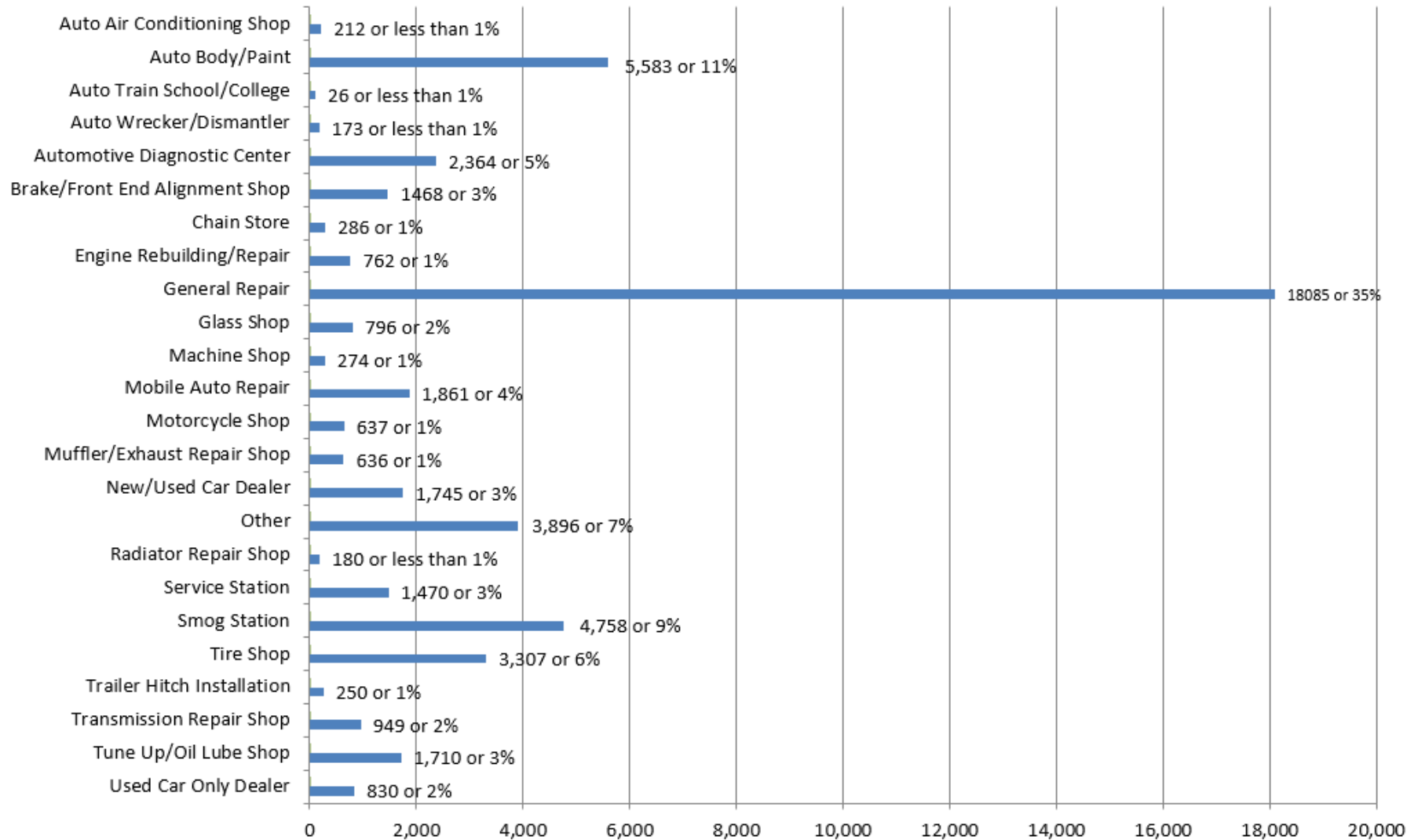

ENFORCEMENT STATISTICS HANDOUT Q4, FY 2021-22



ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
JULY 21, 2022

BUSINESS TYPES AS OF JANUARY 2022



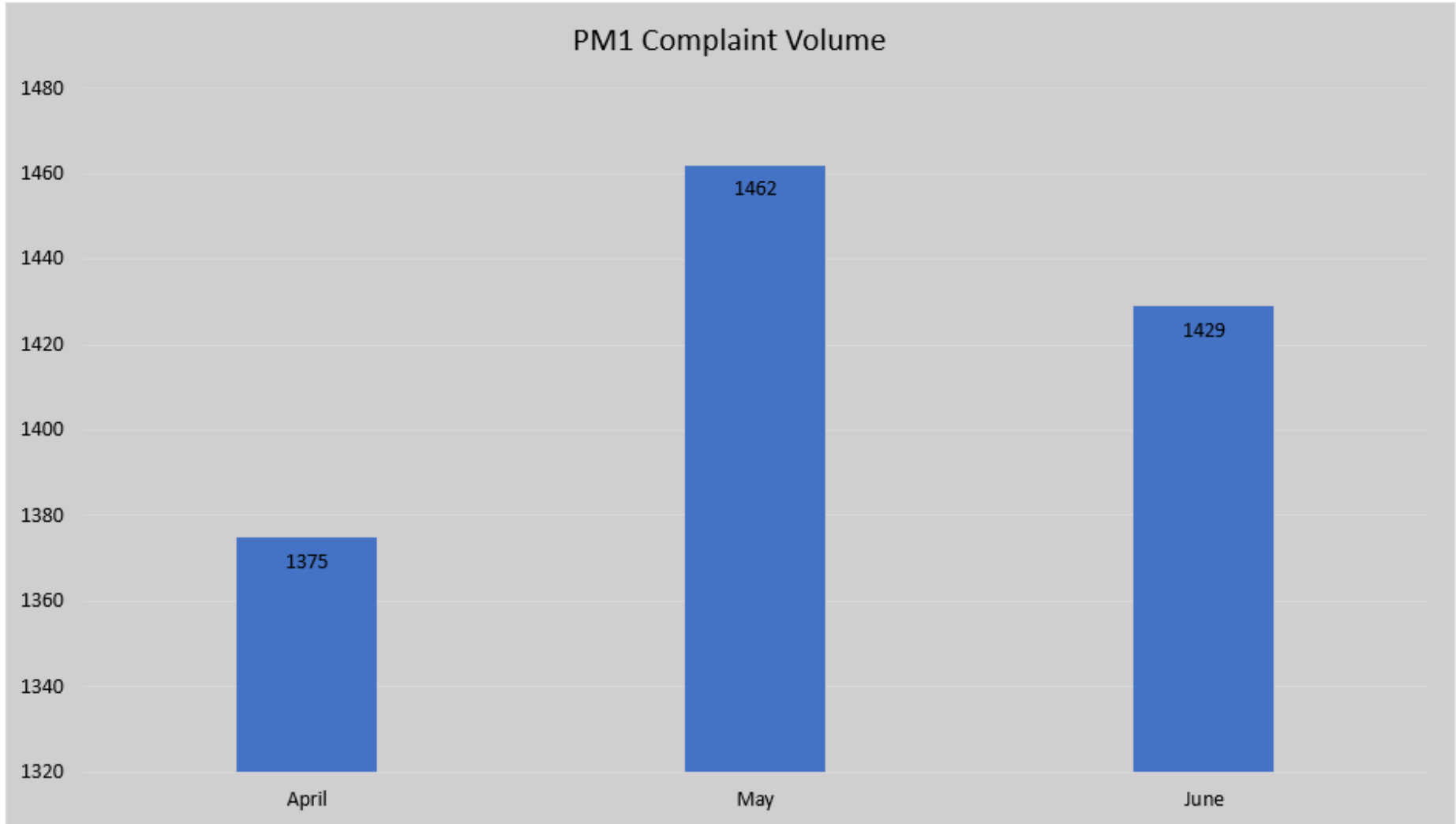
ENFORCEMENT PERFORMANCE MEASURES

- The Enforcement Performance Measures (EPM) page contains six Performance Measure (PM) data points:
 - PM1 – Total number of complaints received during the reporting period including BAR investigations.
 - PM2 – Average number of days from receipt of a complaint to assignment to an investigator (BAR goal is 10 days).
 - PM3 – Average number of days to investigate and close a case not resulting in formal discipline (goal is 60 days).

