

# Ontario's *Drive Clean* Program

## **Business Considerations**

Prepared by:

The *Drive Clean* Facility Focus Group  
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*\* The Drive Clean Focus Group is a committee of privately owned auto service centres that are accredited as Drive Clean Facilities. This group is not governmental but rather provides independent advice and feedback to the Drive Clean Office on Drive Clean Protocol and procedures.*



## **AN IMPORTANT MESSAGE FROM THE *DRIVE CLEAN* FACILITY FOCUS GROUP...**

The purpose of this document is to assist garage owners who are considering joining the *Drive Clean* program and provide emission test and repair services to Ontario motorists. Joining Ontario's *Drive Clean* program is an important decision as well as an opportunity to broaden the range of services that you provide to your customers. The process of making this decision is what this booklet is all about.

We made the decision to join the *Drive Clean* program in both the Phase 1 (the Greater Toronto Area and Hamilton- Wentworth Region ) and Phase 2 areas (urban areas and commuter zones in southern Ontario including Peterborough, Windsor, London and Niagara Falls ). With our help the *Drive Clean* program has evolved and continuously improved. This partnership between the *Drive Clean* Focus Group and the *Drive Clean* Office has helped make the program what it is today. We encourage you to contact any of the Focus Group members listed below with any questions that you may have.

### **Focus Group Members**

Geoffrey Bellerby  
Mountain Mazda, Hamilton

Mark Bergasse  
Mark's Auto Service, Oakville

Ed Gallant  
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Smoke Check Auto & Truck Repair, Mississauga

David Vollmer  
D.M. Service Centre Inc., Waterloo

### **Former Focus Group Members**

Dave Armstrong - Armstrong Garage, Georgetown  
Andy & Susan Eaton - AE Autoplus Inc., Thornhill  
Bruce Eccles -Eccles Autoservice Inc., Dundas  
Bob Elliot - Canadian Tire - JDMA Sales Ltd., Woodbridge  
Bill Mercer - Mercer's Auto Clinic Inc., Burlington  
Dave Parke - Westwood Chevrolet Oldsmobile (1993) Ltd., Mississauga  
Rex & Patti Sarson - Stop N' Go Services, Burlington  
Wayne Tweedy - Raceway Plymouth Chrysler, Toronto.

As members of the *Drive Clean* Facility Focus Group we want to make our experience available to you, through this document, “Ontario’s *Drive Clean* Program, Business Considerations.” Here, you will find details on the various costs and procedures involved in becoming an accredited facility or achieving certification to perform *Drive Clean* tests and/or repairs. We welcome any questions or input you may have on the program and will be attending the Information Nights in your area in order to assist you in making the choice that is right for you.

We hope that it will help you make the right decision for yourself, your customers and the environment.

**- The *Drive Clean* Facility Focus Group**

“Teamwork from all underlies the success of this program. Partners working together to provide quality customer service has resulted in the high public acceptance levels.

Drive Clean Facilities educate the public daily about the new testing and maintenance requirements; the auto repair industry has been given an opportunity to upgrade their image and skills. With co-operation from all the partners working together, we will continue to deliver an excellent program to the public”

**Don McLaughlin, Owner, Goodturn Ride Centre, Hamilton**

“The Ontario and Toronto Automobile Dealers’ Association were very pleased that this government launched a decentralized program in Ontario. Our dealers have serviced both regular customers and attracted new business by providing test and repair capabilities at dealerships across Phase 1 and now across Phase 2.”

