# Clean Vehicle Consumer Survey 2016 (CV 2016)

### ****Welcome to the Clean Vehicle Consumer Survey**** Congratulations on your new clean vehicle! Please take a few moments to complete the following survey to help inform how we can continue supporting the development of a clean-vehicle market in California. Your participation in the survey is voluntary. However, your input is valuable for enhancing the clean-vehicle experience for all Californians, and it is important that you try to answer all of the questions. Your identity will remain confidential and all reported results will be anonymous. At the end of the survey, there will be links to some examples of how previous survey results have been presented. The survey will take about 20–25 minutes. At any time, you may pause your participation in the survey by clicking “Save and continue later” at the top of the page—you will be invited to return to your survey at a more convenient time. You can also use this feature if you need to switch from a smartphone or tablet to a desktop or laptop computer. Warning: Simply closing your browser window without saving will not save any of your responses. If you have any questions about this research project or if you experience any technical difficulties, you may contact the Center for Sustainable Energy (CSE) at: Phone: (866) 984-2532 Email: [transparency@energycenter.org](mailto:transparency@energycenter.org?subject=Clean%20Vehicle%20Consumer%20Survey) For questions regarding your ****Rebate Status****: Visit: [CVRP Rebate Status](https://cleanvehiclerebate.org/eng/user) or Call: (866) 984-2532

## SCREEN

**Page exit logic:** Page Logic**IF:** Question "According to our records, you are receiving a rebate for a [url("model")]. Is this vehicle used primarily for the private use of your household, that is, not for commercial/organizational use?" #1 is one of the following answers ("My rebate is for a different vehicle") **THEN:** Disqualify and display: "Unfortunately, you do not qualify for this survey at this time. You indicated that the vehicle associated with your survey invitation is a different vehicle than the one for which you are receiving a rebate.   
  
If you wish to take the survey for another private vehicle receiving a rebate, please look for the survey invitation associated with that vehicle, or email transparency@energycenter.org with any questions. We thank you for your time and appreciate your interest. "

**Page exit logic:** Kick Out**IF:** Question "According to our records, you are receiving a rebate for a [url("model")]. Is this vehicle used primarily for the private use of your household, that is, not for commercial/organizational use?" #1 is one of the following answers ("No, this vehicle is part of a commercial/organizational fleet") **THEN:** Disqualify and display: "Unfortunately, you do not qualify for this survey at this time. You indicated that the vehicle associated with your survey invitation is not being used primarily as a private vehicle.   
  
If you have a public fleet vehicle, you may be invited to take a future survey. We thank you for your time and appreciate your interest.   
  
**About the Clean Vehicle Rebate Project**  
Administered by the Center for Sustainable Energy (CSE) for the California Air Resources Board, the Clean Vehicle Rebate Project (CVRP) offers up to $6,500 in electric vehicle rebates for the purchase or lease of new, eligible zero-emission and plug-in-hybrid light-duty vehicles. For more information, please see the [Clean Vehicle Rebate Project website](https://cleanvehiclerebate.org/eng) or call 866-984-2532. "

#### 1) According to our records, you are receiving a rebate for a [url("model")]. Is this vehicle used primarily for the private use of your household, that is, not for commercial/organizational use?\*

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No, this vehicle is part of a commercial/organizational fleet |
| -99 | My rebate is for a different vehicle |

**Logic: Hidden unless: cvrpid**

### 2) What is your CVRP ID? (You can find this in the email with the link to this survey.)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Logic: Hidden unless: category**

#### 3) What type of vehicle did you receive your rebate for?\*

|  |  |
| --- | --- |
| BEV | Battery electric vehicle (uses electricity only) |
| PHEV | Plug-in hybrid electric vehicle (uses gasoline and/or electricity) |
| FCEV | Fuel-cell electric vehicle (uses hydrogen) |

**Logic: Hidden unless: model**

#### 4) Is your vehicle a BMW i3 REx?\*

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No, it is a: (please specify model): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\* |

**Logic: Hidden unless: utility**

#### 5) What is your electric utility?

|  |  |
| --- | --- |
| San Diego Gas & Electric | San Diego Gas & Electric |
| Southern California Edison | Southern California Edison |
| Pacific Gas & Electric | Pacific Gas & Electric |
| -99 | Other |

**Logic: Hidden unless: kicker**

#### 6) Did you qualify for and receive the increased CVRP rebate (an extra $1,500) based on your household income level?

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No |

## (untitled)

## Your vehicle

**Logic: Show/hide trigger exists.**

#### 7) Did you buy or lease your [url("model")][question("option value"), id="846", option="15093"]?

|  |  |
| --- | --- |
| 1 | Buy |
| 2 | Lease |

Validation: Min = 1 Max = 100 Must be numeric

**Logic: Hidden unless: Question "Did you buy or lease your [url("model")][question("option value"), id="846", option="15093"]?" #7 is one of the following answers ("Buy")**

#### 8) When shopping for a new vehicle, about how many years do you plan to keep it? [please enter a numerical answer without spaces or other characters]

Years:: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Logic: Hidden unless: Question "Did you buy or lease your [url("model")][question("option value"), id="846", option="15093"]?" #7 is one of the following answers ("Lease")**

### 9) How many miles per year are included in your lease?

Validation: Min = 1000 Max = 99999 Must be numeric

Miles per year:: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Or:

|  |  |
| --- | --- |
| 1 | Unlimited mileage |
| 1 | I don't know |

**Logic: Show/hide trigger exists.**

#### 10) Which of the following best describes your [url("model")] [question("option value"), id="846", option="15093"] purchase or lease?

|  |  |
| --- | --- |
| 1 | It replaced (or will replace) another household vehicle |
| 2 | It is an additional vehicle to my household fleet |
| 3 | It was the first ever vehicle acquired by my household |

**Logic: Hidden unless: Question "Which of the following best describes your [url("model")] [question("option value"), id="846", option="15093"] purchase or lease?" #10 is one of the following answers ("It replaced (or will replace) another household vehicle")**

### 11) Describe your previous vehicle that you replaced (or plan to replace) with your [url("model")][question("option value"), id="846", option="15093"].

#### Make:

|  |  |
| --- | --- |
| Acura | Acura |
| Alfa Romeo | Alfa Romeo |
| American Motors | American Motors |
| Aston Martin | Aston Martin |
| Audi | Audi |
| Bentley | Bentley |
| BMW | BMW |
| Buick | Buick |
| Cadillac | Cadillac |
| Chevrolet | Chevrolet |
| Chrysler | Chrysler |
| Daewoo | Daewoo |
| Daihatsu | Daihatsu |
| Dodge | Dodge |
| Ferrari | Ferrari |
| FIAT | FIAT |
| Ford | Ford |
| Geo | Geo |
| GMC | GMC |
| Honda | Honda |
| HUMMER | HUMMER |
| Hyundai | Hyundai |
| Infiniti | Infiniti |
| International Harvester | International Harvester |
| Isuzu | Isuzu |
| Jaguar | Jaguar |
| Jeep | Jeep |
| Kia | Kia |
| Lamborghini | Lamborghini |
| Land Rover | Land Rover/ Range Rover |
| Lexus | Lexus |
| Lincoln | Lincoln |
| Lotus | Lotus |
| Maserati | Maserati |
| Maybach | Maybach |
| Mazda | Mazda |
| McLaren | McLaren |
| Mercedes-Benz | Mercedes-Benz |
| Mercury | Mercury |
| MINI | MINI |
| Mitsubishi | Mitsubishi |
| Nissan | Nissan |
| Oldsmobile | Oldsmobile |
| Plymouth | Plymouth |
| Pontiac | Pontiac |
| Porsche | Porsche |
| Ram | Ram |
| Rolls-Royce | Rolls-Royce |
| Saab | Saab |
| Saturn | Saturn |
| Scion | Scion |
| smart | smart |
| Subaru | Subaru |
| Suzuki | Suzuki |
| Tesla | Tesla |
| Toyota | Toyota |
| Triumph | Triumph |
| Volkswagen | Volkswagen |
| Volvo | Volvo |
| Other | Other |

