
VEHICLE RETIREMENT SURVEY

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

GIL DELUNA / ANDREA HIGHTOWER
CONSUMER ASSISTANCE PROGRAM
BAR ADVISORY GROUP MEETING
APRIL 19, 2018

VEHICLE RETIREMENT PROGRAM

- Consumers who meet income eligibility requirements may receive \$1,500 to retire their vehicle.
- A consumer's household income must be less than or equal to 225 percent of the federal poverty guidelines.
- Option 1: Consumer must fail their most recent Smog Check. If unable to meet the income eligibility criteria, may be eligible to retire their vehicle for \$1,000.
- Option 2: Vehicle may be retired without failing Smog Check through the Enhanced Fleet Modernization Program (EFMP) and consumer may receive \$1,500 to retire their vehicle.

STATISTICS

Fiscal Year	Applications Received	Vehicles Retired	CO (in tons)	HC (in tons)	NOx (in tons)	All Emissions (in tons)
2016-2017*	125,052	49,074	549.2	3,433.3	2,844.6	6,827.1
2015- 2016**	117,410	47,868	535.7	3,348.9	2,774.6	6,659.2
2014-2015	111,589	50,870	569.4	3,558.9	2,948.8	7,077.1
Average	118,017	49,271	551.4	3,447.0	2,856.0	6,854.5

*Stopped accepting applications 3/2017

**Stopped accepting applications 4/2016

SURVEY OVERVIEW

CAP implemented a Smog Check Vehicle Retirement Survey on October 5, 2017 to capture CAP VR & EFMP program statistics and consumer satisfaction levels.



METHODOLOGY

- Survey provided to approved applicants at the dismantler site while retiring their vehicle.
- The dismantler retains all completed surveys.
- CAP VR Inspectors collected the surveys.
- CAP staff input the results into a database.

SURVEY PRELIMINARY RESULTS

- CAP recorded 20,913 survey responses, which were completed October 5, 2017 through February 28, 2018.
- Of the recorded surveys, 2,700 (12.9%) were declined and 5,084 (24.3%) were completed in Spanish.

SUMMARY OF SURVEY STATISTICS

Table 1: Participation by Household

(Data reflect vehicles retired between 10/5/17 and 2/28/18)

Household Income of Participant	CAP VR Participants	EFMP Participants
Less than or equal to 225% FPL*	2,213	12,645
Above 225% FPL*	6,053	N/A
Total	8,266**	12,645***

SUMMARY OF SURVEY STATISTICS (CONTINUED)

Table 2: Vehicle Characteristics

(Data reflect vehicles retired between 10/5/17 and 2/28/18)

Vehicle Characteristics	CAP VR	EFMP
Average Retired Vehicle Model Year	1998	1997
Range of Retired Vehicle Model Year	1970* – 2011	1965** – 2011
Average Replaced Vehicle Model Year	2010	2008
Range of Replaced Vehicle Model Year	1957 – 2019	1950 – 2019

SUMMARY OF SURVEY STATISTICS (CONTINUED 2)

