

TIGER TEAMS

TECHNICAL ASSISTANCE



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Alternative Fuels and Vehicles Training Resource Guide for Transit Districts

NREL SUBCONTRACT REPORT

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Alternative Fuel
Information Series



U.S. DEPARTMENT of ENERGY
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Table of Contents

Introduction	3
Recommendations: for Transit Employees	4
Quick Guide: Training for Transit Districts	5
 TRAINING COURSES: Transit Bus Manufacturers	7
 TRAINING COURSES: Engine Manufacturers	10
 TRAINING COURSES: Alternative Fuel Retailers/Fuel Station Packagers	12
 TRAINING COURSES: Educational Institutions	14
 TRAINING COURSES: Government Agencies	16



This technician is preparing a Ford F-150 bi-fuel compressed natural gas pickup for an exhaust emissions test.



Introduction

A successful alternative fuel vehicle (AFV) program for transit agencies requires effective training for all employees. Without proper training, employees can be unnecessarily concerned about safety issues, misinformed about procedures, and perhaps even unsupportive of the organization's desire to use AFVs.

To help ensure successful AFV programs within transit agencies, the U.S. Department of Energy's (DOE) Technical Assistance Project (Tiger Teams). The Tiger Teams Project is sponsored by DOE's Clean Cities Program, which supports public and private partnerships that deploy AFVs and build supporting infrastructure. The Tiger Teams developed this handbook for transit districts and related organizations that need ready access to available alternative fuels and vehicles training.

In this guide you'll find recommendations for basic training needs, designated by classes or types of employees. Remember: These are only recommendations. Each transit agency should thoroughly assess its training needs and implement a training program specific to those needs.

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How to Use This Handbook

The table below provides a basic overview of the types of training that would be of greatest benefit to specific technicians and other transit professionals. Once you determine the training needs of you or your staff, consult the Quick Guide on pages 5 and 6, which provides an overview of the training opportunities offered by most manufacturers, suppliers, and education and training organizations.

Following the Quick Guide are sections for specific training courses. These sections offer summaries of companies and organizations that offer training programs related to alternative fuels and vehicles. These summaries describe the types of training available, length of training, target audience, location of training, major topics, and contact information.

Although our goal was to develop the most comprehensive handbook possible, we may have missed some organizations that provide training. We apologize for any inconvenience this may cause.

Recommendations: Basic Training for Transit Employees

Training Topics	Vehicle Technicians	Vehicle Fuelers	Drivers	Fueling Stations Maintenance Technicians	Facility or Plant Engineers	Department Managers	Marketing Staff	Instructors and Trainers
Bus/Vehicle Fuel Systems	✓	✓	✓			✓		✓
Engines	✓					✓		✓
Fueling Practices	✓	✓	✓	✓	✓	✓	✓	✓
Fueling Station Components/Familiarization	✓	✓	✓	✓	✓	✓	✓	✓
Fueling Station Components/In Depth				✓	✓			
Safety	✓	✓	✓	✓	✓	✓	✓	✓
Driver Training	✓	✓	✓	✓	✓	✓		✓
AFV Program Overview	✓	✓	✓	✓	✓	✓		✓



Quick Guide: Training for Transit Districts

Manufacturer/ Supplier/Education	Bus/Vehicle Fuel Systems Institution	Engines	Fueling Practices	Fueling Stations Components	Safety	Driver Training	Management Briefings	Length of Training
Transit Bus Manufacturers								
Blue Bird Body Co. Rene Dykes (478) 822-2232	✓ CNG LPG							4-6 Hours
ElDorado National Khalil Subat (909) 591-9557	✓ CNG LNG LPG							Varies Based on Customer Need
NABI Cliff Henke (818) 610-0330	✓ CNG	LNG						Varies
Neoplan USA James Gaspard (719) 336-3256	✓	CNG						Varies
New Flyer Industries Ronald Baleja (204) 934-4875	✓ CNG							1-3 Days
Orion Bus Industries Garry Van Nederynen (800) 716-7466	✓ CNG							Up to 4 Hours
Thomas Built Bus Ed Swaim (336) 841-5770	✓ CNG							Varies
Engine Manufacturers								
Caterpillar Inc. Stanley Preston (309) 494-5993		✓ LPG Electric	CNG					Varies
Cummins Westport Inc. Scott Davidson (812) 350-6698		✓ CNG LNG LPG						Varies
Detroit Diesel Corp. Kirk Gavaghan (313) 592-5292	✓ CNG							3 Days
John Deere Power Systems Dale Puhmann (319) 292-5844		✓ CNG						2 Days