Model:: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Model Year:

|  |  |
| --- | --- |
| 2017 | MY 2017 |
| 2016 | MY 2016 |
| 2015 | MY 2015 |
| 2014 | MY 2014 |
| 2013 | MY 2013 |
| 2012 | MY 2012 |
| 2011 | MY 2011 |
| 2010 | MY 2010 |
| 2009 | MY 2009 |
| 2008 | MY 2008 |
| 2007 | MY 2007 |
| 2006 | MY 2006 |
| 2005 | MY 2005 |
| 2004 | MY 2004 |
| 2003 | MY 2003 |
| 2002 | MY 2002 |
| 2001 | MY 2001 |
| 2000 | MY 2000 |
| 1999 | MY 1999 |
| 1998 | MY 1998 |
| 1997 | MY 1997 |
| 1996 | MY 1996 |
| 1995 | MY 1995 |
| 1994 | MY 1994 or earlier |

#### Technology Type:

|  |  |
| --- | --- |
| 2 | gasoline |
| 5 | conventional hybrid (uses gasoline only) |
| 6 | plug-in hybrid (uses electricity and/or gasoline) |
| 8 | all-battery electric (uses electricity only) |
| 7 | hydrogen fuel-cell |
| 1 | diesel |
| 4 | compressed natural gas |
| -99 | other alternative fuel |

**Logic: Hidden unless: Question "Which of the following best describes your [url("model")] [question("option value"), id="846", option="15093"] purchase or lease?" #10 is one of the following answers ("It replaced (or will replace) another household vehicle")**

#### 12) Which of the following factors influenced your decision to replace this vehicle now? [check all that apply]

|  |  |
| --- | --- |
| 1 | Wanted a different vehicle |
| 1 | Previous vehicle no longer fit my (family’s) needs |
| 1 | Previous lease expired/was about to expire |
| 1 | Previous vehicle was too old/needed costly repairs |
| 1 | Previous vehicle was damaged/stolen |
| 1 | I get a new vehicle on a regular basis |
| 1 | Current government/employer incentives were appealing (e.g. financial, carpool sticker, parking) |
| 1 | Current price or interest/lease rates were appealing |
| 1 | Financial situation changed |
| 1 | New model caught my attention |
| 1 | Spending too much on fuel for previous vehicle |
| 1 | Other, please specify:: |

**Logic: Hidden unless: Question "Which of the following best describes your [url("model")] [question("option value"), id="846", option="15093"] purchase or lease?" #10 is one of the following answers ("It is an additional vehicle to my household fleet")**

#### 13) Which of the following factors influenced your decision to buy or lease another vehicle now? [check all that apply]

|  |  |
| --- | --- |
| 1 | Wanted a different vehicle |
| 1 | New needs that other household vehicles cannot fulfill |
| 1 | Other household vehicle(s) becoming unreliable |
| 1 | New driver in the household |
| 1 | Current government/employer incentives were appealing (e.g. financial, carpool sticker, parking) |
| 1 | Current price or interest/lease rates were appealing |
| 1 | Financial situation changed |
| 1 | New model caught my attention |
| 1 | Spending too much on fuel |
| 1 | Other, please specify:: |

### Note: Future questions on vehicle acquisition or ownership refer to both purchases and leases.

## Early perceptions

Validation: Max. answers = 3 *(if answered)*

**Logic: Hidden unless: ((category matches regex pattern "BEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)")) AND (model does not match pattern "BMW i3 REx" AND Question "Is your vehicle a BMW i3 REx?" #4 is not one of the following answers ("Yes")))**

#### 14) Regardless of what you think now, when you were shopping for your [url("model")][question("option value"), id="846", option="15093"], please rank the top three perceptions about all-battery electric vehicles that gave you concern about choosing one (1 being your greatest concern):

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

Validation: Max. answers = 3 *(if answered)*

**Logic: Hidden unless: ((category matches regex pattern "PHEV" OR model matches regex pattern "BMW i3 REx") OR (Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Plug-in hybrid electric vehicle (uses gasoline and/or electricity)") OR Question "Is your vehicle a BMW i3 REx?" #4 is one of the following answers ("Yes")))**

#### 15) Thinking back to when you were shopping for your [url("model")] [question("option value"), id="846", option="15093"] and regardless of what you think now, please rank the top three perceptions about all-battery electric vehicles that influenced your decision not to choose one (1 being your greatest concern):

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

Validation: Max. answers = 3 *(if answered)*

**Logic: Hidden unless: (category is exactly equal to "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)"))**

#### 16) Regardless of what you think now, when you were shopping for your [url("model")][question("option value"), id="846", option="15093"], please rank the top three perceptions about fuel-cell electric vehicles that gave you concern about choosing one (1 being your greatest concern):

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

**Logic: Show/hide trigger exists. Hidden unless: ((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)"))**

#### 17) Which of the following statements best describes your interest in acquiring a plug-in electric vehicle (PEV) when you started your search for a new vehicle? [PEVs include both all-battery electric vehicles and plug-in hybrids.]

|  |  |
| --- | --- |
| -88 | I did not know PEVs existed |
| 1 | I had no interest in a PEV |
| 2 | I had some interest in a PEV |
| 3 | I was very interested in a PEV |
| 4 | I was only interested in a PEV, but considered multiple PEV makes/models |
| 5 | I was only interested in the specific PEV make/model I acquired |

**Logic: Show/hide trigger exists. Hidden unless: (category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)"))**

#### 18) Which of the following statements best describes your interest in acquiring a fuel-cell electric vehicle (FCEV) when you started your search for a new vehicle?

|  |  |
| --- | --- |
| -88 | I did not know FCEVs existed |
| 1 | I had no interest in an FCEV |
| 2 | I had some interest in an FCEV |
| 3 | I was very interested in an FCEV |
| 4 | I was only interested in an FCEV, but considered multiple FCEV makes/models |
| 5 | I was only interested in the specific FCEV make/model I acquired |

**Logic: Add-as-needed Hidden unless: (Question "Which of the following statements best describes your interest in acquiring a plug-in electric vehicle (PEV) when you started your search for a new vehicle? [PEVs include both all-battery electric vehicles and plug-in hybrids.]" #17 is one of the following answers ("I did not know PEVs existed","I had no interest in a PEV","I had some interest in a PEV","I was very interested in a PEV") OR Question "Which of the following statements best describes your interest in acquiring a fuel-cell electric vehicle (FCEV) when you started your search for a new vehicle?" #18 is one of the following answers ("I did not know FCEVs existed","I had no interest in an FCEV","I had some interest in an FCEV","I was very interested in an FCEV"))**

### 19) Please describe up to two other vehicles – conventional or advanced-technology – that you considered.

#### ****Vehicle Description****

#### Technology Type:

|  |  |
| --- | --- |
| 2 | gasoline |
| 5 | conventional hybrid (uses gasoline only) |
| 6 | plug-in hybrid (uses electricity and/or gasoline) |
| 8 | all-battery electric (uses electricity only) |
| 7 | hydrogen fuel-cell |
| 1 | diesel |
| 4 | compressed natural gas |
| -99 | other alternative fuel |

#### Were you considering new and/or used vehicles of this type? [check all that apply]

|  |  |
| --- | --- |
| 1 | New |
| 1 | Used |

**Page entry logic:** This page will show when: ((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)"))

## PEV interest

**Logic: Add-as-needed Hidden unless: Question "Which of the following statements best describes your interest in acquiring a plug-in electric vehicle (PEV) when you started your search for a new vehicle? [PEVs include both all-battery electric vehicles and plug-in hybrids.]" #17 is one of the following answers ("I was only interested in a PEV, but considered multiple PEV makes/models")**