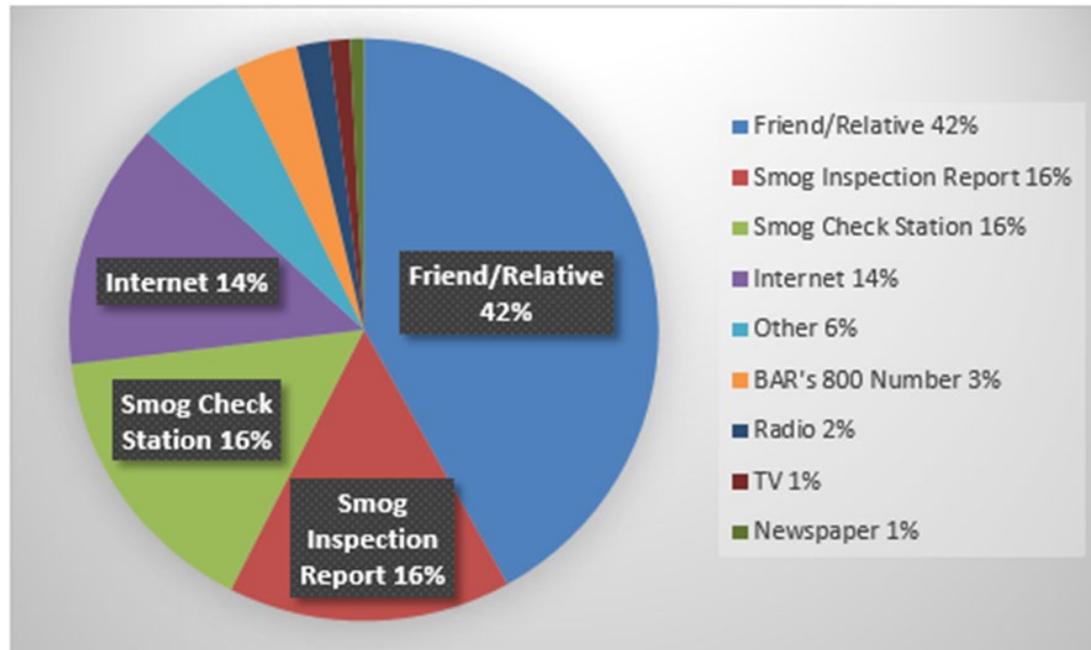
Table 3: Replacement Vehicle Technology

(Data reflect vehicles retired between 12/20/17 (Fuel type data collection was added to the Vehicle retirement survey on December 20, 2017.) and 2/28/18)

Replacement Vehicle Technology**	CAP VR	EFMP
Battery Electric Vehicle	48	28
Plug-In Hybrid Electric Vehicle	20	17
Conventional Hybrid	136	72
Internal Combustion Engine	1,789	1,235
Alternate Mobility Transportation	19	12
Total Reported Replacement Vehicles	2,012	1,364

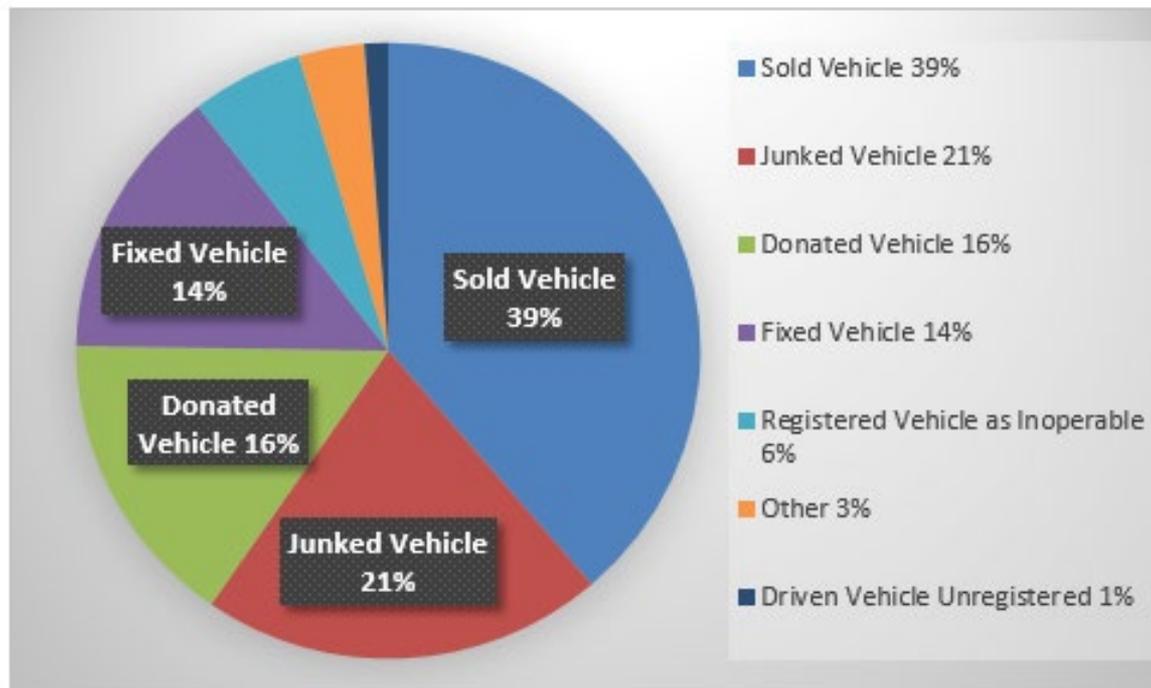
SURVEY QUESTION 1

- How did you learn about the State's Vehicle Retirement Program?
- 20,048 total responses, with "Friend/Relative" scoring highest at 42%