Quick Guide: Training for Transit Districts

Manufacturer/ Supplier/Education	Bus/Vehicle Fuel Systems Institution	Engines	Fueling Practices	Fueling Stations Components	Safety	Driver Training	Management Briefings	Length of Training
Alternative Fuel Retailers/Fuel Station Packagers								
ANGI Donine Schmidt (608) 868-4626, #224			✓ CNG	✓	✓			Up to 1 Week
Clean Energy Jim Harger (562) 493-2804			✓ CNG LNG	✓ Familiar- ization	✓			< 1 Day
Greenfield Compression Tony Feger (972) 889-2400, #122			✓ CNG	✓	✓			Up to 1 Week
Pinnacle CNG Company Drew Diggins (915) 686-5989			✓ CNG H ₂	✓	✓			8 Hours/Year
Trillium Jennifer Detapia (801) 531-1166			✓ CNG	✓ Familiar- ization	✓			< 1 Day
Educational Institutions								
College of the Desert (DDC, Cummins, Deere) James Heffel (760) 773-2596	✓ Conversion	✓ CNG Electric						40 Hours
Gateway Community College Tammy Eaton (203) 285-2397		✓						Varies
NAFTC Al Ebron (304) 293-7882		✓						Varies
NGV Institute Leo Thomason (702) 254-4180, #22			✓ CNG	✓	✓	✓	✓	1-4 Days, Depending on Course
Rio Hondo College Mike Rojas (562) 692-0921, #3712		✓						Varies
Government Agencies								
U.S. DOT FTA Office of Safety & Security Harry Saporta (202) 366-2896				✓			1-3 Days	



TRAINING COURSES: Transit Bus Manufacturers

Blue Bird Body Company

Rene Dykes, Manager, Service Training
 TELEPHONE: (478) 822-2232 FAX: (478) 822-2461
 drdykes@blue-bird.co www.blue-bird.com

PRODUCTS OFFERED:	Blue Bird Body Company manufactures CNG and LPG buses.
TRAINING AVAILABLE:	The company offers training for customers who purchase buses from Blue Bird and for those who request training. There is no separate fee for training.
LENGTH OF TRAINING:	Four to six hours
TARGET AUDIENCE:	Vehicle technicians
TRAINING LOCATION:	Customer site, Blue Bird factory
TRAINING CATALOG:	No
TRAINING TOPICS:	Vehicle fuel system, including fuel storage tanks, valves, supply lines; CNG basics; safety information. Training is updated annually.
FOLLOW-UP TRAINING:	As needed

Eldorado National

Khalil Subat, Chief Engineer
 TELEPHONE: (909) 591-9557 FAX: (909) 591-5285
 ksubat@eldorado-ca.com www.enconline.com

PRODUCTS OFFERED:	Eldorado National manufactures CNG, LNG, and LPG buses.
TRAINING AVAILABLE:	The company offers training for customers who purchase buses from Eldorado National and for those who request training. There is no separate fee for training.
LENGTH OF TRAINING:	Varies based on customer needs.
TARGET AUDIENCE:	Vehicle technicians, drivers
TRAINING LOCATION:	Customer site
TRAINING CATALOG:	No
TRAINING TOPICS:	Fuel System: Function and maintenance, precautions and procedures, maintenance and inspection. Training is updated when products change.
FOLLOW-UP TRAINING:	As needed

North American Bus Industries (NABI)

Cliff Henke, Manager of External Affairs
 TELEPHONE: (818) 610-0330 FAX: (818) 610-0335
 cliff.henke@nabiusa.com www.nabiusa.com