### 20) Please describe up to two other plug-in electric vehicles that you considered:

#### ****Vehicle Description****

#### Make:

|  |  |
| --- | --- |
| Acura | Acura |
| Alfa Romeo | Alfa Romeo |
| American Motors | American Motors |
| Aston Martin | Aston Martin |
| Audi | Audi |
| Bentley | Bentley |
| BMW | BMW |
| Buick | Buick |
| Cadillac | Cadillac |
| Chevrolet | Chevrolet |
| Chrysler | Chrysler |
| Daewoo | Daewoo |
| Daihatsu | Daihatsu |
| Dodge | Dodge |
| Ferrari | Ferrari |
| FIAT | FIAT |
| Fisker | Fisker |
| Ford | Ford |
| Geo | Geo |
| GMC | GMC |
| Honda | Honda |
| HUMMER | HUMMER |
| Hyundai | Hyundai |
| Infiniti | Infiniti |
| International Harvester | International Harvester |
| Isuzu | Isuzu |
| Jaguar | Jaguar |
| Jeep | Jeep |
| Kia | Kia |
| Lamborghini | Lamborghini |
| Land Rover/Range Rover | Land Rover/Range Rover |
| Lexus | Lexus |
| Lincoln | Lincoln |
| Lotus | Lotus |
| Maserati | Maserati |
| Maybach | Maybach |
| Mazda | Mazda |
| McLaren | McLaren |
| Mercedes-Benz | Mercedes-Benz |
| Mercury | Mercury |
| MINI | MINI |
| Mitsubishi | Mitsubishi |
| Nissan | Nissan |
| Oldsmobile | Oldsmobile |
| Plymouth | Plymouth |
| Pontiac | Pontiac |
| Porsche | Porsche |
| Ram | Ram |
| Rolls-Royce | Rolls-Royce |
| Saab | Saab |
| Saturn | Saturn |
| Scion | Scion |
| smart | smart |
| Subaru | Subaru |
| Suzuki | Suzuki |
| Tesla | Tesla |
| Toyota | Toyota |
| Triumph | Triumph |
| Volkswagen | Volkswagen |
| Volvo | Volvo |
| Other | Other |

Model:: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Technology Type:

|  |  |
| --- | --- |
| 6 | plug-in hybrid (uses electricity and/or gasoline) |
| 8 | all-battery electric (uses electricity only) |

#### Were you considering new and/or used vehicles of this type? [check all that apply]

|  |  |
| --- | --- |
| 1 | New |
| 1 | Used |

**Logic: Show/hide trigger exists.**

#### 21) How many all-battery electric vehicles or plug-in hybrids has your household purchased or leased before acquiring your [url("model")][question("option value"), id="846", option="15093"]?

|  |  |
| --- | --- |
| 0 | None |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 or more |

**Page entry logic:** This page will show when: (category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)"))

## FCEV acquisition

**Logic: Show/hide trigger exists.**

#### 22) Has your household ever purchased or leased any of the following alternative vehicle types? [check all that apply]

|  |  |
| --- | --- |
| 1 | Hydrogen fuel-cell electric vehicle |
| 2 | All-battery electric vehicle (uses electricity only) |
| 3 | Plug-in hybrid vehicle (uses electricity and/or gasoline) |
| 4 | Conventional hybrid vehicle (uses gasoline only) |
| 5 | Diesel vehicle |
| 6 | Compressed natural gas vehicle |
| 7 | Other alternative fuel vehicle, please specify:: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\* |
| -55 | None of the above |

**Page entry logic:** This page will show when: ((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)"))

## Information gathering - PEV

Validation: Max. answers = 3 *(if answered)*

**Logic: Hidden unless: Question "How many all-battery electric vehicles or plug-in hybrids has your household purchased or leased before acquiring your [url("model")][question("option value"), id="846", option="15093"]?" #21 is one of the following answers ("None")**

#### 23) Please rank the top three most influential information sources when you were deciding whether to acquire a plug-in electric vehicle (PEV). Please read the whole list before ranking (1 being the most influential source, 2 being the second-most influential, etc.):

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

**Logic: Show/hide trigger exists.**

#### 24) Counting only time spent on the internet, about how much time did you spend researching plug-in electric vehicles (PEVs) in total?

|  |  |
| --- | --- |
| 1 | I did not spend any time researching PEVs on the internet |
| 2 | Less than 4 hours |
| 3 | Between 4 to 12 hours |
| 4 | More than 12 hours |

**Logic: Hidden unless: Question "Counting only time spent on the internet, about how much time did you spend researching plug-in electric vehicles (PEVs) in total?" #24 is one of the following answers ("Less than 4 hours","Between 4 to 12 hours","More than 12 hours")**

#### 25) Please rate how easy or difficult it was for you to find information on the following topics on the internet.

|  |  |
| --- | --- |
| -66 | Not applicable - did not look for this information on the internet |
| -2 | Very difficult |
| -1 | Somewhat difficult |
| 0 | Neither easy nor difficult |
| 1 | Somewhat easy |
| 2 | Very easy |

#### Please describe any other topics or questions that were especially difficult to find more information about before deciding whether or not to purchase/lease a PEV.:

**Page entry logic:** This page will show when: (category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)"))

## Information gathering - FCEV

Validation: Max. answers = 3 *(if answered)*

**Logic: Hidden unless: Question "Has your household ever purchased or leased any of the following alternative vehicle types? [check all that apply]" #22 is not one of the following answers ("Hydrogen fuel-cell electric vehicle")**

#### 26) Please rank the top three most influential information sources when you were deciding whether to acquire a fuel-cell electric vehicle (FCEV). Please read the whole list before ranking (1 being the most influential source, 2 being the second-most influential, etc.):

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

**Logic: Show/hide trigger exists.**

#### 27) Counting only time spent on the internet, about how much time did you spend researching fuel-cell electric vehicles (FCEVs) in total?

|  |  |
| --- | --- |
| 1 | I did not spend any time researching FCEVs on the internet |
| 2 | Less than 4 hours |
| 3 | Between 4 to 12 hours |
| 4 | More than 12 hours |

**Logic: Hidden unless: Question "Counting only time spent on the internet, about how much time did you spend researching fuel-cell electric vehicles (FCEVs) in total?" #27 is one of the following answers ("Less than 4 hours","Between 4 to 12 hours","More than 12 hours")**

#### 28) Please rate how easy or difficult it was for you to find information on the following topics on the internet.

|  |  |
| --- | --- |
| -66 | Not applicable - did not look for this information on the internet |
| -2 | Very difficult |
| -1 | Somewhat difficult |
| 0 | Neither easy nor difficult |
| 1 | Somewhat easy |
| 2 | Very easy |

#### Please describe any other topics or questions that were especially difficult to find more information about before deciding whether or not to purchase/lease an FCEV.:

**Page entry logic:** This page will show when: ((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)"))

## Your decision-making process-PEV

#### 29) How important were each of the following factors in your decision to acquire a plug-in electric vehicle?

|  |  |
| --- | --- |
| 1 | Not at all important |
| 2 | Slightly important |
| 3 | Moderately important |
| 4 | Very important |
| 5 | Extremely important |

#### If there were any other very or extremely important factors in your decision, please specify below::

#### 30) Which of these factors was the most important reason why you decided to acquire a plug-in electric vehicle?

|  |  |
| --- | --- |
| 1 | Saving money on fuel costs |
| 2 | Saving money overall |
| 3 | Reducing environmental impacts |
| 4 | Carpool or High Occupancy Vehicle (HOV) lane access |
| 5 | Increased energy independence |
| 6 | Convenience of charging |
| 7 | Vehicle performance |
| 8 | Vehicle styling, finish and comfort |
| 9 | A desire for the newest technology |
| -99 | Other, please specify:: |

