AUDITS AND ROADSIDES
BRANCH

GARY GOODWIN
PROGRAM REPRESENTATIVE SUPERVISOR
2020 ACCOMPLISHMENTS

Roadsides
- Performed 2,766 inspections*
- Assisted in developing alternative data sources when Roadside operations suspended

Gas Audits
- Performed 3,505 analyzer audits
- Expanded audits statewide
- Developed procedures for transmitting audit information to BAR Licensing records

Fleets
- Implemented new business processes to streamline workflow
- Initiated 434 non-compliance actions
- Achieved 99.9% compliance rate
- Completed draft of ROBD regulations

*Roadside testing temporarily suspended on 3/16/20 due to COVID-19
2021 GOALS

Roadsides
• Safely return to gathering Roadside data
• Gather sufficient data from vehicles for annual Smog Check evaluation
• Continue to develop appropriate safety measures
  o Test-site speed reduction protocols

Gas Audits
• Increase total gas audits performed
• Improve gas audit cycle time
• Implement procedures for record transmittal to BAR Licensing records

Fleets
• Enhance computer application to support business processes
• Develop inspection procedures for government agencies enrolled in Continuous Testing Program
• Provide support for passage and implementation of ROBD regulations
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

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

LINDA JANSSEN
STAFF SERVICES MANAGER II
2020 ACCOMPLISHMENTS

Emergency response to pandemic stay-at-home orders in March 2020:

• Instituted Telework Agreements
• Continued delivery of program services without interruption during pandemic
• Reported daily, weekly, and monthly COVID-19 statistics, costs, and labor hours
• Purchased emergency supplies such as 6-foot distancing floor stickers, hand sanitizer, disinfectant, plexiglass sneeze guards
• Established contracts for deep-cleaning services
2020 ACCOMPLISHMENTS (CONT.)

Installed 16 EV chargers to support E.O. B-16-12*

• San Jose Field Office (12)
• Sacramento Technical Training Unit (2)
• Jurupa Valley Roadsides Office (2)

*ZEV Fleet Purchases - 30% by FY 20/21; 50% by FY 24/25
2021 GOALS

Meet or exceed established percentages for:
- Small Business purchases (25%)
- Disabled Veteran Business Enterprise purchases (3%)

Continue to replace gas-only fleet vehicles with ZEV

Plan for continued telework requirements, reduction of office space footprint by “hoteling” and through lease negotiations
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Linda Janssen
Bureau of Automotive Repair
10949 N. Mather Boulevard
Rancho Cordova, CA 95670
Phone: (916) 403-8614
Email: Linda.Janssen@dca.ca.gov
2020 ACCOMPLISHMENTS

General

- Implemented emergency regulations to provide consumers with up to $1,200 in Smog Check repair assistance Assisted CARB and local air districts on retire and replace programs

Process Improvement

- Updated website to improve usability and accessibility
- Updated Call Center to provide number of callers-in-queue and call-back option

Cars for Schools

- 13 vehicles redirected to schools
- Publicized program
2020 ACCOMPLISHMENTS

Program Highlights

- Retired 52,948 vehicles
- Repaired 1,907 vehicles
- Reduced an estimated 7,421 tons of emissions

Customer Service

- Processed over 137,000 applications
- Handled over 140,000 consumer and 13,000 repair station calls
- 87% utilization of online application
2021 GOALS

• Provide applicants the ability to upload digital copies of supporting documents when applying online

• Adopt as permanent emergency repair assistance regulations that expire on June 30, 2021

• Add repair assistance stations to Auto Shop Locator
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Fidel Reyes
Bureau of Automotive Repair
10949 N. Mather Boulevard
Rancho Cordova, CA 95670
Phone: (916) 403-8761
Email: Fidel.Reyesiii@dca.ca.gov
ENGINEERING & RESEARCH BRANCH

MARK ISAACS
SENIOR AIR QUALITY ENGINEER
2020 ACCOMPLISHMENTS

• AB 2289 Smog Check Performance Report
• USEPA Annual Report
• Certificate Blocking and DMV Registration Holds
  o In 2020, 3608 Cert Blocks, 291 Registration Holds
• Added vehicle emissions warranty, safety recalls, inspector advice messages to BAR-OIS
• Expanded use of dynamic test mode in BAR-OIS
• Drafted biometric regulations and enrollment software; public workshop held on 10/22/2020
• Drafted DAD 2.0 regulations and specifications
• Coordinated work with DMV on “business partner” registration transactions
2021 GOALS