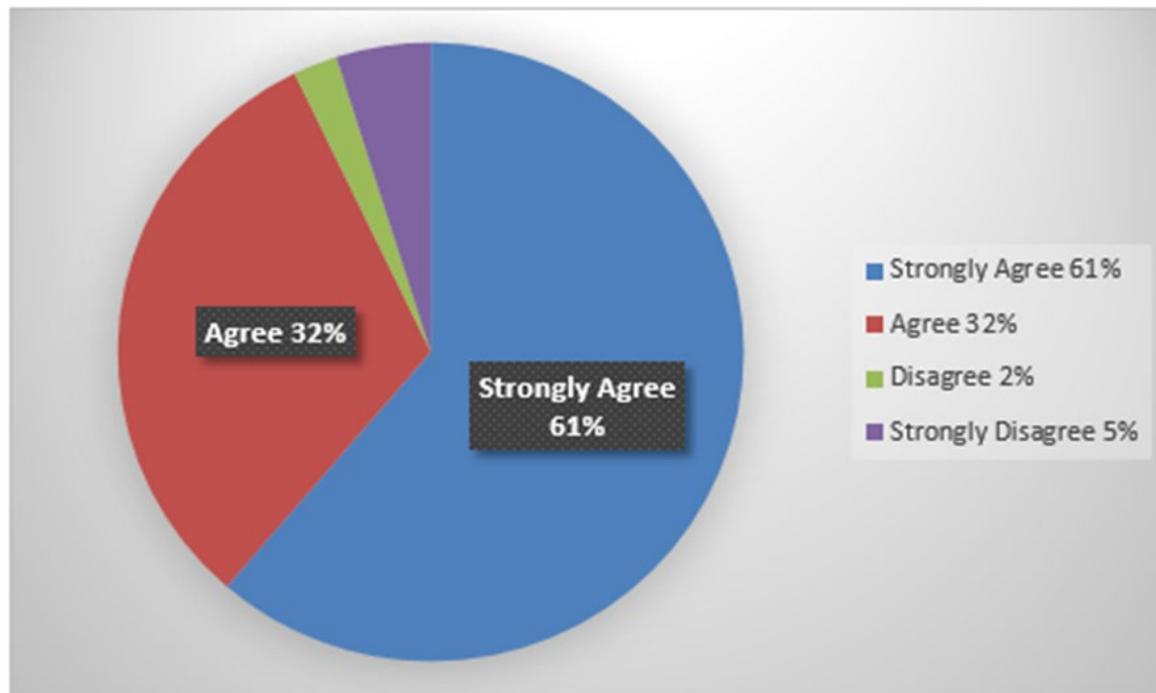
SURVEY QUESTION 2

- If you had not sold this vehicle to the State's Vehicle Retirement Program, what would you have done with the vehicle?
- 19,957 total responses, with "Sold Vehicle" scoring highest at 39%.