**Bill Davis, Executive Director, OADA**

# Ontario's *Drive Clean* Program

## BUSINESS CONSIDERATIONS

### SUMMARY

Ontario's *Drive Clean* program has been introduced into southern Ontario in three separate phases:

- **Phase 1** testing began January 1999 and became mandatory in April 1999 for vehicles registered in the Phase 1 area (Greater Toronto Area and Hamilton-Wentworth).
- **Phase 2** testing began in October 2000 and became mandatory January 1, 2001. The Phase 2 area consists of urban areas and commuter zones in southern Ontario between Peterborough and Windsor, including the Niagara Peninsula.
- We now have more than 1,400 accredited facilities providing *Drive Clean* services to Ontario motorists in the combined Phase 1 and Phase 2 areas.
- **Phase 3** emission testing begins in April, 2002 and becomes mandatory July 1, 2002. The Phase 3 area will consist of those areas of the southern Ontario "smog zone" not covered by Phases 1 and 2, as well as eastern areas such as Ottawa, Kingston and Cornwall. A map entitled, "Drive Clean Light Duty Vehicle Program Area" can be found on page 11 which outlines all of the program area boundaries.

The *Drive Clean* program is improving the quality of the air we breathe. At the same time, it is an exciting new business opportunity for facilities that decide to participate. Like any other business decision, you must carefully weigh the pros and cons.

This may be an opportunity for facilities to provide a new service to their existing customers, or an opportunity to provide a service that will bring new customers to your facility and a new source of revenue. It is your responsibility to decide if this program is right for your business.

The considerations described in this document should not be considered conclusive. Although there are estimates of "known costs", the situation may be different for every facility.

As the program administrators, the government will continue to undertake public awareness initiatives such as program advertising and provision of information materials such as brochures to help educate the public in your community. In addition, public information is provided through a web site ([www.driveclean.com](http://www.driveclean.com)) and by the *Drive Clean* Call Centre (1-888-758-2999 toll-free). This information includes listings of accredited facilities.

The *Drive Clean* program also has very high standards of customer service and consumer protection with zero tolerance of fraud. Through use of the *Drive Clean* Logo you are assuring the public that you are a government accredited facility that applies auto services at the highest level. To ensure *Drive Clean* facilities meet these standards, an ongoing auditing program has been established.

For additional information or questions about the *Drive Clean* program please call the *Drive Clean* Call Centre at 1-888-758-2999.

When making your decision on whether or not to participate in *Drive Clean*, you should be aware of the various costs involved in becoming an accredited facility. This information package is intended to help you make a sound business decision.

Details are provided on the following:

- Drive Clean Facility Accreditation
- Security Deposits and Pre-Purchase of Pass Reports
- Training Considerations
- Facility Set-up
- Equipment
- Average Equipment Costs
- Equipment-Related Incidentals
- Dedicated Telephone Line
- Insurance
- Readiness Audit
- Signage
- Other Related Costs

## **Other Considerations**

Some other benefits of the *Drive Clean* program include:

- Being able to provide your present customers with a new, valuable service.
- Potential new clients as the program is expanded into your area
- Authority to issue conditional passes to those vehicles who qualify
- Support services such as the 1-800 *Drive Clean* Facility (DCF) call center and the *Drive Clean* Office and the *Drive Clean* Focus Group
- Becoming part of a highly visible public program that benefits Ontario's air quality
- Potential repeat business: Light Duty Vehicles tested at least every two years, Heavy Duty Vehicles tested every year, and all the majority of vehicles being re-sold require a passed emissions test.

## **DRIVE CLEAN FACILITY (DCF) REVENUES**

It is not possible to state with any certainty how many customers will be looking for *Drive Clean* emissions testing and/or repair services at your facility. However, there are two basic facts that you may consider:

- Drive Clean is a mandatory program for the majority of vehicles on Ontario's roads and highways.
- The Ministry of Transportation (MTO) has estimated up to 12,000 vehicle registration renewal notices per week will be issued to vehicle owners in the Phase 3 area. These renewal notices will inform the vehicle owner that they are required to pass a *Drive Clean* test in order to renew their registration.

- Repairs are required for vehicles that fail to meet emission standards.
- Light Duty Vehicle (LDV) tests have a set price of \$30, \$20 of which you will keep.
- Finally Heavy Duty Vehicle (HDV) tests have a “market set” price.