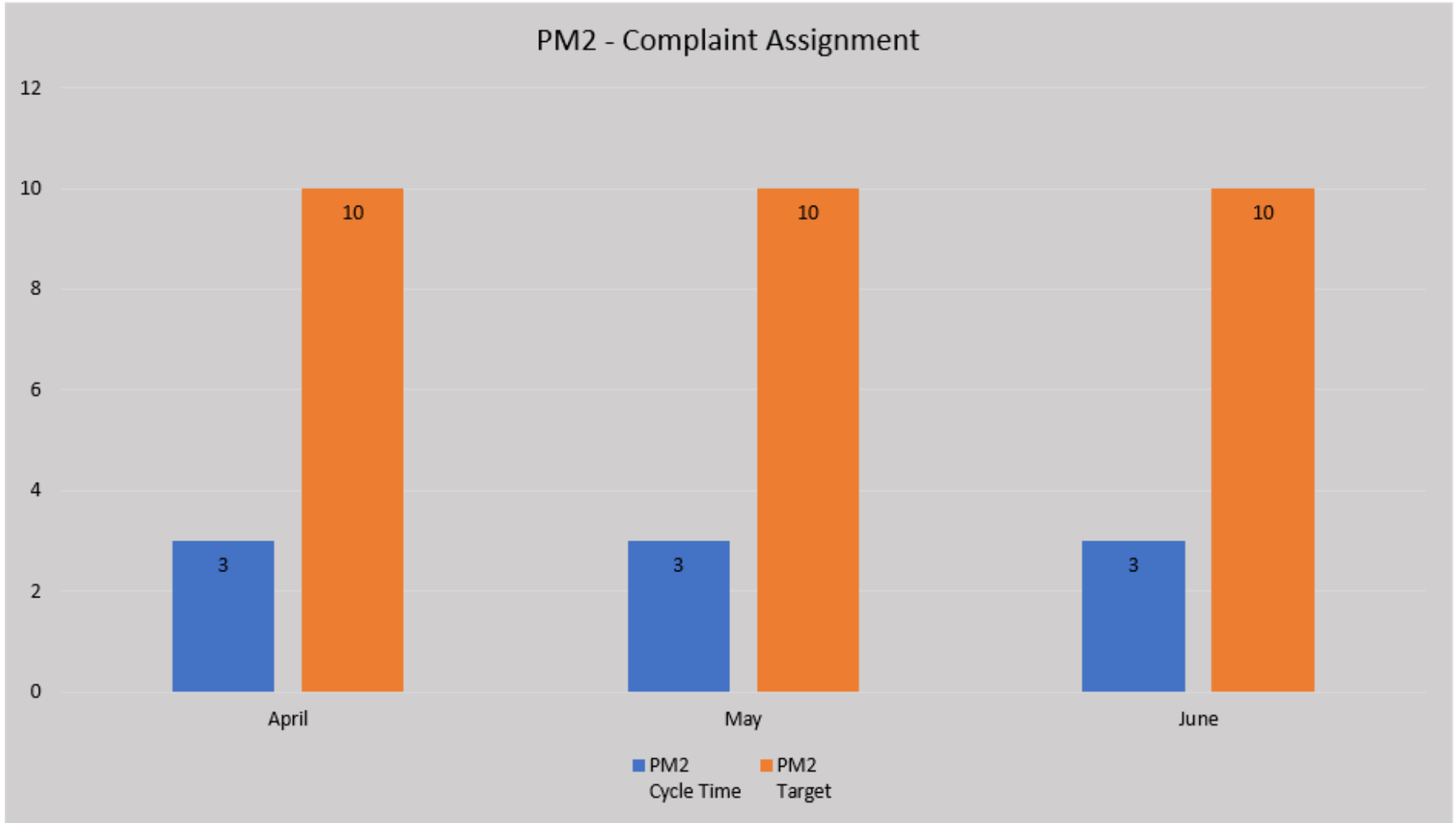
ENFORCEMENT PERFORMANCE MEASURES (CONTINUED)

- PM4 – Average number of days from the opening of a formal investigation to the decision effective date (goal is 540 days)
- PM7 – Average number of days from probation monitor assignment to first contact with probationer (goal is 10 days)
- PM8 – Average number of days from a confirmed probation violation to taking the appropriate action (goal is 10 days)

