

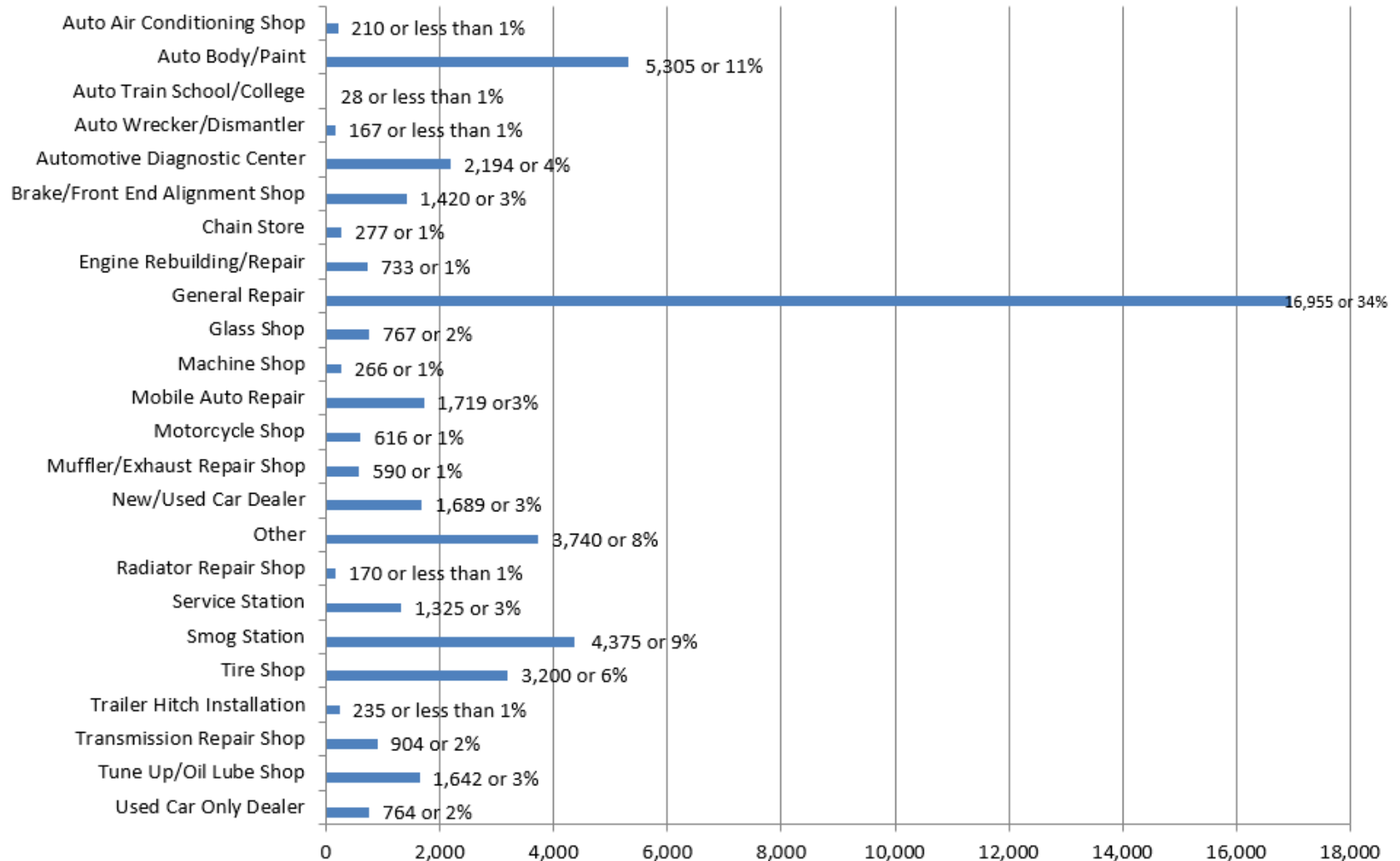
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# ENFORCEMENT STATISTICS HANDOUT Q2, FY 2021-22



ENFORCEMENT OPERATIONS BRANCH  
BAR ADVISORY GROUP MEETING  
JANUARY 27, 2022

# BUSINESS TYPES AS OF OCTOBER 2021



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# 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).

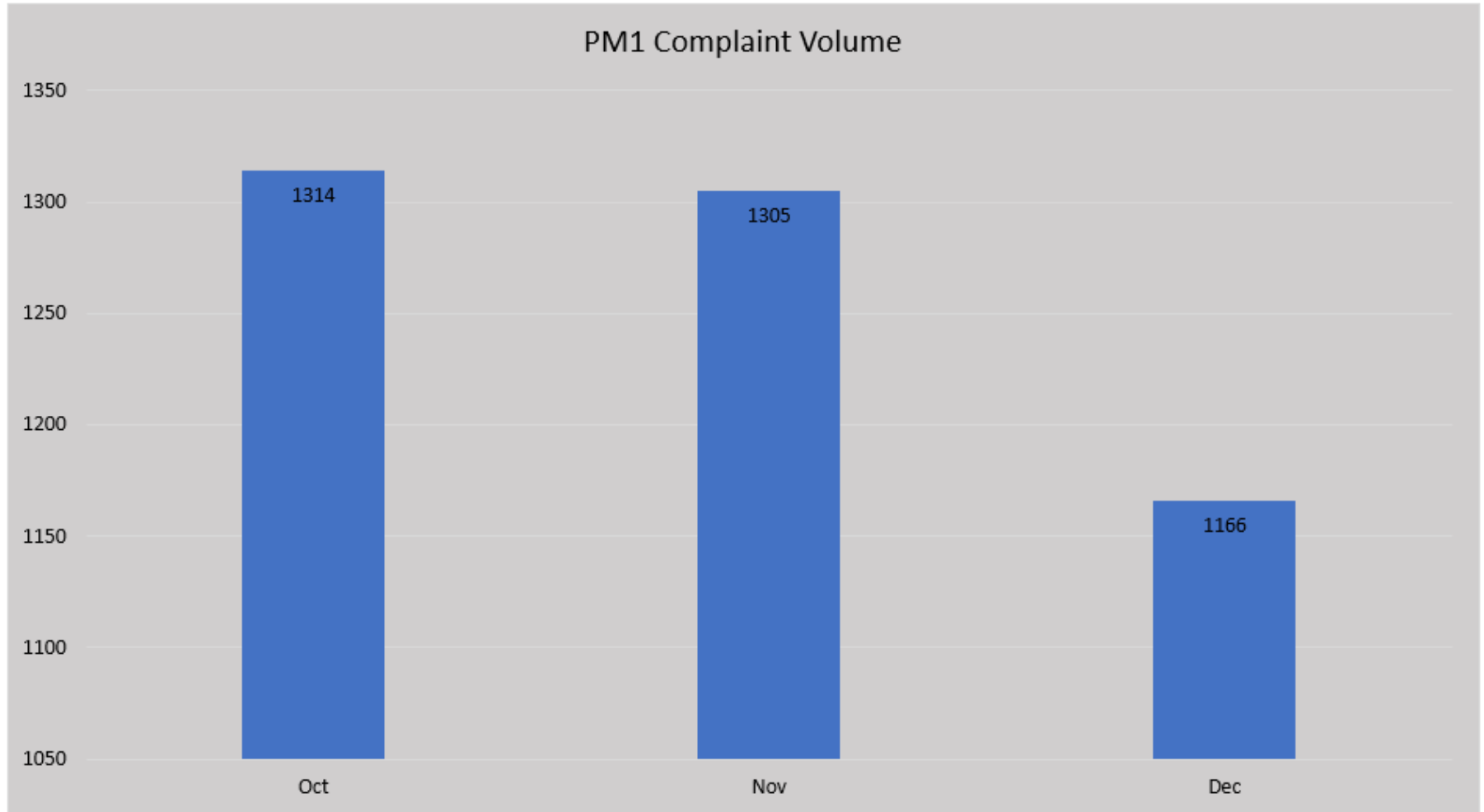
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# ENFORCEMENT PERFORMANCE MEASURES (CONTINUED)

