

Citation program

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Bureau of Automotive Repair

Overview

- Background
- Approach to gaining compliance
- Citation trends
- Automotive Repair Act citations
- Automotive Repair Act citation statistics
- Remedial training statistics
- Conclusions

Background (1 of 3)

- Citations are utilized to:
 - Educate BAR licensees on laws and regulations when a violation has occurred
 - Promote/require future compliance
- Authority to issue citations provided to address non-compliance with:
 - Smog Check Program: Health and Safety Code (HSC)
 - Licensing requirements: Business and Professions Code (BPC)
 - Automotive Repair Act: BPC

Background (2 of 3)

- Citations are always issued with an Order of Abatement to stop violating the law
 - A fine also may be included, especially for egregious or repeated violations
- Citation information is posted on BAR's website once final and effective
 - Except for Automotive Repair Act violations where remedial training has been completed

Background (3 of 3)

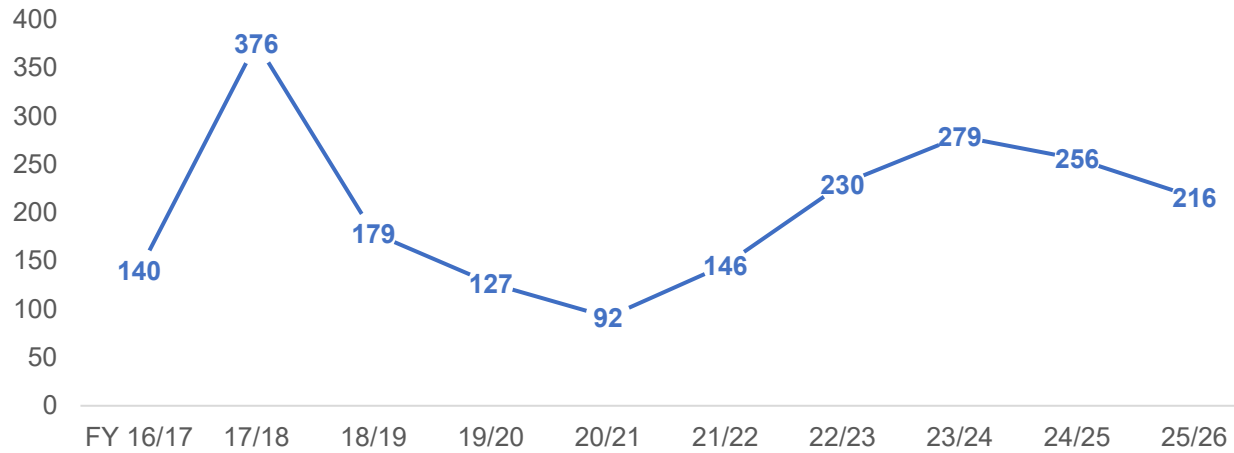
- For all three types, citation recipients have the following options:
 - Correct the issue and pay the fine, if applicable
 - Request an informal review of the citation
 - Appeal the citation and request a formal hearing before an Administrative Law Judge
- Automotive Repair Act citations have additional provisions

Approach to gaining compliance

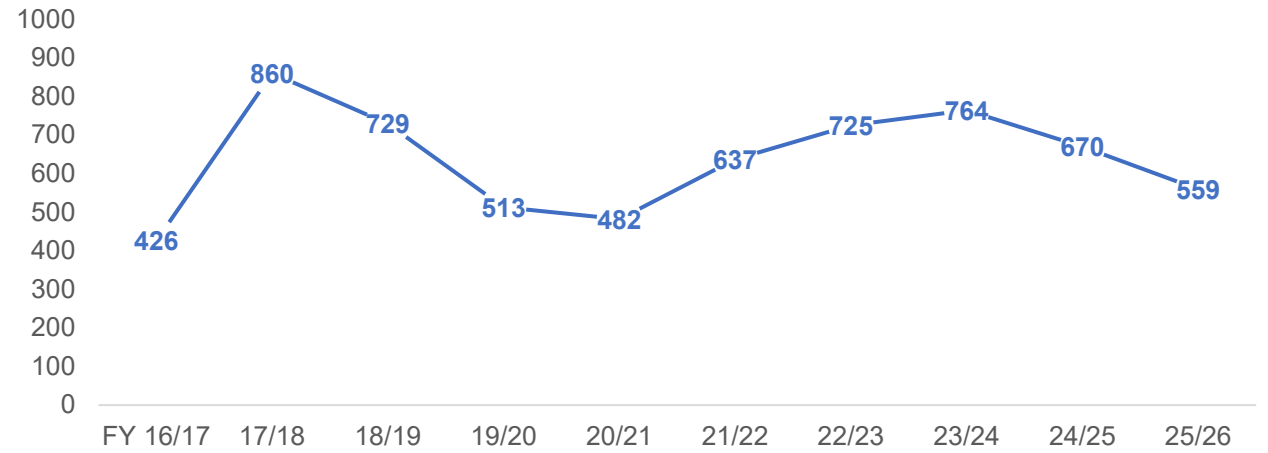
- BAR's approach has not changed
 - Education and outreach continue to be the preferred and primary options
- Citations are an extension of the educational process
 - Issued when prior education has not resulted in compliance
 - Also may be issued in response to a single, egregious violation
 - Serve as formal notice that additional corrective action is needed, building on earlier education
 - Provide a structured, educational step between initial outreach and any potential formal accusation
- License revocation or similar actions are reserved for serious violations, or repeated non-compliance after educational efforts have been exhausted