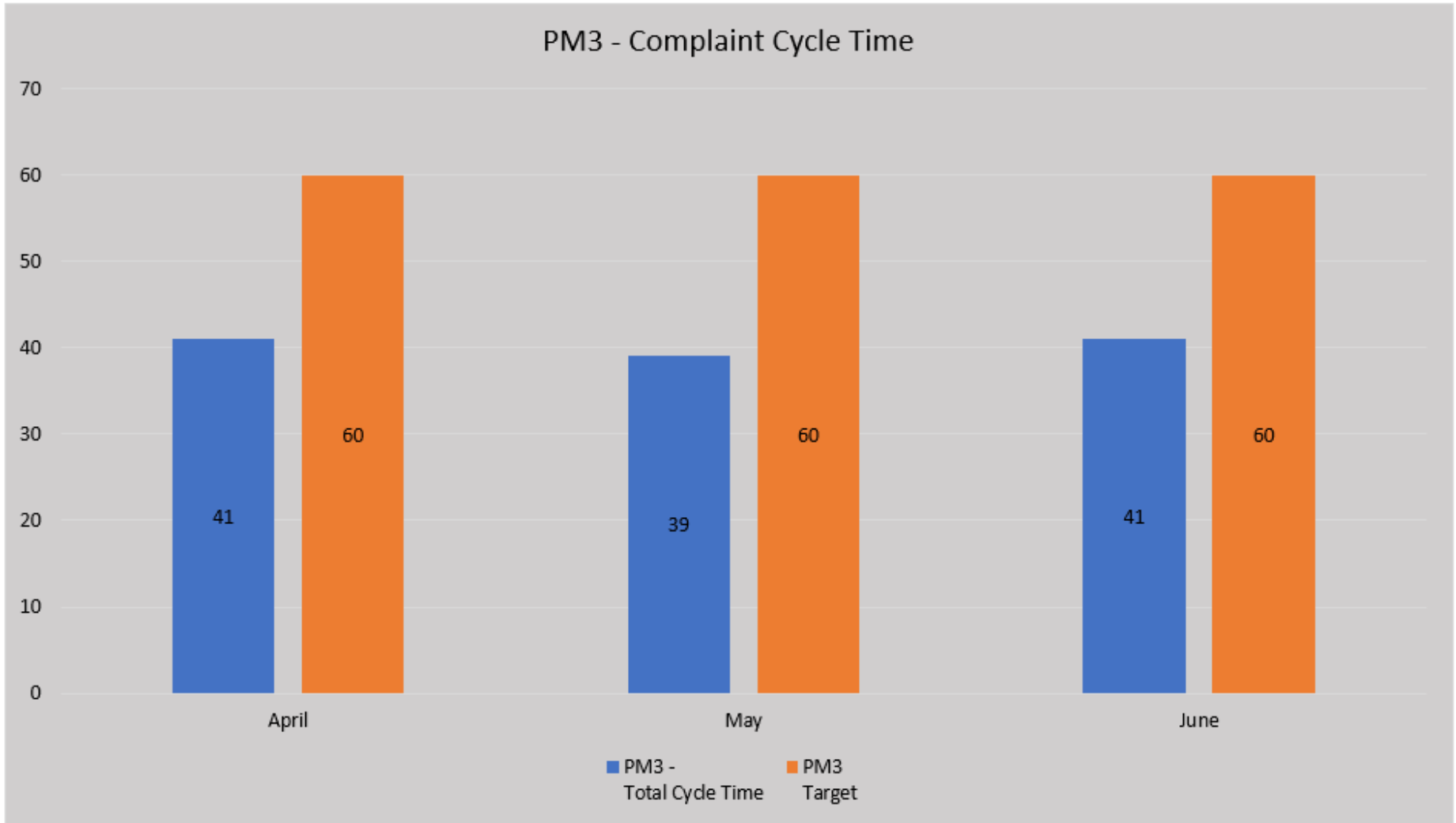
EPM – PM1 COMPLAINT VOLUME



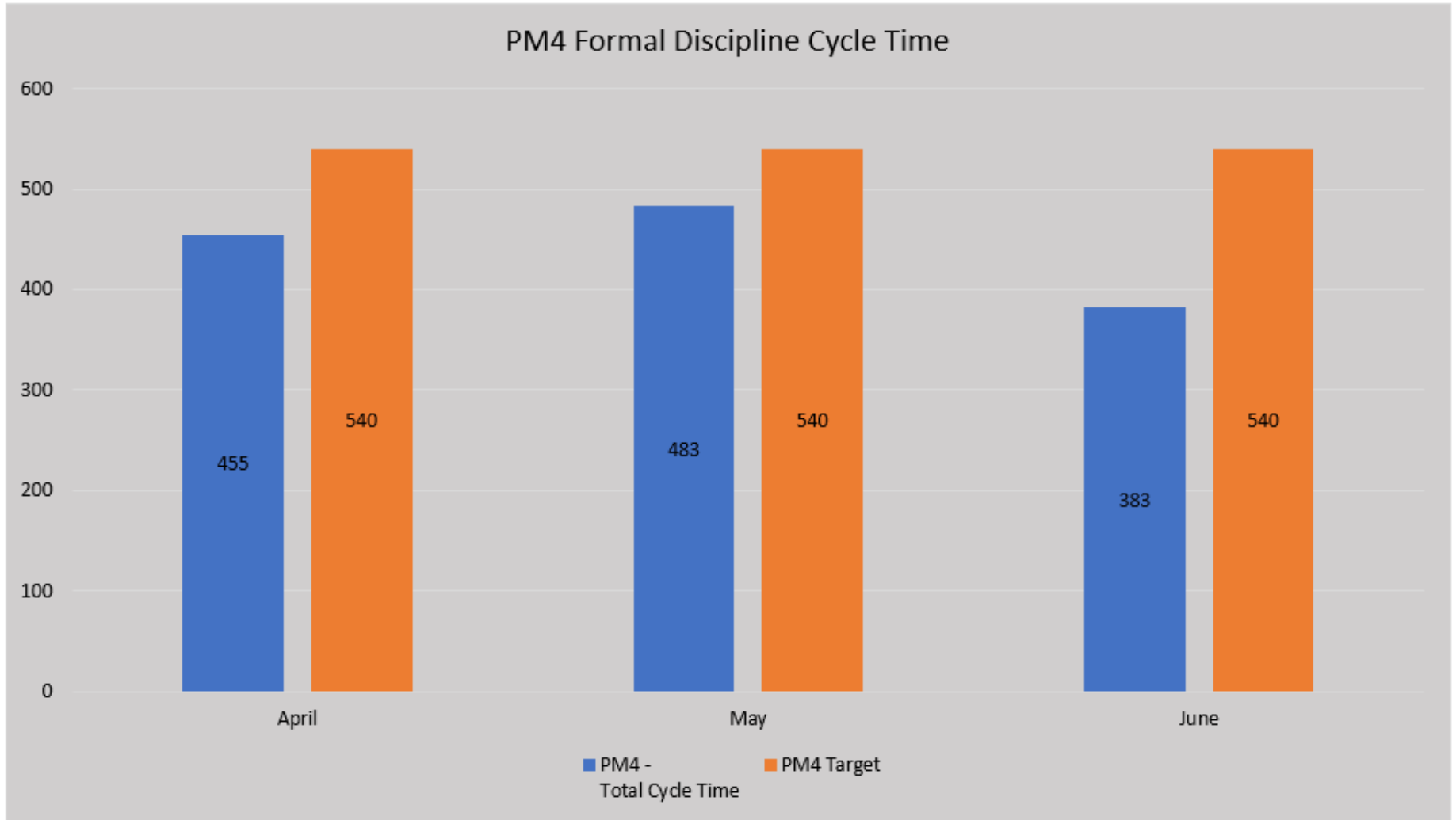
EPM – PM2 COMPLAINT ASSIGNMENT



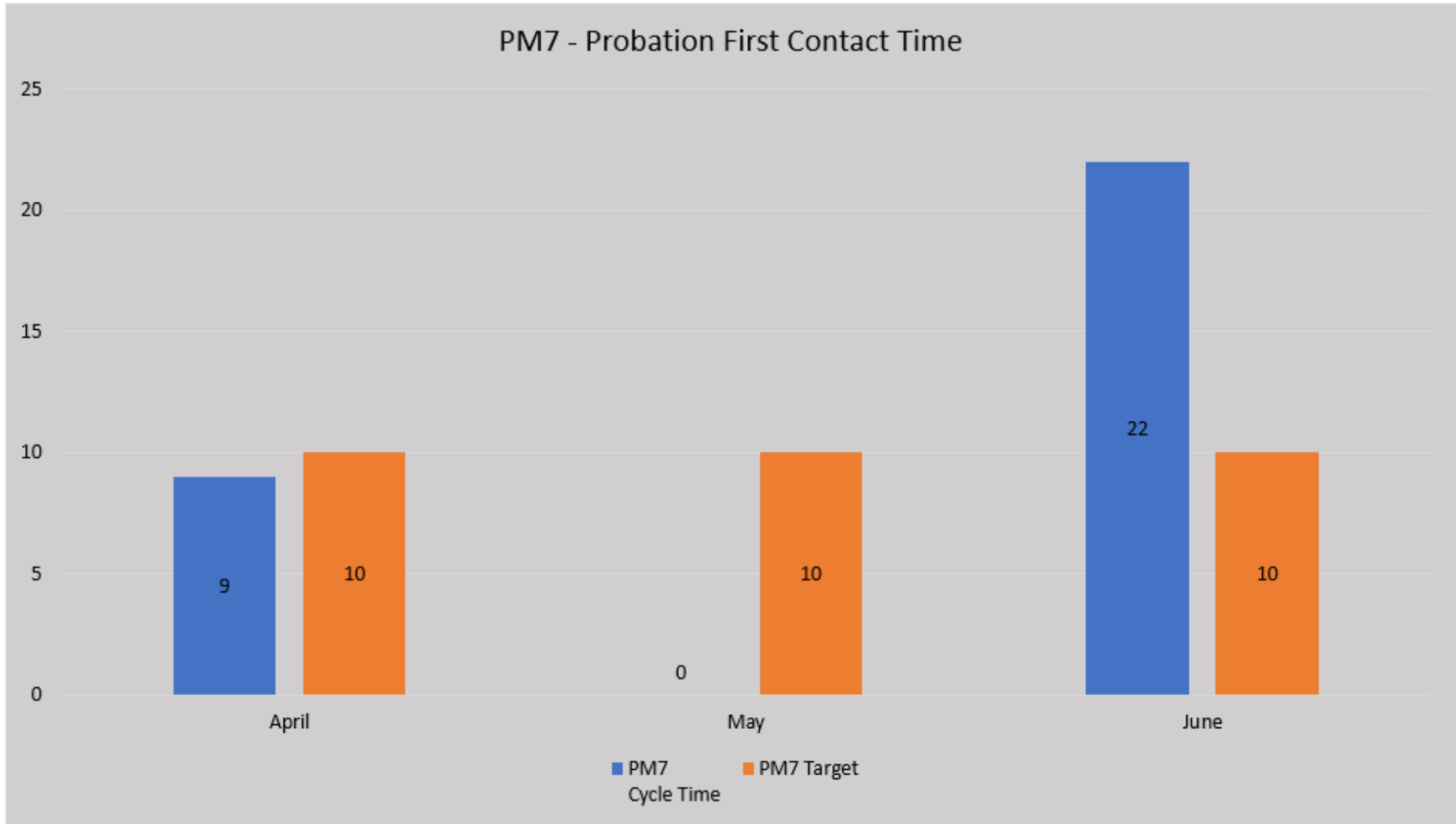
EPM – PM3 COMPLAINT CYCLE TIME



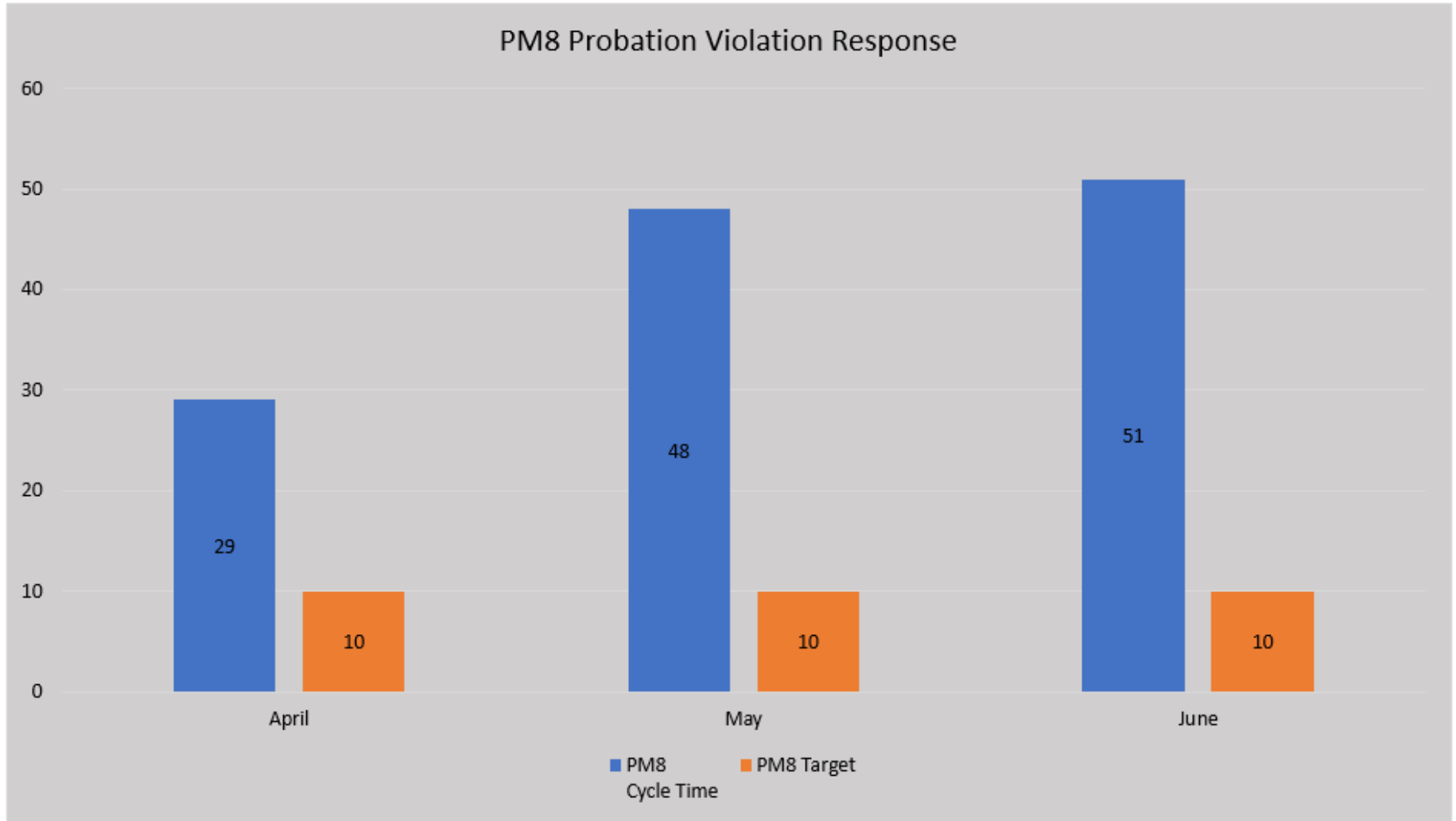
EPM – PM4 FORMAL DISCIPLINE CYCLE TIME



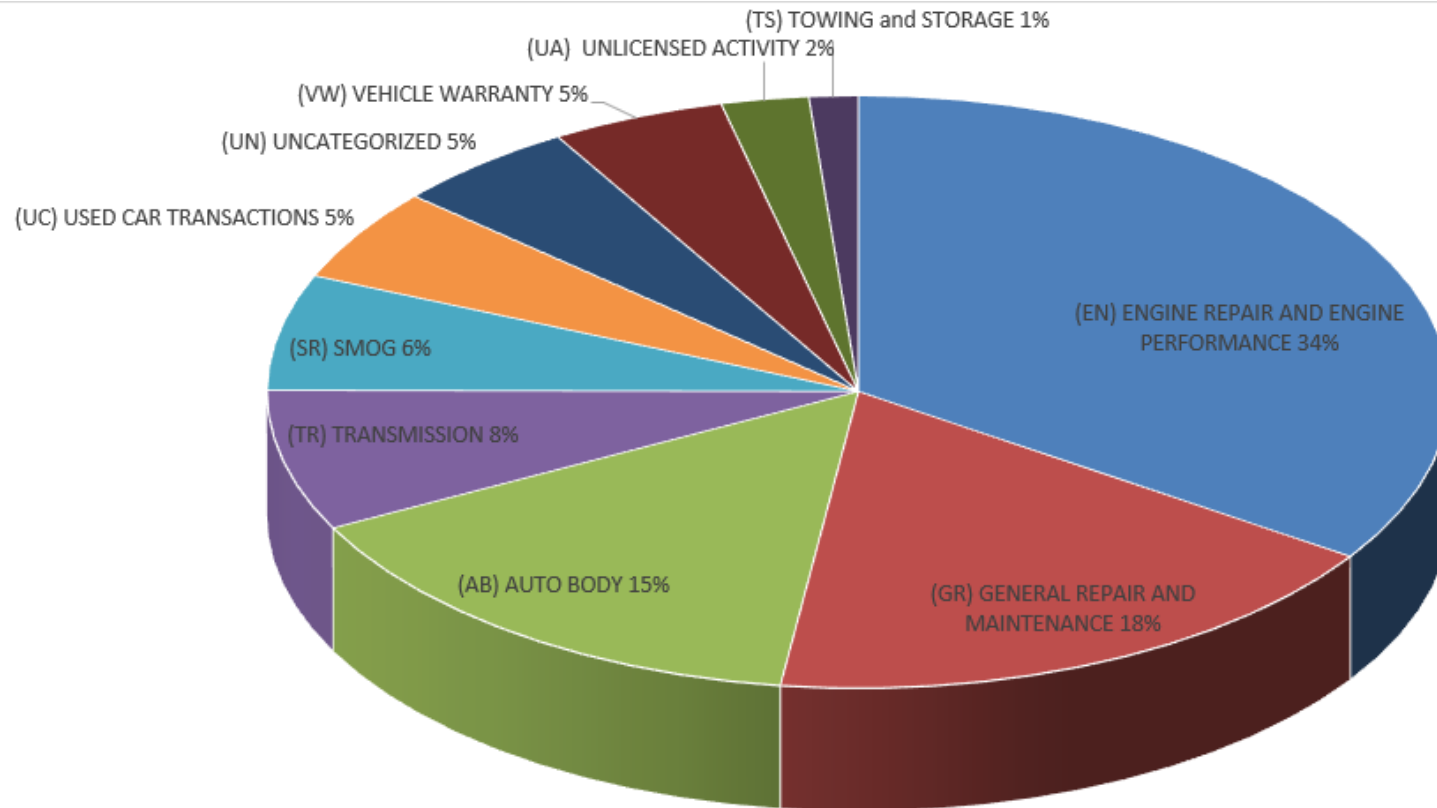
EPM – PM7 PROBATION FIRST CONTACT



EPM – PM8 PROBATION VIOLATION RESPONSE



FISCAL YEAR COMPLAINT TRENDS 2021-22 YTD



- (EN) ENGINE REPAIR AND ENGINE PERFORMANCE 34%
- (GR) GENERAL REPAIR AND MAINTENANCE 18%
- (AB) AUTO BODY 15%
- (TR) TRANSMISSION 8%
- (SR) SMOG 6%
- (UC) USED CAR TRANSACTIONS 5%
- (UN) UNCATEGORIZED 5%
- (VW) VEHICLE WARRANTY 5%
- (UA) UNLICENSED ACTIVITY 2%
- (TS) TOWING and STORAGE 1%

COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	194
CO	COOLING SYSTEM	363
ED	ENGINE DIAGNOSIS	684
EL	ELECTRICAL	736
EN	ENGINE OVERHAUL/REPLACEMENT	650
ER	ENGINE REPAIR	1904
FL	FLUSHING	11
FS	FUEL SYSTEM	164
MS	MACHINE SHOP	16
TU	TUNE UP	61

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	13
BO	BOAT REPAIR	6
II	IGNITION INTERLOCK DEVICE	13
LC	LAMP CERTIFICATION	7
MC	MOTORCYCLE REPAIR	76
OT	OTHER	420
PS	PART SALE	122
UP	UPHOLSTERY	43

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	256
BR	BRAKES	404
DT	DRIVE TRAIN	221
EX	EXHAUST	153
GR	GENERAL REPAIR	18
LU	LUBE/OIL CHANGE	553
SU	SUSPENSION/STEERING	501
TW	TIRES/WHEELS	358

UA	UNLICENSED ACTIVITY	333
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TOWING AND STORAGE		COMPLAINTS YTD
LS	LIEN SALE/STORAGE CHARGES	43
SF	STORAGE FEES	60