- Implement Cal ID/CVN/unsupported monitors for BAR-OIS
- Adopt biometric regulations, enroll inspectors, and mandatory use with BAR-OIS
- Implement remote access for BAR-OIS
- Adopt DAD 2.0 specifications and regulation package
- Update DAD software to connect new vehicles
- Develop electronic brake and lamp certification process
- Improve BAR-97 fraud detection capabilities
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Mark Isaacs
Bureau of Automotive Repair
10949 N. Mather Boulevard
Rancho Cordova, CA 95670
Phone: 916-403-0315
Email: mark.isaacs@dca.ca.gov
2020 ACCOMPLISHMENTS

Program Statistics

- Administrative Filings – 298
- District Attorney Referrals - 52
- Smog Citations - 194
- Unlicensed/Delinquent Citations - 532
- Office/Proactive Conferences - 456
- Consumer Complaints Received – 11,959
- ARD/Station Inspections Conducted – 4,917
- Write It Right Presentations - 188

Business Processes

- Collaborated with local, state and federal agencies to combat use of Smog Check defeat devices
- Worked with Attorney General’s Office on implementation of AB 2138 licensure requirements relating to prior criminal convictions
- Enhanced the use of virtual communication technology and positioned analytical staff within field offices to continue efforts of ensuring consistency in all aspects of field operations
2021 GOALS

• Develop procedures to support the implementation of biometric Smog Check security enhancements

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

• Continue collaboration with local, state and federal agencies to combat the use of Smog Check defeat devices

• Proactively identify emerging trends within the automotive repair industry and address through the regulatory process
  • Auto Body: update regulations to address advancements in the collision repair industry as it pertains to Accepted Trade Standards, Supplemental Restraints, and Advanced Driver Assistance Systems (ADAS)
  • Brake & Lamp: Modernization of program to incorporate electronic inspection platform and issuance of electronic certificates, similar to smog check.

• Continue to identify and address unlicensed auto repair
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Gilbert Sanchez
Bureau of Automotive Repair
7130 Marks Ave
Fresno, CA 93711
Phone: 559-445-5015
Email: gilbert.sanchez@dca.ca.gov
LICENSING PROGRAM

NICK SEARS, STAFF SERVICES ANALYST
## 2020 STATISTICS

### License Applications

<table>
<thead>
<tr>
<th>License</th>
<th>Initial Applications Received</th>
<th>Initial Licenses Issued</th>
<th>Licenses Renewed</th>
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</thead>
<tbody>
<tr>
<td>Automotive Repair Dealer</td>
<td>2,695</td>
<td>2,303</td>
<td>30,231</td>
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<tr>
<td>Brake &amp; Lamp Station</td>
<td>199</td>
<td>176</td>
<td>1,575</td>
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<tr>
<td>Brake &amp; Lamp Adjuster(^2)</td>
<td>1,396</td>
<td>836</td>
<td>560</td>
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<tr>
<td>Smog Check Test &amp; Repair Station</td>
<td>297</td>
<td>328</td>
<td>4,064</td>
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<tr>
<td>Smog Check Test Only Station</td>
<td>232</td>
<td>227</td>
<td>1,719</td>
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<tr>
<td>Smog Check Repair Only Station</td>
<td>5</td>
<td>5</td>
<td>33</td>
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<tr>
<td>Smog Check Inspector</td>
<td>1,161</td>
<td>721</td>
<td>5,584</td>
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<tr>
<td>Smog Check Repair Technician</td>
<td>576</td>
<td>321</td>
<td>2,764</td>
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<tr>
<td>STAR Station</td>
<td>553</td>
<td>327</td>
<td>N/A</td>
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<tr>
<td>Totals</td>
<td>7,066</td>
<td>4,662</td>
<td>46,530</td>
</tr>
</tbody>
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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.

