

St. Louis Field Claim Office
13045 Tesson Ferry Rd.
St. Louis, MO 63128
(800) 854-6011

MetLife® Auto & Home

12-07-12

Luciano Gobbo, Statistical Analysis Division
California Department of Insurance
300 S. Spring St., 14th Floor
Los Angeles, CA 90013



Re: Auto Body Labor Rate Survey

Dear Mr. Gobbo:

Pursuant to California Code of Regulations, Title 10, Chapter 5, Subchapter 9 §2698.91 and California Insurance Code § 758, please find the enclosed labor rate survey submitted by MetLife Auto & Home.

This survey was conducted via telephone by randomly selecting shops currently registered with the Bureau of Automotive Repair, on a county by county basis. No shops surveyed were participants in MetLife Auto & Home's CARE program. The representative prevailing rate for each labor category was calculated by arithmetic mean from the stated rate quoted by each shop surveyed. In counties where no rate is shown, there were no shops available on the BAR list of currently registered facilities, or no shop responded to contact made by our company.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Ball".

Rick Ball
Senior Field Supervisor
MetLife Auto & Home
916-835-1732

Enclosures

Shops Surveyed

Rates

Shop Name	Contact Name	Address	City	Zipcode	Phone Number	BAR Number	Body	Paint	Mechanical	Electrical	Frame	Paint Materials
B&S Hacienda	Robert Sanchez	5787 Scarlett Ct.	Dublin	94568	925-829-9333	237785	\$95.00	\$95.00	\$166.00	\$145.00	\$99.00	\$48.00
B&D Auto Body	Brian Atchinson	57 California Avenue	Pleasanton	94566	925-484-2256	189404	\$88.00	\$88.00	\$120.00	\$120.00	\$96.00	\$40.00
Diablo Auto Body	Mariena Potter	3275 Bernal Avenue	Pleasanton	94566	925-462-7151	140059	\$84.00	\$84.00	\$135.00	\$84.00	\$86.00	\$40.00
Dublin Auto Body	Bill Solano	6920 Village Pkwy	Dublin	94568	925-833-9292	235001	\$84.00	\$84.00	\$84.00	\$84.00	\$92.00	\$40.00
Livermore Body Shop	Kim Allied	222 Church St.	Livermore	94550	925-447-3837	132729	\$82.00	\$82.00	\$95.00	\$95.00	\$95.00	\$42.00
Livermore Collision Center	Robin Miller	2966 4th St.	Livermore	94550	925-443-2848	217206	\$85.00	\$85.00	\$100.00	\$100.00	\$100.00	\$40.00
Magnussen Car West of Dublin	Shawn Moe	6077 Dublin Blvd.	Dublin	94568	925-829-5571	207043	\$95.00	\$95.00	\$150.00	\$150.00	\$105.00	\$49.00
Miracle Auto Painting	Donovan Brunk	8 California Ave.	Pleasanton	94566	925-485-9900	243152	\$80.00	\$80.00	\$90.00	\$90.00	\$90.00	\$40.00
Auto Fixed	Jeff Finley	3687 Old Santa Rd. Rd Ste 27	Pleasanton	94588	925-463-0855	246138	\$80.00	\$80.00	\$0.00	\$0.00	\$0.00	\$40.00
Quality Auto Craft	Dean Kang	3295 Bernal Avenue #B	Pleasanton	94566	925-426-0120	136431	\$87.00	\$87.00	\$120.00	\$120.00	\$97.00	\$40.00
Averages							\$86.00	\$86.00	\$105.90	\$88.80	\$86.80	\$41.90
Shops Called that did not participate		Address	City	Zipcode	Phone Number	BAR Number	Reason shop did not participate in Survey:					
California Dent Works		57 California Avenue	Pleasanton	94566	925-484-3368	242559	Unable to provide rate information over the phone.					
Gils Bodyworks		142 Wyoming St.	Pleasanton	94566	925-484-1330	174894	Will have office manager call me back.					
Chilton Auto Body of Pleasanton		4262 Stanley Blvd.	Pleasanton	94566	925-484-2800	265457	Shop will not be open for another three weeks.					