TO	TOWING	84

AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	2029
GL	AUTO GLASS	95

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	947
MT	MANUAL TRANS/CLUTCH	122

SMOG		COMPLAINTS YTD
CG	CLEAN GASSING	0
CP	CLEAN PIPING	0
CT	CLEAN TANKING	0
CX	CLEAN PLUGGING	1
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	98
ET	EMISSION TEST PROCEDURE	15
EW	EMISSIONS WARRANTY	18
FT	FUNCTIONAL TEST PROCEDURE	4
GP	GROSS POLLUTER	2
NX	NOX FAILURES	0
RF	REFEREE	2
RO	REPAIR ONLY (SMOG)	5
SB	SUBLET (SMOG)	7
SC	SMOG COST LIMIT	16
SN	STATION	28
SR	SMOG REPAIR	217
SS	ILLEGAL SMOG/CAR SALE	88
ST	SMOG TEST PROCEDURES	325
TE	TEST ONLY	23
TN	TECHNICIAN	3
VT	VISUAL SMOG TEST PROCEDURE	25
ZV	ZERO EMISSION VEHICLE	3

UC	USED CAR LOTS	706
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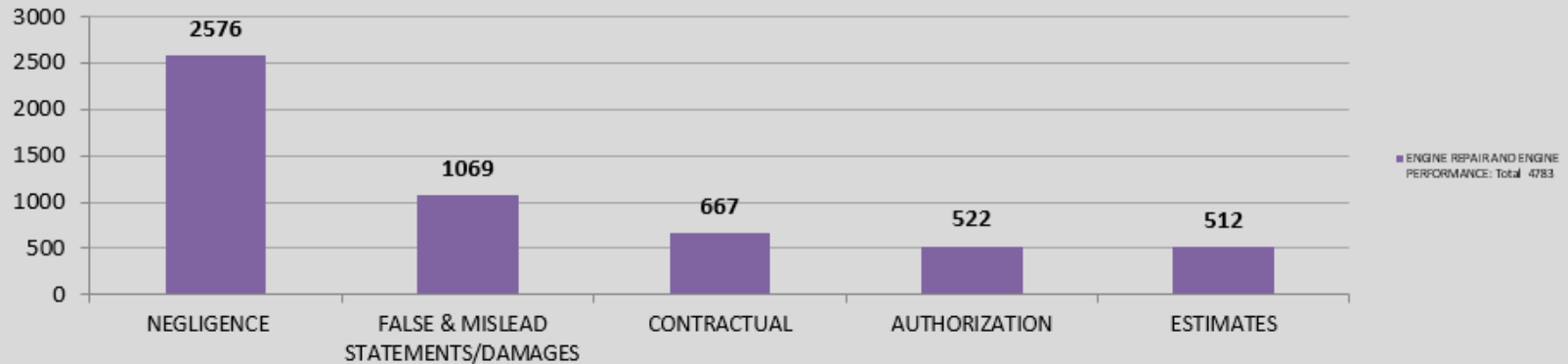
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
NC	NEW CAR/LEMON LAW	99
VW	VEHICLE WARRANTY	363
WR	REPAIR WARRANTY	200

COMPLAINT ALLEGATIONS

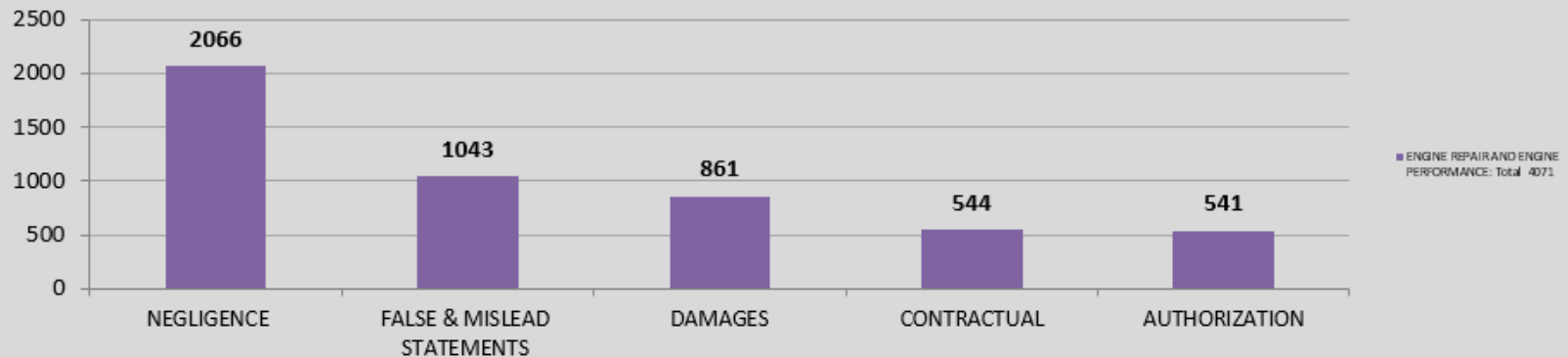
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC DELINQUENT CITATION	RW REPAIR WAIVER
EF ENGINE FAILURE	SA SEXUAL ABUSE
EM EQUIP MAINT/CALIBRATION (SMOG)	SB ILLEGAL SUBLET
ES ESTIMATES	SF ILLEGAL STORAGE FEES
FH FAILURE TO HONOR WARRANTY/SVC	SR TEST/REPAIR STATION REQ.
FM FALSE & MISLEAD STATEMENTS	TH THEFT/PERSONAL PROPERTY
FR FRAUD	UL UNLICENSED
GN GROSS NEGLIGENCE	UP UNPROFESSIONAL CONDUCT
GR GENERAL REPAIR	UT UNLICENSED STATION/TECHNICIAN
HS HEALTH & SAFETY	VW WARRANTY - NEW/USED VEHICLES
II IMPROPER INSPECTION (SMOG)	WR WARRANTY - REPAIRS