Citation trends (1 of 2)

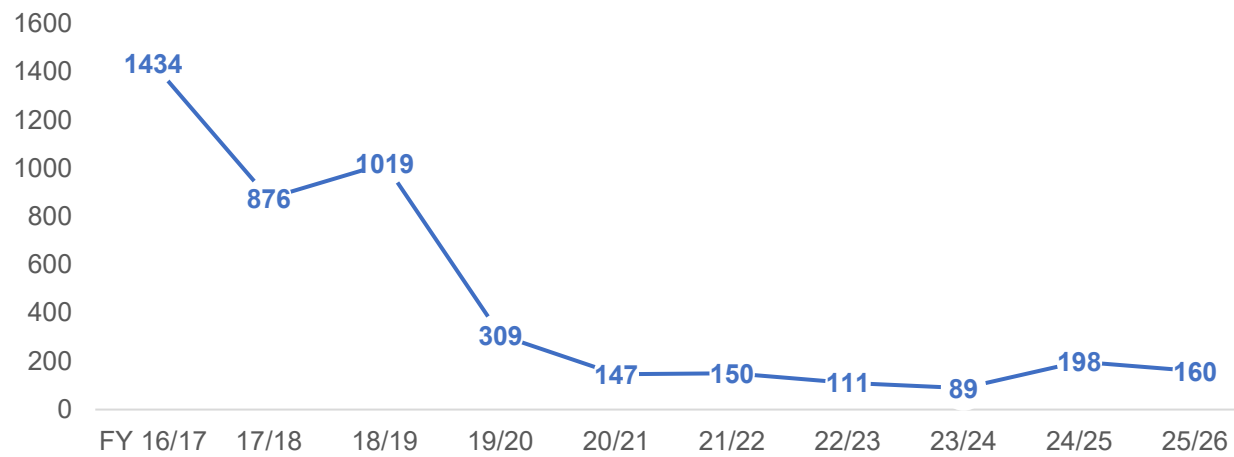
DELINQUENT LICENSES



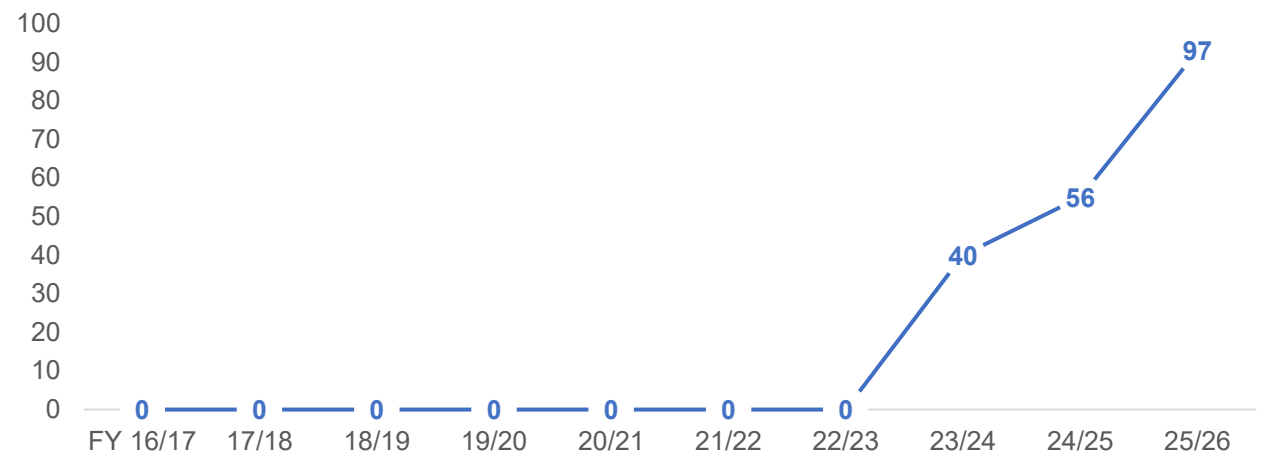
UNLICENSED ACTIVITY



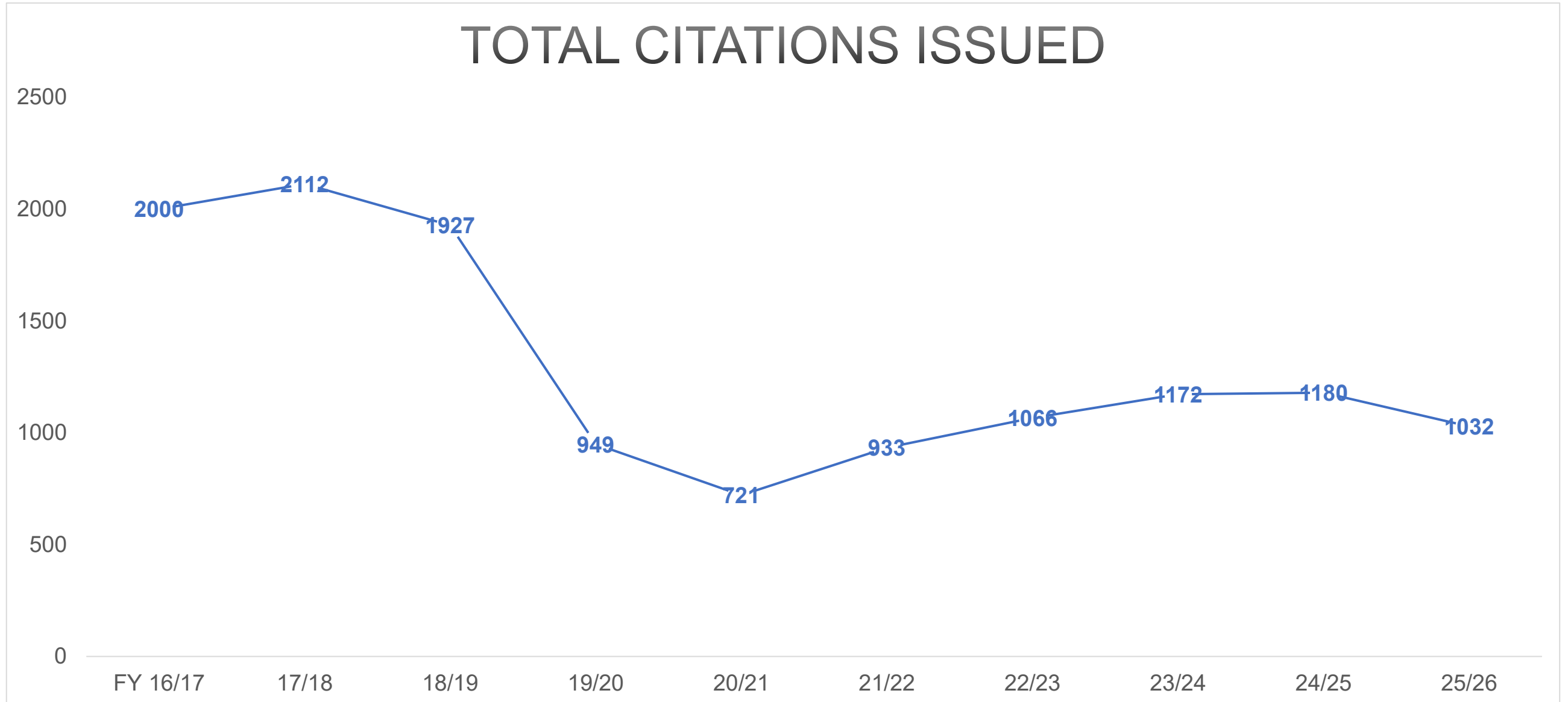
SMOG CHECK PROGRAM



AUTOMOTIVE REPAIR ACT



Citation trends (2 of 2)



Automotive Repair Act citations

- Effective July 1, 2023, BAR regulations established:
 - Citation process for Automotive Repair Act (ARA) violations
 - 3-member panel for informal review of ARA citations
 - Remedial training program to prevent public disclosure of ARA citations
- Gives BAR another way to educate ARDs, promote/require compliance with BAR laws and regulations, and protect consumers
- Most ARA citations issued after attempt(s) to gain voluntary compliance by ARD proved unsuccessful
 - Small number of citations issued for first-time violations and/or with an associated fine

Automotive Repair Act citation statistics

- **Citations issued (193)**
 - 96 from July 1, 2023, to June 30, 2025
 - 97 from July 1, 2025, to March 31, 2026
- **Informal review requested (23)**
 - 1 withdrawn
 - 17 affirmed
 - 1 modified
 - 1 dismissed
 - 3 pending
- **Appeal with formal hearing requested (4)**
 - 1 withdrawn
 - 2 affirmed
 - 1 pending hearing

Remedial training statistics

- **Eligible for remedial training (188)**
 - 67 requests received
 - 34 successfully completed
 - 27 failed to complete
 - 6 pending
 - 121 training not requested
- **Not eligible for remedial training (5)**
 - 4 due to gross negligence violation
 - 1 due to training taken within previous 18 months

Conclusions

- BAR's approach to gaining compliance continues to prioritize education, transparency, and early engagement
- Citations serve as a structured educational option to promote/require compliance with BAR laws and regulations
- ARA citations have gradually increased since adoption of the new regulations
- BAR's approach balances consumer protection with a fair and proportional progressive enforcement strategy

Thank you

For comments and questions, please contact:

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