These 12,000 MTO notices per week will be distributed throughout the Phase 3 area to, an area of Ontario which is quite large geographically. Therefore, it is very difficult to estimate how many of these vehicle owners will be in your particular neighborhood. However it should also be noted that provincial vehicle failure rates on *Drive Clean* emissions tests currently average 15%, with all of these vehicles requiring some amount of work before a “pass” can be issued.

Some of the factors you may wish to consider include:

- The size of your community,
- Your proximity to the borders of the existing Phase 1 and Phase 2 areas,
- Where your customers normally come from; your neighborhood, your municipality, outside your municipality, etc.;
- How many of your competitors will be offering *Drive Clean* services,
- The obvious benefit of early accreditation for your *Drive Clean* customers; and
- The *Drive Clean* Office undertakes extensive advertising of the program through print and radio ads at no expense to you.

## **DRIVE CLEAN FACILITY (DCF) COSTS**

### **Equipment for REPAIR ONLY Facilities**

A full description of required equipment for *Drive Clean* Accredited Repair Facilities is provided on pages 4-11 and 4-12 of the Standard Operating Procedures for Ontario’s Drive Clean Facilities as Applied to Light Duty Vehicles and Non-Diesel Heavy Duty Vehicles (version 1.50).

**Costs:** Most facilities will already have the necessary basic repair tools, but a 4-gas analyzer rated to (minimum) BAR 90 standards is required. These units range in price from \$5,000 to \$10,000.

### **Equipment for TEST ONLY Facilities:**

Test-only facilities will be accredited only to perform *Drive Clean* tests. While the term “test-only” is intended to apply to facilities that only provide emissions testing. The facility must agree not to offer any *Drive Clean* repair services to its customers.

Facilities that offer a full range of automotive repair services must be “Accredited Test and Repair” facilities. The *Drive Clean* QA/QC auditors will verify this, through both announced and covert audits.

A full description of the required equipment for **Drive Clean** Accredited Test Facilities is provided on page 4-10 of the *Standard Operating Procedures for Ontario's Drive Clean Facilities as Applied to Light Duty Vehicles and Non-Diesel Heavy Duty Vehicles* (version 1.50).

**Costs:** Ontario Test Units are competitively priced and cost can be negotiated with the equipment manufacturer. It is expected that in the Phase 3 area the price of OTUs will range from \$ 50,000 to \$ 65,000. Test only facilities require no repair tools and/or equipment.

### **Equipment for TEST-AND-REPAIR Facilities:**

In order for a facility to qualify as an LDV Test and Repair Facility, the requirements of both the test-only and repair-only facilities, as outlined in the Standard Operating Procedures, must be met. Almost 80% of DCF's in the combined Phase 1 and Phase 2 areas are Test and Repair accredited.

**Costs:** Most facilities will already have the necessary basic repair tools, but an Ontario Test Unit is required. These OTUs come equipped with the required gas analyzers and range in price from \$ 50,000 to \$ 65,000.

### **Facility Set-Up**

Applicants may have to make structural changes to their facilities to accommodate installation of the dynamometer as well as bringing the facility up to the standards expected for the **Drive Clean** Facility. Consult the Standard Operating Procedures (page 4-4) for additional details.

Some DCFs in the Phase 1 and Phase 2 areas have reported expenditures for the upgrading of their ventilation systems to accommodate the increased "hot" exhaust gases produced by driving vehicles on the dynamometer.

Facilities are advised to fully discuss Test Unit installation requirements with the equipment manufacturer prior to purchase and to ensure that all necessary approvals such as building permits, etc. are obtained.

Equipment installation options should be discussed thoroughly with equipment suppliers prior to final installation in order to confirm your specific needs. The installation of a dynamometer should not interfere with space requirements for other automotive services provided to your customers.

## **Equipment-Related Incidentals**

Applicants are advised to discuss a range of matters with their equipment suppliers such as service agreements, other equipment, costs of consumable supplies as well as extended warranties on their Ontario Test Units and dynamometers.

