

SV Pilot Phone Survey Instructions

Introduction:

Hi, my name is [interviewer name]. I'm calling on behalf of the U.S. Environmental Protection Agency. We are conducting a brief survey related to environmental practices at autobody shops. Are you the person I should speak to about environmental issues in your shop?

(If no, ask to speak with appropriate person and repeat above introduction. If target respondent not available, schedule a callback date and time. The ideal target respondent (in survey research this is called the "most knowledgeable person" -- MKP). is the person from the shop who keeps up with environmental requirements, is familiar with shop set up and operations, and perhaps receives information through training or attending workshops or manages the operations of the shop.)

The survey will help EPA improve the assistance it provides to shops in complying with environmental regulations.

Great. The survey should take only about 10 minutes. The purpose of this phone call is to ask about the shop conditions to help EPA develop appropriate future compliance assistance measures. The information gathered is not intended to be used for inspection or enforcement purposes. However, I am required to report conditions that appear to pose significant threat to human health or the environment or any significant violations.

PROPOSED TELEPHONE SURVEY INSTRUMENT

KEY:

Boldface Font – Spoken question

Normal Font – Response options

Italics – Instruction for questionnaire administrator (not spoken)

Date of Survey: _____

Agency/Regional Office: _____

Interviewer: _____

Tel. _____

Facility

Name: _____

Facility

Address: _____

Name and Title of Facility Contact Person:

Telephone number of Facility Contact Person:

SECTION A: INTRODUCTION

A1. Which of the following categories best describes your role at this shop? (*read categories*):

___ **Owner**

___ **Manager**

___ **Technician who applies spray coatings**

___ **Another role** (specify) _____

A2. a. Do the operations at your shop include the application of surface coatings to vehicles or parts?

___ Yes

___ No → *End survey*

b. When did initial construction of spray painting or paint stripping equipment begin?

_____ (Month/Year) _____ Don't recall

A3. Is this shop part of a corporate chain?

___ Yes (specify which one) _____
___ No

SECTION B: AIR POLLUTANTS

B1. What type of spray guns do you use to apply coatings in your shop?

___ HVLP (High Volume Low Pressure)
___ Electrostatic
___ Airless spray gun
___ Air assisted airless
___ Don't know
___ Other (specify) _____

Note for surveyor: If flow is 15-26 cubic feet per minute and PSI at orifice is less than 10 lb per square inch, then likely to be an HVLP spray gun.

Now I have a few questions about where in your shop coatings are applied to vehicles:

B2. a. Does your shop have a spray booth?

___ Yes
___ No → Skip to B4

b. Are ALL spray coatings applied in the spray booth?

___ Yes
___ No
___ Don't know

c. When did your shop first begin using this spray booth to apply coatings? (read responses)

___ Less than 2 years
___ 2-5 years ago
___ More than 5 years ago
___ Don't know

d. Is the spray booth enclosed with a full roof and four complete walls or side curtains?

___ Yes, spray booth is enclosed
___ No, spray booth is NOT enclosed
___ Don't know

B3. a. Is the spray booth ventilated with an exhaust fan?

- Yes, spray booth is ventilated
- No, spray booth is NOT ventilated → *Skip to B4*
- Don't know → *Skip to B4*

b. When was this booth exhaust system first used at your shop? (read responses)

- Less than 2 years ago**
- 2-5 years ago**
- More than 5 years ago**
- Don't know**

c. What is the capture efficiency of your booth exhaust system?

If respondent is unsure, note that this information would typically be found on the filter package or provided by the distributor.

- % Capture efficiency (*list numerical value*)
- Don't know

d. Is there a particle filter on the spray booth exhaust?

- Yes, the station has a particle filter
- No, the station does not have a particle filter
- Not sure

B4. a. . Do you have a separate paint mixing room?

- Yes
- No → *Skip to B5*

b. When did your shop first begin using this mixing room? (read responses)

- Less than 2 years**
- 2-5 years ago**
- More than 5 years ago**
- Don't know**

c. Is the mixing room enclosed with a full roof and at least three complete walls or side curtains?

- Yes, mixing room is enclosed
- No, mixing room is NOT enclosed
- Don't know

d. Is the mixing room ventilated with an exhaust fan?

- Yes, mixing room is ventilated

- No, mixing room is NOT ventilated
- Don't know

B5. a. Do you have a prep station where coatings are applied on vehicle components?

- Yes
- No → *Skip to B6*

b. When did your shop first begin using this prep station? (read responses)

- Less than 2 years
- 2-5 years ago
- More than 5 years ago
- Don't know

c. Is the prep station enclosed with a full roof and at least three complete walls or side curtains?

