

## **SUBSTANTIVE POLICY STATEMENT**

This Substantive Policy statement is advisory only. A substantive policy statement does not include internal procedural documents that only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with the Arizona Administrative Procedure Act. If you believe that this substantive policy statement does impose additional requirements or penalties on regulated parties, you may petition the agency under Arizona Revised Statutes section 41-1033 for a review of the statement.

## **STATE STATION INSPECTOR PERFORMANCE AUDIT PROCEDURE**

Contact for Information: Contract Compliance Unit

Issue Date: August 27, 2014

Next Review: August 27, 2015

### **GENERAL DESCRIPTION**

The purpose of the inspector performance audit is to ensure that the contractor's employees are correctly performing all aspects (data entry, correct test method, evaporative and tampering inspections) of the emissions inspection. The audit is also conducted to ensure customers are treated with courtesy and respect.

### **EQUIPMENT REQUIRED**

1. State Station Inspector Performance Audit Report

### **PREPARATION**

When the state inspector arrives at the station, he/she will meet with the manager or assistant and inform them of the purpose of the visit. The inspector will then proceed with the audit as follows.

### **AUDIT PROCEDURE**

The state inspector will choose an inspection lane to perform the audit of the contractor personnel. The state inspector will observe all aspects of the emissions inspection on more than one vehicle, of each lane inspector being audited.

1. The state inspector will begin the audit in the queuing lane. The state inspector will greet the customer waiting in the queue lane and advise them of the purpose of the state inspector's examination of the customer's vehicle. The state inspector shall record what type of inspection the vehicle requires and if the inspection is an initial or retest and the appropriate vehicle information on the Inspector

- Performance Audit Report. The state inspector will then perform a tampering inspection of all applicable tampering items.
2. The state inspector shall then enter the inspection lane with the vehicle, and observe all facets of the vehicle emissions inspection.
  3. At the test position, the state inspector will observe the vehicle information that the contractor personal enter into the computer and note any discrepancies. The state inspector will also observe if all steps are taken to ensure the vehicle is ready for inspection, and the appropriate emissions inspection is preformed, ie
    - A. for IM147, loaded/ idle and loaded diesel, the vehicle is on the dyno.
    - B. for snap diesel, the exhaust stack is sized and the engine is checked.
    - C. for OBDII, the connector is found.
  4. The state inspector will observe all safety practices. This will not only be for vehicle safety, the state inspector will also observe the contractor's personnel to ensure that they are wearing the appropriate safety glasses and ear protection required.
  5. When the vehicle is in the test position, the state inspector will follow the progress of the emissions inspection. The state inspector will observe all aspects of the inspection (gas cap, evap testing and tampering inspection), to ensure that the appropriate inspections are being preformed
  6. After the contractor personal has finished the emission inspection of the vehicle, the state inspector will compare the information on the Vehicle Inspection Report to the information that was obtained in the queuing lane. Any discrepancies will be documented on the audit report.
  7. After the state inspector has completed the inspector performance audits the state inspector will review all audits performed and if any failing audits are recorded the inspector will advise the station manager. If any failing audits are recorded the state inspector will provide a copy of the failing audit to the station manager.
  8. Reporting - State Inspectors shall report any failures to the Contract Compliance Supervisor daily and the audit results weekly to the Contract Compliance Supervisor.