#### 31) How important were ****government financial incentives**** in your decision to acquire a plug-in electric vehicle?

|  |  |
| --- | --- |
| 1 | Not at all important |
| 2 | Slightly important |
| 3 | Moderately important |
| 4 | Very important |
| 5 | Extremely important |

#### 32) How important to your decision to acquire your plug-in electric vehicle was the availability of charging at each of the following locations?

|  |  |
| --- | --- |
| 1 | Not at all important |
| 2 | Slightly important |
| 3 | Moderately important |
| 4 | Very important |
| 5 | Extremely important |

**Page entry logic:** This page will show when: (category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)"))

## Your decision-making process-FCEV

#### 33) How important were each of the following factors in your decision to acquire a fuel-cell electric vehicle?

|  |  |
| --- | --- |
| 1 | Not at all important |
| 2 | Slightly important |
| 3 | Moderately important |
| 4 | Very important |
| 5 | Extremely important |

#### If there were any other very or extremely important factors in your decision, please specify below::

#### 34) Which of these factors was the most important reason why you decided to acquire a fuel-cell electric vehicle?

|  |  |
| --- | --- |
| 1 | Saving money on fuel costs |
| 2 | Saving money overall |
| 3 | Reducing environmental impacts |
| 4 | Carpool or High Occupancy Vehicle (HOV) lane access |
| 5 | Increased energy independence |
| 6 | Convenience/speed of vehicle refueling |
| 7 | Vehicle performance |
| 8 | Vehicle styling, finish and comfort |
| 9 | A desire for the newest technology |
| -99 | Other, please specify:: |

#### 35) How important were ****government financial incentives**** in your decision to acquire a fuel-cell electric vehicle?

|  |  |
| --- | --- |
| 1 | Not at all important |
| 2 | Slightly important |
| 3 | Moderately important |
| 4 | Very important |
| 5 | Extremely important |

## Incentives

#### 36) How important were each of the following factors in making it possible for you to acquire your clean vehicle?

|  |  |
| --- | --- |
| -66 | Not applicable |
| 1 | Not at all important |
| 2 | Slightly important |
| 3 | Moderately important |
| 4 | Very important |
| 5 | Extremely important |

#### If there were any other very or extremely important factors, please specify below::

#### 37) Would you have purchased or leased your [url("model")] [question("option value"), id="846", option="15093"] without the state vehicle rebate (CVRP)?

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No |

**Logic: Hidden unless: ((kicker is exactly equal to "1" OR Question "Did you qualify for and receive the increased CVRP rebate (an extra $1,500) based on your household income level?" #6 is one of the following answers ("Yes")) OR kicker is exactly equal to "TRUE")**

#### 38) Would you have purchased or leased your [url("model")] [question("option value"), id="846", option="15093"] if you hadn't received the increased CVRP rebate amount (an extra $1,500)?

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No |

**Logic: Hidden unless: ((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)"))**

#### 39) If the state vehicle rebate (CVRP) were not available for a [url("model")] [question("option value"), id="846", option="15093"] or any other plug-in electric vehicle (PEV), what do you think you would have done? [PEVs include both all-battery electric vehicles and plug-in hybrids.]

|  |  |
| --- | --- |
| 1 | Purchased/leased this exact vehicle anyway |
| 2 | Purchased/leased a less expensive version of the same model |
| 3 | Purchased/leased a different new PEV |
| 4 | Purchased/leased a used PEV |
| 5 | Purchased/leased a new non-PEV instead |
| 6 | Purchased/leased a used non-PEV instead |
| 7 | Not made any purchase/lease at all |

**Logic: Hidden unless: (category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)"))**

#### 40) If the state vehicle rebate (CVRP) were not available for a [url("model")] [question("option value"), id="846", option="15093"] or any other fuel-cell electric vehicle (FCEV), what do you think you would have done?

|  |  |
| --- | --- |
| 1 | Purchased/leased an FCEV anyway |
| 2 | Purchased/leased a plug-in hybrid or all-battery electric vehicle |
| 3 | Purchased/leased a conventional hybrid vehicle (uses gasoline only) |
| 4 | Purchased/leased a diesel vehicle |
| 5 | Purchased/leased a gasoline (or flex fuel) vehicle |
| 6 | Purchased/leased some other alternative-fuel vehicle |
| 7 | Not made any purchase/lease at all |

#### 41) How did you hear about the availability of the state vehicle rebate (CVRP)? [check all that apply]

|  |  |
| --- | --- |
| 1 | From a dealer or retail store representative |
| 1 | Manufacturer’s website |
| 1 | Electric utility website |
| 1 | CVRP rebate website |
| 1 | Online blog/forum |
| 1 | News story (TV, newspaper, magazine) |
| 1 | Word of mouth (e.g. friend, relative, coworker, accountant) |
| 1 | Internet search engine (e.g. Google, Yahoo, Bing) |
| 1 | Driveclean.ca.gov |
| 1 | Plug-in Electric Vehicle Resource Center website |
| 1 | Ride & drive event/vehicle expo |
| 1 | CVRP outreach (e.g. workshop, flyer, presentation, event booth by the Center for Sustainable Energy or others) |
| 1 | Other, please specify:: |

#### 42) Have you applied, or are you planning to apply, for any of the following clean vehicle incentives?

|  |  |
| --- | --- |
| 1 | Already applied |
| 2 | Plan to apply |
| 3 | Not eligible to apply |
| -66 | Haven't heard of this program |

**Logic: Show/hide trigger exists.**

#### 43) Have you already received or applied for a carpool (HOV) lane sticker?

|  |  |
| --- | --- |
| 1 | Yes, it was provided by the dealer |
| 2 | Yes, I applied for it |
| 0 | No, but I plan to apply soon |
| -1 | No, and I have no plans to apply |

**Logic: Hidden unless: Question "Have you already received or applied for a carpool (HOV) lane sticker?" #43 is one of the following answers ("Yes, it was provided by the dealer","Yes, I applied for it")**

#### 44) How often do you expect to use the sticker to gain access to the carpool lane?

|  |  |
| --- | --- |
| 6 | Daily or almost daily |
| 5 | A few times per week |
| 4 | About once per week |
| 3 | A few times per month |
| 2 | About once per month or less |
| 1 | Never |

## Your dealership experience

**Logic: Show/hide trigger exists.**

#### 45) In the process of shopping for your car, how many new-car dealerships or retail stores did you visit in person?

|  |  |
| --- | --- |
| 0 | 0 dealerships or retail stores (i.e. I purchased directly from the manufacturer, used a broker, or purchased through a dealer website) |
| 1 | 1 dealership or retail store |
| 2 | 2 or more dealerships or retail stores |

## (untitled)

**Logic: Hidden unless: Question "In the process of shopping for your car, how many new-car dealerships or retail stores did you visit in person?" #45 is one of the following answers ("1 dealership or retail store","2 or more dealerships or retail stores")**

#### 46) How knowledgeable was your dealer or retail store representative about the following topics? [If you visited more than one dealer, please rate the one from which you acquired your vehicle.]

|  |  |
| --- | --- |
| 1 | Not at all knowledgeable |
| 2 | Not very knowledgeable |
| 3 | Knowledgeable |
| 4 | Very knowledgeable |
| -88 | I don't recall |
| -66 | Did not discuss |

**Logic: Hidden unless: (((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)")) AND Question "In the process of shopping for your car, how many new-car dealerships or retail stores did you visit in person?" #45 is one of the following answers ("1 dealership or retail store","2 or more dealerships or retail stores"))**