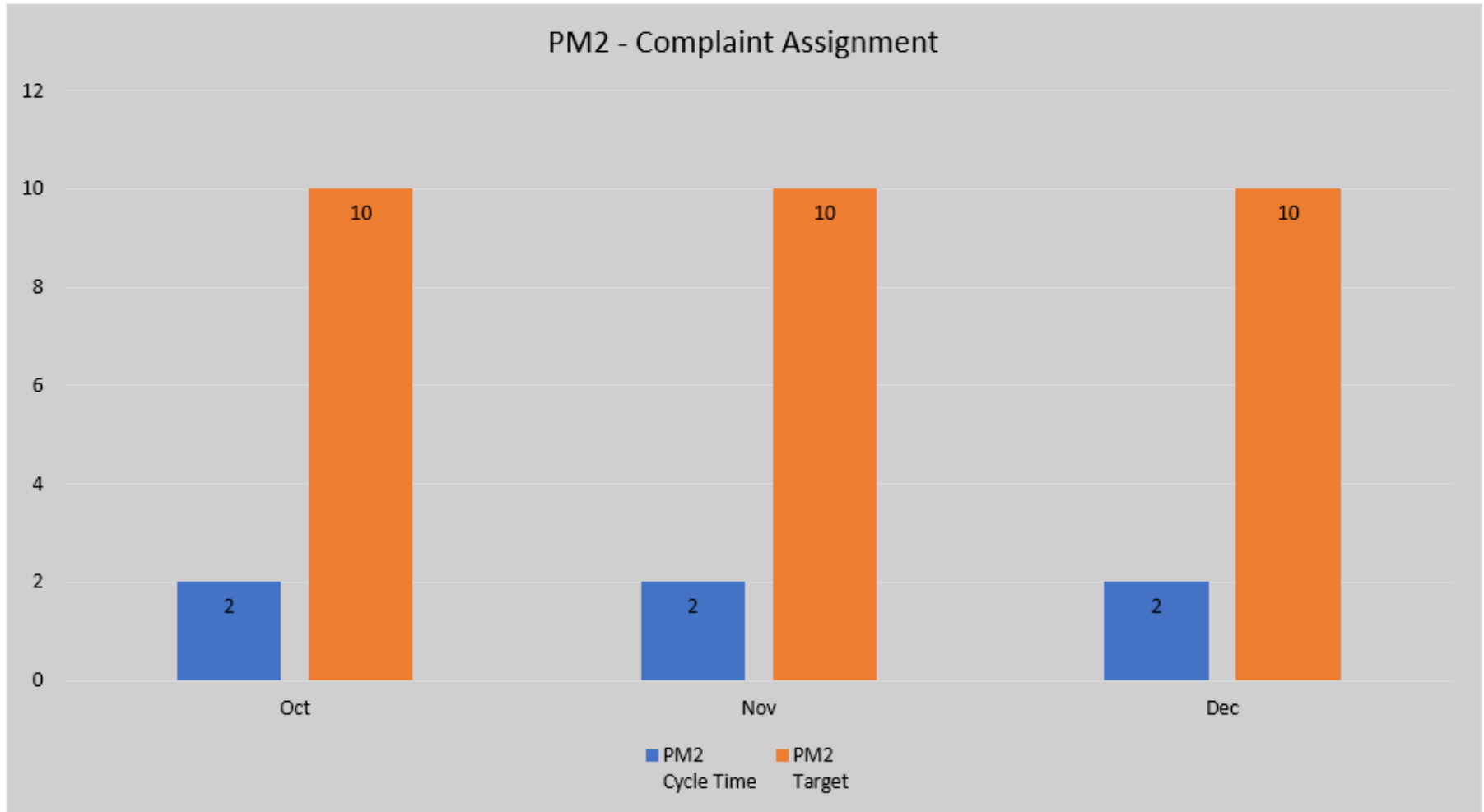
- PM4 – Average number of days from the opening of a formal investigation to the decision effective date (goal is 540 days)
- PM7 – Average number of days from probation monitor assignment to first contact with probationer (goal is 10 days)
- PM8 – Average number of days from a confirmed probation violation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

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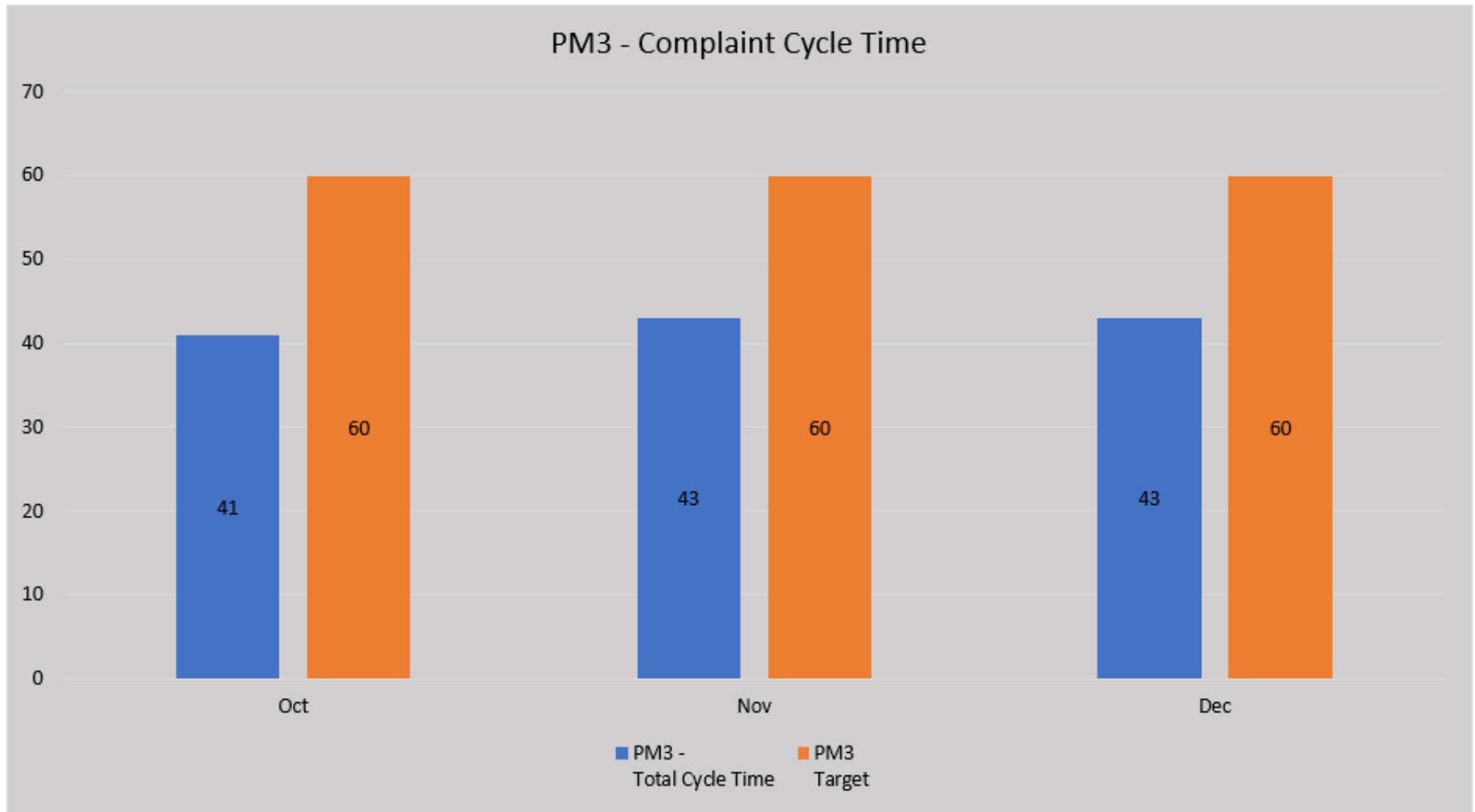
# EPM – PM1 COMPLAINT VOLUME



