

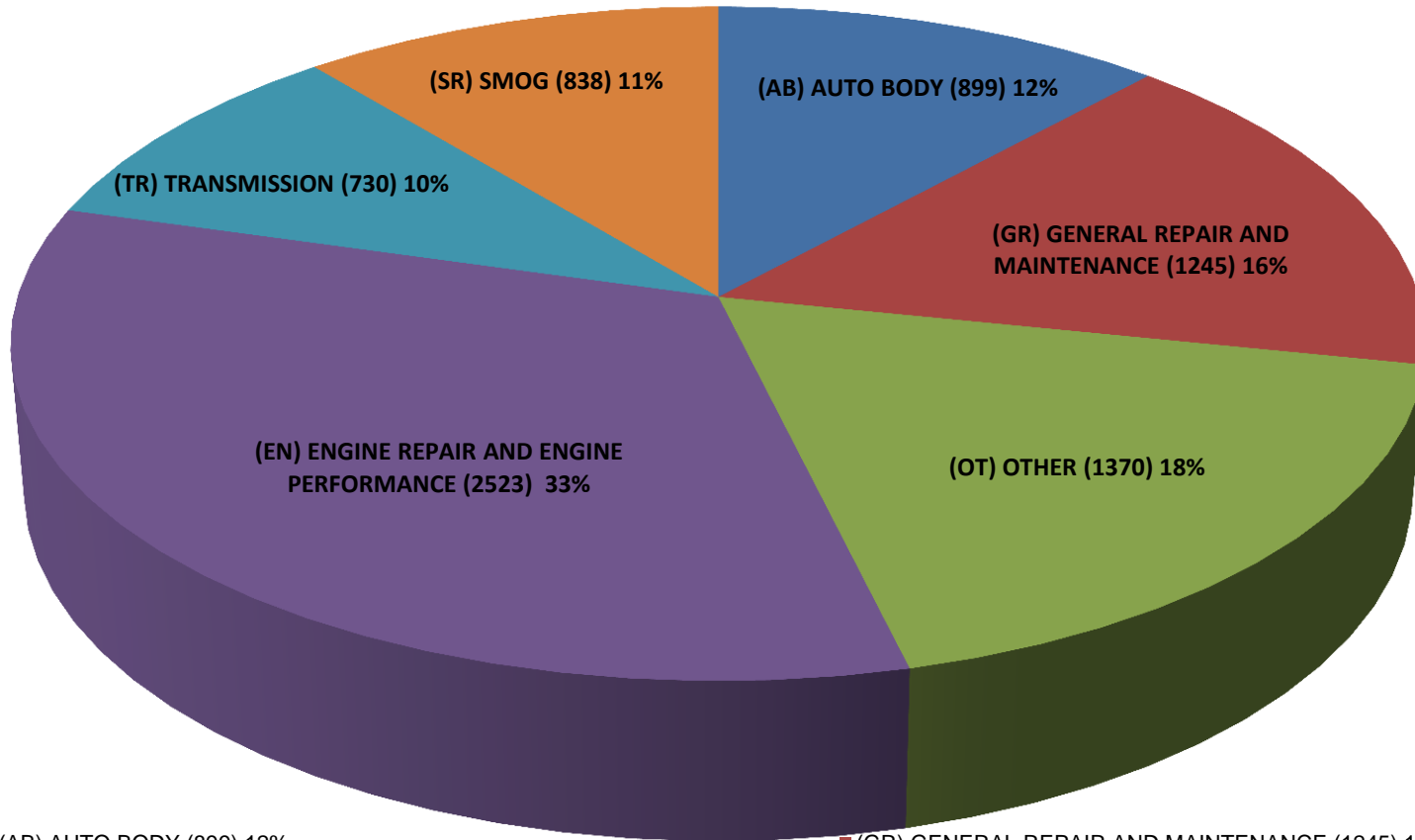
Enforcement Statistical Complaint Trends Report