The following are some examples of on-going considerations a facility can expect to incur. (Note: these are only examples and the list should not be considered conclusive:

- Regular consumables such as gas supplies, filters, toner cartridges, paper, contact RPM probes, exhaust gas probes, exhaust hoses;
- Installation extras such as exhaust fans, safety barriers, other bay alterations, customer waiting areas, etc.;
- Increased power usage for the dynamometer, exhaust fans, heating loss from opening and closing bay doors;
- Cost associated with a dedicated telephone line for the OTU (approximately \$65/month); and
- Extended service agreements, which may be a few thousand dollars per year. (Note: confirm costs with the equipment supplier).

Experience has shown that purchasers of emissions testing equipment need to be well-informed on incidentals and unexpected costs. The following are some suggested questions that should be asked of the equipment manufacturer sales representative prior to signing any purchase or leasing agreements:

### **After-Sale Service, Support and Warranties**

1. Which hardware components require the most servicing?
2. Exactly what does the warranty cover?
3. Will using after-market replacement parts and consumables void my warranty?
4. How much does your service contract cost (after the warranty period expires), and can you guarantee the price for the next 5 years?
5. What are the terms of the service contract?
6. Under what service/warranty conditions can I receive a replacement OTU analyzer, dynamometer, or other major component?

## **Equipment Operating Considerations**

1. What is your definition of consumables?
2. How much can I expect to spend on consumables annually?
3. How much do you charge for filters, probe tips, hoses and leads?
4. Can you provide me with a consumables/calibration gas price list?
5. Which consumables are covered with free replacements in the service contract?
6. How can I reduce my zero air costs? (Purchase of zero air generators, high-pressure cylinders, etc.).

## **Hotline and Technical Assistance**

1. Do you provide a toll-free help line to correct problems over the phone?
2. Based upon experiences of Phase 1 and Phase 2 DCFs, how often will my OTU need servicing?
3. What level of Drive Clean training and experience do your technicians in my area have?
4. Where are your local technicians located? How long will I expect to wait for an on-site service call?
5. How quickly can your service technicians respond to, or replace a “down” OTU unit.

## **Dedicated Telephone Line**

Facilities performing tests are required to have a dedicated telephone line (i.e. not routed through a switch). It can sometimes take a few weeks for installation and therefore it is recommended that an appointment for the telephone line installation be booked early.

## **Insurance**

Facilities require insurance in the following amounts:

- Commercial general liability of not less than \$3 million per occurrence on property damage, bodily injury and personal injury;

- Standard garage liability of not less than \$3 million per occurrence on property damage and bodily injury; and
- Legal liability for damage to customer vehicles while in custody and control of not less than \$100,000 for collision and not less than \$150,000 for specified perils or comprehensive coverage.

NOTE: In addition, the Province of Ontario must be added as an additional insured on the policy, Except for the Standard Garage Liability coverage.

The insurance requirements have been established by the government's insurer based on industry norms and on the assumption that a Drive Clean Facility could have up to five to six vehicles, owned by private citizens, on site.

This insurance requirement may necessitate a change to your current policy. Applicants are advised to contact their insurance agent for further information and an estimate of costs if an increase to the existing policy is required.

Liability coverage for Heavy Duty Vehicle Test Facilities is slightly higher. Note: Refer to the Heavy Duty Vehicle Performance Contracts. Page 3 of the Non Mobile Heavy Duty Vehicle Performance Contract, page 2 of the Mobile Heavy Duty Performance Contract.

### **Other Related Considerations**

The applicant is advised that there may also be additional costs involved from time to time for:

- Change of ownership. Note: A new accreditation audit may be required;
- Change of location of facility. Note: A new accreditation audit is required;
- Upgrades to software or hardware due to change of testing procedures.
- Change of type of facility (e.g. from repair-only to test and repair). Note: A new accreditation audit is required;

The cost of processing these changes will vary from \$ 299 to \$ 677, depending on the type of change requested and the type of facility involved.

