
2018-19 PROGRAM REVIEWS

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

BAR MANAGERS AND SUPERVISORS

BAR ADVISORY GROUP MEETING

JANUARY 17, 2019

AUDITS AND ROADSIDES BRANCH

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

GARY GOODWIN
PROGRAM REPRESENTATIVE SUPERVISOR
BAR ADVISORY GROUP MEETING
JANUARY 17, 2019

2018 ACCOMPLISHMENTS – AUDITS AND ROADSIDES

- Roadside Unit
 - Tested 13,795 vehicles.
 - Data used in annual SCPR and USEPA reports.
 - Gathered BAR-97 and OIS data on model years up to 2014.
- Gas Audit Unit
 - Performed 4,676 analyzer audits.
 - 17% increase over 2017.
 - Incorporated current BAR-97 specs into business processes.
- Fleets Unit
 - Closed 421 non-compliance enforcement actions.
 - 97% compliance rate.

2019 GOALS – AUDITS AND ROADSIDES

- Roadside Unit

- Continue to gather sufficient data from older vehicles to allow BAR Engineering to evaluate Smog Check.
- Expand BAR-97 and OIS data gathering on 2008-2014 model-year vehicles for BAR and ARB.

- Gas Audit Unit

- Expand audits into Basic and COO areas.
- Improve gas audit cycle time.

- Fleets Unit

- Conduct unit-wide process analysis.
- Leverage technology to gain efficiencies.

QUESTIONS AND COMMENTS – AUDITS AND ROADSIDES

Submit questions and/or comments to:

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BUSINESS SERVICES AND CONTRACTS MANAGEMENT

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

LINDA JANSSEN
STAFF SERVICES MANAGER
BAR ADVISORY GROUP MEETING
JANUARY 17, 2019

2018 ACCOMPLISHMENTS – BUSINESS SERVICES

- Small Business/Disabled Veteran Business Enterprise (SB/DVBE) Participation:

43.41% SB

7.91% DVBE

(2017-18 goals were 25% SB and 3% DVBE)

2019 GOALS – BUSINESS SERVICES

- Exceed 2017-18 numbers for SB/DVBE participation.
- Update current desk manuals and look for ways to streamline processes.
- Utilize emerging technology, such as E-faxing, to eliminate paper waste.
- Digitize paper files to reduce storage costs.
- Purchase 10 zero emission vehicles.

QUESTIONS AND COMMENTS – BUSINESS SERVICES

Submit questions and/or comments to:

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CONSUMER ASSISTANCE PROGRAM

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

DENISE CUNNINGHAM
PROGRAM MANAGER
BAR ADVISORY GROUP MEETING
JANUARY 17, 2019

2018 ACCOMPLISHMENTS – CONSUMER ASSISTANCE PROGRAM

- **Program Highlights**

- Retired 50,959 vehicles through both CAP and Enhanced Fleet Modernization Program.
- Repaired 3,351 vehicles.
- Reduced an estimated 7,186 tons of emissions.

- **Customer Service**

- Processed over 150,000 applications.
- Handled over 140,000 consumer calls and 20,000 calls from repair stations.
- 94% customer satisfaction rate for vehicle retirement (VR).
- 73% online application process utilization.

2018 ACCOMPLISHMENTS (CONTINUED)

- **Process Improvement**

- Implemented online application status check
- Completed over 1300 dismantler audits and 3300 repair reviews
- Converted to electronic processing/storage of repair assistance (RA) documents
- Electronic transmission of RA invoices between BAR and DCA

2019 GOALS – CONSUMER ASSISTANCE PROGRAM

- Update RA regulations to provide additional assistance to low- income motorists (workshop on 1/17/19).
- Release IFB and award new VR dismantler contracts.
- Convert to electronic processing/storage of VR documents.
- Electronic transmission of VR invoices between BAR and DCA.
- Convert CAP application files to electronic storage.
- Assist ARB and local air districts on retire and replace programs.

QUESTIONS AND COMMENTS – CONSUMER ASSISTANCE PROGRAM

Submit questions and/or comments to:

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ENFORCEMENT OPERATIONS BRANCH

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

BILL THOMAS
PROGRAM MANAGER
BAR ADVISORY GROUP MEETING
JANUARY 17, 2019

2018 ACCOMPLISHMENTS - ENFORCEMENT

- Collaborated with DCA OIS to replace BAR's Web License Lookup with DCA License Search.
 - Ease of use
 - More detail
- Collaborated with DCA Legal Affairs to designate two decisions as precedent.
 - Streamlines administrative actions.