Bureau Advisory Group (BAG) Meeting

Bill Thomas

January 15, 2015

COMPLAINT TRENDS FY 2014-15: July - December 2014



■ (AB) AUTO BODY (899) 12%

■ (GR) GENERAL REPAIR AND MAINTENANCE (1245) 16%

■ (OT) OTHER (1370) 18%

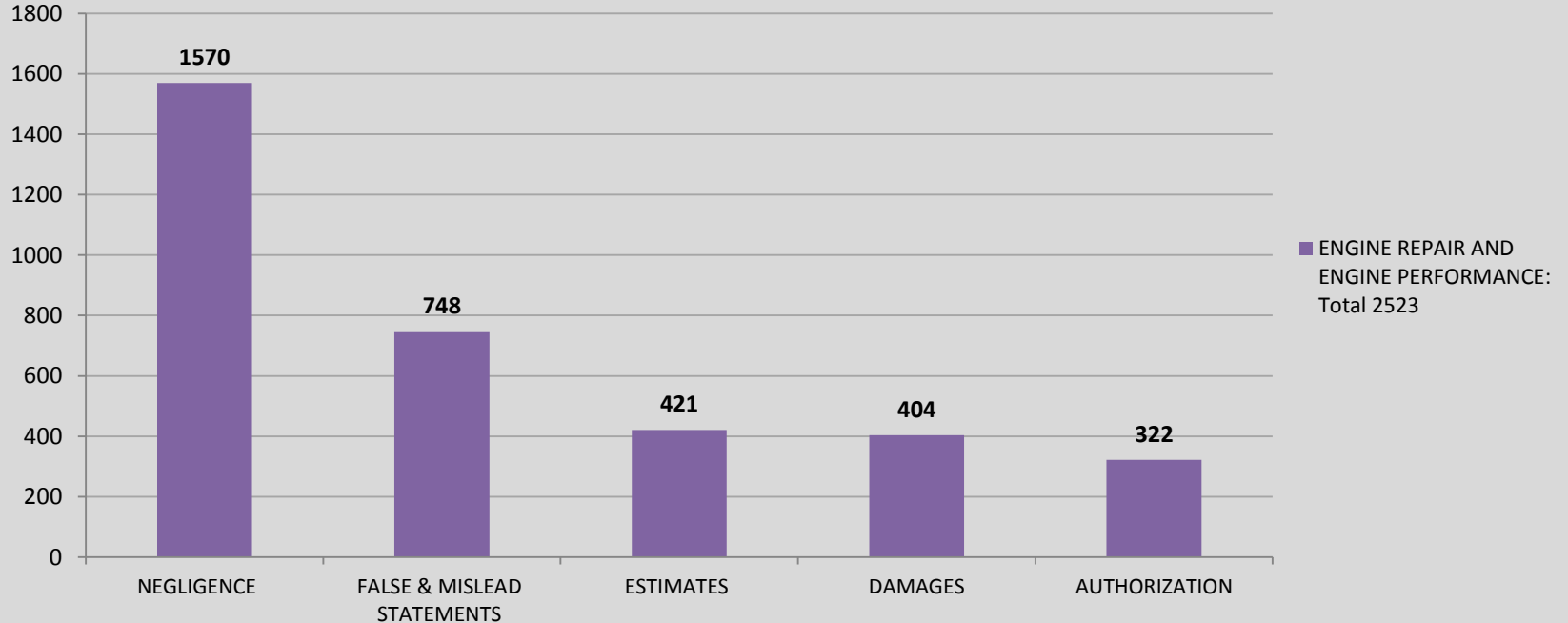
■ (EN) ENGINE REPAIR AND ENGINE PERFORMANCE (2523) 33%