The *Drive Clean* Office has developed protocols for many of these change-of-information situations. Refer to the Standard Operating Procedures (Appendix M) for further details or contact the *Drive Clean* Call Centre at 1-888-758-2999.

## **READINESS AUDIT**

To be accredited, the applicant's facility will have to pass an accreditation audit, conducted by the Quality Assurance/Quality Control (QA/QC) Auditor. This requires a visit to the facility to confirm that all of the accreditation requirements have been met.

Prior to the audit, the facility will receive a readiness call. The readiness call is placed in order to assist the applicant in confirming that all required steps have been completed and therefore following the initial audit, accreditation will proceed without delay. The facility will be required to provide written confirmation that each of the requirements is complete. Once this is done, an audit will be scheduled. Should the auditor arrive at the facility and find that one or more of the conditions have not been met, and it is determined that the applicant negligently indicated readiness, the facility's application for accreditation will go to the end of the queue.

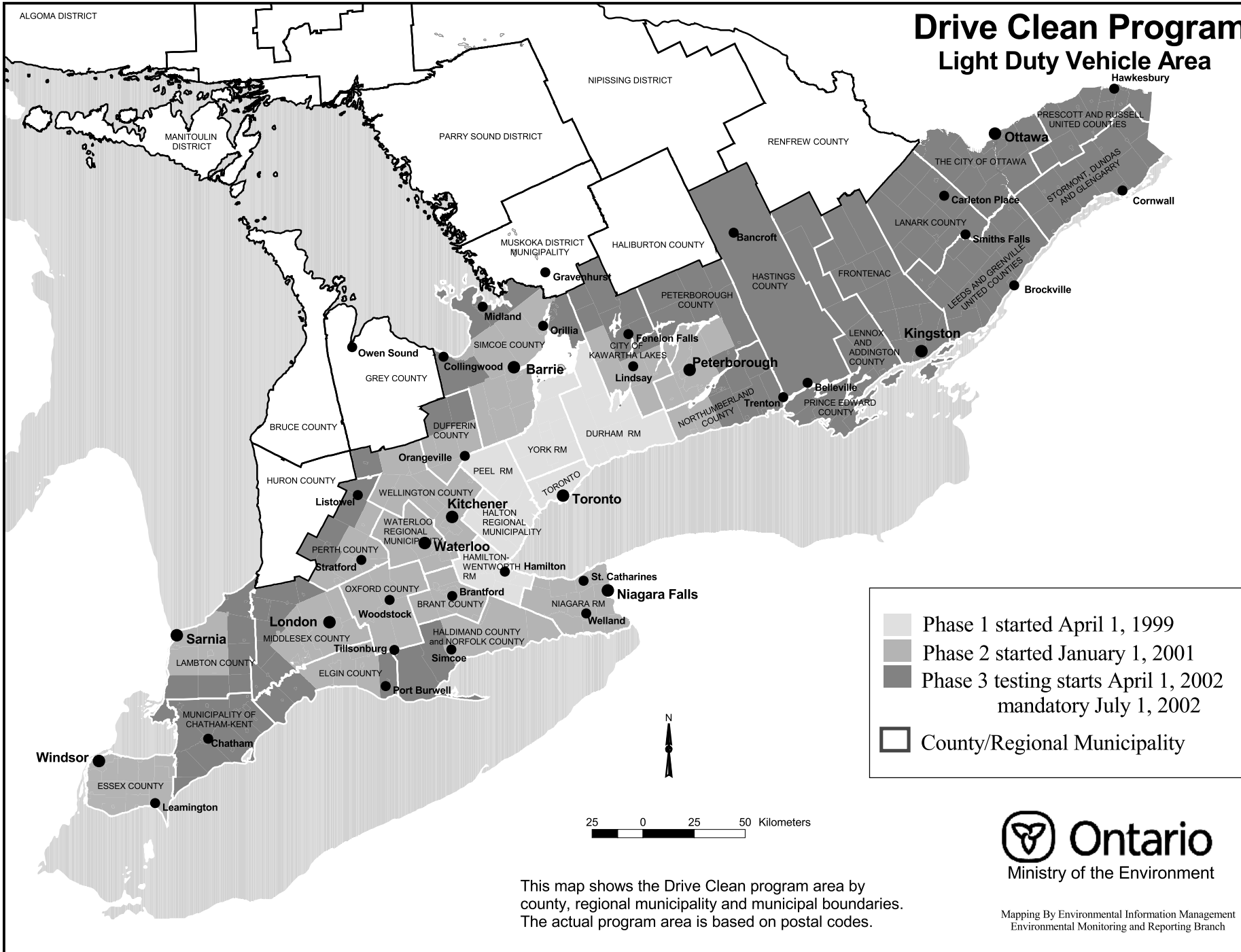
This may mean a delay of approximately six weeks for a return accreditation audit