#### 47) Were any of these services offered by the dealer or retail store from which you purchased/leased? [check all that apply]

|  |  |
| --- | --- |
| 1 | The option to rent or have an extended test drive of a PEV before buying/leasing (“try before you buy”) |
| 1 | A PEV specialist to answer questions about vehicles and additional services |
| 1 | Facilitating the purchase and/or installation of a home charging station |
| 1 | Tutorials/workshops for new owners |
| 1 | Assistance setting up and explaining PEV smartphone apps |
| 1 | Preparation and submission of rebate/tax credit applications |
| 1 | Access to reduced-cost rental cars or car sharing (e.g. Zipcar) |
| 1 | Enrollment in a private charging network (e.g. Chargepoint, eVgo, Blink) |
| 1 | Providing assistance with carpool (HOV) lane access stickers upon vehicle purchase |
| 1 | Free charging at dealership |
| 1 | Other, please specify:: |
| 1 | None of the above |

**Logic: Hidden unless: ((category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)")) AND Question "In the process of shopping for your car, how many new-car dealerships or retail stores did you visit in person?" #45 is one of the following answers ("1 dealership or retail store","2 or more dealerships or retail stores"))**

#### 48) Were any of these services offered by the dealer or retail store from which you purchased/leased? [check all that apply]

|  |  |
| --- | --- |
| 1 | The option to rent or have an extended test drive of an FCEV before buying/leasing (“try before you buy”) |
| 1 | An FCEV specialist to answer questions about vehicles and additional services |
| 1 | Availability of hydrogen fueling at dealership |
| 1 | Tutorials/workshops for new owners |
| 1 | Hands-on hydrogen fueling tutorial |
| 1 | Assistance setting up and explaining FCEV or hydrogen fueling smartphone apps |
| 1 | Preparation and submission of rebate/tax credit applications |
| 1 | Access to reduced-cost rental cars or car sharing (e.g. Zipcar) |
| 1 | Providing assistance with carpool (HOV) lane access stickers upon vehicle purchase |
| 1 | Other, please specify:: |
| 1 | None of the above |

**Logic: Hidden unless: ((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)"))**

#### 49) Whether or not these were offered to you, which of these services would be valuable for a dealer to provide? [check all that apply]

|  |  |
| --- | --- |
| 1 | The option to rent or have an extended test drive of a PEV before buying/leasing (“try before you buy”) |
| 1 | A PEV specialist to answer questions about vehicles and additional services |
| 1 | Facilitating the purchase and/or installation of a home charging station |
| 1 | Tutorials/workshops for new owners |
| 1 | Assistance setting up and explaining PEV smartphone apps |
| 1 | Preparation and submission of rebate/tax credit applications |
| 1 | Access to reduced-cost rental cars or car sharing (e.g. Zipcar) |
| 1 | Enrollment in a private charging network (e.g. Chargepoint, eVgo, Blink) |
| 1 | Providing assistance with carpool (HOV) lane access stickers upon vehicle purchase |
| 1 | Free charging at dealership |
| 1 | Other, please specify:: |
| 1 | None of the above |

**Logic: Hidden unless: (category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)"))**

#### 50) Whether or not these were offered to you, which of these services would be valuable for a dealer to provide? [check all that apply]

|  |  |
| --- | --- |
| 1 | The option to rent or have an extended test drive of an FCEV before buying/leasing (“try before you buy”) |
| 1 | An FCEV specialist to answer questions about vehicles and additional services |
| 1 | Availability of hydrogen fueling at dealership |
| 1 | Tutorials/workshops for new owners |
| 1 | Hands-on hydrogen fueling tutorial |
| 1 | Assistance setting up and explaining FCEV or hydrogen fueling smartphone apps |
| 1 | Preparation and submission of rebate/tax credit applications |
| 1 | Access to reduced-cost rental cars or car sharing (e.g. Zipcar) |
| 1 | Providing assistance with carpool (HOV) lane access stickers upon vehicle purchase |
| 1 | Other, please specify:: |
| 1 | None of the above |

**Page entry logic:** This page will show when: ((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)"))

## Charging and using your PEV

**Logic: Show/hide trigger exists.**

#### 51) Presently, do you charge your plug-in electric vehicle at home?

|  |  |
| --- | --- |
| 1 | Yes, I’m using a 120V outlet (typical household outlet) |
| 3 | Yes, I’m using a 240V outlet (e.g. dryer outlet) |
| 2 | Yes, I’m using a Level 1 (120V) charging station |
| 4 | Yes, I’m using a Level 2 (240V) charging station |
| 0 | No, I’m not charging at home |

**Logic: Hidden unless: Question "Presently, do you charge your plug-in electric vehicle at home?" #51 is one of the following answers ("Yes, I’m using a Level 1 (120V) charging station","Yes, I’m using a Level 2 (240V) charging station")**

#### 52) Did/will you receive any incentives for the purchase and/or installation of this home charging station from any of the following? [check all that apply]

|  |  |
| --- | --- |
| 1 | Federal government |
| 1 | State government |
| 1 | Local government |
| 1 | Electric utility |
| 1 | Auto manufacturer |
| 1 | Other, please specify:: |
| 1 | No, I did not receive/apply for any incentives |

**Logic: Hidden unless: Question "Presently, do you charge your plug-in electric vehicle at home?" #51 is one of the following answers ("Yes, I’m using a Level 1 (120V) charging station","Yes, I’m using a Level 2 (240V) charging station")**

### 53) About how much did/will you pay (after any incentives) to purchase and install your charging station, including any electrical upgrades that were needed? [please enter a numerical answer]

Validation: Min = 0 Max = 10000 Must be numeric

Cost estimate:: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### none

|  |  |
| --- | --- |
| 1 | I’m using a charging station installed for a prior plug-in electric vehicle purchase |

**Logic: Show/hide trigger exists. Hidden unless: Question "Presently, do you charge your plug-in electric vehicle at home?" #51 is one of the following answers ("Yes, I’m using a 120V outlet (typical household outlet)","Yes, I’m using a 240V outlet (e.g. dryer outlet)")**

#### 54) Did you have to make any electrical upgrades to be able to charge your vehicle at home?

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No |

Validation: Min = 0 Max = 10000 Must be numeric

**Logic: Hidden unless: Question "Did you have to make any electrical upgrades to be able to charge your vehicle at home?" #54 is one of the following answers ("Yes")**

### 55) Approximately how much did you have to pay for these electrical upgrades?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Logic: Hidden unless: Question "Presently, do you charge your plug-in electric vehicle at home?" #51 is one of the following answers ("Yes, I’m using a 120V outlet (typical household outlet)")**

#### 56) What is the primary reason you have not installed a charging station at your home?

|  |  |
| --- | --- |
| 8 | I'm currently in the process of getting one installed |
| 2 | Just haven’t gotten around to it yet |
| 1 | It isn't necessary |
| 3 | The equipment is too expensive |
| 4 | The installation would be too expensive/complicated |
| 9 | I will be moving soon |
| 5 | I only plan to have my PEV for a few years |
| 6 | I do most of my charging away from home |
| 7 | I rent or have a homeowners association and am not authorized to install one |
| -99 | Other, please specify:: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\* |

**Logic: Show/hide trigger exists. Hidden unless: Question "Presently, do you charge your plug-in electric vehicle at home?" #51 is one of the following answers ("No, I’m not charging at home")**

#### 57) Are you or will you soon be able to easily charge at home?

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No |

**Logic: Hidden unless: Question "Are you or will you soon be able to easily charge at home?" #57 is one of the following answers ("No")**