■ (TR) TRANSMISSION (730) 10%

■ (SR) SMOG (838) 11%

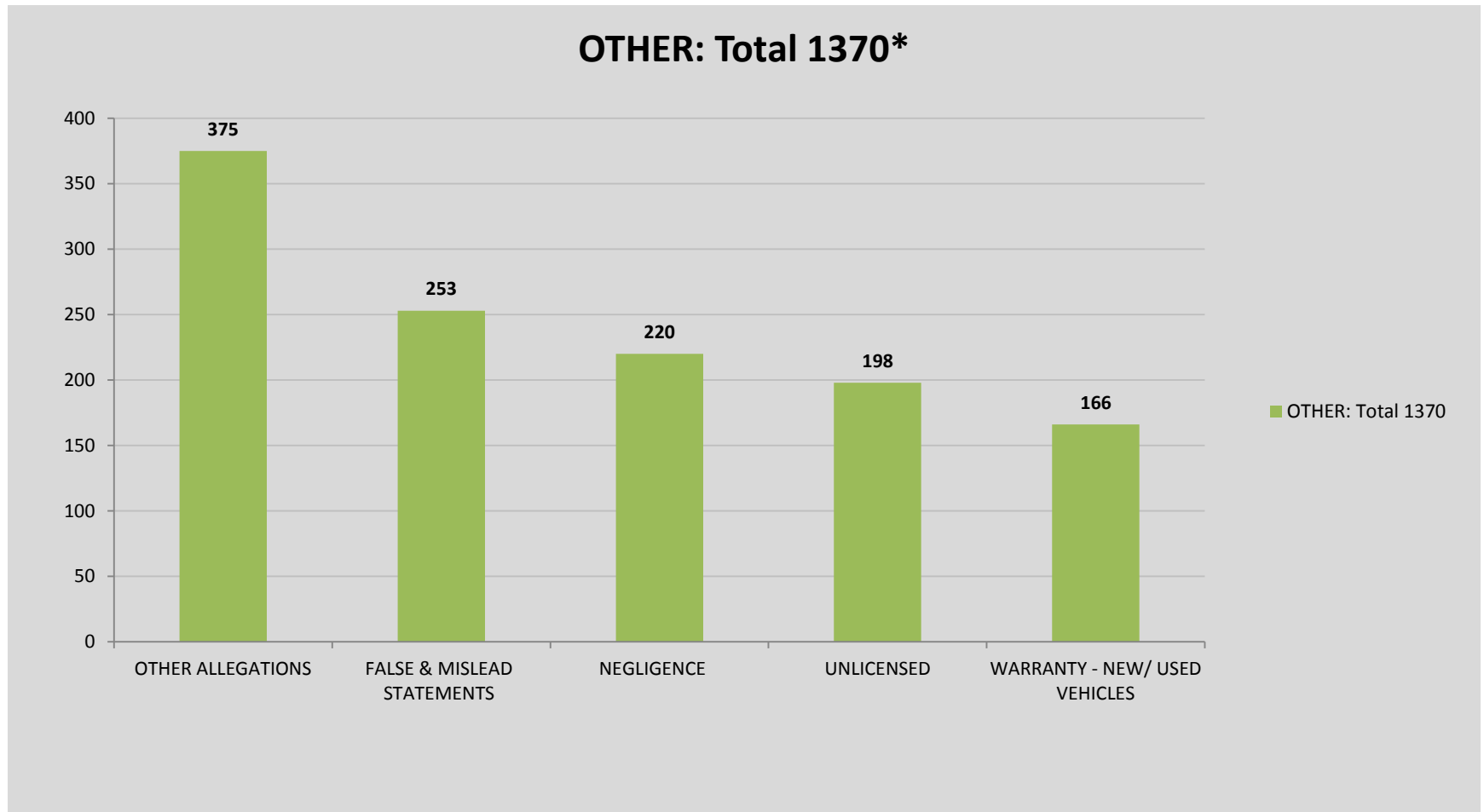
FY 2014-15 Complaint Allegations Top 5 by Trend Category