It is recommended that you use the accreditation audit as an educational visit from the auditor. Ask as many questions as you might have about the *Drive Clean* Program; training, QA\QC audit procedures, record keeping or any other questions that may arise.

## **SIGNAGE**

When an applicant is accredited, the facility is provided with one metal sign designating the type of accreditation. These signs are available in either English or Bilingual. Should a facility wish to display additional signs or other advertisements, it is required to follow a Directive on the use of the Drive Clean logos and must purchase the additional signs at its own expense. Additional signs provided at cost.

# Drive Clean Program Light Duty Vehicle Area



This map shows the Drive Clean program area by county, regional municipality and municipal boundaries. The actual program area is based on postal codes.



Mapping By Environmental Information Management  
Environmental Monitoring and Reporting Branch

## **Appendix A: CONTACT LIST FOR DRIVE CLEAN FACILITIES**

### **DRIVE CLEAN CALL CENTRE:**

**Public Enquiries    Printed Materials Management    Standard Operating Procedures**  
**Repair Cost Limit (RCL) Help Desk    New Facility Accreditation**  
**1-888-758-2999**

*This information centre is staffed by people trained on all aspects of the Drive Clean program. All consumer inquiries as well as all consumer complaints that cannot be answered by the Drive Clean Facility staff should be directed to this service. This number should also be used by Drive Clean Facilities to re-order supplies, obtain assistance with Standard Operating Procedures and for RCL assistance. The Call Centre will also provide information on status of application, accreditation procedures, and general program information for facilities joining the **Drive Clean** program.*

### **Vehicle Testing and Repair Assistance Line (VTRAL):**

**1-877-556-4577 (pay-per-use)**

*This is a pay-per use inspector/repair technician's technical information provider. The Drive Clean certified operator will assist the caller to locate or verify whether a vehicle is originally equipped with a particular component or assist in the diagnosis of an emission related issue. Each operator has access to Canadian specific vehicle data for most makes and models. The operator will also assist the Inspector in determining if a two speed idle test can be used on a particular vehicle.*

### **DCF Systems Hotline:**

**1-888-276-3280**

*This help desk is staffed by people trained on the particulars of Drive Clean test unit (OTU, HDTU) communication and its related functionality. If you experience communication difficulty with your test unit, such as: unit will not connect to the Vehicle Emission Test System (VETS) the operators will be able to assist in the correction of the difficulty.*

### **DCF Light Duty Diesel Certificates:**

**1-877-683-2877**

*This Help Line is staffed by people who will assist Drive Clean Facilities in processing Light Duty Diesel Certificates.*

### **DCF Account Support:**

**905-943-4928 (local)**

**1-888-236-7248 (long distance)**

*DCF Account Support is staffed by personnel who administer DCF accounts and can provide assistance to Drive Clean Facilities requiring information about their DCF Accounts or the DCF Accounting process.*

### **Training Department :**

**905-944-8877 (local) or 1-877-445-9486 (long distance)**

*Operators that this number will assist with all training matters, including class schedules, course information, applications, ID badges and Certificates.*

**QA/QC Correction Notice Inquiries: 1-905-944-8877 ext. 2224**

## Appendix B: *DRIVE CLEAN* TRAINING PROGRAMS

Accurate inspection, diagnosis and repair of vehicles with excessive emissions are critical to the success of the *Drive Clean* program. Success in this area depends not only on the equipment and procedures used, but also on the competence and skills of the technicians performing the inspections and repairs.