#### 58) Why won't you be charging at home?

|  |  |
| --- | --- |
| 1 | I rent or have a homeowners association and am not authorized to make changes at my residence |
| 1 | My residence has no off-street parking |
| 1 | I can charge for free or at a lower cost somewhere else |
| 1 | Adding an outlet or charging station would be too expensive |
| 1 | Adding an outlet or charging station would be too complicated |
| 1 | I only plan to have my PEV for a few years |
| 1 | I will be moving soon |
| 1 | I never charge my vehicle (just use it as a hybrid) |
| 1 | Other, please specify:: |
| 1 | I am currently in the process of adding an outlet or charging station |

**Logic: Show/hide trigger exists.**

#### 59) When you get to work is there somewhere you can charge your plug-in electric vehicle (PEV)?

|  |  |
| --- | --- |
| -66 | I work from home or I don't work so this question doesn’t apply to me. |
| -88 | I'm not sure whether PEV charging is available. |
| 1 | Yes, and I can charge for free. |
| 2 | Yes, and I must pay to charge. |
| 0 | No |

Validation: %s format expected Using custom RegEx pattern

**Logic: Hidden unless: Question "When you get to work is there somewhere you can charge your plug-in electric vehicle (PEV)?" #59 is one of the following answers ("I'm not sure whether PEV charging is available.","Yes, and I can charge for free.","Yes, and I must pay to charge.","No")**

### 60) Please list the 5-digit ZIP code of your place of work.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Logic: Hidden unless: Question "When you get to work is there somewhere you can charge your plug-in electric vehicle (PEV)?" #59 is one of the following answers ("Yes, and I can charge for free.","Yes, and I must pay to charge.")**

#### 61) How frequently do you charge at your workplace?

|  |  |
| --- | --- |
| 6 | Daily or almost daily |
| 5 | A few times per week |
| 4 | About once per week |
| 3 | A few times per month |
| 2 | About once per month or less |
| 1 | Never |

#### 62) Please rank the following locations by how much you charge there (1 being where you charge the most). If you never charge at one of the locations below, do not rank it.

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |

**Logic: Hidden unless: Question "Presently, do you charge your plug-in electric vehicle at home?" #51 is one of the following answers ("Yes, I’m using a 120V outlet (typical household outlet)","Yes, I’m using a Level 1 (120V) charging station","Yes, I’m using a 240V outlet (e.g. dryer outlet)","Yes, I’m using a Level 2 (240V) charging station")**

#### 63) Are you currently using or planning to switch to a plug-in electric vehicle (PEV) electricity rate to charge your PEV at home?

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No, I am aware of the rates but have kept my existing electricity rate |
| -1 | No, I was not aware of special PEV charging rates |
| -88 | I'm not sure |

### 64) How many total miles have you driven your [url("model")] [question("option value"), id="846", option="15093"] so far?

Validation: Min = 0 Max = 150000 Must be numeric

Number of miles:  
  
[please enter a numerical answer]: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Precision:

|  |  |
| --- | --- |
| 1 | Exact |
| 2 | Estimated |

#### Or:

|  |  |
| --- | --- |
| 1 | I do not know |

**Page entry logic:** This page will show when: (category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)"))

## Fueling your FCEV

#### 65) How often do you fuel your fuel-cell electric vehicle?

|  |  |
| --- | --- |
| 6 | Daily or almost daily |
| 5 | A few times per week |
| 4 | About once per week |
| 3 | A few times per month |
| 2 | About once per month |
| 1 | Less than once per month |

#### 66) How many different hydrogen stations do you routinely visit to support your typical driving needs?

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |
| 10 | 10 or more |

#### 67) How important to your decision to acquire your fuel-cell electric vehicle was the availability of hydrogen stations at each of the following locations?

|  |  |
| --- | --- |
| 1 | Not at all important |
| 2 | Slightly important |
| 3 | Moderately important |
| 4 | Very important |
| 5 | Extremely important |

#### 68) How many existing hydrogen fueling stations are you aware of in the following areas?

|  |  |
| --- | --- |
| 0 | 0 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |
| 10 | 10 or more |

#### 69) How often do you use any station in each of the following areas?

|  |  |
| --- | --- |
| 6 | Daily or almost daily |
| 5 | A few times per week |
| 4 | About once per week |
| 3 | A few times per month |
| 2 | About once per month or less |
| 1 | Never |

#### 70) Please rank the locations you think additional hydrogen fueling stations are needed most that would allow your household to use a fuel-cell electric vehicle exclusively for all your driving needs. (1 = the most needed)

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |

#### 72) Where is the hydrogen station that you use the most? [check all that apply to the one station you use most]

|  |  |
| --- | --- |
| 1 | Within a convenient distance of your home |
| 1 | Along your daily commute |
| 1 | Near or on the way to other frequent destinations (such as shopping, friends/family, transit stations, etc.) |
| 1 | Near or on the way to travel/vacation destinations |
| 1 | I have to make a special trip - Not near anywhere I am going anyway |

**Logic: Hidden unless: (((Question "Within a convenient distance of your home" is one of the following answers ("1","2","3","4","5","6","8","9","10 or more") AND Question "Along your daily commute" is one of the following answers ("1","2","3","4","5","6","7","8","9","10 or more")) OR (Question "Within a convenient distance of your home" is one of the following answers ("1","2","3","4","5","6","7","8","9","10 or more") AND Question "Near other frequent destinations (such as shopping, friends/family, transit stations, etc.)" is one of the following answers ("1","2","3","4","5","6","7","8","9","10 or more"))) OR (Question "Within a convenient distance of your home" is one of the following answers ("1","2","3","4","5","6","7","8","9","10 or more") AND Question "Near other frequent destinations (such as shopping, friends/family, transit stations, etc.)" is one of the following answers ("1","2","3","4","5","6","7","8","9","10 or more")))**

#### 73) Thinking about the hydrogen station you use most, please rank the following factors from most to least important in your decision to fuel at this station. (most important factor listed first)

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |

#### 74) Thinking of your experience with gasoline-powered vehicles, how many different gasoline stations would you routinely visit to support your typical driving needs?

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |
| 10 | 10 or more |
| -66 | N/A - I've never had a gasoline vehicle |

**Logic: Show/hide trigger exists.**

#### 75) Was hydrogen fuel included in your vehicle purchase or lease?

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No |

**Logic: Hidden unless: Question "Was hydrogen fuel included in your vehicle purchase or lease?" #75 is one of the following answers ("Yes")**

#### 76) Do you think you would have acquired a fuel-cell electric vehicle if you had to pay for hydrogen fuel? [assume no reduction in the price you paid for your FCEV, but that hydrogen fuel cost about the same as gasoline]

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No |

**Logic: Show/hide trigger exists. Hidden unless: Question "Was hydrogen fuel included in your vehicle purchase or lease?" #75 is one of the following answers ("Yes")**

#### 77) Do you know how much hydrogen fuel costs?

|  |  |
| --- | --- |
| 1 | Yes |
| 0 | No |

Validation: Min = 1 Max = 20 Must be numeric

**Logic: Hidden unless: Question "Do you know how much hydrogen fuel costs?" #77 is one of the following answers ("Yes")**

### 78) What was the price of hydrogen the last time you checked? ($/kg)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Logic: Hidden unless: Question "Was hydrogen fuel included in your vehicle purchase or lease?" #75 is one of the following answers ("No")**

### 79) About how much did you pay for hydrogen the last time that you fueled?

Validation: Min = 0 Max = 20 Must be numeric

($/kg): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Or:

|  |  |
| --- | --- |
| 1 | I don't remember |

#### 80) How would you compare fueling with hydrogen to fueling with gasoline?

|  |  |
| --- | --- |
| 1 | Hydrogen fueling is more convenient than gasoline fueling |
| 0 | Hydrogen fueling is about as convenient as gasoline fueling |
| -1 | Hydrogen fueling is less convenient than gasoline fueling |
| -66 | N/A – I’ve never fueled a gasoline vehicle |

### 81) How many total miles have you driven your [url("model")] [question("option value"), id="846", option="15093"] so far?