PRODUCTS OFFERED:	NABI manufactures CNG and LNG buses.
TRAINING AVAILABLE:	The company offers training for customers who purchase buses from NABI and from those who request training. There is no separate fee for training.
LENGTH OF TRAINING:	Determined by customer specifications.
TARGET AUDIENCE:	Vehicle technicians, vehicle fuelers, drivers, department managers
TRAINING LOCATION:	Customer site
TRAINING CATALOG:	No
TRAINING TOPICS:	Fuel storage and supply system basics, troubleshooting, and maintenance. Curriculum is revised based on specifications for the particular buses ordered.
FOLLOW-UP TRAINING:	As needed



TRAINING COURSES: Transit Bus Manufacturers

Neoplan USA

James Gaspard, Vice President, Sales
TELEPHONE: (719) 336-3256 FAX: (719) 336-4201
james.gaspard@neoplanusa.com www.neoplanusa.com

PRODUCTS OFFERED:	Neoplan USA manufactures CNG transit buses.
TRAINING AVAILABLE:	The company offers training for customers who purchase buses from Neoplan and for those who request training. The cost of training is included in the contract for bus purchases.
LENGTH OF TRAINING:	Varies based on customer requirements.
TARGET AUDIENCE:	Vehicle technicians, drivers, department managers
TRAINING LOCATION:	Customer site
TRAINING CATALOG:	No
TRAINING TOPICS:	Fuel/engine system: Training is updated according to specifications for customer's order.
FOLLOW-UP TRAINING:	As needed

New Flyer Industries Ltd.

Ronald Baleja, Training Administrator
TELEPHONE: (204) 934-4875 FAX: (204) 224-0248
ronald_baleja@newflyer.com www.buspart.com

PRODUCTS OFFERED:	New Flyer Industries manufactures natural gas powered buses.
TRAINING AVAILABLE:	The company offers training for customers who purchase buses from New Flyer and for those who request training. Training is available, by invitation, to other educational/training institutions. There is no separate fee for training customers.
LENGTH OF TRAINING:	Three days
TARGET AUDIENCE:	Vehicle technicians, fuelers, drivers, department managers
TRAINING LOCATION:	Customer site
TRAINING CATALOG:	Yes
TRAINING TOPICS:	Fuel storage system and fueling of the systems. Training is updated as product updates are received.
FOLLOW-UP TRAINING:	As requested

Orion Bus Industries

Garry Van Nederynen, Manager of Customer Communication and Technical Training
TELEPHONE: (800) 716-7466 FAX: (315) 678-8414
gvannederynen@orionbus.com www.orionbus.com

PRODUCTS OFFERED:	Orion Bus Industries manufactures CNG, LNG, and diesel hybrid electric buses.
TRAINING AVAILABLE:	The company offers training for customers who purchase buses from Orion and for those who request training. On occasion, case-by-case training is made available for local college instructors or technicians from other transit authorities. The cost of training is included in the contract for the bus purchases.
LENGTH OF TRAINING:	Up to four hours
TARGET AUDIENCE:	Vehicle technicians
TRAINING LOCATION:	Customer site
TRAINING CATALOG:	No
TRAINING TOPICS:	CNG safety and precaution, system components and location, fuel system diagnosis and repair, and fuel system maintenance. Training is updated as new product information is obtained.
FOLLOW-UP TRAINING:	Available at a negotiated cost.

**TRAINING COURSES: Transit Bus Manufacturers****Thomas Built Bus**

Ed Swaim, Product Manager

TELEPHONE: (336) 841-5770

ed.swaim@thomasbus.com

FAX: (336) 889-2589

www.thomasbus.com

PRODUCTS OFFERED:	Thomas Built Bus manufactures CNG buses.
TRAINING AVAILABLE:	The company offers training for customers who purchase buses from Thomas Built and for those who request training. There is no separate fee for training.
LENGTH OF TRAINING:	Varies based on customer needs.
TARGET AUDIENCE:	Vehicle technicians
TRAINING LOCATION:	Customer site
TRAINING CATALOG:	No
TRAINING TOPICS:	CNG fuel system. Training is updated when fuel system changes.
FOLLOW-UP TRAINING:	As needed



TRAINING COURSES: Engine Manufacturers

Caterpillar Inc.