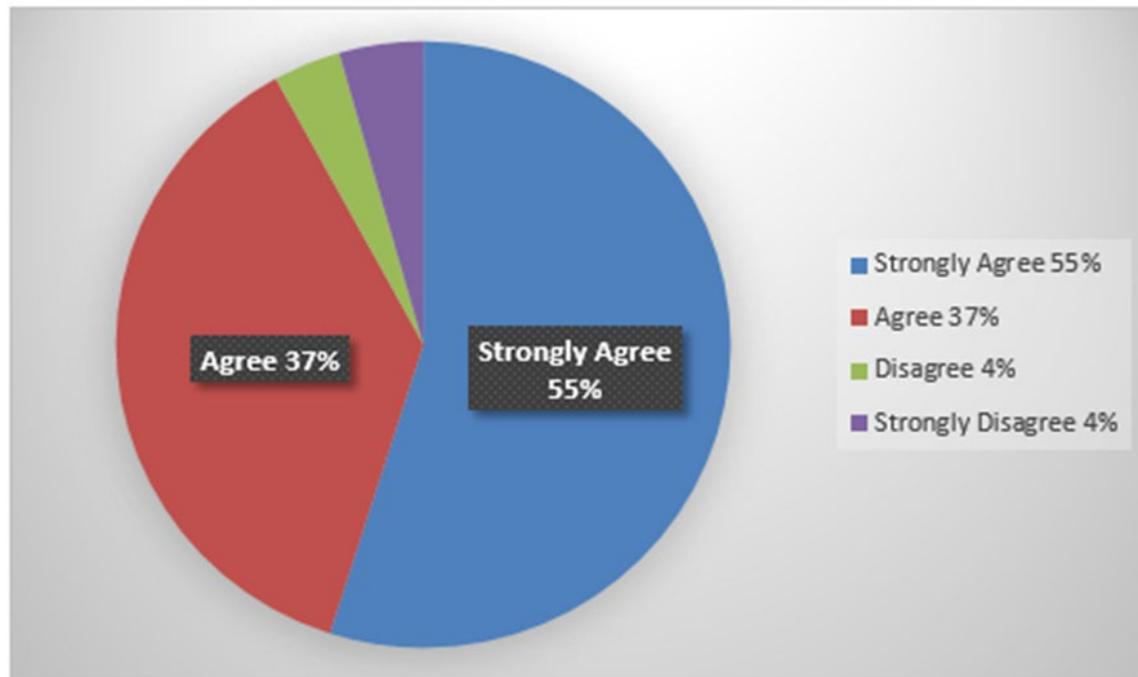
SURVEY QUESTION 3

- The CAP application was understandable and easy to complete?
- 17,873 total responses, with “Strongly Agree” scoring highest at 61%



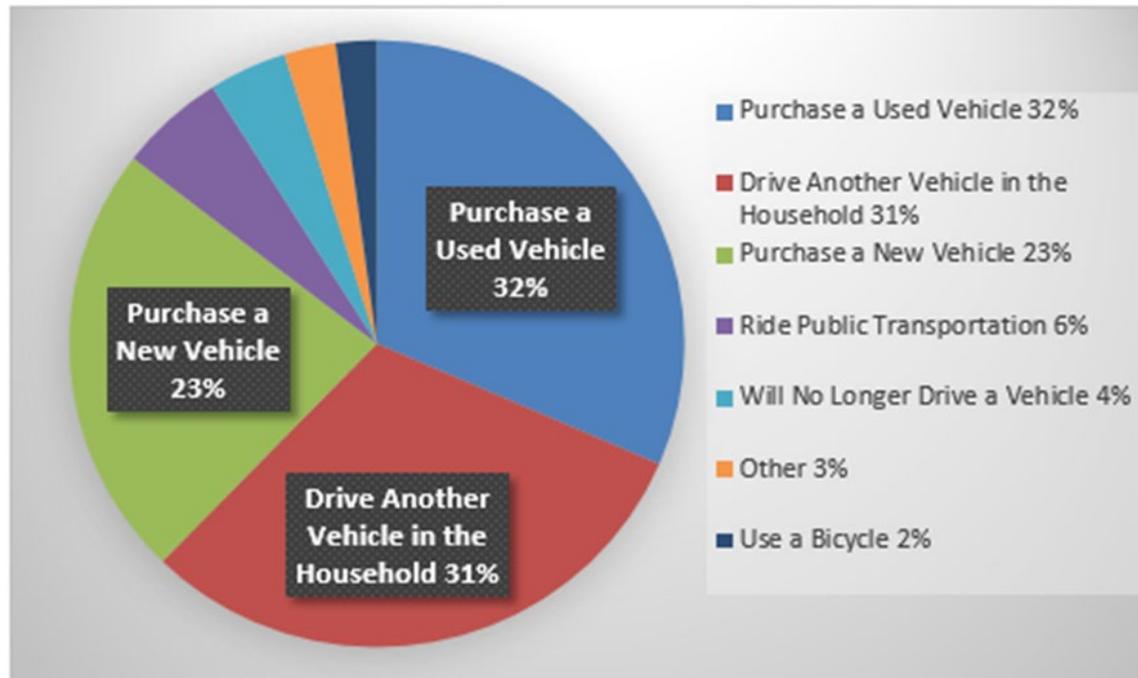
SURVEY QUESTION 4

- You were notified in a reasonable amount of time of your eligibility?
- 17,780 total responses, with “Strongly Agree” scoring highest at 55%.



