



# Overcoming Hurdles to EV Charging Program Operations

*Practical Insights for State DOTs on EV Charging Site Development and Performance*

# Agenda

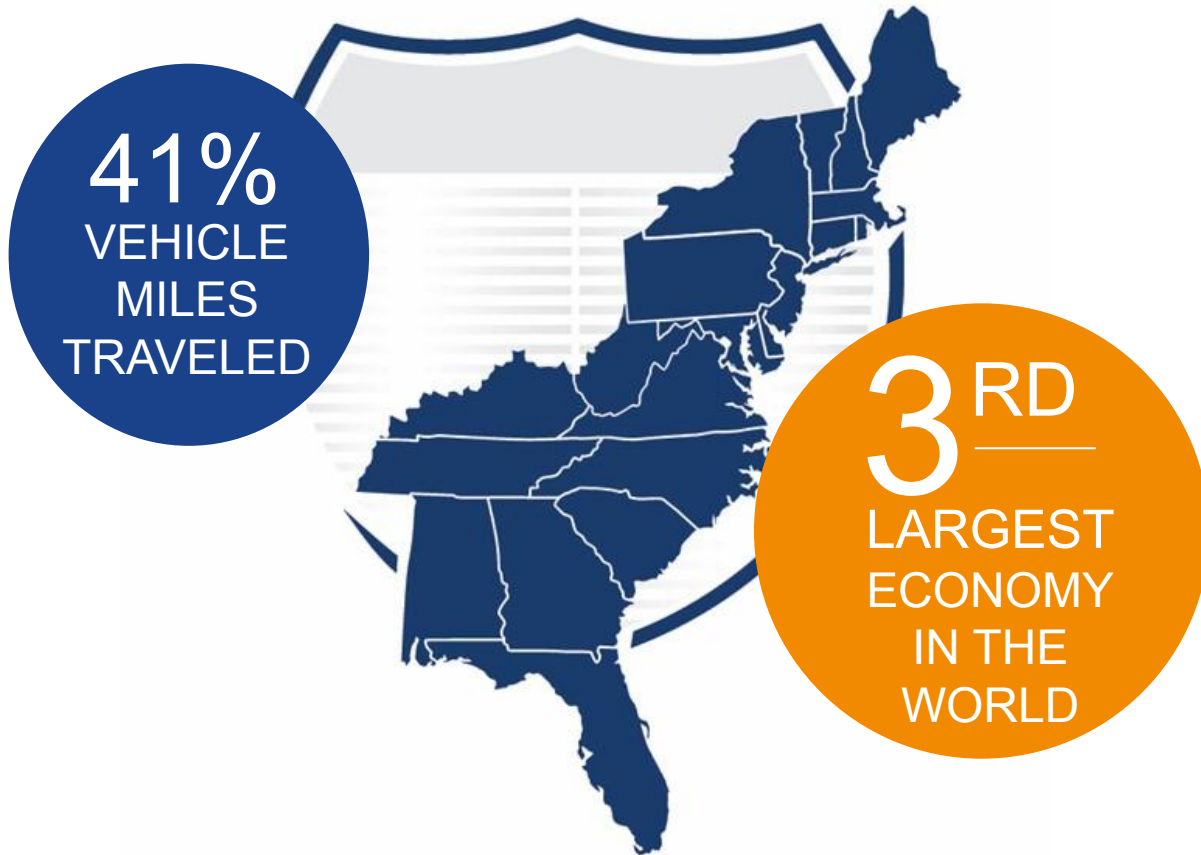
Topic	Speaker
Welcome from the Coalition	Ginna Reeder, The Eastern Transportation Coalition
Common Obstacles & Lessons Learned	John Kuna, Atlas Public Policy
Stakeholder Engagement	Dan Wilkins, Atlas Public Policy
Contracting Process	John Kuna, Atlas Public Policy
Operations & Maintenance	Dan Wilkins, Atlas Public Policy
Q&A and Open Discussion	Ginna Reeder, The Eastern Transportation Coalition