Validation: Min = 0 Max = 150000 Must be numeric

Number of miles:  
  
[please enter a numerical answer]: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Precision:

|  |  |
| --- | --- |
| 1 | Exact |
| 2 | Estimated |

#### Or:

|  |  |
| --- | --- |
| 1 | I do not know |

Validation: Min = 0 Max = 500 Must be numeric

### 82) Approximately how many miles do you drive on a typical weekday (e.g. to/from work, school, errands)? Number of miles: [please enter a numerical answer]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Your home

#### 83) Do you own or rent your residence?\*

|  |  |
| --- | --- |
| 1 | Own |
| 2 | Rent |
| -77 | Prefer not to answer |

#### 84) What type of residence do you live in?\*

|  |  |
| --- | --- |
| 1 | Detached house (single family home) |
| 2 | Attached house (e.g. townhome, duplex, triplex) |
| 3 | Apartment/condominium |
| -77 | Prefer not to answer |
| -99 | Other, please specify:: |

**Logic: Hidden unless: ((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)"))**

#### 85) Do you have solar panels that produce electricity at your residence?

|  |  |
| --- | --- |
| 1 | Yes, solar panels were already installed prior to any plug-in electric vehicle purchase |
| 2 | Yes, solar panels were installed together with a plug-in electric vehicle purchase |
| 3 | No, but I am planning to install solar panels within the next year |
| 4 | No, and I have no plans to install solar panels |
| 5 | No, I am unable to install solar panels |
| -99 | Other, please specify: |

## Your household

**Logic: Show/hide trigger exists.**

#### 86) Including your [url("model")][question("option value"), id="846", option="15093"], how many vehicles does your household own in total? [please exclude motorcycles, ATVs, RVs, etc. or any vehicles not currently registered]

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 or more |

**Logic: Add-as-needed Hidden unless: Question "Including your [url("model")][question("option value"), id="846", option="15093"], how many vehicles does your household own in total? [please exclude motorcycles, ATVs, RVs, etc. or any vehicles not currently registered]" #86 is one of the following answers ("2","3","4 or more")**

### 87) Please describe up to two other vehicles in your household.

#### ****Vehicle Description****

#### Make:

|  |  |
| --- | --- |
| Acura | Acura |
| Alfa Romeo | Alfa Romeo |
| American Motors | American Motors |
| Aston Martin | Aston Martin |
| Audi | Audi |
| Bentley | Bentley |
| BMW | BMW |
| Buick | Buick |
| Cadillac | Cadillac |
| Chevrolet | Chevrolet |
| Chrysler | Chrysler |
| Daewoo | Daewoo |
| Daihatsu | Daihatsu |
| Dodge | Dodge |
| Ferrari | Ferrari |
| FIAT | FIAT |
| Ford | Ford |
| Geo | Geo |
| GMC | GMC |
| Honda | Honda |
| HUMMER | HUMMER |
| Hyundai | Hyundai |
| Infiniti | Infiniti |
| International Harvester | International Harvester |
| Isuzu | Isuzu |
| Jaguar | Jaguar |
| Jeep | Jeep |
| Kia | Kia |
| Lamborghini | Lamborghini |
| Land Rover/Range Rover | Land Rover/Range Rover |
| Lexus | Lexus |
| Lincoln | Lincoln |
| Lotus | Lotus |
| Maserati | Maserati |
| Maybach | Maybach |
| Mazda | Mazda |
| McLaren | McLaren |
| Mercedes-Benz | Mercedes-Benz |
| Mercury | Mercury |
| MINI | MINI |
| Mitsubishi | Mitsubishi |
| Nissan | Nissan |
| Oldsmobile | Oldsmobile |
| Plymouth | Plymouth |
| Pontiac | Pontiac |
| Porsche | Porsche |
| Ram | Ram |
| Rolls-Royce | Rolls-Royce |
| Saab | Saab |
| Saturn | Saturn |
| Scion | Scion |
| smart | smart |
| Subaru | Subaru |
| Suzuki | Suzuki |
| Tesla | Tesla |
| Toyota | Toyota |
| Triumph | Triumph |
| Volkswagen | Volkswagen |
| Volvo | Volvo |
| Other | Other |

Model:: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Model Year:

|  |  |
| --- | --- |
| 2017 | MY 2017 |
| 2016 | MY 2016 |
| 2015 | MY 2015 |
| 2014 | MY 2014 |
| 2013 | MY 2013 |
| 2012 | MY 2012 |
| 2011 | MY 2011 |
| 2010 | MY 2010 |
| 2009 | MY 2009 |
| 2008 | MY 2008 |
| 2007 | MY 2007 |
| 2006 | MY 2006 |
| 2005 | MY 2005 |
| 2004 | MY 2004 |
| 2003 | MY 2003 |
| 2002 | MY 2002 |
| 2001 | MY 2001 |
| 2000 | MY 2000 |
| 1999 | MY 1999 |
| 1998 | MY 1998 |
| 1997 | MY 1997 |
| 1996 | MY 1996 |
| 1995 | MY 1995 |
| 1994 | MY 1994 or earlier |

#### Technology Type:

|  |  |
| --- | --- |
| 2 | gasoline |
| 5 | conventional hybrid (uses gasoline only) |
| 6 | plug-in hybrid (uses electricity and/or gasoline) |
| 8 | all-battery electric (uses electricity only) |
| 7 | hydrogen fuel-cell |
| 1 | diesel |
| 4 | compressed natural gas |
| -99 | other alternative fuel |

#### 88) How many people live in your household, including yourself?

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9+ |

#### 89) How many licensed drivers are in your household, including yourself?

|  |  |
| --- | --- |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9+ |

**Logic: Hidden unless: ((category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)")) AND (Question "How many licensed drivers are in your household, including yourself?" #89 is one of the following answers ("2","3","4","5","6","7","8","9+") AND Question "Including your [url("model")][question("option value"), id="846", option="15093"], how many vehicles does your household own in total? [please exclude motorcycles, ATVs, RVs, etc. or any vehicles not currently registered]" #86 is one of the following answers ("2","3","4 or more")))**

#### 90) Which of the following statements best describes how much day-to-day flexibility your household has in who drives which vehicles?

|  |  |
| --- | --- |
| 1 | Every day we decide who will drive which car. |
| 2 | Each driver has their usual car, but at least **once a week** someone in the household will drive a different car. |
| 3 | Each driver has their usual car, but **every once in a while** someone in the household will drive a different car. |
| 4 | I have my car; they have their car. In general, we don’t switch or swap. |

#### 91) What is your age?\*

|  |  |
| --- | --- |
| 1 | 16-20 |
| 2 | 21-29 |
| 3 | 30-39 |
| 4 | 40-49 |
| 5 | 50-59 |
| 6 | 60-69 |
| 7 | 70-79 |
| 8 | 80+ |
| -77 | Prefer not to answer |

#### 92) Please indicate your gender:\*

|  |  |
| --- | --- |
| 1 | Male |
| 2 | Female |
| -77 | Prefer not to answer |

#### 93) What is the highest level of education someone in your household has completed?\*

|  |  |
| --- | --- |
| 1 | 12th grade or less |
| 2 | High school graduate or equivalent |
| 3 | Some college, no degree |
| 4 | Associate degree |
| 5 | Bachelor's degree |
| 6 | Postgraduate degree |
| -77 | Prefer not to answer |