Stanley Preston, Supervisor, Truck Training
TELEPHONE: (309) 494-5993 FAX: (309) 494-5990
preston_stanley_e@cat.com www.cat.com

PRODUCTS OFFERED: Caterpillar manufactures CNG, LPG, and electric engines for use in transit applications.
TRAINING AVAILABLE: The company offers training to Caterpillar dealer training instructors. Customer training is available through Caterpillar dealers.
LENGTH OF TRAINING: Varies
TARGET AUDIENCE: Caterpillar dealer training instructors
TRAINING LOCATION: Caterpillar training facility
TRAINING CATALOG: Yes
TRAINING TOPICS: Caterpillar engines and fuel systems. Training is revised every two to three years.
FOLLOW-UP TRAINING: As requested

Cummins Westport Inc.

Scott Davidson, Marketing and Sales Leader
TELEPHONE: (812) 350-6698
sdavidson@cumminswestport.com www.cumminswestport.com

PRODUCTS OFFERED: Cummins Westport manufactures CNG, LNG, and LPG engines for use in transit applications.
TRAINING AVAILABLE: The company offers training for customers who purchase buses using Cummins Westport engines and for those who request training. There is a separate fee for training determined and assessed by the Cummins Distributor Training Department.
LENGTH OF TRAINING: Varies
TARGET AUDIENCE: Vehicle technicians
TRAINING LOCATION: Customer facility
TRAINING CATALOG: Yes
TRAINING TOPICS: Product (engine) overview/familiarization, maintenance, troubleshooting, and repair. Training is updated frequently.
FOLLOW-UP TRAINING: As requested

Detroit Diesel Corporation

Kirk Gavaghan
TELEPHONE: (313) 592-5292 FAX: (313) 592-7066
kirk.gavaghan@detroitdiesel.com www.detroitdiesel.com

PRODUCTS OFFERED: Detroit Diesel manufactures CNG engines for heavy-duty applications, including transit buses.
TRAINING AVAILABLE: The company offers training for customers who purchase buses using Detroit Diesel engines and for those who request training. Fees are charged for training.
LENGTH OF TRAINING: Three days
TARGET AUDIENCE: Vehicle technicians
TRAINING LOCATION: Customer facility
TRAINING CATALOG: Yes
TRAINING TOPICS: Diagnostics, troubleshooting, tear down. Curriculum is modified as products change.
FOLLOW-UP TRAINING: As requested



TRAINING COURSES: Engine Manufacturers

John Deere Power Systems

Dale Puhmann, Manager, Customer and Service Support
TELEPHONE: (319) 292-5226 FAX: (319) 292-5844
puhrmandalel@johndeere.com www.deere.com

- PRODUCTS OFFERED:** John Deere manufactures CNG engines for transit bus applications.
- TRAINING AVAILABLE:** The company offers training for customers and other interested parties.
- LENGTH OF TRAINING:** Two days
- TARGET AUDIENCE:** Vehicle technicians
- TRAINING LOCATION:** Usually customer facility
- TRAINING CATALOG:** Yes
- TRAINING TOPICS:** Advance training courses on Deere engine and fuel systems.
- FOLLOW-UP TRAINING:** Available



TRAINING COURSES:

Alternative Fuel Retailers/Fuel Station Packagers

Automotive Natural Gas Inc. (ANGI)

Donine Schmidt, Service Manager
TELEPHONE: (608) 868-4626, #224
dschmidt@angiinternational.com www.angiinternational.com

PRODUCTS OFFERED:	ANGI provides CNG station packages, components, consulting, and maintenance.
TRAINING AVAILABLE:	The company offers training for customers who purchase equipment or services from ANGI. The fee is \$500 for the first technician; \$250 for all additional technicians.
LENGTH OF TRAINING:	Varies
TARGET AUDIENCE:	Fueling station maintenance technicians, vehicle fuelers, department managers
TRAINING LOCATION:	ANGI facility
TRAINING CATALOG:	No
TRAINING TOPICS:	Vehicle fueling and safety; start-up of fueling station; maintenance of ANGI systems, including controls, valves, and compressor.
FOLLOW-UP TRAINING:	As requested