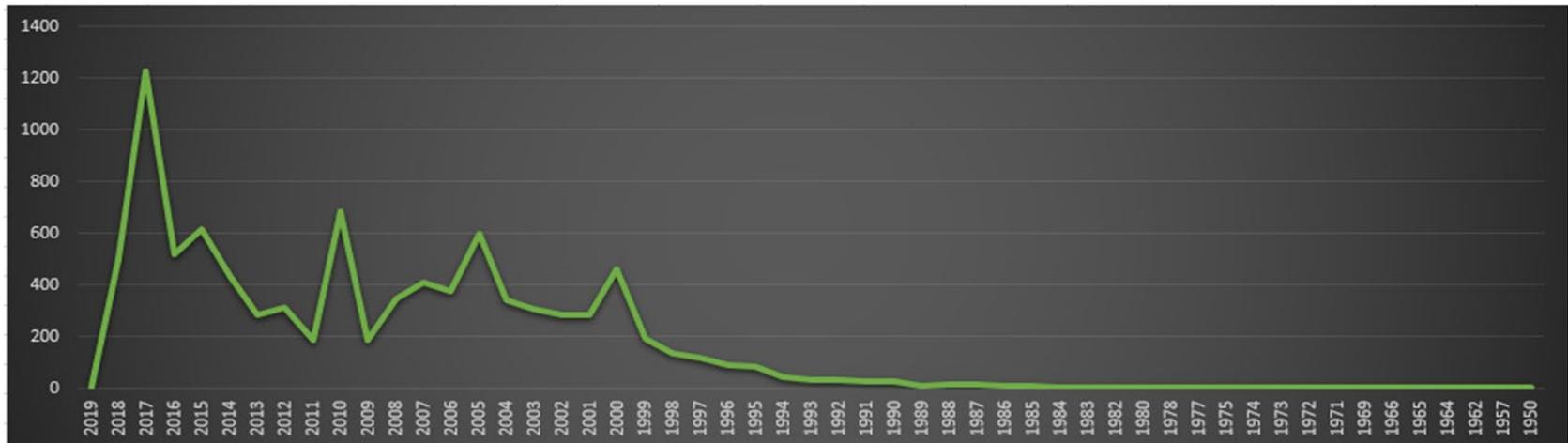
SURVEY QUESTION 5

- After the vehicle is retired with the State's Vehicle Retirement Program, what will the primary driver of the vehicle do for transportation?
- 18,800 total responses, with "Purchase a Used Vehicle" scoring highest at 32%.