To ensure success, the *Drive Clean* program has been designed with provisions for training personnel who will be dealing with customers, those performing inspections on vehicles, and persons who will be doing repairs on light duty vehicles.

In some cases, you may need additional staff members to answer questions, administer work orders and invoices, and fill out the paper work associated with the program. This is especially important when the program is first introduced to your area, as you will find that your *Drive Clean* customers have a lot of questions about the program and the test, repairs, or testing and repairs that you will be performing on their vehicles.

The following *Drive Clean* training courses are offered:

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### CERTIFICATION

#### **Drive Clean Orientation Home Study Course**

Current: **\$74+ GST ( Course ) Plus \$25+ GST ( Test )**

Duration: **Home Study + Internet Test**

This is a **mandatory** requirement for all facility personnel who may interact with the public on **Drive Clean** matters (e.g. owners, counter staff, service advisors, cashiers, and appointment staff, but does not include Inspectors or Repair Technicians).

Applicants will receive by mail to their home address the **Drive Clean** Light Duty Orientation home study course and video. Details on how to complete the home study course and the **Drive Clean** Light Duty Orientation Internet examination will be included.

Following completion of the **Drive Clean** Light Duty Orientation home study course individuals will make payments of \$25.00 + \$1.75 (GST) and complete the examination over the Internet. The passing grade for this exam is 50%. A maximum of three attempts to successfully pass the exam will be permitted. A separate fee will be charged for each examination attempt. After successfully passing the exam the applicant will receive their **Drive Clean** Orientation certificate via the mail to their home address within ten (10) business days from the date the examination was taken.

Personnel trained through the Orientation course will be able to provide accurate information to the public and to ensure that the standards of customer service desired by the government will be delivered to motorists.

**Note: Staff being certified as Inspectors and/or Repair Technicians will not be required to take this course as it is included in their certification course.**

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### **Drive Clean Inspector Certification**

Current Fee: **\$199 + GST**

Duration: **8 hours (plus separate equipment training)**

All personnel performing **Drive Clean** inspections are required to take this training to ensure they are knowledgeable regarding the test and the operation of the test equipment. Inspectors do not need to be trades qualified automotive technicians to perform inspections, but they must be able to correctly perform all facets of the test.

Inspector Orientation Training will focus on the program rules and regulations and the operation of the test equipment. Prior to Orientation Training, equipment training will be provided by the manufacturers of the equipment. The equipment manufacturer is required to sign the training application verifying that equipment training has been provided.

Inspector candidates will be required to write an exam and achieve a grade of 70 per cent to pass. Failing three attempts at the written exam will require repeating the inspector-training course.

**Note:** Equipment manufacturer training must be obtained **before** taking the Inspector course.

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### **Drive Clean Repair Technician Certification**

Current Fee: **\$349 + GST**

Duration: **2 days (7 hours + 8 hours)**

Persons applying to be certified as Light-Duty Vehicle (LDV) **Drive Clean** repair technicians must hold a valid Ontario Certificate of Qualification as an Automotive Service Technician or Motor Vehicle Mechanic.

All personnel performing **Drive Clean** repairs are required to take this training. As with Inspector training, the course will focus on the program rules and regulations and the nature of

the **Drive Clean** test, probable reasons for failing the test, and the general approach to take in making a successful diagnosis and repair of the failure.

Following completion of the course, candidates will write an examination to evaluate their skills in emissions diagnosis and repair. This exam will consist of 100 questions covering all types of emission control systems, diagnosis and repair.