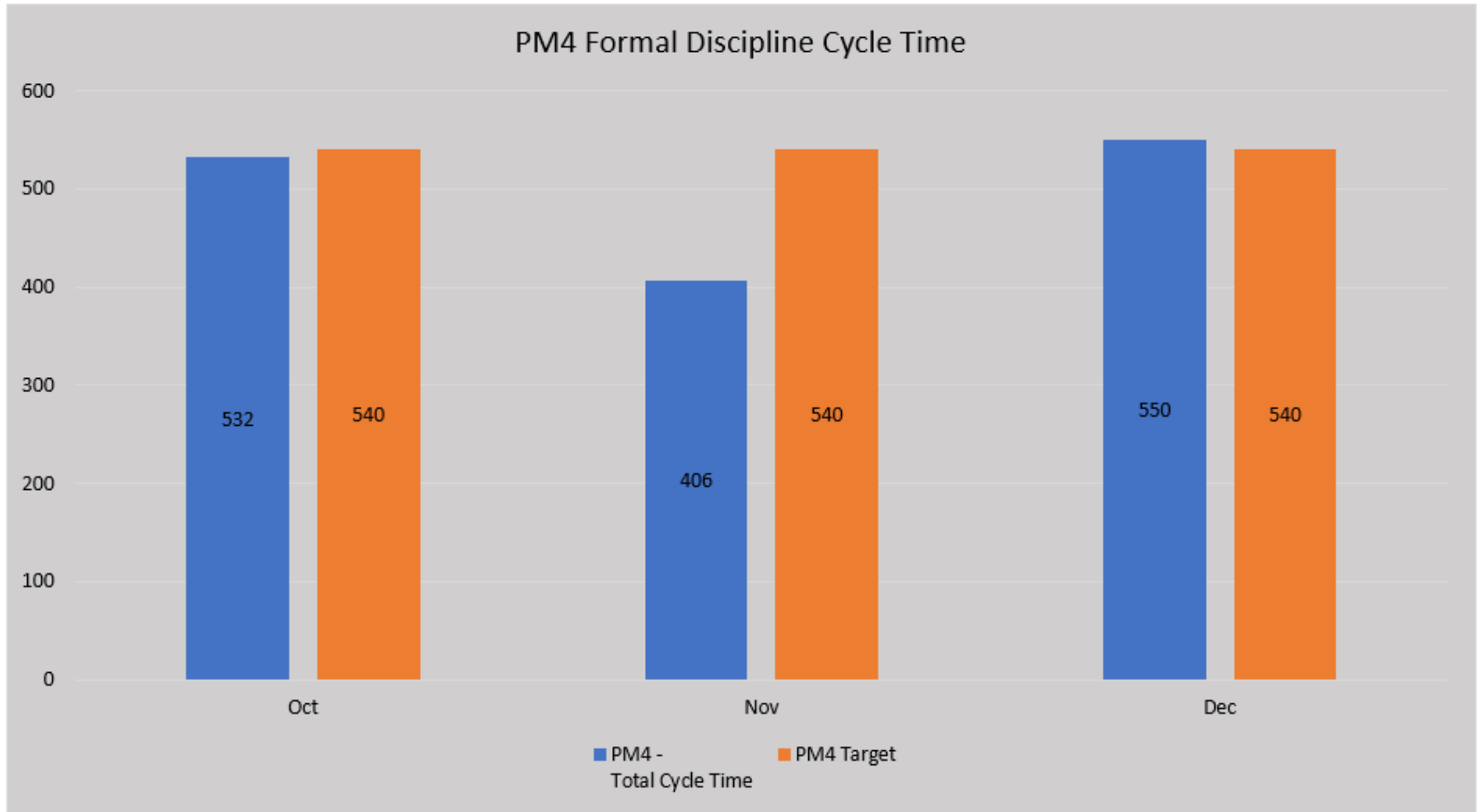
# EPM – PM2 COMPLAINT ASSIGNMENT



# EPM – PM3 COMPLAINT CYCLE TIME

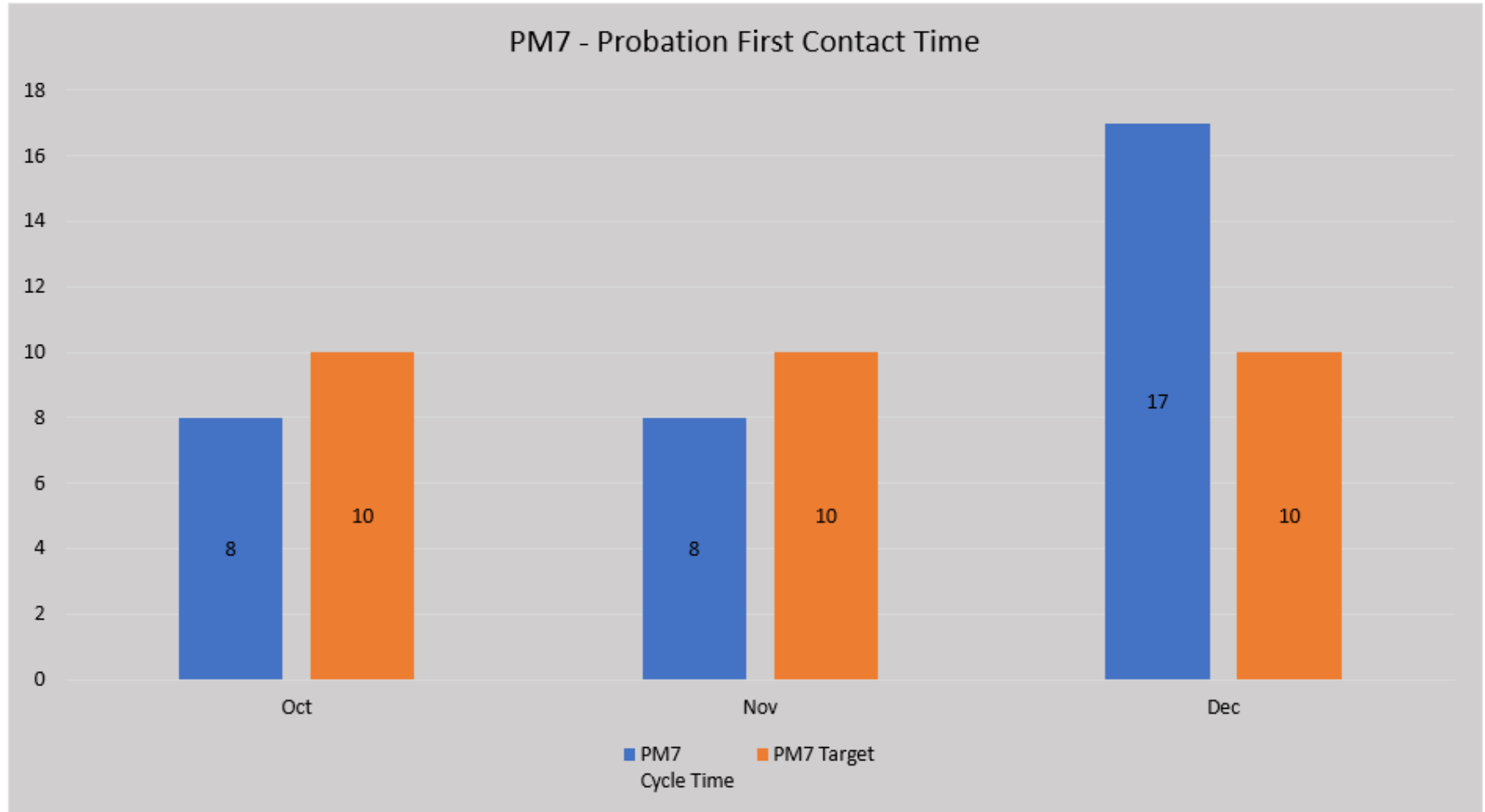


# EPM – PM4 FORMAL DISCIPLINE CYCLE TIME

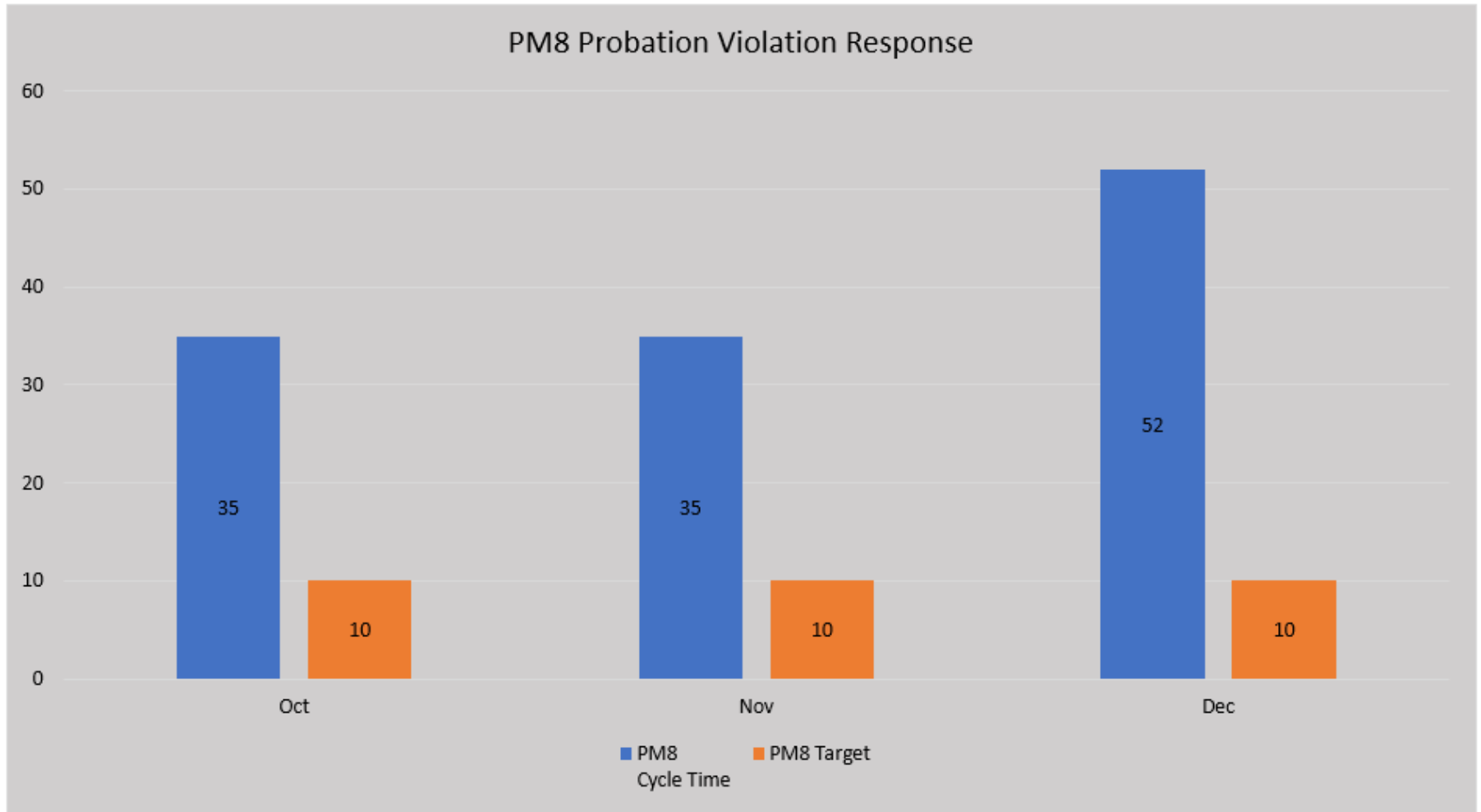




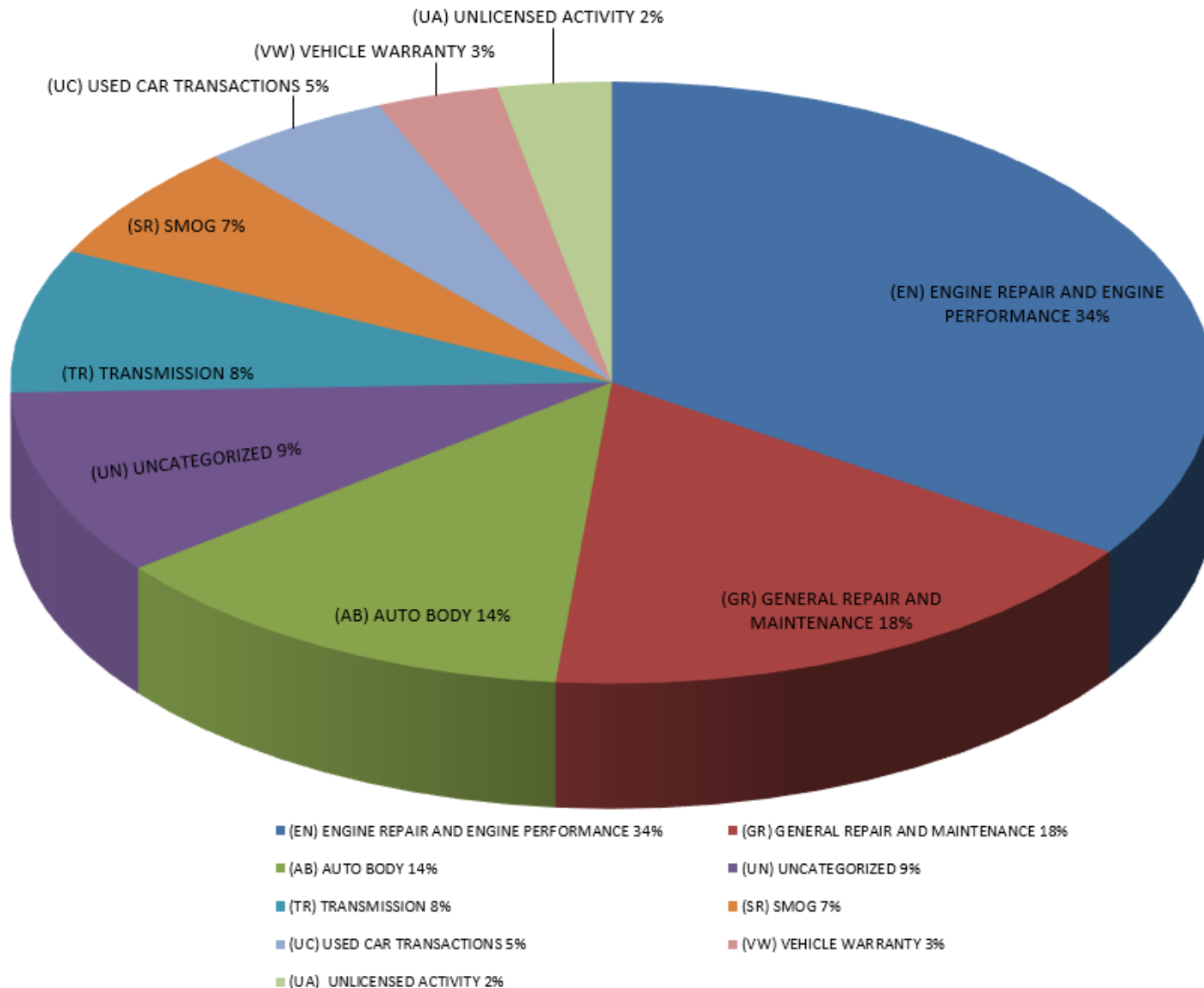
# EPM – PM7 PROBATION FIRST CONTACT



# EPM – PM8 PROBATION VIOLATION RESPONSE



# FISCAL YEAR COMPLAINT TRENDS 2021-22 YTD



# COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	93
CO	COOLING SYSTEM	183
ED	ENGINE DIAGNOSIS	329
EL	ELECTRICAL	401
EN	ENGINE OVERHAUL/REPLACEMENT	329
ER	ENGINE REPAIR	932
FL	FLUSHING	7
FS	FUEL SYSTEM	79
MS	MACHINE SHOP	5
TU	TUNE UP	26

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	8
BO	BOAT REPAIR	0
II	IGNITION INTERLOCK DEVICE	2
LC	LAMP CERTIFICATION	5
LS	LIEN SALE/STORAGE CHARGES	21
MC	MOTORCYCLE REPAIR	44
OT	OTHER	317
PS	PART SALE	55
SF	STORAGE FEES	32
TO	TOWING	40
UP	UPHOLSTERY	21
WR	REPAIR WARRANTY	112
ZV	ZERO EMISSION VEHICLE	0

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	170