ENGINE REPAIR AND ENGINE PERFORMANCE: Total 2523*



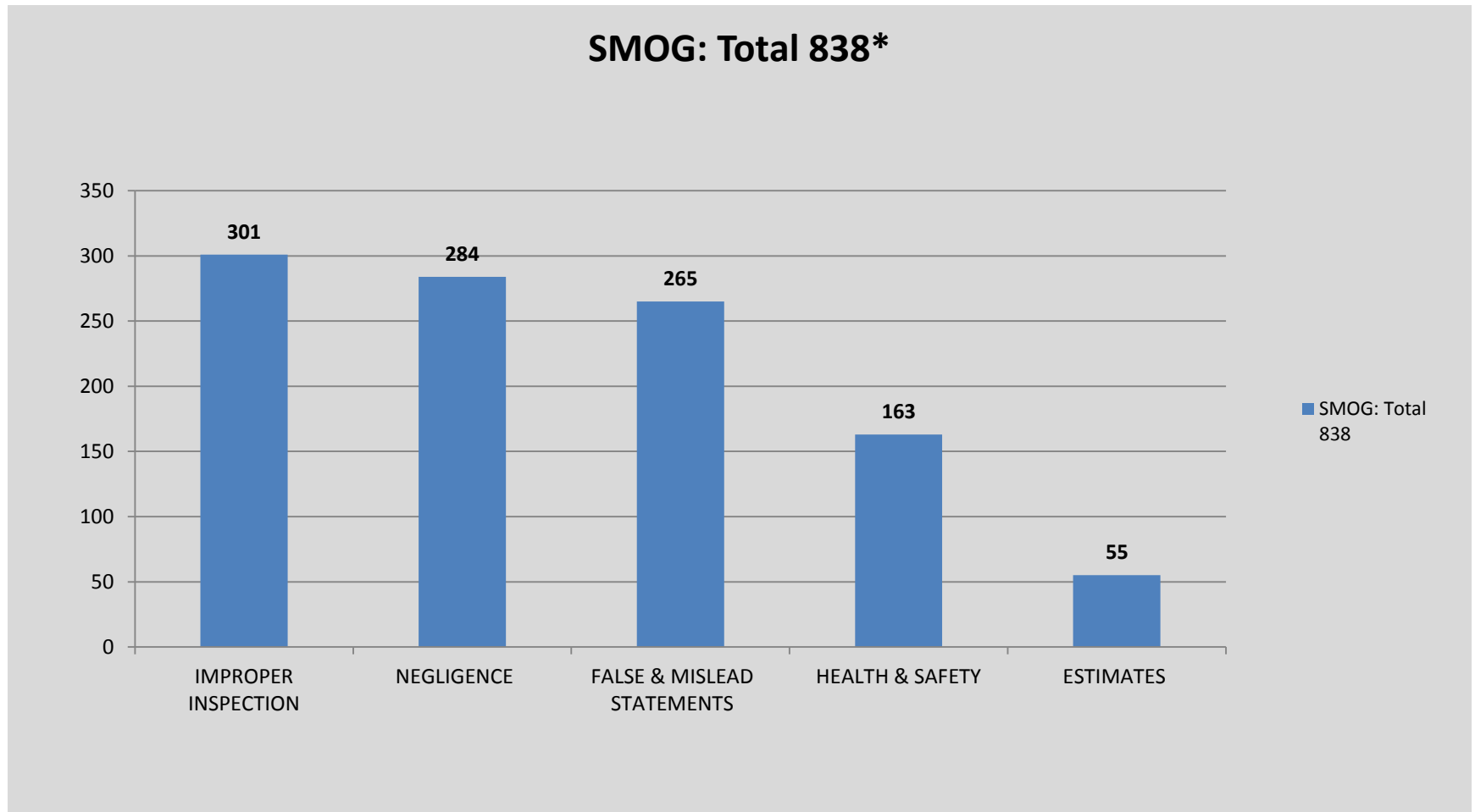
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



* BAR Reports up to 3 Allegations per Complaint

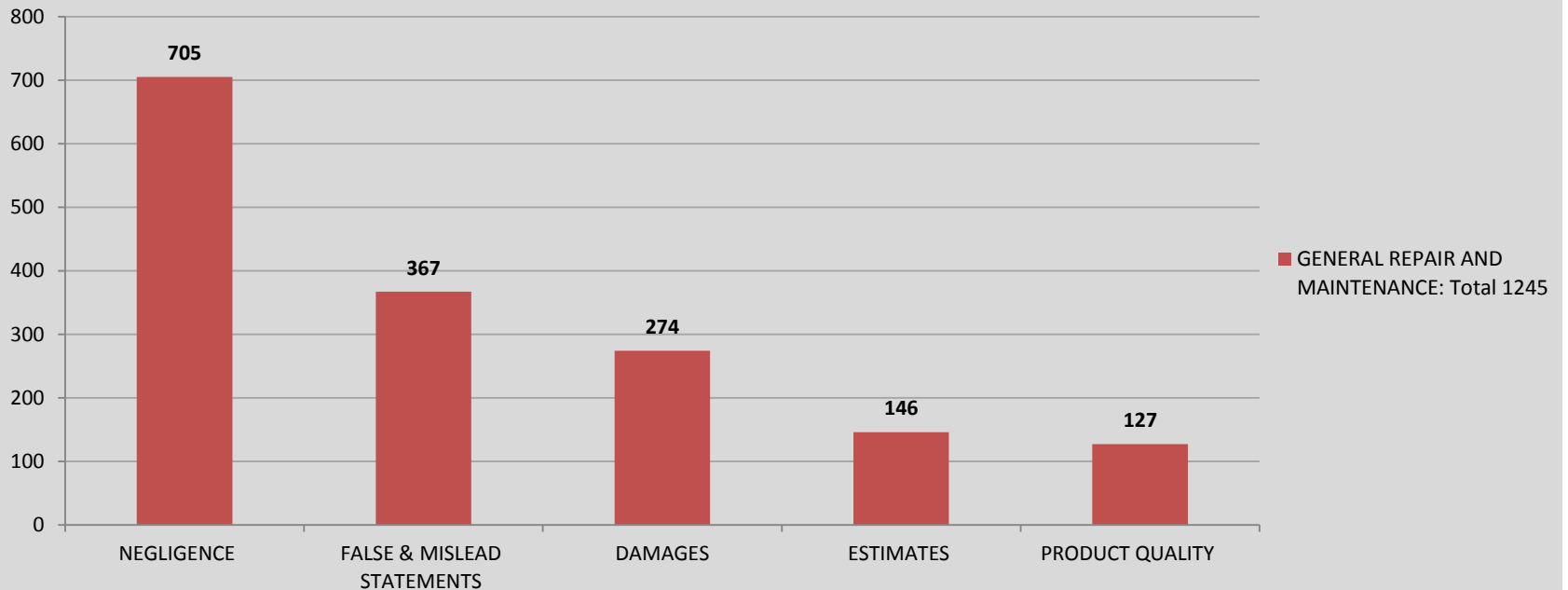
FY 2014-15 Complaint Allegations Top 5 by Trend Category