Clean Energy

Jim Harger, Senior Vice President, Sales and Marketing
TELEPHONE: (562) 493-2804 FAX: (562) 493-4532
www.enrgfuel.com

PRODUCTS OFFERED:	Clean Energy provides CNG and LNG fueling station packages, consulting and maintenance services, grant writing, and grant administration.
TRAINING AVAILABLE:	The company offers training for customers who purchase equipment or services from Clean Energy. There is no separate fee for training.
LENGTH OF TRAINING:	Varies based on customer needs.
TARGET AUDIENCE:	Vehicle fuelers and drivers
TRAINING LOCATION:	Customer facility
TRAINING CATALOG:	No
TRAINING TOPICS:	How to fuel vehicles, fueling station component familiarization, diagnostics
FOLLOW-UP TRAINING:	Available

Greenfield Compression

Tony Feger
TELEPHONE: (972) 889-2400, #122 FAX: (972) 234-4829
www.gfgroup.com

PRODUCTS OFFERED:	Greenfield provides CNG fueling station packages, fueling station components, consulting, and maintenance services.
TRAINING AVAILABLE:	The company offers training for customers who purchase equipment or services from Greenfield. There is no additional fee for start-up training (Level 1). Level 2-3 of advanced training costs \$1,000 per day per company.
LENGTH OF TRAINING:	Start-up training two to four hours. Levels 2-3 range from four to five days depending on the complexity of the customer's station.
TARGET AUDIENCE:	Fueling station maintenance technicians, vehicle fuelers, department managers
TRAINING LOCATION:	Customer site or other nearby location
TRAINING CATALOG:	No
TRAINING TOPICS:	Level 1: Start-up—Familiarization and Safety Level 2: Details on all Components Level 3: Overhaul of Compressor
FOLLOW-UP TRAINING:	Available


TRAINING COURSES: Alternative Fuel Retailers/Fuel Station Packagers

Pinnacle CNG

Drew Diggins, Operations Manager
 TELEPHONE: (915) 686-5989 FAX: (915) 686-1557
 www.pinnaclecng.com

PRODUCTS OFFERED:	Pinnacle provides CNG and hydrogen fueling station packages, components, consulting, and maintenance services (for Pinnacle equipment).
TRAINING AVAILABLE:	The company offers training for customers who purchase equipment or services from Pinnacle.
LENGTH OF TRAINING:	Varies based on customer needs.
TARGET AUDIENCE:	Vehicle technicians, fueling station maintenance technicians, vehicle fuelers, drivers, fleet department managers, facility or plant engineers
TRAINING LOCATION:	Customer site
TRAINING CATALOG:	No
TRAINING TOPICS:	Fueling, safety, overview of vehicle systems, O-ring of receptacles, storage, cylinder inspection
FOLLOW-UP TRAINING:	Every six months or as requested

Trillium

Jennifer Detapia, Customer Service Manager
 TELEPHONE: (801) 531-1166 www.trilliumusa.com

PRODUCTS OFFERED:	Trillium provides CNG fueling station packages, compressors, consulting, and maintenance (for Trillium customers only).
TRAINING AVAILABLE:	The company offers training for customers who purchase equipment or services from Trillium. There is no separate fee for training.
LENGTH OF TRAINING:	Varies based on customer needs.
TARGET AUDIENCE:	Fueling station maintenance technicians, vehicle fuelers, department managers
TRAINING LOCATION:	Customer site
TRAINING CATALOG:	No
TRAINING TOPICS:	Safety, fuel management/dispensing equipment operation, reset of controller
FOLLOW-UP TRAINING:	Available



TRAINING COURSES: Educational Institutions

College of the Desert

James Heffel, Director of Energy Technology Training Center
TELEPHONE: (760) 773-2596 www.desert.cc.ca.us

