2019 - 20 PROGRAM UPDATES

BAR MANAGERS AND SUPERVISORS
BAR ADVISORY GROUP MEETING
JANUARY 23, 2020
AUDITS AND ROADSIDES BRANCH

GARY GOODWIN
PROGRAM REPRESENTATIVE SUPERVISOR
2019 Accomplishments – Audits and Roadsides

• Roadsides
  • Performed 13,641 tests/10,840 unique VINs
    • Data used in annual SCPR and USEPA reports
    • Developed and implemented additional safety measures

• Gas Audits
  • Performed 5,044 analyzer audits
    • 7.9% increase over 2018
  • Expanded audits into Basic and COO areas
  • Incorporated DocuSign into ARDIS application

• Fleets
  • Completed unit-wide business process analysis
  • Developed new processes to maximize efficiency
    • Achieved 99% compliance rate
  • Initiated 465 non-compliance actions
2020 GOALS – Audits and Roadsides

• Roadsides
  • Gather sufficient data from vehicles for annual Smog Check evaluation
  • Continue to develop appropriate safety measures
    • Test-site speed reduction protocols
    • Safety related training modules

• Gas Audits
  • Increase total gas audits performed
  • Improve gas audit cycle time
  • Increase presence in Basic and COO areas
2020 GOALS – Audits and Roadsides (CONTINUED)

• Fleets
  • Implement new business processes
  • Streamline workflow
  • Increase efficiency and accuracy
  • Enhance computer application to support processes
  • Identify and contact agencies subject to HSC §44019 that are not currently testing or reporting vehicles and bring them into compliance
QUESTIONS AND COMMENTS – Audits and Roadsides
Submit questions and/or comments to:

Gary Goodwin
Bureau of Automotive Repair
10949 North Mather Boulevard
Rancho Cordova, CA 95670
Phone: (916) 403-0217
Email: Gary.Goodwin@dca.ca.gov
BUSINESS SERVICES UNIT

ERIN WILSON
STAFF SERVICES MANAGER
2019 Accomplishments – Business Services

• Executive Order B-16-12
  • 25% of fleet purchases ZEV by FY 19/20
  • 50% of fleet purchases ZEV by FY 24/25

• Replaced 68 vehicles in BAR fleet with 57 Plug-In Hybrid Vehicles and 11 Hydrogen vehicles

• Installed 17 EV Chargers for public use and 12 EV Chargers for State Fleet use at BAR HQ
• BAR will incorporate EV charger installation in all current and future lease negotiations
2020 GOALS – Business Services

• Exceed established percentages for:
  • Small Business purchases (25%)
  • Disabled Veteran Business Enterprise purchases (3%)

• Digitize paper files to reduce storage costs

• Continue to replace gas-only fleet vehicles with ZEV
QUESTIONS AND COMMENTS – Business Services
Submit questions and/or comments to:

Erin Wilson
Bureau of Automotive Repair
10949 North Mather Boulevard
Rancho Cordova, CA 95670
Phone: (916) 403-8618
Email: Erin.Wilson@dca.ca.gov
CONSUMER ASSISTANCE PROGRAM

FIDEL REYES
PROGRAM MANAGER
2019 ACCOMPLISHMENTS - CAP

Program Highlights

• Retired 52,556 vehicles
• Repaired 2,450 vehicles
• Reduced an estimated 7,382 tons of emissions

Customer Service

• Processed over 176,000 applications
• Handled 155,000 consumer and 13,000 repair station calls
• 80% utilization of online application
2019 ACCOMPLISHMENTS – CAP (CONTINUED)

Process Improvement

• Released IFB and awarded new VR dismantler contracts
• Converted to electronic transmission of VR invoices to DCA
• Converted application files to electronic storage
• Assisted CARB and local air districts on retire and replace programs
• Completed draft RA regulations for DCA formal review
• CAP webpage updated to improve usability and accessibility

Cars for Schools

• Developed program, procedures, and MOU for participating schools
• Six schools placed orders
• First vehicle picked up by College of the Sequoias on 1/6/2020
2020 GOALS - CAP

• Provide applicants the ability to upload copies of required documents when submitting an online application

• Enhance Call Center software to include information on number of calls-in-queue and provide call-back option

• Advertise availability of Cars for Schools program to high school and college automotive programs

• Adopt new RA regulations to increase participation
QUESTIONS AND COMMENTS – CAP

Submit questions and/or comments to:

Fidel Reyes
Bureau of Automotive Repair
10949 North Mather Boulevard
Rancho Cordova, CA 95670
Phone: (916) 403-8761
Email: Fidel.ReyesIII@dca.ca.gov
2019 ACCOMPLISHMENTS - ENGINEERING