* BAR Reports up to 3 Allegations per Complaint

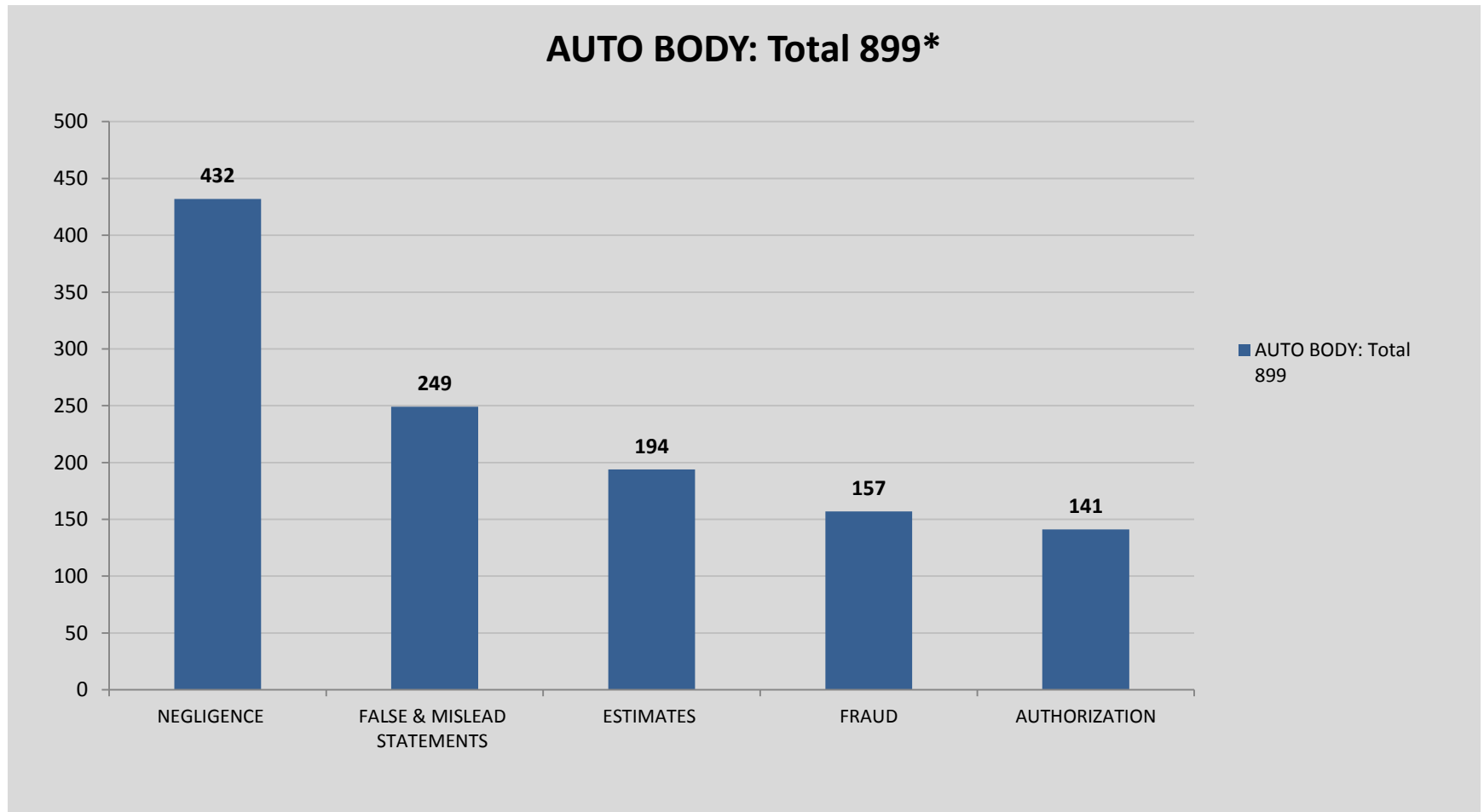
FY 2014-15 Complaint Allegations Top 5 by Trend Category

