

Informal Citation Conference and Remedial Training

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Bureau of Automotive Repair

Program Overview and Objectives

Overview of progress in implementing legislation

- Legislation: Assembly Bill 471 (Low, Chapter 372, Statutes of 2021)
- Effective Date of Regulations: July 1, 2023

Program Objectives

- Goal: Strengthen compliance and consumer protection through expanded citation authority and remedial training programs for automotive repair dealers (ARDs)
 - Provide ARDs opportunities to address minor violations
 - Improve understanding of BAR regulations
 - Enhance consumer protection

Citation Issuances

Total Citations Issued: 63 citations issued since regulations became effective

BAR proceeded with caution to ensure judicious implementation

Common Violations:

- Failure to produce records
- Failure to meet estimate and invoice requirements
- Failure to properly document additional authorization
- Failure to follow specific trade standards

Citation Review Panel - Informal Appeal Process (1 of 2)

Composition: Three representatives (BAR, public, automotive repair industry)

Function: Provide informal appeal process for ARDs

Conferences Held:

- June 27, 2024: 4 appeals
- August 8, 2024: 4 additional appeals
- Next Conference: November 7, 2024

Citation Review Panel - Informal Appeal Process (2 of 2)

Panel Recommendation:

- Reviewed by BAR chief or designee to issue a final decision on the informal appeal
- Potential Outcomes: affirm, modify, or dismiss citation
- ARD Option: Request formal administrative hearing before an Administrative Law Judge if unsatisfied with the outcome

Remedial Training Program

Purpose: Corrective, not punitive

Outcome: Prevents citation disclosure on BAR's public website if training is completed as specified and ARD has not completed the training in the preceding 18 months

Statistics:

- Requests Received: 18
- Completed Training: 8
- Incomplete Training: 9
- In Progress: 1

Looking Ahead

BAR's Commitment

- Continued success and transparency in citation and training programs
- Ongoing scheduling of citation review conferences as needed
- Encouraging ARDs to utilize educational opportunities

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