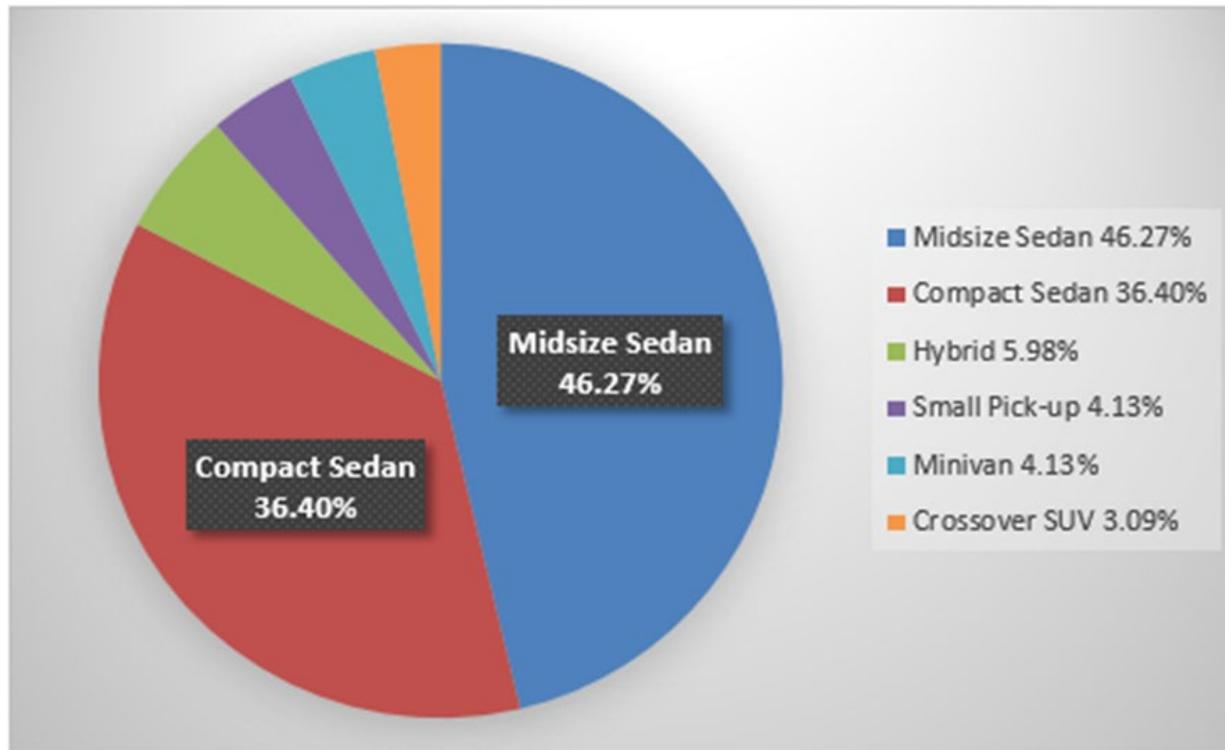
SURVEY QUESTION 6

- If you have purchased (or plan on purchasing) another vehicle, what is the year, make and model?
- 9,206 total responses, with 2017 model year scoring highest at 13.32% (1,226 responses).



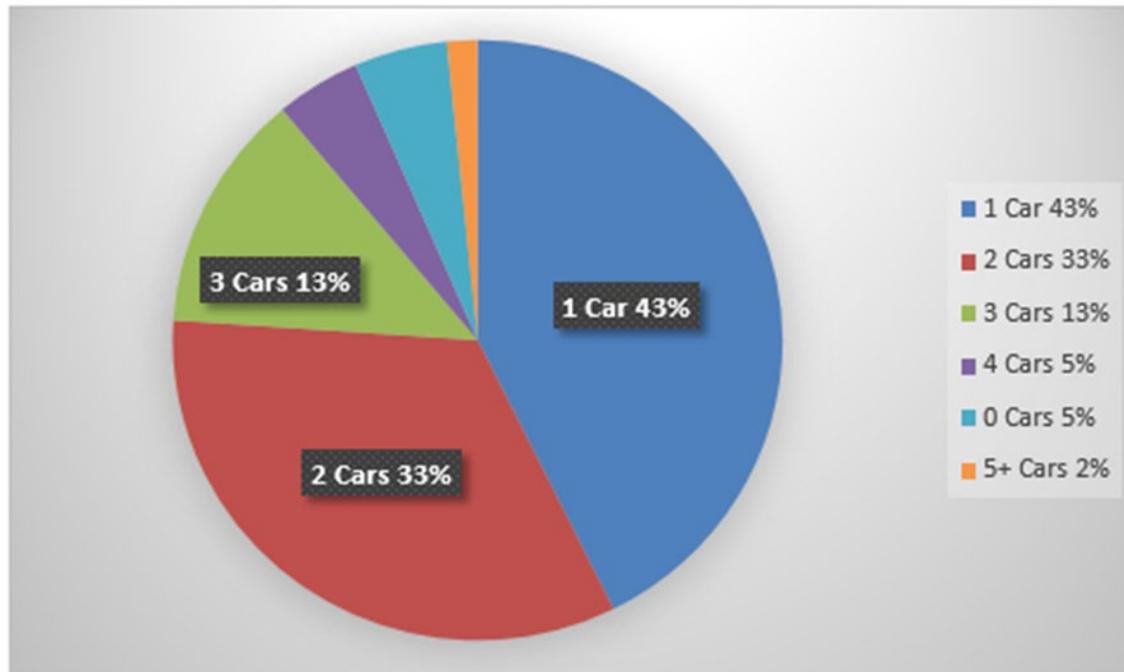
SURVEY QUESTION 6 (CONTINUED)

