SMOG CHECK
REPAIR ASSISTANCE

DENISE CUNNINGHAM
CONSUMER ASSISTANCE PROGRAM
BAR ADVISORY GROUP MEETING
OCTOBER 22, 2020
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
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)]
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
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
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
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
IMPLEMENTATION RESULTS (1ST 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
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Denise Cunningham
Bureau of Automotive Repair
10949 N. Mather Boulevard
Rancho Cordova, CA 95670
Phone: (916) 403-8759
Email: denise.cunningham@dca.ca.gov