Shops Surveyed

Rates

Shop Name	Contact Name	Address	City	Zipcode	Phone Number	BAR Number	Body	Paint	Mechanical	Electrical	Frame	Paint Materials
880 Auto Body	Cong Nguyen	4401 E. 12th St.	Oakland	94601	510-261-8880	251665	\$75.00	\$75.00	\$85.00	\$85.00	\$82.00	\$35.00
Aaron's Body Shop	Fidel Manansala	27751 E. Industrial Blvd.	Hayward	94545	510-786-9788	106829	\$85.00	\$85.00	\$90.00	\$90.00	\$85.00	\$35.00
Advantage Body Shop	Joe Gonzales	41945 Albrae St.	Fremont	94538	510-353-0500	178598	\$77.00	\$77.00	\$95.00	\$77.00	\$77.00	\$35.00
Alameda Collision	Arthur Mercado	1911 Park St.	Alameda	94501	510-523-4836	247144	\$88.00	\$88.00	\$98.00	\$98.00	\$98.00	\$38.00
Eurocar Collision Repair	Masood Amiri	2878 Prune Ave. Ste T	Fremont	94539	510-651-9358	216735	\$80.00	\$80.00	\$105.00	\$105.00	\$80.00	\$35.00
Allied Body and Frame	Peter Bhisio	1375 San Pablo Ave.	Berkeley	94702	510-525-3542	152595	\$77.00	\$77.00	\$85.00	\$85.00	\$77.00	\$38.00
Berkeley Auto Body	Jeff Richards	1829 San Pablo Avenue	Berkeley	94702	510-845-4476	137824	\$80.00	\$80.00	\$165.00	\$165.00	\$80.00	\$37.00
Boyd's Body Works	Bob Ghaziani	1245 Powell St.	Emeryville	94608	510-654-0425	226003	\$79.00	\$79.00	\$89.00	\$89.00	\$89.00	\$35.00
101 Auto Body	David So	1223 San Pablo Avenue	Berkeley	94706	510-559-8819	250480	\$80.00	\$80.00	\$100.00	\$100.00	\$95.00	\$40.00
Chabot Collision	Laurie Clark	20736 Lake Chabot Rd.	Castro Valley	94546	510-537-2145	176579	\$82.00	\$82.00	\$90.00	\$90.00	\$90.00	\$35.00
Averages												
Shops Called that did not participate							\$80.30	\$80.30	\$100.20	\$98.40	\$84.30	\$36.30
Advance Collision Center							2835 Miller St. San Leandro	94577	510-895-5028	254916	Reason shop did not participate in Survey:	
											Goes to voicemail	

[illegible]

[illegible]

Rates

[illegible]

Shops Surveyed

Rates

Shop Name	Contact Name	Address	City	Zipcode	Phone Number	BAR Number	Body	Paint	Mechanical	Electrical	Frame	Paint Materials
A Okay Body shop	Gavin Chadwick	2047 W. Front St.	Selma	93662	559-896-4647	216825	\$60.00	\$60.00	\$75.00	\$75.00	\$75.00	\$30.00
Bruce Williams Auto Body	Heather Signorella	962 Bartsow Avenue	Clovis	93612	559-299-0695	235236	\$65.00	\$65.00	\$68.00	\$68.00	\$75.00	\$35.00
Clovis Body & Paint	Tom Houts	735 Bartsow Avenue	Clovis	93612	559-298-1113	243053	\$62.00	\$62.00	\$75.00	\$65.00	\$75.00	\$30.00
Diamond Auto Body & Paint	Knach Sargsyan	427 W. Bedford Avenue	Fresno	93711	559-439-3868	233496	\$65.00	\$65.00	\$78.00	\$65.00	\$78.00	\$35.00
Don's Body & Paint	Dabbie Forbes	1549 Simpson St.	Kingsburg	93631	559-897-7344	80363	\$65.00	\$65.00	\$78.00	\$65.00	\$78.00	\$36.00
Fowler Collision Center	Mike Chaparro	326 S. 8th St.	Fowler	93625	559-834-9404	238094	\$75.00	\$75.00	\$80.00	\$80.00	\$80.00	\$38.50
George's Body & Paint	Linda Jensen	1902 E. McKinley Ave.	Fresno	93703	559-485-0111	115891	\$63.00	\$63.00	\$85.00	\$63.00	\$85.00	\$38.50
Jim's Body Shop	Brian Sasaki	10623 S. Frankwood	Reedley	93654	559-638	93654	\$60.00	\$60.00	\$68.00	\$60.00	\$68.00	\$33.00
Renewal Body Works	Martin Nunez	3951 E. Ventura	Fresno	93702	559-255-3069	217541	\$62.00	\$62.00	\$90.00	\$70.00	\$70.00	\$33.00
Sal's Auto Body	Jairo Casello	1445 N. Theista St.	Fresno	93703	559-266-3518	159552	\$65.00	\$65.00	\$65.00	\$70.00	\$70.00	\$33.00
Averages												
Shops Called that did not participate							\$64.20	\$64.20	\$76.20	\$70.10	\$76.40	\$34.15
Above & Beyond Auto Body & Paint							Reason shop did not participate in Survey:					
1568 N. Sierra Vista Avenue							232578 Shop manager was not there, they did not want to provide rates w/o him press					
1960 Whitson St.							197839 Invalid number					
157 N. Sunnyside Ave.							156486 Went to voicemail.					
2564 S. Cherry Avenue							266561 Invalid number					