The goal of the *Drive Clean* equivalency examination is to certify only those technicians who understand how engines and emission-control systems work and who use that knowledge, along with their experience and the diagnostic information accompanying failed vehicles, to perform cost-effective repairs. The goal is to prevent technicians from replacing parts until the program cost limits have been reached or until a pass result is achieved.

This Orientation course for repair technicians does not prepare the applicant specifically to challenge the certification exam. It will provide the applicant with the necessary Drive Clean program information pertaining to Repair Technicians. It is not intended to train the applicant to be an emissions diagnostics repair technician.

Applicants who are not sure of their proficiency in performing emissions-related diagnostics and repairs are encouraged to enroll in the 40-hour Advanced Training course outlined below, prior to challenging the exam.

Achieving a passing grade on the repair challenge exam (75 per cent or more) will result in certification as a *Drive Clean* repair technician. A grade of 70-74 per cent will allow the candidate one chance at a re-write at a cost of \$75 plus GST. Technicians who achieve a grade between 0%- 69% on their first attempt at the exam or less than 75% on any subsequent exam re-writes, will be required to take a 40 hour “ Advanced Repair Technician Training Course“ course prior to writing the exam again.

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### **Combined Inspector/Repair Technician Training**

**Current Fee: \$399 + GST**

**Duration: 2 days (8 hours each)**

It is possible for an applicant to qualify both as an Inspector and a Repair Technician. Applicants who have completed the *Drive Clean* “Inspector Orientation Certification Training”, and the second day of the Repair Technician Orientation course, will be allowed to take both the *Drive Clean* Inspector exam and the *Drive Clean* Repair Technician exam.

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## **40-Hour Advanced Repair Technician Training Course**

*(5-day course, weekend training available)*

Current Fee: **\$999 + GST**

The 40-Hour Advanced Repair Technician Training Course is a specifically designed emissions diagnostic course for the repair technician who fully understands the basics of automotive computerized systems and exhibits a high understanding of performance diagnostics and repair.

Designed for the repair technician who requires upgrading in the areas of advanced emissions diagnosis and repair utilizing the exhaust emission gasses as a lead to diagnosis. This course significantly increases the technician's ability to grasp the subtleties of advanced emissions diagnosis with approximately 70 per cent of the course content designed as hands-on training.

Course subjects:

- Emissions analyzer
- Access information sources
- Perform baseline emissions test
- Verify emission problems
- Verify related symptoms
- Verify emissions dedicated systems
- Verify fuel management
- Verify ignition system
- Verify mechanical systems
- Determine corrective actions
- Repair emissions related components
- Adjust emissions related components
- Verify repairs
- Perform maintenance activities
- Reinforcement exercises

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It should also be noted that both ***Drive Clean*** Inspectors and ***Drive Clean*** Repair Technicians must re-certify through home based study programs at 2 years and 3 years respectively. The ***Drive Clean*** Training Department should be contacted for further course information at 1-877-445-9486.

**For any additional training questions do not hesitate to contact the *Drive Clean* Training Department at:**

***Drive Clean* Training Department  
2751 John Street  
Markham, ON L3R 2Y8  
Information Line  
(905) 944-9753 or 1 877-445-9486**

## **ADDITIONAL TRAINING COST CONSIDERATIONS**

Training of staff will also incur some additional costs. Employers should consider that their staff will have to be away from work to attend training for various lengths of time depending on their course. For repair technicians, their ranking on the exam (e.g. receiving a lower mark) will dictate whether any additional training will be required.

As well, employers and training applicants should consider that, depending on their location, there might be travel costs involved to attend the nearest certified *Drive Clean* training facility. The Training Contractor has made every effort to establish training centres within reasonable traveling distance of any community in the Phase 3 area.

Many community colleges will be offering the various *Drive Clean* courses. The current list of certified training facilities is listed on the training application form.

Additional information on training and availability of courses can be obtained by calling *Drive Clean* Training at 1-877-445-9486.