

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2010-0042)

TITLE OF INFORMATION COLLECTION:

Evaluating Diesel Emissions Reduction Act (DERA) Program Customer Satisfaction in EPA Regions 9 and 10.

PURPOSE:

Requesting information from EPA Region 9 and 10 grantees, sub-grantees, and prospective applicants regarding customer satisfaction with DERA funding assistance programs.

DESCRIPTION OF RESPONDENTS:

EPA with the assistance of a contractor has developed a short survey requesting feedback from relevant grantees, sub-grantees, and prospective applicants regarding their satisfaction with DERA funding assistance programs (e.g., state, local and tribal governments, eligible non-profit organizations, and medium and heavy-duty fleet operators).

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: John Mikulin, Environmental Protection Specialist, EPA R9

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
EPA R9 and 10 DERA awardees	45	10	450
Prospective DERA applicants	45	10	450
Totals			900

FEDERAL COST: The estimated total cost to the Federal government is \$40,000. This is based on the EPA FY20 DERA management and oversight contract assignment issued to ERG for survey composition, data gathering, and data synthesis.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

- Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The targeted survey respondents include existing EPA R9 and R10 DERA grantees and West Coast Collaborative Communicator Newsletter recipients (~1000 email recipients, <10% response rate expected).

Administration of the Instrument

- How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
- Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

See subsequent pages for survey screenshots.



To assess customer satisfaction with EPA Diesel Emissions Reduction Act (DERA) funding opportunities, and in support of the West Coast Collaborative Alternative Fuel Infrastructure Corridor Coalition (WCC AFICC), this survey seeks information from eligible grant recipients and sub-recipients on awareness and satisfaction with DERA grant programs, as well as prospective alternate fuel infrastructure investment needs for medium and heavy-duty (MHD) vehicle and equipment operations in the west. The survey requests information on proposed alternative fuel stations, including funding assistance needs. Submitted data will be used to determine how well existing and proposed grant funding aligns with customer needs for MHD alternative fuel infrastructure investment. We will use this information to evaluate how to improve grant funding resources to better meet the needs of our customers.

Please continue with the survey.



0% 100%



Will the proposed alternative fuel station be capable of accommodating Class 5+ vehicles (gross weight rating-GVWR > 16,001 lbs) and/or other MHD equipment (e.g., agriculture, cargo handling, construction, locomotives, marine vessels, or other non-road equipment)?

- Yes
- No

Note: See on-highway vehicle weight classes and categories in [EPA DERA Technologies, Fleets and Projects Information \(p.2\)](#) and/or [DOE Alternative Fuels Data Center](#).



0% 100%



WCC AFICC Partner Contact Information

First Name

Last Name

Job Title

Organization

Phone Number
(XXX-XXX-XXXX)

Email Address

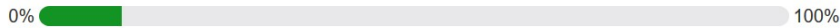


Are you aware of the [EPA Diesel Emissions Reduction Act \(DERA\) funding assistance program?](#)

- Yes
- No

Has your organization received DERA funds in the past?

- Yes
- No
- I don't know

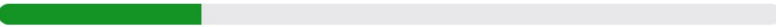


Station 1 - What would the access conditions be at the proposed alternative fuel station?

- Public/retail
- Limited/subscriber
- Private

Note: This webform allows data for < 25 MHD-accessible alternative fuel stations per submission. Data for additional projects can be entered at the end of this form.

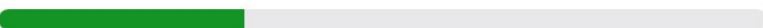


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Station 1 - In which WCC State/Territory will your proposed MHD-accessible alternative fuel station be located?

- Alaska
- American Samoa
- Arizona
- California
- Guam
- Hawaii
- Idaho
- Nevada
- Northern Mariana Islands
- Oregon
- Washington
- Tribal Lands (please enter the federally recognized tribe name [BIA Tribal Leaders Directory](#))
- Other (please specify)



0%  100%

Station 1 - Where will the MHD-accessible alternative fuel station be located?