COMPLAINT ALLEGATIONS – ENGINE REPAIR & ENGINE PERFORMANCE

FY 2021-22 YTD: Total 4783*

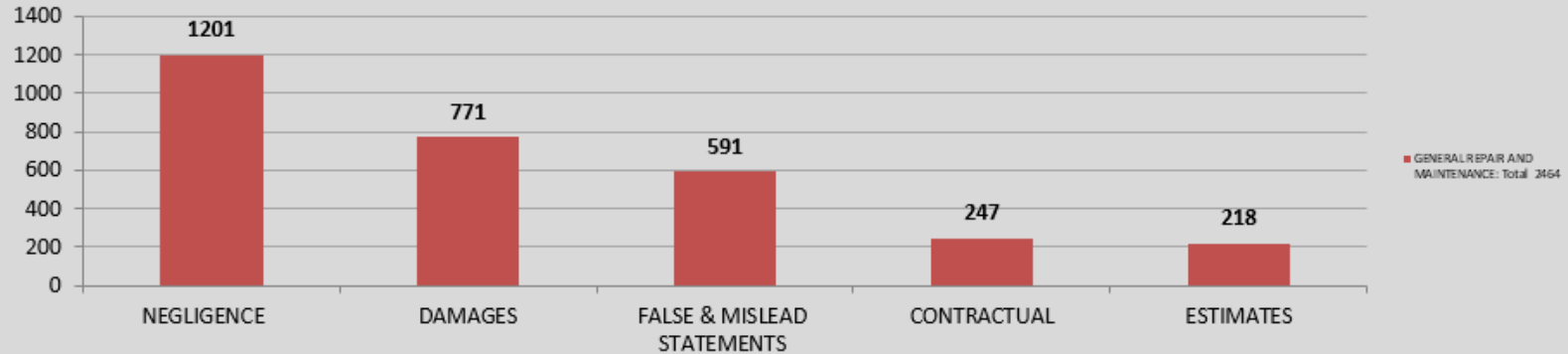


FY 2020-21 YTD: Total 4071*

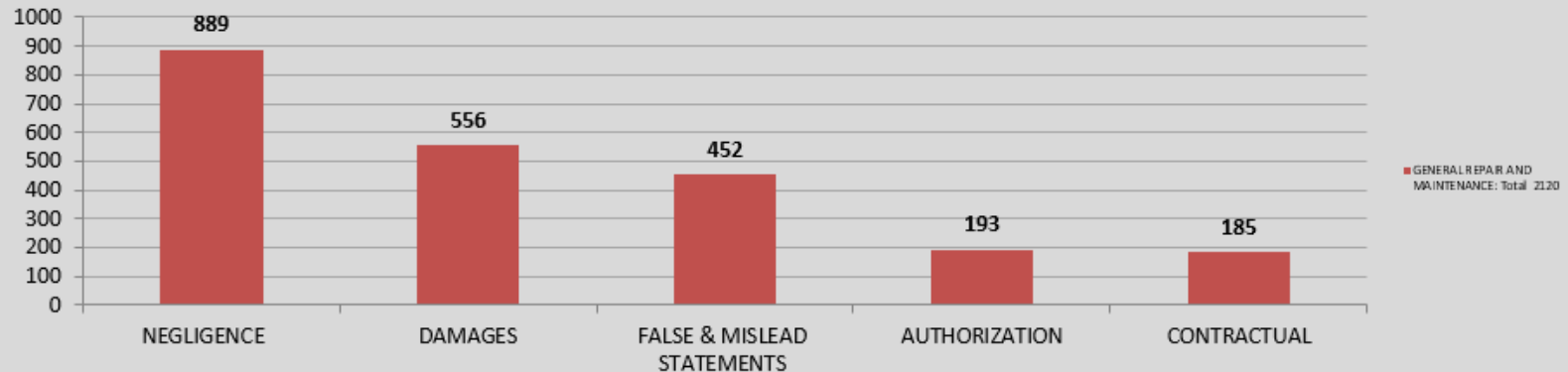


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

FY 2021-22 YTD: Total 2464*

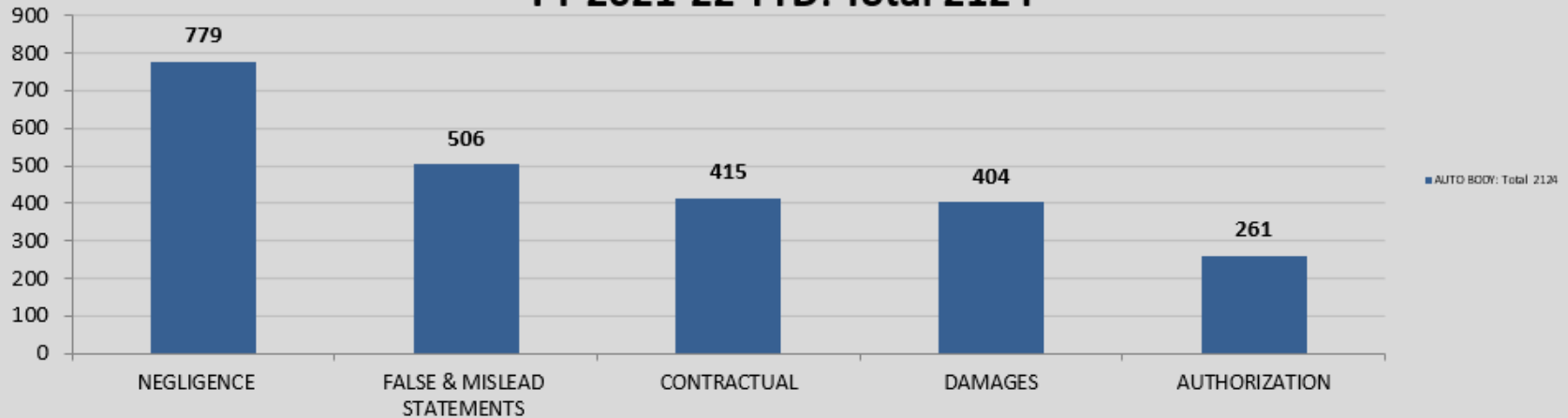


FY 2020-21 YTD: Total 2120*

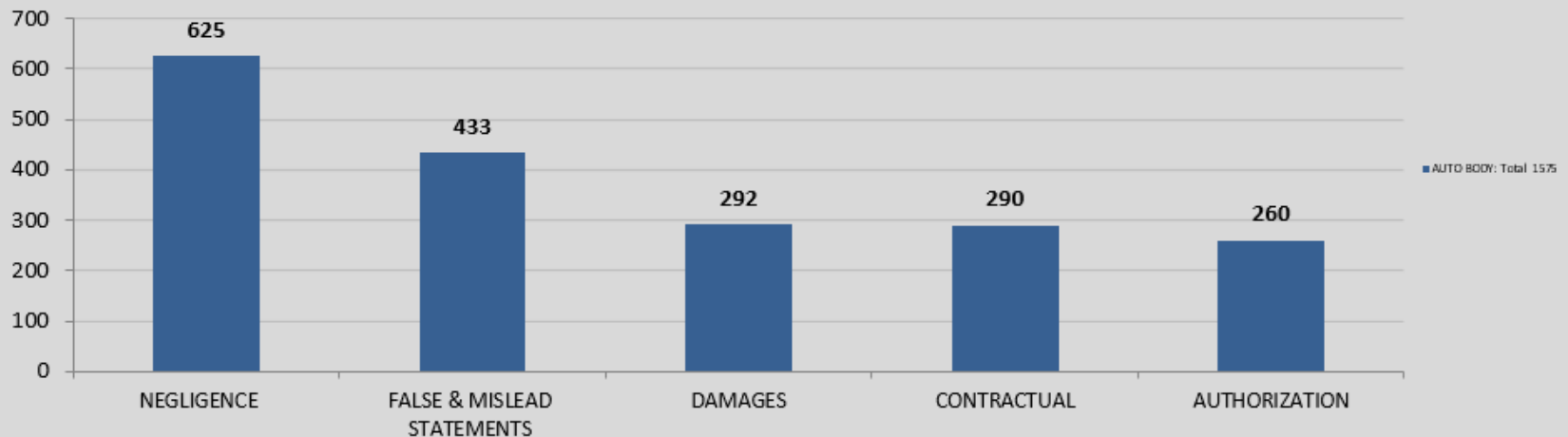


COMPLAINT ALLEGATIONS – AUTO BODY

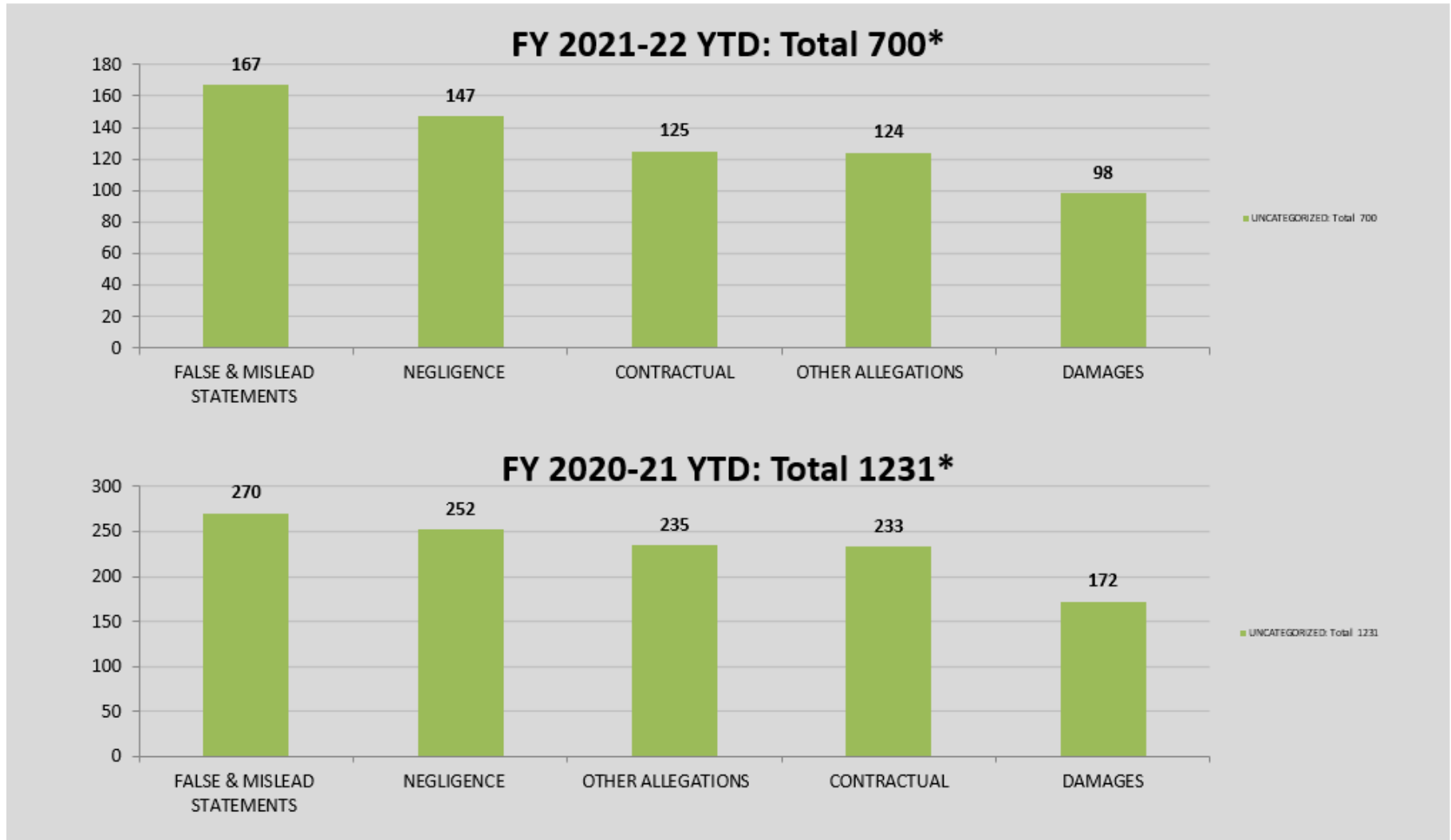
FY 2021-22 YTD: Total 2124*



