a regular basis						
Improved ability to use a budget						
Improved ability to stay within budget						
Improved ability to go to work on time						
Improved ability to continue or resume schooling						
Improved ability to spend time with family and friends						
Improved ability to participate in social activities						
Improved ability to participate in religious activities						
Improved ability to secure healthy food						
Improved ability to engage in physical activity/exercise						
Improved ability to manage stress or anxiety						
Improved ability to avail of health care services						
Improved commute time, in general						
Having a more regular source of income						
Having more years of schooling						
Improved overall physical health condition (e.g., less number of sick days per month)						

Improved overall mental health condition (e.g., less number of days a month feeling stressed or anxious)						
Improved overall economic/financial wellbeing						
Improved overall quality of life						
Other improvements; please specify _____						

**For those who secured a vehicle loan but not from OTRL, go to Q15.**

Q12: Think of the first 12 months immediately following the time you were unable to secure a vehicle loan from ORTL. What was your one main mode of transportation for each of the items listed in the first column? Choose one mode of transportation.

Places that require transportation	Bus	Borrowed vehicle	Carpool	Lyft or Uber	Own vehicle	Rental car	Taxi	Train	Walk or cycle	Family member or friend	Not applicable
Work											
School											
Groceries											
Medical care											
Childcare											
Extracurricular activities											
Places for exercise/physical activity.											
Social activities											
Religious activities											
Others; please specify _____											

Q13: Please rate your level of knowledge on the following areas.

Areas of knowledge	Know nothing	Know little	Know some	Know a lot
Importance of having a budget				
How to prepare a budget				
Importance of having a good credit score				
How to improve my credit score				
Importance of saving				
How to save				
Importance of eating healthy food				
Where to access or buy healthy food				
Importance of exercise/physical activity				
Where to exercise/engage in physical activity				
Where to look for a job or other income earning opportunities				
Other areas of knowledge; please specify: _____				

Q14: Think of the first 12 months immediately following the time you were unable to secure a vehicle loan from ORTL. Please rate the extent to which you experienced improvement in these areas.

Extent to which you experienced improvement in these areas	Did not improve	Improved a little	Somewhat improved	Improved	Improved a lot	Not applicable
Improved ability to earn income on a regular basis						
Improved ability to save on a regular basis						
Improved ability to maintain an emergency fund of at least \$500						
Improved ability to pay bills on a regular basis						
Improved ability to use a budget						
Improved ability to stay within budget						
Improved ability to go to work on time						
Improved ability to continue or resume schooling						
Improved ability to spend						



time with family and friends						
Improved ability to participate in social activities						
Improved ability to participate in religious activities						
Improved ability to secure healthy food						
Improved ability to engage in physical activity/exercise						
Improved ability to manage stress or anxiety						
Improved ability to avail of health care services						
Improved commute time, in general						
Having a more regular source of income						
Having more years of schooling						
Improved overall physical health condition (e.g., less number of sick days per month)						
Improved overall mental health condition (e.g., less number of days a month feeling stressed or anxious)						
Improved overall economic/financial wellbeing						
Improved overall quality of life						
Other improvements; please specify						

Q15: To show OTRL’s appreciation of your participation in the survey, we would like to enter you in a raffle draw where we will randomly pick 5 winners of \$100 each worth of gas cards. Please let us know if you want us to include you in the raffle.

- Yes
- no

End of survey

**APPENDIX 2: Cross-tabulations of various behavior- and condition-related ratings by OTRL client type (with OTRL loan, with non-OTRL loan, no loan)**