PRODUCTS OFFERED:	College of the Desert offers vocational classes, including alternative fuel courses.
TRAINING AVAILABLE:	Anyone who registers
LENGTH OF TRAINING:	Varies
TARGET AUDIENCE:	Vehicle technicians
TRAINING LOCATION:	College campus
TRAINING CATALOG:	Yes
TRAINING TOPICS:	Six-course certificate program in alternative fuels including engines, electrical systems, fuel injection, two CNG courses, and a five-week internship; electric hybrids. Training is updated regularly.
FOLLOW-UP TRAINING:	Available

Gateway Community College

Tammy Eaton, M.A.; Assistant Professor, Automotive Program Coordinator
TELEPHONE: (203) 285-2397
teaton@gwcc.commnet.edu www.gwcc.commnet.edu

PRODUCTS OFFERED:	Gateway Community College offers vocational classes, including alternative fuel courses.
TRAINING AVAILABLE:	Anyone who registers
LENGTH OF TRAINING:	Varies
TARGET AUDIENCE:	Vehicle technicians, department managers
TRAINING LOCATION:	College campus; customer site
TRAINING CATALOG:	Yes
TRAINING TOPICS:	Engine and vehicle conversions; maintenance and tank inspection; and certification for Cummins, Detroit Diesel, and John Deere engines.
FOLLOW-UP TRAINING:	Available

National Alternative Fuels Training Consortium (NAFTC)

Al Ebron, Executive Director
TELEPHONE: (304) 293-7882
al.ebron@mail.wvu.edu <http://naftp.nrcce.wvu.edu>

PRODUCTS OFFERED:	The Training Consortium offers a curriculum for alternative fuels training programs.
TRAINING AVAILABLE:	Consortium of 20 community colleges
LENGTH OF TRAINING:	Varies
TARGET AUDIENCE:	Instructors/trainers from community colleges who are members of the consortium
TRAINING LOCATION:	West Virginia University
TRAINING CATALOG:	Yes
TRAINING TOPICS:	Alternative fuel vehicles, components, and systems
FOLLOW-UP TRAINING:	Available



TRAINING COURSES: Government Agencies

U.S. Department of Transportation (DOT) FTA Office of Safety and Security

Harry Saporta, Director, Office of Safety and Security

TELEPHONE: (202) 366-2896

harry.saporta@fta.dot.gov

www.fta.dot.gov

PRODUCTS OFFERED: Safety evaluations of alternative fuels, facilities, and equipment for CNG, LNG, LPG, hydrogen, fuel cells, ethanol, electricity, biodiesel, and dual gas-diesel. The fuels specified in the training are determined by the alternative fuel system of the host transit agency.

Instructors Course in Alternative Fuels Safety is a train-the-trainer workshop in alternative fuels safety.

Emergency Response and Access to Alternative Fueled Vehicles Seminar teaches safety awareness and procedural guidelines to gain emergency access to AFVs.

TRAINING AVAILABLE: Transit agencies as requested

LENGTH OF TRAINING: One to three days, depending on course selected.

TARGET AUDIENCE: Facilities engineers or managers, safety managers, trainers, operations managers, maintenance supervisors, emergency response personnel

TRAINING LOCATION: Varies

TRAINING CATALOG: Yes, via Web site

TRAINING TOPICS: Introduction to CNG, facilities operating procedures/regulations, site conditions, safety training, building protection, CNG cylinders, safety improvement recommendations, safety awareness, facility and equipment safety issues, personal protective equipment, emergency response plan.

FOLLOW-UP TRAINING: As requested



For More Information

This handbook was produced by the Clean Cities Technical Assistance Project, which consists of groups of experts and firms chosen by DOE and the National Renewable Energy Laboratory. Commonly known as Tiger Teams, these experts offer specialized, hands-on experience in specific AFV niche market applications, including CNG, LPG, ethanol, and electricity in light-, medium-, and heavy-duty vehicles.

Tiger Teams help Clean Cities organizations solve problems they are unable to solve on their own. Projects that qualify for Tiger Teams assistance include vehicle and infrastructure operations and the evaluation of potential applications.

For more information, visit the Tiger Teams Web site at www.cities.doe.gov/tiger.html, or contact the Clean Cities Hotline at 800-CCITIES, ccities@nrel.gov.