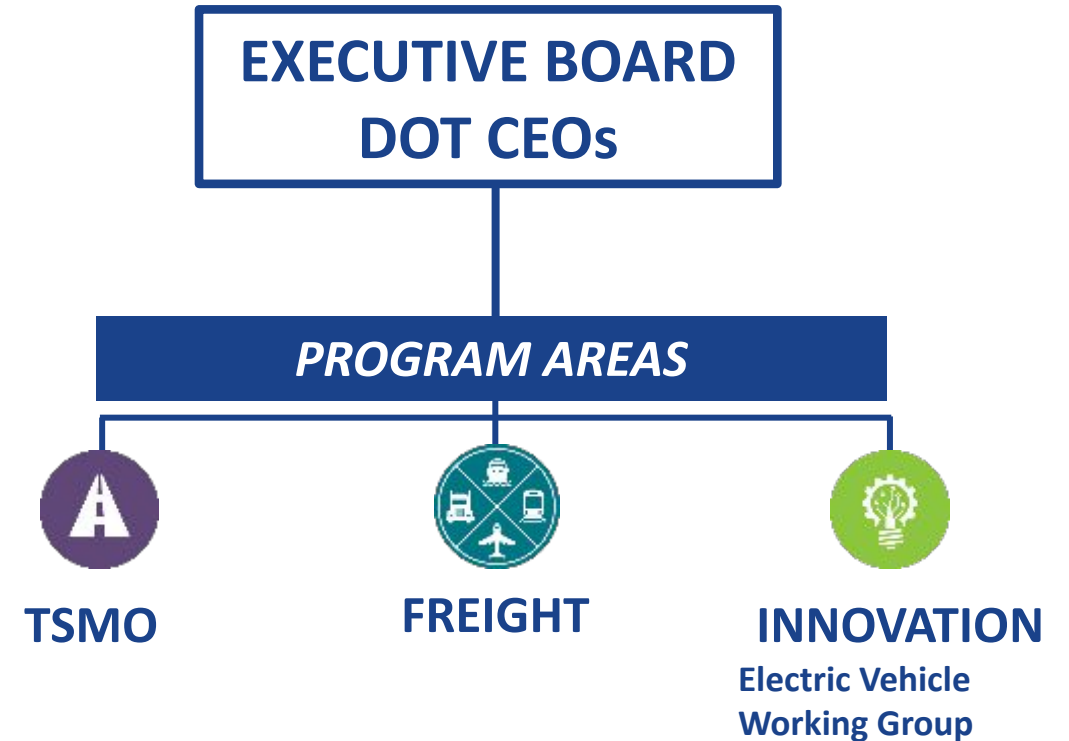
# Welcome

## Who is the Coalition?



# 19 States + D.C.

and 200+ agencies



Ginna Reeder, Director, Innovation Program  
Casey Bottiger, Program Associate, Innovation Program



SCOOP Ambassador: NYSDOT

- Debra Nelson
- Tristan Lowery

## SCOOP PROJECT: Overcoming Hurdles to EV Charging Program Operations

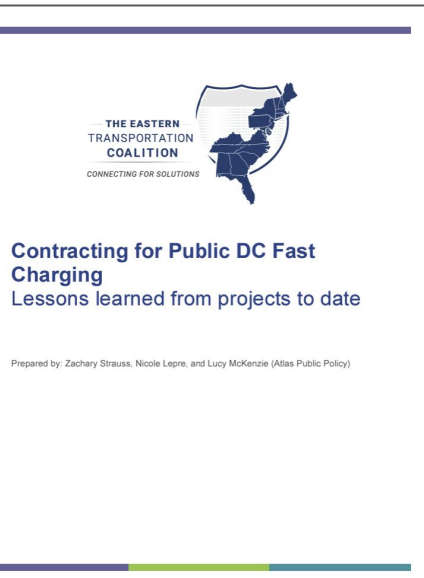
**Formerly known as INEVITABLE: Innovative National Electric Vehicle Infrastructure Taking Advice and Building on Lessons from Execution**

### Description:

- Update the FY23 SCOOP project that developed a resource for states putting out their first round of EV charging contracts.
- Now that many states have put out one or more rounds of EV charging RFPs and engaged in contracts with vendors, a lot can be learned and documented in an updated resource.
- This effort has included engagement with members for input and outreach in the following ways:
  - December 2024: Virtual meeting with member agencies to identify and get input and on the “stickiest” points of the process
  - Jan – Feb 2025: Additional interviews with key states
  - April 2025: Virtual workshop to share findings and foster discussion among peer agencies

### Deliverables:

- Updated guidance document on EV Contracting for states – expected by July 1, 2025.