BR	BRAKES	214
DT	DRIVE TRAIN	103
EX	EXHAUST	73
GR	GENERAL REPAIR	3
LU	LUBE/OIL CHANGE	281
SU	SUSPENSION/STEERING	253
TW	TIRES/WHEELS	194

UA	UNLICENSED ACTIVITY	172
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	924
GL	AUTO GLASS	43

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	488
MT	MANUAL TRANS/CLUTCH	60

SMOG		COMPLAINTS YTD
CG	CLEAN GASsing	0
CP	CLEAN PIPING	0
CT	CLEAN TANKING	0
CX	CLEAN PLUGGING	0
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	53
ET	EMISSION TEST PROCEDURE	8
EW	EMISSIONS WARRANTY	10
FT	FUNCTIONAL TEST PROCEDURE	2
GP	GROSS POLLUTER	0
NX	NOX FAILURES	0
RF	REFEREE	2
RO	REPAIR ONLY (SMOG)	4
SB	SUBLET (SMOG)	4
SC	SMOG COST LIMIT	8
SN	STATION	18
SR	SMOG REPAIR	127
SS	ILLEGAL SMOG/CAR SALE	40
ST	SMOG TEST PROCEDURES	174
TE	TEST ONLY	12
TN	TECHNICIAN	2
VT	VISUAL SMOG TEST PROCEDURE	16

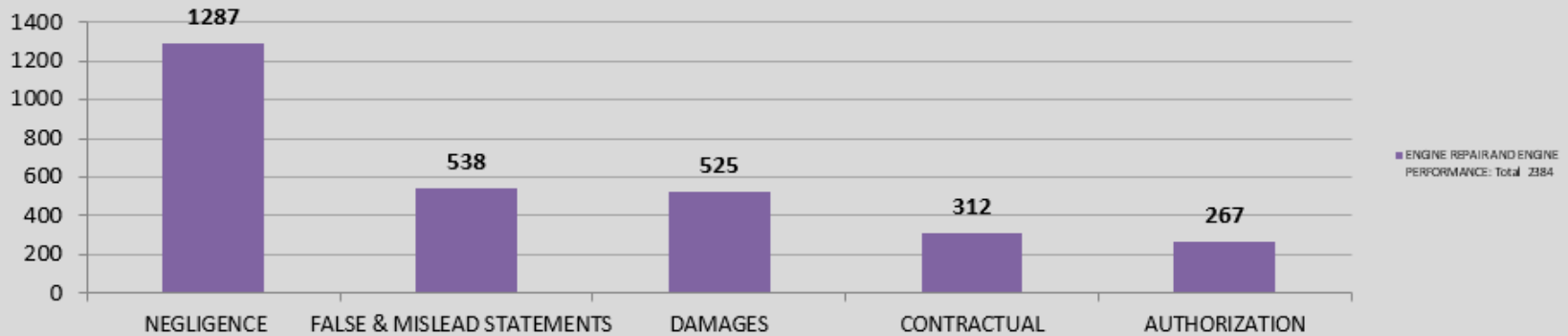
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	364
VW	VEHICLE WARRANTY	195
NC	NEW CAR/LEMON LAW	36

