

Licensing Customer Service Update

Darren Dumas
BAR Licensing Program
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Bureau of Automotive Repair

Who Are Our Customers?

- Applicants
- Licensees
- General public

Licensing Program Staffing

- The Licensing Program consists of 20 positions.
- Over the last year, Licensing has undergone numerous staffing changes, starting with a new Program Manager (Darren Dumas) and Licensing Supervisor (Rebecca Guile).

Licensing is a High Volume Production Unit (1 of 3)

During FY 2021-2022:

- The Business Registration and Licensing Unit maintained 42,067 Automotive Repair Dealer (ARD), Smog Check station, Brake station, and Lamp station registrations and licenses, and processed approximately 4,248 initial applications and 3,9612 renewal licenses.
- The Personal Licensing Unit maintained 20,773 Smog Check Inspector, Smog Check Repair Technician, Brake Adjuster, and Lamp Adjuster licenses, and processed approximately 3,371 initial applications and 8,865 renewal licenses.
- The STAR Unit maintained approximately 3,744 active certifications and processed approximately 363 applications for initial certification.

Licensing is a High Volume Production Unit (2 of 3)

During FY 2021-2022:

- Licensing received 18,383 Business Registration/LLC and 21,033 Personal Licensing calls.
- Licensing received and responded to over 25,000 emails. This includes email communications received directly by staff and the Program's general email at BARLicensingApplications@dca.ca.gov.

Licensing is a High Volume Production Unit (3 of 3)

- Submitting a complete application matters!
- Processing Times for FY 2021-22
 - ARD, Smog Check station, Brake station, and Lamp station application processing timeframes collectively averaged 25 days for complete applications and 48 days for incomplete applications.
 - Smog Check Inspector, Smog Check Repair Technician, Brake Adjuster, and Lamp Adjuster application processing timeframes collectively averaged 55 days for complete applications and 78 days for incomplete applications.
 - STAR Certification application processing timeframes averaged 19 days for complete applications and 45 days for incomplete applications.

License Application Processing

Current Review Times:

- ARD, Smog Check station, Brake station, and Lamp station applications are collectively being reviewed, and, if applicable, scheduled for Field Office inspection, within 7 days of receipt.
- Smog Check Inspector, Smog Check Repair Technician, Brake Adjuster, and Lamp Adjuster station applications are collectively being reviewed and, if approved, notification given for the applicant to take the required examination within 2 days of receipt.
- Deficiency notices for incomplete applications are being sent to applicants within 14 days of receipt. Program accepts deficiency responses:
 - Email to assigned application processor
 - Email Licensing at BARLicensingApplications@dca.ca.gov
 - Standard mail at:
10949 North Mather Blvd.
Rancho Cordova, CA 95670

Expedited Licensure

- Statutes require BAR to offer expedited application processing and application assistance to military veterans, military spouses, and specified refugees, asylees, and holders of Special Immigrant Visas (SIV).
- The average processing time for these applicants is 2 days.
- Monthly averages:
 - 20 Military Veteran and Spouse applications
 - 14 businesses and 4 technicians/adjusters
 - 4 Refugee, Asylee, and SIV applications
 - 2 businesses and 2 technicians/adjusters

Challenges and Improvements (1 of 2)

Challenges:

- High staff turnover; filling vacancies
- Turnaround times on application processing too slow
- High incoming call volume (over 18,000 per year)
- Outdated legacy software systems, requiring manual review, submission, and data entry of paper applications

Improvements:

- Training procedures were analyzed, streamlined, updated and improved, enabling new staff to on-board, train, and become productive quickly.

Challenges and Improvements (2 of 2)

Improvements (continued):

- Telework policies and procedures were implemented for most staff to enable better production while reducing the impact and risk of COVID exposure.
- Rollout of the Enforcement and Licensing Modernization (ELM) project this year is projected to greatly improve overall speed and efficiency of the application process.
- Weekly staff meetings to discuss problem applications, conduct training on new and existing procedures, and collaboratively resolve new challenges as they develop.

Summary

- High application and call volumes have challenged the Licensing Program's ability to provide superior customer service to the wide variety of external and internal customers we service.
- By aggressively improving our staffing resources, conducting thorough reviews and improvements in processes and procedures, and implementing a massive modernization of our licensing infrastructure, we are confident the investments we are making will have a significant impact on improving the quality of customer service the Licensing Program provides.

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