FY 2020-21 YTD: Total 1575*

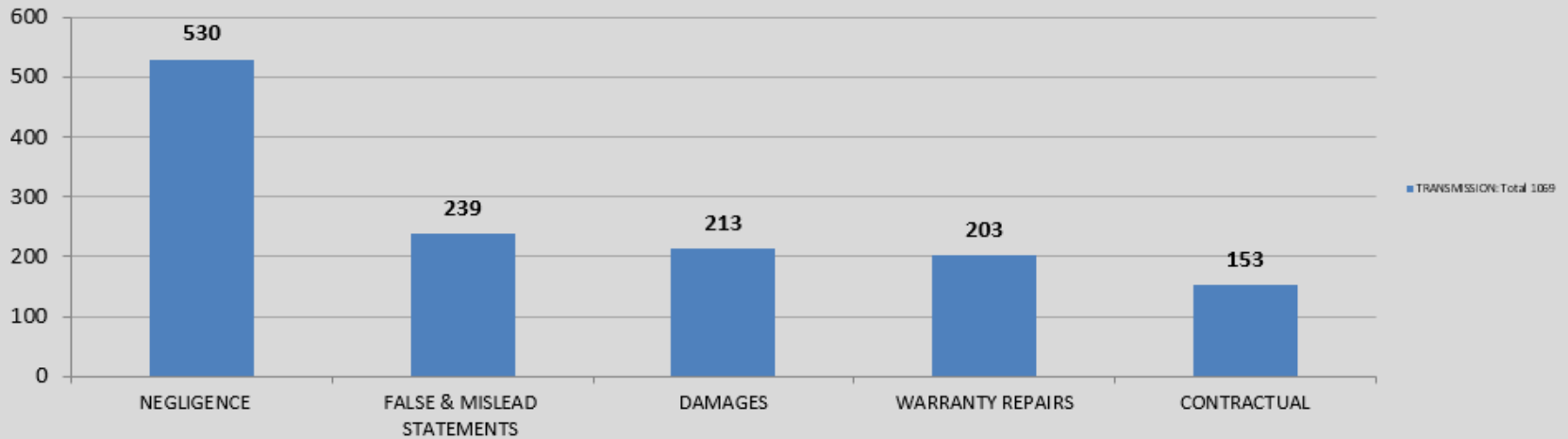


COMPLAINT ALLEGATIONS – UNCATEGORIZED

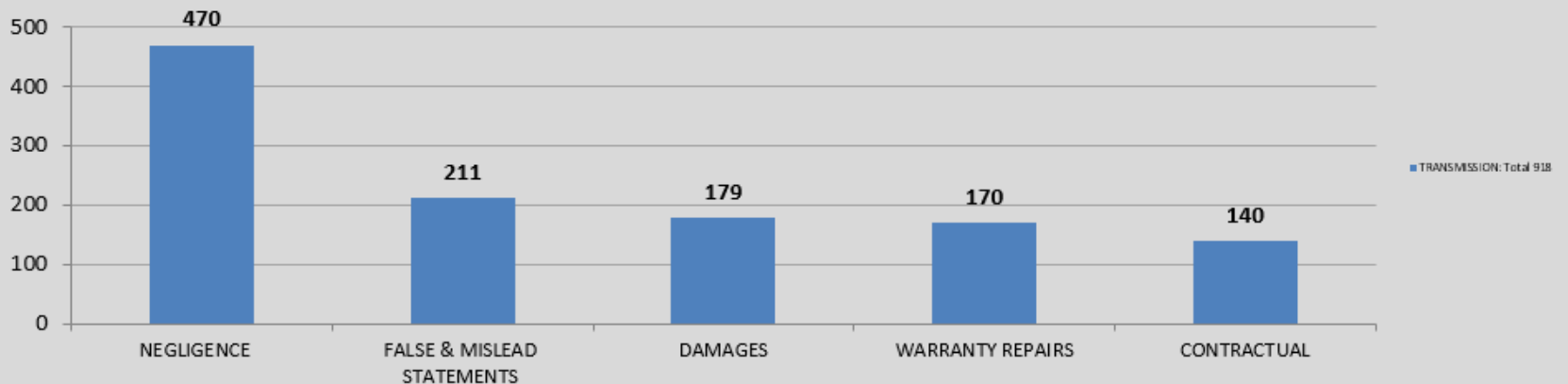


COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2021-22 YTD: Total 1069*

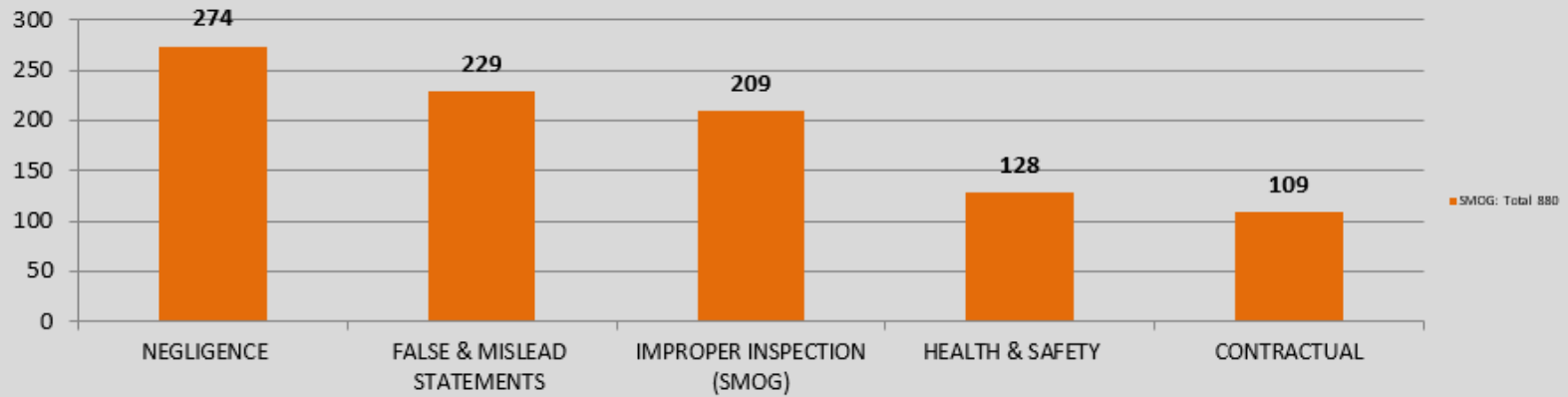


FY 2020-21 YTD: Total 918*

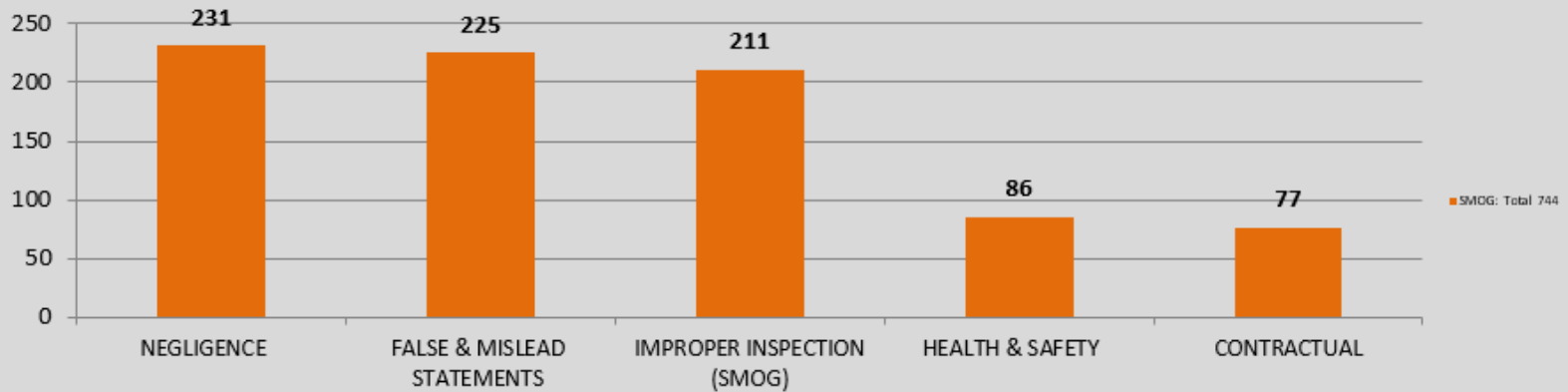


COMPLAINT TRENDS - SMOG

FY 2021-22 YTD: Total 880*

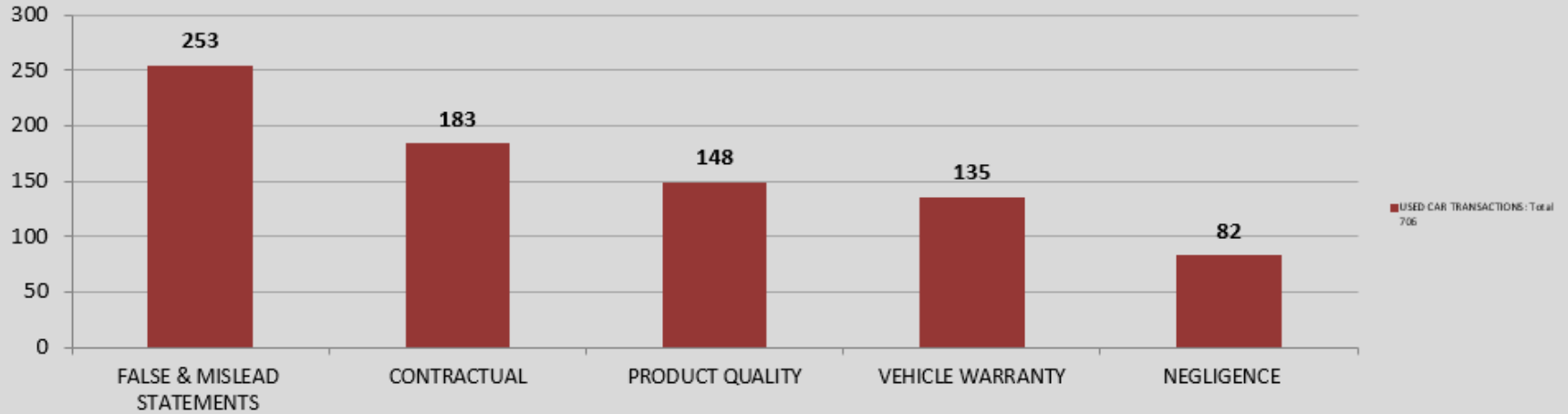


FY 2020-21 YTD: Total 744*

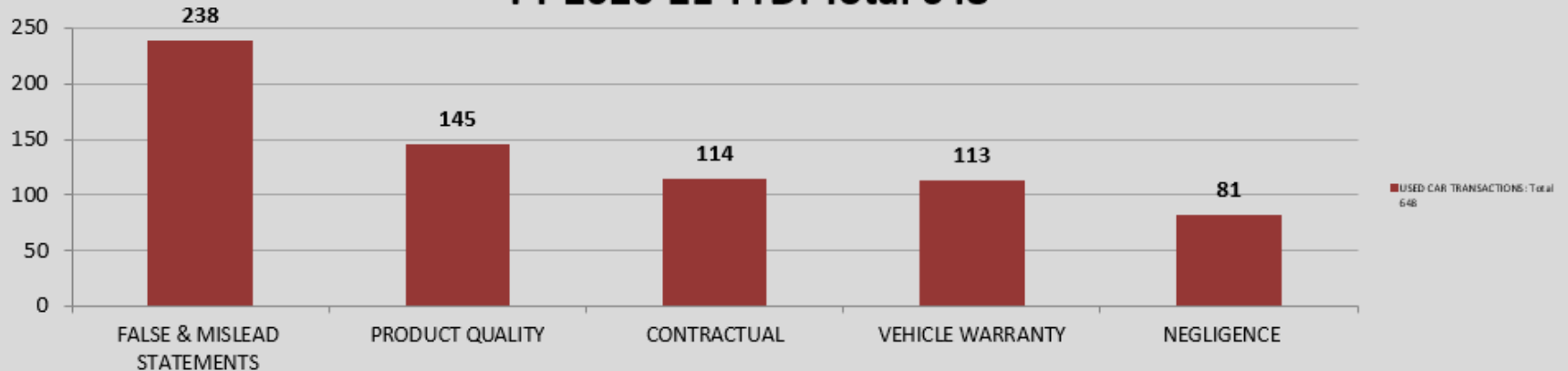