2019 GOALS - ENFORCEMENT

- Review internal processes to identify opportunities for improved efficiencies across the entire enforcement division.
- Continue to work with partner agencies to leverage opportunities for increased efficiency.
 - Improve cycle times
 - Better consumer protection

QUESTIONS AND COMMENTS - ENFORCEMENT

Submit questions and/or comments to:

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FIELD OPERATIONS AND ENFORCEMENT

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

TIM BOWDEN AND JAIME RAMOS
PROGRAM MANAGERS
BAR ADVISORY GROUP MEETING
JANUARY 17, 2019

2018 ACCOMPLISHMENTS – FIELD OPERATIONS

- Administrative Filings – 480
- District Attorney Referrals – 138
- Smog Citations – 1119
- Unlicensed and Delinquent Citations – 898
- Operation Doorstop on April 4, 2018 to combat the use of smog defeat devices.
- Special Enforcement team established for Southern California.
 - Initiated over 100 investigations that resulted in 95 case filings.
 - Discovered over 25 OBD defeat devices.
- Implemented new electronic estimates and authorization regulations; revised *Write it Right* guide.
- Implemented DocuSign to better align with industry practices of paperless transactions.

2019 GOALS – FIELD OPERATIONS

- In conjunction with BAR Engineering, continue efforts to identify and block certificates for tests conducted with Smog Check defeat devices.
- Continue enforcement efforts aimed at combating unlicensed auto repair.
- Make contact with repair facilities affected by AB 3141 to educate and assist them with the ARD registration process.
- STAR Follow-up

QUESTIONS AND COMMENTS – FIELD OPERATIONS

Submit questions and/or comments to:

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LICENSING PROGRAM

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

NICK SEARS AND JOHN STANLEY
STAFF SERVICES ANALYSTS
BAR ADVISORY GROUP MEETING
JANUARY 17, 2019

2018 BY THE NUMBERS

INITIAL LICENSES/CERTIFICATES/PERMITS			
Type	Apps Received	Issued	Renewed
Automotive Repair Dealer	3,673	3,578	34,148
Smog Check Test & Repair Station	473	428	4,879
Smog Check Test Only Station	464	380	1,787
Smog Check Repair Only Station	29	9	37
Brake & Lamp Station	363	293	1,884
Smog Check Inspector	2,184	839	6,409
Smog Check Repair Technician	959	287	3,532
Brake & Lamp Adjuster	1,940*	806	1,102
STAR Certificates	907	495	N/A
Total	10,992	7,115	52,676

2018 BY THE NUMBERS (CONTINUED)

INITIAL LICENSES/CERTIFICATES/PERMITS			
Type	Licenses/ Registrations	Certificates	Approvals
Automotive Repair Dealer	36,893	N/A	N/A
Smog Check Test & Repair Station	5,109	N/A	N/A
Smog Check Test Only Station	2,114	N/A	N/A
Smog Check Repair Only Station	42	N/A	N/A
Brake & Lamp Station	2,065	N/A	N/A
Smog Check Inspector	15,200	N/A	N/A
Smog Check Repair Technician	8,542	N/A	N/A
Brake & Lamp Adjuster	2,977	N/A	N/A
STAR Certificates	N/A	4,453	N/A
Total	72,942	7,115	N/A

2018 ACCOMPLISHMENTS

- On-line license renewal program fully functional.
- Special handling of applications for veterans, active duty military, and eligible military dependents.
- Began accepting and registering applications for mobile only automotive repair dealers.
- Special handling of applications and other services for victims of California wildfires.

2019 GOALS - LICENSING

- Modernize licensing processes (e.g., electronic records storage)
- Better utilization of technology when corresponding with applicants (e.g., scanning and email)

QUESTIONS AND COMMENTS - LICENSING

Submit questions and/or comments to:

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TECHNICAL TRAINING UNIT

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

MICHELLE OBERG
PROGRAM REPRESENTATIVE SUPERVISOR
BAR ADVISORY GROUP MEETING
JANUARY 17, 2019

2018 ACCOMPLISHMENTS – TECHNICAL TRAINING

- In-house training for BAR Program Representatives.
- Initiated Structural Damage Analysis Training.
- ASE certification support
- Facilitated training through DCA and with contracted vendors.

2019 GOALS – TECHNICAL TRAINING

- Ongoing course development and administration.
- Expansion of externally contracted training vendors.
- Acquire Learning Management System.
- Facilitate BAR workgroup on collision repairs.

QUESTIONS AND COMMENTS – TECHNICAL TRAINING

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TECHNOLOGY SERVICES BRANCH

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

CLAY LEEK
DEPUTY CHIEF
BAR ADVISORY GROUP MEETING
JANUARY 17, 2019

2018 ACCOMPLISHMENTS – TECHNOLOGY SERVICES

- Alignment with Cal HR IT reclassification.
- Move to managed print service
- BAR internal applications support
- Desktop / Laptop refresh
- Initiated Enforcement and Licensing Modernization (ELM) business readiness activities
- Cal-VISTA Support
 - Testing and Development
 - RFP Support

2019 GOALS – TECHNOLOGY SERVICES

- Complete the Cal-VISTA Project.
- Enter Project Approval Lifecycle for ELM.
- Infrastructure refresh and consolidation.
- Desktop / Laptop refresh
- Implement enterprise e-fax solution.
- Implement e-signature solution.
- Public website redesign.
- Enhance IT security.

QUESTIONS AND COMMENTS – TECHNOLOGY SERVICES

Submit questions and/or comments to:

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