

CNG Freeway Station Refueling Survey

Station: _____

Date ___/___/14 Time _____

Survey Number _____

(1) Can you refill this CNG vehicle at home? Yes No

(2) Do you or other members of your household own any other vehicles? Yes No

If so, what are they? Please write the number of vehicles next to the vehicle type:

| | | | | | | | | | | | |
|---------------------------|--|-------------------------|--|---------------|--|-----------------------|--|------------------------|--|---------------------|--|
| Gasoline | | Diesel | | Hybrid | | Plug-in Hybrid | | Flex-Fuel (E85) | | Hydrogen | |
| CNG – Orig. Equip. | | CNG – After Mkt. | | LNG | | Propane | | Biodiesel | | All-Electric | |

(3) What are your approximate home cross-streets? _____ and _____
In which city? _____

(4) Where was your last stop immediately before this refueling stop?
_____ and _____ In which city? _____

(4a) What type of activity was this?

Home Work Shopping Social/Dining School Other

(5) Where is your next stop immediately after this refueling stop?
_____ and _____ In which city? _____

(5a) What type of activity was this?

Home Work Shopping Social/Dining School Other

(6) What was your fuel tank level when you arrived at this station (before refueling)?

Fuel Light on 1/8 tank 1/4 tank 3/8 tank 1/2 tank > 1/2 tank

(7) Which exit/ramp did you take when leaving a freeway to access this station? _____

___ Did not exit a freeway on this trip

(8) Which entrance/ramp will you take when to access a freeway after refueling? _____

___ Will not re-enter a freeway on this trip

Convenience Questions

(9) I refueled at this CNG refueling station because it is close to my home location.

| Strongly Agree (1) | Agree (2) | Neutral (3) | Disagree (4) | Strongly Disagree (5) | Not Applicable |
|--------------------|-----------|-------------|--------------|-----------------------|----------------|
| | | | | | |

(10) I refueled at this CNG refueling station because it is close to my place of work.

| Strongly Agree (1) | Agree (2) | Neutral (3) | Disagree (4) | Strongly Disagree (5) | Not Applicable |
|--------------------|-----------|-------------|--------------|-----------------------|----------------|
| | | | | | |

(11) I refueled at this CNG refueling station because it is close to a major trip anchor nearby (e.g., mall, arena/stadium/concert venue, etc.)

| Strongly Agree (1) | Agree (2) | Neutral (3) | Disagree (4) | Strongly Disagree (5) | Not Applicable |
|--------------------|-----------|-------------|--------------|-----------------------|----------------|
| | | | | | |

(12) I refueled at this CNG refueling station because it is conveniently on the way between my origin and destination.

| Strongly Agree (1) | Agree (2) | Neutral (3) | Disagree (4) | Strongly Disagree (5) | Not Applicable |
|--------------------|-----------|-------------|--------------|-----------------------|----------------|
| | | | | | |

(13) This CNG station is a safe, comfortable environment in which to refuel.

| Strongly Agree (1) | Agree (2) | Neutral (3) | Disagree (4) | Strongly Disagree (5) | Not Applicable |
|--------------------|-----------|-------------|--------------|-----------------------|----------------|
| | | | | | |

(14) This CNG station is easily visible from the freeway.

| Strongly Agree (1) | Agree (2) | Neutral (3) | Disagree (4) | Strongly Disagree (5) | Not Applicable |
|--------------------|-----------|-------------|--------------|-----------------------|----------------|
| | | | | | |

(15) It is easy to access this CNG station from the freeway.

| Strongly Agree (1) | Agree (2) | Neutral (3) | Disagree (4) | Strongly Disagree (5) | Not Applicable |
|--------------------|-----------|-------------|--------------|-----------------------|----------------|
| | | | | | |

(16) Low fuel price was an important factor in me refueling at this station.

| Strongly Agree (1) | Agree (2) | Neutral (3) | Disagree (4) | Strongly Disagree (5) | Not Applicable |
|--------------------|-----------|-------------|--------------|-----------------------|----------------|
| | | | | | |

(17) Does congestion on the nearby freeway make you avoid this station at certain times of day?

Yes **No** If yes, what times of day would you avoid this station? _____

(18) How did you find out about this refueling station? Check all that apply.

- Road signs Passing by here on a past trip Internet Search Internet community group (such as cngchat.com) Advertising Word of mouth GPS Contractual obligation to refuel (if fleet)

(19) How often do you refuel here?

- rarely (0-20%) occasionally (20-40%) relatively often (40-60%) frequently (60-80%) most of the time (80%+)

(19a) If less than 40%, at which station do you primarily refuel?

(20) What other CNG stations do you refuel at, or would you consider refueling at?

(21) Other general comments about this station