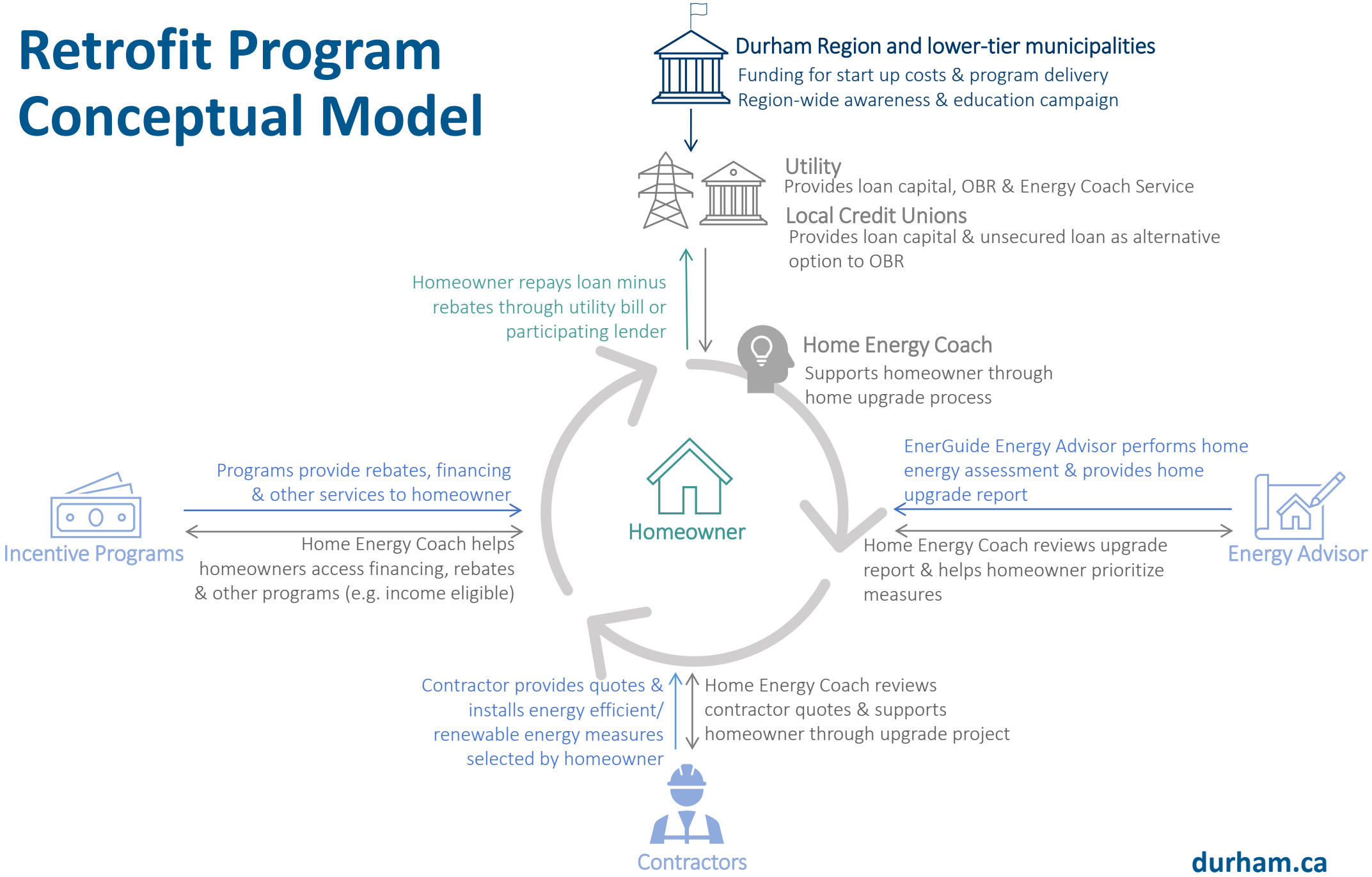Retrofit Program Conceptual Model