<https://tetcoalition.org/projects/special-projects/>



# Common Obstacles & Lessons Learned

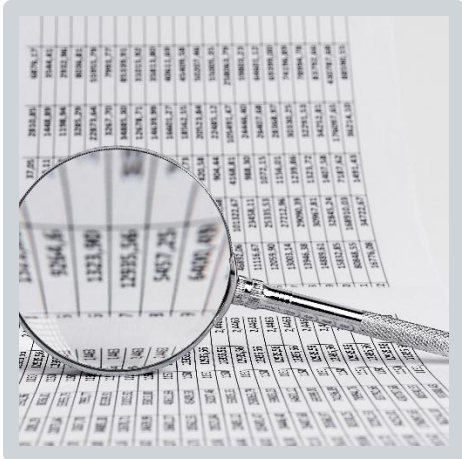
# Project Journey



# Common Obstacles to Implementing EV Charging Programs



Stakeholder Engagement



Contracting Process



Operations & Maintenance



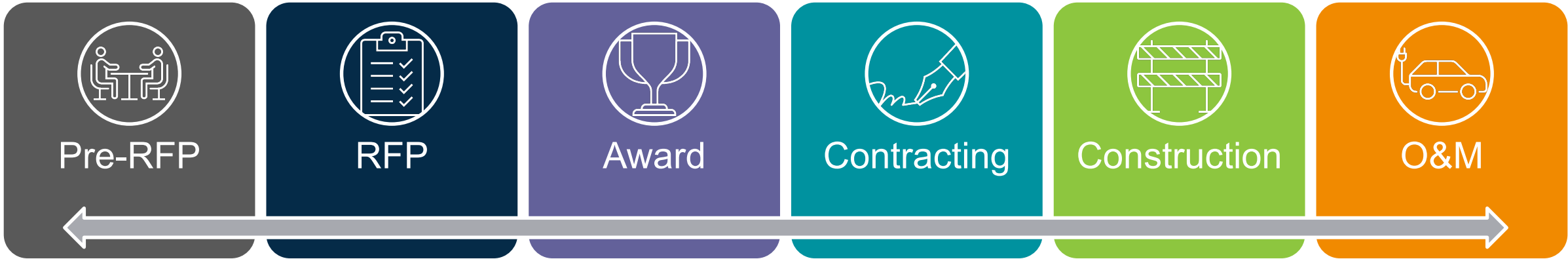
# Best Practices to Overcome Challenges

Key Lessons, at a Glance		
Coordinating Early with Utilities and Site Hosts	<input type="checkbox"/>	<i>Avoid surprises, backing out, and needless delays</i>
Streamline Contract Design & Procedures	<input type="checkbox"/>	<i>Reduce back and forth, simplify review process</i>
Provide Clear Guidance & Expectations	<input type="checkbox"/>	<i>Give contractors every opportunity to succeed from start to finish</i>
Develop Proactive Coordination, Validation, and Corrective Processes	<input type="checkbox"/>	<i>Ensure reliable operations, have plans to mitigate risks and overcome setbacks</i>