- AB 2289 Smog Check Performance Report
- EPA Annual Report
- Implementation of Permanent DTCs
- Transitioned BAR-97 to Internet Connectivity for VID
- Continued development and use of Certificate Blocking and DMV registration holds
- Developed requirements for biometric authentication equipment
- Developed specifications for BAR-OIS DAD 2.0 equipment
2020 GOALS - ENGINEERING

- Update Referee scheduling software
- Implement 2\textsuperscript{nd} phase of BAR-97 2017 specification (LPFET, equipment platform messaging)
- Incorporate Cal ID / CVN failure criteria into BAR-OIS inspection
- Remedy vehicles obtaining registration without a legitimate smog certificate
- Submit regulations and develop VID infrastructure for:
  - Biometric authentication
  - BAR-OIS DAD 2.0
- Incorporate safety recalls onto BAR-OIS VIR
QUESTIONS AND COMMENTS - ENGINEERING

Submit questions and/or comments to:

Garrett Torgerson
Bureau of Automotive Repair
10949 North Mather Boulevard
Rancho Cordova, CA 95670
Phone: 916.403.0315
Email: Garrett.Torgerson@dca.ca.gov
2019 ACCOMPLISHMENTS - ENFORCEMENT

• Administrative Filings – 384
• District Attorney Referrals – 74
• Smog Citations – 685
• Unlicensed/Delinquent Citations – 794
• Consumer Complaints Received – 13,050
• Inspections Conducted – 9,345

• Successfully mapped “As-Is” business processes in support of BAR’s Enforcement and Licensing Modernization (ELM) project
• Reviewed application review procedures and established policies to comply with AB 2138
• Conducted biennial training for all Enforcement staff to improve statewide consistency in application of policies and procedures
2020 GOALS - ENFORCEMENT

• Continue efforts to identify and block certificates for tests conducted with Smog Check defeat devices

• Enhance efforts to combat use of electronic defeat devices through collaboration with other local, state and federal agencies

• Continue enforcement efforts to address unlicensed auto repair

• Pursue regulations focused on emerging trends within the automotive repair industry

• Partner with BAR Licensing to effectively apply the requirements of AB 2138 requirements and ensure qualified applicants are granted licensure

• Continue partnering with DMV to identify and enact enforcement countermeasures to improper smog test activity
QUESTIONS AND COMMENTS - ENFORCEMENT

Submit questions and/or comments to:
Mathew.Gibson@dca.ca.gov
Don.Johnson@dca.ca.gov
Patrick.Lutfi@dca.ca.gov
Richard.Steele@dca.ca.gov
Bureau of Automotive Repair
10949 North Mather Boulevard
Rancho Cordova, CA 95670
916-403-8060
LICENSING PROGRAM

VINCE SOMMA, STAFF SERVICES MANAGER
KEITH DELL, STAFF SERVICES ANALYST
## 2019 BY THE NUMBERS - LICENSING

<table>
<thead>
<tr>
<th>License</th>
<th>Initial Applications Received</th>
<th>Initial Licenses Issued</th>
<th>Licenses Renewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automotive Repair Dealer</td>
<td>3,572</td>
<td>3,334</td>
<td>32,269</td>
</tr>
<tr>
<td>Brake &amp; Lamp Station</td>
<td>269</td>
<td>233</td>
<td>1,724</td>
</tr>
<tr>
<td>Brake &amp; Lamp Adjuster</td>
<td>1,791</td>
<td>535</td>
<td>721</td>
</tr>
<tr>
<td>Smog Check Test &amp; Repair Station</td>
<td>387</td>
<td>399</td>
<td>4,421</td>
</tr>
<tr>
<td>Smog Check Test Only Station</td>
<td>346</td>
<td>324</td>
<td>1,804</td>
</tr>
<tr>
<td>Smog Check Repair Only Station</td>
<td>15</td>
<td>6</td>
<td>36</td>
</tr>
<tr>
<td>Smog Check Inspector</td>
<td>1,956</td>
<td>800</td>
<td>6,548</td>
</tr>
<tr>
<td>Smog Check Repair Technician</td>
<td>988</td>
<td>249</td>
<td>3,472</td>
</tr>
<tr>
<td>STAR Station</td>
<td>739</td>
<td>423</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>10,063</strong></td>
<td><strong>6,303</strong></td>
<td><strong>51,530</strong></td>
</tr>
</tbody>
</table>