- 8,249 total responses indicating vehicle model
- 3,393 responses reflect the top ten replacement vehicles, with Midsize Sedan scoring highest at 46.27%



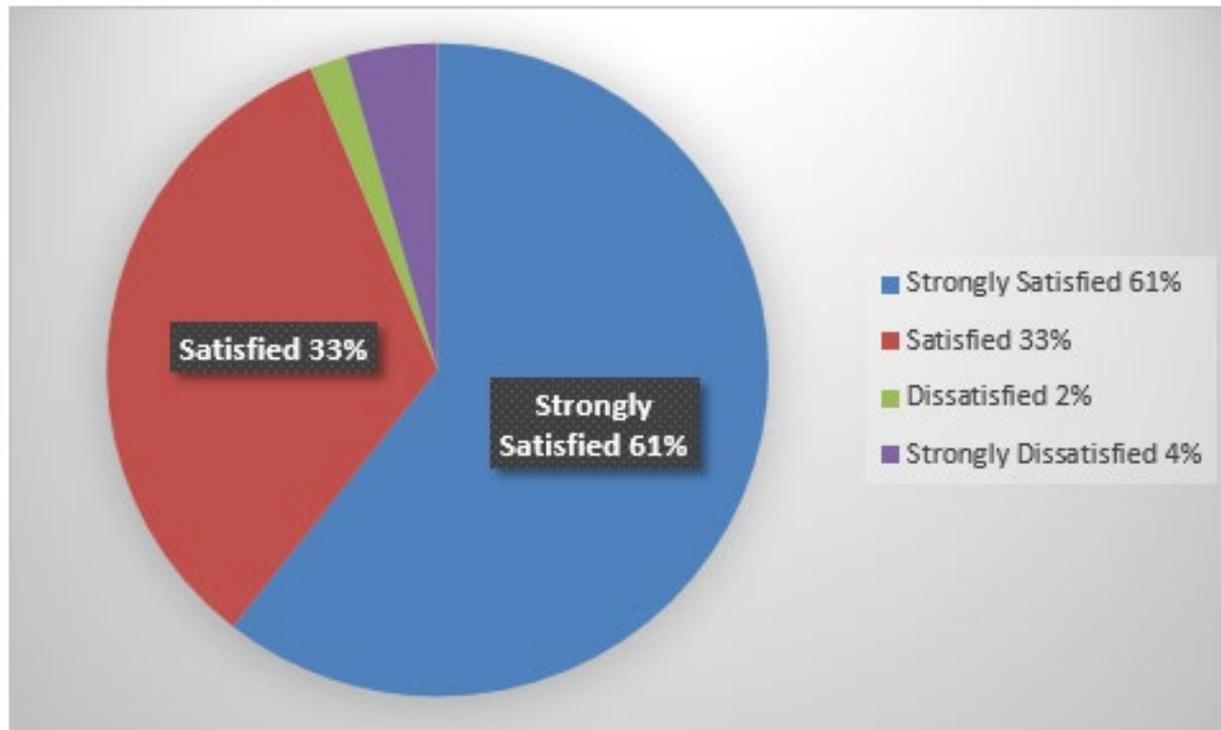
SURVEY QUESTION 7

- How many vehicles are maintained by your household, not including the vehicle being retired?
- 16,053 total responses, with “1 Car” scoring highest at 43%



SURVEY QUESTION 8

- Overall, how satisfied were you with the process of retiring your vehicle?
- 16,455 total responses, with “Strongly Satisfied” scoring highest at 61%



SURVEY QUESTION 9

- Do you have any additional comments regarding your experience with the Vehicle Retirement Program?
- 3,568 total responses.

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Gil DeLuna

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8800

Email: Gil.DeLuna@dca.ca.gov