Glenn

Shops Surveyed

Rates

[illegible]

[illegible]

Shops Surveyed

Rates

Shop Name	Contact Name	Address	City	Zipcode	Phone Number	BAR Number	Body	Paint	Mechanical	Electrical	Frame	Paint Materials
Brawley Auto Body	Hector Barcenas	1667 E. Main St.	Brawley	92227	760-344-2888	200518	\$50.00	\$50.00	\$65.00	\$65.00	\$65.00	\$32.00
Escobedo Auto Body Shop	Mario Escobedo	361 E. Main St.	El Centro	92243	760-352-1824	265288	\$50.00	\$50.00	\$90.00	\$90.00	\$60.00	\$30.00
D&H Body Shop, Inc.	Cathy Pryor	575 US Highway 111	Brawley	92227	760-344-4232	99381	\$50.00	\$50.00	\$75.00	\$75.00	\$70.00	\$32.00
Dogwood Auto Body Inc.	Mike Gonzales	150 S. Dogwood Rd	El Centro	92243	760-352-3507	239398	\$50.00	\$50.00	\$75.00	\$70.00	\$65.00	\$32.00
Tom's Auto Body	Tomas Ibarra	799 E. Main St.	El Centro	92243	760-352-3288	238089	\$50.00	\$50.00	\$90.00	\$75.00	\$65.00	\$30.00
M&M Paint & Body Shop Inc.	Rosie Magos	503 E. Main St.	El Centro	92243	760-352-2091	80875	\$50.00	\$50.00	\$80.00	\$90.00	\$65.00	\$34.00
Rosco's Auto body & Paint LL	Ramon Lopez	423 W. Allen Rd	Imperial	92251	760-353-1991	255269	\$50.00	\$50.00	\$65.00	\$65.00	\$65.00	\$30.00
Modern Paint & Body Shop	Robert Swarthout	830 State St.	El Centro	92243	760-352-1271	126373	\$55.00	\$55.00	\$65.00	\$85.00	\$65.00	\$32.00
Ludwig's Auto Body	Carlos Ludwig	751 E. Main St.	El Centro	92243	760-353-1168	263768	\$48.00	\$48.00	\$60.00	\$60.00	\$60.00	\$28.00
Nice and Easy Auto Body & P	Ismael Arias	400 Emerson Ave. S	Calexico	92231	760-357-7233	223975	\$45.00	\$45.00	\$65.00	\$65.00	\$60.00	\$30.00
Averages							\$50.80	\$50.80	\$75.00	\$72.00	\$64.00	\$31.00
Shops Called that did not participate							Reason shop did not participate in Survey:					
El Centro Body Shop		240 S. 3rd St.	El Centro	92243	760-353-6183	144823	Boss is not there and the employee doesn't know anything about the rates.					
Calexico Auto Body, Inc.		555 Cesar Chavez	El Centro	92231	760-357-9034	266439	Spanish speaking only					
Hi Tech Auto Body		799 E. Main St.	El Centro	92243	760-352-5747	248871	When asked if they could provide the current labor rates, they declined.					
Moreno L Body Shop		604 E. Main St.	El Centro	92243	760-353-3159	258797	When asked if they could provide the current labor rates, they declined.					
Tivo's Paint & body Shop		213 E. Evans Hwy	El Centro	92243	760-352-6881	228093	Boss is not in and receptionist says that he never answers the phone.					
T&R Body Shop		2138 Wintehaven D	Wintehaven	92283	760-572-3308	233009	Called back after being asked to call in the morning but was hung up on.					
G&S Auto Body		277 E. Evans Hwy	El Centro	92243	760-352-7649	250478	Owner is not in.					