2. Brake and Lamp Adjuster applications are received and processed as initial applications. The renewal number for this license type is based on licensees with a preexisting license reapplying for initial licensure.
### 2020 STATISTICS

#### Number of Licensees

<table>
<thead>
<tr>
<th>License Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automotive Repair Dealer</td>
<td>34,153</td>
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<tr>
<td>Brake &amp; Lamp Station</td>
<td>1,820</td>
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<tr>
<td>Brake &amp; Lamp Adjuster</td>
<td>2,203</td>
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<tr>
<td>Smog Check Test &amp; Repair Station</td>
<td>4,660</td>
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<tr>
<td>Smog Check Test Only Station</td>
<td>1,989</td>
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<tr>
<td>Smog Check Repair Only Station</td>
<td>39</td>
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<tr>
<td>Smog Check Inspector</td>
<td>13,775</td>
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<tr>
<td>Smog Check Repair Technician</td>
<td>6,929</td>
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<tr>
<td>STAR Station</td>
<td>3,728</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>70,296</strong></td>
</tr>
</tbody>
</table>

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2020 ACCOMPLISHMENTS

Transitioned paper processes to digital in support of modernization initiatives and remote work opportunities

- All applications are scanned, processed, and archived digitally
- Nearing 100% electronic submission of records to archive
- Better utilization of technology when corresponding with applicants (e.g., scanning and emailing)

➢ For questions regarding the status of an application: BARLicensingApplications@dca.ca.gov

Extended licenses for licensees impacted by COVID-19

Implemented special handling procedures for applications from California wildfire victims
2021 GOALS

• Complete conversion of archived hardcopy records to digital format

• Reach 100% electronic submission of records to archive

• Continue to meet 30-day application processing goals
  o Currently averaging 19 days

• Implement AB 2113 (Low) – Expedite review of initial licensure applications for refugees, asylees, and special immigrant visa holders

• Implement SB 878 (Jones) – Report average processing timeframes for licensure applications on BAR’s website
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Nick Sears
Bureau of Automotive Repair
10949 N. Mather Boulevard
Rancho Cordova, CA 95670
Phone: 916-403-8515
Email: Nick.Sears@dca.ca.gov

For questions regarding the status of an application:
BARLicensingApplications@dca.ca.gov
2020 ACCOMPLISHMENTS

Application Development

• Auto Shop Locator
• CAL-VIS Modifications
• Licensing File Review
• Enforcement Licensing Modernization - Project Approval Lifecyle

Client Services

• Emergency Mass Loaner Laptop Deployment
• Virtual Desktop Installation
• Rugged Tablet Deployment for Field Representatives
2020 ACCOMPLISHMENTS (CONT.)

Business Technology

• Implemented E-Signature Processes
  • Timesheets, Invoices, Procurement
  • Coordinated Laptop/iPhone Refresh
  • Executed E-Fax Testing

Security

• Updated the Business Continuity Plan and Created Pandemic Response Plan (PRP)

Customer Service

• Resolved over 4,000 tickets from BAR employees
2021 GOALS

- Mature BAR’s IT Security posture
- Department of the Military Audit (AB 670)
- Improve CAL-VIS Monitoring Capabilities
- Major Update to the Public Website
- Implement Enforcement Licensing Modernization System
- Continue to Support Digital Workflows
  - Deployment of Laptops/iPhones
  - Implement Enterprise E-Fax solution
  - Assess Business Processes for E-Signature Adoption
  - Mature IT Asset Management Program
  - Full Physical Inventory IT Assets BAR-wide
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Dawn Ishcomer
Bureau of Automotive Repair
10949 N. Mather Boulevard
Rancho Cordova, CA 95670
Phone: 916-403-8435
Email: Dawn.Ishcomer@dca.ca.gov
2020 ACCOMPLISHMENTS

• Developed virtual formats for internal training courses to support physical distancing and remote work environments in response to the pandemic
• Communicated and provided access to virtual training opportunities for BAR staff through contracted training vendors
  o Over 4,500 training courses completed in areas including automotive technology, analytical skills, business acumen, and leadership
• Provided in-house technical and job-required training for BAR staff
• Facilitated internal workgroup to update collision repair regulations
• Administered computer assessments to BAR enforcement staff
• Provided online I-CAR collision repair training for BAR enforcement staff
2021 GOALS

• Ongoing course development and administration in both virtual and in-class formats

• Continued expansion of contracts with training vendors to improve employee technical expertise and skill development

• Adoption of collision repair regulations

• Transition to DCA Learning Management System (LMS)
  o Assists in ensuring compliance with mandated training
  o Streamlines training processes for DCA provided/state required courses
    o Provides managers easy access to employee training records

• Relocation of Sacramento Technical Training Center
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Michelle Wolken
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10949 N. Mather Boulevard
Rancho Cordova, CA 95670
Phone: (916)255-3478
Email: Michelle.Wolken@dca.ca.gov