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to earn income on a regular basis	Did not improve	11.0%	9.4%	36.0%	14.6%
	Improved a little	12.0%	25.0%	16.0%	15.3%
	Somewhat improved	19.0%	18.8%	8.0%	17.2%
	Improved	21.0%	18.8%	24.0%	21.0%
	Improved a lot	37.0%	28.1%	16.0%	31.8%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to save on a regular basis	Did not improve	17.2%	25.7%	41.0%	26.3%
	Improved a little	20.2%	25.7%	16.4%	18.8%
	Somewhat improved	18.2%	14.3%	11.5%	15.6%
	Improved	18.2%	17.1%	13.1%	16.3%
	Improved a lot	26.3%	17.1%	18.0%	23.1%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to maintain an emergency fund of at least \$500	Did not improve	3.2%	5.7%	37.0%	9.6%
	Improved a little	12.8%	17.1%	11.1%	13.5%
	Somewhat improved	17.0%	17.1%	7.4%	15.4%
	Improved	28.7%	28.6%	18.5%	26.9%
	Improved a lot	38.3%	31.4%	25.9%	34.6%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to pay bills on a regular basis	Did not improve	10.3%	15.2%	40.7%	16.6%
	Improved a little	17.5%	21.2%	14.8%	17.8%
	Somewhat improved	14.4%	27.3%	3.7%	15.3%
	Improved	24.7%	21.2%	22.2%	23.6%
	Improved a lot	33.0%	15.2%	18.5%	26.8%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to use a budget	Did not improve	9.0%	18.2%	38.5%	15.7%
	Improved a little	22.0%	9.1%	26.9%	20.1%
	Somewhat improved	19.0%	30.3%	7.7%	19.5%
	Improved	18.0%	24.2%	15.4%	18.9%
	Improved a lot	32.0%	18.2%	11.5%	25.8%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to go to work on time	Did not improve	1.1%	6.1%	41.7%	9.0%
	Improved a little	1.1%	9.1%	4.2%	3.5%
	Somewhat improved	4.6%	3.0%	4.2%	4.2%
	Improved	20.7%	21.2%	16.7%	20.1%
	Improved a lot	72.4%	60.6%	33.3%	63.2%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to continue or resume schooling	Did not improve	11.8%	24.0%	43.5%	20.7%
	Improved a little	7.4%	4.0%		5.2%
	Somewhat improved	7.4%	4.0%	13.0%	7.8%
	Improved	22.1%	28.0%	13.0%	21.6%
	Improved a lot	51.5%	40.0%	30.4%	44.8%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to spend time with family and friends	Did not improve	3.2%	5.9%	34.6%	9.0%
	Improved a little	7.4%	11.8%	15.4%	9.7%
	Somewhat improved	7.4%	23.5%	15.4%	12.3%
	Improved	28.4%	29.4%	15.4%	26.5%
	Improved a lot	53.7%	29.4%	19.2%	42.6%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to participate in social activities	Did not improve	5.5%	9.1%	45.8%	12.8%
	Improved a little	7.7%	9.1%	4.2%	7.4%
	Somewhat improved	13.2%	18.2%	29.2%	16.9%
	Improved	19.8%	27.3%	12.5%	20.3%
	Improved a lot	53.8%	36.4%	8.3%	42.6%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to participate in religious activities	Did not improve	6.5%	16.1%	44.0%	14.8%
	Improved a little	7.5%	9.7%	8.0%	8.1%
	Somewhat improved	9.7%	16.1%	16.0%	12.1%
	Improved	16.1%	32.3%	12.0%	18.8%
	Improved a lot	60.2%	25.8%	20.0%	46.3%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to secure healthy food	Did not improve	5.3%	6.3%	33.3%	10.5%
	Improved a little	8.5%	18.8%	18.5%	12.4%
	Somewhat improved	21.3%	12.5%	14.8%	18.3%
	Improved	22.3%	28.1%	14.8%	22.2%
	Improved a lot	42.6%	34.4%	18.5%	36.6%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to engage in physical activity/exercise	Did not improve	8.9%	15.6%	37.0%	15.4%
	Improved a little	10.0%	21.9%	18.5%	14.1%
	Somewhat improved	14.4%	12.5%	18.5%	14.8%
	Improved	26.7%	25.0%	14.8%	24.2%
	Improved a lot	40.0%	25.0%	11.1%	31.5%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to manage stress or anxiety	Did not improve	4.1%	6.3%	37.0%	10.2%
	Improved a little	8.2%	21.9%	22.2%	13.4%
	Somewhat improved	21.4%	18.8%	11.1%	19.1%
	Improved	24.5%	21.9%	14.8%	22.3%
	Improved a lot	41.8%	31.3%	14.8%	35.0%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved ability to avail of health care services	Did not improve	3.3%	9.4%	34.6%	10.1%
	Improved a little	14.4%	12.5%	19.2%	14.9%
	Somewhat improved	10.0%	9.4%	11.5%	10.1%
	Improved	26.7%	34.4%	15.4%	26.4%
	Improved a lot	45.6%	34.4%	19.2%	38.5%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved commute time, in general	Did not improve	1.0%	5.7%	33.3%	7.5%
	Improved a little	5.1%	5.7%	18.5%	7.5%
	Somewhat improved	8.2%	17.1%	18.5%	11.9%
	Improved	25.5%	25.7%	11.1%	23.1%
	Improved a lot	60.2%	45.7%	18.5%	50.0%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Having a more regular source of income	Did not improve	3.4%	11.8%	38.5%	11.5%
	Improved a little	6.8%		11.5%	6.1%
	Somewhat improved	9.1%	20.6%	11.5%	12.2%
	Improved	28.4%	20.6%	23.1%	25.7%
	Improved a lot	52.3%	47.1%	15.4%	44.6%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Having more years of schooling	Did not improve	9.8%	26.1%	45.5%	20.8%
	Improved a little	11.5%	13.0%	9.1%	11.3%
	Somewhat improved	14.8%	4.3%	9.1%	11.3%
	Improved	31.1%	21.7%	9.1%	24.5%
	Improved a lot	32.8%	34.8%	27.3%	32.1%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved overall physical health condition (e.g., less number of sick days per month)	Did not improve	9.1%	24.0%	40.0%	18.1%
	Improved a little	3.9%	20.0%	12.0%	8.7%
	Somewhat improved	14.3%	16.0%	12.0%	14.2%
	Improved	37.7%	20.0%	28.0%	32.3%
	Improved a lot	35.1%	20.0%	8.0%	26.8%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved overall mental health condition (e.g., less number of days a month feeling stressed or anxious)	Did not improve	3.4%	10.3%	44.4%	12.4%
	Improved a little	14.6%	17.2%	7.4%	13.8%
	Somewhat improved	14.6%	17.2%	14.8%	15.2%
	Improved	25.8%	27.6%	22.2%	25.5%
	Improved a lot	41.6%	27.6%	11.1%	33.1%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved overall economic/financial wellbeing	Did not improve	4.0%	12.9%	44.4%	12.6%
	Improved a little	9.9%	9.7%	7.4%	9.4%
	Somewhat improved	18.8%	9.7%	14.8%	16.4%
	Improved	28.7%	41.9%	18.5%	29.6%
	Improved a lot	38.6%	25.8%	14.8%	32.1%
Total		100.0%	100.0%	100.0%	100.0%

Extent to which having a vehicle financed/not financed through OTRL led to ...		OTRL client type			Total
		Clients with OTRL loan	Clients with a non-OTRL loan	Clients without a loan	
Improved overall quality of life	Did not improve		9.1%	38.5%	8.0%
	Improved a little	11.7%	15.2%	11.5%	12.3%
	Somewhat improved	5.8%	3.0%	11.5%	6.2%
	Improved	37.9%	45.5%	19.2%	36.4%
	Improved a lot	44.7%	27.3%	19.2%	37.0%
Total		100.0%	100.0%	100.0%	100.0%