# COMPLAINT ALLEGATIONS

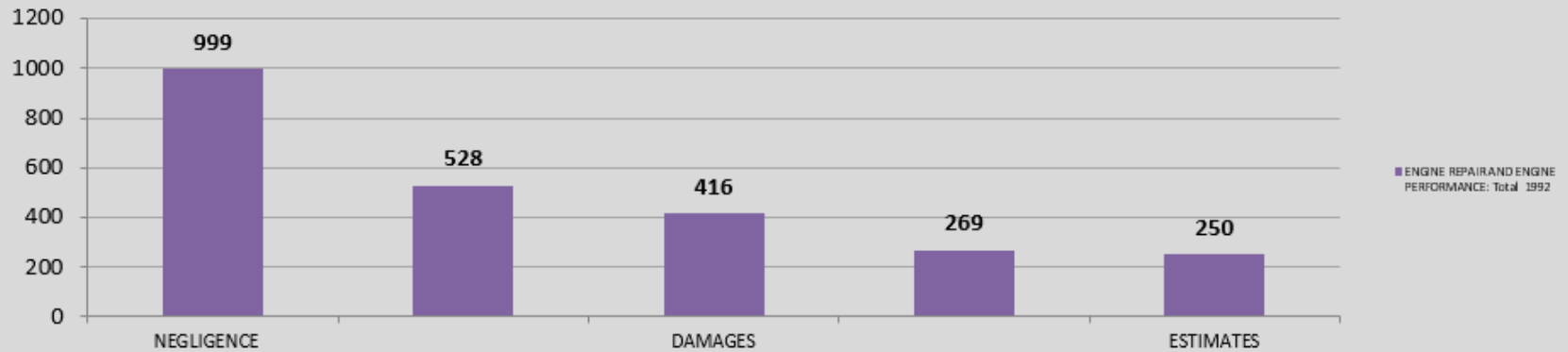
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 2384\***