GENERAL REPAIR AND MAINTENANCE: Total 1245*



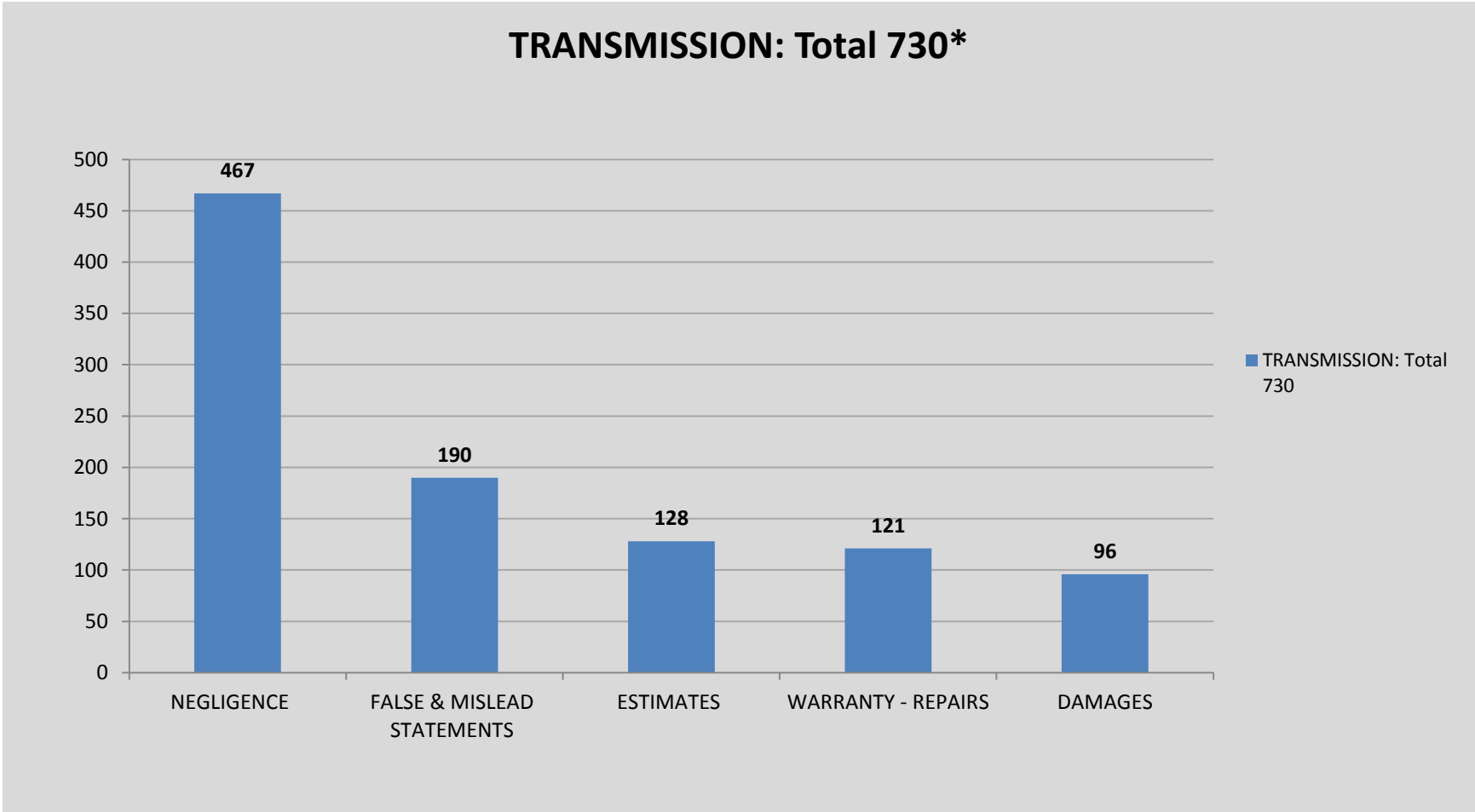
* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



* BAR Reports up to 3 Allegations per Complaint

FY 2014-15 Complaint Allegations Top 5 by Trend Category



* BAR Reports up to 3 Allegations per Complaint