# Stages of an EV Charging Program



Add date

Add Presentation or Event title



# Stakeholder Engagement

Utilities & Site Hosts

# Utility Engagement



**Challenge:** Utility coordination can make or break project timelines and budgets.

**Lesson:** Engage utilities early and often

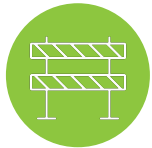
**Examples:**



**Contact Information:** Know your POCs to improve coordination



**Estimate Standards:** Creating forms to improve timelines & accuracy



**Recurring Coordination:** DOT-utility task force setup to reduce pain points



# Site Host Engagement



**Challenge:** Site hosts may lack EV charging experience or can't meet standards.

**Lesson:** Support & educate site hosts; Get commitments

**Examples:**



**Pre-RFP Education:** Proactive engagement increases proposal quality



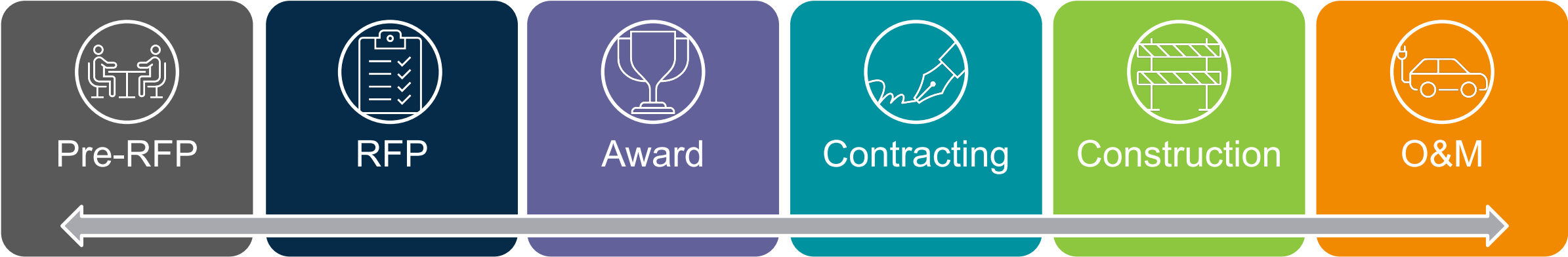
**Pre-Award Commitments:** Site Hosts understand up front requirements



**Contract Restrictions:** To reduce potential for noncompliance 



# Stakeholder Engagement Overview: Q&A



 **Contact Information**  
**Pre-RFP Education**

 **Estimate Standards**  
**Pre-Award Commitments**

 **Recurring Coordination**

 **Contract Restrictions** 



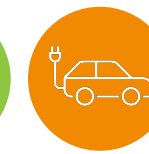
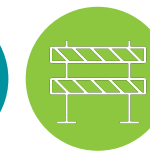




# **Contracting Process**

**Requirements, Language, & Payment Structure**

# Communicating Contract Requirements



**Challenge:** Complex programs can cause confusion and dissuade participation.

**Lesson:** Provide requirements early; Develop guides

**Examples:**



**Sample Contract with RFP:** Reduces chance of unqualified proposals



**Step-by-Step Guides:** Gives contractors the best chance to succeed



**Clear Requirements:** Include specific performance standards to meet



# Standardizing Contract Language



**Challenge:** Individualized contracts can drag out negotiations and approvals.

**Lesson:** Create standardized contracts with clear terms

**Examples:**



**Boilerplate Contracts:** Speeds up review and approval process ⚠️



**Minimizing Negotiations:** Ensures uniform handling of program sites



# Refining Contract Payouts



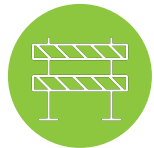
**Challenge:** Balancing contractors' limited upfront capital with noncompliance risk.

**Lesson:** Reward progress; Balance development and O&M

**Examples:**



**O&M Subsidies:** Incentivize rural site buildout with higher initial payouts



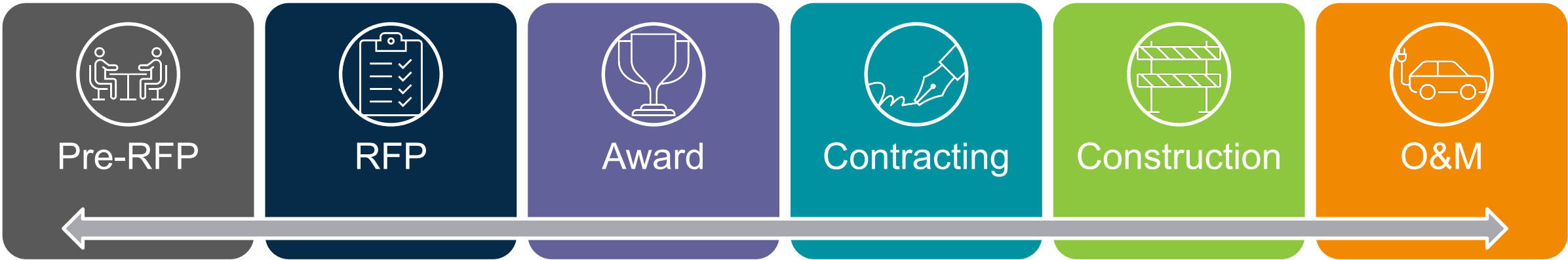
**Milestone-based Reimbursement:** Opt for pay out based programs