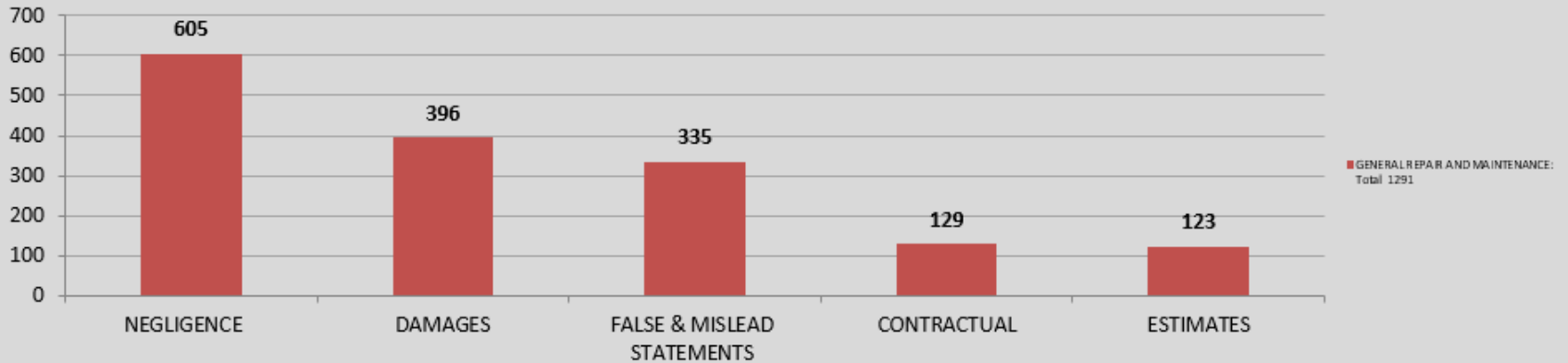


**FY 2020-21 YTD: Total 1992\***

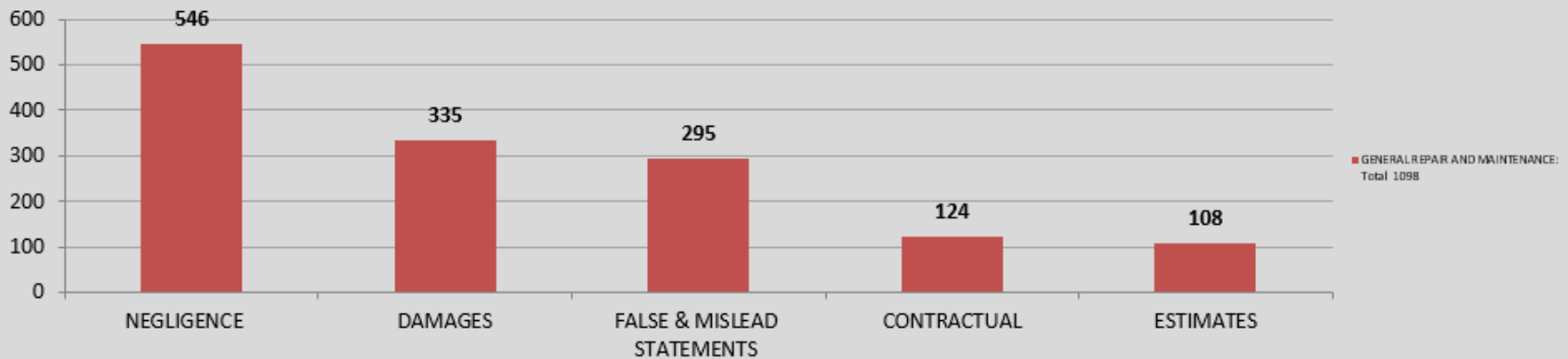


# COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

**FY 2021-22 YTD: Total 1291\***

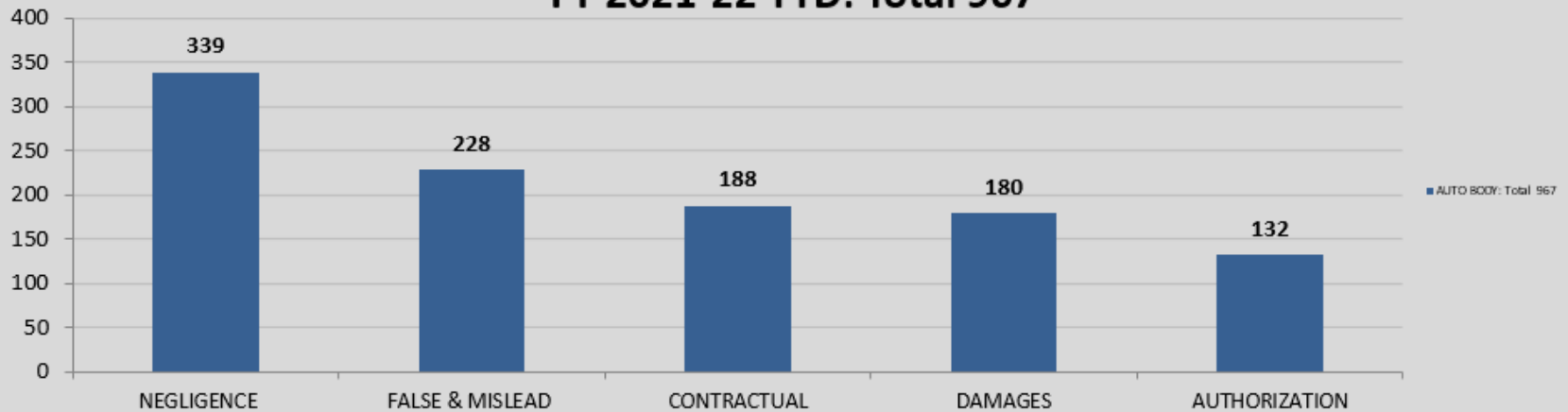


**FY 2020-21 YTD: Total 1098\***

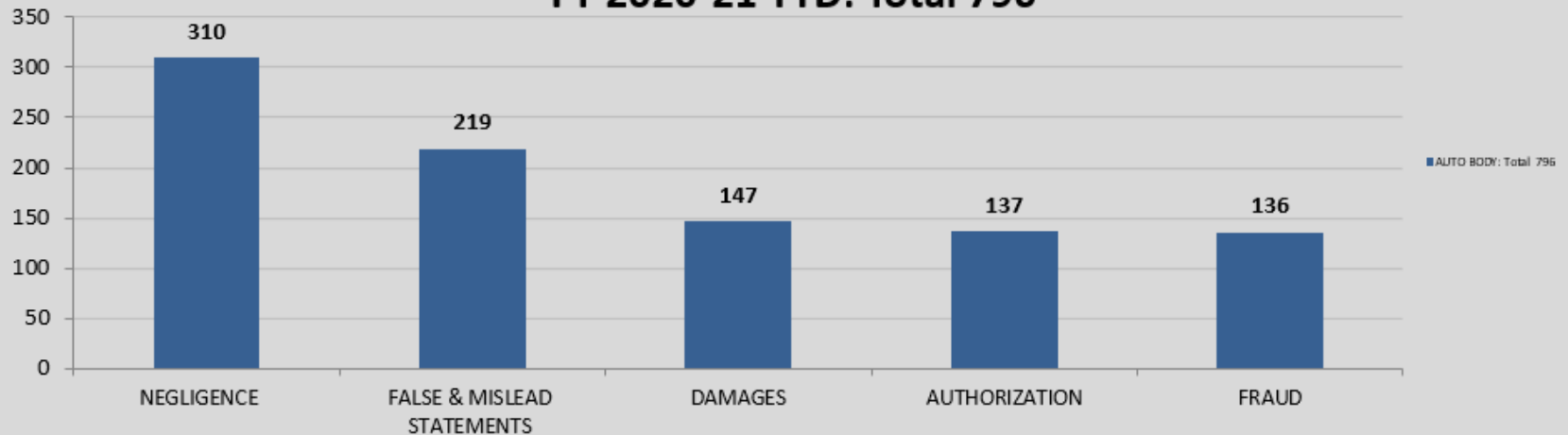


# COMPLAINT ALLEGATIONS – AUTO BODY

**FY 2021-22 YTD: Total 967\***

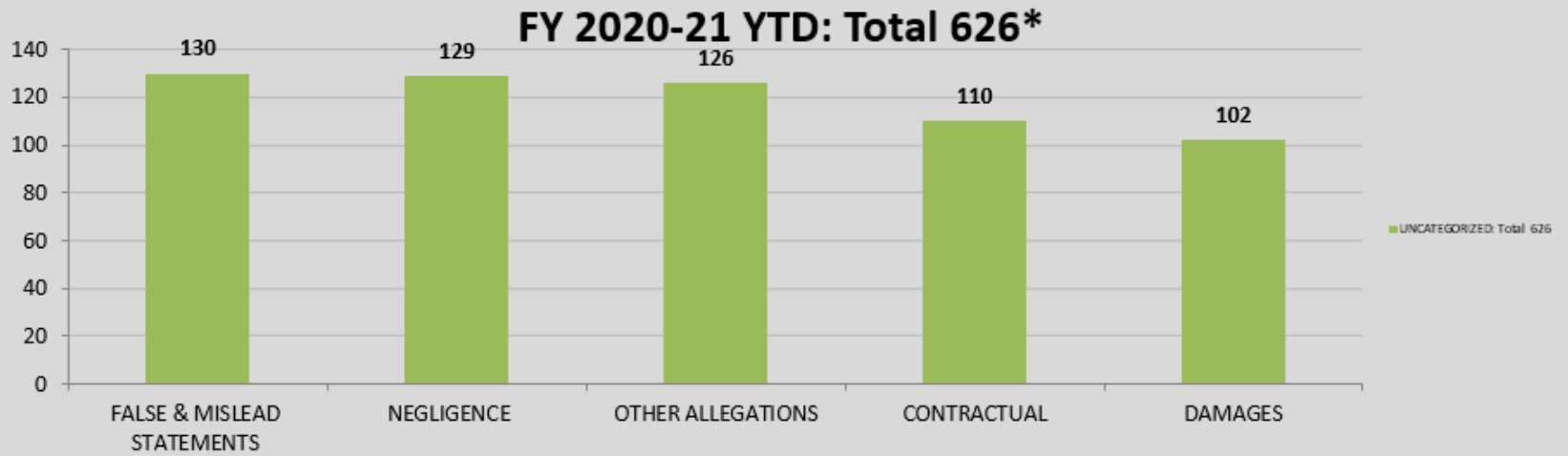
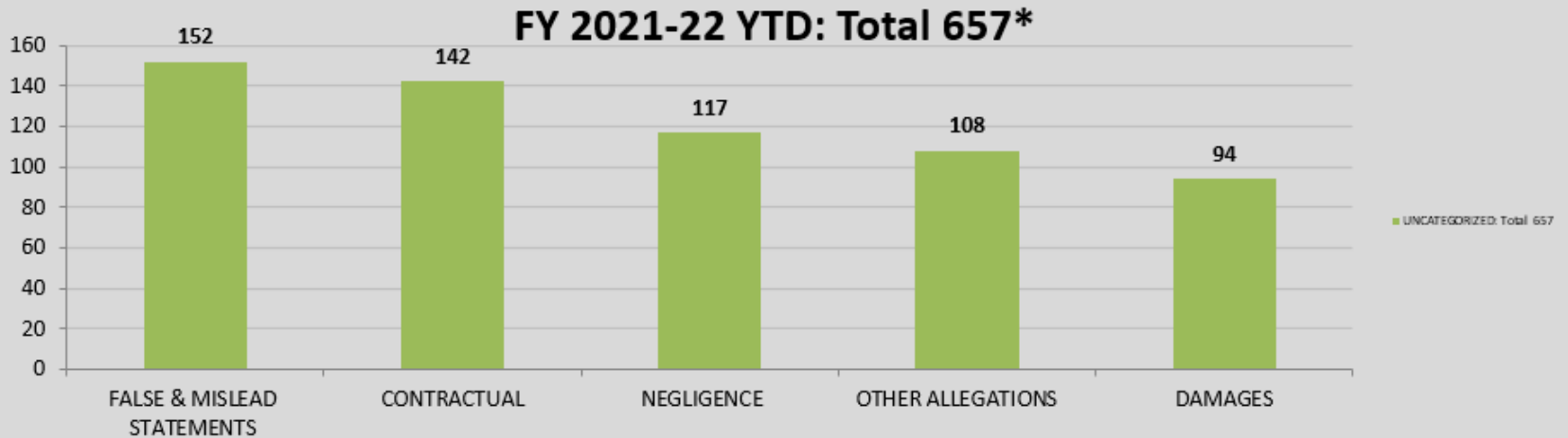