Rates

[illegible]

[illegible]

[illegible]

Rates

[illegible]

[illegible]

Shops Surveyed

Rates

Shop Name	Contact Name	Address	City	Zipcode	Phone Number	BAR Number	Body	Paint	Mechanical	Electrical	Frame	Paint Materials
AV Collision Repairs, Inc.	Audrey Parkers	45379 Division St.	Lancaster	93535	661-940-5030	222414	\$55.00	\$55.00	\$65.00	\$85.00	\$60.00	\$40.00
Burgess Body and Paint	Keith Tuger	146 E. Avenue K4	Lancaster	93535	661-945-6551	148164	\$48.00	\$48.00	\$75.00	\$75.00	\$65.00	\$36.00
California Collision Center	Charmaine Pustizzi	45044 Trevor Avenue	Lancaster	93534	661-579-4639	207391	\$52.00	\$52.00	\$85.00	\$85.00	\$75.00	\$38.00
Tri Valley Auto Body & Frame	Lidia Vleyara	524 E. Avenue R	Palmdale	93550	661-265-0462	261755	\$48.00	\$48.00	\$80.00	\$65.00	\$70.00	\$38.00
Five Star Auto Body	Jillian Paul	44733 Sierra Hwy	Lancaster	93534	661-951-9110	213464	\$52.00	\$52.00	\$75.00	\$75.00	\$65.00	\$32.00
Critical Car Care	Kajia Stark	5022 W. Avenue M	Lancaster	93536	661-943-0629	227077	\$52.00	\$52.00	\$76.00	\$76.00	\$74.00	\$40.00
Palmdale Uni Body & Paint	Nick Z.	38018 9th St. E	Palmdale	93550	661-947-7838	242138	\$52.00	\$52.00	\$95.00	\$95.00	\$75.00	\$35.00
Talesis Collision Center	Brook Testerman	636 E. Rancho Blvd	Palmdale	93550	661-274-2719	230555	\$65.00	\$65.00	\$95.00	\$95.00	\$95.00	\$48.00
Dynamic Auto Body	Rodriguez Martinez	38122 6th St. E	Palmdale	93550	661-947-1881	163886	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$38.00
Sierra Auto Body	Alex Barrios	37835 Sierra Hwy	Palmdale	93550	661-947-6187	255654	\$42.00	\$42.00	\$65.00	\$60.00	\$60.00	\$42.00
Averages							\$50.60	\$50.60	\$77.10	\$75.10	\$69.90	\$38.70
Shops Called that did not participate							Reason shop did not participate in Survey:					
Digial Custom Auto Body		42559 6th St. E	Lancaster	93535	661-949-6789	228347	Boss is not available.					
Cars & Colors & Body & Paint		38475 6th St. E	Palmdale	93550	661-267-2763	240359	Could not provide rates at the time					
Eastside Collision & Repair		44500 Sierra Hwy	Lancaster	93534	661-948-0999	256765	Rings then goes to voicemail					
Final Touch Coach Works		28532 Livingston Avenue	Valencia	91355	661-775-8375	263633	RV body shop					
Leo's Auto Body Works		45003 Yucca Avenue	Lancaster	93534	661-948-2201	230178	Rings then goes to voicemail					

Shops Surveyed

Rates

Shops Surveyed

Rates

Shop Name	Contact Name	Address	City	Zipcode	Phone Number	BAR Number	Body	Paint	Mechanical	Electrical	Frame	Paint Materials
Barsotti's Fender & Body Service	Vanessa Miller	75 Mill St.	San Rafael	94901	415-454-5157	187440	\$100.00	\$100.00	\$115.00	\$100.00	\$115.00	\$45.00
Bertolli's Auto Body Shop	Laura Bertolli	1345 Francisco Blvd. E	San Rafael	94901	415-456-1992	71730	\$99.00	\$99.00	\$125.00	\$125.00	\$99.00	\$45.00
Blakes Auto Body	Troy Linhart	861 Vallejo Avenue	Novato	94945	415-897-8824	130563	\$97.00	\$97.00	\$97.00	\$97.00	\$97.00	\$42.00
Whitman's Auto Body	Craig Whitman	76 Woodland Avenue	San Rafael	94901	415-456-9831	215745	\$100.00	\$100.00	\$140.00	\$140.00	\$120.00	\$47.00
G&C Auto Body	Jennifer Celoni	14 Gall Drive	Novato	94949	415-883-2666	264299	\$107.00	\$107.00	\$130.00	\$130.00	\$130.00	\$48.00
Marin Honda Collision Center	Jessica Petri	5880 Paradise Drive	Corte Madera	94925	415-924-8990	265435	\$95.00	\$95.00	\$130.00	\$95.00	\$110.00	\$45.00
Orlandi's Body & Fender	Joe Yi	25 Verdi Street	San Rafael	94901	415-456-3110	231955	\$95.00	\$95.00	\$100.00	\$95.00	\$95.00	\$40.00
Quality Auto Body	Joanne Kambur	18 La Goma	Mill Valley	94941	415-388-2815	57583	\$98.00	\$98.00	\$110.00	\$110.00	\$110.00	\$45.00
Triple T Auto Body & Paint	Ken Miller	74 Hamilton Drive H	Novato	94949	415-883-2041	175160	\$95.00	\$95.00	\$95.00	\$95.00	\$100.00	\$45.00
Regalia's Auto Body	Alan Le	12 Montford Ave.	Mill Valley	94941	415-388-7911	220277	\$96.00	\$96.00	\$96.00	\$96.00	\$96.00	\$43.00
Averages												
Shops Called that did not participate							\$98.20	\$98.20	\$113.80	\$108.30	\$107.20	\$44.50
San Anselmo Auto Body							Reason shop did not participate in Survey:					
640 Sir Francis Drake Blvd							Rings then goes to voicemail.					
Lozano & Son							Left message					
21 Belvedere St.							Owner was not at the shop and could not give the rates.					
Prestige Auto Body							Owner was not in.					
180 Gary Place												
Miracle Auto Paint & Body Repair												
410 Irwin St.												