#### 94) What is your current annual gross household income from all sources (i.e. before taxes)?\*

|  |  |
| --- | --- |
| 1 | Less than $25,000 |
| 2 | $25,000 to $49,999 |
| 3 | $50,000 to $74,999 |
| 4 | $75,000 to $99,999 |
| 5 | $100,000 to $124,999 |
| 6 | $125,000 to $149,999 |
| 7 | $150,000 to $174,999 |
| 8 | $175,000 to $199,999 |
| 9 | $200,000 to $249,999 |
| 10 | $250,000 to $299,999 |
| 11 | $300,000 to $349,999 |
| 12 | $350,000 to $399,999 |
| 13 | $400,000 to $449,999 |
| 14 | $450,000 to $499,999 |
| 15 | $500,000 or more |
| -77 | Prefer Not to Answer |

#### 95) On your most recent federal income tax return, what was your tax filing status?\*

|  |  |
| --- | --- |
| 1 | Single |
| 2 | Married filing jointly |
| 3 | Married filing separately |
| 4 | Head of household |
| 5 | Qualifying widow(er) with dependent child |
| -77 | Prefer not to answer |

#### 96) How do you prefer to describe your racial/ethnic identity? [check all that apply]\*

|  |  |
| --- | --- |
| 1 | American Indian or Alaska Native |
| 1 | Black or African American |
| 1 | East Asian |
| 1 | Latino(a) or Hispanic |
| 1 | Middle Eastern |
| 1 | Native Hawaiian or other Pacific Islander |
| 1 | South Asian |
| 1 | White or Caucasian |
| 1 | Other, please specify:: |
| 1 | Prefer not to answer |

**Page entry logic:** This page will show when: (category matches regex pattern "FCEV" OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Fuel-cell electric vehicle (uses hydrogen)"))

## Air/Climate, Additional comments

#### 97) How much do you agree or disagree with each of the following statements?

|  |  |
| --- | --- |
| -2 | Strongly disagree |
| -1 | Disagree |
| 1 | Agree |
| 2 | Strongly agree |
| 0 | Unsure |

#### 98) Which one of the following statements about human causes of climate change comes closest to your opinion?

|  |  |
| --- | --- |
| 1 | Human-caused climate change has been established to be a serious problem and immediate action is necessary. |
| 2 | We don't know enough about climate change or whether humans are causing it; more research is necessary before we decide whether we need to take action and which actions to take. |
| 3 | Concerns about human caused climate change are unjustified, thus no actions are required to address it. |

#### 99) How certain are you there is solid evidence that the average temperature on Earth has been getting warmer over the past several decades?

|  |  |
| --- | --- |
| 2 | Very certain there is solid evidence |
| 1 | Somewhat certain there is solid evidence |
| -1 | Somewhat certain there is no solid evidence |
| -2 | Very certain there is no solid evidence |
| 0 | Unsure |

## GreenButton

### 100) Please share any additional comments about your clean-vehicle experience or this survey in the box below.

Please be sure to click "Submit" at the bottom of the page to submit any comments you provide, even if you do not wish to provide any optional data below.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Validation: Accepts up to 10 files. **Allowed types:** xls, xlsx, txt, xml, csv, zip. Max file size: 50 MB

**Logic: Hidden unless: (((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)")) AND (utility matches regex pattern "^San Diego Gas" OR Question "What is your electric utility?" #5 is one of the following answers ("San Diego Gas & Electric")))**

#### This section is optional. To better understand the impact your PEV has had on net energy consumption, CSE is seeking detailed electricity consumption data from PEV adopters with smart meters. If you would like to support this analysis, please follow the instructions below to upload your SDG&E GreenButton data to the survey instrument.

The Green Button initiative allows utility customers to securely download their own detailed energy usage with a simple click of a "Green Button" on electric utilities' websites.  
  
  
The Green Button is located within the online service, **My Account**. It's the same place where you pay your bill, get your forecasted bill for the month and analyze your energy use.  
  
To Download your Green Button Data

1. Log into My Account - <https://myaccount.sdge.com>
2. Click on the My Energy tab.
3. Click on My Energy Use underneath the My Energy tab.
4. Click on Green Button Download My Data at the bottom of the My Energy Use chart.
5. Select the meter and date range you're interested in.
6. Click Export to download.

The file will save as an XML (Extensible Markup Language) which is a machine readable format. This file can be uploaded directly to the survey in the space below. **Please note that each individual download may not include more than 397 days of data.** We are seeking the most complete picture of your usage possible, so multiple downloads are welcome and encouraged.

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Validation: Accepts up to 10 files. **Allowed types:** xls, xlsx, txt, xml, csv, zip. Max file size: 50 MB

**Logic: Hidden unless: (((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)")) AND (utility matches regex pattern "^Pacific Gas" OR Question "What is your electric utility?" #5 is one of the following answers ("Pacific Gas & Electric")))**

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The Green Button is located within the online service, **My Account**. It's the same place where you pay your bill, get your forecasted bill for the month and analyze your energy use.  
  
To Download your Green Button Data

1. You need to have a My Energy account and electric SmartMeter connected.
2. Log into My Account - [PG&E My Energy Log In](http://www.pge.com/myenergy/) or [Register](https://www.pge.com/myenergyweb/appmanager/pge/register/)
3. Click on the My Usage tab.
4. Click on the Green Button icon and select your download format. (.xml)
5. Click Export to download.
6. Now you can use the file yourself or send it to a third party.

The file will save as an XML (Extensible Markup Language) which is a machine readable format. This file can be uploaded directly to the survey in the space below. **Please note that each individual download may not include more than 397 days of data.** We are seeking the most complete picture of your usage possible, so multiple downloads are welcome and encouraged.

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Validation: Accepts up to 10 files. **Allowed types:** xls, docx, xlsx, txt, xml, csv, zip. Max file size: 50 MB

**Logic: Hidden unless: (((category matches regex pattern "BEV" OR category matches regex pattern "PHEV") OR Question "What type of vehicle did you receive your rebate for?" #3 is one of the following answers ("Battery electric vehicle (uses electricity only)","Plug-in hybrid electric vehicle (uses gasoline and/or electricity)")) AND (utility matches regex pattern "^Southern California Edison" OR Question "What is your electric utility?" #5 is one of the following answers ("Southern California Edison")))**

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The Green Button is located within the online service, My Account. It’s the same place where you pay your bill, get your forecasted bill for the month and analyzer your energy use.

 To Download your Green Button Data:

 Log into My Account – [www.sce.com/myaccount](http://www.sce.com/myaccount)

1. Click on the Green Button Data button on the lower left side navigation bar
2. Select the meter and date range you’re interested in.
3. Click Export to download.
4. Save file to your desktop, select file and click Upload.

 The file will save as an XML (Extensible Markup Language) which is a machine readable format. This file can be uploaded directly to the survey in the space below. **Please note that each individual download may not include more than 397 days of data.** We are seeking the most complete picture of your usage possible, so multiple downloads are welcome and encouraged.

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## Thank You!

**Thank you!  
  
The Air Resources Board and Center for Sustainable Energy (which administers the CVRP for ARB) sincerely thank you for your participation in this survey. Your feedback will help inform policy and education and support the development of EV markets in California and beyond.  
  
For examples of how previous survey results have been used please follow the links below:**[**Past PEV Owner Survey Results**](https://energycenter.org/clean-vehicle-rebate-project/vehicle-owner-survey)

[**EV Consumer Survey Dashboard**](http://energycenter.org/clean-vehicle-rebate-project/survey-dashboard) **The Center for Sustainable Energy is a nonprofit organization with the mission of accelerating the transition to a sustainable world powered by clean energy. We help consumers, businesses, governments and others adopt energy efficiency, renewable energy and clean transportation technologies.   
For more info, visit** [**www.energycenter.org**](http://www.energycenter.org) **or call 858-244-1177.**