---

1. Per Business and Professions Code section 23.7, and unless otherwise stated, “license” means license, certificate, registration, or other means to engage in a business or profession.
## 2019 BY THE NUMBERS – LICENSING (CONTINUED)

<table>
<thead>
<tr>
<th>License</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automotive Repair Dealer</td>
<td>36,085</td>
</tr>
<tr>
<td>Brake &amp; Lamp Station</td>
<td>1,918</td>
</tr>
<tr>
<td>Brake &amp; Lamp Adjuster</td>
<td>2,672</td>
</tr>
<tr>
<td>Smog Check Test &amp; Repair Station</td>
<td>4,790</td>
</tr>
<tr>
<td>Smog Check Test Only Station</td>
<td>2,024</td>
</tr>
<tr>
<td>Smog Check Repair Only Station</td>
<td>41</td>
</tr>
<tr>
<td>Smog Check Inspector</td>
<td>14,153</td>
</tr>
<tr>
<td>Smog Check Repair Technician</td>
<td>7,202</td>
</tr>
<tr>
<td>STAR Station</td>
<td>4,003</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>72,888</strong></td>
</tr>
</tbody>
</table>

1. Per Business and Professions Code section 23.7, and unless otherwise stated, “license” means license, certificate, registration, or other means to engage in a business or profession.
2019 ACCOMPLISHMENTS - LICENSING

- Initiated modernization of records maintenance processes (e.g., electronic records storage)
- Approximately 50% of records now submitted for storage in electronic format
- Successfully mapped “As-Is” business processes in support of BAR’s Enforcement and Licensing Modernization (ELM) project
2019 ACCOMPLISHMENTS – LICENSING (CONTINUED)

• Better utilized technology when corresponding with applicants (e.g., scanning and emailing)

• Continued expediting military service member and veteran applications

• Implemented special handling of applications and other services for victims of California wildfires
2020 GOALS - LICENSING

• Continue modernization of licensing processes

• Scanning existing hardcopy records

• Continue to meet 30-day application processing goals

• Currently averaging 25 days

• Implementation of AB 2138 – rehabilitation criteria for licensure
QUESTIONS AND COMMENTS - LICENSING

Submit additional questions and/or comments to:

Vince Somma
Phone: 916-403-8440
Fax: 855-641-9982
Email: Vincent.Somma@dca.ca.gov
TECHNICAL TRAINING UNIT
2019 ACCOMPLISHMENTS – TECHNICAL TRAINING

• Continued to provide in-house technical and job-required training
  • New Program Representative required training
  • Existing Program Representative training to enhance enforcement skills and maintain licenses
• Facilitated training events and special projects
  • Structural Damage Analysis courses designed specifically for BAR enforcement staff
  • Internal workgroup to update collision repair regulations
• Training academy for all enforcement staff
• Training academy for all clerical support staff
2020 GOALS – TECHNICAL TRAINING

• Ongoing course development and administration
• Expansion of externally contracted vendors
• Rollout DCA Learning Management System (LMS)
• Facilitate computer skills assessments and subsequent training opportunities to increase staff proficiency
• Ongoing facilitation of training events and special projects
• Improve communication with BAR staff regarding training processes and opportunities
• Plan 2021 training academy for enforcement staff
QUESTIONS AND COMMENTS – TECHNICAL TRAINING

Submit questions and/or comments to:

Michelle Wolken
Bureau of Automotive Repair
10949 North Mather Boulevard
Rancho Cordova, CA 95670
Phone: (916) 255-3478
Email: Michelle.Wolken@dca.ca.gov
2019 ACCOMPLISHMENTS – TECHNOLOGY SERVICES

• CAL-VISTA project completion
• Public website redesign
• Implemented e-signature process for audits and inspections
• Desktop/laptop refresh
• Infrastructure migration and consolidation
• Enforcement and Licensing Modernization Stage 1 Business Analysis approved
2020 GOALS – TECHNICAL SERVICES

• CAL-VIS operations
• Evaluate and prioritize desired changes
• Desktop/laptop refresh
• Provide technology solutions to improve business processes
• Implement enterprise e-fax solution
• Drive transition to digital storage of documents
• Provide support for BAR applications
• Enhance BAR’s security posture
• Obtain formal approval of and initiate Enforcement and Licensing Modernization Project
QUESTIONS AND COMMENTS – TECHNICAL SERVICES

Submit questions and/or comments to:

Mike Fadling
Bureau of Automotive Repair
10949 North Mather Boulevard
Rancho Cordova, CA 95670
Phone: 916-403-8426
Email: michael.fadling@dca.ca.gov