- Yes, prep station is enclosed
- No, prep station is NOT enclosed
- Don't know

d. Is the prep station ventilated with an exhaust fan?

- Yes, prep station is ventilated
- No, prep station is NOT ventilated
- Don't know

B6. Do you use waterborne paints?

- Yes
- No → *Skip to B8*
- Don't know → *Skip to B8*

B7. What do you use waterborne paints for? (read responses)

- Basecoat
- Primer
- Another use (Specify) _____

B8. On average, about how many gallons of each of the following coatings are applied (not purchased) in your shop each week? (read responses)

- | | | |
|------------------------|---------------|------------------|
| Basecoat: | _____ gallons | _____ don't know |
| Primer: | _____ gallons | _____ don't know |
| Topcoat: | _____ gallons | _____ don't know |
| Total Estimate: | _____ gallons | _____ don't know |

B9. Who is your supplier of paint coating products?

Supplier: _____

Would you please provide contact information for that supplier? We are asking because we would like to partner with the suppliers to provide compliance assistance in the future.

Contact Information:

B10. a. Have ALL spray technicians been trained regarding spray equipment?

- Yes (all)
- Yes (some)
- No → *Skip to B11*
- Not sure → *Skip to B11*

b. Has the training addressed and/or included the following regarding spray equipment? (read responses; check all that apply)

- Selection
- Set-up
- Use
- Maintenance
- Hands on with equipment
- Classroom

B11. Have you heard of EPA regulations related to spray painting operations and paint stripping?

- Yes
- No → *Skip to C1*

B12. When did you first hear of these new regulations?

- Year
- Month
- Don't know

B12. What sources of information helped you learn about the regulations so far? (Read list of sources)

Sources: Circle all that apply	For each circled source, ask: Who provided this information? Then check off provider from list below for that source. Do not read the list of providers.							
	EPA	State	Supplier/ vendor	Other auto body shops	Trade Ass'n	Local Gov't	OSHA	Don't Know
Shop Visit								
DVD								
CD								
Post Card								
Fact Sheet								
Website								
Workshop								
Another source								

If another source, specify:

SECTION C: RCRA GENERATOR AND WASTE DETERMINATION

Now I have a few questions about how you manage your hazardous waste.

C1. About how much hazardous waste does your shop generate each month? (read options)

- ___ **0 - 26 gal/mo (VSQG or equivalent)**
- ___ **27-270 gal/mo (SQG)**
- ___ **>270 gal/mo (LQG)**
- ___ **Don't know or your waste hauler handles that for you**

C2. Are all hazardous waste containers properly labeled?

- ___ Yes
- ___ No
- ___ Don't know

If interviewee asks, explain that all hazardous waste containers should be labeled with the words "hazardous waste" and clearly marked with the date on which accumulation began.

C3. Does your shop send all hazardous waste to a permitted or state authorized hazardous waste treatment, storage, or disposal facility, or a state authorized facility? (Example: Clean Harbors in Braintree)

- Yes
- No
- Don't know
- Recycled

C4. Are used absorbent paint applicators such as shop rags and towels stored in closed containers?

- Yes, containers are closed
- No, containers are not closed
- Don't know
- Don't use

C5. Do you treat the following as hazardous wastes: (read list of waste streams)

Waste streams:	For each waste stream, check off relevant response:			
	Yes	No	Don't Know	Not Applicable (i.e., this waste stream isn't generated at all)
Solvents				
Paints				
Sand blast debris				
Use rags				
Spray booth filters				
Antifreeze				
Waste oil				
Another hazardous waste stream				

If other, specify: _____

C6. Have your employees taken a training program that covers proper hazardous waste management procedures?

- Yes
- No
- Don't know

SECTION D: COMPLIANCE ASSURANCE

D1. How do you obtain information about how to comply with federal and state environmental regulations? (do not read responses; check all that apply)

- Coating manufacturers or suppliers
- Corporate environmental division
- Educational institutions (vocational technical school, community college, specialized training center, etc.)
- Environmental consultant
- Other autobody shops
- Local government (town, city, or county)
- OSHA
- State environmental agencies
- Suppliers
- Trade association
- U.S. EPA
- Other (Specify) _____
- Don't know

D2. Has your shop been inspected or visited by a government environmental, health and or safety official within the last six months?

- Yes
- No → *End survey*
- Don't know → *End survey*

D3. What type of government official inspected or visited your shop? (do not read responses, check all that apply)

- EPA
- State
- Local government (environmental, health or fire department)
- OSHA
- Other (specify) _____
- Don't know/Can't recall

Thank you for your time.