**FY 2020-21 YTD: Total 796\***



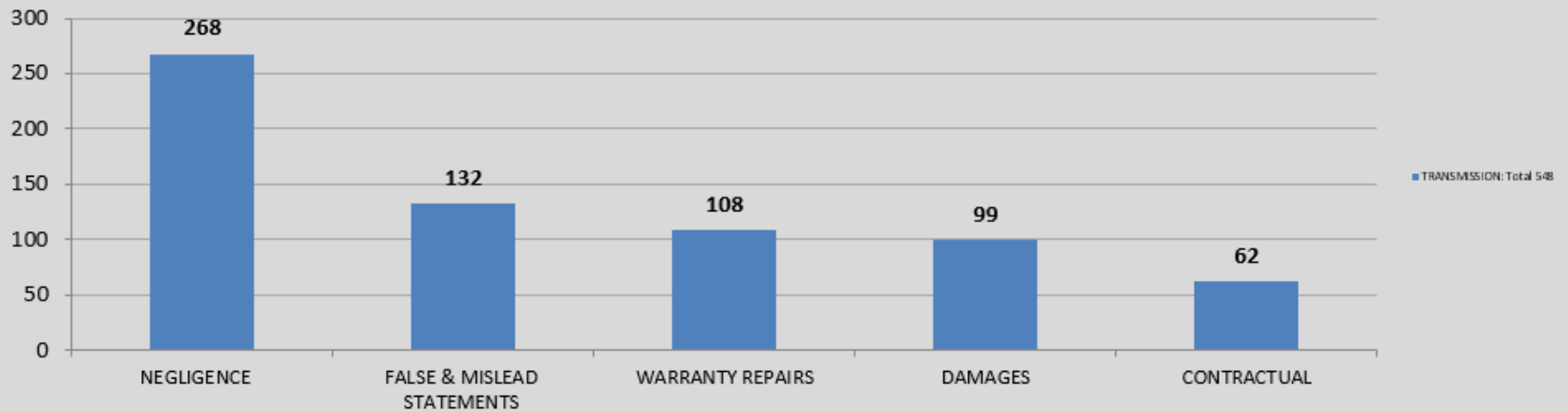


# COMPLAINT ALLEGATIONS – UNCATEGORIZED

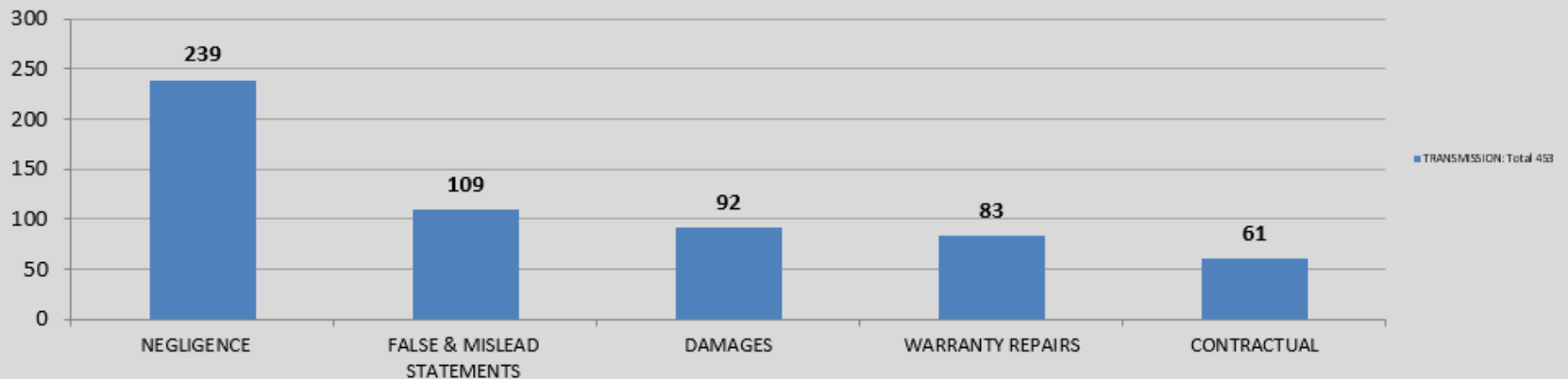


# COMPLAINT ALLEGATIONS - TRANSMISSION

**FY 2021-22 YTD: Total 548\***

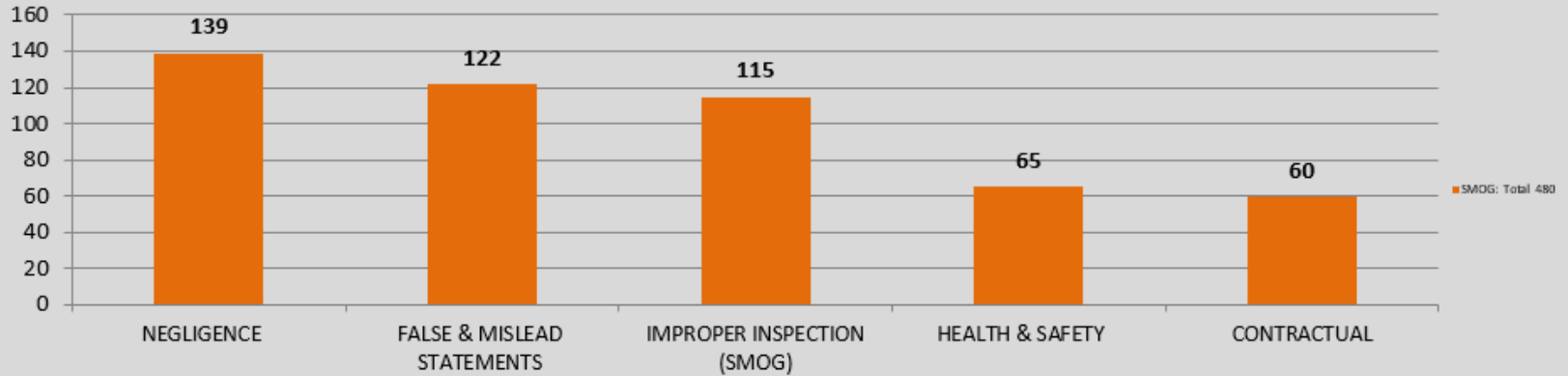


**FY 2020-21 YTD: Total 453\***

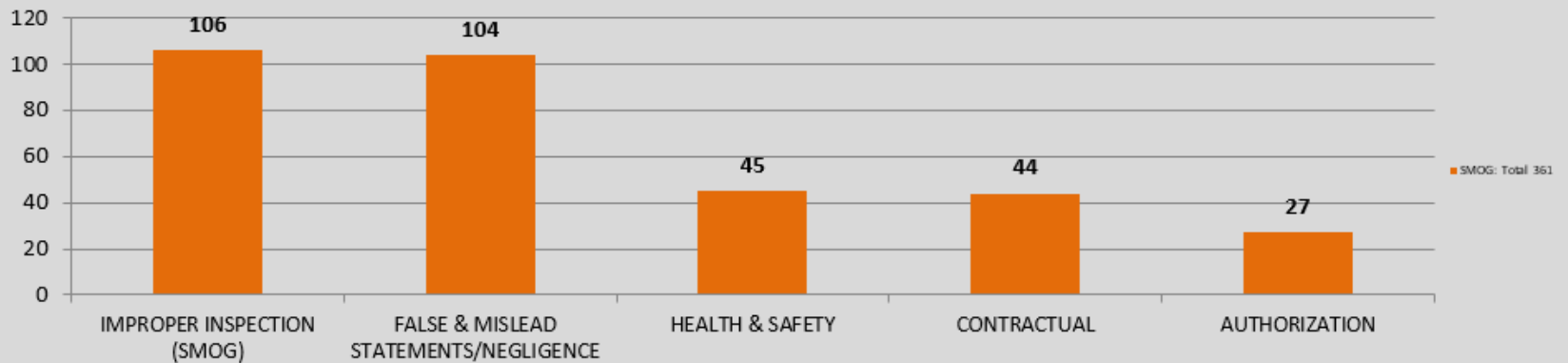


# COMPLAINT TRENDS - SMOG

**FY 2021-22 YTD: Total 480\***

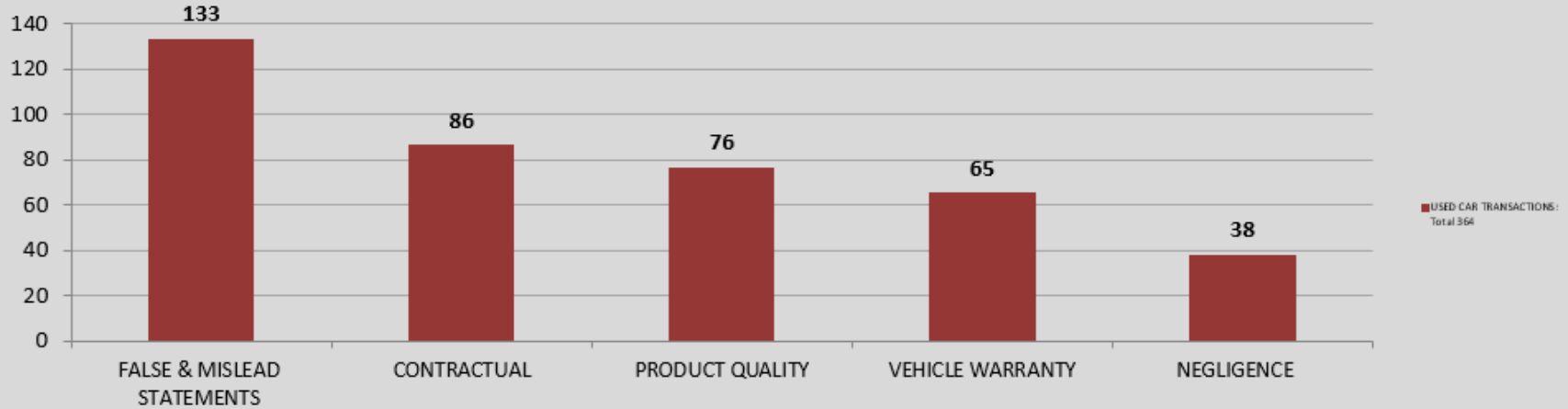


**FY 2020-21 YTD: Total 361\***

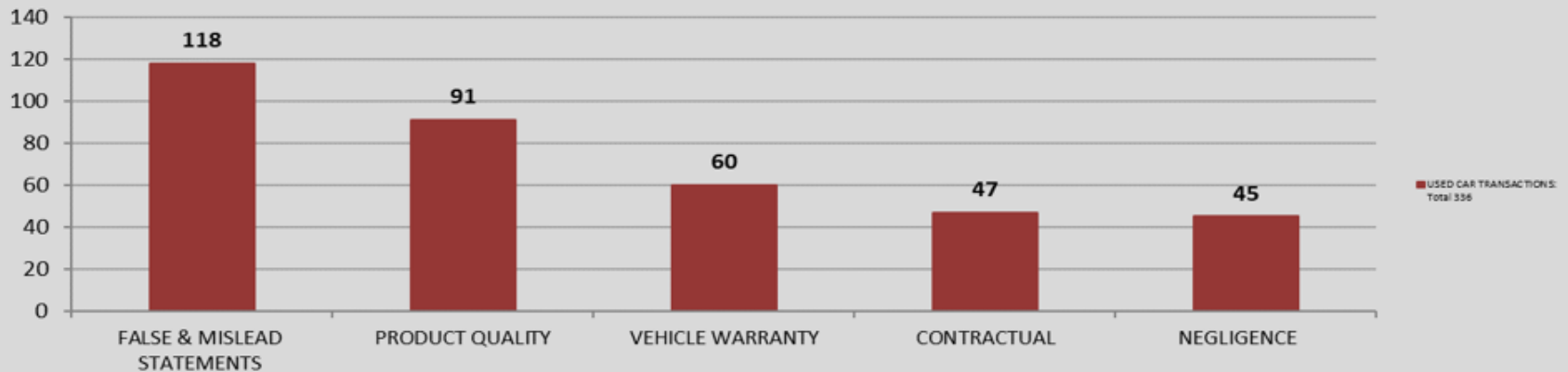


# COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

**FY 2021-22 YTD: Total 364\***

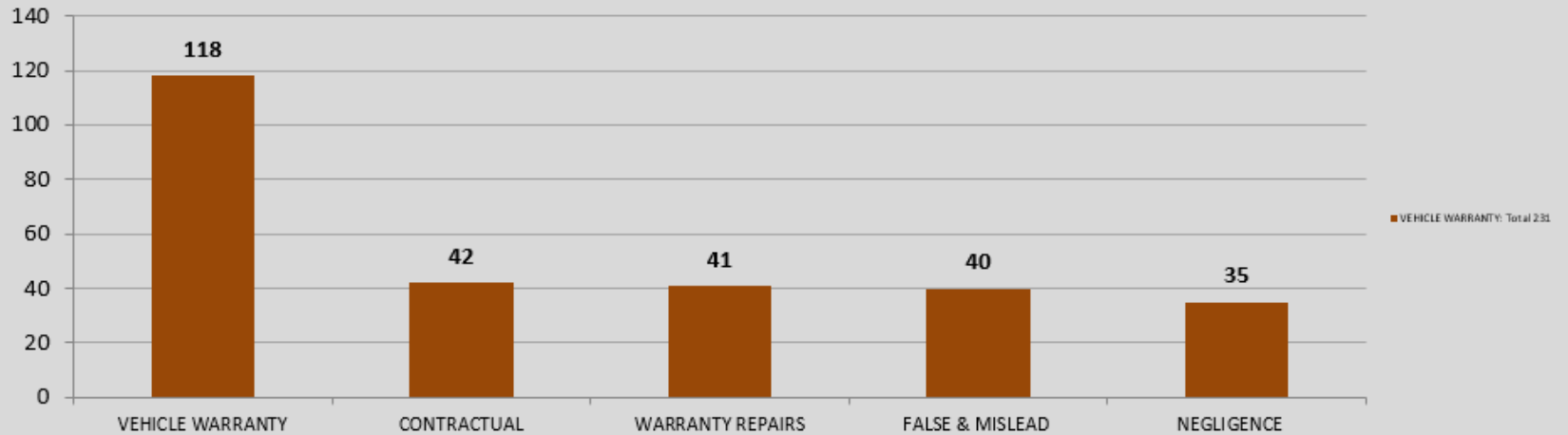


**FY 2020-21 YTD: Total 336\***

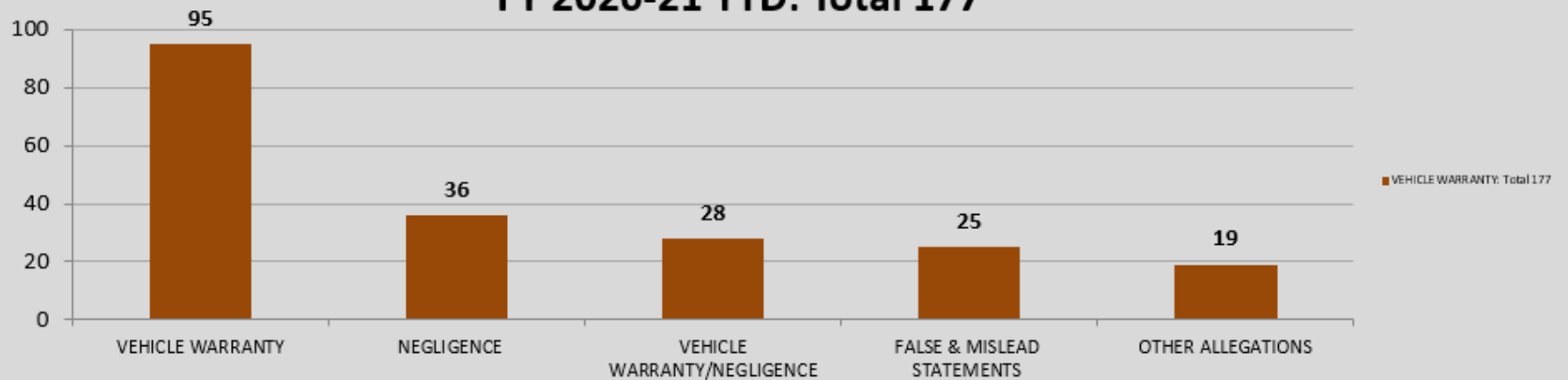