Street Address

City

State / Territory

Zip Code

Station 1 - What is the name of the nearest interstate, or state highway (e.g., I-5, US 101)?

Station 1 - Do you know the approximate distance (in miles) from the station to the nearest interstate or state highway?

Yes (enter the approximate distance in whole miles)

No

Station 1 - Do you know the nearest interstate or highway marker?

Yes (enter the highway marker number)

No

Station 1 - Do you know the approximate distance to the nearest station of the same fuel type? [DOE's Alternative Fuel Station Locator](#)

Yes (enter the approximate distance in whole miles)

No



0% 100%

Station 1 Capital Expense - Do you know the estimated capital expense for developing the proposed MHD-accessible alternative fuel station (i.e., total development cost without land acquisition)?

Yes (enter the estimated capital expense in U.S. \$)

No

Station 1 Funding Assistance - If funding assistance was available to help you cover the capital expenses associated with constructing the proposed MHD-accessible alternative fuel station, then what is the minimum cost-share needed for you to develop the project?

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% Do not know



0% 100%

Station 1 - What fueling technology is desired at the proposed MHD-accessible alternative fuel station? Check ALL that apply.

- Electric vehicle charging (EVSE)
- Hydrogen (H2)
- Propane (LPG)
- Compressed Natural Gas (CNG)
- Liquefied Natural Gas (LNG)



0%  100%

Station 1 Compressed Natural Gas - How many dispensers will be available at the station?

Station 1 Compressed Natural Gas - What is the fill rate? Check ALL that apply.

- Slow-fill
- Fast-fill
- I don't know

Station 1 Compressed Natural Gas - What is the estimated annual throughput?

- Value in diesel gallon equivalent (DGE) per year
- I don't know



0%  100%



Station 1 Anchor Fleet - Would the proposed MHD-accessible alternative fuel station have at least one anchor fleet willing to uphold a fuel off-take commitment?

- Yes. Number of anchor fleets that will use the station.
- No
- I don't know

Station 1 Fleet Size - Approximately how many MHD vehicles/pieces of equipment would the proposed alternative fuel station serve?

- Number of fleet units served
- I don't know

Station 1 Fleet Vocation - What MHD fleet vocation(s) is the proposed alternative fuel station intend to serve? Check ALL that apply.

- | | | |
|---|---|---|
| <input type="checkbox"/> Agriculture | <input type="checkbox"/> Long-Haul Trucking | <input type="checkbox"/> Shuttle Bus |
| <input type="checkbox"/> Cargo Handling | <input type="checkbox"/> Marine | <input type="checkbox"/> Towing |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Parcel Delivery | <input type="checkbox"/> Transit Bus |
| <input type="checkbox"/> Drayage | <input type="checkbox"/> Refuse Hauling | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> Food/Beverage Distribution | <input type="checkbox"/> Regional Shipping | <input type="checkbox"/> Other. Please specify <input type="text"/> |
| <input type="checkbox"/> Locomotive | <input type="checkbox"/> School Bus | |



Would you like to enter another project?

- Yes
- No



Thank you for your data submission. We greatly appreciate your partnership on this WCC customer satisfaction survey.

Please visit the [WCC alternative fuels webpage](#) for additional information, and be sure to [sign up for the WCC Communicator Newsletter](#) to receive future updates.



This collection of information is approved by OMB under the Paperwork Reduction Act, 44 U.S.C. 3501 et seq. (OMB Control No. 2010-0042). Responses to this collection of information are **voluntary**. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The public reporting and recordkeeping burden for this collection of information is estimated to 10 minutes per response. Send comments on the Agency's need this formation, the accuracy of the provided burden estimates and any suggested methods for minimizing respondent burden including through the use of automated collection techniques to the Director, Regulatory Support Division, U.S. Environmental Protection Agency (2821T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460. Include the OMB control number in any correspondence. Do not send the completed form to this address.