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# SMOG CHECK REPAIR ASSISTANCE



DENISE CUNNINGHAM  
CONSUMER ASSISTANCE PROGRAM  
BAR ADVISORY GROUP MEETING  
OCTOBER 22, 2020

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# REVIEW OF EMERGENCY REGULATION CHANGES

Amendments adopted on August 31, 2020:

- Increase the repair assistance contribution to \$900 or \$1200 depending on the vehicle's model year
- Require preapproval for repairs involving CAP contributions over \$500
- Modify the copay structure so that:
  - CAP pays 80% of permissible diagnostic/repair charges (up to max contribution)
  - Consumer pays the remainder of permissible charges as copay
- Allow participation of vehicles with registration expired up to 365 days
- Eliminate eligibility criteria pertaining to prior lapses in registration

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# REVIEW OF EMERGENCY REGULATION CHANGES (Continued)

- Set the fee for diagnosis, including pre repair baseline test, to 1.5 times the posted hourly repair rate
- Require an after-repair test at no charge to the consumer or CAP
- Define in regulation certain exclusions previously listed only in the CAP Operations Manual [CCR, title 16, sections 3394.3 (b)(1) through (7)]

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# OUTREACH TO STATIONS AND CONSUMERS

- Copies of the adopted regulations, new CAP Operations Manual, frequently asked questions, and revised application were posted to BAR's website
- Stakeholder notification sent to interested parties
- ET Blast sent to all Smog Check Stations
- Email notification to STAR test-and-repair stations sent
- Announcement posted on BAR social media outlets
- DCA News Release

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# OUTREACH TO STATIONS AND CONSUMERS (Continued)

- CAP representatives telephoned all STAR test-and-repair stations that participated in CAP during the last 14 months
- CAP participated in a Facebook Live video with the California Low Cost Insurance Program

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# TRANSITION ACTIVITIES

- CAP repairs in progress as of August 31:
  - Working with stations
  - Upgrade decisions made on case-by-case basis
- Upgrading old \$500 letters of eligibility (LOE):
  - May require several telephone calls if valid \$500 LOE is presented to station after August 31
  - In order to minimize problems, BAR contacted all those holding \$500 LOEs, expiring on or after August 31, to offer replacement prior to station visit

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# TRANSITION ACTIVITIES (Continued)

- Familiarizing stations with new processes:
  - Need to obtain approval for contribution amounts above \$500
  - How to calculate Consumer Copay
  - Location of new CAP Operations Manual and repair notification form

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# IMPLEMENTATION RESULTS (1<sup>ST</sup> MONTH)

## Participation:

- The number of vehicles repaired in September was 29% higher than the monthly average for last fiscal year
- The number of applications received in September was 10% higher than the monthly average for last fiscal year

## Public Response:

- The response has been generally positive based upon anecdotal reports from the Consumer Call Center
- Most callers find it less costly to participate



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# QUESTIONS AND COMMENTS

Submit questions and/or comments to:

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