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

FY 2021-22 YTD: Total 706*

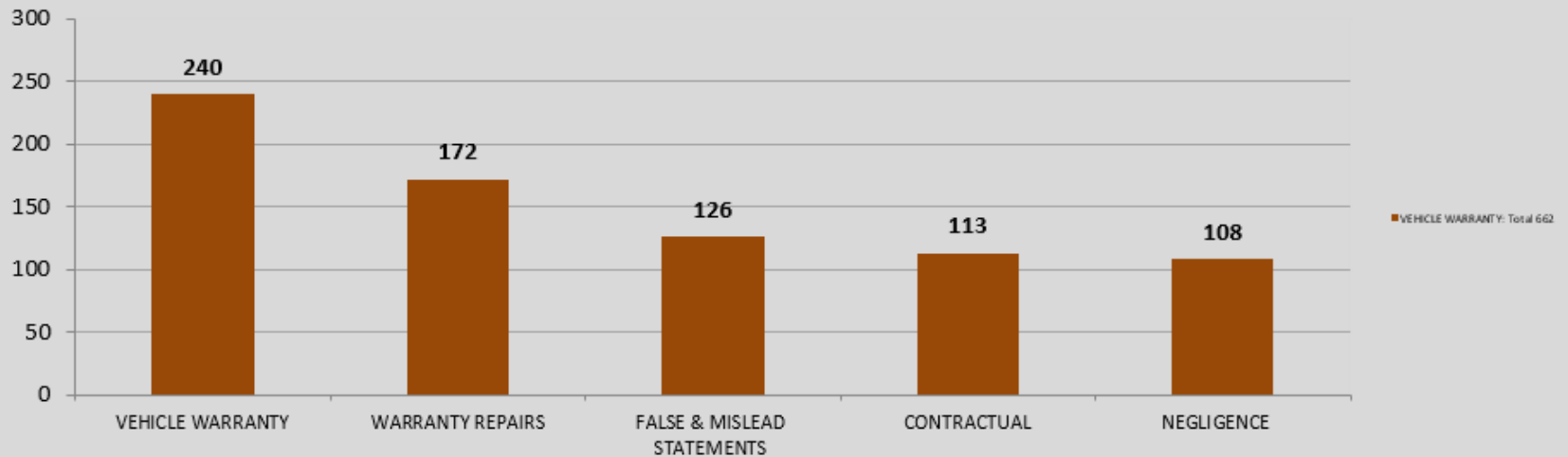


FY 2020-21 YTD: Total 648*

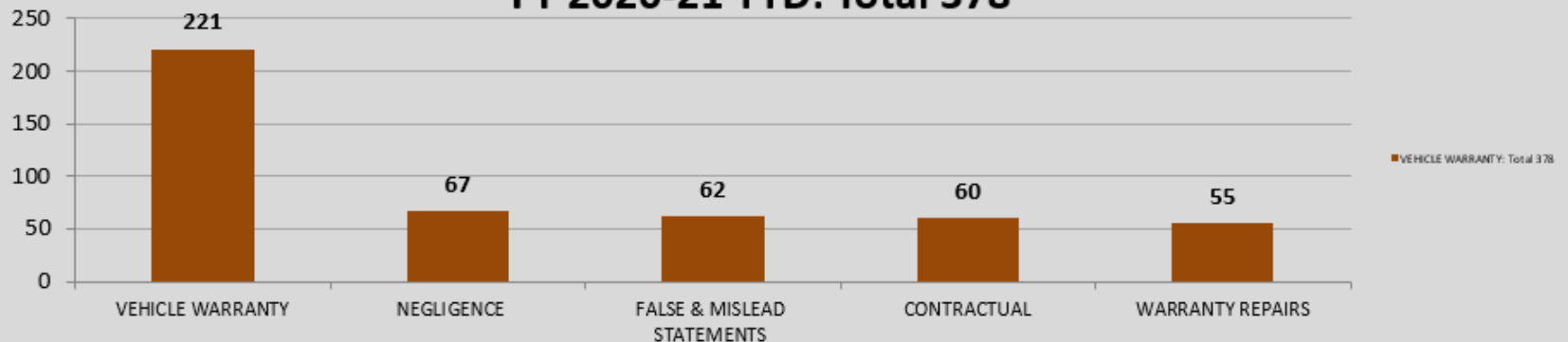


COMPLAINT TRENDS – VEHICLE WARRANTY

FY 2021-22 YTD: Total 662*

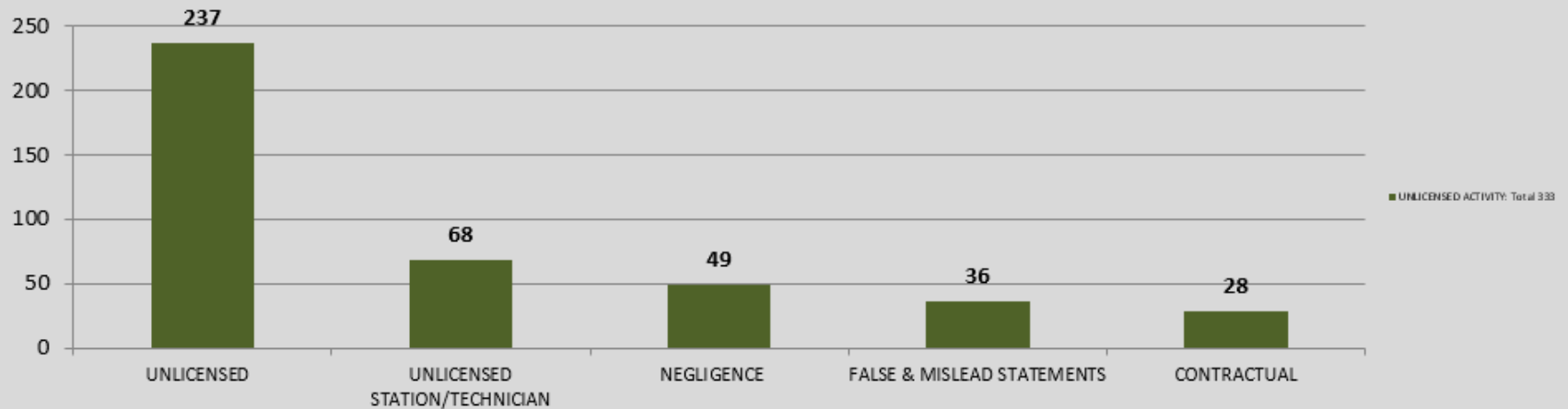


FY 2020-21 YTD: Total 378*

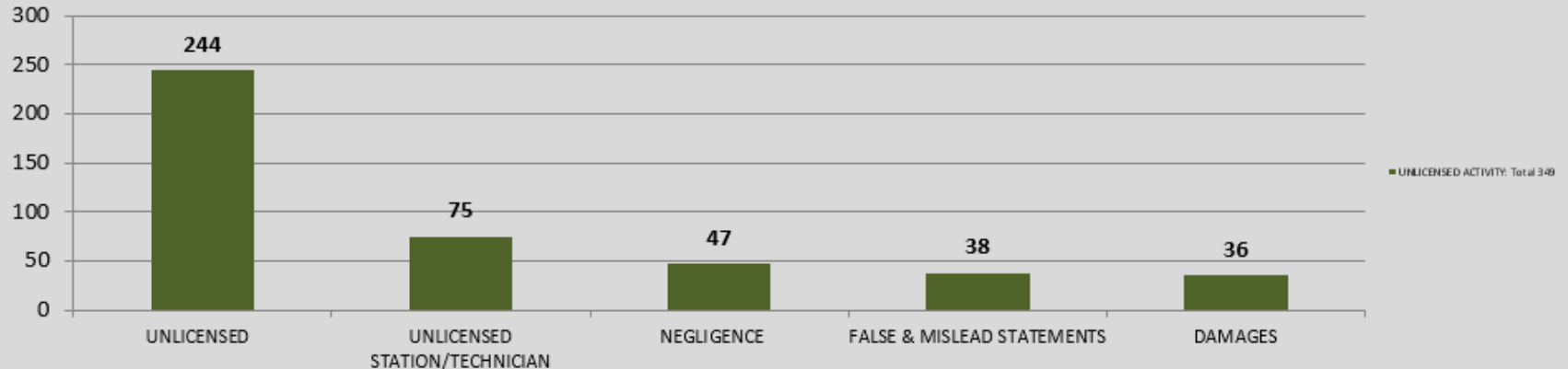


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

FY 2021-22 YTD: Total 333*

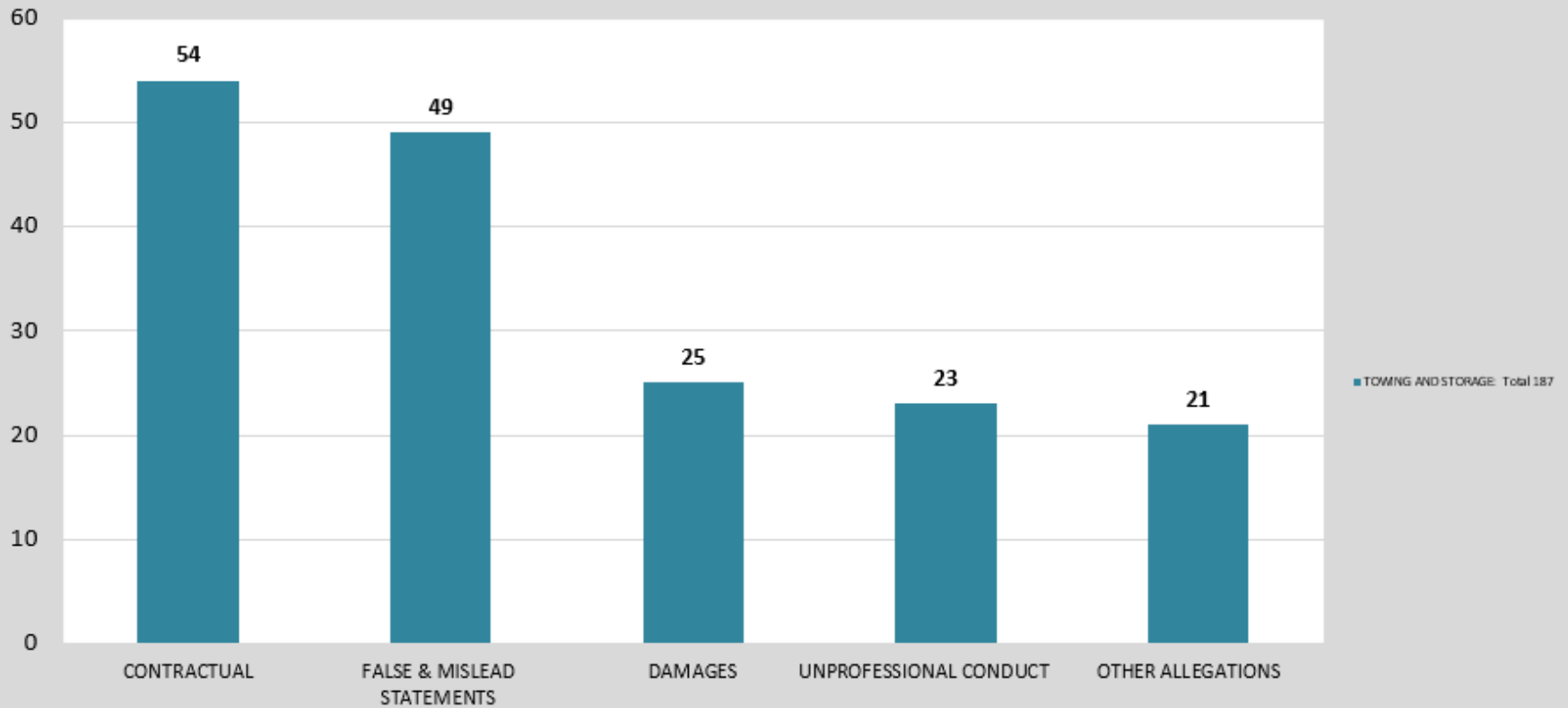


FY 2020-21 YTD: Total 349*



COMPLAINT ALLEGATIONS – TOWING AND STORAGE

FY 2021-22 YTD: Total 187*



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2021-22 YTD	
Total Inspections Requested	245
Total Inspections Conducted	91
Total Complaints Filed	33
FY 2020-21 YTD	
Total Inspections Requested	114
Total Inspections Conducted	72
Total Complaints Filed	30

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Bill Thomas

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8060

Email: bill.thomas@dca.ca.gov