Shops Surveyed

[illegible]

[illegible]

Shops Surveyed

Rates

Shop Name	Contact Name	Address	City	Zipcode	Phone Number	BAR Number	Body	Paint	Mechanical	Electrical	Frame	Paint Materials
Abbott Street Auto Body	Debbie Keller	131 Abbott St Unit A	Salinas	93901	831-757-8184	149035	\$75.00	\$75.00	\$98.00	\$98.00	\$90.00	\$38.00
Body Shop by Gene Cochetti	Chris Cochetti	403 Front St.	Salinas	93901	831-758-8713	64681	\$72.00	\$72.00	\$82.00	\$72.00	\$72.00	\$35.00
Century Collision Repair	Peta Felix	48 4th St.	Greenfield	93927	831-674-1284	261150	\$68.00	\$68.00	\$68.00	\$68.00	\$68.00	\$32.00
Community Collision Center	Cheryl Brown	3 Geary Plaza	Seaside	93955	831-899-5656	201183	\$72.00	\$72.00	\$76.00	\$76.00	\$76.00	\$34.00
DMJ Collision Repair	Luis Villabos	40 El Carlton Real	Greenfield	93927	831-674-5804	249511	\$68.00	\$68.00	\$68.00	\$68.00	\$68.00	\$32.00
Gene's Import Auto Body	Terrie Strachan	531 A Shasta Avenue	Sand City	93955	831-899-0343	284088	\$72.00	\$72.00	\$72.00	\$72.00	\$110.00	\$34.00
Madsen Gunter Auto Body	Myra Souza	1231 Del Monte Ave	Monterey	939440	831-375-2487	8188	\$72.00	\$72.00	\$95.00	\$72.00	\$75.00	\$37.00
Marina Collision Repair	Sager Tharlam	228 Reindollar Ave #C	Marina	93933	831-883-1014	241874	\$70.00	\$70.00	\$70.00	\$70.00	\$70.00	\$32.00
Pestanas Auto Center Auto Body	Patsy Pestana	3 Heitzinger Plaza	Seaside	93955	831-899-7188	104854	\$72.00	\$72.00	\$92.00	\$92.00	\$72.00	\$36.00
Prunedale Auto Body	Sergio Aiello	7900 Messick Road	Prunedale	93907	831-663-9370	254839	\$70.00	\$70.00	\$85.00	\$86.00	\$70.00	\$35.00
Averages							\$71.10	\$71.10	\$79.60	\$76.30	\$77.10	\$34.80
Shops Called that did not participate							Reason shop did not participate in Survey:					

[illegible]

[illegible]

[illegible]

Shops Surveyed

Rates

[illegible]

Rates

[illegible]

Rates

[illegible]

Shops Surveyed

[illegible]

Shops called that did not participate				
Address	City	Zipcode	Phone Number	BAR Number
De Rosa's Body Shop	711 McCray St.	Hollister	95023	831-637-8793
				246310
Reason shop did not participate in Survey:				
Said he was self employed than disconnected the call.				

[illegible]

Shops Surveyed

[illegible]

[illegible]

Rates

[illegible]

Shops Surveyed

[illegible]

Averages

[illegible]

Shops Surveyed

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

Shops Surveyed

Rates

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]