

Field Operations & Enforcement Division Update

Bill Thomas
Executive Office
January 30, 2025



Bureau of Automotive Repair

2024 Accomplishments (1 of 3)

- Enforcement Headquarters
 - Supported the Field Operations and Enforcement Branch in managing the VSSI program inspections and station initializations
 - Provided technical assistance to finalize text on regulatory package
 - Storage fees
 - Tear down disclosures
 - Mobile and referral ARDs
 - Established two new branches/units as part of continuous review of operational structure to gain efficiencies
 - Statewide Investigations Branch (SIB)
 - Field Support Services Unit (FSS)
 - Created a new consumer complaint process to reduce overall complaint cycle time

2024 Accomplishments (2 of 3)

- Technical Training Unit
 - In conjunction with CHP, completed dozens of “Street Racing/Sideshow” trainings, educating hundreds of law enforcement officers in the techniques to identify illegally modified vehicles commonly used in street racing or sideshows.
- Enforcement Operations Branch
 - Held three informal citation appeal conferences (3-person panel)
 - Citations appealed – 12
 - Affirmed – 9
 - Dismissed – 1
 - No-shows (both reviewed and affirmed) - 2

2024 Accomplishments (3 of 3)

- Field Support Services Unit
 - Appointed two managers and filled several analytical positions
- Statewide Investigations Branch
 - Appointed three managers and filled 10 investigator positions
- Field Operations/Enforcement Branch
 - Educational interactions – over 1,200 completed
 - Disciplinary cases – approximately 130 cases closed
 - Airport Collision revoked for storage and auto repair fraud
 - Mid Valley Automotive revoked for storage and auto repair fraud
 - Consumer complaints – over 16,000 received
 - Assisted federal investigators with Smog Check fraud investigation resulting in 12 people indicted in case filed by the US Attorney
 - VSSI Inspections – 436 stations active

2025 Projects and Initiatives (1 of 3)

- Enforcement Headquarters
 - Work with BAR regulations coordinators and DCA to finalize regulatory packages
 - Storage Fees
 - Teardown disclosures
 - Mobile and Referral ARDs
 - Continue to review operational structure to gain efficiencies and provide excellent customer service
- Technical Training Unit
 - Continue to partner with the CHP to provide “Street Racing/Sideshow” trainings and educate law enforcement officers
 - Develop additional internal training programs for BAR staff

2025 Projects and Initiatives (2 of 3)

- Enforcement Operations Branch
 - Continue to process informal citation appeal conferences (3-person panel)
 - Collaborate with other BAR Divisions and Enforcement Branches to carry out process improvement efforts
- Field Support Services Unit
 - Continue to absorb administrative processes to establish consistency and improve operations
- Statewide Investigations Branch
 - Develop advanced investigative methodologies to quickly seek discipline where appropriate

2025 Projects and Initiatives (3 of 3)

- Field Operations/Enforcement Branch
 - Continue and increase educational efforts to achieve compliance with BAR laws and regulations
 - Continue to evaluate and modify consumer complaint process to achieve a fair and equitable process for complainants and repair facilities
 - Provide input to management and the Executive Office on emergent automotive repair trends

Contact Information

Bill Thomas

Bill.Thomas@dca.ca.gov

www.bar.ca.gov



Bureau of Automotive Repair