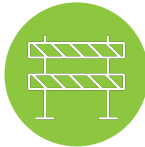
**Retainage Clauses:** Withholding percentages during performance period



# Contracting Overview: Q&A



**Sample Contract with RFP**  
**Boilerplate Contracts** ⚠️  
**O&M Subsidies**



**Milestone-based Reimbursement**



**Retainage Clauses**



**Step-by-Step Guides**



**Clear Requirements**  
**Minimizing Negotiations**







# **Operations & Maintenance**

**Design, Validation, & Enforcement**

# Improving Design & Maintenance



**Challenge:** Adverse conditions can create performance & compliance risk.

**Lesson:** Incentivize resilient site design & plans

**Examples:**



**Weatherization:** Can help prevent outages to do moisture or cold weather



**Onsite Energy/Storage:** Can speed up deployment & ensures continuity



**Regular Maintenance:** Can have ready-to-go plans for operational setbacks



# Validating Uptime & Performance



**Challenge:** Some compliance process do not require critical data for validation.

**Lesson:** Add helpful reporting requirements

**Examples:**



**Outage Reason:** ID outages that could be excused from uptime standards



**Additional Data:** Helps understand situation(s) and ID patterns



**Proactive Notification:** Notify office within timeframe to assess needs



# Enforcing Compliance



**Challenge:** Noncompliant contractors negatively impact EV drivers & increase risk.

**Lesson:** Develop an enforcement ladder

**Examples:**



**Preventative:** Require real time monitoring and local response teams



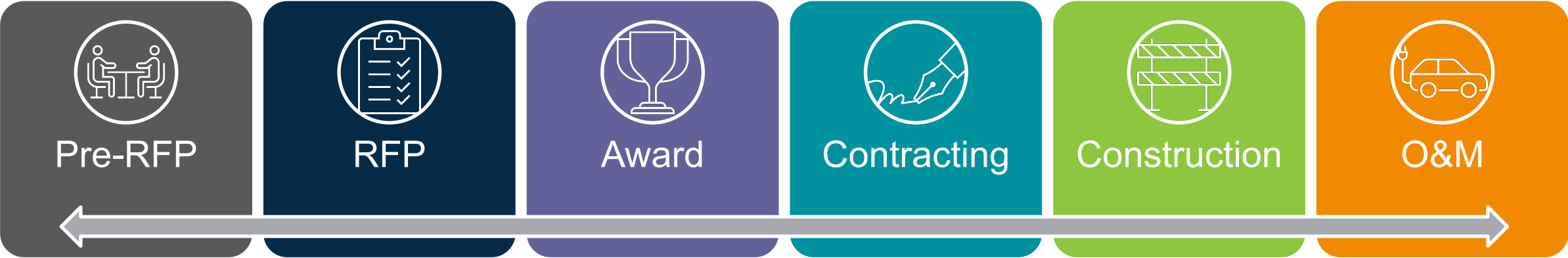
**Corrective:** Require contractors to provide a detailed action plan



**Punitive:** Include provisions to withhold funds, clawbacks, etc.



# Operations & Maintenance: Q&A



**Weatherization**  
**Onsite Energy/Storage**  
**Snow Removal Plans**



**Outage Reason**  
**Additional Data**  
**Proactive Notification**  
**Preventative**  
**Corrective**  
**Punitive**







# Q&A and Open Discussion

**THE EASTERN  
TRANSPORTATION  
COALITION**

*CONNECTING FOR SOLUTIONS*



# THANK YOU