# COMPLAINT TRENDS – VEHICLE WARRANTY

**FY 2021-22 YTD: Total 231\***

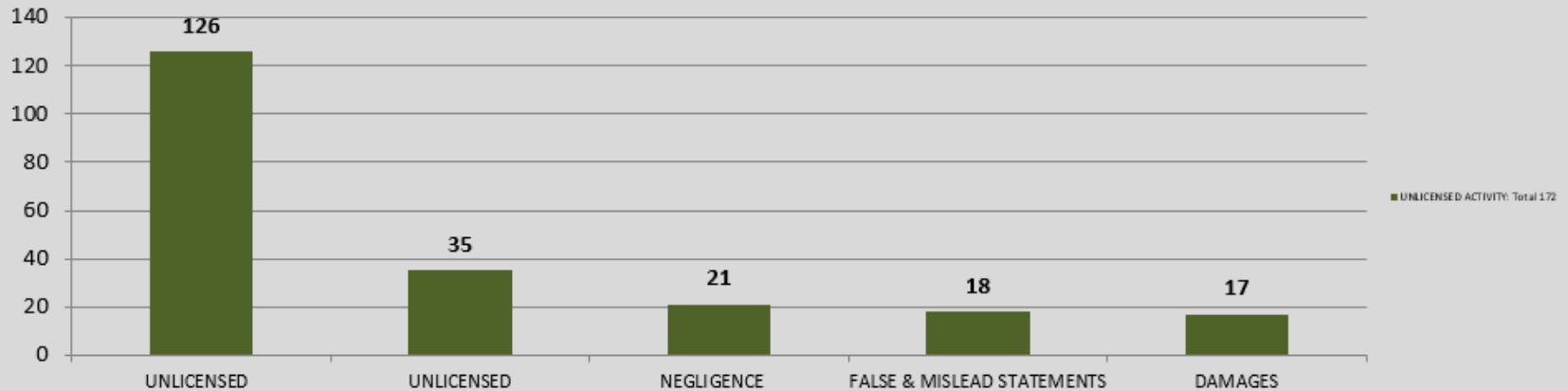


**FY 2020-21 YTD: Total 177\***

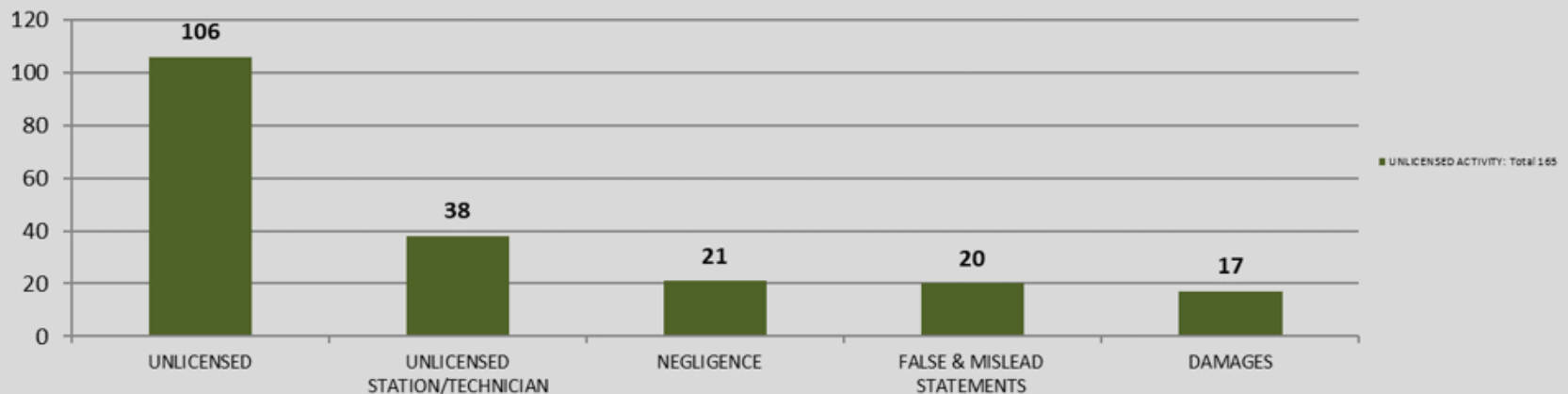


# COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

**FY 2021-22 YTD: Total 172\***



**FY 2020-21 YTD: Total 165\***



# AUTO BODY INSPECTION PROGRAM STATISTICS

<b>FY 2021-22 YTD</b>	
<b>Total Inspections Requested</b>	<b>39</b>
<b>Total Inspections Conducted</b>	<b>27</b>
<b>Total Complaints Filed</b>	<b>8</b>
<b>FY 2020-21 YTD</b>	
<b>Total Inspections Requested</b>	<b>61</b>
<b>Total Inspections Conducted</b>	<b>39</b>
<b>Total Complaints Filed</b>	<b>16</b>

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# 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](mailto:bill.thomas@dca.ca.gov)